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Nota di contenuto

Book Cover; Title; Contents; List of figures; List of tables and boxes; Notes on contributors; Introduction: the focus and content of this book RICHARD HEEKS; Reinventing government in the information age RICHARD HEEKS; Different approaches to information age reform RICHARD HEEKS AND ANNE DAVIES; Understanding success and failure in information age reform RICHARD HEEKS AND SUBHASH BHATNAGAR; Better information age reform: reducing the risk of information systems failure RICHARD HEEKS
Information systems for improved performance management: development approaches in US public agencies DOUGLAS M. BROWN
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Strategic information systems planning: applying private sector frameworks in UK public healthcare JOAN A.BALLANTINE AND NIGEL CUNNINGHAM
Reengineering public sector organisations using information technology KIM VIBORG ANDERSEN; Analysing performance information needs: using framework approaches in a UK public healthcare organisation JOAN A.BALLANTINE AND NIGEL CUNNINGHAM; Recruiting and retaining information systems staff for information age reform NANCY J.JOHNSON; Appendix: Educators' guide; Parts 2 5; Index

Sommario/riassunto

Will information technology help reinvent government? It might, but only if it is correctly managed. This book provides a new model for management of information age reform, based on international case-studies drawn from the US, UK, mainland Europe, and developing countries. It offers practical guidance and analytical insights and will be of value to practitioners, students, educators and researchers in both public administration and information systems.