1.	Record Nr.	UNINA9910456375203321
	Autore	Borins Sandford
	Titolo	Digital state at the leading edge / / Sandford Borins [and four others]
	Pubbl/distr/stampa	Toronto, [Canada] ; ; Buffalo, [New York] ; ; London, [England] : , : University of Toronto Press, , 2007 ©2007
	ISBN	0-8020-9490-2 9786612014451 1-282-01445-5 1-4426-8546-8
	Descrizione fisica	1 online resource (458 p.)
	Collana	Institute of Public Administration of Canada Series in Public Management and Governance
	Disciplina	351.710285
	Soggetti	Internet in public administration - Canada Information technology - Government policy - Canada Internet in public administration Information technology - Government policy Electronic books.
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	"IPAC IAPC".
	Nota di bibliografia	Includes bibliographical references and index.
	Nota di contenuto	Frontmatter -- Contents -- Acknowledgments -- Introduction / Borins, Sandford -- 1. Conceptual Framework / Borins, Sandford -- 2. The Government of Canada: Government On-Line and Citizen-Centred Service / Brown, David -- 3. What Keeps a CIO Awake at Night? Evidence from the Ontario Government / Borins, Sandford -- 4. Beyond Bubble Gum and Goodwill: Integrating Service Delivery / Kernaghan, Kenneth -- 5. Citizen Relationship Management in Canadian Cities: Starting to Dial 311 / Bontis, Nick -- 6. Mining the Nation's Intellectual Capital: Knowledge Management in Government / Bontis, Nick -- 7. Moving Beyond Politics as Usual? Online Campaigning / Kernaghan, Kenneth -- 8. Making Political Connections: IT and Legislative Life / Kernaghan, Kenneth -- 9. E-Consultation: Technology at the Interface between Civil Society and Government / Borins, Sandford / Brown, David -- 10. Digital Leadership: The Human Face of IT / Borins,

| Sommario/riassunto | The impact of information technology (IT) on government in the last five years has been profound. Using the governments of Canada and Ontario (both recognized as international leaders in the use of IT) as case studies, Digital State at the Leading Edge is the first attempt to take a comprehensive view of the impact of IT upon the whole of government, including politics and campaigning, public consultation, service delivery, knowledge management, and procurement.Using the concepts of channel choice, procurement market analysis, organizational integration, and digital leadership, this study explores the inter-relationships among all these aspects of the application of IT to government and politics. The authors seek to understand how IT is transforming government and what the nature of that transformation is. In the process, they offer an explanation of Canada's relative success, and conclude with practical advice to politicians and public servants about how to manage IT in government more effectively.Based on new and original research undertaken over the last five years, the findings of this intriguing study will be of interest to those studying or working in the fields of public administration, political science, and information technology. |