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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. [175]-188) and index.
Nota di contenuto	Introduction: The context of changing communication with the public using digital technologies -- The problem of defining "project digital": making sense of digital technologies in police service environments -- The cultural dynamics of technological change -- Putting the researcher in the field: the performances and positions of the ethnographer in innovative networks of communication -- The cultural history of Programme digital and project ATTACH in the MPS -- Phase one of the relations of production: "kicking-off and the early days" -- Phase two of the relations of production: "moving on and developing e-services" -- The construction of a digital services narrative at European, national and regional levels -- Narratives of service provision in the metropolitan police service: embedding telematics within service narratives -- Participation between service providers and residents: local people's perceptions of services in the East End of London -- Police work and everyday life -- Conclusion -- Appendix: The research

methods and objectives of Newham focus groups.

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**Sommario/riassunto**

In this work, Bridgette Wessels offers a unique insight into the ways in which core public institutions and powerful organizations develop digital communications and services within the public realm. The book draws on her ethnographic research with the London Metropolitan Police Service which, working in a socially, culturally and demographically complex city, offers a highly revealing case study of technology and human processes.

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