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Nota di contenuto	Intro -- Contents -- Preface -- PART I -- 1 Introducing the Wired Concept -- 2 Electronic Government: Stages and Status -- 3 Information Technology and Government Business Processes -- PART II -- 4 Knowledge Management: The New Frontier of Information5 Enhanced Management -- 5 The Dark Side of Digital Government and Knowledge Management -- PART III -- 6 Staffing and Design of Wired Organizations -- 7 Wired Governments and Wired Cultures -- 8 Managing the Trade-off between Ease of IT Implementation and Performance Benefits -- 9 Management-Level Policy Development for Wired Governments -- PART IV -- 10 Wires across Government Boundaries -- 11 Wired Governments in the Context of Wired Communities and Economies -- APPENDIX A The Technology of Digital Signatures -- APPENDIX B The Administrative Infrastructure for Governmental Electronic Transactions -- APPENDIX C Highly Rated State Government E- Commerce Web Applications -- Index.
Sommario/riassunto	O'Looney provides an overall strategic orientation to the challenges that public managers will face in the new age of cyberspace. With his advice, public managers will be able to transform their agency or organization

into a model of electronic government. Especially important, O'Looney helps public managers find the best fit between new technologies, their current operating practices, and the special characteristics and goals of their organizations.

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