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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<br>Information systems for improved performance management: development approaches in US public agencies DOUGLAS M. BROWNAutomating personnel records for improved management of human resources: the experience of three African governments PIERS CAIN; Evaluating information systems for decentralisation: health management reform in Ecuador ANGEL SALAZAR; Internet-enabled applications for local government democratisation: contradictions of the Swedish experience AGNETA RANERUP; Community development and democratisation through information technology: building the new |

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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.

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