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Titolo	Delivering the vision : public services for the information society and the knowledge economy // edited by Eileen M. Milner
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Descrizione fisica	1 online resource (195 p.)
Altri autori (Persone)	MilnerEileen M. <1963->
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Book Cover; Title; Contents; List of illustrations; Notes on contributors; Preface; Acknowledgements; Delivering the vision: an introduction; Seven e-government milestones; Centrelink, changing culture and expectations; Brisbane; a reflection on a journey; Beyond 20/20 vision, improving the human condition: a Canadian perspective; Reasoned strategy or leap of faith? Knowledge management-led cultural change in Canadian public services; Vision and leadership in the digital economy; E-government, strategic change and organisational capacity; Delivering the vision: where are we going?; Index;
Sommario/riassunto	Delivering the Vision is a practitioner-focused text, accessible and relevant to all those interested in the management and reform of public sector organisations.

