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# Transforming Government And Public Services

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## **Transforming Government And Public Services:**

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Transforming Government and Public Services Stephen Jenner, 2016-02-24 This book distills the learning from practical experience and academic research and represents a significant contribution to the challenges we face in transforming government and public services in an environment of ever tighter finances John Suffolk UK Government Chief Information Officer Major public sector IT enabled business change programmes are designed to realize benefits in terms of more efficient services services tailored to the need of citizens and improved outcomes but in practice such benefits often fail to materialize or we are unable to demonstrate their delivery Transforming Government and Public Services provides proven tools techniques and processes to reverse this trend Stephen Jenner explores a number of key themes that are fundamental to an approach to project portfolio management built on value He explains how to develop a business case to achieve a desired intent rather than justify a particular solution create project documentation that is both technically rigorous and gives users a clear understanding of where you are going treat projects as investments rather than costs include stage gates with teeth that are closely linked to real performance plan for success rather than holding people to account for failure use a single version of the truth principle so there are no arguments about different data In a complex confusing and often highly politicized environment Stephen Jenner s Transforming Government and Public Services provides a clear definitive and highly applied guide for all involved in selecting the right projects and doing them right so that they achieve the intended investment objectives

**Transforming Government and Empowering Communities** Nagy Hanna, 2008 A

case study of why and how national e leadership institutions e government and e society programs were designed and implemented The book examines the process of building national ICT institutions showing how to design and implement an integrated e government program The book describes how a fund was developed to promote grassroots innovations that leverage ICT to solve problems of rural development and poverty The book proposes national e strategies be grounded in an integrated framework and institutional mechanisms that would exploit synergies and interdependencies among the different e

*Public Sector Transformation Through E-government* Vishanth Weerakkody, Christopher G. Reddick, 2013 Over the last decade governments in Europe and North America have attempted to improve efficiency of public services through Information and Communication Technology commonly branded as electronic government e government Public Sector Transformation through E Government explores the influence that e government has on public sector organizations the organizational complexities that result and its impact on citizens and democratic society This book examines e government s potential to transform public services from a theoretical perspective and provides practical examples from leading public sector institutions that have utilized e government as a basis to bring about change It further investigates the relationship between citizens and government and how they are affected by e government policies and programs Aimed at students and researchers of public administration management and information systems this book serves as a welcome tool for examining and understanding e government and transformational change

*Transforming Government Organizations* Ronald R. Sims, William I. Sauser, Sheri K. Bias, 2016-04-01 In 2010 IAP released Change Transformation in Government Organizations edited by Ronald R Sims This well received volume described how organizational change methods can be used effectively to make government organizations more effective and efficient and better equipped to serve a demanding citizenry The 2010 book brought together contributions by managers practitioners academics and consultants in the study of international federal state and local government efforts to respond to increased calls for change transformation in public sector organizations Since the release of the 2010 volume calls for government transformation have continued and intensified and a number of fresh ideas and examples have been generated from the field The time is now ripe for a follow up volume laying out innovative successful ideas for transforming government Transforming Government Organizations Fresh Ideas and Examples from the Field is that follow up volume A collection of fresh contributions such as those included in this book will add to the growing knowledge base of what does and what does not work when transformation efforts are attempted in government organizations The contributors to this new volume are experts with extensive experience as change agents in government and other organizations They provide analyses and discussions of specific cases and issues as well as practical tools ideas and lessons learned intended to guide those responsible for similar efforts in the years to come The audience for the book are government managers scholars and others interested in undertaking or learning about such efforts

**e-Transformation: Enabling New Development Strategies** Nagy K. Hanna, 2009-11-11 Could information and

communication technology ICT become the transformative tool for a new style of global development Could ICT promote knowledge based innovation driven and smart adaptive participatory development As countries seek a way out of the present period of economic contraction they are trying to weave ICT into their development strategies in the same way organizations have learned to use ICT to transform their business models and strategies This integration offers a new path to development that is responsive to the challenges of our times In e Transformation Nagy Hanna identifies the key ingredients for the strategic integration of ICT into national development with examples from around the world He draws on his rich experience of over 35 years at the World Bank and other aid agencies to outline the strategic options involved in using ICT to maximize developmental impact transforming public service institutions networking businesses for innovation and competitiveness and empowering communities for social inclusion and poverty reduction He identifies the key interdependencies in e transformation and offers a holistic framework to tap network effects and synergies across all elements of the process including leadership cyber policies institutions human resources technological competencies information infrastructure and ICT uses for government business and society Integrating analytical insights and practical applications across the fields of development political economy public administration entrepreneurship and technology management the author candidly argues that e transformation like all bold ideas faces implementation challenges In particular the aspiration reality gap needs to be systematically addressed if ICT enabled innovation and transformation is to become a development practice E transformation is first and foremost about thinking strategically and creatively about the options made possible by the information technology revolution in the context of globalization To this end the author provides tools and best practices designed to nurture innovation select entry points prioritize among competing demands and sequence and scale up He outlines the roles of all participants political managerial entrepreneurial social and technical whose leadership is essential for successful innovation

**Transforming Government and Building the Information Society** Nagy K. Hanna, 2010-03-20

Information and communication technology ICT is central to reforming governance innovating public services and building inclusive information societies Countries are learning to weave ICT into their strategies for transforming government as enterprises have learned to use ICT to innovate and transform their processes and competitive strategies ICT enabled transformation offers a new path to digital era government that is responsive to the challenges of our time It facilitates innovation partnering knowledge sharing community organizing local monitoring accelerated learning and participatory development In Transforming Government and Building the Information Society Nagy Hanna draws on multi disciplinary research on ICT in the public sector and on his rich experience of over 35 years at the World Bank and other aid agencies to identify the key ingredients for the strategic integration of ICT into governance and poverty reduction strategies The author showcases promising practices from around the world to outline the strategic options involved in using ICT to maximize developmental impact transforming government institutions and public services and empowering communities for inclusion

and grassroots innovation Despite the ICT promise Hanna acknowledges that reforming governance and empowering poor communities are difficult long term undertakings Hanna moves beyond the imperatives and visions of e transformation to strategic design and implementation options and draws practical lessons for policymakers reformers innovators community leaders ICT specialists and development experts Transforming Public Services—Combining Data and Algorithms to Fulfil Citizen's Expectations Christophe Gaie,Mayuri Mehta,2024-05-04 This book provides a precise portrayal of the current trends and future perspectives of e Government It outlines new approaches that optimize public services across diverse sectors Going beyond traditional boundaries it offers mathematical models for public services supported by convincing case studies This book significantly enhances various government services such as education healthcare safety security and culture It also strongly emphasizes safeguarding citizens personal data ensuring privacy and obtaining explicit consent Tailored for students and academics the book is an invaluable reference for teaching graduate courses in e Government Process Modelling or Artificial Intelligence Its impact extends beyond the classroom civil servants from all domains can find practical insights to navigate the ongoing modernization of public services Even citizens curious about the transformation in their public services can find this book enlightening Researchers working in the area of e Governance can use this book to discover the recent developments in e Government **Transforming Public Services by Design** Sabine Junginger,2016-12-01 For policy makers and policy implementers design challenges abound Every design challenge presents an opportunity for change and transformation To get from policy intent to policy outcome however is not a straightforward journey It involves people and services as much as it involves policies and organizations Of all organizations perhaps government agencies are perceived to be the least likely to change They are embedded in enormous bureaucratic structures that have grown over decades if not centuries In effect many people have given up hope that such an institution can ever change its ways of doing business And yet from a human centered design perspective they present a fabulous challenge Designed by people for people they have a mandate to be citizen centered but they often fall short of this goal If human centered design can make a difference in this organizational context it is likely to have an equal or greater impact on an organization that shows more flexibility for example one that is smaller in size and less entangled in legal or political frameworks Transforming Public Services by Design offers a human centered design perspective on policies organizations and services Three design projects by large scale government agencies illustrate the implications for organizations and the people involved in designing public services the Tax Forms Simplification Project by the Internal Revenue Service 1978 1983 the Domestic Mail Manual Transformation Project by the United States Postal Service 2001 2005 and the Integrated Tax Design Project by the Australian Tax Office These case studies offer a unique demonstration of the role of human centered design in policy context This book aims to support designers and managers of all backgrounds who want to know more about reorienting policies organizations and services around people **Technology Enabled Transformation of the Public**

**Sector: Advances in E-Government** Weerakkody, Vishanth,2012-06-30 Electronic Government is continually advancing in topics such as hardware and software technology e government adoption and diffusion e government policy e government planning management e government applications and e government impacts Technology Enabled Transformation of the Public Sector Advances in E Government is filled with original research about electronic government and supplies academicians practitioners and professionals with quality applied research results in the field of electronic digital government its applications and impacts on governmental organizations around the world This title effectively and positively provides organizational and managerial directions with greater use and management of electronic digital government technologies in organizations It also epitomizes the research available within e government while exponentially emphasizing the expansiveness of this field *Trust and Digital Transformation in the Public Sector* Barbara Kozuch,Katarzyna Sienkiewicz-Małyjurek,2024-12-26 Digital transformation is a promising way to increase the possibilities and effectiveness of public organizations but the implementation of digital technologies alone does not bring value It is vital to convince and motivate people to use new ways of public services delivery and it is necessary to trust both public institutions and new technologies Digital trust is considered a key determinant of acceptance of digital technologies leading to their effective use and creation of innovative solutions However little is known about creating and using trust as a driving force of digital transformation In this approach trust is not only a motivating factor to use digital technologies but also a trigger for changes in the action strategy In this book trust is analyzed from this perspective The authors present the importance of digital trust as well as its evolving nature manifested along with the progress of digital transformation Offering both theoretical and practical insights this volume will add value to trust theory and digital governance theory by indicating the importance of organizational trust and the ways of its use in the development of public service delivery processes and performance based on digital transformation It will be of interest to researchers academics professionals and advanced students in the fields of public management innovation ethics and organizational studies Public Sector Transformation Processes and Internet Public Procurement: Decision Support Systems Pomazalová, Natasa,2012-12-31 While many social economic and political changes have occurred recently in internet public procurement and its decision support systems there is still a lot of opportunity for improvement Public Sector Transformation Processes and Internet Public Procurement Decision Support Systems brings together research on different perspectives from academics and practitioners on the methods theories and practices involved in the growth and expansion of decision support systems as it relates to the public sector transformation process and internet public procurement **Transformational Government Through EGov Practice** Mahmud Akhter Shareef,Norm Archer,Yogesh K. Dwivedi,2012-03-23 The future of government as we know it is being shaped by the quickly advancing progression of information and communication technology ICT eGovernment systems eGov presents major challenges and advantages for policy makers and the public alike **Transformation of the Fiscal and Taxation Systems**

Kang Jia,Liu Wei,2022-02-24 This book elucidates the murky realities of China s taxation system today and advocates bold plans for change Theorizing finance and taxation in relation to a national political system the authors explain the current tangled up realities of China s creaky inherited and uneven tax system and put forward a plan for radical change This book will be of interest to finance professionals economists and scholars of the Chinese economy The focus is to properly handle the three basic economic and social relations between the government and the market and the enterprises as the main market entities between the central and local governments and between the public power system and the citizens This book follows the research context of problem orientation goal orientation practical operation and puts forward the ideas basic goals and paths of fiscal system reform that adapt to the modernization of national governance **Handbook of Research**

**on Transforming Government, Nonprofits, and Healthcare in a Post-Pandemic Era** Howard, Joanne E.,2022-10-28 The COVID 19 pandemic has offered the world and its governments many challenges in how they will conduct their responsibilities and best assist their citizens The COVID 19 pandemic not only brought a global health emergency but also helped to shed light on systemic inequalities caused conspiracy and distrust within the masses and exhausted global health services The government and nonprofit sector including healthcare education and social service organizations will have to utilize the best practices greater collaboration and joint venturing to survive post pandemic The Handbook of Research on Transforming Government Nonprofits and Healthcare in a Post Pandemic Era serves as a resource for those in education healthcare government social service and other nonprofit organizations who wish to advance their missions in an age of uncertainty It further discusses how democracy can continue to advance the world its countries and the way that we see one another Covering topics such as BIPOC academic leaders economic development and health science education this premier reference source is an essential resource for government officials public administration community leaders advocacy networks social service organizations hospital administrators health officials medical professionals students and faculty of higher education researchers and academicians **Transforming Public Finance Through GovTech** David

Amaglobeli,Ruud A. de Mooij,Andualem Mengistu,Mariano Moszoro,Manabu Nose,Soheib Nunhuck,Sailendra Pattanayak,Lorena Rivero del Paso,Frankosiligi Solomon,Ms. Rebecca Sparkman,Hervé Tourpe,Gerardo Uña,2023-09-07 Digital divide across countries and within countries continues to persist and even increased when the quality of internet connection is considered The note shows that many governments have not been able to harness the full potential of digitalization Governments could play important role to facilitate digital adoption by intervening both on supply investing in infrastructure and demand side increase internet affordability The note also documents significant dividends from digital adoption for revenue collection and spending efficiency and for outcomes in education health and social safety nets The note also emphasizes that digitalization is not a substitute for good governance and that comprehensive reform plans embedded in National Digital Strategies NDS combined with legal and institutional reforms are needed to ensure that governments can



reap full benefits from digitalization and manage the risks appropriately      *Scientific Foundations of Digital Governance and Transformation* Yannis Charalabidis, Leif Skiftenes Flak, Gabriela Viale Pereira, 2022-03-02 This book provides the latest research advancements and findings for the scientific systematization of knowledge regarding digital governance and transformation such as core concepts foundational principles theories methodologies architectures assessment frameworks and future directions It brings forward the ingredients of this new domain proposing its needed formal and systematic tools exploring its relation with neighbouring scientific domains and finally prescribing the next steps for laying the foundations of a new science The book is structured into three main areas The first section focuses on contributions towards the purpose ingredients and structure of the scientific foundations of digital transformation in the public sector The second looks at the identification and description of domain s scientific problems with a view to stabilizing research products assessment methods and tools in a reusable extendable and sustainable manner The third envisions a pathway for future research to tackle broader governance problems via the applications of information and communication technologies in combination with innovative approaches from neighbouring scientific domains Contributing to the analysis of the scientific perspectives of digital governance and digital transformation this book will be an indispensable tool for students researchers and practitioners interested in digital governance digital transformation information systems as well as ICT industry experts and policymakers charged with the design deployment and implementation of public sector information systems      **Handbook of Research on Smart Management for Digital Transformation** Barbosa, Belem, Filipe, Sandra, Santos, Claudia Amaral, 2022-03-11 In a global and digital society businesses are constantly being challenged by innovative and disruptive management strategies The dramatic changes that took place in all corners of the world during the COVID 19 pandemic confirmed that companies need to update their resources and anticipate trends The current changes introduced by digitalization offer endless innovation scenarios and strategic opportunities to companies but also demand an accurate and structured analysis of drivers motivations and determinants for success in this transformation The Handbook of Research on Smart Management for Digital Transformation analyzes the drivers of digital transformation in businesses and assesses digital transformation success factors in the short medium and long run This critical reference source is comprised of theoretical and empirical chapters as well as case studies on digital adoption by companies in different business sectors Covering topics such as brand messaging digital media platforms and success determinants this book is an essential resource for managers researchers educators of higher education business students digital strategists business associations communication and marketing agencies entrepreneurs and academicians      Public Governance Practices in the Age of AI Wongmahesak, Kittisak, Ahmad, Jamaluddin, Mustanir, Ahmad, 2025-03-13 Advances in digital technology have driven public administration from new public administration public administration 3 0 to digital public administration public administration 4 0 In the same way advances in artificial intelligence AI technology have driven digital public administration public

administration 4 0 into super smart society public administration 5 0 With official recognition of its existence as a separate era it can be said that AI is an important condition causing significant changes to public administration Therefore understanding it both in theory and in practice is very important Public Governance Practices in the Age of AI explores the evolution of public administration in the digital age highlighting the shift from traditional governance models to AI driven public administration 5 0 It examines the transformative role of artificial intelligence in shaping policies decision making and service delivery offering insights into both theoretical frameworks and practical applications Covering topics such as local administrative organizations public participation and global digital education this book is an excellent resource for public administrators public managers educators researchers professionals scholars academicians and more **Electronic Government** Maria A. Wimmer, Jean-Loup Chappelet, Marijn Janssen, Hans Jochen Scholl, 2010-08-18 This book constitutes the refereed proceedings of the 9th International Conference EGOV 2010 held in Lausanne Switzerland in August September 2010 The 36 revised full papers presented were carefully reviewed and selected from 111 submissions The papers are organized in topical sections on foundations transformation evaluation adoption and diffusion citizen perspectives and social inclusion infrastructure and business process modell

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