Public Sector Reform Using Information Technologies: Transforming Policy into Practice

Thanos Papadopoulos (University of Southampton, UK) and Panagiotis Kanellis (Ernst & Young and University of Athens, Greece)

Successful delivery of public policy is increasingly dependent upon the effectiveness of information technology and systems. However, reformers must navigate the complex interactions between IT limitations, policy minefields, and complicated organizational networks which make change difficult.

Public Sector Reform Using Information Technologies: Transforming Policy into Practice offers an analytical, interdisciplinary examination of electronic governance implementation from theoretical and practical perspectives. Researchers in fields like computer science, information systems, and sociology, and practitioners in policy formulation, implementation, and IT and systems deployment will find useful insights for improving the effectiveness of government services. Successfully transforming public policy using IT will help minimize the political and financial repercussions of failed implementations, meet the increasing expectations of citizens in modern democracies, and shape the public sector of the future.

Topics Covered:

- E-Government Applications
- E-Government Services
- Electronic Governance Implementation
- Information Technology and the Public Sector
- IT and Public Policy
- IT-Driven Public Sector Reform
- IT-Enabled Public Sector Reform
- Policy Delivery Evaluation Frameworks

Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.

Thanos Papadopoulos is a Lecturer in Knowledge and Information Systems Management, at the School of Management, University of Southampton, UK. He obtained his PhD from Warwick Business School, University of Warwick, UK. He also obtained his diploma (Dipl-Eng – Equivalent to MEng) in computer engineering and informatics from the School of Engineering of Patras University, Greece, and his MSc in Information Systems from the Department of Informatics of the Athens University of Economics and Business, Greece. His research interests include innovation and change in public services, business transformation and networks, and Information Systems’ assessment strategies. He has been awarded the Best Paper Award in the 2007 International Conference on the Management of Healthcare and Medical Technology. He has published more than 20 papers in peer-reviewed journals and international conferences.
Section 1: E-Government & Public Sector Transformation Issues and Strategies

Chapter 1
Which Digital State is Now at the Leading Edge?
Borins Sanford (University of Toronto, Canada)

Chapter 2
Policy and Socio-Economic Contexts for IT Based Public Sector Reform in Postcolonial Developing Countries:
Njihia James M. (University of Nairobi, Kenya)

Chapter 3
Transformation of Management in the Public Sector:
Angelopoulos Spyros (The University of Warwick, UK)
Katsios Foits (University of Macedonia, Greece)
Moustakis Vasilis (Technical University of Crete, Greece)

Chapter 4
Information Technology and Resistance to Public Sector Reforms: 
Bernardi Roberta (University of Warwick, UK)

Chapter 5
Government and Inter-Organizational Collaboration as Strategies for Administrative Reform in Mexico
Luis F. Luna-Reyes (Universidad de las Americas-Puebla, Mexico)
J. Ramon Gil-Garcia (Centro de Investigación y Docencia Económicas, Mexico)

Chapter 6
An Examination of Global Municipal Government Privacy and Security Policies
Garofalakis John (Research Academic Computer Technology Institute, Greece)
Koskeris Andreas (Research Academic Computer Technology Institute, Greece)
Michail Theofanis-Aristofanis (Research Academic Computer Technology Institute, Greece)
Oikonomou Flora (Research Academic Computer Technology Institute, Greece)

Chapter 7
ICT and Governance: 
Manolopoulos Christos (Research Academic Computer Technology Institute, Greece)
Sofotassios Dimitris (Research Academic Computer Technology Institute, Greece)
Stamati Teta (National and Kapodistrian University of Athens, Greece)

Chapter 8
Social Media-based Communities of Practice for Education in Citizenship and Sustainability
Florou Dimitra (University of Athens, Greece)
Gouscos Dimitri (University of Athens, Greece)

Section 2: Applied E-Government

Chapter 9
An Integrated Information System to Support the Management of World-Wide Spread Educational Resources for the Greek Ministry of Education
Garofalakis John (Research Academic Computer Technology Institute, Greece)
Kokkini Andreas (Research Academic Computer Technology Institute, Greece)
Michail Theofanis-Aristofanis (Research Academic Computer Technology Institute, Greece)

Chapter 10
E-Government Developments in Turkey for Supporting Public Sector Transformation
Bali Asim (Selçuk University, Turkey)
Medeni Tune (Turkstat, Turkey)

Chapter 14
Addressing Contextual Influences During ICT Innovation for Public Sector Reform:
Praosopoulos Elpida (Athen University of Economics and Business, Greece)

Chapter 15
Administrative Flexibility and Knowledge in Policy Delivery
Letch Nick (The University of Western Australia, Australia)

Section 3: Infrastructure for E-Government

Chapter 16
IT Progress Stage and Management Level Growth in Local Governments:
Kubo Sadaya (Setsunan University, Japan)
Akebe Tomohide (Setsunan University, Japan)
Nakagawa Keiko (Setsunan University, Japan)

Chapter 18
Service Oriented Architectural Principles for Interoperable and Secure E-government Frameworks
Stamati Teta (National and Kapodistrian University of Athens, Greece)
Karatjias Athanasios (University of Piraeus, Greece)
Martakos Drakoulis (National and Kapodistrian University of Athens, Greece)

Chapter 19
Integrating IT Infrastructures in the Public Domain: 
Muhamad M. Kamal (Brunel University, UK)

Chapter 20
Guidelines for Successful Public Internet Access Points (PIAPs) Implementation
Arifoğlu Ali (METU Informatics Institute, Turkey)
Afacan Gülgün (METU Informatics Institute, Turkey)

Chapter 21
Data Mining Applications in the Service of e-Government
Stylios George (Patras University, Greece)
Kotsanos Ioannis (Patras University, Greece)
Koumpouri Athanasia (Patras University, Greece)
Stamou Sofia (Patras University, Greece)
## Order Your Copy Today!

<table>
<thead>
<tr>
<th>Name:</th>
<th>Enclosed is check payable to IGI Global in US Dollars, drawn on a US-based bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization:</td>
<td>Credit Card □ Mastercard □ Visa □ Am. Express</td>
</tr>
<tr>
<td>Address:</td>
<td>3 or 4 Digit Security Code: ____________________________</td>
</tr>
<tr>
<td>City, State, Zip:</td>
<td>Name on Card: ____________________________</td>
</tr>
<tr>
<td>Country:</td>
<td>Account #: ____________________________</td>
</tr>
<tr>
<td>Tel:</td>
<td>Expiration Date: ____________________________</td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td></td>
</tr>
</tbody>
</table>

Order Your Copy Today!