# Case Studies on Digital Government

## Table of Contents

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>........................................................................................................</td>
<td>vi</td>
</tr>
<tr>
<td>Preface</td>
<td>........................................................................................................</td>
<td>viii</td>
</tr>
<tr>
<td>Chapter I</td>
<td>State of Wisconsin IT: Destroying the Barriers to Borderless Government</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Matt Miszewski, State of Wisconsin, USA</td>
<td></td>
</tr>
<tr>
<td>Chapter II</td>
<td>Westchester County Case Study</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>Norman Jacknis, Westchester County, New York, USA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scott Erik Fernqvist, Westchester County, New York, USA</td>
<td></td>
</tr>
<tr>
<td>Chapter III</td>
<td>Repairing the Broken Information Technology Department</td>
<td>43</td>
</tr>
<tr>
<td></td>
<td>Glenn Trommels, City of Rockford, Illinois, USA</td>
<td></td>
</tr>
<tr>
<td>Chapter IV</td>
<td>Becoming an Enterprise: Developing an E-Governance Structure in</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>Nevada County, California</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dave Bloch, County of Nevada, California, USA</td>
<td></td>
</tr>
<tr>
<td>Chapter V</td>
<td>IT Governance at the City of Naperville, Illinois</td>
<td>66</td>
</tr>
<tr>
<td></td>
<td>Donald J. Carlsen, City of Naperville, Illinois, USA</td>
<td></td>
</tr>
<tr>
<td>Chapter VI</td>
<td>Cutting the Red Tape to Go Paperless</td>
<td>81</td>
</tr>
<tr>
<td></td>
<td>J. Louis Boglioli, III, City of Stuart, Florida, USA</td>
<td></td>
</tr>
<tr>
<td>Chapter VII</td>
<td>Implementation of a Computerized Maintenance Management System (CMMS)</td>
<td>91</td>
</tr>
<tr>
<td></td>
<td>for the City of Naperville Department of Public Utilities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lawrence E. Gunderson, City of Naperville, Illinois, USA</td>
<td></td>
</tr>
</tbody>
</table>
Chapter VIII
Insuring a Successful ERP Implementation: Lessons Learned from a Failed
Project at a State Public University............................................................... 110
Kimberly Furumo, University of Hawaii at Hilo, USA

Chapter IX
To Shop and Buy in L.A.: Mining Cost Out of Old Processes in Building a
New Supply Chain for the City of Los Angeles........................................... 126
Paul W. Taylor, Center for Digital Government, USA

Chapter X
Technology Contracting in the Public Sector............................................ 136
Milton L. Petersen, Neal, Gerber & Eisenberg LLP, USA

Chapter XI
GovBenefits.gov: A Case Study in Government-to-Citizen Interaction......... 156
Curtis Turner, U.S. Department of Labor, USA

Chapter XII
Tampa, Florida Internet-Based Customer Service Center........................... 178
Steven M. Cantler, City of Tampa, Florida, USA

Chapter XIII
Conquering the Invasion of Technology: E-Government and Property Tax
Collections in the Stonewall County Tax Commissioner’s Office............... 195
Saundra J. Reinke, Augusta State University, USA
Dwight D. Johnson, Augusta State University, USA

Chapter XIV
Alaska Federal Health Care Access Network: Deploying Telemedicine
Services in the 49th State............................................................................ 201
Bogdan Hoanca, University of Alaska Anchorage, USA

Chapter XV
YerelNet (Local Network): A Web Portal and Web-Enabled
Communication Platform for Turkish Local Governments....................... 217
Mete Yildiz, Hacettepe University, Beytepe, Ankara/Turkey

Chapter XVI
The New York State Web Site: Accommodating Diversity Through a
Distributed Management Structure................................................................ 230
J. Ramon Gil-Garcia, University at Albany, SUNY, USA
Sharon S. Dawes, University at Albany, SUNY, USA
Chapter XVII
Bureau of Housing Services (BHS) ................................................................. 247
Luis Felipe Luna-Reyes, Universidad de las Américas-Puebla, México
Theresa A. Pardo, Center for Technology in Government, University at
Albany, New York, USA
Felipe Burgos Ochoaegui, Universidad de las Américas-Puebla, México
Rocio Moreno Sanabria, Universidad de las Américas-Puebla, México

Chapter XVIII
A Collaborative Communications Center and Public Safety Data Systems .... 256
Jerome A. Schulz, Independent Consultant, USA
Richard Tuma, Waukesha County Communications Center, Wisconsin, USA

Chapter XIX
The Challenges of Building a Knowledge Management System for Local
Collaboration ................................................................................................. 281
Yu-Che Chen, Northern Illinois University, USA
Kurt Thurmaier, Northern Illinois University, USA

Chapter XX
Using GIS to Generate Spatial Datasets for Public Management and Analysis:
A Description of the Enterprise Zone Fiscal Impact Project in Indiana .......... 298
Jim Landers, Indiana Legislative Services Agency, USA

Chapter XXI
The Techonomic Divide .................................................................................. 314
Alex Petit, City of Denton, Texas, USA
Anthony Caranna, City of Denton, Texas, USA

About the Editor ............................................................................................... 327

Index ................................................................................................................. 328