The various stakeholders of government have different, sometimes conflicting expectations regarding services, government’s inner workings, and, in general, government’s role in society. Today, governments are expected to be both citizen-centric and service-friendly, but they are also requested to improve efficiency and enhance the democratic system through stakeholder participation and involvement. Private-sector business and citizens play multiple roles as stakeholders of government. While they are recipients of government services (similar to “customers” in the private sector), they are at the same time also constituents in the democratic process.

High expectations from stakeholders put governments under enormous pressures, which increasingly facilitate a transformation in the business of government. On the one hand, government’s fragmentation is purposive; that is, the division of powers is at the core of any democratic system; on the other hand, the purposive fragmentation should not render the governmental system dysfunctional. If an event occurs, which cuts across jurisdictions and across spans of control, government agencies are expected to understand and deal with the situation in a timely and effective fashion. Governments need to operate in a coherent and holistic way in their problem-solving efforts.

Further, stakeholder participation in policy-making processes is of the essence. Government of the 21st century must find ways of using stakeholder input to inform similar policy-making processes down the road, in order to avoid wasteful reduplication of efforts. In short, governments face high expectations, while they have to deal with large numbers of urgent issues at the same time. Under these circumstances the understanding of effective transformative practices is key; an overview of practice-proven instruments and tools can help governments transform and retain essential knowledge during the transformation processes.

This book provides a timely contribution to the field of transformational government. It provides a number of different views on transformation and showcases successful practices from all over the world. For researchers, this book presents a valuable overview of the field of t-government. It covers the theoretical foundations, lays out the interoperability and integration aspects and portrays knowledge management and measurements approaches, which are the basis for enabling t-government. Furthermore, the book presents several theoretical lenses on t-government and charts out a number of different research directions.

Currently few countries and governments have actually excelled in accomplishing sustainable transformation. This is due in part to the complexity and the need for dealing with a variety of institutions, organizations, business processes, and technical issues. This book addresses various aspects of transformation, which can help practitioners moving forward with transformative projects. The book
further presents a number of instruments and tools, which support and enable t-government. It will not only contribute to understanding the increasing awareness and need for transformation, but will also help make the concept of t-government better understood, so that practice can avoid costly mistakes.

I wish you a pleasant reading!

Prof. Dr. Hans Jochen Scholl
The Information School, University of Washington, Seattle, WA, USA

Hans J (Jochen) Scholl is an associate professor in the University of Washington’s Information School. He teaches and conducts research on information management, process change, and organizational transformation in government and other organizations. His work has appeared in the International Journal of Public Administration, Transforming Government, Electronic Government, International Journal of Electronic Government Research, Government Information Quarterly, Action Research, and the Springer Lecture Notes in Computer Science. He is the PI of the NSF-funded Fully Mobile City Government research project. He chairs the electronic government track at the Hawaii International Conference on System Sciences (HICSS) and serves as a member of the organizing committee of the DEXA/EGOV conference. He is the president-elect of the Digital Government Society of North America and the vice chair of the IFIP TC 8.5 Working Group (Information Systems in Public Administration).