This edited volume advances the field of e-government by addressing its implementation challenges. E-government has only made limited progress in the utilization of information and communication technologies (ICTs) to deliver on its promise, which, as supported by some rigorous empirical studies, can be mostly attributed to the difficulty encountered in the implementation of e-government projects. Therefore, improvement in e-government implementation is critical for ultimately delivering its value to citizens. Nonetheless, most of the existing research tends to focus both on description of e-government efforts and evaluation of e-government services. Much less attention has been paid to developing a better understanding of management and implementation, and subsequently, to the improvement of e-government practice.

This volume fills the knowledge gap in e-government implementation by providing conceptual frameworks and best practices. Collectively, these conceptual frameworks provide useful lenses into more successful e-government implementation by exploring institutional context, organizational change, leadership, risk management, and governance dimensions. Noteworthy is the discussion about leadership with specific attention to the role of Chief Financial Officer (CFO) and political leadership. A risk management framework calls for fresh thinking about the nature and source of e-government implementation risks in the context of developing countries where international organizations play a significant role in providing the resources and technical expertise for implementation.

Moreover, this edited volume offers best practices in management tools and techniques ranging from project management to system dynamics modeling. Collectively, these chapters highlight the importance of project management, management support, performance measurement, strategic planning, communication, and creation of public value, among others. More specifically, one of the best practices in project management involves rigorous application of its methodology. Performance measurement assists in the development of matrices to evaluate and drive e-government implementation performance. Best practices also include strategic planning and partnership, coupled with frequent communication to improve e-government implementation.

This volume further contributes to the study of e-government implementation by examining a range of critical, but under-investigated contexts for improving implementation. One dimension of these contexts is the inclusion of developing countries, a destination for future growth in e-government. In addition to the U.S. context, this volume offers investigation into African, European, and Scandinavian countries. The focus on countries that are either innovative (such as Finland) or developing (such as Egypt) offers insight into the range of e-government implementation issues and possible solutions. The other dimension covers a rich array of e-government projects beyond standard investigation of official government websites. Examples of these projects include community-based fiber optics networks, public library networks, inter-agency service integration, open government, and e-participation projects. These case
studies provide a rich selection of e-government implementation for scholars and practitioners to study and generate practical insights.

In summary, this edited volume by Aikins has made a significant contribution to the study of e-government implementation that holds the key to advancing the theory and practice in e-government. These chapters provide various analytical frameworks for enhancing the understanding of the variety of contexts and appropriate implementation strategies. Moreover, they offer management tools and best practices for practitioners to improve e-government.

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