Public Information Technology: Policy and Management Issues

Table of Contents

Preface .......................................................................................................................... vii
   G. David Garson, North Carolina State University, USA

Part I: Managing Information Technology in the Public Sector

Chapter I.
   Information Technology and Public Administration:
   The View from the Profession .............................................................. 1
   Alana Northrop, California State University, Fullerton, USA

Chapter II.
   Politics, Accountability, and Governmental Information Systems .... 20
   Bruce Rocheleau, Northern Illinois University, USA

Chapter III.
   The Evolution of Information Technology Management
   at the Federal Level: Implications for Public Administration .......... 53
   Stephen H. Holden, University of Maryland, Baltimore County, USA

Chapter IV.
   The Realities of the Paperwork Reduction Act of 1995:
   A Government-Wide Strategy for Information Resources Management .......... 74
   Patricia Diamond Fletcher, University of Maryland, Baltimore County, USA
Chapter V. Mediating the Tension between Information Privacy and Information Access: The Role of Digital Government .......................... 94
George T. Duncan, Carnegie Mellon University, USA
Stephen F. Roehrig, Carnegie Mellon University, USA

Chapter VI. E-Government: An Overview ......................................................... 120
Shannon Howle Schelin, North Carolina State University, USA

Part II: Computer Applications in Public Administration

Chapter VII. Leading-Edge Information Technologies and American Local Governments ................................................................. 139
Donald F. Norris, University of Maryland, Baltimore County, USA

Chapter VIII. Information Technology as a Facilitator of Results-Based Management in Government .................................................... 170
James E. Swiss, North Carolina State University, USA

Chapter IX. Computer Tools for Better Public Sector Management ............. 190
Carl Grafton, Auburn University at Montgomery, USA
Anne Permaloff, Auburn University at Montgomery, USA

Chapter X. Survey Research, Focus Groups, and Information Technology in Research and Practice ......................................................... 221
Michael L. Vasu, North Carolina State University, USA
Ellen Storey Vasu, North Carolina State University, USA

Chapter XI. Geographic Information Systems in the Public Sector .............. 252
T.R. Carr, Southern Illinois University, Edwardsville, USA
Chapter XII.
Electronic Mail in the Public Workplace: Issues of Privacy and Public Disclosure ................................................................. 271

Charles L. Prysby, University of North Carolina at Greensboro, USA
Nicole D. Prysby, Attorney at Law, USA

Chapter XIII.
World Wide Web Site Design and Use in Public Management ...... 299

Carmine Scavo, East Carolina University, USA

Chapter XIV.
Toward an Information Technology Research Agenda for Public Administration ................................................................. 331

G. David Garson, North Carolina State University, USA

Appendix: Doing Online Research in Public Administration .......... 358

About the Authors .............................................................................. 384

Index ................................................................................................... 390