

# Index

## Symbols

@RISK 213

## A

access 205

accountability report 101

add-in 200

Administration & Society (A&S) 5

agile 172

Alpha-Five 205

American Review of Public Administration  
(ARPA) 5

American Society for Public Administration  
(ASPA) 121

Analysis ToolPak 200

anonymity 273

applicable freedom of information legisla-  
tion 272

Association of Public Data Users (APDU)  
107

Automated Fingerprint Identification  
Systems (AFISs) 141

## B

benefit-cost analysis 197

blanket monitoring 285

bleeding-edge technologies 142

bottom-up GIS 260

breadth of penetration 154

bulletin board 303

## C

Center for Technology (CTG) 41

central systems 142

chief information officer (CIO) 21, 84, 123

citizen input 304

coding decisions 228

Common Gateway Interface (CGI) 302

computer disasters 39

computer skills 8

computer-aided design (CAD) program 214

computer-aided design (CAD) systems 253

computer-aided mapping (CAM) 253

computer-assisted data entry (CADE) 231

computer-assisted personal interviewing  
(CAPI) 232

computer-assisted survey information  
collection (CASIC) 229

computer-assisted telephone interviewing  
(CATI) 223, 233

computerized self-administered data  
collection 231

computing 5

conceptualization 224

confidentiality 273

constitutional empowerment 101

continuous audience response technology  
(CART) 223, 239

corporate information management (CIM)  
65

Council of Professional Associations on  
Federal Statistics 107

crosscutting services 125  
curve smoothing 202

## D

data filter 196  
data linkage 109  
data query system 196  
data users 106  
database management 191  
database management systems (DBMS)  
254  
decentralization 339  
decentralization/democratization theory  
126  
decision analysis 191  
decision tree 213  
democratic accountability 100  
Department of Defense (DOD) 65  
Department of Energy (DOE) 125  
depth of penetration 155  
digital divide 237  
disk-by-mail (DBM) 231  
dissemination issues 263  
dystopian framework 129

## E

e-government 127, 162  
e-government survey 164  
e-government typology 132  
Electronic Communications Privacy Act  
(ECPA) 279  
Electronic Freedom of Information Act  
(EFOIA) 123  
electronic government 120  
electronic mail 271  
emergency services 256  
employee privacy 272  
end users 161  
era of e-commerce and e-business 120  
European Parliament 103  
European Union 103  
Excel 193  
executive information system (EIS) 180  
Executive Level Group (ELG) 65  
Executive Office of Management and  
Budget (OMB) 77

## F

“Falling Through The Net: Defining the  
Digital Divide” 335  
Federal Freedom of Information Act 287  
file transfers (FTP) 302  
flow charts 214  
forecasting 202  
Fourth Amendment 274  
frontline empowerment 184  
frontline workers 184  
functional separation 102

## G

Gantt charts 212  
general governmental functions 155  
geographic information system (GIS) 8,  
176, 191, 253  
Government Paperwork Elimination Act of  
1998 (GPEA) 75  
Government Performance and Results Act  
of 1993 (GPRA) 75  
graphics for illustrations 191

## H

health-care planning 257  
home pages 10  
HyperText Markup Language (HTML) 191  
hypothesized hierarchical structure 308

## I

individual autonomy 101  
information advocate 110  
information age 332  
information clearinghouse 111  
information integration 181  
Information Management and Technology  
(IMTEC) 60  
information resources management (IRM)  
58  
information technology (IT) 21  
information technology diffusion patterns  
131  
infrastructure planning 258  
Institute for Social Research (ISR) 239

institutional review boards (IRBs) 112  
 intense interest groups 182  
 Interactive Voice Response (IVR) 231  
 internal privacy review boards 112  
 Internal Revenue Service 99  
 International City Management Association (ICMA) 57  
 International City/County Managers Association 131  
 Internet revolution 120  
 interoperability 165  
 interorganizational struggles 34  
 interpersonal struggles 34  
 interrupted time series analysis 207  
 IT decisions 184  
 IT systems 184

## J

job definition 291

## K

Kennedy School of Government 68

## L

land use planning 257  
 leading-edge information technologies 139  
 leading-edge technologies 142  
 level of measurement 254  
 linear programming 204  
 local area network (LAN) 147  
 local governments 139

## M

management 174, 224  
 management data 181  
 management decision making 259  
 management facilitator 180  
 management information systems (MIS) 56  
 management of technology 56  
 management software 191  
 marketable 265  
 measurement error 223  
 Microsoft 317  
 minicomputers 233  
 moving average 202, 203

MPA programs 2  
 Munich Public Health Service 237

## N

National Abortion Rights League 106  
 National Agricultural Statistics Service (NASS) 99  
 National Association of Schools of Public Affairs 2  
 National Opinion Research Center (NORC) 239  
 National Public Radio 313  
 NCSS 200  
 needs assessment 260  
 Netscape 317  
 New Public Management (NPM) 171  
 non-attitudes 227  
 Notice of Electronic Monitoring Act (NEMA) 280

## O

Office of Information and Regulatory Affairs (OIRA) 77  
 old economy regions 334  
 ombuds 111  
 one-stop shopping 178  
 open government 333  
 operations 174  
 optical character recognition 191  
 organization charts 214  
 organizational culture 338

## P

Paperwork Reduction Act (PRA) 58  
 Pepsi Cola, Inc. 315  
 Personal Responsibility and Work Opportunity Reconciliation Act 123  
 pivot table 197  
 planning 224  
 political factors 24  
 politically charged missions 182  
 population parameter 225  
 PowerPoint 216, 314  
 PrecisionTree 213  
 presentation software 191

President's Management Agenda 88  
 Primavera Project Planner (P3) 211  
 privacy advocate 110  
 privacy clearinghouse 111  
 Privacy Protection Study Commission 102  
 Privacy Rights Clearinghouse 111  
 privacy risks 181  
 private-sector applications 258  
 privatization 30, 341  
 probability theory 225  
 Project Evaluation Review Technique  
     (PERT) chart 212  
 project planning 191  
 promotion 304  
 public administration 53  
 Public Administration Review (PAR) 5  
 public administration textbooks 6  
 public agencies 182  
 purchasing process 28

## R

racist jokes 284  
 random digit dialing (RDD) 235  
 raster models 256  
 reapportionment 258  
 regression analysis 206  
 reinvention 172  
 remote operation (Telnet) 302  
 report writing 228  
 resource equity 334  
 restricted access 109  
 Restuccia decision 278  
 results-based management 180  
 results-oriented 172  
 RFFlow 214

## S

sampling 204, 255  
 sampling designs 225  
 scanned graphics 215  
 sensitivity analysis 197  
 service delivery 304  
 sexist jokes 284  
 sharing information 32  
 spreadsheet 8, 191, 195  
 SPSS 200

State Freedom of Information Laws 288  
 statistics packages 191  
 StatPlus 200  
 strategy 78  
 structural inertia 128  
 survey research 222  
 Sustainable Development Networking  
     Program 336  
 SYSTAT 200

## T

tax category 196  
 tax revenue 196  
 Technical University of Munich 237  
 Telecommunications Education Trust 111  
 terrorist attacks 300  
 Tiananmen Square 332  
 time series data 202  
 timeliness 162  
 tort law protections 277  
 total quality management (TQM) 172, 303  
 touchtone dial entry (TDE) 234

## U

UMBC case studies 163  
 Uniform Resource Identifiers (URIs) 309  
 United Nations Division for Public Eco-  
     nomics and Public Administration 121  
 US Census Bureau 98  
 US Environmental Protection Agency 313  
 US General Accounting Office (GAO) 76  
 US Social Security Administration 99

## V

value purchasing 30  
 "value-added" approach 37  
 vector models 256  
 Visio 214  
 Visual Basic programs 194  
 voice recognition entry (VRE) 231

## W

Web authoring programs 191  
 Web publishing 191  
 Websites 46

“what if” analysis 197

worksheet 195

World Trade Organization 332