

# Building the Virtual State

**Information Technology  
and Institutional Change**



**Jane E. Fountain**

**BROOKINGS INSTITUTION PRESS**  
*Washington, D.C.*

---

# Contents

<b>Preface</b>	<b>ix</b>
----------------	-----------

---

## PART ONE

### Theory

CHAPTER ONE	
<b>Introduction</b>	<b>3</b>
CHAPTER TWO	
<b>Leveraging Cyberspace to Reinvent Government</b>	<b>18</b>
CHAPTER THREE	
<b>Networked Computing</b>	<b>31</b>
CHAPTER FOUR	
<b>Bureaucracy</b>	<b>44</b>
CHAPTER FIVE	
<b>Interorganizational Networks</b>	<b>64</b>
CHAPTER SIX	
<b>Enacting Technology: An Institutional Perspective</b>	<b>83</b>

PART TWO

---

**Practice**

CHAPTER SEVEN

<b>The International Trade Data System</b>	<b>107</b>
--	------------

CHAPTER EIGHT

<b>Enacting the ITDS</b>	<b>129</b>
--------------------------	------------

CHAPTER NINE

<b>A Virtual Agency for Business</b>	<b>147</b>
--------------------------------------	------------

CHAPTER TEN

<b>Command and Control in Cyberspace</b>	<b>167</b>
--	------------

CHAPTER ELEVEN

<b>Conclusions</b>	<b>193</b>
--------------------	------------

<b>Notes</b>	<b>207</b>
--------------	------------

<b>Index</b>	<b>243</b>
--------------	------------