



B 54300



dandelion.com

© 2008 A GI-Information Management Consultants
May be used for personal purposes only or by
libraries associated to dandelion.com network.

Public Information Technology: Policy and Management Issues

G. David Garson
North Carolina State University, USA



IDEA GROUP PUBLISHING

Hershey • London • Melbourne • Singapore • Beijing

Public Information Technology: Policy and Management Issues

Table of Contents

Preface	vii
<i>G. David Garson, North Carolina State University, USA</i>	

Part I: Managing Information Technology in the Public Sector

Chapter I.

Information Technology and Public Administration:

The View from the Profession	1
<i>Alana Northrop, California State University, Fullerton, USA</i>	

Chapter II.

Politics, Accountability, and Governmental Information Systems

Bruce Rocheleau, Northern Illinois University, USA

Chapter III.

The Evolution of Information Technology Management

at the Federal Level: Implications for Public Administration	53
<i>Stephen H. Holden, University of Maryland, Baltimore County, USA</i>	

Chapter IV.

The Realities of the Paperwork Reduction Act of 1995:

A Government-Wide Strategy for Information

Resources Management	74
<i>Patricia Diamond Fletcher, University of Maryland, Baltimore County, USA</i>	

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
<i>Charles L. Prysby, University of North Carolina at Greensboro, USA</i>	
<i>Nicole D. Prysby, Attorney at Law, USA</i>	
Chapter XIII.	
World Wide Web Site Design and Use in Public Management	299
<i>Carmin Scavo, East Carolina University, USA</i>	
Chapter XIV.	
Toward an Information Technology Research Agenda for Public Administration	331
<i>G. David Garson, North Carolina State University, USA</i>	
Appendix: Doing Online Research in Public Administration	358
About the Authors	384
Index	390