



**Center for
Technology in Government**

OECD E-Government Project E-Government Indicators

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CTG Mission

- The mission of the Center for Technology in Government at the University at Albany is to foster public sector innovation, enhance capability, generate public value, and support good governance.
- We carry out this mission through applied research, knowledge sharing, and collaborative problem solving at the intersection of policy, management, and technology.

Strengths

- Increasing recognition of complexity.
- Important link to policy.
- Important link to the role of policy makers and practitioners.
- Attention to dynamic nature of technology and eovernment environments.
- Focus on what citizens want and how services are impacting them.
- Multi-method
 - Focus on triangulation
- Recognition of no one best practice
 - Increasing recognition of the importance of context.

Strengths

- Linking in new ways to outcomes and performance measurement
- Recognition of the important role of the CIO
- Attention to the back office.
- Focus on expenditures.
- Attention to transparency.
- Understanding of cost of data collection and quality issues.

Challenges going forward

- Important link to the role of policy makers and practitioners.
 - Getting the information to them at the right time in the right format to include in the policy making process.
 - Understanding the difference in information needs between policy makers and practitioners.
- Focus on what citizens want and how services are impacting them.
 - How do we know what citizens want?
 - As services models are changing - Government 2.0 – how do we evaluate services that are provided with citizens and in some cases – by citizens.
- Attention to the dynamic nature of technology
 - Policy frameworks for social media
 - Electronic records policy – ediscovery
- Multi-method
 - Expensive and time consuming
 - Acceptance

Challenges going forward

- Role of CIO
 - Attention must also be paid to enterprise IT governance
 - What mechanisms are in place to enable coordination across agencies and between levels of government.
- Transparency
 - What is it?
 - How do we measure it?
- Performance measurement
 - Focus on outcomes are critical.
 - Public value frameworks are necessary.
 - Just beginning to understand this.

Challenges going forward

- Expenditures
 - How do we measure it?
 - Relies on integrated administrative infrastructure that may not be in place.
- Attention to the back office
 - Focus is on back office of service delivery
 - Process and technology interoperability
 - Cross-boundary coordination
 - Need more attention to the overall capability of government itself to leverage ICTs for responsibilities that involve responsibilities that are less direct service oriented.
 - Public health, public safety, emergency response.



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