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Note sur le contenu : The promises and opportunities of information technology in government / Yu-Che Chen and Michael Ahn Transforming government services over time : meanings, impacts, and implications for citizen-government relationships / Miriam Lips Information policies : value-oriented, instrumental and managerial choices for governing an information society / Sharon Dawes An integrative framework for effective use of information and communication technologies (ICTS) for collaborative public service networks / Yu-Che Chen Using system dynamics for the analysis of complex social problems and public policy alternatives : fundamentals and recommendations / Luis F. Luna-Reyes, J. Ramon Gil-Garcia, Eliot Rich, and David F. Andersen Big data and local performance management : the experience of Kansas City, Missouri / Alfred Ho, Kate Bender, Julie Steenson, and Eric Roche Mobile location based service (LBS) apps for public sector : prospects and challenges / Sukumar Ganapati Internet of things for public service : innovative practice in China / Jian-Chuan Zhang, Xiao Zhang, and

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Résumé ou extrait : La 4e de couv. indique : "The explosive growth in information technology has ushered in unparalleled new opportunities for advancing public service. Featuring 24 chapters from foremost experts in the field of digital government, this Handbook provides an authoritative survey of key emerging technologies, their current state of development and use in government, and insightful discussions on how they are reshaping and influencing the future of public administration."

Sujet - Nom commun : Administration électronique -- Études de cas
Participation politique -- Innovations technologiques -- Études de cas
Technologies de l'information et de la communication
Communication dans l'administration publique