Åke Grönlund

with contributions from Tuomo Kauranne, Frank Hartkamp, Olov Forsgren, Huberta Kritzenberger and Lars Albinsson

Managing Electronic Services

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Electronic Service Management A Public Sector Perspective

Al Ajeeli, Abid Thyab,Al-Bastaki, Yousif A. Latif

Electronic Service Management A Public Sector Perspective:

Managing Electronic Services Åke Grönlund,2000-06-26 This easy to read guide to portal electronic services development will help organizations achieve more proficient project management in developing gateways to electronic services The presentation discusses the most important challenges and the factors for success addressing both the electronic services themselves and the gateways to them While most books address the technical managerial or economic issues Managing Electronic Services adopts an organizational perspective This approach not only integrates the managerial technical and economic issues but also puts them into the context of a customers or users requirements and expectations

Electronic Government: Design, Applications and Management Grönlund, Åke,2001-07-01 While not specifically defined Electronic Government has become a common term to describe all of the processes administrative and democratic that combine to constitute public sector operations Electronic Government Design Applications and Management examines the changes faced by the public sector as the use of IT significantly increases This book geared toward practitioners professionals decision makers and students strives to examine the challenges and opportunities involved in the implementation and use of IT into organizations   E-Service: New Directions in Theory and Practice Roland T. Rust,P.K. Kannan,2016-09-16 The advent of the era of e Service the provision of services over electronic networks like the internet is one of the dominant business themes of the new millennium It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology This book provides a collection of different perspectives on e Service and a unified framework to understand it even as the business community grapples with the concept It features contributions from key researchers and practitioners from both the private and public sectors as well leading scholars from the fields of marketing information systems and computer science They focus on three key areas the customer technology interface e Service business opportunities and strategies and public sector e Service opportunities The insights they offer will be equally useful to students scholars and practitioners   **E-government and Public Sector Process Rebuilding** Kim Viborg Andersen,2006-02-23 E government and Public Sector Process Rebuilding Dilettantes Wheelbarrows and Diamonds provides an input to rebuild and improve the processes in which the public sector perform activities and interact with the citizens companies and the formal elected decision makers Through eleven chapters the book emphasizes information systems IS as the vehicle for redirecting the public sector towards its key customers The book stresses serious capability challenges inhibiting the digital transformation using activity and customer centric applications The dilettantes in the public sector are in need of upgrading rethinking and refocusing their use of IS There is a need to revisit the extensive use of digital wheelbarrows to transmit data and complement the transactional focus with IT enabled analysis of the activities There is also a need to recognize that IS are not just flashy and shining diamonds to be shown off on special occasions IS are as most diamonds manufactured products part of the activities and intended for replacement whenever the diamonds are no longer

suitable for serving their purpose diamonds do not last forever   *Trust and Digital Transformation in the Public Sector* Barbara Kożuch,Katarzyna Sienkiewicz-Małyjurek,2024-12-26 Digital transformation is a promising way to increase the possibilities and effectiveness of public organizations but the implementation of digital technologies alone does not bring value It is vital to convince and motivate people to use new ways of public services delivery and it is necessary to trust both public institutions and new technologies Digital trust is considered a key determinant of acceptance of digital technologies leading to their effective use and creation of innovative solutions However little is known about creating and using trust as a driving force of digital transformation In this approach trust is not only a motivating factor to use digital technologies but also a trigger for changes in the action strategy In this book trust is analyzed from this perspective The authors present the importance of digital trust as well as its evolving nature manifested along with the progress of digital transformation Offering both theoretical and practical insights this volume will add value to trust theory and digital governance theory by indicating the importance of organizational trust and the ways of its use in the development of public service delivery processes and performance based on digital transformation It will be of interest to researchers academics professionals and advanced students in the fields of public management innovation ethics and organizational studies   **Electronic Government** Marijn Janssen,Hans Jochen Scholl,Maria A. Wimmer,Frank Edward Bannister,2014-08-11 This book constitutes the refereed proceedings of the 13th IFIP WG 8 5 International Conference on Electronic Government EGOV 2014 held in Dublin Ireland in September 2014 The 26 revised full papers presented were carefully reviewed and selected from 70 submissions The papers have been organized in the following topical sections foundations services and interoperability policy and stakeholders open data and design and values   **Handbook of Research on E-Services in the Public Sector: E-Government Strategies and Advancements** Al Ajeeli, Abid Thyab,Al-Bastaki, Yousif A. Latif,2010-08-31 This book assists its readers in recommending formulation of ICT strategies for e government implementation and maintenance from the perspective of acknowledging the importance of e Governance for building institutions to achieve transparency and accountability and eventually democratic governance Provided by publisher   *Management of the Interconnected World* Alessandro D'Atri,Marco De Marco,Alessio Maria Braccini,Francesca Cabiddu,2010-07-27 Joey F George I was honored to be asked to open the VI Conference of the Italian Chapter of the Association for Information Systems ItAIS held in Olbia on the Costa Smeralda of Sardinia Italy in October 2009 Over 90 research papers were presented over two days and over 120 people attended the conference Each day five par lel sessions featured papers on diverse information systems topics Session themes included Information and Knowledge Management Organizational Change and Impact of ICT IS Quality Metrics and Impact E Justice and Ethics of Information Systems Information Systems Development and Design Methodo gies E Services in Public and Private Sectors Innovation Transfer of IT Research Projects the Strategic Role of Information Systems Accounting Management and Information Systems Human Computer Interaction and Emerging Issues in a Globalized and

Interconnected World The majority of attendees were from Italy which would be expected for a meeting of the Italian Chapter of AIS However as much as 30% of participants came from elsewhere from other parts of Europe to be sure but also from as far away as Nigeria Mexico and Australia That the conference was so decidedly international provides support for the 2009 con rence theme Achieving Fusion in the Interconnected World Amid lively d cussion and intellectual exchanges professional networks were extended well beyond the Costa Smeralda and new connections and friendships were made

Processual Perspectives on the Co-Production Turn in Public Sector Organizations Thomassen, Anja Overgaard,Jensen, Julie Borup,2020-12-11 Existing research understands co production as leading to shifts in roles of the public sector institutions and their staffs The shift is seen in the way that a discursive use of the term service provision with embedded logics encompassing fiscal accountability performance measurement efficiency and process regulation has changed towards discourses that embrace collaboration between the public sector front staff and the citizens with the aim of developing legitimate and effective welfare services that are co produced by means of active participation and distributed decision making However this change requires new approaches to the way in which the implementation of new practices and tools is executed in practice as studied and researched and how the new practices and tools are understood and evaluated in organizations Processual Perspectives on the Co Production Turn in Public Sector Organizations is an essential reference book that examines unfolds and develops approaches to co production and implementation as dynamic processual collaborative sensemaking and as requiring and resulting in capacity building and learning Moreover the book examines new approaches to engage citizens and public sector actors in collaborative and co productive processes especially with concern for new goals pertaining to sustainability social equity democratic legitimacy etc Covering topics that include knowledge management and collective leadership the book presents perspectives on capacity building learning change and evaluation in organizations and current research in different areas of the public sector It is intended for public sector administrators and managers investigating the relevancy approaches and methods in co production Furthermore it targets civil actors and welfare service users leaders and managers of public organizations researchers academicians and students in programs that include social welfare development public administration political science and organizational development *Handbook of Research on E-Government Readiness for Information and Service Exchange: Utilizing Progressive Information Communication Technologies* Rahman, Hakikur,2009-07-31 This book assists its readers in formulation of ICT strategies for developing efficient and effective government systems and at the same time acknowledge the importance of e governance for building institutions to achieve transparency and accountability and eventually democratic governance Provided by publisher

Proceedings of MAC-EMM 2014 Collective of authors,2014-12-01 Conference proceedings Multidisciplinary Academic Conference on Economics Management and Marketing in Prague 2014 MAC EMM 2014 **Public Digitalisation in a legal perspective** Motzfeldt, Hanne Marie,Hyldkrog Lindberg, Adam,Krõõt Tupay, Paloma,Mikiver, Monika,Heikkonen,

Sofia,Koivisto, Ida,Koulu, Riikka,Kaplane, Anastasija,Potaičuks, Aleksandrs,Bilevičiūtė, Eglė,Esayas, Samson,Hauglid, Mathias K.,Enqvist, Lena, Available online https pub norden org temanord2024 503 In this report leading researchers within law and digitalisation from Norway Sweden Finland Latvia Estonia Lithuania and Denmark present the fundamental characteristics of the digitalization of their national public administrations from a legal perspective An important conclusion of the DigiLaw project is that the Nordic Baltic countries possess different specialised expertise and experiences when it comes to public digitalisation and from different angles and at various levels all researchers recommend strengthening the Nordic Baltic cooperation when it comes to sharing experiences and handling challenges related to public digitalization

Proceedings in Finance and Risk Perspectives '12 , *Electronic Government* Gabriela Viale Pereira,Marijn Janssen,Habin Lee,Ida Lindgren,Manuel Pedro Rodríguez Bolívar,Hans Jochen Scholl,Anneke Zuiderwijk,2020-08-24 This book constitutes the proceedings of the 19th IFIP WG 8 5 International Conference on Electronic Government EGOV 2020 held in Link ping Sweden in August September 2020 in conjunction with the IFIP WG 8 5 IFIP International Conference on Electronic Participation ePart 2020 and the International Conference for E Democracy and Open Government Conference CeDEM 2020 The conference was held virtually due to the COVID 19 pandemic The 30 full papers presented were carefully reviewed and selected from 118 submissions The papers are clustered under the following topical sections e government foundations e government services and open government open data social and technical aspects AI data analytics and automated decision making and smart cities *OECD e-Government Studies Rethinking e-Government Services User-Centred Approaches* OECD,2009-10-02 The report gives a broad description of the shift in governments focus on e government development from a government centric to a user centric approach It gives a comprehensive overview of challenges to user take up of e government services in OECD countries and ways of improving them **Perspectives for Digital Social Innovation to Reshape the European Welfare Systems** F. Davide,A. Gaggioli,G. Misuraca,2021-03-15 Social welfare is riddled with ingrained problems that have already defeated all standard approaches and reform calls for counterintuitive action Digital Social Innovation DSI is primarily about promoting grassroots initiatives to address localized societal problems and is not normally talked about in relation to welfare reform but perhaps social innovation initiatives with their localized and case based approach could help to solve the enormous structural problems faced by our welfare democracies today This book addresses the potential and implications of DSI for the reform of the European welfare state The 14 papers collected here focus on key issues such as the nature of social innovation and its effects scaling up to address structural problems and make systemic change new social risks and challenges the role of digital thinking and emerging technologies public governance approaches tolerance of institutions integrating innovation in the welfare system and the empowerment of marginalized citizens These topics are examined from an integrated and multi disciplinary perspective taking into consideration not only current EU debate on policy trends for social protection but also the nature of digital

transformation and its effects on social change The book also highlights barriers to adoption as well as the potential limitations and failures of this emerging approach Digital social innovation is an emerging discipline that deserves more attention from policy makers and more resources from government Drawing on welfare studies political science sociology psychology law and computer science this book will be of interest to researchers practitioners and policy makers alike

Exploiting the Knowledge Economy Paul M. Cunningham,Miriam Cunningham,2006 Adaptation of applied information and communication technologies ICT research results is one of the greatest challenges faced in building the global knowledge economy This set of two books brings together a collection of contributions on commercial government or societal exploitation of applied ICT *Service Science and Logistics Informatics: Innovative Perspectives* Luo, ZongWei,2010-03-31 This book provides both business and IT professionals a reference for practices and guidelines to service innovation in logistics and supply chain management Provided by publisher **E-Government Diffusion, Policy, and Impact: Advanced Issues and Practices** Khosrow-Pour, D.B.A., Mehdi,2008-12-31 This book sheds light on how e government technologies are shaping today s knowledge society from the ground roots of the citizen experience to the supreme level of policy and decision making Provided by publisher *Setting Sail into the Age of Digital Local Government* Tony E. Wohlers,Lynne Louise Bernier,2015-12-11 The Internet and related technologies have dramatically changed the way we live work socialize and even topple national governments As the Internet becomes increasingly pervasive across societies we find more often that governments adopt Information Communication Technologies ICTs as part of their toolbox for facilitating efficient and citizen oriented service delivery at all levels of government Local governments across the major industrialized democracies have not been an exception to this trend and have set sail into the age of digital government Closest to their citizens towns and cities have adopted ICTs to facilitate electronic government e government While research on local e government functionality in terms of information dissemination service delivery and citizen engagement continues at an impressive empirical and methodological pace gaps in our knowledge remain Cross national comparative research on local e government that covers a wide range of municipalities in combination with in depth case study analyses is lacking Informed by a comparative case study approach this book seeks to narrow that gap and offer practical policy solutions to facilitate local e government We do so by pursuing both a macro and micro perspective of e government functionality in the federal republics of Germany and the United States and unitary France and Japan The macro perspective focuses on the state and scope of e government functionality across a large number of randomly selected municipalities of all sizes in these advanced industrialized countries Based on a small sample of case studies the micro perspective analyzes the successful implementation of e government in Seattle United States Nuremberg Germany Bordeaux France and Shizuoka City Japan

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