



# Information and Communication Technologies in Public Administration: Innovations from Developed Countries (Public Administration and Public Policy)

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# **Information and Communication Technologies in Public Administration: Innovations from Developed Countries (Public Administration and Public Policy)**

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An examination of how information technology (IT) can be used in public administration, **Information and Communication Technologies in Public Administration: Innovations from Developed Countries** examines global perspectives on public administration and IT innovations. This book illustrates the theoretical context of current policies, issues, and implementation. It highlights e-government success stories from developed regions such as the U.S., Europe, Asia, and Australia then presents future trends and innovation. It explores innovative solutions with added value and impact to your organization.

The book covers important issues such as open government, best practices, social media, democracy, and management challenges as well as topical issues such as systems failures, innovations in inter-organizational e-government projects, virtual currencies, and a cross-domain open data ecosystem. The authors outline four strategies to achieve success in e-governance: upgrading ICT infrastructure, improving human resource management, creating a corresponding political environment, and promoting administrative performance that you can put to immediate use.

Governments have used information and communications technologies (ICT) to drastically change how the public sector interacts with citizens and businesses. It can improve government performance in delivering effective or highly sophisticated public services, reengineering or improving internal organization and processes, engaging social participation and dialogue, enabling transparency in procedures and outcomes to the public, and improving public sector's efficiency in general. This book provides a roadmap that leads you from problem definitions to problem-solving methods and innovations for future progress.



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