

### At-A-Glance

The Center for Technology in Government (CTG) is an applied research center devoted to improving government and public services through policy, management, and technology innovation.

Through its program of partnership, research, and innovation, the Center provides government organizations and individuals with an array of tools and resources designed to support the development of a digital government.

The goal of every CTG partnership project is to build knowledge that improves the way government works. CTG projects have helped state, local, and federal agencies increase productivity and coordination, reduce costs, enhance quality, and deliver better services to citizens and businesses.

The results generated by each project add to a growing knowledge base designed to support the work of both government professionals and academic researchers.

CTG receives funding through the University at Albany's state budget, as well through grants and awards from foundations and federal agencies such as the National Science Foundation.

Corporate partners like Microsoft, Oracle, Hewlett Packard, and Meta Group, donate equipment, software, and services.

Since its creation in 1993, the Center has:

- conducted 25 partnership projects, which produced outcomes that have helped state, local, and federal government agencies improve services and operations;
- partnered with 57 government agencies, 42 corporate organizations, and 14 academic institutions and research organizations;
- issued more than 60 publications designed to support the work of government professionals and contribute to the field of research on IT innovation in government organizations;
- developed 12 prototype systems that have answered critical policy, management, organizational, and technology questions;
- received 16 research grants and fee-for-service contracts for over \$5.5 million;
- been honored with 8 state and national awards such as the Ford Foundation's Innovations in American Government award; and
- provided data and support to more than 20 doctoral dissertations and masters projects.

### Outcomes

Since our first project with the New York State Department of Motor Vehicles in 1993 to our most recent work on a state-local Internet gateway, our projects produce results that are improving government services and operation.

- helped the Department of Motor Vehicles cut the vehicle title issuance process from 100 days to 30 - at a savings of \$3 million,
- shown the Governor's Office of Regulatory Reform how voice-response technology can offer assistance to small business entrepreneurs 24 hours a day, 7 days a week,
- demonstrated how the Adirondack Park Agency can apply several kinds of technology to improve information management, streamline work processes, and cut customer waiting time by as much as 99%,
- worked with the Office of Mental Health, a panel of psychiatrists, and mental health advocates on a decision support system to help improve psychiatric assessments in emergency rooms,
- built a prototype geographic data clearinghouse on the Internet that allows state, local, federal, and private organizations to share spatial data for land use, economic development, public safety, and a host of other activities. That prototype became the foundation for the official New York State GIS Clearinghouse,
- guided seven state and local agencies through an exploration of the Internet as a means of delivering electronic government information and services and produced recommended practices for the use of all public agencies,
- investigated the practical feasibility of using the World Wide Web as a universal interface to government services,
- identified guiding principles and best practices for designing and developing information systems that link state and local governments,
- provided a set of recommendations for the National Science Foundation to the development of a digital government for the next millennium,
- built an online guide designed to help government professionals government use information to develop policies, make decisions, evaluate programs and deliver services,

- published a guidebook to help agencies develop an electronic records access program
- created a series of e-government tools designed to support the design and development of a digital government, and
- developed a research strategy to help government granting agencies such as NSF and NIH continue to thrive in an increasingly complex and dynamic environment.