

## NEWS RELEASE

### For Immediate Release

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### Center for Technology in Government Developing Electronic Government Tools: Series of Tools to Help Governments Build Electronic Services and Programs

Albany, NY - The Center for Technology in Government (CTG) today launched a new round of applied research to support the planning, development, and implementation of electronic government programs and services. A series of e-government tools will be produced during the coming year through CTG's **"E-Government: Creating Tools of the Trade"** program.

"Our mission is to help develop strategies and tools for the innovative and effective use of information technology in government," said Sharon Dawes, director of CTG, which is an applied research center at the University at Albany. "This program of work is a natural extension of that mission. We will work in partnership with government managers to create tools that will foster the future of e-government."

This yearlong program responds to the expressed needs of government managers who are engaged in this work. They want resources that address planning, design, and implementation.

"While many governments have developed electronic services, the consensus is the bulk of e-government work is yet to come," Dawes said. "The tools we are creating will support that work at all levels of government."

Over the next year, CTG will work with state and local agencies, as well as corporate and academic partners, to produce the following "tools of the trade" for e-government:

- E-government knowledge repository - a Web-based resource
- Methods and issues of data sharing - a technology awareness session
- Transitioning from the static to the dynamic Web - a technology awareness session
- Business process implications of e-government - a best practices report
- E-government laboratory for local governments - a strategic support initiative
- Guide to building a business case for e-government - a guidebook
- Briefing paper for top executives on the critical need for business process transformation - an executive briefing
- Guide to managing electronic records in e-government - a best practices report
- Guide to collecting baseline measures on cost and performance of existing services and guide to conducting a return on investment analysis for e-government - a report on best/current practices
- Case study in collaboration - a report on a real life example

"This collection of high priority concerns has become our initial working list," Dawes said. "Other tools may be added in the future as these are completed and others become apparent priorities for the people doing e-government work."

*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. Located at the University at Albany/State University of New York, CTG works with government, corporate, and academic partners to pursue new ways of applying computing and communications technologies to the practical problems of information management and service delivery in the public sector. Visit CTG online*