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New ROI Guide Designed for Public Sector Managers

New information systems are serious, potentially risky investments for government agencies and nonprofit organizations. They often require substantial funding and personnel time. What's more, the failure of a high profile, high cost IT system in a government agency is bound to make headlines. Unfortunately, there aren't a lot of models out there that show public sector managers where or how to begin that analysis.

That's why CTG has published its newest guidebook, *Return on Investment in Information Technology: A Guide for Managers*. The guide provides a general overview for the types of ROI analyses most often conducted for government IT projects, and includes case studies for each.

The guide can be downloaded at www.ctg.albany.edu/publications/guides/roi. To request a printed copy, call (518) 442-3892.

2nd Research Discussion Breakfast Focuses on Building Knowledge Networks in the Public Sector

On Wednesday, December 8th from 8:30 to 9:30 a.m. at CTG, Center Director Sharon Dawes will present a framework for assessing the success of public sector knowledge networks and will lead a discussion about critical success factors.

Public sector knowledge networks involve multiple organizations sharing knowledge and information in support of a common responsibility such as law enforcement or environmental management. Three kinds of success will be discussed: achievement of substantive network goals, enhanced relationships among the participating organizations, and improved ability of individuals to participate in and lead such networks.

To participate in this Research Discussion Breakfast, sign up at <http://www.ctg.albany.edu/about/breakfasts>.