



Assessing Mobile Technologies in Child Protective Services: An Extended Pilot in New York City's Administration for Children's Services Mobile technologies have the potential to increase the efficiency and effectiveness of Child Protective Service (CPS) investigations. This report was done under contract with the NYS Office of Children and Family Services (OCFS), in conjunction with the NYS Administration for Children Services (ACS). The report is an assessment of a large scale deployment of wireless laptops to CPS workers in New York City's ACS involving approximately 135 child protective services workers and supervisors in the Staten Island and Williams Street (Manhattan) offices. The assessment by CTG shows the complexity of deploying technology into a well established profession. The study focused on mobility, productivity, and satisfaction, and includes a set of recommendations and future considerations.



Exploring Regional Telecommunications Incident Response Coordination In an increasingly interconnected world, the public and private sector need to work together to provide a stable telecommunications infrastructure. In 2006, the New York State Department of Public Service (DPS) partnered with CTG to organize a workshop with key stakeholders about the new kinds of coordination necessary to respond to incidents that threaten the stability of this infrastructure. This report summarizes the workshop discussions and includes a set of recommendations for next steps in exploring regional response coordination. In particular, discussions about the public value of regional response coordination and the perceived benefits of and challenges to coordination are presented. Suggestions for how this report might be used to assist in moving the discussion forward within and across each of the various sectors are also provided.



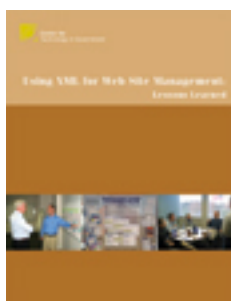
International Digital Government Research: A Reconnaissance Study Today, digital government research is going on all over the world; generally these studies are focused within the geographic and political context of a single country. Given the growing influence of global economic, social, technical, and political forces, digital government researchers are expanding their study to international dimensions. International digital government research explicitly focuses on understanding topics that cross the jurisdictions, cultures, and customs of different countries. This reconnaissance study takes a broad look at the current state of international digital government research to identify its main contours and current directions. It provides a baseline against which to measure the future development of internationally-oriented digital government research.



Knowledge Sharing Innovations in the Natural Resources Community: A toolkit for community-based project teams There are benefits and challenges in using information technology for communication and knowledge sharing in the natural resources community. Eight project teams were funded by the United States Department of Agriculture (USDA) Forest Service, Northeastern Area States, and Northern Initiatives to explore how technology-based strategies such as Web sites and Webinars can be used as tools for sharing knowledge on topics of concern to their communities and to build communities of practice. The report documents the experiences of these eight project teams as collected by CTG through a series of interviews and a workshop. While the report is specifically directed toward natural resources practitioners in government, academic, and not-for-profit settings, it also provides valuable lessons for any organization involved in community-based collaborative knowledge sharing activities with geographically dispersed teams and constituents. Advice for use by funding organizations was also captured from the project teams and is shared in the report.



Using XML for Web Site Management: An Executive Briefing on streamlining workflow, reducing costs, and enhancing organizational value XML is becoming a critical technology for all types of information services, in particular for Web site management. A typical government agency Web site contains thousands of pages and links, online transactions, and critical reports. It needs to be accurate, up-to-date, and available 24/7 to a wide audience from many locations using different devices. Unfortunately, the technologies and processes generally used to establish Web sites do not enable efficient management and growth. This Executive Briefing presents the features of XML—open standard, reusability, technologically neutral—that make it an ideal strategy for managing the day-to-day operations of Web sites as well as to make it possible for cost-effective growth.



Using XML for Web Site Management: Lessons Learned Report Despite the clear advantages of XML, government agencies confront many obstacles to the adoption and implementation of XML-based Web site management. This report details lessons learned as well as key benefits of and barriers to the use of XML for Web site management. The report is based on the experiences of staff from five New York State agencies who participated in workshops, training, and prototype development activities as part of CTG's XML Testbed. The report is not a technical how-to on the intricacies of XML; it is a presentation of the lessons learned by the participants as they explored the use of XML for Web site management. The cases include illustrations of lessons learned in workflow and content management, as well as increased flexibility related to creating and changing a public image on a Web site. Webmasters, public information officers, program managers, and anyone involved in

getting information to a Web site will find value in this report.



Staff at CTG contributed to a three part series of reports on state government electronic records management and digital preservation published by the National Association of State Chief Information Officers (NASCIO). NASCIO, which represents the chief information officers (CIOs) of all U.S. states, released the three-part series starting in the Spring of 2007 with the final report coming out in October. The reports present current issues, challenges, and recommendations for action by state CIOs related to electronic records management and the preservation of digital content. The series of three reports can be viewed and downloaded from NASCIO's Web site. *Electronic Records Management and Digital Preservation: Protecting the Knowledge Assets of the State Government Enterprise PART I: Background, Principles and Action for State CIOs* (May 2007) *Electronic Records Management and Digital Preservation: Protecting the Knowledge Assets of the State Government Enterprise PART II: Economic, Legal, and Organizational Issues* (July 2007) *Electronic Records Management and Digital Preservation: Protecting the Knowledge Assets of the State Government Enterprise PART III: Management Leads and Technology Follows— But Collaboration is King* (October 2007)