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In 2009 the work of the Center for Technology in Government was about transitions. One transition was in the leadership here at CTG. In June, I was appointed director and given the opportunity to carry on the innovative work started 15 years ago by founding director Dr. Sharon Dawes and continued over the last two years by interim director Dr. Anthony Cresswell. Through their visionary leadership and commitment to excellence they have set CTG apart as a global leader in digital government research and practice. We are grateful to them both.

We are also now in the midst of significant societal transitions; drastic changes in the economy and shifting priorities for governments at all levels have required a new attention to the promise of technology as a tool for creating greater efficiencies in the daily operations of government. A new vision has been set forth by leaders such as President Barack Obama, who has called for a “commitment to creating unprecedented levels of openness in government.” Leaders from government, civil society, and the private sector have begun to shape this new vision into a reality that leverages technology toward a more transparent, collaborative, and participatory government.

We have spent the year collaborating with many of these visionaries, exploring opportunities to transform government and the citizen experience, and investigating how best to implement these ideas. Together we have recognized that the new emphasis on openness, governance, collaboration, performance, and citizen engagement represents both great opportunity as well as significant challenges. What is clear from these early efforts is that to deliver this “new normal” will require governments, citizens, civil society, academia, and the private sector to work together in new ways.

CTG projects have always been about examining these complex public problems through a unique lens. With a focus on the intersections of policy, management, and technology, CTG provides thought leadership, new knowledge and practical guidance for practitioners. Our work in 2009 drew on this focus to begin to provide researchers and practitioners new ways of thinking about creating this new normal. Our annual report highlights these efforts and the partnerships that made them possible.

We look forward to 2010 as we continue our work through projects with the US General Services Administration and their responsibilities related to President Obama’s Open Government Directive; with the New York State’s Office of Cyber Security and Critical Infrastructure Coordination on statewide broadband mapping; and with the Port Authority of New York and New Jersey on information sharing in emergency response, among others. Our commitment to building a global digital government research and practice community continues as we form new partnerships with groups such as the United Nations University International Institute for Software Technology, the University at Albany’s National Center for Security Preparedness, and Rensselaer Polytechnic Institute’s World Tetherless Constellation.

A special thank you to new and old partners alike. The work we do together would not be possible without your commitment to collaboration and innovation.

Sincerely,

Theresa A. Pardo