

- Chapter 1. The risks of IT innovation in government
 - Risks of IT innovation
 - Public sector risks
 - How this guide can help
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- Chapter 2. The analysis and evaluation process
 - Analysis is a group process
 - Techniques for acquiring needed information
 - Phase 1. Understand the problem and its context
 - Phase 2. Identify and test solutions
 - Phase 3. Evaluate alternatives and make smart choices
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- Chapter 3. Preparing a business case
 - Essential elements of a business case
 - Problem statement
 - A mission or vision statement
 - Specific objectives
 - Preferred approach
 - Expected benefits
 - Performance and progress measures
 - Risks and ways to address them
 - A basic plan of work, timeline, and key milestones
 - Project management and staffing
 - Cost estimates and funding sources
 - Alternatives considered
 - Opposing arguments and responses
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- Chapter 4. Presenting your business case
 - Identifying the audiences for your business case
 - Presenting your business case
 - Be prepared for all kinds of questions