

E-Government Program Ends with Series of Practical Tools

Governments at all levels are leveraging information technology to improve the way they provide information and services to citizens. To support these endeavors, last fall, CTG introduced a series of practical resources created through our **E-Government: Creating Tools of the Trade** program.

The tools, which were presented at the Government Technology Conference (GTC) East 2002, include case studies, research reports, Web-based tools, and practical guidelines on the strategies, policies, and technologies that contribute to effective e-government. They can be accessed from our Web site at www.ctg.albany.edu/projects/egov/.

What Citizens Want from E-Government presents an overview of the methods many US state governments used to find out what citizens want from e-government.

Untangle the Web: Delivering Municipal Services Through the Internet provides a guide for the development or renovation of government sponsored Web sites at the local level.

Information Access in an Electronic World is based on a January 2002 panel that examined the challenging information policy issues in a post 9/11 world.

e-Gov FirstStop is a single point of access for high quality e-government resources that have been reviewed and recommended by experts in the field.

Making a Case for Local E-Government examines how municipalities and counties are planning, developing, and implementing new technology initiatives.

From Static to Dynamic Web discusses the challenges of cutting edge Web site management.

Creating and Maintaining Proper Systems for Electronic Record Keeping is designed to help project teams plan for e-records management when designing e-government transaction systems.

The Future of E-Government is based on testimony presented to the New York City Council on a sustainable definition and model of electronic government.

Thanks to our e-government partners and participants

Throughout our e-government program we worked with over fifty local governments, dozens of state agencies, valued academic and corporate partners, and numerous other university and government colleagues. The resources we created were made possible only through the insights and input of these e-government practitioners. We gratefully acknowledge their participation in various focus groups, workshops, interviews, and the E-Government Roundtable.