

Overview

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In the last decade, both industrialized and developing countries have been seeking new organizational models involving collaboration across-government or public-private partnerships.

The defining characteristic of these endeavors is the voluntary combination of separate organizations into a coherent service delivery system supported by advanced information technologies. The rapid evolution of these technologies has created important new opportunities for governments to redesign services through creative relationships with other organizations.

This guide is based on a multinational research project designed to understand how these collaborations work. It involved a network of field researchers in Canada, the US and Europe who studied more than a dozen collaborations and uncovered critical success factors and lessons learned about these new organizational forms are designed, managed, and perform.

Twelve of the case studies are presented in this guide, along with discussions of four key management issues, and summaries of conference presentations and other research results.