

## 2004 Publications (15)

### Guides (1)



#### Return on Investment In Information Technology: A Guide for Managers

Aug 2004

New information technology (IT) systems are serious, and potentially risky, investments for government agencies and nonprofit organizations. This guide is designed to help public sector managers better understand how a return on investment (ROI) analysis can take some of that risk out of their next IT investment.

### Online Tools (1)



#### New Models of Collaboration for Delivering Government Services: A Guide for Managers

Jan 2004

Governments around the world are experimenting with public service delivery systems that rely on cross-boundary collaboration among government agencies or between government and the private and non-profit sectors. This guide focuses on the key elements of these new working arrangements of particular importance to the people who will design and manage them.

### Reports (9)



#### New Models of Collaboration: An Overview

Oct 2004

Governments around the world are experimenting with public service delivery systems that rely on cross-boundary collaboration among government agencies or between government and the private and non-profit sectors. This Overview summarizes a more complete guide that presents the success factors and case studies for 12 collaborations from around the globe.

## **Learning from Crisis: Lessons from the World Trade Center Response. A Research Symposium Panel Transcript Summary**

Aug 2004

The experience of September 11th was not an experience that government sustained by itself. Rather, it was an experience that crossed the public, private and nonprofit sectors and holds lessons for organizations of all kinds and sizes. In June 2004, the Center for Technology in Government (CTG) at the University at Albany, SUNY, put together a panel that represented these different perspectives.

## **Effective Strategies in Justice Information Integration: A Brief Current Practices Review**

Jul 2004

This current practices study contributes to a community-wide knowledge building effort by examining the factors that influenced the success of selected justice information integration initiatives.

## **Exemplary Practices in Electronic Records and Information Access Programs**

Jul 2004

This current practices research report identifies and describes exemplary practices in providing electronic access to information.

## **Highlights: Exploring the Feasibility of A Digital Government Journal**

Jul 2004

This project administered an online survey exploring the opinions and preferences of the digital government (DG) research community with respect to the need for, feasibility, and sustainability of a dedicated digital government journal.

## **The New York State-Local Internet Gateway Prototype Project: Current Practice Research**

Jul 2004

In the fall of 2002, the Center for Technology in Government (CTG) at the University at Albany conducted current practice research to identify and examine existing government to government (G2G) portal projects.

## **Information, Technology, and Coordination: Lessons from the World Trade Center Response**

Jun 2004

Research into what organizations did in the midst of the World Trade Center crises and response provides valuable lessons for improving crisis response and emergency management and planning. Equally important, the lessons reveal that interdependencies of human, organizational, and technological resources may benefit overall government operations in normal times.

## **Bridging the Enterprise: Lessons from the New York State-Local Internet Gateway Prototype**

May 2004

This project report details the Gateway Prototype project from conceptualization and development to findings and recommendations. The Prototype was developed to create a single point of contact among state and local governments to test and evaluate mechanisms for government-to-government (G2G) business relationships.

### New York State-Local Internet Gateway Prototype Demonstration

Apr 2004

This online demonstration shows the features and functions of the New York State-Local Internet Gateway Prototype. The Prototype was built to identify, demonstrate, and evaluate key factors associated with the design, development, and deployment of a single point of contact for G2G work among state and local governments in New York State.

### Journal Articles and Conference Papers (4)



#### Criminal Justice culture in the United States: A context for understanding aspects of organizational change

Paper presented at the National Conference of Hungarian Psychological Association (PSZICHOLOGIA 2004), Debrecen, Hungary, Oct 2004

As statistics show, violent crime is more prevalent in the US than in Hungary. Consequently, U.S. law enforcement, and a wide range of criminal justice agencies, are seen as an important part of government. These agencies embody characteristics that make them similar to and different from their counterparts in other areas of government. The research reported on here unveils some of these characteristics as it looks at interactions among criminal justice agencies in their efforts to develop structures within which to share and integrate information across organizational boundaries in order to reduce crimes.

#### Emergence of the governance structure for information integration across governmental agencies: A system dynamics approach

Proceedings of the Twenty-Second International Conference of the System Dynamics Society, Oct 2004, pp.82-83

The purpose of this paper is to describe a dynamic theory of the socio-technical processes involved in the definition of an Integration Information problem in New York State (NYS). In April 2003, the Criminal Justice Information Technology (CJIT) group of NYS was tasked with developing a framework to fulfill the goal of giving users of criminal justice data and information systems "one-stop shopping" access to the information needed to accomplish their mission. The research team of the Center for Technology in Government (CTG) collaborated with the CJIT group for an eight-month period during 2003 to accomplish this task. The CJIT-CTG team went through a series of conversations to specify the business problem and its context, and to identify feasible solutions and alternatives. This paper reports on a system dynamics model for understanding the dynamics of the socio-technical processes that took place during this project. This model building effort is looking for the development of a theory of interorganizational collaboration. The model is being developed in facilitated group model building (GMB) sessions with the team at CTG. Although the model presented in this paper is still preliminary, the model is capable to generated interesting scenarios with reasonable changes in the initial values of some parameters. Moreover, the model illustrates a powerful way to luse group model building and simulation as theory-building tools.

#### Scripts for interrupted group model building: Lessons from modeling the

## **emergence of governance structures for information integration across governmental agencies**

Proceedings of the Twenty-Second International Conference of the System Dynamics Society, Oct 2004, pp.83-84

The system dynamics group at Albany has been developing approaches to decision conferencing using a combination of group facilitation techniques linked to projected computer models in the room for more than 20 years. Over the years, the group has developed a series of pieces of small group processes to build system dynamics models with groups, i.e. scripts. The Group Model Building (GMB) process reported here has several characteristics that make it different from most other experiences in the group. While the common setting involves managers interested in tackling a specific problem, this work involves a research team interested in building theory about the complexity of intergovernmental information integration. Additionally, the reported GMB process took place in small sessions of two to three hours, while the common practice at Albany involves intensive one or two-day meetings. In this way, the paper will include general thoughts about the implications of these differences for the GMB process.

## **Modeling the social and technical processes of interorganizational information integration**

Proceedings of the Thirty-Seventh Annual Hawaii International Conference on System Sciences (HICSS 2004), Jan 2004, p. 50120.1

Government leaders and IT executives increasingly recognize that interorganizational information integration (III) is a critical and complex process. Due to the need for integrated information at all levels of government, interorganizational information integration can no longer be pursued through ad hoc approaches that primarily rely on intuitive understandings of the way government operates. This paper presents an effort currently underway to model the social and technical processes of interorganizational information integration to improve our understanding of information system development and of interorganizational collaboration. This research seeks to enhance both the conceptual and practical models of III by building new understanding of the interaction among the social and technical processes in interorganizational information integration.