

Guides (20)



Opening Gateways: A Practical Guide for Designing Information Access Programs

Apr 2012

This Guide was originally published under the title of *Opening Gateways: A Practical Guide for Designing Electronic Records Access Programs* in 2000 and revised in 2002. Since it was issued, technological advances have given us a much broader array of tools and approaches to providing access to information. These advances have created a broader and in some ways more sophisticated community of potential users and stakeholders whose expectations of ease of access and immediacy of information have grown exponentially. These changes, combined with a social and political environment that demands public sector entities be more open and transparent in their operations, have put increased pressures on government to provide access to more and better information through readily accessible means such as the Internet. This guide is designed to help government agencies develop affordable, manageable, and effective information access programs. Given the changing technological and social environment, the type of planning processes facilitated by this Guide are more relevant than ever. The revisions have focused on updating many of the examples provided and language used as well as including an expanded discussion of program models available due to technological advances.

Designing social media policy for government: Eight essential elements

May 2010

Government agencies are increasingly looking to leverage social media to improve the quality of government services and elicit greater citizen engagement. Developing a social media policy can be an important first step for government agencies considering using social media and can ultimately serve as a key enabler for responsibly and effectively leveraging social media tools. Yet, many governments are struggling with what such a policy should encompass and convey. This report outlines the different reasons government employees engage in social media use and begins to answer the question, what are the core elements of a government social media policy? Our analysis identified eight essential elements for a social media policy: 1) employee access, 2) account management, 3) acceptable use, 4) employee conduct, 5) content, 6) security, 7) legal issues, and 8) citizen conduct. The report closes with brief guidance on strategies for getting started.

Using XML for Web Site Management: Getting Started Guide

Sep 2006

Despite the clear advantages of XML, government confronts many obstacles to the adoption and implementation of XML-based Web site management. By using the guide, government agencies can gain new insights into how they can benefit from XML and develop strategies to address the technical and organizational issues to get started.

Why Assess Information Sharing Capability?

Dec 2005

Government faces many challenges that can be addressed more successfully when information is shared across organizational boundaries. Initiatives that depend on these kinds of information sharing are typically complex, difficult, and prone to failure. They are more likely to succeed when they include a comprehensive and systematic assessment of both organizational and technical information sharing capabilities.

Sharing Justice Information: A Capability Assessment Toolkit

Nov 2005

The justice enterprise faces many performance challenges that can be addressed more successfully through better information-sharing initiatives. This toolkit is designed for justice professionals to use when considering or planning for a justice information-sharing initiative.

Building State Government Digital Preservation Partnerships: A Capability Assessment and Planning Toolkit, Version 1.0

Aug 2005

Decisions to invest in digital preservation projects must be grounded in a full understanding of the ability of those involved to identify and fill the gaps between current and required capability. This toolkit is designed for library, archives, records management, and information technology professionals to assess where capability for digital preservation exists and where it must be developed in order to achieve the goal of preserving significant at-risk government information.

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.

Making Smart IT Choices: Understanding Value and Risk in Government IT Investments

Apr 2004

IT innovation is risky business in every organization. In the complex public sector environment, these risks are even greater. This handbook is designed to help any government manager evaluate IT innovations before deciding (with greater confidence) to make a significant investment.

Untangle the Web: Delivering Municipal Services Through the Internet

Dec 2002

The Web offers people and organizations a new way to interact and communicate. This report provides a framework for helping local governments achieve the benefits of the Web without being overcome by its complexity.

Making a Case for Local E-Government

Jul 2002

Local and county governments are exploring the best ways to implement e-government. This report details the strategies, funding, barriers, and benefits brought to bear by several New York State local e-government pioneering initiatives, with insight and advice for their colleagues.

And Justice for All: Designing Your Business Case for Integrating Justice Information

May 2000

Efforts to improve public safety in the United States are pointing to an increasing need for justice agencies to share information. This guidebook offers a series of lessons and tools justice officials can use to build business cases to win support and funding for integrated justice information systems.

Conducting Best and Current Practices Research: A Starter Kit

Jan 2000

Best and current practice research can help government managers learn from the experiences of others and discover what works and what doesn't. This starter kit contains step-by-step instructions for how to conduct that research.

Practical Tools for Electronic Records Management and Preservation

Jan 1999

Most organizations are increasingly managing work and making decisions based on electronic information. This guide provides the tools that were developed to help information and program managers integrate essential records management requirements into the design of new information systems.

The Records Requirements Analysis and Implementation Tool

Apr 1998

In order to design sound electronic recordkeeping practices within an organization, the necessary requirements must be identified and understood. This paper presents the two components of a tool that can help organizations complete that work.

A Cost Performance Model for Assessing WWW Service Investments

Jun 1997

Creating an effective Web site at an efficient cost is a goal for most government agencies. This guide was created to help organizations develop Web sites that meet their needs at a cost that they can estimate in advance.

Tying a Sensible Knot: A Practical Guide to State-Local Information Systems

Jun 1997

State-local information systems must recognize and account for enormous diversity of community settings, organizational cultures, structures, staff. This report, based on eleven initiatives in New York State, presents principles and practices for ideal state-local information systems.

Developing & Delivering Government Services on the World Wide Web: Recommended Practices for New York State

Sep 1996

The anytime, anywhere character of the Internet allows government information and services to be more available to more people. These guidelines present principles to help government agencies in New York State decide how best to design, manage, and market Web services.

A WWW Starter Kit

Apr 1996

Being on the Internet can mean many different things. For most government organizations, it means creating a Web site. This starter kit is designed to help begin the process of getting on the Web without having to reinvent the wheel.

Making Smart IT Choices: Understanding Value and Risk in Government IT Investments

003

IT innovation is risky business in every organization. In the complex public sector environment, these risks are

even greater. This handbook is designed to help any government manager evaluate IT innovations before deciding (with greater confidence) to make a significant investment.

Making Smart IT Choices: Understanding Value and Risk in Government IT Investments

003

IT innovation is risky business in every organization. In the complex public sector environment, these risks are even greater. This handbook is designed to help any government manager evaluate IT innovations before deciding (with greater confidence) to make a significant investment.