

Advancing Return on Investment Analysis for Government IT: A Public Value Framework

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This white paper provides an analysis process that starts with a high level view of the IT investment and then drills down through successive steps to identify the specific measures and methods that will reveal and document public value. The assessment can be tailored to the size and nature of a particular investment decision. The framework is broad in scope so that it can be applied to virtually any government IT investment – from simple Web sites to government-wide information systems and architectures.

In addition to this white paper, CTG developed five case study reports:

1. The Austrian Federal Budgeting and Bookkeeping System – Federal Government of Austria's Enterprise Resource Planning (ERP) implementation to standardize the federal government's budgeting and bookkeeping processes.
2. The Commonwealth of Pennsylvania's Integrated Enterprise System – Commonwealth of Pennsylvania's ERP implementation to put in place the technical infrastructure and enterprise standards for core administrative functions.
3. The Government of Israel's Merkava Project – Government of Israel's ERP implementation to restructure the financial, logistics, and human resource components of governmentwide administration.
4. Service New Brunswick – A multi-channel "single window" citizen access to government services in New Brunswick, Canada.
5. The Washington State Digital Archives – The State of Washington's investment in digital archiving for government records to provide collection, preservation, and access to records of enduring legal and historical significance.

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