

# Delivering on the Web: The NYS Internet Services Testbed

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Government is all about information and service delivery. The World Wide Web, offering virtually unlimited access and almost instant feedback, seems perfectly suited for government work. The Internet Services Testbed Project provided the opportunity for seven government agencies in New York to develop prototype Web sites in anticipation of serving constituents better. Agency staff were also stakeholders in providing a platform for internal information exchange and links to central agency databases.

The project report describes the research and practical tools the project generated. The tools include a stakeholder analysis, the strategic framework, an organizational issues questionnaire, the cost & performance model, technology awareness tool, and evaluation instruments.