

The Center for Technology in Government has been active in digital government research and experimentation since 1996 when we worked with a handful of New York State agencies to develop their very first web sites. Since that time, the Center has worked with scores of federal, state, and local government agencies, including some here in New York City. These projects generated case studies, research reports, and practical guidelines on the strategies, policies, and technologies that contribute to effective e-government. We've also built e-government application prototypes, including one that is now the NYS Geographic Information System Clearinghouse.

All of these experiences have provided a rich body of knowledge about the public service advances made possible by emerging information technologies. We have learned that the traditional problems organizations face when they adopt new technologies (and new ways of working) still remain - and some new ones have entered the scene. I'd like to use my time with you this afternoon to outline a working definition of e-government, to present some of the overarching needs that government professionals face in creating e-government, and then to mention some effective practices that might serve as learning models.