

IT Innovation in Government: Toward an Applied Research Agenda, Part One: The practitioner perspective

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Public and private sector organizations alike are striving to improve their productivity and effectiveness by rethinking missions, reengineering processes, and implementing information technology (IT) solutions. Much work is being conducted in university settings and research centers to support the innovative use of IT to improve government services and operations.

The value of research to practice reflects the fit between the topics that interest researchers and their funders and the problems that practitioners are trying to solve. It also reflects the effectiveness with which knowledge is transferred between the two domains.

This paper provides the practical perspective of studying government information technology issues. It is one of two papers that served as the background for discussions at an applied research workshop hosted by CTG in October 1997.