

The Case Studies

Twelve case studies tell the stories of two European, six Canadian, and four American public service projects. Each story recounts and assesses the experiences of developing and implementing a collaborative IT-enabled public service delivery system. The cases address a variety of service areas including human services, business development, employment, taxation, public access to information, and others.

New Models of Collaboration: Case Profiles

The Case Studies

Case	Service focus	Government sponsor / Political context	Predominant collaboration type	Service type
Access Indiana	Public access to state government information and transactions	State of Indiana,US	Public-private	Public access to multiple services and/or information sources
Ambassadeur	Citizen Internet exposure & training program in rural areas	Province of Quebec, Canada	Public-nonprofit	Public access to a single service type
Bremen Online Services	Public access to city information and transactions	City of Bremen, Germany	Public-private	Public access to multiple services and/or information sources
Quebec Cadastre	Real property tax mapping	Province of Quebec, Canada	Public-private	Support for governmental operations
FirstGov.gov	Public access to federal government information	Federal government, US	Public-private	Public access to multiple services and/or information sources
Hotjob.be	Job offers portal	National government, Belgium	Public-private	Public access to a single service type
Internal Revenue Service (IRS) e-file	Filing of personal income tax returns	Federal government,US	Public-private	Public access to a single service type
NYS Geographic Information System Coordination Program	Data sharing and development of data analysis expertise	State of New York,US	Public-public	Support for governmental operations
OneStop Business Registration	Unique kiosk allowing electronic filling of all forms required to open a new business	Province of British ColumbiaCanada	Public-nonprofit	Public access to a single service type
Ontario Business Connect	Unique kiosk of government services to businesses	Province of Ontario,Canada	Public-private	Public access to a single service type
Partners in Change	IT system to manage welfare benefits delivery	Province of New Brunswick,Canada	Public-private	Support for governmental operations
Service Canada	Online government information to citizens	Federal government,Canada	Public-public	Public access to multiple services and/or information sources