



Center for  
Technology in Government

# New Models of Collaboration

Lessons from the  
American Experience



# US Case Studies

- FirstGov.gov - national portal to federal government information
- AccessIndiana - state government portal to information and services
- IRS e-file - on-line federal tax filing
- (New York State GIS Coordination Program - a data sharing cooperative)

Do public private partnerships  
improve government  
performance in the US?

# Yes . . .

- FirstGov.gov would not have happened at all at that time
- IRS e-file would not have such high levels of acceptance and accountability
- Access Indiana would not offer so many services so quickly and conveniently

But . . .

Success occurs under certain conditions

. . . And with certain limitations

# Conditions for success

- Champions on all sides
- Both formal and informal relationships
- Joint methods for co-development of policies, strategies, tactics, and practices
- Willingness to engage in organizational and cross-organizational information sharing and learning



# Limitations to consider

- Private sensitivity to competitive fairness
- Public concerns for accountability
- Ownership of jointly produced information

# General conclusions

- These partnerships are dynamic learning processes that unfold over time
- Different government functions and levels present different concerns and opportunities  
- there is no one-size-fits-all business model
- Both parties must succeed in their own goals in order for the collaboration to succeed





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