Understanding New Models of Collaboration for Delivering Government Services

Sharon S. Dawes, Lise Prefontaine

Communications of the ACM, Wed, 01 Jan 2003, pp 40-42

In the last decade, countries all over the globe have sought to deliver public services through new working relationships among governments and private and nonprofit organizations. The defining characteristic of these collaborations is the voluntary combination of separate organizations into a coherent service delivery system supported by advanced IT.

This article presents a summary of an international research project that is studying eleven of these collaborations.