The Power of Partnerships: New Models for Electronic Government
Panel members

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Agenda

• Overview of the project
• Two case studies
  – Partners in Change, New Brunswick (Canada)
  – FirstGov.gov (US)
• Audience and panel discussion of key issues
Why study partnerships and other forms of collaboration?

- Public demand for better gov’t performance
- Intractable public problems demand cooperation and information sharing
- So do the newest ideas about public services
- Technology is no longer a barrier
- But social, political, economic, & organizational factors still loom large
- And experiments are going on around the world
Definition of the research

- **Scope**: a multi-national investigation of new models of collaboration in Canada, the US, and Europe

- **Objective**: to enhance our understanding of multi-organizational partnerships engaged in the delivery of government services to citizens & businesses

- **Methodology**: retrospective comparative case studies
Research Partners

- Centre Francophone d’Informatisation des Organisation (CEFRIO), Canada
  - University of Quebec at Montreal, Canada
- Center for Technology in Government (CTG), USA
  - University at Albany/SUNY
  - University of Maryland Baltimore County
  - Indiana University
- Cellule Interfacultaire de Technology Assessment (CITA), Belgium
  - University of Bremen, Germany
Research questions

• Which political, economic, cultural factors promote collaboration?
• What kinds of organizations become involved in partnerships?
• What are the critical success factors at different stages?
• Which technologies offer the most promise for collaboration?
• What are the advantages and disadvantages of different models?
• Can successful experiences be transferred among countries?
Research design

• Selection of 15 collaboration projects
• Individual interviews with main stakeholders (8-12 per case)
• Coding and analysis of data using text analysis software
• Comparison across case studies
• Identification of critical success factors and barriers to success
Key characteristics of cases

• A voluntary and reciprocal agreement between two or more distinct public sector agencies, or between public and private or nonprofit entities, to deliver government services.

• Sharing of tangible and intangible cost, benefits, resources, and risks.
Types of collaboration studied

• Public-public collaborations
  - Horizontal
  - Vertical

• Public-private collaborations
  - Outsourcing, subcontracting
  - PPP or P3

• Public-nonprofit collaborations
Conceptual dimensions

- Political, social, economic & cultural environment
- Institutional, business & technical environment
- Partners’ characteristics and objectives
- Collaboration process over time
- Models of collaboration employed
- Collaboration and program performance
Canadian cases

- Ontario Business Connect
- Cadastre Quebec
- Occupational Health & Safety Claims
- Ambassadeur
- Info Entrepreneur
- Bonjour Quebec
- Initiative Service Canada
- One-Stop Business Registration
- Partners in Change: New Brunswick
American cases

- New York State Geographic Information System Cooperative
- Access Indiana
- Internal Revenue Service E-File
- FirstGov.gov
European Cases

- Bremen On-Line
- HotJob.be
Research products

• Series of individual case studies

• International symposium (results on the CEFRIIO Web site)

• Practical management guide (to be available on the CTG Web site)

• Journal articles
Web sites:

Center for Technology in Government
www.ctg.albany.edu

CEFRIIO
www.cefrio.qc.ca