

Fostering information sharing across government (US)

New York State Geographic Information System Coordination Program

In the early and mid 1990s, a central issue facing New York State was how to organize collaborative effort across all levels of government to harness the analytical power of geographic information systems (GIS). The goal was to use geospatial analysis to improve government services, drive down costs, and stimulate economic development. A statewide policy on GIS issued in 1996 established the NYS GIS Coordination Program with a broadly representative coordinating body drawn from state and local government, universities, and the private sector. Today, the Program hosts a formal data sharing cooperative that supports easy sharing of spatial data sets among federal, state, and local government agencies, universities, and other nonprofit organizations. The program also offers a variety of educational and support services to encourage state and local development and use of spatial data.

Integrating multiple information service channels (Canada)

Service Canada

Launched in 1999, Service Canada was an experimental project designed to improve the accessibility and quality of government services for citizens. The project rested on the idea of integrating existing information services: the 1-800-O-Canada phone line for inquiries, the Canadian Web site, and in-person access centers. The main challenge in this project was its attempt to encompass the thousands of services offered by government departments and agencies through transparent links. Service Canada was sponsored by the Treasury Board of Canada Secretariat and developed through agreements with various departments and agencies and coordinated by a multi-agency committee. It set up 122 access centers, overhauled the Canadian Web site, and classified services in an improved database underlying 1-800-O-Canada.