

Information Systems Strategic Planning for Public Service Delivery in the Digital Era

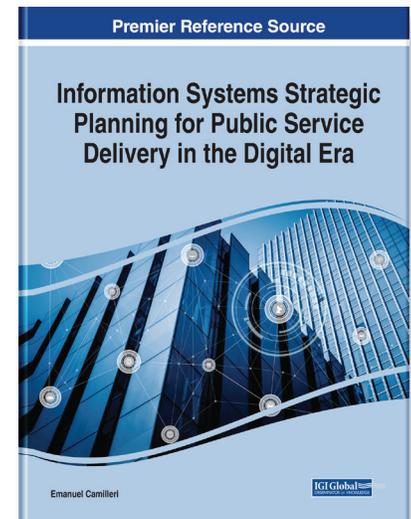
Part of the Advances in Public Policy and Administration Book Series

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Description:

Service delivery in the digital era is all about bringing together innovative ideas from various stakeholders in the private, public, and civil sectors to meet customer expectations. Like any business, government public service entities must provide public service delivery to their customers in an age that is heavily influenced by technological advancements.

Information Systems Strategic Planning for Public Service Delivery in the Digital Era is an essential reference source that discusses issues related to public service delivery in the digital era and the degree to which governments may take advantage of the transformational potential of ICT to move towards seamless government, particularly for improving service delivery, democratic responsiveness, and public outreach. The book also provides a pragmatic framework for government entities to define their information systems strategic plan (ISSP), guiding the reader in a step-by-step practical description of the various technical concepts, current and future technology trends, and implementation considerations for formulating their ISSP to ensure the maximum gain from public service delivery. Including research on topics such as human capital, knowledge economy, and block chain technology, this book is ideally designed for academicians, public administrators, government officials, IT consul



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- Block Chain Technology
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