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## Related Projects (11)

### Completed Projects (11)

#### Balancing Environmental Quality and Economic Vitality in the Adirondack Park

Anyone with a plan to develop real property in New York's six million acre Adirondack Park needs information or a permit from the Adirondack Park Agency. This prototyping project combined digital imaging, databases, geographic information, and work flow technologies into an "electronic reference desk" to improve the permitting process.

#### Best Practices in State-Local Information Systems

An increasing number of government programs and services demand coordination across levels of government. But information systems that successfully support these intergovernmental efforts are exceedingly difficult to build and sustain. This project involved 150 state and local government participants from eleven information systems projects in New York State. It identified the diverse service delivery issues facing state and local governments, described the characteristics of ideal state-local information systems projects, and recommended policies and practices to help these projects succeed.

#### Designing the Digital Government of the 21st Century: A Multidisciplinary Workshop

The National Science Foundation's Digital Government Program supports innovative research to improve government performance through the advanced use of information technology. A multidisciplinary workshop was held in October 1998 to help define the Digital Government Program's research agenda. The workshop highlighted how practical needs of government represent a compelling social and information science research agenda.

#### Developing a Business Case for the Integration of Justice Information

Improving justice information integration can be a difficult and expensive proposition. This project developed a guide for creating the kind of persuasive business case needed to mobilize the required resources and commitment. It includes guidance for both preparing and presenting the case.

#### Groupware Testbed

The Center's first technology testbed project investigated "groupware" products which support team-based organizations and work assignments. Several state agencies tested and evaluated tools to support work flow, document management, project management, and "any time, any place" meetings.

#### Helping Small Businesses

Each year, about 33,000 business entrepreneurs call New York State for information about permits required to establish a small business. In 1993, most callers encountered busy signals and had to wait to speak to a staff member in order to receive the information they needed. This project built and evaluated a prototype voice recognition/response system to allow callers the convenience of 24-hour direct access to permit information.

#### Improving Customer Service Through Title Imaging

New York State issues about four million vehicle titles each year. In 1990, vehicle owners waited up to 120 days for titles to be issued. This project combined process reengineering, imaging, and work flow technologies to show how the number of processing steps could be cut in half and the entire process reduced to 30 days.

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## Models for Action: Developing Practical Approaches to Electronic Records Management and Preservation

Traditional system design methodologies do not give adequate attention to the creation, integration, management, and preservation of electronic records. This project was designed to produce generalizable tools to incorporate records requirements into the design of new information systems.

## New Models of Collaboration for Delivering Government Services

Governments around the world are experimenting with new organizational forms for the delivery of public services. This project is a multinational research study focused on the benefits, barriers, and results of these innovative service delivery collaborations.

## The New York State Homeless Information Management System

Evaluation of programs and services for homeless people requires access to a broad range of information. This project developed the Homeless Information Management System (HIMS) prototype to test the viability of integrating data from multiple data sources to evaluate program performance and identify best practices. The project illuminated the challenges organizations face when creating an integrated resource to support evaluation, decision making, and planning.

## Using Information in Government Program

Every day people inside government use information to develop policies, make decisions, evaluate programs, and deliver services. This program investigated seven state and local government projects that involved various information use issues. The study focused on how information policies, data standards, costs, skills, strategies, and technical tools were used in these public sector projects.