

Introduction and Purpose

E-government may be uncharted territory for some local governments, but many believe, it clearly holds potential for improving the way government works. Across New York State, officials from local and county governments are trying to realize this potential by finding the best way to implement e-government. Governments of all sizes, geographic locations, economic conditions, and governance structures are making e-government work for them.

Two questions that many local governments are trying to answer are:

- **How should I think about e-government?**
- **What are others doing to make it work?**

This briefing responds to those two questions. It draws from the insights, lessons, and stories of local government pioneers who participated in research conducted by the Center for Technology in Government (CTG) at the University at Albany, State University of New York. Pioneers from counties, cities, towns, and villages across New York State shared their experiences in considering, planning, developing, implementing, and evaluating e-government initiatives in their own local governments.

Specifically, this briefing:

- Presents a definition of e-government
- Explains why counties and municipalities are implementing e-government initiatives
- Provides examples of e-government in New York State localities
- Offers critical success factors and advice from pioneers engaged in these endeavors