

- Chapter 1. The risks of IT innovation in government
  - Risks of IT innovation
  - Public sector risks
  - How this guide can help
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- Chapter 2. The analysis and evaluation process
  - Analysis is a group process
  - Techniques for acquiring needed information
  - Phase 1. Understand the problem and its context
  - Phase 2. Identify and test solutions
  - Phase 3. Evaluate alternatives and make smart choices
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- Chapter 3. Preparing a business case
  - Essential elements of a business case
  - Problem statement
  - A mission or vision statement
  - Specific objectives
  - Preferred approach
  - Expected benefits
  - Performance and progress measures
  - Risks and ways to address them
  - A basic plan of work, timeline, and key milestones
  - Project management and staffing
  - Cost estimates and funding sources
  - Alternatives considered
  - Opposing arguments and responses
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- Chapter 4. Presenting your business case
  - Identifying the audiences for your business case
  - Presenting your business case
  - Be prepared for all kinds of questions