

# Realizing the Promise of Digital Government

Theresa A. Pardo

IMP Magazine, Sun, 01 Oct 2000,

Many of us have already experienced the potential of the Web to change our relationships with other individuals, with the business community, and more recently with government. Getting citizens "out of line" and "getting them online" are phrases that are being used to create visions of the new relationship between citizens and government.

This article discusses the transformation that must take place before we can realize these and other promises of electronic government.