

1997 Publications (9)

Guides (2)

A Cost Performance Model for Assessing WWW Service Investments

Jun 1997

Creating an effective Web site at an efficient cost is a goal for most government agencies. This guide was created to help organizations develop Web sites that meet their needs at a cost that they can estimate in advance.

Tying a Sensible Knot: A Practical Guide to State-Local Information Systems

Jun 1997

State-local information systems must recognize and account for enormous diversity of community settings, organizational cultures, structures, staff. This report, based on eleven initiatives in New York State, presents principles and practices for ideal state-local information systems.

Reports (6)

An Introduction to Workflow Management Systems

Nov 1997

With many different workflow management software solutions on the market, a variety of approaches to workflow management exist. This paper provides an introduction to Workflow Management Systems through a two-tiered approach: a functional review and a technical overview.

A Step Beyond Research: Fostering IT Innovations in Government

Oct 1997

This report is a summary of the discussions that took place during the workshop ***A Step Beyond Research: Fostering IT Innovations in Government***. The workshop involved 32 scholars from Europe and North American in an exploration of the issues and opportunities for applied research to support IT innovation in government.

IT Innovation in Government: Toward an Applied Research Agenda, Part One: The practitioner perspective

Oct 1997

This paper provides the practical perspective of studying government information technology issues. It is one of two papers that served as the background for discussions at an applied research workshop hosted by CTG in October 1997.

IT Innovation in Government: Toward an Applied Research Agenda, Part Two: The researcher perspective

Oct 1997

This paper provides the research perspective of studying government information technology issues. It is one of two papers that served as the background for discussions at an applied research workshop hosted by CTG in October 1997.

Partners in State-Local Information Systems: Lessons from the Field

Oct 1997

A state-local information system is one that links state and local agencies together in a coherent service delivery or administrative environment. This report discusses the findings of a research project that examined eleven state-local projects in New York State.

A Survey of Key Concepts and Issues for Electronic Recordkeeping

Aug 1997

Knowing the key concepts of electronic recordkeeping is essential as agencies move from a largely paper-based business process to an electronic system. The report covers those key concepts.

Journal Articles and Conference Papers (1)

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

Bulletin of the American Society for Information Science and Technology, Volume 23, Number 5, ly 1997

Organizations often lack adequate tools to manage the growing number and variety of electronic records. This article presents a set of practical tools that can help government agencies manage the records that are electronically created, maintained, and accessed.