

## 2003 Publications (3)

### Online Tools (1)

#### Opening Gateways: The Guide and Online Workbench

Dec 2003

The online workbench is provided as a companion piece to **Opening Gateways: A Practical Guide for Designing Electronic Records Access Programs**. It is an interactive version of the Guide enhanced with features that support groups of people as they collaborate on the development of electronic records programs.

### Journal Articles and Conference Papers (2)

#### Designing electronic government information access programs: a holistic approach

Government Information Quarterly, Dec 2003

That electronic government information repositories are growing in number, use, and diversity is one manifestation of the emergence of e-government. These information-centered programs both shape and respond to user demand for electronic government information as computer-mediated user access has displaced traditional staff-mediated access. These programs are no longer concentrated in statistical agencies but increasingly are offered by a wide array of mission-driven operating agencies to complement their other services. This study identified the design dimensions of electronic information access programs by examining mature existing programs. These dimensions address users, uses, organizational capabilities, data characteristics, and technology. The study then explored the application and interdependence of these dimensions in three efforts to design and develop new access programs. The study produced an empirically based, testable model of observable dimensions that shape the cost, complexity, and potential performance of these programs. In addition, the article offers government managers some insight into the practical implications they will face in designing and operating electronic information access programs.

#### Understanding New Models of Collaboration for Delivering Government Services

Communications of the ACM, Volume 46, Number 1, Jan 2003, pp 40-42

More and more government agencies are creating collaborative relationships to improve services they provide. This article presents a summary of an international research project that is studying eleven collaborative partnerships developed to deliver government information.