

# MODERN PUBLIC INFORMATION TECHNOLOGY SYSTEMS

## ISSUES AND CHALLENGES



G. DAVID GARSON

# **Modern Public Information Technology Systems: Issues and Challenges**

## **Table of Contents**

<b>Foreword.....</b>	vii
<b>Preface.....</b>	x
<b>Section I:</b> <b>Managing Information Technology in the Public Sector</b>	
<b>Chapter I</b>	
<b>Lip Service? How PA Journals and Textbooks View Information Technology .....</b>	<b>1</b>
<i>Alana Northrop, California State University, Fullerton, USA</i>	
<b>Chapter II</b>	
<b>The Evolution of Federal Information Technology Management Literature: Does IT Finally Matter? .....</b>	<b>17</b>
<i>Stephen H. Holden, SRA Touchston Consulting Group, USA</i>	
<b>Chapter III</b>	
<b>Politics, Accountability, and Information Management.....</b>	<b>35</b>
<i>Bruce Rocheleau, Northern Illinois University, USA</i>	

<b>Chapter IV</b>	
<b>Reconciling Information Privacy and Information Access in a Globalized Technology Society.....</b>	<b>72</b>
<i>George T. Duncan, Carnegie Mellon University, USA</i>	
<i>Stephen F. Roehrig, Carnegie Mellon University, USA</i>	
<b>Chapter V</b>	
<b>Privacy-Sensitive Tracking of Behavior with Public Information Systems: Moving Beyond Names in a Globalizing Mass Society.....</b>	<b>95</b>
<i>Chris C. Demchak, University of Arizona, USA</i>	
<i>Kurt D. Fenstermacher, University of Arizona, USA</i>	
<b>Chapter VI</b>	
<b>E-Government: An Overview .....</b>	<b>110</b>
<i>Shannon Howle Schelin, University of North Carolina at Chapel Hill, USA</i>	
<b>Chapter VII</b>	
<b>E-Participation Models.....</b>	<b>127</b>
<i>Suzanne Beaumaster, University of La Verne, USA</i>	
<b>Chapter VIII</b>	
<b>E-Government and Creating a Citizen-Centric Government: A Study of Federal Government CIOs.....</b>	<b>143</b>
<i>Christopher G. Reddick, The University of Texas at San Antonio, USA</i>	
<b>Chapter IX</b>	
<b>The Federal Docket Management System and the Prospect for Digital Democracy in U.S. Rulemaking.....</b>	<b>166</b>
<i>Stuart W. Shulman, University of Pittsburgh, USA</i>	

## Section II: Computer Applications in Public Administration

<b>Chapter X</b>	
<b>IT Innovation in Local Government: Theory, Issues, and Strategies .....</b>	<b>186</b>
<i>Charles C. Hinnant, U.S. Government Accountability Office, USA</i>	
<i>John A. O'Looney, University of Georgia, USA</i>	
<b>Chapter XI</b>	
<b>Information Technology as a Facilitator of Results-Based Management .....</b>	<b>204</b>
<i>James E. Swiss, North Carolina State University, USA</i>	

<b>Chapter XII</b>	
<b>Managing IT Employee Retention: Challenges for State Governments.....</b>	<b>221</b>
<i>Deborah J. Armstrong, University of Arkansas, USA</i>	
<i>Margaret F. Reid, University of Arkansas, USA</i>	
<i>Myria W. Allen, University of Arkansas, USA</i>	
<i>Cynthia K. Riemenschneider, University of Arkansas, USA</i>	
<b>Chapter XIII</b>	
<b>Computer Tools for Public-Sector Management.....</b>	<b>239</b>
<i>Carl Grafton, Auburn University Montgomery, USA</i>	
<i>Anne Permaloff, Auburn University Montgomery, USA</i>	
<b>Chapter XIV</b>	
<b>Computers and Social Survey Research for Public Administration .....</b>	<b>265</b>
<i>Michael L. Vasu, North Carolina State University, USA</i>	
<i>Ellen Storey Vasu, North Carolina State University, USA</i>	
<i>Ali O. Ozturk, North Carolina State University, USA</i>	
<b>Chapter XV</b>	
<b>Geographic Information System Applications in the Public Sector.....</b>	<b>293</b>
<i>Douglas A. Carr, Oakland University, USA</i>	
<i>T. R. Carr, Southern Illinois University Edwardsville, USA</i>	
<b>Chapter XVI</b>	
<b>You Have Mail, but Who is Reading It? Issues of E-Mail in the Public Workplace .....</b>	<b>312</b>
<i>Charles L. Prysby, University of North Carolina at Greensboro, USA</i>	
<i>Nicole D. Prysby, Attorney at Law, USA</i>	
<b>Chapter XVII</b>	
<b>World Wide Web Site Design and Use in U.S. Local Government Public Management .....</b>	<b>337</b>
<i>Carmine Scavo, East Carolina University, USA</i>	
<i>Jody Baumgartner, East Carolina University, USA</i>	
<b>Chapter XVIII</b>	
<b>An Information Technology Research Agenda for Public Administration.....</b>	<b>365</b>
<i>G. David Garson, North Carolina State University, USA</i>	
<b>About the Authors.....</b>	<b>393</b>
<b>Index .....</b>	<b>401</b>