

# Practical Studies in E-Government: Best Practices from Around the World



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Information and communication technology (ICT) is permeating all aspects of service management; in the public sector, ICT is improving the capacity of government agencies to provide a wide array of innovative services that benefit citizens. E-Government is emerging as a multidisciplinary field of research based initially on empirical insights from practice. Efforts to theoretically anchor the field have opened perspectives from multiple research domains, as demonstrated in *Practical Studies in E-Government*. In this volume, the editors and contributors consider the evolution of the e-government field from both practical and research perspectives. Featuring in-depth case studies of initiatives in eight countries, the book deals with such technology-oriented issues as interoperability, prototyping, data quality, and advanced interfaces, and management-oriented issues as e-procurement, e-identification, election results verification, and information privacy. The book features best practices, tools for measuring and improving performance, and analytical methods for researchers.

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