

Åke Grönlund

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Managing Electronic Services

A Public Sector Perspective



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Electronic Service Management A Public Sector Perspective

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Francesconi, Ake Grönlund, Tom M van
Engers**

Electronic Service Management A Public Sector Perspective:

Electronic Government Marijn Janssen,Hans Jochen Scholl,Maria A. Wimmer, Frank Edward Bannister,2014-08-11 This book constitutes the refereed proceedings of the 13th IFIP WG 8.5 International Conference on Electronic Government EGOV 2014 held in Dublin Ireland in September 2014 The 26 revised full papers presented were carefully reviewed and selected from 70 submissions The papers have been organized in the following topical sections foundations services and interoperability policy and stakeholders open data and design and values Co-Production and Public Service Management

Victor Pestoff,2018-10-03 This volume compiles a dozen essays by one of the most prolific proponents of co production as a solution for many of the challenges facing public services and democratic governance at the outset of the 21st Century Co production is considered a partnership between citizens and public service providers that is essential for meeting a growing number of social challenges since neither the government nor citizens can solve them on their own These challenges include among other things improving the efficiency and effectiveness of public services in times of financial strain increasing the legitimacy of the public sector after decades of questioning its ability with the spread of New Public Management promoting social integration and cultural pluralism in increasingly diverse societies when millions of refugees and immigrants are on the move tackling the threat of burgeoning populism following the rise of anti immigrant and anti global parties in many countries in recent years and finally finding viable solutions for meeting the growing needs of aging populations in many parts of the world This volume addresses issues related to the successful development and implementation of a policy shift toward greater citizen participation in the design and delivery of the services they depend on in their daily lives and greater citizen involvement in resolving these tenacious problems facilitated by the active support of governments across the globe Moreover it explores participatory public service management that empowers the front line staff providing public services Together with users citizens they can insure the democratic governance of public service provision **Managing**

Electronic Services Åke Grönlund,2000-06-26 This easy to read guide to portal electronic services development will help organizations achieve more proficient project management in developing gateways to electronic services The presentation discusses the most important challenges and the factors for success addressing both the electronic services themselves and the gateways to them While most books address the technical managerial or economic issues Managing Electronic Services adopts an organizational perspective This approach not only integrates the managerial technical and economic issues but also puts them into the context of a customers or users requirements and expectations Handbook of Research on E-Services in the Public Sector: E-Government Strategies and Advancements Al Ajeeli, Abid Thyab,Al-Bastaki, Yousif A. Latif,2010-08-31 This book assists its readers in recommending formulation of ICT strategies for e government implementation and maintenance from the perspective of acknowledging the importance of e Governance for building institutions to achieve transparency and accountability and eventually democratic governance Provided by publisher

Handbook of Innovation in Public Services Stephen P. Osborne, Louise Brown, 2013-01-01 Innovation is a core issue for public services and is a key element of public services reform particularly in this age of austerity where policymakers urge the need to innovate to do more with less This comprehensive and accessible Handbook explores the potential for creating efficient and effective public services Leading researchers from across the globe review the state of the art in research on innovation in public services providing an overview of key issues from a multi disciplinary perspective Topics explored include context for innovation in public services and public service reform managerial change challenges ICT and e government and collaboration and networks The theory is underpinned by seven wide ranging case studies of innovation in practice Taking the field forward and providing a baseline for future research this highly unique and original Handbook will prove essential reading for academics researchers students policymakers and practitioners across the fields of innovation public policy social policy and public management

Electronic Government Roland Traunmueller, 2004-08-18 This book constitutes the refereed proceedings of the Third International Conference on Electronic Government EGOV 2004 held in Zaragoza Spain in August September 2004 The 92 revised papers presented together with an introduction and abstracts of 16 workshop papers were carefully reviewed and selected from numerous submissions The papers are organized in topical sections on e democracy interoperability process management technical issues e voting services processes and general assistance empowering regions methods and tools g2g collaboration change and risk management e governance ID management and security policies and strategies geographical information systems legal aspects teaching and empowering designing Web services public information and regional developments in global context

Electronic Government Roland Traunmüller, 2004-11-05 This book constitutes the refereed proceedings of the Third International Conference on Electronic Government EGOV 2004 held in Zaragoza Spain in August September 2004 The 92 revised papers presented together with an introduction and abstracts of 16 workshop papers were carefully reviewed and selected from numerous submissions The papers are organized in topical sections on e democracy interoperability process management technical issues e voting services processes and general assistance empowering regions methods and tools g2g collaboration change and risk management e governance ID management and security policies and strategies geographical information systems legal aspects teaching and empowering designing Web services public information and regional developments in global context

E-government and Public Sector Process Rebuilding Kim Viborg Andersen, 2006-02-23 E government and Public Sector Process Rebuilding Dilettantes Wheelbarrows and Diamonds provides an input to rebuild and improve the processes in which the public sector perform activities and interact with the citizens companies and the formal elected decision makers Through eleven chapters the book emphasizes information systems IS as the vehicle for redirecting the public sector towards its key customers The book stresses serious capability challenges inhibiting the digital transformation using activity and customer centric applications The dilettantes in the public sector are in need of upgrading rethinking and refocusing their use of IS

There is a need to revisit the extensive use of digital wheelbarrows to transmit data and complement the transactional focus with IT enabled analysis of the activities There is also a need to recognize that IS are not just flashy and shining diamonds to be shown off on special occasions IS are as most diamonds manufactured products part of the activities and intended for replacement whenever the diamonds are no longer suitable for serving their purpose diamonds do not last forever

E-Service: New Directions in Theory and Practice Roland T. Rust,P.K. Kannan,2016-09-16 The advent of the era of e Service the provision of services over electronic networks like the internet is one of the dominant business themes of the new millennium It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology This book provides a collection of different perspectives on e Service and a unified framework to understand it even as the business community grapples with the concept It features contributions from key researchers and practitioners from both the private and public sectors as well leading scholars from the fields of marketing information systems and computer science They focus on three key areas the customer technology interface e Service business opportunities and strategies and public sector e Service opportunities The insights they offer will be equally useful to students scholars and practitioners

VeriSMTM - A service management approach for the digital age International Foundation of Digital Competences,2017-12-19 VeriSM is a framework that describes a service management approach from the organizational level looking at the end to end view rather than focusing on a single department Based around the VeriSM model it shows organizations how they can adopt a range of management practices in a flexible way to deliver the right product or service at the right time to their consumers VeriSM allows for a tailored approach depending upon the type of business you are in the size of your organization your business priorities your organizational culture and even the nature of the individual project or service you are working on Rather than focusing on one prescriptive way of working VeriSM helps organizations to respond to their consumers and deliver value with integrated service management practices Service management plays a leading role in digital transformation Digital transformation looks outward with a hyper focus on the consumer experience Service management can help shift the mindset from inside out to outside in by developing effective transparent principles that help deliver services that are valuable to the customer All organizational capabilities must understand How does the organization enable and deliver value What are the supply chains within an organization that support value delivery How do the individual capabilities contribute to or support these supply chains to deliver value

Electronic Government: Design, Applications and Management Grönlund, Åke,2001-07-01 While not specifically defined Electronic Government has become a common term to describe all of the processes administrative and democratic that combine to constitute public sector operations Electronic Government Design Applications and Management examines the changes faced by the public sector as the use of IT significantly increases This book geared toward practitioners professionals decision makers and students strives to examine the challenges and opportunities involved in the

implementation and use of IT into organizations Global Perspectives on Risk Management and Accounting in the Public Sector Ferreira, Augusta da Conceição Santos, 2016-01-18 The effects of recent economic and financial crises have reached an international scale a number of different nations have experienced the fallout of these events calling into question issues of accountability and reform in public management Global Perspectives on Risk Management and Accounting in the Public Sector is a pivotal reference source for the latest research on current developments and future directions of the regulation financial management and sustainability of public institutions Featuring discussions on risk assessment transparency and information disclosure this book is ideally designed for regulatory authorities researchers managers and professionals working in the public domain **Electronic Government and the Information Systems Perspective** Kim Normann

Andersen, Enrico Francesconi, Ake Grönlund, Tom M van Engers, 2010-08-17 In front of you are the proceedings of the First International Conference on Electronic Government and Information Systems Perspective EGOVIS This conference builds on the tradition of its predecessors the Electronic Government Conferences EGOV under the DEXA umbrella which have been ongoing for nine years but it also cluded some innovations In view of the large number of electronic government c ferences we found it important to focus the scope of the conference a little and to increase the quality requirements Hence this year s conference featured a tougher review process and a smaller set of accepted papers As a result these proceedings contain the very best papers of 2010 covering various important aspects of electronic government and information systems used in the public sector With an acceptance rate of less than 20% EGOVIS belongs to the top ten conferences in the world The Program Committee accepted 13 full papers and 11 short papers covering the most recent research trends in electronic government implementations such as ICT for eGovernment services and monitoring knowledge and content management systems for temporal and geo spatial applications interoperability for electronic government integrated architectures decision and support tools for eDemocracy and direct parti pation of citizens in the policy making strategies and Web 2 0 and 3 0 approaches for collaborative and transparent public sector services **Trust and Digital Transformation in the Public**

Sector Barbara Kożuch, Katarzyna Sienkiewicz-Małjurek, 2024-12-26 Digital transformation is a promising way to increase the possibilities and effectiveness of public organizations but the implementation of digital technologies alone does not bring value It is vital to convince and motivate people to use new ways of public services delivery and it is necessary to trust both public institutions and new technologies Digital trust is considered a key determinant of acceptance of digital technologies leading to their effective use and creation of innovative solutions However little is known about creating and using trust as a driving force of digital transformation In this approach trust is not only a motivating factor to use digital technologies but also a trigger for changes in the action strategy In this book trust is analyzed from this perspective The authors present the importance of digital trust as well as its evolving nature manifested along with the progress of digital transformation Offering both theoretical and practical insights this volume will add value to trust theory and digital governance theory by indicating

the importance of organizational trust and the ways of its use in the development of public service delivery processes and performance based on digital transformation It will be of interest to researchers academics professionals and advanced students in the fields of public management innovation ethics and organizational studies **Public Digitalisation in a legal perspective** Motzfeldt, Hanne Marie,Hyldkrog Lindberg, Adam,Krõõt Tupay, Paloma,Mikiver, Monika,Heikkonen, Sofia,Koivisto, Ida,Koulu, Riikka,Kaplane, Anastasija,Potaičuks, Aleksandrs,Bilevičiūtė, Eglė,Esayas, Samson,Hauglid, Mathias K.,Engvist, Lena, Available online <https://pub.norden.org/temanord2024/503> In this report leading researchers within law and digitalisation from Norway Sweden Finland Latvia Estonia Lithuania and Denmark present the fundamental characteristics of the digitalization of their national public administrations from a legal perspective An important conclusion of the DigiLaw project is that the Nordic Baltic countries possess different specialised expertise and experiences when it comes to public digitalisation and from different angles and at various levels all researchers recommend strengthening the Nordic Baltic cooperation when it comes to sharing experiences and handling challenges related to public digitalization

Active Citizen Participation in E-Government: A Global Perspective Manoharan, Aroon,2012-02-29 This book focuses on the issues and challenges involving adoption and implementation of online civic engagement initiatives globally and will serve as a valuable guide to governments in their efforts to enable active citizen participation Provided by publisher

ECDG 2019 19th European Conference on Digital Government Asst. Prof. Dr. Tuğberk Kaya,2019-10-24 **Global Strategy and Practice of E-Governance: Examples from Around the World** Piaggese, Danilo,Sund, Kristian,Castelnovo, Walter,2011-04-30 Over the past decade there has been continual development and renewal of strategies and practices surrounding e governance Governments around the world have embraced new information and communication technologies to increase the efficiency of internal processes deliver better and more integrated services to citizens and businesses invite citizen and stakeholder participation in planning decisions improve communication and sometimes even enhance democratic processes Global Strategy and Practice of E Governance Examples from Around the World provides readers with an overview of relevant strategy and policy level theoretical frameworks and examples as well as up to date implementations from around the world This book offers valuable insights into best practices as well as some of the issues and challenges surrounding the governance of and with information and communication technologies in a globalized knowledge based world *Processual Perspectives on the Co-Production Turn in Public Sector Organizations* Thomassen, Anja Overgaard,Jensen, Julie Borup,2020-12-11 Existing research understands co production as leading to shifts in roles of the public sector institutions and their staffs The shift is seen in the way that a discursive use of the term service provision with embedded logics encompassing fiscal accountability performance measurement efficiency and process regulation has changed towards discourses that embrace collaboration between the public sector front staff and the citizens with the aim of developing legitimate and effective welfare services that are co produced by means of active participation and distributed decision

making However this change requires new approaches to the way in which the implementation of new practices and tools is executed in practice as studied and researched and how the new practices and tools are understood and evaluated in organizations Processual Perspectives on the Co Production Turn in Public Sector Organizations is an essential reference book that examines unfolds and develops approaches to co production and implementation as dynamic processual collaborative sensemaking and as requiring and resulting in capacity building and learning Moreover the book examines new approaches to engage citizens and public sector actors in collaborative and co productive processes especially with concern for new goals pertaining to sustainability social equity democratic legitimacy etc Covering topics that include knowledge management and collective leadership the book presents perspectives on capacity building learning change and evaluation in organizations and current research in different areas of the public sector It is intended for public sector administrators and managers investigating the relevancy approaches and methods in co production Furthermore it targets civil actors and welfare service users leaders and managers of public organizations researchers academicians and students in programs that include social welfare development public administration political science and organizational development

Digital Government at Work Ian McLoughlin, Rob Wilson, Mike Martin, 2013-07-04 Drawing upon extensive research from inside live projects the book examines the use of digital technologies to provide more joined up public services and combines cross disciplinary insights to provide a new social informatics perspective on digital government

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