Routledge Handbook on Information Technology in Government

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This Handbook provides a compelling survey of the advanced and emerging innovative applications of information technology in government. Leading experts and academics provide insights from decades of integrating technological innovations in government and the best ways to lead and manage them. This Handbook accomplishes the goal by integrating three featured components: (a) strong focus on cutting-edge innovations; (b) their impact on government administration and core public service values; and (c) their theoretical and practical implications for scholars and public sector professionals. The specifics on each component are as follows.

- The first section examines the innovative practices in the use of information and communication technologies (ICTs) in government and the fast advancements of technologies such as semantic web, social media, social networking sites, big data, internet of things, and smart city and their uses.

- Firmly grounded in the perspective of public administration and management, the chapters in this second section examine how the emerging innovative practices in government are impacting public administration in theory and practice and advancing core public service values. These core values include transparency, accountability, good governance, citizen-centric integrated services, innovations for efficiency, and openness. Governments around the world are arguably the biggest consumers of information and technologies, and their rapid and massive adoption of a recent wave of emerging technologies requires thorough and critical reflection.

- The final section provides enduring policy and management lessons for policy makers, public administrators, as well as information technology managers, for dynamic and yet sustainable innovations with information technology. This Handbook will include a historical review of the use of IT innovations in government and provide theoretical and conceptual frameworks to gain a holistic view of technology in government that will help maintain a system of robust innovations. These chapter contributions will be from experts who have seen various waves of technological innovations, recent and past, and who have practical experience in providing research-based management advice. These time-honored lessons will be relevant for years to come. More importantly, we can utilize them for sustainable innovations.

With its emphasis on innovative electronic governance practices, this Handbook aids in research and teaching in public administration and affairs and for those who need to understand digital governance issues.

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