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Digital Government at Work: A Social Informatics Perspective (Hardback)

By Ian McLoughlin, Rob Wilson

Oxford University Press, United Kingdom, 2013. Hardback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Over the past decade, putting public services on-line has been a focus of huge policy and financial investments aimed at providing more joined-up service delivery. For some this is part of a transformation that is bringing about a new era of integrated digital government. For others digitalization means threats to privacy and security and a strengthening of bureaucracy. In the UK and beyond, front-line service providers and citizens have been slow to take up digital services whilst major projects have floundered. This book takes a fresh look at this vital area for public policy and practice. Informed by over ten years of original research on the inside of projects to put local services on-line, the authors combine cross-disciplinary insights to provide a new social informatics perspective on digital government. Experiences in areas such as health and social care are used to illustrate the dangers of over-integration when key decisions are left to system designers, as they seek to integrate information in centralized systems. The authors argue for a new architectural discourse to change the way that systems are deployed, evolve, and...



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Reviews

It is one of my favorite books. Sure, it is actually engaging, nonetheless an interesting and amazing literature. I am happy to let you know that this is basically the finest book I have ever studied in my very own existence and might be the finest publication for ever.

-- **Randal Reinger**

It is just one of the best publications. This can be for anyone who states that there was not a well worth reading through. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- **Tara Jerde**