

Transforming Government And Building The Information Society Challenges And Opportunities For The Developing World Innovation Technology And Knowledge Management

A case study of why and how national e-leadership institutions, e-government and e-society programs were designed and implemented. The book examines the process of building national ICT institutions, showing how to design and implement an integrated e-government program. The book describes how a fund was developed to promote grassroots innovations that leverage ICT to solve problems of rural development and poverty. The book proposes national e-strategies be grounded in an integrated framework and institutional mechanisms that would exploit synergies and interdependencies among the different e.

Transforming Government and Building the Information Society Challenges and Opportunities for the Developing World

The Latin American Economic Outlook (LEO) 2020 focuses on the role of digital transformation in helping to navigate through challenging times. The Covid-19 pandemic is having a profound impact on socio-economic conditions, accentuating the already complex scenario faced by a region with significant structural weaknesses. This unprecedented crisis comes at a time

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of high aspirations and reinforces the need to transform the very foundations of the development model in the region.

This compelling book provides concrete examples and practical guidelines for addressing the most serious economic challenge facing the United States and every community in the nation: growing good jobs and enabling people to function effectively in these occupations. • Lays out a methodology that enables each community to find its unique path towards the common vision of an economy that works for all citizens • Provides suggestions for moving the community from the current system to a "transformed" economic development system • Presents success stories from Austin, Texas, and Dubuque, Iowa, and highlights the principles that have made these two cities' approaches effective

Good design is enabling, and each and every one of us is a designer. Universal Design is widely recognized an important concept that should be incorporated in all person-centred policies. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) clearly stipulates that the most effective way of delivering on the promise of an inclusive society is through a Universal Design approach. Sitting at the intersection of the fields of Higher Education and Universal Design, this book presents papers delivered at the Universal Design and Higher Education in Transformation Congress (UDHEIT2018), held in Dublin, Ireland, from 30 October to 2 November 2018. This event brings together key experts from industry, education, and government and non-government organization sectors to share

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experiences and knowledge with all participants. The 86 papers included here are grouped under 17 headings, or themes, ranging from education and digital learning through healthcare to engagement with industry and urban design. Celebrating and integrating all that is good in design, diversity and education, this book will be a valuable resource for all those interested in the inspiring and empowering developments in both Universal Design and higher education.

The forces of globalization are shifting our world, including the public sector, away from hierarchy and command and control toward one of collaboration and networks. The way public leadership is thought about and practiced must be, and is being, transformed. This volume in the "Transformational Trends in Governance & Democracy" series explores what the shift looks like and also offers guidance on what it should look like.

Specifically, the book focuses on the role of "career leaders" - those in public service - who are agents of change not only in their own organizations, but also in their communities and policy domains. These leaders work in network settings, making connections and collaborating to create public value and advance the common good. Featuring the insights of an authoritative group of contributors, the volume offers a mix of scholarship, from philosophical discussions to conceptual models to empirical studies that, taken together, will help inform the transformation of public leadership that is already underway.

'This book distills the learning from practical experience and academic research...and represents a significant

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contribution to the challenges we face in transforming government and public services in an environment of ever-tighter finances' ” John Suffolk, UK Government Chief Information Officer Major public sector IT-enabled business change programmes are designed to realize benefits in terms of more efficient services, services tailored to the need of citizens, and improved outcomes, but in practice such benefits often fail to materialize or we are unable to demonstrate their delivery -

Transforming Government and Public Services provides proven tools, techniques and processes to reverse this trend. Stephen Jenner explores a number of key themes that are fundamental to an approach to project portfolio management built on value. He explains how to: develop a business case to achieve a desired intent rather than justify a particular solution; create project documentation that is both technically rigorous and gives users a clear understanding of where you are going; treat projects as investments rather than costs; include stage gates with teeth that are closely linked to real performance; plan for success rather than holding people to account for failure; use a single version of the truth principle so there are no arguments about different data. In a complex, confusing and often highly politicized environment, Stephen Jenner's Transforming Government and Public Services provides a clear, definitive and highly applied guide for all involved in selecting the right projects and doing them right so that they achieve the intended investment objectives.

Information and communication technology (ICT) is central to reforming governance, innovating public services, and

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building inclusive information societies. Countries are learning to weave ICT into their strategies for transforming government as enterprises have learned to use ICT to innovate and transform their processes and competitive strategies. ICT-enabled transformation offers a new path to digital-era government that is responsive to the challenges of our time. It facilitates innovation, partnering, knowledge sharing, community organizing, local monitoring, accelerated learning, and participatory development. In *Transforming Government and Building the Information Society*, Nagy Hanna draws on multi-disciplinary research on ICT in the public sector, and on his rich experience of over 35 years at the World Bank and other aid agencies, to identify the key ingredients for the strategic integration of ICT into governance and poverty reduction strategies. The author showcases promising practices from around the world to outline the strategic options involved in using ICT to maximize developmental impact—transforming government institutions and public services, and empowering communities for inclusion and grassroots innovation. Despite the ICT promise, Hanna acknowledges that reforming governance and empowering poor communities are difficult long-term undertakings. Hanna moves beyond the imperatives and visions of e-transformation to strategic design and implementation options, and draws practical lessons for policymakers, reformers, innovators, community leaders, ICT specialists and development experts.

ICT-Driven Economic and Financial Development: Analyses of European Countries demonstrates the effects of ICT diffusion on economic, social and financial development by examining their impact on the structure and dynamics of national economies. It provides the insight into shifts observed in labour markets, international trade activities productivity factors, education and use of innovative financial

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products. It combines empirical analyses and data sources stretching back to 1990 make it an important contribution to understanding the effects of ICT diffusion on economic and financial development. The book answers questions such as how will national and regional economies react to upcoming ICT developments and growing usage, and what is the magnitude of impact of new information and communication technologies on various aspects of social and economic life. Demonstrates the process fo ICT spread across European countries Analyzes the value of ICTs from both economic and social perspective Examines structural changes in financial markets caused by ICTs implementation

Over the past fifteen years, South Korea has transformed itself from an authoritarian government into a new democracy with a vibrant capitalist economy. Modernization, democratization, and globalization have played important roles in this transformation, and have greatly influenced the programs and policies of Korea's Sixth Republic. Covering developments through the 2003 elections, this book shows how the South Korean government and society have been shaped not only by the dynamics of these forces, but also by their interaction with the cultural norms of a post-Confucian society. The author provides a conceptual framework and baseline for examining political developments in Korea, and offers an analysis of the factors that are transforming Korean institutions, society, and politics. He discusses the forces shaping Korea's political economy and the performance of successive ROK governments, and also highlights the challenges faced by the newly elected administration of Roh Moo Huan, the North Korean issue, and more.

Perspectives on Agricultural Transformation - A View From Africa

How can we create and sustain an America that never was, but should be? How can we build a robust multiracial

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democracy in which everyone is valued and everyone possesses political, economic and social capital? How can democracy become a meaningful way of life, for all citizens? By critically probing these questions, the editors of *Community Wealth Building and the Reconstruction of American Democracy* seize the opportunity to bridge the gap between our democratic aspirations and our current reality. This book re-examines the relationship between development strategy and political regime in twentieth-century Brazil. The first part of the study examines the beginning in the 1920s and 1930s of the centralized regime and state-centered development model later challenged in the 1980s, taking into account the economic and political role of Sao Paulo relative to the federal government. The analysis provides a distinctive account of the regime ruling Brazil from the 1930s through the 1980s. The second part focuses on the process of economic and political change in the 1980s and 1990s, paying particular attention to the Cardoso administration. *Ending Poverty* presents a new approach to government policy that is capable of eliminating preventable poverty within the foreseeable future. The book proposes an aggressive, conservative reform plan that is institutionalized through an income contract between the individual and the government and will guarantee adequate income for all who participate. By the 1980s, UK government research laboratories were an often quirky but always essential part of the state sector. In one of the most radical experiments in the organization and management of scientific research attempted in the UK, successive Conservative governments sought to reform these laboratories by applying the market-based solution of 'New Public Management'. *Scrutinising Science*

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explores and critiques that reform process by examining the laboratories' new organizational forms, the new visions of what science is for implicit in the reform agenda and the new forms of scientific knowledge production that have arisen as a consequence.

In *Transforming California*, Stephanie Pincetl argues that the transformation of nature in order to enhance economic development lies at the heart of much of the state's recent history. She sees late-twentieth-century California on a path of continued environmental degradation, gripped by cynicism about government. *Transforming California* describes the evolution of the state's institutions of government as they apply to land use and development, and it shows how land-use decisions affect people's quality of life and their daily interactions with each other and with their environment. Pincetl offers an alternative vision for the renewal of the democratic spirit and process in California and for a reconciliation with nature.

Public management is context dependent, rather than generic. That may sound obvious, but in the late 1920s through the 1930s, a dominant strand of thought considered public administration to be a "single process," wherever practiced. Today by contrast, federal administration is distinguished from private enterprise, nonprofit management, and state and local governmental practices by the combined

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effects of its scope and scale; the constitutional separation of powers, federalism, and protection of individual rights; and administrative law requirements for stakeholder participation, representation, transparency, privacy, due process and other democratic-constitutional values. The Handbook of Federal Leadership and Administration is a state-of-the-art guide to the unique features of federal administration, informed by the latest theoretical developments, research, and practical applications, and the leadership and management of federal agencies. Written by "pracademics" with federal practitioners specifically in mind, the handbook is designed to bridge the gap between academic and applied public administration by identifying what resonates with practitioners as they search for usable theories and research findings to improve performance. Combining rigor and relevance in the study and practice of federal administration, it includes chapters on theory, history, reform initiatives, leadership, necessary skill sets, budgeting, power and influence, political embeddedness, change management, separated and shared executive, legislative, and judicial powers, effective communication, ethics, and emerging concepts and challenges. It will be essential reading for federal practitioners, scholars, and "pracademics" alike.

This book provides a holistic picture of how Chinese

turnaround schools have been remarkably improved over the years and to arouse further discussion in this regard. It contributes to the understanding of school improvement from a Chinese cultural perspective, solidifies the knowledge basis of school change theories, and expands the understanding of educational administration and policies in China. The product of more than twenty years of research, first-person observations, discussions, and policy analyses, *Nation-Building in the Baltic States: Transforming Governance, Social Welfare, and Security in Northern Europe* explores the characteristics of the Baltic states as positioned in the northeast corridor in terms of military strife and polity development such as democratization. It details governments' efforts to abet transparency and trust by way of developing new public and private institutions for advancements like innovation and private wealth creation. The book examines the effects of various factors of economic and social adjustments in Estonia, Latvia, and Lithuania. The authors explore the opportunities and problems that have shaped the region's progress in the process of rebuilding democratic institutions and nation states after regaining their independence. They then describe the region's progress in laying the critical internal foundation necessary for maintaining their political independence. The book also reviews the progress made in strengthening what the authors

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believe are key social functions of government in what the EU describes as its social market system: the provision of social welfare services that meets the needs of all. The book concludes with a realistic picture of future hurdles for this region, looking at lingering challenges and regional instabilities, policy mistakes not to be made again, and recommendations for national planning and resource management. Going beyond a massive, single explanation of recent Baltic developments, the book provides a broad picture of development of social and political trends and insights with separate evaluations of issues in the process of national transformation. It provides a foundation examining the forces that will shape the future of the Baltic states.

The product of more than twenty years of research, first-person observations, discussions, and policy analyses, *Nation-Building in the Baltic States: Transforming Governance, Social Welfare, and Security in Northern Europe* explores the characteristics of the Baltic states as positioned in the northeast corridor in terms of military strife and polit

Transforming Biology opens a window on the lives and work of the scientists, teachers and students who have contributed to the achievements of the Department of Biochemistry and Molecular Biology at the University of Melbourne. Established in 1938,

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the department teaches and undertakes research in a discipline that links chemistry, physiology, genetics, microbiology, virology and physics, and has championed new techniques and biotechnology innovations that reverberate around the world. Highlighting the successful careers of many of its alumni and staff, including the influential Victor Trikojus, and the impact of benefactors such as Russell Grimwade, Juliet Flesch tells the story of the evolution of a department engaged in fundamental biomolecular science, as well as the translation of discoveries to industry and the clinic. It has been one of the most important national and international bodies engaged in transforming biology.

Drawing lessons from the eFez Project in Morocco, this volume offers practical supporting material to decision makers in developing countries on information and communication technologies for development (ICT4D), specifically e-government implementation. The book documents the eFez Project experience in all of its aspects, presenting the project's findings and the practical methods developed by the authors (a roadmap, impact assessment framework, design issues, lessons learned and best practices) in their systematic quest to turn eFez's indigenous experimentations and findings into a formal framework for academics, practitioners and decision makers. The volume also reviews, analyzes and synthesizes the findings of other projects to offer a comparative study of the eFez framework and a number of other e-government frameworks from the growing literature. Could information and communication technology (ICT) become the transformative tool for a new style of global

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development? Could ICT promote knowledge-based, innovation-driven, and smart, adaptive, participatory development? As countries seek a way out of the present period of economic contraction, they are trying to weave ICT into their development strategies, in the same way organizations have learned to use ICT to transform their business models and strategies. This integration offers a new path to development that is responsive to the challenges of our times. In *e-Transformation*, Nagy Hanna identifies the key ingredients for the strategic integration of ICT into national development, with examples from around the world. He draws on his rich experience of over 35 years at the World Bank and other aid agencies to outline the strategic options involved in using ICT to maximize developmental impact—transforming public service institutions, networking businesses for innovation and competitiveness, and empowering communities for social inclusion and poverty reduction. He identifies the key interdependencies in e-transformation and offers a holistic framework to tap network effects and synergies across all elements of the process, including leadership, cyber policies, institutions, human resources, technological competencies, information infrastructure, and ICT uses for government, business, and society. Integrating analytical insights and practical applications across the fields of development, political economy, public administration, entrepreneurship, and technology management, the author candidly argues that e-transformation, like all bold ideas, faces implementation challenges. In particular, the aspiration-reality gap needs to be systematically addressed if ICT-enabled innovation and transformation is to become a development practice. E-transformation is first and foremost about thinking strategically and creatively about the options made possible by the information technology revolution in the context of globalization. To this end, the author provides tools

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and best practices designed to nurture innovation, select entry points, prioritize among competing demands, and sequence and scale up. He outlines the roles of all participants—political, managerial, entrepreneurial, social and technical—whose leadership is essential for successful innovation.

There has been much attention paid to the idea of Smart Cities as researchers have sought to define and characterize the main aspects of the concept, including the role of creative industries in urban growth, the importance of social capital in urban development, and the role of urban sustainability. This book develops a critical view of the Smart City concept, the incentives and role of governments in promoting the development of Smart Cities and the analysis of experiences of e-government projects addressed to enhance Smart Cities. This book further analyzes the perceptions of stakeholders, such as public managers or politicians, regarding the incentives and role of governments in Smart Cities and the critical analysis of e-government projects to promote Smart Cities' development, making the book valuable to academics, researchers, policy-makers, public managers, international organizations and technical experts in understanding the role of government to enhance Smart Cities' projects.

This book traces the transformation of Shunde, a city in China's Guangdong Province, from a historically agricultural county to a bustling manufacturing hub cum liveable city, in the past 41 years since the reform and opening-up of China in 1978. It discusses the economic success story of Shunde by using historical narratives to show how the district has combined its enterprising private sector with the highly capable reform-oriented local government to become a national beacon of reforms in the 1980s and 1990s. It looks into the holistic approach to development adopted by the Shunde government since the 1980s. It also explores the

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potential role of the Guangdong-Hong Kong-Macau Greater Bay Area (GBA). It analyses the strengths and weaknesses of the district as compared to other competing areas in the GBA.

The World Bank Group Entrepreneurship Snapshots (WBGES), now in its fourth year, tracks new business registration around the world; data from this survey can be used to study the factors that foster dynamic private sector growth. The measurement of entrepreneurship in 112 developing and high-income economies over 2004-09 offers a distinctive and timely snapshot of the impact of the 2008 financial crisis on entrepreneurial activity. WBGES 2010 results can help guide effective policy making and deliver new capabilities to identify the impact of reforms. The study reveals wide variation in new business registration. On average, about four new firms register every year for every 1,000 working-age individuals in high-income economies, while there is less than one new firm registered per 1,000 individuals in low and middle-income economies. More dynamic business creation occurs in economies that provide entrepreneurs with a stable legal and regulatory regime, a fast and inexpensive business registration process, more flexible employment regulations, and low corporate taxes. The data also show that during the crisis, nearly all economies experienced a sharp drop in business registration---a drop that was more pronounced in countries with higher levels of economic development and in those more affected by the crisis.

The ability to harness Information Communication Technologies (ICTs) is increasingly at the heart of national competitiveness and sustainable development. As countries seek a way out of the present period of economic contraction, they are trying to weave ICT into their development strategies, in the same way enterprises have learned to use

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ICT to transform their business models and strategies. This integration offers a new path to development that is responsive to the challenges of our times. In *Seeking Transformation Through Information Technology*, Nagy Hanna and Peter Knight provide a framework for assessing the opportunities, challenges, and prospects for “e-transformation.” Featuring contributions from country experts, the editors and authors provide in-depth case studies of ICT deployment in Brazil, China, Canada, and Sri Lanka, and assess the progress of such efforts. The result is an essential resource for academic researchers, policy analysts, policymakers, and industry leaders interested in the role of ICT in national development, innovation, and economic growth.

Discover how the author transformed a massive government department in just a few years and fixed seemingly unfixable problems In *Transforming a Federal Agency: Management Lessons from HUD’s Financial Reconstruction*, finance and strategy expert Irving (Irv) L. Dennis delivers an insightful and eye-opening exploration of the lessons he learned in bringing private sector experience to the transformation of the US Department of Housing and Urban Development’s financial systems. Pulled out of retirement after a 37-year career at Ernst & Young (EY), the author’s tenure at HUD involved a rapid and surgical rejuvenation of their financial infrastructure. The book details the ten management areas he focused on and also includes: The transformation process and the barriers and roadblocks the author encountered on his journey Ensuring an enduring transformation even after changes in administration Functional differences between the private sector and governmental organizations How the author approached his first 100 days as Chief Financial Officer of the Department Insights into the innerworkings of the Executive Branch of government Perfect for government

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employees, finance professionals in the public and private sectors, and business students, Transforming a Federal Agency is a simultaneously fascinating and instructive journey through the remediation of seemingly intractable financial mismanagement.

With a new preface from Michael Nelson, editor of the Interpreting American Politics series, this award-winning book will be sought out by public policymakers eager to read a leading scholar's newest insights into the field. Information and communication technology (ICT) is central to reforming governance, innovating public services, and building inclusive information societies. Countries are learning to weave ICT into their strategies for transforming government as enterprises have learned to use ICT to innovate and transform their processes and competitive strategies. ICT-enabled transformation offers a new path to digital-era government that is responsive to the challenges of our time. It facilitates innovation, partnering, knowledge sharing, community organizing, local monitoring, accelerated learning, and participatory development. In Transforming Government and Building the Information Society, Nagy Hanna draws on multi-disciplinary research on ICT in the public sector, and on his rich experience of over 35 years at the World Bank and other aid agencies, to identify the key ingredients for the strategic integration of ICT into governance and poverty reduction strategies. The author showcases promising practices from around the world to outline the strategic options involved in using ICT to maximize developmental impact - transforming government institutions and public services, and empowering

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communities for inclusion and grassroots innovation. Despite the ICT promise, Hanna acknowledges that reforming governance and empowering poor communities are difficult long-term undertakings. Hanna moves beyond the imperatives and visions of e-transformation to strategic design and implementation options, and draws practical lessons for policymakers, reformers, innovators, community leaders, ICT specialists and development experts.

Traces the dynamics of state-building in Juba, Southern Sudan 2005-2011, revealing how underlying ties of ethnicity and land dominated the actions of the various parties in post-conflict reconstruction and how these may continue to influence power and resource-sharing in the newly independent state of South Sudan.

In 2010 IAP released *Change (Transformation) in Government Organizations*, edited by Ronald R. Sims. This well-received volume described how organizational change methods can be used effectively to make government organizations more effective and efficient and better equipped to serve a demanding citizenry. The 2010 book brought together contributions by managers, practitioners, academics, and consultants in the study of international, federal, state, and local government efforts to respond to increased calls for change (transformation) in public sector organizations. Since the release of the 2010 volume, calls for government transformation have continued and intensified, and a number of fresh ideas and examples have been generated from the field. The time is now ripe for a follow-up volume laying out innovative, successful ideas for transforming

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government. Transforming Government Organizations: Fresh Ideas and Examples from the Field is that follow-up volume. A collection of fresh contributions such as those included in this book will add to the growing knowledge base of what does—and what does not—work when transformation efforts are attempted in government organizations. The contributors to this new volume are experts with extensive experience as change agents in government and other organizations. They provide analyses and discussions of specific cases and issues as well as practical tools, ideas, and lessons learned intended to guide those responsible for similar efforts in the years to come. The audience for the book are government managers, scholars, and others interested in undertaking or learning about such efforts.

A path-breaking book--the first to examine the evolution of community organizing in U.S. cities. While embracing mobilization, the contributors acknowledge the challenges inherent in globalization and the norms and values that shape contemporary American culture. Still, they reaffirm that community organizing has an important role to play as part of a broader progressive movement. Private enterprises in advanced economies have been learning to use information and communication technology (ICT) to innovate and transform their processes, products, services and business models, significantly improving productivity and competitiveness. Moreover, the ICT industry itself has become a major source of job creation and a contributor to economic growth and business transformation. A key question today is whether and how developing countries can learn

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to benefit from the ICT revolution, and what roles the government and private sector can play. Already, a number of developing countries have been inspired by the example of India and China, and are now seeking to jump on the outsourcing bandwagon. Nevertheless, with few exceptions in the developing world, little attention has been paid by policymakers and practitioners to invest systematically and proactively in ICT-enabled growth, poverty reduction and grassroots innovation. Most communities and small and medium-sized enterprises in developing countries, for example, face multiple constraints to adopting and leveraging this general purpose technology, and lack the capabilities for maximizing its potential. In "Enabling Enterprise Transformation", Nagy Hanna draws on his rich experience of over 35 years at the World Bank and other aid agencies as a development strategist and ICT policy expert, the most current research, and best practices from around the world to provide practical tools for promoting economic and social transformation through ICT. He assesses various initiatives to develop and diffuse ICT, such as innovation funds, incubators, parks, public-private partnerships, and comprehensive promotion programs. He argues for the strategic options now open for developing countries to participate in ICT production, to deploy ICT to transform industries and services, and to leverage ICT as a new national infrastructure for improving the business environment and enhancing the competitiveness of the whole economy. The challenge for leaders in developing countries is to create such social and institutional

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dynamics for learning about ICT use and adaptation at many levels. Lessons gained so far from programs to build these social learning and innovation capabilities at the institutional and grassroots levels should be shared among developing countries, and a dialogue among business leaders, policymakers, development agencies, educational institutions, and the general citizenry must be advanced.

Analytics can make government work better—this book shows you how *A Practical Guide to Analytics for Governments* provides demonstrations of real-world analytics applications for legislators, policy-makers, and support staff at the federal, state, and local levels. Big data and analytics are transforming industries across the board, and government can reap many of those same benefits by applying analytics to processes and programs already in place. From healthcare delivery and child well-being, to crime and program fraud, analytics can—in fact, already does—transform the way government works. This book shows you how analytics can be implemented in your own milieu: What is the downstream impact of new legislation? How can we make programs more efficient? Is it possible to predict policy outcomes without analytics? How do I get started building analytics into my government organization? The answers are all here, with accessible explanations and useful advice from an expert in the field. Analytics allows you to mine your data to create a holistic picture of your constituents; this model helps you tailor programs, fine-tune legislation, and serve the populace more effectively. This book walks you through analytics as applied to

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government, and shows you how to reap Big data's benefits at whatever level necessary. Learn how analytics is already transforming government service delivery Delve into the digital healthcare revolution Use analytics to improve education, juvenile justice, and other child-focused areas Apply analytics to transportation, criminal justice, fraud, and much more Legislators and policy makers have plenty of great ideas—but how do they put those ideas into play? Analytics can play a crucial role in getting the job done well. A Practical Guide to Analytics for Governments provides advice, perspective, and real-world guidance for public servants everywhere.

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