

# GOVERNMENT FOR THE INFORMATION AGE

Program managers who want to make a case for their e-government projects could find some ammunition in *Government 2.0* by William D. Eggers, which spells out the case for digital, transformational government.

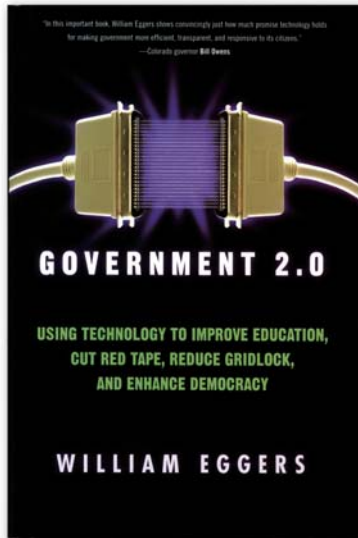
“I wanted to write a book on how technology is transforming government that would be accessible and inspiring to even the most technology-challenged public-sector officials,” says Eggers, a senior fellow at the Manhattan Institute

for Policy Research and the public-sector global director for Deloitte Research in Washington.

“I wanted to move the debate beyond Web sites and portals to explore how ... technology-enabled changes can profoundly transform certain areas of public policy, from warfare to transportation, from regulation to education.”

Part of Eggers’ premise is that many aspects of government still carry over from the Industrial Age, when another technological revolution inspired mass production and one-size-fits-all solutions. Government, in some respects, took its cue from Henry Ford. Today, an equally significant technological revolution has taken business to a more specialized, online approach. Government has followed suit to a point, he says, but shouldn’t stop now.

Eggers illustrates his points with real-life examples. He tells how, in the mid-1990s,



Anthony Principi, a decorated Vietnam veteran and a former acting secretary of the Veterans Affairs Department, later to become secretary, couldn’t get some stitches removed because one VA hospital couldn’t easily share records with another. In another example, he describes a cyber-charter school system in Pennsylvania that delivers an online education—including curriculum, books and teachers—to parents and students at home.

“These changes have the potential to alter not only the service delivery and operating models of government but to render many of today’s left versus right policy debates irrelevant,” Eggers says.

His goal was to put “the central issues and debates concerning digital government in one place” and to write it in plain language, he says. “It’s thus a book that can both help educate nontechnology government executives about the promise of digital government while providing a transformation road map for government technology professionals.”

*Government 2.0*, published in January by Rowman & Littlefield Publishers Inc. of Lanham, Md., is available through the publisher’s Web site at [www.rowmanlittlefield.com](http://www.rowmanlittlefield.com) and other online retailers. ■

—Kevin McCaney

## For your reading list

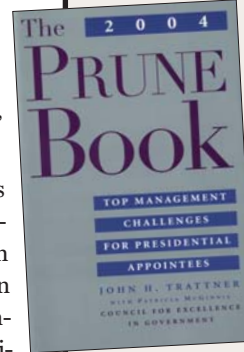
**Getting Results: A Guide for Federal Leaders and Managers** edited by Barry White and Kathryn Newcomer. This book is an anthology of practical advice on managing for results, with articles by people with leadership experience across a wide swath of government. White is director of performance projects at the Council for Excellence in Government; Newcomer is director of the School of Public Policy and Public Administration at George Washington University. The book, 350 pages at \$25, can be ordered through the council’s Web site, at [www.excelgov.org](http://www.excelgov.org).

**The 2004 Prune Book: Top Management Challenges for Presidential Appointees.** It may have last year in the title, but the latest edition of the Council for Excellence in

Government’s Prune Book is current: It was released in mid-December and focuses squarely on what’s ahead. Author John H. Trattner—with an assist from council president and CEO Patricia McGinnis—spells out the government’s shift toward results-based management, offers

tips for new appointees and breaks down the various aspects of running a government organization. Published by Brookings Institution Press, 117 pages, \$22.95, available through the council Web site or at [www.brookings.edu/press/books/2004prunebook.htm](http://www.brookings.edu/press/books/2004prunebook.htm).

**Getting to Know You: Rules of Engagement for Political Appointees and Career Executives.** Authors Joseph A. Ferrara of Georgetown University’s Public Policy Institute and Lynn C. Ross, a doctoral candidate at Georgetown, start by expunging the myths career civil servants and political appointees might hold about each other. Then they lay out rules of engagement for working together. From the IBM Center for the Business of Government, downloadable from its Web site, at [www.businessofgovernment.org](http://www.businessofgovernment.org).



## AT RANDOM

### Fed nation

#### TOTAL FEDERAL CIVILIAN EMPLOYEES

May 1998 .....	2,779,406
May 2001 .....	2,704,015
May 2004 .....	2,720,626

#### POPULATION OF THE UNITED STATES

July 1776: 2,500,000 (estimated)

Sources: Census and OPM