

New!

# E-Government and Information Technology Management

*Concepts and Best Practices*

Marc Holzer, Suffolk University

Aroon P. Manoharan, University of Massachusetts Boston

James Melitski, Marist College

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*E-Government and Information Technology Management* is an essential textbook for graduate and undergraduate programs across the world that are taking steps to incorporate courses on e-government/IT as they prepare their students to join the public sector workforce. The book also serves as a comprehensive guide for the growing body of researchers and practitioners in e-government.

The text is comprised of 12 chapters from e-government experts, all written in a clear writing style that balances theory and practice. Each chapter provides background information, critical resources, and emerging trends. Along with questions for class discussion, each chapter includes cases to demonstrate the importance of these areas to practitioners, researchers, and students of technology management and public affairs administration.

## Chapter Topics Include:

Introduction to E-Government ▪ Privacy and Security ▪ Improving Usability ▪ Content for an Informed Citizenry ▪ Digital Governance Services ▪ Citizen Participation ▪ Social Media Management in Local Government ▪ M-Government ▪ Big Data and Open Government ▪ The Digital Divide ▪ The Functionality and Future of E-Government

## Praise for *E-Government and Information Technology Management*:

“This new book highlights important areas of information technology critical to today’s public administration students, like privacy and security, usability, digital service delivery, and social media management—topics I always want covered in my IT courses. The chapters are accessible, even to students with little technological background. In addition, the authors include helpful glossaries, exercises, and discussion questions which can be used in the classroom. A definite addition to my course!”

—Genie Stowers, San Francisco State University

“This book nicely covers concepts and best practices related to digital governance with a primary focus on privacy and security, usability, content, services, and citizen and social engagement. *E-Government and Information Technology Management* represents a comprehensive and well-balanced collection of foundational and emergent topics, trends, and practical recommendations and, therefore, I highly recommend it.”

—J. Ramon Gil-Garcia, State University of New York at Albany

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