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## EMERGING INTERNATIONAL BEST PRACTICES

13TH ANNUAL PUBLIC PERFORMANCE CONFERENCE



NATIONAL CENTER FOR PUBLIC PERFORMANCE  
BOSTON - SEPTEMBER 24-25, 2020

Conference  
Website

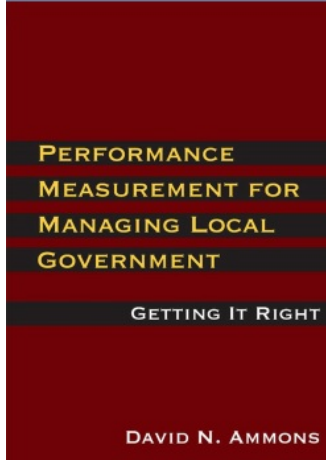
Registration

Call for  
Proposals

### Performance Management for Managing Local Government

By David N. Ammons (Melvin & Leigh, 2019)

*Performance Measurement for Managing Local  
Government* answers the persistent questions confronting



everyone who has ever tried to design measures, refine measures, or make measures the management tools they are supposed to be.

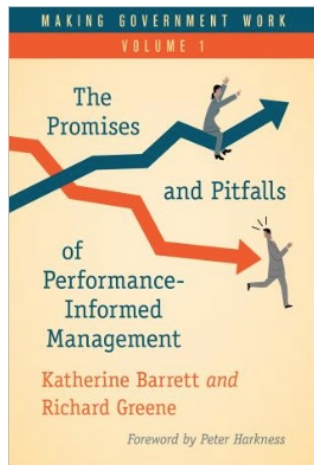
This book describes the ins and outs of performance measurement, guides readers toward proper design of measures, illustrates common errors and ways to avoid them, offers tips, and even provides sets of suitable measures on which to build.

[Learn More and Purchase Here](#)

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### **Making Government Work: The Promises and Pitfalls of Performance-Informed Management, Volume 1**

By Katherine Barrett and Richard Greene (Rowman & Littlefield Publishers, 2019)



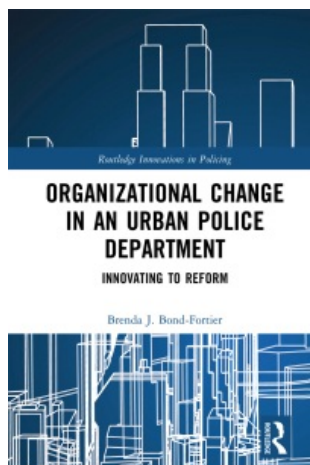
*Making Government Work: The Promises and Pitfalls of Performance-Informed Management* by Katherine Barrett and Rich Greene is loaded with dozens of stories of what practitioners are currently working on—what’s working and what’s not. The benefits are ample, so are the challenges. This book describes both, along with practical steps taken by practitioners to make government work better. Readers will discover that while the authors strive to meet the documentation standards of carefully vetted academic papers, the approach they take is journalistic. Over the last year, Barrett and Greene talked to scores of state and local officials, as well as academics and other national experts to find out how performance management tools and approaches have changed, and what is coming in the near-term future.

[Learn More and Purchase Here](#)

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### **Organizational Change in an Urban Police Department: Innovating to Reform**

By Brenda J. Bond-Fortier (Routledge, 2020)



The police profession in the United States faces a legitimacy problem. It is critical that police are prepared to change constantly, be adaptive, and adopt openness to self-reflection and external comparison, moving beyond their comfort zone to overcome the inevitable cultural, structural, and political obstacles. Using previously unpublished longitudinal data examining a 25-year period, Bond-Fortier offers a rich account of the complexity of police management and change within one particular mid-sized city: Lowell, Massachusetts.

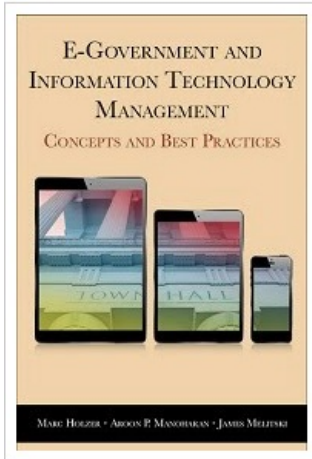
*Organizational Change in an Urban Police Department: Innovating to Reform* is essential reading for academics and students in criminal justice, criminology, organizational studies, public administration, sociology, political science, and public policy programs, as well as government executives, crime policy analysts, and public- and private-sector managers and leaders engaged in professional development and leadership courses.

[Learn More and Purchase Here](#)

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## E-Government and Information Technology Management: Concepts and Best Practices

By Marc Holzer, Aroon P. Manoharan, and James Melitski (Melvin & Leigh, 2019)



[Learn More and Purchase Here](#)

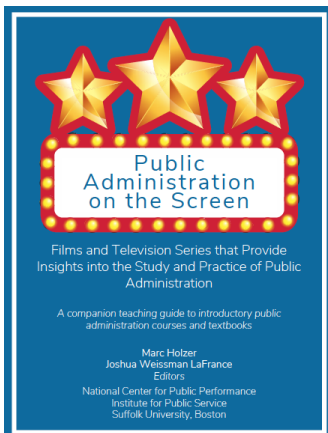
*E-Government and Information Technology Management* is an essential textbook for graduate and undergraduate programs across the world that are taking steps to incorporate courses on e-government/IT as they prepare their students to join the public sector workforce. The book also serves as a comprehensive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

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## Screen Cases in Public Administration: Films and Television Series that Provide Insights into the Study and Practice of Public Administration

Edited by Marc Holzer and Joshua Weissman LaFrance (National Center for Public Performance, 2020)



[Learn More and Download Here](#)

Students are increasingly screen oriented, spending hours each day on their computers, smart phones, and smart TVs. Each technology is capable of accessing a century's production of movies and seven decades of dramatic or comedic series produced for television.

*Public Administration on the Screen*, the second of two companion teaching guides to *Public Administration: An Introduction, Third Edition* (Holzer and Schwester, 2019) also operates as a standalone resource for any introductory text in the field, and for a broad range of courses that are taught to public administration and nonprofit students. This volume selects more than one hundred and fifty graphic cases produced for cinema and television. Each has been cited in a media review or a scholarly publication as a teaching and learning resource directly relevant to public and nonprofit administration. Each offers opportunities to enliven the curriculum and the classroom. Each provides a common basis for discussion for students from many career paths and cultural contexts worldwide, often underscoring common bureaucratic dilemmas or conflicts around the globe.

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## Building A Public Service-Oriented Government and Administrative System Innovation

Edited by Marc Holzer, Mengzhong Zhang, and Wei Hu (Cambridge Scholars Publishing, 2019)

From the late 1970s until the present day, the New Public Management movement flourished in the United Kingdom, New Zealand, Australia and a number of other countries over the globe. Nowadays, governments across the world are more service-oriented than previously, and administrative system innovations are encouraging new ways of improving public services.

To this end, this collection of essays highlights public service



theory and practices. While some chapters concentrate on innovation in administrative systems, others pay attention to more theoretic and practical issues.

The book represents an excellent, updated resource for scholars, students and practitioners in the broad field of public administration, public policy, public affairs and public management.

[Learn More and Purchase Here](#)

## News in the Field

### Chief Data Officers in Place in Over Half of U.S. States

By Andrew Westrope

[Read on Governing](#)

*"The relatively new role of the state chief data officer is catching on, with a designated professional support network, growing public pressure for data-based policies, and more than half of U.S. states now staffing."*

### Performance is the key to employee engagement

By Mike Anderson

[Read on Federal News Network](#)

*"The Government Performance and Results Act (GPRA) Modernization Act of 2010 requires federal agencies to engage in performance management and to strengthen employee engagement in order to improve organizational performance."*

### Burlington creates open data policy, overhauls performance dashboard

From Vermont Business Magazine

[Read on Vermont Biz](#)

*"Mayor Miro Weinberger today released an executive order to create Burlington's first open data policy, and at the same time, released major upgrades to both the City's open data platform."*

## Professional Development & Jobs

### Public Performance and Management Review Call for Manuscripts

Public Performance and Management Review (PPMR), the journal of the American Society of Public Administration's Section on Public Performance and Management invites manuscripts addressing a broad range of factors influencing the performance of public and nonprofit organizations and agencies (including best practices in measuring and evaluating performance, improving budget strategies, managing human resources, building partnerships, engaging citizens, and applying new technologies). More information is available [online](#) and by [email](#).



### Call for Submissions

How are you using data to shape your organization and create impact? [Share your story here](#) to be featured in an upcoming



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## Job Listings

[Data Analyst](#) - Health Department, San Luis Obispo County, CA

[Innovative Application Solutions Manager](#) - Lee County Clerk of Court Department of Innovation and Technology, Fort Myers, FL

[Junior Systems Administrator](#) - Metropolitan Area Planning Council, Boston, MA

[Performance and Quality Improvement Specialist](#) - State of Washington Dept. of Social and Health Services - Kent, WA



## Contact the NCPP

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