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This contributed volume is a result of discussions held at ABICT'13(4th International Workshop on Advances in Business ICT) in Krakow, September 8-11, 2013. The book focuses on Advances in Business ICT approached from a multidisciplinary perspective and demonstrates different ideas and tools for developing and supporting organizational creativity, as well as advances in decision support systems. This book is an interesting resource for researchers, analysts and IT professionals including software designers. The book comprises eleven chapters presenting research results on business analytics in organization, business processes modeling, problems with processing big data, nonlinear time structures and nonlinear time ontology application, simulation profiling, signal processing (including change detection problems), text processing and risk analysis. According to the National Audit Office, in 2011-12, government spent an estimated £316 million less on ICT than it would otherwise have done. The main challenge, however, will be to move to the delivery of ICT solutions that reform public services and the way that government works. The government announced in October 2012 that, subject to audit, it had already saved £410 million from its savings initiatives in 2012-13 and expected to save a further £200 million by the end of March 2013. The appointment of commercial experts has helped departments to claw money back, renegotiate contracts before they expire and, overall, spend less on ICT than they otherwise would have done. However, weaknesses in data held by the Cabinet Office have meant that the £348 million of savings reported by the Cabinet Office for 2011-12, resulting from its initiative to manage ICT suppliers as a single customer, could not be validated. To date, moreover, the Cabinet Office has measured only cost savings and has not published measures of the wider impacts of its initiatives. The department is starting to take steps to consider risk and performance on a more holistic basis, which should provide it with more information on wider impact. Views are mixed on the effect of reform on government's relationship with ICT suppliers. Suppliers consulted by the NAO were frustrated at the slow pace of change and the focus on cost-cutting, rather than exploring innovative opportunities to redesign public service and put services online. There have also been comments from government on resistance by suppliers to change Procurement of information and communication technologies (ICT) plays a decisive role not only in public-service delivery but in public-sector modernisation. This report takes stock of current ICT procurement practices in the Slovak Republic and provides evidence-based strategic policy advice for the Slovak Government on how to adopt more innovative and agile approaches in ICT procurement. The procurement of public ICT equipment is forecast to increase from £2.7 billion in 2005-06 to £4.1 billion by 2010-11 (an increase in volume from 1.7 to 2.6 million units). It is therefore important that public bodies understand how they can generate value from disposals, whilst being clear about their statutory and ethical responsibilities. However best practice in this area is unclear. This report is the first attempt to identify the potential for getting value from ICT disposal, whilst considering the wider environmental costs. One of the findings is that on average the public sector keeps equipment for just under 5 years old when disposal becomes a net cost. The commercial sector typically disposes of equipment after 3 years when there is still some residual value. If this had been done by public bodies the estimated saving in 2005-06 would have been £70 million. The physicist Neils Bohr allegedly wrote that "Prediction is very difficult, especially about the future". Many academics believe that serious scholars should never attempt to write about the future, but some awareness of the ways in which the future of e-government may evolve is needed if well-grounded long-term decisions about issues such as infrastructures, institutions and educational programs are to be made. In addition, future-oriented research is of the utmost importance for informed public debate about technological developments with far reaching societal implications. This book marks the 25th anniversary of the permanent study group on e-government of the European Group for Public Administration, and the papers here were first presented at their 2012 meeting in Bucharest, Romania. The invited authors were not asked for rigorous analyses based on systematic empirical research or deeply rooted in a theoretical framework; instead they were challenged to write thoughtful and measured, but provocative, essays about ICT and public administration in the coming decade. Their contributions are reflections on the nature of new and emerging technologies in the public sector and their impact on government and on democracy itself. The book is divided into three sections: the past and present as starting point for thinking about the future of e-government, imagining the future of government, and implications for research and practice. The many questions raised by developments in ICT for future public administration are presented in a clear and thought-provoking manner, and merit more debate. This volume represents a departure from the normal run of academic publications. It is intended both to provoke academics and administrators to think about questions which will affect all of our futures and to offer a range of creative ideas about how the opportunities presented by technology can be exploited to provide better

government and governance. This paper investigates the application of Information and Communication Technology (ICT) in the Public Sector Accounting (PSA) of a developing country, Bangladesh. Transparency and efficiency of PSA has been urged by different stakeholders for a long time. Therefore, reformation of PSA in the developing countries has been suggested by the donor agencies. As a part of reforming the PSA, Bangladesh has introduced and applied the Integrated Budget and Accounting Systems (iBAS), a computer based network introduced with support of the association of the donor agencies. This study adopted document analysis and focus group interview to understand the application of ICT in the PSA of Bangladesh. Through the investigation of PSA practice and document analysis, this paper tries to explore the application of ICT in the public sector accounting of Bangladesh. The findings of the study show that different accounting authorities of Bangladesh government seem to have benefited from ICT based PSA. Public sector reform has moved on apace since the first of the Commonwealth Profile Series was launched in 1995 when the principles of New Public Management (NPM) were in an early stage of adoption. The modernization of public administration is a recurring theme on the political and public agenda in many countries. This book demonstrates how public administration organizations try to adapt to changing circumstances in their environment in order to secure their legitimacy, presenting a number of case studies. This book considers the opportunities and challenges of harnessing digital technologies for improved public services and governance. It focuses on the challenges of applying digital technologies in developing countries, where dramatic results can be realized. It addresses questions like these: How can digital technologies help enhance transparency, accountability, and participation to improve service design and delivery? Where are the opportunities to enhance key areas of governance and public service delivery? What are the promising practices to strengthen supply and mobilize demand for good governance and service delivery? What are the emerging lessons from recent experience? The author explains with real cases how ICT can be deployed to improve public sector efficiency and accountability for resource management; improve access and quality of public services for citizens; enhance transparency and reduce costs of government-business transactions, support entrepreneurship, attract private investment, and reduce the burden of regulation; and enhance the effectiveness of political oversight and policy institutions. This book details the importance of understanding the social, political, and institutional contexts and the policies that might scale up ICT for governance and public service improvement. This book originates from a multiple year research project on ICT and justice in a number of EU countries. Among the project's major objectives was the development of new methodologies for facilitating ICT-based innovation in the judiciary. An examination of how information technology (IT) can be used in public administration, *Information and Communication Technologies in Public Administration: Innovations from Developed Countries* examines global perspectives on public administration and IT innovations. This book illustrates the theoretical context of current policies, issues, and the impending need to deliver eGovernment and services to citizens will create a big market for ICT vendors in the US and Europe. But the public sector displays very different characteristics to the private sector and is often closed to new entrants. This book provides a thematic case-study analysis of the wide-ranging public sector reforms introduced in one of the states most deeply affected by the global financial crisis: the Republic of Ireland. It presents a timely and apposite examination of how a crisis can be used to overcome barriers and facilitate new reform agendas. The study draws upon unique insider access to the centre of Irish government, as well as interviews with over 60 key figures, to examine the implementation of those reforms over the 2011-16 period. The book opens with a contextual analysis of the creation of the Department of Public Expenditure and Reform. Subsequent chapters explore the process of shrinking the Irish state, renegotiating the political-administrative bargain, expenditure reforms, administrative culture reforms, and political reforms. This rich 'in action' study of a reform agenda undertaken during a period of crisis will appeal not only to students of executive politics, cutback management and public sector reform, but also to practitioners seeking to implement administrative reforms. Information and Communication Technologies hold great potential in facilitating public services; however, one of the main problems in applying ICT systems successfully lies in users' behavior. Before ICT can be fully assimilated into the public domain, it will first be necessary to successfully conciliate users to their adoption. *ICT Adoption and Application in the Malaysian Public Sector* aims to resolve the difficulties in applying practical ICT systems within the public sphere, thoroughly addressing disparities in ICT theory, user attitudes, and the underlying factors that hinder the full adoption of ICT systems. This publication is a valuable resource for policymakers, software developers, policy analysts, academic researchers, and students interested in the field of ICT. This book provides the latest research advancements and findings for the scientific systematization of knowledge regarding digital governance and transformation, such as core concepts, foundational principles, theories, methodologies, architectures, assessment frameworks and future directions. It brings forward the ingredients of this new domain, proposing its needed formal and systematic tools, exploring its relation with neighbouring scientific domains and finally prescribing the next steps for laying the foundations of a new science. The book is structured into three main areas. The first section focuses on contributions towards the purpose, ingredients and structure of the scientific foundations of digital transformation in the public sector. The second looks at the identification and description of domain's scientific problems with a view to stabilizing research products, assessment methods and tools in a reusable, extendable and sustainable manner. The third envisions a pathway for future research to tackle broader governance problems via the applications of information and communication technologies in combination with innovative approaches from neighbouring scientific domains. Contributing to the analysis of the scientific perspectives of digital governance and digital transformation, this book will be an indispensable tool for students, researchers and practitioners interested in digital governance, digital transformation, information systems, as well as ICT industry experts and policymakers charged with the design, deployment and implementation of public sector information systems. 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 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. The impending need to deliver eGovernment and services to citizens will create a big market for ICT vendors in the US and Europe. But the public sector displays very different characteristics to the private sector and is often closed to new entrants. This book emphasizes the follies of major ICT programmes. It highlights how better management of benefits realisation is key to getting ICT investment back on track. ISBN 978-1-906638-26-9 "Jenner provides very credible guidance and methods on ICT project value realization in the public sector. This book is timely, practical and a very good primer on contemporary "best practice" thinking in both the public and

for-profit sectors. The big question is: will public sector managers and executives have the "will" to put the book's prescriptions and methods into everyday practice with ICT Projects? The value of taxpayer services and contributions depends on their response." Donald Marchand, Professor of Strategy Execution and Information Management, IMD. This review is the first to analyse e-government at the country level using a revised framework designed to capture the new challenges faced by countries today. It highlights the richness of initiatives and actions taken by Denmark in relation to a number of areas. The National Audit Office has commended the early progress being made by the Government in implementing its ICT Strategy but has identified areas where progress has not kept pace with the Government's ambitions. Launched in March 2011, the Strategy is intended to tackle systemic problems in government ICT projects which in the past have tended to be too big, lengthy, risky and complex. Departments have independently developed systems which have often not communicated easily with one another. The broad aim of the Strategy is to reduce waste and project failure, create a common ICT infrastructure for government and use ICT to change how public services are delivered. The Government has adopted a pragmatic and collaborative approach and has largely met the first round of deadlines for taking action. New arrangements are in place to implement the Strategy; and the leadership, governance and mechanisms for making sure departments comply with the Strategy are different from those in the past and have the potential to secure benefits. Thirty actions from the Strategy have been rationalized into 19 delivery areas with a more consistent plan about how the new approaches and standards and the common ICT infrastructure will be taken forward. However, there are also a number of areas where not enough progress has been made. The Cabinet Office has not yet developed a system for measuring the extent to which the Strategy is resulting in sustained change. Gaps in ICT skills in the public sector also remain a serious challenge. The past two and a half decades have seen major transformations in public sector management and governance across the globe. This book examines the ways public sector management and governance in Malaysia has changed and is changing under contemporary reform models. Chapters are written by well-established scholars and academics with intimate knowledge in their respective fields, and provide a thorough and insightful analysis of the reform trends and developments on a range of topics. These include performance management, compensation reforms, public budgeting, accounting and reporting, privatisation and public-private partnership, e-government, managing ethics and accountability, local government and inter-governmental relations. While the book surveys the topics that are central to public sector management and governance, it also focuses on the nature of reforms and changes that were introduced, as well as the forces that have shaped their design and implementation process, and the initial impacts and results. Overall, the book provides students and scholars of Politics and Southeast Asian Studies with a greater appreciation and deeper understanding of the recent developments and current trends of public sector management.

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