

Technology in Government

Compiled by Eileen Snyder, April 2011

www.legis.wisconsin.gov/lrb/pubs/tapthepower.htm

Governments at all levels have been using the Internet to reach citizens since it became readily available in the mid-1990s, and many government agencies have embraced the newer technologies of social networking, such as Facebook and Twitter. Now, at the start of the second decade of the new millennium, even more technologies are available to constituents and agencies alike. Mobile technology, matrix codes, wikis, and cloud computing are just a few of the technologies that have come into their own in the last few years. This bibliography brings together resources about technology in government – what's available, how it's being used, and best practices.

“Apps and the City: There's a New Breed of Software Developer Helping Local Government” / Tina Trenkner, *Governing*, January 2011. (321/C761/2011/v.24/no.4) The online title is: “Local Coders Help Improve Government Functions”. www.governing.com/topics/technology/local-coders-help-improve-government-functions.html

DGOnline Newsletter / Digital Government Society of North America, v.41, March 2011. Includes links to research, news, best practices, and conferences dealing with digital government. www.dgsociety.org/newsletter_vol_41.php For additional issues of the newsletter, see www.dgsociety.org/newsletter.php

“Facebook and Twitter Sign Up Simple” / Michelle Gormican Thompson, *Wisconsin Counties*, December 2010, p.6-7. (352.9/W75/2010/v.74/no.12) Provides some tips for counties on using Facebook and Twitter.

Friends, Followers, and Feeds: A National Survey of Social Media Use in State Government / National Association of State Chief Information Officers (NASCIO). 2010. (028.3/N211d) www.nascio.org/publications/documents/NASCIO-Social-Media.pdf

Government Technology: The online version of the magazine. www.govtech.com Below are a few selected articles:

- **“Digital Cities Survey”** Grades cities' government technology practices. www.digitalcommunities.com/survey/cities
- **“Digital States Survey”** Grades states' government technology practices. www.govtech.com/enterprise-technology/50-State-Report.html
- **“Top 10 Predictions for U.S. Government for 2011”** www.govtech.com/budget-finance/Top-10-Predictions-Government-2011.html

Government 2.0: Using Technology to Improve Education, Cut Red Tape, Reduce Gridlock, and Enhance Democracy / William D. Eggers. 2007. (321.1/Eg3)

“Library Cards on Smartphones, the Next Wave in Customer Service” / Michael Kelley, *Library Journal*, March 1, 2011. Smartphones now offer Apps which allow people to store barcodes from various rewards cards on their phones, thus freeing them from having to carry the actual cards. Some library patrons are now storing their library card barcode that way, as well. This article discusses the phenomenon. www.libraryjournal.com/lj/home/889495-264/library_cards_on_smartphones_the.html csp

The New Conversation: Taking Social Media from Talk to Action / Harvard Business Review Analytic Services. 2010. Although aimed at a business audience, this report includes survey results and other information that could be applied to a government environment. www.sas.com/resources/whitepaper/wp_23348.pdf

Open Government: Collaboration, Transparency, and Participation in Practice / Daniel Lathrop and Laurel Ruma. 2010. (028.3/L34)

A Planet of Civic Laboratories: The Future of Cities, Information, and Inclusion / Institute for the Future. 2011. Includes a huge infographic describing the institute's 2020 forecast. http://iftf.me/public/SR-1352_Rockefeller_Map_reader.pdf

“Social Media, the Law, and You” / Donna Eich Brooks, *The Municipality*, February 2010, p.38-43. (352.1/M92/2010/v.105/no.2) Discusses legal issues involved with employee use of social media, both during work hours and outside work.

“Social Networks Go to Work: State and Local Governments Use Web 2.0 Tools to Save Time and Enhance Collaboration” / Steve Towns, *Governing*, August 2010, p.48. (321/C761/2010/v.23/no.11) The online title is: “Utilizing Web 2.0 Tools.” www.governing.com/columns/tech-talk/utilizing-web-tools.html

State IT Workforce: Under Pressure, A National Survey of the States / National Association of State Chief Information Officers (NASCIO). January 2011. (028.3/N211e)

⇒

Legislative Reference Bureau

Library Circulation Desk: (608) 266-7040
LRB.Library@legis.state.wi.us
Research Questions: (608) 266-0341
One East Main Street, Suite 200
Madison, WI 53703



We bring knowledge to you

The Legislative Reference Bureau invites legislators to suggest topics for future annotated bibliographies.

Technology in Government Continued

“Steal These Ideas: 25 Legislative Website Innovations that May Surprise You.” / National Conference of State Legislatures, *State Legislatures*, June 2010, p.31-34 (328.11/N214/2010/v.36/no.6) Includes a brief description of new technologies used by various state legislatures, including Wisconsin. www.ncsl.org/default.aspx?tabid=20378

“10 Great Public-Sector Websites” / Rutrell Yasin, *Government Computer News*, January 14, 2011. <http://gcn.com/Articles/2011/01/17/Public-Sector-Web-Sites-Intro.aspx>

The 2010 State CIO Survey: Perspectives and Trends from State Government IT Leaders / National Association of State Chief Information Officers (NASCIO). August 2010. (028.3/N211c) www.nascio.org/publications/documents/NASCIO-2010State-CIOSurvey.pdf

Understanding E-Government: Information Systems in Public Administration / Vincent Homburg. 2008. (028.3/H75)

“Using Social Media: Putting Together the Pieces” / Stephanie Weiss, *The Municipality*, February 2010, p.44-45. (352.1/M92/2010/v.105/no.2) Discusses reasons that cities are using social media, factors to consider, and how to get started.

“What do Mobile Technology, Matrix Codes, and the Wisconsin Legislative Reference Bureau Have in Common?” / Bev Butula, *Inside Track, State Bar of Wisconsin Blog*. January 5, 2011. Describes the Wisconsin LRB’s implementation of matrix codes for tracking legislation. www.wisbar.org/AM/Template.cfm?Section=InsideTrack&Template=/CustomSource/InsideTrack/contentDisplay.cfm&ContentID=99145

Wiki Government: How Technology Can Make Government Better, Democracy Stronger, and Citizens More Powerful / Beth Simone Noveck. 2010. (321.1/N851)

Related Web Sites

Center for Digital Government: www.centerdigitalgov.com
“A national research and advisory institute on information technology policies and best practices in state and local government.”

Digital Government Society of North America: www.dgsociety.org/index.php “The Digital Government Society of North America was formed in 2006 to serve the interests of a community of scholars and managers interested in the development and impacts of digital government.”

The Digital States Performance Institute (DSPI): www.centerdigitalgov.com/article/2463

A part of the Center for Digital Government, this Web site provides “a year-round program of ongoing original research, analysis and tools in the strategic planning process through regional events, Webinars, online communities or panels, and – of course – a Twitter feed.”

GovLoop: www.govloop.com A social networking site for government employees at all levels of government.

Governing, Technology Section: www.governing.com/topics/technology The Technology section from Governing Magazine’s Web site.

Government Computer News: <http://gcn.com>
An online magazine with articles about technology use in government, including mobile technology, cloud computing, and security. The site also includes a Resource Center with special reports on various topics of technology in government.

Government in the Lab: <http://govinthelab.com/category/government-2-0>
A Web site that compiles articles about technology in government from a variety of sources. Includes information from state governments, the United States Federal government, and various other countries.

HowTo.gov: www.howto.gov/tech-solutions/mobile Tech Solutions: Mobile. A summary of how governments can make their information and services available through mobile devices. Includes a short video with statistics about the growth of mobile technologies and links to more detailed information.

National Association of State Chief Information Officers (NASCIO): www.nascio.org
“[R]epresents state chief information officers and information technology executives and managers from state governments across the United States.”

National Conference of State Legislatures (NCSL):

- **Technology in State Legislatures: www.ncsl.org/default.aspx?tabid=13447**
Lists resources, by NCSL and outside sources, about various types of technology used by state legislatures, broken down by use.
- **Telecommunications and Information Technology Section: www.ncsl.org/IssuesResearch/tabid/756/Default.aspx?TabID=756&tabs=951,71,538#538**

Nextgov: www.nextgov.com/nextgov
Web site that tracks technology use in the federal government.

Stateline.org Technology Section: www.stateline.org/live/issues/Technology
Articles about technology initiatives and policies in the states.
