



Information Technology in Government: Britain and America (Routledge Research in Information Technology and Society)

Helen Margetts

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This book situates information technology at the centre of public policy and management. IT is now a vital part of any government organisation, opening new policy windows and enabling a vast range of tasks to be carried out faster and more efficiently. But it has also introduced new problems and challenges. Four in-depth case studies demonstrate how information systems have become inextricably linked with the core tasks of governmental organisations. The key government departments examined are:

- * the Inland Revenue Service and Social Security Administration in the US
- * the Inland Revenue and Benefits Agency in the UK

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