Contents

List of illustrations ix
Acknowledgements xi
List of abbreviations xii

PART I
Introduction 1

1 Introducing and positioning digital government 3

PART II
Theory 21

2 The contribution of digital technologies and data to societal change 23

3 Different theories and perspectives on digital government 41

PART III
Areas of public sector reform 75

4 The service state 77

5 Open and transparent government 106

6 Smart government 132

7 Participatory democracy and public engagement 168

PART IV
Emerging issues 195

8 Citizen identity, privacy, ethics and security 197

9 Digital citizenship 222

10 Digital government strategy, leadership and governance 248

PART V
Conclusions 269

11 Conclusions: Managing institutional innovation and digital governance 271

Index 283