

## Introduction to Policies and Strategies for Digital Government

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This year this minitrack explores cases of, and discusses theories associated with, the different technological, socio-political, institutional, legal, and organizational strategies that inform the design and implementation of ICT enabled public sector reform. The Policies and Strategies for Digital Government minitrack aims at contributing to e-government theories and/or to present cases that give us a better understanding of how different e-government policies and or strategies can lead to successful e-government deployments or, on the other hand, of the factors that may lead to the failure of such projects. Specifically, it focuses on the effects associated with the implementation of ICTs designed to transform government organization, public sector management, and the functioning of public institutions in general. Due to this current COVID-19 pandemic, these focuses become increasingly important as most governments are pushing digital government strategies

The minitrack includes one session with two papers. Both papers illustrate and discuss the latest findings on governments' best practices in the design, management and evaluation of e-government policies and strategies.

The first paper titled "Understanding Data Analytics Practices in Kansas City: The Importance of Multi-Level Stewardship, Collaborative Governance and an Incremental Strategy" co-authored by Felipe Cronemberger and J. Ramon Gil-Garcia, offers an interesting analysis of the use of data analytics in government. The paper argues that, while data analytics can be kick started by committed public leadership, it is enabled organically by stewards who have traditionally and iteratively responded to the information needs of a variety of local government agencies. The paper shows how various stakeholders and organizations that engage with data analytics have different capabilities, face

different challenges and frequently adopt incremental strategies that encompass data management and aspects of governance. The paper offers a valuable contribution to the emerging discussion of the impact of data analytics on public sector organizational performance.

The second paper, entitled: "Digital Organizational Resilience: A History of Denmark as a Most Digitalized Country" is co-authored by Benedicte Fleron, Jan Pries-Heje, and Richard Baskerville. It investigates the role of digital organizational resilience in public sector transformation. Building on the findings of an historical analysis of public sector transformation in Denmark, the paper shows how resilience facilitates continuity in the transformation of public sector. The paper identifies three recurring elements in the history of what constitutes digital organizational resilience in e-government namely: digitalization strategy, collaboration across the public sector, and the ability to learn from overcoming barriers.

Amongst other things, the paper contributes to the literature on organizational resilience and breaks new ground by introducing the concepts of digital organizational resilience and e-government organizational resilience.

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