

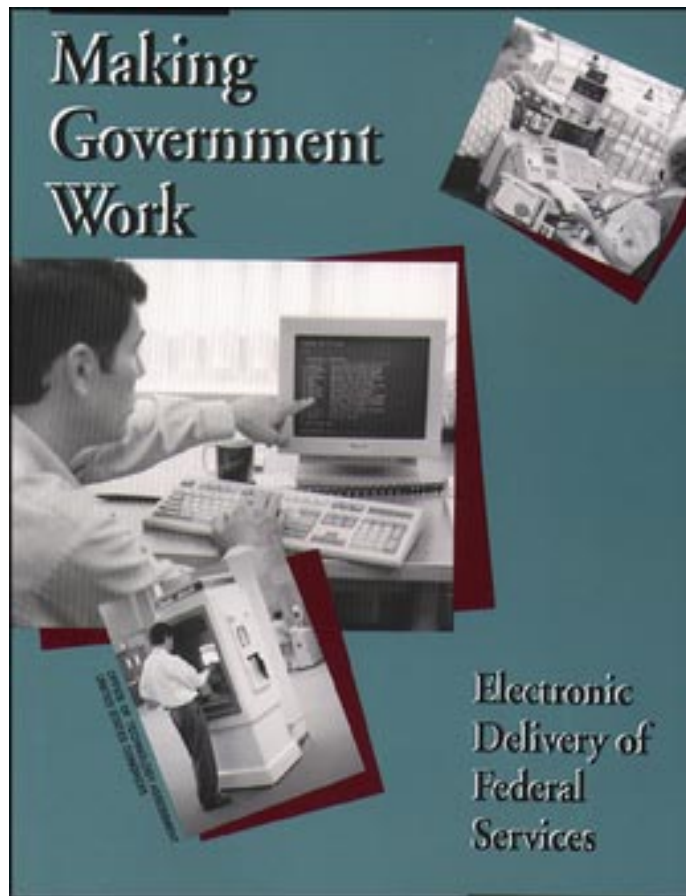
*Making Government Work: Electronic
Delivery of Federal Services*

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Foreword

Federal, State, and local governments face the challenge of delivering better services faster and at less cost at a time when demand is growing and budgets are tighter. Computer and telecommunication technologies offer a number of near-term opportunities for delivering Federal services electronically in partnership with State/local agencies and the private sector. To assure that these technologies benefit all citizens—not just **the affluent and highly educated**—will require Congress to pay special attention to policy and oversight. It will also require agencies to be innovative and skillful in introducing new electronic delivery systems.

OTA's assessment of electronic service delivery was requested by Senator John Glenn, Chairman, Senate Committee on Governmental Affairs. This report provides Congress with alternative strategies for improving the performance of government by using modern information technologies. The report offers new perspectives to Congress as it considers reauthorizing the Paperwork Reduction Act and responds to the administration's "National Performance Review" and "National Information Infrastructure" initiatives. More broadly, the report will contribute to the public debate over the role of information technology in reinventing government.

OTA appreciates the assistance of the project advisory panelists and the interested Federal and State/local government, consumer, public advocacy, library, business, and other private sector groups and individuals who participated in the study. OTA values their perspectives and comments; the report is, however, solely the responsibility of OTA.



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*NOTE: OTA appreciates and is **grateful** for the valuable assistance and **thoughtful** critiques provided by the advisory panel members. The panel does not, however, necessarily approve, disapprove, or endorse this report. OTA assumes full responsibility for the report and the accuracy of its contents.*

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