Appendix A: List of Boxes, Figures, and Tables

Boxes

CHAPTER 1
l-A—Using the Community Infrastructure for High Leverage Electronic Delivery
1 -B—Illustrative Electronic Connections to the Federal Government

CHAPTER 4
4-A—Food Stamps Today: A Paper-Based System
4-B—The Case of WyoCard: A Smart Card Success
4-C—The Case of Maryland: Statewide Electronic Benefits Transfer

CHAPTER 5
5-A-Grassroots Computer Networking: Lessons Learned
5-B—The RTK Net: Grassroots Access to the Toxic Release Inventory
5-C—WyoCard: Keys to Success
5-D-The Community Information Infrastructure: A Key Role for Colleges and Universities

CHAPTER 6
6-A—Laming From the States: California Strategic Directions
6-B—Learning From the States: Washington State Strategic Directions

Figures

CHAPTER 1
l-l—Role of Telecommunications Infrastructure in Delivering Federal Services Via Six Points of Access

CHAPTER 3
3-l—Role of Telecommunications Infrastructure in Delivering Federal Services Via Six Points of Access
3-2—Existing Routes for Long-Distance Government Telecommunications
3-3—The Three Levels of the NSFNET

CHAPTER 4
4-l—Participants in Electronic Benefits Transfer

Tables

CHAPTER 1
l-1—illustrative Electronic Service Delivery Activities
1-2—Technology Readiness for Electronic Delivery
l-3—illustrative Guidance to Federal Agencies on Electronic Service Delivery
l-4--Illustrative Distribution of Citizen Access to Computer Resources
1-5—Illustrative Checklist for Successful Partnering in Electronic Delivery

CHAPTER 2
2-l—Home and Office Technologies or Services: Key Characteristics and Selected Applications
2-2—Time Required To Transmit Data on CD-ROM
2-3—Types of Electronic Kiosks: Key Characteristics and Selected Applications
2-4-One-Stop Service Center Technologies: Key Characteristics
2-5—Mobile Service Delivery Technologies: Key Characteristics and Selected Applications
2-6-Types of Card Technologies: Key Characteristics and Selected Applications
2-7—Types of EBT System Configurations: Key Characteristics and Selected Applications
2-8—Electronic Commerce Technologies: Key Characteristics and Selected Applications

CHAPTER 3
3-l—Comparison of Services Available: FTS2000 and the Commercial Market
3-2—Providers and Technologies Delivering Services in the ''Last Mile" to the Home

CHAPTER 4
4-1—EBT Project Status for the Food Stamp Program by State
4-2—Estimated Overlap in Government Benefits
4-3—Estimated Implementation Costs for a Nationwide EBT System
4-4-Estimated Annual Transaction Costs for a Multi-Program EBT System

CHAPTER 5
5-l—Illustrative Checklist for Successful Partnering in Electronic Service Delivery

CHAPTER 6
6-l—Illustrative Guidance to Federal Agencies on Electronic Service Delivery
6-2—Illustrative Prototypes of Re-Engineering Government Through Information Technology