Appendix E: Contractor Reports and OTA Trip Reports Prepared for This Assessment

Copies of contractor reports prepared for this study will be available in late 1993 through the National Technical Information Service (NTIS), either by mail (U.S. Department of Commerce, National Technical Information Service, Springfield, VA 22161) or by calling NTIS directly at (703) 4874650.

Steve Arnold, 'Investing in an Information Infrastructure: An Overview of Japan's Network Services,' January 1993.

Richard Civille, Computer Professionals for Social Responsibility, "Broadening the Research Community: Delivering Federal Services Using Information Technology, " December 1992.

William H. Dutton, Annenberg School for Communication, "Electronic Service Delivery and the Inner City: Community Workshop Summary," December 1992.

William H. Dutton and K. Kendall Guthrie, 'State and Local Government Innovations in Electronic Services: The Case in the Western and Northeastern United States," Dec. 12, 1991.

Stephen Frantzich, Congressional Data Associates, ''Electronic Service Delivery and Congress,' January 1993.

John C. Gale, Information Workstation Group, "Multimedia Systems for Electronic Service Delivery," Jan. 25, 1993.

Thomas M. Grundner, National Public Telecomputing Network, 'The OTA/NPTN Teleforum Project: An Experiment With a Multi-City 'Electronic Town Hall,'" January 1993.

Susan G. Hadden and W. James Hadden, Jr., Intelligent Advisors, Ltd., ''Government Electronic Services and the Environment," November 1992.

John Harris and Alan F. Westin, Reference Point Foundation, "Non-Profit and Academic Applications of Computer and Telecommunication Technologies, ' December 1991.

John Harris, Alan F. Westin, Anne L. Finger, Reference Point Foundation, "Innovations for Federal Service: A Study of Innovative Technologies for Federal Government Services to Older Americans and Consumers, " February 1993.

J. Scott Hauger, "Ensuring the Accessibility of New Technologies for the Electronic Delivery of Federal Services for Persons With Disabilities," Jan. 20, 1993.

Charles R. McClure, Rolf T. Wigand, John C. Bertot, Mary E. McKenna, William E. Moen, Joe Ryan, and Stacy B. Veeder, "Federal Information Policy and Management for Electronic Service Delivery,' Dec. 21, 1992.

Jack M. Nines, "Energy/Environmental Impacts of Electronic Service Delivery: Trends and Innovations," November 1991.

Frank Odasz, Big Sky Telegraph, "Computer Conference on Electronic Service Delivery to Rural/Small Town America, " Jan. 8, 1993.

Office of Technology Assessment, Trip Reports to Alaska; California; Montana/Wyoming; and Olympia/ Seattle, WA; Nov. 10, 1992

Phoenix Planning & Evaluation, Ltd. "Multi-Program Cards for the Delivery of Social Services,' January 1993.

Alan Porter and Scott Cunningham, ''Private Sector Innovations in Electronic Service Delivery,' January 1992.

Priscilla Regan, George Mason University, ''Typology of Federal Government Services Relevant to Electronic Delivery, " January 1992.