



Delivering the Vision: Public Services for the Information Society and the Knowledge Economy

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Political rhetoric surrounding the role of information and knowledge in society in the twenty-first century is often thrown into sharp relief by the realities of practice. *Delivering the Vision* explores the way in which public service visions have developed globally and how successful they have been in contributing to major social and economic change.

This edited text contains a range of case studies from the United Kingdom, the Republic of Ireland, Canada, the USA and Australia. Contributors focus both on those factors critical to success and on reasons for failure, but a common theme to emerge across all contributions is the requirement for a clear political vision, commitment and leadership if the shift from traditional forms of social and economic organisation to high-value, knowledge-intensive economies is to be safely negotiated. At the same time, individual case studies provide valuable blueprints for successful implementation of an ambitious public service change agenda. *Delivering the Vision* is accessible and relevant to all those interested in the management and reform of public sector organisations. It is a companion volume to the editor's earlier text *Managing Information and Knowledge in the Public Sector* (Routledge: 2000)

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