Call for Authors!
Digital Service Delivery for Government - Emerging Trends & Practices

BACKGROUND

With the rapid development of social and civic media tools, enhanced staff development and leadership, and the digitalization of just about everything, the Public Technology Institute is issuing this *Call for Authors* for the creation of a book designed to serve as a guide for current and future stewards of digital services delivery in government.

This dynamic, thought-leadership book is aimed towards public sector managers, web managers, social media professionals, public information officers, CIOs and CAOs as well as faculty and administrators who are actively teaching in the web/e-government/digital services sector. As with most PTI publications, rather than rely on one voice or on one single point of view, this book will highlight a variety of lessons-learned and leading practices from practitioners in the field.

Digital Service Delivery for Government – Emerging Trends & Practices will be utilized as a text book for the Certified Government Digital Services Professional (CGDSP) program that is presented by PTI and Rutgers University Center for Government Services and endorsed by the National Association of Government Web Professionals (NAGW).

Authors wishing to be considered for chapter submissions _must_ comply with the procedures and guidelines found below.

Most important: Chapters are to be written in a style that is practical as opposed to a scientific paper filled with technical jargon and references.

Digital Service Delivery for Government -Emerging Trends **&** will be made available to the public in the summer of 2019.

Chapter or Section Topics (each section below may contain multiple submissions/chapters)

Chapter or Section 1: Beyond E-Government – Digital Service Delivery
Chapter or Section 2: Web management
Chapter or Section 3: App management
Chapter or Section 4: Multi-channel delivery
Chapter or Section 5: Digital services delivery
Chapter or Section 6: Big and open data
Chapter or Section 7: Measuring performance and reporting systems
Chapter or Section 8: Management, leadership and governance policies and procedures
Chapter or Section 9: Compliance and content management
Chapter or Section 10: Security and crisis management

Resource Guide/Digital Destinations (Compendium of available resources, articles, studies, websites, books etc.)

AUTHOR SELECTION PROCESS
Those wishing to be considered as a contributing author must contact follow the submission steps as follows:

- ➢ Submit an outline or abstract (up to one page) of what you propose to write. Please include a working title if possible. Please indicate if this is original work or has appeared in another publication.
- ➢ All submissions must be accompanied by a brief bio (paragraph length) only.
- ➢ Submissions/abstracts (one page) must be received no later than **December 31, 2018.**
- ➢ The Editor will have sole discretion as to which chapters get accepted.
- ➢ Draft manuscripts must be received no later than **March 31, 2018.**

MECHANICS & CHAPTER GUIDELINES

Contributing authors will follow the following guidelines in order to achieve a sense of continuity throughout the book:

➢ Each chapter should be between 3,000 and 5000 words – more pages may be considered with advanced agreement with Editor.
➢ Write using an average of 400 to 500 printed words per book page.
➢ Use of subheads, bullets, lists, is encouraged to foster ease of reading.
➢ All manuscripts must be presented in English using MS Word.
➢ Charts, pictures or graphs must be all graphics or photos should have a **resolution of 300 dpi or higher and the following formats tiff, jpg, eps or high-resolution pdfs.** No low resolutions pictures or illustrations will be accepted.
➢ Agree to accept the book editor's final edits, if there are any.
➢ All manuscripts shall become the sole property of the publishers but may be reprinted and used elsewhere with permission and full reference cited.
➢ Each author will receive one complimentary copy but has the option to purchase additional copies at a deep discount.

Dr. Alan R. Shark, a noted "pracademic" in the public technology field will serve as executive editor. He currently serves as Executive Director of PTI, is a Coadjutant Instructor at Rutgers University Center for Government Services, as well as Associate Professor of George Mason University's Schar School of Policy and Government and serves as lead facilitator for the CGDSP program.

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