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### **Public Sector Information Resources in the Coming Millennium: A Management Imperative**

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**Published in PAM, Vol. 5 No. 1**

In the coming millennium organizations will continue to witness the strain of escalating customer demands. In an effort to address increasing expectations, theorists predict that organizations will evolve into a “continuous improvement” paradigm. The paradigm espouses flattened organizational structures, proximity to the customer, and decentralization of assets and resources. These organizational characteristics provide the ability to continuously improve services to meet shifting customer preferences. Because of its ability to quickly capture, isolate, array, and communicate service delivery information, the effective use of information technology is pivotal to the continuous improvement organization. This paper considers the role of managing information resources under the continuous improvement paradigm. Specifically, the paper examines the critical role that general managers and business executives play when implementing technological innovations under a continuous improvement paradigm.

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