Citation:
Perez Morote, R and Pontones Rosa, C and Reynolds, M (2016) An Exploration into Practice Intelligence in E-Government: A Way Forward. In: IFIP EGOV-ePart 2016, Guimarães. DOI: https://doi.org/10.3233/978-1-61499-670-5-392

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H.J. Scholl et al. (Eds.)
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doi:10.3233/978-1-61499-670-5-392

An Exploration into Practice Intelligence in E-Government: A Way Forward

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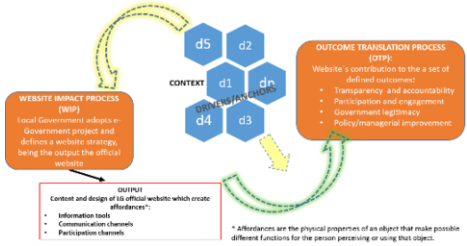
Abstract: *Practice intelligence (PI)* is a new notion that refers to the learned expertise of sense making of problem spaces and the aligned learned expertise relating to appropriate decision/action in a particular problem space. Exploring Practice Intelligence in E-government research involves to specify and codify into academic knowledge the internal cognitive structures of designing and synthesizing the information used by e-government policy makers and practitioners.

In order to do this, we have defined two different policy processes from the wider set of decisions intervening in management practice: the **Website Impact and Outcome Translation Processes** which represent our object of study:



Objective of the research: To identify PI in the research problem (WIP & OTP).

Sub-objectives:

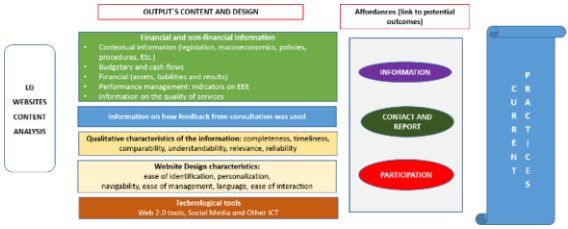
1. To reach a methodology to structure context for decision making
2. To gather academic knowledge on the field of study
3. To identify current patterns of professional practice in local government
4. To do the above but applied to different national context and identifying anchors and drivers
5. To propose a methodology to get PI by combining the above (context, academic knowledge and practical expertise) for decision making in each national context.

Methodology

Research phases and expected/obtained results

1st Phase: to map context affecting management practice in the defined processes WIP and OTP. The resulting map of the context will be described for particular national contexts.

2nd Phase: to identify current professional practice /action on e-government (uncompleted)



3rd Phase: mapping and associating the identified contexts with particular actions/policies/decisions allowing us to specify practice intelligence for specific contexts and also potentially demonstrate how this practice intelligence is changing (future task).

Implications/conclusions

We hope this work to interest other management researchers that the notion of practice intelligence is a fruitful area of work. We see knowledge relating to practice intelligence as adding to our understanding of management and its practice in addition to the long established models and conceptual frameworks developed through academic knowledge. The combination of academic knowledge and PI knowledge hopefully provides new and additional insight into management practices and particularly importantly, how management practices are changing.

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