



Seamless Government: A Practical Guide to Re-Engineering in the Public Sector

By *Russell M. Linden*

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Shows government agencies how to meet the needs of customers seamlessly, that is, in a smooth, effortless, responsive manner. Details a step-by-step approach to assess, design and implement significant change in all levels of government?and how to overcome resistance along the way.

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Editorial Review

Review

"Seamless Government is full of fresh insights and illuminating examples. For readers outside the government, it will be a valuable guide to the ongoing struggle to improve the performance of public bureaucracies. For those inside the government (or other large organizations), it will be an indispensable how-to manual." (James Fallows, Washington editor, *The Atlantic Monthly*, and author of *Looking at the Sun*)

From the Inside Flap

All organizations are struggling to meet the tough new competitive standards of the 1990s—speed, convenience, efficiency, increased productivity—standards that help them stay competitive, flexible, and profitable. Re-engineering is a new concept that is revitalizing many organizations—going beyond managerial innovations such as total quality management, to the radical redesign of entire systems. In this book, Russell M. Linden shows how to apply re-engineering to all levels of government, creating organizations focused on desired outcomes—serving its customers, the public. *Seamless Government* tells how to re-engineer government agencies to meet the needs of its customers "seamlessly" that is, in a smooth, effortless, responsive manner. The author details a step-by-step approach for re-engineering in all levels of government, explaining how to assess, design, and implement radical changes in the way government does business—and how to overcome resistance along the way. Throughout the book the author illustrates his principles with case examples from all levels of government, from local program delivery to federal regulatory agencies. He shows, for instance, how a state government improved its unemployment services by moving from control-oriented jobs to multi-skilled professional positions. He tells how local governments have re-engineered business licensing, public schools, human resources, and even a zoo. And at the federal level he reveals how issuing passports, managing programs in national forests, delivering IRS services, and even operating the massive Defense Logistics Agency were all effectively redesigned with the customer in mind.

From the Back Cover

Seamless Government tells how to re-engineer government agencies to meet the needs of its customers "seamlessly" that is, in a smooth, effortless, responsive manner. The author details a step-by-step approach for re-engineering in all levels of government, explaining how to assess, design, and implement radical changes in the way government does business—and how to overcome resistance along the way. "Full of fresh insights and illuminating examples. For readers outside the government, it will be a valuable guide to the ongoing struggle to improve the performance of public bureaucracies. For those inside the government (or other large organizations), it will be an indispensable how-to manual."—James Fallows, Washington editor, *The Atlantic Monthly*

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