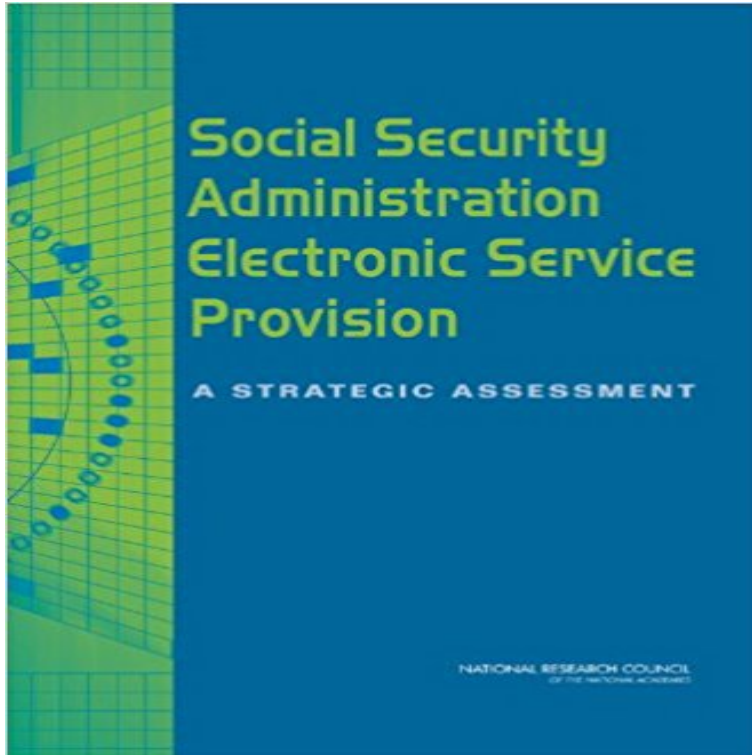


Social Security Administration Electronic Service Provision: A Strategic Assessment



Social Security Administration Electronic Service Provision examines the Social Security Administrations (SSAs) proposed e-government strategy and provides advice on how the SSA can best deliver services to its constituencies in the future. The assessment by the Committee on the Social Security Administrations E-Government Strategy and Planning for the Future was based on (1) its examination of the SSAs current e-government strategy, including technological assumptions, performance measures and targets, planned operational capabilities, strategic requirements, and future goals; (2) its consideration of strategies, assumptions, and technical and operational requirements in comparable public- and private-sector institutions; and (3) its consideration of the larger organizational, societal, and technological context in which the SSA operates.

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