

Sources and Further Information

- 1) Change Management
 - Leading Change, John P. Kotter, ISBN 0-87584-747-1
- 2) Strategic Management
 - The Balanced Scorecard Institute (balancedscorecard.org)
 - Balanced scorecard step-by-step for government and not-for-profit agencies, Paul R. Niven, ISBN 0-471-42328-9
- 3) Performance Management
 - The Practice of Management, Peter Drucker, ISBN 0-060-87897-5
- 4) Portfolio, Program, Project Management
 - Project Management Institute (pmi.org)
 - Office of Government Commerce (ogc.gov.uk)
 - APM Group (apmgroup.co.uk)
- 5) e-Government Coordination/Program Management Office
 - Infocomm Development Authority of Singapore (ida.gov.sg)
 - Government of Hong Kong, (info.gov.hk/digital21)