

Index

0-9 and Symbols

1984, 2

A

Advancing Open Standards for the Information Society (OASIS), 154, 206, 210–215, 221, 223, 224, 234

Appification, 224

APPs, 55, 94, 119, 129, 193, 225

Association for Computer Machinery (ACM), 152

Augmented reality, 20

Automatic teller machine (ATM), 109, 114, 115, 128

Awareness, 15, 36, 50, 56, 67, 138, 162, 170, 171, 181

B

Betrayed IT revolution, 2–4

Bill Gates, 110

Bio-diversity, 34

Brazil, Russia, India, China, South Africa (BRICS), 112

Bureaucracy, 6, 106, 117–118, 161, 162, 168

C

Citizens, 2, 6, 28, 62, 94, 199

Clouds, 31, 32, 52, 152, 183

Clusters, 219

Cognitive, 22

Collaborative e-environments, 41

Community, 8, 12, 13, 22, 31, 36, 43, 49, 50, 56, 64, 66, 67, 69, 70, 73, 74, 83, 84, 88, 89, 97, 112, 120, 133, 142, 145, 155, 161, 167, 179, 188, 206, 210, 229, 233, 237

Community building, 41

Connected government, 99, 100, 122, 129

Connectivity, 22, 29, 68, 95, 106–108, 133, 149, 163, 184, 189, 194, 230, 231

Consumers, 12, 120, 186, 187, 199, 205, 236

Council of Europe, 9, 10, 120

Creative Commons, 116

Cross channels, 109–110

Crowd, 37, 39, 192, 237

Crowdsourcing, 37, 38, 193

Cultural diversity, 113

Cultural identity, 113

Cultural model, 113–114, 122, 125, 149, 227

Customer Relationship Management (CRM), 3

Cybersecurity, 112, 153

Cyberspace, 153

D

Data, 2, 12, 35, 66, 96, 208

Data protection, 51

Decentralisation of government, 17, 18

Department of Defence (DoD), 154

Digital Access Index (DAI), 132, 133, 135, 136

Digital government, 97, 98

Digital opportunity, 62, 95, 132–135

Digital preservation, 151, 153–155

Digital revolution, 92, 199

Digital Versatile Disk (DVD), 104
 Direct democracy, 6, 7, 21, 53–58
 Dynabook, 3
 Dynamic coalition, 22, 23

E

E-administration, 10
 eBESWorkshop, 215–219
 e-Campaigning, 41
 e-Catalogues, 201–211, 221–224
 e-Citizens, 2, 129
 E-community model, 11
 Economics, 9, 11, 12, 40, 44, 51, 52, 62, 68, 69, 94, 95, 102, 105, 108, 113, 123, 140, 147, 148, 169, 174, 176, 178, 179, 181, 198, 199, 203, 205, 206
 e-Consultation, 28, 41, 52, 142, 148
 e-Decision-making, 52, 142, 148
 e-Deliberation, 28, 98
 e-Democracy, 7, 54, 64, 98
 e-Empowerment, 62–92, 95
 Effort expectancy, 127, 144
 e-Governance, 64, 97, 98
 e-Government, 28
 e-Government Action Plan, 44
 e-Government readiness, 132–138, 140–144
 e-Government survey, 52, 99, 108, 138–140, 142, 148
 e-Inclusion, 62–92, 95
 e-Information sharing, 52
 e-Learning, 5
 Electronic Business eXtensible Markup Language (ebXML), 210–212, 216, 221–224
 e-Legislation, 28
 Emerging (e-Government), 99, 100
 Encryption, 1
 Enhanced (e-Government), 99, 100
 Enterprise Resource Planning (ERP), 199
 e-Participation, 7, 10, 96–98, 100, 138, 141, 143, 148, 149
 e-Participation index (EPI), 52, 97
 e-Petition, 28, 41, 142, 182, 183
 e-Polling, 41
 e-Procurement, 198–237
 e-Service delivery, 10, 138
 e-Services, 96, 119, 144, 149, 160, 161, 182, 183
 Ethics, 124
 Eurobarometer, 29, 32

European Commission (EC), 28–30, 41, 154, 202–204, 207, 231
 European Union (EU), 8, 27–33, 44–47, 98, 122–124, 175, 199, 200, 202, 207, 235
 e-Voting, 21, 41

F

Facilitating conditions, 127
 Fake news, 54, 124
 Federal Communications Commission (FCC), 23
 Free and Open Source Software (FOSS), 111
 Fruition, v

G

4G, 72, 184
 Gadgets, 18
 Gamification, 31, 33, 56
 Geneva Digital Talks, 112
 Geneva Internet Platform, 112
 Geneva Plan of Action, 133, 134, 137
 Global e-Government Survey, 138, 139, 148
 Globalisation, 3, 113, 123
 Governance, 28, 44, 51, 98, 100, 105, 110–112, 118, 120, 139, 150, 162, 205, 234
 Government to business (G2B), 98, 117, 131, 140
 Government to citizens (G2C), 98, 100, 113, 117, 131, 140, 144, 148
 Government to government (G2G), 98, 101, 121, 131, 140

H

Hackers, 2, 129
 Happy cyber-world, 2
 Hippies, 2
 Human capital (human capital index HCI), 141, 142

I

i2010, 28
 ICT indexes
 DAI, 132, 133, 135, 136
 DOI, 52, 64, 134–137
 ICT-OI, 133–137
 IDI, 136, 137
 ICT Opportunity Index (ICT-OI), 133–137

- Identity, 2, 44, 54, 62, 63, 114, 128, 129, 183, 204
- Improved services, 19, 20, 118
- Information communication technology (ICT), 7–9, 17, 21, 24, 28, 29, 41, 44, 48, 51, 62, 64, 94–98, 101, 103–105, 108, 115, 118, 121, 127, 128, 132–140, 142, 145, 148–150, 181, 186, 187, 203, 204, 206, 221, 231, 233
- Information society, 4, 28, 62, 68, 106, 108, 115, 133, 134, 136, 137, 141, 147, 154, 181, 206, 212, 225
- Infostate Index, 133
- Instagram, 24, 92, 119
- Intellectual property, 103
- Intellectual property rights (IPR), 101, 102, 104, 111, 116, 153
- Interaction design, 106, 113, 126, 127, 144, 150
- International Business Machines (IBM), 90
- International Standard Organisation (ISO), 214, 221
- Internet e-Government, 98
- Internet governance, 22, 110–112, 120
- Internet Governance Forum (IGF), 22, 112, 144
- Internet of Things (IoT), 3, 9, 22, 109, 110, 128, 129, 149
- Internet service providers (ISP), 21–23, 95, 111, 194
- Internet World Stats, 120
- Interoperability, 52, 99–101, 121–127, 202–206, 208, 230–232, 234–236
- iPhone, 39, 177, 178
- K**
- Key performance indicators (KPI), 43, 159
- L**
- Languages, 33, 69, 70, 72, 73, 80–82, 91, 113, 114, 122, 143, 145, 167, 170, 171, 174, 175, 180, 182, 185, 188, 192, 209–214, 221
- Liverpool Direct, 18, 19
- M**
- Makers, 21, 31, 33, 41, 52, 57, 105, 159, 187, 205
- Measurement and Evaluation Tool for Citizen Engagement and e-Participation (METEP), 51, 52
- Measuring performance, 130–131
- Media, 3, 4, 22, 31, 33, 36, 38, 47, 54, 64, 74, 113, 119, 124, 125, 129, 133, 145, 150–152, 162, 164, 166, 180, 181, 186
- Mediate, 6
- m-Government, 98
- Millennium Development Goal (MDG), 96, 140
- Multi-channel, 97, 109–110, 117, 150, 177
- Multilingualism, 111
- Multimedia, 31, 78, 101, 102, 104, 119, 166, 189, 190, 192
- N**
- Network neutrality, 21–23
- New economy, 11, 112
- O**
- One-stop-shop, 17, 18, 143
- One-time password (OTP), 130
- Online deliberation, 41
- Online democracy, 98
- Online governance, 98
- Open access, 21, 116, 194
- OpenPEPPOL, 208, 233, 234
- Organisation for Economic Co-Operation and Development (OECD/OCSE), 40, 62, 117, 147, 148
- P**
- Pan-European Public Procurement OnLine (PEPPOL), 208, 230
- PEPPOL standards, 231, 232
- Performance expectancy, 127, 144
- Personal computer, 62, 65
- Personal data management, 129–130
- Personal digital assistant (PDA), 117, 120, 130
- Personal E-empowerment, 62
- Personal, Social, Health & Citizenship Education, 66
- Planned economy model, 11
- Policies, 10, 37, 51, 52, 68, 80, 94, 102, 105, 108, 118, 133, 138, 139, 142–144
- Principal components analysis (PCA), 136, 137
- Privacy, 3, 4, 38, 43, 63, 91, 92, 96, 97, 105, 116, 128–129, 225
- Profile (profiling), 3, 54, 109, 115, 126, 128, 143, 146, 193, 219, 222–224, 228, 232
- Public Administration and Development Management Department (PADMD), 52
- Public good, 106–108, 116

Public opinion, 41, 144
 Public procurement, 198–203, 206, 233, 235

Q

QR code, 125

R

Radio Frequency ID (RFID), 128
 Ranking, 130–131, 135, 205
 Readiness index, 140–144
 Regulatory framework, 51, 102, 104, 236
 Resource Description Framework (RDF), 209

S

Safety, 22, 36, 86, 122, 177, 188, 190, 236
 Security, 2, 16, 17, 38, 52, 54, 63, 71, 79,
 95–97, 99, 111, 115, 116, 122, 123,
 128–129, 143, 163, 174, 175, 180, 181,
 183, 184, 188, 189, 193, 223, 226
 Service providers (SP), 87, 89, 164, 187, 236
 Short Messages Service (SMS), 17, 36, 48–50,
 117, 148, 165
 Smart cards, 18
 Social influence, 115, 127
 Social media, 3, 31, 33, 36, 119, 129
 Social web, 53
 Spam, 111
 Standards, 9, 16, 22, 23, 75, 85, 98, 99, 111,
 121–123, 131, 152–154, 162, 167, 173,
 174, 186, 201–207, 209–212, 214, 216,
 217, 221–224, 227, 230–233
 Subscriber Identity Module (SIM), 18, 185
 Subscription, 126, 158, 219, 225
 Sustainable Development Goals (SDGs),
 139–141

T

Tablets, 69, 91, 94, 95, 115, 189, 193, 198
 Taxonomy, 99
 Telecentres, 120
 Tele-democracy, 98
 Thomson Microelectronics, 18
 Training, 39, 75, 89–91, 94, 102, 119, 121, 123,
 146, 160, 166
 Transactional e-Government, 99, 100, 155, 160

Tunis Agenda, 134
 Twitter, 64, 74, 142

U

Ubiquitous computing, 4
 UN/EDIFACT, 213, 215–219, 224
 United Nations Centre for Trade Facilitation
 and Electronic Business (UN/CEFACT),
 206, 212, 214–217, 219–222, 224
 United Nations Development Programme
 (UNDP), 7, 8, 39
 Universal Business Language (UBL), 206,
 210–215, 221, 222, 224, 231, 232
 Unsuccessful stories, 144–149
 User-centred design, 126
 Users as co-producers, 18

V

Valuable good, 103
 Victorian Electronic Record Strategy (VERS),
 154
 Virtual democracy, 98
 Virtual reality, 41, 147
 Voice over IP (VoIP), 119, 194

W

Web 2.0, 142
 Web Ontology Language (OWL), 209
 WhatsApp, 50, 92, 119
 Working Group on Internet Governance
 (WGIG), 110, 111
 The World Bank, 99, 105, 131, 179
 World Summit Award, 20, 174, 188, 189, 225
 World Telecommunication/ICT Indicators
 Meeting (WTIM), 136
 World wide web (WWW), 8, 108, 121, 209,
 221

X

Xerox PARC, 3

Y

YouTube, 92, 142