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Electronic Government and the Information Systems Perspective

Second International Conference, EGOVIS 2011
Toulouse, France, August 29 – September 2, 2011
Proceedings

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ISSN 0302-9743

e-ISSN 1611-3349

ISBN 978-3-642-22960-2

e-ISBN 978-3-642-22961-9

DOI 10.1007/978-3-642-22961-9

Springer Heidelberg Dordrecht London New York

Library of Congress Control Number: 2011934038

CR Subject Classification (1998): K.5.2, H.4, H.5, J.1, K.4, K.4.2

LNCS Sublibrary: SL 3 – Information Systems and Application, incl. Internet/Web and HCI

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Typesetting: Camera-ready by author, data conversion by Scientific Publishing Services, Chennai, India

Printed on acid-free paper

Springer is part of Springer Science+Business Media (www.springer.com)

Preface

Electronic government is maturing, and hence e-government research is gradually shifting in focus. From an early start with numerous case stories and technological ideas, the field has moved on to efficient service processes, and more lately there is an increasing focus on effects. What good does electronic government achieve? What are the costs for achieving these benefits? Which delivery and communication channels are most effective? Effects are not solely measured in economic terms but also in terms of values government must uphold, such as privacy, security, accountability, transparency. It is also notable that focus is shifting from individual services and individual government operations to government as a whole. Many governments are currently making efforts toward interoperability across the entire government domain, or important parts thereof, such as the health care sector. Yet another trend is open government data, providing opportunities not only for better citizen inspection of government activities but also for third-party value-added services.

The 2011 EGOVIS presented 30 papers together addressing all of the above issues. In glimpses, it should be said, because there are huge changes going on and numerous issues for research to address, no single publication can cover them all comprehensively. Nevertheless, these glimpses together give a good overview of critical electronic government issues today. The electronic governments around the world are yet only in early stages. Even the advanced ones have a long way to go, not least because user requirements increase once people become aware of, and accustomed to, the benefits as well as the risks of electronic government. We believe the research presented here provides one important contribution to the further development of the field. It should be an interesting read not just for researchers but also for practitioners who want to understand current challenges and opportunities.

We wish to thank all reviewers for their valuable work. Reviewing is time consuming, but it is also rewarding to be involved in discussions with fellows, and peer review is one core item in research quality improvement. We also want to thank Gabriela Wagner for supporting us with all the administrative work involved and stimulating us to get things done in time. Finally, we of course want to thank all the authors who submitted their work to the conference.

To all the attendants of the conference and readers of these proceedings we wish a pleasant learning experience. We hope that the presentations, discussions and exchange of ideas will stimulate you to keep contributing to electronic government research.

June 2011

Tom van Engers
Enrico Francesconi
Åke Grönlund
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