TOWARDS THE KNOWLEDGE SOCIETY
eCommerce, eBusiness and eGovernment
IFIP was founded in 1960 under the auspices of UNESCO, following the First World Computer Congress held in Paris the previous year. An umbrella organization for societies working in information processing, IFIP's aim is two-fold: to support information processing within its member countries and to encourage technology transfer to developing nations. As its mission statement clearly states,

IFIP’s mission is to be the leading, truly international, apolitical organization which encourages and assists in the development, exploitation and application of information technology for the benefit of all people.

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- The IFIP World Computer Congress, held every second year;
- open conferences;
- working conferences.

The flagship event is the IFIP World Computer Congress, at which both invited and contributed papers are presented. Contributed papers are rigorously refereed and the rejection rate is high.

As with the Congress, participation in the open conferences is open to all and papers may be invited or submitted. Again, submitted papers are stringently refereed.

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Publications arising from IFIP events vary. The papers presented at the IFIP World Computer Congress and at open conferences are published as conference proceedings, while the results of the working conferences are often published as collections of selected and edited papers.

Any national society whose primary activity is in information may apply to become a full member of IFIP, although full membership is restricted to one society per country. Full members are entitled to vote at the annual General Assembly, National societies preferring a less committed involvement may apply for associate or corresponding membership. Associate members enjoy the same benefits as full members, but without voting rights. Corresponding members are not represented in IFIP bodies. Affiliated membership is open to non-national societies, and individual and honorary membership schemes are also offered.
TOWARDS THE KNOWLEDGE SOCIETY

eCommerce, eBusiness and eGovernment

October 7–9, 2002, Lisbon, Portugal

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Preface

I3E 2002 is the second in a series of conferences on eCommerce, eBusiness, and eGovernment organised by the three IFIP committees TC6, TC8, and TC11. As I3E 2001 did last year in Zürich, I3E 2002 continues to provide a forum for users, engineers, and researchers from academia, industry and government to present their latest findings in eCommerce, eBusiness, and eGovernment applications and the underlying technologies which support those applications.

This year’s conference comprises a main track with sessions on eGovernment, Trust, eMarkets, Fraud and Security, eBusiness (both B2B and B2C), the Design of systems, eLearning, Public and Health Systems, Web Design, and the Applications of and Procedures for eCommerce and eBusiness, as well as two associated Workshops (not included in these proceedings): eBusiness Models in the Digital Online Music and Online News Sectors; and eBusiness Standardisation – Challenges and Solutions for the Networked Economy.

The 47 papers accepted for presentation in these sessions and published in this book of proceedings were selected from 80 submissions. They were rigorously reviewed (all papers were double-blind refereed) before being selected by the International Programme Committee. This rejection rate of almost 50% indicates just how seriously the Committee took its quality control activities.

Papers came from around the world – authors hail from Europe, North and South America, Australia and Asia – and provide thoughtful and reasoned debate on issues ranging from the philosophical to the ‘bleeding edge’ of technology. One interesting contrast with last year’s conference has been the wider variety of topics tackled, which may indicate the growing maturity of eBusiness at all levels, from the academic to the most applied.
Many people contributed to making this conference a success. We would like to thank the members of the organising and programme committees, the authors and reviewers, the Universities of Minho and Koblenz-Landau, the IFIP Secretariat, and the sponsors of the conference.

João L. Monteiro, Paula M.C. Swatman, Luis Valadares Tavares Guimaraes, Koblenz, Lisbon
October 2002
## Conference Committees

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