

# Table of Contents

## Framework

Electronic Government: Where Are We Heading? .....	1
<i>Klaus Lenk and Roland Traunmüller</i>	
Centralization Revisited? Problems on Implementing Integrated Service Delivery in The Netherlands .....	10
<i>Jeroen Kraaijenbrink</i>	
From Websites to e-Government in Germany .....	18
<i>Dieter Klumpp</i>	
BRAINCHILD, Building a Constituency for Future Research in Knowledge Management for Local Administrations .....	26
<i>Martin van Rossum, Daniele Chauvel, and Alasdair Mangham</i>	
Organizing for Online Service Delivery: The Effects of Network Technology on the Organization of Transactional Service Delivery in Dutch Local Government .....	33
<i>Marcel Hoogwout</i>	
Public Sector Process Rebuilding Using Information Systems .....	37
<i>Kim Viborg Andersen</i>	
What Is Needed to Allow e-Citizenship? .....	45
<i>Reinhard Posch</i>	
Private Sanctity – e-Practices Overriding Democratic Rigor in e-Voting ...	52
<i>Åke Grönlund</i>	
Reconfiguring the Political Value Chain: The Potential Role of Web Services .....	61
<i>Francesco Virili and Maddalena Sorrentino</i>	

## Digital Olympics 2008: Creating the Digital Beijing

The E-GOV Action Plan in Beijing .....	69
<i>Xinxiang Chen</i>	

## Knowledge Management

The POWER-Light Version: Improving Legal Quality under Time Pressure .....	75
<i>Tom M. van Engers and Radboud A.W. Vanlerberghe</i>	

Intranet “Saarland <i>Plus</i> ” – Enabling New Methods of Cooperation within the Ministerial Administration . . . . .	84
<i>Benedikt Gursch, Christian Seel, and Öner Güngöz</i>	
e-Learning for e-Government . . . . .	88
<i>Michel R. Klein and Jacques Dang</i>	
Multi-level Information Modeling and Preservation of eGOV Data . . . . .	93
<i>Richard Marciano, Bertram Ludäscher, Ilya Zaslavsky, Reagan Moore, and Keith Pezzoli</i>	
e-Government and the Internet in the Caribbean: An Initial Assessment . .	101
<i>Fay Durrant</i>	
Towards Interoperability amongst European Public Administrations . . . . .	105
<i>Alejandro Fernández</i>	
<b>Requirements</b>	
Assessing e-Government Implementation Processes: A Pan-European Survey of Administrations Officials . . . . .	111
<i>François Heinderyckx</i>	
A One-Stop Government Prototype Based on Use Cases and Scenarios . . . .	116
<i>Olivier Glassey</i>	
Reflections on the Requirements Gathering in an One-Stop Government Project . . . . .	124
<i>Johanna Krenner</i>	
<b>Business Process Reengineering</b>	
Understanding and Modelling Flexibility in Administrative Processes . . . . .	129
<i>Ralf Klischewski and Klaus Lenk</i>	
Business Process Management – As a Method of Governance . . . . .	137
<i>Margrit Falck</i>	
Proposal for a Dutch Legal XML Standard . . . . .	142
<i>Alexander Boer, Rinke Hoekstra, Radboud Winkels, Tom M. van Engers, and Frederik Willaert</i>	
<b>Electronic Service Delivery</b>	
Size Matters – Electronic Service Delivery by Municipalities? . . . . .	150
<i>Ronald Leenes and Jörgen Svensson</i>	
Administration 2000 – Networking Municipal Front and Back Offices for One-Stop Government . . . . .	157
<i>Volker Jacumeit</i>	

The Experience of German Local Communities with e-Government – Results of the <i>MEDIA@Komm</i> Project . . . . .	163
<i>Tina Siegfried</i>	
Electronic Public Service Delivery through Online Kiosks: The User’s Perspective . . . . .	169
<i>Ruth Ashford, Jennifer Rowley, and Frances Slack</i>	
FASME – From Smartcards to Holistic IT-Architectures for Interstate e-Government . . . . .	173
<i>Reinhard Riedl and Nico Maibaum</i>	
The Local e-Government Best Practice in Italian Country: The Case of the Centralised Desk of “Area Berica” . . . . .	179
<i>Lara Gadda and Alberto Savoldelli</i>	
The Immanent Fields of Tension Associated with e-Government . . . . .	187
<i>Otto Petrovic</i>	
VCRM – Vienna Citizen Request Management . . . . .	191
<i>Josef Wustinger, Gerhard Jakisch, Rolf Wohlmannstetter, and Rainer Riedel</i>	
<b>Designing Innovative Applications</b>	
Public-Private Partnerships to Manage Local Taxes: Information Models and Software Tools . . . . .	195
<i>Mario A. Bochicchio and Antonella Longo</i>	
E-MuniS – Electronic Municipal Information Services – Best Practice Transfer and Improvement Project: Project Approach and Intermediary Results . . . . .	199
<i>Bojil Dobrev, Mechthild Stoewer, Lambros Makris, and Eleonora Getsova</i>	
Some Specific e-Government Management Problems in a Transforming Country . . . . .	207
<i>Nicolae Costake</i>	
Towards a Trustful and Flexible Environment for Secure Communications with Public Administrations . . . . .	211
<i>J. Lopez, A. Maña, J. Montenegro, J. Ortega, and J. Troya</i>	
Supporting Efficient Multinational Disaster Response through a Web-Based System . . . . .	215
<i>Ignacio Aedo, Paloma Díaz, Camino Fernández, and Jorge de Castro</i>	

KIWI: Building Innovative Knowledge Management Infrastructure  
within European Public Administration . . . . . 223  
*Lara Gadda, Emilio Bugli Innocenti, and Alberto Savoldelli*

Elektronische Steuer Erlass Dokumentation: A Documentation  
on Official Tax Guide Lines . . . . . 230  
*Viktorija Kocman, Angela Stöger-Frank, and Simone Ulreich*

## **Electronic Democracy**

Voting in the New Millennium: eVoting Holds the Promise  
to Expand Citizen Choice . . . . . 234  
*Anthony Watson and Vincent Cordonnier*

e-Democracy Goes Ahead. The Internet As a Tool  
for Improving Deliberative Policies? . . . . . 240  
*Hilmar Westholm*

Discourse Support Systems for Deliberative Democracy . . . . . 248  
*Thomas F. Gordon and Gernot Richter*

Citizen Participation in Public Affairs . . . . . 256  
*Ann Macintosh and Ella Smith*

## **Information Society Technologies Programme (IST)**

An Approach to Offering One-Stop e-Government Services –  
Available Technologies and Architectural Issues . . . . . 264  
*Dimitris Gouscos, Giorgos Laskaridis, Dimitris Lioulis,  
Gregoris Mentzas, and Panagiotis Georgiadis*

e-Governance for Local System: A Plan and Implementation Experience . . 272  
*Cesare Maioli*

Transactional e-Government Services: An Integrated Approach . . . . . 276  
*C. Vassilakis, G. Laskaridis, G. Lepouras, S. Rouvas, and P. Georgiadis*

Electronic Vote and Internet Campaigning: State of the Art in Europe  
and Remaining Questions . . . . . 280  
*Laurence Monnoyer-Smith and Eric Maigret*

A Citizen Digital Assistant for e-Government . . . . . 284  
*Nico Maibaum, Igor Sedov, and Clemens H. Cap*

A System to Support e-Democracy . . . . . 288  
*Jan Paralic, Tomas Sabol, and Marian Mach*

IST-Project: AIDA – A Platform for Digital Administration . . . . . 292  
*Anton Edl*

e-Government Strategies: Best Practice Reports from the European Front Line . . . . .	298
<i>Jeremy Millard</i>	
CITATION – Citizen Information Tool in Smart Administration . . . . .	307
<i>A. Anagnostakis, G.C. Sakellaris, M. Tzima, D.I. Fotiadis, and A. Likas</i>	
Clip Card: Smart Card Based Traffic Tickets . . . . .	313
<i>Michel Frenkiel, Paul Grison, and Philippe Laluyaux</i>	
VISUAL ADMIN – Opening Administration Information Systems to Citizens . . . . .	319
<i>Benoît Drion and Norbert Benamou</i>	
e-Government Observatory . . . . .	326
<i>Freddie Dawkins</i>	
Requirements for Transparent Public Services Provision amongst Public Administrations . . . . .	330
<i>Konstantinos Tarabanis and Vassilios Peristeras</i>	
CB-BUSINESS: Cross-Border Business Intermediation through Electronic Seamless Services . . . . .	338
<i>Maria Legal, Gregoris Mentzas, Dimitris Gouscos, and Panagiotis Georgiadis</i>	
Bridging the Digital Divide with AVANTI Technology . . . . .	344
<i>Antoinette Moussalli and Christopher Stokes</i>	
An Integrated Platform for Tele-voting and Tele-consulting within and across European Cities: The EURO-CITI Project . . . . .	350
<i>Efthimios Tambouris</i>	
EURO-CITI Security Manager: Supporting Transaction Services in the e-Government Domain . . . . .	358
<i>A. Ioannidis, M. Spanoudakis, G. Priggouris, C. Eliopoulou, S. Hadjiefthymiades, and L. Merakos</i>	
SmartGov: A Knowledge-Based Platform for Transactional Electronic Services . . . . .	362
<i>P. Georgiadis, G. Lepouras, C. Vassilakis, G. Boukis, E. Tambouris, S. Gorilas, E. Davenport, A. Macintosh, J. Fraser, and D. Lochhead</i>	
<b>Implementing e-Government</b>	
Best Practice in e-Government . . . . .	370
<i>Josef Makolm</i>	

e-Government Applied to Judicial Notices and Inter-registrar Communications in the European Union: The AEQUITAS Project . . . . .	375
<i>Carmen Diez and Javier Prenafeta</i>	
The Concepts of an Active Life-Event Public Portal . . . . .	383
<i>Mirko Vintar and Anamarija Leben</i>	
New Services through Integrated e-Government . . . . .	391
<i>Donovan Pfaff and Bernd Simon</i>	
Risk Assessment & Success Factors for e-Government in a UK Establishment . . . . .	395
<i>A. Evangelidis, J. Akomode, A. Taleb-Bendiab, and M. Taylor</i>	
Quo Vadis e-Government? – A Trap between Unsuitable Technologies and Deployment Strategies . . . . .	403
<i>Tamara Hoegler and Thilo Schuster</i>	
A New Approach to the Phenomenon of e-Government: Analysis of the Public Discourse on e-Government in Switzerland . . . . .	407
<i>Anne Yammine</i>	
<b>Legal Issues</b>	
Self-regulation in e-Government: A Step More . . . . .	411
<i>Fernando Galindo</i>	
UK Online: Forcing Citizen Involvement into a Technically-Oriented Framework? . . . . .	419
<i>Philip Leith and John Morison</i>	
Data Security: A Fundamental Right in the e-Society? . . . . .	424
<i>Ahti Saarenpää</i>	
Legal Design and e-Government: Visualisations of Cost & Efficiency Accounting in the <i>wif!</i> e-Learning Environment of the Canton of Zurich (Switzerland) . . . . .	430
<i>Colette Brunschwig</i>	
The First Steps of e-Governance in Lithuania: From Theory to Practice . . .	438
<i>Arūnas Augustinaitis and Rimantas Petrauskas</i>	
<b>Technical Issues</b>	
The Role of Citizen Cards in e-Government . . . . .	446
<i>Thomas Menzel and Peter Reichstädter</i>	
Indicators for Privacy Violation of Internet Sites . . . . .	456
<i>Sayed Klewitz-Hommelsen</i>	

Verifiable Democracy: A Protocol to Secure an Electronic Legislature . . . . .	460
<i>Yvo Desmedt and Brian King</i>	
Arguments for a Holistic and Open Approach to Secure e-Government . . . . .	464
<i>Sonja Hof</i>	
<b>Varied Contributions</b>	
Supporting Administrative Knowledge Processes . . . . .	468
<i>Witold Staniszkis</i>	
IMPULSE: Interworkflow Model for e-Government . . . . .	472
<i>Aljosa Pasic, Sara Diez, and Jose Antonio Espinosa</i>	
Visualization of the Implications of a Component Based ICT Architecture for Service Provisioning . . . . .	480
<i>René Wagenaar and Marijn Janssen</i>	
<b>Author Index</b> . . . . .	485