Table of Contents

Framework

Electronic Government: Where Are We Heading? .................... 1
  Klaus Lenk and Roland Traunmüller

Centralization Revisited? Problems
on Implementing Integrated Service Delivery in The Netherlands . 10
  Jeroen Kraaijenbrink

From Websites to e-Government in Germany ...................... 18
  Dieter Klumpp

BRAINCHILD, Building a Constituency for Future Research
in Knowledge Management for Local Administrations .......... 26
  Martin van Rossum, Daniele Chauvel, and Alasdair Mangham

Organizing for Online Service Delivery:
The Effects of Network Technology on the Organization
of Transactional Service Delivery in Dutch Local Government . 33
  Marcel Hoogwout

Public Sector Process Rebuilding Using Information Systems .... 37
  Kim Viborg Andersen

What Is Needed to Allow e-Citizenship? ......................... 45
  Reinhard Posch

Private Sanctity – e-Practices Overriding Democratic Rigor in e-Voting . 52
  Åke Grönlund

Reconfiguring the Political Value Chain:
The Potential Role of Web Services ......................... 61
  Francesco Virili and Maddalena Sorrentino

Digital Olympics 2008: Creating the Digital Beijing

The E-GOV Action Plan in Beijing ......................... 69
  Xinxiang Chen

Knowledge Management

The POWER-Light Version: Improving Legal Quality
under Time Pressure ........................................ 75
  Tom M. van Engers and Radboud A.W. Vankerberghe
VIII Table of Contents

Intranet “SaarlandPlus” – Enabling New Methods of Cooperation within the Ministerial Administration ................................. 84
Benedikt Gursch, Christian Seel, and Öner Güngöz

e-Learning for e-Government ................................................. 88
Michel R. Klein and Jacques Dang

Multi-level Information Modeling and Preservation of eGOV Data...... 93
Richard Marciano, Bertram Ludäscher, Ilya Zaslavsky, Reagan Moore,
and Keith Pezzoli

e-Government and the Internet in the Caribbean: An Initial Assessment .. 101
Fay Durrant

Towards Interoperability amongst European Public Administrations ...... 105
Alejandro Fernández

Requirements
Assessing e-Government Implementation Processes:
A Pan-European Survey of Administrations Officials...................... 111
François Heinderyckx

A One-Stop Government Prototype Based on Use Cases and Scenarios . . 116
Olivier Glassey

Reflections on the Requirements Gathering
in an One-Stop Government Project ........................................ 124
Johanna Krenner

Business Process Reengineering
Understanding and Modelling Flexibility in Administrative Processes .... 129
Ralf Klischewski and Klaus Lenk

Business Process Management – As a Method of Governance ............ 137
Margrit Falck

Proposal for a Dutch Legal XML Standard ............................... 142
Alexander Boer, Rinke Hoekstra, Radboud Winkels,
Tom M. van Engers, and Frederik Willaert

Electronic Service Delivery
Size Matters – Electronic Service Delivery by Municipalities? .......... 150
Ronald Leenes and Jörgen Svensson

Administration 2000 – Networking Municipal Front and Back Offices
for One-Stop Government ..................................................... 157
Volker Jacumeit
The Experience of German Local Communities with e-Government – Results of the MEDIA@Komm Project .......... 163
   Tina Siegfried

Electronic Public Service Delivery through Online Kiosks: The User’s Perspective ........................................ 169
   Ruth Ashford, Jennifer Rowley, and Frances Slack

FASME – From Smartcards to Holistic IT-Architectures for Interstate e-Government ........................................ 173
   Reinhard Riedl and Nico Maibaum

The Local e-Government Best Practice in Italian Country: The Case of the Centralised Desk of “Area Berica” .......... 179
   Lara Gadda and Alberto Savoldelli

The Immanent Fields of Tension Associated with e-Government ........ 187
   Otto Petrovic

VCRM – Vienna Citizen Request Management .................. 191
   Josef Wustinger, Gerhard Jakisch, Rolf Wohlmannstetter, and Rainer Riedel

**Designing Innovative Applications**

Public-Private Partnerships to Manage Local Taxes: Information Models and Software Tools ...................... 195
   Mario A. Bochicchio and Antonella Longo

E-MuniS – Electronic Municipal Information Services – Best Practice Transfer and Improvement Project: Project Approach and Intermediary Results ................................. 199
   Bojil Dobrev, Mechthild Stoewer, Lambros Makris, and Eleonora Getsova

Some Specific e-Government Management Problems in a Transforming Country .............................. 207
   Nicolae Costake

Towards a Trustful and Flexible Environment for Secure Communications with Public Administrations .................. 211
   J. Lopez, A. Maña, J. Montenegro, J. Ortega, and J. Troya

Supporting Efficient Multinational Disaster Response through a Web-Based System .......................... 215
   Ignacio Aedo, Paloma Díaz, Camino Fernández, and Jorge de Castro
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>KIWI: Building Innovative Knowledge Management Infrastructure within European Public Administration</td>
<td>223</td>
</tr>
<tr>
<td>Lara Gadda, Emilio Bugli Innocenti, and Alberto Savoldelli</td>
<td></td>
</tr>
<tr>
<td>Elektronische Steuer Erlass Dokumentation: A Documentation on Official Tax Guide Lines</td>
<td>230</td>
</tr>
<tr>
<td>Viktorija Kocman, Angela Stöger-Frank, and Simone Ulreich</td>
<td></td>
</tr>
<tr>
<td><strong>Electronic Democracy</strong></td>
<td></td>
</tr>
<tr>
<td>Voting in the New Millennium: eVoting Holds the Promise to Expand Citizen Choice</td>
<td>234</td>
</tr>
<tr>
<td>Anthony Watson and Vincent Cordonnier</td>
<td></td>
</tr>
<tr>
<td>e-Democracy Goes Ahead. The Internet As a Tool for Improving Deliberative Policies?</td>
<td>240</td>
</tr>
<tr>
<td>Hilmar Westholm</td>
<td></td>
</tr>
<tr>
<td>Discourse Support Systems for Deliberative Democracy</td>
<td>248</td>
</tr>
<tr>
<td>Thomas F. Gordon and Gernot Richter</td>
<td></td>
</tr>
<tr>
<td>Citizen Participation in Public Affairs</td>
<td>256</td>
</tr>
<tr>
<td>Ann Macintosh and Ella Smith</td>
<td></td>
</tr>
<tr>
<td><strong>Information Society Technologies Programme (IST)</strong></td>
<td></td>
</tr>
<tr>
<td>An Approach to Offering One-Stop e-Government Services – Available Technologies and Architectural Issues</td>
<td>264</td>
</tr>
<tr>
<td>Dimitris Gouscos, Giorgos Laskaridis, Dimitris Lioulias, Gregoris Mentzas, and Panagiotis Georgiadis</td>
<td></td>
</tr>
<tr>
<td>e-Governance for Local System: A Plan and Implementation Experience</td>
<td>272</td>
</tr>
<tr>
<td>Cesare Maioli</td>
<td></td>
</tr>
<tr>
<td>Transactional e-Government Services: An Integrated Approach</td>
<td>276</td>
</tr>
<tr>
<td>C. Vassilakis, G. Laskaridis, G. Lepouras, S. Rowas, and P. Georgiadis</td>
<td></td>
</tr>
<tr>
<td>Electronic Vote and Internet Campaigning: State of the Art in Europe and Remaining Questions</td>
<td>280</td>
</tr>
<tr>
<td>Laurence Monnoyer-Smith and Eric Maigret</td>
<td></td>
</tr>
<tr>
<td>A Citizen Digital Assistant for e-Government</td>
<td>284</td>
</tr>
<tr>
<td>Nico Maibum, Igor Sedov, and Clemens H. Cap</td>
<td></td>
</tr>
<tr>
<td>A System to Support e-Democracy</td>
<td>288</td>
</tr>
<tr>
<td>Jan Paralic, Tomas Sabol, and Marian Mach</td>
<td></td>
</tr>
<tr>
<td>IST-Project: AIDA – A Platform for Digital Administration</td>
<td>292</td>
</tr>
<tr>
<td>Anton Edl</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>e-Government Strategies: Best Practice Reports from the European Front Line</td>
<td>298</td>
</tr>
<tr>
<td>Jeremy Millard</td>
<td></td>
</tr>
<tr>
<td>CITATION – Citizen Information Tool in Smart Administration</td>
<td>307</td>
</tr>
<tr>
<td>Clip Card: Smart Card Based Traffic Tickets</td>
<td>313</td>
</tr>
<tr>
<td>Michel Frenkel, Paul Grison, and Philippe Laluyaux</td>
<td></td>
</tr>
<tr>
<td>VISUAL ADMIN – Opening Administration Information Systems to Citizens</td>
<td>319</td>
</tr>
<tr>
<td>Benoit Drion and Norbert Benamou</td>
<td></td>
</tr>
<tr>
<td>e-Government Observatory</td>
<td>326</td>
</tr>
<tr>
<td>Freddie Dawkins</td>
<td></td>
</tr>
<tr>
<td>Requirements for Transparent Public Services Provision amongst Public Administrations</td>
<td>330</td>
</tr>
<tr>
<td>Konstantinos Tarabanis and Vassilios Peristeras</td>
<td></td>
</tr>
<tr>
<td>CB-BUSINESS: Cross-Border Business Intermediation through Electronic Seamless Services</td>
<td>338</td>
</tr>
<tr>
<td>Maria Legal, Gregoris Mentzas, Dimitris Gouscos, and Panagiotis Georgiadis</td>
<td></td>
</tr>
<tr>
<td>Bridging the Digital Divide with AVANTI Technology</td>
<td>344</td>
</tr>
<tr>
<td>Antoinette Moussalli and Christopher Stokes</td>
<td></td>
</tr>
<tr>
<td>An Integrated Platform for Tele-voting and Tele-consulting within and across European Cities:</td>
<td>350</td>
</tr>
<tr>
<td>The EURO-CITI Project</td>
<td></td>
</tr>
<tr>
<td>Efthimios Tambouris</td>
<td></td>
</tr>
<tr>
<td>EURO-CITI Security Manager: Supporting Transaction Services in the e-Government Domain</td>
<td>358</td>
</tr>
<tr>
<td>A. Ioannidis, M. Spanoudakis, G. Priggouris, C. Eliopoulou, S. Hadjiefthymiades, and L. Merakos</td>
<td></td>
</tr>
<tr>
<td>SmartGov: A Knowledge-Based Platform for Transactional Electronic Services</td>
<td>362</td>
</tr>
<tr>
<td>P. Georgiadis, G. Lepouras, C. Vassilakis, G. Boukis, E. Tambouris, S. Goridas, E. Davenport,</td>
<td></td>
</tr>
<tr>
<td>A. Macintosh, J. Fraser, and D. Lochhead</td>
<td></td>
</tr>
<tr>
<td>Implementing e-Government</td>
<td>370</td>
</tr>
<tr>
<td>Josef Makolm</td>
<td></td>
</tr>
</tbody>
</table>
e-Government Applied to Judicial Notices and Inter-registrar Communications in the European Union: The AEQUITAS Project ....... 375
Carmen Diez and Javier Prenafeta

The Concepts of an Active Life-Event Public Portal ................. 383
Mirko Vintar and Anamarija Leben

New Services through Integrated e-Government ..................... 391
Donovan Pfaff and Bernd Simon

Risk Assessment & Success Factors for e-Government in a UK Establishment .................................................. 395
A. Evangelidis, J. Akomode, A. Taleb-Bendiab, and M. Taylor

Quo Vadis e-Government? – A Trap between Unsuitable Technologies and Deployment Strategies ....................... 403
Tamara Hoegler and Thilo Schuster

Anne Yammine

Legal Issues

Self-regulation in e-Government: A Step More ...................... 411
Fernando Galindo

UK Online: Forcing Citizen Involvement into a Technically-Oriented Framework? ............................................. 419
Philip Leith and John Morison

Data Security: A Fundamental Right in the e-Society? ............. 424
Ahti Saarenpää

Legal Design and e-Government: Visualisations of Cost & Efficiency Accounting in the wif! e-Learning Environment of the Canton of Zurich (Switzerland) ........................................ 430
Colette Brunschwig

The First Steps of e-Governance in Lithuania: From Theory to Practice . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 438
Arūnas Augustinaitis and Rimantas Petrauskas

Technical Issues

The Role of Citizen Cards in e-Government .......................... 446
Thomas Menzel and Peter Reichstädtter

Indicators for Privacy Violation of Internet Sites .................... 456
Sayeed Klewitz-Hommelsen
Verifiable Democracy: A Protocol to Secure an Electronic Legislature .... 460  
Yvo Desmedt and Brian King

Arguments for a Holistic and Open Approach to Secure e-Government .... 464  
Sonja Hof

Varied Contributions

Supporting Administrative Knowledge Processes ....................... 468  
Witold Staniszakis

IMPULSE: Interworkflow Model for e-Government ....................... 472  
Aljosa Pasic, Sara Diez, and Jose Antonio Espinosa

Visualization of the Implications of a Component Based ICT Architecture for Service Provisioning ......................... 480  
René Wagenaar and Marijn Janssen

Author Index ................................................. 485
Electronic Government
First International Conference, EGov 2002,
Proceedings
Traunmueller, R.; Lenk, K. (Eds.)
2002, XIII, 486 p., Softcover
ISBN: 978-3-540-44121-2