

Information Technology and Public Administration *IT-enabled Government Services (e-Gov-Services) Minitrack*

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Citizens expect and demand governmental services matching private-sector services in every aspect of quality, quantity, and availability in a 24/7 and year-round fashion. Local, state, and federal agencies around the world are deploying information systems and services that have the capacity to meet these emerging and expanding service needs and demands of citizens. However, governments are struggling to meet these expectations. The six papers of this minitrack discuss the characteristics, development, implementation, and uses of such systems.

The first paper *Designing government information access programs: a holistic approach* by Sharon Dawes, Theresa Pardo, and Anthony Cresswell outlines the necessity to have an integrated view on governmental information and communication services in order to achieve a high quality of service.

A framework of the current state of e-government and issues that will need to be addressed in the future are the topic of the second paper titled *The future of e-Government* by Steven Cohen and William Eimicke.

The third paper *Making e-Government happen* by Yvonne Dittrich, Annelie Ekelin, Pirjo Elovaara, Sara Eriksén, and Christina Hansson reports on a research project concerning the use and design of IT in public services. Simple figures of on-going design-oriented interactions are used to highlight shifting foci on

relationships of co-development of services, citizens and technology.

New Software Development Paradigms and Possible Adoption for Security is the title of the Minitracks fourth paper and was written by Matthias Guenter. It illustrates possibilities for including security issues in the software development process of e-government initiatives. The paper points out that following a specific path in the design of those systems may enhance the security of the systems involved.

The fifth paper *Managing web accessibility in the government: uses and misuses* by Chaomeng Huang deals with the requirement that the Web should be accessible to every human even for people with disabilities. The research described in the paper pinpoints how public online services have to be carried out be accessible for those with disabilities.

The goal of the research presented in the sixth paper *Towards a Flexible ICT-Architecture for Multi-Channel E-Government Service Provisioning* by Marijn Janssen is to determine the feasibility of a component-based approach to meet the challenge for a more flexible, open ICT architecture. The research consists of two parts; (1) the identification of opportunities for generic components and (2) the evaluation of these opportunities against their usability and impact on the existing organization of work processes and organizational structure.