Introduction to the Emerging Technology Track

The main objective of this track is to provide a forum for discussing the development, implementation, and application of new and emerging technologies. It is also the track for nurturing new topics. This year the track continues the development two topics: information technology and public administration in the form of four e-Government minitracks, and non-traditional support for designing user interfaces in the form of a minitrack on Augmented Cognition and Human-Robot Interaction. The track also includes new minitracks in Telecommunications and Network Convergence and Web Based Education.

The e-Government cluster includes the following four minitracks:

- **e-Gov-Management**: information systems that support the full range of management and administrative functions that are internal to government agencies
- **e-Policy**: access rights, privacy protection, public safety, security, and information dissemination in the context of government information systems
- **e-Democracy**: Electronic voting, virtual town meetings, public monitoring of elected officials, and new approaches to authenticating personal identity
- **e-Gov-Services**: information systems and services that have the capacity to meet the service needs and demands of citizens.

This conference also continues the minitrack on non-traditional human-computer interfaces. The topic is explored in two themes: Augmented Cognition, and Human-Robotic Interaction

The minitrack on Network Convergence explores a number of technical, economic and regulatory issues related to the convergence of the public telephone network, PC-based enterprise data networks, and the Internet. Finally, the Web Based Education minitrack presents lessons learned and experience gained from utilizing the web in teaching environments. The papers in the minitrack report several case studies that show what works and why.

We wish to express our thanks and appreciation to all the people who have worked so hard to make this part of the conference a success and this compendium of formal papers part of the literature. The minitrack chairs must exercise creativity, reliability, and dogged perseverance to bring all the loose ends together at the right time. What results from this process are papers that describe established research projects as well as new developments. On the following pages, the chairs of each minitrack provide a brief summary and overview of the papers in their introduction to the minitrack. We would like to extend our special thanks to the many reviewers who provided valuable insight and comments.

Ralph H. Sprague, Jr. and Hesham El-Rewini
January 2003