

Mini Track: 'e-Government Services' (Cluster: e-Government)

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E-government services is an emerging field rapidly gaining attention and importance. 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 all over the world are deploying information systems and services that have the capacity to meet these emerging and expanding service needs and demands of citizens and other "clients". However, governments are struggling to meet these expectations especially under intensified cost pressures. Research to guide development, management and evaluation of e-government services is still in its infancy. Tested concepts and well-understood practices are in short supply. This minitrack presents research papers addressing the characteristics, development, implementation, and uses of e-government services and systems.

The paper by Sanjay Goel, Salvatore Belardo and Laura Iwan provides a "self-healing and self-managing architecture" for supporting electronic communication between government agencies in crisis situations when the communication infrastructure is partially disabled. The architecture that the authors propose consists of independent services with fixed interfaces and variable addresses. Complex operations can be performed using these services by configuring the services into existing workflows. The paper presents the architecture as well as a model for simulating such a system under various scenarios of network-based and physical attacks.

Csaba Szabo, Imrich Chlamtac and Erik Bedo consider the design for broadband community networks. The authors, who had been involved in a case in Northern Italy, argue for careful business planning as well as technology planning and identify future-proof solutions, migration possibilities and ensuring end-to-end quality-of-service as key requirements in the design.

Jie Wang, James Leckie, Kincho Law and Gio Wiederhold focus on the information flow in regulation compliance as one of the critical topics in the services to citizens and businesses for e-government. Examining the environmental regulation compliance process, the paper describes a first version of a framework for the management of regulation and compliance assistance as well as for supporting an Internet-based information management system and the interoperability among the parties involved.

In their paper, Marijn Janssen and Rene Wagenaar explore the concept of a shared e-government services center. The authors investigate a shared services center at the Dutch judicial organization and call for a sound analysis of the motives and management issues determining its successful implementation.

Helle Henriksen and Jans Meiland Hansen discuss the "clash between rationality and politics" in public e-procurement. The authors propose possible explanations for the limited success of public e-procurement and suggest that rational explanations based on the logic behind electronic marketplaces should be considered along with specific structural elements characterizing the public sector.

Pirkko Walden, Anna Sell, Erkki Patokorpi and Bill Anckar examine a Finnish case of outsourcing the open care grocery shopping to an online grocery retailer. This paper examines the expected and realized value from outsourcing from the viewpoint of the three main stakeholders: the customers, the employees and the management. The findings are based on employee and customer surveys as well as interviews with the open care management.