Preface

The challenge of modernizing the state and its administration has increased, especially with regard to the application of information and communication technologies. An information- and knowledge-based society creates its value by gathering, processing, evaluating, and sharing digital products and services. However, it must be avoided that any citizens are left behind in the process of introducing web-based technologies to the administration, as this creates a digital divide.

With an eDemocracy, we understand the support and enhancement of civil rights and duties in the information and knowledge society. Options of participation should be introduced for citizens to strengthen an open society. This involves the inclusion of the citizens even in the early stages of the planning, improved information and discussion forums, barrier-free web access in electronic votes and elections, and the formation of communities in different public sectors.

The term eGovernment covers information and communication processes between governmental institutions and citizens. In addition, the focus should be put on the development of electronic services for taxation, social security, health care, enrollment in education, and job search services, among others. Governmental institutions offer their electronic services not only to citizens but also to companies and organizations. In addition, the government itself uses Internet technologies to unify and improve the processes within their respective organizations.

The International Conference on eDemocracy and eGovernment (ICEDEG) aims to address important issues in the transition toward an information- and knowledge-based society and to systematically review the use of information and communication technologies in government, administration, the public, and politics.

For the Fifth edition of ICEDEG, a total of 126 papers were submitted, which includes: 44 research papers (long papers), 68 case studies (short papers), 14 poster papers, and 2 papers for doctoral symposium. A total of 61 papers were accepted (48%) by our International Technical Program Committee. The accepted papers are distributed as follows: 25 long papers, 28 short papers, 8 poster papers, and 2 papers for doctoral symposium. As part of the International Conference, two tutorials and three keynote addresses related to the use and development of eDemocracy & eGovernment were included in the final program.

We are pleased to announce a joint venture with the Institute of Electrical and Electronics Engineers (IEEE), Inc. in New York, USA. IEEE is a non-profit organization and our technical sponsor. The program activities of the International Conference on eDemocracy and eGovernment are the result of a huge effort of many authors, reviewers, and organizers. We thank them all for helping to make this conference a success. Special thanks go to the tutorial instructors and keynote speakers for their contributions. In addition, we thank the organizing institutions for their ongoing support, including forthcoming editions of ICEDEG. Finally, we would like to thank the members of Universidad Técnica de Ambato for organizing this conference on their campus in Ambato, Ecuador.

Andreas Meier, University of Fribourg, Boulevard de Pérolles 90, Switzerland.
Luis Terán, University of Fribourg, Boulevard de Pérolles 90, Switzerland & Universidad de las Fuerzas Armadas (ESPE), Sangolquí, Ecuador.

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