E-government has emerged as a fundamental element of public service and a significant domain within Information Systems research. This topic increasingly receives more attention from both researchers and practitioners each year. The E-government Services and Information Mini-track explores varied elements of e-government adoption, implementation and evaluation. It covers a diverse set of topics and highlights diverse methodologies.

The mini-track includes five papers that explore elements of e-government services and information that have implications for government agencies across the globe. The first paper entitled "A Unified View of Electronic Invoicing Adoption: Developing a Meta-Model on the Governmental Level" by Stanislav Kreuzer, Andreas Eckhardt, Steffen Bernius, and Julia Krönung develops a model of digital invoice adoption in the public sector. The authors examine the literature and conduct interviews to identify factors that influence electronic invoice adoption in the public sector.

The second paper entitled "Identifying Success Factors and Challenges of 311-Driven Service Integration: A Comparative Case Study of NYC311 and Philly311" by Taewoo Nam and Theresa Pardo examines 311 centers in two cities in the United States. The authors identify critical success factors and challenges associated with these centers. The authors highlight the importance of strong leadership and executive support to promote the success of such initiatives.

The third paper by Joachim Pfister and Gerhard Schwabe is entitled "The Landscape of Electronic Data Safes and their Adoption in E-Government and E-Business." It is an exploratory study that utilizes the literature, experience and interviews to propose a for the analysis of electronic data safes. The authors posit that perceived benefits are important elements of electronic data safe adoption.

The fourth paper entitled "The Sealed Letter: Safeguarding the Public System of Privacy Protection in a Digital World" by Maria Moloney, Liam Church, and Frank Bannister explores a project designed to develop a system to re-establish the notion of private communication in this digital age.

Finally, "Unravelling E-Government Channel Selection: A Quantitative Analysis of Individual Customer Preferences in Germany and Australia" by Daniel Beverungen, Sara Hofmann, Thomas Kohlborn, Bjoern Niehaves, Ralf Plattfaut, and Michael Räckers assesses the impact of individual differences, such as age, gender, and mobility on service channel selection for e-government services. In particular, it compares the citizens in Germany and Australia to assess how these factors influence one’s selection of diverse communication channels for service consumption.

The five papers included in this mini-track highlight the global nature of e-government services and information. They also emphasize the importance of several key stakeholders. From citizens to government executives, it is imperative that e-government initiatives integrate the perspectives of diverse constituents. In addition to highlighting the importance of numerous figures, entities and institutions, this mini-track also addresses mounting concerns for information privacy in this digital age. As e-government services and information become more automated and ubiquitous it is imperative that we develop ways to protect the privacy of electronic information and interaction. As aforementioned, this mini-track highlights several key opportunities and challenges associated with e-government services and information. Undoubtedly, the advantages and disadvantages of e-government will continue to evolve with technological advancements and citizen sentiment.