

**7th European Conference on e-Government**  
**Lausanne, Switzerland**  
**10-11 July 2008**

<b>Wednesday 9 July 2008</b>					
18:30	Welcome reception at the Alpha-Palmiers Hotel (Until 1930)				
<b>Thursday 10 July 2008</b>					
09:00	Registration and Refreshments				
10:00	<b>Room: CM3</b> Welcome from the conference chair: <b>Matthias Finger, EPFL</b>				
10:15	<b>Keynote address: Dr. Trond Arne Undheim, Director, Standards Strategy and Policy, Oracle Europe, Middle East &amp; Africa</b> <b>Communities of Practice, Openness, Research - Frontiers in E-Government</b>				
11:10	Conference splits into streams				
	<b>Room: CM100</b> Stream A: Web Issues Chair: Darren Mundy	<b>Room: CM104</b> Mini-Track on SMEs and e-Government Chairs: Jyoti Choudri and Janet Kirkham	<b>Room: CM105</b> Mini track on Legal, agency, trust and governance issues in e-Government Chair: Bruno de Vuyst	<b>Room: CM106</b> Mini Track on e-Democracy Chair: Mary Griffiths	
11:15	A Web Based Tool to Assist Management, Control and Security in Schools' Educational Excursions <b>Garofalakis</b> John, Andreas <b>Koskeris</b> and Theofanis-Aristofanis <b>Michail</b> and Agoritsa <b>Vopi</b> , Research Academic Computer Technology Institute, Rio Patras, Greece	A Group Collaboration Support System to Assist Building and Managing a National Core Component Dictionary and XML Schema Standards <b>Boonmee</b> Sunet, Apitep <b>Saekow</b> and Choompol <b>Boonmee</b> , Thammasat University, Pathumthani, Thailand	Trust and Electronic Government: Clients' Attitudes to Institutions, Officers and Elected Politicians <b>Grimsley</b> Michael, Sheffield Hallam University and Anthony <b>Meehan</b> , The Open University, UK	Singing from the same Hymnsheet? The Impact of Internal Stakeholders on the Development of e-Democracy <b>Kolsaker</b> Ailsa and Liz <b>Lee-Kelley</b> , University of Surrey, UK	
11:45	Determinants of Website Satisfaction and Loyalty: Comparing e-Business and Federal e-Government Models <b>Morgeson</b> Forrest, University of Michigan, MI, USA	Electronic Government Interoperability in Thailand: A Pilot Project on Official Electronic Correspondence Letters Exchange Between Heterogeneous Software Products <b>Saekow</b> Apitep, Choompol <b>Boonmee</b> , Thammasat University and Ajin <b>Jirachieppattana</b> , Ministry of Information and Communication Technology, Thailand	Massachusetts, Microsoft and Digital Document Standards: Government-as-Consumer Power to Prevent an Enclosure Movement in the Digital Age? <b>McGirr</b> Shaun, University of Michigan, Ann Arbor, MI, USA	Competent Electronic Participation Channels in Electronic Democracy <b>Zissis</b> Dimitrios, Dimitrios <b>Lekkas</b> and Anastasia-Evangelia <b>Papadopoulou</b> , Department of Product and Systems Design Engineering, Syros, Greece	
12:15	Towards Flexible Evaluation for e-Government Websites Quality: A Multi-Perspective Evaluation Framework <b>Abdel-Fattah</b> Manal Abdel-Kader and Galal Hassan <b>Galal Edeen</b> , Faculty of computers and Informatics, Cairo, Egypt	Electronic Monitoring of Advertising Firms Shareholder Structure: An Initiative of the Secretariat General of Communication – Secretariat General of Information <b>Sourouni</b> Aikaterini Maria, George <b>Kourlimpinis</b> , Harry <b>Tsavidaris</b> and Dimitris <b>Askounis</b> and Christos <b>Ntanos</b> , National Technical University of Athens, Greece	Belgif: After Belgium Separates, WALGIF? <b>Fairchild</b> Alea and <b>de Vuyst</b> Bruno, Vesalius College, Vrije Universiteit Brussel, Belgium	Online Debates in the 2007 French Presidential Campaign <b>Desquinabo</b> Nicolas, Université de la Sorbonne, Nouvelle Paris, France	
12:45	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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	<b>Room: CM100</b> <b>Stream A:</b> Privacy and Policy <b>Chair:</b> Jamal Shahin	<b>Room: CM104</b> <b>Stream B:</b> Adoption issues <b>Chair:</b> Tom Collins	<b>Room: CM105</b> <b>Mini track on</b> Legal, agency, trust and governance issues in e-Government <b>Chair:</b> Bruno de Vuyst	<b>Room: CM106</b> <b>Mini Track on</b> e-Democracy <b>Chair:</b> Mary Griffiths	
<b>14:00</b>	Anonymous, Liberal and User Centric Electronic Identity Supports Citizen Privacy Protection in e-Government <b>Neumann</b> Libor, ANECT a.s., Prague, Czech Republic	Developing a Framework for Assessing Adoptability of Citizen-Focused e-Government Initiatives in Developing Countries: The Case of Tanzania Exploratory Phase Results <b>Yonazi</b> Jim, Henk <b>Sol</b> and Albert <b>Boonstra</b> , University of Groningen, The Netherlands	From the Ashes of Phoenix: e-Justice in a Surreal Country <b>Fairchild</b> Alea and Bruno <b>de Vuyst</b> , Vesalius College, Vrije Universiteit Brussel, Belgium	Uncovering the Janus face of e-Participation: A Delayed Introduction <b>Ekelin</b> Annelie, Blekinge Institute of Technology, Ronneby, Sweden	
<b>14:30</b>	Privacy Policy Analysis of UK e-Government Websites Tolley Andrew, Scarborough Borough Council and Darren Mundy, University of Hull, UK	Towards a Model for e-Government Services Adoption: The Case of Jordan <b>Alhujran</b> Omar and Akemi <b>Chatfield</b> , University of Wollongong, New South Wales, Australia	Remodelled and Restyled e-Procurement: New Power Relationships Down Under <b>Thomson</b> Doug, Graduate School of Business, RMIT University, Melbourne, Australia	A Survey of French Local e-Democracy <b>Ricou</b> Olivier, EPITA Reasearch and Development Laboratory, Bicêtre, France	
<b>15:00</b>	A Policy Model for the Digital Age: A Revision of the UK Public Policy Model <b>Liptrott</b> Mark, Edge Hill University, Ormskirk, UK	e-Government in Libya: The route to Successful Implementation Eldresi Fatma, AGOCO, Libya, Carl <b>Adams</b> and Nassraddeen <b>Sweisi</b> University of Portsmouth UK,	e-Governance a New Challenge After e-Government <b>Berce</b> Jaro, Vasje <b>Vehovar</b> , University of Ljubljana, Slovenia and Sam <b>Lanfranco</b> , York University, Toronto, Canada	Participation Verité: Lessons from Australian New Media Democracy 2007-08 <b>Griffiths</b> Mary, University of Adelaide, Australia	
<b>15:30</b>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
<b>16:00</b>	<b>Room: CM3</b> <b>Knowledge Cafe</b> <b>Facilitated by Dan Remenyi</b>				
<b>17:30</b>	<b>Close of conference day</b>				
<b>19:00</b>	<b>Conference dinner on board the MV Henry Dunant on Lac Lemán</b>				
<b>22:00</b>	<b>Boat returns</b>				

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Friday 11 July 2008					
	Room: CM100 Stream A - Regional case studies Chair: Mila Gasco	Room: CM104 Stream B - ICT Chair: Mark Liptrott	Room: CM105 Mini track on Legal, agency, trust and governance issues in e-Government Chair: Bruno de Vuyst	Room: CM106 Mini Track on e-Tax and e-Revenue Chairs: Margary Stapleton and David O'Donnell	Room: CM3 Stream C: Cross-Agency Collaboration Chair: Lasse Berntzen
09:30	e-Government as Support in Interventions of use and Transformation of the Historic Centre of Cagliari <b>Garau</b> Chiara, Giancarlo <b>Deplano</b> and Valentina <b>Pavan</b> , University of Cagliari, Italy	The Effective Deployment of ICT in Universities: Applicability of Core IS Capabilities <b>Gilbert</b> Jenny, Anglia Ruskin University, Cambridge, UK	e-Honesty: Technical Potentials and Social Risks of Local e-Government Strategies in Bangladesh for Supporting the Fight Against Corruption Selke Stefan, Bishawjit <b>Mallick</b> , Alexander <b>Holzbach</b> , University of Karlsruhe, Germany	Introducing e-Tax and e-Revenue: Research and Practice <b>Stapleton</b> Margery, National Centre for Taxation Studies, Univeristy of Limerick, Pat <b>Molan</b> , Irish Revenue Commissioners, Limerick and David <b>O'Donnell</b> , Intellectual Capital Research Ireland (Presentation only)	Developing Telehealthcare Systems in Complex Multi-Agency Service Settings: The OLDES Project <b>Maniatopoulos</b> Gregory, Rob <b>Wilson</b> , Mike <b>Martin</b> and Sarah <b>Walsh</b> , University of Newcastle, UK
10:00	Using a Best Practice Case in Evaluating e-Government Potential in Iranian Cities <b>Mousavi</b> Seyed Amin, Elias <b>Pimenidis</b> and Hamid <b>Jahankhani</b> , University of East London, UK	Sense and Sensibility: Power and Shared Services in Public Sector ICT <b>Bannister</b> Frank, Trinity College Dublin and Regina <b>Connolly</b> , Dublin City University, Ireland	Building Trust within Inter-Municipal Cooperation <b>Castelnuovo</b> Walter, University of Insubria, Como and Massimo <b>Simonetta</b> , ANCITEL Lombardia, Cologno Monzese, Italy	Risk Analysis or How to Avoid Contact with Most of Your Customers <b>Leake</b> Seán, Irish Revenue Commissioners, Dublin, Ireland	Case Management for Electronically Collaborating Administrations <b>Lindermann</b> Nadine, University Koblenz-Landau and Carlo <b>Simon</b> , Provadis School of International Management and Technology AG, Frankfurt, Germany
10:30	Romanian Urban e-Government. Digital Services and Digital Democracy in 165 Cities <b>Stoica</b> Virgil and Andrei <b>Ilas</b> , "Al. I. Cuza" University, Iasi, Romania	Leading and Communicating ICT-based Change in the Public Sector Approaching an e-Government Project in a Swiss Federal Department from a Communicational Perspective <b>Neuroni</b> Alessia, Marianne <b>Fraefel</b> and Reinhard Riedl, Bern University of Applied Sciences, Switzerland		e-Tax Services and Their Evolution: The Case of Slovenia <b>Decman</b> Mitja and Maja <b>Klun</b> , University of ljubljana, Slovenija EG-089	Cross-National Benchmarking of Local e-Government <b>Eixelsberger</b> Wolfgang, University of Applied Sciences, Villach, Austria
11:00	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	Room: CM100 Stream A: ICT Issues Chair: Nadine Lindemann	Room: CM104 Stream B: ERP Chair: Doug Thomson	Room: CM105 Stream C: Strategies and Perspectives Chair: Anthony Meehan	Room: CM106 Mini Track on e-Tax and e-Revenue Chairs: Margary Stapleton and David O'Donnell	
11:30	e-Government and Organizational IT Adoption: The Case of the Barcelona City Council <b>Gasco</b> Mila, Universitat Pompeu Fabra and Carlos E <b>Jimenez</b> , Information Systems Service, Barcelona, Spain	ERP Evaluation in Healthcare Organisations: Results of an Empirical Study <b>Buccoliero</b> Luca, Stefano <b>Calciolari</b> and Marta <b>Marsilio</b> , Bocconi University, Milan, Italy	An e-Readiness Analysis for Economic and Social Opportunities in KwaZulu-Natal, South Africa: A Perspective for Systems Development in e-Government <b>Klopper</b> Rembrandt, University of Kwa Zulu Natal and Sam <b>Lubbe</b> , UNISA, Pretoria, South Africa	From Ottawa to Lausanne: Much Done but More to Do <b>Collins</b> Tom, University of Limerick, Ireland	
12:00	Observatories of e-Government Practices: An Exploratory Study of Portals for the Dissemination of Innovations and Practices in the Application of Information and Communication Technologies in Government <b>de Souza</b> Cesar Alexandre, Nicolau <b>Reinhard</b> , University of São Paulo, Newton Vagner <b>Diniz</b> , CONIP Brazil and Roberto <b>Agune</b> , Governo do Estado de São Paulo, Maria Luiza <b>Pascale</b> , FUNDAP, Brazil	The Alignment of the Information Technology's Enterprise Resource Planning Rollout Strategy with the Business Strategy in a Semi-Governmental Organisation <b>Bopape</b> Maishe, Sam <b>Lubbe</b> , UNISA, Pretoria and Rembrandt <b>Klopper</b> University of Kwa Zulu Natal, South Africa	e-Government Evolution in EU Local Governments: A Comparative Perspective <b>Pina</b> Vicente, Lourdes <b>Torres</b> and Sonia <b>Royo</b> , University of Zaragoza, Spain	The Irish Taxpayer: Analysis of Contact with Revenue <b>Cleary</b> Duncan and Mary <b>Dwyer</b> , Research Unit Revenue, Dublin, Ireland	
12:30	Performance and IT Investment Intensity in RSA e-Governmental Departments – a Pilot Study <b>Lubbe</b> Sam, UNISA, Pretoria and Rembrandt <b>Klopper</b> , Univeristy of Kwa Zulu Natal, South Africa	From Fragmented e-Government Projects Towards National Enterprise Architecture Programs <b>Liimatainen</b> Katja and Ville <b>Seppänen</b> , University of Jyväskylä, Finland	Improving Governmental Service Delivery: Dis-Intermediation and Re-Intermediation Strategies for Multi-Channel Management <b>Jansen</b> Marijn and Bram <b>Klievink</b> , Delft University of Technology, The Netherlands	Marketing e-Government Applications - A Case Study of Ireland's On-Line Taxation Platform <b>Corbett</b> Mary, Irish Revenue Commissioners, Tralee, Conor <b>Carroll</b> , University of Limerick, Ireland	
13:00	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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<b>14:00</b>	Measuring and Evaluating e-Government in Europe <b>Shahin</b> Jamal, Ecole Polytechnique Fédérale de Lausanne / University of Amsterdam, Switzerland	Business Process Improvement in Organizational Design of e-Government Services <b>Aydinli</b> Ömer Faruk, Sjaak <b>Brinkkemper</b> , Utrecht University and Pascal <b>Ravesteyn</b> , University of Applied Science Utrecht, The Netherlands	Verification and Maintenance of e-Voting Systems and Standards Gibson Paul, Institut National des Télécommunications, Evry, France and Margaret McGaley, National University of Ireland, Maynooth, Ireland	Public Service Reform Through e-Government: A Case Study of 'e-Tax' in Japan <b>Chatfield</b> Akemi, University of Wollongong, New South Wales, Australia	
<b>14:30</b>	Evaluation Approach for Multi-Channel e-Government Services <b>Galal Edeen</b> Galal Hassan and Manal Abdel-Kader <b>Abdel-Fattah</b> , Faculty of computers and Informatics, Cairo, Egypt	Transformational Government – A Conceptual Foundation for Innovation in Public Administrations <b>Baacke</b> Lars, René <b>Fitterer</b> , Tobias <b>Mettler</b> and Peter <b>Rohner</b> , University of St. Gallen, Switzerland	e-Voting Implementation in Nigeria: Prospects and Challenges <b>Ayo</b> Charles and Uyinomen <b>Ekong</b> , Covenant University, Nigeria	The Challenges of Implementing Local e-Governance in Mauritius: Case of Revenue Management System <b>Chitto</b> Hemant, Taruna Shalini <b>Ramesur-Seenarain</b> , Ramesh Durbarry and Oupendranath <b>Amoroo</b> , University of Technology, Mauritius	
<b>15:00</b>	<b>Room: CM3</b> <b>Closing remarks reflecting on the issues raised during the conference</b> <b>Led by the Programme Chair, Panos Hahamis, University of Westminster, UK</b>				
<b>15:15</b>	<i>Close of Conference</i>	<i>Close of Conference</i>	<i>Close of Conference</i>	<i>Close of Conference</i>	<i>Close of Conference</i>