

Summary of ICEG 2008

32 people attended the closing session at ICEG and the summary session was led by the Conference Chair, Mohini Singh

Mohini asked for the most important e-Government issues that we will take away from the conference

Putting G before E

The importance of demand side research – the focus this year in many papers had been on the supply side

What are the important issues for Industry and Business?

Public/private partnerships in the developing world

Knowledge/technical resources need to flow through from Business to Government

Government can learn lessons about infrastructure and security from the private sector

What are the important issues for Academics?

More research from the demand side

Governments need to increase trust in governments in general – there is a gap in this trust, especially in developing nations

e-Government objectives are not necessarily there to promote e-Democracy

Don't take Anglo-European views for granted – listen to what the developing countries are doing

Increase participation rather than e-Democracy – definitely needs to be more research in this area.

Academics should look to professional research and not just quote peer reviewed work.

What do we want to see more of at the Conference?

A neglected area of research seems to be how Governments can understand what the citizen wants

Change management is an area needing more attention

Implementation of e-applications, e.g. Email management, intra and inter organisational connectivity

Recognize consumer barriers to adoption – the need to retain a non-digital service and the need to manage channels