

E-Government and E-Services: Challenges, Techniques, Opportunities and the Road Ahead
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Brisbane Convention & Exhibition Centre
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HYPERLINK "<http://www.wcc2010.org>" www.wcc2010.org

Call for Papers

The E-Government conference at WCC 2010 is a cooperation of a number of groups that already have well-established activities in the field of e-government, e-governance, e-business, e-tcetera. Notably **IFIP working group 8.5** (Information Systems in Public Administration) and **IFIP working group 6.11** (Communication Aspects of E-Business, E-services and E-society) and the **CSI SIG on E-Governance** (Computer Society of India Special Interest Group on E-Governance) have joined forces as program co-chairs to make this stream of the IFIP World Computer Congress indeed outstanding and challenging. A “must attend” meeting opportunity for researchers, practitioners and policymakers where contributions from all three angles will lead to new perspectives and a better understanding of the challenges and opportunities that come with developing and implementing e-government services and applications.

Program Committee Co-chairs

for details see: <http://www.wcc2010.com/eges>

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Conference topics

Papers offering research contributions as well as papers providing practical cases, in any aspect of e-government are solicited for submission to the conference. Papers will be selected on criteria such as novelty, soundness and

technical quality, interest to the participants, etcetera. Papers may present applications, service infrastructures, theory, or practical experiences on topics including but not limited to:

E-Government & Applications

E-government application areas – including
Govt. to Citizen, Govt. to Business, Govt. to Govt., Govt. to Employee projects
Digital cities and regions
E-Democracy and e-Governance
E-Inclusion to information society
E-Health and e-Education
Public e-Services for citizens and enterprises
Citizen Identity Cards for multi-purpose uses
Private Sector projects for public services
One-stop government service integration
Governance / financing issues
Portfolio management, Alignment
Adoption and diffusions
Multimedia and multi-linguism
International dimension of e-Government

E-Government Infrastructure

E-Services for e-Government
Infrastructure for e-government - including
Wide Area Networks, Wireless networks, Citizen Service Centres, Kiosks
Shared services, service-oriented government
Managing and orchestrating service networks
Mobile public services
Interoperability of different applications
Performance management and evaluation
Accessibility
Privacy and security
Open source software and standards, FLOSS
National / international standards

Legal societal and cultural issues

Communities
Web 2.0, wiki's, user-involvement
Open content, open access
Digital culture and digital divide
Public-private partnerships
Success factors
Leadership, organization and policies
Participative policy-making
Acceptance issues
Disaster and crises management

Instructions for paper submission

Papers must not substantially overlap with papers that have been published or are simultaneously submitted to a journal or another conference with proceedings. Papers must be written in English; they should be at most 14 pages in total, including bibliography and well-marked appendices. Papers should be intelligible without appendices, if any.

Accepted papers will be presented at the conference and published in the IFIP AICT (Advances in Information and Communication Technology) Series by Springer. Submitted and accepted papers must follow the publisher's

guidelines for the IFIP AICT Series (www.springer.com/series/6102, author templates, manuscript preparation in Word). At least one author of each accepted paper must register to the conference and present the paper. All papers must be submitted in electronic form through the web via www.easychair.org/conferences/?conf=eges2010 by the deadline indicated below. Papers submitted after this deadline will be discarded without review.

Important dates

Submission of papers: January 31, 2010
Notification to authors: April 23, 2010
Camera-ready copies: May 15, 2010