Lecture Notes in Computer Science 3183

Commenced Publication in 1973
Founding and Former Series Editors:
Gerhard Goos, Juris Hartmanis, and Jan van Leeuwen

Editorial Board

David Hutchison
Lancaster University, UK

Takeo Kanade
Carnegie Mellon University, Pittsburgh, PA, USA

Josef Kittler
University of Surrey, Guildford, UK

Jon M. Kleinberg
Cornell University, Ithaca, NY, USA

Friedemann Mattern
ETH Zurich, Switzerland

John C. Mitchell
Stanford University, CA, USA

Moni Naor
Weizmann Institute of Science, Rehovot, Israel

Oscar Nierstrasz
University of Bern, Switzerland

C. Pandu Rangan
Indian Institute of Technology, Madras, India

Bernhard Steffen
University of Dortmund, Germany

Madhu Sudan
Massachusetts Institute of Technology, MA, USA

Demetri Terzopoulos
New York University, NY, USA

Doug Tygar
University of California, Berkeley, CA, USA

Moshe Y. Vardi
Rice University, Houston, TX, USA

Gerhard Weikum
Max-Planck Institute of Computer Science, Saarbruecken, Germany

Roland Traunmüller (Ed.)

Electronic Government

Third International Conference, EGOV 2004
Zaragoza, Spain, August 30 - September 3, 2004
Proceedings

Springer

Volume Editor

Roland Traunmüller
University of Linz, Institute of Informatics in Business and Government
Altenbergerstr. 69, 4040 Linz, Austria,
E-mail: traunm@ifs.uni-linz.ac.at

Library of Congress Control Number: 2004110540

CR Subject Classification (1998): K.4, K.6.5, K.5, K.3, C.2, H.5, H.4

ISSN 0302-9743
ISBN 3-540-22916-7 Springer Berlin Heidelberg New York

This work is subject to copyright. All rights are reserved, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, re-use of illustrations, recitation, broadcasting, reproduction on microfilms or in any other way, and storage in data banks. Duplication of this publication or parts thereof is permitted only under the provisions of the German Copyright Law of September 9, 1965, in its current version, and permission for use must always be obtained from Springer. Violations are liable to prosecution under the German Copyright Law.

Springer is a part of Springer Science+Business Media

springeronline.com

© Springer-Verlag Berlin Heidelberg 2004
Printed in Germany

Typesetting: Camera-ready by author, data conversion by Olgun Computergrafik
Printed on acid-free paper SPIN: 11312444 06/3142 5 4 3 2 1 0

Preface

The EGOV conference series intends to assess the state of the art in e-Government and to provide guidance for research and development in this fast-moving field. Thus EGOV 2004 in Zaragoza built on the achievements of the previous EGOV conferences in Aix-en-Provence and Prague. This year the interest increased once more; thus the EGOV conference series has become a reunion for professionals from all over the globe.

EGOV 2004 brought some changes in the outline and structure of the conference: i.e., centralizing the reviewing process through the support of an ensemble of Area Chairs, and incorporating a workshop aimed at regional developments. Defining areas has extended the coverage of topics: examples are strategies and policies, public-private partnerships, change management, interoperability and semantic standards, G2G cooperation, public information, teaching and empowering staff, and voting. Several issues already well covered in last year's conference have preserved their topicality: governance and democracy, research methods, services and processes, knowledge management, security and identity management, legal issues. An annual conference bears a message as well: *"e-Government: the Challenges Ahead"*. This issue is treated as an introduction statement by the editor.

Rich was the set of themes covered in several streams. The following list of issues covered by the 3rd EGOV Conference gives an illustration:

- Frameworks and guidelines for e-Government and e-Governance
- e-Government policies, strategies and implementation
- Methods and tools for e-Government research
- e-Democracy and e-Voting
- One-stop government, electronic service delivery, mobile services
- International and regional projects, case studies and best practice
- Sustaining administrative processes, G2G cooperation
- Identity management and security: provisions and instruments, citizen cards, digital signatures
- Knowledge management, public information, GIS (geographical information systems)
- Interoperability and standards, semantic standardization
- Change management and new organizational arrangements: public-private partnerships, virtual teams
- Legal, societal and cultural aspects of e-Government
- International dimensions: cooperation, comparisons, networks
- Teaching e-Government

Networking is crucial, and thus to EGOV 2004 additional events were adjoined and in some way interlinked: the annual conference of "LEFIS" (Legal Framework for the Information Society), a workshop "Observatory on Interoperable e-Government Services", and a workshop "Metadata for Accessibility".

Several persons worked to form the conference and to prepare the program and the proceedings. The significance of the work of the Area Chairs is to be acknowledged; special recognition has to go to them as well as to the members of the Program Committee and some additional referees. The work of Gabriela Wagner, the scientific event manager in charge of the DEXA organization, deserves acknowledgment. In particular I thank Vera Himmelbauer, the coordinator for the program and of the proceedings of EGOV 2004; the editor expresses high appreciation for her extraordinary engagement.

Linz, August 2004 Roland Traunmüller

Program Committee

Program Chair

Roland Traunmüller, University of Linz, Austria

Area Chairs

Governance	Ann Macintosh
Methods and Tools for e-Government Research	Ake Grönlund
e-Government Policies and Strategies	Antonio Alabau, Hermann Hill
e-Democracy and e-Voting	Peter Mambrey, Alexander Prosser
Public Private Partnership	Kim Anderson, Hans Scholl
Risk Management	Ahti Saarenpää, Witold Staniszkis
Empowering the Regions	Jeremy Milard, Markus Lassnig
Change Management	Mahmood Awan, Luiz Joia, Monika Palmirani
Services and Processes	Margrit Falck, Ronald Leenes, Eric Moe
Designing Web Services	Maddalena Sorrentino, Dieter Spahni, Francesco Virili
G2G Collaboration and Virtual Teams	Euripides Loukis, Reinhard Riedl
Interoperability, Standards	Maria Wimmer, Ralf Klischewski
Trust and Security	Thomas Menzel, Peter Reichstädter
Legal Aspects	Fernando Galindo, Rimantas Petrauskas
Knowledge Management	Tom Gordon, Tom van Engers
GIS, Public Information	Mário Leitão, Georg Aichholzer
Cross-border e-Government	José A.B. Fortes, Themis Tambouris
International Dimension (Cooperation, Comparisons)	Christine Leitner, Gerald Quirchmayr, Claudio Menezes
Teaching e-Government	Fernando Galindo, Michel Klein, Peter Parycek
Focusing Regional Developments	Roland Traunmüller
Process Management	Witold Stanizkis

Program Committee Members

Georg Aichholzer, Austrian Academy of Science, Austria
Antonio Alabau, Chairman of the Academic Board e-Forum Association, Spain
Kim Viborg Andersen, Copenhagen Business School, Denmark
Mahwood A. Awan, Dubai University College, Dubai
Trevor Bench-Capon, University of Liverpool, United Kingdom
Jean-Loup Chappelet, IDHEAP Lausanne, Switzerland
Wichian Chutimaskul, King Mongkut's University of Technology Thonburi, Thailand
Noshir Contractor, University of Illinois at Urbana-Champaign, United States
Ahmed M. Darwish, Arab Republic of Egypt, e-Government Program Director, Egypt
Margrit Falck, University of Applied Sciences for Public Administration and Legal Affairs
Academy for Administration and Judicature, Berlin, Germany
Herbert Fiedler, Universität Bonn, Germany
José A.B. Fortes, University of Florida, Unites States
Fernando Galindo, Universidad de Zaragoza, Spain
Michael Gisler, Federal Office for Informatics and Telecommunication (BIT), Switzerland
Thomas F. Gordon, Fraunhofer Institute for Open Communications Systems (FOKUS), Germany
Dimitris Gouscos, eGovernment Laboratory, University of Athens, Greece
Stefanos Gritzalis, University of the Aegean, Greece
Åke Grönlund, Örebro University, Sweden
Ray Hackney, Manchester Business School, United Kingdom
Francois Heinderyckx, Université Libre de Bruxelles, Belgium
Hermann Hill, German University of Administrative Sciences, Germany
Gareth Hughes, ERISA – European Regional Information Society Association, Belgium
Luiz Antonio Joia, Public and Business Administration – Getulio Vargas Foundation, Brazil
Bernhard Karning, Austrian Federal Ministry of National Defense, Austria
Peter Kawalek, Manchester Business School, United Kingdom
Michel Klein, HEC Graduate School of Management, France
Sayeed Klewitz-Hommelsen, Academy Bonn-Rhein-Sieg, Germany
Ralf Klischewski, University of Hamburg, Germany
Herbert Kubicek, Universität Bremen, Germany
Markus Lassnig, Salzburg Research Institute, Austria
Ronald Leenes, Tilburg University, The Netherlands
Mário Jorge Leitão, INESC Porto, Portugal
Christine Leitner, European Institute of Public Administration, The Netherlands
Klaus Lenk, Universität Oldenburg, Germany
Euripides Loukis, University of the Aegean, Greece
Ann Macintosh, University of Napier, United Kingdom
Peter Mambrey, Fraunhofer Institute for Applied Information Technology (FIT), Germany

Manuel de Jesus Mendes, University Campinhas, Brazil
Cláudio Menezes, Unesco, Uruguay
Thomas Menzel, Austrian Federal Ministry of Education, Science and Culture, Austria
Jeremy Millard, Danish Technological Institute, Denmark
Carl Erik Moe, Agder University College, School of Management, Norway
Monica Palmirani, Faculty of Law, University of Bologna, Italy
Peter Parycek, Danube University Krems, Austria
Rimantas Petrauskas, Law University of Lithuania, Lithuania
Sabina Posadziejewski, Canadian Federal Government, Canada
Reinhard Posch, Federal Chancellor's Office, Austria
Alexander Prosser, Econimics University Vienna, Austria
Gerald Quirchmayr, Universität Wien, Austria
Peter Reichstädter, Federal Chancellor's Office/Administrative Department IKT – Strategy, Austria
Reinhard Riedl, University of Zurich, Switzerland
Ahti Saarenpää, University of Lapland, Finland
Hans Jochen Scholl, University of Washington, United States
Erich Schweighofer, Universität Wien, Austria
Ignace Snellen, Erasmus University of Rotterdam, The Netherlands
Maddalena Sorrentino, Università degli Studi, Milano, Italy
Dieter Spahni, Institut für Wirtschaft und Verwaltung (IWV), Switzerland
Witold Staniszkis, Rodan Systems S.A., Poland
Makoto Takizawa, Graduate School of Science and Engineering, Tokyo Denki University, Japan
Efthemis Tambouris, Archetypon S.A., Greece
Roland Traunmüller, University of Linz, Austria
Volker Tschammer, Fraunhofer Fokus, Germany
Tom M. van Engers, Belastingdienst, The Netherlands
Mirko Vintar, University of Ljubljana, Slovenia
Francesco Virili, University of Cassino, Italy
Maria Wimmer, University of Linz, Austria

Additional Reviewers

Bartosz Nowicki, Rodan Systems, Poland
Mariusz Momotko, Rodan Systems, Poland
Robert Müller-Török, University of Debrecen, Leipzig, BBVL, Germany

Table of Contents

Introduction

e-Government: The Challenges Ahead 1
Roland Traunmüller and Maria Wimmer

e-Democracy

Electronic Democracy and Power 7
Anders R. Olsson

Young People and e-Democracy: Creating a Culture of Participation 15
Zoë Masters, Ann Macintosh, and Ella Smith

The Support for Different Democracy Models
by the Use of a Web-Based Discussion Board 23
Øystein Sæbø and Hallgeir Nilsen

The Framework of e-Democracy Development 27
Wichian Chutimaskul and Suree Funilkul

Networked ICT to Foster e-Democracy? 31
Peter Mambrey

Interoperability

Analysis of the Interoperability Frameworks in e-Government Initiatives 36
Luis Guijarro

An Overview of DC-Based e-Government Metadata Standards and Initiatives 40
Efthimios Tambouris and Konstantinos Tarabanis

Enterprise Architecture for e-Government 48
Beryl Bellman and Felix Rausch

Information Integration or Process Integration?
How to Achieve Interoperability in Administration 57
Ralf Klischewski

Security Requirements Engineering for e-Government Applications:
Analysis of Current Frameworks 66
Christos Kalloniatis, Evangelia Kavakli, and Stefanos Gritzalis

Semantic Lexicons for Accessing Legal Information 72
Maria-Teresa Sagri and Daniela Tiscornia

Impact of e-Government Interoperability in Local Governments 82
Norbert Benamou, Alain Busson, and Alain Keravel

Process Management

e-Government Intermediation 88
Aljosa Pasic, Anne-Marie Sassen, and Alicia Garcia

Comprehensive Process Management in Public Administrations – A Case Study . 93
Silke Palkovits and Andreas Rapp

Government Support for Energy Saving Projects 97
Michel R. Klein

Technical Issues

Reducing the Integration of Public Administration Databases
to Approximate Tree Matching 102
Nikolaus Augsten, Michael Böhlen, and Johann Gamper

Software Acquisition Based on Business Models 108
Peter Regner, Thomas Wiesinger, Josef Küng, and Roland Wagner

Customer Support for Job Learning on Demand 112
Margit Scholl and Sabine Schröter

e-Voting

Levels of Difficulty in Introducing e-Voting 116
Alexandros Xenakis and Ann Macintosh

Implementation of Quorum-Based Decisions in an Election Committee 122
Alexander Prosser, Robert Kofler, Robert Krimmer, and Martin Karl Unger

Services, Processes, General Assistance

Translating Customer-Focused Strategic Issues into Operational Processes
Through CRM – A Public Sector Approach 128
Luciano Batista and Peter Kawalek

Impact Analysis of Two World Custom Organization Technical Instruments –
Customs Data Model and Unique Consignment Reference – On Customs
Operations and Performance: Survey at 18 Customs Administrations 134
Juha Hintsa and Dietmar Jost

Electronic Public Service Delivery: Exploring the Use of Focus Groups for Ex Ante Program Evaluation 138
Eugène Loos

An e-Government Interface for the Director-General – Or: How to Support Decision Makers with an Electronic Chief Secretary? 144
Erich Schweighofer

Empowering the Regions

Presentation Strategy of Data Analysis and Knowledge for Web-Based Decision Support in Sustainable Urban Development 150
Marija Burinskiene and Vitalija Rudzkiene

What Have We Learned from the TANGO Arena for Regional Cooperation Around e-Government in Southern Sweden? 156
Sara Eriksén, Annelie Ekelin, Pirjo Elovaara, Yvonne Dittrich, Christina Hansson, and Jeff Winter

The Diffusion of e-Services in Danish Municipalities 164
Helle Zinner Henriksen

Economies of Scale in e-Government: Time for Evidence 172
Enrico Ferro, Marco Cantanmessa, and Emilio Paolucci

Methods and Tools

State of the Art in e-Gov Research – A Survey 178
Åke Grönlund

A Social Shaping Perspective on an e-Governmental System(ic) Failure 186
Elisabeth Davenport and Keith Horton

Rules, Norms, and Individual Preferences for Action: An Institutional Framework to Understand the Dynamics of e-Government Evolution 194
Ignacio J. Martinez-Moyano and J. Ramon Gil-Garcia

Reduction of the Administrative Burden: An e-Government Perspective 200
Rex Arendsen and Tom M. van Engers

G2G Collaboration

An Unsuccessful G2G Endeavor in Brazil 207
Luiz Antonio Joia

An International Trade Negotiation Framework for e-Government 211
Sheng Zhang, Fillia Makedon, James Ford, Calliope Sudborough, Lin Ai, Sarantos Kapidakis, Vangelis Karkaletsis, and Euripides Loukis

A Web-Based System for Supporting Structured Collaboration in the Public Sector 218
Nikos Karacapilidis, Euripides Loukis, and Stavros Dimopoulos

Supporting Inter-administration Cooperation: The EU-PUBLI.com Approach . . . 226
Mariangela Contenti, Alessandro Termini, Massimo Mecella, and Roberto Baldoni

Digital Building Permit Application: A Feasibility Study for a Shared Services Solution in the Netherlands 234
Marcel Hoogwout and Robbin te Velde

G2G Collaboration to Support the Deployment of e-Voting in the UK: A Discussion Paper 240
Alexandros Xenakis and Ann Macintosh

How to Modernize the People Registration Process. Experiences in the Leading e-Government Project in Germany 246
Ullrich Bartels and Frank Steimke

Reliable Peer-to-Peer Access for Italian Citizens to Digital Government Services on the Internet 250
Franco Arcieri, Fabio Fioravanti, Enrico Nardelli, and Maurizio Talamo

The Challenge of Inter-administration e-Government 256
Gerhard Lutz and Gamal Moukabary

Applying MDA Concepts in an e-Government Platform 260
Adriana Maria C.M. Figueiredo, Manuel de Jesus Mendes, Aqueo Kamada, José Renato Borelli, Marcos Antonio Rodrigues, Luciano L. Damasceno, José Gonzaga Souza, and Neil Paiva Tizzo

Change and Risk Management

e-Governance: Some Performance and Quality Assurance Aspects 266
Nicolae Costake

FRAMES Towards Risk Modelling in e-Government Services: A UK Perspective 270
Adrianos Evangelidis, Ann Macintosh, and Elisabeth Davenport

Public e-Procurement – Determinants of Attitudes Towards Adoption 278
Carl Erik Moe

e-Governance

e-Government as an Enabler of Public Management Reform: The Case of Switzerland 283
Jean-Loup Chappelet

Digital Divides Revisited: Towards a Model for Analysis 289
Annika Andersson

An Integrated Framework for Analyzing Domestic and International Digital Divides 293
Chien-Chih Yu and Hsing-I Wang

Content Analysis of a Local Government Initiated Discussion Forum 300
Lasse Berntzen

Explaining Successes and Failures of e-Government Implementation with Micropolitics 308
Angela Dovifat, Doreen Kubisch, Martin Brüggemeier, Klaus Lenk, and Christoph Reichard

PARMENIDES: Facilitating Democratic Debate 313
Katie Atkinson, Trevor Bench-Capon, and Peter McBurney

e-Government in Australia: A Citizen's Perspective 317
Hernan Riquelme and Passarat Buranasantikul

ID-Management and Security

Towards a Privacy Audit Programmes Comparison Framework 328
Kabouraki Konstantina, Gritzalis Stefanos, and Moulinos Konstantinos

Trust in e-Government Cooperation 332
Noor Huijboom and Marcel Hoogwout

Securing e-Government 336
Sonja Hof and Peter Reichstädter

Trust and Security. Digital Citizen Cards in Poland 342
Bogusław Banaszak and Katarzyna Rodziewicz

Policies and Strategies

Innovation Needs in the e-Government Scenario: A Survey 347
Mario A. Bochicchio, Maria Grazia Celentano, and Antonella Longo

Electronic Government: Scope and Scale of Process Change 355
Hans Jochen Scholl

Reorganisation of Government Back-Offices
for Better Electronic Public Services 363
Jeremy Millard

e-Government Impacts at the American Grassroots: An Initial Assessment 371
Donald F. Norris

Geographical Information Systems (GIS)

Towards Flexible Geographic Information Infrastructure for e-Government 377
Jerzy Auksztol and Tomasz Przechlewski

Spatial Application Integrating Infrastructure 381
Yingwei Luo, Wenjun Wang, Xinpeng Liu, Xiaolin Wang, and Zhuoqun Xu

Building e-Government Services over Spatial Data Infrastructures 387
Javier Nogueras-Iso, Miguel Ángel Latre-Abadía, Pedro R. Muro-Medrano, and F. Javier Zarazaga-Soria

Political Aspects of Spatial Data Infrastructures 392
F. Javier Zarazaga-Soria, Javier Nogueras-Iso, Rubén Béjar, and Pedro R. Muro-Medrano

Fire Service in Korea: Advanced Emergency 119 System
Based on GIS Technology 396
In-Hak Joo, Kwang-Soo Kim, and Min-Soo Kim

M-GIS – Mobile and Interoperable Access to Geographic Information 400
Jorge Cardoso, Artur Rocha, and João Correia Lopes

Implementing Spatial Analyzer Module into a Distributed GIS-Application 406
Miguel Torres, Serguei Levachkine, Marco Moreno, Rolando Quintero, and G. Guzmán

Public Discussion of Oporto's Municipal Master Plan:
An *e-Democracy* Service Supported by a Geographical Information System 410
Marco Amaro Oliveira, Alexandre Carvalho, and Luís Bártolo

Geographic Information and Public Participation
in Environmental Decision-Making 414
Henning Sten Hansen

Using Open Source GIS in e-Government Applications 418
Cláudio de Souza Baptista, Fábio Luiz Leite Jr., Elvis Rodrigues da Silva, and Anselmo C. Paiva

Legal Aspects

Self-regulation Model for e-Governance Legal Framework 422
Mindaugas Kiškis and Rimantas Petrauskas

A Review of Current e-Government Initiatives in Spain 428
Luis A. Sabucedo and Luis Anido

e-Government and Information Society: The First Regional Law in Italy 432
Isabella D'Elia

The LEFIS Network 436
Fernando Galindo

Information and Law in the Constitutional State 443
Ahti Saarenpää

Teaching and Empowering

Master Studies on e-Governance Administration:
The First Experience in Lithuania 453
Arunas Augustinaitis and Rimantas Petrauskas

Educational Programs in e-Government –
An Active, Practice- and Design-Oriented Network? 457
Pirjo Elovaara, Sara Eriksén, Annelie Ekelin, Christina Hansson, Monica Nilsson, and Jeff Winter

Teaching e-Government in Italy 460
Maria Angela Biasiotti and Roberta Nannucci

Qualification Requirements in e-Government:
The Need for Information Systems in Public Administration Education 464
Siegfried Kaiser

An e-Learning Tool for the Austrian Citizen Card 468
Peter Parycek, Johannes Schneider, and Michael Wagner

Designing Web Services

Applications and Interfaces for e-Government 472
Thomas Müllner and Dominik Grimm

Advancing the Government Enterprise Architecture – GEA:
The Service Execution Object Model 476
Vassilios Peristeras and Konstantinos Tarabanis

Modeling e-Government Service Workflows Through Recurring Patterns 483
Giannis Verginadis, Dimitris Gouscos, and Gregoris Mentzas

Web Services and Value Generation in the Public Sector 489
Maddalena Sorrentino and Francesco Virili

Electronic Services in a Decentralized State 496
Ronald Leenes and Jörgen Svensson

e-Government Success Factors 503
Jörg Becker, Björn Niehaves, Lars Algermissen, Patrick Delfmann, and Thorsten Falk

Public Information

Integration of Pre-existing Heterogeneous Information Sources in a Knowledge Management System 507
Witold Staniszkis, Edyta Kałka, Grzegorz Nittner, Eliza Staniszkis, and Jakub Strychowski

Encoding of Public Records and Procedures in Electronic Registries 515
Georgia Prokopiadou, Christos Papatheodorou, and Dionysis Moschopoulos

Registers as Part of Back Office Integration: The Austrian Experience 521
Josef Makolm

Electronic Access to Public Sector Information: Some Key Issues 525
Georg Aichholzer

Integration of Public Information at the Regional Level – Challenges and Opportunities 529
Leon Bobrowski, Mariusz Buzun, and Karol Przybszewski

Demand and Supply of Public Information Online for Business: A Comparison of EU Countries and the US 534
Patrizia Fariselli, Olana Bojic, and Julia Culver-Hopper

Workshop: Regional Developments in Global Connection

Regional Developments in Global Connection 538
Roland Traunmüller, Wichian Chutimaskul, and Bernhard Karning

Evolution of Information Systems in Malaysia 543
Azlinah Mohamed and Syed Helmy Syed Abu Bakar

The Challenge of Providing a Voter Registration System for Millions of Filipinos Living Overseas 547
Jose Luis Lacson and Kanta Matsuura

e-Government Policies, Strategies and Implementation:
e-Government in the Federal Country Belgium 549
Sabine Rotthier

e-Government:
A Strategy for Deploying Social Security Related Electronic Services 552
Christos Halaris and Giannis Verginadis

The Complex Nature of e-Government Projects:
A Case Study of Bhoomi, an Initiative in Karnataka, India 556
Rahul De' and Chiranjib Sen

The Future of e-Government:
Collaboration Across Citizen, Business, and Government 558
Dong-Hoon Yang, Seongcheol Kim, Changi Nam, and In-gul Lee

Framework for the e-Government Jigsaw Puzzle,
a Policy Implementation of Infra-e-Service on National Basis 560
Tibor Denes and Karl-Erik Andersson

Composition of e-Commerce and Geographic Information Services
for Emergency Management 562
José Poveda, Michael Gould, and Carlos Granell

Initial Experiments on the Effectiveness of Telephone Access
to Government Services 564
Laurens Cloete, Etienne Barnard, and Hina Patel

A Process Support System to Coordinate Societal Decision Processes 566
K. Nadia Papamichail and Ian Robertson

A Generic Architectural Framework of Municipal Information Systems:
A Vision 568
Siniša Nešković

Trade Unions in e-Democracy 570
Laurence Favier and Joël Mekhantar

Knowledge and Boundaries in e-Government 573
Francesco Bolici

Law, Knowledge and Mobility in Local Planning 575
Jeff Winter

Towards the Idea of a One-Stop-Administration: Experiences
from the Reorganisation of the Register of Companies in Luxembourg 577
Fernand Feltz and Patrik Hitzelberger

Author Index 581