

**9th European Conference on e-Government**  
**University of Westminster, London**  
**29-30 June 2009**

<b>Sunday 28 June 2009</b>						
<b>18:30</b>	Welcome reception (Until 1930)					
<b>Monday 29 June 2009</b>						
<b>09:00</b>	<b>Registration and Refreshments</b>					
<b>09:45</b>	<b>Room: Cayley Lecture Theatre</b> <b>Welcome from the conference chair: Panos Hahamis, Westminster Business School, University of Westminster</b>					
<b>10:00</b>	<b>Keynote address: Steve Jenner, UK Government advisor on IT Portfolio &amp; Benefits Management</b> <b>Realising Value from eGovernment investments</b>					
<b>10:55</b>	Conference splits into streams					
	<b>Room: M321</b> <b>Stream A: Information Strategy</b> <b>Chair: Tim Turner</b>	<b>Room: M322</b> <b>Stream B: Participation</b> <b>Chairs: Lasse Berntzen</b>	<b>Room: M323</b> <b>Stream C: Mini Track on e-Tax and e-Revenue</b> <b>Chairs: Pat Molan, Tom Kennedy and David O'Donnell</b>	<b>Room: M324</b> <b>Stream D: Mini Track on e-Justice</b> <b>Chairs: Bruno de Vuyst</b>	<b>Room: Chalk Suite 2</b> <b>Stream E: Interoperability</b> <b>Chairs: Nadia Amin</b>	<b>Room: Chalk Suite 3</b> <b>Stream F: Regional issues</b> <b>Chair: Frances Ekwulugo</b>
<b>11:00</b>	Strategies for Integrated Service Delivery and Supply Chain Management <b>van Veenstra</b> Anne Fleure, Marijn <b>Janssen</b> and Bram <b>Klievink</b> , Delft University of Technology, The Netherlands	Case Study: e-Youth City Council Project - An Alternative e-Government for Young People <b>Gibert Gemma</b> , Town Hall of Sant Andreu De Llaveneres, Spain	<b>Introduction to e-Tax &amp; e-Revenue Administration</b> <b>O'Donnell</b> David, Intellectual Capital Research Institute of Ireland, Pat <b>Molan</b> , Irish Revenue Commissioners, Limerick, Tom <b>Kennedy</b> , National Centre for Taxation Studies, University of Limerick	Gateways to Justice: The Use of Video Technology to Take Evidence in Australian Courts <b>Wallace</b> Anne, University of Canberra and Emma <b>Rowden</b> , University of Melbourne, Australia	Data Set Standardization and Its Reusability in e-Government Under an Interoperability Framework - A Pilot Project to Enhance the Re-usability of the Agreed Data Sets in 7 Government Domains <b>Boonmee</b> Choopool, Apitep <b>Saekow</b> , Thammasat University, Pathunthani, Thailand	Implementing e-Government in Iran <b>Yousefi-Azari</b> Hassan, University of Tehran, Iran
<b>11:30</b>	Challenges in Developing an Incipient Information Systems Strategy for Local e-Government: An Empirical Study of a British Local Authority <b>Wiredu</b> Gamel, Ghana Institute of Management & Public Administration (GIMPA), Accra, Ghana	Developing and Validating Measures for a Conceptual Model of Citizens' Trust in e-Government <b>Alsaghier</b> Hisham, Marilyn <b>Ford</b> , Anne <b>Nguyen</b> and Rene <b>Hexel</b> , Griffith University, Australia	On Coffee Cups and Revenue Collection: Visualising Relationship Capital and Radical Change <b>Butler</b> Michael and David <b>O'Donnell</b> , Irish Revenue Commissioners, County Clare, Ireland	Electronic Criminal Records in Greece: Applying e-Government Transformation Project Management Approach <b>Sarantis</b> Demetrios, Dimitris <b>Askounis</b> and Aikaterini-Maria <b>Sourouni</b> , National Technical University of Athens, Greece	XML Schema Design and Management for e-Government Data Interoperability <b>Lee</b> Thomas, University of Hong Kong, C T <b>Hon</b> , Macau University of Science and Technology and David <b>Cheung</b> , University of Hong Kong, China	The Evolution of Romanian Urban e-Government: 2006 – 2008 <b>Stoica</b> Virgil and Andri <b>Ilas</b> , Al. I. Cuza University of Iasi, Romania
<b>12:00</b>	e-Government Success Factors: A Survey <b>Al-Kaabi</b> Reem and Ezz <b>Hattab</b> , Arab Academy for Banking and Financial Sciences, Amman, Jordan	Determinants of User Continuance Intention to use e-Government <b>Almahamid</b> Soud, Al Hussein Bin Talal University, Ma'an, Jordan	Whither Ireland's e-Commerce Hub? <b>Collins</b> Tom, University Of Limerick, Ireland	The use of ICT in Brazilian Courts <b>Fragale Filho</b> Roberto, Universidade Federal Fluminense, Rio de Janeiro, Brazil	IPIS: Interoperability Practical Implementation Support for e-Government Interoperability <b>Saekow</b> Apitep and Choopool <b>Boonmee</b> , Thammasat University, Pathunthani, Thailand	e-Government in South Africa: Successes and Challenges in the Quest to Bridge the Digital Divide <b>Sibanda</b> Omphemetse, University of South Africa, Pretoria, South Africa
<b>12:30</b>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

**9th European Conference on e-Government**  
**University of Westminster, London**  
**29-30 June 2009**

<b>13:45</b>	<p><b>Room: Cayley Lecture Theatre</b></p> <p><b>Panel Discussion led by Panos Hahamis on the topic of Social Media and Citizens Participation</b></p> <p><b>Andy Williamson, e-Democracy Programme Director, Hansard Society, Michael Cross, Technology Journalist, The Guardian newspaper</b>  <b>Lasse Berntzen, Vestfold University College, Vestfold, Norway, Nadia Amin, Principal Lecturer in Information Management, Westminster Business School</b>  <b>Helene Pritchard, Senior Lecturer in Legal and Policy Studies, Westminster Business School</b></p>					
	<p><b>Room: M321</b>  <b>Stream A: Policy</b>  <b>Chair: Rene Hexel</b></p>	<p><b>Room: M322</b>  <b>Stream B: e-Participation</b>  <b>Chair: Gamel Wiredu</b></p>	<p><b>Room: M323</b>  <b>Stream C: Mini Track on e-Tax and e-Revenue</b>  <b>Chairs: Pat Molan, Tom Kennedy and David O'Donnell</b></p>	<p><b>Room: M324</b>  <b>Stream D: Mini Track on e-Justice</b>  <b>Chairs: Bruno de Vuyst</b></p>	<p><b>Room: Chalk Suite 2</b>  <b>Stream E: Interoperability</b>  <b>Chair: Joanne Kuzma</b></p>	<p><b>Room: Chalk Suite 3</b>  <b>Stream F: Regional issues</b>  <b>Chair: Ram Lal</b></p>
<b>14:30</b>	<p>The Contribution of e-Government to the New Conditionality in Social Policy  <b>Henman Paul</b>, The University of Queensland, Brisbane, Australia</p>	<p>A Collaboration Pattern Language for e-Participation: A Strategy for Reuse  <b>Ali Hayat</b> and <b>Linda Macaulay</b> and <b>Liping Zhao</b>, University of Manchester, UK</p>	<p>An e-Government Stages of Growth Model Based on Research within the Irish Revenue Offices  <b>de Brí Finn</b>, Office of the Revenue Commissioners, Dublin, Ireland</p>	<p>Dynamic Case Weighting: Using the Data We Have to Manage the Courts  <b>McMillan James</b>, National Center for State Courts - USA and <b>Hon and Carolyn Temin</b>, Court of Common Pleas, Philadelphia, PA, USA</p>	<p>Government Process Reengineering in Practice: A Case Study of G2B Transaction's Interoperability Achievement  <b>Sourouni Aikaterini-Maria</b>, Harry <b>Tzavdaris</b>, George <b>Kourlimpinis</b>, Christos <b>Ntanos</b> and <b>Dimitris Askouris</b>, National Technical Univeristy of Athens, Greece</p>	<p>Evaluating the G2B Capability of Local Government Portals: Take Tianjin Binghai New Area and Shanghai Pudong of China as Examples  <b>Wang Fang</b> and <b>Lina Zhai</b>, Business School of Nankai University, Tianjin, China</p>
<b>15:00</b>	<p>UK Government Policy on Citizens' Access to Public Information  <b>Buckley Owen Barbara</b>, Louise <b>Cooke</b> and <b>Graham Matthews</b>, Loughborough University, UK Research in progress</p>	<p>New Index for Measuring Feedback and e-Participation Effectiveness of e-Government in Russia  <b>Leonova Marina</b>, Moscow Institute of System Analysis, Russia</p>	<p>ISEL: Private Companies Collect e-Taxes  <b>Glassey Olivier</b>, IDHEAP/Swiss Public Administration Network and <b>Alain Sandos</b>, Université de Neuchâtel, Switzerland</p>	<p>IT Alignment in the Malaysian Public Sector: e-Syariah as a Case of Study  <b>Muhammad Muhd Rosydi</b>, Warwick Business School, UK</p>	<p>Harmonising and Exchanging Public Service Information between Public Service Centres-Requirements, Constraints and Outline of a Solution  <b>Jahns Veit</b>, Frank Dieter <b>Dorloff</b> and <b>Volker Schmitz</b>, University of Duisburg-Essen, Germany</p>	<p>Organizational Reflexivity and Flexibility in e-Government: The Case of Québec, Canada  <b>Boudreau Christian</b>, École Nationale d'Administration Publique, Quebec, Canada</p>
<b>15:30</b>	<p>Deriving the Impact of Governmental Decisions by Mining Public Opinions  <b>Stylios George</b>, Sofia <b>Stamou</b> and <b>Dimitris Christodoulakis</b>, University of Patras, Greece</p>	<p>An Exploration of the 'Citizens Insight' Systems: A Case Study  <b>Mavroudakis Thomas</b>, University of Athens, Panos <b>Hahamis</b>, Westminster Business School, Lasse <b>Berntzen</b>, Vestfold University College, Norway et</p>	<p>Channels of Contact with Revenue: Is the Telephone Irreplaceable  <b>Manai Giuseppe</b>, Mary <b>Dwyer</b>, Duncan <b>Cleary</b>, Irish Revenue Commissioners, Ireland</p>	<p>Web 2.0 in e-Government: The Challenges and Opportunities of Wikis in Legal Matters  <b>Decman Mitja</b>, University of Ljubljana, Slovenia</p>	<p>Prototype Implementation of DynaVote e-Voting Protocol  <b>Cetinkaya Orhan</b>, Middle Eastern Technical University and <b>M. Levent Koc</b>, Bilkent University, Ankara, Turkey</p>	<p>Towards an Understanding of the Factors Influencing the Acceptance and Diffusion of e-Government Services  <b>Mahadeo Jyoti Devi</b>, University of Technology, Mauritius</p>
<b>16:00</b>	<b>Refreshments</b>					
	<p><b>Room: M321</b>  <b>Stream A: Accessibility and Architectures</b>  <b>Chair: Kamelia Stefanova</b></p>	<p><b>Room: M322</b>  <b>Stream B: e-Democracy</b>  <b>Chair: Paul Henman</b></p>	<p><b>Room: M323</b>  <b>Stream C: Mini Track on e-Tax and e-Revenue</b>  <b>Chairs: Pat Molan, Tom Kennedy and David O'Donnell</b></p>	<p><b>Room: M324</b>  <b>Stream D: Human and Social issues</b>  <b>Chairs: Mitja Decman</b></p>	<p><b>Room: Chalk Suite 2</b>  <b>Stream E: Interoperability</b>  <b>Chairs: Panos Hahamis</b></p>	<p><b>Room: Chalk Suite 3</b>  <b>Stream F: Regional issues</b>  <b>Chair: Christian Longhi</b></p>
<b>16:30</b>	<p>Analysis of UK Parliament Web Sites for Disability Accessibility  <b>Kuzma Joanne</b> and <b>Colin Price</b>, University of Worcester, UK EG-039</p>	<p>QUIMBY: An Innovative Open Source Solution for e-Democracy  <b>Miori Vittorio</b> and <b>Dario Russo</b>, Italian National Research Council, Pisa, Italy</p>	<p>Equality Across the Board – Tackling our Non-Compliant Customers  <b>Walsh Susan</b>, Irish Revenue Commissioners, Ireland</p>	<p>Social Impact of Information: Implications for a Semi-Governmental Institution  <b>Bopape Maishe</b>, Sam <b>Lubbe</b>, UNISA, Pretoria and <b>Rembrandt Klopper</b> University of Kwa Zulu Natal, Durban, South Africa</p>	<p>IT Governance and EuroSOX: Compliance or Confusion?  <b>Fairchild Alea</b> and <b>de Vuyst Bruno</b>, Vesalius College, Brussels, Belgium</p>	<p>Governance in Rural India: An Empirical Study  <b>Lal Ram</b>, IIT Delhi and <b>Abid Haleem</b>, Jamia Millia Islamia, New Delhi, India</p>
<b>17:00</b>	<p>Ontology Driven e-Government  <b>Salhofer Peter</b>, <b>Stadlhofer Bernd</b> and <b>Gerald Tretter</b>, FH Joanneum University of Applied Sciences, Graz, Austria</p>	<p>Aligning Electronic Government and Public Administration Reform Programs - Process, Tool sand Case Study  <b>Ojo Adegboyega</b>, Tomasz <b>Janowski</b> and <b>Mohamed Shareef</b>, United Nations University, Macao, China</p>	<p>Missing Trader Intra-Community Fraud: European e-VAT  <b>Garner Victoria</b>, University of Westminster, London, UK</p>	<p>Human Capital Challenges for Sustainable e-Government  <b>Kumta Gita</b>, SVKM's NMIMS University, Mohan <b>Datar</b>, ABM Knowledgeware Ltd., Mumbai, India</p>	<p>Monitoring of Cross-Organizational Business Processes in Public Administrations  <b>Matheis Thomas</b>, Peter <b>Loos</b>, German Research Center for Artificial Intelligence (DFKI), Timo <b>Herborn</b>, Maria <b>Wimmer</b>, University of Koblenz and <b>Jörn Freiheit</b>, Max-Planck-Institute,</p>	<p>IT Enactment of New Public Management in Africa: The Case Study of the Health Information Systems in Kenya  <b>Bernardi Roberta</b>, University of Warwick Business School, Coventry, UK</p>
<b>17:30</b>	<b>Close of conference day</b>					
<b>18:30</b>	<b>Buses leave the University to go to Temple Pier to Board the boat for the Conference dinner on the River Thames</b>					
<b>22:00</b>	<b>Boat returns and Buses return to the University</b>					

**9th European Conference on e-Government**  
**University of Westminster, London**  
**29-30 June 2009**

<b>Tuesday 30 June 2009</b>						
<b>09:30</b>	<b>Room: Cayley Suite</b> <b>Opening remarks for Day 2</b>					
<b>09:45</b>	<b>Keynote address: John Suffolk, Government CIO, London, UK</b>					
<b>10:30</b>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	<b>Room: M321</b> Stream A: e-Government Evaluation Chair: Choopol Boonmee	<b>Room: M322</b> Stream B: Research Chair: Bernt Krohn Solvang	<b>Room: M323</b> Stream C: Security Chair: Adegboyega Ojo	<b>Room: M234</b> Stream D: Local Government Chair: Thomas Mavroudakos	<b>Room: Chalk Suite 2</b> Stream E: Frameworks and models Chair: Mohan Datar	<b>Room: Chalk Suite 3</b> Stream F: Regional issues Chair: Omphemetse Sibanda Sr
<b>11:00</b>	Towards an Interpretive Framework for e-Government Applications Evaluation in a Developing Country that Supports Learning <b>Kasimin</b> Hasmiah, Noraidah Shahri, Zulridah Mohd <b>Noor</b> , Yazrina <b>Yahya</b> and Aini <b>Aman</b> , Universiti Kebangsaan, Malaysia	3GEG: Exploring the Hidden Dimensions of Government ICT <b>Bannister</b> Frank, Trinity College Dublin and Regina <b>Connolly</b> , Dublin City University, Ireland	New Software Tools for Internal Control in the Private Sector: Can they work in Government? <b>Griggs</b> Kenneth and Rosemary <b>Wild</b> , California Polytechnic State University, San Luis Obispo, CA, USA	Local Innovation Policies in Services: The Role of Local Government in the Implementation of e-Administration <b>Attour</b> Amel and Christian <b>Longhi</b> , University of Nice Sophia Antipolis, France	Multi-Level Life-Event Abstraction Framework for e-Government Service Integration <b>Sanati</b> Farzad, Faculty of Engineering & IT, and Jie <b>Lu</b> , University of Technology, Sydney, Australia	Role of e-Information on the Ex-Ante Transaction Cost Facing Foreign Investors in Developing Economies <b>Kachwamba</b> Muhajir and Ashatu <b>Hussein</b> , University of Agder, Norway
<b>11:30</b>	Measuring e-Government: The Case of e-Government Across the 27 European Union Member States. A comparative Measurement of the Progress of Online Services Delivery using Multi-Criteria Analysis (MINORA) <b>Giannakopoulos</b> Dionisios and Panagiotis <b>Manolitzas</b> , Technological Institute of Piraeus, Greece	A Review of Reviews about e-Government: What are we not doing? <b>Turner</b> Tim, UNSW@ADFA, Canberra, Australia	NCSecMM: A National Cyber Security Maturity Model for an Interoperable "National Cyber Security" Framework <b>El Kettani</b> Mohamed Dafir, University Mohammed V-Souissi and Taieb <b>Debbagh</b> , General Secretary of the Ministry of Industry, Commerce and New Technologies, Rabat, Morocco	Requirements Analysis for an e-Government System to Support Multi-Organisational Collaborative Groups <b>Harris</b> Joycelyn, Lily <b>Sun</b> and Andrew <b>Adams</b> , University of Reading, UK	Failure to Transform: the Gap in e-Government Stage Models <b>Klievink</b> Bram, Anne Fleure <b>Van Veenstra</b> and Marijn <b>Janssen</b> , Delft University of Technology, The Netherlands	Fez e-Government Project: An Initiative Transforming Scientific Research to Value in Morocco <b>Kettani</b> Driss and Asmae <b>El Mahdi</b> , Al Akhawayn University in Ifrane, Morocco
<b>12:00</b>	Evaluating Government Websites Using a Multi-Criteria Decision-Making Approach <b>Buyukozkan</b> Gulcin, Galatasaray University, Istanbul, Turkey	Developing Measures of e-Government Progress Using Action Research <b>Phythian</b> Mick, Ben <b>Fairweather</b> and Richard <b>Howley</b> , De Montfort University, Leicester, UK	Privacy, Transparency and Identity: The Implementation of the e-ID card in Belgium <b>Fairchild</b> Alea and Bruno <b>de Vuyst</b> , Vesalius College, Brussels, Belgium	e-Financial Reporting Within the Romanian Public Sector Governance <b>Tiron Tudor</b> Adriana, Babes Bolyai University, <b>Rodica Blidisel</b> , West University from Timisoara and Adina <b>Popa</b> , Eftimie Murgu University of Resita, Romania	Understanding the Government-to-e-Government Transition Using a Soft Systems Approach: What is e-Government supposed to do? <b>Almagwashi</b> Haya and Stephen <b>MacIntosh</b> , Cardiff University, UK	Challenges to e-Government: Managing Electronic Records in China <b>Feng</b> Huiling, Xiaomi <b>An</b> , Yuenan <b>Liu</b> , Renmin University of China and Andy <b>Dawson</b> , University College London, UK
<b>12:30</b>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

**9th European Conference on e-Government**  
**University of Westminster, London**  
**29-30 June 2009**

	<b>Room: M321</b> <b>Stream A: Identity Management</b> <b>Chair: Frank Bannister</b>	<b>Room: M322</b> <b>Stream B: Leadership and Governance</b> <b>Chair: Mick Phythian</b>	<b>Room: M323</b> <b>Stream C: Security</b> <b>Chair: Ken Griggs</b>	<b>Room: M324</b> <b>Stream D: Case Studies</b> <b>Chair: Panos Hahamis</b>	<b>Room: Chalk Suite 2</b> <b>Stream E: Project Management</b> <b>Chair: Helene Pritchard</b>	<b>Room: Chalk Suite 3</b> <b>Stream F: Regional issues</b> <b>Chair:</b>
<b>13:30</b>	European e-Government Identity Management Architecture Design and Evaluation <b>Stefanova</b> Kamelia, University of National and World Economy, Dorina <b>Kabakchieva</b> and Roumen <b>Nikolov</b> , Sofia University St. Kl. Ohridski, Bulgaria	The Effects of IT Maturity on the Political and Administrative Chains of Governance <b>Solvang</b> Bernt Krohn, University of Agder, Norway	The Security Paradox: Disclosing Source Code to Attain Secure Electronic Elections <b>Zissis</b> Dimitrios and Dimitrios <b>Lekkas</b> , University of the Aegean, Greece	Spatial e-Government: The Development of a Soil Database for Science and Public Sector Usage <b>Hitzelberger</b> Patrik, Christoph <b>Hissler</b> , Bartosz <b>Domagalski</b> , Jerome <b>Juilleret</b> , Fernand <b>Feltz</b> , CRP Gabriel Lippmann and Simone <b>Marx</b> , Administration des Services Techniques de L'Agriculture, Ettelbruck, Luxembourg	Structuring Risk in e-Government Development Projects using Causal Models <b>Al-Shehab</b> Abdullah, Kuwait Ministry of Defence, <b>Thalaya</b> Al-Fozan, Kuwait University, Gilberto <b>Montibeller</b> , London School of Economics, UK, Robert <b>Hughes</b> and Graham <b>Winstanley</b> , University of Brighton, UK	Citizens' Readiness for e-Government in Developing Countries (CREG) <b>Abdelghaffar</b> Hany, The German University in Cairo, Egypt
<b>14:00</b>	From Student Smartcard applications to the German Electronic Identity Card <b>Langer</b> Lucie, Axel <b>Schmidt</b> and Alex <b>Wiesmaier</b> , Technische Universität Darmstadt Germany	The Major Challenges to Cross-Border Interoperability Public e-Procurement <b>Yildirim</b> Imamoglu Meltem, The Board of Inspection - Ministry of Finance, Ankara, Turkey	Voter Verifiable and Single Transferable Electronic Voting for Elections with Electoral Barriers <b>Yucel</b> Okan and Nazife <b>Baykal</b> , Middle East Technical University, Ankara, Turkey	Use of Business Intelligence Tools for Improving e-Government Processes - Case Study: Process of Graduation in the University of Tehran <b>Ketabchi</b> Elnaz and Mohamadreza <b>Mortazavi</b> , University of Tehran, Iran	Examining e-Government Project Failure Through Differing Theoretical Lens <b>Stanforth</b> Carolyne, University of Manchester, UK	The Projection of an Online Platform for the Dissemination of Environmental Information: Support for the e-Governance Implementation in Romania <b>Gradinaru</b> Giani and <b>Olteanu</b> Simona, Academy of Economic Studies from Bucharest, Romania
<b>14:30</b>	<b>Room: Cayley Lecture Theatre</b> <b>Closing remarks reflecting on the issues raised during the conference</b> <b>Led by the Conference Chair, Panos Hahamis, University of Westminster, UK</b>					
<b>15:00</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>	<i>Close of Conference</i>