

<b>Wednesday 15 June 2011</b>					
<b>18:30</b>	<b>Welcome reception and early registration at the HOTEL SLON</b>				
<b>Thursday 16 June 2011</b>					
<b>9:00</b>	<b>Registration and Refreshments</b>				
<b>9:30</b>	<b>Room: P1</b> <b>Welcome from the conference Co-chairs: Mitja Decman and Maja Klun</b>				
<b>9:45</b>	<b>Room: P1</b> <b>Keynote address: Dr. Aleš Dobnikar, E-Government and Administrative Processes Directorate, Ministry of Public Administration, Slovenia</b>				
<b>10:30</b>	<b>Conference splits into streams</b>				
	<b>Room: P2</b> <b>Stream A: Frameworks</b> <b>Chair: Isabel Aneger</b>	<b>Room: P3</b> <b>Stream B: Regional Experiences</b> <b>Chairs: Kerstin Grunden</b>	<b>Room: P4</b> <b>Stream C: Mini track on e-Government Interoperability</b> <b>Chairs: Mila Gasco and Carlos Jimenez</b>	<b>Room: P6</b> <b>Stream D: Mini Track on Implementation Strategies for Developing Countries</b> <b>Chair: Zaigham Mahmood</b>	<b>Room: P7</b> <b>Stream E: Citizen Engagement</b> <b>Chair: Martin de Saulles</b>
<b>10:45</b>	Towards a Unified Semantic-Driven Methodology Framework for e-Government Systems Development <b>Fonou Dombeu Jean Vincent</b> , Vaal University of Technology, South Africa and Magda <b>Huisman</b> , North-West University, South Africa	National Electronic Government Strategies in Austria <b>Oberer Birgit</b> , Kadir Has University and Alptekin <b>Erkollar</b> , Halic University, Istanbul, Turkey	Interoperability in the Justice Field: Variables that Affect Implementation <b>Gasco Mila</b> , ESADE's Institute of Public Governance and Management and Carlos E. <b>Jiménez</b> , Justice Department of the Autonomous Government of Catalonia, Barcelona Spain	International Assistance Relationship to e-Government Development and Benchmarking <b>Kromidha Endrit</b> , Royal Holloway University of London, UK	Adopting Web 2.0 in Building Participatory e-Government – A Perception Contour from Inside the Government <b>Pan Ching-Heng</b> , National Chung Hsing University, Taichung and Lichun <b>Chiang</b> , National Cheng Kung University, Taiman, Taiwan
<b>11:15</b>	Semantic-Driven e-Government: Correlating Development Phases with Semantic e-Government Specific Ontology Models <b>Fonou Dombeu Jean Vincent</b> , Vaal University of Technology and Magda <b>Huisman</b> , North-West University, South Africa	e-Government and Service Delivery at the Local Level: A Comparative Analysis of Three Canadian Municipalities <b>Grant John</b> , McMaster University, Hamilton, Frank <b>Ohemeng</b> , University of Ottawa and Roberto <b>Leone</b> , Wilfrid Laurier University, Ontario, Canada	Risk Management in a Cooperation Context <b>Castelnovo Walter</b> , University of Insubria, Italy	Enhancement of Public Service Effectiveness by Partially Automating Service Request Paper Forms Using Citizen ID Smartcard <b>Boonmee Choopol</b> , Rattapol <b>Chatchumsai</b> , Thammasat University, Tawa <b>Khampachoa</b> , King Mongkut's University of Technology and Chakree <b>Chuenura</b> , Dept of Province Admin., Thailand	Providing Public Services Through Digital Postal Networks: A Position Paper <b>Church Liam</b> and Maria <b>Moloney</b> , Escher Group Ltd, Dublin, Ireland (Non-academic)
<b>11:45</b>	Comparative Analysis of Information Security Governance Framework: A Public Sector Approach <b>Rebollo Oscar</b> , Ministry of Labour and Immigration, Daniel Mellado, Spanish Tax Agency Luis Enrique <b>Sanchez</b> and Eduardo <b>Fernández-Medina</b> , University of Castilla-La Mancha, Spain	Electronic Health Records Management and Preservation: The Case of Slovenia <b>Decman Mitja</b> , University of Ljubljana, Slovenia	Multi-level Interoperability for ICT-Enabled Governance: A Framework for Assessing Value Drivers and Implications for European Policies <b>Misuraca Gianluca</b> , Institute for Prospective Technological Studies, Spain, Giuseppe <b>Alfano</b> , University of Udine, Italy and Gianluigi <b>Viscusi</b> , University of Milano-Bicocca, Italy	Development of User Authentication for Web Application Sign-on Mechanism using Oasis SAML Standard with Thai Citizen ID card <b>Boonmee Choopol</b> , Peera <b>Tharaphant</b> , Thammasat University and Pipop <b>Damtongsuk</b> , Department of Provincial Administration, Bangkok, Thailand	Crowd-sourcing Techniques: Participation, Transparency and the Factors Determining the Co-production of Policy <b>Griffiths Mary</b> , University of Adelaide, Australia
<b>12:15</b>	Sustaining Electronic Governance Programs in Developing Countries <b>Dzhusupova Zamira</b> , Tomasz <b>Janowski</b> , Adegboyega <b>Ojo</b> and Elsa <b>Estevez</b> , United Nations University, Macao SAR, China	Pan-European e-Government and e-Health Services in Slovenia <b>Berce Jaro</b> , Basja <b>Vehovar</b> , Ana <b>Slavec</b> and Mirko <b>Vintar</b> , University of Ljubljana, Slovenia	Developing Measures for Benchmarking the Interoperability of Public Organizations <b>Maheshwari Devender</b> , Anne Fleur <b>Van Veenstra</b> and Marijn <b>Janssen</b> , Delft University of Technology, Netherlands	A Pilot Development of PKI Digital Signatures on Electronic Correspondence Using Citizen ID Smartcards <b>Boonmee Choopol</b> , Peera <b>Tharaphant</b> , Thammasat University and Pipop <b>Damtongsuk</b> , Department of Provincial Administration, Bangkok, Thailand	The Connect Digitally Programme: Shaping Parental Engagement through Technology <b>Derrick Amanda</b> , Alan <b>Strickley</b> and Tim <b>Spiers</b> , Hertfordshire County Council, UK (non-academic, presentation only)
<b>12:45</b>	<b>Lunch</b>				

**11th European Conference on e-Government  
16-17 June 2011**

	<b>Room: P2</b> <b>Stream A: Frameworks and models</b> <b>Chair: Wlaler Castelnovo</b>	<b>Room: P3</b> <b>Stream B: e-Government Applications</b> <b>Chair: Jaro Berce</b>	<b>Room: P4</b> <b>Stream C: Democracy</b> <b>Chairs: Doug Thomson</b>	<b>Room: P6</b> <b>Stream D: Mini Track on Implementation Strategies for Developing Countries</b> <b>Chair: Zaigham Mahmood</b>	<b>Room: P7</b> <b>Stream E: Citizen Engagement</b> <b>Chair: Panos Hahamis</b>
<b>14:00</b>	A Framwork for Transitioning to Mobile Government <b>Al-Khamayseh</b> Shadi, Dubai Womens College Higher College of Technology, UAE and Elaine <b>Lawrence</b> , University of Technology, Sydney, Australia	Implementation of a Contact Centre in a Swedish Municipality <b>Grundén</b> Kerstin, University West, Sweden	Evaluating the Development of e-Government Systems: The case of Polish Local Government Websites <b>Porebski</b> Leszek, AGH University of Science and Technology, Krakow, Poland	Development of an Electronic Correspondence Time-stamping Service using Oasis Digital Signature Services <b>Boonmee</b> Choopol, Rattapol <b>Chatchumsai</b> , Thammasat University and Sunet <b>Boonmee</b> , IT Dabos, Bangkok, Thailand	Citizen-Government Interaction in Russia: e-Government as Tradition Bearer <b>Trakhtenberg</b> Anna, Institute of Philospoy of Law, Russian Academy of Sciences, Ekaterinburg, Russia
<b>14:30</b>	Challenges to the Design and Use of Stages-of-Growth Models in e-Government <b>Maheshwari</b> Devender, Anne Fleur <b>Van Veenstra</b> and Marijn <b>Janssen</b> , Delft University of Technology, Netherlands	A Common Process Model to Improve e-Service solutions-The Municipality Case <b>Christiansson</b> Marie-Therese, Karlstad University, Sweden	The Workload for the Structural Implementation of e-Democracy: Local Government Policy Issues Combined with the Policy Cycle and Styles of Citizenship <b>Mulder</b> Bert and Martijn <b>Hartog</b> , eSociety Institute of The Hague	Barriers to Developing e-Government Projects in Developing Countries <b>Mahmood</b> Zaigham, University of Derby, UK	Towards Estimating User's Stength of Opinion in Forum Texts about Governmental Decisions <b>Stylios</b> George, Christos <b>Katsis</b> , Vasiliki <b>Simaki</b> , Sofia <b>Stamou</b> and Dimitris <b>Christodoulakis</b> , University of Patras, Greece
<b>15:00</b>	The Stages of e-Government: Correlation between Characteristics that Affect e-Government Systems <b>Al-Sebie</b> Madi, Taibah University, Saudi Arabia	GESTIONA platform: The BPO solution for e-government services based on Cloud & Open Government principles <b>Pastor</b> Guillermo, Espublico, Spain	Digital Inclusion: a target not always desirable <b>Polzonetti</b> Alberto, Barbara <b>Re</b> and Concetta <b>De Vivo</b> , UNICAM, Italy	Evaluation of e-Government Implementation at Federal, State and Local Government Levels in Malaysia <b>Abu Bakar</b> Ahmad Bakeri, International Islamic University, Kuala Lumpur, Malaysia	The Role of National Culture on Citizen Adoption of e-Government Websites <b>Al-Hujran</b> Omer, Princess Sumaya University for Technology and Mahmoud Al-Dalahmeh, University of Jordan
<b>15:30</b>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	<b>Room: P2</b> <b>Stream A: Security, trust and legal issues</b> <b>Chairs: Faiia Marcoux</b>	<b>Room: P3</b> <b>Stream B: Regional Experiences</b> <b>Chair: Elaine Lawrence</b>	<b>Room: P4</b> <b>Stream C: Assessing the Impact of e-Government Solutions</b> <b>Chair: Peter Lipp</b>	<b>Room: P6</b> <b>Stream D: Mini Track on Implementation Strategies for Developing Countries</b> <b>Chair: Zaigham Mahmood</b>	<b>Room: P7</b> <b>Stream E: PhD Colloquium</b> <b>Chair/Discussant: Mitja Decman</b>
<b>16:00</b>	Combating Identity Fraud in the Public Domain: Information Strategies for Healthcare and Criminal Justice <b>Plomp</b> Marijn and Jan <b>Grijpink</b> , Utrecht University, The Netherlands	Measuring Performance of e-Government for the Disabled: Theory and Practice in Taiwan <b>Chu</b> Pin-Yu, Tong-yi <b>Huang</b> and Ning-wan <b>Huang</b> , National Chengchi University, Taipei, Taiwan, R.O.C.	An Efficient, Effective e-Government Enterprise Resource Planning Model <b>Thomson</b> John Douglas, RMIT, Melbourne, Australia	Adapting Family Card System by Means of Smart Cards <b>El-Hennawy</b> Magdy, Tarek <b>Saad</b> , Ashraf Abdel <b>Wahab</b> and Saneh <b>Bedair</b> , Ministry of State for Administrative Development, Egypt	<b>1600-1610</b> Quality of Services and Citizen Profiling in e-Government <b>Becker</b> Mélanie, Gronier <b>Guillaume</b> and Sandrine <b>Reiter</b> , Public Research Centre Henri Tudor, Luxembourg <b>1615-1625</b> Maturity Models Transition from E-government Interoperability into T-government: Restyling Dynamic Public Services Through Integrated Transformation of Service Delivery <b>El Aichi</b> Mohamed Mohyi Eddine and Mohamed Dafir Ech-Cherif <b>el Kettani</b> , ENSIAS- Université Mohammed V-Souissi, Morocco <b>16:30-16:40</b> A Quest for an Applicable Model of Growth for DirectGov <b>Hahamis</b> Panos, University of Westminster, London, UK <b>1640-1700</b> <b>Discussion and feedback</b>
<b>16:30</b>	The Effect of User's Satisfaction of Web Security on Trust in e-Government <b>Chiang</b> Lichun, National Cheng Kung University, Ching-Yuan <b>Huang</b> , SHU-TE University and Wu-Chuan <b>Yuang</b> , I-Shou University, Taiwan	Public Procurement and Internet-purchasing: The Defence Sector Evidence <b>Pomazalová</b> Natasa and Zbyšek <b>Korecki</b> , University of Defence, Czech Republic	Framework Guidelines to Measure the Impact of Business Intelligence and Decision Support Methodologies in the Public Sector <b>Boselli</b> Roberto, Mirko <b>Cesarini</b> and Mario <b>Mezzanica</b> , University of Milan Bicocca, Italy	Moving Fast Forward Toward National Data Standardization Initiative <b>Kawtrakul</b> Assanee, Intiraporn <b>Mulastra</b> and Somchoke <b>Ruengittinun</b> , Kasetsart University, Tawa <b>Khampachua</b> , King Mongkut's University of Technology, Bangkok, Thailand (Non-Academic)	
<b>17:00</b>	<i>Close of conference day</i>	<i>Close of conference day</i>	<i>Close of conference day</i>	<i>Close of conference day</i>	<i>Close of conference day</i>
<b>19:00</b>	<b>Reception followed by the Conference Dinner at the City Hall</b>				
<b>Friday 17 June 2011</b>					

8:30	Refreshments available				
9:00	Room: P1 Opening remarks for Day 2				
	Room: P2 Stream A: Research and education Chair: Darren Mundy	Room: P3 Stream B: e-Participation Chair: Mary Griffiths	Room: P4 Stream C: e-Government Applications Chairs: Princeley Ifinedo	Room: P6 Stream D: Mini Track on Implementation Strategies for Developing Countries Chair: Zaigham Mahmood	Room: P7 Stream E: Mini Track on e-Tax and e-Revenue Administration Chair: Pat Molan and Tom Collins
9:15	Collaborative Network Analysis of Two e-Government Conferences: Are We Building a Community? Erman Nusa and Ljupco Todorovski, University of Ljubljana, Slovenia	Citizen Participation in Urban Planning: Looking for the "E" Dimension in the EU National Systems and Policies Concilio Grazia, DiAP-Politecnico di Milano and Francesco Molinari, PARTERRE Project, Italy	Outsourcing of IT Projects in the Public Sector - Sustainable Solution or Erosion of the Public Sector Stanimirovic Dalibor and Mirko Vintar, University of Ljubljana, Slovenia	Business IT Alignment as Enabler for E-Government Implementation in Syria Kanaan Raed, University of Banking and Financial Sciences, Kamal Atieh, Arab Academy for Banking and Financial Sciences and Omar Subhi Aldabbas, Al Balqa Applied University, Jordan	Does e-Taxation Reduce Taxation Compliance Costs Klun Maja, University of Ljubljana, Slovenia
9:45	ICT Education and Access as Strategies to Generate and Distribute e-Government Content Ahmadi Zeleti Fatemeh and Erja Mustonen-Ollila, Lappeenranta University of Technology, Finland	Sustainable e-Participation in Estonia Hinsberg Hille, Government Office, Estonia (Non-academic presentation only)	Technology Adoption and Innovation in Public Services. The Case of e-Government in Italy Arduini Davide, University of Urbino "Carlo Bo", Mario Denni, Italian Competition Authority, Gerolamo Giungat and Antonello Zanfei, Italian National Institute of Statistics, Italy	Exploring Facilitators and Challenges Facing ICT 4D in Tanzania Yonazi, Jim, Insitute of Finance Management, Dar es Salaam, Tanzania	Achieving Optimum Balance in the Simplification of Tax Compliance Obligations for Business Customers and Management of Compliance and Collection Risks by Revenue Burke Leonard, Office of the Revenue Commissioners and Kieran Gallery, University of Limerick, Ireland
10:15	Refreshments				
10:45	Panel discussion on: Administrative Burden Reduction and e-Government - Room P1				
	Room: P2 Stream A: Chair: Laslo Seres	Room: P3 Stream B: e-Participation Chair: Mary Griffiths	Room: P4 Stream C: Managing Data Chair: Jim Yonazi	Room: P6 Stream D: Mini Track on Implementation Strategies for Developing Countries	Room: P7 Stream E: Mini Track on e-Tax and e-Revenue Administration Chair: Pat Molan and Tom Collins
11:45	Approaching e-Government as a Strategic Driver for Improving the Ethical Model: an Empirical Analysis from Business Economics Pollifroni Massimo, University of Turin, Italy	e-Identity, e-Activities and e-Political Participation; How are College Students Embracing the "Promise" of the Internet? Faiia M.Marcoux, Rivier College, Nashua, USA	Avoiding Disasters – Ensuring PKI-service Availability Bratko Harald, Peter Lipp and Christof Rath, Graz University of Technology, Austria	Strategies for e-Government Implementation in Developing Countries: A Case Study of the Botswana Government Moatshe Racious Moilamashi and	Real Time Risk Analysis on VAT Return Processing Molan Pat, Irish Tax and Customs, Ireland (Non-Academic presentation only)
12:15	Channel Shift - A UK Customer Response Mundy Darren, Qasim Umer, University of Hull and Alastair Foster, Independent Researcher, UK	An Outline of Technical Requirements on Governmental Electronic Record Systems Derived from the European Legal Environment Horn Bernhard, Gerald Fischer, Roman Trabitsch and Thomas Grechenig, Vienna University of Technology, Austria	An Information System to Collect and Analyze Data from Educational Units During Epidemy Spread Periods Garofalakis John, Andreas Koskeris, Evangelia Boufardea, Theofanis Michail and Flora Oikonomou, University Campus of Patras, Greece	The Use of ICT by Government Departments and Parastatals in South Africa Mosejta Matsobane Frans, North West University - Mafikeng Campus, South Africa	Slainte the Story of a "Double Irish" Collins Tom, University of Limerick, Ireland (Non-academic presentation only)
12:45	Lunch				

	<b>Room: P2</b> <b>Stream A: Web 2.0 and social media</b> <b>Chairs: John Grant</b>	<b>Room: P3</b> <b>Stream B: Central European Issues</b> <b>Chair: Dalibor Stanimirovic</b>	<b>Room: P4</b> <b>Stream C:</b> <b>Chair:</b>	<b>Room: P7</b> <b>Stream D: Mini Track on Implementation Strategies for Developing Countries</b> <b>Chair: Zaigham Mahmood</b>	<b>Room: P6</b> <b>Stream E: Mini Track on e-Tax and e-Revenue Administration</b> <b>Chair: Pat Molan and Tom Collins</b>
<b>13:45</b>	Web 2.0 on Mexican State Portals: An Overview <b>Sandoval-Almazan</b> Rodrigo, State Autonomous University of Mexico, Gabriela <b>Diaz-Murillo</b> , Universidad de las Americas, <b>Ramón Gil-García</b> , CIDE, Luis Luna-Reyes and Dolores <b>Luna-Reyes</b> , Universidad de las Americas, Mexico	Examining Influences on e-Government Growth in the Transition Economies of Central and Eastern Europe: Evidence from Panel Data <b>Ifinedo</b> Princely, Cape Breton University, Sydney, Nova Scotia, Canada		e-Government in Social and Economic Development: The Asymmetric Roles of Information, Institutionalization and Diffusion <b>Ngwenya</b> Bongani, Solusi University, Zimbabwe	Smoke and Mirrors: Can a Useful Approximation of the Cigarette Tax Gap be Determined? <b>Omelia</b> Clare, Irish Revenue Commissioners, Ireland
<b>14:15</b>	Social Media and Local Government in England: Who is Doing What? <b>De Saulles</b> Martin, University of Brighton, UK	Management of Latvian Government Communication During an Economic Crisis: The Role of Information Strategies in the Public Sector <b>Jarockis</b> Aleksis, University of Latvia, Latvia			An Evaluation of the Expression of Doubt in the context of Self-Assessment for tax. A relatively unique facility which allows taxpayers to express doubt when filing a tax return and remain tax compliant. <b>Corbett</b> Anne, Revenue, Irish Tax and Customs and Francis <b>Rossney</b> , University of Limerick, Ireland
<b>14:45</b>	Social Media in European Governmental Communication <b>Anger</b> Isabel and Christian <b>Kittl</b> , Evolaris next level GmbH, Graz, Austria	e-Government in Serbia: Prospects and Challenges <b>Seres</b> Laslo and Ivana <b>Horvat</b> , University of Novi Sad, Serbia			Predictive Analytics in the Public Sector: Using Data Mining to Assist Better Target Selection for Audit <b>Cleary</b> Duncan, Revenue Irish Tax and Customs, Ireland
<b>15:15</b>	<b>Room: P1</b> <b>Closing remarks reflecting on the issues raised during the conference</b> <b>Led by the Conference Chair</b>				
<b>15:45</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>
	<b>Posters and Work-in-Progress</b>				
	Bridging the IT/process Divide in Public Administrations by Simple Semantic Interoperability Artefacts <b>Orlowski</b> Robert and <b>Veit Jahns</b> , University of Duisburg-Essen, Germany	Domesticating Promises, Digitalizing Norwegian Municipalities <b>Liste Munoz</b> Lucia, Norwegian University of Science and Technology, Norway	Development of Electronic Government in Latvian Public Service <b>Briedis</b> Janis, University of Latvia, Latvia	Youth Online: Participation and Political Engagement (Adelaide and Seoul) <b>Griffiths</b> Mary, University of Adelaide, Australia and Youn Min <b>Park</b> , University of Korea	