

10th European Conference on e-Government
University of Limerick, Ireland
17-18 June 2010

Wednesday 16 June 2010						
18:30	Welcome reception at Plassy House on the University of Limerick Campus (Until 1930)					
Thursday 17 June 2010						
9:00	Registration and Refreshments					
9:45	Room: Welcome from the conference Co-chairs: Pat Molan and Tom Collins					
10:00	Keynote address: Josephine Feehily, Chairman of the Irish Revenue Commissioners, Ireland - Introduced by Professor Don Barry, President of the University of Limerick					
10:55	Conference splits into streams					
	Room: Stream A: Security and Privacy Issues Chair:	Room: Stream B: Regional Issues Chair:	Room: Stream C: Mini track on e-Tax and e-Revenue Administration Chairs: Tom Collins, Pat Molan, Akemi Chatfield and Duncan Cleary	Room: Stream D: Mini Track on e-Justice Chair: Bruno de Vuyst	Room: Stream E: Mini track on e-Democracy Chair: Paul McCuskar	Room: Stream F: Mini track on Policy Chair: Matthias Finger
11:00	Identity Management Architecture Design for Cross-Border e-Government Services	Saudi E-Government	A Call for Greater Use of Plain Language in Tax Legislation	The Flemish Decree on Governmental Electronic Data Transmission de Vuyst Bruno and Alea Fairchild, Vesalius College, Belgium (Academic, e-Justice) EG-022	The Use of ICT by Swiss Cantonal Parties for Their Communication with Party Members and in Election Campaigning Fraefel Marianne, Alessia Neuroni, Bern University of Applied Sciences, Stefanie Knocks, University of Berne and Reinhard Riedl, Bern University of Applied Sciences, Switzerland (Research, e-Democracy) EG-038	E-Government Diffusion: A Case Study of Dubai's Successes and Failures
11:30	ABC: A New Privacy Enhancing Model for e-Government	Developing Public Sector E-Services in Bangladesh: Prospects and Challenges	Compliance and Audit Issues Arising From E-Commerce in Ireland O'Shea Jim, Revenue Commissioners, Ireland (Practitioner, e-Tax) EG-018	A Proper Balance for Measures Against Software Piracy and Counterfeiting	Web Accessibility and E-Democracy Sat Nur, Hitit University, Turkey (Case_study, e-Democracy) EG-052	One Set of Shared Draft Artifacts and Standard Bodies: a New Model to Support Standardization Process for Software System Interconnections Choompol Boonmee, Thammasat University and Sunet Boonmee, IT Dabos Co.,Ltd., Thailand (Research, Policy) EG-032
12:00	DIY Divorce: Private Ordering and E-Justice?	E-Government and Organisational Transformation a Perspective From the Property Registration Authority of Ireland	Is it time for an International Currency Transaction Tax	Interoperability and E-Government: a Legal Approach on European Union and Spanish Models	A Discussion of Legal Restrictions on Electronic Political Interactions and Electronic Meetings	Comparative Analysis on Approaches for Delivering Successful E-Government Projects Heikkinen Anssi, Ville Seppänen and Henri Lehtonen, University of Jyväskylä, Finland (Academic, Policy) EG-033
12:30	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch

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14:00	Accessibility of Sustained E-Services Hellman Riitta, Karde AS, Norge (Academic, Main) EG-099	e-Participation & Feedback Mechanisms at the Russian e-Government Websites: Findings of the 2009 Study	Why TaxMe Makes Taxpayers Happy?	Increasing Judicial Transparency: When Brazilian Court TV Officially Meets Youtube	The Impact of E-Democracy on the Public Sector	A Study of the Effect of Stakeholders' Personnel Participating in Standardization Process to Electronic Data Exchange Implementation Choompol Boonmee , Thammasat University and Sunet Boonmee , IT Dabos Co., Ltd., Thailand (Research, Policy) EG-067
14:30	Strategies for Migration to Multi-Channel Service Provisioning in Public Agencies	Exploring Issues Underlying Citizen Adoption of e-Government Initiatives in Tanzania: Results From Three Organisations	Income Shifting – Intangible Assets and E-Commerce concerns	The Online Criminal Trial in Italy Seeks an Identity De Rugeris Giovanna, University of Bologna, Italy (Research, e-Justice) EG-066	Regional E-Democracy in Romania	Information Sharing in Government - Conceptual Model for Policy Formulation
15:00	The Path to Administrative Burden Reduction – With the Help of IT: Challenges and Opportunities in Slovenia	Exploring e-Government in Sri Lanka: Challenges and Issues Ekanayaka Yamaya, University of Colombo School of Computing, Sri Lanka (Academic, Main) EG-098	Offshore Assets - Using Intelligence to Combat Tax Evasion Haughey Aisling, Revenue Commissioners, Ireland (Practitioner, e-Tax) EG-062	Overdue Need for Automated Courts and e-Case Management System in South Africa	Digital Divide and Digital Citizenship: Adapting the Social Policies to Promote E-Inclusion. Martinez Pedro Manuel and Adela Mesa del Olmo , University of the Basque Country, Spain (Academic, e-Democracy) EG-096	E-government in Kazakhstan: Realization and Prospects
15:30	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	Room: Stream A: Models and Frameworks Chair:	Room: Stream B: e-Voting Chair:	Room: Stream C: Mini track on e-Tax and e-Revenue Administration Chairs: Tom Collins, Pat Molan, Akemi Chatfield and Duncan Cleary	Room: Stream D: Mini Track on e-Justice Chair: Bruno de Vuyst	Room: Stream E: Mini track on e-Democracy Chair: Paul McCuskar	Room: Stream F: Standards Chair:
16:00	Five Stage Development Framework for Electronic Government	Developing an Evaluation Approach for Voting Service Providers	Geographical Information Systems (GIS) in Revenue Ireland: The Current & Potential uses of GIS for Tax & Customs Administration	Community, Participation, and Virtual Spaces: Design Considerations for Inclusivity	POS: Point Of Sale or Parent Over Shoulder, the Parallel Discourses of Young People and Policy Makers	Combining the ISO/IEC 27001 International Standard and Total Quality Management to Ensure Successful Electronic Government
16:30	A Model to Measure the Perceived Quality of Service in e-Government Gronier Guillaume and Mathieu Lambert , CRP Henri Tudor, Luxembourg (Research, Main) EG-105	Electronic Voting System; Case Study University of Ecuador	Risky Business - the Progress of Risk Analysis in the Irish Revenue Commissioners	Design approach as "level integrator" in e-Government Research Koval Peter and Reinhard Riedl , Berner Fachhochschule, Switzerland (Research, Main) EG-119	eParticipation at Regional Level in Europe: The IDEAL-EU Project	Factors for the Adoption of E-Government Services Rehman Mariam, Asian Institute of Technology, Thailand (Research, Main) EG-063
17:00	ROUND TABLE 1st Practitioners' Workshop on Exploring E-Government Services; Bringing Together Legal and E-Government Practitioners Chair: Slim Turki , CRP Henri Tudor, Luxembourg (RoundTable, Main) EG-027		ROUND TABLE The Potential of E-Justice on Brazil Chairs: Cláudio Simão de Lucena Neto and Antônio Silveira Neto , Universidade Estadual da Paraíba, Brazil (RoundTable, e-Justice) EG-050		ROUND TABLE Exploitation of E-Government Channels in the Development of Ireland's Animal Identification and Movement System. Chairs: Michael Bunyan and Alan King , Department of Agriculture, Fisheries and Food, Ireland (RoundTable, Main) EG-089	
18:00	Close of conference day					
18:30	Buses leave the University to go to Bunratty Castle for a Medieval Conference Banquet					
22:00	Buses return to the University					

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Friday 18 June 2010						
9:30	Room: Opening remarks for Day 2					
9:45	Keynote address: John Morison, Professor of Jurisprudence, Queen's University Belfast, Northern Ireland					
10:30	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	Room: Stream A: Data Management Chairs:	Room: Stream B: Impact of e-Government Chairs:	Room: Stream C: Mini track on e-Tax and e-Revenue Administration Chairs: Tom Collins, Pat Molan, Akemi Chatfield and Duncan Cleary	Room: Stream D: Regional issues Chairs:	Room: Stream E: Mini track on Call Centres in the public sector Chair: Kerstin Grunden	Room: Stream F: Mini track on e-Governance Chair: Kamelia Stefanova
11:00	A New Usage for Semantic Technologies on e-Government: Checking Official Documents' Consistency	The Economic and Social Impact of Electronic Services on the Public and Private Sectors: A Literature Review Alhadidi Ahmed , Cardiff University School of Engineering, UK and Yacine Rezgui , Institution, UK (Academic, Main) EG-016	Tax and Customs Performance - Moving Towards Outcome Reporting	The Link Between the Conceptualization of E-Government and its Perceived Impacts: An Exploratory Empirical Study in Kenya Van Belle Jean-Paul and Nixon Muganda-Ochara , University of Cape Town, South Africa (Academic, Main) EG-015	Understanding Service Delivery Failures in UK Public Sector Call Centres	The Directing Role of Governance in Appointing Qualified Managers and Leaders of Higher Education Institutions Nazem Fattah , Islamic Azad University - Roudehen Branch, IRAN (Academic, Governance) EG-041
11:30	Measuring for Knowledge: a Data-Driven Research Approach for E-Government	The Impact of ICT Literacy and Organizational e-Readiness to the Success of Information Systems in a State University Setting Salazar Marcelo , MSU-Iligan Institute of Technology, Philippines (Academic, Main) EG-021	Perception and Decision Making on Electronic Tax Software for the Younger Population	Citizen Adoption of E-Government Initiatives in Developing Countries: A Case Study from Jordan Al-Hujran Omar , Princess Sumaya University for Technology, Jordan (Academic, Main) EG-029	Evaluation of Contact Centre Implementation in a Swedish Municipality - With Focus on Social Aspects Grundén Kerstin , University West, Sweden (Case_study, Call centres) EG-019	An Internet Mediated Domain of Local Governance
12:00	Utilizing Aging Information Myrseth Per , Det Norske Veritas, Jon Atle Gulla , Norwegian University of Science and Technology, Veronika Haderlein , Det Norske Veritas and Geir Solskinnsbakk , Norwegian University of Science and Technology, Norway (Academic, Main) EG-082	Deciphering the Public's Stance Towards Governmental Decisions	The Role of Tax Authorities in Encouraging Corporate Social Responsibility	Macro-economic Management Information System Design and Construction Progress in China	The Flemish Multichannel Contact Center: a Success Story for More than 10 Years T'Jampens Bernard , Capgemini, Belgium (Case_study, Call centres) EG-039	Segmentation of the PAYE Anytime Users
12:30	Interoperability Challenges for Pan-European Qualified Exchange of Electronic Documents Tauber Arne and Thomas Rössler , e-Government Innovation Center, Austria (Academic, Main) EG-102	Factors Affecting the Adoption of e-Governance by Teachers in Greece Zafiroopoulos Kostas , Ioannis Karavasilis , University of Macedonia and Vasiliki Vrana , Technological Education Institute of Serres, Greece (Academic, Main) EG-086		Recommendation to Reach the Perfect e-Government Citizen Participation in Developing Countries: First Steps From Libya	Establishment of Customer Centres in the Public Sector in Sweden - Aspects of the Citizens Bernhard Irene , University West, Trollhatten, Sweden (Academic, Call centres) EG-075	Cloud Computing and its Impact on E-Governance Architecture.
13:00	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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14:00	Electronic Safes for Process Oriented E-Government Breitenstrom Christian and Andreas Penski , Fraunhofer FOKUS, Germany (Academic, Main) EG-078	E-Government Development: The case of Macedonia Bogoevska Natasha, Faculty of law and Jovce Plastinovski , Institut of informatics, Macedonia (Academic, Main) EG-107	Legislative Assemblies in Spain: The Application of Information and Communication Technologies Cervi Laura, Nuria Fernandez, Santiago Giraldo and José Manuel Perez Tornero , Universitat Autònoma de Barcelona, Spain (Academic, Main) EG-043	Service Delivery Principles: Deriving Principles Using a Role-Playing Game	Semantic Tools in the Managing and Organization of E-Government Web Sites Polzonetti Alberto, UNICAM, Italy and Barbara Re , UNICAM, Italy (Academic, Main) EG-024	Matching Events and Event Consumers in a Collaborative Networking Site: The Comuno Information Architecture for Public Governance and Services Kaschesky Michael and Reinhard Riedl , Bern University of Applied Sciences, Switzerland (Academic, Governance) EG-110
14:30	Anonymous Electronic Identity in Cross-Border and Cross-Sector Environment	Development of a Proposed Framework for the Implementation of e-Government in Nigeria	Improvement by Comparison: A Case Study on the Improvement of a Project Management Methodology by Measuring Differences Between Methodologies Renault Samuel and Guerlain Cindy, Centre de Recherche Public Henri Tudor, Luxembourg (Case_study, Main) EG-076	Negotiation in the Sourcing Process Between Partners in an E-Procurement Environment	Building Successful E-Government Websites: The Case of Manchester City Council	Exploring ICT-Enabled Governance Models in European Cities: a Preliminary Analysis Towards Developing a Conceptual and Measurement Policy Impact Framework
15:00	An Application of the Communication Disciplines of C. A. Petri to the Analysis and Design of a Communication System Ferigato Carlo, Joint Research Centre of the European Commission and Luigi Massimiliano Gusmini , Otolab, Italy (Research, Main) EG-035	Vision of Electronic Government Implementation in Kurdistan Region of Iraq Shareef Shareef, Elias Pimenidis , Johnnes Arreymbi and Hamid Jahankhani , University of East London, UK (Research, Main) EG-116	Is There an e-Government Paradox?	Investigating Requirements for Transformational Government Infrastructures Through Scenarios. The Case of The Planning and Housing Department Aagesen Gustav and John Krogstie , Norwegian University of Science and Technology, Norway (Academic, Main) EG-071	Internet and Non Governmental Organizations (NGOs): Gateway for Democracy? NGOs Using Internet to Promote Democracy and Human Rights in Myanmar (Burma)	e-Governance in Irish Local Government: A Process and Technology KM Framework
15:30	Room: Closing remarks reflecting on the issues raised during the conference Led by the Conference Chair					
16:00	<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>