

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

<b>Wednesday 16 June 2010</b>						
<b>18:30</b>	<b>Reception at Plasesy House on the University of Limerick Campus (Until 2000, finger food, sadwiches and refreshments)</b> Welcome from Prof. Donal Dineen, Dean of Kemmy Business School  You can experience some 'live' traditional Irish music and culture (from 2130) at The Scholars' Club/Bar on the University Campus					
<b>Thursday 17 June 2010</b>						
<b>09:00</b>	<b>Registration and Refreshments</b>					
<b>09:30</b>	<b>Room: KBG12</b> <b>Welcome from the conference Co-chairs: Pat Molan and Tom Collins</b>					
<b>09:40</b>	<b>Official Opening: Professor Don Barry, President of the University of Limerick</b>					
<b>09:45</b>	<b>Keynote address: Josephine Feehily, Chairman of the Irish Revenue Commissioners, Ireland</b> <b>eGovernment: Efficient Delivery of Public Services and ... So Much More</b>					
<b>10:30</b>	<b>Conference splits into streams</b>					
	<b>Room: KBG10</b> <b>Stream A: Service Delivery</b> <b>Chair: Philip O'Regan</b>	<b>Room: KBG11</b> <b>Stream B: Mini track on eTax and eRevenue Administration</b> <b>Chairs: Tom Collins, Pat Molan, Duncan Cleary and Akemi Chatfield</b>	<b>Room: KBG13</b> <b>Stream C: Mini Track on eJustice</b> <b>Chair: Bruno de Vuyst</b>	<b>Room: KBG14</b> <b>Stream D: Mini track on eDemocracy</b> <b>Chair: Paul McCusker</b>	<b>Room: KBG15</b> <b>Stream E: Mini track on Policy</b> <b>Chair: Matthias Finger</b>	<b>Room: KBG16</b> <b>Stream F: Models and Frameworks</b> <b>Chair: Elsa Esteves</b>
<b>10:45</b>	Accessibility of Sustained eServices <b>Hellman Riitta</b> , Karde AS, Oslo, Norway	A Call for Greater Use of Plain Language in Tax Legislation <b>Durac</b> Leonard and Carol <b>Durac</b> , Revenue Commissioners, Ireland (Practitioner paper)	The Flemish Decree on Governmental Electronic Data Transmission <b>de Vuyst</b> Bruno and Alea <b>Fairchild</b> , Vesalius College, Brussels, Belgium	The Use of ICT by Swiss Cantonal Parties for Their Communication with Party Members and in Election Campaigning <b>Fraefel</b> Marianne, Alessia <b>Neuroni</b> , Bern University of Applied Sciences, Stefanie <b>Knocks</b> , University of Berne and Reinhard <b>Riedl</b> , Bern University of Applied Sciences, Switzerland (Research-in-progress)	One Set of Shared Draft Artifacts and Standard Bodies: A New Model to Support a Standardization Process for Software System Interconnections <b>Boonmee</b> Choompol, Thammasat University and Sunet <b>Boonmee</b> , IT Dabos Co. Ltd., Thailand (Research in progress)	A Model to Measure the Perceived Quality of Service in eGovernment <b>Gronier</b> Guillaume and Mathieu <b>Lambert</b> , Public Research Centre Henri Tudor, Luxembourg (Research in progress)
<b>11:15</b>	Strategies for Migration to Multi-Channel Service Provisioning in Public Agencies <b>van Veenstra</b> Anne Fleur and Marijn <b>Janssen</b> , Delft University of Technology, The Netherlands	Compliance and Audit Issues Arising From eCommerce in Ireland <b>O'Shea</b> Jim, Revenue Commissioners, Ireland (Practitioner)	A Proper Balance for Measures Against Software Piracy and Counterfeiting <b>Fairchild</b> Alea and Bruno <b>de Vuyst</b> , Vesalius College, Brussels, Belgium	Government as Part of the Revolution: Using Social Media to Achieve Public Goals <b>Landsbergen</b> David, The Ohio State University, Columbus, USA	A Study of the Effect of Stakeholder Personnel Participating in the Standardization Process of Electronic Data Exchange Implementation <b>Boonmee</b> Choompol, Thammasat University and Sunet <b>Boonmee</b> , IT Dabos Co., Ltd., Thailand (Research in progress)	Whole-of-government: The Continuing Problem of Eliminating Silos <b>de Bri</b> Finn and Frank <b>Bannister</b> , Trinity College Dublin, Ireland
<b>11:45</b>	The Path to Administrative Burden Reduction – With the Help of IT: Challenges and Opportunities in Slovenia <b>Decman</b> Mitja and Maja <b>Klun</b> , University of Ljubljana, Slovenia	Why TaxMe Makes Taxpayers Happy <b>Glasse</b> y Olivier, IDHEAP / SPAN, Lausanne, Switzerland	A Discussion of Legal Restrictions on Electronic Political Interactions and Electronic Meetings <b>Cochran</b> Mitchell, City of Monrovia Claremont Graduate University, CA, USA	Web Accessibility and eDemocracy: Empowering Citizens with Disabilities Online <b>Sat</b> Nur, Hitit University, Corum, Turkey	eGovernment Diffusion: A Case Study of Dubai's Successes and Failures <b>Zhao</b> Fang, American University of Sharjah, UAE	
<b>12:15</b>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>
<b>13:30</b>	<b>Room: KBG12</b> <b>Panel Discussion: eGovernment - The Reality</b> <b>Led by Tim Duggan, Department of Finance, Ireland with Maura Adshhead (University of Limerick), Tony Buckley (Revenue), John Farrelly (SAS Ireland), Gerry Harrahill (Revenue), Pat Kelleher (PricewaterhouseCoopers), Fergal McGrath (University of Limerick)</b>					

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	<b>Room: KBG10</b> <b>Stream A: Regional Issues</b> <b>Chair: Margery Stapleton</b>	<b>Room: KBG11</b> <b>Stream B: Mini track on eTax and eRevenue Administration</b> <b>Chairs: Tom Collins, Pat Molan, Duncan Cleary and Akemi Chatfield</b>	<b>Room: KBG13</b> <b>Stream C: Mini Track on eJustice Administration</b> <b>Chair: Bruno de Vuyst</b>	<b>Room: KBG14</b> <b>Stream D: Mini track on eDemocracy</b> <b>Chair: Paul McCusker</b>	<b>Room: KBG15</b> <b>Stream E: Mini track on Policy</b> <b>Chair: Matthias Finger</b>	<b>Room: KBG16</b> <b>Stream F: Social Development</b> <b>Chair: Tom Kennedy</b>
14:30	Development of a Proposed Framework for the Implementation of eGovernment in Nigeria <b>Mundy Darren</b> , University of Hull, UK and <b>Bandi Musa</b> , Independent Researcher, UK	Some Thoughts on the Implementation of an International Currency Transaction Tax <b>Killian Sheila</b> , University of Limerick, Ireland	Increasing Judicial Transparency: When Brazilian Court TV Officially Meets Youtube <b>Fragale Filho Roberto</b> , Fundação Getúlio Vargas and Universidade Federal Fluminense, Rio de Janeiro, Brazil (Research in progress)	Digital Divide and Digital Citizenship: Adapting the Social Policies to Promote inclusion. <b>Martinez Monje Pedro Manuel</b> and <b>Adela Mesa</b> , University of the Basque Country, Bilbao, Spain	Information Sharing in Government - Conceptual Model for Policy Formulation <b>Estevez Elsa</b> , United Nations University, Macao SAR, China, <b>Pablo Fillotrani</b> , National University of the South, Argentina and <b>Tomasz Janowski</b> , United Nations University, Macao SAR, China	Digital Dividend or Digital Divide? eGovernment, ICT and Social and Economic Development in Rural Areas <b>Quinn Brid</b> , University of Limerick, Ireland
15:00	Vision of Electronic Government Implementation in the Kurdistan Region of Iraq <b>Shareef Shareef</b> , <b>Elias Pimenidis</b> , <b>Johannes Arreymbi</b> and <b>Hamid Jahankhani</b> , University of East London, UK (Research in progress)	Offshore Assets - Using Intelligence to Combat Tax Evasion <b>Haughey Aisling</b> and <b>John Byrne</b> , Offshore Assets Group, Revenue Commissioners, Ireland (Practitioner)	The Online Criminal Trial in Italy Seeks an Identity <b>De Rugeris Giovanna</b> , University of Bologna, Italy (Research in progress)	Regional eDemocracy in Romania <b>Muresan Mihaela</b> , <b>Dimitrie Cantemir Christian</b> University, Bucharest, Romania (Research in progress)	The PPARS Policy Case Dilemma: Local Success and National Failure <b>O'Regan Philip</b> , University of Limerick, Ireland (Presentation only)	Online Tools and Their Impact on Young People <b>Gibson Gareth</b> , Donegal Youth Service, <b>Paul McCusker</b> , Letterkenny Institute of Technology and <b>Ella Taylor-Smith</b> , Edinburgh Napier University, UK
15:30	eGovernment and Organisational Transformation – a Perspective From the Property Registration Authority of Ireland <b>Treacy Michael</b> and <b>John O'Sullivan</b> , Property Registration Authority, Ireland	Income Shifting – Intangible Assets and eCommerce concerns <b>Collins Tom</b> , University of Limerick, Ireland (Research in progress)	<b>ROUND TABLE</b> The Potential of eJustice on Brazil <b>Chairs: Cláudio Simão de Lucena Neto</b> and <b>Antônio Silveira Neto</b> , Universidade Estadual da Paraíba, Brazil	Co-production and open data: the right mix for public service effectiveness? <b>Pizzicannella Roberto</b> , DigitPA National Agency for IT in Public Administration, Italy (Practitioner)	Identity Management Architecture Design for Cross-Border eGovernment Services <b>Stefanova Kamelia</b> , University of National and World Economy, <b>Dorina Kabakchieva</b> and <b>Roumen Nikolov</b> , Sofia University St. Kl. Ohridski, Bulgaria	1901 – 1911 Census Digitisation Project: some reflections <b>Crowe Catriona</b> , National Archives, Dublin, Ireland
16:00	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments and presentation on</i> <b>Room: KBG13</b> Effects Research Issues in Television Courtroom Broadcasting: Getting Past Monkey <b>Paul Lambert</b> , Trinity College Dublin, Ireland	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	<b>Room: KBG10</b> <b>Stream A: Regional Issues</b> <b>Chairs: Mitja Decman</b>	<b>Room: KBG11</b> <b>Stream B: Mini track on eTax and eRevenue Administration</b> <b>Chairs: Tom Collins, Pat Molan, Duncan Cleary and Akemi Chatfield</b>	<b>Room: KBG13</b> <b>Stream C: Design issues</b> <b>Chair: Maja Klun</b>	<b>Room: KBG14</b> <b>Stream D: Security and Privacy Issues</b> <b>Chair: Christian Breitenstrom</b>	<b>Room: KBG15</b> <b>Stream E: Websites and Information Management</b> <b>Chairs: Olivier Glassey</b>	<b>Room: KBG16</b> <b>Stream F: Round Table</b>
16:15	Exploring Issues Underlying Citizen Adoption of eGovernment Initiatives in Developing Countries: The Case of Tanzania <b>Yonazi Jim</b> , <b>Henk Sol</b> and <b>Albert Boonstra</b> , University of Groningen, The Netherlands	Geographical Information Systems (GIS) in Revenue, Ireland: The Current and Potential uses of GIS for Tax and Customs Administration <b>Cleary Duncan</b> , Revenue Commissioners Ireland, Ireland (Practitioner)	Community, Participation and Virtual Spaces: Design Considerations for Inclusivity <b>Baker Paul</b> , Georgia Institute of Technology, Atlanta, USA, <b>Alea Fairchild</b> , Vrije Universiteit Brussel (VUB), Belgium, <b>Jessica Pater</b> , Georgia Institute of Technology, Atlanta, USA and <b>Art Seavey</b> , New Kind Raleigh, North Carolina, USA	ABC: A New Privacy Enhancing Model for eGovernment <b>Hammami Weim</b> , <b>Lamjed Ben Said</b> and <b>Sameh Hadouaj</b> , Higher Institute of Management of Tunis, Tunisia	Building Successful eGovernment Websites: The Case of Manchester City Council <b>Sharif Hossein</b> and <b>Carl Adams</b> , University of Portsmouth, UK	<b>ROUND TABLE</b> Exploitation of eGovernment Channels in the Development of Ireland's Animal Identification and Movement System <b>Chairs: Michael Bunyan</b> and <b>Alan King</b> , Department of Agriculture, Fisheries and Food, Ireland
16:45	Exploring eGovernment in Sri Lanka: Challenges and Issues <b>Ekanayaka Yamaya</b> , University of Colombo School of Computing, Sri Lanka	Risky Business: The Progress of Compliance Risk Analysis in the Irish Revenue Commissioners <b>Walsh Susan</b> , Irish Revenue Commissioners, Ireland (Practitioner)	The Design Approach as a Bridge Between Vouμός and Vouμός in eGovernment Research <b>Koval Peter</b> and <b>Reinhard Riedl</b> , Berner Fachhochschule, Berne, Switzerland (Research in progress)	Business Change in DSFA Local Offices <b>Barry Niall</b> and <b>Philip O'Donohoe</b> , Department of Social & Family Affairs, Ireland (Presentation only)	Utilizing Aging Information <b>Myrseth Per</b> , Det Norske Veritas, <b>Jon Atle Gulla</b> , Norwegian University of Science and Technology, <b>Veronika Haderlein</b> , <b>Olga Cerrato</b> , Det Norske Veritas and <b>Geir Solskinnsbakk</b> , Norwegian University of Science and Technology, Norway	
17:15	<b>Close of conference day</b>					
19:30	<b>Buses leave the University to go to Bunratty Castle for a Medieval Conference Banquet</b>					
22:30	<b>Buses return to the University</b>					

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08:30						
09:00	<b>Room: KBG12</b> <b>Opening remarks for Day 2</b>					
09:15	<b>Keynote address: John Morison, Professor of Jurisprudence, Queen's University Belfast, Northern Ireland</b> <b>Gov 2.0: Towards a User Generated state?</b>					
10:15	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	<b>Room: KBG10</b> <b>Stream A: Regional issues</b> <b>Chairs: Darren Mundy</b>	<b>Room: KBG11</b> <b>Stream B: Mini track on eTax and eRevenue Administration</b> <b>Chairs: Tom Collins, Pat Molan, Duncan Cleary and Akemi Chatfield</b>	<b>Room: KBG13</b> <b>Stream C: Impact of eGovernment</b> <b>Chairs: Fred Freitas</b>	<b>Room: KBG14</b> <b>Stream D: Mini track on Call Centres in the public sector</b> <b>Chair: Kerstin Grunden</b>	<b>Room: KBG15</b> <b>Stream E: Mini track on eGovernance</b> <b>Chair: Kamelia Stefanova</b>	<b>Room: S204</b> <b>Stream F: Workshop on eParticipation</b> <b>Led by Dave Newman</b>
10:45	The Link Between the Conceptualization of eGovernment and its Perceived Impacts: An Exploratory Empirical Study in Kenya <b>Ochara-Muganda Nixon and Jean-Paul Van Belle</b> , University of Cape Town, South Africa	Tax and Customs Performance - Moving Towards Outcome Reporting <b>Murphy Gearoid</b> , Office of the Revenue Commissioners, Ireland (Practitioner)	Factors Affecting the Adoption of eGovernance by Teachers in Greece <b>Karavasilis Ioannis, Kostas Zafiroopoulos</b> , University of Macedonia and <b>Vasiliki Vrana</b> , Technological Education Institute of Serres, Greece	Evaluation of Contact Centre Implementation in a Swedish Municipality - With Focus on Social Aspects <b>Grundén Kerstin</b> , University West, Trollhatten, Sweden	An Internet Mediated Domain of Local Governance <b>Hepburn Paul</b> , University of Manchester, UK (Research in progress)	A hands-on session to collaboratively write a paper on evaluating electronic participation, as a follow-up to electronic brainstorming workshops that started at ECEG 2006 in Marburg.
11:15	Citizen Adoption of eGovernment Initiatives in Developing Countries: A Case Study from Jordan <b>Al-Hujran Omar and Mohammed Shahateet</b> , Princess Sumaya University for Technology, Jordan	Perception and Decision Making on Electronic Tax Software for the Younger Population <b>Chang Yu-Ling, Nathan Zhang and Edward Lank</b> , University of Waterloo, Ontario, Canada	Deciphering the Public's Stance Towards Governmental Decisions <b>Stilos George, Dimitris Christodoulakis, Jeris Besharat, Maria Alexandra Vonitsanou, Ioannis Kotrotsos, Athanasia Kaumpouri and Sophia Stamou</b> , University of Patras, Greece	Establishment of Customer Centres in the Public Sector in Sweden - The Citizens' Views <b>Bernhard Irene</b> , University West, Trollhatten, Sweden	eGovernance in Irish Local Government: A Process and Technology KM Framework <b>Heneghan Beatrice</b> , Limerick County Council, Ireland (Practitioner)	
11:45	Legislative Assemblies in Spain: The Application of Information and Communication Technologies <b>Perez Tornero José Manuel, Laura Cervi, Nuria Fernandez and Santiago Giraldo</b> , Universitat Autònoma de Barcelona, Spain	The Role of Tax Authorities in Encouraging Corporate Social Responsibility <b>Donnelly Eamonn</b> , Irish Revenue Commissioners and <b>John Heneghan</b> , University of Limerick, Ireland (Practitioner)		The Flemish Multichannel Contact Center: A Success Story for More than 10 Years <b>T'Jampens Bernard</b> , Capgemini, Brussels, Belgium	Matching Events and Event Consumers in a Collaborative Networking Site: The Comuno Information Architecture for Public Governance and Services <b>Kaschesky Michael and Reinhard Riedl</b> , Bern University of Applied Sciences, Switzerland	
12:15	<b>Room: KBG12</b> <b>Plenary address: Researching eGovernment: A Review of ECEG in its 10th Year</b> <b>Frank Bannister, Trinity College Dublin and Regina Connolly, Dublin City University, Ireland</b>					
12:45	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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<b>13:45</b>	Electronic Safes for Process Oriented eGovernment <b>Breitenstrom</b> Christian and <b>Andreas Penski</b> , Fraunhofer Institute FOKUS, Germany	Segmentation of the PAYE Anytime Users <b>Clancy</b> Jessica and <b>Giuseppe Mannai</b> , Irish Office of Revenue Commissioners, Limerick, Ireland (Research in progress)	An Application of the Communication Disciplines of C. A. Petri to the Analysis and Design of a Communication System <b>Ferigato</b> Carlo, Joint Research Centre of the European Commission, Ispra and <b>Massimiliano Gusmini</b> , Otolab, Milan, Italy (Research in progress)	Deriving Service Delivery Principles Using a Role Playing Game <b>Bajnath</b> Satiesh, <b>Marijn Janssen</b> , <b>Nitesh Bharosa</b> , <b>Christian Both</b> , <b>Bram Klievink</b> , <b>Sietse Overbeek</b> and <b>Fleur van Veenstra</b> , Delft University of Technology, The Netherlands Deriving Service Delivery Principles Using a RolePlaying Game	Cloud Computing and its Impact on eGovernance Architecture <b>Datar</b> Mohan, <b>Dushyant Kothari</b> , University of Mumbai, and <b>Gita Kumta</b> , NMIMS University, India	A New Usage for Semantic Technologies on eGovernment: Checking Official Documents' Consistency <b>Freitas</b> Fred, University of Mannheim and Federal Universidade de Pernambuco, <b>Zacharias Candeias Jr.</b> , Information Technology Agency for the State of Pernambuco – ATI/PE, Brazil and <b>Heiner Stuckenschmidt</b> , University of Mannheim, Germany
<b>14:15</b>	Anonymous Electronic Identity in Cross-Border and Cross-Sector Environments <b>Neumann</b> Libor, ANECT a.s., Prague, Czech Republic	An Experiment to Measure Changes of the Usage and Satisfaction with the Channels of Contact with the Irish Revenue <b>Manai</b> Giuseppe, <b>Duncan Cleary</b> and <b>Mary Dwyer</b> , Irish Office of the Reveue Commissioners, Limerick, Ireland (Research in progress)	Improvement by Comparison: A Case Study on the Improvement of a Project Management Methodology by Measuring Differences Between Methodologies <b>Renault</b> Samuel, <b>Cindy Guerlain</b> and <b>Pascal Lhoas</b> , Public Research Centre Henri Tudor, Luxembourg	Investigating Requirements for Transformational Government Information Infrastructures: The Case of The Approval Process Building Applications <b>Aagesen</b> Gustav and <b>John Krogstie</b> , Norwegian University of Science and Technology, Norway	The Directing Role of Governance in Appointing Qualified Managers and Leaders of Higher Education Institutions <b>Nazem</b> Fattah, Islamic Azad University - Roudehen Branch, Iran	Measuring for Knowledge: A Data-Driven Research Approach for eGovernment <b>Verdegem</b> Pieter, <b>Jeroen Stragier</b> and <b>Gino Verleye</b> , Ghent University, Belgium
<b>14:45</b>			Recommendation to Reach the Perfect eGovernment Citizen Participation in Developing Countries: First Steps From Libya <b>Eldresi</b> Fatma Younis, The Arabian Gulf Oil Company, National Oil Corporation, Benghazi, Libya, <b>Nassraddeen Amer Sweisi</b> and <b>Carl Adams</b> , University of Portsmouth, Portsmouth, UK	Negotiation in the Sourcing Process Between Partners in an eProcurement Environment <b>Abu Bakar</b> Noraizah and <b>Konrad Peszynski</b> , RMIT University, Melbourne, Victoria, Australia	SAUDI eGovernment <b>Suhail</b> Mohammed Al. Almaee and <b>Walaa Reda Khayyat</b> Saudi eGovernment Program, Riyadh, Saudi Arabia	Interoperability Challenges for Pan-European Qualified Exchange of Electronic Documents <b>Tauber</b> Arne and <b>Thomas Rössler</b> , eGovernment Innovation Center, Graz University of Technology, Austria
<b>15:15</b>	<b>Room: KBG13</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>	<i>Close of Conference</i>