



# ICEG 2010



## 6<sup>th</sup> International Conference on e-Government Cape Peninsula University of Technology, South Africa 30 September – 1 October 2010

**Conference Chair:** Retha de la Harpe, Cape Peninsular University of Technology, South Africa  
**Programme Chair:** Ephias Ruhode, Cape Peninsular University of Technology, South Africa

### **CALL FOR PAPERS, Action Research, Case Studies, Work in Progress/Posters, PhD Research, Round Table Proposals, non-academic Contributions and Product Demonstrations**

The International Conference on e-Government (ICEG 2010) is an opportunity for academics to share the latest thinking on e-Government research. e-Government developmental trends, adoption, architecture, transformation, barriers, success factors and management are factors that have led to an escalation of the level of research activity on the topic. This is not least because the rise in e-Government provision brings with it a greater interest in the study of e-Government, from both a practical and a theoretical point of view. As controversy rages around issues such as e-Voting and identity cards, so academics, practitioners and service providers pick up the gauntlet of supporting or attacking these issues. Much time and money is being spent in considering the best way forward and in examining what has been done well and what lessons can be learnt when things go wrong. This conference aims to bring evidence of the research being undertaken across the globe to the attention of co-workers and the wider community for the purposes of helping practitioners find ways to put research into practice, and for researchers to gain an understanding of additional real-world problems.

The conference committee welcomes both academic and practitioner papers on a wide range of topics and a wide range of scholarly approaches including theoretical and empirical papers employing qualitative, quantitative and critical methods. Action research, case studies and research-in-progress are welcomed approaches. Research in progress, case studies, poster submissions, proposals for roundtable discussions, practitioner contributions, and product demonstrations based on the main themes are also invited. Possible topics may include, but are not limited to:

**Applications of e-Government** including New ideas for improving Public Service access, convenience, delivery, effectiveness, efficiency, innovation, trust; Health; education; homeland security; Electronic payments; e-Tax administration; Public record archives; Electronic waste; National implementation of e-Government. **e-Voting:** How can e-Voting be made to work; Risks and advantages from e-Voting; Touch screen voting; Local e-Participation. **Measuring e-Government performance:** Evaluating e-government, business process management, organisational and change management economics of e-Government; benchmarking indicators; benefits of e-Government and how can these be measured; e-Government implementation – striking the costs-benefits balance; agile metrics; e-Government parameters; website evaluation and ranking. **Transformed processes:** Innovative Organisational Change; Citizen to Government relationships; citizen-centric services; Interoperable frameworks (National, Transnational); Private-public partnerships; Organisational culture; Skills development and leadership models. **Community engagement and economic development:** Community networks and civic participation; Entrepreneurship and/or business applications; e-Cities; Regional competitiveness; Transnational civil society; Socio-economic impacts. Citizen relationship management, social capital, the digital divide and skills development; Online

social networking; Political activism. **Management of e-Government:** Financing e-Government; e-Government strategies; e-Governance; Information management.

### **Paper submissions**

Papers should address the conference topics listed above and can describe a wide range of research including empirical or theoretical studies. In addition, philosophical papers presenting an argument and papers presenting a process that has been developed and is now ready for wider use are welcome. In all cases concepts and underlying principles should be emphasised, with enough background information to orient any reader who is not a specialist in the particular subject area original. The work should not have been published elsewhere and should not be intended to be published elsewhere during the review period.

### **Research in Progress**

Researchers may submit current projects whilst they are still in progress. To be eligible, it is necessary for a paper to be produced to a publishable academic standard and papers will be subject to the same criteria and processes as research papers. However the final results of the research may not have been fully completed and interpreted.

### **Case Study Submissions**

Case study submissions should be written to publishable standards. Case studies will be subject to the same criteria and the processes as research papers.

### **Poster Submissions**

Posters provide an opportunity for researchers to present their work in an informal setting in which there is more time for discussion and questions than is sometimes available in a full paper session. This track is an ideal forum for the presentation of work in progress. Poster submissions are welcomed in any of the areas identified in the call for papers.

#### Poster submission requirements

- An abstract describing the work being presented on the poster should be submitted in accordance with the [submission details](#) below. Be sure to select Poster as the submission type.
- Poster abstracts will be blind reviewed by a member of the programme committee. Reviewers will be asked to consider the appropriateness of the work for poster presentation.
- On acceptance instructions on poster dimensions etc will be supplied.
- Poster abstracts and images of the final poster will be published in the CD version of the Conference Proceedings.
- At least one person must register for the conference to present the poster.

Posters will be displayed close to the refreshment area so that all who attend will have an opportunity to see them. There will be a timetabled period when Poster Owners should staff their poster so that participants can come and discuss the research.

### **Round Table Proposals**

The Programme Committee invites topical subjects to be proposed for discussion.

#### Submission requirements

- An abstract proposing a topic and stating why it is felt this would be an interesting contribution to the conference should be submitted in accordance with the [submission details](#) below. Be sure to select Round Table Proposal as the submission type.
- Proposals will be considered by the programme committee.
- If a proposal is selected the convenor will be asked to nominate knowledge informants in the field who will be prepared to participate. Round Table Discussions can be either 30 minutes or 1 hour in duration. The convenor must register for the conference.

- Other participants can attend the Round Table without conference registration, but if they wish to attend any other part of the conference registration will be required.

### **Practitioner Contributions**

The conference committee welcomes contributions from individuals and organisations working in the field. These contributions can take the form of a presentation or a demonstration.

#### Presentation submission requirements

- An abstract describing the work to be presented should be submitted in accordance with the [submission details](#) below. Be sure to select Practitioner Contribution as the submission type.
- Practitioner abstracts will be reviewed by the programme committee. Reviewers will be asked to consider the appropriateness of the work for presentation at the conference.
- Authors of selected presentations will have their abstract included in the booklet of abstracts given to participants at the conference.
- At least one person must register for the conference to give the presentation.

#### Product Demonstrations submission requirements

Submit a proposal of 200-300 words describing a research facilitation product you would like to demonstrate and the audience it serves. Proposals should be sent as an email attachment to [Sue Nugus](#) not later than **29 April 2010**. Demonstrations themselves are expected to be approximately 15 minutes in length. Please submit an abstract of 200-300 words describing an e-Government product you wish to demonstrate and the audience it serves. Demonstrations themselves are expected to be approximately 15 minutes in length

***Selected papers will be published in a special issue of the Electronic Journal of e-Government***  
[www.ejeg.com](http://www.ejeg.com)

#### ***Submission details:***

**Abstract details:** All submission types require an abstract in the first instance. Abstracts should be a minimum of 300 and no more than 500 words including up to five keywords and keyphrases to be received by **11 March 2010**. Abstracts must include the proposed title for the paper, the full names (first name and surname, not initials), postal addresses and email addresses of all authors and a telephone number for at least one contact author. Please indicate clearly if the contact author is not the lead author.

**Submission:** By form submission online at  
<http://www.academic-conferences.org/iceg/iceg2010/iceg10-abstract-submission.htm>

**Full paper:** Only required once the abstract has been selected and not to be more than 5,000 words including abstract, keywords and references (the Harvard referencing rules need to be followed). Submission date will be no later than **29 April 2010**. Papers should be submitted as .doc or .rtf file attachments by email to the Conference Manager, [Elaine Hayne](#) at Elaine@academic-conferences.org.

#### ***Important information:***

- The selection panel of the conference committee will consider all abstracts received by the submission deadline to ensure that the proposed paper is relevant to the Conference.
- The authors of abstracts that describe a relevant paper will receive a notification of abstract selection.
- All full papers received by the submission deadline will be double-blind reviewed by members of the conference committee to ensure an adequate standard, that the proposed subject of the originally submitted abstract has been followed, that the paper is of a suitable length, that the standard of English is adequate and that the paper is appropriately referenced using the Harvard referencing rules.
- For authors whose first language is not English we request that you have your work proof read prior to submission by a native English speaker (or at least a fluent English speaker). Papers can be rejected due to a poor standard of English.
- Papers that are accepted will be published in the conference proceedings providing at least one author registers and presents the work at the Conference (see the registration section of the conference website for more information about registration).

- Due to the large number of papers expected for this conference, the committee only allows an author to present one paper. Therefore, if multiple papers are accepted for presentation, different co-authors need to present each paper.

### **Important dates:**

<i>Abstract submission deadline:</i>	<b>11 March 2010</b>
<i>Notification of abstract acceptance:</i>	<b>18 March 2010</b>
<i>Full paper for review due:</i>	<b>29 April 2010</b>
<i>Notification of paper acceptance (with possible changes):</i>	<b>8 July 2010</b>
<i>Earlybird registration closes</i>	<b>22 July 2010</b>
<i>Final paper submission (with any changes):</i>	<b>5 August 2010</b>
<i>Final date for author registration:</i>	<b>26 August 2010</b>

### **Conference Executive:**

[Retha de la Harpe](#), Cape Peninsular University of Technology, Cape Town, South Africa  
[Ephias Ruhode](#), Cape Peninsular University of Technology, Cape Town, South Africa  
[Professor Toni Carbo](#), University of Pittsburgh, USA  
[Professor Brian Corbitt](#), RMIT University, Australia  
[Professor Michel Plaisent](#), University of Quebec in Montreal, Canada  
[Professor Mohini Singh](#), RMIT University, Australia  
[Professor Ken Sochats](#), Director of the Visual Information Systems Center, University of Pittsburgh, USA

### **Conference Committee:**

The conference programme committee consists of key people in e-Government around the world. The following people have confirmed their participation:

Jacques Ajenstat, University of Quebec in Montreal, Canada; Saleh Al-Turki, King Faisal University, Saudi Arabia; [Hans Arents](#), Ministry of Flanders, Belgium; Dan Batista, Government of Canada, Canada; Lasse Berntzen, Vestfold University College, Tonsberg, Norway; Francesco Bof, Bocconi School of Management, Milan, Italy; Jonathan Calof, University of Ottawa, Canada; [Toni Carbo](#), University of Pittsburgh, Pennsylvania, USA; José Manuel Esteves de Sousa, Instituto de Empresa, Madrid, Spain; Patricia Fletcher, University of Maryland, Baltimore, USA; Shauneen Furlong, Territorial Communications Ltd, Canada; Dave Garson, North Carolina State University, USA; Mila Gasco, International Institute on Governance at Catalonia, Spain; Gerry Grant, Carleton University, Canada; Dave Griffin, Leeds Metropolitan University, UK; Stefanos Gritzalis, University of the Aegean, Greece; Yonas Hagos, Overtone Software, USA; Panos Hahamis, Westminster Business School, UK; Shaobo Ji, Carleton University, Canada; Bettina Kaffai, German Research Centre for Artificial Intelligence, Germany; Aqueo Kamada, Ministry of technology, Brazil; Peter Knight, Carleton University, Canada; Uma Kumar, Carleton University, Canada; Vinod Kumar, Carleton University, Canada; Gabor Laszlo, Budapest Tech Keleti Karoly Faculty of Economics, Hungary; Thomas Lauer, Oakland University, USA; JinKyu Lee, Oklahoma State University, OK, USA; Bharat Maheshwari, Carleton University, Canada; Blessing Maumbe, South Africa; Charles Mitchell, Grambling State University, Louisiana, USA; Misra Harekrishna, Institute of Rural Management Anan, India; Laurence Monnoyer-Smith, University of Technology of Compiègne, France; John C. Nash, University of Ottawa, Canada; [Andrew O'Baoill](#), University of Illinois, USA; Norm O'Reilly, Ryerson University, Canada; [Maria Osuna Alarcón](#), Salamanca University, Spain; Siva Pal, Carleton University, Canada; Ajax Persaud, University of Ottawa, Canada; Alex Ramirez, Carleton University, Canada; Jeffrey Roy, University of Ottawa, Canada; Dan Remenyi, Trinity College Dublin, Ireland; Josep Reniu, University of Barcelona, Spain; Peter Salhofer, University of Applied Sciences FH JOANNEUM, Austria; Carmine Scavo, East Carolina University, USA; Hans J Scholl, University of Washington, U.S.A; Satgin Seraj, University of Louisville, USA; Sanjeev Sharma, C.C.S. University, India; Mack Shelley, Iowa State University, USA; Ken Sochats, University of Pittsburgh, USA; Bernt Solvang, Agder University College, Norway; Olga Soukhovtseva, Carleton University, Canada; Jacqueline Spencer, University of Aberdeen, UK; Gabriella Spinelli, Brunel University, UK; Genie Stowers, San Francisco State University, USA; Arthur Sweeny, Griffith University, Australia; Andrew Szende, University of Toronto, Canada; Susan Thorne, Public Works and Government Services Canada; Ramayah Thurasamy, Universiti Sains Malaysia, Malaysia; Burke Ward, Villanova University, USA; Vishanth Weerakkody, Brunel University, UK; Christine Williams, Bentley College, USA.

This call for papers and further information about the conference is available online at

<http://www.academic-conferences.org/iceg/iceg2010/iceg10-home.htm>