



January 4-7, 2011, The Grand Hyatt Kauai Resort & Spa, Koloa, Kauai, Hawaii.

## **Track: Electronic Government**

### **Minitrack: Services and Information**

Citizens have come to expect and demand governmental services matching private-sector services in every aspect of quality, quantity, and availability. E-Government services pose numerous challenges in terms of interoperability of services, design of services, optimization of process chains, identification and assessment of the value-chain of services, cross-organizational service chains, workflow support of e-services, integration of internal IT support, G2G and G2C e-services, outsourcing of services, digital preservation, electronic records management, etc. At the same time, governments are struggling to meet expectations especially under intensified pressure to reduce costs and reduce budgets. As a result, research to guide the development, management and evaluation of e-Government services is in great demand in this important and rapidly growing domain. The Minitrack seeks research papers and practitioner reports addressing the characteristics, development, implementation, uses, and evaluation of e-Government services and systems.

Topics and research areas include, but are not limited to:

- Citizens' expectations and acceptance of e-Government services across government levels and branches
- Impacts of e-Government services
- Service modeling, optimization and analysis
- Methodologies, techniques, and tools for service composition
- Value assessment of e-Government services
- Success factors for e-Government services development and implementation
- Trust perception of the e-Government services, and trust dynamics among individuals, groups, and organizations in the value chain of service provision
- The willingness of citizens to share personal information with the government electronically
- Challenges and/or recommendations for increasing citizen trust of e-Government
- Political, legal, organizational, and technological barriers to e-Government services adoption and diffusion
- Opportunities and challenges of e-Government mobile services
- Business process analysis, value-chain analysis and change requirements for e-Government services

- IT-based procedures, workflow support, protocols, and schemes used for government services
- Development and maintenance issues of government portals
- Access to governmental documents and records, including legal, policy, and technical implications, program models, and case studies
- Electronic record management and archiving
- Digital preservation of government records
- Impacts and issues of ISO 15489 and DoD 5015.2 standards
- Case studies on innovative services in various branches of the public sector, such as e-services in the administrative, judicial, executive, defense, health care, education, etc.
- E-Government services provision in developing countries
- The impact of services provided by e-villages or e-city in promoting local or regional economic development'
- Comparative and/or trans-national e-Government services

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**Lemuria Carter** is assistant professor in the department of Accounting at North Carolina A & T State University. Her research explores the impact of technology on government-to-citizen interactions, the impact of Internet voting on political participation, and the impact of technology diffusion on societal norms. She has published in several top-tier journals in the field of Information Systems including, Journal of Strategic Information Systems, Communications of the ACM, Information Systems Journal, and Information Systems Frontiers. Dr. Carter has also served as e-government track and mini-track

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