As the use of the Internet spreads, the private sector has been developing strategies and tools to supply citizens with high quality online services. Citizens who enjoy various online applications are expecting the same from governmental websites and from online public services. E-government models, however, are slow to respond to citizens’ needs and expectations. Insufficient and inefficient strategies make the public sector fail. The public sector should thus revise its policies in order to achieve more successful e-government applications.

The editors of this book have described this situation well. They note the need for academic research, as well as, proposals to improve the existing e-government models and they compiled studies from globally distributed authors who have suggested integrating business models into e-government applications for better results.

The book consists of three sections that each contains five chapters. The first section is entitled “Integrated e-Business Models for Government Solutions.” This section is focused on the e-government supply side. The chapters’ in this section focus on the transformation in e-government that results from integrating e-business, collaborative e-government networks, government computerization, interoperability, and e-government enterprise architecture. The second section, entitled, “Towards Citizen-Centric Services for Government,” explores the demand side. The chapters in this section focus on the citizen, with topics on citizens’ e-readiness,
customer relationship management, human-computer interaction, good deliverance, and governance of integrated service delivery. The last section, entitled, “Service oriented Methodologies and Processes,” presents e-government applications from the service point of view. The five chapters in this section analyze mind inertia for humane business, e-participation in local government decision-making, knowledge management security requirements, information systems, and security aware development of e-government systems.

The strength of this book is in its problem solving suggestions. Authors do not only analyze and criticize various aspects of current e-government applications but they also suggest solutions to improve e-government models. For example, the “e-Serve Value Chain Model” for integrating e-business models into e-government applications, the “Neo-Ethical Business Framework” to understand cognition, activity, and business levels, and finally “IMPRESS,” a tool which supports integrated framework for security-aware software engineering are all examples from each section respectively.

This book would teach and inspire a broad audience that includes e-government scholars, researchers and students, e-government officers, public authorities, consultants, and software developers. They would all benefit from this comprehensive volume.

I believe that this book is a valuable resource in the e-government field with analysis and solutions to improve e-government applications. Moreover, the volume offers case studies from understudied countries like Vietnam and Sudan. These analyses will offer readers more opportunities for a global perspective of e-Government.

Itir Akdogan holds a PhD from the University of Helsinki, Finland, in media, communication, and democracy studies. She has been teaching both offline and online innovative courses on e-democracy and digital citizenship at the same university. Besides her academic career, she is an international consultant for e-democracy projects focusing on youth participation. She is an invited speaker to various international policy conferences and events.