Preface.................................................................................................................................................. xx

Acknowledgment................................................................................................................................xxxii

Chapter 1
A Global Comparative Analysis of Digital Governance Practices ......................................................... 1
Norma M. Riccucci, Rutgers University, USA
Marc Holzer, Rutgers University, USA

Chapter 2
Formal Verification of a Subset of UML Diagrams: An Approach Using Maude ................................ 14
Allaoua Chaoui, University Mentouri Constantine, Algeria
Okba Tibermacine, University of Batna, Algeria
Amer R. Zerek, Engineering Academy, Libya

Chapter 3
Voice-Based E-Learning Approach for E-Government ........................................................................ 25
A. A. Azeta, Covenant University, Nigeria
Charles K. Ayo, Covenant University, Nigeria
Aderemi Aaron Anthony Atayero, Covenant University, Nigeria
Nicholas Ikhu-Omoregbe, Covenant University, Nigeria

Chapter 4
An Approach to Formal Specification of Component-Based Software ................................................ 34
Tarek Zernadji, University of Batna, Algeria
Raida Elmansouri, University Mentouri Constantine, Algeria
Allaoua Chaoui, University Mentouri Constantine, Algeria

Chapter 5
A Methodology for the Development of Computer Ontologies Based Extractor Information............. 43
Hacene Belhadef, Mentouri University of Constantine, Algeria
Naouel Ouafek, Mentouri University of Constantine, Algeria
Kholiadi Mohamed-Khireddine, Mentouri University of Constantine, Algeria
Chapter 6
An Intelligent Framework for Usable Speech-Enabled E-Health System................................................. 52
   Oyelami Olufemi Moses, Covenant University, Nigeria
   Uwadia Charles Onuwa, University of Lagos, Nigeria
   Akinwale Adio Taofeek, University of Lagos, Nigeria

Chapter 7
An Overview of Internet Developments and their Impact on E-Government in South Africa............. 63
   Goonasagree Naidoo, University of South Africa, South Africa
   S. Singh, University of South Africa, South Africa
   Niall Levine, University of South Africa, South Africa

Chapter 8
Enhancing Democratic Participation: The Emerging Role of Web 2.0 and Social Media .................. 78
   Jenny Backhouse, University of New South Wales at the Australian Defence Force
   Academy, Australia

Chapter 9
The Nigerian e-Government Strategies (NeGST): A Strategic Approach to Poverty Eradication in Nigeria .............................................................................................................................................. 93
   Charles K. Ayo, Covenant University, Nigeria
   I.T. Fatudimu, Covenant University, Nigeria

Chapter 10
An Exploratory Analysis of the On-Line Dispute Resolution Mechanism.......................................... 106
   Panagiota-Aikaterina Sidiropoulou, Middlesex University, UK
   Evangelos Moustakas, Middlesex University, UK

Chapter 11
Factors Affecting the Citizens’ Trust in E-Government ........................................................................ 118
   Hisham M. Alsaghier, Griffith University, Australia
   Marilyn Ford, Griffith University, Australia
   Anne Nguyen, Griffith University, Australia
   Rene Hexel, Griffith University, Australia

Chapter 12
An SMS-Based e-Government Model: What Public Services can be Delivered through SMS? ....... 137
   Tony Dwi Susanto, Flinders University, Australia
   Robert Goodwin, Flinders University, Australia

Chapter 13
E-Government Projects Risk Management: Taking Stakeholders in Perspective .............................. 147
   Fatma Bouaziz, University of Sfax, Tunisia
Chapter 14
An ICT-Based Network of Competence Centers for Developing Intellectual Capital in the Mediterranean Area.............................................................. 164
  Marco De Maggio, University of Salento, Italy
  Pasquale Del Vecchio, University of Salento, Italy
  Gianluca Elia, University of Salento, Italy
  Francesca Grippa, University of Salento, Italy
  Giustina Secundo, University of Salento, Italy

Chapter 15
Last Online Deposits Spatial Data in the Web................................................................. 182
  Mohamed-Khireddine Kholladi, University Mentouri of Constantine, Algeria

Chapter 16
Ontology Based Business Rules and Services Integration Environment......................... 197
  Aqueo Kamada, CTI – Information Technology Center Renato Archer, Brazil & State University of Campinas, Brazil
  Adriana Figueiredo, CTI – Information Technology Center Renato Archer, Brazil
  Marcos Rodrigues, CTI – Information Technology Center Renato Archer, Brazil

Chapter 17
Electronic Commerce in the Arab World................................................................. 214
  Robert Jeyakumar Nathan, Multimedia University, Malaysia
  Mohammed Saeed Ahmed, Multimedia University, Malaysia

Chapter 18
Efficient Implementation of E-Government Interoperability in Labour Market Information Systems Based on Service Oriented Architecture: A Case of Thailand ............................................. 229
  Apitep Saekow, Thammasat University - Rangsit Campus, Thailand
  Choompol Boonmee, Thammasat University - Rangsit Campus, Thailand

Chapter 19
E-Services and the Digital Divide: The Role of Tertiary Education in Improving Public Engagement and Trust in E-Delivery of Services................................................................. 244
  Neil Gordon, University of Hull, UK

Chapter 20
E-Learning and E-Management in Tunisian Universities.................................................. 251
  Rafik Braham, University of Sousse, Tunisia
  Lilia C. Belcadhi, University of Sousse, Tunisia
  Narjess T. Chebaane, University of Sousse, Tunisia
  Maha Khemaja, University of Kairouan, Tunisia
Chapter 21
Effort Estimation Model for Each Phase of Software Development Life Cycle
Sarah Afzal Safavi, COMSATS Institute of Information Technology, Pakistan
Maqbool Uddin Shaikh, COMSATS Institute of Information Technology, Pakistan

Chapter 22
Developing a Secure Integrated E-Voting System
Charles K. Ayo, Covenant University, Nigeria
J.O. Daramola, Covenant University, Nigeria
A. A. Azeta, Covenant University, Nigeria

Chapter 23
An Overview of E-Health Development in Australia
Say Yen Teoh, RMIT University, Australia
Mohini Singh, RMIT University, Australia
Josephine Chong, Auckland University of Technology, New Zealand

Chapter 24
Building Security Awareness Culture to Serve E-Government Initiative
Ali Maqousi, Petra University, Jordan
Tatiana Balikhina, Petra University, Jordan

Chapter 25
Mapping and Data Base Modelling for Public Sector Strategic Enterprise Resource Planning
J.D. Thomson, RMIT University, Australia

Chapter 26
Surviving with SMS
Mohammad Shirali-Shahreza, Sharif University of Technology, Iran
Sajad Shirali-Shahreza, University of Toronto, Canada & Sharif University of Technology, Iran

Chapter 27
Early Worm Detection for Minimizing Damage in E-Service Networks
Tarek S. Sobh, Egyptian Armed Forces, Egypt
Heba Z. El-Fiqi, Zagazig University, Egypt

Chapter 28
Towards a Dynamic Font Respecting the Arabic Calligraphy
Abdelouahad Bayar, Cadi Ayyad University, Morocco
Khalid Sami, Cadi Ayyad University, Morocco

Chapter 29
Building Semantic Webs for E-Government with Wiki Technology
Mohammed Abdula Saleh Al-Helali, Al-Rafedain University, Iraq