Table of Contents

Foreword ........................................................................................................................................... x

Preface .............................................................................................................................................. xi

Acknowledgment............................................................................................................................ xviii

Section 1
Foundation, Benchmarking and Evaluation

Chapter 1
Community Practices to Improve E-Governance at the Grass Roots........................................... 1
    Hakikur Rahman, ICMS, Bangladesh

Chapter 2
Citizen-Centric Service Dimensions of Indian Rural E-Governance Systems: An Evaluation .......... 35
    Harekrishna Misra, Institute of Rural Management Anand, India

Chapter 3
E-Government Policy: A Case Study of E-Filing System................................................................. 57
    Abdul Raufu Ambali, University Technology MARA, Malaysia

Chapter 4
Capacity Development Initiatives for Grass Roots Communities: Two Cases............................... 79
    Hakikur Rahman, ICMS, Bangladesh
Section 2
Operation, Management and Innovation

Chapter 5
The Information Management of Co-Located Emergency Response Rooms in the Netherlands...... 107
Kees Boersma, VU University Amsterdam, The Netherlands
Peter Groenewegen, VU University Amsterdam, The Netherlands
Pieter Wagenaar, VU University Amsterdam, The Netherlands

Chapter 6
Methods for Software Complexity and Development Effort Estimation and its
Importance in the Area of ICT Governance.......................................................... 117
Zdeněk Struska, Deloitte Advisory, Czech Republic
Jiří Vaníček, Czech University of Life Sciences, Czech Republic
Martin Závodný, Czech University of Life Sciences, Czech Republic

Chapter 7
The Adoption Process of Free & Open Source Software (FOSS) in Turkish Public Organizations...148
Mete Yildiz, Hacettepe University, Turkey
Mustafa Kemal Oktem, Hacettepe University, Turkey
Turksel Kaya Bensghir, Public Administration Institute for Turkey and the Middle East, Turkey

Chapter 8
Using Web Sites to Improve Fiscal Transparency: The Case of Turkish Municipalities............. 171
Tolga Demirbaş, Uludag University, Department of Public Finance, Turkey

Chapter 9
Şikayet Çöz: A Proposal for E-Governance............................................................ 192
Nilsun Sariyer, Çanakkale Onsekiz Mart University, Turkey

Chapter 10
Conceiving Community Knowledge Records as E-Governance Concerns in Wired Healthcare
Provision................................................................. 207
Kam Hou Vat, University of Macau, Macau
Section 3
Knowledge Management and Research

Chapter 11
Promoting E-Governance Through Capacity Development for the Global Environment:
UNEP’s Training Strategy in Integrated Environmental Assessment (IEA).................. 227
Jim Perry, International Institute for Sustainable Development, Canada
Leslie Paas, International Institute for Sustainable Development, Canada
Maria Eugenia Arreola, United Nations Environment Programme, Kenya
Elena Santer, United Nations Environment Programme, Kenya
Nalini Sharma, United Nations Environment Programme, Kenya
Johara Bellali, United Nations Environment Programme, Kenya

Chapter 12
The Characteristics, Responsibilities and Future of Chief Information Officers
in the Public Sector........................................................................................................... 258
Rachel Lawry, Deakin University, Australia
Dianne Waddell, Deakin University, Australia
Mohini Singh, RMIT University, Australia

Chapter 13
Vision Impairment and Electronic Government.............................................................. 273
Reima Suomi, Turku School of Economics, Finland
Irene Krebs, Brandenburgische Technische Universität, Germany

Chapter 14
A Citizen-Centric Platform to Support Networking in the Area of E-Democracy........ 282
Francesco Molinari, ALTEC S.A. Thessaloniki, Greece
Christopher Wills, Kingston University, UK
Adamantios Koumpis, ALTEC S.A. Thessaloniki, Greece
Vasiliki Moutzi, ALTEC S.A. Thessaloniki, Greece

Compilation of References .............................................................................................. 303

About the Contributors .................................................................................................. 325

Index ................................................................................................................................. 333