Index

A

AASL 2546
abbreviated new drug applications (ANDAs) 303
aberration 3048
absence management 649
absence management system 649
abstention 2759
academic citation analysis 2782
Accenture 50, 519
access 132, 608, 3219
access and information security 1764
access component 581
access control 1297, 1652, 1926, 1934
access control list (ACL) 1758
access controls 286
access rights controller 4114
access to a fair trial 1988
access to the administrations’ information 3186
access, definition 486
accessibility 612, 2397
accessibility and availability 231
accessibility guidelines 2682
account termination process 1997
accountability 4077, 4093, 4108
ACD (automatic call distributor), definition 3986
ACID properties 3805
ACK 1372
ACL (access control list) 1758
ACS 3543
ActionAid 2458
active citizen participation 351
active tag 1304
active-market enhancing value 851
active-politically derived value 851
activity initialisation 3959, 3963
activity-based costing 1193
Adaptive Behavioral Intrusion Detection 1013
added-value services (AVS) 259, 266
Administration Characteristics, definition 987
administrations’ information 3181
Administrative Action, definition 992
Administrative Compensation 991
Administrative Compensation, definition 992
Administrative Democracy, definition 369
administrative discretion 3502
Administrative Litigation, definition 992
Administrative Management Bureau 2277
administrative model 756
Administrative No-Action 991
administrative reforms 3143, 3149
administrative regulations 3500
Administrative structure 3493
administrative system in Shanghai 1062
adoption of mobile Internet applications 232
Adoption of mobile technologies 2395
adoption of e-government services 2954, 2957
ADSL 3546
ADSL enabled exchange 3546
adult learning 2454
advanced 788
advanced record system (ARS) 49
advanced SES 110
advertising 307
advertising campaigns 3041
aesthetic effect 1073
Aether systems 233
Affiliated Values Model (AV) 3989
Affirmative act 449
affordability 1166
affordable loss 781
AFIS 1875
Africa, definition 3784
Africa's Web content 2068
African Information Society Initiative (AISI) 1888, 2072
Age of Systems 3754
agency management 2772
Agenda Zaragoza 3039
Agent-Based Distillation for Combat 4047
Agglomeration schedule 2953
aggregation process 2974
Aggregators 336
AGIMO 3537
AGLS 46
AGNPac 2063
AIDS patients, treatment of 4153
AirMagnet 1995
Airsnort 1995
AISI 1888
Akenti 3222
Alaska 1235
Alberta 2056
Alberta Health and Wellness 2057
Alberta Water Quality Awareness (AWQA) Day program 310, 421
Alexandria Digital Library 1472
Alexandria, Virginia 1663
algorithm 1513, 1815
Alicante 3594, 3598
allocations of spectrum 2516
alternate facilities, definition 421
altruism 780
Amazon.com 3565
Ambient Intelligence 2046
Ambient Intelligence scenarios 2047
America’s Clean Water Foundation 310
American revolution 3789
American Society for Public Administration 845
American Society for Public Administration (ASPA) 133
Aml drives 2046
analysis of variables (ANOVA) 2153
and communication technology (ICT) 3953
anomaly 3048
anonymity protection 1396
anonymous fingerprinting 1397
anticounterfeiting 1297
Apache 1088
APEC 2710
APEC 2967
APEC TEL (see Asia-Pacific economic cooperation) 4146
APIs 1086
APNee 2527
APNee-TU 2527
Application Back-End 1648
application development 2993
application interoperability 1644
Application Middle Tier 1648
application of ICT 2977
application programming interfaces (API) 1444, 4115
application service providers (ASP) 339, 1178, 1651, 2094
appropriate technology 1166
appropriateness 3425
Arab League 2123
Arab World 686
arbitrary number 1425
architectural elements 583
architectural partitioning 259
architectural usability 259
architecture 1776
architecture framework 570
Arthur Business Consulting 4201
artificial intelligence (AI) 75, 4211
artificial-intelligence-based knowledge management system 789
artificialization 3756
ASDL (Asymmetric Digital Subscriber Line) 4192
ASEAN 36
ASEAN Economic Ministers (AEM) 2131
Asia-Pacific Economic Cooperation (APEC) 2710
Asia-Pacific economic cooperation telecommunication 4146
ASPA (see American Society for Public Administration) 133

Index

Assistants.Com 2546
assistive technology 612, 1975
Association of Southeast Asian Nations (ASEAN) 2131
asylum, definition 3898
asymmetric strategies 297
ATC system 669
ATM 2833
atomic transactions (AT) 3805
attack distribution 3621
attention management 781, 791
attention-based information system 787
Attention-Based Information System Design 783
attention-based information system framework 784
attention-based information systems 773
attitude 788
attribute certificate 1934
Attribute Data, definition 348
Auction or English Auction, definition 339
Auction Theory 3989
Auctioneer-Controlled Factors 3996
auctions 3793
Australia 2139, 2163
Australia 45
Australian Business Number (ABN) 2144
Australian Business Register (ABR) 2144
Australian Customs Service (ACS) 3543
Australian Electronic Business Network (AUS-eNET) 3578
Australian Government Information Management Office (AGIMO) 3537
Australian Local Government Association (ALGA) 2167
Australian Medical Portals 409
Australian Wine and Brandy Corporation 3542
Austria 35
authentication 1111, 1286, 1387, 1391, 1650, 3807
authentication framework 1645
authentication server 1424
Authentication/Identification 1293
authoritarian e-government 3849
authoritarianism 686
Authoritative Source, definition 433
authorities' mobile interface architecture 250
authorization 1650, 1934
authorization 3807
Author-X system 3222
auto theft 1296
automated election 1238
automated fingerprint identification system (AFIS) 1875
automated traffic enforcement 1355
automatic call back, definition 3986
automatic decision making 1513
automatic service discovery 262
automatic teller machine (ATM) 4202
automatisation 3605
availability 2397
availability and quality of online services 512
Availability attacks 1995
Avea 238
AWABA 46
B
B2B e-business 3016
B2B E-Commerce Infrastructure Success Factors 861
B2B protocols 3214
B2E 2046
B2G 3542
BacenJud 1761, 1768
back-end layer 1647
back-end systems 2681
backtracing 287
backups 286
balanced e-government scorecard 2982
balanced scorecard (BSC) 3554
Bali Bombing 1315
ballot design 1241
Ballot paper with codes 1280
Ballot paper without codes 1276
bandwidth 2063
Bandwidth 4200
Bangladesh Telegraph and Telephone Board (BTTB) 633, 640
banking 2385
BANs 4110
bar codes 1304
Barcelona, Spain 3034
Barnsley Metropolitan Borough Council, UK 2400, 2401
basic trading area 2516
Bayesian Network 1340
beginner 788
behavior monitoring 3061
behavior patterns 3071
behavioral intention 3153
behavior-identity knowledge (BIK) 3069
behavior-tracking mechanism 3068–3073
behaviour, mindful 3093
behaviour, mindless 3093
<table>
<thead>
<tr>
<th>Term</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beijing</td>
<td>659, 660</td>
</tr>
<tr>
<td>Bell Nexxia</td>
<td>2000</td>
</tr>
<tr>
<td>belonging</td>
<td>313</td>
</tr>
<tr>
<td>benchmarking</td>
<td>363, 369, 520, 524</td>
</tr>
<tr>
<td>benchmarking e-government</td>
<td>372, 378</td>
</tr>
<tr>
<td>benefit processing</td>
<td>3886</td>
</tr>
<tr>
<td>Benthamanian Vision, definition</td>
<td>402</td>
</tr>
<tr>
<td>Bereslai Homes, UK</td>
<td>2401</td>
</tr>
<tr>
<td>best practices</td>
<td>183, 369</td>
</tr>
<tr>
<td>Best Practices Committee</td>
<td>180</td>
</tr>
<tr>
<td>Best Practices, definition</td>
<td>859</td>
</tr>
<tr>
<td>best-practice-model</td>
<td>3498</td>
</tr>
<tr>
<td>best-sourcing</td>
<td>1179</td>
</tr>
<tr>
<td>Bias</td>
<td>1541</td>
</tr>
<tr>
<td>Bidder-Controlled Factors</td>
<td>3998</td>
</tr>
<tr>
<td>big bully</td>
<td>71</td>
</tr>
<tr>
<td>BiH (see Bosnia-Herzegovina)</td>
<td>1211</td>
</tr>
<tr>
<td>Billing</td>
<td>261</td>
</tr>
<tr>
<td>Billing Services</td>
<td>3436</td>
</tr>
<tr>
<td>binary</td>
<td>1175</td>
</tr>
<tr>
<td>bio-API</td>
<td>4115</td>
</tr>
<tr>
<td>Biolinfo Grid</td>
<td>3801</td>
</tr>
<tr>
<td>biological features</td>
<td>1286</td>
</tr>
<tr>
<td>biological license applications (BLAs)</td>
<td>303</td>
</tr>
<tr>
<td>Biometric Adoption</td>
<td>1287</td>
</tr>
<tr>
<td>biometric authentication in broadband networks</td>
<td>4110–4120</td>
</tr>
<tr>
<td>biometric ID</td>
<td>4110</td>
</tr>
<tr>
<td>biometric ID usage, requirements for</td>
<td>4111</td>
</tr>
<tr>
<td>biometric identity cards (ID)</td>
<td>2599</td>
</tr>
<tr>
<td>Biometric Implementation</td>
<td>1290</td>
</tr>
<tr>
<td>biometric passports</td>
<td>1287</td>
</tr>
<tr>
<td>biometric service provider (BSP)</td>
<td>4115</td>
</tr>
<tr>
<td>biometric service providers, multifunctional</td>
<td>4118</td>
</tr>
<tr>
<td>Biometric Technologies</td>
<td>1288</td>
</tr>
<tr>
<td>biometric verification</td>
<td>4112</td>
</tr>
<tr>
<td>Biometrics</td>
<td>1286, 1293</td>
</tr>
<tr>
<td>biometrics</td>
<td>3060–3069</td>
</tr>
<tr>
<td>biometrics in athletics</td>
<td>4113</td>
</tr>
<tr>
<td>biosecurity</td>
<td>1073</td>
</tr>
<tr>
<td>bizware</td>
<td>561</td>
</tr>
<tr>
<td>Black Box Voting</td>
<td>1235</td>
</tr>
<tr>
<td>blog</td>
<td>2295, 2909</td>
</tr>
<tr>
<td>Blueprints</td>
<td>1575</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>1792, 2051, 4110</td>
</tr>
<tr>
<td>Bluetooth wireless devices</td>
<td>1997</td>
</tr>
<tr>
<td>Board of Agriculture</td>
<td>1228</td>
</tr>
<tr>
<td>Board of Trade</td>
<td>1228</td>
</tr>
<tr>
<td>bobby test</td>
<td>2295</td>
</tr>
<tr>
<td>Bologna City Hall (Italy)</td>
<td>252</td>
</tr>
<tr>
<td>Boolean answer</td>
<td>2973</td>
</tr>
<tr>
<td>Bosnia-Herzegovina (BiH)</td>
<td>1206, 1211</td>
</tr>
<tr>
<td>Boston Matrix</td>
<td>1196</td>
</tr>
<tr>
<td>bottom-up involvement process</td>
<td>1222</td>
</tr>
<tr>
<td>Bottom-Up Involvement Processes</td>
<td>1224</td>
</tr>
<tr>
<td>Bovaird, T.</td>
<td>3556</td>
</tr>
<tr>
<td>Boyd’s loop</td>
<td>2703</td>
</tr>
<tr>
<td>BPC practices</td>
<td>3858</td>
</tr>
<tr>
<td>BPC, focal areas</td>
<td>3919</td>
</tr>
<tr>
<td>BPC, motives for</td>
<td>3919</td>
</tr>
<tr>
<td>BPC, reach objectives</td>
<td>3918</td>
</tr>
<tr>
<td>BPC, strategic approach</td>
<td>3918</td>
</tr>
<tr>
<td>BPEL 2340</td>
<td>2365</td>
</tr>
<tr>
<td>BPEL4WS 2337, 2340, 2465</td>
<td></td>
</tr>
<tr>
<td>BPEL4WS, Business Process Execution Language for Web Services</td>
<td>2340</td>
</tr>
<tr>
<td>BPM (Business Process Management)</td>
<td>2345</td>
</tr>
<tr>
<td>BPML 2340</td>
<td></td>
</tr>
<tr>
<td>BPML [33] 3213, 3221</td>
<td></td>
</tr>
<tr>
<td>BPR 3732</td>
<td></td>
</tr>
<tr>
<td>BPR (business process re-engineering)</td>
<td>2222</td>
</tr>
<tr>
<td>BPWS4J 3221</td>
<td></td>
</tr>
<tr>
<td>brain-drain effect</td>
<td>2456</td>
</tr>
<tr>
<td>brand management</td>
<td>3881</td>
</tr>
<tr>
<td>branding</td>
<td>2295</td>
</tr>
<tr>
<td>Brazil 1234</td>
<td></td>
</tr>
<tr>
<td>Brazilian Central Bank (BCB)</td>
<td>1761</td>
</tr>
<tr>
<td>Brazilian Justice Department (BJD)</td>
<td>1761</td>
</tr>
<tr>
<td>Breach Prevention/Detection</td>
<td>998</td>
</tr>
<tr>
<td>British Columbia Ministry of Education</td>
<td>2545</td>
</tr>
<tr>
<td>British Public Administration</td>
<td>1225</td>
</tr>
<tr>
<td>British social attitudes (BSA)</td>
<td>3691</td>
</tr>
<tr>
<td>BRM 659</td>
<td></td>
</tr>
<tr>
<td>broadband</td>
<td>1643, 2063</td>
</tr>
<tr>
<td>broadband</td>
<td>4146</td>
</tr>
<tr>
<td>broadband access</td>
<td>1643</td>
</tr>
<tr>
<td>broadband connections</td>
<td>3546</td>
</tr>
<tr>
<td>broadband Internet access</td>
<td>1660</td>
</tr>
<tr>
<td>Broadband Network, definition</td>
<td>476</td>
</tr>
<tr>
<td>broadband technologies</td>
<td>1643</td>
</tr>
<tr>
<td>BSC (see balanced scorecard)</td>
<td>3554</td>
</tr>
<tr>
<td>BSD (Berkeley Software Distribution)</td>
<td>1088</td>
</tr>
<tr>
<td>BTTB (Bangladesh Telegraph and Telephone Board)</td>
<td>633</td>
</tr>
<tr>
<td>budgetary rules</td>
<td>1108</td>
</tr>
<tr>
<td>buffering</td>
<td>348</td>
</tr>
<tr>
<td>building broadband service manager (BBSM)</td>
<td>2000</td>
</tr>
<tr>
<td>bulletin board</td>
<td>1423</td>
</tr>
<tr>
<td>bulletin board systems (BBSs)</td>
<td>3900</td>
</tr>
<tr>
<td>Bureau of Motor Vehicles</td>
<td>2082</td>
</tr>
<tr>
<td>bureaucracy</td>
<td>3503</td>
</tr>
</tbody>
</table>

Index

bureaucracy model 36
Burundi and Burkina Faso digital solidarity fund project 4153
Bush, George W. 1236
business
business continuity planning 414
business counter 2369
Business Infrastructure 873
Business Integration 1651
Business logic 1648
business network redesign 1762
business partnership 786
business perspective 1201
business process 3553
business process change (BPC) 3857
Business Process Execution Language for Web Services, BPEL4WS 2340, 2365, 3805
Business Process Execution Language Server (BPEL Server) 3256
Business Process Management 2345
business process redesign 226, 1762
business process re-engineering (BPR) 198, 1645, 1744
business process reengineering (BPR) 3732
Business Processes 1768
Business reference model (BRM) 659
business resumption planning 414
business scope redefinition 1762
business strategies 217
business system management 2416
business to business (B2B) 406
business to consumers (B2C) 406
business transformation, definition 3889
business-computing mainstream 3801
business-improvement projects 3884
business-process improvement 3885
business-process redesign 218
business-to-business (B2B) 2381, 3016, 3545, 3878, 3937, 3990
Business-to-Business e-commerce (B2B e-commerce) 2086
business-to-consumer (B2C) 2381, 3016, 3542, 3878, 3990
business-to-government (B2G) 2140
business-to-government interactions 1298
C
Cabinet of Egypt Information and Decision Support Center 2382
call centre concept 3981
call centre evolution, digital government 3980
call centre, definition 3986
call centres 3980
Cambridgeshire County Council, UK 2400
campus-wide wireless networks 1666
Canada’s National Capital Region 1992
CanadaPlace 3403
candidates 1415
Cape Gateway project (CGP) 4149
Capgemini model 2427
capital expenditure 2110
Capital spending 1130
Caribbean, e-government development 853
carrier sense multiple access with collision avoidance (CSMA/CA) 1993
CAs (see intelligent citizenship assistants) 1556
cascading failure 3611
cash flow management 3108
cash-based society 2390
Catalog Service, definition 433
CATV 640
causal reasoning 780, 791
causation 789
CBE 3726
CBSS (see Crossroads Bank for Social Security) 1869
CCI-GOs traditional information exchange 3960
CCIGOv platform, case study 3958
CCTV (see closed-circuit television) 1379
cell C 4156
cell phone towers 1661
cellular technology 2509
cellular telephone technology 1991
Center for Digital Government 1572
Central Analyzer and Controller 1338
Central Business District of Brisbane 1992
Central Computer Committee (CCC) 1955
central excise and e-government therein 2660
central government 1224
Central Information Service (SI) 741
central repository 262
Centralization 1218
Centralization Hypothesis 2847
centralized attack 3617
Centre for Public Service Innovation 560
CERT 1367
Certificate Request 579
Certificate Trust List (CTL) 2355
CertificateTrustedPolicy 3259
certification authority (CA) 1934
certification authority (CA) 2349
Certification Document  579
Certification Service Providers (CSP)  1390, 1391, 2353
CFR (see Code of Federal Regulations)  2774
Chadwick, Andrew  1548
Chamber of Commerce and Industry (CCI)  3958
change management  2587
Change management  2982
change management capabilities  1215
Change Process Enablers  1217
Channel Limitations  1642
Channel Selection  1641
Channels  584, 586
channels of communication  1612
characteristic feature  2778, 2782
characteristics of mobile government  227, 231
charities  309
Chaska, Minnesota  1666
chat room  3175, 3178
chat servers  1553
Chaum’s Mix-nets scheme  1256
Chaum’s Blind signature  1256
Chesley, H. A.  3555
chief information officer (CIO)  155, 161, 4146
chief technology officers (CTOs)  1614
China  656, 660
China’s Administrative Litigation Act  988
Chinese e-government  1056
chunk information for efficient processing  546
CIA agents  3115
CIO (Chief Information Officers)  1223
CIO Council  2277, 2283
CIO council  4146
CIOs (see chief information officers)  1614
circle of trust  2767
CiRM (see citizen relationship management)  2579
Cisco  1959, 1992
Cisco Systems Inc.  2000
citation analysis  2778
citizen card  1759, 1760
citizen centrality  198
citizen competence  121, 128
citizen model  756
Citizen orientation  479
citizen participation  1538, 1539, 1542, 1547
citizen participation  26, 121, 353
citizen participation model  37
citizen relationship management (CiRM)  2567, 2579
citizen’s information needs  1161
Citizen-Centered Approach to E-Government  1733
Citizen-Centered Perspective  1727
citizen-centered services  2527
citizen-centred e-government  226
citizen-initiated contact literature  2687
citizen-initiated contacts with Ontario local e-government  2685–2699
citizen-oriented approach, assumptions of  479
citizen-oriented e-governance models  477
citizen-oriented model  482, 486
Citizens’ Jury Model  481
Citizens’ Jury, definition  486
citizenship  1, 7
citizenship and new media  4029
citizenship assistant (CA)  1565
CitizenSpace  3331
citizen-to-government (C2G)  2140
City Council  643
City Executive Board  643
City Government Wireless Network Initiatives  1661
City News Broadcasting Service  252
City of Stockholm Executive Office  644
City of Stockholm, Sweden  643
ciudad movil (mobile city) project  3034
civic engagement  171, 686
civil society, definition  3950
civilizations, types of  3756
Clean Water Foundation  310
clear leadership  2583
Clearing House Services  3436
client facing  3188
Client Interface  873
client machines  2220
Client Tier  1648
Client-Centered Transaction Environment  516
Client-oriented design  513
close 1818, 1821
closed mobility  1647
closed-circuit television (CCTV)  1379, 2598
Cluster Analysis  2952
Cluster membership  2953
clustered environments  2681
clusters  2991
CMMi  1092
code  1175
code management  1098
code of conducts  133
code of ethics  133
Code of Federal Regulations (CFR)  2774
Cognition  781, 786
cohort conceptualization  257
collaboration  2980, 3005

collection of personal information 4093
Collective Action for Drought Mitigation in Balang 2459
collective intelligence 4208, 4211
collective memory-supported electronic negotiation, roles of intermediaries 3670–3686
combinatorial bidding 2516
commercial exploitation 250
commercialisation 2233, 2237
commitment 2288, 4074
commodity function 1200
common gateway interface (CGI) 69
Common Intrusion Detection Framework 1336
common ritual 313
Common Values Model (CV) 3989
commons-based peer-production 1078
communication 261, 1226
communication and consultation 353
Communication Behavior 668
Communication Channel 261, 784
communication interface 1648
communication media 1
communication server (CS), definition 3986
Communication services 3040
communication skills 1215
communication technologies 3849
communications highways 98
communications management 3887
communications networks 3611
communications revolution 3890
communications service providers (CSPs) 2601
communications technology (CT) 60
Communicative Action, definition 402
communities of action 307
communities of practice (CoPs) 1093
communitization 2905
community development 308
community facilitation 306
community facilitation model, e-government 306, 307
community information centre 2882
community networks 3901
Community Portal 2909
Community telecenter 2883
communityware 1565
Commuters 648
comparative hearings 2516
compensation transaction (CT) 3805
Competence Network, mCity Project 645
Competence, definition 487
Competency 2416
competition 2421
competitive advantage 1194
competitive strategy 773
complementary code keying (CCK) 1993
Complex Adaptive Systems in Combat 4046
complexity 655
Component reference models (CRM) 659
components of e-governance 96
comprehending 3520
comprehensive e-government 1760
comprehensive information repository (CIR) 3638
compulsory competitive tendering (CCT) 2255
Computational Viewpoint 580
COMPUTER ETHICS 4039
computer ethics 4039
computer ethics, definition 4043
computer forensics 289
calendar game 4169
calendar modeling 1538
calendar revolution 3754
calendar security 1332, 2028
Calendar Within Reach programme 2602
Calendarization 2220
Calendarization, Government Offices 2221
calendar-mediated communication (CMC) 362
computers 781
Computer-supported voting systems (CSVS) 1235
concept map 549
conception-reality gap 2587
Conceptual Research Oriented Combat Agent Distillation Implemented in the Littoral Environment (CROCADILE) 4048
conceptualisation 3598
CONÈCCS (see Consultation, the European Commission 2804
confidential informant (CI) 2524
confidentiality 130
confidentiality 2548
confidentiality parameter (CP) 3118
Configurable Reference Models, definition 987
Configuration Parameters, definition 987
Configurative Reference Modeling 983
Connectivity, definition 859
Consensus Forecast Grid 3801
consent 4093
consistency check 2779
consolidation 2940
constituent policies, definition 3855
construction industry 3283
Construction Project Life-Cycle 3290
constructive technology assessment, definition 3950
consultation 1549
Consultation, the European Commission and Civil S 2804
ConsultQld 3426
consumer-to-consumer (C2C) 3990
contact centre, definition 3986
contact centres 3980
contemporary societies, types of 3757
Content aggregation service 260
Content aggregations service 262
content analysis 1066
Content Author/Creator 3436
Content delivery management 2530
content development 4159
Content Distributor 3436
content items 3252
Content Management 1651
content management system (CMS) 1077, 2904
content provision services 262
Content Publisher/Aggregator 3436
Content Routing 580
content sponsorship 3794
content standard for digital geospatial metadata (CSDGM) 1473
content syndicators 2529
contented information 1380
Context aggregation service 260
Context provision service 260
context-awareness mechanisms 254
context-based mobile applications 2395
contingencies leveraging 781
contingency 781
Contingency Coefficient 2950
Continuity of Government (COG), definition 421
continuous content update 2949
Contract and Rights Management 3435
Contributor roles 1094
countd ticket 1264
convener 3517
convergence 635
convergence theory 3488
cookies 2295, 2786, 2793, 2794
cookies, definition 4043
COOP plan elements 419
COOP Planning and E-Government 418
Coordination 1226
coordination 3494
coordinator forced-availability window 2472–2473
copyleft 1087, 1088, 1175
copyright 1175
Copyright Infringement 3458
Copyright Law challenges 3458
copyright statement 1071
Copyright Term Extension Act (CTEA) 3464
CORBA Trading Object Service 263
core competence 1202
core platform 260
corporate culture 1571
Corporate Social Responsibility (CSR) 2544
correlation coefficient 282
Corridor Cruisers 1998
corruption 3704, 3707
cost 1301
cost effectiveness analysis 3554, 3559
cost of mobile communication 4158
Cost per transaction 2836
cost savings 3789
cost-benefit analysis 3554, 3559
cost-effective delivery 636
cost-effectiveness 165
COTS 1083
cotton trade in Africa 4154
Council of Europe 1741
counter mode with cipher block chaining message authentication code protocol (CCMP) 1994
counterattacking 288
counterfeit drugs 1298
county veteran service officers (CVSOs) 3134
coupled multiagent service oriented model 2296, 2297, 2301, 2305, 2310, 2311, 2312
court system 3504
courting phase 788, 789
Cramér’s V index 2950
creative city 4209
Creativity 1226
Credential Proxy 1262
credit report 3067
Crime 231
Crime Beat 2602
Crime, Fighting Against 231
Criminal Justice System in the United Kingdom 3126
critical area 3048
critical success factors (CSFs) 1616
critical success factors (CSFs) 502
CRM (customer relationship management), definition 3986
CRM (see customer relationship management) 1613
cross-agency communication 1574
cross-agency service-delivery processes 2363
cross-authority exchange of files 1757
Index

cross-government accountability 2979
cross-National Service Provision 1651
cross-reference 2783
Crossroads Bank for Social Security (CBSS) 1869
Crossroads Copenhagen in Denmark 642
cryptosystem 1418
CSCW (see computer-supported collaborative work) 3087
CSFs (see critical success factors) 1616
CSPs 2353, 2601
CSVS (see computer-supported voting systems) 1235
CTI (computer telephony integration), definition 3986
CTOs (see chief technology officers) 1614
cultural change 1214
cultural citizenship 3
cultural diversity 2547
cultural issues 2991
culture/change readiness 3863
Cumbria County Council, UK 2400
Custodianship, definition 433
Customer 3290
customer lifetime value (CLV) 2579
Customer orientation 1226
customer relations 648
customer relationship management (CRM) 2568, 2579
customer satisfaction 3001
customer service 1161
Customer Service Life Cycle (CSLC) 785
customer-customer iterations 3286
customer-orientation 3795
Customer-Supplier Exchange Relationship 3284
Customer-Supplier Perspective 3290
customer-supplier relations 3283, 3289
Cyber Attack, definition 421
cyber citizen 4033
cyber citizenship, definition 4036
cyber city 4206
cyber optimism 4029
cyber optimist, definition 4036
cyber realism 4029
cyber realist, definition 4036
cyber terrorism 289
cyber-activism 1548, 1553
cyberadministration 179, 183
cybercrime 2601
cyberdemocracy 3151
cyberEtat (e-State) 182
cyber-juries 2771
cybernation 297
cybernetic revolution 3754
Cyberpatents 3474
cyberspace 294, 297
cyberwar 290, 294, 297
cyber-weapons, types of 3907
cynicism 2867

D

DABC 2356
DAC (see discretionary access control) 1927
data 3094
data access statements (DAS) 3118
data access statements elements (DASE) 3118
data analysis 1324
data and methodology 3708
data cleaning 1330
Data Communication 1651
data controllers 2627
data encryption technology 1995
data farming 3612
data flow 2786, 2790, 2795
Data formats 257
data gathering 1161
data integration 3805
data management 3228
data mining 1323, 1330, 1335
data privacy-sensitive 3065–3073
data processing, lawful basis for 1408
data processors 2627
Data Protection Act 2601
Data Protection and Privacy 1022
Data Proxy Server in e-government 3806
Data Proxy Servers (DPSs) 3805
data quality 1111, 1326
data reference model (DRM) 659
Data Security 2422
Data Service (DS) 3806
data subject 2627
data subject related records 1405
data warehouse 1330
database management system (DBMS) 1439, 1472
database rights 1989
database schema methodology 1445
database, privacy-sensitive 3065–3073
data-level conflicts 1440
dataveillance 1323, 1330
DCS (digital citizenship systems) 1556
DDoS attacks 1365
debit cards 4202
decentralization 655, 668

Index

Decentralization Hypothesis 2847
decentralization, and gathering 655
decreption 288
decision makers 782
decision support 1537
decision support systems 3721
decision tree model 1196
decisional composite residuosity assumption (DCRA) 1416
Decision-Based Portal 406
decision-making 1178
decision-making processes 779
decision-making project 3637
decision-support 1538, 1540
Decision-Support (or Expert) System 1546
decision-support technologies 1537
Dedrick, V. Gurbaxani 3552
deficient telecommunications infrastructure 2584
defuzzification process 2974
degree of risk 1178
deliberation 1539, 1540, 1543, 1548, 1550
deliberation 3505, 3525
Deliberative Democracy, definition 369, 494
deliberative model 352
Deliberative Poll, Televote, definition 487
deliberative processes 1540, 1546
Delivery Platforms 4187
delivery time 2837
demand forces 2968
demand-side 2411
Democracy, definition 402
Democracy, models of 396
democracy, regression models 3716
democratic citizenship 4029
democratic citizenship, definition 4036
democratic governance 2940
democratic mandate 3393
Democratic Organs 396
Democratic Principles 396
democratic processes 1697
Democratic Processes 396
Democratic Project 394
Democratic project, fundamentals of 396
democratic system 4082
democratic transition 2940
denial of service 290
Denial of Service (DoS) 1364
denial of service (DOS) attacks 3907
Department of Defense 2704
Department of Economic and Social Affairs (DESA) 2068
Department of General Services (DGS) 1567
Department of Labor (DOL) 303
Department of Tourism and Commerce Marketing (DTCM) 2125
Deployment of services 251
deregulated government model 3811
descriptive legal theory, definition 3745
design for all (see also universal design) 612
design for democracy, definition 4043
designed-in strategic alignment 3632
Desk Jockeys 1998
desktop-based Internet access 1642
destination management organisations (DMOs) 3938
destination management systems 3938
destination management systems (DMSs) 3938
deterrent 74
developed countries 498
developer roles 1094
developing countries 3014
developing nations 2379
development 623, 688
development contract 695
development of t-government services 2943, 2960
device mobility 552
device-to-device 1644
device-to-network 1644
DG (see digital government) 110
dictatorship of the proletariat 630
Diebold Election Systems 1236
Diffusion of Innovations (DOI) 3538
diffusion-of-innovations theory 3533
digital age 294
DIGITAL AGE 3343
Digital Asset Protection 3437
digital assets 3563
Digital Cash System, definition 339
digital certificate 1387, 1392
digital citizen participation 3173, 3178
digital citizenship 751
digital citizenship system (DCS) 1556, 1559, 1565
digital computers 98
Digital deliberation 353
Digital Deliberative Democracy 349, 351
Digital Deliberative Democracy in Local Government 349
digital deliberative democracy, 4 stages 353
Digital Deliberative Democracy, socioeconomic factors 357
digital deliberative democracy, stages of 352
digital democracy 2220

digital democracy 2867, 2874, 3150, 3174, 3176, 3178
digital divide in Turkey 236
digital economy 2376
digital economy 773
Digital Elevation Model, definition 348
digital environment 3283, 3289
Digital Era 394
digital fingerprinting 1396
digital governance 130, 135
digital government (DG) 8, 44, 58, 98, 110, 121, 130, 135, 201, 205, 208, 209, 210, 213, 508, 516, 517, 543
digital government considerations 3175
digital government initiatives 3174
Digital Government Strategies 511
digital government, call centre evolution 3980
digital government, e-tourism 3934
digital government, immigration 3890
digital government, promise of 3786
digital identity 4159
digital inequality in ASEAN 2133
digital information 545
digital interaction 1591
digital libraries 4188
Digital Links International 316
digital literacy 1589
Digital Millennium Copyright Act 3341
Digital Millennium Copyright Act (DMCA) 3465
Digital Multimedia Broadcasting (DMB) 2606
digital nervous system (DNS) 783
digital NPM scenario 128
digital record-keeping 3795
digital region 1589
digital revolution 3934
Digital rights management 3434
DIGITAL RIGHTS MANAGEMENT 3467
digital rights management (DRM) 1395, 1400, 1401, 1402, 1927, 1934
Digital Rights Management (DRM) 3431, 3432
digital service 543
digital signature 1747, 1750
Digital Signature Creation 450
Digital Signature Verification 450
Digital signatures 449
digital state paradigm 128
Digital State Paradigm 2914
digital state, definition 3752
digital tachograph 1357
digital technologies, definition 3752
digital television 2944, 2945, 2955
digital television (DTV) 1748, 1750
digital town hall meeting 1516, 1521
digital value delivery 3283
digital voting 2874
digital watermarking 1395
digital world 3066–3073
digitalization 2217
digitalization, West European Party Systems 3819
digitization 72
digitization, definition 305
DigiTV 48
direct democracy 1830
Direct Democracy, definition 494
direct electronic democracy 1235
direct mail 307
direct recording electronic (DRE) machines 1240, 1243, 1245, 1247
direct sequence spread spectrum (DSSS) 1993
Directgov 178
directory query language 1455
directory search, efficient 1458
directory-based service discovery 1451
disaster 3057
disaster recovery planning 414
disclosive ethics, definition 4043
discourse communities 3525
discourses 630
Discretion 3501
discretionary access control (DAC) 1927
discussion boards 3175, 3178
discussion lists 1553
disease 3048
disintermediation 1386
disturbant innovation 3562
Distance matrix 2952
distant voting 1237
Distributed Denial of Service (DDoS) 1365
Distributive Attack 2562
Distributive justice 2559
distro 1175
diversity of services and service provision 1383
divide phenomena 250
divide phenomena 2528
Division for Public Administration and Development Management (DPADM) 40
DLLs 4115
DMR result chain 3554
DMS, definition 3943
DMSS 3726
DMSs challenges 3941
DNS 1367
docile channels 783
docility 773, 782
Document Model 3219
document type definition, definition 329
document type definitions (DTDs) 1439
do-it-yourself (DIY) citizenship 3
domestic digital divide 2972
domestic phenomenon 791
dominant technology design 1237, 1238
domotica, definition 3950
downsizing 2991
DPADM 40
draconism 2607
drafted regulation 2777
DRE (direct recording electronic voting) device 2596
Drishtee 3146
Drivers of M-Government 232
driving distractions 242
DRM (see digital rights management) 1927
DSL broadband 3546
Dutch Municipal Register of Citizens’ Residential Data (GBA: Gemeentelijke Basis Administratie) 3127
Dutch Vehicle Registration (NKR) 3128
dynamic configuration 2052
dynamic key protocols 1994
dynamic marketing 3935
dynamic presumption (DPr) 2468, 2473–2486
dynamic voice 648
Dystopian 1548
Dystopians 1553

E
E.U.  35
e-administration 3604, 3779, 3784
e-advertisements 3813
early detection 3056
early warning 3048
ease of use 1167
ease of use 2949
e-ASEAN 2132
East Africa 1880
easy access to Internet 2878
e-ballots 4153
e-bill 1070, 1073
e-business 2231, 2232, 2233, 2234, 2235, 2236, 2238, 2239, 2240, 2241, 2242, 2243, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252
E-Business for Small Companies 864
e-business issues 773
E-business layers 3017
E-Business Legislation and Regulation 441
e-business model 3786
e-business, China 3019
e-business, India 3021
ebXML 2340
ebXML [15] 3214
ebXML-based 3222
e-Catalog modul 1567
certification documents 1775
ECHR 2626
E-Citizen Center 472
citizens 3779
citizens, definition 3784
city 4211
collaboration 3766
ecolological systems 1538, 1546
commerce 1285
commerce 2396
commerce 3533, 3560, 3722, 3766, 3893
c-Commerce Applications 331
commerce business model 3561
commerce development 657
commerce in Developing Countries 866
commerce in Government 331
commerce in Government, applications 331
commerce Infrastructure Success Factor Model 868
commerce Models And Applications, types of 335
commerce service delivery 3900
commerce system 1579
commerce, definition 3845
c-Commerce, definition 476
commerce, intermediary in 3673
c-Commerce, success factors 863
community 35
c-consultation 668
c-consultation, definition 369
c-consultation, definition 3745

c-consultation 1073
c-Consultation, definition 369
c-consultation, definition 3745

economical Perspective on Mobility 553
economical sustainability 251
economies of scale 3569
economies of scope 3569
Economy of Scale, definition 859
c-consultation 1073
E-Consultation, definition 369
c-consultation, definition 3745
Index

e-convenor 3517
e-Core 1574
eco-tourism 665
eco-tourism city 665
e-CRM 3766
ECV-based procurement 2110
e-democracy 1067, 1073, 1255
e-democracy and local justice 3841
e-democracy in Africa 3838
e-democracy models 482
e-democracy online, framework 3688
e-democracy policy framework 2860
e-democracy tools 4122
e-democracy tools in Europe 4121–4136
e-democracy tools, scenario approach for future 4126
e-democracy, a contingency model 4124
e-democracy, definition 3752, 3845
e-democracy, three scenarios 4128
e-development 640
Edison, Thomas A. 1235
E-Document Censor 991
e-documents 578
education 229, 285
Education for All (EFA) 1961
Education Management Information System (EMIS) 1888
EEC 2349
e-economy 3840, 3890
e-economy in Africa 3838
e-education 1956
e-enaction-and-alterity 1556
e-enforcement 1357
e-Europe 2830
e-Europe 3603
e-Europe benchmarking 2831
e-Europe Initiative 1054
e-Europe program 1683
EFA 1961
effective legislative oversight 3504
effectiveness 3425
effectual reasoning 781, 783, 789, 791
Effectuation 781
efficiency 3425
EFFIN — Efficiency through user involvement 748
e-file 3887, 3888
EFOIA (see Electronic Freedom of Information Act) 3182
e-forms 2992
e-galaxies of knowledgeable individuals, definition 3762
egalitarianism 2619
EGNOS 4110
e-Gov 2272
e-government adoption, case study 3731
e-government 3704, 3810, 3813, 3817, 4104
E-Governance Models 477
e-Governance, assumptions 478
E-Governance, definition 369, 487
e-government 1591, 1597, 1599, 1600, 1639, 1687, 1695, 1698, 1718, 1721, 1725, 1733, 1762, 1763, 1768, 1769, 1893, 2078
e-government action plan 1212
e-government adoption 1159
e-government and democracy 3742
e-government and emancipated citizen 4077
e-government and e-service delivery 3900
e-government architecture 1772, 1789
e-government articles 4013
E-Government Assessment 1727
e-government benchmarking 3554
e-government business model 3793
e-government citizen services in Europe, user attitudes 2634–2642
E-Government Competence Centre 1365
e-government conceptual framework 3803
e-government confidentiality 2008–2025
E-Government Construction 988
e-Government Contact Centre 4194
e-government development 3766
e-government development in Lithuania 918
E-Government Development in the Caribbean 853
e-government development trends 3747
e-government development, stages of 3767
e-government developments 3846
e-government domain 3951
e-government effectiveness 3554
E-government efforts 227
e-government facilitation of communities of action 308
e-government framework 301
E-Government Grid 3803
e-government history 3650
e-government iceberg 183
e-government implementations 232
e-government in Africa 3777
E-Government Index 521, 527
e-Government Information Portal 4194
e-government information systems 3126
e-government infrastructure 3799
e-government initiative 3707, 3778, 4106, 4193
e-government initiatives in Africa 3779

e-government integration model (EIM) 1616

e-government interoperability frameworks 1644

e-government literature reviews 4016

e-government measurement criteria 2941

e-government metadata standards 2810

e-government network platform 3800

e-government of Shanghai 1057

e-government on the grid 3799

e-government plan 3849

e-government platform 3253, 3259

e-government policy 1212

e-government policy 1697

e-government procurement (e-GP) 2106

e-government promises 3786

e-government readiness 3704, 3705

e-government readiness index 1220

E-Government Readiness Index 527

e-government readiness worldwide 3711

e-government readiness, concept of 3705

e-government readiness, pulling factors 3706

e-government readiness, pushing factors 3706

e-government readiness, regression models 3715

e-government readiness, results 3710

e-government regimes 3846, 3852

e-government regimes, typology of 3847

e-government research 3649–3669

e-government research body 8

e-government research, findings 3660, 4017

e-government research, method 3655

e-government research, validity 3658

e-government satisfaction 2008–2025

e-government security 2026–2044

e-government service delivery 3744, 3900

e-government service delivery, issues 3900

e-government service function 658

e-government service marketplace (eGovSM) 2432

e-government services 1639

e-government services, anticipated and experienced barriers to 2639

e-government services, potential use of 2637

e-government services, satisfaction 2639

e-government stakeholders 4089

e-government strategies 2410

e-government strategy 1065, 1073, 1212

e-government strategy 2409

e-government strategy 2988

e-government strategy development 3764

e-government strategy, definition 305

e-government system 569, 572

e-government technologies 3739

e-government trends, challenges 3732

E-Government Unit 178

e-government use, on behalf of whom? 2638

e-government, community facilitation model 306

e-government, crucial issues 2440

e-government, definition 2944

E-Government, definition 378, 476, 494

e-government, emerging trends 3721

e-government, four types of interaction 2165

e-government, history of 299

E-Government, impact on urban evolution 665

e-government, influences on urban planning 658

E-government, infrastructure 469

e-government, legal theory 3738

e-government, legal theory today 3740

e-government, legal theory tomorrow 3743

e-government, organizational challenges 3721

e-government, overview 299

e-government, research questions 3654

e-government, scholarly literature 4013

E-Government, single-source publishing 318

e-government, the future of 4070–4084

e-government, users’ acceptance 2657–2676

e-government-induced business process change (BPC) 3857

e-government-related soft skills 1226

e-governments, DMS challenges 3941

e-gov-induced BPC concepts 3928

e-gov-induced change 3916

e-gov-induced change, focal areas 3916

e-gov-induced change, motives 3916

e-gov-induced change, objectives 3916

e-gov-induced change, strategic approach 3916

e-govPolicyAction 3258

E-GovPolicyAction objects 3258

e-govPolicyCondition 3258

E-GovPolicySubject 3258

E-GovPolicyTarget 3258

eGovSM Replication 2441

E-GovTV channel 1589

e-grants 3972

Egypt, foreign financing 3725

Egyptian Government 3721

e-health 1639, 2063

e-health usability 2727

e-healthcare 1956

EIM (see e-government integration model) 1616

E-Inclusion 923, 924

e-inclusion (see electronic inclusion) 1589

e-information 3766

e-invoicing 1773

e-Japan 2229
Index

E-Japan Priority Policy Program 2283
E-Japan Strategy 2275, 2282
e-Japan strategy 4138, 4146
EJBs 584
e-judiciary 1956
E-judiciary system 1901
e-learning 1639
Election Process Information Collection (EPIC) Pro
1239
election-centered democracy 1830
electoral roll certificate 3039
electromagnetic waves 241
electronic access 3795
electronic access, implications 3970
electronic access, U.S. federal government 3970
electronic accessibility (e-accessibility) 2804
electronic banking cards 1383
electronic bulletin boards 1554
electronic business 4188
electronic commerce 1971
electronic commerce law 2385
Electronic Commerce legislation 4190
electronic commerce readiness 2389
electronic communications 781, 1070
Electronic Communications Privacy Act 3234
electronic consultation (e-consultation) 162
electronic customer relationship management (e-CRM) 3090
electronic data interchange 1741
Electronic Data Interchange 2923
electronic data interchange (EDI) 1736, 2087
electronic data interchange (EDI) 70
Electronic Data Systems (EDS) 3108
electronic delivery 1758
electronic delivery of government services 306
electronic democracy 1067, 1235
electronic democracy 1548, 1553, 1555, 1708, 1717, 1830
Electronic Document Management 621
electronic election 1239
electronic filing, definition 305
Electronic Finance 442
electronic forms (e-forms) 219
Electronic Freedom of Information Act (EFOIA) (see 3182
electronic funds transfers (EFT) 2087
electronic funds transfers (EFTs) 3880
electronic governance 30, 58, 110, 171, 510, 516
electronic governance 3704, 4104
electronic government 1056, 1070, 1380, 1387
electronic government 1909, 1910, 1911, 1912, 1
electronic government applications 2399
electronic government initiatives 2581, 2587
electronic government initiatives 306
electronic government of Jordan 4193
electronic government services 1065
electronic government, framework for 3765
electronic governmental services 4201
electronic health (e-health) 2727
electronic identity card 3037
electronic inclusion (e-inclusion) 1589
electronic institutions 1565
electronic knowledge (e-knowledge) 1057
electronic legislature 1427
electronic markets 2924
electronic networks 3144
electronic participation 1554, 1556
electronic participation (e-participation) 162
Electronic Patient Record (EPR) 2551
electronic petitions 2866
electronic petitions (e-petitions) 3424
electronic planning (e-planning) 1589
Electronic Post Journal (EPJ) 738, 740
electronic procurement (e-procurement) 1589
electronic procurement (e-procurement) 2107, 2730
electronic procurement (e-procurement) market 2106
electronic procurement (e-procurement), benefits 2108
electronic procurement (e-procurement), implementation in India 2112, 2114
electronic procurement (e-procurement), state of 2111
electronic product code (EPC) 1295
electronic profile 1742
electronic protocol 1746
Electronic public services (e-services) 2730
electronic readiness 1170
electronic readiness (e-readiness) 1881
electronic records management 1760
electronic records-management system (ERMS) 1754
electronic rulemaking 1830
electronic rulemaking (e-rulemaking) 2776
electronic self-service delivery methods 2943
electronic service 3253
electronic service (e-service) 1057
electronic service delivery (ESD) 1158
Electronic Service Delivery (ESD) Scheme 2532
## Index

<table>
<thead>
<tr>
<th>Term</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>electronic services</td>
<td>1690</td>
</tr>
<tr>
<td>electronic services (e-services)</td>
<td>1743</td>
</tr>
<tr>
<td>electronic services (e-services)</td>
<td>61</td>
</tr>
<tr>
<td>electronic signature</td>
<td>1387, 1392</td>
</tr>
<tr>
<td>electronic signature</td>
<td>1513</td>
</tr>
<tr>
<td>electronic signature</td>
<td>2385</td>
</tr>
<tr>
<td>Electronic Signature</td>
<td>435, 443</td>
</tr>
<tr>
<td>Electronic Signature Technology</td>
<td>445</td>
</tr>
<tr>
<td>Electronic tickets</td>
<td>1785</td>
</tr>
<tr>
<td>Electronic Town Meeting (ETM), definition</td>
<td>487, 494</td>
</tr>
<tr>
<td>Electronic Town Meetings (ETMs) Model</td>
<td>480</td>
</tr>
<tr>
<td>electronic trading industry</td>
<td>2377</td>
</tr>
<tr>
<td>Electronic Transactions and Contracts</td>
<td>442</td>
</tr>
<tr>
<td>electronic voter registry</td>
<td>1281</td>
</tr>
<tr>
<td>electronic voting</td>
<td>1064, 1234, 1240, 1241, 1246, 1247</td>
</tr>
<tr>
<td>electronic voting machine</td>
<td>1234</td>
</tr>
<tr>
<td>electronic voting machines (see also Prudencio mac)</td>
<td>1234</td>
</tr>
<tr>
<td>electronic voting system</td>
<td>2596</td>
</tr>
<tr>
<td>electronics revolution</td>
<td>3754</td>
</tr>
<tr>
<td>e-legislature</td>
<td>1428</td>
</tr>
<tr>
<td>e-legislature protocol</td>
<td>1431</td>
</tr>
<tr>
<td>e-legislature, definition</td>
<td>3855</td>
</tr>
<tr>
<td>e-legislature, security requirements</td>
<td>1430</td>
</tr>
<tr>
<td>elevated cluster</td>
<td>3048</td>
</tr>
<tr>
<td>eLF</td>
<td>582</td>
</tr>
<tr>
<td>e-licensing</td>
<td>2992</td>
</tr>
<tr>
<td>EMA (see eThekwini Municipality Area)</td>
<td>1159</td>
</tr>
<tr>
<td>e-mail</td>
<td>3893</td>
</tr>
<tr>
<td>e-mancipation of the citizen</td>
<td>4070–4084</td>
</tr>
<tr>
<td>eMaryland Marketplace program</td>
<td>1567</td>
</tr>
<tr>
<td>e-mayor</td>
<td>3254</td>
</tr>
<tr>
<td>e-mayor</td>
<td>570</td>
</tr>
<tr>
<td>e-mayor Architectural Elements</td>
<td>583</td>
</tr>
<tr>
<td>e-mayor architecture</td>
<td>580</td>
</tr>
<tr>
<td>e-mayor Local Format (eLF)</td>
<td>578</td>
</tr>
<tr>
<td>e-mayor Presentation Format (ePF)</td>
<td>579</td>
</tr>
<tr>
<td>e-mayor project</td>
<td>1771</td>
</tr>
<tr>
<td>e-mayor Universal Format (eUF)</td>
<td>578</td>
</tr>
<tr>
<td>emergency medical services</td>
<td>229</td>
</tr>
<tr>
<td>emerging presence</td>
<td>527</td>
</tr>
<tr>
<td>E-Mexico</td>
<td>200, 204, 206, 208, 216</td>
</tr>
<tr>
<td>emigration, definition</td>
<td>3898</td>
</tr>
<tr>
<td>EMIS (see Education Management Information System)</td>
<td>1888</td>
</tr>
<tr>
<td>EMISARI</td>
<td>1235</td>
</tr>
<tr>
<td>e-mobility award</td>
<td>3034</td>
</tr>
<tr>
<td>e-moderation</td>
<td>3525</td>
</tr>
<tr>
<td>e-moderation’s challenges</td>
<td>3520</td>
</tr>
<tr>
<td>e-moderator</td>
<td>3517</td>
</tr>
<tr>
<td>Employees</td>
<td>648</td>
</tr>
<tr>
<td>employment</td>
<td>230</td>
</tr>
<tr>
<td>employment vacancies</td>
<td>3039</td>
</tr>
<tr>
<td>employment vacancy alerts</td>
<td>3039</td>
</tr>
<tr>
<td>empowerment of business</td>
<td>2878</td>
</tr>
<tr>
<td>empowerment of knowledge network</td>
<td>2879</td>
</tr>
<tr>
<td>empowerment of local government</td>
<td>2878</td>
</tr>
<tr>
<td>empowerment of society</td>
<td>2878</td>
</tr>
<tr>
<td>empowerment processes</td>
<td>2453, 2464</td>
</tr>
<tr>
<td>Empowerment, definition</td>
<td>487</td>
</tr>
<tr>
<td>enabling environment</td>
<td>851</td>
</tr>
<tr>
<td>enabling innovation</td>
<td>2413</td>
</tr>
<tr>
<td>enabling software</td>
<td>71</td>
</tr>
<tr>
<td>enabling technologies</td>
<td>1558</td>
</tr>
<tr>
<td>enabling technology, ICT</td>
<td>4074</td>
</tr>
<tr>
<td>enactment-and-alterity</td>
<td>1565</td>
</tr>
<tr>
<td>encryption</td>
<td>1118</td>
</tr>
<tr>
<td>encryption system</td>
<td>2386</td>
</tr>
<tr>
<td>End-user needs</td>
<td>645</td>
</tr>
<tr>
<td>e-negotiation</td>
<td>3675</td>
</tr>
<tr>
<td>e-negotiation, performance and limitations</td>
<td>3676</td>
</tr>
<tr>
<td>enforcement</td>
<td>1358</td>
</tr>
<tr>
<td>engagement-supporting technologies</td>
<td>1539, 1546</td>
</tr>
<tr>
<td>engaging competition</td>
<td>781</td>
</tr>
<tr>
<td>Engineering Objects</td>
<td>586</td>
</tr>
<tr>
<td>enhance democratic legitimacy</td>
<td>2771</td>
</tr>
<tr>
<td>Enhanced ISAAC Neural Simulation Toolkit</td>
<td>4048</td>
</tr>
<tr>
<td>enhanced presence</td>
<td>527</td>
</tr>
<tr>
<td>eNorge2009</td>
<td>735</td>
</tr>
<tr>
<td>ensure better decisions</td>
<td>2771</td>
</tr>
<tr>
<td>enterprise application integration (EAI)</td>
<td>2299, 2313</td>
</tr>
<tr>
<td>Enterprise Application Integrator Tibco</td>
<td>2345</td>
</tr>
<tr>
<td>enterprise architecture</td>
<td>1111, 1127</td>
</tr>
<tr>
<td>enterprise environment</td>
<td>3951</td>
</tr>
<tr>
<td>enterprise information portals (EIPs)</td>
<td>2299</td>
</tr>
<tr>
<td>enterprise privacy architecture language</td>
<td>1410</td>
</tr>
<tr>
<td>enterprise resource planning (ERP)</td>
<td>70, 79</td>
</tr>
<tr>
<td>enterprise systems</td>
<td>3722</td>
</tr>
<tr>
<td>Enterprise Tier</td>
<td>584</td>
</tr>
<tr>
<td>Entrepreneur magazine</td>
<td>777</td>
</tr>
<tr>
<td>Entrepreneurial opportunities</td>
<td>786</td>
</tr>
<tr>
<td>Entrepreneurship</td>
<td>781</td>
</tr>
<tr>
<td>Environment Agency</td>
<td>613</td>
</tr>
<tr>
<td>Environment Protection Department (EPD) of Hong Kong</td>
<td>2402</td>
</tr>
<tr>
<td>environment systems research institute (ESRI)</td>
<td>1481</td>
</tr>
<tr>
<td>environment, physical, definition</td>
<td>3950</td>
</tr>
<tr>
<td>environment, social, definition</td>
<td>3950</td>
</tr>
</tbody>
</table>

Environmental Data Management System (EDMS)  616
environmental democracy  621
environmental economy  3843
Environmental Factors  510
EOI 3548
E-Participation  1725
c-participation  183
c-participation  3742
E-Participation Index  527
e-payment 2269
EPC (see electronic product code) 1295
c-permits 2992
e-petition 3430
e-petition, definition 3746
e-petitions (see electronic petitions) 3424
e-petitions system 3742
EPJ 738, 740
c-planning 1584
c-planning (see electronic planning) 1589
E-Polis, ethics 4037
E-Polis, privacy of communications 4037
E-Polis, values of 4038
c-polling 1255, 1261
c-polling system 1267
EPR 738
c-procurement 1111
c-procurement 1566, 1589
c-procurement 2360, 2735
c-procurement 3789
c-procurement 3972
c-procurement system 2979
c-public procurement 63
E-purchase 668
e-quality index 1147
equality 2620
equity 3425
e-readiness 2967, 2969, 3014, 3493
e-readiness (see electronic readiness) 1881
e-readiness measurement 2974
e-records management 1877, 1881
e-reengineering 3766
e-regulations 3972
Ericsson 647
ERMS (see electronic records-management system) 1754
Ernst & Young 3579
ERP (see enterprise resource planning) 3553
ERP (see enterprise resource planning) 1613
e-rulemaking 2769, 2782
e-rulemaking 2872, 2874
e-rulemaking, definition 3855
ESD (see electronic service delivery) 1158
e-service 3951
e-service delivery 3741, 3900
e-service delivery performance 3133
e-service delivery, performance measurement 3904
e-service delivery, security issues 3904
e-service delivery, stages of 3903
e-service improvements 2428
e-service privacy policy model (EPPM) 2624
e-service strategy 2414
e-services 61, 571, 572
e-signal 669
e-signature 45
E-Signature Infrastructure 456
E-Signature Utilization 463
e-signatures 3972
e-skills assessment 2417
e-SOA pyramid 2368
e-social policy 2610, 2620
e-society 3779
e-society, definition 3785
e-solutions 3843
Essential Functions, definition 421
E-stamping System 1901
e-strategy 2234, 2235, 2236, 2238, 2239, 2242, 2244, 2245, 2246, 2247, 2248
e-subscription 1069
e-surveillance 2607
e-Sweden 45
e-taxation 1956
e-telecom 668
eThekwini Municipality Area (EMA) 1159
Ethernet protocol 1993
ethical issues 131
Ethical Local Governance, definition 378
e-thics 135
Ethics and Data Management 3229
e-thics of digital government 135
e-tivities 3526
e-tourism, definition 3943
e-tourism, digital government 3934
e-tourism, role of governments 3936
e-transection 2050
E-Transformation Turkey 2005 Action Plan 237
e-transformational discourse 3755
e-transformations of societies 3754
e-transformations of societies, definition 3762
e-transmission 35
ETSI 1685, 1688
EU (European Union) 3596
EU research and development programs in ICT 1688
EU research programs 1684
eUF 582
EUPL 1088
Europe’s Information Society Thematic Portal 2804
European 3G mobile operators 1643
European Commission 735, 1213
European Committee for Standardization/Information Society Standardization System (CEN/ISSS) 2353
European convention of human rights and fundamental 2626
European Court of Human Rights 1741
European Digital Tachograph 2349
European Electronic Signatures Standardisation Initiative (EESSI) 2353
European Information Society 2131
European Interoperability Framework 1644
European Public License (EUPL) 1088
European Small- to Medium-Sized Governmental Organizations (SMGOs) 577
European Telecommunications Standards Institute (ETSI) 2353
European Union 2710
European Union (EU) 1401, 1683
European Union (EU) 2349
eUSER project 2634
evaluation 3142
evaluation framework 3424
evidence of identity (EOI) 3548
evolution of mobile Internet technologies 232
Evolution Strategy 4058
evolutionary approach 1726
Evolutionary Approach to E-Government 1733
evolutionary multi-objective optimization (EMO) approach 4064
Evolutionary Perspective 1727
evolving roles 3283, 3286, 3289
e-vote 3851
E-Vote, definition 369
e-voting 1064, 1241, 1255
e-voting process 4153
e-voting technology 1427
e-way 2427
e-way 667
exam malpractice 4155
exchange interaction 3283, 3286, 3289, 3291
executive branch of government 3505
executive information systems 3721
Existing Systems Adaptation 580
expand regulatory compliance 2772
expected returns 781
expert systems 1335
extended telecommunication infrastructure 2878
extended workflow 3087
extended-SOA 2368
extended-SOA reference model 2364, 2367
extensible authentication protocol (EAP) 1994
extensible mark up language (XML) 2181, 2182, 2188, 2190, 2192, 2682
Extensible Stylesheet Language 329
external expertise 1201
External Knowledge Repositories 1652
external service vendors 1197
external variables 1167
Extramadura Association (Spain) 252
extranet 1741
extranet, definition 3943
extranets 3934
EzGov 3944

F
F/OSS 1075, 1076, 1078, 1079, 1081, 1084, 1086, 1095, 1097, 1098
F/OSS communities 1091
F/OSS-based 1083
F2F (see face-to-face) 3517
face-to-face 756
face-to-face (F2F) environment 3517
face-to-face communication 1
facilitation, community model 306
facilitator 3517
fair information practices 4040
Fair Use principle 3457
fairness and soundness 1415
FAQs (see frequently asked questions) 119
fast, reliable, instant, and efficient network for 3145
Faster Information Exchange 229
fault tolerance 2681
FCC (see Federal Communications Commission) 2508
fear of technology 81
feature extraction 2782
Federal Communications Commission 1992
Federal Communications Commission (FCC) 2508
federal e-government, approaches 298
Federal Geographic Data Committee (FGDC) 1472
Federal Highway Administration (FHWA) 302
Federal Register 2774
federalism 183
federal-state setup 2106
Index

federated identity 2768
federated identity management 2762
federated system 576
Federation of Student Unions in Stockholm (SSCO) 647
feedback loops 1538, 1546
feedback mechanism 2800
fiber to the home (FTTH) 4146
field 1821
figure-of-merit (FOM) 2968, 2972
filtering technologies, definition 3855
final rule 2774
finance controlling 2912
financial 105
financial costing 1196
financial justification 1197
financial transactions 1297
financial Web service 3962
financing e-government 1109
Fingerprint Scanning 1293
Fingerprinting 446
fingerprints 3069
Finland 1225
Finnish ID Card (EID) 1228
Finnish Mobile Citizen Certificate 3037
Finnish Population Register Centre 1228
Finnish Public Administration 1220
fire fighting 229
firearm safety 1298
Firefox 1097
firewall 290
First Sale Principle 3457
Firstgov 521
FirstGov.gov 3970, 3971
Firstgov.gov Project, development 3971
Fiscal Responsibility Act 1115
Fishkin, James 1548
fitness landscape 3612
Fitness Landscape Analysis 4050
five-digit commodity code 1567
five-year-plan 1062
fixed network development 634
flaming 3526
flaming 753
Flash Paper 2295
flexibility 1646
flexible government model 3811
Flexible systems 575
Fluke Waverunner 1995
focus groups 198, 648
Focus groups of the mCity Project 647
FOI (see freedom of information) 1877
Food and Drug Administration 1295
food safety 1297
forced migrations, definition 3898
foreign direct investment (FDI) 3023
Foreign Direct Investments (FDI) 3024
foreign financing decision making process 3727
foreign financing process tasks 3728
Föreningssparbanken 647
form of control 26
Formal content delivery 2530
formal training 1219
Format Transformation 580, 582
Formosa Plastics Group 783
formulation 3142
FOS 1955
Foucault 2598
four models of e-government evolution 128
fourth estate 7
framework techniques 1178
franchisee life cycle 788
franchisee subsystem 784
franchising 786
fraud legislation 2388
free and open source software (F/OSS) 1074, 1075
free software 1175
Free Software Foundations (FSF) 1075
free software, definition 3855
free text methodology 1444, 1446
freedom 76
Freedom of Information Act 3182
Freedom of Information Act of 1996 4087
freedom of information exemptions 1989
freedom of speech 2548
Freenet, definition 3855
frequently asked questions (FAQs) 119
friendly administration 2941
FRIENDS (see fast, reliable, instant, and efficient) 3145
front end 2684
FTTH (see fiber to the home) 4146
full-blown 78
full-motion video 1994
full-time equivalent (FTE) 3196, 3202–3204
Functional and Architectural Partitioning 258
Functional partitioning 258
functionality 1726
functionality 655
functionality of technological tools 2952, 2957
Fundación Auna 3598
Funnel Model 481

future success for T-Government services 2959
fuzzy ordered waited averaging (OWA) 2973

**G**

game-based learning 1540
GAO (see United States General Accounting Office) 2524
garbage collection 230
Gartner Group 3595
Gates’ Digital Nervous System 783
gateway access 635
GDSS (see group decision support system) 3087
Gdynia City Hall (Poland) 252
GeL 45
general information 1161
general packet radio service (GPRS) 4152
general principles of proper use of ICT 1513
General public information 252
general public information services 253
General Public License (GPL) 1175
General Service Administration (GSA) 300
Generally Accepted Accounting Practices 1116
generic indicators 3426
geographic information-system services 2678
Geographical Information System in E-Government 340
geographical information systems (GIS) 340, 422, 433
geopolitical landscape 3891
geo-portals 3724
geospatial one-stop 1472
Geospatial Web-based information systems 1471
Germany 45
government 3721, 3724
GIS 2221
GIS 669
GIS applications 3724
GIS data sets 1473
GIS in E-Government, applications of 341
GIS in E-Government, functionality in 341
GIS in e-government, role of 340
GIS technology development 345
global availability 4188
global communication 3838
Global Diffusion of Regional Success 310
global diffusion of regional success 310
global digital divide 3840
global economy 2377
global integration 786
global justice XML data model (Global JXDM) 1447

global migrations 3891
Global Mobile Personal Communications by Satellite (GMPCS) 4191, 4192
global position systems (GPS) 342
global positioning system (GPS) 4152
global village 3839
global village, definition 3845
global workflow 3215, 3221
Global Workflow Model (GWfM) 3215, 3219, 3220
global-as-view (GAV) 1476
globalization, definition 3898
global-sourcing 1178
Globus Toolkit 3 (GT3) 3803
GNU GPL 1088
GNU GPL (General Public License) 1087
goal-oriented representation 1538, 1546
good governance 1881
good governance 687
Good Governance, definition 860
good management approach 3143
Good Practice Framework 180
governance 1717, 1719
governance architectures 138
governance model 37
governance of cyberspace 2134
governance, definition 3818
government 1570, 1721
government 68
government agencies 1435
Government Contingency Planning, evolution of 415
Government COOP planning 414
government data collection 3066–3073
government departments 3115
Government Electronic Network (GovNet) 1875
Government e-Link (GeL) 45
government initiatives 306
government insurer 3878
Government of Canada (GoC) 1991
Government of Malta mGov project 2527
government of Mongolia Web site 4108
government openness 351
government organizations 4103
Government Paperwork Elimination Act 1122
Government Paperwork Elimination Act (GPEA) 3973
Government Perspectives 556
Government portal market segment diagram 406
government portals 406
Government Portals, medical information 404
government service delivery 4151
government services 306
Government Services Delivery Channels Assessment 4195
government services online 1876
government to business (G2B) 1743, 1750, 2079
government to citizen (G2C) 1743, 1750, 2079
government to employee (G2E) 3284
government workforce 1991
Government.Direct 173, 178
governmental decision-making processes 3722
governmental effectiveness 2398
governmental efficiency 2398
governmental e-services 4201
Governmental GIS platform, characteristics 344
Governmental information services 2526
Governmental Markup Language (GovML) 2818
governmental openness, definition 3855
governmental organisations (GOs) 3958
governmental service-delivery processes 2364
governments 1718
governments, role of 3936
government-to-business (G2B) 2140, 2732
government-to-business e-government 3087
government-to-citizen (G2C) interactions 4149
Government-to-Citizen (G2C) Portal 471
government-to-citizen e-government 3087
government-to-citizen integration 1621
government-to-citizens (G2C) 3603
government-to-employee (G2E) 3723, 4151
Government-to-Employees Portal (G2E) 471
government-to-government (G2G) interactions 4149
government-to-government integration 1621
GovNet (see Government Electronic Network) 1875
GP (Grameen Phone) 640
GPL (see General Public License) 1175
GPs 2258
Grameen Phone (GP) 640
Gramm-Leach-Bliley Act (GLBA) 3232
grant and authorization services 2678
graph theory 3613
graphical user interface (GUI) 1481
grassroots 198
grassroots advocacy 1612
grassroots advocacy software 1612
grassroots, definition 3818
grassroots-based e-governance, challenges 3813
grassroots-based e-governance, concerns 3812
grassroots-based e-government 3810
grassroots-level analysis 2461
green pages 263
green paper 1685
Grid 2053
Grid Computing 2053
Grid Data Service Factory (GDSF) 3806
grid technique 3803
grid transaction framework 3805
gross domestic product 282
gross domestic product (GDP) 1889
group 788
group decision support system (GDSS) 3087
group dynamics 2453
group process 3520, 3521
group theory 3517
groupware 1565
groupware 3088
GSM Short Message Service (SMS) 1653
GT3 core services 3799
Guangzhou 660
Guided walks around Zaragoza 3039
Gulf Cooperation Council (GCC) 2123
Gyandoot 3145
H
hacker 290
hackers 1997
Hangzhou 660
Hardware 561
Harris, Bev 1235
Harrison, Peter 3555
Hazard Monitoring and Controlling 342
HCI 734, 735
HDLP 316
health 229
health care service 266
health informatics 2727
health information system 2727
Health Insurance Portability and Accountability Act 3233
health insurance portability and accountability act (HIPAA) 2711
Health Portals, definition 412
health service delivery 4154
healthcare 636
hearing disabilities 228
heart pacers 241
Help America Vote Act (HAVA) 1235, 1244, 1246
Hersey 1065
heterogeneity 1474
Heterogeneous hardware 257
hierarchical organization 2777
High Performance Computing (HPC) 3801
High Speed Downlink Packet Access (HSDPA) 2606
high-fidelity audio 1994
highway safety 1296
HIPAA 2629
HIPERLAN/2 technology 1994
historical data 3610
historical precedent 1200
HIV prevention 2462
Hobbes, Thomas 2604
holistic approach framework 1197
holistic framework 773
holistic methodology 3554
homomorphic property 1416
Homomorphic schemes 1256
honeypot 290
honeypots 287
Hong Kong 46
Hong Kong Personal Data (Privacy) Ordinance of 199 3239
horizontal effect 1990
horizontal integration 2177, 2178, 2180, 2185, 2190, 2191, 2192
horizontal integration 609
hotline 2524
hot-spot geoinformatics 3054
hot-spot trajectories 3057
household technology ownership 237
HR planning 2417
HTML 1073
HTTP 2339
HTTP channel 590
HTTP Server Adapter 261
Hudson’s Bay Company 2546
human auditory system (HAS) 1395
human capital 1166
human development 76
Human Development Index 521
human mindset 81
human networks 3144
human organizations, definition 3763
human perceptual models (HPM) 1395
human resources 2384
Human Rights Act 2601
human societies, development of 3758
human visual system (HVS) 1395
Human-Computer Interaction (HCI) 734, 735
hypertext 4074
Hypertext Markup Language (HTML) 69, 76, 135, 329
I
i2010 2804
IBM 2340
IC2T 2701
ICANN (Internet Corporation for Assigned Names and Numbers) 3740
ICCs (see integrated circuit cards) 1751
ICMA 3598
ICMA (see International City/County Management Ass 133
ICMP 1371
ICRS 2256
ICS 3543, 3548
ICT- (Information and Communication Technology) 2340, 2348, 2409
ICT Basic Law 2275, 2282
ICT basic law 4138
ICT for Development (ICT4D) 2452, 2464
ICT governance 2985
ICT industry 110
ICT infrastructure 513
ICT infrastructures 2978
ICT Mediated Deliberative Democracy, definition 402
ICT opportunities in Africa 3838
ICT policy 1684
ICT revolution 3846
ICT Role, definition 402
ICT sector 1683
ICT Strategy Headquarters 2272, 2283
ICT Vision 1226
ICT-Mediated Communication, definition 402
ICTs 137
ICTs business 3937
ICTs values 3937
ICTs workforce 3937
ID 2599
IDA 1054
IDABC (former IDA Framework) 256
idealistic global society 96
identification 1387, 1392
identification number 183
identification portal 650
identifier 3060–3064, 3069
identifiers 3060–3064
identity 1387, 1392
identity 2768
identity card 3064
Identity Management 1650
identity management 2768
identity theft 3067–3073
IDSC 3722, 3725
IDSC activity 3726
IDSC problems 3730
IDSC problems, solutions 3730
IDSC, foreign financing 3725
IDSC, role of 3726
IEEE 802.11 standard 1660, 1993
IEEE 802.11a 1993
IEEE 802.11b 1993
IEEE 802.11b air cards 1994
IEEE 802.11b standard 1991
IEEE 802.11e 1994
IEEE 802.11g 1994
IEEE 802.11g access point 1994
IEEE 802.11g devices 1994
IEEE 802.11i 1994
IEEE 802.11n 1994
IEEE 802.1x authentication 1997
IETF 2354
illegal immigration 3891
illegal migration, definition 3898
IMARK (see Information Management Resource Kit) 1889
IMM (see information measurement multi-criteria) 3554
immigration 3893
immigration and digital government 3890
immigration interface 3894
immigration policy, definition 3899
immigration, definition 3898
i-mode 4146
Impact on Business Processes 2405
Impact on Civil Workers 2404
Impact on Structure 2403
Impact Team Officers Mobile Data Project, UK 2401
implementation 3142
implementation 3502
improved infrastructure 2878
improving port security 1298
inbound, definition 3986
Incident Preparedness 994
Incident response 994
increased government patronization 2878
increased investment 2878
independent contractors (ICs) 3195
Independent Private Values Model (IPV) 3989
independent software vendors (ISVs) 2680
independent testing authorities (ITAs) 1244
India 3014
India, public procurement 2109
Indian central excise study 2657–2676
Indian central excise study, data analysis 2665
Indian central excise study, design 2660
individual 788
Industrial Development Bureau (IDB) 2091
industrial economy 791
industrial policy 1683, 1689
Industrial, Scientific, and Medical (ISM) band 1993
Infared 1792
infocracy 2917
infoDev (see Information for Development Program) 695
infomediaries 3794
Informal Learning Methods 1225
Informal paths 1219
information
Information Access Index 521
information acquisition 353
information age 2941, 3061–3073
Information Age 3944
Information Age 613, 657
information age government, radical transformation 3628–3648
information and communication technology (ICT) 2124, 2141, 2163, 2177, 2178, 2180, 2182, 2186, 2272, 2396, 2425, 2452, 2735, 2777
Information and Decision Support Center (IDSC) 3722
information and terrorism age 3061
information architecture, types of 3912
Information Cascades 4002
Information Commons 3341
information communication technologies (ICTs) 3934
information computer and communication technologies (IC2T) 2701
information dissemination 3892
information economics scorecard (IES) 1202
Information Era 3754
information exchange 1648
information flows 2413
Information for Development Program (infoDev) 695
information held by a public administration 3186
information infrastructure 2049
information integration 1386
information management 2727
Index

information management model 36
Information Management Resource Kit (IMARK) 1889
information management service 3004
information management strategies and systems (IMS) 4133
information measurement multi-criteria (IMM) 3554
information network 2875
information object 549
information operation (IO) 292, 297
information paradox 3552, 3555, 3559
information perspective 1201
information policy 46
Information Process Flow, definition 433
information provision 1711
information provision 614
information quality 2150
information retrieval (IR) 1444
information revolution 3754
information revolution 631
information security 2220, 2223
information security (Infosec) 161, 290, 442
Information Security Policy (ISP) 3116
Information services 3040
Information Services 615, 616
Information Services Grid (ISG) 3800
information sharing 1386
information sharing 2371, 2413
information society 1684, 1889
information society 2875, 2883, 2918
Information Society 2944
information society 30, 60, 66, 171, 631
information society (IS) 1206, 1208, 1212
information society (IS) 2942
Information Society Directorate-General of the European Commission 1213
information society research tradition 3748
information society technologies (IST) 1688, 2048
Information Society Technologies programme 2046
Information Society Technologies programme 2527
information system (IS) 1613
information systems integration 1621
information technology (IT) 2179, 2180, 2184, 2185, 2188, 2190, 2191, 2193, 2771, 2772
Information Technology Governance Institute (ITGI) 2524
information technology outsourcing 1178
Information Technology Services Branch (ITSB) 1992
information warfare 290
information warfare (IW) 291, 297
information with added value 3184
information, access to 3179
information, and communication technology (ICT) 3016
information/service providers 3934
informational era 3144
informational policy entrepreneurs 2941
informational services 1070
Informational voting 1235
infrastructural, definition 3943
infrastructural services 2682
infrastructure 71, 687
Infrastructure De-Regulation 4191
initiative, definition 3785
innovation 4209
innovation stage 787, 789
innovation system 4205
innovative public transport service 4153
input device 546
input modality 255
InputCheckService 2342
insight 783
Instant Information Release 229
Institute for Electronic Government 498
institutional compatibility 3493
Institutional Isomorphism, definition 369
institutional setup 2111
institutional theory 3533
INT@J (The Information Technology Association of Jordan) 4190
integrated advocacy campaign 1612
Integrated Care Report Service (ICRS) 2256
Integrated Cargo System (ICS) 3543
integrated circuit cards (ICCs) 1751
integrated governance 31
Integrated information system 1062
integrated platform 2814
integrated process modeling 2812
integrated services 226
Integrated Services Digital Network (ISDN) 2064
Integrated systems 575
Integration Tier 584
Integrity Threats 1264
Intel 1992
Intel Corporation 3565
intelcities 3254
Intellectual Freedom 3341
intellectual Objects 3444
intellectual property 7
intellectual property (IP) 3442, 3446
Index

Intellectual Property Laws 442
intellectual property rights (IPRs) 1930
intellectual property rights (IPRs) 3433, 3445
intelligence 1358
intelligence 4211
Intelligent Agents 1337
Intelligent Agents 410, 549
intelligent cities 4205
intelligent citizenship assistants (CAs) 1556, 1557
intelligent communities 4206
intelligent innovation environments 4206
Intelligent Medical Portals 408, 410, 413
intelligent software agent 1559, 1565
intensity indicators 1700
intention 1167
interaction models 1697
Interaction Tier 584
interactive “discussion boards” 2984
Interactive Decision Making 479, 482
interactive management 3935
Interactive Policy Making (IPM) initiative 2798
interactive policy making (IPM) initiative 2798
interactive policy making (IPM): 2804
interactive presence 527
interactive service 1062
Interactive Voice Response 2999
interactivity 4074, 4200
interagency information sharing 1435
Interagency Public Key Infrastructure 3112
interauthority processes 1760
interconnected subsystems 782
interconnectivity 297
interest groups 1612
Interface 3219
interface 545, 549
Interface Model 3215, 3218
Interface View 3215, 3219, 3220
Inter-Government Partnership 1054
intermediary in e-commerce 3673
internal cities 655
internal communication 648
internal competency 3860
internal effectiveness and efficiency (IEE) 3916
internal expertise 1199
internal integration 1762
Internal Knowledge Repositories 1652
internal labor market theory 3189
internal policies 1200
internal power constellation 3495
InternalWebServices 3219
International Center for Entrepreneurial Develop-
ment (ICED) 790
International City/County Management Association 133
international competitiveness 1684
international digital divide 2972
international law 3741
International Long Distance (ILD) services 4197
International Organization for Standardization (ISO) 3966
International Standard Organization/Reference
Model of Open Distributed Processing 570
International Standards 1287
International Telecommunication Union (ITU) 1689
International Telecommunication Union (ITU) 44
Internet 786, 1071, 1163, 1285
Internet access 635
Internet and governance 3813
Internet auction literature 3987
Internet Auctions 3990
Internet Auctions, outcomes of 3991
Internet censorship 2548
Internet connectivity 2380
Internet Domain Names 3462
Internet election 1239
Internet Engineering Task Force (IETF) 3740
Internet Explorer 69
Internet governance 3740
Internet on democratic citizenship 4030
Internet penetration 2067
Internet penetration rate 3038
Internet protocol (IP) 1442, 2064
Internet protocol (IP) address 2785
Internet Relay Chat (IRC) 1371
Internet Service Providers (ISPs) 4191
Internet technologies 1364
Internet technology 773
Internet technology-enabled organizations 1762
Internet voting 1234
Internet voting 2760
Internet, definition 3836
Internet-based 2868
Internet-based applications 2873
Internet-based consultations 2869, 2874
Internetisation 181
Internetization 3893
Internetization, definition 3899
interoperability 1054, 1300, 1330
interoperability 110, 161, 256, 348, 500, 510
Interoperability 1644, 1770
interoperability 2440, 2681, 2731
interoperability 3088


25
interoperability decision 3952
interoperability framework 1869
interoperability platform 3951
interoperability requirements 3952
interoperable platform 250
interoperable platform (CCIGOV platform) 3958
interorganizational relations 3126
inter-organizational workflows 3211, 3212, 3215
interrupted mobility 1647
intra-authority processes 1760
intra-government internal efficiency and effectiveness (IEE) 2080
intranet 1741
intranet, definition 3943
intranet-based curriculum 789
Intranets 1081
intranets 3934
intraorganizational integration technologies 3721
Intrusion Detection System 1332
intrusion detection systems 1997
intrusion prevention systems 287
Investment Promotion Incentives (IPI) 4190
investments 1108
Involvement Processes 1218
IO (see information operation) 292
IP 1369
IP (see Internet protocol) 1997, 2064
IPM (see interactive policy making initiative) 2798
IPRs (see intellectual property rights) 1930
IPsec components 1376
IPv6 1376
Iris Scanning 1293
Irreducible Semi-Autonomous Adaptive Combat (ISAAC) 4048
IS (see information society) 1208
IS research themes 8
IS support for government 219
ISDN (Integrated Services Digital Network) 4192
ISDN (see Integrated Services Digital Network) 2064
islands of automation 154
ISO Reference Model for Open Distributed Processing systems (RM-ODP) 570
ISO RM-ODP 582
ISO/ROM-ODP 569
isomorphism 2581
ISP, definition 3845
IssuerCAPolicy 3259
Issues in M-Government 232
IST (see information society technologies) 1688
IST initiatives 249
IST initiatives 2528
IST services 658
ISVs (see independent software vendors) 2680
IT 1076
IT (see information technology) 1160
IT (see information technology) 517
IT Council 643
IT Department, Stockholm 644
IT environment 3880
IT functionality 1762
IT process integration, definition 3889
IT professionals 2549
IT Services Branch 2000
IT strategy council 4139
IT strategy, definition 3889
ITA 1246
Italian Ministry for Public Administration 1214
ITGI (see Information Technology Governance Institute) 2524
IT-ready process 3721
ITU 44
ITU (see International Telecommunications Union) 1689
IW (see information warfare) 291
J
J2EE 1649
J2EE 3214
J2EE technologies and .Net technologies 2684
Japan 2229
Java database connectivity (JDBC) 1653
John Locke 3446
joined-up government 119
joined-up government 2338
Joint Review Commission (JRC) 640
Jomotel 4192
Jordan Mobile Telephone Services (Fastlink) 4192
Jordan Telecom (JT) 4191
Jordan’s Strategic Initiative REACH 4189
Jordanan House of Parliament 4190
Jordanian IT strategic plan (REACH) 4199
Jordanian telecommunication industry/market 4189
Jordanian Telecommunication market 4199
judicial authority 62
Jun (province of Granada) 3034
juridical expert systems 1514
jury selection 2081
just in time (JIT) inputs and outputs 3795
Justice 2560
K
Kandilli Observatory of Istanbul 241
Kaplan, Robert 3554
Kasumigaseki WAN 2283
Kenya 4154
Kerberos tickets 3214
Kernel Component 581
Khazane 3145
killing geography 1379
killing time 1379
King Abdullah the 2nd 4190
King, John 3555
kiosk voting 2596
kiosks 3146
Kirklees Metropolitan Council, UK 2400
Kismet 1995
knowledge 1559
knowledge 788
knowledge discovery in databases (KDD) 1330
knowledge economy 1212
knowledge economy 1719, 1890
knowledge management 1762, 1768
Knowledge Management Processes 432
Knowledge Management, definition 413, 434
Knowledge Portal 406
Knowledge representation 258
Knowledge sharing 1226
knowledge sharing in negotiation 3676
knowledge society 1719
knowledge/research, types of 3756
knowledge-based economy 1683
knowledge-based economy 2728, 2736
knowledge-based society 2284
KTH (Royal Institute of Technology) 645

Leadership 1219, 1226
Leadership of Individuals 1224
Leadership Processes 1219
leadership skills 2991
learning 1216, 1219
Learning 1540
learning process 26
Learning Processes 1218
learning stage 789
least developed countries (LDC) 1911
legacy systems 198
legal and regulatory framework 1167
legal control 8
legal disclaimer 1069
legal information 3184
legal jurisdiction 3741
legal phenomena 3739
legal responses 286
legal statements 1071
legal system 3738
legal theory 3738
legislative authority 61
legislative barriers 3007
legislative Web service 3962
legislature 1427
level of democracy 3704
Lever Brothers Limited 2545
liberal-democratic ethos s 3847
liberalization and competition 2730
License Management 3435, 3437
life events 2808
Likert scales 3600
limited mobility 1647
linear congruential generator 1279
linguistic quantifiers 2973
link analysis 2783
links 4103
Lisbon process 1689
Lisbon strategy 1683
listening 3520
Listening to the City 751
Literacy and Empowerment 2460
literature review 4016
livestock tracking 1297
loan portfolio management 1109
lobal framework 1209
local area network (LAN) 1660, 1993, 2051
local area networks (LANS) 4105, 4110
local communities 1065
local democracy online 3687–3702
Local E-Government 1725

labelling 3063
Labor Desert Theory 3446
land based classification system (LBCS) 1475
Land Management 341
LandUseCode 1480
LandXML 1474
LANs 1081
LANs 2219
laptop 647
large-scale directory 1452
law 3738
Law 30/1992 3182
law enforcement 1354, 1363
law enforcement 229
law making process 2378
LB services 4118
Index

local e-government 3490
local government websites in England and Wales, analysis findings 3690–3698
local governmental GIS 344
local governments 198
Local mobility 554
local registration authority (LRA) 2002
Local Service Providers (LSP) 2259
Local Workflow Model (LWfM) 3215, 3216, 3219
local-as-view (LAV) 1476
locality 781
localization service 260, 262
LocalMsg 3220
location transparency 1648
location-based information exchanges 233
location-based services 251
Location-Based Services (LBS), definition 348
location-based services (LBS’s) 4110, 4118
Logging Unit 3222
LOGONS 2169
London Borough of Greenwich, UK 2400
London Borough of Lewisham, UK 2400
London Borough of Sutton, UK 2400
look-and-feel standards 2682
loss of jobs 2583
loss of organisational competencies 1180
LSP 2259
luggage flow 1297

M
MAC (see mandatory access control) 1927
MAC layer service access point (MAC SAP) 1994
Mail 2083
mail system 650
major constraint 781
malicious codes 1235
malicious codes 3907
management 66
management implications 1165
management information system (MIS) 3779
management practice 1177
managerial 106
Managerial Approach to E-Government 1733
managerial democracy 1830
mandatory access control (MAC) 1927
Man-in-the-Middle attacks 1995
Map Aware Non-uniform Automata (MANA) 4048
Map Overlay, definition 348
market derived concepts of value 845
market economies 2378
market models 3811
market transactions 553
marketplace 1573
Markov Blanket 1340
marriage status verification services 4152
Martin Bangeman 643
Maryland 1572
MAS (see multi-agent systems) 1559
MASCO (see Mongolian Association for Computer-izati) 4106
masked identity 3069
master 788
Master Plan for Promoting Government-Wide Use of I 2273, 2283
matriculation results notification 4152
matrix analysis 1196
May, Christopher 1548
McCarthy, Michael 1236
McConnell International 524
mCity 644
mCity Experiences 649
mCity Project 642
mCity Project Manager 644
mCity Project, working process 645
MDG (see Millennium Development Goals) 1890
MDGs (see Millennium Development Goals) 696
MDs 2600
measurement 1703
mechanical voting systems 1235
Medakis project 739
media access control (MAC) 1994
media citizenship 3
Media Control 398
Media Control, definition 402
Medical Information 404
Medical Information through Government Portals 404
Medical portals comparison 409
Medical Portals, definition 413
Medical Portals, functional components 407
m-education (see mobile education) 1931
Me-government 3721
MENA 687
Message authentication 448
Messaging 1650
Messaging Service 262
metabusiness 1766, 1768
metadata 1330
metadata 3252
metadata 434, 506
metamorphic relation (MR) 2490
metamorphic service (MS) 2493
Index

metamorphic testing 2502–2503
metamorphic testing (MT) 2490–2491
Metcalfé's Law 1078
method 786
methodology for process modeling 2813
metrics 1201
metrics 3612
metropolitan area networks (MAN) 1660, 2004
Mexico 1726
m-government 1213, 1214
m-government 1639, 1721, 1725
m-government services 250
m-government software 233
m-government Success 1217
m-government, characteristics 2397
m-government, necessary conditions for 4162
m-government-related public policy issues 237
m-healthcare (see mobile healthcare) 1931
Micro Investment Lending Enterprise (MILE) 790
Micro Process for Security Engineering 3215
microelectronics 3754
microprocessor revolution 3754
Microsoft 2340
Middleware 1650
middleware solution 2440
middleware-oriented 2440
migration management, definition 3899
migration, definition 3899
MILE program 790
military operation other than war (MOOTW) 291, 297
military-industrial-media-entertainment network (MIME) 293
Millennium Development Goals (MDG) 1890
Millennium Development Goals (MDGs) 696
MIME (see military-industrial-media-entertainment network) 293
mindfully optimistic 3099
Ministry of Information and Communications Technology (MoICT) 4194
Ministry of Internal Affairs and Communication (MIC) 4146
Ministry of Posts and Telecommunications (MOPT) 634, 640
Minitel 1235
MISPA (see Mongolian Internet Service Provider Association) 4106
mission creep 1326, 1331
mission statement of TRC 4191
misuse detection 1334
MIT licenses 1088
MIU 1964
mix 69
mixed teams, definition 3763
MO Messaging Adapter 261
MOA (see modules for online applications) 1758
mobile 543
mobile access 563
mobile ambient intelligence 1934
mobile assistance 251
Mobile automobile parking 230
mobile broadband channels 1645
mobile broadband services 1642, 1644
mobile care units 649
mobile channel 252
mobile city 643, 652
mobile city services 3038
mobile commerce 229
Mobile devices 1214
mobile devices 545, 547
mobile education (m-education) 1931
mobile e-government services 1646
Mobile elderly care workers 230
mobile entertainment (m-entertainment) 1931
mobile e-voting 246
Mobile GIS, development of 346
mobile goods 553
mobile government applications 229
Mobile government applications in Turkey 239
mobile government concept 227
Mobile Government Consortium International (MGCI) 234
Mobile Government in Jordan 4187
Mobile Government in Turkey 239
Mobile Government on the Internal Organization 2403
Mobile Government Services 229
mobile governmental services 4187
mobile healthcare (m-healthcare) 1931
Mobile hospital staff 230
mobile identification service for e-government 3037
Mobile Information Project 240
mobile infrastructure 232
mobile interface architecture 250
mobile interfaces 251
mobile Internet 647
mobile Internet access 1658, 1659
mobile Internet technologies 2398
mobile Internet units (MIU) 1964
mobile network development 634
mobile operator network 267
Mobile operators 250

mobile people 642
mobile personal digital assistants 1612
mobile personal organisers 2600
mobile phone 237, 647
mobile phone 2833
mobile phone masts 237
mobile phone ownership 3037
mobile phone use 237, 238, 241
mobile phone use in traffic 237
mobile phone use while driving 242
Mobile Phone-Related Public Policy Issues 241
mobile phones 4151
mobile phones in public places 237
mobile service delivery 253
mobile service provision 253
mobile services 252, 253
mobile systems 2944
mobile technologies 236, 503, 550
mobile technologies 2396, 2397
mobile technology 642
Mobile Technology Diffusion 2400
mobile telecommunication services 4156
mobile telephone 3035
mobile telephone networks (MTN) 4156
mobile telephone systems 1235
mobile telephone usage 3033
mobile telephony 4161, 4199
Mobile Transactions 229
mobile voting 246
Mobile Working at London Borough of Barking and Dagenham Project, UK 2401
mobile world 3064–3073
mobile/wireless applications 651, 653
mobility 251
Mobility Perspectives 551
Mobility Response Model 2395
Mobility Telephony 4197
mobilizing information, definition 4036
Mobipay 3043
model 1543, 1546
Model Driven Architecture (MDA) 3212, 3214, 3219
Model driven security 3211, 3214
Model of Internet Commerce Adoption (MICA) 2147
moderator 3517, 3526
modern governance, definition 3950
Modern Telecommunications Network 469
Modernising Government 178
modernization 3487
modules for online applications 1758
modus operandi 1763
MOE 3726
Moe, Terry 844
MOIC 3726
Mongolian Association for Computerization (MASCO) 4106
Mongolian Internet Service Provider Association (MISPA) 4106
Mongolian Taxation Authority (MTA) 4106
Monitoring Water Quality 310
MOOTW (see military operation other than war) 291
MOPT (see Ministry of Posts and Telecommunications) 634
motivation 788
Motivation, definition 487
MPL 1088
mStudent 647
MTA (see Mongolian Taxation Authority) 4106
mukhabarat 687
multi-agent systems 1565
multiagent systems 2305, 2312
Multi-agent systems (MAS) 1559
multi-channel delivery 1638, 1641, 1643
Multi-Channel Delivery 516
Multi-Channel Delivery of E-Services 1638
multichannel network system 2684
Multi-channel service 1214
Multi-Channel Service Delivery 1641
multi-channel service delivery 252
multi-channel services environment 1638
multicriteria analysis 3559
multi-criteria decision problems 1184
multicultural immigration 3892
multi-departmental implementation 2106, 2115
multi-level environments 2842
multimedia 294
multimedia 4074
multimedia information 545
multimedia interfaces 3934
multimedia message service (MMS) 4152
Multimedia Super Corridor (MSC) 2135
Multimodal Services 254
Multi-Objective Analysis 4064
Multiphase Referendum Model 482
Multiple Delivery Channels 1032
multiple parties 1415
Multiple-Dimension Data 346
multiple-in, multiple-out (MIMO) technology 1994
Multi-Tier Architecture Overview 1647
multi-use smart ID card 4159
Index

multiway model 668
Municipal Association of Victoria (MAV) 2168
municipal companies 643
Municipal Facilities Management 341
municipal government 3398
municipal information society 1170
municipal organizations of Stockholm 648
Municipal Systems Adaptation 580
Municipality Raw Format (MRF) 579
mutual learning 856, 1227
mutualism, definition 4036
M-voting 1282
m-voting protocol 1281
MyProxy 3799
MySpace Internet community 3068–3073

N
name fluidity 3064
Napster 3469
Nascent Field 4013
NASP 2259
National Application Service Providers (NASP) 2259
national broadband strategies 1686
national CCI (NCCI) 3960
National Criminal Intelligence Service (NCIS) 2601
National Department of Seniors in Canada 2403
National e-Government Initiative 4194
national e-government strategies Ltd (NeGSt) 4155
National Health Service (NHS) 2255
national identification number 3060–3061, 3064, 3068
national identification number Social Security number 3061, 3064, 3067, 3069
national identity card 3064
National Information and Communication Infrastructure 1890
national information infrastructure (NII) 499
national integrated land system (NIALS) 1474
National Judicial Network Project 240
National Office of the Information Economy (NOIE) 3577
National Party System, definition 3836
National Performance Review (NPR) 34
national politics 3841
National Portal 617
National Programme for IT (NPfIT) 2254
National Science Foundation 1734
national Science Foundation (NSF) 3066
national strategy on m-government 4161
National Water Monitoring Day (NWMD) 310
natural accident theory 1254
natural resource applications 423
natural resource information integration 424
Natural Resource Information Management 422
navigation of t-government services 2949
NCC 1955
near decomposability 773, 791
nearly decomposable systems 793
negotiation support systems (NSS) 3670, 3672, 3676
negotiation time 3681
negotiation trust 3682
NeGSt 1960
neo-liberal 688
neo-liberalism 1708, 1717
Neo-liberalism 2620
net architecture 3847, 3855
net benefits 1541, 1546
Netchising 786
Netchising project 774
Netchising strategy 787
Netscape 69
NetStumbler 1995
netware 561
network 544
Network Access 506
network centric warfare 4181
Network Cloaking 1013
network effects 3561
network externality effect 3540
network interface card (NIC) 1997
network intrusion detection 1337
network management 1741
Network Policy 507
network security 1668
network theory 3533
Network Transport 1651
network-centric approach 2703
network-centric warfare 2704
Networked Economy 506
Networked Learning 506
networked society 2883
networking 2883
networking, technological developments 3934
network-to-network 1644
new drug applications (NDAs) 303
new economy” business model 3562
new information technology 781

**Index**

<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>new managerialism</td>
<td>184</td>
</tr>
<tr>
<td>new media</td>
<td>4029</td>
</tr>
<tr>
<td>new media and democratic citizenship</td>
<td>4029</td>
</tr>
<tr>
<td>New Orleans, Louisiana</td>
<td>1664</td>
</tr>
<tr>
<td>new public management</td>
<td>843</td>
</tr>
<tr>
<td>New Public Management (NPM)</td>
<td>739</td>
</tr>
<tr>
<td>new public management, definition</td>
<td>3753</td>
</tr>
<tr>
<td>New York</td>
<td>1235</td>
</tr>
<tr>
<td>New Zealand Government Web Guidelines (NZGWG)</td>
<td>1073</td>
</tr>
<tr>
<td>New Zealand local government</td>
<td>1069</td>
</tr>
<tr>
<td>New Zealand Privacy Act of 1993</td>
<td>3238</td>
</tr>
<tr>
<td>NGO, definition</td>
<td>3818</td>
</tr>
<tr>
<td>Nigerian federal government</td>
<td>4155</td>
</tr>
<tr>
<td>No Electronic Theft (NET) Act</td>
<td>3466</td>
</tr>
<tr>
<td>non-core</td>
<td>1202</td>
</tr>
<tr>
<td>Non-formal Learning Methods</td>
<td>1225</td>
</tr>
<tr>
<td>non-formal paths</td>
<td>1219</td>
</tr>
<tr>
<td>non-governmental organizations (NGOs)</td>
<td>3814</td>
</tr>
<tr>
<td>Non-technology conventional companies</td>
<td>786</td>
</tr>
<tr>
<td>Non-visible antennas</td>
<td>1997</td>
</tr>
<tr>
<td>normalization process</td>
<td>2974</td>
</tr>
<tr>
<td>normative legal theory, definition</td>
<td>3746</td>
</tr>
<tr>
<td>North American Free Trade Agreement (NAFTA)</td>
<td>2710</td>
</tr>
<tr>
<td>North Dakota Government Rural Outreach (GRO)</td>
<td>3134</td>
</tr>
<tr>
<td>North London Strategic Alliance (NLSA)</td>
<td>2400</td>
</tr>
<tr>
<td>North Somerset Council, UK</td>
<td>2400</td>
</tr>
<tr>
<td>Norton, David</td>
<td>3554</td>
</tr>
<tr>
<td>Norwich City Council Street Scene Project, UK</td>
<td>2402</td>
</tr>
<tr>
<td>Norwich City Council, UK</td>
<td>2400</td>
</tr>
<tr>
<td>notice of proposed rulemaking (NPRM)</td>
<td>2770, 2774</td>
</tr>
<tr>
<td>notice-and-comment rulemaking</td>
<td>2774</td>
</tr>
<tr>
<td>Notification</td>
<td>252, 580</td>
</tr>
<tr>
<td>Notification Request</td>
<td>579</td>
</tr>
<tr>
<td>novice</td>
<td>788</td>
</tr>
<tr>
<td>NZGWG (see New Zealand Government Web Guidelines)</td>
<td>1073</td>
</tr>
</tbody>
</table>

**O**

<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>OASIS Universal Business Language</td>
<td>1776</td>
</tr>
<tr>
<td>obligatee</td>
<td>1355</td>
</tr>
<tr>
<td>obligation</td>
<td>313</td>
</tr>
<tr>
<td>observing</td>
<td>3520</td>
</tr>
<tr>
<td>obstacles</td>
<td>3491</td>
</tr>
<tr>
<td>office automation (OA) system</td>
<td>341</td>
</tr>
<tr>
<td>Office of Management and Budget (OMB)</td>
<td>1224</td>
</tr>
<tr>
<td>Office of the E-Envoy</td>
<td>178</td>
</tr>
<tr>
<td>official portal Web site</td>
<td>1063</td>
</tr>
<tr>
<td>offshore outsourcing</td>
<td>1178</td>
</tr>
<tr>
<td>OGSA-DAI</td>
<td>3799, 3806</td>
</tr>
<tr>
<td>OLAPP (see online application container)</td>
<td>1758</td>
</tr>
<tr>
<td>OMC (see open method of coordination)</td>
<td>1048</td>
</tr>
<tr>
<td>one best way</td>
<td>3499</td>
</tr>
<tr>
<td>One Laptop per Child</td>
<td>316</td>
</tr>
<tr>
<td>OneStop</td>
<td>2980</td>
</tr>
<tr>
<td>One-Stop Government</td>
<td>1054</td>
</tr>
<tr>
<td>one-stop shop</td>
<td>2536</td>
</tr>
<tr>
<td>one-stop shopping</td>
<td>128</td>
</tr>
<tr>
<td>One-Stop Shopping, definition</td>
<td>924</td>
</tr>
<tr>
<td>online analytical processing (OLAP)</td>
<td>2579</td>
</tr>
<tr>
<td>Online and Communication Council (OCC)</td>
<td>2167</td>
</tr>
<tr>
<td>online application container (OLAPP)</td>
<td>1758</td>
</tr>
<tr>
<td>Online auctions</td>
<td>1577</td>
</tr>
<tr>
<td>Online Auctions</td>
<td>336</td>
</tr>
<tr>
<td>online brokers</td>
<td>3793</td>
</tr>
<tr>
<td>online collaboration</td>
<td>3517</td>
</tr>
<tr>
<td>online conference</td>
<td>4103, 4108</td>
</tr>
<tr>
<td>online consultation</td>
<td>1064</td>
</tr>
<tr>
<td>online front office</td>
<td>2684</td>
</tr>
<tr>
<td>online government</td>
<td>98</td>
</tr>
<tr>
<td>online governmental services</td>
<td>231</td>
</tr>
<tr>
<td>online malls</td>
<td>3793</td>
</tr>
<tr>
<td>Online Premium Service Areas</td>
<td>337</td>
</tr>
<tr>
<td>online service delivery</td>
<td>3847</td>
</tr>
<tr>
<td>online services</td>
<td>1760</td>
</tr>
<tr>
<td>online services</td>
<td>2679</td>
</tr>
<tr>
<td>online simulations</td>
<td>1540</td>
</tr>
<tr>
<td>online testing</td>
<td>2492–2494</td>
</tr>
<tr>
<td>online TV government delivery mechanism</td>
<td>2943</td>
</tr>
<tr>
<td>online voting</td>
<td>1239</td>
</tr>
<tr>
<td>online/off-line distinction, definition</td>
<td>4036</td>
</tr>
<tr>
<td>on-shore, near-shore and off-shore</td>
<td>1179</td>
</tr>
<tr>
<td>ontology</td>
<td>1565, 1818, 1821</td>
</tr>
<tr>
<td>ontology</td>
<td>3088</td>
</tr>
<tr>
<td>OODA loop</td>
<td>2703</td>
</tr>
<tr>
<td>open and distance learning (ODL)</td>
<td>1890</td>
</tr>
<tr>
<td>open e-government</td>
<td>3850</td>
</tr>
<tr>
<td>Open Geospatial Consortium (OGC)</td>
<td>1474</td>
</tr>
<tr>
<td>open government</td>
<td>4103</td>
</tr>
<tr>
<td>open mesh network technology</td>
<td>1669</td>
</tr>
<tr>
<td>open method of coordination (OMC)</td>
<td>1048</td>
</tr>
<tr>
<td>open service platform</td>
<td>250</td>
</tr>
<tr>
<td>open source</td>
<td>1175</td>
</tr>
<tr>
<td>Open Source</td>
<td>2909</td>
</tr>
<tr>
<td>open source</td>
<td>7</td>
</tr>
<tr>
<td>Open Source Initiative (OSI)</td>
<td>1087</td>
</tr>
<tr>
<td>Open Source Software</td>
<td>1054</td>
</tr>
<tr>
<td>open source software</td>
<td>2904, 2906</td>
</tr>
</tbody>
</table>
Open Source Software for E-Government (OSS),
definition 378
open standards 1175
OpenGov, definition 3856
Openness 1733
Openness 256, 575
Openness Maturity Model 1092
OpenOffice 1097
open-source 1254
open-source collaboration 3852
open-source software 1250
Operations Planning and E-Government 414
optical character recognition (OCR) 1396
optical scanning 1248
Optical-Scan Voting Systems 1246
optimization plan 2278
option of resolving the global multi-family code (ORMF) 1480
Oracle BPEL Process Manager 2342
Oracle JDeveloper BPEL Designer 2341
Organisation for Economic Co-operation and Development (OECD) 3740
organisational change 2234, 2235
organisational interoperability 3956
organisational perspective 1199
Organization for Economic Cooperation and Development (OECD) 696
Organization for Economic Cooperation and Development (OECD) 736
Organization of the mCity Project 645
Organizational Willingness 559
original equipment manufacturers (OEMs) 2096
orthogonal frequency division multiplexing (OFDM) technology 1993
Orwell 2603
OSA/ParlayX 261
OS 1085, 1086, 1099
outbound, definition 3986
outbreak 3048
outdoor access points 1995
Output Notification 580
outsourcing 1177
Outsourcing 2420
outsourcing mega-deal 1203
Overarching Validation Authority (oCA) 2358
OWA 2973
OWA Operators 2974
OWL Web Ontology Language 3252
OWL-S 265
packet binary convolutional coding (PBCC) 1993
PacketWriter 233
PACS (picture archiving communication system) 2258, 2260
Pagin 4191
Paging 4191
Paillier cryptosystem 1424
panel research 1704
Pan-European eGovernment services 1646
Pan-European Services Delivery 1653
panoptic societies 2597
panoptic-synoptican era 2598
PANs 4110
Paper Ballots 1243
Paper bid 1569
Paper Trail 1246
paper-based government 4085
paper-based transaction 1567
PAR (see Public Administration Review) 133
Pareto principle 792
parliament 2288
parsed character data (text)(PCDATA) 1439
partial electronic government failure 2587
partial signature sends (PSS) 1432
partial signature verification (PSV) 1432
partially ordered sets 3049
participant in-doubt window 2470–2472
participation 1515, 1521, 1549
Participation 3510
Participatory approaches 2464
passive access 3186
Passive Millimetre Wave Radar cameras 2599
passive tag 1304
passive-market enhancing value 851
passive-politically derived value 851
password management 1997
patches 286
patch-through phone program 1612
Patenting Computer Programs 3460
Patents 3459
path dependence 3499
path sharing 1993
pattern (search) 1821
payload 1395
PCO (see protected content objects) 1929
PCs (see personal computers) 1159
PDAs (personal digital assistants) 3035
PDP 3256
pedagogical agent 545
peer-to-peer communication 4
peer-to-peer connections 2923
PEOPLE 2677
people dimension of change 2587
PEOPLE project 2684
perceived usefulness 3153
percentage utilization of development stages 527
performance 1201
performance reference model (PRM) 659
performance scorecard 1521
PERMIS 3222
permission notifications 3040
Permissive 1087
Persistent Content Protection 3436
Persistent Storage 580
personal behavior 2558
personal communications 2558
personal computers (PCs) 2133
personal data 1990
personal data 2558
personal data protection 4100
personal digital assistant (PDA) 49
personal identification 922, 1297
personal information 3741
personal information protection act (PIPA) 4111
personal information protection and electronic doc 2623
personal information, abuse of 3067–3073
personal privacy policy specification 2629
personal tours 647
Personal Trusted Device 1785
personal verification 1286
personal computers (PCs) 1159
personalisation 1069
personality 3520
Personalization 1650
personally identifiable information (PII) 1401
Personhood 3448
Personnel Information System (PIS) 3780
Perspectives, definition 987
 pervasive computing 257, 549
Pesaro Teletext 2955
Philadelphia, Pennsylvania 1661
phishing 516
physical access 1166
physical interactions 1286
physical mobility 554
PICA 4112
Picture Archiving and Communications Systems (PACSs) 2258
picture archiving communication system 2260
PIDA (see Public Interest Disclosure Act) 2524
PINs (personal identification number) 1286
Planned Response/Data Collection 999, 1002
planning gateway 1589
Platform Independent Model (PIM) 3214
Platform Management 1651
Platform Management 262
Platform ontologies 265
platform services 260
Platform Tiers 584
Plato 2603
plebiscitary model 352
pluralist democracy 1717
pluralist model 352
PMI (see privilege management infrastructure) 1930, 1934
PNP 1089
Pocket Blue 233
Pocket Rescue 233
Point of Truth, definition 434
Point-of-sales (POS) system vendors 455
policy 3430
Policy Configuration Engine 3221
Policy Decision Point 3222
Policy Enforcement 580
Policy Enforcement Point (PEP) 3221
policy environment 3973
policy framework 3425
Policy Learning, definition 369
policy maker 2780
Policy Repository 3222
policy vacuum, definition 4043
policy, definition 3785
political 105
Political Accountability, definition 369
political commitment 3499
political communication 163
Political Development, definition 369
political groups 3143
political legitimacy 1830
political management 851
political management strategies 849
political participation 4072, 4075
political parties and the Web 3820
political party patterns 3822
political party patterns, size 3833
political party, definition 3836
political stability 632
political theory 3739
political will 1166
politically derived concepts of value 845
politics 4076
pollen information alerts 3039
Index

polling keypads 1521
polling server 1262
Portable Document Format, definition 329
portal operators 2529
Portal Server Technology 407
Portal Service 3807
portal tools 3806
Portal Vendors on Intelligence Features 409
portal-based public service broker (PSB) 1288
Portals 2808
portals 2904, 2906, 2914
portals for seeking medical information 404
Portals vs. Web sites 405
Portals, classification 405
Portals, definitions 405
poverty reduction strategy credit II 4156
Poverty Reduction Strategy Papers (PRSP) 1890
power of pull 231
power of push 231
power of reach 232
power relations 2453
PPGIS (see public participation geographical information) 1585
preamble 2775
prefectural cities 661
Pre-paid Cards Services 4191
Presentation Logic Tier 1648
President’s Management Agenda (PMA) 3972
Pressures on Governments 2398
presumed abort (PrA) 2470
presumed any (PrAny) protocol 2467, 2482–2483
priorities of Web accessibility conformance 1976
prioritised 1196
prioritization of data 1994
prison guard systems 2080
privacy and identification issues 3061–3073
Privacy and Personal Data Protection 442
privacy and social control 3068–3073
privacy architecture 1400
Privacy Concerns 1287
privacy laws 2784, 2785, 2786, 2787, 2788, 2799, 2790, 2791, 2792, 2793, 2796, 2797
privacy legislation, Canada 2624
privacy legislation, United States 2628
privacy matters 4038
Privacy of Communications 4037
privacy violations 2386
privacy, definition of 2785
Privacy, different views of 4039
privacy, right of, definition 4043
privacy-sensitive data 3065–3073
privacy-sensitive database 3060, 3065–3073
private 1285
private key 3070
Private Militaries Companies 1199
private-sector organizations 3858
privilege escalation 290
privilege management infrastructure (PMI) 1930, 1934
PRM 659
Pro-Active Information Supply 615
probabilistic finite state automaton (PFSA) 3057
probit models 1596
Procedural Defense 2561
procedural justice 2560
procedural reforms 3142
process 3425
process and resource inventory 3864
Process Architecture 1764
Process Automation 1651
Process Definition Language 2366
process designers 3517
process improvement, benefits of 3884
process integration 1639
process level integration 1622
process orchestration 2364, 2372
process redesign 222
Process re-engineering 1216
Process Requirements 558
Process-Based Portal 406
procurement 2995
procurement, in line departments 2110
professional 788
professionals 3229
Program for Building E-Government 2276, 2283
programming languages 2681
Project Management 1226
project mode 79
Project Nomad, UK 2400
Properties 262
Property 3448
property rights 2548
Property Search 618
proprietary 1176
proprietary software 1254
Prospect Theory 4002
prosumption 3563
protect personal data 4090, 4093
Protected communitization 2905
protected content objects (PCO) 1929
Prover 1418
Index

provision of public services 1726
Provisional Driving License 2443
PRSC II 4156
PRSP (see Poverty Reduction Strategy Papers) 1890
Prudêncio design 1237, 1239
Prudêncio, Carlos 1236
Prudêncio, Robert 1236
PSB (see public-service broker) 220
pseudo random number generators 1279
pseudonymity 3069
PSNet 1964
PSTN (see Public Switched Telecommunications Network) 634
PTD tickets 1786
public access 635
public access point 1992
public access points 4107, 4109
public administration 1761
Public administration and call centre 3981
public administration and contact centres 3984
public administration reform 2911
Public Administration Review (PAR) 133
public administrations 2980
public affairs 1548
public agencies 1763
public authority 1
public bureaucracies 2912
public comments 2777
Public communitization 2905
public decision-making process 2858
public deliberation 353
public discourse 3526
public discussion forums 3517
public e-services 61, 650
public good 1383
public good 3143
Public information 252
public information services 251
Public Interest Disclosure Act (PIDA) 2524
public key certificate 1934
public key certificate system 166
public key cryptography 3070
public key infrastructure (PKI) 3548, 4159
public managers 1538, 1539
Public Mobile Services 252
Public Mobile Telecommunications 4191
Public Mobile Telephony (Cellular) 4191
public participation 2772
public participation 2866, 3430
public participation 620
public participation geographical information system 1585, 1590
public policies 1547
public policies 781
public policy 2866
Public Procurement Act 650
public procurement, definition 3950
Public Registers 620
public sector 2231, 2232, 2233, 2235, 2236, 2237, 2250, 2247, 2248, 2364
public sector capacity building 4156
public sector entities 2396
public sector websites, usability 2644
public service 2434
Public Service 919, 924
public service delivery 2580
public service delivery 4149
public service identity (PSI) 1289
public service mission 3184
Public Service Network (PSNet) 1964
public services 131
public services 1875
public services 3705, 3847
Public Services Infrastructure 1896
Public Services Infrastructure (PSI) 470
Public Services Infrastructure (PSI), definition 476
public sphere 7
Public Switch Terrestrial Network (PSTN) 4191, 4197
Public Switched Telecommunications Network (PSTN) 634
public value 2729, 2733, 2736
Public verifiability 1415
Public Works and Government Services Canada (PWGSC) 1991, 1992
public-key infrastructure (PKI) systems 303, 305
public-private partnerships 3796
Public-private partnerships (PPP) 2526, 2531
public-sector information (PSI) 1075, 1081, 1082, 1083, 1084, 1086, 1097, 1381
public-service broker (PSB) 220
punch cards 1248
punch-card technologies 1235
Punch-Card Voting 1243
Punch-Card Voting Systems 1246
purchasing power parity 282
PUSH+ACH 1372
Q
qualified electronic signature 1392
qualitative fieldwork 1600

Index

qualitative measures 1196
quality 3425
Quality Management and Analysis System (QMAS) 2258
quality of life 1170
quality of service (QoS) 1994, 2053
quality standards 786
quantitative attributes 96
quantitative measures 1196
quasi-firm 1768
quasi-firms 1766
Queensland’s e-democracy evaluation framework 3424
queries 1452
queries for service composition 1465
query distributed data content 1483
Quick Information Collection 229

R

R&D 2049
RACE program 1684
radical process redesign 3635
radical transformation pursuit, methodological implications 3643
radio frequencies 2509, 2516
radio frequency identity (RFID) 1294, 1304
Radio Trunking 4191
radio-frequency identification (RFID) 3061–3073
random attack 3617
Random Walk 4054
ranking 1196
rapid application development 1815
rate contract negotiation 2109
rate contract ordering 2109
RBAC (see role-based access control) 1927
RBV 2254
RDF 2810
REACH 4189
REACH 3.0 4190
REACH initiative 4190
Readability of Electronic Information, definition 993
reader 1304
readiness indicators 1701
Real Estate Management 342
Real Property Branch (RPB) 1992, 2000
really simple syndication (RSS) 2295
Real-Name Citizen Mailbox (RNCM) 3807
real-time feedback 3005
rebel phase 788, 789
Reference Models, definition 987
reference monitor 3116
Referendum, definition 487
Reflect 2452, 2453
Reflect ICTs Project 2453
reform fatigue 2584
reform-oriented e-government 3848
refugees, definition 3899
Regional (or Urban) Planning 341
regional government data collection 3066
regional implementation directors (RIDs) 2259
Regional Information Technology and Software Engineering Center 2382
register-office services 2678
registration Web service 3962
Registry Request 579
Registry Service, definition 434
relegate 1358
Regulation of Investigatory Powers Act 2605
regulatory agenda 2775
reinvention of citizens’ engagement 4072
relatedness 2783
relatedness analysis 2778, 2783
relationship management 3881
relevant content 1166
Relocation Site, definition 421
remote computing 543
remote Internet-enabled voting 2596
Remote Medical Service Grid 3801
remote voting 2596
renewal phase 788, 789
Re-Organizing Public Services 2812
repository functions 3435
representation 1537, 1546
Representation languages 257
Representative Democracy, definition 494
research and development (R&D) 477
research goals 1160
research tools 1692
ResidenceCertificationAuthorisationPolicy 3259
ResidenceCertification-DocumentApprovalPolicy 3260
residual votes 1254
resistance (or resilience) to change 2582, 2587
resistance to cooperate 2583
resource description framework (RDF) 3252
resource sharing 250
resource-based view (RBV) 2254
response 1540
responsiveness 3143
return on investment 1202
return on investment (ROI) 1999
reusability 1815, 1821
reusable component repository 1817, 1821
revenue expenditure 2110
Revenue generation 1659, 1668
Revenue Models 3570
Reverse Auction 1576
Reverse Auction, definition 339
Re-Vitalising Democracy, definition 402
revolution of military affairs (RMA) 293
RFID 2051
RFPs 2269
Rich Text Format, definition 329
RIDs 2259
rights creation 3435
Rights Information Storage 3435, 3436
rights validation 3435
rights workflow 3435
right-shoring 1179
Rikshospitalet 738
RISER [3254
risk 2980
risk management 786, 1109, 1201
risk society 1379
ritual 313
RM-ODP 573, 586
RM-ODP concepts 584
Road Warriors 1998
Robust Secure Network (RSN) 1994
robust watermarking 1395
robustness 1394
Role Mapping Unit 3221
Role of Active Citizen 3042
Role of Client 3042
Role of E-Government 1639
role of ICT in different scenarios 4131
role of the government of Egypt 2377
role theory (RT) 3135
RolePolicy 3259
role-based access control (RBAC) 1927
Route Tracing, definition 348
Routing 1650
RSA 1424
RSA modulus 1416
RSS (see really simple syndication) 2295
rule making 3502
rule-based systems 3893
rulemaking 2771
rural radio 1890
rural-sourcing 1179
Russian Constitutional Court (RCC) 1736
Russian judicial system 1741
Rutgers University 44
Rwanda 4156
S
S/MIME 2352
SAC (semantic access control) 1927
SAFAD models 2427
SAML [20] 3214
San Diego Supercomputer Center (SDSC) 1368
Santa Catarina 1236
SAPs (see structural adjustment programs) 696
SARS 785
SARS crisis management 785
Sassone, Peter G. 3552
satisfaction 1691
Savings Deposit Insurance Fund 238
scaffolding 1542, 1546
Scalability 1644
scalability 2681
scalable architecture 1648
scale-free networks 3610
Scheduling Services 649
schema-level conflicts 1440
Science of Learning 1541
Scientific Deliberative Poll Model (Televote) 480
Scientific Deliberative Polling, definition 495
SCM (see supply chain management) 1613
score and weight technique 1196
Scottsburg, Indiana 1666
screenshot 2341
seamless government 3396
Seamless government 3400
Search for criminals 229
Search for missing people 229
second network operator (SNO) 4158
secondary Enterprise Tier 584
secondary-source Web sites, definition 4036
SECTET-PL [51] 3220
sector reform 1685
secure 1285
secure channel network (SCNet) 2001
secure communication channels 1424
Secure DNS 1376
Secure Government Network (SGN) 4194
secure remote access (SRA) 2001
Secure Socket Layer (SSL) 1259
secure wireless data access service (SWDAS) 1991, 1992
securing library books 1298
security 2385
security applications 1297
Index

security clearance value (SCV) 3119
security clearances 3115, 3116
security kernel 3117
security labels 3116
security levels 3116
Security Measures 1995
security mechanisms 1771
security of online transaction 2952
security policies 3253
security policy 2220
Security Policy 994
security requirements (SRs) 501
security risks 1995
security risks of m-government 4159
security services 1771
security sockets layer 1073
Security Token Services 3222
security, Types of Attacks 1995
Seller-Controlled Factors 3992
semantic access control (SAC) 1927
semantic container 1047
semantic interoperability 1644
Semantic Interoperability 257
semantic interoperability 3956
Semantic Policy Language (SPL) 1929
Semantic Web 3252
Semantic Web technologies 249
Senior Economic Officials Meeting (SEOM) 2131
sense of belonging 313
sense of moral obligation 313
sensitive information 135
Sequioa Voting Systems 1236
service community 2410, 2423
service composition 258
Service Concept for SWDAS 1992
service delivery 1639, 1640
service delivery application 2979
service delivery channels 1646
service descriptions 1454
service execution 264
service function, e-government 658
Service Gathering 667
Service Handling 580, 581
service integrator 1869
service levels 1179
service location protocol 263
service marketplace 2432
service mobility 552
service of general interest 3186
service oriented architecture (SOA) 1435
service provider 263
Service Provider/eTailer 3436
service providers, selection of 3110
service quality 3559
service repository 260, 262
Service Request Information Object 579
service requester 262, 579
Service Requirements 1640
service set identifier (SSID) 1995
service usability 4201
service-oriented architecture (SOA) 2255, 2300, 2304, 2305, 2308, 2338, 2364, 2487–2489
services to residents 2223
SES (socio-economic system) 58, 110
Session Engine (9) 3222
session mobility 552
Shanghai 660
Shanghai e-government portal 3800
Shanghai’s e-government 3800
ShanghaiGrid 3799, 3801
ShanghaiGrid e-government project 3806
ShanghaiGrid Operating System (SHOS) 3803
ShanghaiGrid project 3801
shared business applications 2981, 2993
shared key authentication 1996
shared service 2985
shared-service model 2987
SHAs 2259
Sheffield City Council, UK 2400
Sheikh Mohammed Bin Rashid Al Maktoum 2125
Shijiazhuang 660
short messaging services (SMS) 4192
short-term benefits 1180
SHOS 3803
SI 741
Signaling Theory 4002
Signature Pads 454
Signer authentication 448
silo, definition 3746
similarly 2778, 2783
Simonian Approach Information 781
Simple Object Access Protocol 2339
simple, moral, accountable, responsive, transparent 3146
SIMPUTER 3023
simulation 1537, 1546
simultaneous multiple-round auction 2517
Singapore 1894
single party 1415, 1418
single sign-on 1746, 1869
single sign-on 2768
Single-Source Publishing 318
single-source publishing, example of 325
single-window access 3396
skew distributions 773, 791
skew phenomena 777, 791
skilled personnel 2114
skills 2411
SLA’s 2368
Small and Medium Enterprises (SMEs) 2086
small group discussion (SGD) software 753
small, medium, and micro enterprises 640
small, medium, and micro enterprises (SMMEs) 638
SMART (simple, moral, accountable, responsive, tra 3146
smart card 1747, 1751, 1759
Smart Cards 452
smart communities 4206
Smart government 3405
smart mobs, definition 3763
SmartGov 1820
SmartGov project 1820
smart-phones 2395
smartphones 252
SMEs 648
SMGOS 3253
SMS channel 4201
SMS floods warning systems 228
SMS management systems 648
Sniffer Pro 1995
Sniffer Wireless 1995
SOA 2255, 2338, 2365
SOA, core design criteria 1438
SOAP 3216, 3221
social capital 2867
social control 3061, 3068–3073
social control tracking 3060–3064
social engineering 290
social exclusion 2620
social inclusion 26
social inclusion 2620
Social Justice 2559
social justice 76
social mobility 554
social software 1565
social space 26
societal acceptance of electronic voting 2760
societal closed loop 110
societal management 100, 110
Society for Information Management (SIM) 3191–3192
socio-economic environment 100
socio-economic factors 1167
socio-economic system (SES) 58, 98, 110
Sociological Perspective on Mobility 554
socio-physical co-evolution, definition 3950
SOC-paradigm 2368
Söderhallarna, Stockholm 648
soft financial analysis and hard financial analysis 1202
Soft Reference Framework 1217
software 561
Software Integration 347
software module 1821
Software Piracy 3458
Sonera 654
Sonny Bono Copyright Extension Act 3341
sophisticated authentication 1995
source code 1176
source country of migration, definition 3899
source of authority (SOA) 1934
sourcing needs, analysis of 3109
sourcing strategy, determination of 3109
South African Government (SAG) 4153
South African Revenue Services (SARS) 4152
South Australian Local Government Association (SALGA) 2168
South Korea 3159
Southern Africa 1881
space exploration 2083
Spatial Analysis, definition 348
spatial data infrastructure (SDI) 3724
Spatial Data, definition 348
Spatial Database, interoperability of 342
Spatial Evolution 668
Spatial information management (SIM) 422, 434
Spatial Interpolation, definition 348
spatial mobility 3041
spectrum management policy 1997
Speech Recognition 1293
SPINT, overview 3633
SPL (see Semantic Policy Language) 1929
sponsoring organization (SO) 2524
spoofing attacks 1995
SPRINT method 3631
SPRINT, case studies 3636
SPRINT, general precepts 3631
spyware 290
SSL 1261
SSL 1424
SSL authentication 1262
SSL connection 1261
St. Cloud, Florida 1666
staff mobility 2837
Staffware 2345
stages of progress 2220
stakeholder 797, 843, 852
stakeholder theory 3533
Standard Generalised Markup Language, definition 329
Standard Generalized Markup Language (SGML) 3956
standardised interoperable platform (CCIGOV platform) 3953
standardization 1685, 1688
standardization of e-health 2727
standards 2985, 3487
startup stage 789
State Economic 656
State Government Level 422
state portals 1726, 1733
State Portals in Mexico 1729
Statewatch 2599
state-wide system 2106
static 69
static WEP key protocol 1994
Steering Committee, Stockholm 644
steganography 1394
Steve Jackson Games vs. U.S. Secret Service 3234
Stockholm Academic Forum 647
Stockholm E-Strategy 643, 651
Stockholm IT Council 644
Stockholm Visitors’ Board 646
stolen mobile phones 237, 242
storage server 1423, 1424
stove pipes 154, 421
stovepipe structure 128
strategic behavior 1360
strategic frameworks 1203
Strategic Grid 1196
Strategic Health Authorities (SHAs) 2259
strategic IT initiative 4190
strategic management of outsourcing 1178
strategic perspective 1180
Strategic planning 779
strategic plans 1521
strategic policy 779
strategic processes 3721
Strategic Triangle 1197
strategic vision 1215
strategy, definition 3785
street wardens 2400
Street Wardens Pilot Project, UK 2400
structural adjustment programs (SAPs) 689, 696
structural reforms 3142
structured consultation 3088
structured document 3252
structured query language (SQL) 1441
Students 647
study of public administration, definition 3950
style guides 1759
subscriber identification module (SIM) 552
Substitute Management 649
subtract-with-borrow generator 1279
success factor 3499
success factors 3490
suitability of mobile services 560
Sungkyunkwan University 44
Supplier 3291
supplier-supplier iterations 3286
supply chain management (SCM) 1613
supply chain management systems 3722
supply side 2411
surveillance 131
surveillance 1382, 1386
sustainability 3425
SW 1075, 1078, 1089
SW/HW 2052
SW56 (see Switch56) 2064
swarm intelligence 4211
SWDAS Trial 2000
SWDAS trial network configuration 2001
SWDAS Trial, evaluation 2002
Sweden 45
Swedish Central Public Administration 1223
Swedish Customs Mobile Services 1227
Swedish Road Administration 648
Swiftel 4192
Swiss e-government iceberg 180
Switch56 (SW56) 2064
switching costs 3570
SWORD 1451, 1454
SYN 1371, 1372
synchronous education 3174
synoptican society 2598
system management responsibilities 3129
system reliability 1300
systems vendors (brokers) 2096
T
Tablet PCs 2395
TAC business processes 3880, 3884
TAC core process issues 3885
TAC IT strategy 3880
TAC IT systems 3878
TAC key business-process groups 3884
tag 1304
Taiwan 2087–2102
Taiwan Bicycles Exporters Association (TBEA) 2091
Tallying 1281
target country of migration, definition 3899
Target Reference Architecture 3212
Target Reference Architecture 3215, 3221
Tasmanian Electronic Commerce Centre (TECC) 3578
Tax declaration 230
taxation 2385
taxation system 2389
taxonomies 1818
taxonomy 1818, 1821
TBS (Traffic Information System) 239
Technetronic Era 3754
technical 105
Technical Interoperability 257
technical interoperability 3956
technical Models (tModels) 3218
technical reference model (TRM) 659
technological convergence 631
technological determinism 623, 631
technological investments 3764
Technological Perspective on Mobility 552
technological transfer 696
technology acceptance model (TAM) 3534, 3721, 3722, 3997
technology and information integration 1380
technology environment 3975
technology legitimate by design, definition 4044
technoscience 1381
TeleCard 4192
Telecom 656
Telecom Egypt 2387
Telecom Italia 2954
telem sector 1684
telem sector reform 1689
TelecomCity 642
telem communication operators 2529, 2530
telem communications 2385
Telecommunications Regulatory Authority 2387
Telecommunications Regulatory Commission (TRC) 4191
teledemocracy 31, 488, 489, 495
teledemocracy 3151
teledensity 640
Telegraph Act 640
telehealth 2055, 2064
telemedicine 2709
telemedicine 632, 640
Teletext 2956
terrorist attacks 3621
tertiary education organisation 3764
test pilots 648
TESTA I and II 1055
Testbed Botnia 642
text sizes 4159
TFN2K 1371
t-government 48
t-government, definition 2945
TGS 669
the directive 2626
The National Tsunami Hazard Mitigation Program (NT 3057
The Republic 2603
The Social Life of Information 782
The trusted third party (TTP) 1776, 1777
Think Tank 644
third generation mobile (3G) 1642
third party providers (3PPs) 3195
Third-Party Business Systems 1652
Thorp, John 3555
three-digit code 1567
Three-Dimension Representation Technology 346
threshold signatures 1429
Thuraya Satellite Telecommunications Company 4192
TI (see Transparency International) 2524
Tianjin 660
Ticket redemption 1791
ticketing 2760
time division multiple access (TDMA) 1994
Time-critical information 252
tire safety 1296
TLS (Transport Layer Security) 1259, 1266
t-medicine 2955
top-down involvement process 1222
topology 77
total cost of ownership (TCO) 1089
total electronic government failure 2587
total quality management (TQM) 2579
tourism industry 3936
Tourists, Stockholm 646
track-and-trace mechanism(s) 282
tracking and money laundering systems 2081
tracking management 3435
Trade Commission 656
trade liberalization 3890
<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Secrets 3463</td>
<td></td>
</tr>
<tr>
<td>Trademarks 3461</td>
<td></td>
</tr>
<tr>
<td>TradeNet 1901</td>
<td></td>
</tr>
<tr>
<td>trading functions 3435</td>
<td></td>
</tr>
<tr>
<td>trading off privacy 3066</td>
<td></td>
</tr>
<tr>
<td>traditional governments 797</td>
<td></td>
</tr>
<tr>
<td>traditional software (SW) 1074</td>
<td></td>
</tr>
<tr>
<td>traditional town hall meeting 1521</td>
<td></td>
</tr>
<tr>
<td>traffic congestion 1296</td>
<td></td>
</tr>
<tr>
<td>Traffic Management 342</td>
<td></td>
</tr>
<tr>
<td>traffic-guiding system (TGS) 668</td>
<td></td>
</tr>
<tr>
<td>training 1764, 1765</td>
<td></td>
</tr>
<tr>
<td>Training and Exercise, definition 421</td>
<td></td>
</tr>
<tr>
<td>traitor tracing 1396</td>
<td></td>
</tr>
<tr>
<td>transact 76, 80</td>
<td></td>
</tr>
<tr>
<td>transaction costs 3561, 3570</td>
<td></td>
</tr>
<tr>
<td>transaction function 128</td>
<td></td>
</tr>
<tr>
<td>transaction logs 1405</td>
<td></td>
</tr>
<tr>
<td>transaction service element (TSE) 1817, 1822</td>
<td></td>
</tr>
<tr>
<td>Transaction services 3040</td>
<td></td>
</tr>
<tr>
<td>transaction support 3805</td>
<td></td>
</tr>
<tr>
<td>transactional presence 528</td>
<td></td>
</tr>
<tr>
<td>transactional services 1070</td>
<td></td>
</tr>
<tr>
<td>transactive use 119</td>
<td></td>
</tr>
<tr>
<td>transfer of power: partial signature distribution (TPSD) 1431</td>
<td></td>
</tr>
<tr>
<td>transfer of power: partial signature generation (TPSG) 1431</td>
<td></td>
</tr>
<tr>
<td>transfer of power: partial signature verification (TPSV) 1431</td>
<td></td>
</tr>
<tr>
<td>transferability of best practice 3492</td>
<td></td>
</tr>
<tr>
<td>transform 76</td>
<td></td>
</tr>
<tr>
<td>Transformation Controller 582</td>
<td></td>
</tr>
<tr>
<td>transformational activity 2982</td>
<td></td>
</tr>
<tr>
<td>Transformational Government 178</td>
<td></td>
</tr>
<tr>
<td>transformed management model 2991</td>
<td></td>
</tr>
<tr>
<td>Transformer 586</td>
<td></td>
</tr>
<tr>
<td>transforming government 2977</td>
<td></td>
</tr>
<tr>
<td>transit operations 1296</td>
<td></td>
</tr>
<tr>
<td>transition country of migration, definition 3899</td>
<td></td>
</tr>
<tr>
<td>Transition Economy 917, 925</td>
<td></td>
</tr>
<tr>
<td>TransLease information system 3126</td>
<td></td>
</tr>
<tr>
<td>Transmission protocols 257</td>
<td></td>
</tr>
<tr>
<td>transnationally 137</td>
<td></td>
</tr>
<tr>
<td>transparency 74, 119, 131, 282</td>
<td></td>
</tr>
<tr>
<td>Transparency International (TI) 2524</td>
<td></td>
</tr>
<tr>
<td>transponder 1304</td>
<td></td>
</tr>
<tr>
<td>Transport Accident Commission (TAC) 3878</td>
<td></td>
</tr>
<tr>
<td>transportation 229</td>
<td></td>
</tr>
<tr>
<td>Transportation Security Administration (TSA) 3065</td>
<td></td>
</tr>
<tr>
<td>Tribe Flood Network (TFN) 1371</td>
<td></td>
</tr>
<tr>
<td>tri-perspective approach 1197</td>
<td></td>
</tr>
<tr>
<td>TRM 659</td>
<td></td>
</tr>
<tr>
<td>Trojan horse 290</td>
<td></td>
</tr>
<tr>
<td>trust 1287, 1290, 1293, 1381, 1386</td>
<td></td>
</tr>
<tr>
<td>trust in electronic voting 2760</td>
<td></td>
</tr>
<tr>
<td>trusted third party (TTP) 3965</td>
<td></td>
</tr>
<tr>
<td>trustworthiness 2681</td>
<td></td>
</tr>
<tr>
<td>trustworthy computing, future 4040</td>
<td></td>
</tr>
<tr>
<td>TRW 2600</td>
<td></td>
</tr>
<tr>
<td>tuberculosis short message service (SMS) 4152</td>
<td></td>
</tr>
<tr>
<td>Turing Test 4208</td>
<td></td>
</tr>
<tr>
<td>Turkcell 238</td>
<td></td>
</tr>
<tr>
<td>Turkey’s mobile technology market 236</td>
<td></td>
</tr>
<tr>
<td>Turkish Ministry of Education 241</td>
<td></td>
</tr>
<tr>
<td>two-phase commit protocol (2PC) 2465–2486</td>
<td></td>
</tr>
<tr>
<td>Types of Wireless Technology 1660</td>
<td></td>
</tr>
<tr>
<td>Typology of Space-Time Hot Spots 3052</td>
<td></td>
</tr>
<tr>
<td>U</td>
<td></td>
</tr>
<tr>
<td>U.S. City Government Wireless Networks 1658</td>
<td></td>
</tr>
<tr>
<td>U.S. Clean Water Act 310</td>
<td></td>
</tr>
<tr>
<td>ubiquitous 3724</td>
<td></td>
</tr>
<tr>
<td>ubiquitous computing 549</td>
<td></td>
</tr>
<tr>
<td>ubiquitous society 4147</td>
<td></td>
</tr>
<tr>
<td>Uganda e-health project 4154</td>
<td></td>
</tr>
<tr>
<td>u-government 3721</td>
<td></td>
</tr>
<tr>
<td>u-government 48</td>
<td></td>
</tr>
<tr>
<td>UK Data Protection Act 1998 1200</td>
<td></td>
</tr>
<tr>
<td>UK Data Protection Act of 1998 3237</td>
<td></td>
</tr>
<tr>
<td>UK Department for International Development (DFID) 2455</td>
<td></td>
</tr>
<tr>
<td>UK Online 178, 522</td>
<td></td>
</tr>
<tr>
<td>UML 3214, 3219</td>
<td></td>
</tr>
<tr>
<td>UML (see unified modeling language) 2681</td>
<td></td>
</tr>
<tr>
<td>UML2BPEL [31] 3219</td>
<td></td>
</tr>
<tr>
<td>UN (United Nations) 3596</td>
<td></td>
</tr>
<tr>
<td>UN ICT TASK Force 1959</td>
<td></td>
</tr>
<tr>
<td>UN/ASPA model 2427</td>
<td></td>
</tr>
<tr>
<td>understanding process context 3634</td>
<td></td>
</tr>
<tr>
<td>UNDP (see United Nations Development Pro- gramme) 1207</td>
<td></td>
</tr>
<tr>
<td>UNDP (see United Nations Development Pro- gramme) 2524</td>
<td></td>
</tr>
<tr>
<td>unified modeling language (IML) 2681</td>
<td></td>
</tr>
<tr>
<td>Unified Modelling Language 258</td>
<td></td>
</tr>
<tr>
<td>Unified Process 258</td>
<td></td>
</tr>
<tr>
<td>unified theory of acceptance and use of technology (UTAUT) 2660</td>
<td></td>
</tr>
<tr>
<td>unintended consequences 1382</td>
<td></td>
</tr>
<tr>
<td>union pressures 1200</td>
<td></td>
</tr>
<tr>
<td>unique identity 1392</td>
<td></td>
</tr>
</tbody>
</table>
uniqueness debate, definition 4044
United Arab Emirates (UAE) 2122
United Nations (UN) 35, 640
United Nations (UN) 3740
United Nations Office on Drug and Crime Control (UNODC) 2524
United Nations’ Department of Economic and Social 519
United States Agency for International Development (USAID) 4155
United States General Accounting Office (GAO) 2524
United States Geologic Survey (USGS) 3733
universal access 634
Universal Description, Discovery and Integration 2339
Universal Description, Discovery and Integration (UDDI) 263
Universal description, discovery, and integration (UDDI) directory operator 1777
universal design (see also design for all) 612
universal government access facility 1514
University of Richmond, Virginia 1666
Unlicensed National Information Infrastructure band 1993
UNODC (see United Nations Office on Drug and
Crime Control) 2524
unregistered mobile phones 237
unregistered phones 242
unsecured network 1664
Unsecured transmission 2385
untasty mushrooms 3605
unusual phenomenon 3048
UPC (see universal product code) 1294
uplift in basic education 2878
upper level set (ULS) 3049
upper level set scan statistic system 3049
Up-to-date traffic information 648
urban complexity 4211
urban e-government 655
urban e-government functionality model 659
urban modality 655
urban space 655
Urban Spatial Modality 668
US Copyright 3344
USA PATRIOT Act 2557
USA Patriot Act of 2001 3236
usability 251
usability and help features 2650
usability and help features, results 2650
Usability Requirements 251
usage of mobile phone 4200
USB (universal serial bus) devices 2002
usefulness 1167
USE-ME.GOV 2528
USE-ME.GOV Applications 266
USE-ME.GOV general architecture 260
USE-ME.GOV platform 259, 260
USE-ME.GOV platform interfaces 261
USE-ME.GOV Project 249, 250
USE-ME.GOV system 249, 259
user 262, 549
User Acceptance 561
user help features, structuring questions about 2646
user interface 1647
User Interface 580
User interfaces 251
User involvement 735
User Management Service 262
user mobility 552
user population 1644
User roles 1094
User segmentation 1645
user-friendly 3002
user-friendly mobile services 642
Users 735
users’ acceptance of e-government 2657–2676
UserServiceProfile 581
USGS 3733
UTAUT 3539
Utilitarianism 3450
Utopian 1548, 1554
Utopian-Dystopian dichotomy 1548
Utterback, James 1234
V
validation and appeal 3060, 3068
Validator proxy 1262
value chain 250, 553
value chain 2923
value chain 3561
value chains 2529
Value Delivery 3291
Value Delivery Orientation 3291
value structuring 96
Value-added e-business applications/services 865
Van Giles, Drane 3552
vandalism 1995
VAT 2349
VAT reclamation 1780
Vendor Participation 1578
VERCON (see Virtual Extension and Research
## Index

Communi 1891
VeriChip 1304
VeriEasy, expanding the capabilities 4118
verifier 1418
vertical integration 609
veteran service management (VSM) 3133
veteran, empowerment of 3135
Victorian Local Governance Association (VLGA) 2168
video clips 2983
Vila Nova de Cerveira (Portugal) 252
virtual democracy 3151
virtual democracy 565
virtual economic communities 3890
Virtual Extension and Research Communication Network 1891
virtual firms 1766
Virtual Government in Singapore 468
virtual mobility 554
virtual organizations 3801
Virtual private network (VPN) 1997
virtual rights 2620
virtual service layer 2684
virtual storefront e-tailing 3793
virtual stores 4188
Virtual tickets 1786
virtual town hall 3489, 3499
Virtual Value 3291
virus 290
Visualisation techniques 2457
Vital Records and Systems, definition 421
Vodacom 4156
Vodafone 238
voice and comment, definition 3950
voice input 255
voice input channel 252
voice over Internet protocol (VoIP) 1994
Volker, Kathleen 3554
voluntary migrations, definition 3899
Vote Accuracy 1246
Voter 1261
voter card, example 1275
voter participation 1241
voter verifiable paper audit trail 2760
voter verified audit trail (V V A T) 2589
voter-verifiable paper audit trail (VVPAT) 1250
voting 2081
Voting With a Mark-Sense Ballot 1243
VPN technology 1997
VPN tunnel 1997
VPN tunneling 4114
VSM from G2C perspective (G2CSM) 3135
VSM from G2G perspective (G2GSM) 3135
VVPAT (see voter-verifiable paper audit trail) 1250

W

WAI (see Web Accessibility Initiative) 612
WAI (see Web-content accessibility guidelines) 1759
War-driving attacks 1995
Washington Consensus 696
wasta 687
Water Quality, case study, monitoring 306
water quality, monitoring 310
Watermarking 446
WCAG (Web Content Accessibility Guideline) 1976
WEA 3542
wearable computing devices 549
Web 543
Web accessibility 1971, 1976
Web Accessibility Initiative (WAI) 612
Web call centre, definition 3986
Web Content Accessibility Guideline (WCAG) 1976
Web Measure Index 3723
Web Measure Index 528
Web pages 1726
Web portal 3133
Web presence 3015
Web server 78
Web service 3218, 3220
Web service choreography 3212
Web Service Definition Language (WSDL) 239
Web Service Description Language (WSDL) 3957
Web service model 3957
Web service orchestration 2372
Web service orchestration 3211, 3212
Web service orchestration-technology 2364
Web service standards 2365
Web services 1769, 2053
Web services 260, 434, 584, 590
Web services 2768
Web services 2810
Web Services Architecture (WSA) 259
Web services composition 3212
Web services concept 3214
Web Services Interoperability Organisation (WS-I) 3958
Web services security 3212
Web site, definition 3836
Web sites 133
Index

Web statistics 1704
Web usability 3909
Web-based courses 3173, 3178
Web-based DBMS 1473
Web-based discussion forums 2866
Web-based education 3174
Web-based e-petitions system 3742
Web-based Internet applications 227
Web-based service delivery 4149
Web-based services 249
Web-based system 1764
Webcast 2866
Web-cast 2984
Web-content accessibility guidelines (WAI) 1759
Web-enabled government 2913
Web-enabled political participation 2917
Weberian approach 3597
Weber-type administration 3488
Web-GIS Technology 346
Weinak 4192
Welfare 2834
WEPCrack 1995
West European Party Systems 3819
WiM 2345
WFMS 2368
WFMS (see workflow management system) 3088
Wi-XML 2366
whistle blower 2525
white pages 263
White Paper on European Governance 2804
wide area network (WAN) 3778, 3780
Wi-Fi 1991, 1993
WiFi 4110
Wi-Fi access points 1993
Wi-Fi hot-spots 1993
Wi-Fi network management 1996
Wi-Fi Protected Access (WPA) security standard 1666
Wi-Fi Protected Access 2 (WPA2) 2006
Wi-Fi service provider (WSP) 1999
Wi-Fi technology 1660
Wi-Fi technology, security 1994
wiki 2909
Williamson, Oliver 844
WiMAX 78
WiMAX (Worldwide Interoperability for Microwave Access) 2004
Wi-Max technology 1660
Wine Export Approvals (WEAs) 3542
winner’s curse 2517
wired equivalent privacy (WEP) protocol 1996
wireless 78
Wireless Act 641
Wireless Alexandria 1663
Wireless Data Access Service 1991
wireless data transfer 1994
Wireless Fidelity (Wi-Fi) networks 1991
wireless footprint 1663
Wireless information security 1668
wireless local area network (WLAN) 1993
wireless local area networks (LANs) 3035
wireless mobile technology 544
Wireless Philadelphia 1661
Wireless Philadelphia Executive Committee 1661
wireless robust authentication protocol (WRAP) 1994
wireless system 2833
Wireless technologies 2395
Wireless technology 1643
wireline networks 1995
Wisconsin land information system (WLIS) 1472
wisdom society, definition 3763
WITSA 2967
WLAN Benefits Calculator 1999
WLIS project team 1472
work culture 3143
workflow 3215
Workflow 3804
workflow analyses 3859
workflow analysis 3865
Workflow Management (WfM) 2345
Workflow Management Coalition (WFMC) 2365
workflow management system (WFMS) 3088
Workflow Management Systems (WFMS) 2365
workflow middleware 3804
Workflow Model 3221
Workflow Reference Model 2363, 2364, 2368, 2372
workflow service 3804
Workflow Services 1651
workflow technology 2365
Workflow View 3215
working memory 546
World Bank 1957
World Bank 35, 696
world bank 4156
World Bank’s Education for All (EFA) 1961
world governance 3838
World Health Organization 241
world healthcare information grid (WHIG) 2705
World Intellectual Property Organization (WIPO) 3740
Index

world markets 3840
World Summit on Information Society (WSIS) 4154
World Trade Organisation (WTO) 2086
World Wide Web (WWW) 3846
World Wide Web consortium (W3C) 3957
World Wide Web Consortium, definition 329
World Wide Web, definition 3836
worldwide e-government readiness 3704
worm 290
write once read many drives (WORM) 1420
WS 2340
WS-BPEL 3213, 3216, 3221
WS-CDL 3216
WS-Policy 3214, 3221
WS-Secure Conversation [31] 3222
WS-Security 1784
WS-Security 2368
WS-Security 3221
WS-Security mechanisms 3214
WS-Security Policy [22] 3214
WS-Trust [23] 3214, 3222
WTO (World Trade Organization) 4197
WWMD 310
WWW Security FAQ 1366

X
X.509 certificates 3214
X509 certificate 1779
XACML 3221, 3257
XAdES 1784
XAdES signature 1784
XKMS 1779
XLANG 2340
XML 2339, 2366, 2682
XML (see Extensible Markup Language) 1756
XML application 3956
XML as a Storage Medium 322
XML documents 3956
XML functionality 647
XML schema 3219
XML search agent for information retrieval (XSAR) 1443
XML standard 1438
XML technology 2441
XML, definition 339
XML, how it works 320
XML, implementing 326
XML, new technologies 326
XML, overview 319
XML, standards 326
XML-Digital signature 3221
XML-Encryption 3221
XPDL 2366

Y
YBT-250 1995
Yellow Jacket 1995
yellow pages 263
Your Voice in Europe 2798, 2804
Your Voice on eGovernment 2801

Z
Zachman Framework for Enterprise Architectur 570
Zaragoza City Council, Spain 3033
Zaragoza information 3039
Zaragoza information service 3042
zero knowledge 1413, 1415
Zhongguancun Science Park 86
zigbee 4110