# Index

## Symbols

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993 Public Expenditure Review</td>
<td>216</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A</th>
<th>abnormal low tenders (ALTs)</th>
<th>153</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Above Poverty Line (APL)</td>
<td>70, 71</td>
</tr>
<tr>
<td></td>
<td>Accessibility at data level</td>
<td>313</td>
</tr>
<tr>
<td></td>
<td>Accessibility at infrastructural level</td>
<td>314</td>
</tr>
<tr>
<td></td>
<td>Accessibility at organizational level</td>
<td>313, 314, 316</td>
</tr>
<tr>
<td></td>
<td>Accountability at organizational level</td>
<td>313, 316</td>
</tr>
<tr>
<td></td>
<td>Action Plan</td>
<td>38, 39, 40, 41, 54</td>
</tr>
<tr>
<td></td>
<td>Administrative Fragmentation</td>
<td>98, 100</td>
</tr>
<tr>
<td></td>
<td>administrative regulations (AR)</td>
<td>289, 297</td>
</tr>
<tr>
<td></td>
<td>Afghan Computer Science Association (ACSA)</td>
<td>202</td>
</tr>
<tr>
<td></td>
<td>Afghan Funds Transfer System (AFTS)</td>
<td>199</td>
</tr>
<tr>
<td></td>
<td>Afghanistan</td>
<td>185, 186, 187, 190, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208</td>
</tr>
<tr>
<td></td>
<td>Afghanistan Network Information Center (AF-GNIC)</td>
<td>202</td>
</tr>
<tr>
<td></td>
<td>Afghanistan Telecommunications Regulatory Authority (ATRA)</td>
<td>197, 198, 199, 204</td>
</tr>
<tr>
<td></td>
<td>Afghan National Police (ANP)</td>
<td>194</td>
</tr>
<tr>
<td></td>
<td>Afghan Wireless Communications Company (AWCC)</td>
<td>197, 198</td>
</tr>
<tr>
<td></td>
<td>Anchor Domain</td>
<td>110, 111, 112, 113, 114</td>
</tr>
<tr>
<td></td>
<td>Armed Forces Communications and Electronics Association (AFCEA)</td>
<td>202</td>
</tr>
<tr>
<td></td>
<td>Authority for Information Technology in the Public Administration (AIPA)</td>
<td>39</td>
</tr>
<tr>
<td></td>
<td>Automated System for Customs Data (ASYCUDA)</td>
<td>218</td>
</tr>
</tbody>
</table>

## B

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Below Poverty Line (BPL)</td>
</tr>
<tr>
<td></td>
<td>bidirectional communication</td>
</tr>
<tr>
<td></td>
<td>Bolivia</td>
</tr>
<tr>
<td></td>
<td>bordecostero.cl portal</td>
</tr>
<tr>
<td></td>
<td>Brazilian Institute of Geography and Statistics (IBGE)</td>
</tr>
<tr>
<td></td>
<td>Brazilian States and Federal District</td>
</tr>
<tr>
<td></td>
<td>Brazilian States Electronic Governance Index (BEGI)</td>
</tr>
</tbody>
</table>

## C

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>capacity building</td>
</tr>
<tr>
<td></td>
<td>Capacity Conditions</td>
</tr>
<tr>
<td></td>
<td>Catalan parties</td>
</tr>
<tr>
<td></td>
<td>Catalonia</td>
</tr>
<tr>
<td></td>
<td>Catalonia cluster</td>
</tr>
<tr>
<td></td>
<td>Central Census Management System Project (MERNIS)</td>
</tr>
<tr>
<td></td>
<td>Central-local government relations</td>
</tr>
<tr>
<td></td>
<td>Chennai Metropolitan Area (CMA)</td>
</tr>
<tr>
<td></td>
<td>Chile</td>
</tr>
<tr>
<td></td>
<td>City Corporations</td>
</tr>
<tr>
<td></td>
<td>City of Bits</td>
</tr>
<tr>
<td></td>
<td>Civil Service Reform</td>
</tr>
<tr>
<td></td>
<td>civil-society organizations (CSOs)</td>
</tr>
<tr>
<td></td>
<td>Civil Society Participation</td>
</tr>
<tr>
<td></td>
<td>clustering</td>
</tr>
<tr>
<td></td>
<td>coastal border</td>
</tr>
<tr>
<td></td>
<td>Coastal Zone Project</td>
</tr>
<tr>
<td></td>
<td>cold war</td>
</tr>
</tbody>
</table>
Index

co-location 443, 450
Colombia 324, 325, 326, 327, 328, 329, 331, 333, 334, 335, 336, 337
Commission Against Corruption 59
Committee for Digital Administration 234
Committee to Protect Journalists 351, 352
Commonwealth Centre for e-Governance (CGeG) 308
“The Competitive Advantage of Nations” 445, 462
competitiveness 380, 381, 393, 394
Competitive Potential 110, 111
Computer Emergency Response Team (CERT) 204, 206
conceptual re-engineering frameworks 313
convergence 426
corruption, control of 258, 341, 354
Corruption Perception Index (CPI) 341, 345, 346, 347, 348, 354
Council of Transformation Leaders 265, 270
Creating Leadership 107
critical success factors (CSFs) 152
Custom Administration Modernization Project (GIMOP) 275
customer relationship management (CRM) 148
customisation 427
Customs Excise and Preventive Service (CEPS) 211, 216, 217, 220, 221, 225, 226

D

Data Provision and Information System Development 107
data quality evaluation 313
decentralization 406
Democracy Phase 326
Denmark 231, 232, 233, 234, 235, 236, 238, 239, 240, 243, 244, 246, 247, 248, 250, 251, 252, 253
Development 186, 187, 191, 195, 201, 203, 207, 208
Development Finance Holdings (DFH) 220
Development of governance 191
diffusion of innovation 60
digital access index (DAI) 7
Digital Denmark 234, 236
digital divide 408, 422, 442
Digital Taskforce 234, 235, 241, 242, 244, 247, 249
District Communication Network (DCN) 196, 197, 204

E

E-Administration 84
Ecobank (Ghana) Limited (EBG) 220
e-commerce 60, 61, 65, 144, 149, 151, 195, 203
e-commerce, business to business (B2B) 410
e-commerce, business to consumer (B2C) 410
economic and social development 157, 158, 159, 173, 174, 175, 176
Economic Development 55
e-democracy 34, 35, 36, 37, 38, 42, 43, 45, 49, 50, 53, 55, 84, 164, 209, 335
e-democracy portal 36, 43
Education & Training 195
e-Factory 36, 41, 42, 45, 46, 49, 50, 52, 53
eG4M 310, 311, 312, 313, 314, 323
eG4M methodology 310, 311, 312, 313, 323
e-government development 157, 165, 177
e-government policies 399
e-government practices 157, 158, 164, 165, 170, 173, 176, 177, 178
e-government clusters 443, 444
e-government development team 59
e-government-driven PAR 112, 115
e-government, external strategy 111, 112, 115, 117
e-government, government-to-business (G2B) 117, 189, 203, 410
e-government, government-to-citizen (G2C) 8, 18, 117, 189, 203, 410
e-government, government-to-employees (G2E) 117, 410
e-government, government-to-government (G2G) 117, 189, 203, 410
e-government, internal strategy 111, 112, 113, 114, 115, 117
e-government portals 398
e-government potentials 112
e-government support 112, 115, 117
E-Gram Suraj 67, 68, 69
e-healthcare 199, 205
e-invoice 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396
electronic data interchange (EDI) platform 210, 214, 217, 229, 385, 395
Electronic Monitoring and Municipal Investment Information System (SIM) 29
electronic public procurement (E-PP) 146, 147, 148, 149, 152, 153, 154
electronic public services (EPS) 108
Electronic Sale Project (e-Sale) 275
El Salvador 397, 398, 399, 402, 403, 404, 406
entrepreneurial clusters 426
e-participation 314, 318, 335
e-procurement 145, 146, 149, 154
e-readiness 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 14, 16, 17, 18, 19, 21, 22, 273, 277, 278, 313, 314, 317
e-readiness assessment 107
E-Russia 290, 291, 292, 293, 294, 297, 298, 299, 300, 302
E-Services 84
e-topia 124, 125, 126, 127, 128, 129, 130, 131, 135, 136, 137, 138
e-transformation 255, 257, 265, 270
e-Transformation Turkey Advisory Council 265, 270
e-Transformation Turkey Executive Committee 256, 264, 265, 270
e-Transformation Turkey Project 259, 265, 270
e-Turkey 272
European Clusters for Innovations (ECI) 444, 455
European Information Society 259
European Union (EU) 234, 239, 273, 283, 284, 285
e-vivienda initiative 400, 402, 403
e-voting 409, 411, 412, 413, 423
external support and internal support (ESIS) 16
External Support (ES) 16
F
Federal Guard Service (FGS) 297, 298
Federal Information Technologies Agency (FITA) 297, 298
Fondazione Rosselli Americas (FRA) 465
foreign direct investment (FDI) 195
Free and Open Source software (FOSS) 327, 334, 335
G
GAUDI cluster project 444, 454, 455, 457, 458, 459, 463
GELT strategy 324
gender based digital divide 67
gender Evaluation Methodology (GEM) 68, 81
gender gaps 67, 70
General Radio Packet System (GRPS) 198
GENESIS System 28
geographic clusters 444, 445, 447, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463
Geographic Information System (GIS) 274
GePeGi e-government framework 449
GePeGi e-government framework, demand factors 449
GePeGi e-government framework, policy factors 449
GePeGi e-government framework, supply factors 449
German Technical Cooperation (GTZ) 397, 398, 399, 400, 401, 402, 404, 405, 406
Ghana 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229
Ghana Commercial Bank (GCB) 220
Ghana Community Network Services (GCNet) 209, 211, 217, 219, 220, 221, 222, 226, 228, 229
Ghana Shippers Council (GSC) 220
Gini Index 157, 159, 166, 174, 175, 177, 184, 345, 346, 347, 354
Global Mobile Personal Communications by Satellite (GMPCS) phones 195
global strategy 124, 125, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136
good governance 16, 406
good governance theories 288
governance processes 317
Government Affairs 148, 149
Governmental policy 144, 145
Government Communication Network (GCN) 196, 204
Government Effectiveness 258
Government Machinery 105
Government of Afghanistan (GOA) 195, 200, 204, 205
Government of the Municipality of La Paz (GMLP) 24, 25, 26, 27, 28, 29, 30, 31, 32
Government Services 195
Government Supply Office (GSO) 275
Government Support System (GSS) 16
Grand corruption 340
Grillo, Beppe 349, 352
gross domestic product (GDP) 146, 157, 159, 166, 174, 175, 176, 177, 272, 273, 287, 303, 345, 348

H
Habitat Agenda 2
Harper’s Illustrated 351
High Technology in Low income Communities 127
Horizontal Communication 372
Horizontal Mobilization 363, 364, 365, 366, 367, 368, 369, 372
Human Capacity Development 107
Human Development Index (HDI) 157, 159, 166, 174, 175, 177, 184
human resources 426

I
ICT4AD Policy 223
ICT-enabled Governance 304
ICT for Good (ICT4G) 407, 408, 409, 410, 411, 412, 414, 419, 421, 423
ICT National Plan 325
ICT penetration 407, 408, 423
ICT policy process 255, 257, 266
IFC 27, 32
Impacted Domain 110, 111, 112, 113, 114
Improvement of Transparency 324, 335
income 387, 394
India 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 15, 16, 18, 20, 21, 22, 23
Industrial Automated Management Systems (IAMS) 287
industrial clusters 443, 444, 445, 451, 455, 456
Information Phase 325
Information Policy Conception 290, 301
Information Publishing 4
Information Society Development Strategy (ISDS) 296
Information Society Strategy Progress Report 260, 269
information technology (IT) 3, 4, 5, 7, 13, 18, 22, 125
informatisation and public administration 309, 320
infrastructure 464, 465, 466, 468, 472, 473, 475
Infrastructure & Convergence 195
Infrastructure Development 107
infrastructures of information policy 309
innovation 424, 425, 431, 432, 433, 439, 440, 441, 442, 466, 467, 475, 476, 477
Institute of Applied Economic Research 174, 184
Index

Integrated Management and Modern Administration System (SIGMA) 28
Integrated System of Local Government (ISLG) 86, 92, 93, 94, 95, 96, 97, 98
Integration 5
intellectual property rights (IPR) 467, 477
Interaction Phase 325
interaction 358, 362, 373, 426
Intermunicipal Cooperation 100
internally displaced persons (IDPs) 186
Internal Revenue Service 216
Internal Support (IS) 16
International Telecommunication Union (ITU) 7
Internet 355, 356, 357, 358, 359, 360, 361, 369, 370, 371, 372
Internet service provider (ISP) 3, 29, 32, 198, 202
Internet Tax Office Project (VEDOP) 274
Interoperabilità e Cooperazione Applicativa tra le Regioni e le Province Autonome (ICAR) 40, 41
interoperability 422, 423
Investment 195
invoices 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396
IPEA DATA 174, 184
Italy 343, 348, 349, 352
IT architecture 109
IT organization 109, 111, 120
IT strategy 108, 109, 110, 111
IT structure 109

K
key performance indicators (KPIs) 152
knowledge assessment methodology (KAM) 428, 430, 431, 432, 433, 441, 442
knowledge cities 427, 428, 434
knowledge development 465
knowledge economies (KE) 426, 427, 428, 429, 430, 432, 433, 442, 464, 465, 466, 467, 468, 469, 472, 473, 474, 475, 476, 477
knowledge economy five pillars 465, 466, 477
knowledge economy index (KEI) 430, 431, 433
knowledge, encoded 426
knowledge for development 477
knowledge, new economics of 425
knowledge societies 425
knowledge society 424, 442
Kouvala cluster 444

L
Land Registry and Cadastral Information System Project (TAKBIS) 274
Latin America 380, 381, 397, 398, 399
Latin America and the Caribbean (LAC) region 464, 465, 466, 467, 469, 471, 472, 473, 474, 475, 476, 477
living-labs 423
local governance 191
Local Government 83, 84, 85, 86, 88, 90, 91, 92, 94, 95, 96, 97, 98, 99, 100, 101
Local Government Denmark (LGDK) 236, 251
Lombardy cluster 444

M
Macao 66, 66, iv, x, 58, 59, 60, 61, 62, 63, 64, 65, 66
Macao Economic Services Bureau 59
Macao Law 59
Macao SAR Government (MSARG) 115, 116, 122
many-to-many communication 358
Mediateca 2000 37, 44
methodological perspective 310
m-government 278
Millennium Development Goal Monitor 215
Millennium Development Goals 468, 477
Ministerial Level 271
Ministry of Communications & Information Technology (MCIT) 196, 197, 199, 200, 201, 202, 204, 205, 206
Ministry of Economic Development (MED) 297, 298
Mobile Governments (M-Governments) 24, 25, 32, 33
Mobile Services 25
Mobile Short Message System (SMS) 24, 25, 26, 28, 29, 30, 31, 32
model of governance 127
Mozambique 409, 414, 415, 416, 422
multifunctional centers (MC) 289
Multimedia Center 35, 43, 44
Municipal Development Plan of 2007-2011 27
Municipality of La Paz (MLP) 24, 26, 27, 28, 29, 31

N
National Chief Information Officer (CIO) 202, 203, 205
National Council for Applied Economic Research (NCAER) 9
National Data Centre (NDC) 199
National Family Health Survey 75, 80
National Health Service (NHS) 150
National ICT Association of Afghanistan (NIC-TAA) 202
National ICT Council of Afghanistan (NICTCA) 195, 202
National Informatics Centre 3
National Informatization Quotient (NIQ) 7, 20
National ISP Association of Afghanistan (NISPA) 202
National Judicial Network Project (UYAP) 274
National Police Network Project (POLNET) 274, 275
national productivity 380, 381, 384, 393
National Russian Information Center (NRIC) 295
National State Automation System (NSAS) 287
new media 355, 356, 357, 362, 369, 370
New Public Management (NPM) 104, 105, 288
new supply management 145
New Urbanism 127, 138, 139
non-governmental organizations (NGOs) 233, 256, 263, 265, 270, 276, 277, 289

O
Offenleg Information Online (OIO) 238, 239, 242, 250, 252
Office of Government Commerce (OGC) 150
to-one-to-one communication 358
operational planning 311, 317
Operation Enduring Freedom 193
ordered index of communication 364
ordered index of participation 362, 364
Organizational Change 107
Organizational Development and Information and Communications Technologies Direction (DDOTI) 24, 25, 30, 31, 32
Organization for Security and Cooperation in Europe 344, 350, 353
Organization of American States 342, 344, 353
Other Backward Class (OBC) 69, 70, 82

P
Panchayati Raj 68, 69, 75, 76, 77, 78, 80, 81
Panchayati Raj System 68, 69, 75, 76
paradigmatic Latino-sclerosis 442
Paraguay 407, 409, 416, 418, 419, 423
PAR External Strategy (PES) 111, 112, 113, 114, 115, 117
PAR Internal Strategy (PIS) 111, 112, 113, 114, 115, 117
PAR Strategy Execution 112, 113, 115
Partnership Development 107
Partners in Technology International (PACTEC) 199
Pearson’s correlation 157, 165, 174, 175
per capita GDP 166, 174, 175
Peru 341, 342, 352, 353
Peru’s internal security agency (SIN) 341, 342
Physical Planning 16, 23
Pivot Domain 110, 111, 112, 113, 114
Placing Words 130, 131, 138
Planning Support Services (PSS) 16
Policy impact 318
Political context 191
Political Participation 373
Political Stability 258
Portal and Electronic Public Service Development 107
Porter, Michael 444, 445, 446, 447, 451, 455, 460, 461, 462
post-AD 2000 126
Pradhan Patis 76
PRELUDE project 444, 455
principal-agent theory (PAT) 306
Private Corruption 354
private-public sector partnership (PPP) 220, 224
PROA project 397, 402, 403, 404
ProVotE e-voting system 409, 411, 412, 413
public call office (PCO) 198
Public Corruption 354
Public Financial Management Reform Programme 216
Public Key Infrastructure (PKI) 243
public participation 406
Public-Private Partnership (PPP) 83, 86, 87, 88, 89, 90, 91, 92, 95, 96, 97, 99, 100, 224
Public procurement 146, 156
Public Procurement Authority (PPA) 151, 156
Public Procurement Contract Law no. 4735 (PPCL) 151
Public Procurement Law no. 4734 (PPL) 151, 153
public procurement projects (PPP) 150, 151
Public/Public-Private Partnership (PUP-PP) 95, 96
public relationships mediated by new media 309

Q
Queen, James Brian 426

R
regional development 463
Regulatory Framework 107
Regulatory Quality 258
Remote Access Server (RAS) 44
Republican Automated Management Systems (RAMS) 287
research and development (R&D) 465, 466, 475
Rule of Law 258
rural e-governance 67, 68, 79, 80
rural governance 67, 68, 69, 74, 75, 76, 77, 78, 79, 80
Russia 286, 287, 288, 289, 290, 291, 292, 293, 294, 296, 297, 298, 299, 300, 301, 302
Russian Ministry of Telecommunications and Media (MTM) 293, 297, 298

S
Santiago Chamber of Commerce (SCC) 383, 384
Sarpanchas 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80
Scheduled Cast (SC) 69, 70, 77, 82
Scheduled Tribe (ST) 69, 70, 77, 81, 82
Service delivery quality 317
Service Level 110, 111
service level agreements (SLAs) 41
service-oriented architecture (SOA) 415, 423
short message service (SMS) 198, 199
Simple, Moral, Accountable, Responsive and Transparent (SMART) Governance 4
Simputers 69, 70, 71, 72, 73, 74, 75, 78, 79, 80, 81
sine qua non 186
Single Sign-On (SSO) 243
SISRCR 40
SITR@M (Municipal Processes System) 28
SIT (Territorial Information System) 28, 35
six dimensions of governance 258
Small Local Government Organizations (SL-GOs) 83, 84, 85, 86, 90, 92, 96, 97, 98
social contract 192
Social Development 55
social media 338, 339, 348, 350, 351, 354
Societe General de Surveillance (SGS) 220
Southern Italy 34, 35, 36, 37, 40, 41, 46, 48, 51, 53, 54
Soveria Informatica 45, 50, 51
Soveria.it 34, 35, 36, 37, 38, 39, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53
Soveria.it project 34, 35, 36, 37, 38, 41, 42, 43, 45, 52, 53
Soveria Mannelli 34, 35, 36, 37, 38, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 53, 54, 55, 56
Spain 355, 356
Spanish parties 356, 361, 372, 374
SPC model 41
Special Administrative Region (SAR) 58, 59, 64
Splintering Urbanism 125, 128, 138
State Planning Organization (SPO) 259, 260, 264, 265, 267, 271
State Wide Area Network (SWAN) 3
Stiglitz, Joseph 465, 467, 477
Strategic Alignment Model (SAM) 102, 103, 104, 109, 110, 111, 118, 120
strategic innovation 424, 426, 427, 438, 440
strategic perspective 310
strategic planning 311, 312, 313, 316, 317
Strategy Execution 110, 112, 113, 114, 115
Structural Conditions 105
Subscriber Identity Module (SIM) card 198, 199
Supply Chain Management (SCM) 148
sustainability 408
SWOT analysis 144, 146, 152

T
Tambaran Municipality 2, 9, 14, 17, 19
Tamil Nadu 1, 2, 7, 8, 9, 10, 11, 12, 13, 17, 20, 21, 22
Tamil Nadu Urban Development Project (TNUDP III) 11, 13
tax documents 382, 384, 385, 387, 388, 390, 391, 396
taxes 380, 382, 388, 389, 390, 392, 394
taxpayer, issuing 380, 390, 393
taxpayer, recipient 380, 393
tax policy 394
tax regulations 381
technological content 425, 427
technological development 425
Technological Infrastructure 43
Technology Potential 110
Territorial e-government Strategy (GELT) 324, 327, 330, 331, 333
territorial information system 404, 405, 406
territorial planning 405, 406
Top-Down Communication 373
Total Index of Mobilization 373
Total Weighted Index of Mobilization 373
TradeNet 214, 215, 217, 218, 219, 227, 229
Transaction 5, 14
Transaction Phase 326
Transformation Phase 326
Transparency International (TI) 340, 341, 345, 346
Turkish e-Government infrastructure 144
Turkish Information Society Strategy Studies 276
Tweed, William 351, 352
Two-way Communication 4

U
Ubiquitous IT (u-IT) cluster initiative 444, 454, 456, 458, 459, 461, 463
UN e-Government Survey 2008 257
unified automated information system (UAIS) 216, 221
uninterrupted democracy 345
Unique Registry of the Municipal Tributary Administration (RUAT) 29, 30, 31, 32, 33
United Automated Network of Communication (UANC) 287
United Nations 58
United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT) 212
United Network of Computation Centers (UNCC) 287
United States Dollars (USD) 287
UN Millennium Development Goals 187
Urban Development 2, 11, 13, 23
urban governance 2
Urban Municipal Governments (UMG) 8
Urban Municipalities 7
user-centric approach 423

V
value-added taxes (VAT) 216, 383, 384, 388, 394, 396
value for money (VFM) 87, 88, 90
versatility 426
Vertical Mobilization 363, 364, 366, 368, 369, 373
vestiges of utopia 128
video teleconferencing (VTC) 196
Village Communications Network (VCN) 197
Village Good Governance 68
Village Level Local Self Governance 68
virtual networks 426
Vladivideos 342
Voice and Accountability 258

W
Web 2.0 233, 254
Web Geographical Services 24, 25, 26, 29
weighted index of mobilization 364, 365, 366, 367, 368, 369
Wide Area Network (WAN) 13
World Bank 3, 6, 13, 21, 22, 105, 108, 122, 211, 212, 213, 224, 228, 229, 341, 344, 346, 352, 353, 354
World Bank Background Note 25
World War II 190