Index

A
access control 218
anthropology 123
Australia 195–210
authentication 218

B
banks 38
Bay City case, Australia 202
black box 9
bounded rationality 185
Bush Administration 1
business alternative ideals 185
business values 183

C
Canada, and integrated service delivery 165–178
China Railway 232
citizen-centric e-government 3
citizen-centric strategy 1
commercialization 11
component-based software development 262
conceptual inclusiveness 190
CONCOR 236
confidentiality 217
Connecting Canadians 169
consensus building 190
converging process 190
COPS Project 255
CRIS 236
culture 123
culture, integrated with technology 125
culture, scientific or technological 126
customer relationship management (CRM) 3, 109–119

data integrity 181
diversity, vs. specificity 9

e-business, defined 5
e-business, value chain model 7
e-education 183
e-Finance-Net 44
e-governance growth models 39
e-government 138–164, 166
e-government, and CRM 109–119
e-government, and e-business models 1
e-government, and interoperability 50–66
e-government, and KM security 211–223
e-government, citizen-centric 3
e-government, citizen e-readiness 86–108
e-government, defined 5
e-government, stages of growth 214
e-government, value chain model 7
e-government adoption growth 67
e-government and CRM, framework 112–114
e-government and CRM, impediments to adopting 116
e-government applications 70
e-government networks 17–33
e-government systems, and security 251–278
e-mapping 187
e-participation 196–210
e-participation, in local government 198
East Japan Railway Company 229
electronic data processing (EDP) 225
employee empowerment 144
enterprise architecture (EA) 75
European Train Control System 231
European Union (EU) 22

F
Faridabad Treasury 44
FOIS 236, 237

G
gender 125
governance centric view 111
Government of India 35–49
Government On-Line Initiative (GOL) 169
government transformation 1–16
growth model, stages of 51

H
HARTRON 43
Haryana, India 37
human-computer interaction 120–137
human-computer interaction, defined 122
humane business 182

I
IMPRESS 251–278
India, and treasury computerization 34–49
Indian Railways 224–250
Indian Railways, and the evolution of IS 233
integrated service delivery, in Canada 165–178
interoperability 51
interoperability, in e-government 50–66
interoperability, organizational 53
interoperability, semantic 52
interoperability, stages of 54
interoperability benchmark variables 59
interoperable e-government 22

J
knowledge management (KM) 213

K
knowledge-based society 188
knowledge management (KM), components 215
knowledge management security 211–223
knowledge sharing 54
knowledge workers 147
Konkan Railways 224–250
KRC 236

L
Living Labs 26
local government decision making 195–210

M
McGregor, Douglas 25
Member States Administrations (MSA) 19
mind inertia 179–194
Miranda 20
monopoly, vs. competition 9

N
National Informatics Center (NIC) 43
New Public Management (NPM) 140
NICTA 19
non-repudiation 218

O
one-stop-government 4
one-stop government 172
one-stop service center 4
online news 181
organizational interoperability 53

P
Passenger Reservation System 237
Passenger Reservation system 235
performance management 140
privacy 217
public administration 19
public administration reform (PAR) 2

R
Radslag project 200
railways, and information systems 229
RITES 236

S
scientific culture 126
secure channel 170
security development, and e-government systems 251–278
self 124
self-centeredness 185
selflessness 185
SemanticGov 17–33
semantic interoperability 52
SERENITY 251, 259
service-oriented architecture (SOA) 58
Service Canada 172
Sigstad Kommun 198
Software Factory approach 256
software product line 262
South Africa Public transport 229
strategic alignment 55
Sudan, and e-government 69, 70, 73
Swedish government 168, 195–210

T
teamwork 145
technocentric view 110
theory-based benchmark variables 61
Theory X 25
Theory Y 25
transaction costs, measuring of 57
treasuries, in India 34–49

U
Unreserved Ticketing System 237
usability, defined 122
usability evaluation 121

V
value creation 55

W
Website design 126