

Index

A

active citizen participation 203
 ADSL 77
 advertising 116
 affordability 195
 aggregation process 196
 Alberta Water Quality Awareness (AWQA) 119
 America's Clean Water Foundation 119
 Asia-Pacific Economic Cooperation (APEC) 138, 186
 Australia 356
 Australian Customs Service (ACS) 74
 Australian Government Information Management Office (AGIMO) 67
 Australian Wine and Brandy Corporation 74
 Austria 343
 automatisation 275

B

B2B 77
 B2C 73
 B2G 73
 Beijing 219
 biometric identity cards 103

Boolean answer 195
 Boyd's loop 130
 BPEL 55
 BPEL4WS 52, 55
 BPML 55
 BPSS 55
 broadband connection 77
 bureaucracy model 346
 business process execution language 55
 business process management 61
 business process reengineering (BPR) 61, 178, 307
 business reference model (BRM) 218

C

Capgemini model 23
 CBE 173
 CCTV 102
 Central Computer Committee (CCC) 151
 charity 117
 China 216,220
 CIO 304
 CISCO 156
 citizen participation 204, 205, 346
 CitizenSpace 89

Clean Water Foundation 119
 client machine 304
 closed-circuit television (CCTV) 102
 cognitive domain 133
 common ritual 122
 communities of action 116
 community development 117
 community facilitation 114
 communication behavior 230
 communications service provider (CSP)
 104
 component reference model (CRM) 218
 compulsory competitive tendering (CCT)
 241
 computer within reach 105
 computerization 304
 Crime Beat 106
 cybercrime 104

D

Data Protection Act 104
 data reference model (DRM) 218
 decentralization 214, 229
 defuzzification process 197
 deliberation 87
 deliberative model 203
 demand force 188
 Department of Defense 132
 diffusion of innovation (DOI) 68
 digital democracy 203, 305, 354
 digital government 354
 Digital Links International 125
 Digital Multimedia Broadcasting (DMB)
 110
 digital voting 203
 digitalization 300
 DigiTV 359
 direct mail 116
 DMSS 172
 DOI 68
 domestic digital divide 193
 draconism 110
 DSL broadband 77
 DVLA 103

E

e-administration 151, 273
 e-ASEAN 345
 e-commerce 217
 e-community 343
 e-conference 230
 e-democracy 232, 305
 e-education 151
 e-government 22, 39, 167, 218, 227
 e-government service marketplace
 (eGovSM) 29
 e-healthcare 151
 e-information 230
 e-Japan 316
 e-judiciary 151
 e-payment 258
 e-purchase 230
 e-readiness 186
 e-service improvement 25
 e-signal 231
 e-signature 356
 e-surveillance 110
 e-Sweden 356
 e-telecom 229
 e-taxation 151
 e-voting 360
 e-way 24, 229
 ebXML 55
 eco-tourism 227
 Education for All (EFA) 158
 eEurope 272
 eGovSM 29, 40
 European Union 138, 265
 evidence of identity (EOI) 79
 evolution 39

F

figure-of-merit (FOM) 150, 187
 Freedom of Information 104
 fuzzy ordered waited averaging (OWA)
 195

G

G7 192
 Gartner Group 264

geo-portal 170
 Germany 355
 GIS 170, 231
 government openness 203
 government-to-business (G2B) 168, 269, 273, 341
 government-to-citizen (G2C) 168, 273, 341
 government-to-employee (G2E) 169
 government-to-government (G2G) 167

H

HDLP 125
 Health Insurance Portability and Accountability Act (HIPAA) 139
 High Speed Downlink Packet Access (HSDPA) 110
 Hobbes, T. 108
 Hong Kong 356
 Human Rights Act 104

I

IBM 55
 ICS 74, 80
 6
 ID 103
 IDSC 168, 171
 Information Age 217
 information and communication technology (ICT) 22, 56, 85, 321
 information and decision support center (IDSC) 168
 information acquisition 204
 information computer and communication technologies (IC2T) 128
 information domain 132
 Information security 304
 InputCheckService 57
 Integrated Care Report Service (ICRS) 241
 integrated cargo system (ICS) 74
 integration 39
 internal cities 214
 international digital divide 192
 interoperability 39

J

Japan 316
 joined-up government 53

K

knowledge 195

L

LAN 303
 linguistic quantifiers 195
 local service providers (LSP) 245

M

MDs 103
 m-government 359
 me-government 167
 Microsoft 55
 middleware-oriented 39
 middleware solution 39
 mobile communication devices 103
 mobile Internet unit (MIU) 161
 mobile personal organisers 103
 MOE 173
 MOIC 173
 multiway model 230

N

NAFTA 138
 National Application Service Providers (NASP) 245
 National Criminal Intelligence Service (NCIS) 104
 National Health Service (NHS) 241
 National Performance Review (NPR) 343
 National Water Monitoring Day (NWMD) 119
 NCC 151
 NeGST 157
 network-centric approach 130
 network-centric warfare 132
 network externality effect 71
 new public management (NPM) 53
 NITDA 151

NOIE 66
noncongestion 230
normalization process 196
North American Free Trade Agreement (NAFTA) 138
NPA 150
NPM 53
NWMD 119

O

OECD 344
One Laptop per Child 125
OODA loop 130
Oracle BPEL process manager 57
Oracle JDeveloper BPEL designer 57
Orwell 106
OWA operator 196

P

P2P 360
panoptic-synoptican era 101
panoptican societies 100
passive millimetre wave radar cameras 102
performance reference model (PRM) 218
physical domain 132
picture archiving communication system 247
Plato 107
pluralist model 203
private service 31
private service provider (PSP) 31
provisional driving license 41
PSP 31
public administrations (PAs) 31
public deliberation 204
public key infrastructure (PKI) 79
public service 31
public service network (PSNet) 161

Q

quality management and analysis system (QMAS) 244

R

radio frequency identification (RFID) 110
regional implementation director (RID) 247
Regulation of Investigatory Powers Act 109
request for proposal (RFP) 257
ritual 122

S

SAFAD model 23
security policy 304
service gathering 229
service marketplace 29
service oriented architecture (SOA) 240
Shanghai 220
small and medium sized enterprises (SMEs) 67
spatial data infrastructure (SDI) 171
spatial evolution 230
spatial structure 218
statewatch 102
Strategic Health Authorities (SHAs) 245

T

t-government 359
technical reference model (TRM) 218
technology adoption model (TAM) 168
Telecom 215
telemedicine 137
traffic-guiding system (TGS) 231
transnationally 321

U

UN/ASPA model 23
UN ICT 155
unified theory of acceptance and use of technology (UTAUT) 70
United Nations 265
United States Geologic Survey (USGS) 180
urban e-government 214
urban modality 214
U.S. Department of Defense 132

usage 195
UTAUT 70

W

WHIG 133
wine export approval 74
World Bank 152
World Bank's Education for All (EFA) 158
World Healthcare Information Grid
(WHIG) 133
World Water Monitoring Day (WWMD)
119

X

XML technology 39