Index

Α

ABCD 368 access control 84 administration portal 371 Australia 231

В

backend and backbone systems 55 blueprint 375 boundary definition of the organization 54 building blocks 375 business process change (BPC) 44, 45

C

Canada 146
Center for Technology in Government (CTG) 279
central registry 375
change 44
change rush 52
China 300
citizens 197
classification schema 376

clean-slate approach 53

compliance 25
consistency 361
constituents 46
consumer protection, privacy and
security 355
core processes 55
cost overruns 50
cost savings 50
Crime Justice Information Technology
Community (CJITC) 390
culture 196, 307

D

developed countries 190
developing countries 190
digital divide 58
digital government 412
digital government implementations 190
document standardization 260
domain names 356
Dublin Core Metadata Element Set 386

Ε

e-authentication 51 e-business 391 e-commerce 391

Copyright © 2005, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

e-delivery strategy 345 e-government 20, 68, 84, 116, 146, 191, 231, 278, 300, 323, 439 e-government implementation strategy 303 e-government initiative 391 e-government metadata standards 121 e-government platform 375 e-judiciary system 332 e-stamping System 333 e-transparency 20 e-transparency phase 22 education system 359 effectiveness 231 eGOV system architecture 128 electronic document management 260 emergent strategy 28 emerging performers 153 equitable service 58

F

federated architecture program 151 Finland 262 free-form query 384

G

G8 357
global e-government 440
government officers 197
Government Service Network (GSN)
442
government-to-business (g2b) 51
government-to-citizen (g2c) 51
government-to-government (g2g) 51, 68
governmental markup language (GovML)
131
green pages 378

н

human interests 45

Ī

information and communication technologies 45, 116 "Information Era" 300 information system (IS) 45, 416
informationization 300
institutionalism 414
integrated platform 125
integrated process modeling 123
intellectual property rights 356
internal efficiency and effectiveness
(IEE) 51
International Monetary Fund (IMF) 21
Internet 439
Internet access in South Africa 344
interoperability frameworks 121

K

knowledge sharing 281

L

Layne and Lee model 45
Layne and Lee's four-stage framework
46
legislative information 260
life cycle theory 22
life events 120, 371

M

management 58
member of the Parliament (MP) 262
methodology for process modeling 124
middleware 55
monetary and fiscal transparency 23
monochronic 360
multi-channel integration 151

Ν

national digital government plan 412 navigation 361 net-generation 360 network policy 306 network society 305 network state 373 networked economy 306 networked learning 305 networking success 284

0

one-stop government 116 online public services 443 online services 231 organizational-culture context 45

P

participants' expectation 284 platform builders 154 polychronic 360 portals 119 privacy 146 privacy impact assessment 146 process design 374 public services infrastructure 325

R

re-organizing public services 123
reengineering 50
reinventing government 323
resolver 381
resource description framework (RDF)
121, 385
resource registry 377

S

salient constituents 59 salient stakeholders 59 seamless cooperation 375 search engine 376 secure channel 146 secure infrastructure 151 self-interest 51 Shanghai 301 Singapore 324 small medium and micro enterprise (SMME) 346 socio-technical context 51 South Africa 343 Southern African Development Community (SADC) 349 stakeholder analysis 280 stakeholder identification 58 stakeholder theory 57 stakeholders 46, 68

standard generalized markup language (SGML) 260
standardization activities 264
strategic framework 280
strategic information system planning 415
strategic potential 374
structured documents 265
structured information 361
system interoperability 84

Т

Taiwan e-government 442 taxation 356 telecommunications market and pricing policy 356 "The Cataloguing Stage" 47 "The Horizontal Integration Stage" 49 "The Transaction Stage" 48 "The Vertical Integration Stage" 48 Theory of Planned Behavior (TPB) 277 Theory of Reasoned Action (TRA) 277 Three-Gold Projects 300 TradeNet 333 traditional government 68, 192 transaction hub 379 transition point 48 transparency standards 24 trust 146

U

UDDI 378
Uniform Resource Identifier (URI) 379
Uniform Resource Locator (URL) 379
United Kingdom e-government initiative
391
United States government 441
URN:Technology 379
usability 361

V

Virtual Desk Switzerland 371 vision 373

W

Web services 54, 84, 121, 372, 374 white pages 378 work history 284 WSDL 378

X

XML 121, 379

Υ

yellow pages 378