

Index

A

accessibility 227
 action 51
 addresses 128
 administration 336
 administration of justice 140
 administrative decision making 70, 151
 administrative quality 152
 AGACE 145
 agency 146
 agent 170, 171, 178
 agent technology 170, 171
 agent-two-sided matching 172
 agents 178, 180
 AMV 30
 annotation systems 255
 applications 6, 52
 artificial life 57

B

back-office 207

C

centralization 320, 324
 certification services 134
 chat tools 258
 citizen 56, 226
 citizen association 233
 citizen participation 32, 227
 code of conduct 146
 communication 250
 communication tools 4
 communications channels 129
 community networking 40, 250
 competition 24, 320
 concerning electronic commerce 139
 confidentiality encryption 134
 control 336
 core task of public administration 64
 cost savings for the taxpayer 28

crime prevention 132
 CSN 30
 cultural issues 6

D

data mining tools 24
 decision 51
 decision and action 51
 decision making 6, 72
 decision support systems 40
 decision support tools 4
 delegated 334
 delivery of public information 235
 democratic decision-making processes
 53, 231
 democratic deliberation 65
 democratic deliberations 74
 democratic government 2
 demonstrator 216
 deregulation 24
 design 6
 design issues 231
 different perspectives 75
 digital 134, 341
 digital divide 26, 79, 90
 digital signatures 137, 138, 222
 direct democracy 53, 356
 directive 139
 disseminating information 235
 distribution 324

E

e-commerce 124
 e-democracy 250
 e-Government 62, 123
 e-Government services 231
 e-lobbying 236
 echelon 129
 electoral participation 90
 electronic commerce 171
 electronic democracy 360

electronic employment markets 170
 electronic forms 235
 electronic government 1, 142, 356
 electronic government portal design 97
 electronic labor markets 178
 electronic marketplace 171
 electronic service infrastructure 6
 electronic voting 33
 encryption 132
 enterprise resource planning 24
 EU Initiatives 25
 European Digital Signatures Directive 138
 exchanging information 252
 expert panels 33
 expert system
 knowledge-based systems 218
 external operations 1
 EzGov 28

F

Federal Portal 356
 FESTE 144
 fragmentation 205
 framework 97
 front-office 207
 functions 146
 funding 218

G

G8 26
 game theory 170, 176
 governance 1, 340
 government 340
 government agencies 320
 Government of Canada 97
 Government On-Line 25
 GovWorks 32

H

handling privileged information 131

I

inclusive democracy 228
 income tax 144
 independence/self-determination 6

individualized decision making 65, 66
 information society 25, 52
 integrated electronic service delivery 211
 integrated service delivery 207
 intelligent agent technology 178, 221
 intelligent agents 170, 171, 180
 interdependence 342
 intermediaries 5
 internal government operations 1
 international legislation 6
 Internet 127
 Internet in e-Government 125
 Internet voting 78, 79, 80, 81, 82
 Internet voting protocol 82, 83
 issues 97

J

job mediation 325
 job offices 327

K

knowledge 63, 68, 69, 70
 knowledge processes 268

L

legal certainty 131
 legal expert systems 151
 legal knowledge-based 210
 life-event 207
 local government 268

M

management 6
 modern 51
 monitoring 336
 multi-agent system 170, 171

N

names 135
 negotiation processes 65, 66
 negotiations 73
 NetAction 234
 NIC 32
 non-use 206
 notary 145

O

OL2000 pilot 208
 online elections 80
 online politicians 33
 open discussion 251
 organizational change 5
 organizational cooperation 219
 organizational design 268
 outsourcing 24

P

participation 91
 partnerships 342
 people 342
 policy-making 65, 67
 power 6, 23
 privacy 131
 private sector investments 218
 process model 64
 public access 250
 public counter 2000 205
 public good 231
 public key encryption 133
 public sector 24
 public services 231
 public trust providers 143

R

regional policy 321
 registration services 134
 regulation of Internet 135
 role of government 62
 role of Law 63, 70
 rural areas 320

S

seal of guarantee 145, 146
 searching matching 333
 Secrecy of Communications 131
 security 79, 80, 81, 82, 83, 231
 security in communications channels 136
 self-service 320, 332
 separation 207
 service 23
 service delivery components 213

service quality 321
 shared global information spaces 255
 sharing information 255
 signature 134
 simulation tools 4
 social filtering 255
 software agents 171, 178
 strategic IT tools 24
 strategic knowledge management 268
 Switzerland 356

T

tax money 28
 technical problems 130
 technology 341
 technology standard 24
 teledemocracy 227
 telematic presentation 144
 time factor 56
 transparent networking 232
 transportation 331
 trust 122, 227
 trust mechanisms 125
 trust providers 142
 two-sided matching 172
 two-sided matching algorithms 170, 171, 176
 two-sided matching market 176, 177
 types of processes 65

U

unequal access 231
 usability 231
 use of IT 23

V

virtual environments 258
 votia empowerment 32
 voting protocol 80, 83

W

weakly structured processes 65, 67
 weaknesses of Internet 127
 Web-based markets 170, 171
 well-structured processes 65, 66, 70
 workflow management systems (WMS) 24