Foreword

Electronic Government should counter, either in an active or in a passive manner, the profound, economic, social, or cultural changes that are taking place. It goes without saying that any change initiative becomes a major challenge especially if the stakes and the costs, either on monetary or political terms, are set too high. In an almost deterministic fashion, there is no choice; the way governments work, the way they offer services, and how they are monitored and controlled must be revisited and - in many cases - designed from scratch.

The Editors of this book hold posts in both academia and industry and exhibit significant experience and profound sensitivity to the practical issues involved in such initiatives, something that is clearly reflected in the structure and content of this book. Strategy and planning, implementation, and the required infrastructures are three of the main, if not the only, pillars of successful electronic government. The book chapters provide the analysis that an informed reader would require, in a manner that theoretical and practical issues are bridged in a seamless way. It should be stressed that the success of electronic government will be judged by the citizens through the implemented electronic services. Furthermore, the multinational character of the book is highlighted. Public transformation is not required only in certain parts of the world, something clearly indicated by the book.

Public Sector Reform Using Information Technologies: Transforming Policy into Practice offers informative and sometimes provocative insights on thinking about, designing, and implementing electronic government. This triggers really useful discussions on a variety of topics making clear that public sector transformation is necessary and important but at the same time really challenging to achieve.

Stefanos Gritzalis
Hellenic Ministry of Interior, Decentralisation and E-Government & University of the Aegean, Greece

Stefanos Gritzalis is a Professor at the Department of Information and Communication Systems Engineering, University of the Aegean, Greece and the Director of the Laboratory of Information and Communication Systems Security (Info-Sec-Lab). He also serves as the Special Secretary for the Administrative Reform at the Greek Ministry of Interior, Decentralization and Electronic Government. He holds a BSc in Physics, an MSc in Electronic Automation, and a PhD in Information and Communications Security from the Dept. of Informatics and Telecommunications, University of Athens, Greece. He has been involved in several national and EU funded R&D projects. His published scientific work includes 30 books or book chapters, 90 journals, and more than 120 international refereed conference and workshop papers. The focus of these publications is on information and communications security and privacy. His most highly cited papers have more than 1000 citations. He has acted as Guest
Editor in 22 journal special issues, and has been involved in more than 30 international conferences and workshops as General Chair or Program Committee Chair. He has served on more than 230 Program Committees of international conferences and workshops. He is an Editor-in-Chief or Editor or Editorial Board member for 15 journals and a Reviewer for more than 40 journals. He has supervised 10 PhD dissertations. He was an elected Member of the Board (Secretary General, Treasurer) of the Greek Computer Society. His professional experience includes senior consulting and researcher positions in a number of private and public institutions. He is a Member of the ACM, the IEEE, and the IEEE Communications Society “Communications and Information Security Technical Committee.”