

Call for book chapter proposals

Book title: “Case Studies in E-Government 2.0. Changing the citizen relationship”

Corresponding web site: <http://tinyurl.com/c8t6faa>

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Important dates

Full chapter due:	June 01, 2012
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Full chapters submission exclusively at EasyChair website

<https://www.easychair.org/conferences/?conf=csegov20>

Introduction

Governments are revolutionizing their ways of working resulting in changing relationships among public organizations and their constituents. An important enabler are new usages of information and knowledge-sharing technologies which emerged with the advent of Web 2.0 paradigm. Used initially in the private arena, Web 2.0 technologies (e.g. blogs, wikis, RSS, social networking platforms, folksonomy, podcasting, mashups, virtual worlds, open linked data etc.) are increasingly disseminated within the professional sphere, regardless of the type of organization or field of activities. These technologies are user-centered, user-friendly and participatory, intuitive and flexible. They are very useful for self-expression, social networking, knowledge co-creation, skills and talents identification, etc [1,2]. Furthermore, these technologies are an important enabler for new architectures in which the citizen is in control.

During the last decade, e-government environments have undergone considerable transformations in an attempt to satisfy the incessant demand for more advanced e-service delivery, better access to information and more efficient government management. Looking to the future, the emergence of Web 2.0 and the rise of social networks have indeed opened up new perspectives that challenge public institutions. In addition government data is opened for the public which enable to mash them up with data from other sources (companies, universities and other public bodies). This enables new user-centric application in which information can be viewed at a glance. The term *e-government 2.0* points to the specific applications of social networks and Web 2.0 in the sphere of public services [3]. Many benefits are expected, such as a better match between public services and citizens' expectations, greater adoption of online services by citizens, or better control of costs and delays in the implementation of new services. Governments around the world are building frameworks and proposals for e-government 2.0 [4,5,6]. This transition towards e-Government 2.0 will not only improve participation, transparency and integration but it is also expected to speed up the pace of innovation through collaboration and consultation. Ultimately resulting in new e-government business models [13].

Despite evidence that e-government 2.0 adoption and usage is increasing, the use of Web 2.0 in government remains in its infancy. Interrogations are expressed concerning the path to follow and which factors will lead to success [7,8]. Academic research output is still quite limited and there remains a weak body of evidence on e-government 2.0 adoption and usage [9,10,11]. In addition to more empirical research on its usage, the e-government community requires a more complete set of methods and tools for evaluating e-government 2.0. Existing frameworks and evaluation methods may not be sufficient to appropriately measure the impact of e-government 2.0 [12]. Furthermore, the number of practices remains limited and there is limited generalization in terms of new types of innovative business models [14].

Aim and target audience of the book

The goal of this book is to provide a comprehensive collection of research works concerning e-government 2.0 implementation by showing cases and business models enabled by various technologies and developed in different countries. E-government 2.0 will be approached from the view of theory and practice interaction. Contributions will be based on concrete practical studies: this may concern generally applicable methodological

lessons stemming from grounded applications or feedback resulting from the implementation of a conceptual framework in the field. All types of methodological approaches are welcome: case studies, action research, design science, empirical investigation, comparative research, prototyping and experimental engineering emphasizing technical and methodological dimensions of e-government 2.0 projects.

As they will be published in the context of a book, chapters must be presented in such a way that they are easily understood by an audience with varied expertise (government agencies, research institutions, software vendors, research scholars, consultants, and academic institutions etc.). Contributions should include a synthetic and easy to read state of the art related to the topic of the chapter, and must introduce theoretical background and clearly identify what has been accomplished, why it is fundamental to authors' understanding of e-government and e-government 2.0, how it compares with previous work.

Recommended topics

Recommended topics in e-government 2.0 include, but are not limited to, the following:

- Domain oriented applications (health, education, tax payment, e-procurement, ... etc.)
- Authentication and identity management
- Privacy and security issues
- e-KM, intranet, e-learning and web 2.0 in public information systems
- Cultural, social, economic and organizational impact
- Digital divide and universal access in e-government 2.0 context
- Process re-engineering, policy reshaping
- Methodological frameworks and models for e-government 2.0 implementation and best practices
- Comparative case studies and cross-country comparisons
- Performance, cost and ROI measurement of e-government 2.0 projects
- Open linked data
- Innovative 2.0 business models
- Collaboration and Web 2.0 applications in e-government
- Communities of practices in the public sector
- Open source software and standards for e-government 2.0
- Legal and juridical aspects related to web 2.0 usages in public information systems
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Submission procedure

Authors of accepted proposals are invited to prepare and submit full chapters (5,000 to 10,000 words) by June 01, 2012. Format guidelines are available at [Springer website](http://www.springer.com/ebooks). All submissions should exclusively be done through EasyChair website:

<https://www.easychair.org/conferences/?conf=csegov20>

Submitted chapters will be reviewed on a double-blind review basis. This book is scheduled for publication by Springer in 1st semester 2013.

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