

WWW2006 Workshop on E-Government: Barriers and Opportunities

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The proliferation of Internet and the World Wide Web is changing the way people live. It is also changing the way how government activities are organized in order to serve the citizens better. The trendy term “e-government” should go beyond providing official information and various application forms on websites; it should describe how governments deliver better and more efficient services through computer technologies. Barriers to e-government applications are often a combination of both policy and technology issues. Opportunities are when policy makers and technologists work together to develop a holistic understanding so that major progress can be made.

From published reports on e-government efforts, we identified six possible barriers that must be overcome in order to move forward with their e-government strategies. They are:

- Standards (for interoperability)
- Intellectual property issues (for cost)
- Business re-engineering (for dealing with bureaucracy)
- Data sharing (for interoperability)
- Security and privacy (for data sharing)
- Web service development (for business re-engineering)

We have accepted seven position papers addressing some of these barriers. On e-Government standards, we have:

- “E-government Standardization Status in China”, by Zhigang Wu of China, and
- “A Contextual Framework for Standards”, by Brian Kelly, Alastair Dunning, Sebastian Raetz, Paul Hollins, and Lawrie Phipps of the United Kingdom.

We have also invited Ivan Herman of the World Wide Web Consortium to give a special presentation “W3C and Open Standards” to show us what are available. On business re-engineering, we have:

- “Democracy, Ideology and Process Re-Engineering: Realising the Benefits of e-Government in Singapore”, by Kieron O’Hara and David Stevens of the United Kingdom using data provided by the Singaporean Ministry of Finance, and
- “Putting Things in Context: Dynamic e-Government Re-Engineering using Ontologies and Context”, by Avigdor Gal and Aviv Segev of Israel.

On Web service development, we have:

- “Pan-European E-Government Services on the Semantic Web Services”, by Tomas Vitvar of Ireland, Adrian Mocan of Austria, and Vassilios Peristeras of Greece.

In addition, we have two case studies which are success stories:

- “Meeting e-Government Challenges: the CiTel Case”, by Oreste Signore and Franco Chesì of Italy, and
- “An Event Routing Algorithm in Content-based Publish/Subscribe System for E-Government Applications”, by Xudong Liu, Peng Lu, Xuelian Lin, and Jun Han of China.

Although not all barriers identified have been addressed by these papers, notably intellectual property, security, and privacy, we are pleased by the diversity of the topics and geography covered. We hope through the workshop we can form an interest group that will continue to promote and develop e-government applications that would overcome all these barriers.