

Contents

1	eGov Framework	1
1.1	The Lisbon Declaration	2
1.2	Definition of eDemocracy and eGovernment	3
1.3	Components of the eGovernment Framework	5
1.4	Differentiation from eBusiness and eCommerce	7
1.5	Chapter Overview	9
1.6	Bibliographical Notes	12
2	eAssistance	15
2.1	Search and Web Services in the Internet	16
2.2	Development of the Web 2.0	17
2.3	Catalog for Municipality Web Sites	19
2.4	Design of eGovernment Portals	21
2.5	Barrier-Free Web Access	23
2.6	Quality Assurance in the Internet	25
2.7	Bibliographical Notes	27
2.8	Case Study—Handicapped Adapted Internet Use and Results of the Swiss Study on Accessibility	28
2.8.1	Background: More Independence for Handicapped People	28
2.8.2	Case Study—Public Web Sites Often Not Barrier-Free	29
2.8.3	Examples of Barrier-Free Web Design	30
2.8.4	Well-Designed Navigation with Lists	31
2.8.5	Correct Separation of Content and Layout	31
2.8.6	Clear Link Targets	32
2.8.7	Well-Designed Headlines	32
2.8.8	Barrier-Free CAPTCHA	34
3	eProcurement	37
3.1	Internet-Based Procurement Process	38
3.2	Procurement Model Seller-Side	40
3.3	Procurement Model Buyer-Side	41
3.4	Marketplace Procurement	43
3.5	Public Offering via Internet	44

3.6	Conducting Auctions	46
3.7	Desktop Purchasing	48
3.8	Bibliographical Notes	49
3.9	Case Study: Inverse Auctions at the Centralized Procurement Agency of Swiss Federal Railways	50
3.9.1	Background	50
3.9.2	Case Studies of Inverse Auctions in the SBB	50
3.9.3	Case Example A—Procurement of a Service	51
3.9.4	Case Example B—Procurement of Clothing	52
3.9.5	Case Example C—Procurement of Working Clothes	53
3.9.6	Case Example D—Procurement of a Service	54
3.9.7	Opportunities and Risks	54
4	eService	57
4.1	Technical, Organizational, and Semantic Interoperability	58
4.2	Electronic Governmental Services for Citizens	60
4.3	eGovernment Services for Businesses	62
4.4	Municipality Product Plan	62
4.5	eHealth Architecture for Mobile Services	65
4.6	Capability Maturity Model for the Benchmarking	67
4.7	Bibliographical Notes	70
4.8	Case Study—Basic Components and Main Applications for the Electronic Health Record in Austria	71
4.8.1	Background	71
4.8.2	Case Study	71
4.8.3	Opportunities and Risks	75
5	eContracting	81
5.1	Electronic Contracts	82
5.2	Generic Services for the Negotiation Process	83
5.3	Identity Management	84
5.4	Asymmetric Encryption	86
5.5	Sealing Electronic Documents with Digital Signatures	88
5.6	Public Key Infrastructure	90
5.7	Legal Aspects	92
5.8	Bibliographical Notes	93
5.9	Case Study—Face Recognition in the Biometric Passport	95
5.9.1	Background	95
5.9.2	Case study—The Biometric Data in Passports	95
5.9.3	Opportunities	98
5.9.4	Risks	99
6	eSettlement	103
6.1	Sub-Steps of a Supply Chain	104
6.2	Classification of Web-Based Payment Systems	105
6.3	Online Versus Offline Distribution	108

6.4	Protection of Personal Data	112
6.5	Protection of Copyright	113
6.6	Security Management	115
6.7	Bibliographical Notes	117
6.8	Case Study—Safeguards on Data Exchange of Salzburg Research	118
6.8.1	Background	118
6.8.2	Case Study—Disregarding of Data Protection and Defense Measures	118
6.8.3	Opportunities and Risks	122
7	eCollaboration	125
7.1	Document Management	126
7.2	Content Management	128
7.3	Wiki Tools	131
7.4	Use of Weblogs	133
7.5	Collaborative Working Environment	135
7.6	Virtual Organization and Forms of Cooperation	138
7.7	Bibliographical Notes	140
7.8	Case Study—Learning Environment Virtual Campus at the University of Hagen	141
7.8.1	Background	141
7.8.2	Case Study—Characteristics of a Virtual Campus	141
7.8.3	Changes in Learning and Teaching	142
7.8.4	Communication and Interaction	142
7.8.5	Cooperation	143
7.8.6	Exams and Examination Regulations	144
7.8.7	Supervision Relationship	144
7.8.8	Changes in the Organization	145
7.8.9	Opportunities and Risks	146
8	eDemocracy	149
8.1	Pyramid of Types of Participation	150
8.2	Variety of Electronic Voting and Elections	151
8.3	Process Steps for eVoting and eElection	154
8.4	Operation of Electronic Voting and Elections	155
8.5	Analysis and Visualization of Multidimensional Data	157
8.6	Steps to Public Memory	160
8.7	Bibliographical Notes	161
8.8	Case Study—Goals and Implementation of a Web-Based Elec- toral Assistance System for Parliamentary Elections	163
8.8.1	Background—The Problem of Information on the Electoral Market	163

8.8.2	Case Smartvote—Choosing Custom-Made Politicians by Mouse Click	163
8.8.3	Opportunities and Risks for Online Electoral Aids	166
9	eCommunity	169
9.1	Push vs. Pull Communication Strategies	170
9.2	Multi-Channel Management	171
9.3	Establishment of a Citizen Communication Center	174
9.4	Development Model for Online Citizen	175
9.5	Performance Review for Public Web Platforms and Portals	179
9.6	Tools for Community Building	181
9.7	Bibliographical Notes	183
9.8	Case Study—Medical Communication Center	185
9.8.1	Background	185
9.8.2	Case Medgate	185
9.8.3	Chances and Risks	188
10	Knowledge Society	191
10.1	Decentralization in the New Public Management	192
10.2	Toward the Information and Knowledge Society	194
10.3	Use of Knowledge-Based Databases	196
10.4	Development of a Knowledge Society	198
10.5	Dangers and Risks of a Knowledge Society	200
10.6	Ethic Rules in the Knowledge Society	202
10.7	Bibliographical Notes	204
	Glossary	205
	Bibliography	213
	Index	223