

# Preface

In defining the state of the art of E-Government, EGOV 2002 was aimed at breaking new ground in the development of innovative solutions in this important field of the emerging Information Society. To promote this aim, the EGOV conference brought together professionals from all over the globe. In order to obtain a rich picture of the state of the art, the subject matter was dealt with in various ways: drawing experiences from case studies, investigating the outcome from projects, and discussing frameworks and guidelines. The large number of contributions and their breadth testify to a particularly vivid discussion, in which many new and fascinating strands are only beginning to emerge. This begs the question where we are heading in the field of E-Government. It is the intention of the introduction provided by the editors to concentrate the wealth of expertise presented into some statements about the future development of E-Government.

The number of subject matters covered by the EGOV 2002 conference proceedings is best illustrated by listing some of them:

- Communication with citizens over the Net: One-Stop-Government, Single-Window-Access, and Seamless Government;
- Frameworks and guidelines for E-Government;
- International and regional projects, case studies, and international comparisons;
- Strategies, implementation policies, and best practice;
- Redesigning cooperation within and between agencies;
- Sustaining business processes, collaborative activities, legal interpretation, and administrative decision making;
- E-Democracy strategies, citizen participation in public affairs, and democratic deliberation;
- Technical implementation aspects (standards for information interchange and processes, digital signatures, platforms, security concepts, and provisions);
- Novel organizational answers and new forms of networks: adhoc cooperation and coalition between public agencies and public-private partnerships;
- Changing legal frameworks, and legal and social implications of new infrastructures and applications;
- Teaching of E-Government.

Many people cooperated over a long period of time to shape the conference and to prepare the program and the proceedings. Our thanks go to the members of the Program Committee (listed below) and to Gabriela Wagner, who heads the DEXA organization. The editors are particularly grateful to Ute Holler for her exceedingly engaged assistance in coordinating the preparation of the program and of the proceedings.

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