

# Contents

<b>1</b>	<b>E-Government 2.0: Back to Reality, a 2.0 Application to Vet</b> .....	<b>1</b>
	Imed Boughzala, Marijn Janssen and Saïd Assar	
1.1	From E-Government to E-Government 2.0 .....	2
1.2	Web 2.0 as a New Opportunity for E-Government.....	3
1.3	E-Government 2.0 Characteristics .....	5
1.4	E-Government 2.0 Issues .....	6
1.5	E-Government 2.0 Global Research Questions .....	8
1.6	Presentation of the Book.....	8
1.7	Conclusion and Future Outlook.....	11
	References .....	12
<b>2</b>	<b>Social Media-based Government Explained: Utilization Model, Implementation Scenarios, and Relationships</b> .....	<b>15</b>
	Gohar Feroz Khan	
2.1	Introduction.....	15
2.2	The Confusion: Web 1.0, Web 2.0, Social Media, and SNS.....	16
2.3	E-Government, Government 2.0, and Open Government .....	18
2.4	E-Government vs. SMBG.....	19
2.5	Methodology .....	19
2.6	Results.....	20
2.7	Concluding Remarks.....	25
	References .....	26
<b>3</b>	<b>Moving Toward Web 2.0-Enhanced E-Government in Small-Town Pennsylvania</b> .....	<b>29</b>
	Anna Levy, Eileen Trauth and John W. Bagby	
3.1	Background.....	29
3.2	The Case Study Objectives .....	31
3.3	Research Design.....	32
3.4	Methods.....	33

3.5	Case Description .....	34
3.6	Conclusion .....	43
	References .....	44
<b>4</b>	<b>Government 2.0: A Change Towards Citizen Participation in Arab Countries .....</b>	<b>47</b>
	Nahed Azab, Ellias Farzali, Ola Zaher and Heba Sayed	
4.1	Introduction .....	48
4.2	What is Web 2.0? .....	50
4.3	Stages of Implementation: Government 2.0 vs. Government 1.0.....	50
4.4	Overview of Arab Countries .....	53
4.5	Analysis of Using Web 2.0 Technology in Arab Countries .....	57
4.6	Conclusion and Recommendations.....	61
	References .....	64
<b>5</b>	<b>Citizen-Driven Design: Leveraging Participatory Design of E-Government 2.0 Through Local and Global Collaborations .....</b>	<b>67</b>
	Annelie Ekelin and Sara Eriksén	
5.1	Introduction.....	68
5.2	The Background and Setting.....	69
5.3	Theoretical Framework which Pinpoints Incremental Innovation.....	70
5.4	Methodological Approach.....	72
5.5	Phase One: Trans-local Prototyping.....	73
5.6	Phase Two—Formalising a Proof-of-Concept.....	74
5.7	Phase Three: Proliferation of Best Practice .....	77
5.8	Phase Four and Five Coming Together—Concluding Discussion.....	79
	References .....	84
<b>6</b>	<b>In the Quest of Opened-Up Governmental Policies in Greece: Challenges and Recommendations .....</b>	<b>87</b>
	Evika Karamagioli and Dimitris Gouscos	
6.1	Introduction.....	87
6.2	Concluding Remarks.....	99
	References .....	100
<b>7</b>	<b>Towards the Understanding of Success in E-Participatory Budgeting Projects .....</b>	<b>103</b>
	Styliani Zafeiropoulou, Sven A. Carlsson and Annika Andersson	
7.1	Introduction.....	103
7.2	Research Approach .....	105
7.3	Introduction to the Cases .....	107
7.4	Success Factors .....	109
7.5	Conclusions.....	115
	References .....	117

<b>8</b>	<b>Brazil Towards Government 2.0: Strategies for Adopting Open Government Data in National and Subnational Governments</b> .....	121
	Ricardo Matheus, Manuella Maia Ribeiro and José Carlos Vaz	
8.1	Introduction and Contextualization.....	122
8.2	Literature Review.....	124
8.3	Research Approach .....	126
8.4	Results of Exploratory Search of Initiatives, OGD Principles Adhesion and Strategies to Boost Usage and Creation of Chain Value of OGD.....	127
8.5	Discussion .....	133
8.6	Conclusion .....	136
	References .....	137
<b>9</b>	<b>Twitter and 2013 Pakistan General Election: The Case of David 2.0 Against Goliaths</b> .....	139
	Saifuddin Ahmed and Marko Skoric	
9.1	Introduction.....	140
9.2	Background.....	141
9.3	Research Questions.....	144
9.4	Methodology.....	144
9.5	Findings.....	148
9.6	Discussion .....	157
9.7	Conclusion .....	159
	References.....	160
<b>10</b>	<b>The Decalogue of Policy Making 2.0: Results from Analysis of Case Studies on the Impact of ICT for Governance and Policy Modelling</b> .....	163
	Sotirios Koussouris, Fenareti Lampathaki, Gianluca Misuraca, Panagiotis Kokkinakos and Dimitrios Askounis	
10.1	Introduction.....	164
10.2	A Changing Landscape for Policy Making.....	166
10.3	Methodological Approach.....	167
10.4	Presentation and Cross Analysis of the selected cases.....	168
10.5	Discussion and Recommendations .....	171
10.6	Conclusions.....	179
	References.....	181
<b>11</b>	<b>A Community-driven Open Data Lifecycle Model Based on Literature and Practice</b> .....	183
	Anne Fleur van Veenstra and Tijs van den Broek	
11.1	Introduction.....	183
11.2	Lifecycle Models of Open Data.....	184
11.3	Case Study .....	185

11.4 A Community-driven Open Data Lifecycle Model .....	188
11.5 Findings and Discussion .....	195
11.6 Conclusion .....	197
References .....	198
<b>12 Social Web Ontology for Public Services .....</b>	<b>199</b>
Mark Krijgsman, Wout Hofman and Geert-Jan Houben	
12.1 Introduction.....	200
12.2 Functionality of the Social Web.....	201
12.3 Social Web Ontology .....	204
12.4 Social Web Architecture.....	206
12.5 Social Web Ontology for Public Services.....	209
12.6 Conclusions and Discussion .....	210
12.7 Annex: Detailed functionality of the Social Web and analysis of providers .....	211
References .....	214

Case Studies in e-Government 2.0

Changing Citizen Relationships

Boughzala, I.; Janssen, M.; Assar, S. (Eds.)

2015, XIV, 215 p. 28 illus., 10 illus. in color., Hardcover

ISBN: 978-3-319-08080-2