

## Introduction to the Government Services and Information Minitrack

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Improvements in technology have a significant impact on the way government agencies interact with their constituents. This mini-track seeks research papers and practitioner reports addressing citizens' expectations and acceptance of e-government services across government levels and branches, success factors for e-government services development and implementation, value assessments of e-government services, and methodologies, techniques, and tools for service composition. We are particularly interested in the characteristics, development, implementation, uses, and evaluation of e-government services and systems.

E-government services pose numerous challenges

in terms of interoperability of services, design of services, optimization of process chains, identification and assessment of the value-chain of services, governmental accounting, cross-organizational service chains, workflow support of e-services, integration of internal IT support, G2G and G2C e-services, outsourcing of services, digital preservation, electronic records management, etc... On the other hand, e-government services also provide opportunities for service innovation and citizen participation through processes of co-production. Research to guide the development, management and evaluation of e-government services is in great demand in this important and rapidly growing domain.