Introduction to Policies and Strategies for Digital Government Minitrack

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Following the minitrack historical tradition the track called for multidisciplinary e-government contributions aimed at contributing on the theoretical elaboration on the challenges associated with the design, management and evaluation of the policies and strategies deployed to support, facilitate and promote digital government. The minitrack invited submissions that contributed to the analysis of the challenges faced by governments when formulating e-government policies. Specifically the minitrack focuses on the effects of ICT implementations which are designed to transform government organisations, public sector management and the functioning of public institutions in general. We invited and encouraged the submission of case studies which demonstrate best practices in the design, management and evaluation of e-government policies and strategies.

This year selected papers explore the increasing importance of e-governance and the challenges for governance associated with the adoption and use of information technology in public administration. The importance of collaboration and new forms of governance to the success of e-governance projects are the core issues discussed by two accepted papers.

The first paper discusses how governments envisioning large-scale national e-government policies increasingly draw on collaboration with private actors, yet the relationship between dynamics and outcomes of public-private partnership (PPP) is still unclear. The involvement of the banking sector in the emergence of a national electronic identification (e-ID) in Denmark is a case in point. Drawing on an analysis of primary and secondary data, the paper adopts the theoretical lens of collective action to investigate how transformations over time in the convergence of interests, the interdependence of resources, and the alignment of governance models between government and the banking sector shaped the emergence of the Danish national e-ID. The paper proposes a process model to conceptualize paths towards the emergence of public-private collaboration for digital information infrastructure – a common good

The second paper discuss how electronic government transparency impact upon the relationships between citizens and the state. In the specific, the paper focuses on how e-government solutions can help citizens to access, understand and verify valuable information in a democratic society. Furthermore, the paper contributes the debate about transparency in government processes. It is thus argued that as a crosscutting characteristic, transparency should be present in different e-government perspectives, such as business processes, information, business rules, and information systems. In this article, the authors present a multi-agent system to implement transparent lawsuit distribution process. The authors demonstrate that the multi-agent system paradigm emphasizes the organizational operating environment and the information systems alignment, being adequate to implement process transparency under a Brazilian study-case in lawsuit distribution that used real data from the Superior Labor Court of Brazil. The Tropos agent-oriented software development methodology is used in the paper to define the hard and soft goals of agents. The multi-agent system architecture and the prototype were defined and implemented using JADE Framework. The paper concludes that processes automation can enhance government transparency.

The minitrack chairs are grateful for the authors' contributions and hope that our readers will enjoy the insights and the contribution to our understanding of the importance of policies and strategies in e-government deployments that these papers provide.

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