

Joint Conference Programme of

IFIP EGOV 2011 and

IFIP ePart 2011

August 29 – September 2, 2011

Delft University of Technology, the Netherlands



Location:

Aula Conference Centre of the Delft University of Technology, Mekelweg 5, Delft, The Netherlands

Programme overview

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Conference Programme Overview

Sunday, 28th August 2011

<i>Plenary – EGOV & ePart</i>	
09.00-21.00	PhD Colloquium EGOV and ePart – Art Center

Monday, 29th August 2011

	<i>Track A – EGOV: Senaatszaal</i>	<i>Track B – EGOV: Com. Kamer 2</i>	<i>Track C – EGOV: Com. Kamer 3</i>	
09.00-10.30	Workshop 1: Social media and Democratization	Workshop 2: Open Governmental Data from Governments to Science and Society: The ENGAGE project	Workshop 3: IT Innovation for Management of Global Supply Chains	
10.30-11.00	<i>Coffee Break</i>			
	<i>Track A – EGOV: Senaatszaal</i>	<i>Track B – EGOV: Com. Kamer 2</i>	<i>Track C – EGOV: Com. Kamer 3</i>	
11.00-12.30	Workshop 1 cont'd	Workshop 2 cont'd	Workshop 3 cont'd	
12.30-13.30	<i>Lunch Break</i>			
	<i>Track A – EGOV: Senaatszaal</i>	<i>Track B – EGOV: Com. Kamer 2</i>	<i>Track C – EGOV: Com. Kamer 3</i>	<i>Track D – EGOV: Lecture hall B</i>
13.30-15.30	Session 1: Community & Social Media	Panel 1: Rethinking Semantic Interoperability through Collaboration	Workshop 3 cont'd	Workshop 4: Use of 3D City Models in E-Government for Sustainable Urban Governance
15.30-16.00	<i>Coffee Break</i>			
	<i>Track A – EGOV: Senaatszaal</i>	<i>Track B – EGOV: Com. Kamer 2</i>	<i>Track C – EGOV: Com. Kamer 3</i>	<i>Track D – EGOV: Lecture hall B</i>
16.00-17.30	Session 2: Standardisation & Compliance	Panel 2: E-Government Development in Outlying Regions	Workshop 3 cont'd	Workshop 4 cont'd
18.00-19.30	<i>Welcome Reception at The Old Townhall, Markt, Delft</i>			



	Plenary - EGOV: Senaatszaal			
09.00-10.30	Opening EGOV by conference co-chairs			
	Keynote 1: 2020 vision – eight mega trends in e-government for the next eight years <i>Jeremy Millard</i> Danish Technological Institute, Denmark and Brunel University UK			
10.30-11.00	<i>Coffee Break</i>			
	Plenary - ePart: Senaatszaal			
11.00-12.30	Opening ePart by conference co-chairs			
	Keynote 1 ePart: Youth, social media and politics <i>Jens Hoff</i> , Professor for Political Science, University of Copenhagen, Denmark			
12.30-13.30	<i>Lunch Break</i>			
	Track A – EGOV: Senaatszaal	Track B – EGOV: Lecture hall B	Track C – ePart Lecture hall D	
13.30-15.30	Session 4A: Foundations I	Session 4B: Transformation	Session 4c: Appreciation of social media	
15.30-16.00	<i>Coffee Break</i>			
	Track A – EGOV: Senaatszaal	Track B – EGOV: Lecture hall B	Track C - ePart: Lecture hall D	Track D – ePart: Com.kamer 3
16.00-18.00	Session 5A: Foundations II	Session 5B: IT Governance & Architectures	Session 5C Participation and eServices	Session 5D Country studies
18.15-19.30	IFIP 8.5 business meeting (IFIP 8.5 members and all interested) in Room Com. kamer 3			



	Track A – EGOV: Lecture hall B	Track B – EGOV: Room Lecture hall D	Plenary ePart: Senaatszaal		
09.00-10.30	Session 6A: Security & Identity Management	Session 6B: Sourcing	Keynote 2: The transparent society: challenges for democracy <i>Valerie A. J. Frissen, TNO and Erasmus University</i>		
10.30-11.00	<i>Coffee Break</i>				
	Track A – EGOV: Lecture hall B	Track B – EGOV: Lecture hall D	Track C – EGOV: Cie kamer 3	Track D - ePart: Senaatszaal	
11.00-12.30	Session 7A: Framework	Session 7B: Public Procurement	Session 7C: Integration & Collaboration	Session 7D: Visualising arguments	
12.30-13.30	<i>Lunch Break</i>				
	Track A – EGOV: Lecture hall B	Track B – EGOV: Lecture hall D	Track C – EGOV: Cie kamer 3	Track D - ePart: Senaatszaal	Track E ePart: Cie kamer 2
13.30-15.30	Panel 3 Democratic eGovernance in Asia: PANeGOV Findings	Session 8A: Process & Compliance	Session 8B: Acceptance & Diffusion I	Session 8C: Reviewing eParticipation Initiatives	Session 8D: eParticipation methods
15.30-16.00	<i>Coffee Break</i>				
	Plenary - EGOV: Senaatszaal			Track A - ePart: Cie kamer 3	Track B - ePart: Cie kamer 2
16.00-17.00	Keynote 2: An evolutionary perspective on government change in the Netherlands <i>Jaap Uijlenbroek, Director General, Ministry of Interior and Kingdom Relations</i>			Session 9A: Innovative technologies	Session 9B: understanding eParticipation
17.00-18.00					
18.30-22.30	<i>Social Dinner at Stadsherberg de Mol, Molslaan 104, Delft and Paper Awards Ceremony</i>				

Plenary - EGOV: Senaatszaal					
09.30-10.30	Keynote 3: EU Perspectives of governance and policy modelling <i>Aniyan Varghese, DG INFSO, European Commission</i>				
10.30-11.00	Coffee Break				
	Track A – EGOV: Senaatszaal	Track B – EGOV: Lecture hall B	Track C – EGOV: Cie kamer 2	Track D – ePart: Cie kamer 3	Track E – ePart: Lecture hall D
11.00-12.30	Session 10A: Services Design II	Session 10B: Assessment of Services	Panel 4: Evaluating the impact of European public sector reforms on social cohesion	Workshop 1: EParticipation in local government sustainability policies	Session 10C: Technology and societal problems
12.30-13.30	Lunch Break				
	Track A – EGOV: Senaatszaal	Track B – EGOV: Lecture hall B	Track C – EGOV: Cie kamer 2	Track D – ePart: Cie kamer 3	Track E – ePart: Lecture hall D
13.30-15.30	Session 11A: Acceptance & Diffusion II	Session 11B: Institutional Aspects	Session 11C: Open Government	Workshop 1: Cont'd	Session 11D: Design and implementation of applications
15.30-16.00	Coffee Break				
	Track A – EGOV: Senaatszaal	Track B – EGOV: Lecture hall B	Track C – EGOV: Cie kamer 2		
16.00-18.00	Session 12A: Acceptance & Diffusion III	Session 12B: IT Projects Management	Session 12C: Open Innovation		

Friday, 2nd September 2011

09.00-10.30	Workshop 5: Open Government: Contributions from Current EC-funded Projects to Citizen Participation, Good Governance and Collaborative Policy Development Organizers: <i>Maria Wimmer and Vishanth Weerakkody</i> Room: commissiekamer 3
10.30-11.00	Coffee Break
11.00-12.30	Workshop 5 cont'd
12.30-13.30	Lunch Break
13.30-15.30	Workshop 5 cont'd
15.30-16.00	Coffee Break
16.00-17.30	Workshop 5 cont'd



Monday, 29th August 2011

Track A - EGOV	
9:00 - 10.30	Workshop 1: Social Media and Democratization <i>organised by Karim Hamza and Theresa Pardo</i>
Track B - EGOV	
9:00 - 10.30	Workshop 2: Open Governmental Data from Governments to Science and Society: The ENGAGE project <i>organised by Yannis Charalabidis, Sunil Choenni and Marijn Janssen</i>
	Timo Wandhoefer & Mark Thamm, GESIS - Leibniz Institute for the Social Sciences: <i>"Public Politician Profiles on Facebook and the gap of Authenticity: WeGov interview results with the German Bundestag"</i>
	Sicco Verwer, Susan van den Braak & Sunil Choenni, Research and Documentation Centre (WODC), Dutch Ministry of Security and Justice: <i>"Sharing data using multiple imputation"</i>
	Nils Barnickel, Matthias Flügge, Jens Klessmann, Fraunhofer FOKUS: <i>"Provision of public sector information at the local level. Practical experiences from the State of Berlin"</i>
Track C - EGOV	
9:00 - 10.30	Workshop 3: IT Innovation for Management of Global Supply Chains Welcome <i>Organized by Sietse Overbeek, Yao-Hua Tan and Gerwin Zomer</i>
	Keynote (government perspective by Frank Heijmann) + discussion
	Keynote (industry perspective by Paul Swaak) + discussion
10.30-11.00	<i>Coffee break</i>
Track A - EGOV	
11:00 – 12.30	Workshop 1 cont'd
Track B - EGOV	
11:00 – 12.30	Yannis Charalabidis, University of Aegean & Marijn Janssen, Delft University of Technology: <i>"Open Data Sources, Resources, Annotation Mechanisms and On-line Services Outlook from the ENGAGE project"</i>
	Gathering ideas from the audience, on open data <u>sources</u> , per country and sector. Curation, annotation and visualisation <u>methods</u> for public data. Discussion and reporting by parallel groups of 6-10 participants.
Track C - EGOV	
	Smart Trade Logistics – Compliance as an Opportunity - Gerwin Zomer
	Supply Chain Risk Analysis with Linked Open Data - Wout Hofman
	A Web-Based Data Pipeline for Compliance in International Trade - Sietse Overbeek, Bram Klievink, David Hesketh, Frank Heijmann and Yao-Hua Tan
11:00 – 12.30	e-Customs Study: Private Sector Views on Potential Benefits Further Electronic Customs Developments in Switzerland - Mikael Granqvist and Juha Hintsa
12.30 - 13.30	<i>Lunch break</i>

Track A - EGOV		
13.30 - 15.30	<p>Session 1: Community & Social Media <i>Session chair: Jochen Scholl</i></p> <p>Community-Sourcing: Bridging Resources, Partnerships, and ICTs to Promote Transformative Government <i>John Bertot and Paul Jaeger, USA</i></p> <p>Social Media and Police Performance <i>Albert Meijer, Marcel Thaens, Stephan Grimmelikhuijsen, Peter Siep and Danielle Fictorie, Netherlands</i></p> <p>The Power of the Visual in the Policy Process in Three Dutch Cases <i>Rebecca Moody and Victor Bekkers, Netherlands</i></p> <p>The Guttenberg Case <i>Jörn von Lucke, Germany</i></p>	
	Track B - EGOV	
	13.30 - 15.30	<p>Panel 1: Rethinking Semantic Interoperability through Collaboration <i>organised by Stijn Goedertier, Renke Fahl-Spiewack, Nikos Loutas and Vassilios Peristeras</i></p>
	Track C - EGOV	
	13.30 - 15.30	<p>Keynote (trade associations perspective by Claudia Sijstermans) + discussion</p> <p>Recovery and Recycling of Containers in the Brewing Industry - Mario Monsreal Barrera</p> <p>e-Government Controls in Service-Oriented Auditing Perspective: Beyond Single Window - Faiza Allah Bukhsh and Hans Weigand</p>
Track D - EGOV		
13.30 - 15.30		<p>Workshop: Use of 3D City Models in E-Government for Sustainable Urban Governance <i>Session chair: Diego Navarra</i></p> <p>Welcome and Introduction</p> <p>3D Developments in The Netherlands: the Experiences of Apeldoorn and Rotterdam, Rick Klooster, Joris Goos</p> <p>A 3D collaborative Environment for Planning Support With a Case Study in Usseler Es, Enschede, Johanna Elisabeth van Rosmalen, Javier Martinez, Monika Kuffer</p> <p>Energy Efficiency in Existing Buildings, 3D energy Management System of residential areas (Turin, Italy) Renata Civera, Tatsiana Hubina</p> <p>3D City Models in E-Government, Arbind Tuladhar, Johan de Meijere, Paul van der Molen</p> <p>Management and Visualisation of Utility Networks for Local Authorities: A 3D Approach, Sisi Zlatanova, Faith Doner, Peter van Oosterom</p> <p>Questions and Answers Session</p>
	15.30 - 16.00 <i>Coffee break</i>	

Track A - EGOV	
16.00 - 18.00	<p>Session 2: Standardization & Compliance <i>Session chair: Nitesh Bharosa</i></p> <p>Integrity of Electronic Patient Records <i>Joris Hulstijn, Jan van der Jagt and Pieter Heijboer, Netherlands</i></p> <p>What is modern about -e? Manifestations of standardization and empowerment <i>Katarina L Gidlund, Sweden</i></p> <p>Towards a Sustainable Swedish e-Government Practice: Observations from unlocking digital assets <i>Bjorn Lundell and Jonas Gamalielsson, Sweden</i></p> <p>CEN MetaLex: Facilitating interchange in e-Government <i>Alexander Boer and Radboud Winkels, Netherlands</i></p>
Track B - EGOV	
16.00 - 18.00	<p>Panel 2: E-government Development in Outlying Regions <i>organised by Diane Poulin and Sehl Mellouli</i></p>
Track C - EGOV	
16.00 - 18.00	<p>Keynote: research perspective by Yao-Hua Tan + discussion Closing</p>
Track D - EGOV	
16.00 - 18.00	<p>Use of 3D City Models in E-Government for Sustainable Urban Governance <i>Session chair: Sisi Zlatanova</i></p> <p>Evaluation of Historic Urban Areas Using 3D GIS technologies: a case study of Istanbul, Diego Navarra, Richard Sliuzas, Martin van Maarseven</p> <p>The Discussion of the Applications of Photo-realistic Street-level Facade Model Rebuilt with Terrestrial Images Zhizhong Kang</p> <p>Digital Cities on the verge of a 3D-Revolution Victor Shenkar</p> <p>City Information Modeling for sustaining Cities – Lessons Learned from Advanced Practitioners Benoit Frédéricque, Richard Zambuni</p> <p>Questions and Answers Session</p> <p>Closing Remarks</p>

18.00 – 19.30 *Welcome Reception at The Old Townhall, Markt, Delft*

Tuesday, 30th August 2011

Plenary - EGOV	
9.00 - 10.30	Opening Session IFIP EGOV 2011, <i>Session chair: Jochen Scholl</i>
	Welcome by EGOV conference Chairs
	Keynote 1: 2020 vision – eight mega trends in e-government for the next eight years <i>Jeremy Millard</i> Danish Technological Institute, Denmark and Brunel University UK
10.30-11.00 <i>Coffee break</i>	
Plenary - ePart	
11.00 - 12.30	Opening Session IFIP ePart 2011, <i>Session chair: Ann Macintosh</i>
	Welcome by ePart conference Chairs
	Keynote 1: <i>Youth, social media and politics</i> Jens Hoff, Professor for Political Science, University of Copenhagen, Denmark
12.30 - 13.30 <i>Lunch break</i>	
Track A - EGOV	
13.30 - 15.30	Session 4A: Foundations I <i>Session chair: Carl Erik Moe</i>
	Connecting eGovernment to realGovernment: The failure of the UN eParticipation index <i>Åke Grönlund, Sweden</i>
	Building Theoretical Foundations for Electronic Governance Benchmarking <i>Adegboyega Ojo, Tomasz Janowski and Elsa Estevez, China</i>
	Diversity and Diffusion of Theories, Models, and Theoretical Constructs in E-Government Research <i>Nripendra Rana, Michael Williams, Yogesh Dwivedi and Janet Williams, UK</i>
	Paving the Way for Future Research in ICT for Governance and Policy Modelling <i>Fenareti Lampathaki, Yannis Charalabidis, David Osimo, Sotiris Koussouris, Stefano Armenia and Dimitris Askounis, Greece</i>
Track B -EGOV	
13.30 - 15.30	Session 4B: Transformation <i>Session chair: Sharon Dawes</i>
	Transformation and Public Values <i>Frank Bannister and Regina Connolly, Ireland</i>
	E-Government Developments and the Challenges of Managing Geodata Information <i>Göran Samuelsson and Proscovia Svärd, Sweden</i>
	E-Government & organizational change: Towards an extended governance model <i>Elisabetta Raguseo and Enrico Ferro, Italy</i>
	Technology as the Key Driver of Organizational Transformation in the E-government Period: Do we need a New Formal Framework? <i>Janja Nograšek and Mirko Vintar, Slovenia</i>

Track C - ePart	
13.30 - 15.30	<p>Session 4c: Appreciation of social media <i>Session chair: Efthimios Tambouris</i></p> <p>Understanding Twitter™ use among parliament representatives: A genre analysis <i>Øystein Sæbø, Norway</i></p> <p>Left and right in the blogosphere: Ideological differences in online campaigning <i>Joachim Åström and Martin Karlsson, Sweden</i></p> <p>Social Media and Political Participation: Are Facebook, Twitter and Youtube democratizing our Political Systems? <i>Robin Effing, Jos Van Hillegersberg and Theo Huibers, Netherlands</i></p> <p>Extracting Semantic Knowledge from Twitter <i>Peter Teufl and Stefan Kraxberger, Austria</i></p>
15.30 - 16.00 <i>Coffee break</i>	

Track A - EGOV	
16.00 - 18.00	<p>Session 5A: Foundations II <i>Session chair: Rahul De'</i></p> <p>Utilising Institutional Theory to understand E-government Implementation <i>Moaman Al-Busaidy, Vishanth Weerakkody and Ramzi El-Haddadeh, UK</i></p> <p>Measuring and Meta-measuring; in search of new Pathways for Modelling Impacts of ICT-enabled services on the Information Society <i>Gianluca Misuraca and Pierre Rossel, Switzerland</i></p> <p>Explaining History of E-government Implementation in Developing Countries: An Analytical Framework <i>Fathul Wahid, Norway</i></p> <p>Electronic Government Research in Developing Countries: Current State and Future Directions <i>Mohammad Alryalat, Yogesh Dwivedi and Michael Williams, UK</i></p>

Track B - EGOV	
16.00 - 18.00	<p>Session 5B: IT Governance & Architectures <i>Session chair: Yao-Hua Tan</i></p> <p>Interoperability, Enterprise Architectures, and IT Governance in Government <i>Hans J Scholl, Herbert Kubicek and Ralf Cimander, USA/Germany</i></p> <p>On the relevance of Enterprise Architecture and IT Governance for Digital Preservation <i>Christoph Becker, Jose Barateiro, Goncalo Antunes, Jose Borbinha and Ricardo Vieira, Austria/Portugal</i></p> <p>The State of IT Governance: Patterns of Variation at the Central Government Level in Norway <i>Arild Jansen and Tommy Tranvik, Norway</i></p> <p>Ambiguities in the Early Stages of Public Sector Enterprise Architecture Implementation: The case of Swedish eHealth <i>Hannu Larsson, Sweden</i></p>

Track C - ePart	
16.00 - 18.00	Session 5C: Participation and eServices <i>Session chair: Cristiano Maciel</i>
	Policy Gadgets: Paving the Way for Next-Generation Policy Making <i>Enrico Ferro, Michele Osella, Yannis Charalabidis, Euripidis Loukis and Riccardo Boero, Italy</i>
	One for All, All for One - performing citizen driven development of public e-services <i>Katarina L Gidlund, Sweden</i>
	Talking about public service processes <i>Bruna Diirr, Renata Araujo and Claudia Cappelli, Brazil</i>
	Innovation and evolution of services: role of initiatives <i>Anastasiya Yurchyshyna, Abdelaziz Khadraoui, Wanda Opprecht and Michel Léonard, Switzerland</i>
Track D ePart	
16.00-17.30	Session 5D: Country studies <i>Session chair: Yannis Charalabidis</i>
	Measure to Improve: A Study of eParticipation in frontrunner Dutch Municipalities <i>Anne Fleur Van Veenstra, Marijn Janssen and Andreas Boon, Netherlands</i>
	eParticipation towards Legislation: the Case of the Philippines <i>Rachel Edita Roxas, Sherwin Ona, Charibeth Cheng and Allan Borra, Philippines</i>
	Direct Democracy Catalysed by Resident-to-Resident Online Deliberation <i>Rean Van Der Merwe and Anthony Meehan, South Africa</i>
18.15 - 19.30	IFIP 8.5 business meeting (IFIP 8.5 members and all interested) in Room Com. kamer 3



Track A - EGOV	
9.00 - 10.30	<p>Session 6A: Security & Identity Management <i>Session chair: Olivier Glassey</i></p> <p>Coverage of eGovernment Security Issues in Mass Media <i>Jörg Becker, Sara Hofmann and Michael Räckers, Germany</i></p> <p>Exploring Information Security Issues in Public Sector Inter-Organizational Collaboration <i>Anne Fleur van Veenstra and Marco Ramilli, Netherlands</i></p> <p>STORK: Pilot 4 Towards Cross-border Electronic Delivery <i>Arne Tauber, Bernd Zwattendorfer and Thomas Zefferer, Austria</i></p>
Track B - EGOV	
9.00 - 10.30	<p>Session 6B: Sourcing <i>Session chair: Sabrina Scherer</i></p> <p>Exploring the Future of Public-Private eGovernment Service Delivery <i>Rex Arendsen, Mark ter Hedde and Hanneke Hermsen, Netherlands</i></p> <p>Sourcing with Shared Service Centres in the Dutch Government <i>Arjan Knol, Henk Sol and Johan van Wamelen, Netherlands</i></p> <p>E-government and Outsourcing of ICT Projects – Evolution or Decline of the Public Sector? <i>Dalibor Stanimirovic and Mirko Vintar, Slovenia</i></p>
Plenary - ePart	
9.00 - 10.30	<p><i>Session chair: Hans de Bruijn</i></p> <p>Keynote 2: <i>The transparent society: challenges for democracy</i> <i>Valerie A. J. Frissen, TNO and Erasmus University</i></p>
10.30-11.00	<i>Coffee break</i>

Track A - EGOV	
11:00 - 12.30	<p>Session 7A: Frameworks <i>Session chair: Theresa Pardo</i></p> <p>A Conceptual Model for G2G Relationships <i>Hamza Heni, Sehl Mellouli, Gahima Egide Karuranga and Diane Poulin, Canada</i></p> <p>Government Information Sharing and Integration in Metropolitan Areas: A Conceptual Framework <i>J. Ramon Gil-Garcia and Armando Aldama, Mexico</i></p> <p>A Framework to Monitor Public Safety based upon a Data Space Approach <i>Sandra Kalidien, Adelaide Ariel and Sunil Choenni, Netherlands</i></p>

Track B - EGOV	
11:00 - 12.30	<p>Session 7B: Public Procurement <i>Session chair: Annelie Ekelin</i></p> <p>Challenges in Information Systems Procurement in the Norwegian Public Sector <i>Carl Erik Moe and Tero Päivärinta, Norway</i></p> <p>A Virtual Company Dossier for cross-border recognition of eAttestations related to public procurement: Reference implementation of an enabling platform for Economic Operators <i>Andriana Prentza, Lefteris Leontaridis and Gerasimos Dimitriou, Greece</i></p> <p>Exploring Relationships between Public Procurement Regulations, Processes and Information Technology: a Case Study of Policy Expectations <i>Csaba Csaki and Frederic Adam, Ireland</i></p>
Track C - EGOV	
11:00 - 12.30	<p>Session 7C: Integration & Collaboration <i>Session chair: Frank Bannister</i></p> <p>A Context-aware Inter-organizational Collaboration Model Applied to International Trade <i>Jie Jiang, Virginia Dignum, Yao-Hua Tan and Sietse Overbeek, Netherlands</i></p> <p>Inter-organizational Cooperation in Swiss e-Government <i>Alessia C. Neuroni, Marianne Fraefel and Reinhard Riedl, Switzerland</i></p> <p>Understanding Information, Knowledge and Technology in Inter-Agency Policy Networks <i>Nick Letch, Australia</i></p>
Track D – ePart	
11:00 - 12.30	<p>Session 7D: Visualizing arguments <i>Session chair: Euripides Loukis</i></p> <p>Evaluation of an Argument Visualisation Platform by Experts and Policy Makers <i>Efthimios Tambouris, Effie Dalakiouridou, Eleni Panopoulou and Konstantinos Tarabanis, Greece</i></p> <p>ArgVis: Structuring Political Deliberations Using Innovative Visualisation Technologies <i>Areti Karamanou, Nikolaos Loutas and Konstantinos Tarabanis, Greece</i></p> <p>Argument Visualization for eParticipation: Towards a Research Agenda and Prototype Tool <i>Neil Benn and Ann Macintosh, United Kingdom</i></p>
12.30 - 13.30 Lunch break	

Track A – EGOV	
13.30 - 15.30	Panel 3: Democratic eGovernance in Asia: PANeGOV Findings <i>Session Chair: Dr. Emmanuel Lallana, Ideacorp, Philippines</i>
	Human rights, ICTs and civil society organisations (CSOs) in Southeast Asian regimes <i>Zaharom Nain, Associate Professor, Centre for the Study of Communications and Culture, The University of Nottingham Malaysia Campus, Malaysia</i>
	Community empowerment through ICTs: Evidencens from grassroots in Bangladesh <i>Ananya Raihan, Ph.D., Executive Director, D.Net, Bangladesh</i>
	Promoting regional eGovernancen: the case of Asean <i>Emmanuel C. Lallana, PhD., Chief Executive, Ideacorp, Philippines</i>
Track B - EGOV	
13.30 - 15.30	Session 8A: Process & Compliance <i>Session chair: J. Ramon Gil-Garcia</i>
	Market, Network, Hierarchy: Emerging Mechanisms of Governance in Business Process Management <i>Bjoern Niehaves and Ralf Plattfaut, Germany</i>
	Process Compliance in Public Information Chains <i>Welmoed Fokkema and Joris Hulstijn, Netherlands</i>
	The Impact of Computing and Information Technology challenges for 21st Century Financial Market Regulators <i>Theresa A. Pardo, Djoko Sigit Sayogo and Donna Canestraro Canestraro, USA</i>
	Public and Municipal Services Register: A Back office System for One-stop-shop E-Services Portal in Russian Federation <i>Evgeny Styrin, Russia</i>
Track - C EGOV	
13:30 - 15.30	Session 8B: Acceptance & Diffusion I <i>Session chair: Nicolau Reinhard</i>
	Components of trust influencing e-government adoption in Germany <i>Cigdem Akkaya, Manuela Obermeier, Petra Wolf and Helmut Krcmar, Germany</i>
	"IT's Complicated...": Influence of Perceived Sacrifice and Trust on e-Service Adoption <i>Maria Ek Styvén, Åsa Wallström, Anne Engström and Esmail Salehi-Sangari, Sweden</i>
	Public Sector IS Maturity models: Legal Pluralism Invades Public Schools <i>Kim Normann Andersen, Helle Zinner Henriksen and Rony Medaglia, Denmark</i>
	Public service improvement with user-centric service composition <i>Joni Hoppen Dos Santos, Luís Ferreira Pires, Maria Eugenia Jacob and Eduardo Gonçalves da Silva, Netherlands</i>

Track D - ePart	
13:30 - 15.30	<p>Session 8C: Reviewing eParticipation Initiatives <i>Session chair: Georg Aichholzer</i></p> <p>Knowledge as Power on the Internet <i>Zelinna Pablo and Cynthia Hardy, Philippines</i></p> <p>An overview assessment of ePetitioning tools in the English local government <i>Panagiotis Panagiotopoulos, Christopher Moody and Tony Elliman, United Kingdom</i></p> <p>Who shows preferences in Brazil? Questão Pública, first Voting Advice Application in Latin America <i>Alejandra Marzuca Perera, Uwe Serdült and Yanina Welp, Switzerland</i></p> <p>Revisiting the Conceptualisation of e-Campaigning: Putting Campaign Back in e-Campaigning Research <i>Hugo Gong, Miriam Lips and Mary Tate, New Zealand</i></p>
Track E - ePart	
13:30 - 15.30	<p>Session 8D: eParticipation methods <i>Session chair: Rony Medaglia</i></p> <p>Inform-Consult-Empower: A Three-tiered Approach to eParticipation <i>Deirdre Lee, Nikos Loutas, Elena Sanchez Nielsen, Esen Mogulkoc and Oli Lacigova, Ireland</i></p> <p>Design Thinking and Participation: Lessons Learned from Three Case Studies <i>Olivier Glassey, Jean-Henry Morin, Patrick Genoud and Giorgio Pauletto, Switzerland</i></p> <p>A decomposed UTAUT model for analyzing people's motivation in participatory sensing <i>Yong Sun and Keichi Nakata, United Kingdom</i></p> <p>System-Generated Requests for Rewriting Proposals <i>Pietro Speroni di Fenizio and Cyril Velikanov, Portugal</i></p>
15.30 - 16.00	Coffee break
Plenary - EGOV	
16.00 - 17.00	<p>Session chair: <i>Henk G. Sol</i></p> <p>Keynote 2: An evolutionary perspective on government change in the Netherlands <i>Jaap Uijlenbroek, Director General, Ministry of Interior and Kingdom Relations, the Netherlands</i></p>
Track A - ePart	
16.00-18.00	<p>Session 9A: Innovative technologies <i>Session chair: Olivier Glassey</i></p> <p>Citizen Engagement with Information Aggregation Markets <i>Efthimios Bothos, Gregoris Mentzas and Dimitris Apostolou, Greece</i></p> <p>Towards a Structured Online Consultation Tool <i>Adam Wyner, Katie Atkinson and Trevor Bench-Capon, UK</i></p> <p>A Review of Opinion Mining Methods for Analyzing Citizens' Contributions in Public Policy Debate <i>Manolis Maragoudakis, Euripidis Loukis and Yannis Charalabidis, Greece</i></p> <p>SNS-Based eParticipation and Cloud Computing - A Consideration of the Issues Raised <i>Richard Beales, Maxim Bashevoy, Steve Taylor and Paul Walland, United Kingdom</i></p>

16.00-18.00	Track b - ePart
	Session 9B: Understanding eParticipation <i>Session chair: Øystein Sæbø</i>
	From eGovernment and eDemocracy to eGovernance: a unified view <i>Rui Pedro Lourenço, Portugal</i>
	Parliament, Internet and Representation; The Democratic Promise Unveiled <i>Josta De Hoog and Jona Specker, Netherlands</i>
	Power and Participation in Digital Late Modernity: Towards a Network Logic <i>Jakob Svensson, Sweden</i>
	eParticipation Research: a Longitudinal Overview <i>Rony Medaglia, Denmark</i>
18.30 - 22.30	<i>Social Dinner at Stadsherberg de Mol, Molslaan 104, Delft and Paper Awards Ceremony</i>

Thursday, 1st September 2011

Plenary - EGOV	
9.30 - 10.30	<p>Keynote 3: <i>Session chair: Maria Wimmer</i> EU Perspectives of governance and policy modelling <i>Aniyan Varghese, DG INFSO, European Commission</i></p>
10.30-11.00 <i>Coffee break</i>	
Track A - EGOV	
11:00 - 12.30	<p>Session 10A: Services Design II <i>Session chair: Gustav Aagesen</i></p> <p>Guidelines for Single Window Implementations for Global Supply Chains <i>Eveline van Stijn, Thayanan Phuaphanthong, Somnuk Kerotho, Markus Pikart, Wout Hofman and Yao-Hua Tan, Netherlands</i></p> <p>eGAML: A Domain Specific Language for the Design and Verification of e-Government Digital Services <i>Flavio Corradini, Damiano Falcioni, Andrea Polini, Alberto Polzonetti and Barbara Re, Italy</i></p> <p>Transforming public-private collaboration: The need for compulsory and adaptive measures in public sector reengineering and change <i>Nitesh Bharosa, Haiko van der Voort, Hulstijn Joris, Marijn Janssen, Remco van Wijk and Niels de Winne, Netherlands</i></p>
Track B - EGOV	
11:00 - 12.30	<p>Session 10B: Assessment of Service Quality <i>Session chair: John Bertot</i></p> <p>E-Government Service Quality Assessed through the Public Value Lens <i>Khayri Omar, Helana Scheepers and Rosemary Stockdale, Australia</i></p> <p>A Multi-Criteria Approach for the Assessment of E-government Service Quality <i>Xenia Papadomichelaki, Vicky Koutsouris, Dimitris Konstantinidis and Gregoris Mentzas, Greece</i></p> <p>From Information to Collaboration: Website Functions in Mexican Local Governments <i>Rodrigo Sandoval-Almazan, J. Ramon Gil-Garcia and Jeanett Mendoza Colin, Mexico</i></p>
Track C - EGOV	
11:00 - 12.30	<p>Panel 4: Evaluating the impact of European public sector reforms on social cohesion <i>Vishanth Weerakkody, Yogesh Dwivedi, Jamal Shahin, Zahir Irani, Wendy Currie, Frank Bannister, Björn Niehaves, Jeremy Millard, Michael D. Williams</i></p>
Track D - ePart	
11:00 - 12.30	<p><i>Session chairs: Georg Aichholzer and Herbert Kubick</i> Workshop 1: EParticipation in local government sustainability policies</p> <p>Introduction <i>Georg Aichholzer</i></p> <p>Concerns for climate change and participation readiness in Austria, Germany, and Spain <i>Herbert Kubicek and Ralf Cimander</i></p> <p>Attitudes and expectations among on- and offline participants of climate dialogues in European cities <i>Georg Aichholzer, Doris Allhutter and Stefan Strauß</i></p>



Citizen participation in local climate protection policies: the view of public administration managers

Lourdes Torres and Vicente Pina:

Track E - epart	
11:00 - 12.30	Session 10C: Technology and societal problems <i>Session chair: Rui Pedro Lourenço</i>
	Evaluation of Open Source Content Management Systems for EParticipation <i>Sabrina Scherer, Stefan Ventzke and Maria Wimmer, Germany</i>
	Immigrant Inclusion and eParticipation <i>Sinikka Sassi and Ilona Tikka, Finland</i>
	Combining Social and Government Open Data for Participatory Decision-Making <i>Evangelos Kalampokis, Michael Hausenblas and Konstantinos Tarabanis, Ireland</i>
12.30 - 13.30 Lunch break	

Track A - EGOV	
13.30 - 15.30	Session 11A: Acceptance & Diffusion II <i>Session chair: Bojan Cestnik</i>
	Transformational Government citizens' services adoption: a conceptual framework <i>Teta Stamati, Thanos Papadopoulos and Drakoulis Martakos, Greece</i>
	Technology Adoption and Innovation in Public Services: The Case of E-Government in Italy <i>Mario Denni, Davide Arduini, Antonello Zanfei and Gerolamo Giungato, IT</i>
	The Relative Importance of Intermediaries in E-Government Adoption: A Study of Saudi Arabia <i>Faris Al-Sobhi, Vishanth Weerakkody and Ramzi El-Haddadeh, UK</i>
	Adoption of Corporate Information Infrastructures: The Users' View <i>Nicolau Reinhard and Violeta Sun, Brazil</i>
Track B - EGOV	
13.30 - 15.30	Session 11B: Institutional Aspects <i>Session chair: Arild Jansen</i>
	Scarcity, Exit, Voice and Violence: The State seen through E-Government <i>Rahul De' and Jang Bahadur Singh, India</i>
	Transferring E-Government Knowledge: Understanding Challenges in Public International Knowledge Transfer Programs <i>Gabriel Cavalheiro and Luiz Antonio Joia, Brazil</i>
	E-Government Evolution Towards a Technocracy: A Quest for Bureaucratic Control <i>Nixon Muganda Ochara, South Africa</i>
	Tools for civilian feedback processing in regional public education e-government systems: Ukrainian experience <i>Vsevolod Chernyshenko, Oleksandr Demchyk and Serge Chernyshenko, Ukraine/Germany</i>

Track C - EGOV	
13.30 - 15.30	<p>Session 11C: Open Government <i>Session chair: Mauricio Solar</i></p> <p>Information strategies for Open Government in Europe: EU Regions opening up the data on Structural Funds <i>Luigi Reggi and Chiara Assunta Ricci, Italy</i></p> <p>Open Government Data: A Stage Model <i>Evangelos Kalampokis, Efthimios Tambouris and Konstantinos Tarabanis, Greece</i></p> <p>An Architectural Framework for Open Governmental Data for Researchers and Citizens <i>Yannis Charalabidis, Emmanouil Ntanos and Fenareti Lampathaki, Greece</i></p> <p>A Scenario-based Approach Towards Open Collaboration for Policy Modelling <i>Melanie Bicking and Maria A. Wimmer, Germany</i></p>
Track D - ePart	
13:30 - 15.30	<p><i>session chairs: Georg Aichholzer and Herbert Kubicek</i></p> <p>Workshop 1: EParticipation in local government sustainability policies</p> <p>Assessment of "carbon reduction applications" and "serious social gaming" as e-participatory tools aiming at motivating (younger) citizens towards a more climate friendly behaviour Issues <i>Jens Hoff and Christian Elling</i></p> <p>E-participation systems for deliberation on environmental and energy <i>Yannis Charalabidis</i></p> <p>The U@MARENOSTRUM project: online discussion between citizens and public authorities <i>Vasilis Koulolias</i></p> <p>Can online forums address political disengagement for local government? <i>Kerill Dunne</i></p>
Track E - Epart	
13:30 - 15.30	<p>Session 11D: Design and implementation of applications <i>Session chair: Pietro Speroni di Fenizio</i></p> <p>iLeger: a Web based Application for Participative Elections <i>Artur Afonso Sousa, Pedro Agante and Luís Borges Gouveia, Portugal</i></p> <p>Developers on Demand vs. Users on Demand: Experiences from a Proof-of-Concept Project of the Mobile Augment Application <i>Annelie Ekelin and Sara Eriksén, Sweden</i></p> <p>Platform Design Details to Support eParticipation Environments Deployment <i>Cristiano Maciel, Cleyton Slaviero, Patrícia Cristiane De Souza, Edie Santana and Marco Aurelio Campos, Brazil</i></p> <p>Reference Framework for eParticipation <i>Sabrina Scherer and Maria Wimmer, Germany</i></p>
15.30 - 16.00	<i>Coffee break</i>

Track A - EGOV	
16.00 - 18.00	<p>Session 12A: Acceptance & Diffusion III <i>Session chair: Yogesh Dwivedi</i></p> <p>Exploring citizens' possibilities to participate in public e-service development <i>Jesper Holgersson and Fredrik Karlsson, Sweden</i></p> <p>History of the Project of a Mobile Government – A Brazilian Case <i>Beatriz Lanza and Maria Alexandra Cunha, Brazil</i></p> <p>Accelerating the Adoption of Electronic Invoicing: eGovernment as a Launching Customer <i>Rex Arendsen and Lidwien van de Wijngaert, Netherlands</i></p> <p>User Acceptance of SMS-based eGovernment Services <i>Tony Dwi Susanto and Robert Goodwin, Australia</i></p>
Track B- EGOV	
16.00 - 17.30	<p>Session 12B: IT Project Management <i>Session chair: Leif Skiftenes Flak</i></p> <p>Integration of Institutional Diagnosis and Management Improvement Program in e-Gov <i>Mauricio Solar, Gonzalo Valdes, Gaston Concha, Edgardo Pino, Hector Soto and Alvaro Vasquez, Chile</i></p> <p>Improving efficiency of public funding process by enhancing clarity of decisions <i>Alenka Kern, Helena Modrijan and Bojan Cestnik, Slovenia</i></p> <p>From Planning Process to Self-Organisation: Can context control help ensure the success of IT projects in public administration? <i>Margit Scholl and Maika Büschenfeldt, Germany</i></p>
Track C - EGOV	
16.00 - 18.00	<p>Session 12C: Open Innovation <i>Session chair: Nitesh Bharosa</i></p> <p>E-government Trends in the Web 2.0 Era and the Open Innovation Perspective: An Exploratory Field Study <i>Said Assar, Imed Boughzala and Thierry Isckia, France</i></p> <p>PKI-Supported PDCA Model for Innovation Policy Management in Local Government <i>Antonio Candiello and Agostino Cortesi, Italy</i></p> <p>Adopting Business Intelligence as Management Instrument in Cantonal Public Notaries <i>Christoph Schaller and Urs Sauter, Switzerland</i></p> <p>Enrolling local strategic actors in public portal development <i>Agneta Ranerup and Annelie Ekelin, Sweden</i></p>

Friday, 2nd September 2011

Plenary	
9:00 - 10.30	Workshop 3: Open Government: Contributions from Current EC-funded Projects to Citizen Participation, Good Governance and Collaborative Policy Development <i>organised by Maria A. Wimmer and Vishanth Weerakkody</i>
10.30-11.00	<i>Coffee break</i>
Plenary	
11:00 - 12.30	Workshop 3 cont'd
12.30 - 13.30	<i>Lunch break</i>
Plenary	
13.30 - 15.30	Workshop 3 cont'd
15.30-16.00	<i>Coffee break</i>
Plenary	
16.00 - 17.30	Workshop 3 cont'd

Conference Registration and Hotel Reservation

Conference fees and online registration

Registration of authors and participants till 15th June 2011	500 Euro
Late registration after 15th June 2011	550 Euro
One-day registration (no social dinner included; registration will be opened after 15th June 2011)	250 Euro
Students without paper registration (upon provision of subscription evidence)	250 Euro
Second paper registration (in addition to first paper registration: This registration is for authors, who either have got two papers accepted in EGOV or in ePart, or have accepted one paper in EGOV and one in ePart)	250 Euro
For authors with papers in Springer LNCS (limited to 12 pages): Fee per additional page	50 Euro
For authors with papers in Trauner Druck (limited to 8 pages): Fee per additional page	20 Euro
Social dinner and welcome reception for accompanying persons	90 Euro

Online registration is available under

https://www.eventure-online.com/eventure/welcome.do?type=participant&congress=19_2151

Banking and Booking

Payments can be made by credit card or by bank transfer.

In case of payment by direct bank transfer, payments must be made in EURO (€) to the following bank:

ABN-AMRO Bank, Rotterdam, the Netherlands

Account number: 54.44.04.564 of TU Delft, SSC F&C, Delft, The Netherlands

IBAN: NL 84 ABNA 0544404564, BIC: ABNANL2A

Please note that all bank costs must be paid by your bank. On your bank transfer, please mention EGOV 2011, GF 2151, in case of authors the paper number(s) you register for, and the participant's name.

Hotel registration

For EGOV 2011 special hotel prices have been agreed if you book your hotel room together with your registration. Hotel prices include breakfast. The city tax is not included (approx. € 2,0 per person, per night).

To guarantee your hotel reservation, a hotel deposit of € 100 is required and will be charged together with the registration fee. The hotel deposit will be deducted from your hotel bill when checking out. You will be notified by the EGOV 2011 Congress Office in case the hotel of your choice is not available anymore.

If you want to change your hotel reservation or make an (additional) hotel booking after you have already submitted your registration you will be invoiced for € 10 administration costs.

For hotel changes, please contact the EGOV 2011 Congress Office: c.j.vanderdrift@tudelft.nl

Registration and Cancellation Conditions EGOV 2011

Cancellation:

If authors registered cancel their registration, the registration fee will not be refunded. Other registered participants may cancel their registration until 15th July 2011. A cancellation fee of € 100 will be charged. The rest of the registration fee as well as the hotel deposit will be refunded after the conference.

For cancellations received after 15 July 2011, no refund of registration fee and social events will take place. Refund of a hotel deposit is possible until two (2) weeks before arrival.

If you need to cancel or change your hotel reservation, please inform the EGOV 2011 Congress Office immediately, as participants will be invoiced for non-occupancy of reserved rooms.

Cancellations must be done in writing (e-mail, regular mail or fax).

Liability:

The Organising Committee cannot accept any responsibility for personal accidents or damage to private property of the participants. Participants are advised to make their own insurance agreements, as they consider necessary.

The participant acknowledges that he/she has no right to lodge damage claims against the organisers should the hosting of the conference be hindered or prevented by unforeseen political or economic events or by force majeure, or should non-appearance of speakers or other reasons necessitate program changes.

By his/her registration, the participant accepts this provision.

Passports and Visa:

Please consult your local Netherlands Consulate concerning passport or visa requirements well ahead of time.

Practical Information for Delft, Netherlands

Official Language

English is the official Language. No simultaneous translation will be provided.

Climate

The weather in The Netherlands in August is usually warm. The average temperature is around 20 degrees Celsius.

For actual weather conditions visit:

<http://www.weatheronline.co.uk/Netherlands.htm>

Currency & Banking

The currency in The Netherlands is Euro (€). Credit cards are accepted at most restaurants and shops.

Electricity

Standard power supply in The Netherlands is 220V/50Hz (two-pin power outlet).

Delft

Delft is one of the oldest cities in the Netherlands, and was established as early as 1246. The city is well-known for its ties with the Dutch Royal family and the famous painter Vermeer. William of Orange, the first in the Dutch royal line, held court in Delft in the 16th century and was assassinated and buried in Delft. In the museum “Het Prinsenhof” you can still see the bullet holes in the wall where William of Orange was killed.

Delft is also world renowned for its Delft Blue Porcelain and its lovely canals. Royal Delft, established in 1653, is the last remaining **Delftware** factory from the 17th century. The world famous Royal Delftware is still entirely hand-painted according to centuries-old tradition and is located very near the Faculty of TPM. Delft is sometimes named ‘small Amsterdam’ as it has canals, historical buildings but on a smaller scale. Other famous historical figures who lived and worked in Delft are the painter the inventor of the microscope, Antonie van Leeuwenhoek.

Delft is located between the larger cities of The Hague and Rotterdam, the former being the seat of the Dutch government and the latter, with its one of the largest ports in the world. Delft has a pleasant, well-preserved and lively historical centre, with characteristic canals, ancient merchant houses, old churches and a magnificent city hall, which makes it a popular tourist attraction throughout the year. Visitors can choose from a variety of high quality accommodations.

Highlights

Old church, new church, boat trip, museum Prinsenhof, Oostpoort (East gate), Science centre, pottery museum

Tourist information: <http://www.delft.nl/delften/Tourists>

Social Events and Lunches

Welcome Reception

Date: Monday 29 August 2011
 Time: 18.00 – 19.30 hours
 Location: The Old Townhall, Markt, Delft
 Price: Included in conference fee










Conference dinner

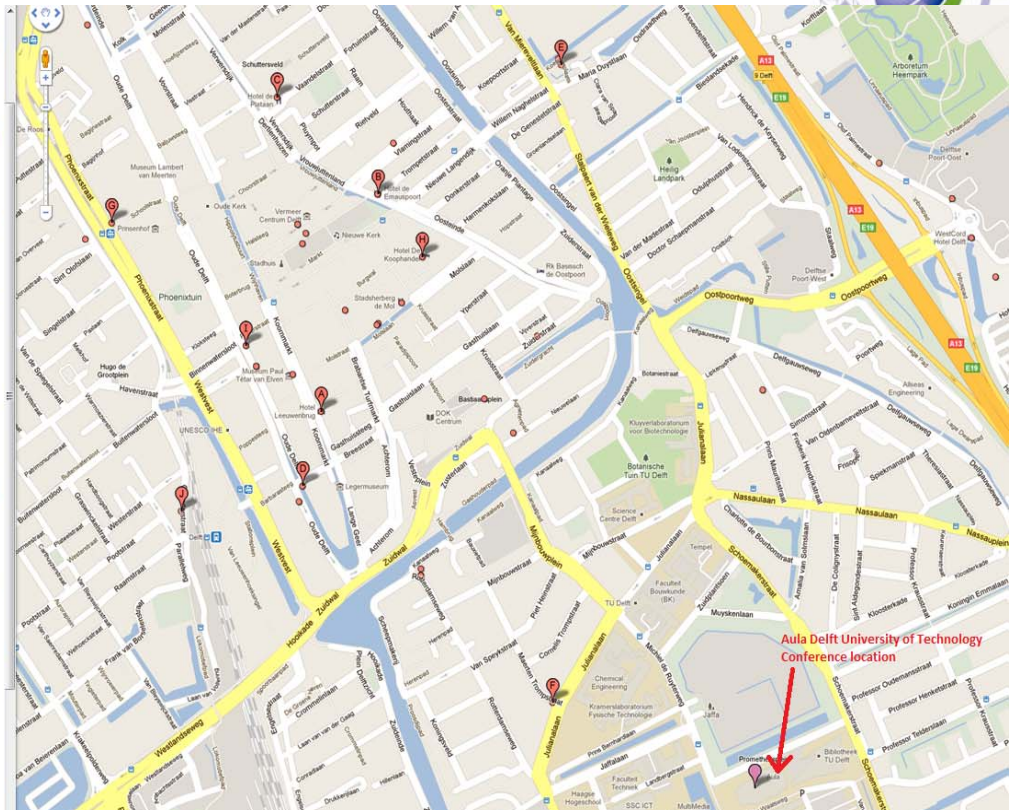
Date: Wednesday 31 August 2011
 Time: 18.30 – 22.30 hours
 Location: Stadsherberg de Mol, Molslaan 104, Delft <http://www.stadsherbergdemol.nl/>
 Price: Included in conference fee

Lunches will be served in the Frans van HasseltZaal in the Aula of Delft University of Technology (Mekelweg 5, Delft)



Hotel locations in Delft

- 
Hotel Leeuwenbrug - Delft
 Kloormarkt 10, 2611 EE Delft
 015 214 7741 - leeuwenbrug.nl
 4.5 stars, 0 reviews
 "Positief: gezellige inrichting. Negatief: Waarom moeten reizigers een document ... - booking.com"
- 
Hotel de Emauspoot
 Vrouwenegst 9, 2611 KK Delft
 015 219 0219 - emauspoot.nl
 4.5 stars, 5 reviews
 "we have been 3 times in this pleasant hotel in the real center of delft. the ..."
- 
Plataan Holding B.V.
 Doelplein 10, 2611 BP Delft
 015 212 8046 - hotelsplataan.nl
 Category: Hotels
 "Vriendelijk personeel maar trage bediening. Geen of weinig ervaring. ..." - hotels.nl"
- 
V.O.F. Grand Canal Delft
 Breesstraat 1, 2611 CB Delft
 06 51031923 - grandcanal.nl
 Category: Hotel restaurant
 4 reviews
 "Positief: Het bed sloop lekker. De locatie was goed. Lage prijs." - booking.com"
- 
Hotel Delft Centre
 Koopplaats 3, 2612 RR Delft
 015 212 2125 - hampshire-hotels.com
 2 reviews
 "Positief: De bedden waren uitstekend. De kamer lag aan de kant van de ..." - booking.com"
- 
Hotel Juliana
 Maarten Tommezeat 33, 2626 RC Delft
 015 256 7612 - hoteljuliana.nl
 2 reviews
 "Positief: Wij hadden met zijn tweejes een hele goede, ruime kamer met ..." - booking.com"
- 
Best Western Museumhotels Delft
 Phoenixstraat 50A, 2611 AM Delft
 033 489 7070 - bestwestern.nl
 Category: Travel - Hotels
 2 reviews
 "De ligging is echt perfect. Verder is het hotel echt een museum, je gaat ..." - weerkindjeving.nl"
- 
Hotel De Koophandel
 Beestenmarkt 30, 2611 GC Delft
 015 214 2302 - hoteldekoophandel.nl
 "Positief: Het hotel ligt aan de beestenmarkt, een plein wat één groot ..." - booking.com"
- 
Bridges House
 Oude Delft 74, 2611 CD Delft
 015 212 4038 - bridges-house.com
 Category: Hotel restaurant
 1 review



Internet connection

Internet (WIFI) will be available in the congress centre.

Network: **TU Delft Congress**

The webkey is: **sx6ad**

Internet will be valid from Monday 29 August 2011, 10:00.

Registration and information desk

All participants are requested to check in at the registration and information desk. The registration desk is located at the left side after entering the building. You can register on
 Monday 29 August 2011 (Aula/Hall) – 8:00 – 10:00 and from 12.00 - 14.00
 Tuesday 30 augustus 2011 (Aula/Hall) – 07:30 – 14:00
 Wednesday 31 – Thursday 1 september 2011 (Aula/Hall) – 08:30 – 10:00 and during lunch

The registration and information desk will be open during the entire conference in the mornings and during lunch . The telephone number at which you can be reached during the conference is +31 (0)15 2788022, or e-mail : congressoffice@tudelft.nl

The staff at the registration desk will be pleased to assist you with all your inquiries.

Badges/Tickets

All participants will receive a personal badge upon registration. Please be so kind to wear your badge during all Conference sessions and social events. Accompanying persons are not allowed to attend the scientific programme, coffee breaks and/or lunches or social events if not paid for.

How to reach the TU Delft Conference Centre:

From Schiphol Airport: the easiest (and cheapest) way is to take the train directly from the airport to the Delft railway Station.

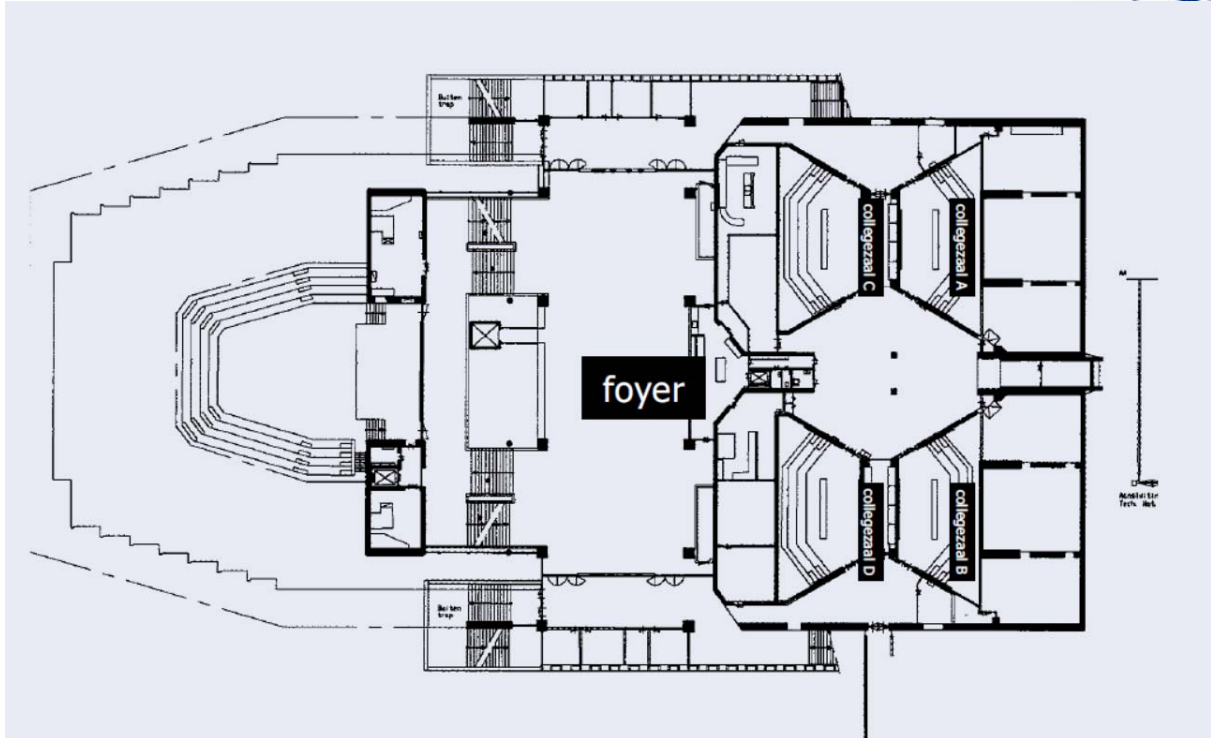
From Delft railway Station: from this station it is a short walk (8 minutes) to the Aula Congress Centre. You can also take bus 69, 121 or 174. Since bus routes around TU Delft are in a process of change, please be advised to contact your hotel on the latest information on bus schedules and routes. Train tickets can be bought at all train stations.

However, to pay for buses, trams and metro in the Netherlands you need an "OV-chipkaart" (see e.g. <http://en.wikipedia.org/wiki/OV-chipkaart>). You can buy an OV-chipkaart at major metro stations, the railway stations (where also the bus central stations are located), or at Schiphol Airport. The OV-chipkaart is available in three different forms: the disposable OVchipkaart, the anonymous OV-chipkaart, and the personal OV-chipkaart.

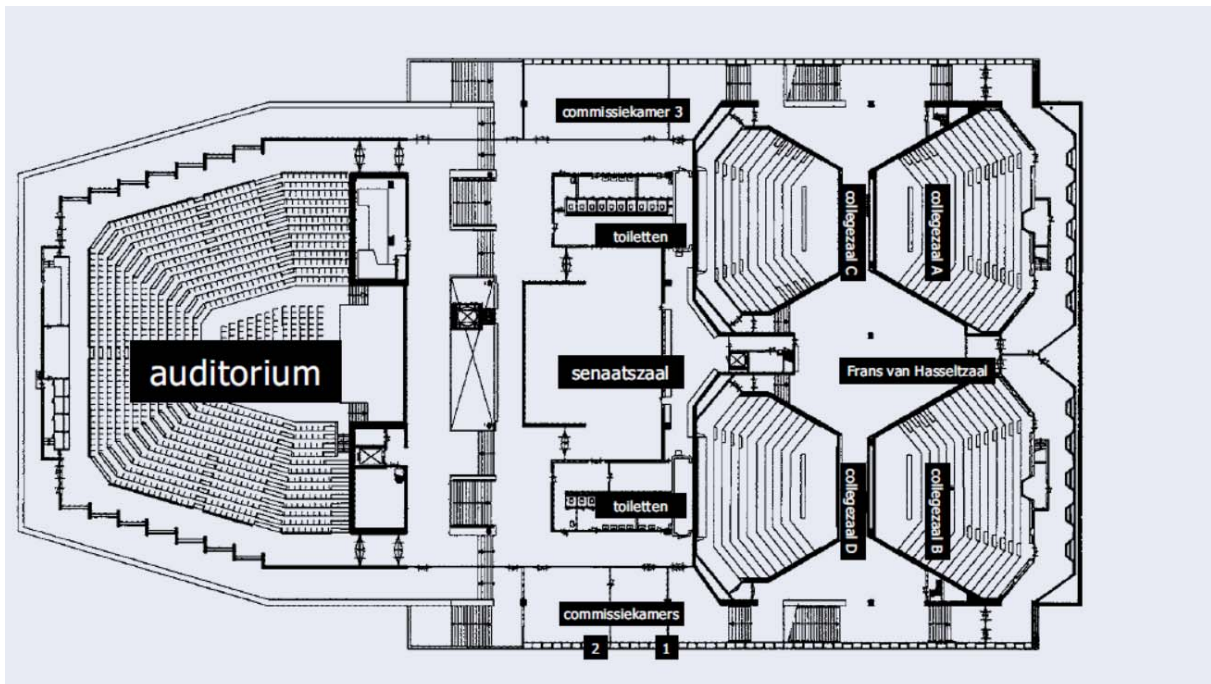
The most useful one for tourists who only occasionally use public transport is a *disposable OV-chipkaart*. The disposable card can only be used for travel products and does not feature an electronic purse. They are available for a range of fares, such as a three-day pass to all public transport in one city. After the card has been used, it cannot be reloaded, and is thrown away.

Overview Aula

1st floor



2nd floor



Some recommendations for cosy restaurants

Restaurant de Waag
Markt 11, Delft
<http://www.de-waag.nl/>

City Cafe De Waag, a former weigh house is loved for coffee or apple pie with a special beer at the bar and the atmosphere. Among the insiders 'right tip' for an exclusive dinner. The colossal weigh from 1647 is still there.

Café Diner Vlaanderen
Beestenmarkt 16
<http://www.vlaanderen.nl/>

Café Diner Vlaanderen is well-known for its excellent food quality and special menus. A nice restaurant, where many people also stop to have a drink after work.

De Ruif
Kerkstraat 23
<http://www.ruif.nl/>

De Ruif has a very laid back atmosphere as a result of all its waiting staff being students. It is also the place where all of TU Delft's international students gather on Wednesday.

De Pelicaan
Verwersdijk 47
<http://www.depelicaan.nl/>

Small but famous café and laid back restaurant. In summertime, you can have dinner on a boat in the canal in front of the restaurant.

De Wijnhaven
Wijnhaven 22
<http://www.wijnhaven.nl/home>

A café that also serves dinner on one of the nicest spots in Delft. Although its food is not the best in town, its location is well worth the visit.

Einstein
Spoorsinel 24
<http://www.einsteindelft.nl/>

Located in a beautiful building, this restaurant is nice to sit down and relax. It might be difficult to reach due to the works at the railway station.

Eet en proeflokaal de Kurk
Kromstraat 20
<http://www.dekurk.nl/>

If you want to meet and chat with some students, enjoy food and sit down in the 'greenhouse', de Kurk is the place for you.



Announcement on EGOV & ePart 2012

University of Agder, Kristiansand, Norway

Like in the past, the IFIP 8.5 Working Group will organize the EGOV and ePart conferences for the third time. The conferences will be held for the first time in Kristiansand, Norway, at the University of Agder. The University of Agder hosts a Center for eGovernment with the largest and most active eGovernment research group in Norway. The Center will be responsible for local arrangements of EGOV and ePart 2012.

To stimulate new research, the seventh PhD Colloquium will be held as well which is dedicated to learning and understanding from each other. It will host topical threads of both conferences.

IFIP EGOV 2011

This conference brings together the scientific research community in e-government from all over the world. The conference provides a highly interactive and professional forum for exchanging research concepts, progress and results.

As in the past, IFIP EGOV will feature refereed paper presentations, invited keynote presentations, discussion panels, workshops and a PhD Colloquium.

Information on EGOV 2012 will be published soon on <http://www.egov-conference.org/>.

Indicative timelines:

Call for papers	November 2011
Submission deadline	2nd March 2012
Notification	16th April 2012
Camera-ready papers Springer	31st May 2012
Camera-ready papers Trauner	15th June 2012

IFIP ePart 2012

The fourth International Conference on eParticipation will again be co-located with EGOV. It is dedicated to topics on eParticipation and eDemocracy. This conference brings together the top of the scientific research community in eParticipation from all over the world. The conference provides a highly interactive and professional forum for exchanging research concepts, progress and results.

As in the past, IFIP ePart will feature refereed paper presentations, invited keynote presentations, discussion panels, workshops and a PhD Colloquium.

Information on ePart 2012 will be published soon on <http://www.epart-conference.org/>.

Indicative timelines:

Call for papers	November 2011
Submission deadline	15 th March 2012
Notification	30 th April 2012
Camera-ready papers Springer	31 st May 2012
Camera-ready papers Trauner	15 th June 2012

Greetings from the mayor



It is my pleasure, on behalf of the city of Kristiansand and its citizens to welcome you to the IFIP EGOV 2012 and IFIP ePart 2012. Kristiansand is beautifully located on the seaside on the southern tip of Norway. It is Norway's fifth largest town and the regional capital of Sørlandet, the term applied on Southern Norway. The town is the trade and communications centre for the region and has extensive train, bus, ferry and plane links with the rest of Norway and abroad, though the old center of the whole town fits within one square kilometre. Kristiansand has the country's second largest harbour and is considered to be "the port to Europe" in Norway.

University of Agder is of great importance to the city, due to both educating highly professional future employees, and to conducting research in a number of areas. Academic cooperation through hosting research conferences and joint research is very important to the city. As a politician and mayor of a municipality, I take particularly great interest in this conference due to its topics, electronic participation and electronic government.

