

CALL FOR PAPERS

Transforming Government Workshop 2011 March 17-18, 2011, Brunel University, UK

Paper Submission Deadline: 17/01/2011

INTRODUCTION:

E-government implementation efforts have now evolved from basic information provisioning to more integrated and joined up service offerings in most developed countries. Having successfully implemented a number of transaction-based e-services by e-enabling front office and customer facing processes, most developed countries are now working towards realising transformational government (or t-Government). The transformational phase is considered the highest level of maturity for e-government programmes and encompasses redefining the delivery of government services by providing a single point of contact to citizens' that makes the government transparent to citizens and businesses. T-Government involves reengineering and e-enabling back office processes and information systems to enable more joined-up and citizen-centric electronic government services. However, public sector transformation is a massive and complex undertaking involving distributed decision-making that requires a good understanding and evaluation of the political context, business processes and technology.

Also, from a demand perspective extensive efforts are required to increase citizens' awareness about the transformation of the delivery of government services and their online availability which would result in increased e-participation. In order to prevent digital divide in terms of using electronic government services, it is also necessary that citizens from all facets of society are equipped with basic ICT skills as well as private and or public access to high-speed internet connections. Yet, despite the availability of innovative technologies, government agencies are faced with many technical, organizational, and socio-economic challenges and barriers that need to be addressed when developing, adopting and diffusing electronic government systems and services. Furthermore, from an organisational perspective t-Government has introduced an environment where most public institutions such as healthcare, social services, education and employment have struggled with the need to balance issues such as transparency and opaqueness, or social inclusion and professionalism. Consequently, there has been increasing pressure on the academic and practitioner communities for research that focuses on bridging the gap between t-Government theory and practice. The aim of this workshop is to provide a common platform for academics and practitioners to discuss and present original research highlighting issues related with technical, organizational, managerial and socioeconomic aspects of both (e) and (t)-government implementation and adoption.

COVERAGE: To ensure that the workshop has the most comprehensive current and relevant coverage of all topics related to transformational government, we are inviting researchers and leading experts in their particular areas of research to contribute papers of 6000-7000 words that offer an in-depth discussion of the key issues, concepts and trends related to the field of transformational government. All

manuscripts should be formatted according to the template available on <http://www.tgovworkshops.org/>).

Recommended topics include, but are not limited to the following:

- The development, implementation, control and maintenance of transformational government projects
- Challenges, issues and complexities involving the implementation transformational government
- The significance of t-government benefits offered to both government and citizens
- A global perspective and assessment of t-Government implementation efforts
- IT-Governance, integrated service delivery and reengineering of the public sector
- Different process, information systems and technology integration approaches used in t-Government and e-Government projects
- The impact of e-Government and t-Government on social inclusion and e-participation
- The influence of Web 2.0, social media and cloud computing on public sector transformation
- Enterprise architecture at various levels of government
- Barriers to awareness, adoption and diffusion of (t) and (e) government services
- Evaluation of case studies involving transformational change in the public sector
- Technology alignments in (t) and (e) government projects
- Innovative applications and good practices in (t) and (e) government
- Overview studies; development within countries, policies, infrastructure facilities and comparative studies (comparing countries) of (t) and (e) government
- Tools, methods, frameworks and guidelines for t-Government
- Policy Modelling, Simulation and Visualisation for (t) and (e) government services
- Technologies, design approaches and management strategies that facilitate t-Government
- Theories and conceptual models that support t-Government implementation
- Role of socio-economic determinants in encouraging adoption and diffusion of e-Government services
- And other relevant topics and issues that may influence, relate to or impact on transformational government