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Global Strategy and Practice of E-Governance: Examples from Around the World

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<i>Abdul Razak Mohamed, Anna University, India</i>	

This chapter discusses urban e-governance in the case of Tamil Nadu state, as well as Tambaram, a suburb of the city of Chennai, in India. The author emphasizes the importance of e-readiness in this particular context.

Chapter 2

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<i>Rodolfo Castillo López, Asesoramiento Empresarial S.A, Bolivia</i>	

This chapter discusses the creation of a master plan developed by the Municipality of La Paz in 2009, for the improvement of ICT-based services to citizens. The chapter focuses on the m-Government side of the plan, and in particular on the use of SMS services.

Chapter 3

The Soveria.it Project: A Best Practice of E-Government in Southern Italy	34
<i>Gianpaolo Iazzolino, University of Calabria, Italy</i>	
<i>Rinaldo Pietrantonio, George Mason University, USA</i>	

This chapter describes the content of the Soveria.it project implemented in a small town in the South of Italy with the aims of: promoting the use of ICTs to make public administration services more efficient and accessible through internet; creating channels for a direct communication between citizens and public administration; and creating a public wireless access to Internet, available to the entire population free of charge.

Chapter 4

Usage Intention of E-Government Services in Macao 57

Chang Boon Patrick Lee, University of Macau, Macao

U Ian Edith Lei, The Venetian Macao-Resort-Hotel (VMRH), Macao

In this chapter the authors investigate the factors that might influence the usage of e-government services. They conclude that there are two important ways to increase usage intention of e-government services: (i) develop trust in e-government services and (ii) make e-government services more compatible with the users' lifestyle.

Chapter 5

Gender Evaluation of Rural E-Governance in India: A Case Study of E-Gram Suraj
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Saxena Anupama, Guru Ghasidas University, India

In this chapter the author considers whether the introduction of ICTs has improved the role of women in rural governance in India and suggests how to exploit the potential of ICTs to solve the existing gender issues.

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The Governance of Partnerships in Local Government..... 83

Walter Castelnovo, University of Insubria, Italy

This chapter discusses the involvement of small municipalities in partnerships, both with public and private partners, as a way to improve their efficiency and effectiveness. It suggests a possible solution to the problem of the asymmetric availability of skills and capacity of the public partner with respect to the private partners, thus allowing the public part a better governance of the relationship.

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Integrating Electronic Government and Public Administration Reform Strategies:

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*Adegboyega Ojo, United Nations University - International Institute for Software Technology,
Macao SAR, China*

*Tomasz Janowski, United Nations University - International Institute for Software Technology,
Macao SAR, China*

The authors of this chapter discuss how e-governance and public administration reform strategies go hand-in-hand, and how the integration of these strategies can be important to a successful implementation.

Chapter 8

From the City of Bits to E-Topia: Space, Citizenship and Community as Global Strategy in the Governance of the Digitally-Inclusive Regeneration Thesis	124
<i>Mark Deakin, Edinburgh Napier University, UK</i>	

Deakin's theoretical (and some would say almost philosophical) piece reflects on governance in a modern urban context. In a sense, Deakin asks the important question of whether ICTs help to bring citizens into the community, and to bring communities closer together, or whether ICTs are actually splitting up the community and alienating its citizens.

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This chapter discusses electronic public procurement systems, including the advantages of these. The context of study is Turkey, but the authors outline some experiences of a number of European Union countries as well.

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This chapter defines a Brazilian States Electronic Governance Index (BEGI) and considers the relation between it and some well known economic and social development indexes. The authors conclude that States with the highest Gross Domestic Product, the highest Human Development Index and the lowest Gini co-efficient, are the ones with the highest number of implemented electronic governance practices.

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<i>Monis Aziz, IBM, India</i>	

This chapter discusses the challenges to the implementation of government ICT projects and governance through ICT in countries ravaged by war or conflict. The author suggests that ICTs can be an important enabler of development and reconstruction in such post-conflict nations.

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- The Ghana Community Network Services Ltd (GCNet): Implementation Challenges 209
Johanna Ekua Awotwi, Centre for E-Governance, Ghana

This chapter discusses Ghana's e-Governance initiative and the particular implementation challenges and constraints this initiative has encountered.

Chapter 13

- Danish eGovernment Success Factors: Strategies and Good Practice Examples..... 231
Morten Meyerhoff Nielsen, Danish Technological Institute, Denmark

In this chapter the author discusses the success factors of the Danish e-Government initiatives. Such factors include: the definition of an interoperability framework, the focus on cross-organizational collaboration and governance; a joint approach between the government, the regions and the municipalities; and the promotion and encouragement of ICT use in the public sector.

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Asım Balcı, Selçuk University, Turkey
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Ahmet Nohutçu, Kocaeli University, Turkey

This chapter describes the process of transformation of Government that has been going on in Turkey since the early '80s and presents e-government as a new avenue of the transformative trend, influencing the Turkish system of Government as a whole.

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- E-Turkey: Turkey's Way to the Information Society 272
İbrahim Arpacı, Middle East Technical University, Turkey

This chapter discusses the e-government development process in Turkey and some of the major projects taking place within this context. With data from a series of interviews with officials, the author discusses some key challenges of the electronic transformation.

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- E-Government in Russia: Strategies of Formation and Development..... 286
Yuri Hohlov, Institute of the Information Society, Russia
Evgeny Styryn, Moscow State University, Russia & SUNY Albany, USA

This chapter discusses the implementation of a national e-governance strategy in Russia. The authors outline the various stages of policy the country has gone through, as well as some of the main challenges faced.

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Gianluca Misuraca, Ecole Polytechnique Fédérale de Lausanne (EPFL), Switzerland

Gianluigi Viscusi, University of Milano-Bicocca, Italy

This chapter presents a conceptual framework on E-Governance for development that is intended to account for the relations among different stakeholders when introducing ICTs and for the way these interactions can affect institutions and society at large. The application of the framework is exemplified with respect to two Mediterranean countries: Algeria and Morocco.

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Julián Casasbuenas G., Director Colnodo, Colombia

This chapter discusses the experience of civil society organizations in Columbia in pushing the agenda of transparency of government, through the implementation of an “Internet for Accountability” initiative. The results of a consultation are presented and in particular some of the difficulties faced by rural municipalities are discussed.

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Is the Internet Mightier than the Sword: An Anti-Corruption Perspective	338
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Russell Lidman, Seattle University, USA

The author of this chapter considers whether ICTs can help reduce corruption and improve governance. The examples considered in the chapter clearly show that ICTs can be used to organize and sustain an opposition to corruption, even when the mainstream media stand apart from the issue.

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Parties and ICTs: Analyzing Party Strategies to Use the Internet for Political Mobilization	355
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Ana Sofia Cardenal, Universitat Oberta de Catalunya, Spain

This chapter studies what elements can influence the online strategies of political parties. It concludes that parties that are large, in the opposition, non-ideological or highly cohesive, and with small bureaucracies, are those that use internet more intensively to mobilize support.

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*Gianluca Misuraca, Institute for Prospective Technological Studies (IPTs), Spain
& Ecole Polytechnique Fédérale de Lausanne (EPFL), Switzerland*

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E-Government and Competitiveness in Latin America: The Case of the Electronic Invoice..... 380

Pablo Valenti, Digital Strategy Specialist, Uruguay

This chapter describes the introduction of government electronic invoicing within some countries of the Latin America area. The author identifies four elements that should be considered when introducing electronic invoices: a solid legal framework on the use of tax documents; a solid institutional basis; a solid technological basis allowing a reliable infrastructure; the involvement of the private sector as a strategic partner.

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Experiences of the German Technical Cooperation (GTZ) in the Promotion of E-Governance
in Latin America 397

Nestor Zapata, Main Advisor of the PROA/GTZ Project, El Salvador

Christof Kuechemann, Resident Director of the GTZ, El Salvador

The chapter describes three cooperation projects supported by the German Technical Cooperation in Chile and El Salvador. It highlights the GTZ mode of intervention, which aims at improving the management, efficiency and efficacy capacities of the Latin-American counterparts by adding elements that promote transparency, participation and citizenship information.

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Experiences in E-Governance from an ICT4G perspective: Case Studies and Lesson Learned 407

Luca Cernuzzi, DEI-Universidad Católica “Nuestra Señora de la Asunción”, Paraguay

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The authors of this chapter discuss the concept of information and communication technology for good (ICT4G), illustrating the concept with a series of case studies. They point out the importance of good governance, and interestingly make the point that e-governance is as much or more about governance as it is about “e”.

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Strategic Innovation and the Knowledge Society: The Case of Latin America..... 424

Leonardo Pineda Serna, Universidad del Rosario, Colombia

In this chapter, the author discusses what should be done by the Latin-American and Caribbean countries to become incorporated into the global knowledge society. The discussion leads to: (i) the definition of a strategic plan for developing ICTs in the area and (ii) the description of a roadmap for integrating the different stakeholders, as a way to fostering a strategic innovation in the e-governance of Latin American and Caribbean countries.

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Kristian J. Sund, Middlesex University Business School, UK

Ajay Kumar Reddy Adala, Centre for e-Governance, India

This chapter extends the work of Michael Porter and others in describing industry clusters, to the concept of e-government clusters. Several such clusters have emerged in the recent decade and a few cases are explored and an extended cluster framework presented.

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*Danilo Piaggese, Fondazione Rosselli Americas (FRA) & International Knowledge Economy
Program (IKEP), USA*

Maria J. Chea, American University, USA

This chapter discusses the opportunities that would arise for the Latin America and Caribbean countries from the transition from a basically agricultural economy to the knowledge economy. To achieve this result a multi-sector stakeholder approach is needed in which both public and private organizations should be involved in a collective effort to deploy a knowledge economy based society.

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