Electronic Government

E-Government is the brand label for a multidisciplinary research domain, which studies the use of information and technology in the context of public policy making (electronic governance, open government, and digital divide/s), government operations (transformation, management, organization, infrastructure, interoperability, security), citizen engagement (e-participation, transparency, collaboration, and digital democracy), and government services (including using social media). Numerous disciplines contribute to this intersection of research such as computer science, information systems research, information science, political sciences, organizational sciences (public administration and business administration), sociology, and psychology among others. The HICSS e-Government track has been a hotbed for groundbreaking studies and new ideas in this particular research domain. Many studies first presented here were developed further and then turned into publications at top journals. Eleven minitracks cover the full spectrum of research avenues of electronic government including minitracks dedicated to:

Minitracks:
- Big, Open, and Linked Data (BOLD) in Government
- Cybersecurity
- E-Justice and E-Law
- Emerging Topics in Electronic Government
- Information and Communication Technologies for Development: Contributing to Human Development and Social Justice
- Inside the Insider Threat
- Open and Participatory Government
- Policies and Strategies for Digital Government
- Resilience against Crises and Disasters
- Services and Information
- Smart Cities and Smart City Government
- Social Media in Government
- Transformational Government: Governance, Organization, and Management

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Big, Open and Linked Data (BOLD) in Government Minitrack

This minitrack discusses theories, methodologies, experience reports, literature and case studies in the field of Big, Open, and Linked Data in Government. We solicit for papers covering both organizational and technical aspects and combining theory and practice. Papers covering a multitude of aspects are strongly encouraged. Furthermore we promote a diversity of research methods to study the challenges of this multifaceted discipline including best practices, case studies, design approaches, literature reviews and interviews.

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Cybersecurity Minitrack

This mintrack explores the research into pressing issues surrounding the intersection of cybersecurity and government spheres of influence. Whether technical or policy, from information sharing to new analytical methods of detection of insider threats, this mintrack casts a wide net to bring cross disciplinary thinking to problems with far-reaching implications.

This is a wide focus mintrack, if your research involves security associated with IT or OT, and has a government component, then this is its home. Topics include, but are not limited to:

- Systems for governments to respond to security events
- Critical Infrastructure Protection (CIP)
- Cyber physical systems security
- Supervisory Control and Data Acquisition (SCADA) and control systems
- Information assurance and trusted Computing
- Information sharing
- Information security economics
- Information warfare
- Incident response
- New threats, including insider and nation states
- Digital forensics
- Privacy and freedom of information
- Security management
- Laws and regulation of IT security
- Security concerns of new technologies, e.g. social media, mobile computing
- Government disaster recovery and business continuity
- Case reports related to security experiences within government

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E-Justice and E-Law Minitrack

This minitrack discusses trends, challenges, case studies and best practices, theories and methodologies in the field of e-justice and e-law. Topics and research areas include but are not limited to:

- ICT & Open Justice
- Artificial intelligence and law
- Security and privacy issues related e-justice
- Social implications of e-justice
- Change management in e-justice initiatives
- Business processes re-engineering in the justice field
- Information systems interoperability and integration
- E-petition, e-forms and online procedures
- E-rulemaking
- E-justice strategies
- Court automation
- Online litigation and online dispute resolution, including e-mediation
- IT standards for e-justice
- Collection, preservation and investigation of digital evidenc
- E-trials

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Emerging Topics in Electronic Government Minitrack

E-Government as an academic field is evolving; new directions of research and practice are emerging while others are becoming accepted as foundational. However, the foundations of the field still need to be spelled out more explicitly and rigorously. This HICSS E-Government Emerging Topics minitrack seeks submissions, in particular, that contribute to the evolution of e-Government research and to the clarification of the field or address novel issues, trends and uses of technology.

Topics and research areas include but are not limited to:
- The conceptual and practice-based boundaries and foundations of the field of e-Government
- Agendas for e-Government research and research roadmaps
- Deep and innovative theoretical reflections about e-government
- Foundations and research methodologies for the study of e-Government
- The nature of inter- and multidisciplinary research designs in e-Government
- e-government education and competences
- ICT-enabled policy making and e-government policy
- Robotic technology in and for government
- ICT-enabled organizational forms/networked e-government
- New insights in Mobile to legacy/non-mobile application integration
- Mobility and e-government transformation: Challenges and opportunities
- Web 2.0/3.0 in government
- Sensor technology in government
- Data-and evidence driven public policy and decision making
- Archiving and Preservation of government records in digital form, in particular for small organizations
- IT, government, and an aging population
- Societal challenges and e-government, for instance, engaging citizens through technology
- Trust in and safe use of e-government
- Other topics as appropriate to the purposes of the minitrack

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Information and Communication Technologies for Development:
Contributing to Human Development and Social Justice Minitrack

The field of ICTD is essentially interdisciplinary. It has been going through a process of consolidation and maturation, and we invite submissions from a variety of perspectives and approaches, with contributions focused on topics such as (but not limited to):

• Exploring the role of Government and NGO’s within the area of ICT
• Strengthening theoretical contributions to ICTD within the eGovernment area
• Effective ways to incorporate gender in ICTD studies
• Design, policy and practice implications of ICTD experience
• Measuring the contribution and impact on ICTD for human development
• Social media in ICTD
• Contribution of ICTD to social justice
• Contribution of ICTD to strengthen governmental accountability and transparency
• Contribution of ICTD to government and government agencies and others

Rather than descriptions of case studies or experiences, we encourage reflection pieces that address the challenges and opportunities of the field, and point to ways forward as ICTD grows and consolidates as a field of study, whether in so called developing countries, or e-government context or not.

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The insider problem is one of the most important problems in computer security, and indeed in all aspects of real-world security. Insiders have compromised many key societal systems and processes in domains such as government, finance, and even science. Many reports of insider attacks describe people trusted with access to sensitive information abusing that access to damage that information, compromise the privacy of that information, and collaborate with others (sometimes other insiders) to cause various kinds of failures, losses and serious harm. Indeed, the insider problem is also pernicious in the non-computer world; as the ancient Roman satirist Juvenal said, "Who will guard the guards themselves?" Any approaches therefore must have not only a technical aspect, but also a non-technical (social, political, legal, cultural, and so forth) approach.

Insider attacks may be accidental or arise from conflicting policies that confuse the putative attacker. These unintentional insider attacks are as dangerous as deliberate insider attacks, but must be handled differently due to the lack of maliciousness. Understanding how to cope with unintentional insider attacks effectively is also a complex, difficult problem.

Specific example topic areas include, but are by no means limited to:
- Approaches to detecting, preventing, and ameliorating insider threats
- Analyzing the effect of (potential or actual) insider attacks
- Data on the scope and effect of insider threats and/or attacks
- Minimizing the cost of preventative measures
- Examining the causes of insider attacks
- Multi-disciplinary approaches to the insider problem
- Measuring the effectiveness of remediation technologies and methodologies
- Insider threats and social media
- Case studies of insider threats and attacks, including unintentional attacks
- Human factors and the insider problem

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Open and Participatory Government Minitrack

This minitrack focuses on the interactions between citizens and governments. As e-Government becomes more ubiquitous, many questions arise about what it means to develop and maintain an open and transparent government, engage in participatory government, encourage governance through transparency initiatives, support co-design of open and collaborative government, allow data ("Big Data") release and use for policy- and decision-making, develop open data and open-data applications, and study how governments/governmental institutions might be influenced through openness and transparency efforts. This minitrack includes research on and studies of involvement of the public in the development, use, and evaluation of e-Government and participatory government dynamics, initiatives, and systems, including research that develops and explores open and transparent government frameworks, theories, evaluation, practice.

Open government is an approach which purposefully emphasizes and re-invigorates the basic principle of a "government of the people, for the people, and by the people." Through information technology, committed administrative leadership, international initiatives such as the Open Government Partnership, and policies, countries around the world have now entered an era of unprecedented transparency of government operations and decision-making intended to lead to more responsibility, accountability, collaborative and participatory government, and integrity of public officials. Additionally, involvement of citizens in the iterative design and evaluation of e-Government systems leads to more effective digital tools for civic engagement and participation in the long run.

We welcome theoretical papers as well as quantitative and qualitative studies on the topics. Good case studies will also be accepted with strong implications for theory and practice. topics include, but are not limited to:

- Theories, quantitative and qualitative studies on open government
- Open/transparent government initiatives around the world
- Open data in government and applications built on open data
- Technologies enabling/inhibiting open/transparent government
- Collaborative design and participation by citizens
- E-Citizen, e-Democracy and e-Participation
- Participation and deliberation
- Freedom of information and transparency
- Studies of citizens and democratic processes in social media and/or virtual worlds
- Gov 2.0 and beyond
- Impact on society, communities, companies and government
- Good practices and pitfalls in open government, public engagement, collaboration
- Technology-based approaches to making government information available
- Studies of the universal access requirements of e-Government
- Impact of policy on transparency and openness
- Methods, practices, and approaches to assess the success of open government efforts
- Privacy, security, and the right to know
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Policies and Strategies for Digital Government Minitrack

This minitrack offers a multidisciplinary forum to present cases and discuss theories associated with the design, management and evaluation of the policies and strategies deployed to support, facilitate and promote digital government. The HICSS minitrack on Policies and Strategies for Digital Government invites submissions that contribute 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 invite and encourage the submission of case studies which demonstrate best practices in the design, management and evaluation of e-government policies and strategies. In addition to intra-government policies, the minitrack welcomes contributions exploring the issues associated with the design and deployment of policies and strategies that change the nature of the interactions between government and citizens, private sector organisations and NGOs.

Minitrack topics include, but are not limited to:
- Policy and governance challenges arising from the adoption of ICTs in public administration at the local, state, and national level;
- Policies and strategies for promoting e-Democracy;
- Policies and strategies for encouraging e-Participation;
- e-Government and e-Procurement policies strategies;
- e-Government outsourcing strategies in the public sector;
- Public policy issues and e-Government;
- Policy and governance challenges arising from public sector ICT deployment in developing countries;
- The impact on ICT on government set up, roles, and responsibilities;
- The impact of open data on government policies and strategies;
- The impact of ICT on law and legal system in public sector
- The impact of big and open data on privacy and data protection policies and strategies

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Resilience Against Crises and Disasters Minitrack

This E-Government Minitrack contributes to the critical discourse in the HICSS community about the paradigm shift toward public policy for building a resilient society. We invite papers that deal with any aspect of the analysis, design, development, deployment, implementation, integration, operation, use or evaluation of ICT for resilience and the management of disasters, whether sudden shocks or chronic stresses.

Authors who present at HICSS-49 will receive the minutes of the discussion after their paper presentation, so as to help them extend and elaborate their paper for journal submission.

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Services and Information Minitrack

This minitrack 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.

Topics include, but are not limited to:

- E-services for an aging population
- IT development and project management in the public sector
- Citizens’ expectations and acceptance of e-government services across government levels
- Success factors for e-government services development and implementation
- Value assessment of e-government services
- Methodologies, techniques, and tools for service composition
- E-government services provision in developing countries
- Comparative and/or trans-national e-government services
- Trust perception of the e-government services, and trust dynamics among individuals, groups, and organizations in the value chain of service provision
- Challenges and/or recommendations for increasing citizen trust of e-government
- Impacts of e-government services
- Political, legal, organizational, and technological barriers to e-government diffusion
- Opportunities and challenges of e-government mobile services
- Business process analysis, value-chain analysis and change requirements for e-government services
- IT-based procedures, workflow support, protocols, & schemes used for government services
- Historical assessment of e-government services
- Access to governmental documents and records, including legal, policy, and technical implications, program models, and case studies
- Electronic record management and archiving standards
- Case studies on innovative services in various branches of the public sector, such as e-services in the administrative, judicial, executive, defense, health care, education, etc.
- Service modeling, optimization and analysis
- E-services in public libraries
- E-government and the arts

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Smart Cities and Smart City Government Minitrack

Smart city is a fuzzy concept, not well defined in theoretical researches nor in empirical projects. Several definitions, different from each other, have been proposed. However, all agree on the fact that a smart city is an urban space that tends to improve the daily life (work, school, ...) of its citizens (broadly defined). This is an improvement from different points of view: social, political, economic, governmental, ... Finally, although smart cities are based on ICT (Information and Communication Technologies), people (with their knowledge, habits, experiences, culture and behavior) remain at the heart of concerns. In this context, this minitrack aims at exploring what a smart city is and how a smart city is built and, therefore, at enlarging the still limited theoretical body around the concept of smart cities.

Topics and research areas include, but are not limited to:
- Smart city definition
- Smart city case studies
- e-Government in the urban space (smart government)
- Smart city and emerging technologies (big data, open data, social media & networks,...)
- Smart city and decision-making
- Smart city and security
- Smart city and knowledge management
- Smart city evaluation & performance measurement
- Smart cities’ critical success factors
- Smart city and open innovation
- Managing the smart city

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Social Media in Government Minitrack

Governments have also discovered the potential of social media platforms for sharing governmental information and outreach. Social media unite several communication channels and enhance opportunities for citizens to provide feedback to government officers and political representatives. Guidelines for the use of social media and social networks are relatively new in governmental agencies and many implementation challenges still linger. Given that the demand for social media-based government services is growing, issues related to privacy, information leakage, blurred boundaries between private and public, and government surveillance must also be urgently addressed.

This minitrack is open to papers that cover all aspects of social media, particularly in the context of citizen participation and electronic government.

Minitrack topics include, but are not limited to:

• Case studies of the use of social media and networks by any level of government
• Social media and citizen participation
• Apps and Social media: implementation and challenges
• Relationship between social media use and offline political action
• Website information link with social media tools
• Predicting election and other political events with social media
• Implementation challenges
• Maintaining privacy in social media and other online networks
• Social media and networks for information sharing
• Social media and governance: troubles and challenges
• Social networks and ‘information overload’
• Mobile and location-sensing media and governance
• Guidelines and policies for social media use
• Legal concerns when providing and sharing content via social media
• Online identities of civil servants

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Transformational Government: Governance, Organization, and Management Minitrack

Research demonstrates the critical importance of treating e-Government as a multidisciplinary and multidimensional phenomenon in order to understand and explain its potential for ICT-enabled government transformation. More specifically, strategic, political, institutional, managerial, organizational, legal, economic, and external relationship factors have been identified as key aspects in the study of e-government and, particularly, transformational government.

This minitrack examines the complexity of effectively governing, organizing, and managing e-Government and its transformational potential. Increasingly, this involves inter-organizational collaboration and co-creation of value, multi-sector and cross-jurisdictional networks, and the management of a large variety of relationships with both internal and external stakeholders. Moreover, many governments in developing countries perceive ICT-enabled government transformation as an opportunity to establish 'good governance' in their countries, which involves improved accountability and transparency as well as fighting corruption.

This minitrack welcomes papers that focus on the transformational aspects of e-Government as well as their implications for government and society. It invites empirical, theoretical, and/or conceptual contributions that show the importance of governmental, institutional, organizational, managerial, and democratic aspects of transformational e-Government.

Research topics include, but are not limited to:

- Strategies and value foundations for ICT-enabled government
- Strategies for the design, development, implementation, maintenance, performance, and evaluation of e-Government applications
- Governance, accountability, and transparency
- Theoretical premises and development for transformational government
- Service transformation and multi-channel service delivery
- Integration of government data, services, and/or processes
- User-centric e-Government and e-Government uptake
- Mobile e-Government
- Transformational aspects and implications of data analytics, policy informatics, and smart cities
- Change management in e-Government initiatives
- Transformational aspects of e-engagement and e-participation initiatives
- E-Government business models and benefits realization from e-Government initiatives
- Efficiency and/or effectiveness through e-Government initiatives
- Co-creation of public value through inter-organizational collaboration, public-private partnerships, and other collaborative arrangements in the public sector and between government agencies and external stakeholders (e.g. citizens, businesses, NGOs)
- Stakeholder engagement in e-Government initiatives
- Cross-government information sharing, regional, national and transnational information-sharing networks, information integration, privacy, and security
- Impact, outcomes, and implications of e-Government initiatives
- Methods and frameworks for e-Government evaluation and performance assessment
• Innovation management, benchmarking, and trend monitoring in e-Government
• EAM - e-Government Architecture Management
• IT/IS Planning and Management in Government
• Political, economic, legal, and social aspects of e-Government
• Organizational and managerial aspects of e-Government

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