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   Sommario/riassunto It is our pleasure to welcome you to dg.o 2009, the Tenth Annual International Conference on Digital Government Research. The dg.o is unique in its ability to bring together computer and social science researchers, government officials and representatives of industry to investigate how information and communication technologies can be used to make government information, processes and services better, more convenient, and secure, as well as available to all. The dg.o conference is an international conference attracting participants from around the world. For the second year in a row, we are pleased to hold the conference in a country other than US. Dg.o 2008 was held in MontrA©al, Canada. and we are appreciative of the warm welcome from people and officials in Puebla, Mexico this year. We are extremely fortunate to have two keynote speakers, Beth Noveck and Janice Nall, who have used cutting-edge technology for innovation in public institutions. Their efforts facilitate democratic processes via citizen participation in the patent review process and disease control. The challenges and solutions they pose give us insights into where efforts may be most needed. We are also honored to have a sponsored lunch with a speech from the governor of Guerrero State, Mexico, Zeferino Torreblanca, and we are equally pleased to have a distinguished

keynote panel featuring leading Mexican e-government experts, Andres Hoffman, Rodolfo Torres, and LeA³n David PA©rez. This year's conference includes thirty five research papers, policy/management papers and student research papers, three of which will be presented in a new Spanish session. This is the first effort to include a language other than English in dg.o. In addition, we have prepared seventeen demos and posters, five panels, one workshop and five tutorials.