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Service-Delivery Processes -- Citizen Relationship Management and E-Government -- DSS in a Local Government Context – How to Support Decisions Nobody Wants to Make? -- Monitoring and Updating Regulations and Policies for Government Services -- Service Take-Up and Impacts of E-Government in Austria -- Evaluation of a Risk-Modelling Tool at the Business Case of eService Projects – Results from a Workshop in the UK -- Achieving Administrative Transparency Through Information Systems: A Case Study in the Seoul Metropolitan Government -- Strategy -- eGovernment and Structural Reform on Bornholm: A Case Study -- When Technology Meets the Mind: A Comparative Study of the Technology Acceptance Model -- E-Government Practice: What One Country Could Learn from Other -- Measuring the Performance of Digital Divide Strategies: The Balanced Scorecard Approach -- Policy and Practice in Standards Selection for E-Government Interoperability Frameworks -- SIGES-PERE: A Collaborative GIS for Radiological Disaster Management -- Feasibility Study for a Legal Knowledge System in the County of Herford -- A Quality Inspection Method to Evaluate E-Government Sites -- Knowledge -- Organisational Changes, Skills and the Role of Leadership Required by eGovernment -- PA's Boundaries and the Organizational Knowledge Processes -- Providing Pan-European E-Government Services with the Use of Semantic Web Services Technologies: A Generic Process Model -- A Proposal for a Semantic-Driven eGovernment Service Architecture -- Knowledge Engineering Suite: A Tool to Create Ontologies for Automatic Knowledge Representation in Knowledge-Based Systems -- Guided Interactive Information Access for E-Citizens -- Technology -- The Opportunities and Barriers of User Profiling in the Public Sector -- Personalized Access to Multi-version Norm Texts in an eGovernment Scenario -- An Infrastructural Approach to Secure Interoperability of Electronic IDs: The Bridging Backbone -- A Distributed Network Architecture for Robust Internet Voting Systems -- Electronic Voting: An All-Purpose Platform.

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