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Nota di contenuto	Challenges -- Organizational Transformation Through E-Government: Myth or Reality? -- The Governance of Back Office Integration in E-Government: Some Dutch Experiences -- E-Government Systems in Developing Countries: Stakeholders and Conflict -- Performance -- Intelligent Measuring and Improving Model for Customer Satisfaction Level in e-Government -- Accountability of Electronic Cross-Agency 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

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