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E-Government Services Analysis -- Stakeholders' Views on Government Enterprise Architecture: Strategic Goals and New Public Services -- An Investigation into Critical Determinants of e-Government Implementation in the Context of a Developing Nation -- "What We Cannot Speak about We Must Pass over in Silence" -- (In)correctly Arguing and Comparing the Costs of IT Investments in Public Sector -- Decision Support Tools -- Small-Area Population Projections - A Key Element in Knowledge Based e-Governance -- From Policy-Making Statements to First-Order Logic -- A Fuzzy Recommender System for eElections -- Invited Talk -- Web 2.0 Creates a New Government -- ICT in E-Government (I) -- Elements of Comprehensive Assessments of IT Infrastructure Projects in the Austrian Ministry of Finance -- Updating Official Publications to the Web 3.0: A Quantum Leap in e-Gov Transparency and Citizen Participation Is on Sight -- One Inch Wide and One Inch Deep: The Role of Policies in Shaping the Adoption of Open Standards and Software in Government -- Information Modelling and Integration -- Facilitating E-Government Services through SDIs, an Application for Water Abstractions Authorizations -- Towards Interoperability: An Architecture for Pan-European eID-Based Authentication Services -- E-Government Services and Web 2.0 (I) -- SocialSupervisor: A Geographically Enhanced Social Content Site to Supervise Public Works -- Transforming the Greek e-Government Environment towards the e-Gov 2.0 Era -- E-Government Services Design, Implementation and Monitoring -- Geographic e-Services Development through Product-Line Engineering and Standardization -- Governmeter: Monitoring Government Performance. A Web Based Application Proposal -- ICT in E-Government (II) -- Policy Incentives for Innovation Diffusion: An Agent-Based Simulation -- E-Government Services Using Customer Index Knowledge -- The Bangladesh National Biometric Database: A Transferable Success? -- E-Government Services and Web 2.0 (II) -- E-Government and Geographical Information Based Collaboration Patterns -- Participatory Design of Public Sector Services -- Public Safety Mashups to Support Policy Makers -- Knowledge Management -- Intellectual Capital Management Using Knowledge Scorecards: The Austrian National Defence Academy Showcase -- Deploying a Semantically-Enabled Content Management System in a State University.

## Sommario/riassunto

In front of you are the proceedings of the First International Conference on Electronic Government and Information Systems Perspective, EGOVIS. This conference builds on the tradition of its predecessors, the Electronic Government Conferences (EGOV) under the DEXA umbrella, which have been ongoing for nine years, but it also - cluded some innovations. In view of the large number of electronic government c-ferences, we found it important to focus the scope of the conference a little and to increase the quality requirements. Hence this year's conference featured a tougher review process and a smaller set of accepted papers. As a result, these proceedings contain the very best papers of 2010 covering various important aspects of electronic government and information systems used in the public sector. With an acceptance rate of less than 20% EGOVIS belongs to the top ten conferences in the world. The Program Committee accepted 13 full papers and 11 short papers, covering the most recent research trends in electronic government implementations, such as ICT for eGovernment services and monitoring, knowledge and content management systems for temporal and geo-spatial applications, interoperability for electronic government integrated architectures, decision and support tools for eDemocracy and direct parti- pation of citizens in the policy-making strategies, and Web 2. 0 and 3. 0

approaches for collaborative and transparent public sector services.

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