

ICEGOV2015-16

9th International Conference on
Theory and Practice of Electronic Governance

*“Transparent and Accountable Governance
for Post 2015 Development –
Towards Engagement and Collaboration”*

1-3 March 2016, Montevideo, Uruguay

SECOND CALL FOR PAPERS

PATRON

Presidency of the Eastern Republic of Uruguay

ORGANIZERS

Agency for Electronic Government and Information Society (AGESIC)
of the Presidency of the Eastern Republic of Uruguay

United Nations University Operating Unit on Policy-Driven Electronic Governance
(UNU-EGOV), Portugal

PUBLICATIONS

All accepted papers will appear in the conference proceedings, which will be published by the ACM Press. Selected papers will be invited for submission to the special issue of Government Information Quarterly. Best paper award is expected.

IMPORTANT DATES

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|------------------------------|------------------|
| Paper Submission Deadline | 23 November 2015 |
| Notification Deadline | 21 December 2015 |
| Final Submission Deadline | 11 January 2016 |
| Author Registration Deadline | 11 January 2016 |

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INTRODUCTION

Inclusive and sustainable human development are at the center of the emerging United Nations Post-2015 Development Agenda, as are the calls for stronger governance to enable: 1) transparent and accountable institutions that are responsive to the needs of people, and 2) meaningful participation of individuals and strong collaboration between the government and the governed in governance processes to tackle inequalities and promote social inclusion. The main purpose of ICEGOV2015-16 is to explore how digital technology can advance such calls and to discuss related research and policy implications.

The series of International Conferences on Theory and Practice of Electronic Governance (ICEGOV) brings together governments, academia, the United Nations system and other international organizations, the civil society, and the private sector to share the insights and experiences in theory and practice of Electronic Governance. ICEGOV promotes interactions between different groups of stakeholders, from policy-makers, government officials and elected representatives, to researchers, innovators and educators from developing and developed countries, all sharing a common concern that public investment in Information and Communication Technology (ICT) and Electronic Governance (EGOV) create public value. ICEGOV is a platform for such stakeholders to discuss effective ways to working together across the national, thematic, development, political and other borders towards addressing this concern.

Following earlier ICEGOV conferences in Macau (ICEGOV2007), Cairo (ICEGOV2008), Bogotá (ICEGOV2009), Beijing (ICEGOV2010), Tallinn (ICEGOV2011), Albany (ICEGOV2012), Seoul (ICEGOV2013), and Guimarães (ICEGOV2014), the ICEGOV series has become a source of significant research and policy insight, able to reach global and multi-stakeholder audiences. On average, every ICEGOV conference attracts 140 submissions from 49 countries and is attended by over 400 participants from more than 50 developed and developing countries including government (40%), academia (36%), industry and civil society (14%), and international organizations (10%).

SUBMISSIONS

ICEGOV2015-16 invites submissions of original work, not published or considered for publication elsewhere. The papers can be submitted to six specific tracks, three thematic sessions, and the doctoral colloquium, as described below. Except doctoral colloquium submissions, papers can also be submitted to the conference without specifying the track or session. Program Chairs reserve the right to allocate or reallocate papers to specific conference tracks or assign them to thematic sessions, created to highlight contributions to specialized or novel themes.

The six ICEGOV2015-16 tracks are:

1) OPEN DATA FOR DEVELOPMENT

With new technologies facilitating data collection in various forms and for various purposes, how can governments and businesses profit from the availability of big and open data? How can such data be effectively used in support of public policy and development goals?

Topics of interest include, but are not limited to, the following:

- Big Data
- Big Data Analytics
- Business Cloud
- Decision Support Systems
- e-Procurement
- Geographical Information Systems
- Infomediary Business Models
- Innovative e-Business Models
- Legal and Regulatory Compliance
- Linked Data Assets
- Open Data Communities
- Open Data Ecosystems
- Open Data Platforms
- Open Government Data as a Market
- Open Government Data as a Movement
- Open Government Data as a Policy
- Open Government Data as a Right
- Open Government Data Initiatives
- Open Government Data versus Open Government
- Privacy, Security and Sensitive Data
- Proactive Release of Government Data
- Service Mashups
- Supply, Demand and Value Chains

2) CITIZEN EMPOWERMENT AND INCLUSION

Facing lack of capacity and confidence in the ability of a centralized state to address complex, interconnected and often contradictory public needs, how can citizens, businesses and other non-state actors be more involved and empowered, particularly with data?

Topics of interest include, but are not limited to, the following:

- Access and Accessibility
- Citizen Co-Creation
- Connected Governance
- Contract Management

- Crowd Sourcing
- Digital Cities and Regions
- Digital Divide and Digital Culture
- e-Business Models for Social Entrepreneurship
- e-Consultation
- Education, Training and Digital Skills
- Engaging Citizens via Social Media
- Government as a Platform
- ICT-Enabled Pursuit of Social Missions
- Identity Management
- Information Sharing
- Managing Social Tensions with ICT
- Online Conflict Resolution
- Online Deliberation and Discourse
- Participation 2.0
- Participatory Governance
- Smart Citizens, Smart Communities
- Social Media and Government
- Universal and Mobile Access

3) ETHICS, ACCOUNTABILITY, TRANSPARENCY AND VALUES

Underlying the promise of e-government, development, and sustainability is trust in and transparency of government, government processes, and governance. The values and ethics of those in public administrations, embedded within ICTs, and infused through processes and systems that govern participation and engagement are also critical components to successful e-government. This track focuses on how ICTs can promote trust, values, and the ability of citizens to demand, receive, and ensure high standards of transparency and accountability from their governments in order to bolster engagement with and participation in public policy development, high levels of public sector performance, and the reduction and prevention of corruption.

Topics of interest include, but are not limited to, the following:

- Open Government
- Social Responsibility
- Transparency and Accountability
- Transparency in International Aid
- Transparency Metrics
- Transparency versus Performance
- Transparency versus Privacy
- Trust and Confidence
- Community Capacity Building for Accountability and Transparency
- Collaborative Accountability and Transparency
- Accountability Frameworks
- Digital Accountability and Transparency Acts
- Expose, Investigate and Disseminate Services

- e-Voting
- ICT-driven Government Ethics
- ICT-facilitated Accountability
- ICT-facilitated Anti-Corruption Laws
- ICT-facilitated Legislation for Transnational Investments/Procurements
- ICT-enabled Openness and Transparency
- Internet Censorship
- Law Compliance and Enforcement
- Oversight Institutions
- Oversight of Private Companies Involved in Service Delivery
- Participation and Accountability

4) CONTEXT-SPECIFIC ELECTRONIC GOVERNANCE AND POLICY COHERENCE

While adapting government digitization efforts to specific local or sectorial application contexts may deliver more targeted and effective responses to context-specific needs and circumstances, it also raises the risk of overlaps, inconsistencies and spillovers between context-specific approaches, undermining collective responses to higher-level public policy goals. This track focuses on the design and performance of Electronic Governance (EGOV) in specific local, sectorial or local-sectorial contexts including contextual features that enable or disable successful context-specific EGOV, interaction and cross-border collaboration between EGOV in “neighboring” contexts, EGOV context-adaptation and EGOV transfer between contexts, synergy and alignment between context-specific EGOV, coordination and negotiation between context-specific EGOV to fulfill common policy goals, EGOV design for context versus design for reuse, etc.

Topics of interest include, but are not limited to, the following:

- Local Electronic Governance
- Local versus National Electronic Governance
- Multi-level Electronic Governance
- Sectorial Electronic Governance
- Electronic Governance in the Education Sector
- Electronic Governance in the Energy Sector
- Electronic Governance in the Environment Sector
- Electronic Governance in the Finance Sector
- Electronic Governance in the Health Sector
- Electronic Governance in the Justice Sector
- Electronic Governance in the Security Sector
- Electronic Governance in the Technology Sector
- Sectorial versus Multi-Sectorial Electronic Governance
- Local-sectorial Electronic Governance
- EGOV Design for Context versus EGOV Design for Reuse
- Enabling versus Disabling EGOV Contextual Features
- Electronic Governance Context Adaptation
- Electronic Governance Context-to-Context Transfer
- EGOV for Aligning National Strategies with Local Needs

- EGOV for Sustainable Development
- EGOV and Cross-Sectorial Policy Requirements
- EGOV and Local and Sectorial Impact Evaluation
- Policy Coherence for Development
- EGOV and Post-2015 UN Development Agenda

5) SOCIAL INNOVATION AND TRANSFORMATION

Social innovation is about meeting social needs whilst also directly involving and activating the people whose needs are being met. This is often driven or supported by ICT and in many cases represents an important goal of e-Governance. E-Governance also has the potential to contribute to more inclusive and equitable socio-economic development, while protecting natural resources for future generations. ICT enables all kind of new applications and can be transformative. How can governments, supported by ICT, work with citizens, businesses, academia and other non-state actors to pursue both needs- and rights-based, equitable and sustainable development?

Topics of interest include, but are not limited to, the following:

- Access in Rural Areas
- Community Development
- Data for Governance
- Development Approaches
- Emergency Assistance
- Public-Private-Civil Governance
- Community Development
- Green Government
- Green Technology
- Healthy Lifestyle Intervention
- ICT against Poverty, Hunger, Exploitation and Marginalization
- Impact Assessment of EGOV supporting Sustainable Development
- Inter-Generational Relationships
- Modeling Life Settings and Life Scenarios
- Monitoring of Health and Chronic Diseases
- Personal Activity Management
- Public Services for Rural Population
- Public Services for Vulnerable Groups
- Remote and Self Health Monitoring
- Rural Government and Mobile Governance
- Stakeholder Engagement and Management
- Digital Social Innovation

6) INSTITUTIONAL EFFECTIVENESS AND RESPONSIVENESS

The diffusion of ICTs in society and within governments' organizations is calling for new managerial approaches and capabilities to deal with the new strategic, organizational,

institutional, legal, technological, and economic challenges associated with every e-government deployment. How can government leaders manage and organize these challenges to deliver public value?

Topics of interest include, but are not limited to, the following:

- Business Process Integration
- Business Process Reengineering
- Changes in Hiring Patterns of Government Workers
- Chief Information Officer
- Collaborative Government
- Emergency and Disaster Response
- Experience and Knowledge Sharing
- Government Information Leadership
- Human Resource Management
- Interoperability
- Knowledge Management in Government
- Knowledge Retention
- Lean Government
- Mobile Government
- Mobile Public Services
- Performance Management
- Public Value
- Public-Private Partnerships
- Regulatory Government
- Re-organization of Government Functions
- Sustainability of Electronic Government Initiatives
- Technological Culture
- Transformation and Change Management
- Transformative Government

The three ICEGOV2015-16 thematic sessions are:

7) INTELLIGENT INFORMATION SYSTEMS FOR GOVERNMENT

Organizational Intelligent Systems provide sophisticated technological solutions in a variety of areas, like business, transportation, health, decision making processes, among others, and Electronic Governance (e-Governance) is not an exception. This thematic session is oriented towards the following question: how can novel information systems and computer science theoretical frameworks and/or new applications of intelligent information systems can provide added value in the area of Electronic Governance?

Topics of interest include, but are not limited to, the following:

- Knowledge Representation and Reasoning for e-Governance
- Big Data Intelligent Processing for Enhancing Public Service Delivery and Policy-making

- Biomimetics for e-Governance
- Cognitive Cities and Intelligent Systems for Smart Cities
- Granular Computing for Enhanced Public Services
- Fuzzy Sets and Soft Computing for e-Government
- Semantic Technologies for e-Governance
- Social Network Analysis for Government Information Networks
- Recommender Systems Technologies for e-Governance
- Intelligent Information Systems for Smart Governance
- Intelligent ICT Solutions for e-Participation
- New Advanced ICT-Solutions for Smart Cities
- Intelligent Systems and e-Democracy
- Preservation and Dissemination of Cultural Assets Using Intelligent Systems

8) EGOV AND THE TOURISM SECTOR

Travel and Tourism do account for an important part of national GDP and employments worldwide, and are among the most important export sectors for many developing economies. Travelers moving across borders for touristic reasons have reached 1.1 billion in 2014 according to the World Tourism Organization (UNWTO): they do not bring only money and resources, but also ideas and opportunities for meaningful encounters and peaceful dialogues. The session focusses on the Government/Policy layer of e-Tourism exploring how to outline rules and regulations of the ICT and tourism 'game' on regional, national, and international contexts, how to innovate on institutional structures and mechanism for ensuring participation in tourism-related governance processes, as well as how to lay the cornerstones for tourism activities contributing to sustainable development.

Topics of interest include, but are not limited to, the following:

- e-Tourism and ICT for development (ICT4D)
- Public-Private Partnerships in e-Tourism
- Visa Custom Processes and Tourism-related Services
- Countries' Reputation in Online Media
- Big Data, Open Data in Tourism and Tourism Statistics
- Data Privacy in Tourism-related Services
- ICTs and Sustainable Tourism, including Environmental, Economic, Social and Cultural Sustainability
- e-Learning by National/Regional Tourism Offices
- Regulatory and Taxation Issues facing New (international) Players and New Business Models
- Online Information for Foreigners Willing to Visit a Country/ Tourism Destination, and for Own Citizens Willing to Travel Abroad
- Usability and Accessibility of Government e-Tourism services

9) EGOV FOR SECURITY AND URBAN RESILIENCE

Cities offer people around the world the promise of better education, health care, employment and quality of life. They also feature slums, urban sprawl, homelessness,

absence of social controls characteristic to rural areas and small towns, and global networks and influence that breed various forms of criminality, violence and depravation. The thematic session focuses on studies analyzing how EGOV solutions applied by urban communities and governments can strengthen their security and resilience of negative effects of urbanization.

Topics of interest include, but are not limited to, the following:

- New Trends in Community Security
- Community- and Government-led EGOV Solutions to Enhance Community Security and Resilience
- EGOV Solutions for Community Policing to Protect the Disadvantaged
- EGOV Solutions for Mitigating Urban Violence
- EGOV to Support Neighborhood Watchdogs
- Crowdsourcing Local Security Situation
- EGOV for Reporting Human Rights Violation
- EGOV Solutions for Enhancing Police-Citizens Interactions
- EGOV Solutions for Building Trust between Police and Citizens
- EGOV Solutions Addressing Police-Community Problems
- Innovative Solutions Promoting Police-Community Collaboration
- EGOV Services Assisting Police to Control Disorder and Crime
- EGOV Services Contributing to Reducing Delinquency
- EGOV Solutions for Structural Changes in Police Organizations
- EGOV Solutions for Enhancing Effectiveness and Efficiency of Police
- EGOV Solutions for Better Policing Public Places
- EGOV Solutions for Identifying and Monitoring Crime Hot Spots
- EGOV Support for Transferring Security Responsibilities to Local Authorities
- EGOV for Monitoring Police Activities

10) DOCTORAL COLLOQUIUM

Submissions to the Doctoral Colloquium are welcome from doctoral students who would like to present their research work on any topic related to the theme of the conference. Each submission should explain the research problem addressed and why the problem is important, the research questions pursued and the research methodology adopted to pursue them, what kind of scientific and technical challenges were encountered in the course of the research, and obtained or emerging research results. Presentation of student work at the Doctoral Colloquium aims at providing feedback from academic experts and building students' peer-to-peer and professional networks.

11) TUTORIALS

We invite proposals for tutorials from active researchers and experienced tutors. Tutorials are half-day presentations that provide deeper insight into electronic governance research and practice. Tutorials are intended to provide insights into good practices and up-to-date research strategies related to Electronic Governance that would benefit researchers and practitioners.

SUBMISSION CATEGORIES

Completed or ongoing work can be submitted as research papers, experience papers, poster papers or doctoral research papers, in addition to proposals for tutorials:

- Research papers – The papers that provide the results of complete or ongoing research in one or more aspects of EGOV, with proven or potential capability to advance the state of research in the field. Complete research papers are limited to 10 pages, while ongoing research papers are limited to 4 pages.
- Experience papers – The papers that describe completed or ongoing innovations in EGOV practice or policy with proven or potential capability to advance the state of practice in the field including critical success factors and insights on the challenges encountered and how they were or are addressed. Complete experience papers are limited to 10 pages, while ongoing experience papers are limited to 4 pages.
- Poster papers – The papers that present new ideas and initiatives with potential to advance the state of research and state of practice in the field. Poster papers are limited to 2 pages.
- Doctoral research papers – The papers submitted by doctoral students to describe their research related to the topics of the conference. Doctoral research papers are limited to 4 pages.
- Tutorials – The following information is required: 1) title; 2) below 150 words abstract; 3) targeted audience; 4) prerequisites, if any; 5) learning outcomes; 6) description – a tutorial should cover wide and relevant related topics in the literature and not only focus on the tutors' own research; 7) bios of the tutor(s) and 8) list of references. Proposals are limited to 2 pages. A template for proposals is available on the ICEGOV website (www.icegov.org).

SUBMISSION PROCEDURE

1. Preparation – All papers should be written in English, prepared using the Word template provided at <http://www.acm.org/sigs/publications/pubform.doc> and conforming to the page limits set for the corresponding submission categories: 10 pages for completed research or experience papers, 4 pages for ongoing research or experience papers and for doctoral research papers, and 2 pages for poster papers.
2. Submission – All papers should be submitted without any means of identifying their authors through <http://www.easychair.org/conferences/?conf=icegov2015> by the First Submission Deadline.
3. Review – All submitted papers will undergo a double-blind review by the Program Committee and the authors will be notified about acceptance or rejection decisions by the Notification Deadline.
4. Rights management – A link to the online right management form and to instructions on how to fill the form will be sent by the publisher to the authors of accepted papers. After completing the form, the authors will be emailed a copy of the form and the correct rights management text to add to their papers.
5. Revision – Accepted papers must be revised to address reviewer comments, to add author names, affiliations, and to add the rights management text received in (4), and resubmitted through <http://www.easychair.org/conferences/?conf=icegov2015> by the Final Submission Deadline.

All accepted papers will appear in the conference proceedings on the condition that at least one author registers before the Author Registration Deadline and presents the paper at the conference.

SCHOLARSHIPS

Authors of accepted papers will be able to apply for scholarships to partially cover the costs of attending the conference (registration, accommodation or both), with preference given to the authors from developing countries. At most one application will be considered per accepted paper.

PROGRAM

Besides presentations of submitted work (Research Papers, Experience Papers, Poster Papers, Doctoral Papers and Tutorials), the program will also include Keynote Lectures and Plenary Discussions, as well as social events for networking and community building.

PROGRAM CHAIRS

- Jorge ABIN, AGESIC, Uruguay
- John BERTOT, University of Maryland, United States
- Elsa ESTEVEZ, UNU-EGOV, Portugal
- Sehl MELLOULI, Laval University, Canada