



**19<sup>th</sup> Bled eConference**

**eValues**

**Bled, Slovenia, June 5-7, 2006**

**PROGRAM**

**[www.BledConference.org](http://www.BledConference.org)**

**Organized by**

**Faculty of Organizational Sciences, University of Maribor  
Government of the Republic of Slovenia  
Organizations in Slovenia's eCommerce Project  
European Commission  
CEI – Central European Initiative**

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## INFORMATION

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**Conference Chair Assistant:****Andreja Pucihar**

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**Technical support:****Gregor Lenart**

Gregor.Lenart@FOV.Uni-Mb-Si

**Registration Desk**

Sunday, June 4

Monday, June 5 – Wednesday, June 7

14:00 - 19:00

8:00 – 17:30

**Refreshments**

Monday - Tuesday - Wednesday

10.30 – 11.00, 15.30 – 16.00

**Lunch - bife, Hotel Golf**

Monday - Tuesday – Wednesday

12.30 – 14.00

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## INTERNET/eMAIL SERVICE

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**Sunday, June 4 – Wednesday, June 7**

Locations:

Hotel Golf – Lobby

**Wireless access to the Internet at 19<sup>th</sup> Bled eConference**

Wireless Internet access is available at no charge in the lobby and Internet room of Hotel Golf and Hotel Park. Computers are provided by SRC.SI.

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## SPONSORS

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**SRC.SI, Systems Integration**<http://www.src.si>**Microsoft Slovenija**<http://www.microsoft.com/slovenija/>**CEI – Central European Initiative**<http://www.ceinet.org>**Adria Airways**<http://www.adria-airways.com>**Oria Computers**<http://www.oria.si>**Laško Brewery**<http://www.pivo-lasko.si/>

**Monday, June 5, 2006**

<b>Location/Time</b>	<b>9.00 – 10.30</b>	<b>11.00 – 12.30</b>	<b>14.00 – 15.30</b>	<b>16.00 – 17.30</b>
<b>Hotel Golf</b>				
Jupiter I	Plenary Session I Chair: Jože Gričar (page: 6)	Plenary Session II Chair: Douglas R. Vogel (page: 7)	How to prepare for RFID technology to prevent counterfeiting Co-chairs: Miha Praunseis, Mateja Podlogar (page: 7)	The role of service bundling in creating viable eServices Chair: Timber Haaker (page: 10)
Jupiter II			Managing Collaborative and Distributed Team & Project Works Co-chairs: Gordon Sung, Uroš Hribar (page: 7)	Virtual Communities in Action Chair: Stefan Klein (page: 10)
Libertas			Surveying eValues: Experiences and Challenges Chair: Ronald Batenburg (page: 8)	Academic Marketplace Co-chairs: Andreja Pucihar, Radoslav Delina (page: 10)
Concordia			eSilk & eAmber Road Regions Meeting Business and Government Executives & Professors' Commitment To Making A Difference Meeting Co-chairs: Jiang Chianjian, Jože Gričar, Andrew Pinder, Douglas R. Vogel (page: 8)	eSilk & eAmber Road Regions Meeting eParticipation, Social Inclusion, Democratic Engagement: The Next Big eAgenda Co-chairs: Andrew Pinder, Ineke Herweijer (page: <b>Napaka! Zaznamek ni definiran.</b> )
<b>Hotel Park – Reserach Sessions</b>				
Preseren I			eCulture and eSociety Chair: Kai Riemer (page: 9)	Cases Chair: Roger Clarke (page: 10)
Cankar			eAction Chair: Paul Swatman (page: 9)	SMEs and eBusiness Chair: Paula Swatman (page: 11)
Kosovel			Exploring Inter-organisational Information Systems at the Industry Level Participant Information Co-chairs: Stefan Klein, Kai Reimers (page: 9)	

**Tuesday, June 6, 2006**

<b>Location/Time</b>	<b>9.00 - 10.30</b>	<b>11.00 - 12.30</b>	<b>14.00 - 15.30</b>	<b>16.00 - 17.30</b>
<b>Hotel Golf</b>				
Jupiter I	Creative Team Support Workshop Chair: Paul Swatman (page: 11)			Case Studies in Research and Teaching Chair: Petra Schubert (page: 16)
Jupiter II	Implementing Identity Management Technology and Process for Europe's Government's: GUIDE in practice Chair: Lia Borthwick (page: 12)	As We Have Now Best Practice for eGovernment - Which Steps Next? Co-Chairs: Ronald Traunmüller, Maria Wimmer (page: 13)	ICT impact on Disaster Risk Reduction Co-chairs: Guy Weets, Iztok Podbregar (page: 14)	
Libertas	ePrototype Bazaar Co-chairs: Andreja Pucihar, Matthias Glowatz (page: 12)	ePrototype Bazaar Co-chairs: Andreja Pucihar, Matthias Glowatz (page: 12)	Scenario Building for eGovRTD2020	Scenario Building for eGovRTD2020
Concordia	Development of European Co-operation for the Creation of the Information Society across Regions Chair: Ineke Herweijer (page: 12)	Cross border Regional Networking for a Triple Helix based development through ICT Co-chairs: Kjell Peterson Ineke Herweijer (page: 13)	Business & Government Executive Meeting on Cross-border eCommerce Development in eRegion (page: 14)	Business & Government Executive Meeting on Cross-border eCommerce Development in eRegion (page: 14)
<b>Hotel Park - Research Sessions</b>				
Preseren		eStrategy I Chair: Wolfgang Maass (page: 13)	eStrategy II Chair: Yao-Hua Tan (page: 15)	eSecurity and ePrivacy Chair: Wil Janssen (page: 16)
Cankar		eSearch Services Chair: Christine Legner (page: 13)	Adoption and Diffusion in Electronic Markets Chair: Julie Fisher (page: 15)	Virtual Collaboration Chair: Douglas R. Vogel (page: 16)
Kosovel			REGEBLab - Research and Competency eGovernment and eBusiness Lab Development Co-chairs: Petra Schubert, Roumen Nikolov, Kamelia Stefanova, Dorina Kabakchieva, Michael Quade (page: 15)	

**Wednesday, June 7, 2006**

Location/Time	9.00 - 10.30	11.00 - 12.30	14.00 - 15.30	16.00 - 17.30
<b>Hotel Golf</b>				
Jupiter I	Information Technology for Adoption and Intelligent Design of eGovernment (ITAIDE) Chair: Yao-Hua Tan (page: 17)	Challenges for the Adoption and Design of eCustoms Chair: Yao-Hua Tan (page: 19)	EU eCustoms Strategy Chair: Wieslaw "Wes" Czyzowicz (page: 20)	Final Plenary Session Co-chairs: Felix J. Hampe, Paula Swatman (page: 23)
Jupiter II	Is My Method Better than Yours? Reconsidering Current Research Approaches in eCommerce Co-chairs: Hans van der Heijden, Felix J. Hampe (page: 17)	Value Sensitive Design Chair: René Wagenaar (page: 19)	Mobile Value Services - Visions and Reality Chair: Christer Carlsson (page: 21)	
Concordia	Preparing for a Cross-Border eInvoicing: Experiences and Future Challenges Chair: Costas Andropoulos (page: 17)	Six eAmber Road Countries Preparing for a Cross-Border eInvoicing: Tax Authorities Involvement Co-chairs: Kalevi Heiliö, Marjan Maček (page: 19)	Six eAmber Road Countries Preparing for a Cross-Border eInvoicing: eTechnology Readiness for Experimenting Co-chairs: Tomaž Domanjko, Lothar Winkelbauer (page: 21)	
<b>Hotel Park - Research Sessions</b>				
Preseren	eHealth Chair: Ville Harkke (page: 17)	eGovernment Chair: Matthias Glowatz (page: 19)	e- and m-Government Chair: Dianne Lux Wigand (page: 21)	
Cankar	eProcess Design I Chair: Virpi Kristina Tuunainen (page: 18)	eProcess Design II Chair: Rolf T. Wigand (page: 20)	eBusiness Models Chair: Petra Schubert (page: 21)	
Kosovel	Mobile Value Services I Chair: Pirkko Walden (page: 18)	Mobile Value Services II Chair: Christer Carlsson (page: 20)	ALADIN Meeting - ALpe ADria Initiative Universities' eNetwork: Contributions to eRegion Development Co-chairs: Paolo Inchingolo, András Gábor (page: 22)	

## eUniversity Forum - eIntegration Challenges for Rectors & Deans: Cross-border Cooperation in eRegion

Hotel Golf, Libertas Hall

Co-CHAIRS:

**Tapio Reponen**, Professor & Rector  
Turku School of Economics and Business Administration,  
Finland

**Friedrich M. Zimmermann**, Professor & Vice Rector  
for Research and Knowledge Transfer  
University of Graz, Austria

PRESENTERS:

**Welcome Address**

**Ivan Rozman**, Professor & Rector  
University of Maribor, Slovenia

**Approaches to East-West Academic Cooperation**

**Andrew Deegan**, Professor & Acting Dean  
UCD School of Business, Quinn School of Business,  
Faculty of Commerce, University College Dublin, Ireland

**Transitions and Challenges of the ongoing German  
University System Migration**

**J. Felix Hampe**, Professor & Dean  
Faculty of Informatics, University of Koblenz-Landau,  
Germany

**Public Private Partnership in Higher Education –  
Risks and Opportunities**

**Robert Leskovar**, Associate Professor & Dean  
Faculty of Organizational Sciences, University of  
Maribor, Slovenia

**Critical Issues for University Management to Support  
Internationalization in CEE: How We can Enhance  
Cross Border Faculty and Student Collaboration**

**Andras Nemeslaki**, Professor & Associate Dean  
International Affairs  
Faculty of Business Administration, Corvinus University  
of Budapest, Hungary

**European Technology Platforms - a New Approach to  
Forging Industry/University Partnerships**

**Rosalie Zobel**, Director  
Directorate G: Components and Systems Information  
Society and Media Directorate-General, European  
Commission, European Union

**Executive Report on ALADIN – ALpe ADria  
INitiative Universities' Network Activities**

PRESENTERS:

**Paolo Inchingolo**, Professor & Director  
Higher Education in Clinical Engineering (HECE)  
Chairman, IHE Transnational Committee for Central and  
Eastern Europe & Delegate, ALADIN – ALpe ADria  
INitiative Universities Network, University of Trieste,  
Italy

**András Gábor**, Associate Professor & Head  
Department of Information Systems, Director,  
Technology Transfer Center Corvinus University of  
Budapest, Hungary

## eValues: Business, Government and Academia Perspective

Hotel Golf, Jupiter Hall 1

Plenary Session I

CHAIR:

**Jože Gričar**, Professor & eCenter Director  
Faculty of Organizational Sciences, University of  
Maribor, Slovenia, & Conference Chair

PRESENTERS:

**Slovenia in the eRegion: Exploiting eValues for the  
Economy Growth**

**Andrej Vizjak**, Minister of the Economy  
Republic of Slovenia

**eValues & the European Union Perspective**

**Romana Jordan Cizelj**, Member of the European  
Parliament  
& Member, Committee on Industry, Research and Energy

**eValues: Current Status and Research Directions**

**Pirkko Walden**, Professor  
Institute for Advanced Management Systems Research,  
Department of Information Technologies, Åbo Akademi  
University, Finland & 2006 Bled eConference Research  
Track Chair

**eValues Research Directions: European Commission  
Plans & Actions**

**Rosalie Zobel**, Director, Directorate G: Components and  
Systems  
Information Society and Media Directorate-General,  
European Commission

**2006 Outstanding Paper Award**

**Roger Clarke**, Principal at Xamax Consultancy Pty Ltd  
and Visiting Professor  
Department of Computer Science, Australian National  
University, Canberra, Australia

**Relevance of eRegions Development to a Higher Competitiveness and a Better Life**

Hotel Golf, Jupiter Hall 1

Plenary Session II

## CHAIR:

**Douglas R. Vogel**, Professor/Chair of Information Systems  
Department of Information Systems, City University of Hong Kong, SAR, China

## PRESENTERS:

**Challenges in eConnectivity of the eSilk & eAmber Road Regions**

**Andrew Pinder**, Director  
Entrust & Group President, Government Affairs, British Telecom & Chairman, British Educational Communications and Technology Agency, United Kingdom

**Challenges in Business-to-Business and Business-to-Government Cross-border Connectivity**

**Yao-Hua Tan**, Professor  
Information Management Group, Department of Economics and Business Administration, Vrije University Amsterdam, The Netherlands & Coordinator, ITAIDE - Information Technology for Adoption and Intelligent Design for eGovernment, Integrated Project

**Innovative Approaches to eRegions Development: Global IT Provider Perspective**

**Wilfried Grommen**, General Manager  
Business Strategy EMEA HQ, Microsoft  
**Challenges in eSolutions Development & Implementation in the eRegion of the Neighboring Countries**

**Ivan Žerko**, President  
SRC.SI, Systems Integration, Slovenia  
**European Commission Research & Action Plans for the Cross-border eRegions Development**  
**Stephan Pascall**, Advisor to Director  
International Cooperation, New Member States  
Integration, Regional Aspects and Communications,  
Information Society and Media Directorate-General  
**Colin Wolfe**, Head of Unit E/4, Slovakia and Austria  
Regio Directorate-General, European Commission

**How to Prepare for RFID Technology to Prevent Counterfeiting**

Hotel Golf, Jupiter Hall 1

Workshop

## Co-CHAIRS:

**Miha Praunseis**, R&D Director  
Oria Computers, Slovenia  
**Mateja Podlogar**, Assistant Professor & Head  
eProcurement Laboratory, Faculty of Organizational Sciences, University of Maribor, Slovenia

## PANELISTS:

**Stamatis Karnouskos**, Senior researcher  
SAP AG, SAP Research, Germany

**Tanja Lesničar**, Head of eBusiness  
Gorenje, Slovenia  
**Robert Ljoljo**, Head  
Manufacturing Informatics, LEK d.d. (a Sandoz Company), Slovenia  
**Florian Michahelles**, Project Manager and Associate Director  
Auto-ID Labs, ETH Zurich, Switzerland

**Managing Collaborative and Distributed Team & Project Works**

Hotel Golf, Jupiter Hall 2

## Co-CHAIRS:

**Gordon Sung**, Researcher  
CeTIM, Germany  
**Uroš Hribar**, Senior Researcher  
University of Maribor, Slovenia

## PANELISTS:

**David Balazic**, Consultant  
Microsoft Slovenia  
**Robert Korošec**, Group leader  
Oracle Slovenia  
**Gregor Lončar**, Manager of Software Group  
IBM Slovenia

**Bernhard R. Katzy**, Professor & Director  
CeTIM- Center for Technology and Innovation Management  
UniBw München, Germany & Universiteit Leiden, The Netherlands  
**Richard Scudder**, Chair  
Information Technology and Electronic Commerce Department  
Daniels College of Business, University of Denver, United States  
**Pascal Sieber**, Director  
Swiss Productivity Institute, Switzerland

**Monday, June 5**

**14:00 – 15:30**

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### **Surveying eValues: Experiences and Challenges**

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Hotel Golf, Libertas Hall

CHAIR:

**Ronald Batenburg**, Associate Professor  
Department of Information and Computing Sciences,  
Utrecht University, The Netherlands

PANELISTS:

**Georgios Karageorgos**, Expert - Project Manager  
European Commission, DG Enterprise & Industry,  
Brussels, Belgium

**Hannes Selhofer**, Project Manager  
Empirica Gesellschaft für Kommunikations and  
Technologieforschung, Bonn, Germany

**Vasja Vehovar**, Associate Professor  
Faculty of Social Sciences, University of Ljubljana,  
Slovenia

**Fernando Reis**, Principal Administrator  
European Commission, DG Eurostat, Luxembourg (to be  
confirmed)

**Niels de Lanoy**, Principal Researcher  
Sector Onderzoek Waarneming Bedrijven, Statistics  
Netherlands (CBS), Voorburg, The Netherlands (to be  
confirmed)

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**Monday, June 5**

**14:00 – 17:30**

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### **eSilk & eAmber Road Regions Meeting**

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Hotel Golf, Concordia Hall

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### **Business & Government Executives & Professors' Commitment To Making A Difference**

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MEETING Co-CHAIRS:

**Jože Gričar**, Professor & eCenter Director  
Faculty of Organizational Sciences, University of  
Maribor, Slovenia, & Conference Chair  
**Ineke Herweijer**, General Coordinator  
The TeleRegions Network (TRN), Belgium  
**Andrew Pinder**, Director Entrust & Group President,  
Government Affairs, British Telecom & Chairman,  
British Educational Communications and  
Technology Agency, former e-Envoy, United Kingdom  
**Doug Vogel**, Professor & Chair  
Department of Information Systems, City University of  
Hong Kong, SAR, China

DISCUSSANTS:

**Niels Bjoern-Andersen**, Professor & Director  
Center for Electronic Commerce  
Department of Informatics, Copenhagen Business School,  
Denmark  
**Wieslaw Czyzowicz**, Professor of Customs Policy and  
Law & Head  
Business Law Department, Warsaw School of  
Economics, Poland

**Dragan Čišić**, Associate Professor & Vice Dean for  
Research and Technology  
Faculty of Maritime Studies, University of Rijeka, Croatia  
**Antti Eskola**, Commercial Counsellor  
Ministry of Trade and Industry, Finland  
**Janez Gabrijelčič**, Consultant  
Chair, Annual Forum on Excellence and Mastery, Otočec,  
Society of Economists of Dolenjska and Bela Krajina,  
Slovenia

**Primož Gričar**, Project Manager  
Oracle Software d.o.o., Slovenia  
**Wilfried Grommen**, General Manager  
Business Strategy EMEA HQ, Microsoft  
**Gerhard Laga**, eCenter Manager  
Department Strategies, Austria

**Klemen Prešeren**, Director  
Gorenje Skandinavien A/S, Denmark  
**Yao-Hua Tan**, Professor  
Department of Economics and Business Administration,  
Vrije University Amsterdam, The Netherlands &  
Coordinator, ITAIDE - Information Technology for  
Adoption and Intelligent Design for eGovernment,  
Integrated Project of The European Community,  
6th Framework Programme

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### **eParticipation, Social Inclusion, Democratic Engagement: The Next Big eAgenda**

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Co-CHAIRS:

**Andrew Pinder**, Director  
Entrust & Group President, Government Affairs, British  
Telecom & Chairman, British Educational  
Communications and Technology Agency, former e-  
Envoy, United Kingdom  
**Ineke Herweijer**, General Coordinator  
The TeleRegions Network (TRN)  
**Matjaž Janša**, Director General  
Directorate for Electronic Communications, Ministry of

Economy, Slovenia

DISCUSSANTS:

**Julia Glidden**, Board Member  
International Centre of Excellence for e-Democracy and  
Managing Director, 21c Consultancy, United Kingdom  
**Rolf Hochreiter**, Head of Division VII B 4  
Information Industry, Application of Information  
Technologies, Federal Ministry of Economics and  
Technology, Germany



**Dylan Jeffrey**, Programme Director  
Local e-Democracy, UK Office of Deputy Prime  
Minister, United Kingdom  
**Anton Kokalj**, Chairman  
Committee on EU Affairs, National Assembly, Slovenia  
**Otto Peperna**, Head of Unit  
International Innovation and Technology, Federal  
Ministry for Economic Affairs and Labour, Austria

**Daniel van Lerberghe**, President & Executive Director  
Politech Institute, European Center of Political  
Technologies, Belgium  
**Rosalie Zobel**, Director, Directorate G: Components and  
Systems, Information Society and Media Directorate-  
General, European Commission, European Union  
**Mladen Mauher**, CEO  
Multidimensional Management Consulting, Ltd., Croatia

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**Monday, June 5**

**14:00 – 15:30**

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### **eCulture & eSociety**

Hotel Park, Prešeren Hall

CHAIR:

**Kai Riemer**  
University of Muenster, Germany

PANELISTS:

**Customs and values of the Internet community**

**Paul Przemyslaw Polanski**  
Leon Kozminski Academy of Entrepreneurship and  
Management, University of Warsaw, Poland

**What's the Use of Guidebooks in the Age of  
Collaborative Media? Empirical Evaluation of Free  
and Commercial Travel Information**  
**Marco Prestipino**

**Felix-Robinson Aschoff**

**Gerhard Schwabe**  
Department of Informatics, University of Zurich,  
Switzerland

**Convention on e-contracting: the rise of international  
law of electronic commerce?**

**Paul Przemyslaw Polanski**  
Leon Kozminski Academy of Entrepreneurship and  
Management, University of Warsaw, Poland

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### **eAction**

Hotel Park, Cankar Hall

CHAIR:

**Paul Swatman**, Professor  
School of Computing and Information Science,  
University of South Australia, Australia

**How do Corporations Use Internet for Public  
Relations**

**Jaka Lindič**  
Faculty of Economics, University of Ljubljana, Slovenia

**The Worth of Anonymous Feedback**

**Heinz Dreher**  
School of Information Systems, Curtin University of  
Technology, Australia

**Hermann Maurer**

Institute for Information Systems and Computer Media  
(IICM) Graz University of Technology, Austria

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### **Exploring Inter-organisational Information Systems at the Industry Level Participant Information**

Hotel Park, Kosovel Hall

Co-CHAIRS:

**Stefan Klein**, John Sharkey Professor of Electronic  
Commerce  
University College of Dublin, Ireland

**Kai Reimers**, Professor of Information Systems  
RWTH Aachen University, Germany

**Rolf Wigand**, Maulden-Entergy Chair and Distinguished  
Professor  
Information Science and Management, University of  
Arkansas at Little Rock, United States

**Federico Pigni**

Università Cattaneo, Italy  
**Robert Johnston**, Professor  
University of Melbourne, Australia

**Sherah Kurnia**,  
University of Melbourne, Australia

**Shirley Gregor**, Professor

**Michael Jacobides**, Professor  
London Business School, United Kingdom

**Stephan Billinger**

London Business School, United Kingdom

### The Role of Service Bundling in Creating Viable eServices

Hotel Golf, Jupiter Hall 1

CHAIR:

**Timber Haaker**, Researcher  
Telematica Instituut, The Netherlands

**Ziv Baida**, Researcher

Faculty of Economics and Business Administration, Free  
University Amsterdam, The Netherlands

PANELISTS:

**Claas Müller-Lankenau**, Research Associate  
Department of Information Systems, University of  
Münster, Germany

**Henny de Vos**, Researcher

Telematica Institute, The Netherlands

### Virtual Communities in Action

Hotel Golf, Jupiter Hall 2

CHAIR:

**Stefan Klein**, Professor  
University College Dublin, Ireland & Universität  
Münster, Germany

**Olivier Rerolle**, Community Coach

CeTIM, Leiden, The Netherlands

PRESENTERS:

**Bernhard Katzy**, Professor  
Uni Bw München, Germany & Leiden University, The  
Netherlands

**Yao-Hua Tan**, Professor

Information Management Group, Department of  
Economics and Business Administration, Vrije University  
Amsterdam, The Netherlands & Coordinator, ITAIDE -  
Information Technology for Adoption and Intelligent  
Design for eGovernment, Integrated Project

### Academic eMarketplace (ACEM) – Integration of Research and Practice for Teaching of eBusiness and eMarketplaces

Hotel Golf, Libertas Hall

Co-CHAIRS:

**Andreja Pucihar**, Assistant Professor  
eMarkets Laboratory, Faculty of Organizational Sciences,  
University of Maribor, Slovenia

**Dragan Čišić**, Associate Professor & Vice Dean for  
Research and Technology

Faculty of Maritime Studies, University of Rijeka, Croatia

**Radoslav Delina**, Assistant Professor  
Faculty of Economics, University of Technology, Kosice,  
Slovak Republic

**Matthias Glowatz**, College Lecturer

Department of Management Information Systems, School  
of Business, University College Dublin, Ireland

PARTICIPANTS:

**Ronald Batenburg**, Associate Professor  
Department of Information and Computing Sciences,  
Utrecht University, The Netherlands

**Primož Gričar**, Project Manager  
Oracle Software d.o.o., Slovenia

**Gregor Lenart**, Teaching Assistant

Head of eCollaboration Laboratory, Faculty of  
Organizational Sciences, University of Maribor, Slovenia

### Cases

Hotel Park, Prešeren Hall

CHAIR:

**Roger Clarke**, Principal & Visiting Fellow, Outstanding  
Paper Award Committee Chair  
Xamax Consultancy Pty Ltd, & The Australian National  
University, Australia

**RFID's Potential in the Fashion Industry: A Case  
Analysis**

**Claudia Loebbecke** Professor & Director  
University of Cologne, Germany

**Jonathan Palmer**

College of William & Mary, United States

**Evolution of Process Portals to Multi-Channel  
Architectures - A Service-Oriented Approach at ETA  
CS**

**Claudio Huyskens**

University of Cologne, Germany

**Jan W. Schemm**

**Christine Legner**

Institute of Information Management, University of St.  
Gallen, Switzerland

**An Investigation of eMarketing Within the Second  
Hand Book Trade**

**Anthony Davies**

**Annabel Lloyd-Jones**

Cardiff University, United Kingdom

**Rudolf Zurmühlen**

ETA SA Manufacture Horlogère Suisse, Switzerland

**Juan Rodon**

**Juan-Ramis Pujol**

ESADE, Universitat Ramon Llull, Spain

**Exploring the Intricacies of Integrating with a Port  
Community System**

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## Implementing Identity Management Technology and Process for Europe's Government's: GUIDE in practice

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Hotel Golf, Jupiter Hall 2

CHAIR:

**Lia Borthwick**

British Telecommunications, plc, United Kingdom

PANELISTS:

**Lia Borthwick**

British Telecommunications, plc, United Kingdom

PANELISTS:

**Identity Management to support cross-border eGovernment applications in the Social Security Domain**

**Gerrit Ros**

British Telecommunications plc, The Netherlands

**Organisational, Political and Societal Identity Management issues for Pan-European interoperable eGovernment services**

**Kamelia Stefanova**

University of Sofia, Bulgaria

**Identity Management to support cross-border eGovernment applications in the Public Procurement (e-Procurement & eTendering) Domain**

**Philip Seltsikas**

University of Surrey, United Kingdom

**The analysis of Stakeholder Opinion on electronic identity**

**Orlando Plunkett-Green**

Infonic, United Kingdom

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## SMEs and eBusiness

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Hotel Park, Cankar Hall

CHAIR:

**Paula Swatman**, Professor

DAIS/Fuji Xerox/State Library of SA Professor of Business Information Management and Professor of Information Systems, University of South Australia, Australia

**The Importance of ICT: An Empirical Study in Swiss SMEs**

**Uwe Leimstoll**, Senior Lecturer

**Petra Schubert**, Professor

University of Applied Sciences, Northwestern Switzerland

**eBusiness Change Management in SMEs: An Initial Investigation**

**Anthony Davies**

**Ceri Evans**, Satellite Office Manager

**Martin Parfett**

**Andrew Emery**

Cardiff University, United Kingdom

**Virtual Communities of Practice among Regional Small Businesses: Formalisation Vs Informal Networks**

**Cecily Mason**, Doctoral Candidate

**Tanya Castleman**, Professor

**Craig Parker**

Business School, Deakin University, Australia

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**Tuesday, June 6**

**9:00 – 10:30**

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## Creative Team Support Workshop

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Hotel Golf, Jupiter Hall 1

CHAIR:

**Paul Swatman**, Professor

School of Computing and Information Science, University of South Australia, Australia

**Gerhard Schwabe**, Professor

University of Zurich, Switzerland

**Gerald Quirchmayr**, Professor

Department of Distributed and Multimedia Systems, University of Vienna, Austria

PRESENTERS:

**Douglas R. Vogel**, Professor/Chair of Information Systems

Department of Information Systems, City University of Hong Kong, SAR, China

**David Cropley**, Associate Professor

Director, Systems Engineering and Evaluation Centre, University of South Australia, Australia

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## Implementing Identity Management Technology and Process for Europe's Government's: GUIDE in practice

---

Hotel Golf, Jupiter Hall 2

CHAIR:

**Lia Borthwick**

British Telecommunications, plc, United Kingdom

**Identity Management to support cross-border eGovernment applications in the Social Security Domain**

**Gerrit Ros**

British Telecommunications plc, The Netherlands

PANELISTS:

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**Organisational, Political and Societal Identity  
Management issues for Pan-European interoperable  
eGovernment services**  
**Kamelia Stefanova**  
University of Sofia, Bulgaria

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**Identity Management to support cross-border  
eGovernment applications in the Public Procurement  
(e-Procurement & eTendering) Domain**  
**Philip Seltsikas**  
University of Surrey, United Kingdom

**The analysis of Stakeholder Opinion on electronic  
identity**  
**Orlando Plunkett-Green**  
Infonic, United Kingdom

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**Tuesday, June 6**

**9:00 – 10:30 and 11:00 – 12:30**

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**ePrototype Bazaar: The Undergraduate and Graduate Students Prototype  
Presentation**

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Hotel Golf, Libertas Hall

Co-CHAIRS:

**Andreja Pucihar**, Assistant Professor & Head  
eMarkets Laboratory, Faculty of Organizational Sciences,  
University of Maribor, Slovenia

**Matthias Glowatz**, College Lecturer

Department of Management Information Systems, School  
of Business, University College Dublin, Ireland

PRESENTERS:

**Templates Use in Business Process Definition**

**Martin Huňady**

Department of Computers and Informatics, Technical  
University of Košice, Slovakia

**Distributed Rules Implementation in Business Process  
Negotiations**

**Milan Varga**

Department of Computers and Informatics, Technical  
University of Košice, Slovakia

**Case Study by Universal Business Language**

**Andrea Mojžišova**

Department of Applied Informatics and Process Control,  
Technical University of Košice, Slovakia

**Evaluation of efficiency and performance of customer  
loyalty in eCommerce environment**

**Kornelia Pupakova**

---

Department of Applied Informatics and Process Control,  
Technical University of Košice, Slovakia

**Classifying Business Model Research According to a  
Business Model Research Schema**

**Susan Lambert**

Flinders University, School of Commerce, Australia

**Medical Operator**

**Elżbieta Jeżienicka**

**Maciej Wąsek**

Student Scientific Association of eBusiness,  
The Collegium of Business Administration, Warsaw  
School of Economics, Poland

**Case Study: Integrating ePrototyping into  
Postgraduate Teaching**

**Andrea Timmins**

**Therese Hogan**

University College Dublin, Ireland

**eProcurement and Sourcing processes by using Oracle  
eBusiness Suite**

**Aleš Kravos**

**Damjan Uršič**

Faculty of Organizational Sciences, University of  
Maribor, Slovenia

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**Tuesday, June 6**

**9:00 – 10:30**

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**TeleRegions Network (TRN) Meeting Development of European Co-operation for the  
Creation of the Information Society across Regions**

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Hotel Golf, Concordia Hall

CHAIR:

**Ineke Herweijer**, General Coordinator  
TeleRegions Network (TRN), Belgium

PRESENTERS:

**TRN Development and Objectives**

**Kjell Peterson**, President

TeleRegions Network (TRN), Belgium

---

**Present and Future Structure of TRN**

**Georg Weiers**, Executive Officer

TeleRegions Network (TRN), Belgium

**TeleRegions at Work**

Representative of the Bratislava, Budapest, Prague, West  
Sweden Region

Name & affiliation to be indicated

### As We Have Now Best Practice for eGovernment - Which Steps Next?

Hotel Golf, Jupiter Hall 2

Co-CHAIRS:

**Roland Traunmüller**, Professor

University of Linz, Austria

**Maria Wimmer**, Professor

Institute of IS Research, University of Koblenz-Landau,  
Germany

PANELISTS:

**Christine Leitner**, Professor

Danube-University Krems, Austria

**Andreja Pucihar**, Assistant Professor & Head

eMarkets Laboratory, Faculty of Organizational Sciences,

University of Maribor, Slovenia

**Paula Swatman**, Professor

DAIS/Fuji Xerox/State Library of SA Professor of  
Business Information Management and Professor of  
Information Systems, University of South Australia,  
Australia

**Mirko Vintar**, Professor

University of Ljubljana, Slovenia

**Dianne L. Wigand**, Professor

University of Arkansas at Little Rock, United States

### Cross Border Regional Networking for a Triple Helix Based Development Through ICT

Hotel Golf, Concordia Hall

Co-CHAIRS:

**Kjell Peterson**, Secretary General

**Ineke Herweijer**, General Coordinator

The TeleRegions Network (TRN), Belgium

PRESENTERS:

**Miroslav Kukučka**, Government Plenipotentiary for  
Information Society

Ministry of Transport, Post and Telecommunications,  
Slovak Republic

**Stephan Pascall**, Advisor to Director

International Cooperation, New Member States

Integration, Regional Aspects and Communications,  
Information Society and Media Directorate-General,  
European Commission

**Georg Weiers**, Executive Officer

The TeleRegions Network (TRN), Belgium

**Colin Wolfe**, Head of Unit E/4, Slovakia and Austria

Regio Directorate-General, European Commission

**Denisa Žiláková**, Director General for Information

Society, The Ministry of Transport, Posts and  
Telecommunications, Slovak Republic

### eStrategy I

Hotel Park, Prešeren Hall

CHAIR:

**Wolfgang Maass**, Professor

Furtwangen University, Germany

**A Hybrid Modeling Approach for Strategy**

**Optimization of E-business Values**

**Chien-Chih Yu**, Professor

National ChengChi University, Taiwan

**Factors Affecting Perceived Impact of Electronic  
Marketplaces**

**Eleftherios Kioses**, Research Officer

**Katerina Pramadari**

**Georgios Doukidis**, Professor

ELTRUN - Department of Management Science and  
Technology, Athens University of Economics &  
Business, Greece

**Modeling Pricing for Configuring e-Service Bundles**

**Benito de Miranda**

**Ziv Baida**, Postdoctoral fellow

**Jaap Gordijn**

Free University Amsterdam, The Netherlands

### eSearch Services

Hotel Park, Cankar Hall

CHAIR:

**Christine Legner**

Institute of Information Management, University of St.  
Gallen, Switzerland

**An Empirical Study into User Problems with  
Thesaurus and Commercial Search Systems**

**Anthony Davies**

**Mandeep Kaler**

Cardiff University, United Kingdom

**Personalisation of eSearch Services – Concepts,  
Techniques, and Market Overview**

**Kai Riemer**

**Fabian Brüggemann**

University of Muenster, Germany

**An Open Source Approach to Medium Term Data Archiving**  
**Sherine Antoun**  
**John Fulcher**

University of Wollongong, Australia  
**Carole Alcock**, Associate Professor  
University of South Australia, Australia

**Tuesday, June 6**

**14:00 – 15:30**

## **ICT Impact on Disaster Risk Reduction**

Hotel Golf, Jupiter Hall 2

Co-CHAIRS:

**Guy Weets**, Deputy Head of Unit ICT for the Environment  
Information Society and Media Directorate-General,  
European Commission

PRESENTERS:

**Borja Izquierdo**, Project Manager  
ATOS Origin, Spain  
**Iztok Podbregar**, Director Member and Secretary,  
National Security Council & EU Fighting Against  
**Dennis Michael Egan**, Adjunct Professor  
Institute of Crisis, Disaster, Emergency and Risk  
Management  
School of Engineering and Applied Science, The George  
Washington University, United States

Terrorism National Coordinator  
Slovenian Intelligence and Security Agency, Government  
of the Republic of Slovenia  
**Lawrence Sellin**, Solution Leader  
Public Sector - Defence Industry, Network Centric  
Operations, IBM Business Consulting Services EMEA-  
Nordic/Baltic Region, Finland  
**Michel Castellanet**, Telecommunication Applications  
Director  
Telecom Business Unit, Alcatel Alenia Space, France  
**Edith Wilkinson**  
Cranfield Defence Academy  
**Thomas Engel**, Professor  
University of Luxemburg, Luxemburg  
or **Harold Linke**, Director  
Hitech SA Luxemburg

**Tuesday, June 6**

**14:00 – 15:30 and 16:00 - 17:30**

## **Business & Government Executive Meeting on Cross-border eCommerce Development in eRegion**

Hotel Golf, Concordia Hall

### **Government Involvement in the Cross-border eRegion Development**

Co-chairs:

**Jože Zrimšek**, Director General, Head of Delegation  
Directorate for Information Society, Ministry of Higher  
Education, Science, and Technology, Slovenia  
**Otto Peperna**, Head of Unit, Head of Delegation  
International Innovation and Technology, Federal  
Ministry for Economic Affairs and Labour, Austria

Discussants:

**Constantin Andropoulos**, Head of Unit  
**Iordana Eleftheriadou**, Principal Administrator  
Technology for innovation; ICT industries and e-business,  
Enterprise and Industry Directorate-General, European  
Commission  
**Rosalie Zobel**, Director, Directorate G: Components and  
Systems  
Information Society and Media Directorate-General,  
European Commission  
**Rolf Hochreiter**, Head of Division VII B 4, Head of  
Delegation  
Information Industry, Application of Information  
Technologies, Federal Ministry of Economics and  
Technology, Germany  
**Miroslav Kukučka**, Government Plenipotentiary for  
Information Society, Head of Delegation, Slovak  
Republic

**Denisa Žiláková**, Director General for Information  
Society, Ministry of Transport, Post and  
Telecommunications, Slovak Republic  
**Robert Kromer**, Consultant  
IT Consulting & Coaching GesmbH, Program  
Coordination "digital economy-ICT", Ministry of  
Economic Affairs and Labor, Austria  
**Peter Sonntagbauer**, Management Consulting  
Austrian Federal Computing Center, Austria  
**Matjaž Janša**, Director General  
Directorate for Electronic Communications, Ministry of  
Economy, Slovenia  
**Dušan Kričej**, Deputy Director General  
Directorate for eGovernment and Administrative  
Processes, Ministry of Public Administration, Slovenia  
**Miroslav Marenčik**, Head of Trade and Economic  
Section  
Embassy of the Slovak Republic to the Republic of  
Slovenia

### **Business Involvement in the Cross-border eRegion Development**

Co-chairs:

**Ivan Žerko**, President  
SRC.SI, Systems Integration, Slovenia  
**Gerhard Laga**, eCenter Manager  
Department Strategies, The Austrian Federal Economic  
Chamber, Austria



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Discussants:

**Milan Jelovčan**, Member of the Management Board & Director of Organization and Informatics  
Merkur - Trade and Services, Slovenia  
**Cinzia Spagno**, ICT Department Head  
Hospital-University Enterprise "Ospedali Riuniti" of Trieste, Regional Health Service, Regione Friuli Venezia Giulia, Italy  
**Darko Bohnc**, Vice Governor & President, Payment Services Committee  
Bank of Slovenia, Slovenia  
**Sonja Klopčič**, Director  
Oria Computers, Slovenia  
**Andreas Kolb**, Prokurist & Head Product Management and Sales  
EBPP Electronic Bill Presentment and Payment GmbH, Austria

**Lothar Winkelbauer**, ebConsultant  
Project Coordinator, AustriaPro, Austria  
**Georg Krauchenberg**, Commercial Counsellor  
Embassy of the Republic Austria to the Republic of Slovenia  
**Christian Becker**, Head Legal Department  
German Chamber of Commerce in Slovenia, Germany  
**Bernhard R. Katzy**, Professor & Founder of CeTIM GmbH  
University BW München  
**Christian Kittl**, Head, Business Models Unit  
evolaris eBusiness Competence Center, Austria  
**Paolo Inchingolo**, Professor & Director, Higher Education in Clinical Engineering (HECE)  
Chairman, IHE Transnational Committee for Central and Eastern Europe & Delegate, ALADIN – ALpe ADria Initiative Universities Network, University of Trieste, Italy

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**Tuesday, June 6**

**14:00 – 15:30**

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## **eStrategy II**

Hotel Park, Prešeren Hall

Research

CHAIR:

**Yao-Hua Tan**, Professor  
Information Management Group, Department of Economics and Business Administration, Free University Amsterdam, The Netherlands & Coordinator, ITAIDE - Information Technology for Adoption and Intelligent Design for eGovernment, Integrated Project  
**Towards an Excellence Framework for Business Interoperability**  
**Christine Legner**  
**Kristin Wende**  
Institute of Information Management, University of St. Gallen, Switzerland

### **E2SP. The Business Case of Environmental Information System in ASP mode**

**Mauro Cislighi**  
Project Automation S.p.A, Italy  
**Robert Baker**  
GL2006 Europe, United Kingdom  
**Rdunal Dunar**  
ESAprojekt, Poland  
**Elisa Negroni**  
Sineura S.p.A., Italy

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## **Adoption and Diffusion in Electronic Markets**

Hotel Park, Cankar Hall

Research

CHAIR:

**Julie Fisher**, Associate Professor  
Monash University, Australia

### **Adoption and Diffusion of Digital Information Goods: An Empirical Analysis of the German Paid Content Market**

**Florian Stahl**  
University of St. Gallen, Switzerland  
**Wolfgang Maass**, Professor  
Furtwangen University, Germany

### **Consumer Involvement in Developing Services Based on Speech Technology**

**Eva Heiskanen**  
**Kaarina Hyvönen**  
National Consumer Research Centre, Finland  
**The New Economy, eValue and the Impact on User Acceptance of Pervasive ICT**  
**Elitsa Shumarova**  
University of Koblenz, Germany  
**Paul Swatman**, Professor  
School of Computing and Information Science, University of South Australia, South Australia

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## **REGEBlab - Research and Competency E-Government and E-Business Lab Development**

Hotel Golf, Jupiter Hall 1

MEETING Co-CHAIRS:

**Petra Schubert**, Professor and Director  
Institute of Applied Science, University of Applied Sciences, Switzerland  
**Roumen Nikolov**, Associate Professor  
Department of Information Technologies, Sofia University "St. Kl. Ohridski", Bulgaria

**Kamelia Stefanova**  
**Dorina Kabakchieva**  
Sofia University "St. Kl. Ohridski", Bulgaria  
**Michael Quade**  
University of Applied Sciences, Northwestern Switzerland

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**Case Studies in Research and Teaching**


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Hotel Golf, Jupter Hall 1

CHAIR:

**Petra Schubert**, Professor and Director  
Institute for Business Economics, University of Applied  
Sciences, Switzerland

PANELISTS:

**Paola Bielli**, Professor  
Area Sistemi Informativi, Bocconi University - SDA,  
Italy

**Stefan Klein**, Professor  
University College Dublin, Ireland & Universität  
Münster, Germany

**Andras Nemeslaki**, Associate Dean of International  
Affairs  
Faculty of Business Administration, Corvinus University  
of Budapest, Hungary

**Roumen Nikolov**, Associate Professor  
Department of Information Technologies, University of  
Sofia "St. Kl. Ohridski", Bulgaria

**Petra Schubert**, Professor & Director  
Institute for Business Economics, School of Business,  
University of Applied Sciences Northwestern  
Switzerland, Switzerland

**Paul A. Swatman**, Professor  
School of Computing and Information Science,  
University of South Australia, Australia

SPEAKERS:

**Michael Quade**  
University of Applied Sciences, Northwestern  
Switzerland

**Dorina Kabakchieva**, International Project Manager  
Department of Information Technologies, University of  
Sofia "St. Kl. Ohridski", Bulgaria

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**eSecurity and ePrivacy**


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Hotel Park, Prešeren Hall

CHAIR:

**Wil Janssen**, Senior Researcher  
Telematica Instituut, The Netherland

**A Pilot Study of the Effectiveness of Privacy Policy  
Statements**

**Roger Clarke**, Principal & Visiting Fellow, Outstanding  
Paper Award Committee Chair  
Xamax Consultancy Pty Ltd, & The Australian National  
University, Australia

**A Study of eCommerce Risk Perceptions among B2C  
Consumers: A Two Country Study**

**Easwar A. Nyshadham**, Associate Professor  
**Monica Ugbaja**  
Nova Southeastern University, Florida

**Are privacy issues important in Mexican on-line  
markets? An empirical investigation into published  
online privacy statements of Mexican web sites**

**Celestino Robles-Estrada**  
**Juan A. Vargas-Barraza**  
**Ma. Dolores del C. Sepúlveda-Núñez**  
Universidad de Guadalajara, México

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**Virtual Collaboration**


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Hotel Park, Cankar Hall

CHAIR:

**Douglas R. Vogel**, Professor/Chair of Information  
Systems  
Department of Information Systems, City University of  
Hong Kong, SAR, China

**Creating a Virtual Culture Through eCollaboration**  
**Peter Gall**

**Janice Burn**, Professor  
Edith Cowan University, Australia

**Presence-based, Context-sensitive Real-Time  
Collaboration (RTC) – research directions for a new  
type of eCollaboration system**

**Kai Riemer**  
University of Muenster, Germany  
**Frank Fröbler**  
University College Dublin, Ireland

**The Co-evolution of an Accessible but Secure Virtual  
Space for Collaborative Activities**

**Kate Crawford**  
**Helen Hasan**  
University of Wollongong, Australia



## Information Technology for Adoption and Intelligent Design of eGovernment (ITAIDE)

Hotel Golf, Jupiter Hall 1

CHAIR:

**Yao-Hua Tan**, Professor  
Information Management Group, Department of  
Economics and Business Administration, Vrije University  
Amsterdam, The Netherlands & Coordinator, ITAIDE -  
Information Technology for Adoption and Intelligent  
Design for eGovernment, Integrated Project

**Stefan Klein**, Professor

University College Dublin, Ireland & Universität  
Münster, Germany

**Kari Korpela**, eBusiness, Project Manager  
Technology Centre Kareltek Inc., Finland

**Rob Meerman**, Associate Partner  
IBM Business Consulting, The Netherlands

MEMBERS:

**Fred van Ipenburg**  
Dutch Tax and Customs, The Netherlands

## Is My Method Better than Yours? Reconsidering Current Research Approaches in eCommerce

Hotel Golf, Jupiter Hall 2

Co-CHAIRS:

**Hans van der Heijden**, Professor  
School of Management, University of Surrey, United  
Kingdom  
**J. Felix Hampe**, Professor & Dean  
Faculty of Informatics, University of Koblenz-Landau,  
Germany

**Hans van der Heijden**, Professor

School of Management, University of Surrey, United  
Kingdom

**Paula Swatman**, Professor  
DAIS/Fuji Xerox/State Library of SA Professor of  
Business Information Management and Professor of  
Information Systems, University of South Australia,  
Australia

PRESENTERS:

**Felix J. Hampe**, Professor  
Faculty of Informatics, Institute for IS Research,  
University of Koblenz-Landau, Germany

**Rene Wagenaar**, Professor

Faculty of Technology, Policy, and Management  
Technical University of Delft, The Netherlands

## Preparing for a Cross-border eInvoicing: Experiences and Future Challenges

Hotel Golf, Concordia Hall

CHAIR:

**Constantin Andropoulos**, Head of Unit  
Technologies for innovation; ICT industries and e-  
business, European Commission

Danish Ministry of Science, Technology and Innovation,  
Denmark

**Kari Korpela**, eBusiness, Project Manager  
Technology Centre Kareltek Inc., Finland

**Christian Kittl**, Head

Business Models Unit, Evolaris eBusiness Competence  
Center, Austria

PANELISTS:

**Franc Bračun**, Executive Director & Senior Lecturer  
Branch Network

Abanka Vipava & Faculty of Organizational Sciences,  
University of Maribor, Slovenia

**Helle Dam Sorensen**, Head of Section

**Freek Posthumus**, Project Manager  
European Office of Crafts Trade and Small and Medium-  
Sized Enterprises for Standardization, Belgium

**Tony Meurke**,  
eBusiness Policy Development, NUTEK - Swedish  
Business Development Agency, Sweden

**Cinzia Spagno**, ICT Department Head

Hospital-University Enterprise "Ospedali Riuniti" of  
Trieste, Regional Health Service, Regione Friuli Venezia  
Giulia, Italy

## eHealth

Hotel Park, Prešeren Hall

CHAIR:

**Ville Harkke**, Researcher  
Department of Information Technology & IAMSR, Åbo  
Akademi University, Finland  
**An empirical analysis of the demand for e-services for  
virtual communities of patients**  
**Building Patient Centred Systems: Reflections on the**

**Achim Dannecker**

**Ulrike Lechner**, Professor

Universität der Bundeswehr München, Germany

**The effectiveness of Australian Medical Portals: Are  
they meeting the health consumers' needs?**

**Julie Fisher**, Associate Professor

Monash University, Australia

---

**Challenges of Using Information and Communications Technology to Support Patient Empowerment**  
**Elizabeth Cummings**  
**Paul Turner**  
School of Information Systems, University of Tasmania  
and Smart Internet Technology Cooperative Research  
Centre, Australia

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## **eProcess Design I**

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Hotel Park, Cankar Hall

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CHAIR:

**Virpi Kristiina Tuunainen**  
Helsinki School of Economic, Finland

**A Measurement Model for Web-enabled Supply Chain Integration**

**Tim McLaren**  
Ryerson University, Canada

**Changing The Firm's Digital Backbone: How Information Technology Shapes The Boundaries Of The Firm**

**Stephan Billinger**  
**Michael Jacobides**  
London Business School, United Kingdom

**Empirically Evaluating Determinants of Netsourcing as Innovative eBusiness Sourcing Opportunity**

**Claudio Huyskens**, PhD Candidate  
**Claudia Loebbecke**, Professor & Director  
Department of Media Management, University of  
Cologne, Germany

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## **Mobile Value Services I**

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Hotel Park, Kosovel Hall

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CHAIR:

**Pirkko Walden**, Professor  
Institute for Advanced Management Systems Research,  
Abo Akademi, Finland

**An STP-Approach Focused on Customer Preferences for Mobile Business Applications**

**Bernhard Goldberger**  
Prolytic & Vienna University of Economics and Business  
Administration, Austria

**Gernot Woerther**

**Michael Weber**

EC3

**Michaela Denk**, Senior Researcher  
EC3 & University of Vienna, Austria

**PIM APPLICATIONS - An Explorative Study on Benefits and Barriers**

**Miira Juntumaa**  
**Virpi Kristiina Tuunainen**  
Helsinki School of Economic, Finland

**Nice Mobile Services do not Fly. Observations of Mobile Services and the Finnish Consumers**

**Christer Carlsson**, Professor  
**Joanna Carlsson**, Professor  
Institute for Advanced Management Systems Research,  
Abo Akademi, Finland  
**Jussi Puhakainen**  
Turku School of Economics and Business Administration,  
Finland

**Pirkko Walden**, Professor  
Institute for Advanced Management Systems Research,  
Abo Akademi, Finland

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## Challenges for the Adoption and Design of eCustoms

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Hotel Golf, Jupiter Hall 1

CHAIR:

**Yao-Hua Tan**, Professor  
Information Management Group, Department of  
Economics and Business Administration, Vrije University  
Amsterdam, The Netherlands & Coordinator, ITAIDE -  
Information Technology for Adoption and Intelligent  
Design for eGovernment, Integrated Project

PRESENTERS:

**Niels Bjorn-Andersen**, Professor  
Copenhagen Business School, Denmark

**Jože Gričar**, Professor & Director  
eCenter, Faculty of Organizational Sciences, University  
of Maribor, Slovenia

**Fred van Ipenburg**  
Dutch Taxation and Customs, The Netherlands

**Stefan Klein**, Professor  
University College Dublin, Ireland & Universität  
Münster, Germany

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## Value Sensitive Design

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Hotel Golf, Jupiter Hall 2

CHAIR:

**René Wagenaar**, Professor in ICT  
Delft University of Technology, The Netherlands

PANELISTS:

**Jeroen van den Hoven**, Professor in Ethics and  
Technology  
Faculty of Technology, Policy and Management, Delft  
University of Technology, The Netherlands; Professorial  
fellow CAPPE, Australian National University, Canberra

**L. Jean Camp**, Associate Professor of Informatics  
University of Indiana, Bloomington, United States

**Noëmi Manders-Huits**, PhD student and Junior  
Researcher

Faculty of Technology, Policy and Management, Delft  
University of Technology, The Netherlands

**Will Janssen**, Scientific Program Manager  
Telematics Institute, Enschede, The Netherlands

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## Six eAmber Road Countries Preparing for a Cross-border eInvoicing: Tax Authorities Involvement

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Hotel Golf, Concordia Hall

Co-CHAIRS:

**Kalevi Heiliö**, Assistant Director  
National Board of Taxes, Finland  
**Marjan Maček**, Senior Adviser for VAT  
Supervision Division, General Tax Office, Tax  
Administration, Ministry of Finance, Republic of  
Slovenia

PANELISTS:

**Peter Neirinck**, Project Leader  
ICT Department, Federal Public Service Finance,  
Belgium

**Peter Sonntagbauer**, Management Consulting  
Austrian Federal Computing Center, Austria

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## eGovernment

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Hotel Park, Prešeren Hall

CHAIR:

**Matthias Glowatz**, College Lecturer  
Department of Management Information Systems, School  
of Business, University College Dublin, Ireland

**Australian local government websites: tracking  
information provision and e-service maturity**

**Peter Shackleton**

Victoria University Melbourne, Australia

**Julie Fisher**, Associate Professor

**Linda Dawson**

Monash University Melbourne, Australia

**ICT Spending and Governance in Brazilian Public  
Administration**

**Nicolau Reinhard**, Professor  
University of Sao Paulo, Brazil

**eStrategy and ICT investment in Slovenia**

**Maja Bučar**

**Metka Stare**

**Andreja Jaklič**

Centre of International Relations, Faculty of Social  
Sciences, University of Ljubljana, Slovenia

**eProcess Design II**

Hotel Park, Cankar Hall

CHAIR:

**Rolf T. Wigand**, Distinguished Professor  
University of Arkansas at Little Rock, United States

**Matching Complex Customer Needs With eService Bundles**

Sybren de Kinderen

**Jaap Gordijn****Hans Akkermans**

Free University Amsterdam, The Netherlands

**The Semantic Web-Ready Postal Address Management in Global eCommerce****Damir Trninić**

Post Serbia, Serbia and Montenegro

**Towards Value-based Design Patterns for Inter-Organizational Control****Vera Kartseva****Joris Hulstijn****Jaap Gordijn****Yao-Hua Tan**, Professor

Information Management Group, Department of  
Economics and Business Administration, Vrije University  
Amsterdam, The Netherlands & Coordinator, ITAIDE -  
Information Technology for Adoption and Intelligent  
Design for eGovernment, Integrated Project

**Mobile Value Services II**

Hotel Park, Kosovel Hall

CHAIR:

**Christer Carlsson**, Professor  
Institute for Advanced Management Systems Research,  
Abo Akademi, Finland

**Implementing a Mobile Wireless Environment in a Hospital Ward: Encouraging Adoption by Nursing Staff****Peter Shackleton****Julie Fisher**, Associate Professor**Linda Dawson**

Monash University Melbourne, Australia  
60

**Usage of a Mobile Medical Information System: An Investigation of Physicians in the Military Service****Ville Harkke**, Researcher

Department of Information Technology & IAMSR, Åbo  
Akademi University, Finland

**Mikael Collan**

Telecommunication and eBusiness, Turku University of  
Applied Sciences and IAMSR, Åbo Akademi University,  
Finland

**Franck Tétard**

Department of Information Technology & IAMSR, Åbo  
Akademi University, Finland

**Mobile Service Bundles: The Example of Navigation Services****Timber Haaker****Henny de Vos**

Telematica Instituut, The Netherlands

**Harry Bouwman**, Associate Professor

Delft University of Technology, The Netherlands

**EU eCustoms Strategy**

Hotel Golf, Jupiter Hall 1

CHAIR:

**Wieslaw “Wes” Czyzowicz**, Professor & Head of  
Business Law Department & Customs Law and Policy  
Logistics and Goods Turnover Department, Warsaw  
School of Economics, Warsaw Economics University,  
Poland

PRESENTERS:

**Fernando do Carmo**, President  
CONFIAD PAN, Portugal

**Anna Dubielak**, Head of Division

Customs Department in Ministry of Finance, Poland

**Jarosław Główka**, Vice President

SKG Company, Poland

**Frank Janssens**, Head of eCustoms Section

Directorate General TAXUD, European Commission,  
European Union

**Jean Marie Parasie**, Member of HL TCG  
TAXUD, Belgium

**Mobile Value Services - Visions And Reality**

Hotel Golf, Jupiter Hall 2

CHAIR:

**Christer Carlsson**, Professor  
IAMSR / Abo Akademi University, Finland

**Timo Auer**, Vice President, Head of IT  
TeliaSonera Finland Plc, Finland

**Douglas R. Vogel**, Professor/Chair of Information  
Systems

Department of Information Systems, City University of  
Hong Kong, SAR, China

**Pirkko Walden**, Professor  
Institute for Advanced Management Systems Research,  
Department of Information Technologies, Åbo Akademi  
University, Finland

**Six eAmber Road Countries Preparing for a Cross-border eInvoicing: eTechnology Readiness for Experimenting**

Hotel Golf, Concordia Hall

Co-CHAIRS:

**Tomaž Domajnko**, Director  
IT Research and Development, SRC.SI, Systems  
Integration, Slovenia

**Lothar Winkelbauer**, ebConsultant  
Project Coordinator, AustriaPro, Austria

PRESENTERS:

**Iordana Eleftheriadou**, Principal Administrator  
Technology for innovation; ICT industries and e-business,  
DG Enterprise and Industry, European Commission

**Kristina Bogataj**, Teaching Assistant  
Faculty of Organizational Sciences, University of  
Maribor, Slovenia

**Usva Kuusiholma**, CEO  
Websoft, Finland

**Ali Saravirta**, Managing Director  
Project Business Oy, Finland

**Rikardo Tinauer**, Marketing Manager  
EBA – Electronic Business Agency, Slovenia

**Emilija Vuksanović**, Associate Professor  
School of Economics, University of Kragujevac, Serbia &  
Montenegro

**e- and m-Government**

Hotel Park, Prešeren Hall

CHAIR:

**Dianne Lux Wigand**, Professor  
University of Arkansas at Little Rock, United States

**'What's in it for me?': Taking mGovernment to the People**

**Jennie Carroll**, Senior Lecturer  
Department of Information Systems, University of  
Melbourne, Australia

**Vision and Valuation of a Citizen-Centric Information Portal**

**Wil Janssen**, Senior Researcher  
Telematica Instituut, The Netherlands

**eCustoms Innovation and Transformation: A Research Approach**

**Yao-Hua Tan**, Professor  
Information Management Group, Department of  
Economics and Business Administration, Vrije University  
Amsterdam, The Netherlands & Coordinator, ITAIDE -  
Information Technology for Adoption and Intelligent  
Design for eGovernment, Integrated Project

**Stefan Klein**, John Sharkey  
University College of Dublin, Ireland

**Boriana Rukanova**  
Free University Amsterdam, The Netherlands

**Allen Higgins**  
University College Dublin, Ireland

**Ziv Baida**  
Free University Amsterdam, The Netherlands

**eBusiness Models**

Hotel Park, Cankar Hall

CHAIR:

**Petra Schubert**, Professor and Director  
Institute for Business Economics, University of Applied  
Sciences, Switzerland

**A Business Model Research Agenda**

**Susan Lambert**  
Flinders University, Australia

**E-Book Technology in Libraries: An Overview**

**Linda Wilkins**  
**Paula Swatman**, Professor  
DAIS/Fuji Xerox/State Library of SA Professor of  
Business Information Management and Professor of  
Information Systems, University of South Australia,  
Australia

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**Electronic Marketplaces eValues: From the Electronic Marketplace Value Proposition to the Perceived Values of Their Buyer and Supplier Customers**

**Elsie S. K. Chan**  
Australian Catholic University, Australia  
**Carine Dominguez**  
UFR Sciences Economiques et de Gestion de Nantes,  
France

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**ALADIN Meeting – ALpe ADria INitiative Universities’ eNetwork: Contributions to eRegion Development**

Hotel Park, Kosovel Hall

Co-CHAIRS:

**Paolo Inchingolo**, Professor & Director, Higher Education in Clinical Engineering (HECE)  
Chairman, IHE Transnational Committee for Central and Eastern Europe & Delegate, ALADIN – ALpe ADria Initiative Universities Network, University of Trieste, Italy

**András Gábor**, Associate Professor & Head  
Department of Information Systems, Director,  
Technology Transfer Center  
Corvinus University of Budapest, Hungary

PRESENTERS:

**Josef Basl**, Professor & Vice-Dean for International Relations and Development  
Department of Information Technologies, Faculty of Informatics and Statistics

Prague University of Economics, Czech Republic

**Dragan Čišić**, Associate Professor & Vice Dean for Research and Technology

Faculty of Maritime Studies, University of Rijeka, Croatia

**Borislav Jošanov**, Assistant Professor & Head  
Department for Informatics, Novi Sad Business School,  
Serbia & Montenegro

**Bernhard R. Katzy**, Professor & Founder of CeTIM GmbH

Center for Technology and Innovation Management,  
University BW München, Germany

**Miroљub Kljajić**, Professor & Head

Laboratory of Cybernetics and Decision Support Systems  
Research Program, Faculty of Organizational Sciences,  
University of Maribor, Slovenia

**Anton Lavrin**, Associate Professor & Head, Office of the European Projects

IST National Contact Point, European Union, Technical  
University of Košice, Slovak Republic

**Otto Petrovic**, Professor & evolaris Chairman of the Board

Karl-Franzens-University of Graz, Austria

## ALADIN ALpe ADria Initiative Universities’ eNetwork

The Universities in the ALADIN network desires to strengthen the friendship and cooperation between them, recognizing the importance of developments in eIntegration, particularly in eBusiness, eGeomatics, eGovernment, eHealth, eLearning, eLogistics and eManagement of Disaster Relief, and in all the applications of the ICT for the benefits of the European Citizens.

Common ideas and knowledge in teaching and research activities will be shared, cooperating to create mobility of students and professors, offering common lectures and educational programs, creating virtual teams of students from different Universities and professors lecturing at different Universities, promoting research cooperation with SMEs and Government, in order to harmonize with global and international activities of ICT in the Enlarged Europe.

Universities of Corvinus Budapest, Hungary; Karl-Franzens Graz, Austria; Košice, Slovakia; Maribor, Slovenia; BW München, Germany; Novi Sad, Serbia & Montenegro; Prague, Czech Republic; Rijeka, Croatia; and Trieste, Italy.

**eMergence: Merging and Emerging Technologies, Processes, and Institutions**

Hotel Golf, Jupiter Hall 1

Co-chairs:

**J. Felix Hampe**, Professor & Dean  
Institute of Information Systems Research, Faculty of Informatics, University of Koblenz-Landau, Germany

**Paula M. C. Swatman**, DAIS/Fuji Xerox/State Library of S.A. Professor of Business Information Management Professor of Information Systems  
Division of Information Technology, Engineering and the Environment, School of Computer and Information Science, University of South Australia, Australia

Panelists:

**Christer Carlsson**, Professor & Director  
Institute for Advanced Management Systems Research – IAMSR, Abo Akademi University, Finland

**Jože Gričar**, Professor & eCenter Director  
Faculty of Organizational Sciences, University of Maribor, Slovenia

**Richard Scudder**, Associate Professor & Head  
Department of Information Technology and Electronic Commerce  
Daniels College of Business, University of Denver, United States

**Rolf T. Wigand**, Jerry L. Maulden - Entergy Chair and Distinguished Professor of Information Science and Management, Donaghey College of Information Science and Systems Engineering (CyberCollege), Department of Information Science, University of Arkansas at Little Rock, United States

**Douglas R. Vogel**, Professor/Chair of Information Systems  
Department of Information Systems, City University of Hong Kong, SAR, China

**Maria Wimmer**, Professor  
Institute for Information Systems Research, University of Koblenz, Faculty of Informatics, Germany

**Social Events – Reception and Dinner****Sunday, June 4**

Reception and Dinner by the Conference Organizer  
Hotel Golf at 20.00

**Monday, June 5**

Reception and Dinner by Microsoft, Slovenia  
Hotel Toplice at 20.00  
**Jaka Stele**, Director General

**Tuesday, June 6**

Reception and Dinner by SRC.SI, Systems Integration, Slovenia  
Restaurant “Kunstelj” Radovljica (busses will depart from the Convention Centre at 19.00)  
**Ivan Žerko**, President

**Wednesday, June 7 at 20.00**

Reception and Dinner by Oria Computers, Slovenia  
Bled Castle (busses will depart from the Convention Centre at 19.30)  
**Sonja Klopčič**, Director  
Welcome  
**Jože Antonič**, Mayor of Bled

**eCenter**

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University of Maribor  
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Slovenia  
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**fax:** +386 (0)4 237 4365  
Contact: Kristina Bogataj  
<http://eCenter.FOV.Uni-Mb.si>





## UPCOMING CONFERENCES

### **e-Challenges 2006 e-2006**

25 - 27 October 2006, Barcelona, Spain, <http://www.eChallenges.org>

#### **Introduction**

The eChallenges e-2006 Conference takes place in the beautiful city of Barcelona. This is the sixteenth in a series of Annual Conferences supported by the European Commission, which regularly attracts over 550 delegates from leading commercial, government & research organisations around the world to share knowledge and experience, lessons learnt and good practice. eChallenges e-2006 will focus on topics in the area of applied Information Society Technologies (IST) research, addressing major societal and economic challenges.

The programme combines strategic keynote presentations, technical and policy papers, business and government case studies, workshops, the exhibition as well as social activities.

eChallenges provides a collegiate setting for presentations and discussions of innovative developments in eBusiness, eGovernment, Knowledge Management, Collaborative Working Environments, Smart/Virtual Organisations, Mobility, SME Issues, eLearning and Digital Content in the emerging digital economy. e-2006 provides an excellent networking environment to discuss problems and new ideas, share knowledge and obtain feedback from potential partners and users. e-2006 will provide a forum to showcase the achievements of FP6 and Regional, National and International ICT related initiatives, and look forward to the future by focusing on i2010 and the thematic priorities of FP7. The 'European Research Area' (ERA), International Cooperation and future research priorities and trends will also be discussed.

### **IST Event**

21 - 23 November 2006, Helsinki, Finland

[http://europa.eu.int/information\\_society/istevent/2006/conference/index\\_en.htm](http://europa.eu.int/information_society/istevent/2006/conference/index_en.htm)

The IST 2006 Conference Programme looks at one of the central questions facing European competitiveness today from two different angles

#### **"Creating a virtuous cycle between ICT research innovation and socio-economic benefits"**

IST 2006 is being held as the Commission launches FP7, its Seventh Framework Programme for Research and Development, so one of the main themes of the event will be FP7's ICT objectives and procedures.

In today's EU, however, ICT research does not take place in isolation. Reflecting the central importance ICTs play in stimulating innovation and competitiveness in all areas of industry, the conference programme will also contribute to the creation of a virtuous cycle between ICT research innovation and socio-economic benefits.

Purely scientific and technical subjects, on the other hand, will be addressed in the networking and workshop sessions.



### **The 20<sup>th</sup> Bled eConference**

#### **eMergence: Merging and Emerging Technologies, Processes, and Institutions**

June 4-6, 2007, Hotel Golf Bled

<http://www.BledConference.org>

#### *Research Track Chair:*

**M. Lynne Markus**, John W. Poduska, Sr. Professor of Information Management  
Management Department, Bentley College, United States

#### *Research Track Co-chair:*

**J. Felix Hampe**, Professor & Dean  
Faculty of Informatics, University of Koblenz-Landau, Germany

#### **eUniversity Forum - eIntegration Challenges for Rectors & Deans: Cross-border Cooperation in the eRegion**

<http://www.BledConference.org/eUniversityForum>

Sunday, June 3, 2007, Hotel Golf Bled, 16.00 - 19.30.

Co-chairs to be announced