

## **eCity: Concepts and Experience from the Field**

### **Panel Members:**

#### **Maddalena Sorrentino**

Professor, Catholic University of Milan, Italy (Chair)

#### **Marco Bettini**

Web and CRM Manager, Venis SpA, Italy

#### **Štefan Krapše**

City Council Manager, Community Nova Gorica, Slovenia

#### **Stefano Lubis**

Project Leader, Community Trieste, Italy

#### **Aleksander Šinigoj**

Lecturer, Faculty of Economics, University of Ljubljana, Slovenia

E-Government service delivery represents an important piece of the digital society puzzle, by making smoother interactions with enterprises and better service to citizens possible.

The aim of this panel is to bring together scientists and practitioners in order to highlight the state of the art of “e-Cities” in different countries.

The invited municipalities will show their projects in the field and problems experienced so far:

- What to avoid
- What to do

- How to measure service levels
- Success factors
- Lessons learnt.