

## **Research Directions in eGovernment**

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The considerable success that eGovernment projects have recently experienced has lead to a certain narrowing of interests. Considerations cover mainly electronic citizen service, well structured routine processes and some democratic deliberations including voting. However, such a perspective holds certain risks: it is all too easy to neglect the complex reality of governance and administration of the modern state.

To give an example, from the citizen point of view access to and interaction with administration via online services are of prime importance. All too often, it is implicitly presumed that the activities in the background pose minor problems. This is an over-simplified assumption. In reality, what is hidden under undemanding labels (back office, service repository etc.) means overhaul the entire machinery of governance.

Consequently, a limited concept of eGovernment would put at stake its suitability as key for a thorough modernization of state and administration. So first, the panel wants to reach an holistic view of Government. Then focus is laid on domains with significant potential for profound changes:

- Portals improving the communication with the citizens
- Redesigning processes within and between governmental agencies
- Knowledge management for supporting complex administrative decision making
- Administrative engineering leading from visions to implementation

In the course of discussion one may obtain a deeper comprehension how the state of technological offer and the demands from practice may meet. Formulating of directives and for research and guidelines for developments is a major objective.