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Preface

The 14th annual International IFIP Electronic Government Conference (IFIP EGOV 2015) was organized by the International Federation for Information Processing Working Group 8.5 (Information Systems in Public Administration), or IFIP WG 8.5 for short.

IFIP EGOV is a core scientific conference in the domain of ICT and public administration. This is reflected in the high quality of the papers presented each year from distinguished researchers, academics, and practitioners from around the world. Traditionally, the conference provides an environment that is suitable for presenting and discussing academically rigorous research in a friendly and inspiring manner.

As in previous years, IFIP EGOV 2015 was co-located with IFIP ePart, the 7th International Conference on eParticipation (IFIP ePart 2015), which aims at presenting current research on foundations, theories, methods, tools, and innovative applications of electronic participation.

IFIP EGOV and ePart have established a reputation of high-quality, successful conference organizations. At the same time, they continue innovating in an attempt to increase the value they provide to their attendees. In this respect, this year, for the first time, the dual conferences were organized around five tracks:

- The General E-Government Track
- The General eParticipation Track
- The Open Government and Open and Big Data Track
- The Policy Modelling and Policy Informatics Track
- The Smart Governance, Smart Government, and Smart Cities Track

The introduction of tracks aims to highlight important areas that are relevant to the core topics of research of the two conferences. The overall objective of the two conferences remains to attract scholars coming from different academic disciplines to present and discuss their latest research shedding light on different, sometimes even diverse, perspectives. With the introduction of a new organizational model of the dual conference, we were also happy to have as co-chairs a number of distinguished scholars who provide fresh insights into the conferences and who attract new relevant communities.

These proceedings cover completed research accepted for the General E-Government Track, the Open Government and Open and Big Data Track, and the Smart Governance, Smart Government, and Smart Cities Track. The completed research papers accepted in the General eParticipation Track and the Policy Modelling and Policy Informatics Track are published in the LNCS proceedings of IFIP ePart. Like last year, accepted contributions of ongoing research, innovative projects, and PhD papers as well as abstracts of posters and workshops of the dual IFIP EGOV and ePart conference are published in a complimentary joint proceedings volume by IOS Press.

The call for papers of the three tracks covered in this volume attracted a wide range of topics with 68 submissions, which included 25 accepted completed research papers (published in these proceedings) and 22 accepted ongoing research papers (published in the joint IFIP EGOV and ePart proceedings of ongoing research).

This volume includes completed research organized in four topical threads as follows:

- Foundations
- Open and Smart Government
- Services, Processes, and Infrastructure
- Application Areas and Evaluation

The Paper Awards Committee was again led by committee chair Olivier Glassey of IDHEAP, Lausanne/Switzerland. The Organizing Committee carefully reviewed the accepted papers and granted outstanding paper awards in various areas. The winners were awarded in the ceremony during the conference dinner, which is a highlight of each IFIP EGOV conference. The names of the award winners of IFIP EGOV can be found on the conference website: http://www.egov-conference.org/egov-conf-history/egov-2015/.

As in every proceedings volume we feel the need to thank the members of the IFIP EGOV 2015 Program Committee for their efforts in reviewing the submitted papers. The quality of the conference is directly related to the quality of peer reviews and we would like to once again acknowledge the work that the Program Committee members did.

This year, EGOV and ePart were organized in Thessaloniki, Greece, under the aegis of the University of Macedonia. The University of Macedonia has long been active in research in the areas of eGovernment and eParticipation. However, the success of a conference takes much more. We would therefore like to thank the team of the University of Macedonia and particularly Eleni Panopoulou but also Maria Zotou, Elina Nanopoulou, and Eleni Kamateri for their efforts in the excellent organization of the dual conference.

The University of Macedonia is a relatively new and small university. Its departments of Applied Informatics and Business Administration have worked together for these conferences. The University of Macedonia is located in Thessaloniki, Greece; a city with 2,500 years of history and at the same time a lively, artistic city and one of the largest student centers in South-Eastern Europe. The conference dinner was held at the Byzantine Museum and was preceded by an exclusive museum tour especially organized for conference participants. It could not have been more appropriate!

It was a real pleasure to have the conferences in such a suitable location and we are looking forward to IFIP EGOV 2016.

August/September 2015

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Hans Jochen Scholl
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