

FOREWORD

Information Technology (IT) is perhaps the key enabler of E-Government. It is therefore important to keep track of the technological development and emerging trends in this area. Some of the technologies such as Decision Support Systems, Artificial Neural Networks, Semantic Web, and Agent Systems offer new possibilities for more flexible, adaptive, and inclusive E-Government applications. In the recent times, eco-responsible IT solutions have attracted considerable attention, and hence, the topics such as 'Green IT Data Centre' and 'Green Computing' are extremely useful. On the other side, in spite of the advances in technologies related to Cyber Security and Privacy, cases of cyber frauds and identity theft continue to bother the users in all businesses, which needs to be looked into.

Besides, sustainability of E-Government projects is an important issue, particularly in developing countries. For sustainability, there needs to be a serious thinking for moving away from the proprietary systems, and to promote the use of Open Source Platforms.

Further, it is important to recognise that successful E-Government services cannot be built upon technologies which are not well proven/tested for specific business. At the same time, past or existing technologies cannot always be the answer to the new challenges of governance. In this respect, the book offers considerable value to E-Government practitioners.

I am pleased to note that this book includes papers which have touched upon those important issues.

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