

# FOREWORD

## OVERVIEW

The development and implementation of e-government involves consideration of its effects including environmental, social, cultural, educational, consumer issues, among others. On one hand, e-Government software is mandated to follow very strict requirements in terms of evolving regulation, use of legacy technologies, confidentiality protection, and technical constraints related to the management. On the other hand, the design of e-Government applications must consider the impact on the diversity of users in terms of age, language skills, cultural diversity, literacy, and information technologies literacy. Bad design can have huge impact not only on the adoption of user interface by users but also compromise the validity of democratic processes. So that, accessibility had become a mandatory requirement for any e-Government initiative.

As governmental agencies increasingly move towards developing new way of improving the information exchange and services among citizens, businesses, and other arms of government, there is a strong need for inter-disciplinary empirical and theoretical research focused on Information and Communication Technologies and Computer-Human Interaction to guide the development of accessible and usable e-Government applications.

## GOALS

The goal of this workshop is to bring researchers and practitioners together to explore the issues and challenges related to the development of usable and accessible user interfaces for e-Government applications using innovative Information and Communication Technology (ICT).

We wanted to facilitate discussion on the topics of identification and management of the diversity of users (e.g. citizens, stakeholders, etc), requirements and constraints for the development of e-Government applications, user experience with e-Government services, user involvement into the development process, universal access, policies for implementing accessibility and usability culture into government agencies.

## TOPICS

This workshop was intended for anyone (researchers and practitioners) who is concerned about the design of interfaces that will be accessible and usable. This will include representatives from administrations, academia (e.g., lecturers in HCI), and policy-making organizations.

Workshop topics include:

- User Characteristics and their Diversity (e.g. citizens, back office, stakeholders, etc)
- User Interface requirements and constraints for of e-Government applications
- User experience with e-Government services
- User involvement in the development process
- Accessibility and universal access design
- Public policies for implementing accessibility and usability culture into governmental and third parties agencies developing e-government applications
- Quality models for measuring the quality of e-Government user interfaces
- Design Methods for e-Government User Interfaces
- Successes and failures stories of e-Government user interfaces
- Recommendations for public Web sites
- Innovative use of ICT technologies including instant messaging (e.g. MSN), GPRS, interactive TV, tracking systems, road traffic management, regulatory enforcement, etc.

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