

The Bottom-up Design of e-Government: A Development Methodology based on a Collaboration Environment

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ABSTRACT

In this paper the development methodology of a collaboration environment for public servants is presented. The methodology defines the importance of the specific environment for both the delivery of non-automated public services through one-stop e-government portals and for the self-maturation of Public Administration in digital transactions. The use of the collaborative environment can establish the bottom-up design of e-Government, supporting the discovery, evaluation, improvement and delivery of public services. On the other hand, the installation of a collaborative environment in Public Administration has many requirements such as the development of a proper legal framework for guiding cooperation and service execution. The use of the environment can support the diffusion of e-Government to both citizens and civil servants, while it can succeed in the modernization of Public Administration.

Keywords: e-Government, virtual organizations, CSCW, digital services, development methodology, collaboration, participatory design, knowledge collection