

Good Morning Ladies and Gentleman,

I am delighted and honored to welcome you all at the opening of the first International Conference on Theory and Practice of Electronic Governance, Macao, December 2007.

My name is Tomasz Janowski. I am the Head of the Center for Electronic Governance at United Nations University International Institute for Software Technology - the main organizer of ICEGOV, and also the Program Committee Co-Chair of the conference.

First, I would like to introduce our distinguished guests:

- Mr. Lau Si Io, Secretary for Transport and Public Works, Macao SAR Government,
- Dr. Mike Reed, Director of the United Nations University International Institute for Software Technology, and ICEGOV2007 General Co-Chair,
- Dr. Sharon Dawes, Senior Fellow at the Center for Technology in Government, University at Albany, State University of New York, and ICEGOV2007 General Co-Chair,
- Dr. Hyeun-Suk Rhee, Director of the UN Asian and Pacific Training Centre for Information and Communication Technology for Development,
- Dr. Wu Zhiliang, Member of the Administrative Council of Macau Foundation,
- Dr. Im Sio Kei, Director of the School of Macao Polytechnic Institute.

I would also like to welcome ministers and senior officials from governments represented here, distinguished guests from Macao Government, and delegates from governments, universities, non-governmental, international and UN organizations, and the private sector from around the world.

Ladies and Gentleman,

e-Government is now at the cornerstone of administrative reform carried out by governments worldwide. Initially, it was about establishing public websites to publish government information online. Then, it aimed at the delivery of advanced transactional services that seamlessly cross organizational boundaries between government agencies and between public and private sectors. Now, e-Government is expected to lead to technology-enabled transformation of government organizations or even new forms of public organizations build around information technology. However, as the development of e-Government involves multiple concerns - technological, organizational, managerial, regulatory, etc. it is notoriously complex, expensive and risky, evidence of a large rate of officially failed projects. The experience of such projects clearly shows that over-reliance on technology, insufficient collaboration in government, lack of emphasis on building human capacity and inadequate public consultation often lead to failure or at best limited benefits. As a result, the focus has been shifting from technology-enabled improvements in government, to improvements in interactions between government and non-government stakeholders; from e-Government to e-Governance. Under the new focus, it is no longer acceptable to let technical or organizational issues drive these initiatives alone. Instead, a multi-disciplinary, multi-stakeholder and community-oriented approach

is needed. In addition, many countries recognize the importance of international efforts aimed at sharing of experiences and knowledge, development of generic, customizable solutions, and alignment of national approaches. International and UN organizations play an important role in this regard.

The ICEGOV conference series has been established as a global forum to join researchers, practitioners and developers interested in advancing research and practice of Electronic Governance in both national and international context. By design, the conference aims to bridge research and practice in the whole range of disciplines relevant to e-Governance – from information technology, through public administration and policy, to social, management and political sciences. By design, it also aims to enable close interactions between participants from government, academia and non-governmental organizations, so that each could benefit from the interaction with others. Our hope is that ICEGOV2007 will mark the beginning of a global community of practice for Electronic Governance able to cross not only national but also institutional and thematic borders.

ICEGOV2007 is co-organized by the Center for Electronic Governance, part of United Nations University International Institute for Software Technology, Macao; Center for Technology in Government, University at Albany, State University of New York, United States; and UN Asian and Pacific Training Centre for Information and Communication Technology for Development. The conference is organized under the official patronage of the Government of Macao SAR and I would like to express our sincere thanks to the Government, in the hands of Mr. Lau Si Io, Secretary for Transport and Public Works, for endorsement, tremendous help and generous support offered towards to the conference. I also wish to thank: Macao Polytechnic Institute for offering the venue to the conference, Macao Foundation for financial support, Public Administration and Civil Service Bureau for coordination and support, and Macau Government Tourist Office, Macao Government Education and Youth Affairs Bureau, Macau Post and the eGov Magazine for sponsorship. The conference would not have happened if not for the support we received from these organizations and their staff, and I wish to thank them all, in the hands of the guests present at the podium.

At this moment, I would like ask our guests to present opening remarks:

- Mr. Lau Si Io, Secretary for Transport and Public Works, Macao SAR Government,
- Dr. Mike Reed, Director of the United Nations University International Institute for Software Technology, General Co-Chair of ICEGOV2007,
- Dr. Sharon Dawes, Senior Fellow at the Center for Technology in Government, University at Albany, State University of New York, General Co-Chair of ICEGOV2007,
- Dr. Hyeun-Suk Rhee, Director of the UN Asian and Pacific Training Centre for Information and Communication Technology for Development,
- Dr. Wu Zhiliang, Member of the Administrative Council of Macau Foundation,
- Dr. Im Sio Kei, Director of the School of Macao Polytechnic Institute.

Thank you very much for all opening remarks.

I would now like to welcome Dr. Theresa Pardo, Deputy Director of the Center for Technology in Government, University at Albany, State University of New York, and Program Committee Co-Chair of ICEGOV2007 to the stage. Theresa and myself will share the next half-hour to briefly present the conference - from background, through program, to organization and announcements.

A handwritten signature in blue ink that reads "T. Janowski". The signature is written in a cursive style with a large, looped initial "T".

Dr. Tomasz Janowski  
ICEGOV2007 PC Co-Chair  
Head, Center for Electronic Governance at UNU-IIST