

Call for Papers

dg.o 2016

17th Annual International Conference on Digital Government Research

Internet *Plus* Government: New Opportunities to Solve Public Problems

Fudan University

Shanghai, China

June 8-10, 2016 (Wednesday – Friday)

Submission Deadlines

January 15, 2016:	Papers, workshops, tutorials, and panel proposals due
March 1, 2016:	Application deadline for 2015 doctoral colloquium
March 1, 2016:	Paper, workshop, tutorial, and panel proposal notifications
March 15, 2016:	Posters and demo proposals due
March 15, 2016:	Revise and resubmit due
April 1, 2016:	Acceptance notifications
April 5, 2016:	Camera-ready manuscripts due
May 5, 2016:	Early registration closes!

Paper submissions: EasyChair.org

Home page: <http://dgo2016.dgsociety.org/>

General inquiries: dgo2016@easychair.org

Twitter: [#dgsociety](https://twitter.com/dgsociety) [#dgo2016](https://twitter.com/dgo2016)

**Proceedings included in the ACM digital library
Selected Papers may be published in special issues of:**

Government Information Quarterly

Information Polity

International Journal of E-Planning Research

International Journal of Public Administration in the Digital Age

The Digital Government Society (DGS) announces the 17th Annual International Conference on Digital Government Research - dg.o 2016, **Internet Plus Government: New Opportunities to Solve Public Problems**. dg.o 2016 will be hosted by Fudan University in Shanghai, PR China from June 8-10, 2016.

The dg.o conferences are an established forum for presentation, discussion, and demonstration of interdisciplinary research on digital government, political participation, civic engagement, technology innovation, applications, and practice. Each year the conference brings together scholars recognized for the interdisciplinary and innovative nature of their work, their contributions to theory (rigor) and practice (relevance), their focus on important and timely topics and the quality of their writing. The conference program combines:

- Keynote and track presentations and discussions on new research on digital government at the intersections of information technology research, social and behavioral science research, and the challenges and missions of government.
- Presentations of effective partnerships and collaborations among government professionals and agencies, university researchers, relevant businesses, and NGOs, as well as grassroots citizen groups, to advance the practice of digital government.
- A showcase of digital government projects, implementations, and initiatives that bring together the research and practitioner communities, demonstrate the effectiveness and/or challenges of digital government, and offer best practices.

Themes & Topics: The 17th Annual International Conference on Digital Government Research will feature the main theme of **Internet Plus Government: New Opportunities to Solve Public Problems**. The theme responds to the need for new knowledge about how the latest wave of Internet technologies such as mobile, big data, the Internet of Things, cloud computing, wearables, and artificial intelligence, among others, are increasingly integrated with and reshaping government, industries, businesses and society in general. From agriculture to finance, commerce to transportation, dazzling new solutions to industry problems are emerging. At dg.o 2016, researchers and practitioners from around world will discuss pressing questions: Will these latest Internet technologies have the same effect on government? Will they create new opportunities for solving public problems in health, crisis response, environmental protection and city management? And if so, in what way can governments best deliver on the potential of these new and emerging Internet technologies? Further, are governments ready to leverage the opportunities and manage the risks that the latest generations of Internet technologies are creating? Authors are encouraged to address these critical questions within the context of one of the six conference tracks.

Submissions could include but are not limited to: big data; open government; sustainability; policy informatics; smart technologies for governments; issues of equity related to digital government and technology use; effective use of social media by governments, citizens and organizations; models of collaboration; data integration, visualizations, and analytics for government decision

making or public collective problem solving; financial/economic/social policy making; service quality and customer-centric e-government; infrastructure for data sharing among government agencies and non-governmental organizations and citizens groups; computing infrastructure models, cyber-security and project management; e-Government success and evaluation; and governance.

The six tracks will accept full research papers as well as research in progress, management case studies and policy papers. Panel, tutorial, workshop, poster and demonstration proposals are also invited. Each conference element has co-chairs who are responsible for managing the submission and review process for their track. Feel free to contact track chairs for guidance as necessary.

The dg.o 2016 will celebrate the 10th anniversary of the formation of the Digital Government Society. In recognition of this important milestone, this year's conference will include reflections on the development of digital government research and practice worldwide, and the role the Society has played and should be playing in this development. This year's conference will include a paper track that seeks reflection pieces on the advancement of digital government research and practice.

Track 1. Social Media and Government

Track chairs: Andrea Kavanaugh, Rodrigo Sandoval, and Marie Anne Macadar Moron

The use of social media has been growing rapidly and globally. Governments at all levels have been using these media for public administration and for outreach to citizens. Citizens, businesses and voluntary associations have been using them to share information, ask questions, and to collaborate on problem solving in neighborhoods, states, industries and nations. The growing use of social media has created new challenges and opportunities for all users, e.g., changes in regulations and policies, marketing, and more diverse perspectives and feedback. However the staggering number and diversity of messages and topics generated is difficult to process and make sense of, not only on a day-to-day basis, but also during crises. Social media have also offered broader, more diverse participation in collective problem solving and governance. This track welcomes research and practice papers addressing a range of similar or related topics on social media analysis on content, metrics, case studies or theoretical models to advance this area of research.

Track 2. Organizational Factors, Adoption Issues and Digital Government Impacts

Track chairs: Chris Hinnant, Lei Zheng, and Jing Zhang

Public organizations employ information and communication technologies (ICT) to facilitate communication and transactions with many stakeholders such as residents, private sector businesses, non-profit organizations, and other government agencies. While recent digital

government research has often focused on understanding the external impacts of ICT adoption by government, the adoption and implementation of new ICT by public organizations is influenced by organizational factors such as the availability of resources (i.e. funding, technological knowledge, and personnel), leadership, and the organization's technological culture. This track solicits research that examines the organizational factors that influence the adoption and implementation of new ICT as well as the impact of new ICT on the organizational processes, effectiveness, and innovativeness of public organizations. Research in this track may examine the adoption, use, and organizational impacts of a variety of innovative technologies and practices including but not limited to social media technologies, citizen-centric technologies, virtual collaborative work practices, and technologies that facilitate the collection and analysis of large data sets. Furthermore, the track is also interested in the adoption of innovative policies or practices that seek to facilitate the strategic use of ICT by public organizations.

Track 3. Open Government, Open Data, and Collaboration

Track chairs: Marijn Janssen, Rui Lourenço, and Vishanth Weerakkody

Many governments are working toward a vision of government-wide transformation that strives to achieve an open, transparent and accountable government while providing responsive services. The opening of data, the deployment of tools and instruments to engage the public, collaboration amongst public organizations and between governments and the public are important drivers for realizing these goals. To successfully achieve this vision, fundamental changes in practice and new research on governments as open systems are needed. This track solicits papers addressing the issue of public sector accountability and transformation achieved through open government, collaboration amongst actors and knowledge sharing within and between organizations.

Track 4. Smart Cities, Smart Citizens and Smart Government

Track chairs: Soon Ae Chun, Sehl Mellouli, and Yigal Arens

The concept of Smart Cities, Smart Citizens, Smart Governments refers to the promise of using inter-connected technologies to create innovative and intelligent solutions that will result not only in operational efficiency, but also government transformation through participatory governance. Topics include but not limited to: deployment and collaborations using "Internet of Things," a ubiquitous network of connected devices, smart sensors, big data analytics, civic tech movement, and intercity and intergovernmental collaborations. Research and development efforts are welcome to advance technical and/or policy innovations in the areas of energy, transportation, health, education, public safety, structures, natural environment, business, as well as related issues of cyber security and privacy, community-based infrastructure resilience, urban informatics and governance.

Track 5. Emerging Topics: Big Data, IoT, & Policy Informatics

Track chairs: John C. Bertot and Scott Robertson

The continual development of new technologies, big data applications, policies, and management practices keep digital government research and practice in a state of perpetual evolution. This evolution also provides governments with ways in which to cultivate innovative, smart, and transformational government services. The Emerging Topics track seeks submissions that provide insights into emerging digital government research and practice.

Track 6. Reflections on Digital Government Research and Practice

Track chairs: Theresa Pardo and SoonAe Chun

Ten years ago, after much debate and discussion, a community of scholars came together to form the Digital Government Society. The goal was to create a coherent community around a critical set of questions related to the use of digital technologies in government. Now, ten years later this community has produced groundbreaking research and translated much of that research into policy and practice innovations in governments all over the world. Our community has launched academic programs, conferences, journals, and consortia; we've educated multiple generations of students and helped retrain the workforce. We've informed policy and strategy decisions at the highest levels of government and worked in ways that have improved the lives of citizens throughout the world. The *Reflections on Digital Government Research and Practice* track seeks discussion and opinion pieces that will contribute to the ongoing dialogue about the impact and role of the DGS and related communities around the world.

Panels

Panel chairs: Teresa Harrison and Feng Gao

Panel proposals may address themes or topics related to any of the tracks for the conference. Additionally, we welcome panel proposals that put a spotlight on practice and application. Proposals from practitioners at all levels of government featuring experiences with, perspectives on, and evaluations of digital government practice are encouraged. Individuals interested in submitting panel proposals are invited to consult the panel co-chairs about their ideas prior to developing their submissions. Please send expressions of interest for panel development to Teresa Harrison (tharrison@albany.edu).

Poster and Demonstration

Poster and Demo Chair: Kellyton dos Santos Brito

The poster session, held in conjunction with the system demonstrations, allows presenters to discuss research in progress, application projects, or government policies and program initiatives in one-to-one conversations with other participants at the conference.

SUBMISSION TYPES AND FORMATS

- Research papers (8 - 10 pages)

- Management case studies or Policy papers (4 - 6 pages)
- Panel proposals (2 - 4 pages)
- Poster proposals (1 - 2 pages)
- System demonstration proposals (1 - 2 pages)
- Pre-Conference tutorial proposals (1 - 2 pages)
- Pre-Conference management or research Workshop proposals (1 - 2 pages)
- Doctoral colloquium application (7 - 10 pages)

Submissions must not exceed the maximum number of pages specified for each type of submission in camera-ready [ACM Proceedings format](#) (double column, single spaced pages). Please do not use page numbers. Paper titles should be on the first page of text, rather than on a separate cover page.

- Research, Management, and Policy papers will be reviewed through a double blind review process. Therefore, author names and contact information must be omitted from all submissions. Authors must identify the topic(s) being addressed in the paper to assist the program committee in the review process.
- All other submissions should follow the same ACM proceedings camera-ready format, but include author names.
- All accepted submissions require at least one author has registered for the conference before the camera ready copy is due in order to be included in the conference proceedings.
- At least one author is expected to attend the conference to present the work.

Research papers (8 - 10 pages) – blind review

These submissions report innovative digital government research results in the form of a formal scholarly paper. Papers on any digital government topic and all research methodologies are welcome. Relevance to digital government problems, goals, or policies must be explicit.

Management, case study, or policy papers (4 - 6 pages) – blind review

These submissions describe and evaluate practical digital government projects or initiatives, discuss major policy themes, or present and evaluate management approaches to digital government initiatives and programs.

Panels (2 - 4 pages)

Proposals should include information about the theme and goals of the panel, a summary of the digital government issues or questions that the panel will address, statements about the value of the discussion to conference attendees and how well suited the topic is to a panel discussion. In addition, the proposal should include information about the expertise of the moderator and

panelists in the selected issues. Please include names, institutional affiliations, addresses, email, and phone contact numbers of the contact person, moderator, and presenter(s).

Posters (1 - 2 pages)

Two-page summaries should outline the nature of the research, policy, or project and describe why the work will be of interest to dg.o attendees. Posters prepared for the conference should measure approximately 36" x 48." Each poster station is provided with a table and an easel. Selected poster submissions may be asked to give an oral presentation in the conference sessions.

System Demonstrations (1 - 2 pages)

System demonstrations are held concurrently with the poster session to the accompaniment of good food and professional fellowship. The 2-page summaries should outline the nature of the system and describe why the demonstration is likely to be of interest to dg.o attendees. Demonstrations of interest include systems under development or in active use in research or practice domains. Submissions should include authors' names and contact information according to that format. Each station is provided with a table, an easel, and Internet access. Monitors will be available for rent. Selected demo submissions may be asked to give an oral presentation in the conference sessions.

Pre-conference Tutorials (1 - 2 pages)

dg.o tutorials are half- or full-day presentations that offer deeper insight into e-Government research, practice, research methodologies, technologies or field experience. In particular, tutorials are intended to provide insights into good practices, research strategies, uses of particular technologies such as social media, and other insights into e-Government that would benefit researchers and practitioners.

Pre-conference Workshops (1 - 2 pages)

We invite workshop proposals on any e-Government research or management topic. Workshops are half- or full-day events intended to offer interactive sessions, in which the workshop host and participants discuss and engage in activities designed to facilitate joint learning and further exploration of a particular subject. Individuals proposing workshops will assume the responsibility of identifying and selecting participants for the workshop and for conducting workshop activities.

Doctoral Colloquium (7 - 10 pages, not including references, tables and figures)

The Doctoral Colloquium is a highly interactive full-day forum in which Ph.D. students meet and discuss their work with each other and with senior faculty from a variety of disciplines associated with digital government research. PhD students can submit papers describing their planned or in-

progress doctoral dissertation covering any research areas relevant to digital government. Ideally, student participants will have completed one or two years of doctoral study or progressed far enough in their research to have a structured proposal idea and preliminary findings, but have not reached the stage of defending their dissertations. We expect students at this stage of study will gain the most value from feedback on their work and from the more general discussions of doctoral programs and scholarly careers. See the detailed announcement for complete information on the colloquium and how to submit an application. Material provided in applications to the doctoral colloquium will not be published in the proceedings. However, we encourage students to submit finished research to one of the paper tracks or as a poster or demo.

Best Paper Awards

- All accepted management or policy papers, research papers, student papers, panels, posters, and system demonstrations will be published in the printed proceedings and included in the ACM digital library. Selected papers may be invited for a journal special issue.
- Outstanding achievement awards will be presented in the categories Research papers, Management and Policy papers, Posters, and System demonstrations. Papers that reflect the main theme of the conference, Internet Plus Government: New Opportunities to Solve Public Problems? , will be preferred. Other selection criteria include the interdisciplinary and innovative nature of the work, its contribution to and balance between theory (rigor) and practice (relevance), the importance and reach of the topic, and the quality of the writing for communicating to a broad audience.

CONFERENCE ORGANIZATION

The dg.o 2016 conference committee includes:

- **Conference Chairs**
 - Lei Zheng, Fudan University, China
 - Theresa Pardo, Center for Technology in Government, University at Albany, SUNY, USA
 - Shiyang Yu, State Information Center, China
- **Organizing Chair**
 - Xinping Liu, Fudan University, China
 - Yuanfu Jiang, China Academy of Governance, China
- **Program Chairs**
 - Yushim Kim, Arizona State University
 - Shuhua Liu, Fudan University, China
- **Track Chairs**
 - Andrea Kavanaugh, Virginia Tech
 - Chris Hinnant, Florida State University
 - Jing Zhang, Clark University
 - John Bertot, University of Maryland College Park
 - Lei Zheng, Fudan University

- Rui Lourenço, Universidade de Coimbra, Portugal
- Marie Anne Macadar Moron, Pontifical Catholic University of Rio Grande do Sul, Brazil
- Marijn Janssen, Delft University of Technology
- Rodrigo Sandoval, Universidad Autónoma del Estado de México
- Scott Robertson, University of Hawai'i at Mānoa
- Sehl Mellouli, Laval University
- Soon Ae Chun, City University of New York
- Vishanth Weerakkody, Brunel University, UK
- Yigal Arens, University of Southern California
- **Panel Chairs**
 - Teresa Harrison, University at Albany, SUNY, USA
 - Feng Gao, Fudan University, China
- **Workshop and Tutorial Chair**
 - Dolores Edwiges Luna Reyes, Universidad De Las Americas Puebla, Mexico
- **Poster and Demo Chair**
 - Kellyton dos Santos Brito, Pernambuco Rural Federal University, Brazil
- **Doctoral Colloquium Chairs**
 - J. Ramon Gil-Garcia, University at Albany, SUNY, USA
 - Sharon Dawes, University at Albany, SUNY, USA
 - Soon Ae Chun, City University of New York, USA
 - Marijn Janssen, Delft University of Technology, Netherlands