
Editorial

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Biographical notes: Panagiotis Georgiadis is a Professor in the Department of Informatics and Telecommunications of the University of Athens. He has been a regular member of the Senate of University of Athens (1992–1994), Director of the Computer Systems & Applications Division of the Department of Informatics (1994–1996) and Secretary General for Information Systems by the Greek Ministry of Finance (1997–2002). He lectures on information systems, web applications and e-Government topics. His research interests include distributed systems, IT management and e-government. He has authored more than 50 papers and contributed in a number of research projects.

Dimitris Gouscos is an Assistant Professor with the Department of Communication and Media Studies of the University of Athens and a Research Fellow of the Laboratory of New Technologies in Communication, Education and the Mass Media. His research interests include digital communication, electronic governance, social media and digital games.

We are glad to introduce this fourth issue of Volume 4 of the *International Journal of Electronic Governance*, continuing the endeavour of IJEG to promote and discuss the multiple facets and interdisciplinary aspects of electronic governance. In the papers that follow, a number of topics in e-governance research and practice are explored.

Manoharan and Carrizales, in *Recent Trends in E-Government: States' and Local Governments' Utilisation of Websites*, review the extent to which state and local governments in the USA have reprioritised their use of online websites over the last 10 years, and assess which functions are frequently included online. Findings on current trends at the state and local levels and differences between e-government websites of states and cities are contextualised within the historical progress and development of e-government in the USA.

In the paper that comes next, *A Three-Layered Framework for Evaluating E-participation*, Smith, Macintosh and Millard present a framework for evaluating eParticipation, distinguishing between factors within the control of the stakeholders in an eParticipation initiative and factors largely external, as well as aspects aligned with the goal-setting strategic rationality of governance regimes and aspects relatively insulated from these power relations. The resulting framework, showcased in a study of European eParticipation initiatives, facilitates consideration of conceptual links to high-level policy goals, culturally-specific understandings of eParticipation as well as the chain of transformations which condition long-term impacts.

Keramati, Saremi and Afshari-Mofrad discuss the concept of Citizen Relationship Management (CzRM) in *Citizen Relationship Management Critical Success Factors: An Empirical Study of Municipality of Tehran*. The authors identify factors critical to the success of citizen relationship management practices and provide a model for the assessment of such CSFs, building on the findings of a quantitative survey in the Municipality of Tehran.

And last but not least, in a short paper on *The Contribution of Virtual Social Networking to Sustainable Development: A Case Study of Social-Cognitive Learning about Sustainability via Social Networking*, Makridis, Makridi and Papadakis examine the extent to which a video on a popular virtual social network cloud can incite members to take action on an issue of wide social interest, such as sustainability. The author's findings indicate that modes of participation and learning in virtual social networks could be enhanced if guided by socio-cognitive learning models.

The contents of the current issue are completed with our usual conference calendar and news and briefs columns, listing an increasing number of events and developments of interest to the IJEG readership.

Volume 5 of the *International Journal of Electronic Governance* will be inaugurated in Spring 2011, and encompass special issues on 'E-Deliberation 2.0', guest-edited by Dr. Dimitra Milioni, Cyprus University of Technology and Dr. Vasiliki Triga, University of Zurich, as well as on "Voting Advice Applications and State of the Art: Theory, practice, and comparative insights", guest-edited by Prof. Theodore Chadjipantelis, Aristotle University of Thessaloniki, Dr. Uwe Serdült and Dr. Vasiliki Triga, University of Zurich.

At the same time, we have the pleasure to announce the call for papers for a new special issue of IJEG on "Security and Privacy of E-Government Applications and Services", guest-edited by Dr. Konstantinos Papapanagiotou, Open Web Application Security Project (OWASP), and Dr. Vasileios Vlachos, Technological Educational Institution (TEI) of Larissa, Greece. This special issue, for which the call for papers can be found on the IJEG home page (<http://www.inderscience.com/ijeg>) with a deadline for submissions by October 30, 2012, is scheduled for publication in 2013.

These developments, together with a continued interest of submissions from a number of countries and scientific communities, are of substantial importance in our effort to open up the agenda of electronic governance at the crossroads of ICT, social sciences and a number of other disciplines.

Leaving the floor to the research papers of this issue, we would like to take this opportunity to sincerely thank all contributors of this fourth volume of IJEG in 2011, authors and guest-editors alike, as well as our local assistance team and the production staff of our publishers for their continued and professional support. And we would also like to warmly acknowledge the contribution of our editorial board members and of the

reviewers currently registered in our database, whose help in maintaining the journal's development and quality standards cannot be overstated.

With our warmest wishes for a very happy and creative 2012, please be invited to browse the contents of this issue.