

eGOVMO NET PROGRESS AND PRELIMINARY RESULTS

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Abstract

This paper describes the progress and preliminary outcomes of eGovMoNet, a European thematic network designed to stimulate development and take-up of good practice for eGovernment measurement of user-satisfaction and impact. The network is co-funded by the European Commission under the CIP,1 and established to create a broad and sustainable community across academia, industry, and public agencies. The network has over 40 members who are using, deploying or developing eGovernment measurement methods, and the ePractice community has more than 290 members across Europe.

1. Introduction

The eGovMoNet network project is planned to last for two years, beginning in May 2008, with five events gathering eGovernment measurement practitioners, researchers and users. The events cover a broad range of methodological issues as well as reviews of the current practice. The network discussions are facilitated by a template prepared for coherent description of measurement efforts, including tools used, methods, and innovative practices. This template is used by the network partners to describe and evaluate national efforts in the areas of user satisfaction and impact measurement.

Whenever possible, the eGovMoNet events are and will be enhanced by presentations of measurement results and insights from ongoing projects within and beyond the network. This is achieved by not limiting the network events to the initial project partners but instead advertising the events through different channels in order to welcome experts and practitioners from outside. For this purpose, for example, a community at ePractice.eu has been established.