PREFACE

The Smart Cities concept is the special theme of this year's conference, as it is a focal point for a number of digital government initiatives. First and foremost it requires state-of-the-art citizen interaction in mobile- and web-based services as well as a widely-accepted electronic ID. The ID should also be useable via mobile devices and not only via a "classical" web interface from stationary PCs. Without this base line, there is no meaningful interface to the citizen.

However, the smart city concept also hinges on the feedback loop from decentral entities, such as sensors (and to a lesser degree actuators) and human users. They have to be connected to a city- or region-wide network providing input for central data collecting applications ("the cloud"). The ability to perform as a smart city hence also depends on the quality of the technological infrastructure in the city, particularly the Internet of Things. The better the general adoption of such technologies the easier the adoption of the Smart Cities concept.

However, the stream of data collected by the cloud is useless, unless it is analysed and compiled to decision-relevant information. This in turn requires the adoption of methods and technological infrastructure from business analytics, particularly in-memory real-time analytics. Also in this regard, the general maturity of an economy/society/infrastructure in terms of technology adoption considerably helps implement a smart city.

Finally, also conventional eGovernment, as it was adopted in the past decade, still plays a role in back office applications. Electronic files, public procurement, registers etc. are still the backbone for public service provision. Generally, the Smart Cities concept is not only a service provider for citizens and businesses – it is also a yardstick for the infrastructure and technological maturity of a city. In the absence of the necessary infrastructure it may also be the driver for technology adoption and therefore improve a city as a location for doing business in general. May this conference contribute to the better understanding and the exchange of ideas concerning the Smart City.

However, as in the last years, the conference deals with the whole range of the latest developments in the fields of eDemocracy and eGovernment with a special focus on governance in the Danube Region. It aims at analysing innovations in enhancing the quality and efficiency of administrative processes and public services, and in promoting the dialogue and cooperation between politics, administration, civil society and citizen through the use of information technologies. Papers had been solicited in all areas of applying ICT to the Public Sector.

In line with our conference focus on the Danube region, for the first time, we invited a "country of the year" from that region, which presents and critically analyses its achievements in the fields of eDemocracy and eGovernment. The first country selected was Moldova – a country sometimes overlooked both in academic discussions and in practical cooperation among the countries in the Danube region, but highly developed in its digital capacities. Therefore we are happy to welcome a substantial number of papers from Moldovan colleagues in our volume.

The editors, Budapest, Chișinău, Ludwigsburg and Vienna, April 2018

Welcome address by the Baden-Württemberg Stiftung

After the fall of the Iron Curtain the Danube Region once again became the common cultural, economic and scientific space it used to be for centuries. However, half a century of separation and a different speed of development cannot easily be overcome. In line with the EU Strategy for the Danube Region, the Baden-Württemberg Stiftung has understood the challenge and launched its programme "Perspective Danube: Education, Culture and Civil Society". The aim of this long-term initiative is to enable sustainable cooperation in the Danube Region in order to strengthen international understanding and the creation of a robust civil society.

A modern, service-oriented Public Administration that adheres to the principles of good governance is a key factor in this endeavour. The Central and Eastern European eGovernment and eDemocracy Days are a considerable contribution that was founded in 2003 and substantially relaunched in its present form in 2014. It brings together academics and practitioners from the public sector, enabling the exchange of experience and best practices in the field. This does not necessarily mean that this exchange is one-sided: In the field of eGovernment, many administrative entities in reform countries benefit from a "late mover" advantage. They can build optimal technical and process solutions without heeding legacy systems. This can provide valuable input for others.

Furthermore, the conference provides opportunities to initiate further cooperation, such as joint project applications to H2020 and Erasmus+ thereby contributing to foster a common scientific space in the Danube Region. On the same token, we are particularly pleased to see the "Country of the Year" initiative launched with Moldova being the first Danube Region country to concisely present its legal and organisational framework for eGovernment as well as some of its most pertinent solutions. The Workshop on Smart Cities organised in cooperation with the Council of Europe will provide a further opportunity to exchange best practices in a field, which is of particularly growing importance.

On behalf of the Baden-Württemberg Stiftung, I would like to congratulate the organisers for realising this conference and the corresponding volume and I hereby wish all participants and presenters a fruitful and interesting time at CEEeGov 2018.

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