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## PREFACE

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The pandemic crisis has dominated our economic, political and personal life for more than a year now. It was therefore natural to also put it centre-stage at this year's CEEeGov. The question was: Is CoV-19 a driver for eGovernment?

Undeniably, the pandemic has changed our patterns of life considerably including usage of the digital media for working, shopping and communicating. In Public Administration, sending administrative staff to home office due to a pandemic "lockdown" brutally exposed shortcomings in public-sector digitization: Crime suspects had to be released because public prosecutors could not issue warrants from their home offices, building permits were not granted for months for lack of electronic files, school education virtually breaking down because neither necessary infrastructure nor useful concepts and content were available for remote teaching. One could be excused for gaining the impression that the private sector was largely better prepared for the pandemic than the public sector.

This raises the question, whether Corona may turn out to be the ultimate boost for digitization in this domain and whether administrations with better levels of digitization also fared better during these months, but also whether there are limits to what can be done digitally.

A number of contributions deal with the role eGovernment plays in managing the pandemic, such as vaccination logistics and contact tracing.

This proceedings volume covers a wide range of aspects of this general topic from technical consideration to empirical validation. Of course, also contributions on other eGovernment and eParticipation topics can be found.

The authors are confident that this volume will contribute to the understanding of how CoV-19 changes the way how we see eGovernment and its pace (and possibly direction) of implementation.

The editors, Budapest, Chişinău, Cluj-Napoca, Ludwigsburg, Münster, Vienna, May 2021