

## 6 Bibliografia

- [1] Adebe Rorissa e Dawit Demissie (2009), *The state of the art of e-Government services in Africa: an analysis of relevant websites* - Proceedings of the 42nd Hawaii International Conference on System Sciences
- [2] Prodromos Yannas and Georgios Lappas (2010), *Evaluating local e-Government: an analysis of Greek Prefecture websites* – INTECH
- [3] Zhuo Jun, Chen Liangliang, Li Fubin (2009), *E-S-QUAL: Its applicability in evaluating e-Government websites service quality* – International Symposium on Information Engineering and Electronic Commerce
- [4] Assion Lawson-Body, Laurence Mukankusi, Glenn Miller (2008), *An adaptation of the Balanced Scorecard for e-Government service delivery: a content analysis* - Journal of Service Science – Third Quarter, Volume 1, Number 1
- [5] Zhenyu Huang (2007), *A comprehensive analysis of U.S. counties' e-Government portals: development status and functionalities* - European Journal of Information Systems 16, 149–164.
- [6] F. Pira, V. Pistolozzi (2009), *Monitoraggio dei siti istituzionali 2009* – Università degli Studi di Udine
- [7] F. Pira, V. Pistolozzi (2009), *Monitoraggio dei siti regionali e locali 2008* - Università degli Studi di Udine
- [8] Xiang Zhou (2004), *E-Government in China: A Content Analysis of National and Provincial Web Sites* - University of Tennessee
- [9] Zahir Irani, Peter E.D. Love and Ali Montazemi (2007), *e-Government: past, present and future* – European Journal of Information Systems 16, 103–105
- [10] CapGemini, Rand Europe, IDC, Sogeti and Dti (2009), *Smarter, Faster, Better e-Government 8th Benchmark Measurement* - European Commission, Directorate General for Information Society and Media
- [11] Hyung N. Kim, Andrea Kavanaugh, Tonya L. Smith-Jackson (2007), *Implementation of Internet Technology for local government website: design guidelines* - Proceedings of the 40th Hawaii International Conference on System Sciences
- [12] Ma Xiangping, Zhang Guangjin (2009), *The model about E-government service Integration-oriented "One-stop"* - International Forum on Information Technology and Applications
- [13] DigitPA e Formez (2010), *Linee guida per i siti web della PA* – Ministero per la Pubblica Amministrazione e per l'Informazione.
- [14] Huang Z. and Bwoma P.O. (2003) *An overview of critical issues of e-government* - Issues of Information Systems IV(1), 164–170.

- [15] Colecchia A. e Schreyer P. (2001), *ICT investment and economic growth in the 1990s: is the United States a unique case? A comparative study of nine countries* - STI Working Paper, OECD, Paris
- [16] Stephen J. Dorgan, John J. Dowd, *When IT lifts productivity* - McKinsey Quarterly, 2004-Issue 4
- [17] Thomas Dohrmann e Lenny T. Mendoca, *Boosting government productivity* - McKinsey Quarterly, 2004 Issue 4
- [18] J. Kalbach (2007), *Designing web navigation: optimizing the user experience* – O'Reilly
- [19] Tim O'Reilly (2005), *Design patterns and business models for the next generation of software* – O'Reilly
- [20] United Nations, E-Government Survey 2010, [http://www2.unpan.org/egovkb/global\\_reports/10report.htm](http://www2.unpan.org/egovkb/global_reports/10report.htm)
- [21] Cucciniello C., Nasi G. "Lo stato di attuazione dell'e-government in Italia: tra retorica e realtà", Milano, Egea 2008.
- [22] Assinform, 3° Rapporto Assinform sull'ICT nella PA Locale in Italia, Giugno 2009