Information Systems for eGovernment: A Quality-of-Service Perspective

Gianluigi Viscusi, Carlo Batini, Massimo Mecella

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Written from a data-centric perspective, *Information Systems for eGovernment* presents a methodology that is grounded in computer science, but leveraged by sociological, organizational, economical, juridical analyses and methods. Examples and case studies are included, which illustrate the relevance of the approach.

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