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e-Administration: Back - Office systems upgrading: The Greek case (Conference Paper)

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Abstract

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One of the major components of the electronic state is the e-administration, which must be supported by strong back office systems in order to increase efficiency and effectiveness of the administration. In this paper we examine the case of Greek Public Administration by researching the development of a back office system in terms of personalized service for government officials. We also present the basic desired characteristics of such a system which currently is under design. © 2012 Infonomics Society.

Author keywords

back-office systems; e-Administration; e-Government

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