

Table of Contents

Editorial	1
Shefali Virkar, Noella Edelmann, Marijn Janssen, Thomas Lampoltshammer, Ida Lindgren, Laura Alcaide Muñoz, Peter Parycek, Gabriela Viale Pereira, Manuel Pedro Rodríguez Bolívar, Hans Jochen Scholl, Gerhard Schwabe, Efthimios Tambouris	
Ongoing Research	
Decisive Factors for Success or Failure of e-Democracy Initiatives in the Information Era.....	11
Panagiotis Keramidis, Yannis Charalabidis	
Online Deliberation on Social Media: Dialogue or Discussion?.....	19
Olga Filatova, Daniil Volkovskii, Radomir Bolgov	
Participation in a New Media Landscape - a Literature Review of Participation Tools	27
Marius Rohde Johannessen, Eiri Elvestad	
Analyzing Preconditions to Introduce Internet Voting in Portugal: Insights from the Estonian Model	37
Marlon Freire, Sergio Nunes, David Dueñas-Cid	
Automatic Intent-based Classification of Citizen-to-Government Tweets	47
José L. Lavado, Iván Cantador, María E. Cortés-Cediel, Miriam Fernández	
Managing the Paradoxical Tension between Digital and IT.....	57
Lieselot Danneels	
"Ready to innovate?" Exploring the Innovation Capabilities of Public Agencies.....	65
Alessia C. Neuroni, Michael D. Marti, Anja C. Wüst	
A Citizen-Centered Analysis of What Public Services are Suitable for Digital Communication Channels	75
Sara Hofmann, Christian Østergaard Madsen, Ida Lindgren, Guri Verne	
Integrated Public Service Co-Creation: Objectives, Methods and Pilots of inGov project.....	83
Efthimios Tambouris, Konstantinos Tarabanis	

Information Management and E-services Development: The Follow-up Process of Residential Care Homes for Children and Young People in Two Swedish Municipalities	91
Proscovia Svärd, Sheila Zimic	
To Adopt or Not Adopt an Open Government Data Portal. Structural Motivations in Local Governments	103
J.Ignacio Criado, Carlos Jiménez-Cid, Laura Alcaide-Muñoz	
A Translation Service for Open Data Portals	113
Sebastian Urbanek, Sonja Schimmler	
A Typology for Applications of Public Sector AI.....	121
Marissa Hoekstra, Anne Fleur van Veenstra, Cass Chideock	
Adoption of Automation Technologies in Public Organizations: The Perception of Healthcare Professionals in Greece	129
Alexandra Daikou, Ioanna Tamouridou, Evangelos Kalampokis, Konstantinos Tarabanis	
How to Foster e-Competence in the Public Sector? A Mixed-Method Study Using the Case of BPM	141
Sebastian Halsbenning, Michael Koddebusch, Marco Niemann, Jörg Becker	
Exploring ICT Expenditures and Their Relationship with e-Maturity. The Case of Italian Local Governments	153
Luca Tangi, Marco Gaeta, Michele Benedetti, Giuliano Noci	
International Rankings in E-GOV Strategy Formulation: Appraisal of Their Use and Relevance	163
Wagner Araujo, Delfina Soares, João Carvalho	
Lawyers and Smart Technologies: Experiences of Apps' Development in a Justice Environment	177
Giampiero Lupo, Davide Carnevali	
Digital Infrastructures for Governance of Circular Economy: A Research Agenda.....	191
Boriana Rukanova, Yao-Hua Tan, Robin Hamerlinck, Frank Heijmann, Jolien Ubach	
How is Digitalization Legitimised in Government Welfare Policies? An Objectives-Oriented Approach.....	199
Marcus Heidlund, Leif Sundberg	
Inscribing and De-scribing Values into Welfare Technology: the Development of an Analytical Framework.....	209
Annika Hasselblad	

Exploring the Impact of Digital Global Governance through Affordance Theory: the Case of Climate Reporting.....	219
Tove Engvall	
Data Science Methods and Techniques for Goods and Services Trading Taxation: a Systematic Mapping Study	231
Douglas Silva, Sergio Carvalho	

Reflections & Viewpoints

Towards Human-Centered Society: Self-service Structures for Distributed Equality Diversity and Inclusion EDI Governance.....	247
Nicholas Robinson	
The Impact(s) of European Integration on Portuguese Local Governance Models. Porto and Sever do Vouga Municipalities Cases.....	257
Ana Melro	
Identifying Measurable Targets for a City's Social and Welfare Sector Management.....	271
Pasi Hellsten, Kristiina Lumme	
Making Sense of Open Data Policies: a Self-Evaluation Tool for Public Administrations	281
Michele Benedetti, Marco Gaeta, Claudio Russo, Luca Tangi, Irene Vanini	

Workshops

Conceptual Models for Integrated Public Service Co-Creation and Provision.....	291
Efthimios Tambouris, Alexandros Gerontas, A. Paula Rodriguez Müller, Cesar Casiano, Anita Cioffi, Natalia Oprea, Konstantinos Tarabanis	
Workshop: Co-Creation in Public Sector Innovation.....	295
Gerhard Embacher-Köhle	
A Prescriptive Framework for the Formulation of E-GOV Strategies Taking into Account International Rankings	297
Wagner Araujo, Delfina Soares, João Carvalho, Joana Carvalho	

Posters

A Snapshot of AI Solutions in the Public Sector	303
Giulia Maragno, Luca Tangi, Luca Gastaldi, Michele Benedetti	
Barriers of Government as a Platform in Practice.....	307
Peter Kuhn, Matthias Buchinger, Dian Balta	
ACROSS: Towards User Journeys for the Delivery of Cross-border Services Ensuring Data Sovereignty	311
Francesco Mureddu, Nathan Carvalho	
New Prospects for the Use of Cloud Computing by Control and Supervisory Bodies in Russia	317
Mikhail Bundin, Aleksei Martynov	
DECIDO: eviDEnce and Cloud for more InformeD and effective pOlicies	321
Francesco Mureddu, Roberto Di Bernardo	
General Data Protection Law: Observations and Analysis of the Compliance Level of Organizations	325
Matheus Lustosa de Souza Louzeiro, Renato José da Silva Camões, Vanessa Coelho Ribeiro, Edna Dias Canedo, Fábio Lúcio Lopes Mendonça, Rafael T. de Sousa Jr	
Citizen-Centric Socio-Cognitive Model for Societal Participation.....	331
Iikka Pietilä, Niina Meriläinen, Jari Varsaluoma, Kaisa Väänänen	