

Online programme IFIP EGOV2020

The goal of a conference is to meet each other, to discuss research and, in this way, advance our research field. Most presentations will be featured as a form of asynchronous manner, whereas the keynotes, workshops, Q&A, and discussions will be delivered synchronously, which means that these will be held LIVE on Tuesday 1 September and Wednesday 2 September from 8:30 to 19:00 (CEST).

The basic rule of asynchronous presentation method is that presenters/authors will record their presentation videos and upload their presentation using <http://videlectures.net/>. Participants are encouraged to watch the presentations in advance and to read the papers. For the live streams, we will have *NO* parallel sessions, and all sessions will be scheduled one after each other in the same room. This means longer days, but we expect that most persons will not attend all sessions.

Prepare before the conference!

Usually, the conference starts on Mondays. Instead of having sessions, we suggest watching the videos and read the papers in the proceedings on this day (or before). Write down your questions, but wait for the live sessions during the conference to ask them.

Live sessions – *live Tuesday 1 and Wednesday 2 September (Zoom)*.

The live session will be managed as follow:

- The chair moderates the session: start recordings, and introduces speakers or discussion
- Videos should be turned off and microphones muted (except for presenters and moderators)
- Each author summarizes their main research in max 2 minutes, but less is better (remember participants have watched your film)
- Each presenting author prepares one question for the other papers in the session (not all questions have to be asked, but this ensure sufficient interaction)
- Each track chair prepares at least one question per paper (as there are 3 track chairs this means a minimum of 3 questions)
- Ask questions using the chat and wait for the moderator to speak
- The moderator determines who will be the next one to ask questions
- The person asking questions mention its name/ university before asking the first question
- The moderator ensures that all papers have a minimum amount of time for question
- End by summarizing the session
- If time does not allow, please share your question in the chat with the presenter (so there is plenty of feedback for each paper)

The moderator takes care of muting participants, and maintaining the video-sharing restrictions (you can, for example, disable webcam sharing for all users except moderators). Users who have audio issues can use a browser to view the room and participate in the chat, and retrieve the dial-in Information to join the audio by phone.

Overview of live sessions

The PhD colloquium will be held on Monday 31 August and is only open when invited.

	Tuesday 1 September	Wednesday 2 September
8.30-9.15	Keynote: Government: Overcoming the Systemic Failure of Digital Transformation – <i>Vishanth Weerakkody</i>	Keynote: The book of YES and the book of NO: Between governance and engineering in times of crisis – <i>Tobias Fiebig</i>
9.15-9.30	Group picture at 9.15 break	break
9.30-10.45	Workshop: SPIDER: open SPatial data Infrastructure eDucation nEtwoRk	Workshop: Assessment of the use of Artificial Intelligence to support public services: methodology and roadmap
10.45-11.00	break	break
11.00-12.00	Session: General EGOV	Session: Service quality
12.00-13.00	Session: Open data	Session: Digital society
13.00-13.15	break	break
13.15-14.30	Workshop: Understanding Data-Sharing and Collaboration	Posters and best paper awards
		Session: legal informatics
14.30-15.30	Session: AI, Data analytics & automated Decision-making	Session: eDemocracy and e-participation
15.30-15.45	break	break
15.45- 16.45	Session: Emerging technologies	Session: Digital Engagement and competences
16.45-17.45	Session: Smart cities	Session: Social innovation & media
17.45-18.00	break	break
18.00-19.00	IFIP WG8.5 business meeting	Session: Transformation & governance

After the conference

All presentations and keynote presentations become are published using <http://videolectures.net/>

Next year conference

The conference is organized by the IFIP 8.5 WG in ICT & Public administration and the Digital Government Society (DGS). And will be held at the University of Granada, Spain.

More Information: <http://dgsociety.org/egov-2021/>

Keynote: E-Government: Overcoming the Systemic Failure of Digital Transformation - Vishanth Weerakkody

Digital technology undoubtedly has huge potential to contribute to the functions of government and public administration, but so far, the building of information portals and putting transactions on government web sites have not realised the great expectations for it in terms of “transforming government”. The “transformation of government” has often been proposed as an objective of e-government; frequently presented as a phase in stage models following the provision online of information and transactions. Yet in literature or official documents there is no established definition of transformation as applied to government. Implicitly or explicitly, it mostly refers to a change in organisational form, signalled by the terms “joining-up” or “integration”, of government. In some work, transformation is limited to changing processes or “services” — though “services” is a term unhelpfully applied to a multitude of entities. There is in academic or other literature little evidence of any type of “transformation” achieved beyond a change in an administrative process, nor a robust framework of benefits one might deliver. This begs the questions of what it actually means in reality and why it might be a desired goal. This presentation explores why the ambitions for transformational e-government (however it has been labelled) over the last 20 years have not been realised. It provides a critical analysis to offer a diagnosis of the problem and its causes. The presentation draws from evidence offered to the house of commons in the UK parliament regarding the progress made in digital transformation. It develops a structured frame of reference for making sense of how information and communications technologies (ICT), in all their forms, really fit within the world of government and public administration.



Brief Profile: Vishanth Weerakkody

I am currently the Dean for the Faculty of Management, Law and Social Sciences and Professor of Digital Governance at University of Bradford. Before moving to University of Bradford, I held various senior management roles at Brunel Business School and was a Professor of Digital Governance at Brunel University London. My current research is multidisciplinary and centred around public sector policy implementation, process transformation through digital government, social innovation and the implementation, diffusion and adoption of disruptive technologies within a smart city – services context. Focusing on the evolving role of technology, I closely follow and critique digital enabled service transformation efforts in government. My passion for solving societal problems through research and innovation together with a vast network of collaborators from both academia and industry has allowed me to attract over £25 million of R&D funding over the last few years from the EU, ESRC, Qatar Foundation, British Council and UK Local Government. As a research-active academic, I continue to publish in Chartered Association of Business Schools 3* and 4* journals. My publications have appeared in Journal of Information Technology, Journal of Business Research, European Journal of Marketing, International Review of Administrative Sciences, Government Information Quarterly, Information Systems Frontiers, Technological Forecasting and Social Change, Production Planning and Control, International Business Review, Computers in Human Behaviour and European Journal of Operational Research. Prior to my academic career, I worked in several multinational organisations both in the UK and overseas and my last role in industry was as a Methods and Process Analyst at IBM UK.

Keynote: The book of YES and the book of NO: Between governance and engineering in times of crisis - Tobias Fiebig

Initially, this talk would have been about how we can build a secure Internet. However, then times changed. Now the question no longer only is 'how can we secure our infrastructure', but instead 'how can we build and maintain critical infrastructures in a time of crisis'. All of a sudden, we look at the question whether Netflix might be critical infrastructure, a tool keeping people locked in their houses sane. We now do not only wonder about being secure from attackers, but also have to ask the question whether the design decisions we make when moving to remote teaching and collaboration technology are sufficiently privacy preserving—a question we happily neglect to satisfy an immediate need. In the end, this all boils down to a core governance question in times of crisis: How much red tape can we cut when building networked systems in a time of crisis, and how can we ensure this red-tape is stitched back together, as soon as the crisis is gone.

Brief Profile: Dr.-Ing. Tobias Fiebig is an assistant professor in the Information and Communication Technology section at the faculty of Technology, Policy and Management of TU Delft, focusing on identifying and mitigating human-factors based and preventable security issues in IT systems. For this, Dr.-Ing. Fiebig uses qualitative research methods, but also develops new tools for the future-proof Internet scale assessment of vulnerabilities. His most recent publications include a significant contribution towards making the IPv6 Internet scanable, understanding and mitigating the impact of DNS misconfigurations in the DNS ecosystem, and the first study on system operators' perspective on security misconfigurations. Furthermore, he leads the work package on Governance in the EU Cyber Security Pilot 'CyberSecurity4Europe'. In addition to the academic reception of his work, Dr.-Ing. Fiebig is also actively involved in the Internet Engineering Task Force (IETF) where he works on improving the resilience of protocols against common misconfigurations. However, most of all, he is a system and network engineer and builds systems,

Workshops

Workshop: SPIDER: open SPatial data Infrastructure eDucation nEtwoRk

Bastiaan van Loenen, Frederika Welle Donker and Ali Mansourian

The experiences of the geographic data domain will be shared with the open data research & education community to promote and strengthen active innovative learning and teaching in both worlds. The domain of geographic data can be considered as one of the front running in open data. Over the past two decades, many geographic datasets in Europe became available as open data through the open [spatial] data infrastructure. Several of the high value dataset categories in the EU Directive on Open data and reuse of Public Sector Information have a geographic component. Teachers in this domain are struggling with the concepts of data ecosystems and data infrastructures presented in the academic literature. A very current discussion is on the exact scope of 'open' spatial data infrastructures (SDIs), in which also nongovernment data and nongovernment actors should be considered as key to the performance of the infrastructure and/or ecosystem. Moreover, teaching methods are still limited to traditional teaching in the classroom. As a consequence, there is barely an international exchange of educational material and approaches on open SDI among universities. In this workshop an overview and detailed analysis of the concepts of open data ecosystems and infrastructures are presented and discussed and existing open data education highlighting good practices of learning, teaching and training in open [spatial] data infrastructures or ecosystems explored.

Workshop: Understanding Data-Sharing and Collaboration

Natalia Kadenko, Marijn Janssen, Michel van Eeten, Tobias Fiebig, Fabio Massacci, Pierantonio Sterlini and Wolter Pieters

Data-sharing is key to scientific breakthroughs and successful collaboration. With the additional challenges facing the world nowadays, understanding the drivers of scientific collaboration becomes essential; this workshop will be able to contribute to the growing body of research on collaboration in the cybersecurity field and provide helpful insights for the CyberSec4Europe project, as well as for the whole cybersecurity community. The workshop participants will be invited to contribute their experiences on data-sharing and cooperation. They will be asked the following questions:

- What are your own experiences with data-sharing?
- What would be your motives to share/absolutely not to share?
- Would you say that A/I/other affiliation plays a role for you while you make decisions on data-sharing?
- Would you say that it is essential to encourage data sharing? Why (not)?

Based on the results and the audience experiences/participation, conclusions will be drawn on the role of data-sharing in collaboration and community-building.

Workshop: Assessment of the use of Artificial Intelligence to support public services: methodology and roadmap

Anne Fleur van Veenstra, Gabriela Bodea, Tjerk Timan, Gianluca Misuraca and Colin van Noordt

To assess the social and economic impacts of Artificial Intelligence on public services, a methodology using a public value perspective was developed. The objectives of the workshop are to engage the audience in a discussion on the social and economic impact of AI on public services, to validate the proposed impact assessment methodology, and to identify opportunities, threats, enablers and barriers to develop a roadmap for the implementation.

Smart cities track

Chairs: Manuel Pedro Rodríguez Bolívar, Karin Axelsson, & Nuno Lopes

Xiaoyi Yerden, Mila Gasco-Hernandez, J. Ramon Gil-Garcia, G. Brian Burke and Miguel Figueroa - *Small Town vs. Big City: A Comparative Study on the Role of Public Libraries in the Development of Smart Communities*

Manuel Pedro Rodríguez Bolívar, Cristina Alcaide Muñoz and Laura Alcaide Muñoz - *Identifying Strategic Planning Patterns of Smart Initiatives. An Empirical Research in Spanish Smart Cities*

Changwoo Suh, Byungtae Lee, Habin Lee, Youngseok Choi and Sunghan Ryu - *What to be Disclosed? Attributes of Online Games for the Market Transparency Policy*

Elin Wihlborg, Fredrik Carlsson and Aneta Kulanovic- *Local leadership for public digital transformation towards smart cities - challenging the interplay of lay people competence*

Aurora Sanchez-Ortiz, Mauricio Solar, Elsa Estevez and Gabriela Viale Pereira - *Identification of competencies and teaching models for the governance of smart sustainable cities in the South American context*

Devin Diran and Anne Fleur van Veenstra - *Towards Data-Driven Policymaking for the Urban Heat Transition in the Netherlands: Barriers to the Collection and Use of Data*

eDem&ePart track –

Chairs: Noella Edelmann, Peter Parycek & Robert Krimmer

Marius Rohde Johannessen and Lasse Berntzen - *Stealth democracy? Searching for a democratic middle-ground*

Joachim Åström and Martin Karlsson - *Trust in citizens and new forms of citizen participation: The view of public managers*

Inayat Ullah and Wafa Akhoubzi - *The e-Governance of Lands Record and Social Dispute Resolution: An Impact Evaluation of Punjab Land Record Management Information System (LRMIS) in the Punjab Province, Pakistan*

Evrin Tan and A. Paula Rodriguez Müller - *The Use of Blockchain in Digital Coproduction: The Case of Barcelona*

Karin Skill and Ahmed Kaharevic - *eHealth in the Hood: Exploring digital participation in a Swedish suburb*

Yury Kabanov, Andrei Chugunov and Georgy Panfilov - *Regional E-Participation Portals Evaluation: Preliminary Results from Russia*

Digital Engagement and competences

Chairs: Noella Edelmann, Peter Parycek & Robert Krimmer

Lieselot Danneels and Stijn Viaene - *Exploring Open IT-based Co-creation in Government: A Revelatory Case Study*

Csaba Csaki - *An Attempt to Build an eParticipation Program from Scratch: the Case of a Budapest District Municipality*

Søren Skaarup - *The role of domain-skills in bureaucratic service encounters*

Diana Frost and Mufti Mahmud - *Strengthening Health Systems in Low-income Countries: A Stakeholder Engagement Framework*

Angie Westover-Muñoz, David Landsbergen and Amanda M. Girth - *Citizen Engagement in Technically Dynamic Environments*

Jeremy Rose, Jesper Holgersson and Eva Södeström - *Digital Inclusion Competences for Senior Citizens: the survival basics*

Emerging technologies

Chairs: Csaba Csaki

Sélinde van Engelenburg, Boriana Rukanova, Wout Hofman, Jolien Ubacht, Yao Hua Tan and Marijn Janssen - *Aligning stakeholder interests, governance requirements and blockchain design in business and government information sharing*

Mariana S. Gustafsson, Elin Wihlborg and Johanna Sefyrin - *Digital Citizenship: What can we learn from library practices*

Ahmad Luthfi, Boriana Rukanova, Marcel Molenhuis, Marijn Janssen and Yao-Hua Tan - *Bayesian-belief Networks for Supporting Decision-making of the Opening Data by the Customs*

Mariachiara Mecati, Flavio Emanuele Cannavò, Antonio Vetrò, Marco Torchiano - *Identifying risks in datasets for automated decision-making*

Raissa Barcellos, Flavia Bernardini and Jose Viterbo- *A methodology for retrieving datasets from open government data portals using information retrieval and question and answering techniques*

Goran Goldkuhl - *Between overexploitation and underexploitation of digital opportunities – a case study with focus on affordances and constraints*

Gianluca Misuraca and Gianluigi Viscusi - *AI-Enabled Innovation in the Public Sector: a Framework for Digital Governance and Resilience*

Social innovation and media

Chairs: Sara Hofman, Marius Rohde Johannessen & Panos Panagiotopoulos

Thomas Vogl - *Theoretical Foundations for the Study of Social Innovation in the Public Sector*

Nitesh Bharosa and Marijn Janssen - *Digicampus: Lessons from a quadruple helix innovation ecosystem for future public services*

Olga Filatova and Radomir Bolgov- *Digital government communications in Russian public sphere: a trend study*

Elisabeth Gebka, Jonathan Crusoe and Karin Ahlin - *Open Data reuse and Information needs satisfaction: a method to bridge the gap*

Jonathan Crusoe, Anneke Zuiderwijk and Ulf Melin - *Open Government Data Systems: Learning from a Public Utility Perspective*

Muhammad Afzal and Panos Panagiotopoulos - *Smart Policing: A Critical Review of the Literature*

Open data

Chairs: Anneke Zuiderwijk, J. Ramon Gil-Garcia, & Efthimios Tambouris

Jonathan Crusoe, Anthony Simonofski and Antoine Clarinval - *Towards a Framework for Open Data Publishers: A Comparison Study between Sweden and Belgium*

Jonathan Crusoe, Elisabeth Gebka and Karin Ahlin - *Open Government Data from the Perspective of Information Needs - A Tentative Conceptual Model*

Iryna Susha, Maartje Flipsen, Wirawan Agahari and Mark de Reuver - *Towards Generic Business Models of Intermediaries in Data Collaboratives: From Gatekeeping to Data Control*

Ilka Kawashita, Ana Alice Baptista and Delfina Soares - *An Assessment of Open Government Data Benchmark Instruments*

Johan Linåker and Per Runeson - *Collaboration in Open Government Data Ecosystems: Open Cross-sector Sharing and Co-development of Data and Software*

Bastiaan van Loenen, Frederika Welle Donker, Anneke Zuiderwijk, Drazen Tusic and Charalampos Alexopoulos - *Towards an open data research ecosystem in Croatia*

Manuel Pedro Rodríguez Bolívar, Cinthia Lorena Villamayor Arellano and Laura Alcaide-Muñoz - *Demographical attributes explaining different stages of OG development in Spanish Local Governments*

Legal informatics

Chairs: Anna-Sophie Novak & Peter Parycek

Efthimios Tambouris and Epameinondas Troulinos - *Investigation of interoperability governance: The case of a Court Information System*

Erik Borglund and Proscovia Svärd - *Regulation of public records*

Matteo Pastore, Maria Angela Pellegrino and Vittorio Scarano - *Detecting and Generalizing Quasi-Identifiers by Affecting Singletons*

Charalampos Alexopoulos, Shefali Virkar, Michalis Avgerinos Loutsaris, Anna-Sophie Novak and Euripidis Loukis - *Analysing Legal Information Requirements for Public Policy Making*

Digital society

Chairs: Thomas Lampoltshammer, Christian Østergaard Madsen & Katarina L. Gidlund

Leif Sundberg - *Diffusion of E-services: Data from Seven Swedish Municipalities*

Jesper Holgersson and Max Ellgren - *Reducing digital exclusion of seniors - Exploring the lasting effect of collaborative training sessions*

Linett Simonsen, Tina Steinstø, Guri Verne and Tone Bratteteig - *"I'm disabled and married to a foreign single mother". Public service chatbot's advice on citizens' complex lives*

Noella Edelmann and Mary Francoli - *Digital Transformation in the Context of the Open Government Partnership*

Nitesh Bharosa, Silvia Lips and Dirk Draheim - *Making e-Government Work Learning from the Netherlands and Estonia*

Leif Skiftenes Flak and Sara Hofmann - *The impact of smart city initiatives on human rights*

Annika Hasselblad and Leif Sundberg - *When Worlds Collide: Comparing the Logic of the Industrial and Welfare Societies*

AI, Data analytics & automated Decision-making track

Chairs: Habin Lee, Euripidis Loukis & Evangelos Kalampokis

Yingying Gao and Marijn Janssen - *Generating more value from government data using AI-An exploratory study*

Ida Lindgren - *Exploring the use of robotic process automation in local government*

Euripidis Loukis, Niki Kyriakou and Manolis Maragoudakis - *Using Government Data and Machine Learning for Predicting Firms' Vulnerability to Economic Crisis*

Colin van Noordt, Rony Medaglia and Gianluca Misuraca - *Stimulating the uptake of AI in public administrations: Overview and comparison of AI Strategies of European Member States*

Per Rådberg Nagbøl and Oliver Müller - *X-RAI: A framework for the transparent, responsible, and accurate use of machine learning in the public sector*

Markko Liutkevičius, Karl Ivory Pappel, Sidra Azmat Butt and Ingrid Pappel - *Automatization of Cross-Border Customs Declaration: Potential and Challenges. A Case Study of the Estonian Customs Authority*

General EGOV

Chairs: Gabriela Viale Pereira, Ida Lindgren & Hans Jochen Scholl

Mille Edith Nielsen, Christian Østergaard Madsen and Mircea Filip Lungu - *Systematic literature review: Technical Debt Management*

Michael Kizito and Johan Magnusson- *Ambidextrous Policy: cross-country comparison of policies for the digitalization of healthcare*

Sara Hofmann, Christian Madsen and Bettina Distel - *Developing an analytical framework for analyzing and comparing national e-government strategies*

Luca Tangi, Marijn Janssen, Michele Benedetti and Giuliano Noci - *Barriers and Drivers of Digital Transformation in Public Organizations: Results from a Survey in the Netherlands*

Jwan Khisro - *Utilizing the investment instrument for digital transformation: A case study of a large Swedish municipality*

Maria Murphy - *Crisis Volunteerism and Digital Transformation*

Martin Lukáš and Miloš Ulman - *Lost in Translation: Enterprise Architecture in e-Government projects*

Service quality

Chairs: Gabriela Viale Pereira, Ida Lindgren & Hans Jochen Scholl

Pasi Raatikainen and Samuli Pekkola - *Who is the Target User of a Patient Record System?*

Hendrik Scholta, Sebastian Halsbenning, Bettina Distel and Jörg Becker - *Walking a mile in their shoes— A citizen journey to explore public service delivery from the citizen perspective*

Willem Pieterse and Cindy Weng - *Measure what matters. A dual outcome service quality model for government service delivery*

Luz Maria Garcia and J. Ramon Gil-Garcia - *Understanding the Role of Intermediaries in Digital Government: The Case of Immigration Services*

Peter Kuhn and Dian Balta - *Service Quality through Government Proactivity: The Concept of Non-Interaction*

Christian Madsen, Willem Pieterse and Sara Hofmann - *The relationship between outbound and inbound communication in government to citizen interaction*

Transformation & governance

Chairs: Gabriela Viale Pereira, Ida Lindgren & Hans Jochen Scholl

Björn Lundell, Jonas Gamalielsson and Andrew Katz - *Addressing lock-in effects in the public sector: how can organisations deploy a SaaS solution while maintaining control of their digital assets?*

Johan Magnusson, Jwan Khisro and Ulf Melin - *A Pathology of Public Sector IT Governance: How IT Governance Configuration Counteracts Ambidexterity*

Maxim Chantillon, Anthony Simonofski, Thomas Tombal, Rink Kruk, Joep Crompvoets and Monique Snoeck - *Analysing e-government through the Multi-Level Governance lens - An exploratory study in Belgium*

Stijn Wouters, Marijn Janssen and Joep Crompvoets - *Governance challenges of inter-organizational digital public services provisioning: A case study on digital invoicing services in Belgium*

Maria A. Wimmer, Alessia Neuronni and Jan Thomas Frecè - *Approaches to Good Data Governance in Support of Public Sector Transformation through Once-only*

Boriana Rukanova, Anneke Zuiderwijk-van Eijk, Moorchana Das, Yao Hua Tan and Toni Männistö - *Collective data analytics capability building processes: a governance model*

Best paper awards ceremony and Poster presentations

Daniel Toll and Fredrik Söderström - *What is this 'RPA' they are selling?*

Jörn von Lucke - *Borderlines for Smart Police Work*

Fritz Meiners and Fabian Kirstein - *ENDA: Insights into Building a Chatbot for Open Government Data*
Ulrika Lundh Snis, Anna Karin Olsson and Irene Bernhard - *Stakeholder Involvement in City Transformation: Towards a Smart Old Town*

Michele Benedetti, Claudio Russo, Luca Tangi and Irene Vanini - *Where does open data value lie? A framework to assess open data impacts*

Best paper award