

Exploring e-services development in local government authorities by means of electronic document management systems

Pappel, Ingrid; Tsap, Valentyna; Pappel, Ingmar; Draheim, Dirk Electronic Governance and Open Society : Challenges in Eurasia 5th International Conference, EGOSE 2018, St. Petersburg, Russia, November 14–16, 2018 : Revised Selected Papers 2019 / p. 223-234 . ill https://doi.org/10.1007/978-3-030-13283-5_17 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Maturity Model for Automatization of Service Provision and Decision-Making Processes in Municipalities

Pappel, Ingmar; Gelashvili, Teona; Pappel, Ingrid Proceedings of Sixth International Congress on Information and Communication Technology 2022 / p. 399-409 : ill https://doi.org/10.1007/978-981-16-1781-2_37 [Conference proceedings at Scopus](#) [Article at Scopus](#)