

**Cross-border e-government services in Europe: expected benefits, barriers and drivers of the once-only principle**  
**Kalvet, Tarmo; Toots, Maarja;** Veenstra, Anne Fleur van; **Krimmer, Robert Johannes** ICEGOV2018 : proceedings of the 11th International Conference on Theory and Practice of Electronic Governance : 4 - 6 April 2018, Galway, Ireland 2018 / p. 59-68  
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