

Clearing the existing fog over the smart sustainable city concept: highlighting the importance of governance

Schuch de Azambuja, Luiza; Pereira, Gabriela Viale; **Krimmer, Robert Johannes** Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance : ICEGOV 2020, 23-25 September, 2020 : Online Conference 2020 / p. 628–637 <https://doi.org/10.1145/3428502.3428595> [Conference proceedings at Scopus](#) [Article at Scopus](#)

Facilitating cross-sectoral digital product development

Soe, Ralf-Martin Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance : ICEGOV 2020, 23-25 September, 2020 : Online Conference 2020 / p. 795-798 <https://doi.org/10.1145/3428502.3428623> [Conference proceedings at Scopus](#) [Article at Scopus](#)

Identifying design principles for proactive services through systematically understanding the reactivity-proactivity spectrum

Erlenheim, Regina; Draheim, Dirk; Taveter, Kuldar Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance : ICEGOV 2020, 23-25 September, 2020 : Online Conference 2020 / p. 452–458 <https://doi.org/10.1145/3428502.3428572> [Conference Proceedings at Scopus](#) [Article at Scopus](#)

Smart city collaboration model : A case study of university-city collaboration

Sarv, Lill; Kibus, Kristel; **Soe, Ralf-Martin** Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance : ICEGOV 2020, 23-25 September, 2020 : Online Conference 2020 / p. 674–677 <https://doi.org/10.1145/3428502.3428601> [Conference Proceedings at Scopus](#) [Article at Scopus](#)

The use of AI in public services : results from a preliminary mapping across the EU

Misuraca, Gianluca; **Noordt, Colin Pascal van;** Boukli, Anys Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance : ICEGOV 2020, 23-25 September, 2020 : Online Conference 2020 / p. 90-99 <https://doi.org/10.1145/3428502.3428513> [Conference Proceedings at Scopus](#) [Article at Scopus](#)