

Bringing innovation towards efficient policy-making in ICT-enabled service provision for senior citizens

Liutkevicius, Merilin; Gelashvili, Teona; Pappel, Ingrid Proceedings of the 14th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2021), 6 - 8 October 2021, Athens, Greece 2022 / p. 97-103

<https://doi.org/10.1145/3494193.3494207> [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Challenges of transition to paperless management: readiness of incorporating AI in decision-making processes

Gelashvili, Teona; Pappel, Ingrid 2021 Eighth International Conference on eDemocracy and eGovernment (ICEDEG) : Quito, Ecuador, 28-30 July 2021 2021 / p. 41-46 <https://doi.org/10.1109/ICEDEG52154.2021.9530905>

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](#)

Supporting collaboration and knowledge sharing in building SLEs for ageing well : using cognitive mapping in KMS design

Weck, Marina; Gelashvili, Teona; Pappel, Ingrid; Ferreira, Fernando Knowledge management research & practice 2022 / p. 865-877 <https://doi.org/10.1080/14778238.2022.2144513> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)