

Building understanding of municipal operations centers as smart city' initiatives : insights from a cross-case analysis

Pereira, Gabriela Viale; Testa, Maurício Gregianin; Macadar, Marie Anne; Parycek, Peter; **Schuch de Azambuja, Luiza** EGOSE '16 : proceedings of the International Conference on Electronic Governance and Open Society : Challenges in Eurasia 2016 / p. 19–30 <https://doi.org/10.1145/3014087.3014110>

Contact center in a smart cities view : a comparative case study of Curitiba (Brazil), Porto Alegre (Brazil) and Philadelphia (USA)

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Schuch de Azambuja, Luiza; Lheureux-De-Freitas, Jorge; Moreira, Cristiano Ramos; Macadar, Marie Anne dg.o '14 : proceedings of the 15th Annual International Conference on Digital Government Research 2014 / p. 245–252 <https://doi.org/10.1145/2612733.2612768>