Bringing service design thinking into the public sector to create proactive and user-friendly public services

Sirendi, Regina; Taveter, Kuldar HCI in Business, Government, and Organizations: Information Systems: third International

Conference, HCIBGO 2016 held as part of HCI International 2016, Toronto, Canada, July 17-22, 2016: proceedings. Part II 2016 / p.

221-230: ill http://dx.doi.org/10.1007/978-3-319-39399-5 21

## Client's willingness for co-creation of a service on the example of KIBS

**Kukk, Jana**; **Leppiman, Anu** International Conference: Entrepreneurship and Innovation as Key Drivers of Regional Development: Ventspils, Latvia, 15-16 July 2013: conference materials, abstract book 2013 / p. 14

## Designing a business service experience : customer's perspective on value co-creation

Kukk, Jana; Leppiman, Anu; Pohjola, Anneli Research in economics and business: Central and Eastern Europe 2014 / p. 51-64:

## Designing proactive business event services: a case study of the Estonian company registration portal

Kõrge, Helena; **Erlenheim, Regina**; **Draheim, Dirk** Electronic Participation: 11th IFIP WG 8.5 International Conference, ePart 2019, San Benedetto Del Tronto, Italy, September 2–4, 2019, Proceedings 2019 / p. 73 - 84 <a href="https://doi.org/10.1007/978-3-030-27397-2\_7">https://doi.org/10.1007/978-3-030-27397-2\_7</a> Conference proceeding at Scopus Article at Scopus Conference proceeding at WOS Article at WOS

Designing proactive public services as sociotechnical systems by using agent-oriented modelling Sirendi, Regina Proceedings of the 16th European Conference on e-Government: ECEG 2016: hosted by Faculty of Administration, University of Ljubljana, Slovenia, 16-17 June 2016 2016 / p. 308-316: ill

## NFT-enriched smart contracts for smart circular economy models

**Gerasimova, Vera**; **Prause, Gunnar Klaus**; **Hoffmann, Thomas** Entrepreneurship and sustainability issues 2023 / p. 93-110 <a href="https://doi.org/10.9770/jesi.2023.11.2(7)">https://doi.org/10.9770/jesi.2023.11.2(7)</a>