

On the narratives and background narratives of e-Government

Draheim, Dirk; McBride, Keegan David Braun; Misnikov, Yuri; Hartleb, Florian; **Lauk, Mihkel; Pappel, Ingrid** Proceedings of the 53rd Annual Hawaii International Conference on System Sciences : January 7-10, 2020, Grand Wailea, Maui 2020 / p. 2114–2122
<https://doi.org/10.24251/HICSS.2020.258>

A survey on customer satisfaction in national electronic ID user support

Muldme, Anne; Pappel, Ingrid; Lauk, Mihkel; Draheim, Dirk 2018 International Conference on eDemocracy & eGovernment (ICEDEG 2018) : Ambato, Ecuador, 4-6 April 2018 2018 / p. 31-37 : ill <http://doi.org/10.1109/ICEDEG.2018.8372374>

The data quality framework for the Estonian public sector and its evaluation : establishing a systematic process-oriented viewpoint on cross-organizational data quality

Tepandi, Jaak; Lauk, Mihkel; Linros, Janar; Raspel, Priit; **Piho, Gunnar; Pappel, Ingrid; Draheim, Dirk** Transactions on large-scale data- and knowledge-centered systems XXXV 2017 / p. 1-26 : ill https://doi.org/10.1007/978-3-662-56121-8_1

The design of the Estonian governmental document exchange classification framework

Draheim, Dirk; Koosapoe, Kaarel; **Lauk, Mihkel; Pappel, Ingrid; Pappel, Ingmar; Tepandi, Jaak** Electronic Government and the Information Systems Perspective : 5th International Conference, EGOVIS 2016, Porto, Portugal, September 5-8, 2016 : proceedings 2016 / p. 33-47 : ill http://link.springer.com/chapter/10.1007/978-3-319-44159-7_3 http://www.eester.ee/record=b4645628*est

The digital archiving process in Estonia - assessment and future perspectives

Pappel, Ingrid; Oolu, Karin; Saarevet, Koit; **Lauk, Mihkel; Draheim, Dirk** Future Data and Security Engineering : 4th International Conference, FDSE 2017, Ho Chi Minh City, Vietnam, November 29 - December 1, 2017 : proceedings 2017 / p. 472-481 : ill https://doi.org/10.1007/978-3-319-70004-5_34