

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 https://doi.org/10.1007/978-3-319-39399-5_21 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

A Conceptual framework for effective appropriation of proactive public e-services

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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