

**E-Residency as a nation branding case**

**Kimmo, Margarita; Pappel, Ingrid; Draheim, Dirk** 11th International Conference on Theory and Practice of Electronic Governance, 4 - 6 April 2018 2018 / p. 419-428 <https://doi.org/10.1145/3209415.3209447> [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

**On leveraging the potential of open data to enhance transparency and accountability - A case study from Ukraine**

**Popelyshyn, Olha; Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk** 2019 6th International Conference on eDemocracy and eGovernment (ICEDEG 2019) : Quito, Ecuador, April 24–26, 2019 : conference proceedings 2019 / Art. 8734315 ; p. 25-30 <https://doi.org/10.1109/ICEDEG.2019.8734315>

**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>