

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

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

Macadar, Marie Anne; Lheureux-De-Freitas, Jorge; **Schuch de Azambuja, Luiza**; Luciano, Edimara Mezzomo ICEGOV '15-16 : proceedings of the 9th International Conference on Theory and Practice of Electronic Governance : March 2016 2016 / p. 215-222 <http://dx.doi.org/10.1145/2910019.2910063>

**A smart city initiative : a case study of Porto Alegre 156**

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