

Estonian eGovernment services : lesson learned

Kalja, Ahto; Pöld, Janari; Robal, Tarmo; Vallner, Uuno; **Viies, Vladimir** Proceedings of PICMET'13 : Technology Management in the IT-Driven Services : [July 28-August 1, 2013, San Jose, California, USA] 2013 / p. 562-568 : ill

Managing knowledge in Web portals for improved customer loyalty and satisfaction

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