

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](#)

Designing effective Chatbot solutions for the public sector: A case study from Ukraine

Petriv, Yulia; Erlenheim, Regina; Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk Electronic Governance and Open Society: Challenges in Eurasia : 6th International Conference, EGOSE 2019, St.Petersburg, Russia, November 13-14, 2019 : Proceedings 2020 / p. 320-335 https://doi.org/10.1007/978-3-030-39296-3_24 [Conference proceeding at Scopus](#) [Article at Scopus](#)

Designing proactive business event services : a case study of the Estonian company registration portal

Kõrge, Helena; **Erlenheim, Regina; Draheim, Dirk** Electronic Participation : 11th IFIP WG 8.5 International Conference, ePart 2019, San Benedetto Del Tronto, Italy, September 2-4, 2019, Proceedings 2019 / p. 73 - 84 https://doi.org/10.1007/978-3-030-27397-2_7 [Conference proceeding at Scopus](#) [Article at Scopus](#) [Conference proceeding at WOS](#) [Article at WOS](#)

Designing proactive public services = Proaktiivsete avalike teenuste disainimine

Erlenheim, Regina 2019 <https://digikogu.taltech.ee/et/Item/727c90b4-8949-48e1-987f-c854a56d773e>
https://www.ester.ee/record=b5268214*est

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

E-tervise häkatonil arendati kahe päevaga kuus uut projekti [Võrguväljaanne]

Tabur, Triin mu.ee 2021 "[E-tervise häkatonil arendati kahe päevaga kuus uut projekti](#) "

Experience marketing from a teaching and learning perspective [Online resource]

Leppiman, Anu; Riivits-Arkonsuo, Iivi; Kukkk, Jana Journal of marketing trends 2018 / p. 113-121 : ill https://marketing-trends-congress.com/sites/default/files/inline-files/JMT%20DEF%202018%20Vol%205_N2_April-min%20%281%29-compressed.pdf

From customer-, to actor-, to stakeholder engagement: taking stock, conceptualization, and future directions

Hollebeek, Linda Desiree; Kumar, Virender; Srivastava, Rajendra K. Journal of Service Research 2022 / p. 328-343
<https://doi.org/10.1177/1094670520977680> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

"Keerulisuse heaks näiteks e-meditatsioon." Teenusedisaini eksperdid annavad aru, miks on lihtsaid lahendusi raske teha

Kukkk, Jana; Kullerkupp, Laura digi.geenius.ee 2024 "[Keerulisuse heaks näiteks e-meditatsioon.](#)" Teenusedisaini eksperdid annavad aru, miks on lihtsaid lahendusi raske teha

Kes peaks mõtlema nagu disainer?

Kukkk, Jana Mente et Manu 2020 / lk. 30-31 : fot <https://dea.digar.ee/cgi-bin/dea?a=is&oid=AKmenteetmanu202011&type=staticpdf>

Kontrollküsimused – kui kliendikeskne on sinu ettevõtte tegelikult?

Ausner, Keit aripaev.ee 2024 [Kontrollküsimused – kui kliendikeskne on sinu ettevõtte tegelikult?](#)

Kuidas sünnib väärtus elamusest? [Võrguväljaanne]

Kukkk, Jana Elamusdisain turunduses : turunduse õppetooli IV kevadkonverents : konverentsi ettekannete abstraktide kogumik : 10. mai 2016 2016 / lk. 11 <https://www.ttu.ee/public/m/majandusteaduskond/Sundmused/TurKonvAbstraktid.pdf>

Miks peaks juht mõtlema nagu disainer?

Kukkk, Jana Director 2016 / lk. 58-63 https://artiklid.elnet.ee/record=b2753702*est

Milline on teenusedisaini roll kriisidega toimetulekus? [Võrguväljaanne]

turundajateliit.ee 2022 [Milline on teenusedisaini roll kriisidega toimetulekus?](#)

NFT-enriched smart contracts for smart circular economy models

Gerasimova, Vera; Prause, Gunnar Klaus; Hoffmann, Thomas Entrepreneurship and sustainability issues 2023 / p. 93-110
[https://doi.org/10.9770/jesi.2023.11.2\(7\)](https://doi.org/10.9770/jesi.2023.11.2(7))

Noorteklubi talveseminaril disainiti teenust

Nool, Maris Raamatukogu 2019 / lk. 38-39 : fot http://www.ester.ee/record=b1072819*est

Serverless, FaaS and why organizations need them

Astrova, Irina; Koschel, Arne; Schaaf, Marc; Klassen, Samuel; Jdiya, Kerim Intelligent decision technologies 2021 / p. 825-838
<https://doi.org/10.3233/IDT-210194> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Service design for trans-national smart supply chains

Gerasimova, Vera; **Philipp, Robert; Prause, Gunnar Klaus** Reliability and statistics in transportation and communication : Selected Papers from the 20th International Conference on Reliability and Statistics in Transportation and Communication, RelStat'20, 14-17 October 2020, Riga, Latvia 2021 / p. 377-388 https://doi.org/10.1007/978-3-030-68476-1_35 [Conference proceedings at Scopus Article at Scopus](#)

SOA integration aspects for large companies

Kimlaychuk, Vadim Proceedings of the IADIS International Conference Information Systems 2008 : Algarve, Portugal, April 9-11, 2008 2008 / ? p <https://www.iadisportal.org/digital-library/soa-integration-aspects-for-large-companies>

TalTech. 80 aastat majandusharidust: tudengid aitasid arendada Tallinna lennujaama teenusedisaini [Võrguväljaanne]

äripäev.ee 2021 "[TalTech. 80 aastat majandusharidust: tudengid aitasid arendada Tallinna lennujaama teenusedisaini](#)"

TalTechi e-tervise õppekava tiimid saavutasid edu iduettevõtetele suunatud kiirendiprogrammides [Võrguväljaanne]

digi.geenius.ee 2022 [TalTechi e-tervise õppekava tiimid saavutasid edu iduettevõtetele suunatud kiirendiprogrammides](#)

Teenusedisain - tööriist, mis aitab astuda sammu teenusest elamuseni

Kukk, Jana Kaja : kommunikatsiooni ja suhtekorralduse ajakiri 2016 / lk. 11-12 : ill https://artiklid.elnet.ee/record=b2799409*est

Toimus mereteemaline häkaton Marinehakk

Kalep, Rasmus Paat & Merendus 2022 / lk. 60-61 https://www.ester.ee/record=b4471304*est

Tudengid aitasid arendada Tallinna lennujaama teenusedisaini

Äripäev 2021 / Lk. 6 https://www.ester.ee/record=b1071975*est

Tuleviku linna häkaton lahendas TalTechi, Tehnopoly ja Ülemiste City väljakutseid

Hansen, Kaisa Mente et Manu 2020 / lk. 42-43 : fot <https://dea.digar.ee/cgi-bin/dea?a=is&oid=AKmenteetmanu202011&type=staticpdf>