

**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 [http://dx.doi.org/10.1007/978-3-319-39399-5\\_21](http://dx.doi.org/10.1007/978-3-319-39399-5_21)

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

**Sirendi, Regina; Mendoza, Antonette; Barrier, Mariane; Taveter, Kuldar; Sterling, Leon** Abstracts of Papers Presented at the 18th European Conference on Digital Government ECDG 2018 : Hosted By University of Santiago de Compostela, Spain, 25 - 26 October 2018 2018 / p. 23-24 <https://www.academic-conferences.org/download/21774/>

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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