

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](#)