

E-Residency as a nation branding case

Kimmo, Margarita; Pappel, Ingrid; Draheim, Dirk 11th International Conference on Theory and Practice of Electronic Governance, 4 - 6 April 2018 2018 / p. 419-428 <https://doi.org/10.1145/3209415.3209447> [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

On leveraging the potential of open data to enhance transparency and accountability - A case study from Ukraine

Popelyshyn, Olha; Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk 2019 6th International Conference on eDemocracy and eGovernment (ICEDEG 2019) : Quito, Ecuador, April 24–26, 2019 : conference proceedings 2019 / Art. 8734315 ; p. 25-30 <https://doi.org/10.1109/ICEDEG.2019.8734315>

A survey on customer satisfaction in national electronic ID user support

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