

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

Muldme, Anne; Pappel, Ingrid; Lauk, Mihkel; Draheim, Dirk 2018 International Conference on eDemocracy & eGovernment (ICEDEG 2018) : Ambato, Ecuador, 4-6 April 2018 2018 / p. 31-37 : ill <http://doi.org/10.1109/ICEDEG.2018.8372374>