

“AI muutub uueks kirjaoskuseks” TalTechi uus õppeprorektor Ingrid Pappel on kindel, et tehisintellekt peab jõudma kõikidesse õppekavadesse

Pappel, Ingrid digi.geenius.ee 2025 <https://digi.geenius.ee/blogi/teadus-ja-tulevik/ai-muutub-ueeks-kirjaoskuseks-taltech-i-uus-oppeprorektor-ingrid-pappel-on-kindel-et-tehisintellekt-peab-joudma-koikidesse-oppekavadesse/>

AI readiness assessment for Data-driven Public Service Projects : change management and human elements of procurement

Dreyling III, Richard Michael; Erlenheim, Regina; **Tammet, Tanel; Pappel, Ingrid** Human factors, business management and society : proceedings of the 14th AHFE International Conference on Applied Human Factors and Ergonomics : San Francisco Marriott Marquis, California, USA, July 20-24, 2023. Vol. 97 2023 / p. 178–187 : ill <https://doi.org/10.54941/ahfe1003894>

Application of e-governance solutions in industry 4.0 : The case of e-invoicing

Pappel, Ingrid; Kosenkov, Oleksandr 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. 41-42 <https://www.academic-conferences.org/download/21774/>

Application of e-governance solutions in industry 4.0 : The case of e-invoicing

Pappel, Ingrid; Kosenkov, Oleksandr Proceedings of the 18th European Conference on Digital Government (ECDG2018) : University of Santiago de Compostela, Spain, 25-26 October 2018 2018 / p. 321–324 <https://www.scopus.com/inward/record.uri?eid=2-s2.0-85059249500&partnerID=40&md5=1f13e4155021d0e173f1b81582022655>

An artificial intelligence maturity model for the public sector : a design science approach

Dreyling III, Richard Michael; Lemmik, Juhani; Tammet, Tanel; Pappel, Ingrid TalTech journal of European studies 2024 / p. 217-239 <https://doi.org/10.2478/bjes-2024-0023> https://www.ester.ee/record=b5290032*est [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Artificial intelligence use in e-Government services : a systematic interdisciplinary literature review

Dreyling III, Richard Michael; Tammet, Tanel; Pappel, Ingrid Future Data and Security Engineering : Big Data, Security and Privacy, Smart City and Industry 4.0 Applications : 9th International Conference, FDSE 2022, Ho Chi Minh City, Vietnam, November 23-25, 2022 : proceedings 2022 / p. 547-559 https://doi.org/10.1007/978-981-19-8069-5_37 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Conference proceedings at WOS](#) [Article at WOS](#)

Aspects of personal data protection from state and citizen perspectives - case of Georgia

Tsulukidze, Mariam; Nyman-Metcalf, Katrin Merike; Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk Digital Transformation for a Sustainable Society in the 21st Century 18th IFIP WG 6.11 : Conference on e-Business, e-Services, and e-Society, I3E 2019 Trondheim, Norway, September 18–20, 2019 : proceedings 2019 / p. 476-488 https://doi.org/10.1007/978-3-030-29374-1_39 [Conference proceeding at Scopus](#) [Article at Scopus](#) [Conference proceeding at WOS](#) [Article at WOS](#)

Automatization of cross-border customs declaration : potential and challenges : a case study of the Estonian customs authority

Liutkevičius, Markko; Pappel, Karl Ivory; Butt, Sidra Azmat; Pappel, Ingrid Electronic Government : 19th IFIP WG 8.5 International Conference, EGOV 2020, Linköping, Sweden, August 31 - September 2, 2020 : proceedings 2020 / p. 96-109 https://doi.org/10.1007/978-3-030-57599-1_8 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Conference proceedings at WOS](#) [Article at WOS](#)

Barriers to digital transformation of the silver economy : challenges to adopting digital skills by the silver generation

Butt, Sidra Azmat; Lips, Silvia; Sharma, Rahul; Pappel, Ingrid; Draheim, Dirk Human factors, business management and society : proceedings of the 14th AHFE International Conference on Applied Human Factors and Ergonomics : San Francisco Marriott Marquis, California, USA, July 20-24, 2023. Vol. 97 2023 / p. 151–163 : tab <https://doi.org/10.54941/ahfe1003892>

Bringing innovation towards efficient policy-making in ICT-enabled service provision for senior citizens

Liutkevičius, Merilin; Gelashvili, Teona; Pappel, Ingrid Proceedings of the 14th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2021), 6 - 8 October 2021, Athens, Greece 2022 / p. 97-103 <https://doi.org/10.1145/3494193.3494207> [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Building smart living environments for ageing societies : decision support for cross-border e-services between Estonia and Finland

Weck, Marina; Jackson, Eric Blake; Sihvonen, Markus; Pappel, Ingrid Technology in society 2022 / art. 102066, 13 p. <https://doi.org/10.1016/j.techsoc.2022.102066> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Capacity building in government : towards developing a standard for a functional specialist in AI for public services

Labanava, Alena; Dreyling III, Richard Michael; Mortati, Marzia; Liiv, Innar; Pappel, Ingrid Future Data and Security Engineering : Big Data, Security and Privacy, Smart City and Industry 4.0 Applications : 9th International Conference, FDSE 2022, Ho Chi Minh City, Vietnam, November 23-25, 2022 : proceedings 2022 / p. 503-516 https://doi.org/10.1007/978-981-19-8069-5_34 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Challenges and implications of the WHO's digital cross-border COVID-19 vaccine passport recognition pilot

Jackson, Eric Blake; Dreyling III, Richard Michael; Pappel, Ingrid 2021 Eighth International Conference on eDemocracy and eGovernment (ICEDEG) : Quito, Ecuador, 28-30 July 2021 / p. 88-94 <https://doi.org/10.1109/ICEDEG52154.2021.9530954>

Challenges in the digital transformation of courts : a case study from the Kurdistan region of Iraq

Ahmed, Rozha Kamal; Draheim, Dirk; Pappel, Ingrid; Muhammed, Khder H. 2020 Seventh International Conference on eDemocracy & eGovernment (ICEDEG), Buenos Aires, Argentina, April 22–24, 2020 : proceedings 2020 / p. 74-79 <https://doi.org/10.1109/ICEDEG48599.2020.9096801>

Challenges of generative AI chatbots in public services - an integrative review

Dreyling III, Richard Michael; Koppel, Tarmo; Tammet, Tanel; Pappel, Ingrid SSRN 2024 / 11 p <http://dx.doi.org/10.2139/ssrn.4850714>

Challenges of transition to paperless management: readiness of incorporating AI in decision-making processes

Gelashvili, Teona; Pappel, Ingrid 2021 Eighth International Conference on eDemocracy and eGovernment (ICEDEG) : Quito, Ecuador, 28-30 July 2021 / p. 41-46 <https://doi.org/10.1109/ICEDEG52154.2021.9530905>

Conception and activity directions for training and science centre supporting development of Estonian e-state technologies : [abstract]

Pappel, Ingrid; Pappel, Ingmar; Saarmann, Monika ICEGov 2011 : 5th International Conference on Theory and Practice of Electronic Governance : 26-28 September 2011, Tallinn, Estonia : brochure 2011 / p. 201 <https://dl.acm.org/doi/abs/10.1145/2072069.2072105>

Cross-border communication and service provision within Silver Economy Domain : How to sustain a collaborative platform for seniors services

Kangilaski, Taivo; Pappel, Ingrid; Sihvonen, Markus; Weck, Marina Human factors, business management and society : proceedings of the 13th AHFE International Conference on Human Factors, Business Management and Society, New York, USA, July 24-28, 2022 / p. 244-252 <https://doi.org/10.54941/ahfe1002275>

Cross-border data exchange in the Nordic-Baltic region : data intermediaries, interoperability, and e-services orchestration = Piiriülene andmevahetus Põhja-Balti regioonis : andmevahendajad, koostalitlusvõime ja e-teenuste orkestreerimine

Jackson, Eric Blake 2024 https://www.ester.ee/record=b5704325*est <https://doi.org/10.23658/taltech.54/2024> <https://digikogu.taltech.ee/et/Item/4c85549d-2e2a-4fff-bf11-08ce2295e945>

Cyber security risk analysis for a virtual assistant G2C digital service using FAIR model

Dreyling III, Richard Michael; Jackson, Eric Blake; Pappel, Ingrid 2021 Eighth International Conference on eDemocracy & eGovernment (ICEDEG) : Quito, Ecuador, 28-30 July 2021 / p. 33-40 <https://doi.org/10.1109/ICEDEG52154.2021.9530938>

Design of a Collective Intelligence Platform for facilitating the silver economy : an exhaustive user-centered evaluation

Butt, Sidra Azmat; Suran, Shweta; Pappel, Ingrid; Weck, Marina; Draheim, Dirk techrxiv.org 2023 / 36 p. : ill <https://doi.org/10.36227/techrxiv.24213168.v1>

The design of the Estonian governmental document exchange classification framework

Draheim, Dirk; Koosapoe, Kaarel; Lauk, Mihkel; Pappel, Ingrid; Pappel, Ingmar; Tepandi, Jaak Electronic Government and the Information Systems Perspective : 5th International Conference, EGOVIS 2016, Porto, Portugal, September 5-8, 2016 : proceedings 2016 / p. 33-47 : ill http://link.springer.com/chapter/10.1007/978-3-319-44159-7_3 http://www.ester.ee/record=b4645628*est https://doi.org/10.1007/978-3-319-44159-7_3 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

Designing a digital collaborative platform for the silver economy: inception and conceptualization

Butt, Sidra Azmat; Rava, Karin; Kangilaski, Taivo; Pappel, Ingrid; Draheim, Dirk 2021 Eighth International Conference on eDemocracy and eGovernment (ICEDEG) : Quito, Ecuador, 28-30 July 2021 / p. 47-54 : ill <https://doi.org/10.1109/ICEDEG52154.2021.9530937>

Designing an effective long-term identity management strategy for a mature e-state

Lips, Silvia; Aas, Krista; Pappel, Ingrid; Draheim, Dirk Electronic Government and the Information Systems Perspective : 8th International Conference, EGOVIS 2019 : Linz, Austria, August 26–29, 2019 : proceedings 2019 / p. 221-234 : ill https://doi.org/10.1007/978-3-030-27523-5_16 [Conference proceeding at Scopus](#) [Article at Scopus](#) [Conference proceeding 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](#)

Development and implementation of e-governance framework and paperless management in local governments = E-valitsemisele ja digitaalsele asjaajamisele ülemineku raamistiku väljatöötamine ja rakendamine kohalikes omavalitsustes

Pappel, Ingrid 2013 https://www.ester.ee/record=b2968909*est

Development and implementation of e-governance framework and paperless management in local governments = E-valitsemisele ja digitaalsele asjaajamisele ülemineku raamistiku väljatöötamine ja rakendamine kohalikes omavalitsustes
Pappel, Ingrid 2013 https://www.ester.ee/record=b3043041*est

Development of information society and e-government by improving electronic records management solution at Estonian local authorities

Pappel, Ingrid; Pappel, Ingmar; Saarmann, Monika Proceedings of the IADIS International Conference e-Society 2012 : Berlin, Germany, March 10-13, 2011 2012 / p. 457-462

A digital collaborative platform for the silver economy : functionalities required by stakeholders in a multinational Baltic Sea Region project

Butt, Sidra Azmat; Suran, Shweta; Pappel, Ingrid; Smaerup, Michael; Krimmer, Robert Johannes; Draheim, Dirk Digital government : research and practice 2023 / art. 8, 20 p. : ill <https://doi.org/10.1145/3592618> [Journal metrics at Scopus](#) [Article at Scopus](#)

A Digital collaborative platform to facilitate innovative solutions for the silver economy = Digitaalne koostööplatvorm hõlbustamaks uuenduslikke lahendusi hõbemajanduses

Butt, Sidra Azmat 2023 <https://doi.org/10.23658/taltech.67/2023> <https://digikogu.taltech.ee/et/Item/7c85940a-5f26-4d3d-adcd-42051df370b5> https://www.ester.ee/record=b5646360*est

Digital records keeping to information governance in Estonian local governments

Pappel, Ingrid; Pappel, Ingmar; Saarmann, Monika International Conference on Information Society (i-Society 2012) 2012 / p. 199-204 : ill <https://ieeexplore.ieee.org/document/6285076>

Digital Silver Hub : user dialogue model technical document

Butt, Sidra Azmat; Pappel, Ingrid; Draheim, Dirk techrxiv.org 2022 / p. 1–59 : ill <https://doi.org/10.36227/techrxiv.19875031.v1>

Digital transformation : artificial intelligence enablement in public services = Digisiire ja tehisintellekti rakenduseeldused avalikes teenustes

Dreyling III, Richard Michael 2024 https://www.ester.ee/record=b5701422*est <https://doi.org/10.23658/taltech.48/2024> <https://digikogu.taltech.ee/et/Item/8f544e79-b898-426c-a008-9f6f352d44bb>

Digital transformation insights from an AI solution in search of a problem

Dreyling III, Richard Michael; Tammet, Tanel; Pappel, Ingrid Future Data and Security Engineering. Big Data, Security and Privacy, Smart City and Industry 4.0 Applications : 10th International Conference, FDSE 2023, Da Nang, Vietnam, November 22–24, 2023 : proceedings 2023 / p. 341 - 351 https://doi.org/10.1007/978-981-99-8296-7_24 [Conference Proceedings at Scopus](#) [Article at Scopus](#)

Digital transformation of court processes : driving forces, success factors, regulations and technology acceptance = Kohtuprotsesside digitaalne ümberkujundamine : liikumapanevad jõud, edu tegurid, regulatsioonid ja tehnoloogia vastuvõtmine

Ahmed, Rozha Kamal 2023 <https://doi.org/10.23658/taltech.7/2023> <https://digikogu.taltech.ee/et/Item/20e4a2fa-fc2d-4312-8d1e-c66afae70f96> https://www.ester.ee/record=b5547659*est

Driving forces and design of the TTÜ e-Governance technologies and services master's program

Pappel, Ingrid; Oolu, Karin; Pappel, Ingmar; Draheim, Dirk Electronic Government and the Information Systems Perspective : 6th International Conference, EGOVIS 2017, Lyon, France, August 28-31, 2017 : proceedings 2017 / p. 278-293 : ill https://doi.org/10.1007/978-3-319-64248-2_20 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

E-court system evaluation through the user's perspective : applying the end-user computing satisfaction (EUCS) model

Ahmed, Rozha Kamal; Ahmed, Omer; Pappel, Ingrid; Draheim, Dirk 23rd Annual International Conference on Digital Government Research (DGO2022) : Intelligent Technologies, Governments and Citizens, June 15-17, 2022 : proceedings 2022 / p. 293-299 <https://doi.org/10.1145/3543434.3543560> [Conference proceedings at Scopus](#) [Article at Scopus](#)

Educating future digital leaders : developing e-governance curriculum in Estonia and Ukraine

Morze, Natalia; Makhachashvili, Rusudan; Mosiashvili, Gvantsa; Pappel, Ingrid DHW 2021: Digital Humanities Workshop 2021 / p. 185 - 190 <https://doi.org/10.1145/3526242.3526253> [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

e-Governance education for sustainable development: prioritising sustainable development goals and building capabilities to drive progress : an AHP approach

Labanava, Alena; Liiv, Innar; Pappel, Ingrid Proceedings of the 16th International Conference on Theory and Practice of Electronic Governance 2023 / p. 206-213 <https://doi.org/10.1145/3614321.3614350>

eID public acceptance : success factors, citizen perception, and impact of electronic identity = eID avalik aktsepteerimine : edutegurid, kodanike pertseptsioon ja elektroonilise identiteedi mõju

Tsap, Valentyna 2022 <https://doi.org/10.23658/taltech.12/2022> <https://digikogu.taltech.ee/et/Item/13217274-6ec5-4c3b-8324-dcf5bef99081>
https://www.ester.ee/record=b5497155*est

Enhancement of the e-invoicing systems by increasing the efficiency of workflows via disruptive technologies

Gunaratne, Hiruni; Pappel, Ingrid Electronic Governance and Open Society: Challenges in Eurasia : 7th International Conference, EGOSE 2020, St. Petersburg, Russia, November 18-19, 2020 : proceedings 2020 / p. 60-74 https://doi.org/10.1007/978-3-030-67238-6_5 [Conference proceeding at Scopus](#) [Article at Scopus](#)

Enhancing public e-service delivery : recognizing and meeting user needs of youngsters in Estonia

Ruus, Marili; Pappel, Ingrid; Tsap, Valentyna; Draheim, Dirk Digital Transformation and Global Society : 4th International Conference, DTGS 2019, St. Petersburg, Russia, June 19–21, 2019 : Revised Selected Papers 2019 / p. 29-40
https://doi.org/10.1007/978-3-030-37858-5_3 [Conference proceedings at Scopus](#) [Article at Scopus](#)

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](#)

Exploring e-services development in local government authorities by means of electronic document management systems

Pappel, Ingrid; Tsap, Valentyna; Pappel, Ingmar; Draheim, Dirk Electronic Governance and Open Society : Challenges in Eurasia 5th International Conference, EGOSE 2018, St. Petersburg, Russia, November 14–16, 2018 : Revised Selected Papers 2019 / p. 223-234 . ill https://doi.org/10.1007/978-3-030-13283-5_17 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Exploring EU e-delivery integration for enabling interregional innovation through the SilverHub Platform

Jackson, Eric Blake; Kivimäki, Petteri; Pappel, Ingrid; Ben Yahia, Sadok dg.o '23 : Proceedings of the 24th Annual International Conference on Digital Government Research : Gdansk, Poland, July 11 - 14, 2023 2023 / p. 172–179 : ill
<https://doi.org/10.1145/3598469.3598488>

Exploring the functionalities and evaluation of the Digital Silver Hub : a collaborative platform for innovative solutions in the silver economy

Butt, Sidra Azmat; Pappel, Ingrid; Draheim, Dirk ICEGOV '23 : proceedings of the 16th International Conference on Theory and Practice of Electronic Governance : September 26–29, 2023, Belo Horizonte, Brazil 2023 / p. 371–378 : ill
<https://doi.org/10.1145/3614321.3614371>

Factors affecting e-ID public acceptance : a literature review

Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk Electronic Government and the Information Systems Perspective : 8th International Conference, EGOVIS 2019 : Linz, Austria, August 26–29, 2019 : proceedings 2019 / p. 176-188 : tab https://doi.org/10.1007/978-3-030-27523-5_13 [Conference proceeding at Scopus](#) [Article at Scopus](#) [Conference proceeding at WOS](#) [Article at WOS](#)

A Framework for the adoption of blockchain technology in healthcare information management systems : a case study of Nigeria

Azogu, Irene; Norta, Alexander; Pappel, Ingrid; Longo, Justin; Draheim, Dirk Proceedings of the 12th International Conference on Theory and Practice of Electronic Governance (ICEGOV'19), Melbourne, Australia, April 3-5, 2019 2019 / p. 310–316 : ill
<https://doi.org/10.1145/3326365.3326405> [Conference proceeding at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

A generic framework for collective intelligence systems = Kollektiivse intelligentsuse süsteemide üldine raamistik

Suran, Shweta 2022 <https://doi.org/10.23658/taltech.15/2022> <https://digikogu.taltech.ee/et/Item/3e5b1767-badd-4d53-ac11-8e61cc7f8e09>
https://www.ester.ee/record=b5498851*est

A historical analysis on interoperability in Estonian data exchange architecture : perspectives from the past and for the future

Jackson, Eric Blake; Dreyling III, Richard Michael; Pappel, Ingrid ICEGOV '21: Proceedings of the 14th International Conference on Theory and Practice of Electronic Governance 2021 / p. 111-116 <https://doi.org/10.1145/3494193.3494209> [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Impact of e-court systems implementation : a case study

Ahmed, Rozha Kamal; Muhammed, Khder Hassan; Pappel, Ingrid; Draheim, Dirk Transforming Government : People, Process and Policy 2021 / p. 108-128 : ill <https://doi.org/10.1108/TG-01-2020-0008> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

The impact of the single digital gateway regulation from the citizens' perspective

Bhatarai, Rakshya; Pappel, Ingrid; Vainsalu, Heiko; Ben Yahia, Sadok; Draheim, Dirk Procedia Computer Science 2019 / p. 159 - 167 <https://doi.org/10.1016/j.procs.2019.12.168> [Conference proceeding at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Implementation of e-invoicing principles in Estonian local governments

Pappel, Ingrid; Pappel, Ingmar; Tampere, Terje; **Draheim, Dirk** Proceedings of the 17th European Conference on Digital Government (ECDG) : Military Academy, Lisbon, Portugal, 12-13 June 2017 / p. 127-135 : ill
<http://www.scopus.com/inward/record.uri?eid=2-s2.0-85028462055&partnerID=40&md5=90db5a1632aa8070dc9d7ae92357ae5f>

Implementation of electronic records management systems : potential and challenges a case study of the Water and Power Development Authority (WAPDA) in Pakistan

Butt, Sidra Azmat; Pappel, Ingrid; Oolu, Karin ICT Analysis and Applications : 23-24 July 2020, Panaji, Goa, India : proceedings of ICT4SD 2020. Vol. 2 2021 / p. 629–639 https://doi.org/10.1007/978-981-15-8354-4_63 [Conference proceedings at Scopus](#) [Article at Scopus](#)

Implementation of information security in the EU information systems : an Estonian case study

Järvsoo, Maris; Norta, Alexander; Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk Challenges and Opportunities in the Digital Era : 17th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society : I3E 2018, Kuwait City, Kuwait, October 30 - November 1, 2018 : proceedings 2018 / p. 150-163 https://doi.org/10.1007/978-3-030-02131-3_15 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

Implementation of service-based e-government and establishment of state IT components interoperability at local authorities

Pappel, Ingrid; Pappel, Ingmar 2011 3rd International Conference on Advanced Computer Control (ICACC 2011) : Harbin, China, 18-20.01.2011 2011 / p. 371-378 <https://ieeexplore.ieee.org/document/6016434>

Improving court efficiency through ICT integration : identifying essential areas of improvement

Ahmed, Rozha Kamal; Muhammed, Khder H.; Reitsakas, Aleksander; **Pappel, Ingrid; Draheim, Dirk** ICT Analysis and Applications : proceedings of ICT4SD 2019. Vol. 2 2020 / p. 449-461 : ill https://doi.org/10.1007/978-981-15-0630-7_44 [Article collection at Scopus](#) [Article at Scopus](#)

Increasing citizen participation in e-participatory budgeting processes

Mærøe, Anders Røsten; **Norta, Alexander; Tsap, Valentyna; Pappel, Ingrid** Journal of Information Technology & Politics 2021 / p. 125-147 <https://doi.org/10.1080/19331681.2020.1821421> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Influence of content-oriented information management activities on the creation of national memory

Oolu, Karin; **Pappel, Ingrid** Human factors, business management and society : proceedings of the 13th AHFE International Conference on Human Factors, Business Management and Society, New York, USA, July 24-28, 2022 2022 / p. 153–160
<https://doi.org/10.54941/ahfe1002263>

Innovation or reinvention? A systematic and bibliometric review of public sector digital infrastructure

Lusi, Josephine; Lorenz, Birgy; Pappel, Ingrid Journal of Open Innovation Technology Market and Complexity 2025 / art. 100593
<https://doi.org/10.1016/j.joitmc.2025.100593>

Integral and secure cloud architecture based system for backup and retention of public sector information

Pappel, Ingrid; Pappel, Ingmar Proceedings of the IADIS International Conference of Internet Applications and Research 2012 2012 / p. 105-110
https://www.researchgate.net/publication/290932698_Integral_and_secure_cloud_architecture_based_system_for_backup_and_retention_of_public_sector_information

Kas IKT-alal loeb vaid kogemus ja ülikooliharidus pole oluline?

Pappel, Ingrid aripaev.ee 2024 [Kas IKT-alal loeb vaid kogemus ja ülikooliharidus pole oluline?](#)

Key factors in coping with large-scale security vulnerabilities in the eID field

Lips, Silvia; **Pappel, Ingrid; Tsap, Valentyna; Draheim, Dirk** Electronic Government and the Information Systems Perspective : 7th International Conference, EGOVIS 2018, Regensburg, Germany, September 3–5, 2018 : proceedings 2018 / p. 60-70
https://doi.org/10.1007/978-3-319-98349-3_5 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

Key success factors in introducing national e-identification systems

Tsap, Valentyna; Pappel, Ingrid; Draheim, Dirk Future Data and Security Engineering : 4th International Conference, FDSE 2017, Ho Chi Minh City, Vietnam, November 29 - December 1, 2017 : proceedings 2017 / p. 455-471 : ill https://doi.org/10.1007/978-3-319-70004-5_33 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

A knowledge map for ICT integration in the silver economy

Butt, Sidra Azmat; Elhadjamor, Emna A.; **Pappel, Ingrid; Öunapuu, Enn; Draheim, Dirk** Procedia computer science 2021 / p. 693–701 <https://doi.org/10.1016/j.procs.2021.01.220> [Conference proceeding at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

A legal framework for digital transformation

Ahmed, Rozha Kamal; Muhammed, Khder Hassan; **Lips, Silvia; Nyman-Metcalf, Katrin Merike; Pappel, Ingrid; Draheim, Dirk** SSRN 2022 / 20 p <https://doi.org/10.2139/ssrn.4182028>

A legal framework for digital transformation : a proposal based on a comparative case study

Ahmed, Rozha Kamal; Muhammed, Khder H.; Qadir, Awat O.; Arif, Soran I.; **Lips, Silvia;** Nyman-Metcalf, Katrin Merike; **Pappel, Ingrid;** **Draheim, Dirk** Electronic Government and the Information Systems Perspective : 10th International Conference, EGOVIS 2021, Virtual Event, September 27–30, 2021 : proceedings 2021 / p. 115–128 https://doi.org/10.1007/978-3-030-86611-2_9 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

LLM-augmented curriculum design : a framework for curriculum innovation in digital public infrastructure education

Lusi, Josephine; Nikiforova, Anastasija; **Pappel, Ingrid** Augmented Cognition : 19th International Conference, AC 2025, Held as Part of the 27th HCI International Conference, HCII 2025, Gothenburg, Sweden, June 22–27, 2025, Proceedings, Part I 2025 / p. 193-204 https://doi.org/10.1007/978-3-031-93724-8_15

Maturity Model for Automatization of Service Provision and Decision-Making Processes in Municipalities

Pappel, Ingmar; **Gelashvili, Teona;** **Pappel, Ingrid** Proceedings of Sixth International Congress on Information and Communication Technology 2022 / p. 399-409 : ill https://doi.org/10.1007/978-981-16-1781-2_37 [Conference proceedings at Scopus](#) [Article at Scopus](#)

A multifaceted assessment framework for electronic identity schemes = Elektrooniliste autentimisskeemide mitmetahuline hindamise raamistik

Lips, Silvia 2023 <https://doi.org/10.23658/taltech.34/2023> <https://digikogu.taltech.ee/et/Item/52b02c4c-7d55-47f5-b942-83e03f3bb37a> https://www.ester.ee/record=b5569689*est

Multi-faceted evaluation of the Digital Silver Hub to validate its platform requirements

Butt, Sidra Azmat; Weck, Marina; **Pappel, Ingrid;** **Draheim, Dirk** Human factors, business management and society : proceedings of the 14th AHFE International Conference on Applied Human Factors and Ergonomics : San Francisco Marriott Marquis, California, USA, July 20-24, 2023. Vol. 97 2023 / p. 164–177 : ill <https://doi.org/10.54941/ahfe1003893>

Navigating the AI Maze : lessons from Estonia's Bürokratt on public sector AI digital transformation

Dreyling III, Richard Michael; **McBride, Keegan David Braun;** **Tammet, Tanel;** **Pappel, Ingrid** SSRN 2024 / 14 p <https://doi.org/10.2139/ssrn.4850696>

On existing trends towards creation of a holistic sociotechnical approach to e-Governance

Kosenkov, Oleksandr; **Pappel, Ingrid;** **Draheim, Dirk** Proceedings of the 12th International Conference on Theory and Practice of Electronic Governance (ICEGOV'19), Melbourne, Australia, April 3-5, 2019 2019 / p. 492–493 : ill <https://doi.org/10.1145/3326365.3326437> [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

On facilitating cross-border E-commerce through an automated VAT declaration system

Kreos, Kai; **Täks, Ermo;** **Tsap, Valentyna;** **Pappel, Ingrid;** **Draheim, Dirk** 2019 6th International Conference on eDemocracy and eGovernment (ICEDEG 2019) : Quito, Ecuador, April 24–26, 2019 : conference proceeding 2019 / p. 56-63 <https://doi.org/10.1109/ICEDEG.2019.8734347>

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>

On the narratives and background narratives of e-Government

Draheim, Dirk; **McBride, Keegan David Braun;** Misnikov, Yuri; Hartleb, Florian; **Lauk, Mihkel;** **Pappel, Ingrid** Proceedings of the 53rd Annual Hawaii International Conference on System Sciences : January 7-10, 2020, Grand Wailea, Maui 2020 / p. 2114–2122 <https://doi.org/10.24251/HICSS.2020.258>

On the specific role of electronic document and record management systems in enterprise integration

Pappel, Ingrid; **Butt, Sidra Azmat;** **Pappel, Ingmar;** **Draheim, Dirk** Proceedings of Fifth International Congress on Information and Communication Technology : ICICT 2020, London ; 2 2021 / p 37–51 https://doi.org/10.1007/978-981-15-5859-7_3 [Article collection metrics at Scopus](#) [Article at Scopus](#)

On the systematic exploitation of the Estonian data exchange layer X-road for strengthening public-private partnerships

Paide, Karoline; **Pappel, Ingrid;** Vainsalu, Heiko; **Draheim, Dirk** ICEGOV2018 : proceedings of the 11th International Conference on Theory and Practice of Electronic Governance : 4 - 6 April 2018, Galway, Ireland 2018 / p. 34-41 <https://doi.org/10.1145/3209415.3209441> [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Overcoming challenges in the silver economy by connecting services in the Silver Hub : the tool to provide the basis for the innovative solutions

Kangilaski, Taivo; **Butt, Sidra Azmat;** **Pappel, Ingrid;** **Kangilaski, Erik** Proceedings of the 14th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2021), 6 - 8 October 2021, Athens, Greece 2021 / p. 231-237 : ill <https://doi.org/10.1145/3494193.3494225> [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

An overview of digital signing and the influencing factors in Estonian local governments

Felt, Sigrid; **Pappel, Ingmar; Pappel, Ingrid** Future Data and Security Engineering : Third International Conference, FDSE 2016, Can Tho City, Vietnam, November 23-25, 2016 : proceedings 2016 / p. 371-384 : ill https://doi.org/10.1007/978-3-319-48057-2_26 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

Paperless management as a foundation for the application of e-governance in local governments = Digitaalne asjaajamine kui alus e-valitsemise rakendamisel kohalikes omavalitsustes

Pappel, Ingrid 2014 https://www.ester.ee/record=b4431564*est

Potential for increasing the ICT adaption and identifying technology readiness in the silver economy : case of Estonia

Butt, Sidra Azmat; Pappel, Ingrid; Õunapuu, Enn Electronic Governance and Open Society: Challenges in Eurasia : 7th International Conference, EGOSE 2020, St. Petersburg, Russia, November 18-19, 2020 : proceedings 2020 / p. 139-155 https://doi.org/10.1007/978-3-030-67238-6_10 [Conference proceeding](#) [Article at Scopus](#)

Prerequisites for the adoption of the X - Road Interoperability and data exchange framework : a comparative study

Saputro, Rois; Pappel, Ingrid; Vainsalu, Heiko; Lips, Silvia; Draheim, Dirk 2020 Seventh International Conference on eDemocracy & eGovernment (ICEDEG), Buenos Aires, Argentina, April 22–24, 2020 : proceedings 2020 / p. 216-222 <https://doi.org/10.1109/ICEDEG48599.2020.9096704>

The Private Sector's Role in e-Government from a Legal Perspective

Lõhmus, Kaisa; Nyman-Metcalf, Katrin Merike; Ahmed, Rozha Kamal; Pappel, Ingrid; Draheim, Dirk Fourth International Congress on Information and Communication Technology : ICICT 2019, London, Volume 2 2020 / p. 283–298 https://doi.org/10.1007/978-981-32-9343-4_22 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

The role of data intermediaries for small- and medium-sized enterprises in the innovation ecosystems of the Nordic-Baltic silver economy

Jackson, Eric Blake; Weck, Marina; Pappel, Ingrid Human Factors, Business Management and Society : proceedings of the 15th International Conference on Applied Human Factors and Ergonomics and the Affiliated Conferences, Nice, France, 24-27 July 2024. Vol. 135 2024 / p. 148–157 : ill <https://doi.org/10.54941/ahfe1004940>

The role of digital transformation in fostering transparency : an e-court system case study

Ahmed, Rozha Kamal; Ahmed, Omer; Pappel, Ingrid; Reitsakas, Aleksander; Draheim, Dirk The Role of Digital Technologies in Shaping the Post-Pandemic World : 21st IFIP WG 6.11 Conference on e-Business, e-Services and e-Society, I3E 2022, Newcastle upon Tyne, UK, September 13–14, 2022 : proceedings 2022 / p. 219–230 https://doi.org/10.1007/978-3-031-15342-6_17 [Conference Proceedings at Scopus](#) [Article at Scopus](#) [Conference Proceedings at WOS](#) [Article at WOS](#)

The role of service design in increasing regional innovation in the silver economy

Erlenheim, Regina; Pappel, Ingrid Electronic Governance and Open Society: Challenges in Eurasia : 8th International Conference, EGOSE 2021, Saint Petersburg, Russia, November 24-25, 2021 : proceedings 2022 / p. 11–20 https://doi.org/10.1007/978-3-031-04238-6_2 [Conference proceedings at Scopus](#) [Article at Scopus](#)

Round table : maturity of national eIDs

Tsap, Valentyna; Pappel, Ingrid 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. 46 <https://www.academic-conferences.org/download/21774/>

Social, legal, and technical considerations for machine learning and artificial intelligence systems in government

Dreyling III, Richard Michael; Jackson, Eric Blake; Tammet, Tanel; Labanava, Alena; Pappel, Ingrid Proceedings of the 23rd International Conference on Enterprise Information Systems ; vol. 1 2021 / p. 701-708 <https://doi.org/10.5220/0010452907010708>

Stage models for moving from e-government to smart government

Lemke, Florian; Taveter, Kuldar; Erlenheim, Regina; Pappel, Ingrid; Draheim, Dirk; Janssen, Marijn Electronic Governance and Open Society: Challenges in Eurasia : 6th International Conference, EGOSE 2019, St.Petersburg, Russia, November 13-14, 2019 : Proceedings 2020 / p. 152-164 https://doi.org/10.1007/978-3-030-39296-3_12 [Conference proceeding at Scopus](#) [Article at Scopus](#)

Supporting collaboration and knowledge sharing in building SLEs for ageing well : using cognitive mapping in KMS design

Weck, Marina; Gelashvili, Teona; Pappel, Ingrid; Ferreira, Fernando Knowledge management research & practice 2022 / p. 865-877 <https://doi.org/10.1080/14778238.2022.2144513> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

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>

System model of the Sulaymaniyah Appellate Court e-court system

Ahmed, Rozha Kamal; Reitsakas, Aleksander; Muhammed, Khder H.; Saeed, Soran AB.; Pappel, Ingrid; Draheim, Dirk SSRN 2022 / 107 p <https://doi.org/10.2139/ssrn.4180966>

Systematic digital signing in Estonian e-Government processes : influencing factors, technologies, change management
Pappel, Ingrid; Pappel, Ingmar; **Tepandi, Jaak; Draheim, Dirk** Transactions on large-scale data- and knowledge-centered systems XXXVI : special issue on data and security engineering 2017 / p. 31-51 : ill https://doi.org/10.1007/978-3-662-56266-6_2 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

TalTech aitas Keenias e-riiki üles ehitada

geenius.ee 2024 [TalTech aitas Keenias e-riiki üles ehitada](#)

TalTechi e-riigi õppekava aitab naistel tehnoloogiasektoris läbi lüüa

arileht.delfi.ee 2024 [TalTechi e-riigi õppekava aitab naistel tehnoloogiasektoris läbi lüüa](#)

Technology push in AI-enabled services : how to master technology integration in case of Bürokratt

Dreyling III, Richard Michael; Tammet, Tanel; Pappel, Ingrid SN computer science 2024 / art. 738 <https://doi.org/10.1007/s42979-024-03064-0> [Journal metrics at Scopus](#) [Article at Scopus](#)

The data quality framework for the Estonian public sector and its evaluation : establishing a systematic process-oriented viewpoint on cross-organizational data quality

Tepandi, Jaak; Lauk, Mihkel; Linros, Janar; Raspel, Priit; **Piho, Gunnar; Pappel, Ingrid; Draheim, Dirk** Transactions on large-scale data- and knowledge-centered systems XXXV 2017 / p. 1-26 : ill https://doi.org/10.1007/978-3-662-56121-8_1 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

The digital archiving process in Estonia - assessment and future perspectives

Pappel, Ingrid; Oolu, Karin; Saarevet, Koit; **Lauk, Mihkel; Draheim, Dirk** Future Data and Security Engineering : 4th International Conference, FDSE 2017, Ho Chi Minh City, Vietnam, November 29 - December 1, 2017 : proceedings 2017 / p. 472-481 : ill https://doi.org/10.1007/978-3-319-70004-5_34 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

The e-LocGov model for introducing e-governance into local governments : an Estonian case study

Pappel, Ingrid; Tsap, Valentyna; Draheim, Dirk IEEE Transactions on Emerging Topics in Computing 2021 / p. 597-611 <https://doi.org/10.1109/TETC.2019.2910199> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

The potential of the Estonian e-Governance infrastructure in supporting displaced Estonian residents

Thurnay, Lörinc; Klasche, Benjamin; **Nyman-Metcalf, Katrin Merike; Pappel, Ingrid; Draheim, Dirk** Electronic Government and the Information Systems Perspective : 6th International Conference, EGOVIS 2017, Lyon, France, August 28-31, 2017 : proceedings 2017 / p. 236-250 https://doi.org/10.1007/978-3-319-64248-2_17 [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

The service-oriented state and local authority : service orientation in public administration

Pappel, Ingrid; Pappel, Ingmar Proceedings of the IADIS International Conference of Internet Applications and Research 2012 2012 / p. 111-116 https://www.researchgate.net/publication/271208879_THE_SERVICE-ORIENTED_STATE_AND_LOCAL_AUTHORITY_SERVICE_ORIENTATION_IN_PUBLIC_ADMINISTRATION

Using e-learning methods in (e-)implementation of e-governance software at local governments. Case study in Estonian way

Pappel, Ingrid; Pappel, Ingmar Advances in digital library development 2012 / p. 413-419 https://www.researchgate.net/publication/271211155_Using_e-learning_methods_in_e-implementation_of_e-governance_software_at_local_governments_Case_study_in_Estonian_way

Uued inimesed ja positsioonid

Pappel, Ingrid; Ruus, Aime; Stein, Mari-Klara; Tüür, Danel; Spuul, Pirjo Mente et Manu 2022 / lk. 37-39 : portr https://www.ester.ee/record=b1242496*est

5000 taotlust sekundis: TalTech lõi koos Eesti iduettevõttega lahenduse, mis toob riigile raha ja muudab e-poodides ostlemise kiiremaks

geenius.ee 2023 [5000 taotlust sekundis: TalTech lõi koos Eesti iduettevõttega lahenduse, mis toob riigile raha ja muudab e-poodides ostlemise kiiremaks](#)