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	Nota di contenuto	E-Government Foundations -- Between overexploitation and underexploitation of digital opportunities – a case study with focus on affordances and constraints -- Developing an analytical framework for analyzing and comparing national e-government strategies -- A Pathology of Public Sector IT Governance: How IT Governance Configuration Counteracts Ambidexterity -- Barriers and Drivers of Digital Transformation in Public Organizations: Results from a Survey in the Netherlands -- E-Government Services and Open Government --

Smart Policing: A Critical Review of the Literature -- Utilizing the investment instrument for digital transformation: A case study of a large Swedish municipality -- Service Quality through Government Proactivity: The Concept of Non-Interaction -- Automatization of Cross-Border Customs Declaration: Potential and Challenges. A Case Study of the Estonian Customs Authority -- AI-Enabled Innovation in the PublicSector: a Framework for Digital Governance and Resilience -- Systematic literature review: Technical Debt Management -- Measure what matters. A dual outcome service quality model for government service delivery -- Digital Inclusion Competences for Senior Citizens: the survival basics -- Walking a mile in their shoes—A citizen journey to explore public service delivery from the citizen perspective -- The role of domain-skills in bureaucratic service encounters -- Aligning stakeholder interests, governance requirements and blockchain design in business and government information sharing -- Approaches to Good Data Governance in Support of Public Sector Transformation through Once-only -- Governance challenges of inter-organizational digital public services provisioning: A case study on digital invoicing services in Belgium -- Open Data: Social and Technical Aspects -- A methodology for retrieving datasets from open government data portals using information retrieval and question and answering techniques -- Open Government Data from the Perspective of Information Needs - A Tentative Conceptual Model -- Towards a Framework for Open Data Publishers: A Comparison Study between Sweden and Belgium -- Open Government Data Systems: Learning from a Public Utility Perspective -- Collaboration in Open Government Data Ecosystems: Open Cross-sector Sharing and Co-development of Data and Software -- Towards Generic Business Models of Intermediaries in Data Collaboratives: From Gatekeeping to Data Control -- AI, Data Analytics, and Automated Decision Making -- Generating more value from government data using AI-An exploratory study -- Identifying risks in datasets for automated decision–making -- Using Government Data and Machine Learning for Predicting Firms' Vulnerability to Economic Crisis -- Smart Cities -- Towards Data-Driven Policymaking for the Urban Heat Transition in the Netherlands: Barriers to the Collection and Use of Data -- Identifying Strategic Planning Patterns of Smart Initiatives. An Empirical Research in Spanish Smart Cities -- Demographical attributes explaining different stages of OG development in Spanish Local Governments -- Identification of competencies and teaching models for the governance of smart sustainable cities in the South American context.

| Sommario/riassunto | This book constitutes the proceedings of the 19th IFIP WG 8.5 International Conference on Electronic Government, EGOV 2020, held in Linköping, Sweden, in August/September 2020, in conjunction with the IFIP WG 8.5 IFIP International Conference on Electronic Participation (ePart 2020) and the International Conference for E-Democracy and Open Government Conference (CeDEM 2020). The conference was held virtually due to the COVID-19 pandemic. The 30 full papers presented were carefully reviewed and selected from 118 submissions. The papers are clustered under the following topical sections: e-government foundations; e-government services and open government; open data: social and technical aspects; AI, data analytics, and automated decision making; and smart cities. |