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processes in Swiss municipalities -- Trust in Times of Cyber Crisis Understanding Organizational Trust Repair in the Public Sector -- Consumer Engagement Potentials in the Digitalization Process of Power System -- Public Services -- Unveiling the Invisible Caseworkers Data Work in a Public Welfare Organization -- From Digital Hopes to Governance Gaps The Double Edged Sword of Public Service Ecosystems -- What public services are suitable for digitalization a classification of public service characteristics -- Automation in Social Care A case study of organizational challenges and skills dynamics in three Swedish municipalities -- AI in government -- Automated Decision making in the Public Sector A multidisciplinary literature review -- Preparing public agencies for harnessing AI a study on variables shaping business to government information sharing infrastructures -- RPA and Robot Imaginaries in Swedish Local Government Terminator or Colleague of the Month -- A large language model agent based legal assistant for governance applications -- The Readiness of the Public Sector to Implement AI A Government Specific Framework -- Examining Value Creation in Public Sector AI Implementation -- Open government -- The Needs Wants and Wishes of the Open Government Data Idea The Emergence of a New Understanding -- Learning designs for developing Open Data competencies in elementary school -- Internal vs External Influences What Drives Open Government Data Use -- Emerging topics -- Interoperability for Emerging Technologies A Systematic Scoping Review -- From the evolution of public data ecosystems to the evolving horizons of the forward looking intelligent public data ecosystem empowered by emerging technologies -- Epistemic Injustice and Government Information Systems Lessons from Two Cases -- Navigating through the Unknowns Organizational Readiness Assessment Model for Quantum safe Transition -- Innovation Frames Governments making sense of new decentralizing technologies -- Dynamic capabilities in the public sector to deal with GovTech.

| Sommario/riassunto | This book constitutes the proceedings of the 23rd IFIP WG 8.5 International Conference, EGOV 2024, held in Ghent, Belgium, during September 3–5, 2024. The 29 full papers presented were carefully selected from 69 submissions. They were categorized under the topical sections as follows: Foundations, Digital transformation, Public Services, AI in government, Open government, Emerging topics. . |