

Track 3: DIGITAL transformation in public services

Thursday, 21st January 2021

DIGITAL_Session 1. Digital transformation framework 13:30 – 15:00
Chair: Ines Mergel
Digital transformation in the public sector: A systematic literature review and future research agenda Dan, Sorin; Vancauwenberghe, Glenn
Understanding collaborative innovation in public sector: a case for increasing scholarship dialogue Tangi, Luca; Marijn, Janssen; Vanini, Irene; Michele, Benedetti; Giuliano, Noci
Co-Value creation and Digital Service Transformation: The case of Denmark Scupola, Ada; Mergel, Ines
DIGITAL_Session 2. Local digital 15:15 – 16:30
Chair: Christine Liefoghe
Social media in local governments: Comparing determinants of adoption and use across multiple platforms Yuan, Qianli; Gasco-Hernandez, Mila; Gil-Garcia, J. Ramon
Uncovering the intertwined nature of collaborative processes and structures in the digital transformation of state governments Gasco-Hernandez, Mila; Gil-Garcia, J. Ramon; Luna-Reyes, Luis
Government strategies used in the development of citizens competencies to complete the income tax return in E-Gov Silva Farias, Josivania; Freitas Dias, Gilmara; Miranda Martins, Isabela; Celis Leon, Andrea; Oliveira Militão, Luciana; Calhau Codá, Renato; Martins Cruz, Geisa
The digital transformation of French public services: from the government to local public agents. Tools, methods and limits Liefoghe, Christine

Friday, 22nd January 2021

DIGITAL_Session 3. Artificial Intelligence open data 08:00 – 09:30
Chair: Rannveig Roeste
AI, data scientists and wicked problems: a case study of collaborative teams in the Norwegian Labour and Welfare Administration Roeste, Rannveig; Bjoerkquist, Catharina
City apps: A contribution to the fluidification of the digital administration information system Mercier, Sylvie; Meyer, Claudie; Bourret, Christian
The impact of blockchain in the public sector: a Systematic review Cagigas, Diego; Clifton, Judith; Díaz-Fuentes, Daniel; Fernández-Gutierrez, Marcos
DIGITAL_Session 4. Digital transformation cases 09:30 – 11:15
Chair: Francisco Mureddu
Understanding How BOSA's DG DT is Implementing Digital Transformation within the Belgian Federal Government Lepczynski, Stéphanie; Mureddu, Francesco
Lights and shadows in the development and implementation of the National Platform for Data Verification Fraile, Máximo
Doctor On Demand: Finnish Patients' Experiences of Online Medical Video Consultations Medberg, Gustav
DIGITAL_Session 5. Digital capacities 11:15 – 12:30
Chair: Greta Nasi
Building government capacity through co-production. Evidence from a case of digital transformation Oprea, Natalia; Nasi, Greta
Effectiveness of flexible working arrangement as a form of digital transformation from the perspective of government officials Sirait, Emyana Ruth Eritha; Nugroho, Badar Agung
Getting non-profit organizations fit for digital transformation Freitag, Mike; Ganz, Walter; Hämmerle, Oliver