Table of Contents

Editorial 1

Shefali Virkar, Marijn Janssen, Ida Lindgren, Ulf Melin, Francesco Mureddu, Peter Parycek, Efthimios Tambouris, Gerhard Schwabe, Hans Jochen Scholl

Ongoing Research

Data Strategies, Policies and Agenda 11

David Osimo, Francesco Mureddu, Vassilios Peristeras, Anita Cioffi, Cristina Moise, Charlotte van Ooijen

An Assessment of Open Government Data Benchmark Instruments 29

Ilka Kawashita, Ana Alice Baptista, Delfina Soares

Open Data Reuse and Information Needs Satisfaction: A Method to Bridge the Gap 41

Elisabeth Gebka, Jonathan Crusoe, Karin Ahlin

Bayesian-belief Networks for Supporting Decision-making of the Opening Data by the Customs 51

Ahmad Luthfi, Boriana Rukanova, Marcel Molenhuis, Marijn Janssen, Yao-Hua Tan

Towards an Open Data Research Ecosystem in Croatia 59

Bastiaan van Loenen, Frederika Welle Donker, Anneke Zuiderwijk, Dražen Tutić, Charalampos Alexopoulos

Regional E-Participation Portals Evaluation: Preliminary Results from Russia 71

Andrei Chugunov, Yury Kabanov, Georgy Panfilov

Citizen Engagement in Technically Dynamic Environments 79

Angie Westover-Muñoz, David Landsbergen, Amanda M. Girth

Crisis Volunteerism and Digital Transformation 89

Maria Murphy

Digital Government Communications in Russian Public Sphere: A Trend Study 99

Olga Filatova, Radomir Bolgov

The Relationship Between Outbound and Inbound Communication in Government-to-Citizen Interaction 107

Christian Ø. Madsen, Willem Pieterson, Sara Hofmann

Reducing Digital Exclusion of Seniors - Exploring the Lasting Effects of Collaborative Training Sessions 117

Jesper Holgersson, Max Ellgren

The Use of Blockchain Technology in Digital Coproduction: The Case of Barcelona 125

Evrim Tan, A. Paula Rodriguez Müller

Exploring Open IT-based Co-creation in Government: A Revelatory Case Study 135

Lieselot Danneels, Stijn Viaene

Local Leadership for Public Digital Transformation Towards Smart Cities – Reflections from Leaders 145

Aneta Kulanovic, Fredrik Carlsson, Elin Wihlborg

Small Town vs. Big City: A Comparative Study on the Role of Public Libraries in the Development of Smart Communities 155

Xiaoyi Yerden, Mila Gasco-Hernandez, J. Ramon Gil-Garcia, G. Brian Burke, Miguel Figueroa

The Impact of Smart City Initiatives on Human Rights 165

Leif Skiftenes Flak, Sara Hofmann

Analysing e-Government through the Multi-Level Governance Lens - An Exploratory Study in Belgium 175

Maxim Chantillon, Anthony Simonosfki, Thomas Tombal, Rink Kruk, Joep Crompvoets, Monique Snoeck

Diffusion of E-services: Data from Seven Swedish Municipalities 185

Leif Sundberg

Digicampus — Preliminary Lessons from a Quadruple Helix Ecosystem for Public Service Innovation 195

Nitesh Bharosa, Marijn Janssen

Understanding the Role of Intermediaries in Digital Government: The Case of Immigration Services 205

Luz Maria Garcia-Garcia, J. Ramon Gil-Garcia

Strengthening Health Systems in Low-Income Countries: A Stakeholder Engagement Framework 215

Diana Frost, Mufti Mahmud

Who is the Target User of a Patient Record System? 223

Pasi Raatikainen, Samuli Pekkola

The e-Governance of Land Record and Social Dispute Resolution: An Impact Evaluation of the Punjab Land Record Management Information System (PLRMIS) in the Punjab Province Pakistan 235

Inayat Ullah, Wafa Akhoubzi

Exploring the Use of Robotic Process Automation in Local Government 249

Ida Lindgren

X-RAI: A Framework for the Transparent, Responsible, and Accurate Use of Machine Learning in the Public Sector 259

Per Rådberg Nagbøl, Oliver Müller

Stimulating the Uptake of AI in Public Administrations: Overview and Comparison of AI Strategies of European Member States 269

Colin van Noordt, Rony Medaglia, Gianluca Misuraca

Lost in Translation: Enterprise Architecture in e-Government Projects 279

Martin Lukáš, Miloš Ulman

Addressing Lock-in Effects in the Public Sector: How Can Organisations Deploy a SaaS Solution While Maintaining Control of Their Digital Assets? 289

Björn Lundell, Jonas Gamalielsson, Andrew Katz

Ambidextrous Policy: Cross-Country Comparison of Policies for the Digitalization of Healthcare 297

Michael Kizito, Johan Magnusson

Collective Data Analytics Capability Building Processes: a Governance Model 307

Boriana Rukanova, Anneke Zuiderwijk-van Eijk, Moorchana Das, Yao Hua Tan, Toni Männistö

When Worlds Collide: Comparing the Logic of the Industrial and Welfare Societies 317

Annika Hasselblad, Leif Sundberg

Detecting and Generalizing Quasi-Identifiers by Affecting *Singletons* 327

Matteo Pastore, Maria Angela Pellegrino, Vittorio Scarano

Reflections & Viewpoints

Stealth Democracy? Searching for a Democratic Middle-Ground 339

Marius Rohde Johannessen, Lasse Berntzen

Stakeholder Involvement in City Transformation: Towards a Smart Old Town 347
Ulrika Lundh Snis, Irene Bernhard, Anna Karin Olsson

Borderlines for Smart Police Work 351
Jörn von Lucke

Workshops

SPIDER: open SPatial data Infrastructure eDucation nEtwoRk 355
Bastiaan van Loenen, Ali Mansourian, Frederika Welle Donker

Assessment of the Use of Artificial Intelligence to Support Public Services: Methodology and Roadmap..... 359
Anne Fleur van Veenstra, Gabriela Bodea, Tjerk Timan, Gianluca Misuraca, Colin van Noordt

Posters

What is this 'RPA' they are selling? 365
Daniel Toll, Fredrik Söderström

ENDA: Insights into Building a Chatbot for Open Government Data..... 371
Fritz Meiners, Fabian Kirstein

Where Does the Value of Open Data Lie? A Framework to Assess Open Data Impacts 375
Michele Benedetti, Claudio Russo, Luca Tangi, Irene Vanini