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Changes to the programme may occur. At the time of printing, these were the rooms, speakers and schedules confirmed and announced.

ICeGOV

2019 MELBOURNE AUSTRALIA

12th International Conference on Theory and Practice of Electronic Governance

3-5 APRIL 2019

www.icegov.org

ICEGOV

ICEGOV stands for International Conference on Theory and Practice of Electronic Governance. Established in 2007, the conference runs annually and is coordinated by the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), headquartered in the city of Guimarães, Portugal.

The conference focuses on the use of technology to transform the working of government and its relationships with citizens, businesses, and other non-state actors in order to improve public governance and its contribution to public policy and development (EGOV). It also promotes the interaction and cooperation between universities, research centres, governments, industries, and non-governmental organizations needed to develop the EGOV community. It is supported by a rich programme of keynote lectures, plenary sessions, paper presentations, invited sessions, and networking events.

www.icegov.org
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2007 Macau SAR
China

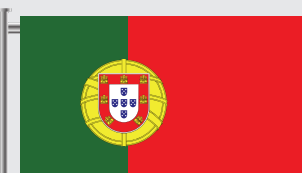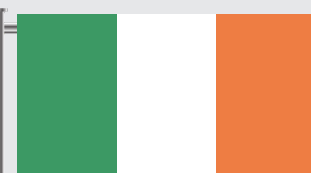**2010** Beijing
China

2013 Seoul
Republic of Korea

2017 New Delhi
India

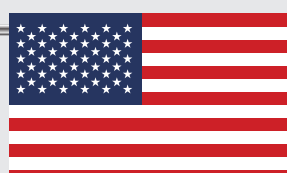**2008** Cairo
Egypt

2011 Tallinn
Estonia

2014 Guimarães
Portugal

2018 Galway
Ireland

2009 Bogotá
Colombia

2012 Albany
United States

2016 Montevideo
Uruguay

2019 Melbourne
Australia

ICEGOV
2019 MELBOURNE AUSTRALIA

ICEGOV brings together research and policy as no other conference, therefore establishing itself as the most relevant conference in the EGOV area and also as a:

• Global Conference: ICEGOV consistently attracts paper submissions from more than 50 countries from all over the world, with up to 60% representation from developing countries;

• Multi-Stakeholder Conference: ICEGOV is well attended by all major stakeholders of technology-enabled transformation in government;

• Networking Conference: ICEGOV brings people from the public and private sector, academic, and civil society organizations, and from across thematic, national, and development borders with common interests in the transformational use of technology in government;

• Research and Practice Conference: ICEGOV includes a healthy balance of research-, practice- and solution-related work, looking at technology, at the processes surrounding its implementation and management, or at the wider context of Electronic Governance;

• Capacity Building Conference: ICEGOV features a rich programme moderated and organized by leading researchers, practitioners, and institutions in the area;

• International Development Conference: the focus on Electronic Governance helps governments consider how to invest in technology that results in expected social and economic benefits and, at the same time, contributes to the fulfilment of the 2030 United Nations Sustainable Development Goals (SDGs);

• UN Conference: with the United Nations University as a force behind its editions, and with several UN organizations actively involved, ICEGOV exhibits a strong United Nations character.

The first edition of ICEGOV took place in 2007 in Macau; the conference has since visited a total of 12 different cities spread over 11 countries and 5 continents. During its 12 editions so far, ICEGOV addressed important and pertinent subjects for academics, practitioners, and decision-makers in the EGOV domain, with a total of 1010 papers. Published, written by more than 1500 authors.

| 10:00 ↓ 11:30 | **DOCTORAL COLLOQUIUM** | **WORKSHOPS** |

DOCTORAL COLLOQUIUM

- Introductions and Welcome Message;
- Presentation of accepted papers.

📍 **ROOM SYDNEY**

WORKSHOPS

Workshop 1 – e-Governance Change Management in the Public Sector

📍 **ROOM PERTH**

Workshop 2 – Designing Blockchain Applications for Personalized e-Government

📍 **ROOM ADELAIDE**

Workshop 3 – On a Science Base for Digital Government/Transformation

📍 **ROOM CANBERRA**

10:00 ↓ 11:30

11:45 ↓ 13:00

LUNCH 📍 **STOREY HALL FOYER**

13:00 ↓ 14:00

WORKSHOPS

DOCTORAL COLLOQUIUM

- Open discussion
- Closing

📍 **ROOM SYDNEY**

Workshop 4 – The Smart Cities and Smart Government Research-Practice (SCSGRP) Consortium Workshop: Roadmapping Smart Sustainable Cities

📍 **ROOM PERTH**

Workshop 5 – Research Workshop on Digital Inclusion: Narratives for Connecting Outcomes with Indicators

📍 **ROOM ADELAIDE**

Workshop 6 – Towards Measuring Rural Electronic Governance

📍 **ROOM CANBERRA**

14:00 ↓ 15:30

15:45 ↓ 17:00

📍 All **ICEGOV2019** sessions take place at the **RMIT Storey Hall**, Building 16 (Levels 5 and 7).

LEVEL 5
📍 **STOREY HALL AUDITORIUM**
📍 **STOREY HALL FOYER**

LEVEL 7
📍 **ROOM SYDNEY**
📍 **ROOM PERTH**
📍 **ROOM ADELAIDE**
📍 **ROOM CANBERRA**
📍 **GREEN BRAIN CONFERENCE ROOM**

On this day, the Registration Desk will be available from 9:00 AM at the **Storey Hall Foyer**

3 APRIL | **WEDNESDAY**

Time	Session	Location
09:00 ↓ 09:30	**OPENING CEREMONY**	STOREY HALL AUDITORIUM — REGISTRATION DESK OPENS AT 08:00
09:30 ↓ 10:15	**OPENING KEYNOTE LECTURE** *Putting People at the Centre: Organising Government Around the Needs of People and Businesses* **Randall Brugeaud**, Australian Digital Transformation Agency	STOREY HALL AUDITORIUM
10:15 ↓ 10:30	**COFFEE BREAK**	STOREY HALL FOYER

10:30 ↓ 12:30	**INVITED SESSION 1** Achieving Digital Inclusion, Equality and the 2030 Sustainable Development Goals in the Global South	**INDUSTRY SESSION 1** e-Governance for Local and Regional Government	**PAPER SESSION 1** Digital Transformation of Public Services and Governments	**PAPER SESSION 2** Open Government and Digital Citizenship: Participation, Engagement, and Empowerment
	ROOM ADELAIDE	GREEN BRAIN CONFERENCE ROOM	ROOM SYDNEY	ROOM PERTH

Time	Session	Location
12:30 ↓ 14:00	**LUNCH**	STOREY HALL FOYER

14:00 ↓ 16:00	**INVITED SESSION 2** Digital Transformation of Local and Regional Government Service Production and Delivery	**INDUSTRY SESSION 2** e-Governance for Business	**PAPER SESSION 3** Digital Inclusiveness, Equality, and the 2030 Sustainable Development Goals	**PAPER SESSION 4** Smart Governance for Smart Cities, Communities, and Regions
	ROOM ADELAIDE	GREEN BRAIN CONFERENCE ROOM	ROOM SYDNEY	ROOM PERTH

Time	Session	Location
16:00 ↓ 16:15	**COFFEE BREAK**	STOREY HALL FOYER
16:15 ↓ 16:45	**KEYNOTE LECTURE 1** *A Time for Cyber Diplomacy* **John Lord**, Huawei Australia	*Transforming our World: the 2030 Agenda for Sustainable Development,* **Gemma Van Halderen,** UN-ESCAP — STOREY HALL AUDITORIUM
16:45 ↓ 18:00	**PLENARY SESSION 1** *Moderated by Theresa Pardo*	STOREY HALL AUDITORIUM
18:00 ↓ 20:00	**WELCOME RECEPTION & POSTER EXHIBITION**	STOREY HALL FOYER

4 APRIL | THURSDAY

Time	Session
09:00 ↓ 09:30	**KEYNOTE LECTURE 2** *Digital Government Reinvention: the Future of Citizen Services* **Julia Glidden**, IBM Corporation — 📍 STOREY HALL AUDITORIUM — REGISTRATION DESK OPENS AT 08:30
09:30 ↓ 10:15	**PLENARY SESSION 2** *Moderated by Robert Krimmer* — 📍 STOREY HALL AUDITORIUM
10:15 ↓ 10:30	**COFFEE BREAK** — 📍 STOREY HALL FOYER

10:30 ↓ 12:30	**INVITED SESSION 3** Digital Government and the 2030 SDGs: Collaborative Efforts to Measure ICT Indicators in Latin America and the Caribbean 📍 ROOM ADELAIDE	**INDUSTRY SESSION 3** Participation, Engagement, and Empowerment 📍 GREEN BRAIN CONFERENCE ROOM	**PAPER SESSION 5** Emerging Technologies, Information Security, Privacy, and Ethics 📍 ROOM SYDNEY	**PAPER SESSION 6** Bridging Digital Government Research and Policy 📍 ROOM PERTH

12:30 ↓ 14:00	**LUNCH** — 📍 STOREY HALL FOYER

14:00 ↓ 16:00	**INVITED SESSION 4** Capacity Building on Digital Strategies for Sustainable Smart Cities: A Global Collaboration Framework 📍 ROOM ADELAIDE	**INDUSTRY SESSION 4** Community, Consumers, Innovation and e-Governance 📍 GREEN BRAIN CONFERENCE ROOM	**PAPER SESSION 7** e-Governance in the Asia-Pacific Region 📍 ROOM SYDNEY	**PAPER SESSION 8** Digital Transformation of Public Services and Governments 📍 ROOM PERTH

16:00 ↓ 16:15	**COFFEE BREAK** — 📍 STOREY HALL FOYER
16:15 ↓ 16:45	**KEYNOTE LECTURE 3** *The Good, the Bad and the Ugly: Equality, Inclusiveness and Productivity in a Digital World*, **Tim Unwin**, Royal Holloway University of London — 📍 STOREY HALL AUDITORIUM
16:45 ↓ 18:00	**PLENARY SESSION 3** *Moderated by Lemuria Carter* — 📍 STOREY HALL AUDITORIUM
19:00 ↓ 21:00	**CONFERENCE DINNER** After the plenary session, drinks will be served on Level 7 (Green Brain Conference Room) prior to the Conference Dinner. — 📍 GREEN BRAIN CONFERENCE ROOM

	5 APRIL	**FRIDAY**

09:00 ↓ 09:30	**KEYNOTE LECTURE 4** *Blockchain/DLT in the International Assistance: Disconnect between Hype and Reality* **Yoshiyuki Yamamoto**, United Nations Office for Project Services	**STOREY HALL AUDITORIUM**
09:30 ↓ 10:15	**PLENARY SESSION 4** *Moderated by Delfina Soares*	**STOREY HALL AUDITORIUM**
10:15 ↓ 10:30	**COFFEE BREAK**	**STOREY HALL FOYER**

10:30 ↓ 12:30	**INVITED SESSION 5** AI in the Real World? Balancing Challenges and Opportunities to Deliver Better Public Value and Improve Service Delivery **ROOM ADELAIDE**	**INDUSTRY SESSION 5** Technologies, Telecommunications, and e-Governance **GREEN BRAIN CONFERENCE ROOM**	**PAPER SESSION 9** Open Government and Digital Citizenship: Participation, Engagement, and Empowerment **ROOM SYDNEY**	**PAPER SESSION 10** Digital Inclusiveness, Equality, and the 2030 Sustainable Development Goals **ROOM PERTH**

12:30 ↓ 14:00	**LUNCH**	**STOREY HALL FOYER**

14:00 ↓ 16:00	**INDUSTRY SESSION 6** Digital Diplomacy and e-Governance **GREEN BRAIN CONFERENCE ROOM**	**PAPER SESSION 11** Emerging Technologies, Information Security, Privacy, and Ethics **ROOM SYDNEY**	**PAPER SESSION 12** Digital Transformation of Public Services and Governments **ROOM PERTH**

16:00 ↓ 16:15	**COFFEE BREAK**	**STOREY HALL FOYER**
16:15 ↓ 16:45	**CLOSING KEYNOTE LECTURE** *The Victorian Government Experience with e-Governance and Digital Transformation* **Jithma Beneragama,** Victoria State Government	**STOREY HALL AUDITORIUM**
16:45 ↓ 17:30	**CLOSING CEREMONY AND ANNOUNCEMENT OF ICEGOV2020**	**STOREY HALL AUDITORIUM**

OPENING KEYNOTE SPEAKER

RANDALL BRUGEAUD

Digital Transformation Agency, Australia

3 APRIL 2019 | 09:30 - 10:15 | STOREY HALL AUDITORIUM

KEYNOTE SPEAKER

JOHN LORD

Huawei Technologies, Australia

3 APRIL 2019 | 16:15 - 16:45 | STOREY HALL AUDITORIUM

KEYNOTE SPEAKER

GEMMA VAN HALDEREN

UN-ESCAP, Thailand

3 APRIL 2019 | 16:15 - 16:45 | STOREY HALL AUDITORIUM

KEYNOTE SPEAKER

JULIA GLIDDEN

IBM Corporation, United States

4 APRIL 2019 | 09:00 - 09:30 | STOREY HALL AUDITORIUM

KEYNOTE SPEAKER

TIM UNWIN

Royal Holloway University of London,
United Kingdom

4 APRIL 2019 | 16:15 - 16:45 | STOREY HALL AUDITORIUM
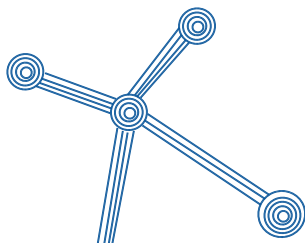
KEYNOTE SPEAKER
YOSHIYUKI YAMAMOTO
United Nations Office for Project Services, Denmark
5 APRIL 2019 | 09:00 - 09:30 | STOREY HALL AUDITORIUM

CLOSING KEYNOTE SPEAKER
JITHMA BENERAGAMA
Victoria State Government, Australia
5 APRIL 2019 | 16:15 - 16:45 | STOREY HALL AUDITORIUM

WORKSHOPS

All Workshops will take place on 2 April 2019 and each will last up to 3 hours.

1 **e-Governance Change Management in the Public Sector**

WHEN: 2 APRIL 2019 | 10:00 - 13:00
WHERE: ROOM PERTH

2 **Designing Blockchain Applications for Personalized e-Government**

WHEN: 2 APRIL 2019 | 10:00 - 13:00
WHERE: ROOM ADELAIDE

3 **On a Science Base for Digital Government/Transformation**

WHEN: 2 APRIL 2019 | 10:00 - 13:00
WHERE: ROOM CANBERRA

4 **The Smart Cities and Smart Government Research-Practice (SCSGRP) Consortium Workshop: Roadmapping Smart Sustainable Cities**

WHEN: 2 APRIL 2019 | 14:00 - 17:00
WHERE: ROOM PERTH

5 **Research Workshop on Digital Inclusion: Narratives for Connecting Outcomes with Indicators**

WHEN: 2 APRIL 2019 | 14:00 - 17:00
WHERE: ROOM ADELAIDE

6 **Towards Measuring Rural Electronic Governance**

WHEN: 2 APRIL 2019 | 14:00 - 17:00
WHERE: ROOM CANBERRA
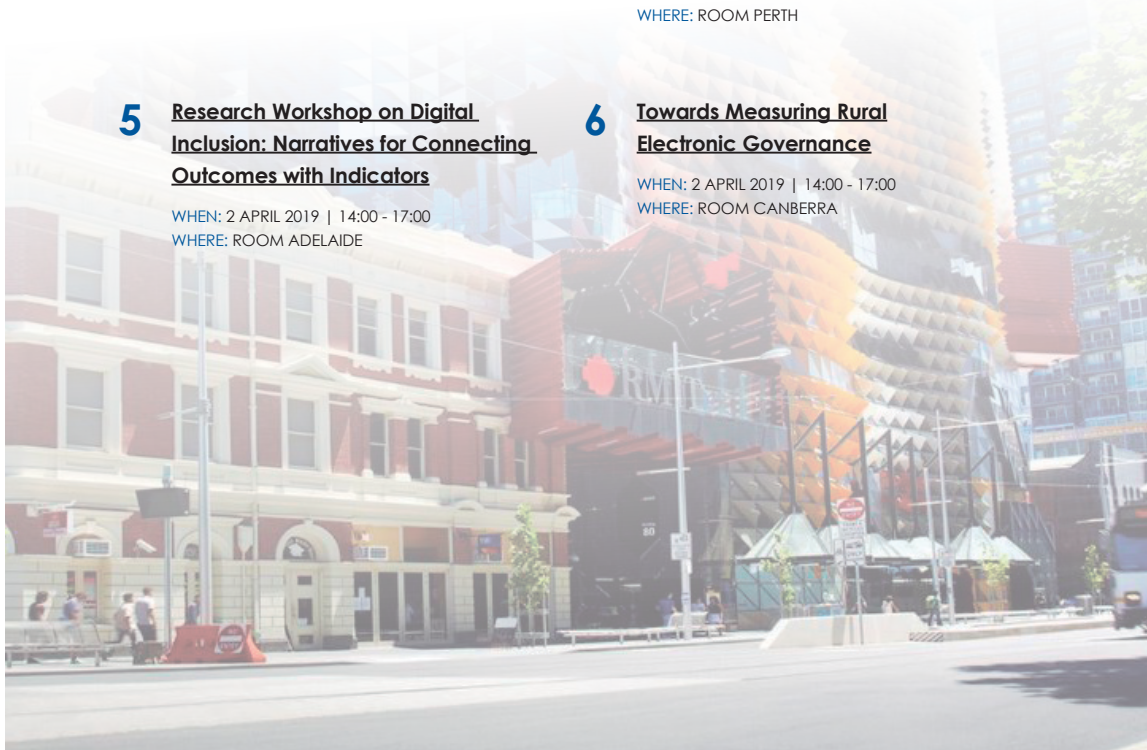
INVITED SESSIONS

Invited Sessions take place on all 3 days of the conference. Each session will last up to 2 hours.

1 **Achieving Digital Inclusion, Equality and the 2030 Sustainable Development Goals in the Global South**

ORGANIZER: UNESCO / IFAP | UNPRPD
WHEN: 3 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM ADELAIDE

2 **Digital Transformation of Local and Regional Government Service Production and Delivery**

ORGANIZER: VLGA
WHEN: 3 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM ADELAIDE

3 **Digital Government and the 2030 SDGs: Collaborative Efforts to Measure ICT Indicators in Latin America and the Caribbean**

ORGANIZER: AGESIC | CETIC.BR | UNESCO
WHEN: 4 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM ADELAIDE

4 **Capacity Building on Digital Strategies for Sustainable Smart Cities: A Global Collaboration Framework**

ORGANIZER: UNU-EGOV | U4SSC
WHEN: 4 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM ADELAIDE

5 **AI in the Real World? Balancing Challenges and Opportunities to Deliver Better Public Value and Improve Service Delivery**

ORGANIZER: OECD
WHEN: 5 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM ADELAIDE

INDUSTRY SESSIONS

Industry Sessions are a unique opportunity for a global insight from practitioners, businesses, and international organisations, provide a look into the latest technology solutions and approaches with practical examples and case studies from around the globe. Industry Sessions take place during all 3 days of the conference. Each session lasts 2 hours.

1 e-Governance for Local and Regional Government

WHEN: 3 APRIL 2019 | 10:30 - 12:30
WHERE: GREEN BRAIN CONFERENCE ROOM

2 e-Governance for Business

WHEN: 3 APRIL 2019 | 14:00 - 16:00
WHERE: GREEN BRAIN CONFERENCE ROOM

3 Participation, Engagement, and Empowerment

WHEN: 4 APRIL 2019 | 10:30 - 12:30
WHERE: GREEN BRAIN CONFERENCE ROOM

4 Community, Consumers, Innovation and e-Governance

WHEN: 4 APRIL 2019 | 14:00 - 16:00
WHERE: GREEN BRAIN CONFERENCE ROOM

5 Technologies, Telecommunications, and e-Governance

WHEN: 5 APRIL 2019 | 10:30 - 12:30
WHERE: GREEN BRAIN CONFERENCE ROOM

6 Digital Diplomacy and e-Governance

WHEN: 5 APRIL 2019 |14:00 - 16:00
WHERE: GREEN BRAIN CONFERENCE ROOM

PAPER SESSIONS

Paper Sessions are the core sessions of the ICEGOV conference. They take place on all 3 days of the conference, both in the morning and in the afternoon. Each session lasts 2 hours and is chaired by leading individuals in the thematic subject of the session. Paper presentations take place during these sessions.

PAPER SESSION 1

Digital Transformation of Public Services and Governments

chaired by João Carvalho, Sehl Mellouli and Theresa Pardo

ACCEPTED PAPERS

• Tackling identity management, service delivery, and social security challenges: technology trends and partnership model | **Morten Meyerhoff Nielsen**

• Role of Technology in Success of Rural Sanitation Revolution in India | **Seemantinee Sengupta**, **Deepak Chandra Misra**, **Marut Chaudhary**, **Om Prakash**

• Towards a taxonomy of government webportals | **Paul Henman**, **Tim Graham**

• Deep Learning Powered Question-Answering Framework for Organizations Digital Transformation | **Nuno Ramos Carvalho**, **Luís Soares Barbosa**

• Public Wi-Fi metadata in data-driven urban governance | **Viktor Grechyn**

WHEN: 3 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM SYDNEY

PAPER SESSION 2

Open Government and Digital Citizenship: Participation, Engagement, and Empowerment

chaired by Adegboyega Ojo and Delfina Soares

ACCEPTED PAPERS

• Contrasting views of public engagement on local government data use in the UK | **Emily Rempel**, **Julie Barnett** and **Hannah Durrant**

• Service Delivery Maturity Assessment | **Reshma Agarwal** and **Vinay Thaku**r

• Optimizing Open Government: An Economic Perspective on Data Sharing | **Todd Sanderson**, **Andrew Reeson** and **Paul Box**

• Variation in E-Participation Schemes and Strategies: Comparative Case Study of Oslo, Madrid, and Melbourne | **Sveinung Legard**, **George Anthony Giannoumis**, **Sissel Hovik** and **Cristina Paupini**

• The Online Citizen Engagement Platform of the Government of India (GoI)-MyGov: A Case Study | **Charru Malhotra**, **Abhinav Sharma** and **Nishtha Agarwal**

• Mediating Open Data Consumption – Identifying Story Patterns for Linked Open Statistical Data | **Maciej Janowski**, **Adegboyega Ojo**, **Edward Curry** and **Lukasz Porwol**

WHEN: 3 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM PERTH

PAPER SESSION 3
Digital Inclusiveness, Equality, and the 2030 Sustainable Development Goals

chaired by Robert Krimmer and Vítor Fonte

ACCEPTED PAPERS

• Digital Payments through PFMS - Facilitating digital inclusion and accelerating transformation to a "Digital Economy" | **Dipankar Sengupta**, **Nagesh Shastri**

• Towards Sustainable Development Goals: A Literature Review and a Conceptual Framework of Governance Issues in Africa | **Mohamed H. Farah**, **Alvedi Sabani**

• Participation and Citizen Empowerment platform for e-governance: Communal Integration System (SINCO) | **Rosa Sánchez-Tortolero**, **Jean Márquez-González**, **Guy Vérnaez-Hernández**

• Evaluation of Accessibility and Accessibility Audit Methods for e-Governance Portals | **Saidarshan Bhagat**, **Padmaja Joshi**

WHEN: 3 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM SYDNEY

PAPER SESSION 4
Smart Governance for Smart Cities, Communities, and Regions

chaired by Lorenzo Madrid and Gabriela Viale Pereira

ACCEPTED PAPERS

• The Smart Green Tool for the Government: The Electronic Vehicle Identification in Management of Public Bus Services | **Su-Kit Tang**, **Rita Tse Tan Sim**, **In Mang Song**

• Artificial Intelligence in Smart Cities: Systematic Literature Network Analysis | **Amal Ben Rjab**, **Sehl Mellouli**

• Dimensions and Measurement of City Resilience in Theory and in Practice | **Yumei Chen**, **Yingxin Huang**, **Kanchen Li**, **Luis F. Luna-Reyes**

• A Taxonomy of Smart Cities Initiatives | **Charalampos Alexopoulos**, **Gabriela Viale Pereira**, **Yannis Charalabidis**, **Lorenzo Madrid**

• Digital Government, Smart Cities and Sustainable Development | **Lei Zheng**, **Wai-Min Kwok**, **Vincenzo Aquaro**, **Xinyu Qi**

WHEN: 3 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM PERTH

PAPER SESSION 5

Emerging Technologies, Information Security, Privacy, and Ethics

chaired by Charalampos Alexopoulos and Luís Soares Barbosa

ACCEPTED PAPERS

• A Framework for the Adoption of Blockchain Technology in Healthcare Information Management Systems: A Case Study of Nigeria | **Irene Azogu**, **Alex Norta**, **Ingrid Papper**, **Justin Longo**, **Dirk Draheim**

• Blockchain Anchoring of Public Registries: Options and Challenges | **Oleksii Konashevych**, **Marta Poblet**

• Utilization of mobile phone and the ethical implications on university and government services: a case of post graduate students at Kenyatta University, Kenya | **Daniel Muthee Wambiri**, **Johnson Mulongo Masinde**

• The Development of the Digital Wellness Toolkit | **Rachel Fischer**, **Beverley Malan**

• Can Blockchain Leverage for New Public Governance? – A Conceptual Analysis on Process Level | **Maik Brinkmann**, **Moreen Heine**

• Role of Emerging Technologies in Governance: Learnings for India to achieve SDGs | **Charru Malhotra**, **Rashmi Anand**, **Ishita Malhotra**

WHEN: 4 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM SYDNEY

PAPER SESSION 6

Bridging Digital Government Research and Policy

chaired by Marta Poblet Balcell and Ravishankar Sharma

ACCEPTED PAPERS

• The Evolving e-Governance Curriculum: A Worldwide mapping of Education Programs | **Demetrios Sarantis**, **Soumaya Ben Dhaou**, **Charalampos Alexopoulos**, **Alexander Ronzhyn**, **Gabriela Viale Pereira**, **Yannis Charalabidis**

• The Role of Context in IS Research: A Review of E-government Research in Developing Economies | **Muhammad Priandi**, **Walter Fernandez**, **M.S. Sandeep**

• The Estonian Data Embassy and the Applicability of the Vienna Convention: An Exploratory Analysis | The Estonian Data Embassy and the Applicability of the Vienna Convention: An Exploratory Analysis | **Laura Kask**, **Robert Krimmer**

• Critical factors for the adoption of e-government in developing countries: validation of a measurement model | **Ayman Almukhlifi**, **Hepu Deng**, **Booi Kam**

• Toward an Enabler-Based Digital Government Maturity Framework: A Preliminary Proposal Based on Theories of Change | **J. Ramon Gil-Garcia**, **Cesar Renteria**, **Theresa A. Pardo**

• Artificial Intelligence: Opportunities and Challenges for the Public Sector | **Deniz Susar**, **Vincenzo Aquaro**

WHEN: 4 APRIL 2019 | 10:30 - 12:00
WHERE: ROOM PERTH

PAPER SESSION 7
e-Governance in the Asia-Pacific Region
chaired by Shuo Li and Nava Subramaniam

ACCEPTED PAPERS

- Exploring the Impact of Mobile Technology Adoption on Financial Sustainability of Telecentres: The case of India | **Rajesh Sharma**, **Sanjog Ray**

- Evaluating the Performance of E-Government in Indonesia: A Thematic Analysis | **Alvedi Sabani**, **Hepu Deng**, **Vinh Thai**

- E-Health in IDPs Health Projects in Pakistan | **M. Irfanullah Arfeen**, **Adil Ali Shah**

- Electronic Citizen Service Delivery, MeeSeva - Telangana State, India | **Shiva Saketh Sanka**, **Gaurav Jain**, **Soumya Goondla**

- The role of telecentre in developing entrepreneurship: a case study on union digital centres in Bangladesh | **Md Gofran Faroqi**

WHEN: 4 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM SYDNEY

PAPER SESSION 8
Digital Transformation of Public Services and Governments
chaired by João Carvalho, Sehl Mellouli and Theresa Pardo

ACCEPTED PAPERS

- Study of E-governance and online donors for achieving financial resilience post natural disasters | **Abhishek Behl**, **Pankaj Dutta**, **Meena Chavan**

- E-Toll Laut: Blockchain Port as the Key for Realizing Indonesia's Maritime Fulcrum | **Muhammad Iqbal Hafizon**, **Adhi Wicaksono**, **Fabian Nur Farizan**

- Bringing transparency and trust to elections: using blockchains for the transmission and tabulation of results | **Adrià Rodríguez-Pérez**, **Pol Valletbó-Montfort**, **Jordi Cucurull**

- How to Master the "E": Tools for Competence Identification, Provision and Preservation in a Digitalized Public Sector | **Nadine Ogonek**, **Michael Räckers**, **Jörg Becker**

- What is the role of New Generation of ICTs in transforming government operation and redefining State-citizen relationship in the last decade? | **Shuhua Monica Liu**, **Liting Pan**, **Yupei Lei**

WHEN: 4 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM PERTH

PAPER SESSION 9
Open Government and Digital Citizenship: Participation, Engagement, and Empowerment

chaired by Adegboyega Ojo and Delfina Soares

ACCEPTED PAPERS

• Agile Mechanisms for Open Data Process Innovation in Public Sector Organizations: Towards Theory Building | **Fatemeh Ahmadi Zeleti** and **Adegboyega Ojo**

• MUDAMOS: a civil society initiative on collaborative law making in Brazil | **Marco Konopacki**, **Fabro Steibel** and **Debora Albu**

• Could Facebook Influence Municipal Elections? Tunisian Case Study | **Arbi Chouikh**, **Lilia Sfaxi** and **Sehl Mellouli**

• Building Trust Through Promises | **Rochelle Wilson**

WHEN: 5 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM SYDNEY

PAPER SESSION 10
Digital Inclusiveness, Equality, and the 2030 Sustainable Development Goals

chaired by Robert Krimmer and Vítor Fonte

ACCEPTED PAPERS

• Design and Use of New Media in Urban Development Processes | **G. Anthony Giannoumis**, **Sveinung Legard**, **Sissel Hovik**, **Cristina Paupini**

• Public Participation Readiness Toward E-Gov 2.0: Lessons from Two Countries | **Darmawan Napitupulu**, **Krisna Adiyarta**, **Albar**

• Responding to the challenges and opportunities in the 4th Industrial revolution in developing countries | **Soumaya Ben Dhaou**, **More Ickson Manda**

WHEN: 5 APRIL 2019 | 10:30 - 12:30
WHERE: ROOM PERTH

PAPER SESSION 11

Emerging Technologies, Information Security, Privacy, and Ethics

chaired by Charalampos Alexopoulos and Luís Soares Barbosa

ACCEPTED PAPERS

• Commitment on data privacy towards e-governance: The case of local government units | **Vicente Pitogo**

• Privacy and Data Protection Concerns Regarding the Use of Blockchains in Smart Cities | **João Marco C. Silva**, **Luis Felipe M. Ramos**

• Data Security and Trustworthiness in Online Public Services: An Assessment of Portuguese Institutions | **João Marco C. Silva**, **Vítor Fonte**

• How Machine Learning is Changing e-Government | **Charalampos Alexopoulos**, **Zoi Lachana**, **Aggeliki Androutsopoulou**, **Vasiliki Diamantopoulou**, **Yannis Charalabidis**, **Michalis Avgerinos Loutsaris**

• Use Case Scenarios on Legal Text Mining | **Yannis Charalabidis**, **Michalis Avgerinos Loutsaris**, **Shefali Virkar**, **Charalampos Alexopoulos, Anna-Sophie Novak**, **Zoi Lachana**

• The genesis of the revolution in Contract Law: Smart Legal Contracts | **José Carlos Pereira**

WHEN: 5 APRIL 2019 | 14:00 - 16:00
WHERE: ROOM SYDNEY

PAPER SESSION 12

Digital Transformation of Public Services and Governments

chaired by João Carvalho, Sehl Mellouli and Theresa Pardo

ACCEPTED PAPERS

• e-Government Public Value Chain: Creating Value before Measuring Outcomes | **Olusegun Agbabiaka**

• Implanting IT Applications in Government Institutions: A Process Model Emerging from a Case Study in a Medium-Sized Municipality | **Irving Reascos**, **João Álvaro Carvalho**, **Sonia Bossano**

• Mobile Applications in Central Government of Brazil and Portugal | **Débora Dutra**, **Delfina Soares**

• Understanding Strategic Alliances in the Public Sector: the case of Brazilian DMV | **Beatriz Barreto Brasileiro Lanza**, **Luciana Rigotto**, **Élita Martins de Andrade**, **Andréa Paula Segatto**, **Márcia Ramos May**

• Public-Private Partnerships in Municipal Wi-Fi: Optimising Public Value | **Ian McShane**

WHEN: 5 APRIL 2019 | 14:00 - 16:00
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