

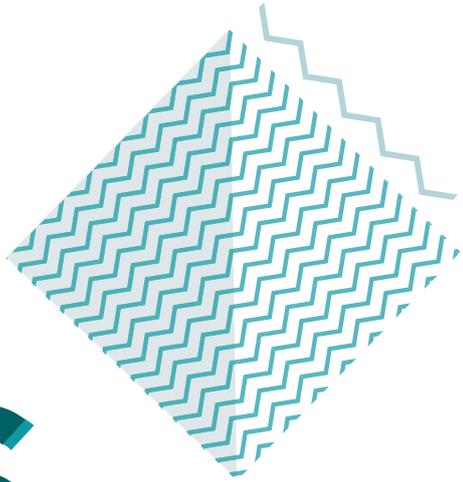
ICEGOV
2020 ATHENS
GREECE

13th International Conference
on Theory and Practice of
Electronic Governance

1-3 APRIL 2020

www.icegov.org

CALL FOR PAPERS



Digital Governance in

the Era of Disruptive

Technologies and Globalisation

SUBMISSION DEADLINE: 11 OCTOBER 2019

& WORKSHOPS
DEADLINE: 21 OCTOBER 2019

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1. Introduction



NOTE:

This document has important clickable links. Please **use them**.

The introduction of digital technology in public administration has been long identified by governments as a way of changing their whole operation towards higher quality levels. Digital governance, or the application of information and communication technologies (ICT) in public administration, has been around for more than fifty years already. It started by solving simple calculation and data storage problems in large public sector organisations. However, the Internet era gave ICT a unique transformation potential, allowing the ubiquitous interconnection of citizens and businesses with public sector systems.

Since then, the last two decades have been the era of rapid advancements in digital governance: the transformation of service provision to fully automated and proactive, seamless processes was joined by approaches of collaborative governance, with open data, electronic participation and community awareness systems becoming mainstream in many parts of the world, often not the most developed ones. The third stream of innovation is already dealing with better decision-making, the processing of vast amounts of data, social simulation experiments and policy impact assessment.

At the same time, recent developments shake the information and communication research and practice communities again. The re-emergence of artificial intelligence with an emphasis in “learning instead of knowing” mechanisms, blockchain and distributed ledger technologies, the internet of things and 5G networks, hybrid reality and ambient intelligence, bundled with an unprecedented pace of startup entrepreneurship, end up forming a “disruptive cocktail” that will change the world again by creating myriads of novel opportunities for administrations, businesses and citizens.

This potential for disruptive change can now drive the design of a new generation of integrated policies and programs by governments around the world to implement the United Nations Sustainable Development Goals 2030 (SDGs) in ways that could not even be conceived some years ago.

However, the immense potential of these new disruptive technologies also shows the danger of unleashing powers that may pose threats to privacy, security or equality, adding to, instead of relieving, the lack of trust of citizens towards governments – a challenge that threatens the heart of our democratic societies all over the world.

The ICEGOV2020 international conference aims at exploring how the synergies among the communities of technology, policy and social cohesion can be a positive factor for sustainable development, in our quest of tackling the great problems that still shake our societies, towards a higher quality of living while preserving our planet.

ICEGOV2020 brings together academia, governments, international organisations, civil society, and industry to share the insights and experiences in the theory and practice of Digital Government. ICEGOV promotes interactions among stakeholders, including policymakers, government officials, elected representatives, researchers, innovators, and educators from developing and developed countries, all sharing a concern that public investment in Digital Government advances public policy and development. ICEGOV is a platform where such stakeholders can discuss ways of working together across the national, sectoral, development and other borders towards addressing this concern.

Following twelve previous conferences in Macau (2007), Cairo (2008), Bogotá (2009), Beijing (2010), Tallinn (2011), Albany (2012), Seoul (2013), Guimarães (2014), Montevideo (2016), New Delhi (2017), Galway (2018), and Melbourne (2019), the ICEGOV series has become a source of significant research

and policy insight, able to reach national and global policy, industry and research audiences. In figures, the ICEGOV community includes more than 1500 authors and reviewers from more than 100 countries. On average, every ICEGOV conference attracts more than 150 paper submissions and is attended by representatives from government (40%), academia (35%), industry, civil society and international organisations (25%).

2. Important Dates

Paper submission deadline	11 October 2019
Decision notification	25 November 2019
Final paper submission	31 December 2019
Registration deadline for authors	31 December 2019
Doctoral Colloquium and Workshops	31 March 2020
ICEGOV2020	1-3 April 2020

3. Workshops

ICEGOV2020 will feature a series of half-day workshops on **31 March 2020** (pre-conference day) and the submission of workshop proposals is now underway. The aim of these workshops is to highlight emerging topics not specifically covered in the main conference sessions, but still related to the conference theme: *Digital Governance in the Era of Disruptive Technologies and Globalisation*.

The workshops should be interactive and provide interesting discussion of novel ideas, insightful practical and theoretical discussions, and networking with international experts, researchers, practitioners, government officials, among others. The organisers of a workshop should include activities that foster the participation of the attendees.

[Workshops Submission Page](#)



4. Paper Submissions

ICEGOV2020 invites submissions of original papers, not published or considered for publication elsewhere, that contribute to the conference theme: *Digital Governance in the Era of Disruptive Technologies and Globalisation*. Papers can be submitted to one of the following 14 Conference Tracks.

Track 1: Artificial Intelligence and the Internet of Things in Governance

Artificial Intelligence (AI), Internet of Things (IoT) and associated methods and tools support the vision of a data-driven, intelligent, personalised, ubiquitous government that can provide services of unparalleled quality to citizens and businesses. Bots, automation agents, self-learning systems, sensors, wearable devices, beacons and associated applications, individually or

combined, can be the drivers of dramatic changes in the public sector, affecting all sectors and levels of administration, both at the back- and front-office. Within this context, this track aims at discussing opportunities and challenges, emerging practices, innovative approaches, case studies and more theoretical contributions that may shape future governments and societies.

Track 2: Distributed Ledgers and Blockchain Technologies in Governance

The implementation of distributed ledger and blockchain technologies (DLT and BC) in public administration promises “disruptive improvements” on the availability, efficiency, security, interoperability and openness of digital public services in several areas. This track aims at exploring challenges and opportunities that distributed ledgers and blockchain technologies bring to governance in areas such as smart contracts management, protection of intellectual property, identity management, land registry, taxation, legal enforcement and legislation records, procurement, invoicing and payments, cyber-protection, security and safety, health and education. Possible applications and repercussions of crypto-currencies in governance are also included within the scope of the track.

Track 3: Security, Privacy and Ethics in Digital Governance

As information technology penetrates every area and domain of the public sector, societies are investigating the extent of regulation that is needed to ensure that this new phenomenon is an advantage and not a threat. This track aims to discuss aspects associated with the proper use of emerging and disruptive technologies (such as artificial intelligence, internet of things, blockchain, big data processing and more) within the public and private sector. Emphasis may be both to traditional regulatory frameworks, such as GDPR or ISO 27000 and the sort, or self-regulating approaches by employing new ways that IT can enhance the ability of governments to ensure privacy, safety and security of its citizens.

Track 4: Bridging Research and Practice in Governance and Policy-Making

This track examines emerging visions for digital government in research and practice, the technologies required to implement them, the regulatory frameworks and approaches that can be taken to accelerate innovation, improvements in productivity and the transition from pilots to fully operational solutions in policy-making and governance. Considering recent developments in policy modelling and informatics, this track also welcomes innovative ideas, case studies or reflections on decision-making in the public sector with a great interest in evidence-based policy-making, policy informatics and new forms of governance.

Track 5: Digital Governance in South-East Europe and the Mediterranean

The adoption and proliferation of digital government policies and initiatives in South East Europe and the Mediterranean region are rapidly reshaping national administrations, regions and municipalities in this multi-cultural but connected part of the world. This track explores the unique opportunities and challenges associated with governments and organisations in this region and seeks for good practices, case studies, innovative approaches, research or reflection papers that have a regional cover and contribute to the multicultural discussion and progress within the theme of the conference.

Track 6: Digital Governance Assessment Methods

The existence and application of assessment instruments increase the likelihood of success of digital transformation initiatives at different levels (i.e. municipal, regional, national, international)

and in different domains of the public sector (i.e. healthcare, education, justice, security, environmental planning, etc.). This track examines the methods, frameworks and tools for measuring various aspects of Digital Governance development and progress, such as service provision efficiency, organisational-semantic-technological-legal interoperability, data quality, digital skills maturity, citizen engagement, infrastructure readiness and more. The track invites papers presenting methods and instruments that can be used to monitor and assess the progress of Digital Governance transformation and to analyse the relationship between public policy and society, especially on how public services delivery is transferred to citizens, not excluding reflections or enhancements on existing assessment methods, currently in use by nations or international organisations.

Track 7: Digital Transformation of Public Services and Administration

Digital transformation has become an essential part of the strategic agendas, both in the public and the private sector. The track focuses on new and reusable ways to use digital technologies in revolutionising the way digital public services are provided through the proper transformation of organisational, semantic and technological aspects of administration. Such ways may include re-engineering the processes, applying “once-only” principles to data and systems, establishing paperless and “beyond bureaucracy” practices, automating internal operations of government organisations, improving productivity and skills of the public servants or improving access to government information and public services by citizens and businesses.

Track 8: Open and Collaborative Governance

Open and collaborative governance refers to new forms of governance through the effective use of digital technologies to engage with and empower citizens and businesses. By replacing the traditional models of formulating and implementing public policies, collaborative governance can bring together government and other stakeholders for discussion and policy-making decisions from early stages of policy design, while also providing open, big and linked data across all sectors of the economy, enhancing transparency and springing entrepreneurship. This track seeks innovative contributions in the form of new approaches, case studies or more theoretical and visionary papers that cross the traditional boundaries of traditional bureaucracy and show the potential of “Government 2.0”.

Track 9: Smart Cities and Regions

The world is in the midst of a massive wave of urban growth. At the same time, it has been noted that residents of cities and their surrounding environments are increasingly connected through intelligent or smart technologies. All of these changes offer a higher likelihood of improved wellbeing and prosperity, while challenges at the complex intersection of technology and society are emerging. This track aims at exploring how society is managing and dealing with urban challenges, in search for innovative solutions leading to a better quality of life and sustainability in cities. It explores the opportunities, challenges and implications of smart initiatives in areas such as transportation, health and education, urban and environment-friendly planning, energy efficiency, digital infrastructures, entrepreneurship, as well as democratic processes, governance and transparency at a municipal or regional level.

Track 10: Legal Informatics

The objective of the legal informatics track is to discuss the application of informatics within the context of the legal environment, relating law-related organisations, such as parliaments or



national printing offices, lawyers and law firms, as well as citizens and businesses. This track aims at presenting new approaches, tools, case studies and theoretical frameworks for the creation, processing and publishing of legislation as open data towards citizens, practitioners and administrations. Specific emphasis may be given to legal text mining, legal XML standards and models, legal ontologies, as well as further argumentation and reasoning models and approaches towards more automated legal services and information systems.

Track 11: Doctoral Colloquium

Presentation of students' work at the Doctoral Colloquium aims at providing feedback from academic experts and building the students' peer-to-peer and professional networks. Submissions to the Doctoral Colloquium are welcome from doctoral students who would like to present their research work on any topic related to the conference theme and tracks. Submissions should explain the research problem, the motivation, the research questions as well as the research methodology. It should also include the scientific and technical challenges and the respective research results. Doctoral Colloquium submissions will have the form of ongoing research papers. Although supervisors can co-author the paper, the doctoral student must be the main author and presenter. All accepted and presented Doctoral Colloquium papers will be part of the conference proceedings.

Track 12: Industry Track

ICEGOV2020 welcomes the participation of representatives from the industry and SMEs by allowing them to present recent developments, public sector projects and applications, innovative products or services, practical experiences, or research and development efforts related to the conference theme and tracks, that have high reusability potential in the public sector. Contributions to the industry track will have the form of short papers (max. 4 pages), will have to be presented at the conference and will be part of the proceedings. One of the authors of an Industry Track paper has to be an industry or SME representative.

Track 13: Public Sector Track

This track invites policy papers that are synthetic documents designed to enable outreach and impact, stemming from case studies, research projects, or other successful digital governance attempts in the public sector, written to include non-specialized audiences. Submitted papers should be a form of a report designed to facilitate policy-making, enclosing relevant findings and recommendations for the theory and practice in digital governance. Papers should provide enough background for the reader to understand the problem and convince them about the importance of the topic. Contributions to the public sector track will have the form of short papers, will have to be presented at the conference and will be part of the proceedings. One of the authors of a Public Sector Track paper has to be a representative of the public sector.

Track 14: Poster Exhibition

The conference welcomes submissions of short papers to describe ongoing work, including new project ideas, initial results, open questions, development plans, etc. with the potential to contribute to Digital Government research and practice. Accepted papers for this Track will be presented during the Poster Exhibition to stimulate discussion, create research-practice and research-policy connections, provide feedback to the authors, and nourish opportunities for international, multi-disciplinary and cross-sectoral collaboration. The papers will be included in the conference proceedings.

5. Submission Categories

The submission categories are *Research Papers*, *Ongoing Research Papers* and *Short Papers*. All papers must comply with the page limit and must be submitted to the appropriate Track.

CATEGORY	MAX. PAGES	MUST BE SUBMITTED TO				
		Tracks 1-10	Track 11: Doctoral Colloquium	Track 12: Industry Track	Track 13: Public Sector Track	Track 14: Poster Exhibition
Research Paper	12	✓				
Ongoing Research Paper	8	✓	✓			
Short Paper	4			✓	✓	✓

Research papers: papers that document complete research in one or more aspects of Digital Government, addressing topics listed in the Call for Papers (Tracks 1-10), with proven or potential capability to advance the state of research in the field. Research papers should be similar to journal submissions, albeit shorter. They should have completed analyses and documentation of results. Authors of accepted research papers will have up to 20 minutes to present their work at the conference, including any questions and discussion. Research papers cannot exceed 12 pages, and they should, indicatively, include the following sections (more as content than as exact titles):

1. Title and Abstract (up to 300 words)
2. Introduction
3. Background / Literature Review
4. Methodology / Research Framework / Design Approach
5. Results / Findings / Developments / Applications
6. Discussion
7. Conclusions / Further Work
8. References

Ongoing Research Papers: papers that describe ongoing research work that is yet to be completed, in one or more aspects of Digital Government, addressing topics listed in the Call for Papers (Tracks 1-10), with proven or potential capability to advance the state of research in the field. Ongoing research papers could take various forms. For example, they can be theoretical (presenting promising frameworks), empirical (with some preliminary results), or present a design of novel and useful concepts, artifacts (no testing required).

Doctoral Colloquium papers related to the topics of the conference are included in this category and will be presented during the Doctoral Colloquium (Track 11), a full day event aimed at providing constructive feedback to the students from academic experts and building the students' peer-to-peer and professional networks. Authors of accepted ongoing research papers will have up to 20 minutes to present their work at the conference, including any questions and discussion. Ongoing research papers cannot exceed 8 pages, and they should, indicatively, include the following sections (more as content than as exact titles):

1. Title and Abstract (up to 300 words)
2. Introduction
3. Background / Literature Review / Methodology / Research Framework
4. Results / Findings / Developments / Applications
5. Discussion / Conclusions / Further Work
6. References

Short Papers: papers that are mostly composed of work in progress reports, recent developments or presentations of new ideas and initiatives with potential to contribute to Digital Government research and practice. Short papers cannot exceed 4 pages, and they should, indicatively, include the following sections (more as content than as exact titles):

1. Title and Abstract (up to 150 words)
2. Introduction / Background / Aims and objectives of the study
3. Approach / Results
4. Conclusions / Further Work
5. References

Short papers can belong to any of the following three sub-types:

Industry Track (T12): papers written by industry participants to describe innovative research or practice efforts related to the topic of the conference. Authors of accepted industry track papers will have up to 20 minutes to present their work at the conference, including any questions and discussion.

Public Sector Track (T13): papers providing a concise summary of information about a topic of interest that can help readers and most likely make decisions about government policies. Authors of accepted public sector track papers will have up to 20 minutes to present their work at the conference, including any questions and discussion.

Poster Exhibition (T14): papers that contain implementation information or work-in-progress and will be open to discussion. Authors of accepted poster exhibition papers are subsequently required to create an actual poster (A1 size), which will be printed and displayed at the conference venue for the Poster Exhibition. Instructions and guidelines for the creation of the poster will be sent separately and only to the authors of accepted poster papers.

6. Submission Process

The submission process includes the steps listed below. Note that failure in correctly following all the steps within the deadlines may result in your paper being rejected.

A) Preparation

- The paper must be written in correct English and follow general academic standards and a proper structure depending on the category (see *Submission Categories*).
- The author must use the ICEGOV2020 ACM Microsoft Word Template, available here:



- No other template can be used for paper submission. Do not modify the document properties: just write your content and apply the necessary styles pre-defined on the template.
- The paper must not contain any information about the authors that would reveal their identity (e.g. name, email address, affiliation, etc.), nor any acknowledgements / references that could also reveal the identity of the author(s). ICEGOV is a double-blind peer review conference, meaning that the authors do not know the name of the reviewers and the reviewers do not know the name of the authors.

B) Submission

- The paper must be submitted through the EDAS Conference and Journal Management System by the paper submission deadline (**11 October 2019**).



- The author must have an account in EDAS to login. Follow the on-screen instructions to login or register (whichever applies). The registration is free of charge
- To submit the PDF file, follow the on-screen instructions and comply with the page numbers and parameters below, otherwise the system will automatically reject your submission:
 - Document size is US letter (8.5 x 11 in or 21.59 x 27.94 cm)
 - Number of columns is two columns.
 - The file is not a scanned image.
 - The file is not encrypted.
 - The file is not print-only.

C) Review and Notification

All papers submitted to the conference within the deadline will undergo the following 4-step process:

1. Screening by the ICEGOV Secretariat;
2. Reviews by the Programme Committee (max. 3 reviews per paper);
3. Review of all papers on each Track by the respective Track Chairs;
4. Final review of accepted / rejected papers by the Programme Committee Chairs.

All authors will be notified about acceptance or rejection decisions, together with the reviews and other information, by **25 November 2019**. Instructions on how to prepare the final version of the paper will be sent on this day as well, as will visa invitation letters.



7. Publications and Awards

All accepted papers of all categories will be published in the Conference Proceedings on the condition that **at least one author attends the conference and presents the paper**. The proceedings will be published by ACM Press, in digital format only, under the following reference: *Charalabidis, Yannis; Cunha, Maria Alexandra; Sarantis, Dimitrios (eds.). Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance (ICEGOV2020). 1-3 April 2020, Athens, Greece. New York: ACM Press, 2020. ISBN: 978-1-4503-7674-7*. As in previous years, it is expected that the conference papers are indexed in Scopus, Web of Science, and DBLP – Computer Science Bibliography, among others. Currently, the conference acceptance rate is 36%.

A special issue of Government Information Quarterly, an SCI-indexed, High Impact Factor journal, is expected to be published by Elsevier with the best papers from the conference. These papers will be carefully selected by the Programme Committee members, and expanded and improved by the authors before publication.

A total of three awards categories are planned for the conference: *Best Research Paper*, *Best Ongoing Research Paper*, and *Best Short Paper*. The Awards Committee will choose the papers for each category, and the winners will be announced during the closing session of the conference.

8. Scholarships

Authors of accepted papers will be able to apply for a UNU-EGOV Scholarship to attend the conference. More information is available here:

[Scholarships](#)



9. Programme

Besides presentations of submitted papers, the conference programme will also include Keynote Lectures, Plenary Discussions, Invited Sessions and social events for networking and community building. The full programme will be announced gradually in the next months and available on the conference website.

icegov.org



We look forward to meeting you in Athens in April 2020!

The ICEGOV2020 Programme Committee Chairs

Yannis Charalabidis

University of the Aegean



Maria Alexandra Cunha

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