

ICEGOV
2021 ATHENS
GREECE

14th International Conference
on Theory and Practice of
Electronic Governance

6-8 OCTOBER 2021

www.icegov.org

CALL FOR PAPERS

**Smart Digital Governance
for Global Sustainability**

PAPER SUBMISSION DEADLINE: **9 MAY 2021**

PATRON



ORGANISERS



PUBLISHERS



1. INTRODUCTION



NOTE:

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

The 14th edition of the International Conference on Theory and Practice of Electronic Governance – ICEGOV 2021 – focuses on *Smart Digital Governance for Global Sustainability* in a challenging social, political, economic, and environmental world. For over half a century, digital governance, or the application of information and communication technologies (ICT) in public administration and society, has allowed governments to change how they make decisions, engage with stakeholders, operate, produce, and provide public services. The opportunities of digital governance have been emphasised by past and current crisis, as a way to manage pandemic, economic and environmental emergencies and recovery, but also to address social and political challenges faced in a rapidly changing world.

ICT has a unique transformation potential by allowing the ubiquitous interconnection of citizens and businesses with public sector systems. The increasingly rapid advancements in digital governance and the innovative transformation of service provision to fully automated and proactive, seamless processes have been joined by collaborative governance approaches using open data and electronic forms of participation. Community awareness systems are becoming mainstream in many parts of the world, including in developing countries, with many authorities and communities already establishing innovative approaches to better socio-economic decision-making. Simultaneously, they are processing vast amounts of data, simulating social experiments, and assessing policy impact.

To do so, traditional ICTs are no longer solely used, with emerging and highly disruptive technologies, such as Artificial Intelligence, Big Data, Blockchain, Internet of Things, among others, starting to take place. Still, the potential of technology to eliminate or amplify existing differences and inequalities between developed and emerging economies, and between and within regions, are increasingly evident. ICEGOV 2021 aims to contribute to a deeper understanding of the potential approaches and solutions to address the challenges mentioned above and differences, not least in light of the 2030 United Nations Sustainable Development Goals, by exploiting the continuously increasing capabilities offered by digital technologies.

The 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 and advancing towards a higher quality of living while preserving our planet. ICEGOV 2021 focuses on the development of smart digital governance for addressing the global crises and promoting social, political, economic, and environmental sustainability.

Following thirteen previous conferences¹, ICEGOV has become a source of significant research and policy insight, able to reach national and global policy, industry and research audiences. In figures, the 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%).

This year, despite the ongoing COVID-19 pandemic, it is our hope and goal that the conference can take place in its usual format, in October 2021. Athens is once more set to be the host city, and it certainly has a lot to show for those who visit it. Nonetheless, we are ready to adapt the event according to the pandemic's evolution worldwide, with a particular

¹Macau (2007), Cairo (2008), Bogotá (2009), Beijing (2010), Tallinn (2011), Albany (2012), Seoul (2013), Guimarães (2014), Montevideo (2016), New Delhi (2017), Galway (2018), Melbourne (2019), Online (2020).

focus on Greece and Europe. In case a full physical event is not possible, due to travel or other restrictions, a mixed approach scenario is on the table, that is, a hybrid conference with both participants in Athens and remote participation. The conference is ready for this approach by building on last year's experience and feedback from the participants.

2. IMPORTANT DATES

Paper submission deadline	9 May 2021
Paper decision notification	13 July 2021
Doctoral Colloquium	5 October 2021
Workshops	5 October 2021
Conference	6-8 October 2021

3. SUBMISSION TRACKS

ICEGOV 2021 invites submissions of original papers, not published nor considered for publication or in review elsewhere, that contribute to the conference theme and any of the following submission tracks.

TRACK 1 | Artificial Intelligence and 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, and efficient government and society that provides services of unparalleled quality to citizens and businesses at a low cost. 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 domains and administration levels, both at the back- and front-office level. Within this context, this track aims at discussing opportunities and challenges, emerging practices, policies, innovative approaches, "dark" aspects and possible negative consequences, case studies, and more theoretical contributions concerning the above emerging digital technologies that may shape future governments and societies.

TRACK 2 | Distributed ledgers and Blockchain technologies in governance

The implementation of distributed ledgers and Blockchain technologies (DLT and BC) in public administration promises "disruptive improvements" in relation to the availability, efficiency, security, interoperability, and openness of digital public services in several areas. This track aims at exploring challenges and opportunities that DLT and BC offer in areas such as smart contracts management, protection of intellectual property, identity management, land registry, taxation, legal enforcement, and legislation records. It also regards procurement, invoicing and payments, cyber-protection, security, safety and privacy, as well as healthcare and education. Possible applications and repercussions of cryptocurrencies in governance are included as well within the scope of this track.

TRACK 3 | Privacy, security, legal informatics, and ethics in digital governance

As digital technologies penetrate every area and domain of the public sector, society investigates the extent to which regulation is needed to ensure that this new phenomenon is an advantage rather than a threat. This track discusses privacy, security, legal informatics, and the ethical

dilemmas associated with the proper use of the “traditional”, as well as the use of emerging and disruptive digital technologies such as AI, IoT, Blockchain, Big Data processing, among others. Emphasis may be placed on privacy protection and security, both regarding traditional regulatory frameworks, such as GDPR or ISO 27000, or self-regulating approaches, practices, and technologies for promoting privacy protection and security in digital governance. As digital technologies have a significant impact on legislation creation and access, there is increasing interest and emphasis on “digitisation ready” legislation, 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. New tools, practical and theoretical approaches, frameworks and case studies concerning the ethical and secure use of digital technologies that respect privacy are also part of this track.

TRACK 4 | Bridging research and practice in governance and policy-making

This track examines emerging visions for digital government developed in research and practice. This includes research on information and communication technologies as pre-conditions for their practical “real-life” application, the technologies required to implement them, and the barriers and challenges that are or might be posed. It includes as well 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 government agencies’ operations, policy-making, and governance models. 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 and geographic inequalities

The development of digital governance is affected by existing economic development inequalities between geographic regions, countries or even areas in the same country. However, digital governance can also contribute to the decrease of these inequalities and their negative consequences. There has been extensive debate concerning the differences between developed and emerging economies, between and within regions, and “haves” and “have nots”. This track aims at examining the impact of these geographic inequalities on the development of various aspects of digital governance, as well as approaches, policies, and ways of digital technologies’ usage by governments to reduce economic development inequalities, as well as their consequences. The track welcomes submissions regarding Southeastern Europe, the Mediterranean region, and regional and national comparisons between areas of different levels of economic development, including digital government development initiatives and projects in the context of low- and middle-income regions or countries.

TRACK 6 | Digital governance assessment methods

The existence and application of assessment instruments increase the likelihood of success of digital governance, as well as digital transformation initiatives at different levels (i.e. local, regional, national, international) and in different domains of the public sector (i.e. healthcare, education, justice, security, environmental planning, etc.). This track examines methods, frameworks, and tools for measuring various aspects of digital governance and transformation development and progress, such as service provision, 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 and transformation, and to

analyse the relationship between public policy and society, especially on how public services delivery affects 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. This track focuses on new and reusable ways to use digital technologies in revolutionising the way digital public services are provided and produced through the transformation of organisational, semantic, and technological aspects of administration. This may include process re-engineering, the application of “once-only” principles to data and systems, establishing paperless and “beyond bureaucracy” practices, government as a platform and innovative service delivery ecosystems, automation of internal operations of governmental organisations, improvement of productivity and skills of the public servants or improving access to government information and public services by citizens and businesses. This track also invites papers that analyse digital transformation initiatives at government agencies of different levels and domains, their drivers and motivations, the processes and strategies they adopted, the barriers and challenges they faced, their critical success factors, and their impact on various aspects of performance.

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, open and collaborative governance can bring together government and other stakeholders for discussion and policy-making decisions from the early stages of policy design, while also providing open, big and linked data across all sectors of the economy, thus 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 boundaries of traditional bureaucracy and show the potential of “Government 2.0”. This track also invites papers on the application of crowdsourcing in the public sector in order to collect policy-relevant information, knowledge, opinions, proposals, and ideas from citizens, as well as public value co-creation with citizens and businesses.

TRACK 9 | Smart sustainable cities, regions, and communities

The world is amid a massive wave of urban growth and rural depopulation, generating opportunities but also problems and challenges. Digital technologies offer significant capabilities for addressing and managing them, and making cities, regions, and communities smarter and more sustainable in environmental, financial, and social terms. It is noted that residents of both urban and rural communities and their surrounding environments are increasingly connected through intelligent or smart technologies. This offers 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 by exploiting the capabilities offered by digital technologies in search of innovative solutions leading to a better quality of life, economic development, and sustainability. This track explores the opportunities, challenges, and implications of smart digital 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 community, local, regional and even national cross-border level.

TRACK 10 | Digital Governance in light of social, political, economic, and environmental crises

This track invites submissions on digital solutions and approaches that contribute to addressing social, political, economic and/or environmental crisis situations and scenarios. As the world regularly faces different kinds of crises, their rapid and resilient management remains essential. The 2007-2008 global financial crisis led to recessionary crises of different intensities and durations in the economies of most countries, while the global migration issues in the last decade, the climate emergency, and the current COVID-19 pandemic are putting further pressures on how decision-makers and societies address such events. With inequalities rising everywhere, global crises give rise to social-economic unrest and political calamities. Information and communication technologies and digital governance can significantly contribute to successfully address and manage these crises while simultaneously affecting the development of digital governance and transformation of the public sector. Therefore, this track welcomes papers exploring the interplay between digital government and social, political, economic, and environmental crises.

TRACK 11 | Doctoral Colloquium

The Doctoral Colloquium is a full-day event that takes place prior to the conference itself (5 October 2021). Submissions to this track are exclusive to PhD students who would like to present their research work on any topic related to the conference theme or tracks 1 to 10. The paper should explain the research problem, the motivation behind it, the research questions, as well as the research methodology. It should also include the scientific and technical challenges, and the respective research results obtained so far, as well as future developments. Although the doctoral supervisor can co-author the paper, the student must be the first author. The session is chaired by leading Professors in the area and aims at improving the students' peer-to-peer and professional networks. At the same time, the students' will obtain useful feedback regarding their ongoing doctoral work and research.

TRACK 12 | Industry and Public Sector

ICEGOV 2021 welcomes the participation of representatives from the public sector and industry 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. This track welcomes 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-specialised 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. At least one of the authors of a public sector and industry track paper must be a representative of the respective fields.

TRACK 13 | Poster Exhibition

Finally, 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.

4. PAPER CATEGORIES

ICEGOV 2021 features three different paper categories, the requirements of which are described below in more detail. Note that submitting a paper to the wrong category may lead to its rejection.

TYPE	MIN-MAX PAGES	MUST BE SUBMITTED TO		
		TRACKS 1-10	TRACK 11	TRACKS 12-13
RESEARCH PAPER	8 – 12	✓		
ONGOING RESEARCH PAPER	5 – 8	✓	✓	
SHORT PAPER	2 – 4			✓

Research papers

These are papers that document complete research in one or more aspects of Digital Government, addressing topics listed in the Call for Papers, 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 analysis and documentation of results. Research papers should, indicatively, include the following sections (more as content than as exact titles):

- Title and Abstract (up to 300 words)
- Introduction
- Background / Literature Review
- Methodology / Research Framework / Design Approach
- Results / Findings / Developments / Applications
- Discussion
- Conclusions / Further Work
- References

Presentation time for *Research Papers*: **20 minutes** (including Q&A from the audience).

Ongoing research papers

These are 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, 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, artefacts (no testing required). Ongoing research papers should, indicatively, include the following sections (more as content than as exact titles):

- Title and Abstract (up to 300 words)
- Introduction
- Background / Literature Review / Methodology / Research Framework
- Results / Findings / Developments / Applications
- Discussion / Conclusions / Further Work
- References

Presentation time for *Ongoing Research Papers*: **20 minutes** (including Q&A from the audience). Papers submitted to the Doctoral Colloquium must be of this type.

Short papers

These are papers mostly composed of work in progress reports, recent developments or presentations of new ideas and initiatives with the potential to contribute to Digital Government research and practice by addressing topics listed in the Call for Papers. Short papers should, indicatively, include the following sections (more as content than as exact titles):

- Title and Abstract (up to 150 words)
- Introduction / Background / Aims and objectives of the study
- Approach / Results
- Conclusions / Further Work
- References

Presentation time for *Short Papers*: **15 minutes** (including Q&A from the audience).

5. HOW TO SUBMIT

For full instructions on how to prepare and submit your paper for ICEGOV 2021, please follow the instructions available here:

How to submit



6. PUBLICATIONS AND AWARDS

Conference Proceedings

All accepted papers will be published in the conference proceedings on the condition that **at least one author attends the conference and presents the paper**. The proceedings are published by ACM Press as part of the International Conference Proceedings Series (ICPS), in digital format only, under the following reference: *Loukis, Euripidis; Macadar, Marie Anne; Meyerhoff Nielsen, Morten (eds.). Proceedings of the 14th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2021). New York: ACM Press, 2021. ISBN: 978-1-4503-9011-8*. As in previous years, it is expected that the published papers are indexed in Scopus, Web of Science, and DBLP – Computer Science Bibliography, among others. Currently, the conference acceptance rate is 36%.

Government Information Quarterly

After the conference, a number of papers will be carefully selected by the Programme Committee Chairs for publication in *Government Information Quarterly* by Elsevier. GIQ is an international journal that examines the intersection of policy, information technology, government, and the public. In particular, GIQ focuses on how policies affect government information flows and the availability of government information; the use of technology to create and provide innovative government services; the impact of information technology on the relationship between the governed and those governing; and the increasing significance of information policies and information technology in relation to democratic practices.

The authors who accept will be required to greatly expand and improve their articles before publication. As the leading journal in the field, GIQ seeks to publish high quality scholarly research, viewpoint articles and editorials that inform both researchers and practitioners regarding the relationship between policy, information technology, government, and the public.

Metrics*

- CiteScore: 10.3
- Impact Factor: 5.098
- 5-Year Impact Factor: 6.411
- Source Normalized Impact per Paper (SNIP): 3.075
- SCImago Journal Rank (SJR): 1.915

**according to the publisher*

Best Paper Awards

The goal of the *ICEGOV Best Paper Awards* is to acknowledge excellent research performed by the authors whose papers have been accepted and presented at the conference. The award consists of a certificate (printed or digital), together with a symbolic gift, usually a cultural object from the conference's host country. The certificate and the gift are delivered to the first author of the winning paper by the Awards Committee Chair during the conference's closing ceremony. A total of four papers categories are awarded at ICEGOV:

- Best Research Paper
- Best Ongoing Research Paper
- Best Short Paper
- Best Poster

For more information regarding the eligibility criteria, selection process and the awards committee, please download the *ICEGOV Best Paper Awards Policy*, available here:



7. SCHOLARSHIPS

As part of its mission, the United Nations University (UNU-EGOV) regularly provides a number of scholarships for ICEGOV. For more information on this, application period, conditions and how to apply, please go here:



8. CONFERENCE PROGRAMME

Besides the presentation of papers by the authors during the parallel Paper Sessions (morning and afternoon), the conference programme will also include Roundtable Sessions (morning and afternoon), which are run by renowned organisations with relevant work on the field. Additionally, a set of high-profile Keynote Lectures and Plenaries will also take place. These sessions start and end each day, during which there are no other parallel sessions. Finally, a number of social events are planned, such as the Welcome Reception, Poster Exhibition, and Conference Dinner.

The full conference programme, including speakers, will be gradually announced in the upcoming months and available here:



We look forward to meeting you in Athens in October 2021!

The ICEGOV 2021 Programme Committee Chairs

Euripidis Loukis

University of the Aegean



Marie Anne Macadar

Federal University of Rio de Janeiro



Morten Meyerhoff Nielsen

United Nations University
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