

Call for Papers

Track 23: The Digital Public Sector

European Conference on Information Systems (ECIS) 2014

9-11 June, 2014

Tel Aviv, Israel

<http://ecis2014.eu/>

Paper Submission begins: 1 November, 2013

Call for Papers Submission Deadline Date: 8 December, 2013

Notification of acceptance: 3 March, 2014

Panel submission deadline: 5 March, 2014

Final version of accepted papers due: 30 March, 2014

Early Bird Registration closes: 16 April, 2014

The track theme on “The Digital Public Sector” invites submissions related to the internal as well as the external IS perspectives on public sector digitalization. Information systems in the public sector represent both traditional IS research perspectives in relation to implementation and use, as well as novel themes driven by the emergence of new technologies and behaviors of use of information and communication technologies (ICT) among citizens and public sector institutions.

Big data, open data, and social media represent key research challenges in the core domain of IS. With the increase of digitization in society, the pressure on the public sector to digitize its interaction and work processes have increased too. Citizens expect that they can access public institutions anytime and anywhere using a variety of digital tools. In their daily life, digital modes of interaction are important to citizens. Most of these interactions are driven by unstructured platforms that do not necessarily fit the more formal and bureaucratic mode of communication customary of public institutions. This represents a challenge both for citizens and for public sector.

The public sector has for decades invested in ICT to streamline its processes. This is not visible to citizens because it is running in the background, only providing a fraction of high quality digital services that represent real value to the citizens. A perspective that is less explored, pertains to the implications of the increased pressure on public institutions when interactions with citizens become more direct thanks to digitalization.

A topic of inquiry that is still to be explored and understood in the domain of public sector ICT is the emergence of open data. Some governments provide open data sets and data streams that can be utilized by private businesses and citizens. Open data challenges the public sectors’ data monopoly and along with new opportunities also generate new types of threats related to security and privacy.

Topics of Interest

Possible topics include, but are not limited to:

- Digital-analog work balance in public sector
- Business models for the digital public sector
- E-government policy, implementation and practice
- The digital civil servant – government driven by robots and business intelligence
- Public sector and emerging technologies – bureaucracy and innovation
- Multi-channel interaction with citizens
- Mechanisms for increased uptake of e-services among citizens
- Regulatory enforcement as digitalization driver
- Community – based public service models
- Co-development of e-services utilizing open data from public sector
- Smart Cities
- Business models for open data provision
- Risks and opportunities related to public big data
- Data and process interoperability guidelines
- Public information processing (data and text mining, sentiment analysis, reputation management)
- Strategies, use and implications of cloud computing in the public sector

Sponsorship

Best papers will be fast tracked at *Transforming Government: People, Process and Policy*

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