### Åke Grönlund

with contributions from Tuomo Kauranne, Frank Hartkamp, Olov Forsgren, Huberta Kritzenberger and Lars Albinsson

# Managing Electronic Services

A Public Sector Perspective





PRACTITIONER SERIES

## Electronic Service Management A Public Sector Perspective

Barbara Kożuch, Katarzyna Sienkiewicz-Małyjurek **Electronic Service Management A Public Sector Perspective:** 

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