Curriculum Vitae
Professor Miriam Lips, PhD

Chair in Digital Government
School of Government
Victoria University of Wellington

Current position

Professor of Digital Government, School of Government, Victoria University of Wellington.

Academic Qualifications

1996	PhD (Public Administration), Erasmus University Rotterdam, Dissertation title "*Autonomy in Quality: Ambiguity in Administrative Communication on the Development of Quality Assessment in Higher Education*"
1991	EMPA (European Master of Public Administration), Erasmus University Rotterdam and Leiden University, Thesis title "*Quality assurance in Higher Education: a comparison between The Netherlands and Germany*"
1991	MSc (Public Administration), 1991, Erasmus University Rotterdam and Leiden University, Thesis title "*Marketing in the public sector*"

Employment History

2013 - 2015	Programme Director Master of e-Government, School of Government, Victoria University of Wellington, New Zealand
2007 -	Professor of e-Government (renamed 'Digital Government' in 2015), School of Government, Victoria University of Wellington, New Zealand
2007 – 2010	Research Associate at the Oxford Internet Institute, University of Oxford, United Kingdom
2004 - 2007	Academic Director of the Master of Public Information Management, TIAS Business School, Tilburg University, The Netherlands
2004 – 2007	Senior Research Fellow of The Netherlands Institute of Government (the Netherlands Research School for Public Administration, recognised by the Royal Netherlands Academy of Sciences)
2003 – 2007	Research Fellow at the Oxford Internet Institute, University of Oxford, United Kingdom

2001 - 2007	Associate Professor with tenure, Tilburg Institute for Law, Technology, and Society (TILT), Tilburg University, The Netherlands
1996 – 2001	Assistant Professor with tenure, Centre for Law, Public Administration and Informatisation, Tilburg University, The Netherlands
1996 – 1997	Freelance business consultant
1987 - 1989	Senior Tutor, Department of Public Administration, Erasmus University Rotterdam, The Netherlands

Editorial Board Membership

2016 -	Editor-in-Chief *Information Polity. The International Journal of Government and Democracy in the Information Age* (IOS Press)
2015 -	*Government Information Quarterly* (Elsevier)
2009 -	*Policy & Internet* (The Berkeley Electronic Press)
2006 -	*Information, Communication and Society* (Routledge)
2001 - 2015	*Information Polity. The International Journal of Government and Democracy in the Information Age* (IOS Press): Associate Editor International (2008 –), Book Review Editor (2001 – 2008)
2007 – 2009	*Online Information Review. The International Journal of Digital Information Research and Use* (Emerald)

Evidence of national and international esteem

March 2016	Invited expert participant to a two-day workshop on 'information-sharing in the public sector' with senior UK public officials and hosted by the University of Newcastle in the UK Houses of Parliament, London 7-9 March 2016. Financially sponsored by the UK Economic and Social Research Council (ESRC).
2015 -	Member of the New Zealand Data Futures Partnership Working Group, appointed by the Ministers of Finance, Justice and Statistics

2015 – 30 June 2016	Deputy Chair of the New Zealand Open Government Partnership Stakeholder Advisory Group, appointed by the Minister of State Services
2015 -	Subject Expert Member of the Education Sector Identity and Access Programme Board, led by the Ministry of Education
2013 -	Appointed Member of the Management Board at Large of the International Research Society of Public Management
2013 - 2014	Member of the New Zealand Data Futures Forum, appointed by the New Zealand Government
2011 –	Co-organiser and co-chair of the Minitrack 'Transformational Government' at the Hawaii International Conference on System Sciences (HICSS), Hawaii
2008 – 2015	Organised and chaired the e-Government panel track at the Annual International Research Society for Public Management (IRSPM) Conference
April 2013	Invited Visiting Scholarship to the Centre for Research into Information, Surveillance & Privacy (CRISP), Stirling Management School, 5 - 20 April 2013. This Visiting Scholarship and other research activities related to the European COST Programme 'Living in Surveillance Societies' (LiSS) were financially supported by a grant from the Royal Society of New Zealand
2009 - 2012	Appointed Member of the European Science Foundation's (ESF) Pool of Reviewers
April 2010	Nominated with contribution "Lips, A.M.B. J.A. Taylor & J. Organ, `Managing Citizen Identity in E-Government Service Relationships', in: Public Management Review, November 2009, Vol.11:6, 833-856" for the 2009 Best Paper published in Public Management Review (PMR). PMR is considered a top international journal in the field of Public Administration, with a 2012 Impact Factor of 0.989 and a 17/47 Journal Ranking for Public Administration (Thomson ISI Journal Citation Reports 2012)
2008	Visiting Professor at the Business Information Systems Unit, Economics and Business Faculty, University of Sydney. This Visiting Professorship was on invitation and financially sponsored by the University of Sydney
2006 – 2010	Member of the International Federation for Information Processing (IFIP) Working Group 11.6 Identity

Management

2005 – 2007	Member of the Netherlands Organisation for Scientific Research's 'Network of Networks' (NvN) Programme Committee
2005 – 2006	Member of the Netherlands Organisation for Scientific Research's Open Competition Social Sciences Assessment Committee
2004 – 2007	Member of the Scientific Advisory Council of the Dutch Bsik-programme 'Space for Geo-information'
2001 -	Member of the International Federation for Information Processing (IFIP) Working Group 8.5 Information Systems in Public Administration
2000 – 2008	Co-chair (together with professor John Taylor) of the permanent Study Group 'ICTs in Public Administration' of the European Group of Public Administration (EGPA)

Invited keynote or guest speaker at numerous international and national conferences and seminars

Major research leadership activity

2015 -	Programme leader of a 5 year research partnership programme 'Government and Democracy in the Digital Age' at Victoria University, in partnership with several government agencies
2007 -	Inaugural Chair Holder of the Victoria University of Wellington's Chair in e-Government. From 2007 until 2010, this Chair was sponsored by Datacom systems Limited, State Services Commission, Cisco NZ and FX Networks Limited. A new MoU was established from 2010 until 2013, and involved a sponsorship agreement between Victoria University of Wellington and Datacom systems Limited, Department of Internal Affairs, State Services Commission, FX Networks Limited and Microsoft NZ. Since 2013, the Chair has been sponsored by Datacom systems Limited, Department of Internal Affairs and FX Networks Limited
2013 – 2015	Project leader of a policy focused research project 'Kiwis Managing their Online Identity Information', funded by the Department of Internal Affairs.
2006 - 2007	Project leader of a 2.5 year policy focused research project on personal identification and identity management in e-government relationships in the Netherlands, subsidised under the

Netherlands Organisation for Scientific Research's Network of Networks (NvN) Programme, c202,000 Euros

2005 - 2007   Research Consortium Leader and a Principal Investigator in a four year research programme on 'The use of geo-spatial information for citizen participation in public policy development and implementation' (GEOGOV). GEOGOV consortium partners were Tilburg University, Erasmus University Rotterdam, Zenc bv and the City of Tilburg. The GEOGOV research programme was subsidised by the Dutch Bsik Programme 'Space for Geo-information', c607,000 Euros (total project value: c1.2 million Euros)

2005 - 2007   Project Leader and Principal Investigator (together with Professor John Taylor) of a two year research project on 'Personal identification and identity management in new forms of e-government', subsidised under the UK Economic and Social Research Council's (ESRC) e-Society Programme and located at the Oxford Internet Institute, c165,000 Pounds Sterling

2004 – 2006   Activity Leader for Social Scientific research under the European FP6 Privacy and Identity Management for Europe (PRIME) project. A four year Integrated Project with c20 industry, business, academic, and government partners, which has been awarded by the European Commission with a research grant of more than 10 million Euros (research grant for social scientific research: c460,000 Euros)

Other research grants and awards

2014   Research Excellence Award, Victoria University of Wellington

2009 - 2013   New Zealand Research Member of the European COST Action ISO807 'Living in Surveillance Societies' (LiSS). This four year research initiative was the first international multidisciplinary research network to consider issues relating to living and working in the technology-enabled surveillance age, and included more than 150 academics from 27 countries. New Zealand Membership included financial sponsorship from the Royal Society of New Zealand to facilitate participation in the programme (NZ$5,000)

2008   Victoria University of Wellington's Strategic Research Fellowship for PhD-project 'New forms of citizen participation in Web 2.0 based Government'

2007   Short term research activity on Citizen Centric Government, sponsored by the E-Society Programme of the UK Economic and Social Research Council (ESRC), 11,000 Pounds Sterling

2003	Complementary research funding for a PhD-student in the field of reconceptualising personal identity, identification and identity management in e-domains, subsidised by the Faculty of Law, Tilburg University, 50,000 Euros
2003	Visiting Research Fellowship at the Oxford Internet Institute, University of Oxford, 1 November 2003 – 30 June 2004. Supported financially by the University of Oxford
2002	Research grant for international short-term research towards personalisation in online commercial and public service delivery, awarded by the Netherlands Organisation for Scientific Research's Network of Networks (NvN) Programme, 60,000 Euros
1998	Research grant for state-of-affairs international comparative research on multi-formity of information provision in an Internet age, subsidised by the Netherlands Organisation for Scientific Research's IT and Law (ITeR) Programme, NLG 40,000 (c18,200 Euros)
1997	Research grant for state-of-affairs international comparative research towards regulation of converging media, awarded by the Netherlands Organisation for Scientific Research's IT and Law (ITeR) Programme, NLG 40,000 (c18,200 Euros)
1996	Research grant for state-of-affairs international comparative research towards electronic public service delivery, awarded by the Netherlands Organisation for Scientific Research's IT and Law (ITeR) Programme, NLG 40,000 (c18,200 Euros)

Other project management

2014 – 2015	Conference chair and organisation of an international conference on *Enabling Digital Identity and Privacy in a Connected World. Identity Conference 2015*, 18-19 May 2015, Wellington. Co-hosted by the Department of Internal Affairs and the Office of the Privacy Commissioner (approximately 325 participants from the public sector, industry, and academia).
2011 – 2012	Conference chair and organisation of an international conference on *Managing Digital Identity in a Networked World. Identity Conference 2012* in Wellington. Co-hosted by the Department of Internal Affairs and the Office of the Privacy Commissioner (approximately 250 participants from the public sector, industry, and academia).

2007 - 2008	Conference chair and organisation of an international conference on *Managing Identity in New Zealand: User-Centric Identity in the 21st Century* in Wellington. Co-hosted by the State Services Commission, the Department of Internal Affairs and the Office of the Privacy Commissioner (approximately 325 participants from the public sector, industry, and academia).
1997 - 2000	Project manager of an inter-university education project to develop an online graduate course on ICTs in Public Administration for Tilburg University and other universities, together with the Dutch Open University and Erasmus University Rotterdam. Subsidised by the Netherlands Ministry of Education, Culture and Science
1999 - 2000	Programme Committee and organisation of an international conference on Electronic Government, Centre for Law, Public Administration and Informatisation, Tilburg University, The Netherlands (approximately 200 participants)
1996 - 1997	Programme Committee and organisation of a national conference on the Legal and Administrative Implications of Smartcards, Centre for Law, Public Administration and Informatisation, Tilburg University, The Netherlands (approximately 200 participants)

Teaching experience

Master Course *Managing ICT-enabled forms of public engagement*, EGOV503, designed and delivered fully online (Victoria University of Wellington)

Master Course *e-Government, Public Sector Reform and Good Governance*, EGOV502 (Victoria University of Wellington)

Executive course for public officials on *Using Social Media for Effective Public Engagement*, (Victoria University of Wellington)

Master Course *E-Government in New Zealand*, MMPM507 and double-labelled MMIM 580 (Victoria University of Wellington)

Various lectures in the DGov Programme, Master of Public Management, Master of Information Management, Bachelor of Commerce and Administration (Victoria University of Wellington)

Various lectures in the Master of Public Information Management Programme, TIAS Business School (Tilburg University: postgraduate students in Public Administration)

Master Course *Information Systems: Technological Developments and Organisational Aspects* (Tilburg University: postgraduate students in Public Administration)

Bachelor and Master Course *ICTs in the Public Sector* (Tilburg University and other universities: see also 'major assignments': undergraduate and postgraduate students in Public Administration)

Bachelor and Master Course *Capita Selecta ICT and Law* (Tilburg University: undergraduate and postgraduate students in Law)

Bachelor Course *Introduction to Public Administration* (Tilburg University, Erasmus University Rotterdam, Leiden University, Delft University: undergraduate students in Public Administration)

Bachelor Course *Planning and Budgeting in Public Administration* (Erasmus University Rotterdam, Leiden University: undergraduate students in Public Administration)

Bachelor Course *Meetings and Negotiation in Public Administration* (Erasmus University Rotterdam, Leiden University: undergraduate students in Public Administration)

Master Course *Higher Education Management* (Erasmus University Rotterdam: postgraduate students in Public Administration)

PhD supervision

2015 -	Primary Supervisor of PhD candidate Pedro Ramirez. Working title: data innovation in public policy. School of Government, Victoria University of Wellington
2015 -	Primary Supervisor of PhD candidate Simon Wright. Working title: Internet activism and political engagement by New Zealand youth. School of Government, Victoria University of Wellington
2015 -	Primary Supervisor of PhD candidate Wahyutama. Working title: the role of social media in political participation activities by Indonesian youth. School of Government, Victoria University of Wellington
2015 -	Primary Supervisor of PhD candidate Mark Harris. Working title: data innovation in the public sector. School of Government, Victoria University of Wellington

2012 -	Primary Supervisor of DGov candidate Richard Williams. Richard's DGov research is focused on how governance has influenced the planning and implementation of shared services in the New Zealand public sector. School of Government, Victoria University of Wellington
2011 -	Primary Supervisor of DGov candidate Paul de Wijze. Paul's DGov research is focused on how changes to psychological contracts affect behaviour in public servants. School of Government, Victoria University of Wellington
2009 -	Primary supervisor of PhD-candidate Anita Rapson. Anita's PhD Research Project is focused on exploring e-record keeping behaviours of New Zealand government employees. School of Government, Victoria University of Wellington
2010 - 2015	Dr Edgar B. Pacheco, *Vision impairment and the transition to university education: the role of ICTs*, School of Information Management, Victoria University of Wellington
2008 - 2015	Dr Xiaogi Gong, *E-campaigning: An Empirical Study of the Utilisation of ICTs for Election Campaigning in the 2008 New Zealand General Election*, School of Information Management, Victoria University of Wellington
2009 – 2012	Dr Allan J. Sylvester, *An Investigation into Organisational Learning by Public Officials Creating and Maintaining Multi-channel Service Delivery Information Systems in the New Zealand Public Sector*, School of Information Management, Victoria University of Wellington
2007 - 2010	Dr Elizabeth Eppel, *The Contribution of Complexity Theory to Understanding and Explaining Policy Processes: A Study of Tertiary Education Policy Processes in New Zealand*, School of Government, Victoria University of Wellington
2007 - 2009	Dr Rose O'Neill, *E-Government: Transformation of Public Governance in New Zealand?*, School of Government, Victoria University of Wellington
2006 – (2007)	Charlotte van Ooijen, *The use of GIS in public service provision*, Center for Law, Technology and Society, Tilburg University
2005 – (2007)	Marcel Hoogwout, *Customer orientation in public service provision*, Center for Law, Technology and Society, Tilburg University
2003 – (2007)	Rachel Marbus, *Reconceptualising personal identity, identification and identity management in e-domains*, Center for Law, Technology and Society, Tilburg University

Language skills

Dutch   Native
English   Fluent
German   Fluent
French   General knowledge
Italian   Basic knowledge

Publications

Peer-Reviewed Journal articles

Eppel, E.A. and A.M.B. Lips (2016) 'Unpacking the black box of successful ICT-enabled service transformation: how to join up the vertical, the horizontal and the technical, Public Money & Management, 36:1, 39-46, DOI: 10.1080/09540962.2016.1103417

Lips, A.M.B. (2013) 'Reconstructing, attributing and fixating citizen identities in digital-era government', in: *Media, Culture and Society*, 35(1), 61-70

Lips, A.M.B. (2012) 'E-government is dead: long live Public Administration 2.0', in: *Information Polity*, Vol.17: 3-4, 239-250

Lips, A.M.B., O'Neill, R.R., & Eppel, E.A. (2011). Cross-Agency Collaboration in New Zealand: An Empirical Study of Information Sharing Practices, Enablers, and Barriers in Managing for Shared Social Outcomes. *International Journal of Public Administration,* 34:4, pp.255-266

Lips, A.M.B. (2010). Rethinking Citizen – Government Relationships in the Age of Digital Identity: Insights from Research, *Information Polity*, IOS Press, Vol. 15, No.4, pp.273-289 Guest-editor (with Tino Schuppan) Special Issue on E-Government and Institutional Change for the international academic journal *Public Management Review*, Routledge, November 2009.

Lips, A.M.B. & T. Schuppan, 'Transforming E-Government Knowledge through Public Management Research', in: *Public Management Review*, November 2009, Vol.11:6, 739-749

Lips, A.M.B. J.A. Taylor & J. Organ, 'Managing Citizen Identity in E-Government Service Relationships', in: *Public Management Review*, November 2009, Vol.11:6, 833-856, *received High Recommendation as the Second Best Paper Published in Public Management Review in 2009*

Lips, A.M.B., J.A. Taylor & J.Organ, 'Identity Management, Administrative Sorting and Citizenship in New Modes of Government', in: *Information, Communication & Society*, August 2009, Vol.12, Issue 5, pp.715-734

Lips, A.M.B (ed.)(2009). 'The Quest for Managing Identity Management', in: *Online Information Review*, 33 (3), Special section on 'Digital Identity Management

J.A. Taylor, A.M.B.Lips & J.Organ, 'Identification Practices in Government: Citizen Surveillance and the Quest for Public Service Improvement', in: *Identity in the Information Society*, 24 February 2009, Springer Verlag, ISSN 1876-0678, available at http://www.springerlink.com/content/2pl2731712732452/

J.A. Taylor, A.M.B.Lips, 'The Citizen in the Information Polity: Exposing the Limits of the e-Government Paradigm', in: *Information Polity*, 2008, Vol. 13, 3&4, pp.139-152

Ryan, B., D. Gill, D., E.A. Eppel, M. Lips, 'Managing for joint outcomes: connecting up the horizontal and the vertical', in: *Policy Quarterly*, September 2008, Vol.4, No 3, pp.14-21

A.M.B. Lips, 'Before, After or During the Reforms? Towards Information Age Government in New Zealand', in: *Policy Quarterly*, June 2008, Vol.4, No 2, pp.21-26

A.M.B. Lips, 'Does Public Administration have Artefacts?', in: *Information Polity*, 2007, Vol.12, No 4, IOS Press, pp.243-252

A.M.B. Lips, 'Twentieth Anniversary of the European Group of Public Administration's Permanent Study Group on ICTs in Public Administration', in: *Information Polity*, 2007, Vol.12, No 4, IOS Press, pp.197-199

Gill, D., E.A. Eppel, M. Lips, & B. Ryan, 'Managing for joint outcomes - the breakthrough from the frontline', in: *Policy Quarterly*, December 2007, Vol.3, No 4, pp.39-43

Taylor, J.A., A.M.B. Lips & J. Organ, 'Information-intensive Government and the Layering and Sorting of Citizenship', in: *Public Money & Management*, Vol.27, No. 2, April 2007, Blackwell Publishing, pp.161-164.

Lips, A.M.B., J.A. Taylor & F. Bannister, 'Public Administration in the Information Society: Essays on Risk and Trust', in: A.M.B. Lips, J.A. Taylor & F. Bannister (eds.), Special Issue 'Public Administration in the Information Society: Essays on Risk and Trust', in: *Information Polity*, Vol. 10, nrs. 1 &2, 2005, IOS Press, Amsterdam, pp.1-9.

Lips, A.M.B. & E.J. Koops, 'Who regulates and manages the Internet Infrastructure? Democratic and legal risks in shadow global governance', in: A.M.B. Lips, J.A. Taylor & F. Bannister (eds.), Special Issue 'Public Administration in the Information Society: Essays on Risk and Trust', in: *Information Polity*, Vol. 10, nrs. 1 &2, 2005, IOS Press, Amsterdam, pp. 117-128.

Van Duivenboden, H.P.M., A.M.B. Lips & A.F.A. Korsten, 'Klantgericht werken en ICT. Op weg naar vraaggerichte elektronische publieke dienstverlening', in: *Bestuurskunde*, December 2002, Vol.11, No.8, pp. 322-327.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'De burger aan bod. Elektronische publieke dienstverlening vanuit het perspectief van de burger', in: *Bestuurskunde*, December 2002, Vol.11, No.8, pp. 347-354.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'De vraaggerichte elektronische overheid', in: *Bestuurskunde*, December 2002, Vol.11, No.8, pp. 355-363.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Citizen Relationship Management in de publieke sector: naar een klantgerichte elektronische overheid', in: *Holland Management Review*, November/December 2002, Vol.19, No.86, pp 45-57.

Lips, A.M.B., 'E-learning: van profetie naar praktijk. Tilburgse ervaringen met de toepassing van een elektronische leeromgeving in het bestuurskunde onderwijs', in: *Bestuurskunde*, Januari 2002, Jaargang 11, Nr.1, pp 23-32.

Lips, A.M.B., 'Designing Electronic Government around the World. Policy Developments in the USA, Singapore, and Australia', in: *The EDI Law Review*, 2000, Vol. 7, No. 4, Kluwer Law International, pp. 199-216.

Lips, A.M.B., S. van der Hof, and C.A.T. Schalken, 'Multiformity in Information Provision in a New Media Age. Challenged Responsibilities for Governments in Europe', in: *The EDI Law Review*, 2000, Vol.7, Nos. 2-3, Kluwer Law International, pp. 115-194.

Lips, A.M.B., M. Boogers and R. Weterings, 'Reinventing Territory in Dutch Local Government: Experiences with the Development and Implementation of GIS in the

Amsterdam Region', in: *Information Infrastructure and Policy*, 2000, Vol. 6, IOS Press, pp. 171-183.

Lips, A.M.B., 'Teaching Public Administration in the Netherlands', in: *Public Administration*, 2000, Vol. 78, No. 2, Blackwell Publishers, pp. 444-448.

Lips, A.M.B. & C.J. Owen, 'Reinventing Urban Government in the Netherlands: An American Perspective', in: *International Journal of Public Administration*, 2000, Vol. 23, No. 1, Marcel Dekker, New York, pp. 149-173.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Kennismanagement: In de publieke sector is co-productie het sturingsinstrument bij uitstek', in: *Holland Management Review*, januari - februari 2000, jrg. 17, Nr. 69, pp. 64-73. Also republished in: *Fiducie*, februari 2000, jrg. 8, nr. 2, pp.36-44.

Lips, A.M.B., P.H.A. Frissen, and J.E.J. Prins, 'Regulatory Review through New Media in Sweden, the UK and the USA: Convergence or Divergence of Regulation?', in: *The EDI Law Review*, 1998, Vol. 5, Nos. 3-4, pp. 123-257.

Bekkers, V.J.J.M. & A.M.B.Lips, 'Doelzoekende sturing in het milieubeleid? Verdroging als voorbeeld', in: *Openbaar Bestuur*, juni/juli 1998, nr. 6/7, Samsom H.D. Tjeenk Willink, Alphen aan den Rijn, pp.17-23.

Books

Lips, A.M.B., *Digital Government. Managing Public Sector Reform in the Digital Era,* London: Routledge, forthcoming

Koops, E.J., A.M.B. Lips, J.E.J. Prins & M.H.M. Schellekens (eds.), *Starting Points for ICT Regulation. Deconstructing Prevalent Policy One-liners*, 2006, TMC Asser Press, The Hague.

A.M.B. Lips, J.A. Taylor & F. Bannister (eds.), Special Issue 'Public Administration in the Information Society: Essays on Risk and Trust', in: *Information Polity*, Vol. 10, nrs. 1 & 2, 2005, IOS Press, Amsterdam.

Lips, A.M.B., V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, 784 pp.

Lips, A.M.B., S. van der Hof, J.E.J. Prins & A.A.P Schudelaro, *Issues of Online Personalisation in Commercial and Public Service Delivery*, 2005, Wolf Legal Publishers, Nijmegen, 206 pp.

Van Duivenboden, H.P.M. & A.M.B. Lips (eds.), *Klantgericht werken in de publieke sector. Inrichting van de elektronische overheid*, 2001, Uitgeverij Lemma, Utrecht, 528 pp.

Van Duivenboden, H.P.M., A.M.B. Lips & P.H.A. Frissen (eds.), *Kennismanagement in de publieke sector*, 1999, Elsevier Bedrijfsinformatie bv, s-Gravenhage, 352 pp.

Van Kralingen, R.W., A.M.B.Lips & J.E.J. Prins (eds.), *De kaarten op tafel. Een verkenning van de juridische en bestuurskundige aspecten van chipcards*, 1998, SDU, 's-Gravenhage, 176 pp.

Lips, A.M.B., *Autonomie in kwaliteit. Ambiguïteit in bestuurlijke communicatie over de ontwikkeling van kwaliteitszorg in het hoger onderwijs*, 1996, Dissertation, Eburon, Delft, 381 pp.

In 't Veld, R.J., J.A. de Bruijn & A.M.B. Lips, *Toekomsten voor het funderend onderwijsbeleid; een studie*, 1996, SDU, 's-Gravenhage, 175 pp.

Book chapters

Lips, A.M.B., 'Transforming Government Services over time: meanings, impacts, and implications for citizen – government relationships', in: Yu-Che Chen and Michael Ahn (eds.) *Routledge Handbook on Information Technology in Government*, London/New York: Routledge, forthcoming

Lips, A.M.B. (2014), 'Transforming Government – by Default?', in: W.H. Dutton and M. Graham (eds.) *Society and the Internet: How networks of information are changing our lives*, Oxford: Oxford University Press, pp.179-194.

Eppel, E.A., Gill, D.J., Lips, A.M.B. & Ryan, W.M. (2014) 'The cross-organisational collaboration solution? Conditions, roles and dynamics in New Zealand', in J. O'Flynn, D. Blackman & J. Halligan (eds) *Crossing boundaries in public management and policy: The international experience*,.Abingdon, UK: Routledge, pp. 47-63.

Lips, A.M.B. (2011). "E-Government is dead – long live networked governance": fixing system errors in the New Zealand public management system, in: B. Ryan & D. Gill (eds.) *Future State: Directions for Public Management in New Zealand* , Victoria University Press

Lips, A.M.B., Rapson, A., Hooper (2011), 'The Police Act Review wiki - an innovative way to capture public views on what a new policing act might look like', in *Using MIS*, Edited by: David Kroenke and Tony Hooper, Pearson, North Shore, pp. 32-35

Lips, A.M.B., J.A. Taylor & J.Organ (2010). Identity Management in E-Government Service Provision: Towards New Modes of Government and Citizenship, in: P. G. Nixon, V.N. Koutrakou & R. Rawal (eds) *Understanding E-Government in Europe: Issues and Challenges*, Routledge, 151-168

Lips, A.M.B., J.A. Taylor & J.Organ (2009), 'Service Transformation towards Citizen-Centric Government? The Evolution of a Smart Card Application in UK Local Government' in: A.J. Meijer, K. Boersma & P. Wagenaar (eds) *ICTs, Citizens & Governance: After the Hype!*, IOS Press, Amsterdam, IOS Press Series 'Innovation and the Public Sector', Vol.14, ISBN-978-1-58603-973-8, pp.66-82

Lips, A.M.B., 'E-Government Under Construction: Challenging Traditional Conceptions of Citizenship', in P. Nixon & V. Koutrakou (eds.), *E-Government in Europe. Rebooting the State*, 2007, Routledge, London, pp.33-47.

Lips, A.M.B., J.A. Taylor & J. Organ, 'Identity Management as Public Innovation: Looking Beyond ID Cards and Authentication systems', in: V.J.J.M. Bekkers, H.P.M. van Duivenboden & M. Thaens (eds.), *ICT and Public Innovation: assessing the modernisation of public administration*, 2006, IOS Press, Amsterdam, pp.204-216.

Taylor, J.A., A.M.B. Lips & J. Organ, 'Freedom with Information: Electronic Government, Information Intensity and Challenges to Citizenship', in: R. Chapman & M. Hunt (eds.)

Freedom of Information: Perspectives on Open Government in a Theoretical and Practical context, 2006, Ashgate, Aldershot, pp.125-138.

Lips, A.M.B., 'Introduction', in: Koops, E.J., A.M.B. Lips, J.E.J. Prins & M.H.M. Schellekens (eds.), *Starting Points for ICT Regulation. Deconstructing Prevalent Policy One-liners*, 2006, TMC Asser Press, The Hague, pp.1-11.

Lips, A.M.B., 'Inventory of general ICT Regulatory Starting Points', in: Koops, E.J., A.M.B. Lips, J.E.J. Prins & M.H.M. Schellekens (eds.), *Starting Points for ICT Regulation. Deconstructing Prevalent Policy One-liners*, 2006, TMC Asser Press, The Hague, pp.13-50.

Koops, E.J., A.M.B. Lips, J. Nouwt, J.E.J. Prins & M.H.M. Schellekens, 'Should self-regulation be the starting point?', in: Koops, E.J., A.M.B. Lips, J.E.J. Prins & M.H.M. Schellekens (eds.), *Starting Points for ICT Regulation. Deconstructing Prevalent Policy One-liners*, 2006, TMC Asser Press, The Hague, pp.109-149.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Responsive E-Government Services: Towards 'New' Public Management', in: V.J.J.M. Bekkers & V.M.F. Homburg (eds.), *The Information Ecology of E-Government. E-Government as Institutional and Technological Innovation in Public Administration*, 2005, IOS Press, Amsterdam, pp.141-154.

Bekkers, V.J.J.M., A.M.B. Lips & A. Zuurmond, 'De maatschappelijke en politiek-bestuurlijke positionering van ICT in het openbaar bestuur', in: A.M.B. Lips, V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, pp.17-46.

Lips, A.M.B., 'ICT en samenleving: beelden van de informatiesamenleving', in: A.M.B. Lips, V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, pp.109-134.

Bekkers, V.J.J.M., H.P.M. van Duivenboden & A.M.B. Lips, 'ICT en publieke dienstverlening', in: A.M.B. Lips, V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, pp.237-255.

Bekkers, V.J.J.M., H.P.M. van Duivenboden & A.M.B. Lips, 'Van e-government naar e-governance', in: A.M.B. Lips, V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, pp.419-440.

Lips, A.M.B., & J.E.J. Prins, 'Regulering in een informatiesamenleving', A.M.B. Lips, V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, pp.707-729.

Bekkers, V.J.J.M., A.M.B. Lips & A. Zuurmond, 'De januskop van ICT in het publieke domein', in: A.M.B. Lips, V.J.J.M. Bekkers & A. Zuurmond (eds.), *ICT en openbaar bestuur. Implicaties en uitdagingen van technologische toepassingen voor de overheid*, 2005, Uitgeverij Lemma, Utrecht, pp.733-751.

Boogers, M. & A.M.B. Lips, 'De wijk op het web**.** Ontwikkeling van wijkwebsites in Nederlandse steden', in: J. de Haan & O. Klumper (eds.), *Jaarboek ICT en Samenleving 2004. Beleid in praktijk*, 2004, Uitgeverij Boom, pp.47-63.

Koops, B.J. & A.M.B. Lips, Wie reguleert het internet? Horizontalisering en rechtsmacht bij de technische regulering van het internet'', in: H. Franken et al. (eds.), *Zeven essays over informatietechnologie en recht*, 2003, Sdu uitgevers, Den Haag, pp.261-315.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Taking Citizens Seriously. Applying Hirschman's Model to Various Practices of Customer-Oriented E-Governance', in: A. Salminen et al. (eds.), *Governing Networks*, 2003, The European Group of Public Administration's Yearbook, Vol. 22, IOS Press, pp. 209-226.

Lips, A.M.B., M. Boogers & R. Weterings, 'Neighbourhoods On Line. Connecting Physical and Virtual Spaces in Dutch Cities', in: A. Salminen et al. (eds.), *Governing Networks*, 2003, The European Group of Public Administration's Yearbook, Vol. 22, IOS Press, pp. 255-275.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Klantgericht werken in de publieke sector: introductie', in: H.P.M. van Duivenboden & A.M.B. Lips (eds.), *Klantgericht werken in de publieke sector. Inrichting van de elektronische overheid*, 2001, Uitgeverij Lemma, pp. 13-29.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Hedendaags klantgericht werken in de publieke sector: aanleidingen, strategieën, begrippen en praktijken', in: H.P.M. van Duivenboden & A.M.B. Lips (eds.), *Klantgericht werken in de publieke sector. Inrichting van de elektronische overheid*, 2001, Uitgeverij Lemma, pp. 457-480.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Klantgericht werken in de publieke sector: naar een co-actieve publieke dienstverlening', in: H.P.M. van Duivenboden & A.M.B. Lips (eds.), *Klantgericht werken in de publieke sector. Inrichting van de elektronische overheid*, 2001, Uitgeverij Lemma, pp. 481-490.

Lips, A.M.B., 'Designing Electronic Government around the World. Policy Developments in the USA, Singapore, and Australia', in J.E.J. Prins (ed.) *Designing E-Government. On the Crossroads of Technological Innovation and Institutional Change*, 2001, Kluwer Law International, The Hague, pp. 75-89.

Lips, A.M.B., 'De beleidstheorie vanuit diverse wetenschaps- en beleidspraktijken: van 'hoe verder' naar 'hoe anders'?, in: T.A. Abma en R.J. In 't Veld (eds.), *Handboek beleidswetenschappen*, 2001, Uitgeverij Boom, Amsterdam, pp. 271-280.

Bekkers, V.J.J.M. & A.M.B. Lips, 'Water Management in the Netherlands: The Re-Invention of Incremental Policy', in: Hendriks, F. & T.A.J. Toonen (eds.), *Polder Politics: The Re-Invention of Consensus Democracy in the Netherlands*, 2001, Ashgate Publishing, Aldershot, pp. 135-151.

Weterings, R. & A.M.B. Lips, 'De weerbarstige werkelijkheid van de werkvloer. Keuzes en strategieën van stedelijke professionals', in: Hendriks, F. & P.W. Tops (eds.), *De stad in spagaat. Institutionele innovatie in het stadsbestuur*, 2000, Van Gorcum, pp.209-220.

Lammers, K.P.E.A. & A.M.B. Lips, 'One-Stop-Government in the Netherlands', in: Hagen, M. & H. Kubicek (eds.), *One-Stop-Government in Europe. Results from 11 National Surveys*, 2000, University of Bremen, pp. 403-466.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Kennismanagement in de publieke sector: introductie', in: H.P.M. van Duivenboden, A.M.B. Lips & P.H.A. Frissen (eds.), *Kennismanagement in de publieke sector*, 1999, Elsevier Bedrijfsinformatie bv, 's-Gravenhage, pp. 11-21.

Van Duivenboden, H.P.M. & A.M.B. Lips, 'Kennismanagement in de publieke sector: naar een eigen benadering', in: H.P.M. van Duivenboden, A.M.B. Lips & P.H.A. Frissen (eds.), *Kennismanagement in de publieke sector*, 1999, Elsevier Bedrijfsinformatie bv, 's-Gravenhage, pp. 317-335.

Lips, A.M.B., 'De Nederlandse overheid', in: J.E.J. Prins e.a. (eds.), *Handboek Recht en Informatietechnologie*, deel B, september 1999, SDU, 's-Gravenhage, pp. 6-19.

Bekkers, V.J.J.M. & A.M.B.Lips, 'Spierballen, veel stroop en weinig water. Verdrogingsbeleid in de provincie Noord-brabant', in: Hendriks, F. & Th. A. J. Toonen (eds.), *Schikken en plooien. De stroperige staat bij nader inzien*, 1998, van Gorcum, Assen, pp.153-167.

Van Kralingen, R.W., A.M.B.Lips & J.E.J. Prins, 'Juridische en bestuurskundige aspecten van Chipkaarten', in: R.W. van Kralingen, A.M.B.Lips & J.E.J. Prins (eds.), *De kaarten op tafel. Een verkenning van de juridische en bestuurskundige aspecten van chipcards*, 1998, SDU, 's-Gravenhage, pp. 1-8.

Lips, A.M.B., 'Naar een nieuwe verhouding tussen overheid en burger in een informatiemaatschappij? De burgerservicekaart verkend', in: R.W. van Kralingen, A.M.B.Lips & J.E.J. Prins (eds.), *De kaarten op tafel. Een verkenning van de juridische en bestuurskundige aspecten van chipcards*, 1998, SDU, 's-Gravenhage, pp. 55-73.

Lips, A.M.B. & M.J.A.M van Banning, 'Chipkaarttechnologie in het publieke domein. Bestuurskundige aspecten van chipcards', in: R.W. van Kralingen, A.M.B.Lips & J.E.J. Prins (eds.), *De kaarten op tafel. Een verkenning van de juridische en bestuurskundige aspecten van chipcards*, 1998, SDU, 's-Gravenhage, pp. 33-50.

Lips, A.M.B., 'Reorganizing Public Service Delivery in an Information Age: Towards a Revolutionary Renewal of Government?', in: Snellen, I.Th.M. & W.B.H.J. van de Donk (eds.), *Handbook of Public Administration in an Information Age*, IOS Press Series Informatisation Developments in the Public Sector, Volume 6, 1998, pp. 325-339.

Lips, A.M.B. & L.M.N. Kroon, 'Kwaliteit van overheidsdienstverlening in een informatiemaatschappij: extrapolatie van een technologisch aspectenonderzoek', in: W.B.H.J. van de Donk & P.H.A. Frissen (eds.), *Over Bestuur, Recht en Informatisering*, Koninklijke Vermande, 1998, pp. 57-75.

Peer-reviewed research reports

Lips, A.M.B., J. Nouwt, R. Gosh & R. Glott, 'Roadmap for Socio-Cultural and Economic Research in Privacy and Identity Management', in: Roadmap for Advanced Research in Privacy and Identity Management (RAPID) European FP5 project, Final document, 2003, European Commission, Brussels, 24pp.

Lips, A.M.B., S. van der Hof, & C.A.T. Schalken, *Multiformity in Information Provision in a New Media Age. Challenged Responsibilities for Governments in Europe*, 2000, NWO/ITeR-series, volume 40, Sdu Uitgevers, 114 pp.

Lips, A.M.B. & P.H.A. Frissen, *Wiring Government. Integrated Public Service Delivery through ICT in the UK and the USA*, 1997, NWO/ITeR-series, volume 8, Samsom BedrijfsInformatie bv Alphen aan den Rijn/Diegem, pp. 67-164.

Research reports

Lips, A.M.B., E.A. Eppel, Barlow, L., Löfgren, B., Löfgren, K., & Sim, D. (2015). *Kiwis Managing their Online identity Information. Second and Final Research Report – Interview Findings, Focus Group Findings and Project Recommendations*, commissioned by the Department of Internal Affairs. February 2015, Victoria University of Wellington, Wellington, available at: http://www.victoria.ac.nz/sog/researchcentres/egovt/research-projects#koi

Lips, A.M.B., E.A. Eppel, Sim, D., Barlow, L. & Löfgren, K. (2014). *Kiwis Managing their Online identity Information: Interim Report – Survey Findings*, commissioned by the Department of Internal Affairs. Interim Report, March 2014, Victoria University of Wellington, Wellington, available at: http://www.victoria.ac.nz/sog/researchcentres/egovt/research-projects#koi

Lips, A.M.B., E.A. Eppel, A.J. Sylvester, E. Pacheco & A. Cunningham (2012). *Improving Benefits Realisation from ICT-enabled projects through identifying and promoting good practice from selected public entity case studies*, Final Research Report, June 2012, Wellington: Victoria University of Wellington

Lips, A.M.B, E.A. Eppel, A. Cunningham & V. Hopkins-Burns (2010). *Public Attitudes to the Sharing of Personal Information in the Course of Online Public Service Provision*, Final Research Report, August 2010, Wellington: Victoria University of Wellington, available at http://e-government.vuw.ac.nz/summary_IRD.aspx

Lips, A.M.B, R.R. O'Neill and E.A. Eppel (2009). *Improving Information Sharing for Effective Social Outcomes*, Emerging Issues Programme Research Project Report, December 2009, Wellington: Victoria University of Wellington

Lips, A.M.B., & H. Gong, *The Use of New Media by Political Parties in the 2008 National Elections*, November 2009, Victoria University of Wellington.

Lips, A.M.B., & A. Rapson, *Effective Electronic Records Management in 21st Century Government' – Part 2*, November 2009, Victoria University of Wellington.

Lips, A.M.B., A. Rapson & A. Hooper, *Effective Electronic Records Management in 21st Century Government' – Part 1*, December 2008, Victoria University of Wellington

Peer-reviewed academic conference papers

Lips, A.M.B. & L. Barlow (2015). 'Reconceptualizing evidence-based policy in the age of big data: implications for public policy practice and scholarship', paper presented at the *19th International Research Society for Public Management Annual Conference*, Birmingham, UK, 30 March – 1 April 2015

Lips, A.M.B., E. Pacheco, E. Eppel and A. Cunningham, 'Managing natural disaster response in New Zealand: Using ICTs to enable new forms of network governance', paper presented at the *17th International Research Society for Public Management Annual Conference*, Prague, Czech Republic, 10-12 April 2013

Gong, H., A.M.B. Lips, and M. Tate, 'Understanding and Comparing e-Campaigning Utilisation in the 2008 New Zealand General Election', *Proceedings of the 45th Hawaii International Conference on System Sciences (HICSS-45)*, IEEE Computer Society, January 2012

Gong, H., A.M.B. Lips, and M. Tate, 'Revisiting the conceptualisation of e-Campaigning: Putting campaign back in e-Campaigning research', paper presented at the *Third IFIP WG 8.5 International Conference, ePart 2011*, E. Tambouris, A. Macintosh, and H. de Bruijn, Editors. 2011, Springer: Delft, The Netherlands. p. 192-203.

Lips, A.M.B., Eppel, E.A., & Cunningham, A. 'Attitudes of New Zealanders to Information Sharing and Privacy in the Course of Online Public Service Provision', paper presented at the *15th International Research Society for Public Management Conference*, 11-13 April 2011, Dublin.

Lips, A.M.B., R. O'Neill & E. Eppel (2010) 'Cross-Agency Information Sharing for More Effective Social Outcomes in New Zealand', paper presented at the *14th International Research Society for Public Management Conference*, Berne, 7-9 April 2010

Lips, A.M.B. & A. Rapson (2010), Exploring Public Recordkeeping Behaviors in Wiki-Supported Public Consultation Activities in the New Zealand Public Sector, *Proceedings of the 43rd Hawaii International Conference on System Sciences (HICSS-43)*, 10 pages, CD-Rom, IEEE Computer Society, January 2010

Lips, A.M.B. & H. Gong 'Transforming public engagement in the New Zealand public management system? An analysis of two e-Participation experiences', paper presented at the *13th International Research Society for Public Management Conference*, Copenhagen, 6-8 April 2009

Eppel, E., A.M.B. Lips, D. Gill and B. Ryan, 'Towards Citizen-centric government in New Zealand: Joined-Up Government Experiences from the Front-line', paper presented at the 13th International Research Society for Public Management Conference, Copenhagen, 6-8 April 2009

Lips, A.M.B., A. Rapson & T. Hooper, ' E-Mail Recordkeeping Methods and Behaviours of New Zealand Central Government Employees', in: *Proceedings of the 19th Australasian Conference on Information Systems*, 3-5 December 2008, Christchurch, pp. 588-596

Lips, A.M.B., A. Rapson & T. Hooper, 'E-mail Management Knowledge and Recordkeeping Behaviours of New Zealand Public Servants', in: *Proceedings of the 4th International Conference on e-Government*, RMIT University Melbourne, Australia, 23-24 October 2008, pp 273-282

Lips, A.M.B., J.A. Taylor & J.Organ, *Managing Citizen Identity in New Modes of E-Government*, Paper presented at the 12th IRSPM Conference, Queensland University of Technology, Brisbane, Australia, 26th – 28th March 2008

Lips, A.M.B., J. Organ & J.A. Taylor, *The Service State and the Surveillance Society. E-benefits and E-assessments in Information Age Public Service Provision*, Paper presented at the ESRC/E-Society Programme Conference on Information Sharing, Assessment and e-Technology in Social Care, University of York, 14-15 May 2007

Taylor, J.A., J.Organ & A.M.B. Lips, *Citizen Identification, Surveillance and the Quest for Public Service Improvement: Themes and Issues*, Paper prepared for the European Consortium of Political Research 'Privacy and Information: Modes of Regulation' Joint Session, Helsinki 7-12 May 2007

Lips, A.M.B., J. Organ & J.A. Taylor, *Identity Management, Administrative Sorting and Citizenship in New Modes of Government*, Paper presented at the Journal of Information,

Communication & Society 10th Anniversary International Symposium, University of York, 20th - 22nd September 2006

Taylor, J.A., A.M.B. Lips & J. Organ, *The Citizen, the State and the ID Nexus: attention to information, societal shaping and modes of citizen sorting*, Paper presented to the ESRC/e-Society Programme Wide event, York, 18-19 September 2006

Lips, A.M.B. & J.A. Taylor, *Authentication and Identity Management in Electronic Government: Towards New Ways of Seeing,* Paper prepared for the Study Group on ICTs in Public Administration, European Group of Public Administration Conference, Bern, 31 August - 3 September 2005.

Taylor, J.A & A.M.B. Lips, *Theory and Practice in Public Administration and e-Government: Searching for Analytical Depth in an Information Polity*, Paper prepared for the Study Group on ICTs in Public Administration, European Group of Public Administration Conference, Ljubljana, 1-4 September 2004.

Van Duivenboden, H.P.M. & A.M.B. Lips, Taking Citizens Seriously. Applying Hirschman's Model to Various Practices of Customer-Oriented E-Governance, Paper prepared for the XVth meeting of EGPA's permanent Study Group on Informatisation in Public Administration, Vaasa, Finland, 5-8 September 2001.

Lips, A.M.B., M. Boogers & R. Weterings, Neighbourhoods On Line. Connecting Physical and Virtual Spaces in Dutch Cities, Paper prepared for the XVth meeting of EGPA's permanent Study Group on Informatization in Public Administration, Vaasa, Finland, 5-8 September 2001.

Lips, A.M.B. & E.H. Willems, Redefining Learning and Teaching in an Electronic Environment: The Development of Online Graduate Courses in Public Administration, paper presented at the ONLINE EDUCA conference in Berlin, 2-4 December 1998.

Lips, A.M.B., Reinventing Public Service Delivery through ICT: Lesson Drawing from Developments in the USA, UK, and the Netherlands, paper presented at the IFIP workshop 8.5 'Information Systems in Public Administration', Stockholm, 5-6 May 1997.

Lips, A.M.B., & C. James Owen, Public Authorities in the Netherlands: Applying Axelrod's "Duck Test", Paper presented at the UAA conference 1996, New York City, USA, March 1996.

Kroon, L.M.N., & A.M.B. Lips, National Faces towards a European Information System; "Research for the Future", Paper presented at the EGPA conference 1996, Budapest, Hungary, August 1996.

Knaap, P. van der, & A.M.B. Lips, The Transformation of Values in a Pluriform Society - New Steering Perspectives for Government and Public Policy?, leading paper at the conference 'The Transformation of Values in a Pluriform Society', Erasmus University Rotterdam, February 1995.

Lips, A.M.B., Ambiguous Communication in the Public Context: Room for Keeping Different Realities, paper presented at the 'The Transformation of Values in a Pluriform Society' conference, Erasmus University Rotterdam, February 1995.

Meer, F.B.L. van der, G.A.N. Vissers, A.M.B. Lips, & J. Kielema, Learning from Evaluation; Institutional Change as Social (Re)Construction, paper presented at the NIG conference, 9-10 November 1995, Oosterbeek.

Lips, A.M.B., Ashby's Law in European Higher Education: An Alternative Perspective towards a Quality and Recognition System within Europe, Paper presented at the 15th EAIR Forum, Turku, Finland, August 1993.