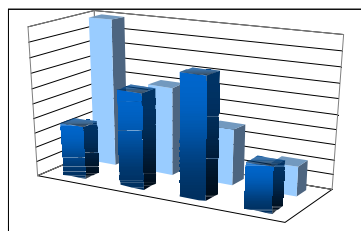


eGovMoNet

eGovernment Monitor Network

ePractice Communities workshop

Brussels, 12th of March 2009



“eGovMoNet, a thematic network on eGovernment Monitoring, co-funded by the European Commission under the contract under the CIP project number 224998”

Project period: 2008-05-01 – 2010-05-01

**Welcome to the third
eGovMoNet meeting**

on

**eGovernment Impact
Measurement**

Purpose of this meeting

- Update on developments since second meeting.
- Elaborate further on how to describe the methods to compare them.
- Present further methodologies in use according to the updated measurement template.
- Review the impact indicators and elaborate on them for a core indicators contribution.
- Discuss proposed updates the dissemination plan to make better use of ePractice, and scientific papers.

Agenda 26. March

0900	Registration, coffee	
0930	Introduction- Welcome and overview of the meeting	Mikael Snaprud (UiA)
	Welcome to Veszprém	Cecília Sikné Lányi, Hungarian co-organiser
0945	Opening - who is who (<1 minute each)	All
	Gathering data on impact measurement practice using the Template	Christophe Strobbe (KUL) Rony Medaglia (CBS) Rune Halvorsen (NOVA)
1000	(15 minutes each and 5 minutes questions)	
1100	Break	
	Gathering data on impact measurement practice using the Template	Stephen Jenner (PS), Eric Velleman (ACC), Participant from CNIPA
1115		
1215	Lunch	
	The second measure paper summing up the user satisfaction observations and proposals for future work. - discussion.	Jeremy Millard (DTI), All
1315		
	Development of an operational eGov reporting environment: methodological and practical issues and learnings	Christine Mahieu (FEDICT), and Gino Verleye (University of Gent)
1400		
	CIP call Objective 1.4: e-Accessibility thematic network	Eric Velleman (ACC) and Mikael Snaprud (UiA)
1420		
1450	Break	
	EU-project: web_access "Joint Programme on Accessible Web Design"	Cecília Sikné Lányi
1500		
	Short discussion on how to elaborate on sharing training program experience and content.	University representatives Lead by HiVE, TUKE, and University of Lancaster.
1520		
	Sum-up session	All.
1545		
1615	Break	
	ePractice, project handbook, dissemination plan	Mikael Snaprud (UiA)
1630		
	Study on the measurement of eGovernment user satisfaction and impact	Sebastiaan van der Peijl (DT)
1700		
	The Benchlearning first year results: an intense experience of measurement	Francesco Belgioioso (RSO)
1720		
1740	End of day one	
1900	Dinner	

Agenda 27. March

0900	Impact Indicators state of the art survey	Annika Nietzio (FTB), Morten G Olsen (TT)
0930	Discuss the impact indicators: examples, possible indicators, and how to measure them – Knowledge cafe.	All
1030	Break	
1045	Knowledge cafe session continued	All
1140	Next meeting practical arrangements End of the third meeting and farewell	Mikael Snaprud (UiA), Juliane Jarke (UiA)
1200	End	

Practical

- WLAN: access handed out in reception
- Coffee in breaks
- This evening
 - Aperitif gathering at 1800
 - Choice of Restaurant and menu
- Other issues: please ask
- Co-ordination of return taxi

Network Objectives

- Raise the awareness and stimulate uptake of eGovernment impact and user satisfaction measurements.
- Contribute to the harmonisation and quality of measurement frameworks.
- Run workshops covering a broad range of methodological issues, focused on exchanges of view, best practices and policy discussions.
- Establish a clear base line on the state of the art in eGovernment impact and user satisfaction measurement, including both methods and tools.
- Facilitate policy inputs based on eGovernment impact and user satisfaction.

Organisers of this meeting

- Mikael Snaprud (UIA)
- Andrea Velazquez (UiA)
- Cecília Sikné Lányi (University of Pannonia)
- Juliane Jarke (UiA)
- Morten Goodwin Olsen (TT)

Who is who

One Minute to state:

- Name
- Organisation
- Relation to eGovernment measurements