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European ePractice Newsletter

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>> Register for the "eInclusion of immigrants and ethnic minorities" workshop

The knowledge base on immigrant and ethnic minority use of ICTs is poorly developed and portrays different pictures. Although there is a prevailing view that immigrants and ethnic minorities face particular problems in accessing and using ICTs, this assertion is by no means supported by the evidence. The picture is complex, and it will be analysed in the ePractice.eu "eInclusion of immigrants and ethnic minorities" workshop of November 13th in Brussels. This hands-on seminar will explore several key themes related to eInclusion and immigration in the EU, which will be illustrated with relevant case studies presentations and interactive discussion groups. If you are interested in this free event, you may register now at epractice.eu/workshop/einclusionresults

>> ePractice.eu organises a workshop in Ireland

ePractice.eu will organise its first workshop in Ireland on November 17, 2008. The event will be held in the city of Cork under the title "eGov services to business: the state of the play". The agenda and the list of speakers who will take part in the seminar will be published soon at epractice.eu/workshop/egovtobusiness

>> Free Administrative Burden workshop in Brussels

The final agenda for the ePractice.eu Administrative Burden workshop on November 25 in Brussels is already available online. During this free event, participants will learn about the actions undertaken by the EC for measuring and reducing administrative burden and will be provided with an up to date overview of the latest activities of the Standard Cost Model Network. Keynote speeches will be delivered by senior EC representatives, Mr. Pascal Collotte (DG INFSO) and Ms. Kari Bjorke (DG Enterprise). The workshop will also analyse several good practice cases showing how administrative burden is successfully being reduced for business, citizens and government s along Europe. Register now online at epractice.eu/workshop/adminburden

Please feel free to forward epractice.eu/newsletter to whom it may be of use. You are welcome to send suggestions that may help us to improve the portal and enrich its content. We invite you to [become a member](#) of ePractice.eu in order to use all our services.

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Editor's Choice of the week: [Gaming the Tibby](#)

Flagship: Regelhulp

Regelhulp.nl is a web facility which provides on-line assistance to persons in need of help when applying for provisions in the area of care (the Exceptional Medical Expenses Act), social security (the Invalidity Insurance (Young Disabled Persons) Act, the Sheltered Employment Act, the Work and Income (Ability to Work) Act) or the Social Support Act. This usually concerns handicapped persons, the chronically ill and the elderly, who often have to cut - year in, year out - through a tangle of red tape and forms. For clients and their surroundings, this is an annually recurring nightmare. For this reason, regelhulp unlocks all the information on these services by organizing it according to life events. That is to say, the services are no longer organized according to the agency which provides them, but according to need for provisions scenarios. Scenarios which suit the situations in which these different target groups find themselves. This way, clients are put first, as opposed to the service providers. To simplify matters even further, clients or their family members/carers can apply for the desired service via regelhulp.nl directly, namely by means of a single flexible application module. Consequently, the information only needs to be submitted once. At present, 26 different provisions can already be applied for in this manner.

Digitalisation and national distribution of talking books

In 2004 The Swedish Library of Talking Books and Braille started a mass transfer project of the analogue talking books in our library. The project ends in December 2008 and by that time more than 40 000 analogue titles will be transferred to digital (DAISY) titles. As a result of the IT-political bill (2004/05:175), TPB were commissioned to investigate the possibilities that with broadband services as a base develop a national digital distribution system with print disabled persons as the target group. The assignment has been carried out in cooperation with The Swedish Post and Telecom Agency (PTS) and together with other organisations. The assignment has been reported to the Swedish government in 2008. The implementation phase 1, downloading project to libraries started in 2006 and is ongoing. Phase 2, downloading to individuals will start with university students in November this year in a project called StudentDirect.

Best Practice and Use of Contact Centres in Local Government

Cork County Council set up its Customer Contact Centre was set up in September 2005 to deliver best practice in Customer Service through a Customer focused approach and to free up back-office staff as 80% of calls were routine in nature. Seven staff was initially deployed to the Contact Centre, answering calls and emails for four service areas, these were Waste Management, Service Charges, Motor Taxation and the Driver Licencing department. The role of the advisors is to deal effectively and efficiently with customers once contact is made. Communication between the Contact Centre and Backoffice is critical to the success of the Contact Centre. Weekly and Monthly meetings ensure the contact centre has constant up to date information required to deal with queries.

Cork County Council Online Road Openings Management System

In order to carry out an excavation in a public roadway, a person or body must have the consent of the Local Authority or must be acting under specific legislation such as that applied to Statutory and Licensed Undertakers. Section 13(6) of the 1993 Roads Act enables the Local Authority to issue conditional road-opening licences to an applicant to facilitate such excavations. The Road Opening Management System enables registered applicants to apply for road opening licences online by completing the necessary details on the relevant application form and outlining the proposed road opening in the accompanying electronic map. The system also provides registered applicants with access to up-to-date information on the status of their specific road opening licence applications and account details. Applicants can track the progress of their application online and receive e-mail alerts indicating a change in the status of the application as it's processed. The system also provides a workflow of activities to internal staff to facilitate the progress of processing an application.

Cork County Council Planning Enquiry and Analysis System

In 2007 Cork County Council was the first body in either the private or public sector to be awarded an excellence standard in accessibility for its website on first application. More than 45% of all enquiries on this website relate to the provision of planning information. In this context, Cork County Council has developed a fully accessible planning enquiry system that provides both mapping of planning applications in Cork County and information on these applications using Geographic Information Systems browser technology. This is the first example of the accessible use of web-GIS technology in Ireland. This public accessible planning enquiry system is part of a larger integrated solution for the processing of planning applications by Cork County Council that has been rolled out to

staff throughout the organisation. This integrated suite of planning systems uniquely bridges the gap between the internal providers of information – council staff – and the external consumer – the public. The ICT department in Cork County Council recognised the need to provide an integrated planning solution to assist the planning process using technology and to provide a portal for access to planning information within the authority and for the public. The Planning Enquiry and Analysis System streamlines the planning process with technology by providing a multi-user and multi-site system for planning application registration and a single accessible portal for enquiries into and analysis of this information. This portal is provided both to local authority staff and through a fully accessible public interface on the Cork County Council website. The Planning Enquiry and Analysis System was developed by Cork County Council with 1Spatial Ireland. Since its implementation in Cork County Council, the solution has been rolled out to 8 other local authorities in Ireland.

Digital Client Dossier Phase II

The Digital Client Dossier (DKD) is a specialized database designed to collate information about the unemployed from the different local authorities and social services involved in getting people back to work. DKD negates the need for repeated requests for the same data and ensures correct data is available for both professionals as well as clients. Because the introduction of DKD profoundly changes the way professionals have to approach clients, there is a large emphasis in the programme on the implementation and anchoring of the results within the different participating organisations. Ultimate goal is that the professionals of the Centre for Work and Income (CWI), the Employee Insurance Administration Institution (UWV) the Municipal Social Services (GSD) and the Social Security Bank (SVB) do not have to ask clients any more about information that already has been submitted. The DKD provides professionals with the information that otherwise would have been inaccessible due to secured backoffice systems of the involved institutions. Because of DKD professionals will be able to take over each others jobs more easily when it comes to assisting a client in the process of reintegration into a job.

Developing the E-public administration servicing system in Szombathely

An innovation programme, called E- Savaria IT project in Szombathely, town with county rank and its region, was launched among the first ones in Hungary with the aim of creating an e-local government, backed by the European Union. As a result, the IT services are expected to get updated, moreover, it renders electronic administration possible in the professional fields stated in the tender.

Gorbals Digital Inclusion

The Scottish Executive's digital inclusion strategy, "Connecting Scotland's People" set a vision of a digitally inclusive Scotland where there would be more equal, effective and beneficial access for all people to the digital technologies and web facilities that benefit them in their day to day lives. The task in the Gorbals was for citizens to cross the digital divide. The divide was not related to a lack of telecommunications infrastructure, but to poverty, lack of awareness, and low skill level. The groups most affected by the digital divide are those which are already most excluded from society and this was the case in Gorbals, where approximately two thirds of all households had no one of working age in employment. Employment levels, health, educational attainment were all considerably below the Scottish average. The Glasgow ICT Household Survey, found that the Gorbals had poor ICT access and take up compared to Glasgow and most other Social Inclusion Partnership areas. For the Gorbals citizens to progress into employment and into better paid jobs a knowledge of ICT would be essential.

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 - [EU: eGov-Share to lower barriers in European eGovernment](#) 24 September 2008 | Pan European
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EU: European Digital Library to soon go online - 30 September 2008

The vision to make available Europe's cultural diversity in books, music, paintings, photographs, and films to all citizens via one single portal could become reality this autumn.

This vision is the driving force behind all efforts for the establishment of the European Digital Library, Europeana, an initiative within the framework of European Commission's i2010 strategy. This digital library shall serve as single point of access for digital versions of works from cultural institutions all over Europe, including material from museums, libraries and archives abroad, which users will be able to visit without having to travel or turn hundreds of pages to find a piece of information.

According to Viviane Reding, EU Commissioner for Information Society and Media, "The European Digital Library will be a quick and easy way for people to access European books and art – whether in their home country or abroad. It will, for example, enable a Czech student to browse the British library without going to London, or an Irish art lover to get close to the Mona Lisa without queuing at the Louvre."

However, according to the [Communication from the Commission](#) of August 2008, further efforts by the EU Member States are needed, on making available digital versions of works from cultural institutions all over Europe. In particular, the vision of a European Digital Library needs substantial investment from national institutions. However, at present most countries only provide small scale, fragmented funding for digitisation. Therefore, The Commission called on Member States to raise digitisation capacities to make their collections available for Europe's citizens, team up with the private sector, and address the following priorities:

- More funding needs to be allocated to digitisation, along with plans for how much material will be digitised.
- Most countries still lack methods, technologies and experience for the preservation of digital material, vital so that content remains accessible to future generations.
- Common standards need to be implemented to make different information sources and databases compatible for and usable by the European Digital Library.

The Commission itself confirmed its commitment to help Member States bring their valuable cultural content online. To this purpose, in 2009-2010 € 69 million from the EU's research programme will go to digitisation activities and the development of digital libraries, while approximately another € 50 million will be allocated by Europe's Competitiveness and Innovation Programme to improve access to Europe's cultural content.

The launch of Europeana is expected to take place in November 2008.

Further information:

- [Rapid Press release](#)
- [European Commission's Communication - Europe's cultural heritage at the click of a mouse COM\(2008\) 513](#)
- [Europeana](#)

EU: ICT PSP funded projects for sustainable and interoperable health services 30 September 2008

One of the key hurdles in the efficient deployment of eHealth in Europe is the lack of interoperability of eHealth solutions across and within the EU Member States. Several projects aimed at tackling this challenge, have been funded under the ICT Policy Support Programme (ICT PSP) work programme of the European Commission.

The ICT PSP work programme intends to support Member States and stakeholders in their challenging task of ensuring the implementation of EU-wide interoperable health services. The approach guiding the funding of projects consists in gradually building on existing national/regional solutions, expertise or experience.

Valuable Informational material has recently been made available regarding several related projects. These are as follows:

- The '[Smart Open Services \(SOS\)](#)' project, funded under the objective "EU wide implementation of eHealth services to support continuity of care: patient's summary and ePrescription";
- The '[CALLIOPE Thematic Network](#)' under the objective "Experience sharing and consensus building in eHealth". Launched in June 2008 for a 30 month period, this network pursues, among other objectives, the elaboration of a common European eHealth Interoperability roadmap and the review/advancement of the European Commission's Interoperability recommendation.
- Two projects funded under the objective "ICT for ageing well", namely: '[NEXES](#)' (Supporting Healthier and Independent Living for Chronic Patients and Elderly) and '[CLEAR](#)' (Clinical Leading Environment for the Assessment and validation of Rehabilitation Protocols in home care). The rationale behind the latter project is the HABILIS EUROPE concept whose main goal is to establish a network of companies, under a legal corporate entity, providing an expandable set of tele-rehabilitation services across the entire EU.

The ICT Policy Support Programme (ICT PSP) is one of three multi-annual specific programmes composing the EU's Competitiveness and Innovation framework Programme (CIP). Running over the years 2007-2013, the CIP is aimed at stimulating innovation and competitiveness through the wider uptake and best use of ICT by citizens, governments and businesses.

Further information:

- [Europe's Information Society Thematic Portal – Full Press release](#)
- [Factsheet of the Smart Open Services \(SOS\) project](#)
- [Website of the CALLIOPE Thematic Network](#)

GR: New facts on ICT usage in the Greek Public Health Sector available - 30 September 2008

A recent [study](#) of the [Observatory of the Greek Information Society](#) reveals new facts regarding the utilisation of Information and Communication Technologies (ICT) in the areas of Health and Welfare in Greece.

The study mainly focuses on the availability and usage of computers and the Internet in the Greek Public Health Sector as well as on the digital literacy of medical practitioners, nurses and related staff. Particular emphasis has also been placed on the assessment of ICT related Projects, which took place within the Third Community Support Framework (CSF).

According to this study, the Greek Public Health Sector is characterised by a high ICT penetration level: the majority of health personnel (61 %) has computer access at the place of employment. However, only 34 % use computers to support their work, and only a few of them on a daily basis. Though 87 % of the employees know how to use a computer, only 23 % own a relevant certification. A total of 54 % has access to the Internet, however, only 18 % utilises an email account issued by the respective authority.

Another key finding of the study constitutes the fact that the personnel is already aware of the importance of ICT in the Health Sector. Applications which are considered to be of critical importance include those related to electronic Patient Records (79 %), eHealth Cards (75 %) and Health Information Systems (74 %). Furthermore, the necessity to introduce eProcurement Systems has been pointed out, mainly by IT personnel, yet not by top level management staff.

Regarding the contribution of ICT to the Public Health sector, the majority (80 %) of IT and administration staff considers it as positive. The same also applies to 76 % of the medical personnel. ICT is positively perceived by citizens as it contributes to avoid mistakes, ensure faster and improved service delivery as well as shorter complains processing times.

Further information:

- [Press release](#) (in Greek)
- [Observatory for the Greek Information Society](#)
- [Study on ICT usage in the fields of Health and Welfare](#) (in Greek)

DE: The Federal Chancellor launches new website for children - 30 September 2008

The German Federal Chancellor launches a new website to bring federal policy and democracy closer to children.

The "regierenkapiieren.de" website was launched on the 20th of September on the occasion of the World Children's Day 2008. The service is designed for children at the age of 10 to 14, and aims to give them a first impression on governmental policy.

The site is clearly structured in four main sections. The section "Information" contains news and information on the governmental policy in a way children can easily understand. In the "Discovery" section, the Federal Chancellor as well as the Federal Ministers present themselves, and speak about their tasks and responsibilities but also about their hobbies and youth. The "Questions" section offers insights on the way Federal Government works while "Games" features amusing quizzes allowing children – as well as adults - to test, whether they have already become "Government Experts".

Furthermore, the site contains a special section with useful links for both children and youngsters.

Further information:

- [Federal Government – Press Release](#) (in German)
- regierenkapiieren.de (in German)

IT: Local information goes mobile in Trentino - 30 September 2008

The holders of mobile phones in the Italian province of Trentino can request and obtain a wealth of useful local information by SMS.

Trentino residents and tourists can send their SMS query 24 hours a day and 7 days a week to the number 333 8888188. They are free to formulate their question with their own words as there is no obligation to use pre-definite codes or keywords. A few minutes are needed before receiving the relevant answer by SMS.

The queries which can be replied to for the time being are as follows:

- Availability and contact details of local health providers (opening hours and phone numbers of pharmacies, available GPs and paediatricians);
- Traffic and road conditions in the province and its municipalities;
- Opening hours and location of registry offices;
- Dates and locations of local events and fairs.

This mobile service is part of the 'COsmOs' project which is based on an advanced management software performing linguistic analysis. Thanks to this technology, COsmOs is able to understand the meaning of each word and automatically interpret the requests sent by users.

All participating municipalities can thus maintain a virtual portal enabling citizens to receive the information without having to use a PC. First initiated by the municipalities of Trento, Rovereto and Pergine, this service is now coordinated by the Consortium of the Trentino Communes.

The system requires close synergies among the entities involved. Technically, in the case of requests pertaining to local health providers, the Consortium of the Trentino Communes "reaches" the data available on the website of the pharmacies of Trentino, or that of the Local Health authority, and makes it available via SMS.

The possibility of complementing this service with information regarding the car tax, the weather forecast and public transports is currently being studied.

Further information:

- [Forum PA Tecnologie – News article \(in Italian\)](#)
- [About the COsmOs project \(in Italian\)](#)
- [Website of the Commune of Trento \(in Italian\)](#)

FR: Public consultation online on ePrivacy - 29 September 2008

The Internet Rights Forum (Forum des droits sur l'internet) has recently launched, in cooperation with the National Commission for Informatics and Liberty (CNIL), a public consultation on the theme of digital privacy. Citizens can have their say and voice their concerns [online](#) until 15 January 2009.

The online consultation revolves around four thematic issues, formulated as follows:

- Can I control my identity and my image on the Internet?
- Why are others interested in my private life?
- How to accommodate the requirements of private life with the functioning of the State?
- How to improve the protection of privacy within the digital society of tomorrow?

The online debate is fueled by the intervention of experts on this subject. In parallel, physical debates focused on topics such as health, personal data management within local government, electronic commerce, etc, are planned to be held in Bordeaux, Lyons and Paris respectively.

A summary report will be publicly released at the end of the consultation process. The resulting conclusions will feed into the discussions of the working groups of the Internet Rights Forum and help the Forum prepare new practical advice to the attention of web surfers.

The Internet Rights Forum was created in May 2001. It is a private body supported by the French Government and aimed at bringing together all the actors of the Internet (private companies, non-profit organisations, public authorities and users) to discuss and suggest uses and rules for online activities.

Further information:

- [Official Press release – Service.Public.fr \(in French\)](#)
 - [Website of the Internet Rights Forum – Online consultation \(in French\)](#)
 - [Website of the National Commission for Informatics and Liberty \(CNIL\) – “Your mark on the Internet” \(in French\)](#)
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EU: Have your say on the SEMIC.EU Roadmap 2010 - 29 September 2008

The Semantic Interoperability Centre Europe ([SEMIC.EU](#)) has published its roadmap for the next two years. All eGovernment stakeholders are welcome to express their opinion and make suggestions via the dedicated [online forum](#).

SEMIC.EU is an initiative carried out under the [IDABC programme](#) of the European Commission. Since its launch in June 2008, SEMIC.EU has been aimed at providing a valuable range of services and a collaboration platform for pan-European eGovernment projects. In practice, SEMIC.EU features a repository of interoperability assets which enable data exchange in distributed information systems.

SEMIC.EU users are offered the option to manage and share interoperability assets online. They are furthermore given the opportunity to participate in virtual communities in order to develop interoperability solutions or to request help, training and information.

The services provided via the platform have already proved successful, thus generating growing demand from national administrations. In this context, the recently published SEMIC.EU Roadmap 2010 proposes a strategy to make SEMIC.EU the single point of collaboration for semantic interoperability in Europe by 2010.

SEMIC.EU is a transparent service intended to build on a collaborative and community-driven approach. Therefore, defining a viable and efficient strategy for the next two years requires the involvement and insights of all stakeholders and experts. The SEMIC.EU team thus invites those concerned to freely voice their views online, so as to generate constructive discussion.

Further information:

- [SEMIC.EU website](#)
 - [SEMIC.EU Roadmap 2010](#)
 - [Discussion thread ‘SEMIC.EU Roadmap – Have your say’](#)
 - [IDABC programme](#)
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PT: Enterprise card will cut red tape - 29 September 2008

To further reduce the administrative paperwork and costs involved in setting up a company, Portugal is introducing an 'enterprise card' with built-in electronic certification.

Along with the new cards, the Portuguese government also announced the expansion of its 'Enterprise in an Hour' programme which is cutting the administrative burdens and costs associated with business start-ups.

The Enterprise Card will replace two current documents certifying a firm's legal identity and fiscal identity. It will cost €14, which is 64 % less than what companies have to pay for the two certificates.

The cards will give online access to the registers of commerce, using built-in access codes. These codes will provide a form of permanent certification, reducing paperwork. For instance, a firm will be able to apply on-line for a building permit.

Use of the Enterprise Card will be optional. The first cards will be issued during the last three months of 2008.

This July, 72 % of the firms created in Portugal used the Enterprise in an Hour procedure; 11 % did so online. New legislation has established an Information System for the Portuguese Classification of Economic Activities (SICAE). Its task is to simplify the flow of information between companies and public administrations.

Further information:

- [Portugalnews – News article \(in Portuguese\)](#)

CH: eVoting goes national ... and international - 29 September 2008

Voting online and via mobile phones is to be trialled at the federal level in Switzerland under newly adopted regulations.

Tests involving up to 10 % of the electorate will be run between 2009 and 2011. They will include Swiss voters living abroad. Federal voting regulations were amended on 21 September to permit the trials to go ahead.

E-voting will be one of Switzerland's biggest-ever IT projects. Federal Chancellor Annemarie Huber-Hotz puts the cost at 400 to 600 million Swiss francs (about €250 million to €375 million). The money will be spent on a series of individual projects at the cantonal level, with the federal state contributing 80 %.

Various cantons have already been experimenting with eVoting, but due to strong local autonomy, the systems used are not necessarily compatible. In the canton of Zurich, for example, electoral registers are kept at the municipal level, and different boroughs use different types of software. So part of the spending will go on harmonising the electoral rolls, at least within each canton. Pilot projects in Zurich will test the possibilities for integrating different systems. Experts predict that it could take up to 30 years for eVoting to become available nationwide.

Some 110 000 Swiss are currently living abroad. Last year, their representative council called for them to be given eVoting rights as a means of involving them in the country's political life.

Further information:

- [Inside-it.ch – News article \(in German\)](#)
- [Inside-it.ch – News article \(in German\)](#)

LU: Electronic assistant online for student grants applications - 29 September 2008

CEDIES, Luxembourg's Higher Education Information & Documentation Centre, has set up a new electronic assistant aimed at helping students to apply for student grants online.

Launched within the framework of the so-called "[Guichet unique virtuel du citoyen](#)", a single virtual counter allowing citizens to apply for social security benefits online, the new electronic assistant provides students with an interactive guidance on how to authenticate, submit and sign their application for financial aid by electronic means.

The aim is to improve the quality of the services offered by the Public Administration, and at the same time, ease up the entire application process.

The "[Guichet unique virtuel du citoyen](#)" simplifies and reduces the administrative procedures; it offers a short, simple and "intelligent" questionnaire that "memorises" registered data which could be reused when a new application for financial aid is submitted. It furthermore offers a personalised list of documents, adapted to each applicant's situation, and finally, gives access to a "personal space" where each applicant could check the status of his/her application and view his/her record in previous applications.

The new service is a part of the project "SAFE-e" launched by eLuxembourg Service and CEDIES in 2007, as part of the implementation of Luxembourg's new 'Governmental Action Plan for the Information Society', in line with the recommendations of the Master Plan for eGovernment.

To secure data transmission, it is worth noting that the State of Luxembourg offers a free electronic signature tool, called "Signing Stick Private" of LuxTrust, to over 10 000 potential applicants for student grants. It is a USB key which authenticates the applicant's data and allows him/her to sign his/her application electronically.

Further information:

- [Press conference report CEDIES](#)
- [Guichet unique virtuel du citoyen](#)
- [Electronic assistant online](#)

BE: Federal eGovernment portal successfully re-lifted - 26 September 2008

Launched four months ago, the renewed version of the Federal eGovernment portal '[Belgium.be](#)' is now well in place. It provides a single, user-friendly entry point to multilingual information and online services that are logically structured around users' needs.

The previous version of 'Belgium.be' dates back from November 2002. At that time, the portal had been assigned a double function; it was both the institutional site of the Federal Government and a website providing online information aimed at citizens, businesses and civil servants. A thorough review of the entire portal was engaged in 2006, with the aim to simplify the way citizens and businesses communicate with the Administration.

The new version of 'Belgium.be' has been released in May 2008, as a result of a two-year preparatory work. The information available on the new portal is now displayed in a clear and simple manner, according to the main life-events of both citizens and companies. Apart from this new presentation style, a powerful search engine allows performing searches not only within the portal, but also outside of it.

Available in Dutch, English, French and German, the detailed information featured stretches from all possible administrative procedures for citizens and businesses, an address repository for contacting public authorities from all levels of government to the websites of all Belgian public bodies, the latest news and publications of interest for the public, as well as videos and a calendar of events.

A major section of the new portal links to all the available public services online (eServices), some of which are fully transactional. Users looking for a specific eService can refine their search by theme, target group and/or level of Government involved. Several of these eServices are secured and thus require authentication. Therefore, those willing to use them can either register on the portal via a dedicated functionality which makes it possible to create an account and obtain the necessary token, or access the services via their electronic ID card (eID).

The upgrade process has technically been managed by the Federal Government Department for Information and Communication Technology (Fedict). On the other hand, the external communication service of the Chancellery of the Prime Minister has provided the content, in close collaboration with other Federal Government Departments.

Further information:

- [Federal eGovernment Portal 'Belgium.be'](#)
- [Federal Government Department for Information and Communication Technology \(Fedict\)](#)

EU: New web TV channel for the EU Parliament - 26 September 2008

The European Parliament has officially launched its new web TV channel [Europarl TV](#), intended to help bridge the so-called democratic deficit between EU institutions and citizens.

The new €9 million web TV channel was officially launched by the EP's president, Hans-Gert Pöttering, on Wednesday 17 September 2008. Anyone with Internet access will now be able to watch a regularly changing set of programmes based around the life of the Parliament.

In his speech, the EP President declared: "As we approach the European elections of June 2009, EuroparlTV should be an excellent Internet tool for citizens, especially young people, to keep themselves informed about the activities and decisions of the directly-elected European Parliament – decisions which have an impact on the everyday lives of almost 500 million European Union citizens."

EuroparlTV provides four separate services targeting different audiences:

- *Your Parliament*, aimed at those with a particular interest in politics at the EU level: informed citizens, industry groups, social partners, lobbyists, academics as well as those working in the EU institutions;
- *Your Voice*, conceived for the general public and providing the possibility of featuring user-generated content;
- *Young Europe*, aimed particularly at school-aged children, high users of the Internet and the European electorate of the future; and
- *Parliament Live* provides continuous coverage of live events in the Parliament, including debates in the plenary sessions, links to the audio-visual archives of previous sessions, and, in due course, debates in the committees.

All programmes will be translated into more than 20 languages, making the site unique in the world. Some programmes will be voiced-over, while others will be subtitled. The editorial policy of the channel declares that it shall “ensure that the plurality of opinion in the European Parliament is reflected, with due respect to the relative strengths of the political groups, in accordance with a neutral, non-partisan editorial policy”.

The EP preferred a web TV channel to a traditional broadcast channel for several reasons. Among others, web TV fits much more readily with the direction of technology, in particular, the convergence of computer and television technologies and the rapid spread of broadband; it is oriented to the user's convenience rather than that of the broadcaster, offering the viewer a wide choice of material to watch at the time and place of his or her choosing; and it is much more cost-effective.

Further information:

- [The Parliament.com – News article](#)

LU: Public transport on the e-Go - 26 September 2008

The Luxembourg Minister for Transport, Lucien Lux, has officially launched the new ‘eGo’ electronic payment system for the public transport service.

The new eGo ePayment scheme was officially launched on 19 September 2008 and became operational the next day. eGo allows public transport users to pay for public transport using a chip card, similar to a credit card, which can be recharged electronically. In the longer term, this mode of payment is intended to replace conventional tickets completely for regular transport users. Occasional users will, however, still be able to buy paper tickets on buses or at ticket distribution booths.

“This new payment system is an important element in improving the attractiveness, comfort and speed of public transport,” said Lux. “It presents advantages for users, but also for drivers and transport operators. Indeed, the system will not only change the distribution of tickets, but it will also make it possible to collect precise statistics on the habits of transport users.”

During the start-up phase, the eGo cards can be bought and charged at selected stations only, but the sales network will be expanded to include automatic sales machines in the usual sales outlets, as well as in selected retail outlets. It will be possible to store several transport tickets of the same type on a single card and an ‘auto-load’ function is also foreseen to allow automatic recharging.

Further information:

- [Press release \(in French\)](#)

NL: The Netherlands Patent Office goes open source - 26 September 2008

On 24 September, the [Netherlands Patent Office](#) launches its new website based on open source software.

The launch of the new website constitutes Netherlands Patent Office first step to switch a large number of its ICT systems to open source software. This action takes place within the framework of the ‘[Netherlands in Open Connection](#)’ action plan, an initiative of the [Ministry of Economic Affairs](#) aiming at encouraging the use of open standards and open source software in Government Authorities.

The Netherlands Patent Office is the first Government Authority to implement this action plan while actively working towards a wider use of open source software and open standards. By the end of 2009, the entire office environment, including desktop computer systems and the relationship management system will be running on an open source basis.

According to Frank Heemskerk, Minister of Foreign Trade, the Netherlands Patent Office is an important front runner with its plans and serves as a good example to other Government Authorities that have yet to implement this action plan.

Further information:

- [The Netherlands Patent Office](#)
 - [Ministry of Economic Affairs](#)
 - [The 'Netherlands in Open Connection' Action Plan](#)
-

EU: European e-Inclusion awards: 469 submissions received - 25 September 2008

The submission deadline for the European e-Inclusion Awards closed on 12 September 2008. 469 submissions were received from all EU Member States and from four of the six other eligible countries (Candidate countries and Associated countries).

The first ever European e-Inclusion Awards have been launched this year by the European Commission, as part of the 'e-Inclusion Initiative' aimed at overcoming digital exclusion in Europe.

Submissions had to be made in seven awards categories, namely:

- Ageing well
- Marginalised Young People
- Geographic Inclusion
- Cultural Diversity
- Digital Literacy
- eAccessibility
- Inclusive Public Services

The European Commission reports that "The award category that attracted the most applications is Digital Literacy (112 cases submitted), (...) followed by the e-Accessibility category (88 cases). The remaining submissions are spread fairly evenly between the five other categories."

All 469 submissions will now be evaluated by a panel of independent experts from all over Europe who will select five finalists per award category. The result of this selection will be made public by mid-October 2008.

The five finalists in each category will be invited to exhibit at the [Ministerial Conference on e-Inclusion](#) to be held from 30 November to 2 December 2008 in Vienna, Austria. The overall European e-Inclusion awards winners will be announced at the awards dinner and ceremony on 1 December 2008.

Further information:

- [Europe's Information Society newsroom](#)
 - [Website of the e-Inclusion Awards](#)
 - [e-Inclusion Ministerial Conference \(30 November-2 December 2008\), Vienna, Austria](#)
 - [ePractice news – Commission launches first European eInclusion Awards](#)
 - Contact: EINCLUSIONEVENT2008@ec.europa.eu
-

EU: eGov-Share to lower barriers in European eGovernment - 24 September 2008

In recent years, many eGovernment programmes have been launched. In Europe, these programmes serve administrations and companies, and ease everyday life for European citizens. The CEN eGov-Share Workshop will assist in unifying those services and facilitate the sharing of information. The workshop is soliciting participation and contributions from practitioners.

The results of the [CEN/ISSS eGov-Share Workshop](#) will consist of specifications and guidelines to assist designers and developers of eGovernment systems and services, ultimately creating a single point of access to users. In addition to developing a standard for the exchange of information, this Workshop pays attention to different terminologies that are being used across agencies and countries, and to cultural elements that play a role in the

use of information in different cultural contexts. The workshop provides hands-on examples on how to realize and to use those specifications.

The Workshop acknowledges that approaches may differ in various systems; therefore, there are no one-size-fits-all solutions. As such, the work concentrates on enabling exchange of information, without attempting to standardize local, regional, and national solutions across Europe. Furthermore, the focus is on federation of resource descriptions, enabling the description of services and other resources that are managed in different locations. The reasons for the exchange of information, and what information agencies want to share, are not within the scope of the project. In many cases these decisions are based on bilateral agreements, or governed by European Directives or Regulations.

As a consensus platform, this Workshop solicits participation and contributions from the community of program managers, designers, and developers of eGovernment systems and services. Widespread participation ensures that the specifications, guidelines and tools meet the needs of the community. Participants will gain insight into the practices and opportunities of information sharing.

Joining the CEN/ISSS eGov-Share Workshop initiative is free of charge. Those wishing to join are requested to send an email to the Workshop's secretary, [Mr. Tim Kniep](#).

It is to be noted that as part of the Workshop approach, two open meetings are being organised, as follows:

- The [first one](#) will take place in conjunction with the Second Summit on Interoperability in iGovernment ESIG2 on 20 October 2008.
- The second open meeting is being scheduled for late January 2009 in Brussels.

Both meetings provide an opportunity for people directly involved in building systems and service to make sure the work does indeed provide the support they need. As well, interested organisations and individuals can find out how the results of the Workshop may help them plan and design their interactions with eGovernment.

Further information:

- [Official press release](#)
- [Web pages of the CEN/ISSS eGov-Share Workshop](#)
- Secretary of the CEN/ISSS eGov-Share Workshop: Mr. Tim Kniep, tim.kniep@nen.nl
- [Working draft](#)
- [1st Open Meeting of the CEN/ISSS eGov-Share Workshop – ePractice announcement](#)

New Factsheets

The 5th Edition of the eGovernment factsheets for Bulgaria and Croatia, as well as the 2nd Edition for the Former Yugoslav Republic of Macedonia are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [EU: Obtaining support and funding from senior management while planning an awareness initiative](#) 26 September 2008 | EU Institutions
- [GL: From the ground up - the evolution of the telecentre movement](#) 19 September 2008 | Africa, Asia, Central and South America, North America, Oceania, Other European countries, Pan European
- [EU: Cross-Border medical assistance – Interoperability of the eHealth systems](#) 19 September 2008 | EU Institutions
- [EU: SHARE the Journey: A European Healthgrid Roadmap](#) 17 September 2008 | EU Institutions
- [UK: Media Literacy Audit: Media literacy of UK adults from ethnic minority groups](#) 15 September 2008 | United Kingdom
- [EU: Report on Bringing Together and Accelerating eGovernment Research in the EU – June 2008 version](#) 30 June 2008 | EU Institutions

EU: Obtaining support and funding from senior management while planning an awareness initiative - 26 September 2008

Complete title:

Obtaining support and funding from senior management while planning an awareness initiative

Description (short summary): ENISA recognises that gaining management support and sponsorship for information security awareness programmes is crucial. This white paper aims to provide an introduction on the importance of gaining support and funding from senior management of companies and a valuable tool to take the first steps towards the preparation and implementation of an information security awareness initiative.

This publication is aimed at private organisations staff and decision-makers, for use when conducting information security awareness raising programmes. It also seeks to raise awareness among senior management on the importance and criticality of endorsing information security awareness within an organisation.

Original URL: http://www.enisa.europa.eu/pages/05_01.htm

Number of pages: 54

GL: From the ground up - the evolution of the telecentre movement - 19 September 2008

Complete title:

From the ground up - the evolution of the telecentre movement

Description (short summary): The ebook "From the ground up - the evolution of the telecentre movement" provides a quick glimpse into the lives of a few of the people who are leading the telecentre movement in their own countries, and of the people who are benefiting from their local telecentres.

Original URL: <http://www.unescobkk.org/>

Number of pages: 116

EU: Cross-Border medical assistance – Interoperability of the eHealth systems - 19 September 2008

Complete title:

Cross-Border medical assistance – Interoperability of the eHealth systems

Description (short summary): This document provides an overview of the European eHealth initiatives aimed at supporting medical assistance for those traveling and living abroad.

Original URL: http://ec.europa.eu/information_society/activities/health/index_en.htm

Number of pages: 2

EU: SHARE the Journey: A European Healthgrid Roadmap - 17 September 2008

Complete title:

SHARE the Journey: A European Healthgrid Roadmap

Description (short summary): Europe has already played a major part in the development of grids and healthgrids. The European association [HealthGrid](#) has set the agenda in this domain with its 2005 White Paper urging the concept, the opportunities and the likely benefits on senior decision makers.

With that vision as its initial point of reference, the SHARE project (www.eu-share.org) was asked to identify the key developments needed to achieve wide adoption and deployment of healthgrids throughout Europe. The project was asked to organise these as milestones on a road map, so that all technical advances, social actions, economic investments and ethical or legal initiatives necessary for healthgrids would be seen together in a single coherent document. The full road map includes an extensive analysis of several case studies exploring their technical requirements, full discussion of the ethical, legal, social and economic issues which may impede early deployment, and concludes with an attempt to reconcile the tensions between technological developments and regulatory frameworks.

Original URL: http://ec.europa.eu/information_society/newsroom/cf/news.cfm

Number of pages: 36

UK: Media Literacy Audit: Media literacy of UK adults from ethnic minority groups - 15 September 2008

Complete title:

Media Literacy Audit: Report on UK adults from ethnic minority groups

Description (short summary): The purpose of this report is to provide a rich picture of the different elements of media literacy across the key platforms of television, radio, the Internet and mobile phones. It is a report that looks specifically at adults (aged 16+) from ethnic minority groups (EMGs) within the UK population. People surveyed for this research will be of ethnic origin and may have been born in the UK or overseas but now reside in the UK. Respondents were given the option of conducting the survey in English, Punjabi, Gujarati, Urdu, French, Somali or Arabic North African.

Original URL: http://www.ofcom.org.uk/advice/media_literacy/medlitpub/medlitpubrss/ml_emg08/

Number of pages: 251

EU: Report on Bringing Together and Accelerating eGovernment Research in the EU – June 2008 version - 30 June 2008

Complete title:

Bringing Together and Accelerating eGovernment Research in the EU - FP6 projects report – Final report for phase 2 – June 2008 version

Description (short summary): The document presents the features and accomplishments of eGovernment research projects in Europe, funded under the Information Society Technologies priority of the sixth Framework Programme for research and technological development. A variety of areas are included, ranging from user-needs and open-source software, to multi-channel service delivery, interoperability, and knowledge and process modelling. Emphasis has been placed on the subject of semantically-enabled web services for interoperability, due to its importance in the European effort on cross-border services. Sections are accompanied by selected success stories, which show application of results to “real life” problems, at prototype level. The document continues by analysing the effects of eGovernment trends in technology and the socio-economic system as a whole.

Original URL: http://ec.europa.eu/information_society/activities/egovernment/studies/trendswatch/index_en.htm

Number of pages: 345

ePractice Workshops

ePractice.eu combines online and offline activities. Workshops are held on a monthly basis, giving participants the opportunity to discuss the latest issues and cases face-to-face.

- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)
- [eInclusion, immigrant and ethnic minority groups](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Administrative burden](#) 25 November 2008 | Brussels (Belgium)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)

Co-branding your event with ePractice.eu is possible. Please read our terms at epractice.eu/workshops

Upcoming Events

- [BG: Conference “Improving Performance and Innovation in Public Administration”](#) 1 - 2 October 2008 | Bulgaria
- [FR: Conference “Internet of Things - Internet of the Future”](#) 6 - 7 October 2008 | France

- [BE: 1st OASIS User Forum "Technology for independent living: an OASIS beyond 50"](#) 8 October 2008 | Belgium
- [DE: 4th Conference on eServices in European Civil Registration](#) 9 - 10 October 2008 | Germany
- [FR: Connecting Public Services Communities](#) 15 October 2008 | France
- [ES: Public Launch of OSOR.EU](#) 20 October 2008 | Spain
- [IT: ESIIG 2 – 2nd European Summit on Interoperability in the iGovernment](#) 20 - 22 October 2008 | Italy
- [DK: World of Health IT 08 – Conference & Exhibition](#) 4 - 6 November 2008 | Denmark
- [PT: 3rd International Strategic Procurement Conference](#) 12 November 2008 | Portugal
- [FR: ICT 2008](#) 25 - 27 November 2008 | France
- [FR: Open World Forum – Paris 2008](#) 1 - 2 December 2008 | France
- [ES: ableTech'08](#) 10 - 11 December 2008 | Spain

BG: Conference “Improving Performance and Innovation in Public Administration”

1 - 2 October 2008

“Improving Performance and Innovation in Public Administration: analysis and researches among European eGovernment experiences”

After the international conference held in Vilnius (Lithuania) on 8 October 2007 in collaboration with the local Government, the organisers continue to carry out a programmed series of conventions in Europe coinciding with the annual publication of the e-Government Volume. As every year, the publication is supported by the European Union and many EU Member States.

The edition 2008 “Improving Performance and Innovation in Public Administration: analyses and researches among European eGovernment experiences” will be presented in this event in Sofia in collaboration with the local Ministry of State Administration and Administrative Reform and the Italian Department of Public Administration.

The [conference](#) will be an opportunity to consider the provision of knowledge and skills concerning local ICT development in Bulgaria, but also an important occasion to illustrate a qualified analysis of different experiences gained by European Public Administrations in the field of technological innovation. Moreover, in order to give the event a more scientific value, a commission of authoritative characters and experts from universities and businesses will be asked to take part.

Apart from supplying a complete and well-constructed overview of the current developments and trends in eGovernment sphere, the conference will be specifically aimed at:

- Introducing the European public the e-Government Volume published every year;
- Introducing the best know-how of Bulgaria and foreign Public Administration institutions and private sector undertakings, while exchanging opinions and networking with representatives of the institutions of EU Member States;
- Introducing the condition and the developmental guidelines pertaining to eGovernance in Bulgaria and discuss multifunctional solutions that could boost a dialogue between public administration institutions, businesses and citizen, as well as impact on effective implementation of both the eGovernance and eEurope concepts;
- Discussing objectives, criteria, and methods to be used in eGovernance policy in order to achieve better effectiveness for the Bulgarian public sector and a greater competitive ability for the state.

Registration to this open event is to be performed by email sent to progetti@eurospacegroup.com or to comunicazione@eurospacegroup.com by 15 September 2008. There is no attendance fee.

Country: Bulgaria

City/Location: Sofia

Organiser: Eurospace s.r.l.

Event website: www.eurospacegroup.com

Event email: progetti@eurospacegroup.com

FR: Conference “Internet of Things - Internet of the Future”

6 - 7 October 2008

Building tomorrow's Internet together

The conference “Internet of Things – Internet of the Future” held under the auspices of the French Presidency of the Council of the European Union, is the third event in a series of major European expert conferences.

The event reflects one further step in the evolution towards the Internet of the Future. It will concentrate on the following two areas:

- aspects related to the development of the mobile Internet;
- the industrial and technological perspectives necessary for the development of the Internet of Things.

Its objectives are as follows:

- to identify and discuss the technological state-of-the-art, future trends, as well as opportunities and challenges;
- to stimulate the creation of an industrial initiative in the area of value added Internet services while promoting research and development at a European level in order to further develop the necessary technologies;
- to provide the opportunity to strengthen the links between the European partners. This rapprochement underlines the symbolic importance of the creation of a European framework for the development of the Internet of the Future.

The conference sessions will address, among other topics:

- Which right to privacy in the light of the Internet of Things?
- Main areas of application of the Internet of Things;
- Challenges & technological perspectives;
- Applications and services of the mobile Internet;
- Interoperability and standards: development scenarios;
- The governance of the Internet of Things.

Participation to the conference is free of charge. Those wishing to register may complete and submit the dedicated [online form](#).

Country: France

City/Location: Nice

Organiser: French Ministry of Higher Education and Research and the Ministry of Economy, Finance and Employment in co-operation with the European Commission

Event website: <http://www.internet2008.eu/>

Event email: contact@items-int.eu

BE: 1st OASIS User Forum "Technology for independent living: an OASIS beyond 50"

8 October 2008

1st OASIS User Forum "Technology for independent living: an OASIS beyond 50"

[OASIS](#) is the acronym of a Large Scale Integrated Project co-financed by the European Commission. The full project name is: ‘Open architecture for Accessible Services Integration and Standardization’. OASIS IP aims to develop an open and innovative reference architecture, based upon ontologies and semantic services, that will allow plug and play and cost effective interconnection of existing and newly developed services in all domains required for the independent and autonomous living of older people and their enhanced Quality of Life.

From a technological point of view the OASIS project promises to provide relevant innovations over the state-of-the-art in areas such as:

- Open Reference Architecture and Ontologies;

- Intelligent Agents and AMI Framework;
- Wearable sensors for elderly health and activity monitoring;
In-home and Domotic Sensors;
- Independent Living Applications and Autonomous Mobility;
- Smart Workplaces Applications.

To reach its aims and objectives, the project is organising the OASIS User Forum "Technology for independent living: an OASIS beyond 50" in the aim to foster discussions between industry, cities and end-users, to ensure the development of technologies and services that meet the needs of older people. Therefore, the organisers encourage multi-stakeholder participation.

More information on the Forum's agenda is available [online](#) at the event website.

It is worth noting that a related event entitled '1st International Workshop –Technology for independent living: an OASIS beyond 50' will take place two days following the User Forum, on 10 October 2008, in Brussels. The dedicated notice can be viewed at the following page of the ePractice portal: <http://www.epractice.eu/document/5011>.

Participation to the Forum is open and free of charge. However, due to space limitation, participation will be on a first-come first-served basis. Those interested in participating are invited to return the [registration form](#) by email to the address mentioned in the form **by 2 October 2008**.

Country: Belgium

City/Location: Brussels

Organiser: OASIS project - www.oasis-project.eu

Event website: <http://www.oasis-project.eu/index.php/lang-en/news-topmenu-19/18-oasis-events/97-1stuserforum>

Event email: info@oasis-project.eu

DE: 4th Conference on eServices in European Civil Registration

9 - 10 October 2008

4th Conference on eServices in European Civil Registration

The 4th Conference on eServices in European Civil Registration will focus on the strategies and solutions which have been produced in the Member States to meet the challenges in a future-oriented European civil registration.

As a platform for stakeholders in European civil registration, representatives of local, national and EU administrations and cooperating industries, this conference aims to communicate the visions and the answers found.

For the first time the conference offers this year an exhibition of companies and organisations involved in civil registration. The exhibition gives the opportunity to deepen issues of the conference and to discuss topics with experts in more detail.

The conference topics include:

- Latest developments in European population registration systems;
- Population registration: Central or decentralised approaches?
- Enforcing cross-border data protection in Europe;
- Existing and future European registry information services;
- EU Services Directive and European eIdentity Management.

More details on the programme have been made available [online](#).

Participating to the conference requires the payment of a fee of €75 for representatives of public bodies, and €300 for attendees of private organisations.

Registration is open until 30 September 2008.

Country: Germany

City/Location: Berlin

Organiser: RISER consortium

Event website: <http://www.riserid.eu>

Event email: conference@riserid.eu

FR: Connecting Public Services Communities

15 October 2008

General Workshop “Connecting Public Services Communities” – eGovernment Cross-Border Interoperability Policy Shaping Action

Taking place within the [World e-Democracy Forum 2008](#), this half day event is organised on the occasion of the presentation of the exclusive edition of the European Review of Political Technologies, dedicated entirely to Cross-Border Interoperability.

“Connecting Public Services Communities” is an initiative launched with the aim of stimulating debate and promoting the exchange of good practices among the EU Member States and eGovernment stakeholders, to successfully meet the challenges raised by the Lisbon [eGovernment Ministerial Declaration](#) with regard to Cross-Border Interoperability; an essential pillar for the set-up of pan-European eGovernment services, and a key enabler for an Internal Market without electronic barriers.

Besides the presentation of the publication, this event will bring together high-level representatives from the EU Member States, the European Commission, experts from the academia and research centres, as well as representatives from the private sector, who will participate in a discussion panel sharing their views, experiences and opinions on Cross-Border Interoperability.

More details on the event’s programme are available on the dedicated [brochure](#).

Attendance to the event is free of charge and open to the participation of everyone interested. Those interested are invited to send an informal email to j.castillo@eipa.eu indicating their interest in participating.

Country: France

City/Location: Issy-les-Moulineaux, Paris

Organiser: European Institute of Public Administration (EIPA) in cooperation with the Politech Institute

Event email: j.castillo@eipa.eu

ES: Public Launch of OSOR.EU

20 October 2008

Public Launch of the Open Source Observatory and Repository for European public administrations (OSOR.EU)

The event will mark the official launch of OSOR.EU, the [Open Source Observatory and Repository for European Public Administrations](#), a platform actively supporting the sharing of OSS-based eGovernment applications and experiences across Europe – connecting EU services and Member States.

This one day event is part of the [Open Source World Conference](#) (20-22 October 2008), organised by the Junta de Extremadura and the Junta de Andalucía, Spain.

The day’s sessions are dedicated to presenting:

- The OSOR project, platform and services;
- A small panel of users of the platform and the interactions with other European Commission projects related to Open Source.

One separate session will feature a workshop on public procurement and Open source Software. This workshop aims at presenting and discussing the OSOR Guidelines on public procurement and FLOSS (Free Libre Open Source Software). In addition to providing specific guidance on how to handle FLOSS, some of the questions intended to be answered are:

- How is FLOSS treated by public procurement?
- What are the current practices in Member States?

For more information, the [draft agenda](#) has been made available. Registration for this event is now closed.

Country: Spain

City/Location: Málaga

Organiser: Directorate General for Informatics (IDABC) of the European Commission

Event website: <http://ec.europa.eu/idabc/en/document/7735>

Event email: N/A

IT: ESIIIG 2 – 2nd European Summit on Interoperability in the iGovernment

20 - 22 October 2008

ESIIIG 2 – 2nd European Summit on Interoperability in the iGovernment

ESIIIG 2 is the second edition of the European Summit on Interoperability in the iGovernment; the [first summit](#) was held on 22-24 November 2006 in Valencia, Spain. An [interim conference](#) also took place last year in Rome, Italy, on 11-12 October 2007.

The Second Summit is intended to be an unprecedented occasion for:

- Enhancing the role of European regions with respect to the priorities of Interoperability as a key element for the efficient, sustainable and equal development of eGovernment and for the creation of an intelligent and innovative European Government, fostering the development of the Knowledge Society, a higher European integration, a substantial increase of competitiveness and productivity of the EU in the international scenario;
- Analysing the European Interoperability Framework produced by IDABC, as a model for the adaptation and comparison of the single European regional frameworks for Interoperability;
- Verifying the state of the art and promoting successful initiatives in the field of Interoperability in Europe;
- Proceeding concretely in the constitution of ERNI (European Regional Network for Interoperability) and the other European tools proposed by the Valencia Declaration.

Furthermore, during the Summit, the [iG 2.0 Award](#) will also be given to the most outstanding action or initiative in the field of interoperability.

Participation to the Summit is open and free-of-charge. Registration can be performed [online](#) at the event website.

Country: Italy

City/Location: Rome

Organiser: Lazio Region, Regional Ministry for Consumer Protection and Administrative Simplification

Event website: <http://www.esiig2.it/esiig2/index.php>

Event email: esiig2@regione.lazio.it

DK: World of Health IT 08 – Conference & Exhibition

4 - 6 November 2008

Connecting Leaders in Technology and Healthcare

Because the adoption of IT in healthcare is a global initiative, this conference will focus on the role and impact of Health IT on the health sector in Europe and other parts of the world, including the Middle East and Africa (EMEA).

The event is being designed by and for clinicians and other health professionals; health IT users and buyers; directors and administrators; informatics professionals; academicians; relevant standardisation and competent authorities on an international level and national level, and vendors such as software and hardware development companies and professional services firms.

Topics to be addressed in the conference include:

- eHealth as a Key Enabler in Integrated Healthcare and Citizen Empowerment;
- Organisational Readiness for Transformation in Healthcare;

- Investing for eHealth Deployment;
- Innovation and eHealth.

The conference will offer the following:

- Keynote addresses by leading healthcare experts, practitioners, and officials from EU and national governments;
- Education sessions about timely healthcare IT trends and issues;
- Best practices and real-world case studies from throughout the EMEA region;
- A trade exhibition where companies can showcase their products/services.

The educational sessions will primarily address experiences from deployed services, and focus on proven benefits in quality and efficiency. The demonstration activities and exhibition will give insight into the practical aspects of IT systems and their connectivity.

All proposals for the call for papers must be submitted [online](#) by Monday, 11 February at 17:00 CET.

Country: Denmark

City/Location: Copenhagen

Organisers: European Commission's General-Directorate for Information Society and Media together with the Healthcare Information and Management Systems Society (HIMSS), the European Institute for Health records (EuroRec), the European Health Telematics Association (EHTEL), the European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry (COCIR) and the Health Information Network Europe (HINE).

Event website: <http://www.worldofhealthit.org/>

Event email: jbartley@himss.org

PT: 3rd International Strategic Procurement Conference

12 November 2008

3rd International Strategic Procurement Conference – Compras 2008

The objectives of the 3rd International Strategic Procurement Conference are as follows:

- To present new concepts and operational tools of strategic procurement;
- To share the most recent practices and trends of strategic sourcing and eProcurement;
- To highlight winning experiences and their key success factors;
- To present the global trends of strategic procurement;
- To identify the procurement competitiveness factors in the private sector;
- To debate the challenges related to the new Public Procurement Code of Portugal (DI nº 18/2008 of 29 of January 2008);
- To promote a commercial relationship platform with the Angolan market.

The event is free of charge and open to the participation of all interested persons, but the number of seats is limited. Therefore, those interested are requested to confirm their participation by 7 November 2008, by email sent to info@leadership-bc.com or by phone at +351 213 581 060. Registration can otherwise be performed via the [online form](#) (only available in Portuguese currently).

More details on this conference will soon be made available in English on a dedicated website.

Country: Portugal

City/Location: Lisbon

Organiser: Leadership Business Consulting

Event website: <http://www.conferencia-compras.com/>

Event email: info@leadership-bc.com

FR: ICT 2008

25 - 27 November 2008

"I's to the Future – invention, innovation, impact – An event organised by the European Commission and hosted by the French Presidency of the European Union

The biennial ICT Event (formerly called the "IST Event") organised by the European Commission and hosted by the country presiding the European Union is the most important forum for discussing research and public policy in information and communication technologies at European level. The previous edition of the event took place in 2006 in Helsinki (Finland).

The next ten years will see major transformations in the technological, industrial and business landscapes surrounding information and communication technologies (ICTs). The 2008 edition will set the agenda for ICT research and innovation in Europe during this crucial decade.

The event will bring together researchers, innovators, engineers, policy and business decision-makers and will address topics as diverse as Europe's role in shaping the future internet, ICT's contribution to advancing the sustainability agenda and alternative research paths for future ICT components and systems. These and many other cutting-edge themes will be explored in depth.

In particular, ICT 2008 will examine:

- European Union priorities in ICT research for over €2 billion of funding available in 2009-2010;
- The major current technological trends which impact upon strategic research planning;
- Public research policies to stimulate research and innovation.

The event will feature a conference, an exhibition and networking sessions. The call for proposals for networking sessions will remain [open](#) until 16 June 2008.

The registration details will be available later in the year at the dedicated section of the event website.

Country: France

City/Location: Lyon

Organiser: European Commission's Directorate General Information Society and Media

Event website: http://ec.europa.eu/information_society/events/ict/2008

FR: Open World Forum – Paris 2008

1 - 2 December 2008

FLOSS, Innovation and Competitiveness

The Open World Forum aims to bring together the best of Free, Libre and Open Source Software (FLOSS) at an international level, with keynote presentations, community and technical seminar tracks, covering a wide range of issues, from high-level business strategies to profound technical insights.

The Forum will also play host to a number of associated events and meetings: opportunities for international communities and experts on the use of Open Source to explore business models, public policies, competence centers, governance and legal issues, interoperability, quality metrics, R&D initiatives and next-generation software forges. A special session will feature Brazil as a special guest.

Bringing together international experts working on future planning, scenarios and recommendations, the event will deliver the 2020 FLOSS Roadmap covering all these areas. The first ever worldwide initiative of its kind, the Roadmap will be delivered and debated at the Forum.

More details on the Forum's programme are available in the provisional agenda at the following page <http://www.openworldforum.org/en/program/>. This agenda is currently being finalised and will be made final by 30 September 2008.

The Open World Forum is supported by two worldwide consortiums (OW2 and QualiPSo), several European and French associations, public organisations and competitiveness clusters (Adullact, AFUL, April, Silicon Sentier, Cap Digital and System@tic Paris Region).

Participation to the Forum is open and free of charge. Registration is to be performed [online](#).

Country: France

Domain: eGovernment

Event website: www.openworldforum.org

Event email: fml@items-int.eu

ES: ableTech'08

10 - 11 December 2008

ableTech'08 – First International Conference on accessible and assistive technologies for dependent people

After four successful editions, ableTech has taken a qualitative leap by going international, with the aim of becoming a key event for sector players. Attendees will be able to gain first-hand knowledge of those international innovative projects breaking ground in the social and technological spheres.

This event aims to be a forum where international stakeholders from the sector of accessible and assistive technologies can exchange their experiences in order to learn from the best practices of other countries. During the two days conference, delegates will debate the following issues:

- To provide a vision of the current situation and trends of the Assistive Technologies Sector and the ageing economy;
- To bring together the different agents in order to be able to exchange experiences and contrast the needs with the existing products and systems;
- To identify the needs of people with disabilities and elderly people for their everyday lives and for improving their quality of life.

Furthermore, within the main conference, the European Project CompanionAble will organise a workshop aimed at sharing experience with other European projects involved in Cognitive Robotics and Ambient Intelligence Technologies and developing a closer collaboration between the various Consortia Partners involved in Research and Innovation on such technologies.

Over 350 participants are expected. Registration has started since 15 September 2008. Participation is free of charge for people with disabilities (in case of early registration, i.e. prior to 31 October) and students. For other interested persons, the attendance fee ranges from €150 to €250. Registration is to be performed by sending an email to abletech08@marsans.es.

More details on this event can be found on the dedicated [brochure](#).

This Conference has been organised with the support of Public Administrations, Technology oriented organisations, as well as Professional and user organisations. Cooperation efforts have been done with relevant European Projects related.

Country: Spain

City/Location: Bilbao

Organiser: TECNALIA

Event website: www.abletech.org

Event email: abletech08@robotiker.es

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