

European eGovernment Awards 2009

TEAMING UP FOR THE eUNION



GUIDANCE NOTES FOR SUBMISSION

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1 Introduction to the European eGovernment Awards 2009

The aim of the European eGovernment Awards is to support the implementation of European eGovernment policy and action plans within the framework of information society policies and strategies (i2010) and the objectives of the Lisbon agenda to promote growth and jobs in the European Union. It is in this context that the European eGovernment Awards are presented every two years, coinciding with the policy reviews undertaken at high-level eGovernment conferences.

Three previous editions of the European eGovernment Awards were organised in 2003 (Como, IT)¹, 2005 (Manchester, UK)¹ and 2007 (Lisbon, PT)². The awards play a major role in the European Commission's good practice exchange initiative in the field of eGovernment, www.epractice.eu. The 4th edition of the European eGovernment Awards will be held at the 5th European Ministerial eGovernment Conference on "Teaming up for the eUnion" in Malmö, Sweden, from 19 to 20 November 2009. The conference will be jointly hosted by the forthcoming Swedish EU Presidency and the European Commission. The five award-winners will be presented at the conference. Public sector actors (local, regional, central, etc.) from all EU Member States, candidate countries³ and EFTA countries⁴ are invited to participate in this year's awards scheme.

The **52 finalists** will showcase their applications (cases) at the **exhibition** during the conference. Their contribution will be vital to the success of the conference, demonstrating achievements since the previous review in 2007 and pointing to innovations and challenges for which cooperation should be encouraged at the European level. In addition, the most innovative cases with the scores closest to those of the selected finalists will receive a **Good Practice Label** at www.epractice.eu.

¹ www.eipa.eu/eEurope_Awards/index.htm

² www.epractice.eu/egovernment2007, www.megovconf-lisbon.gov.pt/

³ Croatia, Former Yugoslav Republic of Macedonia and Turkey

⁴ Iceland, Liechtenstein, Norway and Switzerland

A **workshop with finalists** will take place **after the conference** to evaluate the impact of the awards and to provide an opportunity to recognise and share experience⁵. Further details on the workshop will be announced in due course on www.epractice.eu.

2 Awards categories

There will be four categories for the European eGovernment Awards 2009. The awards categories are in line with the European Union's strategic policy framework and reflect the priorities of the fifth Ministerial eGovernment Conference: (1) eGovernment supporting the single market, (2) eGovernment empowering citizens and businesses, and (3) eGovernment enabling administrative efficiency and effectiveness. As in 2007, category 4 is a public prize and therefore not subject to expert evaluation (for further details, see section 6 below).

Please note that your case will be evaluated in one category (sub-category) only, i.e. the one that you have chosen.

2.1 Category 1: eGovernment supporting the single market

The most outstanding practices in cross-border eServices and information-sharing that have an impact on mobility for citizens and businesses across the EU will be identified in this category. Your case should deal with the implementation and/or support of internal market policies, such as the Services Directive, employment policies, public procurement, social security systems, etc.

Note that the focus in category 1 is on cross-border cooperation and/or provision of services.

⁵ Finalists will be invited to attend the workshop for finalists on a voluntary basis.

2.2 Category 2: eGovernment empowering citizens and businesses

Two prizes will be awarded in this category, which will identify the most outstanding practices in end-user empowerment. Key issues to be taken into account include the economic slow-down and the need to create opportunities and jobs in a knowledge-based society.

•2a. eGovernment empowering citizens

The focus here is on identifying the most outstanding practices in improved and easier access to public services for citizens as the major beneficiaries of eGovernment. ICT solutions for participation and/or engagement and/or involvement of all groups in society in policy-making and implementation, as well as public service provision, are included in this category.

•2b. eGovernment empowering businesses

The focus here is on identifying the most outstanding practices in improved and easier access to public services for companies. This implies that your case supports the creation of business opportunities (potentially across Europe), thereby enhancing competition and generating savings for businesses and, in particular, small and medium enterprises (SMEs).

2.3 Category 3: eGovernment enabling administrative efficiency and effectiveness

The most outstanding practices in innovating and/or re-organising services and processes to make administrations more efficient and effective and reduce administrative burden will be identified.

Please be aware that this category was also a category in 2007. Therefore, if you submitted your case in 2007, you should pay special attention to demonstrating significant progress (for details, see the evaluation and eligibility criteria in sections 4 and 5 below).

3 The selection process

A panel of independent experts will evaluate the cases submitted in categories 1 to 3 and select 52 finalists (short-listed cases).

The experts will be drawn from across Europe from a variety of backgrounds to ensure the widest possible coverage in terms of specialist knowledge and geographical balance. The panel of experts will be suggested by the European eGovernment Awards Consortium and endorsed by the European Commission services. Experts are bound to confidentiality rules and will have to confirm that they are not involved in conflicts of interest regarding their deliberations.

To ensure the highest standards and complete impartiality, following a first eligibility screening, each case will be assessed by independent experts through three different and subsequent phases:

- **Phase 1:** Three experts per case will work separately in an initial phase of the evaluation process during which all of the submissions are pre-assessed. A minimum quality threshold is established at this phase. Only submissions scoring above this threshold will pass on to the second phase.
- **Phase 2:** Three experts per case will agree on a preliminary ranking, which will include the top 52 cases (the short-list of finalists). Once the short-list of finalists has been established, all applicants will receive **electronic notification** of the outcome of phases 1 and 2 of the evaluation process. **The list of finalists will be published on www.epractice.eu.**
- **Phase 3:** A committee of judges (**jury**), also composed of independent experts in the field, will attend the exhibition at the ministerial conference on 18 November 2009 to assess the 52 short-listed cases based on the evaluation criteria. They will be looking at visual appeal, content and the overall presentations. For this reason, they will briefly visit the exhibition stands on 18 November in order to fine-tune the results of the ranking and finalise their decisions. Finalists will receive a detailed briefing for this phase (the judging phase).

The five winners, i.e. the highest-ranking cases in each (sub)category and the public prize, for which voting is open to the epractice.eu community, will be announced at the 5th Ministerial Conference on eGovernment in Malmö on 19 November 2009.

Please note that, in order to be eligible for the final selection of the winners of the European eGovernment Awards 2009, short-listed finalists are required to participate in the exhibition at the conference in Malmö from 18 November (for the setting up of the exhibition and the final evaluation phase) to 20 November 2009.

4 Eligibility criteria

There are five eligibility criteria:

1. The case must be from an EU Member State, a candidate country, and/or an EFTA country.
2. The case (including its website, eServices and solutions presented) must be in operation (i.e. plans, pilots and trials are not eligible).
3. The application must be filed by a public sector actor (i.e. first applicant), but can be supported by external actors (supporting applicants). However, the first applicant must clearly and unequivocally be in charge of the application.
4. The case must be sufficiently described (i.e. required data fields in the submission form must be filled in with meaningful, relevant and convincing information).
5. Information must be provided whether or not the case has been submitted to previous editions of the European eGovernment Awards (2003, 2005 and/or 2007). In the event of re-submission for the European eGovernment Awards, information on significant progress since the previous submission must be provided.

Please note that only eligible submissions will be evaluated.

5 Evaluation criteria

The six evaluation criteria are:

- 1. Relevance (10 points)**
- 2. Impact (25 points)**
- 3. Innovation (25 points)**
- 4. Potential for sharing good practice (20 points)**
- 5. Management approach (10 points)**
- 6. Communication and dissemination (10 points)**

Criterion 1: Relevance (10 points)

This criterion addresses the following question: How would you describe the relevance of your case in the light of the above overall objectives of the awards scheme and the specific policy context?

(1) Demonstrate the intrinsic relevance of the case, i.e. the issue(s) that your case solves.

(2) Explain the relevance of the case to the specific awards category, local, national and/or European policy and strategic framework.

(3) If relevant (i.e. if you have submitted your case to previous editions of the European eGovernment Awards), provide evidence of significant progress such as significant functional development; the transfer of solutions to other administrations; an upgrade in accessibility features; additional services and adjustments with a view to their cross-border/pan-European use; and the introduction of tools for measuring impact and benefits.

Criterion 2: Impact (25 points)

This criterion addresses the following question: What are the main results, impacts and benefits (qualitative and quantitative) for all stakeholders involved (including public administrations)?

(1) Describe what impact measurement methods/tools, if any, you are applying.

(2) Provide evidence of the main results in terms of qualitative (e.g. user satisfaction, etc.) and quantitative (e.g. level of use of service, cost savings, etc.) data.

(3) Sustainability should be considered in this context.

Criterion 3: Innovation (25 points)

This criterion addresses the following question: To what extent does your case go beyond current practice in the field?

Note that innovation is looked at from a broader perspective here and includes:

(1) The innovative use of state-of-the-art technology and resources.

(2) Innovation in terms of governance and (re-)organisation.

(3) Process management.

(4) Human resources and skills, etc.

Criterion 4: Potential for sharing good practice (20 points)

This criterion addresses the following question: What and how could others learn from your experience?

Evaluate the potential your case offers for others to learn from, including:

(1) Lessons that can be drawn from your (positive/negative) experience(s).

(2) Mechanisms that could be explored for exchange, transfer and replication.

(3) Evidence of existing cross-border cooperation, exchange and/or transfer (regarded as a plus).

Criterion 5: Management approach (10 points)

This criterion addresses the following question: What are the key components and success factors of your management approach?

Aspects to be considered include:

(1) Effective coordination and decision-making.

(2) The handling of institutional and legal differences, different policies, priorities and visions.

(3) Partnership strategy.

- (4) Implementation and change management strategy.*
- (5) Leadership and management of ICT.*
- (6) Multi-channel strategy and management of resources.*
- (7) Knowledge management.*
- (8) Human resource management, risk management, maintenance and evolution, etc.*

Criterion 6: Communication and dissemination (10 points)

What are the key components of your communication strategy and approach?

Provide details on your communication strategy, including dissemination activities in relation to:

- (1) Your constituency/stakeholder community.*
- (2) Your peers and the broader eGovernment community at the regional, national, cross-border, EU, and international level (e.g. epractice.eu benchlearning communities, etc.).*
- (3) Communication and dissemination actions to share good practices.*

All eligible cases (in categories 1 to 3) will be assessed exclusively on the basis of the information provided by the case owner(s) according to the six evaluation criteria above. Scores are weighted in relation to their relevance. The total maximum score that can be achieved is 100.

6 Public prize for the best finalist

As described above, **category 4** of the European eGovernment Awards 2009 is a public prize, voted on by the ePractice.eu community. This category was introduced in the 2007 edition of the awards and is a vote by ePractice.eu members on the best case among the 52 short-listed finalists. All registered members of the ePractice portal www.epractice.eu can vote and submit comments.

Dates and details on the voting rules will be published on www.epractice.eu in due course.

7 Practical issues when submitting your case

- Your application must be received by 10 June 2009 at 16:00 CET in the format requested and submitted via the awards section on www.epractice.eu.
- Applications can be submitted in electronic format only through the online submission form on the epractice.eu portal.
- A submission should focus on one category. Note that cases will be evaluated only in the category you have chosen.
- In order to be considered for the short-list of finalists, and therefore to be eligible for the final selection of the five award-winners, a case must be represented by the public sector actor (first applicant) at the exhibition. A formal commitment is required in the submission form (see section 8 below).
- The submission template consists of two parts. All questions in parts 1 and 2 must be thoroughly answered, providing as much relevant information as possible. Both parts of the submission form have a number of fields in which free-text answers can be written.
- You should aim to provide about 30,000-50,000 characters (circa 3,000-5,000 words). Anything less is likely to be insufficient for proper evaluation. Recommended character (word) limits are indicated throughout the submission form.
- Please submit your application in English.
- You should carefully read the Guidance Notes for Submission to ensure that your entry covers all aspects of your case to be evaluated by the experts. The experts will base their decisions on the specific aspects of all six evaluation criteria. The information provided in the submission form should be as detailed as possible to ensure that the experts can make their assessments accurately and fairly. A lack of relevant and/or unclear information may result in a submission being evaluated less favourably than it deserves. Please remember that, in phases one and two of the selection process, the experts will have only the evidence provided in your written submission, any appropriate supporting documentation you provide, and access to your case website(s). In the third phase, the judges will visit the

exhibition stands on 18 November 2009.

- Please ensure that you print and keep a hard copy of the electronic confirmation of your submission. Please save an electronic copy of your submission.
- Once your case is submitted, you will receive a confirmation e-mail with a registration number. If you do not receive confirmation by e-mail of your electronic submission, please contact the awards helpdesk (awards@epractice.eu) for clarification, as your submission may not have been processed.
- Receipt of a registration number does not confirm the eligibility of your case.
- A list of all registered cases will be published on www.epractice.eu after 10 June once the call has been closed.

Disclaimer

By submitting your case, you agree to make Part 1 of your submission available on a publicly accessible database on good practice in eGovernment (www.epractice.eu). This information will therefore be regarded as public information and will be put into the public domain online or otherwise from the time it is submitted. The information provided may be edited slightly after the awards ceremony in order to fulfil the editorial guidelines of the portal. However, in terms of copyright, the cases are owned by the submitting organisation and therefore are not free to be used, modified or deleted, although they will be published in the public domain.

8 How to complete the submission form

The submission form consists of two parts:

Part 1: Identification and description of the case

The aim of Part 1 of the submission form is to collect information about your case that will be published on the ePractice portal, www.epractice.eu. There are two reasons for this:

- To enable ePractice users to vote for their favourite cases from among the 52 finalists for the public prize award (category 4, see also section n6 above).
- To enable greater visibility of all the submissions received.

Part 2: Specific questions regarding the European eGovernment Awards 2009

The aim of Part 2 of the submission form is to collect additional specific information for the European eGovernment Awards 2009 selection process. Note that the basic case information provided in Part 1 will also be used in the European eGovernment Awards 2009 evaluation phase.

Supporting documentation

Supporting documentation can be uploaded once you have filled in Part 1 and Part 2 of the submission form. It will be consulted by the experts only if explicitly referred to in the submission form and if appropriate. The maximum size is 2 Mb (accepted file types: .pdf, .ppt, .doc and zip).

The experts will assess all cases per (sub)category using the six evaluation criteria described in section 5 above. The content presented in both parts of the submission form will provide a comprehensive picture of your case, making it easier to evaluate and thus making a positive evaluation more likely. You are therefore asked to answer all questions carefully and provide as much relevant information as possible.

Empty fields or incomplete information in Part 1 or Part 2 of the submission form may lead to a disqualification of the application in the eligibility check phase or a less positive evaluation (see also sections 4 and 5 above). As the experts will be asked to assess how you deal with the specific issues/questions included in the evaluation criteria, you should take special care to address these, providing as much relevant information as possible.

Note that it is important to fully complete both parts of the submission form since both include relevant information for the evaluation process. However, note that uploaded supporting documentation will only be consulted by the experts on an exceptional basis and if explicitly referred to in the submission form.

8.1 Part 1 – Identification and description of the case

1. Name of the case

Please provide the name of your case. The content of this field will be used in all future references and publications as the official name of your case. The maximum character count is 65 (c. 10 words).

Example: German Administration Service Directory

2. Acronym of the case

Please provide an acronym for your case. Please use a minimum of 3 and a maximum of 10 characters. The content of this field will be used in all future references and publications as the official acronym of your case.

Example: DVDV (referring to the example in 1.)

3. Case presentation URL

To set your custom URL, it must contain 5-20 alphanumeric characters. Please do not use spaces, symbols or special characters. Ideally, you should use your project acronym.

4. Case logo

Please upload a logo or picture representing your case. The item may also be used for publications referring to your case. The maximum file size is 120 KB and permitted extensions are JPG, PNG and GIF.

5. Web address of the case

Please provide the website relevant to your case. If you do not yet have a website, please provide the closest possible, or provide the website of the mother institution. This entry is to provide the experts with access to the case website.

6. Type of initiative

Please select the type of initiative(s) your case represents. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

7. Country of the case

Please identify the country of origin of your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

8. City/Region

Please identify the city or region of your case.

9. Start date - end date

Please provide the start and end dates of your case. If your case is still ongoing, please tick the "ongoing" box.

10. Date on which the case became operational

Please indicate the date on which the case became operational. It can be the same date as the start date.

Note that the case must be in operation to be eligible for the European eGovernment Awards (see eligibility criterion 2).

11. Case abstract

Please provide a brief abstract of your case. It may also be used for publications and references to your case. The entry in this field should be a concise, clear and attractive description of your case, addressing the following:

- The case owner(s)/provider(s);
- Why the case was launched and what it sets out to do;
- The benefits and impacts;
- The lessons learnt.

The maximum character count is 4,000 (c. 400 words).

Example: award-winner 2007: German Administration Services Directory (DVDV)

The German Administration Services Directory (DVDV) lists electronically available eGovernment services and thus fulfils an important need in terms of creating a secure and reliable communication infrastructure, based exclusively on open Internet protocols and allowing for cross-organisational, paperless processes. In operation since 1 January 2007, it has helped more than 5,200 German civil registration agencies to save more than €1 million per month. Worldwide, it is one of the first and largest standardised Service Oriented Architecture (SOA) implementations in the government area, and was made possible through unique cooperation between the various levels of government and sectors in the Federal Republic of Germany.

Impact

Return on investment is good, with €1.3 million in cashable financial gains per month on a €0.3 million investment over three years and €0.25 million in annual operational costs. In addition, a nationwide standardised infrastructure with three new services is being implemented, with 11 services in the pipeline. Effectiveness has improved through the automation of the processes, thereby saving citizens a second trip to the registration office and reducing the number of errors.

Lessons learnt

- *Electronic service directories are effective IT components, which can create real savings through process design.*
- *Communication of the application should be clear, focused and showcase results.*
- *Cross-organisational cooperation is possible and can enable effective public services if developed and implemented with thorough management, process and organisational methods and IT solutions.*

12. Case domain

Please identify your case domain. Note that only eGovernment applications can apply and therefore the domain MUST be set to "eGovernment".

13. Topic

Please identify your case topic. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

14. Tags

Please give three tags (*keywords*) that best describe your case. These words will be used to find the case.

Example: Service Oriented Architecture, E-Government Service Directory, Cross-level government cooperation

15. Sector

Please identify the sector within which your case operates. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

16. Policy context and strategic framework

Please briefly identify the context in which you operate (including EU policy, if applicable) and the local/national/European policy and/or strategic framework (if applicable).

This should include information on:

- Which framework and contextual conditions govern the case, e.g. legal, political, socio-economic, technical; eGovernment programmes, policies and strategies at national and/or local levels; wider changes to government and governance and the expected impact of eGovernment on this; how the case fits in with national and/or regional strategies, etc.
- If relevant, state whether the objectives of the case contribute to European Union policies, e.g. the four freedoms (free movement of goods, capital, people and services), the single market, the single currency, enlargement, an information society for all, providing direct benefits to the citizens and businesses of Europe (inclusion, democracy, innovation, growth and jobs, etc.).

The maximum character count is 4,000 (c. 400 words).

This question is relevant for evaluation criterion 1 (relevance, see section 5 above).

17. Target users or group

Please indicate the types of users your case addresses. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

18. Description of target users or group

Please describe your target group and provide some information on size, composition and needs. The maximum character count is 4,000 (c. 400 words).

19. Scope

Please select the scope of your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

20. Status

Please select the current status/stage of your project.

Since this is a submission for the eGovernment awards please note that the case (including its website, eServices and solutions presented) must be in operation, i.e. plans, pilots, research projects and trials are not eligible.

21. Language(s)

Please select the original language of your project. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection. If one or more language(s) is (are) not in the selection, please indicate the language in the field marked "Others".

22. Type of service

Please select the type of service your case addresses.

23. Overall implementation approach

Please select the overall implementation approach you are pursuing.

24. Description of the way in which you implement and manage your initiative

Please explain the implementation and management approach followed in your case. Indicate the key components and success factors. Aspects to be considered include:

- (1) Effective coordination and decision-making, handling of institutional and legal differences, different policies, priorities and vision;
- (2) Partnership strategy;
- (3) Implementation and change management strategy;
- (4) Leadership, management of ICT;
- (5) Multi-channel strategy, management of resources;
- (6) Knowledge management;
- (7) Human resource management, risk management, maintenance and evolution, etc.

The maximum character count is 6,000 (c. 600 words).

This question is very relevant for evaluation criterion 5 (management approach, see also section 5 above).

25. Technology choice

In most eTransformation projects, you make technical choices regarding the importance of interoperability and accessibility. Please select the technology you have chosen for your project/case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

26. Technology solution

Please explain the technological choices and the approach followed. Indicate the degree to which interoperability (semantic, organisational, or technical), the use of standards and/or proprietary technology are important in your project. The maximum character count is 4,000 (c. 400 words).

27. Funding source

Please select the funding source for your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

28. Implementation cost (overall cost)

Please indicate the size of your project, estimating the resources spent on the case for implementation. Please choose from the available ranges.

29. Yearly cost

Please indicate the size of your project, estimating the resources spent on the case per year (€/year real cost). Please choose from the available ranges.

30. Describe the main results, benefits and impacts (qualitative and quantitative) for all stakeholders involved

Please provide evidence of the main results in terms of qualitative (e.g. user satisfaction, etc.) and quantitative (e.g. level of use of service, cost savings, etc.) data. Also, please demonstrate whether the impact is sustainable. The maximum character count is 6,000 (c. 600 words).

Please note that, in the event that you are currently using an impact measurement methodology or tool in your organisation, you are asked to describe this in Part 2 (question 9) of the submission form. In the event that you do not have a methodology or tool in place, you are invited to use the eGEP 2.0 measurement framework developed by the European Commission. Please consult www.epractice.eu/community/benchlearning for further details. The awards helpdesk (awards@epractice.eu) will provide additional support should you have any further questions.

This question is very relevant for evaluation criterion 2 (impact, see also section 5 above). Please also note that it is linked to question 9 in part 2 of the submission form.

31. Return on investment

Please estimate the direct savings that will be made as a result of the project over its total estimated duration (e.g. cost and time saving, higher productivity). The savings we are after should ideally benefit your organisation or users. We are aware this is not an exact science; however, even if you are not certain, try to make an estimate. Please choose from the available ranges. If you are unable to cannot provide an amount, please describe your return on investment.

32. Track record of sharing

Evaluate the potential your case has for others to learn from.

- (1) Describe the mechanisms for exchange, transfer and replication you are using/envisaging.
- (2) Also, please specify whether you have shared this case or project with others (peers, public sector actors, such as governments, etc.) and with what results. Cross-border sharing and/or exchange of experience with other European administrations are of particular interest.
- (3) If you can provide evidence of exchange, this will be regarded as a plus.

The maximum character count is 4,000 (c. 400 words).

This question is very relevant for evaluation criterion 4 (potential for sharing good practice, see also section 5 above).

33. Lessons learned

Please describe here the main lessons that can be learned from your case. What lessons can be drawn from your (positive/negative) experiences of the case? Is the experience gained sufficiently specific and, at the same time, sufficiently general to enable other administrations to learn from it?

The minimum character count is 100 (c. 10 words) and the maximum count is 4,000 (c. 400 words).

This question is relevant for evaluation criterion 4 (potential for sharing good practice, see also section 5 above).

8.2 Part 2 – Specific questions relating to the European eGovernment Awards 2009

1. Awards category

Please identify your awards (sub-) category. A submission should focus only on one of the (sub-) categories. Where a submitted case covers more than one theme, the submission should indicate the category according to which the application is to be assessed. Note that your case will be evaluated in one category (sub-category) only, i.e. the one that you have chosen. The six evaluation criteria described in section 5 above will be applied to all (sub-) categories.

Note that the evaluators will address the relevance of your case in relation to the objectives of the chosen (sub)category (see also evaluation criterion 1, section 5 above). Please also indicate whether your case is linked to or part of another case submitted to the awards scheme.

2. Case owner

First applicant – The first applicant mentioned on the form must be a public sector actor. The first applicant organisation must be based in one of the Member States of the European Union, candidate countries or EFTA countries (see also eligibility criteria 1 and 3).

Supporting applicant – No restrictions apply to the type or geographical origin of the second applicant, which may be a public or private organisation and could, for example, be a technology supplier, a co-developer or a funding partner.

Additional supporting applicant(s) – No restrictions apply to the type or geographical origin of the supporting applicant, which may be a public or private organisation and could, for example, be a technology supplier, a co-developer or a funding partner. The maximum character count is 2,000 (c. 200 words).

3. What is the best way of contacting you?

Please choose from the options available.

4. Please confirm that you will attend the exhibition from 18-20 November 2009 in Malmö if you are selected as a finalist

If your case is short-listed as a finalist, you will be invited to the exhibition at the European Ministerial eGovernment Conference.

Please note that, in order to be considered for the short-list of finalists, and therefore to be eligible for the final selection of five award-winners, a case must be represented by the public sector actor (first applicant) at the exhibition. A formal commitment is therefore required.

5. Explain what issue(s) your case is solving. Also explain why you should win an award in the category you have chosen

Please describe why the case was started and the specific problem that prompted the case. Please also explain why your case should win an award in the category you have selected. The maximum character count is 4,000 (c. 400 words).

This question, in conjunction with question 16 of Part 1, is important for evaluation criterion 1 (relevance).

6. Indicate whether your case was submitted to previous European eGovernment Awards editions

Indicate here whether your case was submitted to any of the three previous European eGovernment Awards editions. Please select the year in which you applied. Multiple choices are allowed.

Please note that this question is relevant for eligibility criterion 5 and evaluation criterion 1 (relevance, see also sections 4 and 5 above).

7. If you submitted your case previously, has significant progress been made since then?

Please describe the significant progress made since the last submission of your case. Significant progress made includes

- (1) Significant functional development;
- (2) The transfer of solutions to other administrations;
- (3) An upgrade in accessibility features;
- (4) Additional services and adjustments with a view to their cross-border/pan-European use;
- (5) The introduction of tools for measuring the impact and benefits.

This section should be sufficiently detailed for the evaluators to understand the development of your case; the maximum character count is 4,000 (c. 400 words).

Please note that this question is important for evaluation criterion 1 (relevance).

8. Have you applied for other award schemes?

Please indicate whether you have applied to other award schemes (e.g. the European eInclusion Award, the European Public Sector Award (EPSA), the eEurope Awards for eHealth, etc.). If so, please specify the award scheme and the relevance and specificities compared to the European eGovernment Awards 2009. The maximum character count is 4,000 (c. 400 words).

9. Is a methodology for impact measurement in place?

Please confirm here whether a methodology/tool for impact measurement is in place. If so, describe its key components as mentioned in part 1 of the submission form (question 30). The maximum character count is 4,000 (c. 400 words).

This question is very relevant for evaluation criterion 2 (impact, see section 5 above). Please also note that it is linked to question 30 in part 1 of the submission form.

10. Describe where your case goes beyond current practice in the

field

Please tell us where your case goes beyond the state-of-the-art and current practice in the field, explaining where the novelty lies and why your case is exceptional. Note that innovation is looked at from a broader perspective, i.e.

- (1) The innovative use of state-of-the-art technology and resources;
- (2) Innovation in terms of governance and (re-)organisation, process management, human resources and skills, etc.

The maximum character count is 6,000 (c. 600 words).

This question is very relevant for evaluation criterion 3 (innovation).

11. Type(s) of partnerships

Please select the type(s) of partnerships that are in place. Multiple choices are allowed. If you have a type of partnership other than those in the selection, please describe it. The maximum character count is 4,000 (c. 400 words).

12. Describe the key components of your communication approach and the main dissemination actions, providing references where possible

Please provide details of your communication strategy and dissemination activities towards:

- (1) Your constituency/stakeholder community;
- (2) Your peer groups and the broader eGovernment community at the regional, national, cross-border, EU and international level (including activities such as epractice.eu, benchlearning projects, etc.);
- (3) Communication to share good practice will also be addressed. Please provide evidence where possible.

The maximum character count is 4,000 (c. 400 words).

This question is very relevant for evaluation criterion 6 (communication and dissemination).

9 Five steps to successful submission

In order to submit your application successfully, follow the instructions below. It takes five steps to submit a case:

- Step 1: Registration on the ePractice.eu portal (or login if you are already a member)
- Step 2: Accessing the European eGovernment Awards 2009 submission form
- Step 3: Saving, editing and printing your case
- Step 4: Uploading documents
- Step 5: Submitting your application

STEP 1 – REGISTRATION ON E PRACTICE.EU

To submit a case to the European eGovernment Awards 2009, you need to be registered on the ePractice.eu portal.

If you are already registered, you can use your normal login. If you have forgotten your password, go to the login page and click on “Forgotten your password?”. By entering your e-mail address, you will receive a new password to login.

The screenshot shows the epractice.eu website interface. At the top, there is a dark blue header with the epractice.eu logo on the left, a search bar in the center, and 'Login' and 'Register' buttons on the right. Below the header is a navigation menu with links for Home, Cases, News, Events, Library, Factsheets, People, Workshops, TV, Blog, and Communities. The main content area is titled 'User account' and contains a 'Login' section. The 'Login' section has two input fields: 'Login:' and 'Password:'. Below the 'Password:' field is a link that says 'Forgotten your Password? Click here.' which is highlighted with a red box. There is also a checkbox for 'Remember me on this computer' and a 'Log in' button. On the right side of the main content area, there is a promotional box with the text 'Are you new to epractice.eu?' and a 'Sign up here' button.

If you are not yet a member on ePractice.eu, please register by clicking the “Register” button in the upper right-hand corner of the portal.

To register, please complete the form, i.e. fill in a nickname (user or login name), a password and the requested contact details (see example below). When you have completed the form, please click on the **REGISTER** button (see below).

The screenshot shows the ePractice.eu website's registration page. At the top right, a navigation bar contains a search box, a 'Login' button, and a 'Register' button highlighted with a red box. Below this is a secondary navigation bar with links: Home, Cases, News, Events, Library, Factsheets, People, Workshops, TV, Blog, and Communities. The main content area is titled 'User account' and features a 'Register' button with a person icon, also highlighted with a red box. Below the button, a message states: 'Please sign up to the epractice.eu portal. This registration is necessary for using the advanced ePractice.eu services.' The registration form consists of several fields, each marked with a red asterisk: 'Login:' (with a tooltip: 'The nickname you would like to use for your account.'), 'E-mail address:', 'Confirm e-mail address:' (with a tooltip: 'Please re-type your e-mail address to confirm it is accurate.'), 'Password:', 'Confirm password:', 'Name:', 'Organisation:', 'Type of organisation:' (a dropdown menu), and 'Organisation scope:' (a dropdown menu). Below the form are two checkboxes: 'I accept the terms and conditions of the portal' and 'I agree that all the personal data I submit in this form will be public to ePractice members.' At the bottom of the form is a reCAPTCHA widget with the text 'Type the two words:' and a 'reCAPTCHA' logo. A yellow 'Register' button is located at the bottom of the form, highlighted with a red box.

You will receive a confirmation e-mail validating your registration. Please follow the instructions in the e-mail. If you do not receive the e-mail confirming your registration within one working day, please contact the portal helpdesk: <http://www.epractice.eu/en/contact>

Please note contact the portal helpdesk should you have any problems with your account (registration or login):
<http://www.epractice.eu/en/contact>

STEP 2 – ACCESSING THE AWARDS 2009 SUBMISSION FORM

To submit a case for the 2009 awards you have two options:

a) Create a case for the 2009 awards submission

This means that you will create a completely new case description.

b) Copy an existing case you have on ePractice.eu

This means that you can use an existing case description for the awards submission.

a) Create a case for the 2009 awards submission

To start a submission for the 2009 awards, login and go to the awards webpage (www.epractice.eu/awards), and select the link that will take you to the submission form.

The submission form consists of **two parts**, each of which must be fully completed:

Part 1 – Identification and description of the case

Part 2 – Specific questions relating to the European eGovernment Awards 2009


b) Copy an existing case you have on ePractice.eu

If you already have a case description published or drafted on ePractice.eu, you can create a copy and use it as a submission for the 2009 awards. Login, go to “My profile” and scroll down to see “My proposed cases”. Select the case you want to submit and click on the “Submit to awards” button.

17 October 2008887 visits | Rating: 4/5 | 4 replies.

Sotiria Hospital eHealth Unit

The E-Health Unit was established in 1999 in Sotiria Hospital, an 800 bed public teaching hospital in Athens, which serves a large number of elderly and chronic patients (pulmonary, cardiology, ...)



The following submission form consists of **two parts**:

Part 1 - Identification and description of the case:

This part is *pre-completed according to your original case*. You should check and update all information carefully to make sure that it corresponds to the awards submission guidelines (for further details, see chapter 8). *The original case is not affected by these changes.*

Part 2 - Specific questions in relation to the European eGovernment Awards 2009

Please fill in as advised in the guidance notes.

STEP 3 – SAVING, EDITING AND PRINTING YOUR CASE

Saving

At the end of Part 1, you should click on “Save and continue”. This will take you to part 2 of the submission form.

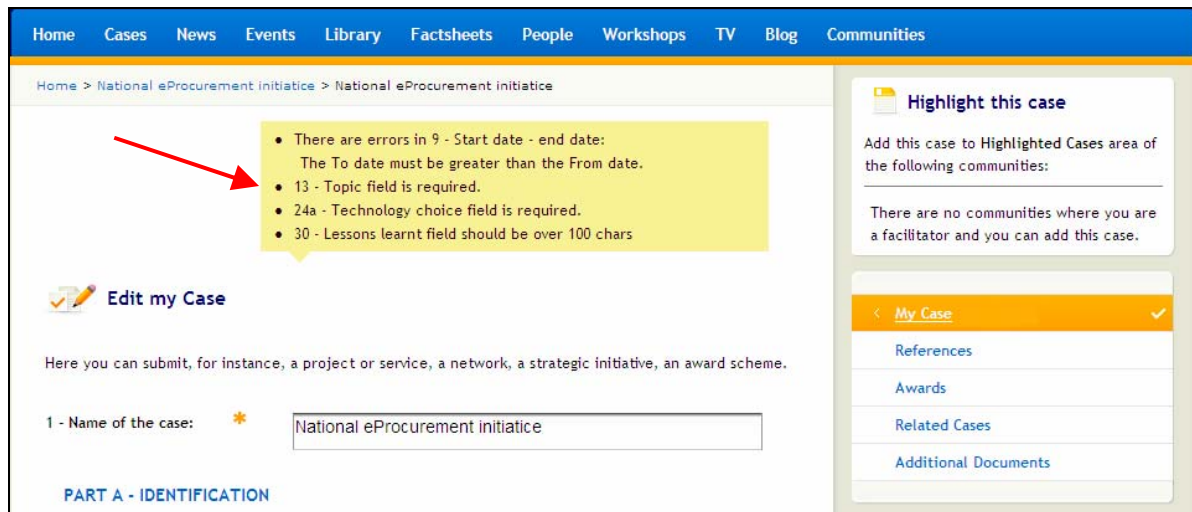
At the end of Part 2, you have 2 options:

(1) Save your case – This allows you to review and edit your case further. After clicking on “Save”, you can also add additional documents and references (see step 4).

(2) Submit your case – Once you click on the “Submit” button, the submission can no longer be edited and is considered your final submission (see step 5).

If any obligatory field is left incomplete, a **warning message** will appear. Please *make sure all obligatory fields are completed* according to the instructions, then click on “Save” again. If you do not receive an error message,

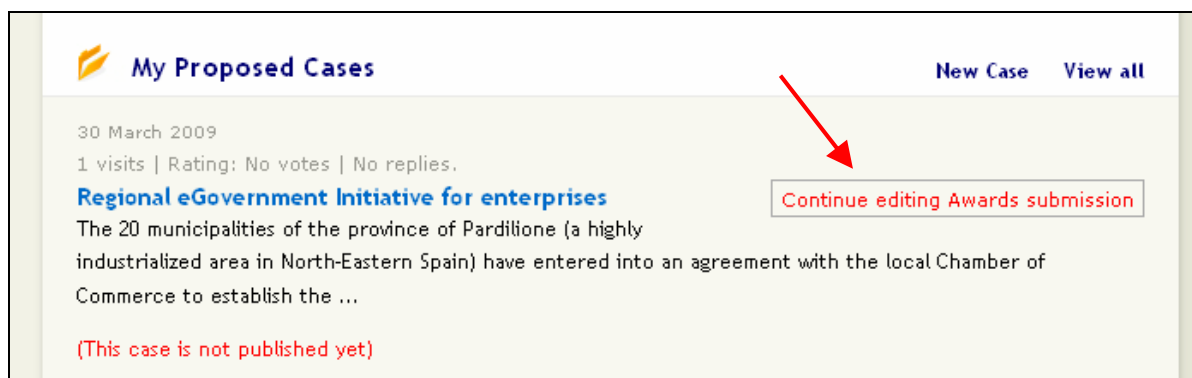
your case will have been saved. *If you receive an error message, do not close the browser as your changes will not have been saved.*



Continue editing

Once you have saved your case, it will appear on your profile page. When you are logged in, you will see “My profile” in the upper right-hand corner of the website. Click on “My profile”, and you will find a section entitled “My Proposed Cases” (you need to scroll down the page to see this). Click on “Continue editing awards submission”.

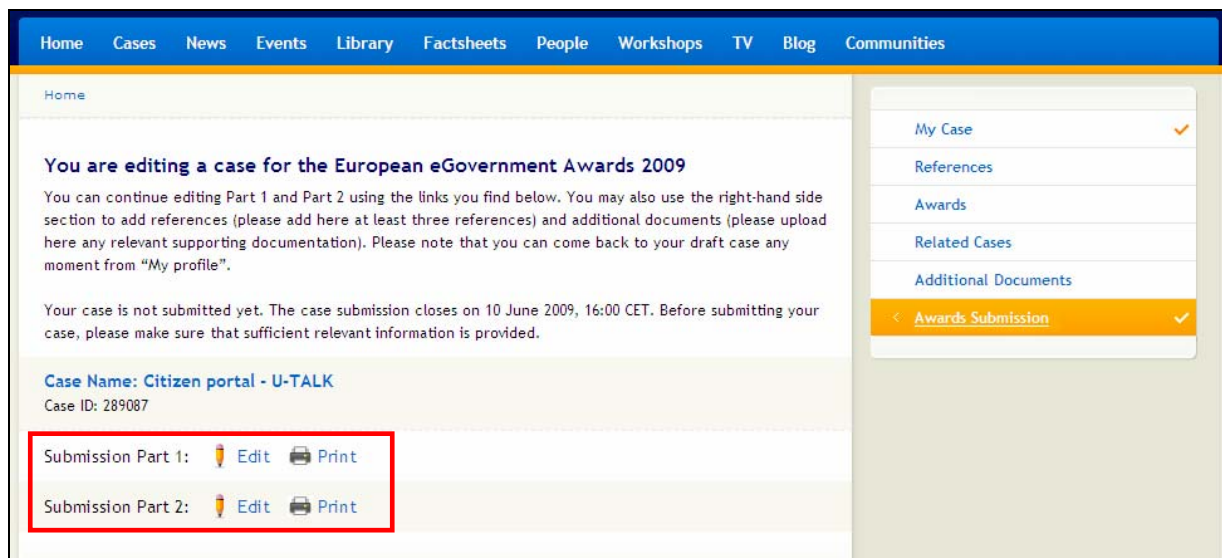
Please note that the case can be edited only by the author of the case (i.e. the person who has created it).



Saving an electronic copy and printing your case

To save an electronic copy of your case and to print it, do the following:

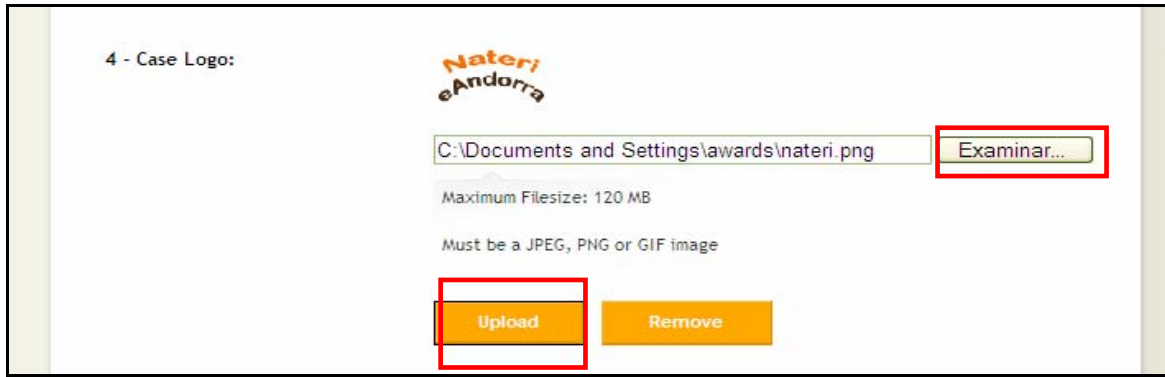
- Go to "My profile" and select the case by clicking on "Continue editing awards submission".
- In the next screen you see editing and printing options.
- Click on "Print", and a new window will open.
- Then go to "Archive" and select "Save". Select a drive on your local computer to save and confirm.
- To print your case, go again to "Archive" and select "Print".



STEP 4 – UPLOADING DOCUMENTS

Case logo

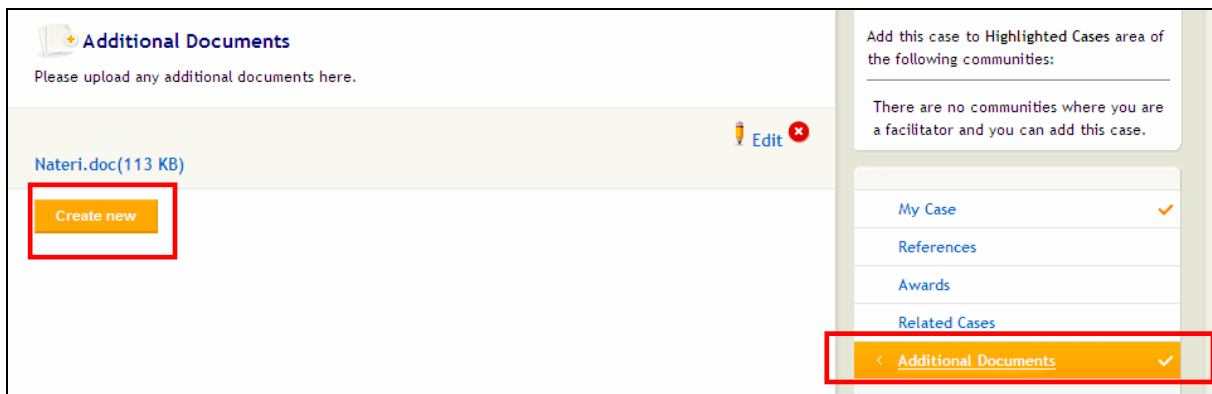
In the submission form, you are asked to upload the case logo (Part 1, question 4). Click on "Browse" and select the file you want to upload onto your submission on your local drive. Then click on "Upload". The maximum file size is 120 KB and the permitted extensions are JPG, PNG and GIF.



Additional documents

You can also upload support documentation/additional material. The material will be consulted by the experts only if explicitly referred to in Parts 1 or 2 of the submission form and if appropriate.

To do this, please save your case at the end of Part 2 as advised above and then click on the right-hand section to upload **additional documents** relevant to your submission (maximum file size: 2 Mb. Accepted file types: .pdf, .ppt, .doc and zip).



STEP 5 – SUBMITTING YOUR APPLICATION

PLEASE READ THIS CAREFULLY BEFORE CLICKING THE “SUBMIT” BUTTON

Please ensure that you have completed, printed and saved a copy of your full submission form before completing the submission process.

Please note that, after clicking on the **Submit** button, you will not be able to edit your award submission or any uploaded document related to it. You can submit your case only once. After submission, the case will not appear in your profile under "My proposed cases" until the selection process is over.

Click on the **Submit** button at the bottom of Part 2 to finally submit the completed application. Your submission will be stored in the ePractice.eu case database and it will be published in September 2009 if the case meets the minimum content and quality requirements of the portal.

After submission, you will **receive a confirmation e-mail with a registration number**. If you do not receive the confirmation e-mail, please contact the awards helpdesk (awards@epractice.eu) for clarification, as your submission may not have been processed.

Receipt of a registration number does not confirm the eligibility of your case. Please refer to your registration number in future correspondence with the European eGovernment Awards Consortium.

IMPORTANT COPYRIGHT AND LEGAL NOTICE

By clicking on the "Submit" button below, you agree to make Part I of your submission available on a publicly accessible database on good practice in eGovernment (ePractice). This information will therefore be regarded as public information and will be put into the public domain online or otherwise from the time it is submitted. The information provided may be edited slightly after the awards ceremony in order to comply with the editorial guidelines of the portal. However, in terms of copyright, the cases are owned by the submitting organisation and therefore are not free to be used, modified or deleted, although they will be published in the public domain.

10 How to contact the European eGovernment Awards helpdesk

The awards helpdesk will deal with your enquiries and questions at awards@epractice.eu.

Any query to the awards helpdesk should include the following:

1. **Your full name**
2. **Your contact details (name, organisation, address, telephone number, website)**
3. **Your registration number for queries relating to a completed submission**
4. **Your query**

If you wish to be **contacted by telephone** by a member of the awards helpdesk, please make sure that you provide your telephone number and two options for dates and times at which you can be reached. It is important that you describe your query carefully, since this will help the team to provide a solution more rapidly.

Before contacting the helpdesk, **please consult the Frequently Asked Questions (FAQ)**, since the answer to your question may already be there. You can find the FAQ on the awards website: <http://www.epractice.eu/awardsfaq>

Please also note that you should contact the portal helpdesk if you have any problems with your account (registration or login): <http://www.epractice.eu/en/contact>

In **cases of emergency**, you can contact the awards helpdesk by telephone from: **Monday to Friday 10:00-14:00 CET**

For urgent **technical** matters:

P.A.U. Education

Tel.: +34 93 367 0429

For urgent **content-related** matters:

Morten Meyerhoff Nielsen

Tel.: +45 7220 2676

Marleen Haase

Tel.: +43 664 815 35 66

The European eGovernment Awards Consortium

The European eGovernment Awards Consortium consists of:

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