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## On ePractice.eu, you will be able to:

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**Editor's Choice**

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### Transport Direct - Better choices to travel in Britain

Acronym: TDT

Author: shane snow (Department for Transport)

United Kingdom | [www.transportdirect.info](http://www.transportdirect.info)

Date edited: 23 November 2007

**Case Abstract**

Transport Direct is the world's first national on-line planner that allows users to get car and public transport door to door journeys and compare which option is quicker or cheaper for them. It was...



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**eHealth at ePractice**



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**European eGovernment Awards 2007**



**European Journal of ePractice**



**Top Events**

11 February 2008 | Slovenia  
**SI: eGovernment Conference 2008**

ePractice.eu is an EU sponsored platform where eGovernment, eInclusion and eHealth practitioners can **meet, share and learn**.

Home > Cases

**Real life good practice cases, submitted by the ePractice members**

Our constantly increasing knowledge base of good practice contains hundreds of real-life eGovernment, eInclusion and eHealth cases submitted by members of our community. Registered users of ePractice.eu can contact the authors of the cases and [submit their own projects to the portal](#)

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Date posted: 28 November 2007 | Poland

[Akademia e-Seniora](#)



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 services training

**epractice statistics**

<b>43</b> Countries	<b>723</b> Cases	<b>11580</b> Members
<b>2604</b> News	<b>484</b> Events	<b>646</b> Resources

- The case studies published by ePractice.eu members are the basis of knowledge exchange. As of today more than 700 case studies can be found
- All case studies can be rated, and can qualify for the ePractice labels

Home > Events



### Upcoming eGovernment, eHealth and eInclusion events in Europe

ePractice.eu maintains a comprehensive online calendar with the major eGovernment, eInclusion and eHealth related events scheduled across Europe. If you want to propose an event, please [contact us](#).

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### Top Events

11 February 2008 | Slovenia

#### SI: eGovernment Conference 2008

This major eGovernment Conference will take place on 11 February 2008, in Brdo, Slovenia within the frame of the "eGovernment days" (11-13...

24 - 25 January 2008 | Spain

#### ES: Second European Observatories Summit

The Spanish Telecommunications and Information Society Observatory red.es is organising the 2nd European Observatories Summit: "Measuring the..."

12 December 2007 | Belgium

#### BE: European Commission eSignature Workshop



Subscribe to the RSS Feed.



Propose an event >



European eGovernment Awards 2007



### Previous Events

26 - 27 November 2007 | Italy

#### IT: 1st OPAALS Workshop

26 - 27 November 2007 | Latvia

#### LV: International Conference Regno 2007

23 November 2007 | United Kingdom

#### UK: UK online centres: Get online day

The regularly updated events calendar informs about upcoming European and worldwide events related to eGovernment, eInclusion and eHealth.


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**A directory of documents on eGovernment, eInclusion and eHealth**

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22 November 2007 | [Turkey, Croatia, EU Institutions](#)  
**EU: Preliminary Study on Mutual Recognition of eSignatures for eGovernment applications**

21 November 2007 | [EU Institutions](#)  
**EU: Communication "European i2010 initiative on e-Inclusion - to be part of the information society"**

21 November 2007 | [EU Institutions](#)  
**EU: Measuring progress in e-Inclusion - Riga Dashboard 2007**

21 November 2007 | [EU Institutions](#)  
**EU: Report on the Public Consultation on e-Inclusion strategy**

21 November 2007 | [EU Institutions](#)  
**EU: Ageing well in the Information Society**

 **Propose library items**

 **European eGovernment Awards 2007**

 **Highlighted Documents**

**EU: Preliminary Study on Mutual Recognition of eSignatures for eGovernment applications**

Interoperability and infrastructure, eIdentity and eSecurity, eProcurement, eServices for Business, eServices for Citizens  
 22 November 2007 | [Turkey, Croatia, EU Institutions](#)  
 Authors: Siemens - Time.lex for the IDABC programme  
 Description (short summary): The background of the present report is the European Community...

With over 600 items, the library is the repository of reference for all related documents. Portal members can propose and rate all library documents.

eppractice.eu

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### An overview of the eGov situation in Europe

The eGovernment Observatory factsheets provide an overall picture of the situation and progress of eGov in 32 European countries. These documents are brought up to date every 6 months with a new edition.

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<a href="#">Austria</a>	
<a href="#">Belgium</a>	
<a href="#">Bulgaria</a>	
<a href="#">Cyprus</a>	
<a href="#">Czech Republic</a>	




### European eGovernment Awards 2007

[Download eGovernment Factsheets](#)

The eGovernment Observatory has just enriched and updated its eGovernment Factsheets. These Factsheets provide an overall picture of the situation...


32 European countries are represented in the country fact-sheets which inform in detail about eGovernment facts of each of the countries.


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**Directory of ePractice.eu members**

ePractice.eu is an online community where professionals related to eGov, elnc and eHealth can share experiences, contacts and resources with peers around the world. If you want to become a member of our network, you can [register here](#). Signing-up is free!

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**Ralf CIMANDER (Institut für Informationsmanagement Bremen (ifib))**  
 Germany  
 Member since: 8 August 2005  
 Expertise keywords: Interoperability eProcurement Userfriendliness


**Martin Kusák (European Regional Information Society Association)**  
 Czech Republic  
 Member since: 22 June 2005


**emmanuelle grimault (DGME - Ministry of Budget)**  
 France  
 Member since: 5 October 2006


**Anabela Pedrosa (UMIC - Portuguese Knowledge Society Agency)**


**Latest public profiles**


**JOSE LUIS CUEVA**  
 D G PATRIMONIO DEL ESTADO  
 Spain  
 Member since: 17 September 2007


**Panos Hahamis**  
 Westminster Business School  
 United Kingdom  
 Member since: 16 September 2007



**Ana Mitkova**  
 Public Procurement Agency (Агенция за обществени поръчки)  
 Bulgaria  
 Member since: 15 September 2007


**Latest Cases**
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Date edited: 21 September 2007 |

- People and the community building of professionals are the essence of ePractice
- Today the community counts with over 11.500 members

Home > People

 **Public profile. Ms Anna Schmitthelm**

[View all professional data](#)

Organisation (English title): P.A.U. Education, Barcelona  
 Languages: deutsch, english, español, français, português

 [management](#) | [portals](#)

Short Bio:

P.A.U. Education consultant. Executive Project Manager for the ePractice.eu portal.



**100**  
kudos

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 **Colleagues of Anna Schmitthelm**



**Elina Jokisalo**

P.A.U. Education  
 Spain  
 Member since: 1  
 January 1970



**Juliane Jarke**

Universität Hamburg  
 Germany  
 Member since: 28  
 January 2007



**Antoni Riu**

PAU EDUCATION  
 Spain  
 Member since: 3  
 October 2006

The public profile allows ePractice.eu members to get to know each other and to build synergies. The most active ePractice members are awarded Kudos.




## Past

Start Date: 19 November 2007 | Belgium

### ▼ cc:eGov study workshop

The cc:eGov project was asked to look at the relationship between organisational change and the delivery of citizen-centric eGovernment services. What was a seemingly simple proposition has led us to examine the nature of organisational change, the meaning of citizen-centricity, and the complex policy and organisational scenarios that come under...

 [organisational](#) | [change](#) | [citizen-centric](#) | [transformation](#) | [study](#)

Available Information:   

Start Date: 7 November 2007 | Belgium

### ▶ Transferring Best Practices in eGovernment

Start Date: 6 November 2007 | Belgium

### ▶ Observatories Network

Start Date: 31 October 2007 | Italy

### ▶ Breaking Barriers - ePractice co-branded workshop

Start Date: 11 October 2007 | France


### ▶ eGovernment Interoperability - ePractice workshop





## Upcoming

Start Date: 4 December 2007 | Belgium

### ▼ Effective and efficient administration in Europe

As part of the Belgian eGovernment Summit, ePractice.eu and the Politech Institute will celebrate on December 4th the workshop "Effective and efficient administration in Europe - Cross-practice exchange" in Brussels. The co-branded workshop aims at presenting and sharing the Belgian experiences and savoir-faire in regard to eGovernment and...

 [workshop](#) | [administration](#) | [effective](#) | [egovernment](#)

Available Information:    

Start Date: 14 February 2008 | Belgium

### ▶ eidentity workshop

Start Date: 21 February 2008 | Belgium

### ▶ Inclusion: Users voice

Start Date: 6 March 2008 | Belgium

### ▶ Management - eHealth

Start Date: 14 April 2008 | Belgium

### ▶ Inclusion: Ageing well

- ePractice.eu combines on- and off-line activities. 19 specialised high level workshops are being organised until March 2009
- Co-branded workshops with other organisations and communities complete the workshop agenda



## ePractice - High Impact services

### Belgium

Date: 10 September 2007

[workshop](#) | [highimpactservices](#) | [eservices](#) | [publicservices](#) | [largescale](#)

#### ▼ About

Deploying large scale services to millions of users is a challenge to ePractice professionals both from the government or the service provider side. This workshop helped to explore good practice in the field of High Impact services. The discussion was led by prominent speakers in the area who have substantial experience in developing and implementing eServices of public interest.

#### ▼ How to get there

Brussels, Belgium

#### ▼ Agenda

9:30 - 9:45 h	Welcome and ePractice.eu approach	Chairman: Mr. Baudouin de Sonis
9:45- 10:15 h	Presentation on High Impact services - Q&A	Dr. Paul Timmers
10:15-10:30 h	Coffee Break	
10:30-11:45 h	Cases presentation	- "HELP": Mr. Peter Reichstaedter - "DEMOS": Mr. Rolf Luehrs - "HEALTH ON THE NET": Mrs. Celia Boyer
13:00-13:45 h	Lunch break	
13:45-15:45 h	Three parallel working sessions	Chaired by :

← Navigate through workshops →

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The detailed workshop pages allow workshop participants to discuss the workshop themes on-line prior and posterior to the off-line event.

## Calendar of Upcoming ePractice Workshops

N#	Place	WS Theme	WS date	Facilitator	Expert
7	Brussels	e-Identity	14 Feb 08	Baudouin de Sonis	Herbert Kubicek
8	Brussels	eInclusion: Users voice	21 Feb 08	Baudouin de Sonis	Joe Cullen
9	Brussels	Management; joint event with eH community	06 Mar 08	Baudouin de Sonis	M. Rosenmoller
10	Brussels	e-inclusion: Ageing well	14 Apr 08	Baudouin de Sonis	Joe Cullen
11	Brussels	Mid-term Workshop/ All themes	19 May 08	Baudouin de Sonis	ePractice Team
12	Brussels	Municipal eGovernment	10 July 2008	Baudouin de Sonis	Tbd.
13	Barcelona	e-inclusion: Digital literacy	16 June 08	Baudouin de Sonis	Joe Cullen
14	Brussels	e-inclusion: Special needs groups	25 Sep 08	Baudouin de Sonis	ePractice Team
15	Bremen	Admin. Burden	23 Oct 08	Baudouin de Sonis	Herbert Kubicek
16	Brussels	e-inclusion: "European e-Inclusion initiative: results and future steps"	13 Nov 08	Baudouin de Sonis	Joe Cullen
17	Cork	eGov services to business, the state of the play	17 Nov 08	Baudouin de Sonis	Mike Martin
18	Brussels	Service Deployment	09 Feb 09	Baudouin de Sonis	Mike Martin
19	Brussels	All themes	26 Feb 09	Baudouin de Sonis	ePractice Team

ePractice.eu TV



1 Oct 2007 | 05:19

What do you think about the epractice.eu portal?

Toni Riu (Project Manager) asks about the epractice.eu portal to the Lisbon Government Conference audience: What do you think about the epractice.eu portal?

Audience:

- Peter Krause: SAM Internet
- Ingmar Valt: CREP
- João Fernandes: Wilson IDERIA
- Luc Gathy: e-Depot
- Urban Wigert: Sam Internet
- H. C. H van Elk: National Service for the implementation of Regulations
- Inmaculada Cava: SIMAC
- Matthias Lörtscher: e-CITES
- Maurice Van Reven: HoReCa 1 -- One-stopshop for Hotel, Restaurants, Café licences

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What's this?

Current Rating



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ePracticeTV offers 2 minutes learning pills on up-to-date themes related to eGovernment, eInclusion and eHealth.



**Trond Arne Undheim**

2 Aug 2007 | 02:04



**Emilio Castrillejo**

1 Aug 2007 | 00:42



**Daniel Van Lerberghe**

1 Aug 2007 | 02:16



**Silvano de Lesu**

1 Aug 2007 | 01:39



**Christine Mathiew**

1 Aug 2007 | 01:37



**Elena Ruiz Gonzalez**

1 Aug 2007 | 01:19



**Diane Whitehouse**

1 Aug 2007 | 03:15



**Peter Blair**

1 Aug 2007 | 01:10



**Zhang Bin**



**Jaro Berce**





**eEurope Awards**



**eEurope Awards**

Interviews with main players and professionals, as well as information on events form the contents of ePracticeTV.



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**The ePractice blog: discuss, praise, disagree.**


epractice.eu provides its members with a blog in which all registered users can post opinions, questions and links to news related to eGovernment, eInclusion and eHealth. Your point of view is what makes epractice.eu relevant to other public administrators all over Europe, so feel free to post and...



27 November 2007 | No Replies  
[Regarding the financing of the Iletwork Activity](#)


What do you think about the ICT ISF programme? The Thematic Iletworks designed for supporting the activity. Are those promoted by the Observatories...


Comment to: [Observatories Iletwork](#)



26 November 2007 | No Replies  
[Report on Observatories Iletwork Workshop](#)


The report and all presentations carried out in the last workshop on the observatories network are already on-line, you can find it at...

 [observatories](#) | [workshop](#) | [measurement](#) | [red.es](#) | [summit](#) | [report](#)




23 November 2007 | No Replies  
[Workshop report available \(below\) please leave your comments and thoughts here.](#)

The workshop reports are available and can be found at the bottom of the workshop page on epractice...


 [workshop](#) | [report](#) | [presentation](#) | [slides](#) | [best](#) | [practice](#) | [transfer](#) | [pegs](#)

Comment to: [Transferring Best Practices in eGovernment](#)



**Latest blog posts**

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[Regarding the financing of the Network Activity](#)

26 November 2007 | No Replies  
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The blog allows ePractice members to discuss related themes, announce events, post information,.... All they consider a relevant contribution.



## Subscribe to the ePractice Newsletter

<http://epractice.eu/>

### European ePractice Newsletter

**N. 213 - 27 November 2007**

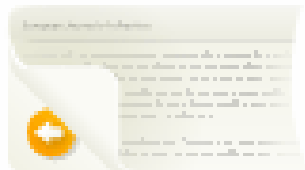
#### >> New template for good practice cases

As many users might have realised, ePractice.eu has just launched a new template for the good practice cases. Besides design changes, the enhanced version of the template offers authors new text fields and pull-down menus to provide relevant information about their eGovernment, eInclusion and eHealth projects. The new format of the ePractice.eu cases also gives more relevance to the by-line of the authors, including a picture and a link to their profile page. We encourage all members of the community to take advantage of these improvements and [log-in the portal](#) to update their personal data and their cases attending to the new requirements. If you have any doubts, you may contact our [Help Desk](#) at any time.

#### >> Co-branded workshop at the eGovernment Summit

As part of the eGovernment Summit in Brussels, ePractice.eu will celebrate next Tuesday, December 4th, the co-branded workshop "Effective and efficient administration in Europe - Cross-practice exchange". The one hour workshop will introduce Belgian experiences regarding eGovernment, with emphasis on the innovations and reorganisation in services and processes which have led to more effective and efficient

In addition to the actually more than 2.600 news items, the weekly ePractice Newsletter keeps members up-to-date with the latest eGovernment, eInclusion and eHealth developments and initiatives.



## Good practice exchange from a Web 2.0 point of view

The arrival of the 2.0 paradigm seems to have a strong influence on all activities related to knowledge sharing. Good practice exchange is one of these activities. In Web 2.0 what we find is collective creativity oriented not only to new forms of content creation and access, but also to the explicit building and fostering of new social forms of collaboration. Taken in the broadest sense, this creativity in social interaction spans from infrastructures (Grid Computing for example) to actual people organized in communities. These communities are based on personal contribution and, of course, collaborative creation of content and knowledge.

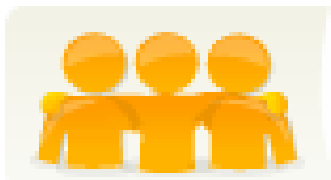


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Goldmundus



Ramon  
Sangüesa  
Worldwide Minds  
and Technical  
University of  
Catalonia

- The European Journal of ePractice is a peer reviewed on-line publication on ePractices
- The aim of EjeP is to reinforce the visibility of articles and professionals in eTransformation



# Communities at ePractice

## epractice Communities

### Join an ePractice Community!

The [epractice.eu](http://epractice.eu) portal hosts an array of exciting communities that gather members with a common interest and use epractice.eu's state-of-the-art exchange tools which will include networking, messaging, blogging, calendar, and document uploading tools. Communities are open. Any ePractice member can voluntarily join any community. However, each community asks a specific commitment from their members. Find out more on the community pages

- **Observatories network:** <http://epractice.eu/community/observatories>
- **eProcurement forum:** <http://epractice.eu/community/eprocurement>
- **eHealth:** <http://epractice.eu/ehealth>
- **e-Inclusion** <http://epractice.eu/einclusion>

### Suggest a new community

While we have envisioned communities for each country in EU27+ (who may choose their own language of operation), for local/regional developments, and for specific topics such as the one already started on eprocurement, communities are only established upon request. Feel free to suggest ideas for existing communities which would benefit from being associated with

The portal hosts an array of communities that gather members with a **common interest** using the state-of-the-art exchange tools of ePractice.