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European ePractice Newsletter N. 347 – 26 October 2010

>> Public Services 2.0 Workshop

The Public Services 2.0 Workshop of ePractice.eu will take place in Brussels on **16 November 2010**. It will seek to create awareness and facilitate the exchange of knowledge and experience in best practices in the field of Public Services based on Web 2.0 principles. Motivated individuals who have been promoting the move from Web 1.0 to Web 2.0 (and from Web 2.0 to Web 3.0 and further) are invited to present their cases/opinions in an open discussion that will stir debate and stimulate the spreading of best practices within the EU and beyond. The deadline for abstract submission has been extended to **5 November 2010**, thus providing more time for interested parties to express their interest to attend and submit their abstracts at events@eurodyn.com.

For more information and free-of-charge registration, please visit the workshop's page announcement at: <http://www.epractice.eu/en/events/2010-public-services-20>.

>> Workshop on Understanding the role of ICT in the integration of Immigrant and Ethnic Minorities (IEM)

An ePractice.eu workshop on the theme 'Understanding the role of ICT in the integration of IEM' will take place in Brussels on **23 November 2010**. It will encourage the sharing of good practices and research studies in the area of ICT-enabled or supported IEM participation in lifelong learning, improved employability and social integration. This workshop is an occasion, where practitioners, stakeholders, researchers and policy makers will be able to learn about the current situation in the cultural diversity and local integration area, while exchanging and transmitting their points of view for now and for the future. The deadline for abstract submission is **5 November 2010**.

For more information and free-of-charge registration, please visit the workshop's page announcement at: <http://www.epractice.eu/en/events/2010-immigrant-and-ethnic-minorities-ict>.

Latest Cases

- [Competitive Health Services Project](#) | 25 October 2010 | Finland | Ireland | Norway | Sweden | United Kingdom
- [Approval of LPG Operators Registry \(ARGO\)](#) | 15 October 2010 | Spain | Pan european
- [Regional Telemedicine Forum](#) | 14 October 2010 | Denmark | Estonia | France | Italy | Norway | Poland | Spain | Sweden | United Kingdom

Competitive Health Services Project

The Competitive Health Services project aims to find ways to enhance the provision and accessibility of health services in the sparsely populated regions of Europe by developing and implementing innovative eHealth solutions and promoting transfer of the best eHealth practises across the Northern Periphery.

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Aim & Objectives:

- Mapping and identification European best practices and innovative eHealth solutions which can be transferred, further developed and integrated into a health care system elsewhere in the partner regions
Assessing the likelihood of adoption of eHealth innovations using a whole system approach
Piloting new eHealth services in the Northern Periphery.
 - Mapping and identification European best practices and innovative eHealth solutions which can be transferred, further developed and integrated into a healthcare system elsewhere in the partner regions
 - Assessing the likelihood of adoption of eHealth innovations using a whole system approach
 - Piloting new eHealth services in the Northern Periphery
 - Focus on new eHealth service concepts and solutions for primary health care, chronic conditions and remote specialist services
 - Utilisation of an implementation model which can replicated elsewhere in the Northern Periphery and other peripheral areas of Europe
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Approval of LPG Operators Registry (ARGO)

The European Community is seeking to forge ever closer links between the States and people of Europe and to ensure economic and social progress.

The Directive 2006/123/EC on Services in the Internal Market intends to achieve those goals through establishing the right to provide services within the Community, eliminating barriers to the development of service activities between Member States such as language, cross-border limitations, etc.

This Directive establishes general provisions facilitating the exercise of the freedom of establishment for service providers and the free movement of services, while maintaining a high quality of services (Article 1).

The scope of the Directive is centered in services such as "Approval of LPG Operators", which is the case of this article.

To be clearer, some of the measures proposed by this recommendation are to simplify administrative procedures, to define points of single contact to ask all the questions a service provider can make, to enhance the use of electronic means, to stop with complex and limited authorization processes except in special areas, non-discrimination, freedom of movement, etc.

This Directive was transposed into the Spanish Law 17/2009 on Free Access and Exercising of Service Activities. RD 197/2010, specialized on Service Activities in Hydrocarbon Sector, in conjunction with Law 17/2009, has caused the changed of RD 1085/1992, which had been establishing the rules in LPG Operators until the endorsement of this new regulation.

ARGO, the application for Approval of LPG Operators Registry, is the system responsible of allowing providers and also Ministry of Industry, Tourism and Trade (MITyC) managers to control all the process related to this area. Next we explain the capabilities, services and main features this system offers to all its users.

Regional Telemedicine Forum

This Regional Telemedicine Forum arises from a growing awareness among European regions that there is much to learn from exploring alternative models of telemedicine related policies and in addition, from practical implementation of telemedicine services already provided by other European regions. The interests of the partners go beyond improving patient care and healthcare system efficiency. Several partner regions have designated health and AAL/welfare technology, including telemedicine, as a political prioritised area for prospective business development.

The overall aim is to identify and analyse good practices within telemedicine services at clinical, market and strategy/policy levels. Hereby it is possible to scrutinise barriers and facilitators at different levels, and eventually to suggest policy recommendations to European regions.

Editor's Choice of the week: [+SPACES](#)

Latest News

- [BE: Flanders - Digital signature platform launched](#) | 26 October 2010 | Belgium
- [PT: Ministry of Economy, Innovation and Development presented Digital Agenda 2015](#) | 25 October 2010 | Portugal
- [EU: Open e-PRIOR v1.0 released - Accelerating uptake of eProcurement across Member States](#) | 25 October 2010 | EU Institutions
- [DE: Public service number 115 expands to Rhineland-Palatinate municipalities](#) | 22 October 2010 | Germany
- [LV: First eHealth services available at the national eGovernment portal latvija.lv](#) | 22 October 2010 | Latvia
- [EU: Forthcoming Immigration Portal undergoes user testing](#) | 21 October 2010 | EU Institutions
- [EU: European Commission announces funding of almost €200 million for research in ICT for health and ageing](#) | 21 October 2010 | EU Institutions
- [UK: Northern Ireland - Innovative Irish language study aid launched for play](#) | 20 October 2010 | United Kingdom

BE: Flanders - Digital signature platform launched - 26 October 2010

The [digital signature platform of Flanders](#) was launched on 20 September 2010 by the Flemish E-Government and ICT-Management Unit ('Entiteit e-government en ICT-Beheer (e-IB)', in Dutch).

Since then, all the public authorities of the regional government of Flanders have been able to digitally sign documents in a legal way via the platform. More specifically, the platform converts the files it receives into ready-to-sign PDF documents. The documents can be distributed to and signed by the various parties using their Belgian electronic identity cards ([eID](#)).

More specifically, the users (civil servants) only need to send a document by email to the platform and they will receive in turn a PDF document ready to be signed. Users must make sure that Adobe Reader is correspondingly configured on their computer.

Possible applications of the digital signature platform include:

- Signature of contracts between the Flemish government and future employees;
- The processing of applications for subsidies, to be signed by multiple parties;

- Signature of digital files.

Citizens, businesses and the external partners of the Flemish government will benefit from many advantages, namely:

- Legal validity: the digital signing on the platform is performed with the eID card; it also provides a timestamp (indicating when the document was signed). The digital signature platform thus meets the requirements stated in the law on digital signature. The documents are furthermore encrypted, so any change can be detected.
- User friendliness: A big advantage of the PDF is the 'what you see is what you sign' principle: the PDFs are displayed as they would look printed.
- Possibility of signing by multiple parties: When the document is ready to be signed it can be done by several users. Thus a civil servant can let a document be signed by different relevant parties, both inside and outside the Flemish government.
- Support for different document formats: the platform converts the common document formats (MSOffice, OpenOffice, PDF, RTF) in ready-to-sign PDF documents.
- Open standards: PDF is an open standard and platform independent: the format can be read by the main operating systems. This ensures great interoperability between the various parties (public bodies, companies, individuals). In addition Adobe Reader, the software to read the pdf documents is available for free for most platforms.
- Green ICT: less paper - The digital sign platform eliminates the paperwork caused by the manual signature of documents. Texts do not need to be printed or sent back and forth between signatories. The digital platform allows multiple people to sign the same document.

Further information:

- [Original notice - Quick Info of 20 September 2010 - Flemish e-Government and ICT-Management Unit - e-IB \(in Dutch\)](#)
- [Digital signature platform - Flemish e-Government and ICT-Management Unit - e-IB \(in Dutch\)](#)
- [Belgian eID-card \(in Dutch, English, French and German\)](#)

PT: Ministry of Economy, Innovation and Development presented Digital Agenda 2015 - 25 October 2010

The Portuguese Ministry of Economy, Innovation and Development unveiled on 20 September the [Digital Agenda 2015](#), a programme that forms part of the country's Technological Plan.

The Digital Agenda 2015 seeks to improve the quality of the services provided to Portuguese citizens and businesses, through the use of new generation networks and support to the export of goods and services by the country's businesses.

According to the press release of the Ministry, the Digital Agenda 2015 comprises five intervention areas, namely:

- New generation networks (NGNs);
- Better government in terms of citizen and business access to public services;
- Excellence in education;
- Health at local level;
- Smart mobility.

The Digital Agenda contains 26 measures, some of which are currently under implementation. Key measures include:

- Commitment to ensuring universal access to broadband Internet;
- Implementation of a simplified commercial and service licensing system - zero licensing - by means of an integrated electronic register;
- Creation of the virtual mathematics tutor;
- Availability of electronic health records for all citizens;
- Creation of the 'total pass' for multimodal access to public transportation for all.

Background information:

Portugal's eGovernment drive is part of its [Technological Plan](#), a wider effort to promote the development of the Portuguese Information Society and improve the country's competitiveness. The plan, publicly presented in November 2005, is often referred to as the 'Technological Shock' and constitutes the central piece of the Government's economic policy. It consists of a series of articulated transversal measures aimed among other things at stimulating innovation by Portuguese companies, fostering research & development activities, improving education and training, and modernising the Public Administration.

Further information:

- [Original news article - Citizen's portal \(in Portuguese\)](#)
- [Press release of the Portuguese Ministry of Economy, Innovation and Development \(in Portuguese\)](#)
- [Related ePractice library item - PT: Digital Agenda 2015](#)
- [Technological Plan](#)

EU: Open e-PRIOR v1.0 released - Accelerating uptake of eProcurement across Member States - 25 October 2010

The Directorate-General for Informatics (DIGIT) of the European Commission (EC) has just released the version 1.0 of Open e-PRIOR, the Advanced PEPPOL Access Point, on OSOR.eu.

Compared to the previous release, which supported the exchange of invoices and credit notes, and provided an embedded Access Point to the PEPPOL network, the new version adds the ability to submit orders as well as to import and view catalogues of services.

Open e-PRIOR is the first eProcurement implementation enabling the cross-border exchange of post-awarding eBusiness documents based on the [CEN/ISSS WS/BII data models](#). It is open-source and freely available (inclusive support and documentation) to the public contracting authorities in the Member States. It allows them to exchange eBusiness documents with their suppliers, using a solution that integrates the latest eProcurement standards and data models that are emerging at European level.

In addition to allowing the exchange of invoices and credit notes through an embedded Access Point over the [PEPPOL](#) network, Open e-PRIOR now also supports purchase orders and catalogues submitted by suppliers. The latest Open e-PRIOR version therefore allows users to import and view catalogues of services, submit purchase orders and credit notes, and exchange invoices. It also contains an updated PEPPOL test client that covers the new features.

For more information about Open e-PRIOR, anyone interested can:

Participate:

- [Register at the OSOR website](#) and participate in the OSOR community;.
- [Learn more](#) about the project and join the [Open e-PRIOR project community](#). Thus interested users will be able to contribute with their feedback and participate in the making of this platform.

Learn:

- [Download](#) the latest version of Open e-PRIOR from OSOR.eu;
- [Read documentation](#) about Open e-PRIOR, including a guide on how to get Open e-PRIOR running and the Software Architecture document.

Contact the dedicated e-PRIOR team:

- By e-mail: DIGIT-EPRIOR-SUPPORT@ec.europa.eu, or
- In the [forum at OSOR](#).

Background information

Open e-PRIOR is the open-source version of e-PRIOR, a platform developed by and deployed at DIGIT to exchange structured eProcurement documents between the EC and its suppliers. Open e-PRIOR is targeted at Member States and is funded by the ISA (Interoperability Solutions for European Public Administrations) programme. It provides an opportunity to reuse the open source version of a solution that is now operational at the EC. It is also a great opportunity to share practical experiences and lessons learnt with the aim of accelerating uptake of eProcurement across Member States.

Further Information:

- [Original news article - OSOR.EU](#)
- [Open e-PRIOR project community](#)
- [Related ePractice news item: EU: Release of new Version of Open e-PRIOR - Accelerating uptake of eProcurement across Member States](#)

DE: Public service number 115 expands to Rhineland-Palatinate municipalities - 22 October 2010

Since 1 September 2010, **115**, the single phone number for contacting government authorities in Germany has been in operation in the cities of Trier and Trier-Saarburg of Rhineland-Palatinate. Its use is free-of-charge for the citizens.

Other municipalities in Rhineland-Palatinate, in particular, Koblenz and Mainz will follow soon as they have already expressed their interest in participating in the project. Moreover, the 115 service will be expanded to the following cities of North Rhine-Westphalia: Remscheid, Solingen and Wuppertal.

Commenting on this, the State Secretary in the Federal Ministry of the Interior and Federal Commissioner for Information Technology, Cornelia Rogall-Grothe said: "The advantages of the single public service number 115 satisfy both citizens and the communities. An efficient and professional service ensures fast, competent and friendly provision of information. We have created a good basis for developing the D115 network and for transiting from the pilot to a regular operation service in 2011."

The D115 initiative is one of the leading projects adopted by the Federal Cabinet under the governmental programme '[Integrated and transparent management](#)' on 18 August 2010. The aim is, even during the pilot phase, for more cities, counties and municipalities to adopt the 115 service. It is planned that all federal agencies will join the D115 network by the end of 2011. Thanks to this service, citizens will be able to obtain information on several issues such as pensions, family allowance or student loans (BAföG).

The 115 number is in operation from Monday to Friday from 8:00 to 18:00. 75 % of the calls are answered within 30 seconds by the service centre staff; 55 % of the requests are resolved during the initial contact. For the rest of the calls, a response is received within 24 hours during regular operating hours, by email, fax or phone.

Further information:

- [Original Press Release - D115 Project \(in German\)](#)
 - [Governmental Programme 'Integrated and transparent management' - Regierungsprogramm 'Vernetzte und transparente Verwaltung' \(in German\)](#)
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LV: First eHealth services available at the national eGovernment portal latvija.lv - 22 October 2010

Since 1 September 2010 the first eHealth services have been made available online at the national eGovernment portal '[latvija.lv](#)'.

The eHealth services include:

- '[My state-funded health care services](#)': The users can find information on their own or their children's medical visits, diagnoses and use the current [Health Payment Centre](#)'s database.
- '[My data in the register of diabetic patients](#)': This service - part of the [Centre of Health Economics](#) - provides information that is stored electronically in the register of patients with diabetes mellitus.
- '[My newborn baby data](#)': This service - part of the Centre of Health Economics - provides information that is electronically stored in the register of neonatal information system.
- '[My family doctor](#)': The users can get information on their own or their children's family doctor.

The access to the information stored in public registers and free-of-charge electronic services of [latvija.lv](#) have also been expanded to the users of Internet banking of an international bank based in Lithuania. Up until recently, the access to such services was possible via the Internet for the eBanking users of the Latvian Savings Bank and of a Swedish banking group in Lithuania, as well as the [Mobile-ID](#) users and those of the Latvian Post who were issued the electronic signature smartcard.

Background Information:

The '[latvija.lv](#)' portal is a broad and convenient source of online information for the Latvian state institutions, the local government and the citizens. 29 eServices have been made available so far and they are implemented in collaboration with the government and the local authorities.

Further information:

- [Original Press Release - State Regional Development Agency \(in Latvian\)](#)
 - [Latvija.lv \(in English, Latvian and Russian\)](#)
 - [Related ePractice Article - LV: Access to public electronic services via Mobile-ID solution](#)
 - [Health Payment Centre \(in English and Latvian\)](#)
 - [Centre of Health Economics \(in English and Latvian\)](#)
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EU: Forthcoming Immigration Portal undergoes user testing - 21 October 2010

It was announced in August 2010 that the forthcoming EU Immigration Portal is currently undergoing user testing to ensure it will run smoothly and be easy to use when it is officially launched later this year [2010].

User testing of the Immigration Portal involves asking potential users whether the Portal and the information it presents meet the criteria set for user-friendliness, accuracy, completeness, efficiency, and so forth. The feedback will be used to help prepare the EU Immigration Portal for its official launch.

The target users of the Portal will be non-EU nationals considering to migrate to the European Union or to move from one Member State to another. Potential users will include:

- Potential migrants to the EU and non-EU nationals already in the EU;
- Intermediaries and staff of migrant-support organisations;
- Immigration administrators;
- Staff of employer organisations, trade unions and employment agencies;
- Members of the public.

The Portal aims to provide access to information on European and national immigration policies and law. It intends to be a tool for improving communication on migration issues with non-EU nationals considering migrating to or within the EU. The Portal will therefore:

- Present a basic set of contents and link to further information available on national official websites;
- Offer an efficient search engine to retrieve information both on the Portal itself and on external websites (search, advanced search);
- Help prospective users to navigate through the maze of information available on existing websites and to find information on the very complex and rapidly changing field that is immigration.

The Portal will be provided in both French and English.

A consortium has been charged by the European Commission to develop the Immigration Portal. Within the consortium, the Migration Policy Group (MPG) is responsible for collecting and drafting the content that will be used on the Portal.

Further information:

- [Original news article - Migration Policy Group](#)
- [Description of the EU Immigration Portal - Migration Policy Group](#)

EU: European Commission announces funding of almost €200 million for research in ICT for health and ageing - 21 October 2010

The European Commission has announced close to €200 million funding - out of the €780 million for research in information and communications technology (ICT) - for health and well-being in an ageing society for 2011. The announcement was made on 28 September 2010 during the [ICT 2010 for ICT research and innovation - 'Digitally Driven'](#) event.

With the European population aged over 60 increasing by about 2 million people every year, ICTs are considered essential to creating sustainable solutions and to maximising market opportunities that help reduce related social and healthcare costs.

The new funding is in addition to the nearly €100 million which has already been earmarked for the 'Future Internet' Partnership ([IP/09/1596](#)) to take advantage of the increasing demand for innovative internet applications that make 'smarter' infrastructures for health and other systems.

The funding announcement was part of one of the biggest calls ever for ICT research proposals under the EU's research framework programmes, which will result in project funding of €780 million in 2011. The €780 million call for proposals (ICT Call 7) is part of the biggest ever annual Work Programme under the EU's 7th Framework Programme for research (FP7). Almost €1.2 billion has been budgeted for 2011.

In addition to health and ageing, this funding will advance research on the future internet, robotics, smart and embedded systems, photonics, ICT for energy efficiency and other areas. Under the [Digital Agenda for Europe \(IP/10/581, MEMO/10/199 and MEMO/10/200\)](#), the Commission is committed to maintaining a 20 % yearly increase in the annual ICT research and development (R&D) budget at least until 2013.

Commission Vice-President for the Digital Agenda Neelie Kroes said: "Increasing overall investment into ICT research is crucial for our future. The EU's support to our world-class researchers announced today must be accompanied by substantial additional investments by the beneficiaries themselves. This research will help Europe's industry to strengthen its competitiveness."

Universities, research centres, small and medium-sized enterprises (SMEs), large companies and other organisations in Europe and beyond are eligible to apply for project funding under ICT Call 7. Proposals can be submitted until 18 January 2011, after which they will be evaluated by independent panels of experts for selection on the basis of their quality.

Background Information:

FP7 runs from 2007 until 2013, with more than €9 billion allocated to ICT R&D. The yearly funding increase for ICT research is in line with the Digital Agenda for Europe, the EU's flagship policy programme, which calls for doubling of annual public spending on ICT R&D by 2020 and to encourage an equivalent increase in private spending to achieve the goals of Europe's 2020 strategy for jobs and growth.

EU-funded ICT research projects support more than 15 000 researchers every year, stimulate Europe's capacity to innovate and the industry's economic growth. They also provide major opportunities for innovative SMEs which are involved in these strategic areas of growth.

Further information:

- [Original press release - Europa Press Releases](#)
- [Information on the call for proposals - ICT Research in FP7](#)
- [Press pack for the ICT 2010 for ICT research and innovation - 'Digitally Driven' - Europe's Information Society Thematic Portal](#)
- [Related ePractice Publication - EU: A Digital Agenda for Europe - Commission Communication](#)

UK: Northern Ireland - Innovative Irish language study aid launched for play - 20 October 2010

On 28 September 2010, an innovative teaching resource for an Irish language drama by the renowned Irish playwright Maireád Ní Ghráda was launched at a Belfast school.

Local Irish language umbrella group [POBAL](#) developed the CD-ROM study package for Ní Ghráda's play 'Breithiúnas', which was last year introduced to the curriculum for the A-level examination in Irish. The study aid was launched at a special event at St Dominic's High School, attended by the Northern Ireland Education Minister, Caitríona Ruane.

Highlighting the need for such resources, the Minister said: "The study of literature is a key component of learning any language, helping young people appreciate further not only the language itself but also the culture and history associated with it.

"Both teachers and young people have expressed that a study aid for 'Breithiúnas' would be very useful. By producing an excellent CD-ROM package, POBAL has grasped this opportunity to help young people study what is a classic play in our native language."

The Minister added: "POBAL has engaged the leading Fermanagh novelist Séamus Mac Annaidh in producing the study aid, ensuring it is of the highest quality. The package is also free to all schools with A-level Irish on the curriculum."

POBAL has produced the study aid for 'Breithiúnas' as part of its Arts Project 2010, which seeks to raise a positive profile for the Irish language and runs in conjunction with the Arts Council NI.

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Further information:

- [Original news release - Northern Ireland Executive](#)
- [Another news article on the same development - POBAL](#) (in English and in Irish)
- [POBAL](#) (in English and in Irish)

Latest Publications

- [EU: eHealth Monthly Focus on the OLDES Project](#) | 29 September 2010 | Belgium | Czech Republic | Germany | Italy | United Kingdom | EU Institutions | North America
- [PT: Digital Agenda 2015](#) | 20 September 2010 | Portugal
- [CH: Final report of the 'Administration and e-Government' 2010 Study](#) | 2 September 2010 | Switzerland
- [UK: Race Online 2012 - Manifesto for a Networked Nation](#) | 12 July 2010 | United Kingdom
- [IT: eGov Plan 2012 - Activity progress report](#) | 6 July 2010 | Italy
- [INT: National e-Strategies for Development - Global Status and Perspectives 2010](#) | 31 May 2010 | International Organizations
- [UK: Telecare/Telehealth - British Geriatrics Society Best Practice Guide](#) | 12 May 2010 | United Kingdom
- [UK: Wales - Rural Health Plan](#) | 14 December 2009 | United Kingdom
- [IT: eGovernment Plan 2012 - Management Summary](#) | 31 December 2008 | Italy
- [EU: Commission Communication - 'European i2010 initiative on e-Inclusion - to be part of the information society'](#) | 8 November 2007 | EU Institutions
- [LU: eHealth Action Plan](#) | 5 July 2006 | Luxembourg

EU: eHealth Monthly Focus on the OLDES Project - 29 September 2010

Description (short summary):

Facing the challenges of an ageing society, there are also chances: technological, social and economic innovation can enhance the quality of life for older and impaired people; moreover they can harness the economic problems of an increasing ageing population and create new business opportunities. In short ICT can make key contributions to an independent living of the elderly.

The Older People's e-Services at Home ([OLDES](#)) project offers a new technological solution to improve the quality of life of older people, through the development of a very low cost and easy to use entertainment (teleaccompany) and health care (telemedicine) platform, designed to ease the life of the elderly in their homes.

The OLDES project phases are:

- To define the system final users' real needs;
- To develop the platform in relation to those needs and 'expectations';

- To test and validate the system at 2 locations, in Bologna (Italy) and Prague (Czech Republic). In both cities the system has been tested for the telemedicine aspects involving diabetic patients in Prague and cardiopatic patients in Bologna whereas it has been tested for the teleaccompany aspects only in Bologna:
- To disseminate, exploit and evaluate the OLDES application.

Number of pages: 3

PT: Digital Agenda 2015 - 20 September 2010

Description (short summary):

The Digital Agenda 2015 seeks to improve the quality of the services provided to Portuguese citizens and businesses, through the use of new generation networks and support to the export of goods and services by the country's businesses.

It comprises five interventions areas:

- New generation networks (NGNs);
- Better government in terms of citizen and business access to public services;
- Excellence in education;
- Health at local level;
- Smart mobility.

The document further lists 26 measures, some of which are currently under implementation.

Number of pages: 23

Related ePractice news article:

[PT: Ministry of Economy, Innovation and Development presented Digital Agenda 2015](#)

CH: Final report of the 'Administration and e-Government' 2010 Study - 2 September 2010

Description (short summary): For this study, a survey on eGovernment has been conducted among more than 1 000 municipalities, all cantons and federal offices. The study provides an annual overview of the progress of eGovernment in municipalities, cantons and the federal government.

The survey has been conducted by the institute gfs.bern mandated by the Swiss Conference of State Chancellors, the Federal Chancellery and the eGovernment Switzerland, which is responsible for the study.

Number of pages:

German version: 84 (Full Study)
French version: 22 (Summary)
Italian version: 13 (Summary)

UK: Race Online 2012 - Manifesto for a Networked Nation - 12 July 2010

Description (short summary): This is a Manifesto for a Networked Nation - a challenge for people and organisations in every sector and in every corner of our country to work together to inspire, encourage and support as many people as possible to get online by the end of the Olympic year (2012).

By the end of this Parliament, everyone of working age should be online and no one should retire without web skills. Race Online 2012 vision is for the UK to be one of the first places in the world where everyone can use the web.

Number of pages: 67

IT: eGov Plan 2012 - Activity progress report - 6 July 2010

Description (short summary):

The present document describes the progress and status in June 2010 of the projects carried out under the [eGov Plan 2012](#) of Italy. It also shows the priority matrix of the projects for June 2010-June 2011.

Two other strategic documents of the innovation sector were also updated at the same time - the document for convergence (Reform and innovation in the Public Administration), and the innovation initiatives in support of businesses and citizens (i2010). The three strategic documents form altogether a renewed strategy for innovation; they complement and modernise the set of policies for innovation through: important legislative, regulatory and administrative simplification; coordination of the innovation policies led by various ministries; support to regional innovation policies.

According to the Minister for Public Administration and Innovation, Renato Brunetta, the renewed innovation strategy is perfectly consistent with both the '[Digital Agenda](#)' (the successor of the i2010 strategy launched in 2005 by the European Commission to promote information and media society) and the Innovation Strategy defined by the Organisation for Economic Co-operation and Development (OECD).

Number of pages: 71

Related ePractice library item:

[IT: eGovernment Plan 2012 - Management Summary](#)

INT: National e-Strategies for Development - Global Status and Perspectives 2010 - 31 May 2010

Description (short summary): The report has been published in the framework of the World Summit on the Information Society (WSIS) on the occasion of the fifth anniversary of the WSIS's Tunis phase and the adoption of the Tunis Agenda for Information Society.

It reviews the progress in the elaboration of comprehensive, forward-looking and sustainable national e-Strategies, and makes recommendations on policies and measures. This includes Information and Communication Technology (ICT) strategies and sectoral e-Strategies as an integral part of national development plans and poverty reduction strategies, as was called for by the Tunis Agenda for the Information Society.

Number of pages: 68

UK: Telecare/Telehealth - British Geriatrics Society Best Practice Guide - 12

May 2010

Description (short summary): This first best practice guide in the area of telecare and telehealth aims to acknowledge the growing role of electronic health support in the prevention and management of chronic illnesses relevant to older people.

Technical advances in information exchange coupled with societal demographic pressures exist to stimulate interest and deployment of a wide range of telecare and telehealth solutions. Common chronic disease states such as diabetes, stroke, and pulmonary disease are typical areas of relevance within the sphere of home monitoring. The transfer of clinical data between radiologists and clinicians is developing rapidly and is known as teleradiology. Social support examples are numerous and diverse, ranging from simple safety monitoring equipment, to complex systems within bespoke 'smart home' facilities.

The area of telecare and telehealth should not be considered as a single entity; rather, the field consists of many separate evolving divisions. Where systems offer clear empowerment, quality of life gains or reduction of risk to the individual and/or serve also to improve markers of healthcare activity (hospital avoidance, reduced length of stay etc.) then these can be recommended.

As geriatricians, our engagement with other stakeholders is therefore important if the interests of older people and knowledge of the effects of illness in this group are to be represented. It may be important to guard against diversion of funding away from traditional older person's services, routed in the principles of comprehensive assessment, towards unproven telecare and telehealth projects and with it the potential loss of the healthcare worker-patient bedside interaction.

Several issues remain unclear related to terminology, systems organisation, and legal clarity. Arguments against uncritical roll out are based on the lack of evidence (at a standard most clinicians would accept) within some areas of telecare and telehealth (notwithstanding that evidence-informed rather than evidence-based practice may provide the necessary standard to service commissioners).

Number of pages: 5

UK: Wales - Rural Health Plan - 14 December 2009

Description (short summary):

The Rural Health Plan - Improving Integrated Service Delivery Across Wales has been developed by the Welsh Assembly Government to ensure that the future health needs of rural communities are met in ways which reflect the particular conditions and characteristics of rural Wales.

Three key themes have emerged which are also common to other strategic developments in rural areas:

- Access to services - Improving access to services across the spectrum from emergency to routine services. More creative and flexible solutions will be necessary to ensure that the needs of those people living in rural areas are met in the most appropriate way, as well as strengthening existing developments such as telehealth and telecare.
- The need and opportunities for closer service integration - Integrated service models, workforce planning and systems are necessary to improve service provision and ensure effective use of resources and skills within communities.
- Community cohesion and engagement - This is an important resource and is of immense potential to rural and urban settings. Community cohesion, engagement and ownership needs to be a key element of service planning.

Number of pages: 58

IT: eGovernment Plan 2012 - Management Summary - 31 December 2008

Description (short summary):

The Italian eGovernment Plan 2012 aims at promoting government innovation, spreading online services and reinforcing the accessibility and transparency of the Public Administration, so as to bring it closer to the needs of the citizens and the businesses.

E-Gov 2012 follows orientations that its authors deem consistent with the Lisbon Strategy of the European Union. At the same time, it takes the economic crisis into account and addresses the delays that Italy has accumulated in comparison to the most eGovernment-advanced of its European counterparts.

The Plan notably relies on the implementation of the [eGovernment Code](#) ('Codice dell'Amministrazione Digitale') and uses the [i2010 eGovernment Action Plan](#) of the European Union as an operational reference scenario.

The document is based on the premise that the synergy between the human resources and the use of new technology will allow the delivery of higher quality services, while generating efficiency and reducing both the management costs and the authorities' response time.

E-Gov 2012 is a flexible plan in constant progress - its objectives, which have been defined in collaboration with the concerned public authorities, must be reachable, monitored and adequate to the resources available.

The Plan consists of 80 digital innovation projects structured around 4 intervention areas, namely:

- Sectoral - referring to Central Government and Universities;
- Local - covering either the Regions or their capitals;
- Structural - including infrastructure projects, e.g. projects for reducing the digital divide or for improving the accessibility of government services;
- International - to maintain Italy's major involvement in the European-scale networks focused on infrastructures, innovation and best practice dissemination.

Number of pages: 12

Related ePractice library item:

[IT: eGov Plan 2012 - Activity progress report](#)

EU: Commission Communication - 'European i2010 initiative on e-Inclusion - to be part of the information society' - 8 November 2007

Description (short summary): This Communication proposes a European Initiative on e-Inclusion comprising: a) an e-Inclusion campaign 'e-Inclusion, be part of it!' to raise awareness and connecting efforts during 2008, to be concluded by a Ministerial Conference, to demonstrate concrete progress and reinforce commitments, and b) a strategic framework for action, to implement the Riga Ministerial Declaration by:

- Enabling the conditions for everyone to take part in the information society by bridging the broadband, accessibility and tackling competences gaps.
- Accelerating effective participation of groups at risk of exclusion and improving quality of life.
- Integrating e-Inclusion actions to maximise lasting impact.

The Communication is available in 22 languages.

Number of pages: 12

LU: eHealth Action Plan - 5 July 2006

Description (short summary):

In the frame of the implementation of the [Master plan for electronic governance](#), the present document aims to define a strategic sectoral plan for eHealth in Luxembourg; its purpose is to create enhanced and coordinated investment in ICT for the health sector. The action plan points out the opportunities of ICT and outlines the projects and actions for achieving such opportunities.

The action plan is the result of the active collaboration of the health sector actors; it suggests a number of key elements for the consideration of policy makers in view of the definition of the national roadmap. The authors - the members of the eHealth working group - recommend the concerted and gradual implementation of the roadmap, in close cooperation with the representative bodies of health professionals and the other actors of the sector.

The action plan recommends the realisation of an ICT platform with different applications to promote health-related data exchange and sharing. It insists on the required governance of such an investment process and on the need to establish a sustainable business model for the platform.

A very ambitious programme, the action plan pursues the following strategic objectives:

- To contribute to improving the quality and the efficiency of healthcare;
- To contribute to controlling healthcare spending;
- To promote better health education as well as to increase the transparency of care costs and of alternative treatments;
- To ensure interoperability between the national healthcare system and those of the other European countries, in a way to cover the care of mobile patients and to facilitate the mutual exchange of medical expertise.

The action plan was adopted by the Government of the Grand Duchy of Luxembourg at the end of 2006.

Number of pages:

Full report: 49

Executive Summary: 14

Upcoming Workshops and Events

- [NL: State of Social Media Summit](#) | 28 - 29 October 2010 | Netherlands
- [NL: 3rd World Congress on TeleDermatology](#) | 28 - 30 October 2010 | Netherlands
- [UK: SCIMP Conference 2010](#) | 2 - 3 November 2010 | United Kingdom
- [GR: 10th International Conference on Information Technology and Applications in Biomedicine](#) | 2 - 5 November 2010 | Greece
- [ES: Fifth International Conference on Legal, Security and Privacy Issues in IT Law \(LSPI\)](#) | 3 - 5 November 2010 | Spain
- [DE: 1st National Congress on Telemedicine](#) | 3 - 5 November 2010 | Germany
- [ES: Workshop on AccessibleTV 2010](#) | 8 November 2010 | Spain
- [DK: EMINENT 2010 Conference](#) | 8 - 10 November 2010 | Denmark
- [FR: 5th International PEPPOL Conference](#) | 8 - 10 November 2010 | France
- [CY: EuroMed 2010: Digital Heritage](#) | 8 - 13 November 2010 | Cyprus

- [CH: 4th National eGovernment Symposium 2010](#) | 9 November 2010 | Switzerland
- [BR: International Workshop on e-Health in Emerging Economies 2010/2 Brazil](#) | 10 - 12 November 2010 | Central and South America
- [AU: Global Telehealth 2010](#) | 10 - 12 November 2010 | Oceania
- [IT: 16th International Federation of Health Records Organisations Congress](#) | 15 - 19 November 2010 | Italy
- [ePractice workshop: Public Services 2.0](#) | 16 November 2010 | Belgium
- [BE: Closing conference of the CALLIOPE Thematic Network](#) | 16 November 2010 | Belgium
- [IT: ID World International Conference 2010](#) | 16 - 18 November 2010 | Italy
- [BE: VoiceS Final Conference](#) | 17 November 2010 | Belgium
- [BE: Conference on 'Tensions between Intellectual Property Rights and the ICT standardisation process: reasons and remedies'](#) | 22 November 2010 | Belgium
- [BE: EHTEL Symposium on eHealth in Europe's Regions: Acting for Citizens' Health](#) | 22 - 23 November 2010 | Belgium
- [SK: epSOS Projectathon Bratislava](#) | 22 - 25 November 2010 | Slovakia
- [UK: Our Digital Future - Inclusion, skills and capabilities](#) | 23 November 2010 | United Kingdom
- [ePractice workshop: "Understanding the role of ICT in the integration of IEM"](#) | 23 November 2010 | Belgium
- [ePractice workshop: eParticipation](#) | 7 December 2010 | Belgium
- [BE: Flemish Conference on Local e-Government](#) | 14 December 2010 | Belgium
- [BE: Lift-off Towards Open Government Conference](#) | 15 - 16 December 2010 | Belgium

NL: State of Social Media Summit - 28 - 29 October 2010

State of Social Media Summit

This two-day summit will investigate the impact of small-scale Internet organisations on society. It will reflect on how such organisations change the old media landscape of commercial and public service media. Participants will discuss - and share experiences on - the resulting challenges in social media for the future; an agenda for meeting these challenges will be presented at the end of the summit.

The event is particularly targeted at social media entrepreneurs and those interested in social innovation.

The Summit will host sessions on:

- migration & integration - access to new media can be especially empowering to migrants and marginalised groups in society. Social media projects provide these groups with platforms to communicate within their own groups and influence how majority populations perceive these groups. In collaboration with the European Bridge-IT network this session will explore social media (best) practices in the field of migration and integration;
- open governance;
- (citizen) journalism;
- urban computing;
- project/funding.

The organisers are open for other suggestions and plan to provide space for ad hoc interventions throughout the project. It is possible make a proposal for a topic for one of the sessions or to discuss the programme on the website.

Registration can be performed [online](#).

Event email: info@digitalepioniers.nl

Event website: <http://www.digitalepioniers.nl/ssms/this-summit/>

Country: Netherlands

City/Location: Amsterdam
Organiser: Digital Pioneers

NL: 3rd World Congress on TeleDermatology - 28 - 30 October 2010

3rd World Congress on TeleDermatology (TeleDerm 2010)

Telemedicine utilises modern telecommunication technology to exchange expert medical information. The inherently visual nature of dermatology makes it easily applicable to virtual medicine. Teledermatology holds great potential for revolutionising the delivery of dermatologic services. It provides a well-defined channel for interaction with experts dermatology.

The 3rd World Congress of Teledermatology brings together all professionals interested in teledermatology.

Clinical studies, benefits for health workers and patients, new developments, business models, implementation issues, security and legal aspects as well as e-learning will be discussed. The detailed event programme may be found [here](#).

Registration can be performed [online](#).

Event email: secretary@telederm2010.com
Event website: <http://www.telederm2010.com/>
Country: Netherlands
City/Location: Amsterdam
Organiser: International Society of TeleDermatology

UK: SCIMP Conference 2010 - 2 - 3 November 2010

Annual Scottish Clinical Information Management in Practice (SCIMP) Conference 2010 - 'Getting better with eHealth: A Spoonful of Sugar for Scottish Primary Care'

The SCIMP Conference 2010 will provide delegates with the opportunity to listen, contribute and learn about real life developments and practical changes that can and will affect how care can be delivered now and in the future.

The conference aims to inspire and challenge convention, catalyse innovation and help the delegates better understand and employ eHealth technologies in their workplaces. eHealth should mean better health, even through challenging change. SCIMP 2010 aims to provide the participants and their organisations with knowledge and skills to ease the transition to these new ways of working.

The conference programme can be viewed [here](#).

Event website: http://www.shsceventsbookings.co.uk/event_537/information.php
Country: United Kingdom
City/Location: Crieff
Organiser: SHSCEvents

GR: 10th International Conference on Information Technology and Applications in Biomedicine - 2 - 5 November 2010

10th International Conference on Information Technology and Applications in Biomedicine (ITAB 2010)

The overall objective of ITAB 2010 is to cover the state of the art of Information Technology Applications in Biomedicine targeting in offering patient specific health services. The theme of the conference will be: 'Emerging Technologies for Patient Specific Healthcare'.

ITAB 2010 marks the continuation of the previous nine successful conferences held in Prague in 1997, in Washington DC in 1998, in Amsterdam in 1999, in Virginia in 2000, in Birmingham in 2003, in Ioannina in 2006, in Tokyo in 2007, in Shenzhen in 2008 and in Larnaca 2009.

The topics to be addressed include:

- Biomedical Signal and Image Processing and Analysis
- Bioinformatics, Computational Biology
- Systems Biology and Modeling Methodologies
- Diagnostic and Therapeutic Systems
- e-Health Systems, m-Health Systems, and Telemedicine Systems.
- Personal Health Systems
- Virtual Physiological Human
- Economic and Managerial Aspects of e-health (special session)
- Virtual Reality in Medicine and Surgery (special session)
- ARTReat Workshop
- Bridging Public Health Informatics with Personal Health Records: Opportunities for Wellness and Disease Prevention (special session)
- Integrated ICT and post-genomic approaches in neurological disorders (special session)

The detailed event programme will be made available [here](#).

Registration can be performed [online](#).

Event email: itab2010@cc.uoi.gr

Event website: <http://medlab.cc.uoi.gr/itab2010/index.php>

Country: Greece

City/Location: Corfu Island

Organiser: Institute of Electrical and Electronics Engineers (IEEE) Computer Society

ES: Fifth International Conference on Legal, Security and Privacy Issues in IT Law (LSPI) - 3 - 5 November 2010

The Fifth LSPI Conference takes place within the frame of The LSPI-ILTC-IPLC Conference 2010 (<http://www.lspi.net>), the first international conferences of its kind, gathering experts from academia, government and industry to discuss key legal issues related to Legal, Security and Privacy Issues in IT, with special emphasis on Intellectual Property Rights and Privacy.

LSPI 2010 is an opportunity for academics, practitioners and consultants to come together, exchange ideas, and discuss emerging issues in IT law and the emerging technological environment.

Among other topics that are likely to be addressed are: Cybercrime; E-signatures; E-forensics and Evidence; Data retention & protection; Intellectual Property Rights; E-commerce law; Data mining; Internet Freedom Phishing, virus, malware etc; eGovernment & eDemocracy; Privacy, Virology and security issues; Jurisdiction in Cyberspace; Cloud computing; Mobile technology Robots & Intelligent agents; Consumer Protection; Cross-border Alternative Dispute Resolution (ADR) and Litigation; Telecommunication law and technology; IT Outsourcing; Taxation of cross-border transactions; Jurisdictional barriers to regulation and enforcement eTrade; Biometrics; Risk Management; Brain Computer Interfaces.

The final event programme will be made available [here](#).

Registration for the LPSI conference can be performed via the following link: <http://www.lspi.net/registration.html>.

Event email: [Sylvia Mercado Kierkegaard](mailto:Sylvia.Mercado.Kierkegaard@lspi.net)

Event website: <http://www.lspi.net/>

Country: Spain

City/Location: Barcelona

Organiser: International Association of IT Lawyers (IAITL)

DE: 1st National Congress on Telemedicine - 3 - 5 November 2010

1st National Congress on Telemedicine - 'A success model for modern patient care'

The congress brings together for the first time the traditional events of TELEMED and the Telemedicine Congress of the German Society for Telemedicine. Telemedicine and computer science experts will have the opportunity to share technical information and experience directly with each other.

Among others the latest technologies for telemedicine, new processes and job descriptions as well as financing models for telemedicine will be examined. Furthermore, the question of how modern supply networks can bring structural change will be discussed mainly with large health care enterprises.

The congress is intended for doctors of various medical disciplines, telemedicine and computer science experts, project initiators, as well as for representatives from academia, business and politics from all German states and Europe.

The event programme can be viewed [here](#) in German.

Event website: <http://www.dgtelemed.de/de/veranstaltungen/fachkongress2010/>

Country: Germany

City/Location: Berlin

Organiser: German Society for Telemedicine, TELEMED Organisation Society, Professional Association of Medical Informatics, Telematics Platform for Medical Research and Education Network, German Society for Health Telematics

ES: Workshop on AccessibleTV 2010 - 8 November 2010

Workshop on AccessibleTV 2010 - 'Accessible user interfaces for future TV applications' in conjunction with the First International Joint Conference on Ambient Intelligence (AMI)

The aim of the workshop is to underline and discuss various aspects of the GUIDE (Gentle user interfaces for elderly people) project. The workshop will address various requirements on open software frameworks for accessible application development and exploitation benefits for TV application platform providers, set-top box manufacturers, ICT applications and user interface developer communities. The workshop will further highlight actual trends and future research challenges on adaptive multimodal interfaces. The workshop is also conceived as a dissemination event for GUIDE.

The event will bring experts from industry and research specialised in accessible ICT application development, TV and set-top box manufacturers and providers of TV application platforms/middlewares, as well as developers of novel User Interface (UI) technologies.

Further it will include a session, for which an open call for position papers (1-2 pages) will be organised. For this experts in the field are invited to present their position on the following topics:

- State-of-the-art in inclusive design methodologies as well as multimodal interface technologies.
- Open software frameworks for TV set-top boxes
- Developer requirements for a prospective framework for accessible ICT application design, given different degrees of developer experience with accessible design.
- Interoperability requirements for generating standardised user models for accessible design on various platforms.
- Techniques and tools that help developers of accessible interfaces and applications to validate and verify their developments in an integrated software framework. One such approach may be through the use of simulation filters and virtual users.

During the final session of the workshop, participants will discuss various topics of the workshop such as:

- The expectations and requirements for a development toolbox as the one targeted in GUIDE.
- How different modalities and their combination could work towards inclusive design with the technologies available today.
- The open source framework approach targeted in GUIDE for accessible interface integration.
- Lessons learnt from developers of ICT applications with accessibility requirements and other projects in the field.

Event email: accessibleTV2010@igd.fraunhofer.de

Event website: <http://www.accessibletv.eu/index.html>

Country: Spain

City/Location: Malaga

Organiser: GUIDE project

DK: EMINENT 2010 Conference - 8 - 10 November 2010

10th EMINENT 2010 Conference

EMINENT 2010 is the tenth homonymous conference after a series of successful events in Amsterdam, Lisbon, Stockholm, Geneva, Prague, Paris, Brussels, Rome and Vilnius. This year's conference is organised in conjunction with the Education Forum (Uddannelsesforum), a major symposium which attracts more than 2 000 key people from the entire educational sector in Denmark including policy makers, teachers, coordinators of Information and Communication Technologies (ICT), etc. Uddannelsesforum is organised by UNI-C, the Danish Information Technology (IT) Centre for Education and Research.

The EMINENT 2010 programme is divided into two main parts that interested parties can register for:

- EMINENT Classical programme on 8 November 2010
This part of Eminent is particularly targeted at Danish networks, Ministry of Education representatives, policy makers, project partners, sponsors etc.
- 'Education world wide' & EMINENT for teachers at Uddannelsesforum on 9-10 November 2010
This new track within Eminent is mainly aimed at teachers; attendees in the classical programme can also participate in this part, as the aim is to give the opportunity to both audiences to dialogue with each other.

A school visit is also planned on 10 November for interested participants. Further information will be provided nearer the event.

The event constitutes an opportunity to meet, make new contacts and discuss common ICT initiatives that foster the development of education in Europe. This year a special emphasis is placed on bringing teachers and policy makers together.

A preliminary programme of the EMINENT 2010 event can be found [here](#).

Event email: eminent@eun.org

Event website: <http://www.europeanschoolnet.org/web/guest/eminent/eminent2010>

Country: Denmark

City/Location: Copenhagen

Organiser: European Schoolnet Network

FR: 5th International PEPPOL Conference - 8 - 10 November 2010

5th International PEPPOL Conference - 'eProcurement without borders - it's time to connect'

As the Pan-European Public eProcurement On-Line (PEPPOL) project has moved into its pilot phase, the 5th International Conference will offer excellent opportunities for eProcurement professionals to gain insights about the latest developments and future activities in the PEPPOL project.

Building upon the previous events in Oslo, Copenhagen and Malmo, the meeting in Troyes will also provide plenty of opportunities to exchange information, opinions and ideas with over 300 key European players in the areas of eGovernment and eProcurement.

The Opening Plenary of the Conference will consist of opening addresses followed by a plenary roundtable discussion.

The second day will be hosted with a series of parallel sessions. The day will conclude with an exhibition and will provide opportunities for networking.

The third day focuses on business solutions and a series of working sessions for special interest and standardisation groups.

Details on the preliminary programme of the conference can be found [here](#).

Details on exhibitors participation and fees for booths are available [online](#).

Registration for the event can be performed [online](#) on the conference website no later than 8 October 2010.

Event email: peppol-conference@peppol.eu

Event website: <http://www.peppol.eu/News/5th-international-peppol-conference>

Country: France

City/Location: Troyes

Organiser: Pan-European Public eProcurement On-Line (PEPPOL) project

CY: EuroMed 2010: Digital Heritage - 8 - 13 November 2010

3rd International Euro-Mediterranean Conference (EuroMed) 2010: Digital Heritage

This is a joint event for the exchange and sharing of know-how in the areas of Cultural Heritage (CH) and Information & Communication Technology (ICT) focusing on Digitalisation and Multimedia Technologies, Computer

Graphics and in general in the digital documentation/preservation in Cultural Heritage (Multilingual, Multimedia Digital Libraries and Aggregators).

The event will provide an opportunity to exchange opinions, experiences and proposals on the best practice and tools to document, preserve and manage the Cultural Heritage (CH), whether books, drawings, architectural, archaeological and/or natural. The main goal of the event is to illustrate the programs underway, whether organised by public bodies (e.g. UNESCO, European Union, National States, etc.) or by private foundations (e.g. Getty Foundation, World Heritage Foundation, etc.) in order to promote a common approach to the tasks of recording, documenting, protecting and managing the World Cultural Heritage.

To reach this ambitious goal the topics covered will include experiences in the use of innovative recording technologies & methods and how to take best advantage of the results obtained to build up new instruments and improved methodologies for documenting and managing the Cultural Heritage.

The conference programme may be viewed [here](#).

Event email: chairman@euromed2010.eu

Event website: <http://www.euromed2010.eu/>

Country: Cyprus

City/Location: Limassol

Organiser: Cyprus National Commission for United Nations Educational, Scientific and Cultural Organization (UNESCO)

CH: 4th National eGovernment Symposium 2010 - 9 November 2010

4th National eGovernment Symposium 2010 - 'Digital Identity and Social Networks in eGovernment'

The symposium will review eGovernment topics that are currently top in the agenda in Switzerland and abroad, with priority to be given to science, policy and applications. This conference is aimed at cyber-administration leaders from the federal government, cantons and municipalities, parliamentarians, representatives from science and research, interested members of the association and industry representatives.

Further information about the programme of the symposium can be found at the [event website](#).

Event email: info@egovernment-symposium.ch

Event website: http://www.egovernment-symposium.ch/default.asp?V_SITE_ID=7

Country: Switzerland

City/Location: Bern

Organiser: eGovernment Symposium Society - Computer science of the Federal Strategy Unit (Informatikstrategieorgan Bund-ISB), the Bern University of Applied Sciences (Berner Fachhochschule - BFH), the Association of Swiss ICT, the eCH, the parliamentary economic initiative ePower for Switzerland, the Foundation Productive Switzerland (Stiftung Produktive Schweiz - SPS), Informatics Group Romand (Groupement Romand de l'Informatique - GRI), the Swiss Graduate School of Public Administration (Institut de Hautes Études en Administration Publique - IDHEAP)

BR: International Workshop on e-Health in Emerging Economies 2010/2 Brazil - 10 - 12 November 2010

International Workshop on e-Health in Emerging Economies (IWEEE) 2010/2 Brazil - 'eHealth for all'

IWEEE is a biannual congress that takes place in Canary Islands, Spain and in Foz do Iguaçu, Brazil. After the success of the first edition, 'The Human Factor', in Las Palmas de Gran Canaria, the slogan for the Brazilian edition this year is 'e-Health for all'.

Some of the topics that will be addressed are:

- Current efforts and role of governments in eHealth;
- The rise of Diabetes Mellitus type II in emerging societies;
- Free software in the health sector;
- eHealth and Telemedicine in rural areas;
- Epidemics prevention using Free Software;
- Working in the Least Developed Countries (LDCs).

IWEEE is not a pure technical conference. It will focus on the **human factor** and in **raising awareness** about the actual situation. The tools that can be provided today to doctors and institutions in order to improve their citizens' health and education will be discussed.

The workshop promotes **Free Software** as one of the main pillars for a sustainable framework for providing eHealth and education for the developing and least developed countries.

IWEEE 2010/2 Brazil will be held during [Latinoware 2010](#) in Itaipu. Latinoware 2010 will present the main novelties and matters of importance in the world of open source software for Latin America. So, during these two days interested people will have the opportunity to go to both events, and get the latest about Free Software. There will not be parallel conferences. All delegates will be able to **assist and participate in the workshops** that they find of interest.

Registration for IWEEE will soon be made available through the Latinoware website. Details on poster and papers submissions for IWEEE can be found [here](#).

Event email: info@iweee.org

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

Country: Central and South America

City/Location: Foz do Iguacu, Brazil

Organiser: GNU SOLIDARIO Foundation

AU: Global Telehealth 2010 - 10 - 12 November 2010

Global Telehealth 2010 (GT2010) - 15th Annual Scientific Meeting of the International Society for Telemedicine and eHealth (ISfTeH) - 1st Annual Scientific Meeting of the Australasian Telehealth Society

The conference is expected to attract delegates and speakers from many of the 30 national societies comprising ISfTeH, as well as a large delegation from Australia and New Zealand. Members of telehealth organisations from Asia-Pacific nations will also attend the event.

The interdisciplinary nature of the telehealth community attending will ensure wide cross-section of viewpoints. International speakers will address the meeting, and papers submitted will be peer-reviewed to maintain the highest standard, with expected publication in a major international journal. The meeting will feature the largest exhibition of telehealth products ever held in Australasia. Concurrently, the 15th Annual Scientific Meeting of ISfTeH will also be the 1st Annual Scientific Meeting of the Australasian Telehealth Society, which was founded in 2008.

The conference programme can be viewed [here](#).

Event email: emmat@eecw.com.au

Event website: <http://www.aths.org.au/GT2010/home.html>

Country: Oceania

City/Location: Fremantle, Perth, Australia

Organiser: International Society for Telemedicine and eHealth (ISfTeH)

IT: 16th International Federation of Health Records Organisations Congress - 15 - 19 November 2010

16th International Federation of Health Records Organisations (IFHRO) Congress - 'Better Information for Better Health' in collaboration with the Italian Medical Records Association (L'Associazione Italiana Documentazione Sanitaria - AIDOS)

- Health Information Management and Patient Safety
- Electronic Health Records, Electronic Medical Records, Patient Health Records
- Privacy and Security
- Health Information Management and Scientific Research
- Management and Integration of Care
- Monitoring and Evaluation of Health
- Classification systems, Clinical Coding and Data Quality
- Management and Quality of Medical Records

The programme of the event can be viewed [here](#).

Event email: secretariat@ifhro2010.it

Event website: http://www.ifhro2010.it/Home_en.html

Country: Italy

City/Location: Milan

Organiser: International Federation of Health Records Organizations in collaboration with the Italian Medical Records Association

ePractice workshop: Public Services 2.0 - 16 November 2010

IMPORTANT NOTICE: This workshop will take place NOVEMBER 16! (*Please, disregard the system that may cite a different date*)

Introduction:

Based on the Internet tools and platforms developed during the last few years, Web 2.0 has evolved from a trend to a business paradigm to the current status quo for business development. Governments around Europe and the EU itself have embraced and actively supported and nurtured this evolution in both financial (public funding) and legal (pertinent legislation) terms.

Beyond their active sponsoring of the relevant technologies and practices, Member States Governments are seeking to encourage actual implementation and deployment of pertinent services that can deliver considerable benefits to their citizens. In this light, the European Commission, Directorate General Information and Media is pleased to announce that a workshop on "Public Services 2.0" will take place on November 16, 2010 in Brussels, taking stock of last year's event on Public Services 2.0 and the previous Volume 9 of the ePractice Journal "eGovernment:Hype, Hope or Reality".

This workshop will seek to create awareness and facilitate the exchange of knowledge and experience in best practices in the field of Public Services based on Web 2.0 principles. Moving from simple linking (Web 1.0) to active participation (Web 2.0) to the Semantic Web and Open Data interconnectivity (Web 3.0) and beyond has always been the result of the efforts of motivated individuals; ePractice will aim to invite such persons to attend or present their cases and opinions in an open discussion that will stir debate and stimulate spreading of Best Practices within the EU and beyond.

Potential topics to be covered are:

- *Applications:*
 - Web 2.0 in Public Service examples (Cases)
 - Related active communities
- *Technology:*
 - Tools and technologies supporting and driving Web 2.0 initiatives
 - Bottom-up vs. Top-down development approaches
- *Policies:*
 - Best practices
 - Benefits for the citizen
 - Citizen involvement and empowerment
 - Protecting, expanding and regulating the Digital Infrastructure
 - Current and future Programmes towards supporting Web 2.0 innovation
- *The next generation: Open Data and Web 3.0*

Important deadlines to remember:

- • Abstract (500 words max) & 3 slides to be submitted by November 5, 2010
- • Speaker confirmation by November 10th, 2010
- • Final presentations by November 15, 2010

Action research, case studies, research-in-progress, and pilot programs are welcome approaches. Proposals for roundtable discussions, practitioner contributions, and product demonstrations are also invited.

Registration:

To register for this workshop, please create an ePractice account at <http://www.epractice.eu/en/user/register> if you are not a current member. Subsequently, kindly login and once you are in this page click the yellow button that reads "participate in this workshop" to activate your registration. ePractice members can simply login and click on the same page as described above.

Submission of abstracts:

To be considered for a speaker placement kindly submit an abstract (no more than 500 words) and three ppt slides of your intended presentation to events@eurodyn.com. Regarding your abstract, please download and complete the "**workshop for speakers**" that may be found in the '**presentation and documents**' section below.

Contact:

Please, direct all queries to the above email address. The coordinator of the event will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

BE: Closing conference of the CALLIOPE Thematic Network - 16 November 2010

Closing conference of the CALLIOPE Thematic Network (a European thematic Network for eHealth Interoperability) - 'Crossing boundaries in eHealth: the CALLIOPE think-tank and collaborative platform'

The closing conference of the CALLIOPE Thematic Network will celebrate three years of stakeholder engagement on eHealth Interoperability.

The half-day event will be hosted by Mr. Milan Cabrnock, Member of the European Parliament (MEP). It will feature the CALLIOPE proposal for a European eHealth Interoperability Roadmap towards Sustainable Health. The

'eHealth Governance Initiative' in charge of following-up the [Council Conclusions on eHealth of 1 December 2009](#) will take this roadmap over and will be invited for joint reflections on those achievements.

Registration can be performed [online](#).

Event email: marc.lange@ethel.org

Event website: <http://www.calliope-network.eu/>

Country: Belgium

City/Location: Brussels

Organiser: CALLIOPE Thematic Network (a European thematic Network for eHealth Interoperability)

IT: ID World International Conference 2010 - 16 - 18 November 2010

Identity Document (ID) World International Conference - 'Hearing about Auto ID from those who Make it'

The ID WORLD Conference is the most comprehensive forum for an international audience interested in advanced automatic identification. Taking advantage of the 4 lecture halls with more than 600 seats available, the ID WORLD 2010 programme will feature conferences focusing on automatic identification in a variety of sectors.

The agenda of the conference may be viewed [here](#).

Event email: idworld@wisemedia.com

Event website: <http://www.idworldonline.com/index.php?id=conference>

Country: Italy

City/Location: Milan

Organiser: Wise Media SpA

BE: VoiceS Final Conference - 17 November 2010

VoiceS Final Conference - 'eEngagement - How the Internet changes European Political Dialogue'

The final conference of the [VoiceS project](#) 'eEngagement - How the Internet changes European Political Dialogue', will present the results of the VoiceS project and the chances and challenges of eParticipation will be discussed by experts in the field.

Programme points include:

- Keynote: 'eParticipation: A new Channel of political Communication? Status Quo, Potentials and Risks' by Professor Maria A. Wimmer from the University of Koblenz-Landau
- Panel: 'Politics2.0 - The Internet as new Means for political Engagement?'
- '[VoiceS](#) - Integrating Semantics, Social Software and Serious Games into eParticipation' is a complementary project, integrating a serious game and a semantic search function into the existing German and Spanish VoicE platforms. The project was launched on 1 January 2009 and will be reaching its completion at the end of 2010.

More information will soon be available at eu-voices.eu.

Registration is now open. All people interested in participating are requested to send an email with the subject 'registration' and their name, address and company to info@bw-voice.eu.

Event email: info@bw-voice.eu

Event website: <http://www.eu-voices.eu>

Country: Belgium

City/Location: Brussels
Organiser: VoiceS project

BE: Conference on 'Tensions between Intellectual Property Rights and the ICT standardisation process: reasons and remedies' - 22 November 2010

Conference on 'Tensions between Intellectual Property Rights and the ICT standardisation process: reasons and remedies'

Key ICT standards are generally perceived as critical technology platforms with a strong public interest dimension. However, there are growing concerns that Intellectual Property Rights (IPRs) and their exclusivity potential may hinder or prevent standardisation.

The conference in question, organised by the European Commission (EC) and the European Patent Office (EPO), intends to address specific issues and offer policy solutions on patents and ICT standards, such as whether today's IPR features are still compatible with fast moving markets and the very complex requirements of ICT standardisation in a global knowledge economy environment. The one-day event is part of an open dialogue process that the EC is undertaking with key stakeholders and the first in cooperation with the EPO in this important domain.

The conference will provide a platform to exchange ideas and suggestions on the following main topics:

- Who needs standards-related patent registers and what should they look like?
- Is there a need to improve standards-related patents quality and how can we achieve it?
- How should ex-ante commitments of licensing terms be best drafted?
- How to ensure certainty on the availability and continuity of essential IP rights for licensing?
- What is the best relation between standards and open source software and freely available technologies?

For the two organisers, the conference will serve as a springboard for further events and meetings on relevant issues relating to IPR and ICT standards to improve transparency and predictability in this critical field. The current conference and those to be held in the future will aim at finding policy solutions to the identified challenges.

Details on the agenda of the conference may be found [here](#). Registration for the event can be performed [online](#).

Event email: entr-ict-standardisation@ec.europa.eu

Event website: http://ec.europa.eu/enterprise/sectors/ict/standards/extended/ict-ipr-conference_en.htm

Country: Belgium

City/Location: Brussels

Organiser: European Commission, European Patent Office

BE: EHTEL Symposium on eHealth in Europe's Regions: Acting for Citizens' Health - 22 - 23 November 2010

European Health Telematics Association (EHTEL) Symposium on eHealth in Europe's Regions: Acting for Citizens' Health

The event celebrates the launch of the mutual cooperation for eHealth in Europe's regions and aims to:

- Open up practical potentials of eHealth for the Regions and vice versa of the Regions for eHealth deployment.
- Stimulate transregional and cross-border collaboration in healthcare and in eHealth.

- Highlight the role of Europe's Regions for maintaining the health of their citizens, e.g. by stimulating health education and prevention, by providing healthcare and by organising support for the independent living of chronically ill and disabled persons.
- Highlight potential clusters of requirements e.g. in a) cross-border b) remote regions.
- Provide an update on eHealth and Telemedicine deployment in Europe and what is suitable for fulfilling the aims and needs of the Regions.
- Share lessons on deployment / Inform on the eHealth and telemedicine deployment in the regions and how this may contribute of a concept Healthy European Regions and the new Digital Agenda.
- Demonstrate challenges and support factors for eHealth in the Regions and how Regions are better suited for eHealth deployment than National states.

Registration is free-of-charge but mandatory; it can be performed [online](#).

Event email: conference@ehtel.org

Event website: <http://www.ehtel.org/forum/featured-events/2010-ehtel-aer-euregha-symposium>

Country: Belgium

City/Location: Brussels

Organiser: European Health Telematics Association (EHTEL), in collaboration with Assembly of European Regions (AER) and European Regions and Local Health Authorities (EUREGHA)

SK: epSOS Projectathon Bratislava - 22 - 25 November 2010

epSOS Projectathon Bratislava

The Projectathon is a Connectathon-inspired event to test if information systems are ready to meet the specifications of the Smart Open Services for European Patients ([epSOS](#)) project. The epSOS project is Europe-wide project organised by 27 beneficiaries representing twelve EU-member states, including ministries of health, national competence centres and numerous companies. The overarching goal of epSOS is to develop a practical eHealth framework and an Information & Communication Technology (ICT) infrastructure that will enable secure access to patient health information, particularly with respect to basic patient summaries and ePrescriptions between different European healthcare systems.

The Projectathon will be open to all epSOS Member States, the epSOS Industry Team, the epSOS II Enlarged Team and all interested vendors.

For practical reasons the period for submitting the pre-testing results is set from 1 November to 15 November 2010 for epSOS Member States and from 1 November to 8 November 2010 for other participants.

On 24 November 2010, there will be a full day of presentations and updates for epSOS joining Member States and other groups.

Registration is open until 11 October 2010. It can be performed [online](#).

For those unable to join this event the epSOS project planning to hold a second testing event in connection to the [Connectathon in Pisa](#) beginning on 11 April 2011.

Event email: <http://www.epsos.eu/about-epsos/contact.html>

Event website: <http://www.epsos.eu/news-events.html>

Country: Slovakia

City/Location: Bratislava

Organiser: Smart Open Services for European Patients (epSOS) project

UK: Our Digital Future - Inclusion, skills and capabilities - 23 November 2010

Our Digital Future - Inclusion, skills and capabilities

As the United Kingdom gears up to 'race online by 2012' digital technologies will play an increasing role in people's lives and learning. The Independent Inquiry into the Future for Lifelong Learning (2009) recognised the importance of digital skills, to enable people to maximise their use of the digital world.

This conference offers the opportunity to consider and discuss:

- what digital skills are currently being delivered and how?
- how do we make sure no one misses out?
- what is the next generation of digital skills?
- how could they be delivered?

Presenters and delegates will join a dialogue over what digital skills should mean for citizens, learners, teachers and organisations in the next decade. Contributors to the event will include: representatives from government, community and voluntary organisations, local authorities, learning organisations, Transformation Fund projects, the private sector and eminent speakers who will play an integral role in delivering and supporting the digital skills of the future.

The detailed event programme may be found [here](#).

Registration can be performed [online](#).

Event email: <http://www.niace.org.uk/contact>

Event website: <http://www.niace.org.uk/campaigns-events/events/our-digital-future>

Country: United Kingdom

City/Location: London

Organiser: National Institute of Adult Continuing Education (NIACE)

ePractice workshop: "Understanding the role of ICT in the integration of IEM" - 23 November 2010

In a nutshell:

The European Commission is pleased to announce the organisation of a workshop on Understanding the role of ICT in the integration of Immigrant and Ethnic Minorities (IEM), on **November 23rd, 2010**, in Brussels that will encourage the sharing of good practices and research studies in the area of ICT-enabled or supported IEM participation in lifelong learning, improved employability and social integration.

Indeed, recent research has shown the importance of ICT (among which social computing applications seems to play a specifically important role) in the process of enabling the socio-economic integration of IEM people and fostering cultural diversity in our European knowledge societies. Different types of integration where ICT play a role can be distinguished, as top-down and mediated integration, which relies upon online welcoming and integration services provided by public or third sector social organisations which are increasingly taking advantage of ICT to facilitate the integration of IEM; or bottom-up integration, which relies on informal hospitality and is directly linked to social networking processes between migrants and members of the host society. But there is still little evidence on the digital patterns of IEM people, their digital competences, ICT access and use, and how they benefit from ICT-enabled or supported initiatives to increase their autonomy, integration and contribution to the development of their hosting societies.

Topics:

The topics to be covered by the ICT-enabled initiatives and research studies at the workshop include:

- ICT-enabled participation of IEM to Lifelong learning
- ICT-enhanced employability of IEM, including entrepreneurship
- ICT-enabled social integration of IEM

Each topic will be addressed considering these aspects:

- Access to IEM and identification of their needs
- Empowerment of IEM through ICT
- Impact measurement: aspects to consider and appropriate methodologies/tools (i.e. what is measured and how).

The overall objective of this workshop is to exchange among practitioners and field researchers current initiatives and research carried out in the field of ICT and IEM in Europe.

Who should attend:

The workshop is open to public, social and private practitioners, experts, researchers and policy makers with relevant experience in this specific field, or interested to learn about. Through their participation, potential presentation and discussions in the workshop session, practitioners, stakeholders, researchers and policy makers will be able to learn about the current situation in the socio-economic integration of IEM enabled by ICT, and also transmit their points of view for now and for the future.

Call for presentations:

Those interested in speaking should register to the workshop and submit an original and concise proposal, which should be based on one or more real cases, by **November 5th, 2010**. Potential speakers are encouraged to submit the case(s) of their presentation to the ePractice case repository (<http://www.epractice.eu/en/cases>), if this has not been done yet.

Registration:

To register for this event, prior registration to ePractice is required at <http://www.epractice.eu/en/user/register>, with subsequent registration to this workshop. Potential attendees and speakers may indicate their interest to participate in the workshop by following an easy registration process by creating an ePractice account as indicated above and activate their registration to the workshop by clicking on the yellow button that reads “**participate in this workshop**”.

Structure:

The workshop will take place on **November 23rd, 2010**. It will consist of presentations by project representatives, individual inclusion practitioners, policy actors, researchers, lobbyists, alongside discussion sessions. The latter will primarily address implementation challenges and needs. Types of activities envisaged are short presentations and working group or plenary discussions. Speakers will be selected by the event organisers in collaboration with the European Commission on the basis of short, factual and clear presentations.

Please, notice that the ICT for cultural diversity and local integration community (<http://www.epractice.eu/community/cultdiv>) has a pronounced interest in gathering significant and relevant projects/cases across Europe that may be submitted through the ePractice case repository. In this aim, this workshop is highly interested to review presentations that are related to specific cases and welcomes all interested parties to join the community.

Submission guidelines:

The workshop is open to all and is free of any incurred charges. Interested parties to present in the workshop should primarily register online and submit a proposal for an original and concise presentation (3 slides and a

descriptive summary (about 500 words) by November 5th, 2010 by using the "**workshop form for speakers**" that may be found below in the 'presentation and documents' section. Proposals should also include contact information such as name, surname, and email. All parties that have submitted a proposal will be informed by **November 10th** whether or not they have been retained as speakers.

Selected proposals should be refined and submitted in full (not exceeding 7 slides) by **November 17th, 2010**. Proposals should be based on one or more real cases submitted or to be submitted through the ePractice case repository (<http://www.epractice.eu/en/cases>).

For the homogenisation of the presentations, they will include the following information:

- Identity of the speaker and type of stakeholder (e.g. public authority, practitioner, academic, consultant, etc)
- Title of the presentation and whether it consists on an initiative or a study
- Case/s that the presentation will refer to
- Identity of those responsible for the case(s) and their profile (public authority, private entity, not-for-profit entity, etc)
- Geographical scope
- Operational status (e.g. pilot, ongoing, finalized, expanding inside/ outside borders)
- Topic/s covered (1. ICT-enabled participation of IEM to Lifelong learning; 2. ICT-enabled IEM employability and entrepreneurship; 3. ICT-enabled social integration of IEM)
- Aspect/s covered (1. Access to IEM and identification of their needs, 2. Empowerment of IEM through ICT, 3) Impact measurement: aspects to consider and appropriate methodologies/tools (i.e. what is measured and how)
- Type of ICT used to reach/engage the IEM, its purpose/s and implementation (how it worked). In the case of studies, also if a specific ICT tool was to reach them (e.g. online surveys)
- Results, impact (whenever possible quantified) and lessons learnt for the future The proposals for presentation will be assessed considering the relevance and clarity of the information indicated above as well characteristics of the case(s) to which the presentations refer to, notably: their potential for networking and scalability, their added-value and demonstrable impact for IEM integration and digital inclusion.

All proposals for presentations should be submitted to events@eurodyn.com with a copy to vassilia.orfanou@eurodyn.com and Gabriel.Rissola@ec.europa.eu. Accepted formats of presentation submission are: .ppt and .pdf. Following the end of the workshop sessions, the report and presentations will be made available online, in the aim to follow up with an online discussion. Therefore, we would highly encourage your participation by joining the ICT for cultural diversity and local integration community (<http://www.epractice.eu/community/cultdiv>).

Important deadlines:

- Submission of draft abstracts/presentations by **November 5, 2010**
- Speaker confirmation by **November 10, 2010**
- Submission of final presentations by **November 17, 2010** (by 6:00 p.m. CET)
- Workshop date: **November 23, 2010**
- Publication of workshop proceedings: **January 2011**

Draft Agenda:

The workshop agenda will be made available through the dedicated announcements on ePractice and dispatched via email to all the registered attendees, once contributions by prospective speakers have been received, selected and finalised.

Venue:

The workshop session will take place in Rue de Champs de Mars, 21 CDMA SDR2, Brussels 1050.

Contact:

For more information, registration and abstract submissions, please direct all communication to: events@eurodyn.com

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

ePractice workshop: eParticipation - 7 December 2010

Introduction:

The "eParticipation" workshop is an initiative supported by the European Commission, Information Society and Media Directorate-General and will take place in Brussels, on 07 December 2010. The widespread use of Web 2.0 technologies has given rise to a number of civil society-driven actions, whereby key political issues at EU level are being addressed spreading from the Lisbon agenda for growth and jobs, to climate change or the institutional future of the EU. The eParticipation Preparatory Action supported real-life pilot projects to demonstrate how using modern ICT tools can make it easier for people to participate in decision-making and can contribute to better legislation. Funding under the ongoing Seventh Research Framework Programme covers ICT for governance and policy modelling, which includes the development of mass collaboration tools. At the same time, the Competitiveness and Innovation Programme (CIP) ICT Policy Support Programme is funding a network focusing on regional and local eParticipation initiatives (PEP-NET). 5 new Pilot B projects have just been launched under the CIP programme. This workshop aims to bring together experience and practices available in the EU in order to draw lessons from the variety of projects to engage the citizens and civil society in debating top level policy issues for the European Union. This event will take place at the right time to place eParticipation on the new political agenda of the EU, while explore its possible contribution to major political reforms throughout the EU.

Workshop topics:

- eParticipation good practice: Examples of eParticipation success stories and lessons learned, related to large scale implementations in production or pilot operation.
- eParticipation experiment design: Innovative approaches to the design of eParticipation showcases that demonstrate concrete benefits for the democratic - processes.
- Assessment of impact and comparative research. Tracking and analysis of eParticipation initiatives. MOMENTUM support action results.
- eParticipation tools and services: Practical solutions for eConsultation, ePetition, conflict resolution and mediation, eDeliberation and others.
- ICT for argumentation support: How ICT tools can support eParticipation in more dimensions than simple communication media: collaboration, content management, etc.
- Policy issues: How is the eParticipation social and legal landscape formed in Europe and elsewhere? What are the key lessons learned from the projects so far?
- Social Risk assessment: What needs to be considered in order not to undermine the fundamental social requirements associated with Democracy?
- Current eParticipation Preparatory Action project reports. The workshop welcomes announcements from the current eParticipation Preparatory Action projects (EMPOWER, EUROPETITION, U@MARENOSTRUM, VIDI, VOICES, HUWY, and WAVE). The topic list is not exhaustive. Other topics related to eParticipation are also welcome based on potential speaker proposals. Speakers from recently completed eParticipation Preparatory Action projects are especially welcome.

Important deadlines to remember:

- Abstract (500 words max) & 3 slides to be submitted by 18 November 2010
- Speaker confirmation by 25 November 2010
- Final presentations by 07 December 2010

Action research, case studies, research-in-progress, and pilot programs are welcome approaches. Proposals for roundtable discussions, practitioner contributions, and product demonstrations are also invited.

Registration:

To register for this workshop, please create an ePractice account at <http://www.epractice.eu/en/user/register> if you are not a current member. Subsequently, kindly login and once you are in this page click the yellow button that reads "**participate in this workshop**" to activate your registration. ePractice members can simply login and click on the same page as described above.

Submission of abstracts/ppt slides:

To be considered for a speaker placement kindly submit an abstract (no more than 500 words) and three ppt slides of your intended presentation to events@eurodyn.com. Regarding your abstract, please download and complete the "workshop for speakers" that may be found in the 'presentation and documents' section below. Final presentations should not exceed 4 power point slides and should be concise and factual. Please, don't use busy slides, too many graphics or pics and include no more than 6 bullet points per slide. The main point of your presentation is to briefly inform about the project/initiative and encourage participation, questions and overall discussion.

Networking: This workshop is all about networking. A few selected speakers will set the scene with a 10 minute presentation and the rest of the programme will be dedicated to a discussion and networking purposes.

Contact:

Please, direct all queries to the above events@eurodyn.com. The event coordinator will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

BE: Flemish Conference on Local e-Government - 14 December 2010

Flemish Conference on Local e-Government

How can national governments and the European Union (EU) support and promote the development of ICT and eGovernment in local authorities? This interesting and often overlooked issue affects all EU Member States. Developing good eGovernment services is feasible for large cities, but a nearly impossible task for small communities.

The conference, which the Flemish government will hold during the Belgian EU Presidency in 2010 will provide answers to this question. This one day conference will be followed by the '[Lift-off towards Open Government: Putting eEurope in practice](#)' conference hosted by the Belgian federal government on 15 and 16 December 2010 in Brussels where the European Union will present its Digital Agenda Europe.

During the event, participants will have the opportunity to learn about examples from several European countries exploring the theme of 'eGovernment for local authorities'. These presentations and case studies will also be of interest to an international audience. The conference programme has been developed in association with the European 'Smart Cities' project and the Linked Organisation of Local Authority ICT Societies (LOLA).

Furthermore, a statement on the European policy on local eGovernment will also be presented and discussed.

The purpose of the conference is to exchange good practices. A key theme in the presentations will be identifying relevant 'shared services' that can be used by smaller municipalities with limited resources. A small panel consisting of representatives from local authorities will conclude the presentations by reviewing how the conference's presentations and findings may be relevant for their work.

This is an open and free-of-charge conference. However, registration is mandatory and it should be performed online via the [event's website](#), which is to be released in September 2010.

Event email: egovernment@vlaanderen.be

Event website: <http://www.opengov2010.be/>

Country: Belgium

City/Location: Ghent

Organiser: Flemish eGovernment Coordination unit (CORVE)

BE: Lift-off Towards Open Government Conference - 15 - 16 December 2010

'Lift-off Towards Open Government' - A conference hosted by the Belgian Presidency of the European Union

The first ever Ministerial eGovernment Conference was held in 2001; this Conference aims to show the achievements of past European eGovernment efforts to date and their impact for citizens and businesses. The main theme of the conference will be **'Open Government'**, with an emphasis on the implementation of cross-border interoperability in practice.

The conference programme will prominently feature a number of large international projects (Secure Identity Across Borders Linked - [STORK](#); Simple Procedures Online for Cross-border Services - [SPOCS](#); Pan-European Public Procurement Online - [PEPPOL](#); and European Patient Smart Open Services - [epSOS](#)) and present the Action Plan 2015, Europe 2020 and [The Digital Agenda](#). The detailed event programme may be found [here](#).

The organisers expect that the two days full of breakout-sessions, a 'Battle of the CEO's', a gala dinner and an exhibition will ensure that this conference is an excellent networking event.

It is worth noting that a [pre-conference](#) will be held in Ghent on 14 December 2010. Registration for both the pre-conference and the main conference can be performed [online](#).

Event email: secretariat@opengov2010.be

Event website: <http://www.opengov2010.be/>

Country: Belgium

City/Location: Brussels

Organiser: Belgium's Federal Government Service for Information and Communication Technology (FedICT)

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