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European ePractice Newsletter N. 346 – 19 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>.

Latest Cases

- [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
 - [IMPACT](#) | 11 October 2010 | Germany | Netherlands | United Kingdom
-

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.

IMPACT

Integrated Method for Policy Making Using Argument Modelling and Computer Assisted Text Analysis (IMPACT) is a European Framework 7 project (Grant Agreement No 247228) in the ICT for Governance and Policy Modelling theme (ICT-2009.7.3). The project began January 1, 2010 and will run for three years.

IMPACT will conduct original research to develop and integrate formal, computational models of policy and arguments about policy, to facilitate deliberations about policy at a conceptual, language-independent level.

These models will be used to develop and evaluate innovative prototype tools for supporting open, inclusive and transparent deliberations about public policy. To support the analysis of policy proposals in an inclusive way which respects the interests of all stakeholders, research on tools for reconstructing arguments from data resources distributed throughout the Internet will be conducted.

Prior research on using argumentation schemes to generate focused surveys, minimizing noise and the need for manual moderation, will be extended in this project to support argumentation schemes needed for policy deliberations and generate surveys in multiple languages. Research will also be conducted on how to visualize arguments about policy, building on previous research by the participants, but extended to visualize relationships between arguments and policies, in multiple languages.

An abstract Application Programmers Interface (API) for the services required by the toolbox from content management systems will be defined, using existing standards whenever feasible, and validated by integrating the

toolbox with an Open Source content management system which has been successfully developed or used in European eParticipation and other "Web 2.0" or "Social Web" projects.

The tools in the argumentation toolbox will be designed and implemented as advanced Rich Internet Applications (RIAs) or widgets to increase usability and help overcome the digital divide and facilitate consultations across languages and cultures.

Editor's Choice of the week: [I-SPEED](#)

Latest News

- [LV: Municipalities support achievement of the one-stop-shop principle](#) | 19 October 2010 | Latvia
 - [UK: London hospital conducts surgical master class with HD videoconferencing](#) | 18 October 2010 | United Kingdom
 - [MT: MITA doubles Internet bandwidth in classrooms and the Government](#) | 15 October 2010 | Malta
 - [DK: Chronic Obstructive Pulmonary Disease patients to be treated at home remotely](#) | 14 October 2010 | Denmark
 - [BE: Informed consent in the frame of the hub & metahub project - Call for opinions](#) | 14 October 2010 | Belgium
 - [LT: Information Society Ministry's proposals to rapidly increase number of Internet users](#) | 13 October 2010 | Lithuania
 - [IE: Student maintenance grant applications can now be made online](#) | 13 October 2010 | Ireland
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LV: Municipalities support achievement of the one-stop-shop principle - 19 October 2010

The Latvian Ministry of Regional Development and Local Governments (**MRDLG**) carried out a survey, which shows that many of the country's local government authorities wish to comply with the one-stop-shop principle.

Almost half of the Latvian municipalities have already started working towards providing citizens and businesses with a single access point that offers high quality public services. The survey found, moreover, that 11 municipalities are working well towards achieving the one-stop-shop principle in Riga, Jūrmala, Liepāja, Ventspils, Jelgava, Jēkabpils and Rezekne city, as well in Tukums, Dobeles, Ilūkste and Gulbenes municipality.

The MRDLG's proposed solution - the one-stop-shop principle for local government - allows citizens and businesses to receive services electronically from the comfort of their place. Services will be easily accessible, saving people time and reducing transportation costs.

The key benefits of the one-stop shop service - according to the State Secretary of MRDLG, Laimdota Straujuma - are the following:

- transparency in the public administration;
- regional development;
- increased satisfaction of the public with the work of the government.

Commenting on this, Mrs. Straujuma added: "This will help the implementation of the public administration reform, the streamlining of governmental functions and the integration of public administration (...)."

Citizens may be confused about where to go to get the necessary advice or certificates, as these may be given in various different public bodies; it is often the case that a person has to visit various institutions or travel to another municipality in order to be served.

The MRDLG believes that the introduction of a single one-stop-shop principle would enhance service accessibility for citizens and businesses and significantly reduce administrative costs, for example, through common service facilities and by implementing joint economic measures. The MRDLG encourages all municipalities to set up service centres, which will provide services both remotely and on-site.

Through remote call centres or the www.latvija.lv portal or municipal and institutional websites, electronic services will be provided and will be made easily available to all citizens across the country. On-site services will be available in major urban areas - in cities, in municipality administrative centres or in any geographical unit.

As for the on-site service centres, they will be adapted to citizens according to service requests and a number of persons; the working hours as well as the security for each centre will be adjusted accordingly.

The MRDLG proposes to organise in a uniform manner the single system for the provision of remote and on-site services in accordance with the administrative and territorial division of local government.

Further information:

- [Original Press Release - Ministry of Regional Development and Local Government of the Republic of Latvia \(in Latvian\)](#)
- [latvija.lv \(in English, Latvian and Russian\)](#)

UK: London hospital conducts surgical master class with HD videoconferencing - 18 October 2010

In July 2010, [Hammersmith Hospital](#) in west London conducted a live surgical master class using high-definition (HD) videoconferencing to enable doctors in a nearby room to view the surgery in HD video and communicate with the surgeon during the operation.

Mr Prakash P Punjabi, a consultant cardiothoracic surgeon at Hammersmith Hospitals NHS Trust, performed a delicate heart surgery widely seen as a pioneering and life-saving operation. Mr Punjabi has helped to develop a procedure whereby heart valves are repaired rather than replaced.

The medical conferencing equipment provides high-quality video and audio in the operating theatre and the auditorium, enabling the invited audience to observe the procedure in close up and high definition via the camera on the endoscope, see the patient's vital signs, and also pose questions to Mr Punjabi in a totally interactive procedure. Doctors and other healthcare specialists can use it as a valuable tool in developing new techniques and for educational purposes.

Mr Punjabi explains: "Using this technology we can attempt to transfer skills to willing surgeons who are looking to learn about it and understand the concepts so that they can adapt it and use it themselves. Despite the pressure of answering questions whilst performing, patient care is clearly our top priority. As well as providing training, this technology can also be used by hospital trusts to generate extra revenue for the hospital.

He added: "This is an excellent illustration of the use of modern technology to provide advanced surgical training and techniques which is enabling us to provide the best treatment to patients across the NHS."

Martin Granger, Healthcare Solutions Executive at the company which supplied the medical conferencing equipment, said: "There is now confidence in medical conferencing solutions which is enabling it to become a seamless, vital tool for every day healthcare use, as our master class illustrates. We hope that in future doctors will be able to routinely log on and speak to specialists as they work."

Aaron Payne, Vice-President for UK and Ireland for the company which produced the high-definition video technology, said: "Telemedicine is the perfect example of how video can facilitate efficient collaboration in ultimate HD quality. We're delighted that Mr Punjabi has been able to use it to carry out such an important procedure that is helping to educate surgeons from around the world and generate much needed revenue for the hospital."

Further information:

- [Original news article - The British Journal of Healthcare Computing & Information Management](#)
- [Another news article on the same development - Imperial College Healthcare NHS Trust](#)
- [Hammersmith Hospital](#)

MT: MITA doubles Internet bandwidth in classrooms and the Government - 15 October 2010

It was announced in a press release of 2 September 2010 that, following a tender process, the Malta Information Technology Agency (MITA) has entered into a three-year agreement with a telecommunications company for the provision of Internet bandwidth and routing services to meet the continuous growing demand of Internet bandwidth within Malta's Government and state schools.

MITA has been acting as the Government's Internet Service Provider (ISP) since the mid-nineties, procuring Internet bandwidth and routing services from local carriers and repackaging it with value-added services, such as web filters, prior to providing it to public service users and state school students.

The global Internet backbone is comprised of Tier 1 Internet carriers and telecommunications company's service will make use of one of these carriers. Apart from enhancing the quality of its bandwidth, through this agreement MITA will be doubling the Internet bandwidth currently provided to Government and schools. MITA offers Internet services to approximately 16 500 public service users and over 30 000 students across all state schools.

The performance enhancement and increase in bandwidth for state schools is a central element in the Government's smart learning strategy which is now approaching completion from an infrastructural standpoint. The bandwidth enhancement caters also for the growing number of public officers making use of the Internet as a business tool, hence strongly reaffirming the Government's belief that appropriate access to the Internet at a high performance and good quality is an enabler and an invaluable tool in today's workplace, including within the public service.

This agreement will also increase local Internet bandwidth and enable faster access to the Government's portals and all the eGovernment services hosted by MITA.

MITA's Chairman, Claudio Grech, said that such an enhancement in the Government's Internet services was the next logical step for the Agency. "Having a high-speed and secure Internet bandwidth is necessary for the implementation and delivery of bandwidth-intensive applications within Government's core operations. It also allows us to start laying the foundations for the rollout of a new generation of eGovernment services together with the strong vertical deployments of elearning and eHealth," added Mr Grech.

Besides the capability and experience, the telecommunications company also offered the best value for money proposition to fulfil MITA's requirements, effectively reducing the total cost of the services which were currently being incurred.

Mr Inaki Berroeta, Chief Executive Officer of the telecommunications company said that: "Collaborating with MITA in its drive to propel the eGovernment proposition falls squarely within [the company's] commitment to be a leading player in developing further the fabric of Malta's knowledge economy. We are also thrilled that our infrastructure will be used by thousands of school children, and that it will ultimately carry different learning tools that will further entice them into their learning experiences and contribute towards their self-actualisation."

Further information:

- [Original press release - Malta Information Technology Agency \(MITA\)](#)
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DK: Chronic Obstructive Pulmonary Disease patients to be treated at home remotely - 14 October 2010

In September 2010, the [Telemedical Research Unit](#) at Frederiksberg Hospital started a clinical and randomised project in which patients with acute exacerbated Chronic Obstructive Pulmonary Disease (COPD) are remotely treated in their own homes avoiding hospital admissions.

This means that patients are offered exactly the same services, care and treatment as if they were hospitalised. Svend Erik Madsen for instance, who suffers from COPD, he has recently been admitted with exacerbation of COPD but in his own room at home, in his apartment, in Frederiksberg (west-central Denmark).

The daily ward rounds and the contact with the hospital staff are taking place via web cameras and via the surveillance equipment that are installed in patients' homes. After a day at the hospital, it is decided whether the patients should stay hospitalised or be monitored from their places.

The equipment first needed to be examined to see if it works properly; Mr. Madsen needed to make sure that he can use the device to measure oxygen saturation, heart rate and lung function. Finally, everything is as it should be: the equipment works, Mr. Madsen uses it easily and all measurements are fine.

Commenting on this Mr. Madsen stated: "I am very comfortable with the technology here. I have received training about how to use it, and it is very simple. I am sure that this is the future: hospitalisation is expensive; moreover, this saves time for everyone. It would be good," he says, "to set the camera together with the medico-technical measuring equipment at home in your living room."

So far 90 COPD patients have expressed their satisfaction with the use of this telemedicine service at home.

Further information:

- [Original News Article - Danish Society for Clinical Telemedicine \(in Danish\)](#)
 - [Telemedical Research Unit - Frederiksberg Hospital \(in Danish\)](#)
 - [Related Article - Telemedical Research Unit - Frederiksberg Hospital \(in Danish\)](#)
-

BE: Informed consent in the frame of the hub & metahub project - Call for opinions - 14 October 2010

The [Belgian eHealth platform](#) is calling for its users' opinions on which system - opt-in or opt-out - should be preferred to protect patient privacy when health data are exchanged between health professionals in Belgium through dedicated online networks named 'hubs'.

For the exchange of health data within the Belgian community of hospitals and practitioners, the eHealth platform receives technical support from the Belgian Care Providers Telematic Advisory Group (G19). The latter formulates proposals on, among other aspects, the general architecture of the platform.

The hub & metahub project was developed within the G19 working group. The project controls the various exchange networks ('hubs') in use in the medical sector in Brussels, in Wallonia and in Flanders; it also ensures that personal health data can be exchanged between the various hubs.

Good care requires de facto that healthcare providers have the correct health information of their patients at their disposal. In practice, health data can be kept at the doctor's office or in health institutions. Hence it is essential that such data be quickly, safely and efficiently exchangeable by the health providers who are treating - or treated - the same patient. This is the aim of the hub & metahub project.

Of course the protection of privacy is key to healthcare, but so are the requirements of continuity and quality of care. In order to make both principles compatible, it is possible to set up two systems, alternatively: an opt-in system, by which the informed consent of the patient is required prior to communicating the data; an opt-out system where the data exchange takes place unless the patients oppose it.

The G19 working group, which prepared a [note on the patient's informed consent](#) in the frame of the metahub projects, also looked into the possibilities of each system (opt-in /opt-out).

The Belgian eHealth platform is calling for the suggestions and remarks of the different partners and users of the platform, who are invited in particular to indicate clearly whether they prefer the opt-in or the opt-out, and explain why. The eHealth platform team will carefully go through the reactions and will consider them in the final note that it will submit to the members of the G19 working group. Comments can be sent to joris.ballet@ehealth.fgov.be or posted on the [forum](#) until 30 October 2010.

Further information:

- [Original news article - Belgian eHealth platform \(in Dutch and in French\)](#)
- [Note on the patient's informed consent \(in French\)](#)
- [Note on the patient's informed consent \(in Dutch\)](#)
- [Forum - eHealth platform \(in Dutch and in French\)](#)

LT: Information Society Ministry's proposals to rapidly increase number of Internet users - 13 October 2010

The Lithuanian Ministry of Transports and Communications, the competent Minister for Information Society development, put forward a set of ideas to make three quarters of the country's population able to use the Internet.

In 2009 the Internet users in Lithuania represented slightly more than half of the population. According to the Ministry's proposal, Lithuania should reach the European Union Member States' average of 75 % of Internet users. Another objective is to have 79 % of the Lithuanians trained to work on a computer, against 57 % in 2009.

Such ambitious plans have been drawn up by the Ministry of Transports and Communications, in a strategic document covering the 2010-2015 period. The Government will soon approve the document and concrete plans will be developed for reaching the set targets.

"Many among urban populations use computers, and the Internet has become a daily phenomenon, whereas there are still people who are unfamiliar with information technology. These are predominantly part of the rural population, pensioners, people with disabilities and/or low income." said the Minister of Transports and Communications, Eligijus Masiulis.

In Lithuanian cities, Internet users are more than 60 % of the population. This proportion drops to about 40 % of the rural households.

"The number of Internet users would rise if the state could cover the subscription fees of people living in difficult conditions. However, the Government has very limited options currently." the Minister explained.

Minister Masiulis further said he believes that the share of Internet users will grow faster if the eServices provided by public authorities and the online shopping opportunities increase. This is why he proposes to require other public authorities to make 90 % of the basic public services available on the Internet (vs. 60 % currently) by 2015.

Approx. 80 % of the Lithuanian population has broadband Internet access. The state intends to continue funding the development of broadband networks in rural areas for the next four years, thus targeting high-speed access for 98 % of the population.

At the moment 300 000 Lithuanian citizens hold an electronic identity card enabling them to authenticate in cyberspace and to sign documents by electronic means. The Ministry of Transport and Communications expects that one out six citizens should have access to this facility in a few years.

Further information:

- [Original news article - Ministry of Transports and Communications \(in Lithuanian\)](#)

IE: Student maintenance grant applications can now be made online - 13

October 2010

From September 2010 it is possible to apply online for any of the maintenance grant schemes offered by the Irish Government to students in higher education, through studentfinance.ie.

The student maintenance grant is the main source of financial help available from the Irish State for students in full-time higher education undergraduate, postgraduate and Post-Leaving Certificate (PLC) courses.

There are three main support schemes for students in third-level education:

- Higher Education Grants Scheme
- Vocational Education Committees' Scholarship Scheme
- Third Level Maintenance Grants Scheme for Trainees

There is a similar scheme for students in PLC courses - the Maintenance Grants Scheme for Students Attending Post-Leaving Certificate Courses.

Initially the online application facility for students, which also has a full Irish language version, is being used for 11 grant-awarding authorities. These authorities are:

- City of Cork Vocational Education Committee (VEC)
- County Cork VEC
- County Donegal VEC
- City of Dublin VEC
- County Dublin VEC
- County Kildare VEC
- County Louth VEC
- City of Limerick VEC
- City of Waterford VEC
- Dun Laoghaire VEC
- Dun Laoghaire Rathdown County Council

The new system will be rolled out to all grant awarding authorities over the coming months. It is also still possible to apply for a student maintenance grant in hardcopy.

The studentfinance.ie portal also provides information on course fees. Users can find out about other sources of assistance for students, such as the Fund for Students with Disabilities, the Back to Education Allowance and the Student Assistance Fund. They can also find answers to possible questions they may have by accessing the Frequently Asked Questions (FAQs) section. Lastly, the portal provides details and links to a range of other organisations and websites that may be of interest and/or assistance.

Further information:

- [Original news article - Citizens Information website](#)
 - [Additional information and grant application - studentfinance.ie](#)
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New Factsheets

The 2nd Edition of the eInclusion factsheet for the United Kingdom is now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [EU: Conclusions of the Workshop on 'Using the cloud to automatically personalize interfaces and materials'](#) | 17 October 2010 | Pan european
 - [EU: The eProcurement Map – Fourth Edition](#) | 14 October 2010 | EU Institutions
 - [GR/CY: Tile-Ippokratis - The Experience of an eHealth Platform for the provision of Health Care Services in the Island of Chios and Cyprus](#) | 19 July 2010 | Cyprus | Greece
 - [CY: eHealth strategy and implementation activities in Cyprus](#) | 1 June 2007 | Cyprus
-

EU: Conclusions of the Workshop on 'Using the cloud to automatically personalize interfaces and materials' - 17 October 2010

Description (short summary):

This document presents the main conclusions of an expert debate on the concept of Global Public Inclusive Infrastructure (GPII)/social cloud and its influence at European Union level.

These conclusions are those of the Workshop on 'Using the cloud to automatically personalize interfaces and materials for those facing difficulties due to disability, literacy or aging: the future of social clouds and inclusive infrastructures', which took place in collaboration with ePractice in Madrid on 4 October 2010.

The [INREDIS](#) is a National Strategic Consortia in Technological Research and Development (CENIT) project, which is part of the Spanish government's INGENIO 2010 initiative run by the Industrial Technology Development Centre (CDTI). Its main aim is to develop basic technologies which will lead to the creation of communication channels and interaction among people with special needs and the ICT technological environment. INREDIS is carrying out basic research in the field of accessible interoperable technologies over the period 2007-2010, with a budget of €23.6 million.

Number of pages: 6

Related ePractice Event:

[ePractice Assisted Event - "Using the cloud to automatically personalize interfaces and materials"](#)

EU: The eProcurement Map – Fourth Edition - 14 October 2010

Description (short summary):

There are a number of projects and initiatives in eProcurement in Europe tackling different subjects, issues or aspects of modernising public procurement. Often groups of experts or individuals behind these projects are not aware of similar projects done by colleagues in the same field working in other European countries.

Therefore, the eProcurement Forum, the community of eProcurement experts hosted by the ePractice portal, has gathered and analysed the key activities that have an impact on the development of electronic public procurement in Europe.

These efforts resulted in the creation of a dynamic map of these initiatives, which is provided to all the members of the eProcurement Forum and to any other expert interested in it. The expected effect is to make all the eProcurement stakeholders aware of what is happening in the European scenario and provide a tool for the easy identification of "who is doing what".

The 'eProcurement Map' serves as a dynamic picture of various projects, initiatives or communities, having different targets, audiences or approaches to eProcurement.

The present version is an update of the [third map edition](#) and introduces new initiatives and documents. Any comments, suggestions or contribution should be sent to eprocurement@epractice.eu.

The document consists of three main sections:

- Section 2: Map of the activities, where all the activities have been described providing synthetic information on objectives, approach and contacts;
- Section 3: Available studies, proposing a selection of the available results of these activities and of the reference documents produced by the European Commission;
- Section 4: Relevant Legal Acts, proposing the most recent legal acts issued at European level.

Number of pages: 41

Related ePractice Publications:

[ePractice Library :EU: The eProcurement map](#)

[ePractice Library :EU: The eProcurement map - Second edition](#)

[ePractice Library: EU: The eProcurement map - Third edition](#)

GR/CY: Tile-Ippokratis - The Experience of an eHealth Platform for the provision of Health Care Services in the Island of Chios and Cyprus - 19 July 2010

Description (short summary):

Tile-Ippokratis proposed an integrated platform for the provision of low-cost eHealth services to citizens in southeast Mediterranean area - the Island of Chios (in Greece) and Cyprus.

The aim of the paper is to present the architecture, the design, and the evaluation results of this platform. The platform based on already evaluated state-of-the-art mobile eHealth systems and using wireless and terrestrial telecommunication networks is able to provide the following health care services:

- telecollaboration and teleconsultation services between health care personnel and between health care personnel and patient;
- eHealth services for 'at risk' citizens such as elderly and patients with chronic diseases (Greek Island of Chios) and postsurgery patients (Cyprus).

The eHealth systems supported capabilities for vital signal measurements - ECG (Electrocardiography) 1 lead, Pulse Oximeter Oxygen Saturation (SPO2), Heart Rate (HR), Blood Pressure (BP), weight, and temperature -, an Electronic Patient Record (EPR) infrastructure, and video conference, along with communication gateways for data transmission over Asymmetric Digital Subscriber Line (ADSL), General Packet Radio Service (GPRS), and Wireless Local Area Networks (WLAN).

Number of pages: 7

Related ePractice Case: [Tile-Ippokratis](#)

CY: eHealth strategy and implementation activities in Cyprus - 1 June 2007

Description (short summary):

This report is the outcome of research in the context of the [eHealth ERA project](#). The activities described in the present report were generally assessed in August 2006.

The document provides an overview of the healthcare system and the strategic eHealth plans / policy measures of Cyprus. It also gives the status of deployment of eHealth in terms of legal and regulatory framework, ICT education and training as well as eHealth applications and services. Selected abstracts of eHealth projects are featured.

Number of pages: 23

Upcoming Workshops and Events

- [UK: Smart Cities Customer Insight Conference](#) | 21 October 2010 | United Kingdom
- [FR: INFO to DOC](#) | 20 - 21 October 2010 | France
- [DE: Global E-Health Forum - Hamburg 2010](#) | 25 - 26 October 2010 | Germany
- [UK: Conference on the international implementation of electronic health records](#) | 26 October 2010 | United Kingdom
- [ES: MultilingualWeb workshop - Where Are We?](#) | 26 - 27 October 2010 | Spain
- [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
 - [SK: epSOS Projectathon Bratislava](#) | 22 - 25 November 2010 | Slovakia
 - [BE: Flemish Conference on Local e-Government](#) | 14 December 2010 | Belgium
 - [BE: Lift-off Towards Open Government Conference](#) | 15 - 16 December 2010 | Belgium
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UK: Smart Cities Customer Insight Conference - 21 October 2010

Smart Cities Customer Insight Conference - 'Customer profiling and service lists'

The Smart Cities Customer Insight Conference will focus on the identity of business customers in general and what companies need in the context of redesigning and marketing services to effectively meet customer needs but also achieve efficiency through joint working and moving people to less costly access channels.

As well as getting the first copies of the new Smart Cities Customer Insight guide, delegates will be able to hear and talk to organisations that are using the techniques effectively in order to make a difference in their area. The emphasis will be on exchanging ideas and identifying new solutions that will constitute practical business tools, rather than on just absorbing information.

Public services need to adapt to the needs of citizens. Often new eServices are technology-initiated, but Smart Cities starts with the user. Sociology, marketing and economic science have a lot to offer to the developers of eServices. This means bringing a range of data sources together to develop accurate profiles of target customer groups.

The [Smart Cities project](#) partners are using a wide range of geographical, transactional, demographic and survey data to better understand citizen's needs and to reengineer services. This will allow partners to identify and use the most appropriate service channels for different target groups, and to proactively provide services that will meet their needs. This will ensure that services are designed and implemented in ways that recognise the specific needs of different groups of citizens.

The Smart Cities project is creating an innovation network between cities and academic partners to develop and deliver better eServices to citizens and businesses in the North Sea Region. Smart Cities is supported by the European Regional Development Fund.

The event is free of charge but priority will be given to Smart Cities partners and their guests. A booking form is now open at <http://esd.org.uk/esdtoolkit/Events/EventDetails.aspx?E=445>.

Interested parties can book overnight accommodation using this [link](#) or via www.ConferenceBookings.co.uk by entering the following event code: *CMBNORFOLK2010*.

A preliminary agenda of the event may be found [here](#).

Event email: Helen.Lee@norfolk.gov.uk

Event website: <http://www.smartcities.info/customer-insight-conference-cambridge>

Country: United Kingdom

City/Location: Cambridge

Organiser: Smart Cities project

FR: INFO to DOC - 20 - 21 October 2010

INFO to DOC - Conference and Exhibition on the Management of information and document processes

INFO to DOC is the only event in France to be dedicated to dematerialisation and Enterprise Output Management (EOM). Over two days of exchange and business, it will aim to bring answers to both public and private companies looking for solutions on issues such as:

- How to optimise the circulation of information and documents?
- How to dematerialise safely?
- How to archive and certify via electronic means?
- What about the Cloud and Saas models?
- How to optimise document management?

The event consists of an exhibition on inflows, outflows and internal flows (more than 100 exhibitors), a series of workshops with practical examples and plenary conferences focused on, for example: the dematerialisation of invoices, certification systems for electronic archiving, the synchronisation of information and documents within the organisation, multifunction and document management. The programme of the conferences may be found [here](#).

The free access badge can be ordered [online](#).

Event email: fgouache@amalthea.fr

Event website: <http://www.infotodoc.com/>

Country: France

City/Location: Paris

Organiser: ETAI Groupe Infopro Communications

DE: Global E-Health Forum - Hamburg 2010 - 25 - 26 October 2010

Global E-Health Forum - Hamburg 2010 - 'Strategies, Solutions and Services'

The primary aim of the organizers is to provide a cross-sector forum for representatives from hospitals and clinics, governments, health insurance organizations, service providers and the media.

Policymakers, users, suppliers and implementation managers will have the opportunity to learn from each other and to develop collaborative working relationships.

Some of the topics that will be discussed during the event include:

- eHealth Strategies (examples from the USA and New Zealand, overview on Europe);
- eHealth Best Practices in Hospitals Worldwide, e. g. quality management, hospital information systems, process optimization;
- Standardisation, interoperability, interconnectivity;
- Telemedicine;
- Services, e. g. healthcare relationship (patient) management and patient empowerment;
- Acceptance of eHealth and data safety/protection.

Event email: geh@common-sense.biz

Event website: <http://www.global-ehealth-forum.com/>

Country: Germany

City/Location: Hamburg

Organiser: European Health Telematics Association (EHTEL), Hamburg Chamber of Commerce and IBM in cooperation with Asklepios Clinics

UK: Conference on the international implementation of electronic health records - 26 October 2010

The International Conference on the international implementation of electronic health records

This international conference brings together the world's leading experts to share their knowledge and experiences of implementation and adoption of electronic health records.

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

Event email: l.marshall@ed.ac.uk

Event website: <http://www.crfr.ac.uk/events/iehr/home.html>

Country: United Kingdom

City/Location: London

Organiser: University of Edinburgh

ES: MultilingualWeb workshop - Where Are We? - 26 - 27 October 2010

The Multilingual Web - Where Are We?

Today, the World Wide Web is fundamental to communication in all walks of life. As the share of English web pages decreases and that of other languages increases, it is vitally important to ensure the multilingual success of the World Wide Web.

The [MultilingualWeb project](#) is looking at best practices and standards related to all aspects of creating, localising and deploying the Web multilingually. The project aims to raise the visibility of existing best practices and standards and identify gaps. The core vehicle for this is a series of [four events](#) which are planned for the coming two years.

As the first of the four events, this workshop will survey and introduce people to currently available best practices and standards that are aimed at helping content creators, localisers, tools developers, and others meet the challenges of the multilingual Web.

The key objective is to share information about existing initiatives and begin to identify gaps. It also provides opportunities for networking that span the various communities involved in enabling the multilingual Web.

Session titles include: Developers, Creators, Localisers, Machines, and Users. The workshop should provide useful cross-domain networking opportunities. A first view of the programme may be found [here](#).

People interested in attending need to send an [expression of interest](#) (optionally submitting a speaker proposal), and then [register](#).

Event email: public-mlw-workshop@w3.org

Event website:

http://www.w3.org/blog/International/2010/10/01/multilingualweb_workshop_madrid_initial_?utm_source=twitterfeed&utm_medium=twitter

Country: Spain

City/Location: Madrid

Organiser: MultilingualWeb project

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

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 Iguacu, 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: 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)

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 o Citizen involvement and empowerment o 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 October 22nd, 2010
- Speaker confirmation by November 4th, 2010
- Final presentations by November 8th, 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.

For more information and submission of abstracts, please download the **call for participation** and **workshop for speakers** that may be found in the '**presentation and documents**' section below and submit to events@eurodyn.com.

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 VoiceE 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

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

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 BoaRders 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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