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## European ePractice Newsletter N. 348 – 02 November 2010

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### >> Call for articles for the next issue of the European Journal of ePractice

The eleventh edition of the European Journal of ePractice will allow all types of **eGovernment articles** but will give a particular focus on the theme '**eGovernment for the Economic Crisis**' and on how eGovernment can be used to address the current economic and financial crisis in the short and/or in the longer term. Contributions of both an empirical and theoretical nature, from a policy, organisational and/or technical perspectives can be submitted at [epractice@eurodyn.com](mailto:epractice@eurodyn.com) or at [editorial@epractice.eu](mailto:editorial@epractice.eu). The submission deadline is **16 November 2010**.

For more information, please visit the call for papers at: <http://www.epractice.eu/en/node/288847>.

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### >> 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](mailto: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>.

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### >> 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>.

### >> Workshop on eParticipation

This ePractice.eu workshop on 'eParticipation' will be held in Brussels on **7 December 2010**, seeking to bring together experiences and practices available in the European Union. It aims to draw lessons from a variety of projects in order to engage citizens and civil society in debating top level policy issues. This event will take place at the right time to place eParticipation on the new political agenda, while taking the opportunity to explore its possible contribution to major political reforms throughout the EU. The deadline for abstract submissions is **18 November 2010** and they can be sent at [events@eurodyn.com](mailto: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-epractice-workshop-e-participation>.

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## Latest Cases

- [Competitive Health Services Project](#) | 25 October 2010 | Finland | Ireland | Norway | Sweden | United Kingdom
  - [+SPACES](#) | 19 October 2010 | Belgium | Germany | Greece | Spain | United Kingdom | Asia
  - [Approval of LPG Operators Registry \(ARGO\)](#) | 15 October 2010 | Spain | Pan european
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## 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
  - Utilization of an implementation model which can replicated elsewhere in the Northern Periphery and other peripheral areas of Europe
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## +SPACES

Policy Simulation in Virtual Spaces (PositivSpaces): +Spaces (dubbed Positive Spaces) is an FP7 project (call 4, Objective 7.3) aiming at policy-making simulation in virtual spaces. It proposes to make use of existing virtual worlds (VWs) and social networking sites as a societal petri dish for modelling real world behaviour, and plans to develop the required tools and methods for exploiting virtual spaces to that end.

## 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.

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**Editor's Choice of the week:** [Smart Integrated Biodiagnostic Systems for Healthcare](#)

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## Latest News

- [DE: Internet courses for immigrants' digital integration](#) | 2 November 2010 | Germany
- [EU: Free Luxembourgish language course for English and French speakers online](#) | 1 November 2010 | France | Germany | Luxembourg | Pan european
- [DK: National health IT strategy focuses on consolidation of legacy systems](#) | 1 November 2010 | Denmark
- [NO: Electronic database of public mail records proves highly successful](#) | 29 October 2010 | Norway
- [EU: EU-IMMINENT website for immigrant entrepreneurs is launched](#) | 29 October 2010 | Germany | Poland | Romania | United Kingdom | EU Institutions
- [AT: Master Patient Index system will provide streamlined patient records access](#) | 28 October 2010 | Austria
- [ES: 'En Diálogo' - a new online participatory magazine on immigration...and more](#) | 27 October 2010 | Spain
- [EU: Three European hospitals win EMRAM award](#) | 27 October 2010 | Pan european

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## DE: Internet courses for immigrants' digital integration - 2 November 2010

The Integration of Migrants in the European Society (IMES) 'Digital Integration' project launches a series of free-of-charge Internet tutorials to immigrants.

The IMES project carried out by the [Project Workshop on Environment and Development](#) (Die Projektwerkstatt Umwelt & Entwicklung, in German) aims to foster integration, understanding and political participation of immigrants, similarly to 'Agenda 21', a programme run by the United Nations (UN) Department of Economic and Social Affairs and the UN Decade of Education for Sustainable Development (2005-2014).

The Internet plays an important role in everyday life as a means of information and communication. Even more frequently, it is used as a means of social and political participation. Municipal services, political surveys and actions for citizens' participation are found more often on the web.

The courses will offer immigrants - at certain times and in public places - computers with Internet access. IMES-teachers will be there to help them getting started with the Internet. Teachers will offer Internet tutorials to small groups, showing them how to use of the World Wide Web (www). The IMES-teachers work on a voluntary basis and they have been taught how to be inter-culturally and technically prepared in order to meet the needs of participants.

More specifically, through the courses participants will have the opportunity to learn how to:

- Set up an email account and send emails;
- Perform searches using various search engines;
- Familiarise themselves with chat rooms and forums;
- Use the Internet safely;
- Navigate through websites containing breaking news and newspapers in different languages;
- Work with texts, pictures and music from the Internet;
- Search for a job, travel information and shop online;
- Facilitate administrative procedures via the use of the Internet;
- Politically participate via the Internet.

The courses and services are offered free-of-charge and are intended to help participants. Therefore, they have been adapted as far as possible to the needs of the respective groups and individuals.

Details on the exact place and time the courses will be held may be found [online](#).

#### **Further information:**

- [Original News Article - IMES project \(in German\)](#)
- [Project Workshop on Environment and Development \(in German\)](#)

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## **EU: Free Luxembourgish language course for English and French speakers online - 1 November 2010**

The QuattroPole city network provides a [free online Luxembourgish course](#) which is available to any English and/or French-speaking person willing to learn Luxembourg's national language.

With a PC, speakers or headset and Internet access, the learners can organise their own learning schedule. In eight modules, they can practise every day on, among other aspects, work-related situations.

Each lesson has as its main thread a theme based on various situations of the daily life of a family who settles and lives in Luxembourg. Lessons start with an animated video that facilitates the learners' insertion in linguistic situations that are close to real-world situations. Likewise, each lesson has its own vocabulary, structured by theme and by grammatical category.

Focus is placed on talking and listening; sound excerpts enable the learners to know the exact pronunciation of words. The students can download the sound files and listen to the key sentences of each lesson to practise their pronunciation as much as they wish, on their mp3 players.

The exercises contain explicit and entertaining exemplifications targeted at a playful learning. Online exercises are corrected immediately; at the end of each lesson, personalised and direct feedback shows the learners what are their strengths and weaknesses.

The course has already 19 000 registered users. It has been developed by the QuattroPole city network in cooperation with the University of Luxembourg and the Luxembourg Ministry of Education and Vocational Training in line with the latest didactic standards.

### Background information

QuattroPole is a cross-border network of cities composed of Luxembourg (LU), Metz (FR) Saarbruecken and Trier (DE). With the motto 'So close, so different' this network of cities that are at the most one hour apart from each other aims to provide the inhabitants of these cities with a chance to know other people and their customs, discover common points and explore distinctive features.

### Further information:

- [Original news article - QuattroPole city network](#)
- [Related news article - Bienvenue.lu portal - Association de Soutien aux Travailleurs Immigrés - ASTI \(in French\)](#)
- [Online Luxembourgish course for French speakers](#)
- [Online Luxembourgish course for English speakers](#)
- [Related news article by Michel Lukic \(10 August 2010\) - 'Letzebuergesch léiere online' - Global City Dialogue](#)

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## DK: National health IT strategy focuses on consolidation of legacy systems - 1 November 2010

Chief information officers (CIOs) should first look at their country's national healthcare strategy before trying to shape the future of health information technology (IT). This policy message was communicated by Mogens Engsig-Karup, CIO of Denmark's Central Health Region at the [Healthcare Information and Management Systems Society \(HIMSS\) 2010 Health IT Leadership Summit](#) that took place in Rome, from 29 September to 1 October 2010.

In Denmark, the healthcare strategy is based on five pillars:

- enabling better cooperation between primary and secondary sectors;
- providing more efficient patient pathways;
- the monitoring of chronic illnesses;
- quality improvement;
- the consolidation of acute hospital functions.

Engsig-Karup said that these goals must be reflected in the health IT activities of the regions.

Four counties merged to form Denmark's Central Health Region in 2007, resulting in a number of different legacy systems, including five patient administration systems (PAS), five electronic health record (EHR) systems and three radiology information systems (RIS) in five databases. Consolidating these legacy systems is now a top priority.

Engsig-Karpu said he expected most paraclinical systems to be consolidated by 2012, enabling direct access from the newly created regional electronic patient record (EPR) system.

He said: "In 2012 we will have one regional EPR system which includes patient administration and booking, specialty workflows as well as access to the National Medicine Chart and eJournal."

The consolidation will minimise the need for double registration of patient information, allowing referrals to be handled more efficiently. Engsing-Karpu said: "We are planning to allow hospitals to book each others' resources and enable patients to rebook their appointments on the Internet - but this is not a technical question; this is a political question."

He added: "But consolidation must leave room for innovation and if hospitals are unwilling to change their systems, it might also be due to the fact that these systems are good."

Engsing-Karpu also stated that because the old systems were almost always cheaper than the new ones, CIOs must consider the 'benefits of scale' rather than the 'economies of scale'.

#### **Further information:**

- [Original news article - HealthTech Wire](#)
- [Related ePractice event announcement - IT: HIMSS Europe Health IT Leadership Summit 2010](#)

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## **NO: Electronic database of public mail records proves highly successful - 29 October 2010**

**Over 8 800 requests for access to public documents were made to the electronic database of public mail records (Offentleg elektronisk postjournal - OEP, in Norwegian) in September 2010, while 1 416 disclosure requests were sent through the old test system 'Electronic Mail Records' (EMR).**

This shows the success of OEP among citizens since its launch in May 2010. It is also worth noting that since 4 October 2010, the mail records of 17 new agencies have been made available in the OEP. An additional 21 agencies will soon follow, 18 of which include county governments. This means that by the end of October 2010, 70 government agencies will have joined the OEP.

Commenting on these developments, Mr. Hans Christian Holte, the director of the Agency for Public Management and eGovernment (Difi) stated: "This is an important step towards a more open and transparent public administration. OEP gives anyone a powerful tool to keep control of the public sector and keep up-to-date on issues they are interested in."

The Difi Director added: "In less than five months, the number of companies participating has increased from 21 to 51, and the number of disclosure requests has increased from 4 535 in June to 8 800 in September [2010]." Never before have so many access requests been sent through the joint electronic mail records.

The 17 public agencies that joined OEP on 4 October 2010 are the following:

- [Directorate of Integration and Diversity](#)
- [Consumer Ombudsman](#)
- [Government Agency for Financial Management](#)
- [National Collection Agency](#)
- [Customs and Excise](#)
- [Government Administration Services](#)
- [Medicines Agency](#)
- [Centre for Rural Development](#)
- [Gaming Authority](#)
- [Media Authority](#)
- [National Library](#)
- [Centre for International Cooperation in Higher Education](#)
- [Directorate for Nature Management](#)
- [Metrology Service](#)
- [Norwegian Maritime Directorate](#)

- [Post and Telecommunications Authority](#)
- [Railway Inspectorate](#)

#### **Background Information:**

Launched in May 2010, the public electronic mail records (OEP) is a joint electronic service for the public records of the state agencies. Through the website of OEP anyone can search for mails and documents of the public sector, and request for access to various documents, remaining in line with the Freedom of Information Act. The service is free to use and open to all. It aims to make it easier for everyone to get an overview of public information, and make it more accessible. Difi is in charge of administering and managing the service.

#### **Further information:**

- [Original News Article - Agency for Public Management and eGovernment - Difi \(in Norwegian\)](#)
- [Electronic database of public mail records - OEP \(in Norwegian\)](#)
- [Related ePractice Article - NO: Online access to the mail records of central administration](#)

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## **EU: EU-IMMINENT website for immigrant entrepreneurs is launched - 29 October 2010**

**The EU-IMMINENT website ([www.eu-imminent.com](http://www.eu-imminent.com)), an interactive business start-up guide for immigrant entrepreneurs, was launched at a conference in Bucharest, Romania, on 14 September 2010.**

The website is a comprehensive online training resource for potential entrepreneurs living outside their country of origin. Containing up-to-date information related to business start-ups in Germany, Ireland, Poland, Romania and the UK, EU-IMMINENT is the first pan-European online entrepreneurship resource aimed at immigrant communities.

The EU-IMMINENT website is an interactive platform for current and future entrepreneurs with an immigrant background. Funded by the Leonardo da Vinci programme, a European Commission venture concerned with vocational education and training, it offers expert advice on both business and immigrant issues. Resources include a comprehensive training course, and podcasts, videos and ezines covering topical issues.

The project partners of EU-IMMINENT are two support organisations for small and medium enterprises (SMEs) in the UK and Ireland, a migrants' rights network focusing on social and economic inclusion in the UK, Romania's national and international association for small business and entrepreneurs, the largest Polish Chamber of Commerce, and a business training and consultancy provider from Northern Ireland.

#### **Further information:**

- [Original news article - European Web Site on Integration \(EWSI\)](#)
- [EU-IMMINENT \(in English, German, Polish and Romanian\)](#)

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## **AT: Master Patient Index system will provide streamlined patient records access - 28 October 2010**

**In September 2010, Austria announced the sign up of a deal with a technology-enabled solutions and services company to develop a Master Patient Index (MPI) system by 2011; the aim of the system is to provide healthcare professionals with access to electronic patient records, wherever they are stored within the Austrian healthcare system. The technology will form an integral part of Austria's Electronic Health Record project (Elektronische Gesundheitsakte - [ELGA](#), in German).**

The MPI is an application that will empower Austria's healthcare professionals to perform a nationwide search for patient records. It is designed to find an individual no matter where their records are stored so that medical staff in different hospitals or departments in locations spread across Austria can access detailed information on a patient in their care.

By providing a nationwide search facility, the application improves the safety and quality of patient care as medical treatments will be based on the latest electronic record, which will also include emergency information such as blood type and allergies. Through the system, healthcare professionals will get a detailed, single view of a patient's medical record.

"The MPI will cut the administrative burden on hospital staff, and most importantly, improve patient care," said Horst-Martin Dreyer, director of the company. "Healthcare professionals often do not know where a patient has been treated in the past and where to source their latest records. By providing a system that can do this automatically, we will improve efficiency and allow doctors to concentrate on providing the best and safest care possible based on the latest information available for each patient."

The Austrian Federal Ministry for Health (Bundesministerium für Gesundheit - [BMG](#), in German) holds overall responsibility for ELGA and is supported by the federal states and the country's social insurance department, [HVB](#) (Hauptverband der österreichischen Sozialversicherungsträger, in German). A division of HVB, the IT Services of the Austrian Social Security (IT Services der Sozialversicherung - [ITSV](#), in German) appointed the aforementioned company to develop and integrate the MPI system into ELGA.

The MPI is one of six components of the ELGA project and is based on the Central Partner Management (ZPV) application installed at HVB, which contains more than 12 million data records. The other five aspects include a Health Service Provider Index, Document Register, Authorisation Concept, Health Portal and eMedication. The overall project is designed to deliver Austrian citizens a joined-up, efficient, electronic healthcare system.

The winning company along with its partner and in cooperation with the client are already designing the MPI with specialists in development management, business analysis and information architecture to deliver the project by early 2011.

#### Further information:

- [Original News Article - eHealthNews.eu Portal](#)
- [Electronic Health Records - ELGA \(in German\)](#)

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## ES: 'En Diálogo' - a new online participatory magazine on immigration...and more - 27 October 2010

**The Association of Moroccan Workers and Immigrants in Spain (Asociación de Trabajadores e Inmigrantes Marroquíes en España - ATIME, in Spanish) launched a free online magazine called 'En Diálogo' whose purpose is to address the news from the immigration prism and provide migrants with tips about daily life matters.**

Following the launch of the magazine end of September 2010, immigrants have had at their disposal a space where they can find pertinent information and express their concerns. A quarterly publication, 'En dialogo' pursues clear objectives: "to provide answers to the questions that migrants face in their daily lives; to raise awareness among Spanish people of what being an immigrant in Spain means; to serve as an open space where anyone can express opinions or inform others on themes that regard or concern them." explained Sergi Bahillo, the coordinator of the magazine.

Sergi Bahillo is the person behind the idea of publishing such a magazine. Previously in charge of updating the content of the ATIME website, he could notice every month "that there was so much interesting information that the web would insufficiently cover." ATIME had been publishing a paper publication that was also called 'En Diálogo';

this previous version "was solely providing information on the activities of ATIME, but we decided to keep this name for our new project (...)." Bahillo explained.

The project aims to facilitate the integration of immigrants in Spain thanks to social and legal assistance services, as well as educational and culture-related services.

The new version of 'En Diálogo' provides daily news and it features interviews of political leaders, intellectuals, artists, etc. Even though it is targeted at the general public, all themes are treated through the prism of immigration. For instance, the [first issue](#) covers the general strike and the reform of the labour market; it contains an interview of syndicalist Cándido Méndez and an opinion piece by Abdelhamid Beyuki, the director of the Euro-Mediterranean network for cooperation to development (REMCODE), debating on how the reform of the labour market will affect immigrants and on whether they supported the strike.

Apart from news stories, the magazine comprises other sections, namely:

- 'Actions' - A summary of the activities conducted by ATIME in the last months and announcements of future initiatives;
- 'Today, lets meet ...' - in each issue, an organisation involved in immigration issues will be presented. The first issue presents the Migrar Foundation (Fundación Migrar, in Spanish);
- 'In depth' - this section will tell readers about international organisations and events, such as the 'Forum Civil des Marocains d'Europe'.
- 'Interview with ...' - an interview with someone who is connected to the theme of the previous section.

'En Diálogo' is mainly distributed via email. It has over 2 500 readers as well as its own group on a social networking platform where the themes of the magazine can be debated on together with related issues.

For 'En Diálogo' to be a genuine space for all, people interested in the news and in immigration issues as well as those who would like to write and get involved in the project are called to participate; they can send an email to [endialogo@atime.es](mailto:endialogo@atime.es) and propose their ideas and/or texts.

#### Further information:

- [Original news article - Migrar Foundation \(in Spanish\)](#)
- [ATIME \(in Spanish\)](#)
- [First issue of 'En Diálogo' \(in Spanish\)](#)

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## EU: Three European hospitals win EMRAM award - 27 October 2010

Three European hospitals have won the 'Stage 6 [HIMSS Europe Electronic Medical Records Adoption Model \(EMRAM\) Award](#)', which is given to hospitals that represent best practices in implementation of the Electronic Medical Record (EMR). Namely, University Hospitals in Geneva (Switzerland), ISMETT Hospital (Italy) and Odense University Hospital (Denmark) were awarded on 30 September 2010, during the [HIMSS Europe Health IT Leadership Summit](#) held in Rome.

The recently established Healthcare Information and Management Systems Society (HIMSS) Analytics Europe has over the past month been assessing hospitals across 10 European countries, to determine if they would qualify for the EMRAM Stage 6 & 7 award.

Uwe Buddrus, General Manager of HIMSS Analytics Europe, announced the EMRAM winners and said: "It is a great honour for me to present these first three EMRAM awards ever to be won in Europe. With this award we are encouraging hospitals to frequently assess their IT solutions so that they can provide better quality and safety for their patients. We look forward to supporting hospitals across Europe in achieving Stage 6 & 7 EMRAM levels."

The [University Hospitals of Geneva \(HUG\)](#) is the largest public hospital consortium in Switzerland, with more than 2 000 beds, 50 000 inpatient admissions and 850 000 outpatient visits each year. Covering the whole range of primary, secondary and tertiary care, the HUG, with more than 10 000 collaborators representing about 8 500 full-time equivalents (FTEs), is the largest employer of the Geneva canton. The HUG serves as a community public hospital and a teaching and reference centre for the region, including highly specialised medicine such as organ transplants, cellular therapy, genetics and clinical neurosciences.

[Odense University Hospital \(OUH\)](#) is a centre of major importance within the Danish hospital and specialist services system, as are Rigshospitalet in Copenhagen and Aarhus University Hospital. It is a highly specialised hospital whose functions cover all medical specialist areas, collated within a single framework. There are approximately 8 000 employees at OUH, which makes the hospital one of the largest in northern Europe.

[ISMETT Hospital](#) is a joint public-private partnership between the Region of Sicily, the Civico and Cervello hospitals in Palermo, and an integrated global health enterprise based in Pittsburgh, USA. Over the past decade, ISMETT has become one of the leading organ transplant centres in Europe and a major referral centre for other Mediterranean countries. More than 1 000 transplant procedures have been performed at ISMETT with outstanding clinical results. ISMETT's one-year survival rate for liver transplant recipients is the highest in Italy.

#### Further information:

- [Original news article - HealthTech Wire](#)
- [HIMSS Europe](#)
- [Related ePractice Event - IT: HIMSS Europe Health IT Leadership Summit 2010](#)

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## Latest Publications

- [DE: Report on Innovation in Hospital Management](#) | 27 July 2010 | Germany

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## DE: Report on Innovation in Hospital Management - 27 July 2010

### Description (short summary):

The present report states that the industry has responded to new demands in health care and that innovative eHealth solutions are being developed. These reflect the requirements of the market and support the hospitals in optimising the treatment of patients while reducing costs. The contributions contained in the report introduce some of these solutions:

- Interactive SMS service for patient communication;
- Effective and efficient patient management;
- Hospital-wide image management: Integration of all image data and bio-signals into the clinical workflow;
- Documentation platform for Manual Medicine;
- Hospital IT increasingly focuses on progress tracking documentation based upon standardised assessments;
- Business Intelligence in the hospital - With a few right metrics and targeted to success.

Since 2009, current issues in healthcare IT have been highlighted in a particular depth, in the publications of VHitG. Each Innovation Report is devoted to a specific product in each segment and gives the floor to experts from academia, research and industry to discuss the latest technological developments.

The VHitG Innovation reports are aimed at those who would like to obtain general information about IT developments in healthcare, as well as at journalists who wish to search for an article in a specific issue. With the

Innovation reports the association and the providers of IT-solutions in healthcare introduce themselves as partners for each topic of interest presented.

The report is available for download on the VIHTG website along with the already published innovation reports on Safety of Drug Therapy (Arzneimitteltherapiesicherheit - AMTS, in German), digital speech processing, document management, Medical service of health insurances (Medizinischen Dienst der Krankenkassen - MDK, in German) and regional supply structures.

**Number of pages:** 17

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## Upcoming Workshops and Events

- [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
- [ES: Conference on Avilés, an integral eAdministration model in the service of the citizen](#) | 10 November 2010 | Spain
- [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
- [UK: National Telecare & Telehealth Conference 2010](#) | 15 - 17 November 2010 | United Kingdom
- [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
- [RO: MEDINF 2010](#) | 18 - 20 November 2010 | Romania
- [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
- [CZ: First Pan-European VERITAS Workshop and User Forum](#) | 29 - 30 November 2010 | Czech Republic
- [DE: Pre-Conference Workshop at ONLINE EDUCA BERLIN 2010 - 'The European Digital Education Agenda'](#) | 1 December 2010 | Germany
- [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

## 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](http://www.shsceventsbookings.co.uk/event_537/information.php)

Country: United Kingdom

City/Location: Crieff

Organiser: SHSCEvents

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## 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](mailto: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

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## **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@iaitl.org)  
Event website: <http://www.lspi.net/>  
Country: Spain  
City/Location: Barcelona  
Organiser: International Association of IT Lawyers (IAITL)

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## **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 email: [info@mcall-gmbh.de](mailto:info@mcall-gmbh.de)

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

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## **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](mailto: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](mailto:eminent@eun.org)

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

Country: Denmark

City/Location: Copenhagen

Organiser: European Schoolnet Network

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## **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](mailto: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

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## **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](mailto: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)

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## **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](mailto:info@egovernment-symposium.ch)

Event website: [http://www.egovernment-symposium.ch/default.asp?V\\_SITE\\_ID=7](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)

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## **ES: Conference on Avilés, an integral eAdministration model in the service of the citizen - 10 November 2010**

### **Conference on Avilés, an integral eAdministration model in the service of the citizen**

Electronic administration has been incorporated in the public administration organisations with a clear objective: to better serve the citizens.

The event in question offers the possibility of first hand learning about the degree of evolution of the national electronic administration and how it has been dealt with by different cities, aiming to become an integral service of citizenship.

The objective of this conference is to review an array of solutions established by different Spanish cities in order to satisfy more rapidly and efficiently the needs of the citizens both in the direct services offered as well as in each of the internal services of each organisation. Technology transfer solutions and know-how will be explored by the local administrations.

The targeted audience will be the public managers for service development as well as private managers that work towards the modernisation of public administrations.

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

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

Event email: [eventos@clubdeinnovacion.es](mailto:eventos@clubdeinnovacion.es)

Event website: [http://www.clubdeinnovacion.es/index.php?view=article&catid=15%3Anoticias&id=1428%3Aaviles-un-modelo-de-administracion-electronica-integral-al-servicio-de-la-ciudadania&option=com\\_content&Itemid=92](http://www.clubdeinnovacion.es/index.php?view=article&catid=15%3Anoticias&id=1428%3Aaviles-un-modelo-de-administracion-electronica-integral-al-servicio-de-la-ciudadania&option=com_content&Itemid=92)

Country: Spain

City/Location: Avilés

Organiser: Municipality of Avilés

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## **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](mailto:info@iweee.org)

Event website: [www.iweee.org](http://www.iweee.org)

Country: Central and South America

City/Location: Foz do Iguaçu, Brazil

Organiser: GNU SOLIDARIO Foundation

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## **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](mailto: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)

## **UK: National Telecare & Telehealth Conference 2010 - 15 - 17 November 2010**

### **National Telecare & Telehealth Conference 2010 - 'Drivers of change within health and social care reform'**

This event will benefit:

- Commissioners of health and social care services
- Telecare service providers
- Telehealth service providers
- Health professionals, including: General Practitioners (GPs), Community Matrons and Occupational Therapists (OTs)
- Technology suppliers and developers
- Telecare and telehealth project managers
- Researchers and academics

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

Event email: [admin@telecare.org.uk](mailto:admin@telecare.org.uk)

Event website: [http://www.telecare.org.uk/information/48462/conference\\_2010/](http://www.telecare.org.uk/information/48462/conference_2010/)

Country: United Kingdom

City/Location: London

Organiser: Telecare Services Association (TSA)

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## **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](mailto:secretariat@ifhro2010.it)

Event website: [http://www.ifhro2010.it/Home\\_en.html](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](mailto: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.

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## **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 Cabrnoc, 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](mailto: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)

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## **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](mailto: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 VoiceS 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](http://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](mailto:info@bw-voice.eu).

Event email: [info@bw-voice.eu](mailto:info@bw-voice.eu)

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

Country: Belgium

City/Location: Brussels

Organiser: VoiceS project

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## RO: MEDINF 2010 - 18 - 20 November 2010

### 31st National Conference on Medical Informatics (MEDINF 2010) - 'The Romanian Medical Informatics European Context'

Some of the general topics to be discussed include:

- German Strategy on eHealth
- European Strategy in eHealth - an Overview
- Information and psychic evolution

The conference consists of the following five sessions:

- Session 1: Knowledge-Based Systems, Strategies in e-Health
- Session 2: Health Information Systems, Telemedicine
- Session 3: Clinical Informatics, Medical Imaging
- Session 4: Advanced Statistics Support
- Session 5: Education and Training

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

Event email: N/A

Event website: <http://www.medinfo.umft.ro/rsmi/>

Country: Romania

City/Location: Arad

Organiser: Romanian Society of Medical Informatics together with the 'Vasile Goldiș' Western University of Arad and with the support of the Association for Electronic Health Records - Prorec Romania

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## **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](mailto:entr-ict-standardisation@ec.europa.eu)

Event website: [http://ec.europa.eu/enterprise/sectors/ict/standards/extended/ict-ipr-conference\\_en.htm](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

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## **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](mailto: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)

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

### In a nutshell (Workshop Description)

The European Commission is pleased to announce the organisation of the workshop on ***Understanding the role of ICT in the integration of Immigrant and Ethnic Minorities (IEM)***, on November 23rd, 2010, in Brussels, which aims to 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***.

The theme of this workshop is on the cross road of different key priorities of the Europe 2020 policy:

- To promote digital inclusion and empowerment of all European citizens, especially through actions in support of digital and media literacy/skilling for employability, learning, creating, participating, being confident and discerning in the use of digital media (Flagship initiative: Digital Agenda for Europe);
- To support migrants better integration in the workforce (Flagship initiative: European Platform against Poverty);
- To modernise labour markets by facilitating labour mobility and the development of skills throughout the lifecycle with a view to increase labour participation and better match labour supply and demand (Flagship initiative: An agenda for new skills and jobs);
- To promote the recognition of non-formal and informal learning (Flagship initiative: Youth on the Move).

Besides, it is also in line with the objectives of the Stockholm Programme on Integration, which aims to provide modules on three topics: 1) introductory courses including language classes; 2) strong commitment by the host community; and 3) active participation of immigrants in all aspects of collective life.

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 are benefiting 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 12<sup>th</sup>, 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.

All proposals for presentations should be submitted to [events@eurodyn.com](mailto:events@eurodyn.com) with a copy to [vassilia.orfanou@eurodyn.com](mailto:vassilia.orfanou@eurodyn.com) and [Gabriel.Rissola@ec.europa.eu](mailto:Gabriel.Rissola@ec.europa.eu). Accepted formats of presentation submission are: .ppt and .pdf.

## 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" to activate their registration to the workshop.

## Structure

The workshop will take place on November 23<sup>rd</sup>, 2010. The workshop will consist of presentations by project representatives, individual eInclusion 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](#) has a pronounced interest in gathering significant and relevant projects/cases across Europe that may be submitted through the [ePractice case repository](#) (<http://www.epractice.eu/en/cases>). In this aim, the "*Understanding the role of ICT in the integration of Immigrant and Ethnic Minorities (IEM)*" 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 (few slides and descriptive summary) by November 5<sup>th</sup>, 2010. Proposals should also include contact information such as name, surname, and email.

All people that have submitted a proposal will be informed by November 10<sup>th</sup> whether or not they have been retained as speakers. Selected proposals should be refined and submitted in full (not exceeding 7 slides) by November 17<sup>th</sup>, 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, finalised, 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) and how;
- 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](mailto:events@eurodyn.com) with a copy to [vassilia.orfanou@eurodyn.com](mailto:vassilia.orfanou@eurodyn.com) and [Gabriel.Rissola@ec.europa.eu](mailto:Gabriel.Rissola@ec.europa.eu). Accepted formats of presentation submission are: .ppt and .pdf. To register for this event, prior registration to ePractice at <http://www.epractice.eu/en/user/register> is required, with subsequent registration to this workshop.

Following the end of the workshop sessions, the report and presentations will be 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](#).

#### **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.

#### **Contact**

For more information, registration and abstract submissions, please direct all communication to:

[events@eurodyn.com](mailto:events@eurodyn.com).

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

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## **CZ: First Pan-European VERITAS Workshop and User Forum - 29 - 30 November 2010**

### **First Pan-European VERITAS Workshop and User Forum**

Ensuring that all products developed in the car, home, work, healthcare and entertainment industry are accessible and designed for all, lies at the core of the Virtual and Augmented Environments and Realistic User Interactions To achieve Embedded Accessibility DesignS (VERITAS) project.

Through the development of virtual user models that can be inserted in simulation environments, any design elements that cause barriers for the beneficiaries (people with disabilities and older people) can be detected at the very beginning, thus allowing the designers to improve their initial design and make it inclusive

The User Forum aims to bring together, on the one hand the developers and designers, and on the other hand, the beneficiaries of the developed products and services.

The Workshop aims to gain momentum among all affected stakeholders from the aforementioned industries, while offering equally a stage for all involved designers and beneficiaries to discuss their needs with the industry.

These events will also introduce already developed virtual user models, and demonstrate a first working prototype.

The preliminary agenda of the User Forum and Workshop can be found on the [event website](#).

Registration for the event is open and is available [online](#).

Event email: [info@veritas-project.eu](mailto:info@veritas-project.eu)

Event website: <http://veritas-project.eu/category/news/veritas-events/user-forum-veritas-events-news/>

Country: Czech Republic

City/Location: Prague

## **DE: Pre-Conference Workshop at ONLINE EDUCA BERLIN 2010 - 'The European Digital Education Agenda' - 1 December 2010**

### **Pre-Conference Workshop at ONLINE EDUCA BERLIN 2010 - 'The European Digital Education Agenda'**

The focus of the pre-conference workshop will be on the European digital education market, which is still in an early development stage. Emerging new internet service platforms (such as social networks or workplace embedded cloud services), content distribution models, devices and massive bandwidth increases with new mobile (4G) and fixed line (Gigabit) networks offer a radically changed environment for digitizing education.

The workshop is composed by three interactive panels:

- Improving European Framework conditions for Digital Education;
- Digital Literacy and Skills;
- Policy meets the Digital Education Market.

Each panel will be composed of practitioners and policy experts. All topics will be discussed in close interaction with the workshop audience.

Event email: [info@icwe.net](mailto:info@icwe.net)

Event website: [http://www.online-educa.com/pre\\_conference.php?id=a3](http://www.online-educa.com/pre_conference.php?id=a3)

Country: Germany

City/Location: Berlin

Organiser: ICWE GmbH

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## **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. It aims to draw lessons from the variety of projects and engage citizens and civil society alike 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, VIDDI, 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](mailto: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](mailto: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](mailto:egovernment@vlaanderen.be)

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

Country: Belgium

City/Location: Ghent

Organiser: Flemish eGovernment Coordination unit (CORVE)

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## 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](mailto: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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