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## European ePractice Newsletter

N. 276 - 28 April 2009

### Latest Cases

- [EU-China Information Society Project](#) 18 April 2009 | Asia
- [Electronic Administrative Notifications](#) 14 April 2009 | Spain
- [Digital Social House Zwijndre](#) 12 April 2009 | Belgium

Editor's Choice of the week: [ICT Expertise for the Dutch Public Sector](#)

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### EU-China Information Society Project

The project is now in its 4<sup>th</sup> year of operation and has carried out over 400 activities covering regulatory and e-government issues. The main achievements to date include the design of a [regulatory framework](#) for enacting essential laws and regulations including a study on the upcoming Chinese telecommunications law focusing on regulatory institutions, market access, universal service and convergence; a study on data regimes for the upcoming law on Personal Data Protection; input to the forthcoming law on Access to Government Information; an initial assessment of Information Security issues including infrastructure security; a series of [e-Government](#) applications systems covering emergency health response systems, systems covering emergency health response systems, G2C and G2B systems, and Smartcards for social security.

Recently completed activities include a second phase of research into the telecommunications law focusing on capacity building for future market regulation plus an analysis into user protection, backed up by a new research on multimedia and internet governance; a second round of e-government applications in the 6 demonstration cities including surveys on benchmarking e-government and e-commerce at national level; a new [e-Government training](#) programme targeting senior decision-makers at provincial level; research and pilot projects on addressing the Digital Divide; a study on interoperability; ICT for communities and local government; plus a high-level forum on e-commerce with the Advisory Committee for State Informatisation ([ACSI](#)).

### Electronic Administrative Notifications

It is a service developed by the Spanish Government in co-operation with Correos (Post Office). Citizens and companies can receive the administrative notifications they currently receive on paper at a single access point.

## Digital Social House Zwijndre

Digital Social House Zwijndrecht is an online product catalogue. It comprises all relevant social services and allowances for the citizens of Zwijndrecht. All products are linked to their respective service providers and are categorized according to themes. Thus the catalogue is adapted to the question-pattern of the end-user.

Digital Social House Zwijndrecht is linked to the catalogue of [www.rechtenverkenner.be](http://www.rechtenverkenner.be). This is an initiative of the Flemish regional government and provides information on all social allowances granted by governments of different levels. All relevant products of [www.rechtenverkenner.be](http://www.rechtenverkenner.be) are synchronised with Digital Social House Zwijndrecht, enriched in its CMS and integrated into the thematic structure.

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### Latest News

- [EU: Improving maritime spatial planning across the European Union](#) 27 April 2009 | EU Institutions
  - [EU: Commissioner Reding: Citizens' privacy must become a priority in the digital age](#) 27 April 2009 | EU Institutions
  - [PT: "Voting is easy" campaign launched](#) 24 April 2009 | Portugal
  - [EU: First edition of the Pre-Commercial Procurement newsletter issued](#) 24 April 2009 | EU Institutions
  - [EU: Brussels Information Day on the 4th European eGovernment Awards a success](#) 23 April 2009 | EU Institutions
  - [AT: The Austrian National Printing Office will issue passports in electronic format](#) 22 April 2009 | Austria
  - [EU: Main outcomes of the Conference "Towards eEnvironment" of the Czech Presidency](#) 22 April 2009 | EU Institutions
  - [BE: Launch of awareness-raising campaign on the use of the eID card](#) 21 April 2009 | Belgium
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## EU: Improving maritime spatial planning across the European Union 27 April 2009

***On 26 February 2009 the Commissioner responsible for Maritime Affairs and Fisheries, Joe Borg, opened a debate on how to improve the use of maritime spatial planning across the European Union.***

Maritime spatial planning is being promoted by the European Commission in order to facilitate offshore investments and to evaluate the environmental impacts of activities at sea on each other as well as those on the marine ecosystems. The Commission intends to summarize the findings of relevant workshops and subsequent steps in a yearly report. The documentation will be made available at a dedicated [Maritime Spatial Planning website](#).

Currently national and regional authorities too rarely use spatial planning to establish political priorities and regulations about the use of the sea. As a consequence, investors in offshore activities lack the legal certainty and predictability that their counterparts have on land. Therefore, consistent use of maritime spatial planning measures is a precondition for increasing investments in the maritime sectors in Europe.

Among other things Commissioner Borg said: "For maritime spatial planning to be functional in sea areas shared by two or more Member States, cross-border cooperation will be of vital importance in making spatial planning projects viable. That is where a common European approach can add value." Although maritime spatial planning is the responsibility of each Member State in separate, issues such as climate change or energy security, transcend national borders. By promoting understanding and coordination between Member States all relevant challenges will be easier to meet.

### Further information:

- [Original press release - Europa Press Releases Rapid](#)
- [Communication of the Commission - Roadmap on Maritime Spatial Planning: Achieving Common Principles in the EU](#)

- [Maritime Affairs Official Website](#)
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## **EU: Commissioner Reding: Citizens' privacy must become a priority in the digital age** 27 April 2009

***In a video posted on her website on 14 April 2009, Commissioner for Information Society and Media, Viviane Reding, highlighted the importance of ensuring that Europeans are able to control how their personal information is used.***

As Commissioner Reding said, in case the EU Member States fall short to ensure that new technologies such as behavioural advertising, RFID 'smart chips' or online social networking respect personal rights, the Commission should take action. Before treating and forwarding someone's personal data, the person's consent is needed. "We cannot give up the basic principle of European privacy rules and have all our exchanges monitored, surveyed and stored in exchange for a promise of 'more relevant' advertising! I will not shy away from taking action where an EU country falls short of this duty," said Commissioner Reding in her video message.

The Commissioner also invited social networking companies to reinforce private protection online, stressing that "the profiles of minors must be private by default and unavailable to Internet search engines". In the same context, she warned that Radio Frequency Identification (RFID) would only realize their economic potential "if they are used *by* the consumer and not *on* the consumer".

The EU Directive on privacy and electronic communications requires EU Member States to ensure confidential communication by prohibiting unlawful interception and surveillance unless the users concerned have given their consent. Last February the Commission made an agreement between 17 major social networking companies in order to improve privacy, especially for minors, on social networking websites. Companies will be responsible for ensuring child safety and committed to enable and encourage users to safely approach personal information and privacy.

### **Further information:**

- [Original press release - Europa Press Releases Rapid](#)
  - [Original video from the official website of the Commissioner for Information Society and Media, Viviane Reding](#)
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## **PT: "Voting is easy" campaign launched** 24 April 2009

***The campaign "Voting is easy", launched by the Portuguese Ministry of Internal Administration (MAI) and the State Secretariat for Youth and Sport, aims to appeal to Youth vote and will last until the end of the year 2009.***

Today young people of 17 years of age are automatically registered through data cross-checking and when they reach 18, they are eligible to vote by simply presenting their Identity or Citizenship cards.

The Secretary of State Assistant and for Internal Administration, José Magalhães, and the Secretary of State for Youth and Sport, Laurentino Dias, attended the presentation session of the campaign "Voting is Easy".

The campaign "Voting is Easy" concerns the implementation of changes made to the Administrative Modernisation process of the electoral census and this campaign is also a call for participation to the Youth. Young people who reach 17, hence, automatically appear on the electoral roll of the local council of their town of residence, without needing, as in the past, to expressly request their registration.

The campaign "Voting is Easy" will focus on:

- the establishment of the Micro site "[Voting is Easy](#)" hosted by the Youth Portal - one of the five most popular Public Administration sites. In 2008, the Youth Portal counted approx. 1 500 000 visitors, with a total of 12 300 000 page requests corresponding to an average of 6 pages per visit for each young person who wished to consult the Portal;

- the availability, through the Youth Line (707203030), of information or clarifications on the new electoral system for young people;
- the availability of information in the "Lojas Ponto JA" - a network of local services for young people with approx. 50 units open across the country;
- awareness raising of Youth Associations listed in RNAJ (National Register of Youth Associations) - approx. 1 400 associations - which will be invited to participate in the information campaign presenting their own contributions;
- launching a mini films competition depicting the campaign;
- communication, via SMS, with the Youth Card holders;
- spots on the electoral roll.

To know where to vote, young people may send a text message to 3838 - a number provided by the Ministry of Internal Administration - indicating the date of birth and the number of identification card.

**Further information:**

- [Full official press release - Website of Ministry of Internal Administration \(MAI\) \(in Portuguese\)](#)
- [Micro site "Voting is easy"](#)
- [Official website of the Ministry of Internal Administration \(MAI\)](#)

## **EU: First edition of the Pre-Commercial Procurement newsletter issued 24 April 2009**

*The first edition of the PCP (Pre-Commercial Procurement) newsletter (April 2009), has been made [available online](#).*

The intention is to make it a monthly newsletter about PCP-related news and events, as well as networking and funding opportunities.

The main headlines of the first newsletter feature:

- Creation of a [new PCP website](#) on the CORDIS Portal;
- Activation of a new [PCP blog](#) in ePractice to encourage on-line networking and experience sharing on PCP;
- An Upcoming events section presenting the workshop on "The status and next steps for PCP in Europe: Community support in this area", to be held in Brussels on 16 June 2009.
- An overview of the PCP- related funding opportunities which are open at the moment.

### **About Pre-Commercial Procurement**

By acting as technologically demanding first buyers, public procurers can drive innovation from the demand side. In addition to improving the quality and effectiveness of public services this can help creating opportunities for companies to take international leadership in new markets.

Pre-Commercial procurement (PCP) is an approach for procuring R&D services which enables public procurers to:

- share the risks and benefits of designing, prototyping and testing a limited volume of new products and services with the suppliers, without involving State aid;
- create the optimum conditions for wide commercialization and take-up of R&D results through standardization and/or publication;
- pool the efforts of several procurers.

**Further information:**

- [New PCP website - CORDIS portal of the European Commission](#)
- [PCP blog in ePractice](#)

## EU: Brussels Information Day on the 4th European eGovernment Awards a success

23 April 2009

*The Brussels Information Day on the 4th European eGovernment Awards successfully presented the current call, the online submission form and the 5th Ministerial eGovernment Conference "Teaming up for the eUnion". 60 representatives of a variety of public sector organisations and interested stakeholders took part in the event.*

The 4th European eGovernment Awards 2009 Information Day on 21 April 2009 in Brussels was hosted by the European Commission, Directorate-General Information Society and Media.

Over 60 participants representing 17 countries, a variety of public sector (local, regional, national and pan-European) and stakeholders' organisations were welcomed by Juan González (European Commission).

The [5th Ministerial eGovernment Conference](#) "Teaming up for the eUnion" to be held in Malmö, Sweden (19-20 November 2009) was presented by Anne Troye (Deputy Head of Unit, "ICT for Governance and Public Services", Directorate-General Information Society and Media, European Commission).

This presentation was followed by that of Christine Leitner (Head of Awards Consortium and CEPA, Danube University Krems) on the European eGovernment Awards 2009, and by another presentation by Antoni Riu (Awards Consortium, P.A.U. Education) on how to submit an application through the ePractice portal.

Participants had the opportunity to ask questions on each of the presentations. This session offered an excellent opportunity to learn more about this year's Awards, the submission and selection process, and the Ministerial eGovernment Conference.

All presentations have been made available on the [Awards website](#) and on the [Awards Media Kit pages](#) where you will also find other promotional material such as flyers, videos, press releases and fact sheets on past Awards.

### How to apply for the Awards

Submissions for the European eGovernment Awards 2009 are possible **until 10 June 2009 at 16:00 CET**. Only online submissions via [www.epractice.eu/awards](http://www.epractice.eu/awards) are eligible.

It is to be noted that a **local information Day on the Awards** will be held in Stockholm, Sweden, on 6 May 2009. More information on the Stockholm Information Day may be found at <http://www.epractice.eu/en/news/289379>.

### Further information:

- [European eGovernment Awards 2009 website \(including call information and FAQs\)](#)
- [Contact the Awards Helpdesk](#)
- [Ministerial eGovernment Conference "Teaming up for the eUnion"](#)
- [ePractice news article - "SE/EU: Swedes announce Guldänken finalists and local information day for the 4th European eGovernment Awards"](#)
- [European Commission's portal for Information Society](#)
- [EU eGovernment Policy](#)

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## AT: The Austrian National Printing Office will issue passports in electronic format 22

April 2009

*In March 2009 the Austrian National Printing Office has started high-speed preparations towards the production of security passports with fingerprints.*

New passports in electronic format will be issued by the Austrian government with the two fingerprints of the passport holder. During the past weeks, passport authorities throughout the country submitted several thousand test cases to

the OeSD (Austrian National Printing Office), which, in the course of the test-run produced and examined approximately 30 000 passports with test data.

The top priority of the venture is to secure privacy for all Austrian passport holders. The option of stored fingerprints on a safety chip ensures the use of the identity documentation in question will only be made by the rightful owner of the passport. The latest format of the passports, with all its security and identification characteristics, is the safest that ever existed in Austria.

"It is guaranteed that in the future, in cooperation with the authorities in cities and countries, the Federal Ministry of the Interior (BMI) and the Federal Computing Centre of Austria (BRZ), advanced technologies will contribute to the high quality delivery of security passports to the desired address within five working days", says Thomas Zach, General Director of the Austrian National Printing Office.

**Further information:**

- [Original release of the Federal Computing Centre of Austria \(BRZ\) website](#) (in German)
- [Official Press Release](#) of the Federal Computing Centre of Austria (BRZ) (in German)

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## **EU: Main outcomes of the Conference “Towards eEnvironment” of the Czech Presidency 22 April 2009**

*The conference "[Towards eEnvironment](#)" which took place on 25-27 March 2009, in Prague, aimed to promote the European Commission's plans to establish a [Shared Environmental Information System \(SEIS\)](#); a uniform entry portal that would provide high-quality and verified information on the state and the development of the environment as well as on activities regarding the protection of the environment.*

This conference of the Czech Presidency of the European Union was opened by the Czech First Deputy Minister of the Environment, Mr. Jan Dusík, together with the Vice-Rector of Masaryk University in Brno, Mr. Jan Svatoň and was attended by over 400 participants.

"Through this conference, the Czech Presidency strived to encourage faster introduction of the Shared Environmental Information System in the EU and allow not only public administration and companies, but also the general public to obtain better electronic access to verified information," said First Deputy Minister of the Environment, Jan Dusík.

The international conference "Towards eEnvironment" focused on the exchange of information amongst the academic community, Public Administration, European environment agencies, firms and institutions involved in processing information on the environment, as well as the end-users of such information.

As the final outcome of the conference, representatives of the EU Member States adopted a Memorandum on SEIS submitted to the European Commission as a recommendation of the Czech Presidency for the further introduction of SEIS.

On Thursday, 26 March, awards were ceremonially handed out for the best papers presented in the four sessions of the conference with respect to the use of information technologies in the area of the environment. In the international competition, the representatives of the Czech Republic, Jiří Čtyřoký and Michal Pochmann, received the first prize in the section "Global Monitoring for Environment and Security (GMES)" for their paper entitled "Urban Atlas helps urban planners in Prague.

The conference was organised by Masaryk University in Brno in cooperation with the Czech Ministry of the Environment, the European Commission, the European Environment Agency and the European Space Agency. CENIA - the Czech Environmental Information Agency, the Czech Space Office, the Institute of Information Theory and Automation of the Academy of Sciences of the Czech Republic and the Czech Hydrometeorological Institute also participated in the organisation of the conference.

**Background Information:**

SEIS will provide the general public, Public Administration, companies and also the media with easy access to credible and comparable information on the state of the environment in the countries of the European Union. SEIS will use [Global Monitoring for Environment and Security \(GMES\)](#) and geographic information systems which will allow viewing maps on the state of the environment. SEIS will provide information on the quality and quantity of water, waste management and quality of air, land monitoring, information on protected areas, emission limit values, the applicable legislation and further useful and guaranteed information.

**Further information:**

- [Full, original press release - Website of the Czech Presidency of the Council of the European Union](#)
  - ["Towards eEnvironment": European conference of the Czech Presidency of the Council of the EU](#)
  - [Shared Environmental Information System \(SEIS\)](#)
  - [Global Monitoring for Environment and Security \(GMES\)](#)
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## **BE: Launch of awareness-raising campaign on the use of the eID card 21 April**

***A nation-wide campaign for the promotion of the national eID card will be launched in Belgium on 22 April 2009 under the slogan "Your eID as easy as can be".***

On this occasion, the Federal Department for ICT (Fedict) and the Federal Department for the Interior will kick off the 'national eID Roadshow' along with a guided tour entitled 'Welcome to e-Belgium'. The campaign aims to introduce the Belgian population to the current and future eGovernment applications while raising awareness on the various uses of the eID card as well as on its user-friendliness.

Participants in the campaign's inaugural event of 22 April 2009 will also gain the opportunity to visit the "eID bus" which will tour the Belgian communes during the summer of 2009. During this summer tour, the eID bus' visitors will be able to discover for themselves how the eID makes their daily life simpler, to familiarise with the range of existing eID applications and to find out what will be the possibilities of the eID in future.

At the end of their visit to the eID bus, visitors will be given a free entry ticket to the 'Welcome to e-Belgium' guided tour, an info package and a card reader, so that they can start using their eID from home.

Under the header "Discover what the eID card can do for you", the ['Welcome to e-Belgium'](#) website features the following sections:

- "Much more than just an identity card", explaining how to use an eID and what are its practical applications.
- "We're coming your way", which presents the eID bus and the calendar of its summer tour.
- "Come and visit us", providing additional information on the 'Welcome to e-Belgium' guided tour.
- "Design your own eID application", for those wishing [to take part](#) in a competition for proposing a new application using the eID. The best applications will be added in the 'Welcome to e-Belgium' guided tour.
- "Find out more about the eID", providing a FAQs section and relevant folders to download.

Belgium has been a pioneer for large-scale distribution of eID cards. The country started an Electronic Identity Card project in 2000. The card was officially launched in March 2003 with a pilot project in 11 communes. Following the successful test distribution of approximately 70 000 cards, large-scale distribution started in September 2004. The country's municipalities have until the end of 2009 to complete the transition. By then, every Belgian citizen will be required to own an electronic ID card and 8 million cards will be in circulation.

**Further information:**

- [General website of the Belgian eID card \(in French and in Dutch\)](#)
  - [Website of 'Welcome to e-Belgium' \(in Dutch, French, German and English\)](#)
  - [Brochure on the launch event of the eID campaign \(in French\)](#)
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## **Latest Publications**

- [UK: Operational Efficiency Programme](#) 21 April 2009 | United Kingdom

## UK: Operational Efficiency Programme 21 April 2009

### Description (short summary):

The final report of the Operational Efficiency Programme draws together the products of almost a year of sustained work to research, analyse and design solutions to the ongoing challenges of improving value for money across the public sector. The examined areas are diverse, representing the Government's determination to consider efficiency in the round and in innovative ways.

Budget 2008 announced that the Government would take action, through the Operational Efficiency Programme, to ensure that future efforts to drive efficiency in the public services kept pace with developments in the private sector. Five private and public sector leaders with relevant expertise were appointed to advise the Operational Efficiency Programme and examine five key areas of operational expenditure in the public sector:

- back office operations and IT, led by Dr Martin Read
- collaborative procurement, led by Martin Jay
- asset management and sales, led by Gerry Grimstone
- property, led by Lord Carter of Coles
- local incentives and empowerment, led by Sir Michael Bichard

The scope of the programme is to draw conclusions which should apply across all public organisations within the wider public sector: central government and its agencies and non-departmental public bodies (NDPBs); and delivery bodies e.g. local government, the NHS, police and schools.

The following number of themes emerged throughout the programme, building on the best of private and public sector practice to achieve:

- **consistent, comparable data** - organisations need consistent, comparable data to be able to benchmark their performance against others to know whether the services they deliver constitute good value for money. Both public and private sector best practice should be used to raise standards;
- **incentives** - an effective system of incentives and sanctions across the public sector would create the right conditions for all organisations and individuals to maximise their contribution to the delivery of high quality public services in an efficient manner;
- **structures and tools** - the right structures (e.g. shared service centres and professional buying organisations) and tools (such as software which allows access to collaborative procurement deals) need to be in place to help organisations and their staff achieve the savings they are being asked to achieve;
- **accountability and performance management** - organisations should have the flexibility to decide on the most appropriate methods of delivering savings, suited to their circumstances, but all elements of the public sector must respond to the efficiency challenge. To maximise the benefits across the public sector, there is a need for robust, proportionate accountability mechanisms. With consistent, comparable data, those who are currently under-performing can be identified and supported to improve quickly.

Number of pages: 92

Original URL: [http://www.hm-treasury.gov.uk/vfm\\_operational\\_efficiency.htm](http://www.hm-treasury.gov.uk/vfm_operational_efficiency.htm)

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## EU: Maximising the Impact of ICT Infrastructure Investment 21 April 2009

### Description (short summary):

Prompted by the recent EU decision to fund broadband infrastructure for rural areas, this new position paper from the ECDL Foundation outlines why ICT investment should be complemented by investment in skills development.

The paper argues that ICT investment has limited benefits without supporting actions to develop 'skills infrastructure'. In addition, it provides recommendations for skills focused initiatives that will lower the barriers to accessing information and services. Training and learning programmes, including certification schemes, must be a key

component of initiatives that will assist in maximising the potential offered by enhanced broadband provision in rural areas.

**Number of pages:** 2

**Original URL:** <http://www.ecdl.org/publisher/index.jsp?nID=781&pID=94>

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## Upcoming Events

- [IT: ICEST 2009](#) 28-30 April 2009 | Italy
  - [CZ: ICT Information Day & Brokerage Event 2009](#) 29-30 April 2009 | Czech Republic
  - [BE: Workshop on personalised online services](#) 06-07 May 2009 | Belgium
  - [UG: IST- Africa 2009](#) 6-8 May 2009 | Africa
  - [NL: Invoice Conference 2009](#) 11 May 2009 | Netherlands
  - [CZ: The Future of the Internet](#) 11-13 May 2009 | Czech Republic
  - [BE: Workshop "ICT for efficient government: the role of research"](#) 12 May 2009 | Belgium
  - [NO: PEPOL Conference – Public Procurement for the Future 2009](#) 18-20 May 2009 | Norway
  - [RO: E-Health and Bioengineering Conference 2009](#) 17-18 September 2009 | Romania
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## IT: ICEST 2009 28-30 April 2009 | Italy

*International Conference on Environmental Science and Technology (ICEST 2009)*

The International Conference on Environmental Science and Technology aims to bring together researchers, scientists, engineers, and scholar students to exchange and share their experiences, new ideas, and research results about all aspects of Environmental Science and Technology, and discuss the practical challenges encountered and the solutions adopted.

Topics of interest for submission included, but were not limited to:

Environmental dynamics; Meteorology; Hydrology; Geophysics; Atmospheric physics; Physical oceanography; Global environmental change and ecosystems management; Climate and climatic changes; Global warming; Integrated ecosystems management; Satellite applications in the environment; Eco-technology; Bio-engineering; Environmental sustainability; Resource management; Environmental systems approach; Hazardous substances and detection techniques; Toxicity assessment and epidemiological studies; Quality guidelines, environmental regulation and monitoring; Regulatory practice, water quality objectives standard setting, water quality classification; Public participation; Modelling and decision support tools; Transboundary cooperation; Management and regulation of point and diffuse pollution; Monitoring and analysis of environmental contaminant; Advances in biological, physical and chemical processes; On site and small scale systems; Control technologies; Air emission trading; Optimization of collection systems; Legal, economic and managerial aspects of solid waste management.

Authors and Listeners should completely fill out the online conference registration form: [Online Author Registration Form](#); [Online Listener Registration Form](#).

Event email: [info@waset.org](mailto:info@waset.org)

Event website: <http://www.waset.org/wcset09/rome/icest/>

Country: Italy

City/Location: Rome

Organiser: World Academy of Science, Engineering and Technology

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## **CZ: ICT Information Day & Brokerage Event 2009 29-30 April 2009 | Czech Republic**

### *ICT Information Day & Brokerage Event 2009*

ICT Brokerage Event 2009 is held under the Czech Presidency of the European Union and is an accompanying event of the conference [Research Connection 2009](#).

The Brokerage Event, which is one of the projects of the Regional Innovation Strategy of South Moravian Region (RIS 3), will be accompanied by an Information Day on the following challenges of the ICT Work Programme 2009:

- Pervasive and trusted network and service infrastructure
- Cognitive systems, interaction and robotics
- Components, systems and engineering
- Digital libraries and content
- Towards sustainable and personalised healthcare
- ICT for mobility, environmental sustainability and energy efficiency

The project is financially supported by Regional Contact Organization South Moravia (RKO JM), Enterprise Europe Network, Centropre Information Technology Transfer (CITT) and Sectoral Contact Organization for Knowledge-based Society (OKO).

The final version of the Work Programme for ICT research in FP7 for 2009 and 2010 can be downloaded from [here](#).

Registration to attend the events is open and free; it can be performed by filling the relevant registration forms, [Registration to Information Day](#), [Registration to Brokerage Event](#).

Event email: [info@ict-brokerage.cz](mailto:info@ict-brokerage.cz)

Event website: <http://www.ict-brokerage.cz/en/home/>

Country: Czech Republic

City/Location: Brno

Organiser: Masaryk University, Brno University of Technology, South Moravian Innovation Centre, Regional Chamber of Commerce Brno, Transport Research Centre and FIRST Innovation Park in collaboration with the European Commission (DG INFSO) and invited EU project coordinators.

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## **BE: Workshop on personalised online services 6-7 May 2009 | Belgium**

### *International eGovernment Academy - Workshop Customer Services*

The workshop will present views and insights on personalised web portals, from the perceived need of personalised services, business model and the model behind self service web services to the way those services need to be developed.

Personalised web services are services which are presented on a web portal, and where users can enter using one single log on. The services presented vary from leisure services to classical municipal service delivery, like licenses and requests for getting official documents.

The main themes of the event will be:

- On 6 May: Why develop personalised services?
- On 7 May: How to build personalised services?

On 6 May, the event will highlight a number of issues: examples of pilot projects, channel selection, state of affairs in eID usage, privacy issues, which personalized services to offer.

The program of 7 May is technically oriented and addresses the issues of standardization and mid-ware architecture.

Further information about the program is available from [francis.devriendt@kortrijk.be](mailto:francis.devriendt@kortrijk.be).

Participation to the event is free. Registration can be performed by sending an email to [bart.noels@leiedal.be](mailto:bart.noels@leiedal.be) preferably until 1 May 2009. Registration is possible for each day separately or for both days.

The program is in English on May 6 and May 7 in the morning. The workshops in the afternoon of May 7 are conducted in Dutch.

Event email: [francis.devriendt@kortrijk.be](mailto:francis.devriendt@kortrijk.be)

Event website: <http://www.smartcities.info/invitation-e-gov-workshop-personalised-online-services-kortrijk>

Country: Belgium

City/Location: Kortrijk

Organiser: Smart Cities Project.

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## **UG: IST- Africa 2009 6-8 May 2009 | Africa**

*IST-Africa 2009 Conferences & Exhibition*

Hosted by the Ministry of ICT of the Republic of Uganda, IST-Africa 2009 is part of a multi-stakeholder initiative focused on reducing the Digital Divide in Sub-Saharan Africa. This event is the fourth in a series of annual technology research conferences that bring together representatives from leading commercial, government and research organisations around the world to bridge the Digital Divide by sharing knowledge, experience, lessons learnt and good practice.

The event also aims at the identification of opportunities for international research collaboration between Europe and Africa under the ICT Theme and Research Infrastructures (Capacities Programme) of the Seventh Research Framework Programme (FP7), thus naturally enjoying the full support of the European Commission.

A call for papers has been launched. It focuses on the following thematic priorities: eHealth - Health Information Systems; eInfrastructures; Technology Enhanced Learning and ICT Skills; Digital Libraries and Intelligent Content; Open Source Software – Applications; ICT for eInclusion and eAccessibility; ICT for Environmental Sustainability; RFID and Networked Enterprise; eGovernment - Services to Citizens & Business.

The [online submission of papers](#) and the [online submission of workshop proposals](#) will both be due on 28 November 2008.

The provisional acceptance of the papers will take place up to 16 January 2009 and the submission of the final papers up to 20 February 2009. The presenter's registration will be completed on 9 March 2009. Details about the content and structure of the papers and workshops can also be found in the above links on the event website.

Information regarding registration and fees for the event has been made available [online](#) on the event's website. Online registration will commence in February 2009.

Event email: [secretariat@IST-Africa.org](mailto:secretariat@IST-Africa.org)

Event website: <http://www.IST-Africa.eu/Conference2009>

Country: Africa

City/Location: Kampala (Republic of Uganda)

Organiser: Ministry of ICT of the Republic of Uganda with the support of the European Commission and the Technical Co-Sponsoring of IEEE

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## **NL: Invoice Conference 2009 11 May 2009 | Netherlands**

*Invoice Conference 2009*

The Invoice Conference 2009 focuses on all aspects of electronic invoicing and automated invoice processing. The Invoice Conference 2009 reveals large savings and practical benefits, thanks to an interactive and festive program full of presentations and demonstrations.

The format for the Invoice Conference 2009 was developed based on the observation that there was a need to create more value for suppliers, users and policy makers alike.

The Invoice Conference 2009 aims at fulfilling this need by:

- An interactive marketplace merging expo and conference: Every exhibitor is offered the possibility to perform a short presentation (pitch). The visitors are able to walk around this marketplace for several hours gathering information, sharing knowledge, building networks and promoting interests;
- Awarding the four best practices on eInvoicing and invoice automation with the 'Golden Invoice'. A jury decides which three best practices receive 'Golden Invoice'. The fourth 'Golden Invoice' is awarded by the audience;
- Analysing and Explaining statistical information on the adoption and use of eInvoicing and invoice automation with the Invoicing Monitor. The Invoicing Monitor in 2009 supports the Invoicing Compass 2009. The Invoicing Compass 2009 contains over 80 profiles from 54 eInvoicing and invoice automation providers.

The number of participants would be around 250-300. Further information about the registration can be found [here](#).

Country: Netherlands

City/Location: Eindhoven

Event Website: <http://www.factuurcongres.nl>

Event email: [info@factuurcongres.nl](mailto:info@factuurcongres.nl)

Organiser: Factuurwijzer

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## **CZ: The Future of the Internet 11-13 May 2009 | Czech Republic**

*Conference on the Future of the Internet 2009*

The conference will take place within the framework of Czech EU Presidency. Opened by the European Commissioner Viviane Reding and representatives of the Czech EU Presidency, the event will assemble European and international key speakers. It will bring together in a follow-on workshop the more than 80 EU research projects and national initiatives that are instrumental in defining the future of the Internet.

The conference aims to review the strategic orientations and trends governing the future societal and economic developments of on-line Internet and Mobile societies, and to present interesting ideas and projects in this area. The perspectives emerging from research and development in Europe together with the progress made on the commitments taken by more than 80 European funded projects when signing the [Bled declaration](#) will be marked. A description of the conference programme can be found [here](#).

The number of the participants will be around 500. The registration is now open; further information on the registration process and fees can be found [here](#).

Country: Czech Republic

City/Location: Prague

Event Website: <http://www.fi-prague.eu/>

Event email: [fi2009@guarant.cz](mailto:fi2009@guarant.cz)

Organiser: Czech Educational and Scientific Network (CESNET) with the support of the European Commission Directorate General Information Society and Media

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## **BE: Workshop "ICT for efficient government: the role of research" 12 May 2009 | Belgium**

*Workshop "ICT for efficient government: the role of research"*

The workshop will place emphasis on the role of technological research in achieving efficiency in government processes. Efficiency itself can be represented by measures such as the reduction of the administrative burden, the reduction of software costs, the achievement of vendor independence, the reassignment of human resources towards more productive duties and others.

The organisers will be accepting short abstracts (of not more than 150 words) from those wishing to give a presentation. Although all contributions on ICT raising efficiency of eGovernment are welcome, the workshop will place particular emphasis on the role of research in achieving this goal. The workshop will welcome success stories arising out of the FP6 research projects and support actions.

Additional information can be found in the workshop's [call for participation](#).

This event is open to all eGovernment stakeholders, and in particular to:

- Representatives of eGovernment research projects in FP6
- Researchers, interested practitioners and promotion experts

It is to be noted that places are limited. Abstracts submissions and expressions of interest in attending are to be sent via e-mail to [eGovR@eurodyn.com](mailto:eGovR@eurodyn.com) by 30 April 2009. Participation is entirely free of charge.

Country: Belgium

City/Location: Brussels

Event Website: [http://ec.europa.eu/information\\_society/activities/egovernment/studies/trendswatch/index\\_en.htm](http://ec.europa.eu/information_society/activities/egovernment/studies/trendswatch/index_en.htm)

Event email: [eGovR@eurodyn.com](mailto:eGovR@eurodyn.com)

Organiser: European Commission ("ICT for Government and Public Services" Unit, Directorate-General Information Society and Media) along with the "Bringing Together and Accelerating eGovernment Research in the EU" study.

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## **NO: PEPPOL Conference – Public Procurement for the Future 2009 18 - 20 May 2009 | Norway**

*PEPPOL Conference - Public Procurement for the Future 2009*

Public procurement giving tax payers best value for money; enabling innovation; utilising public private partnerships; creating market opportunities for small and medium sized enterprises; including social and environmental considerations; ensuring compliance with the fundamental principles of equal treatment, non-discrimination, mutual recognition, proportionality and transparency; utilising electronic means - this is 'Public Procurement for the Future'.

The 'Public Procurement for the Future' conference starts with a reception on 18 May, continues with a full day program and banquet on 19 May, and closes on 20 May after a full day program. The conference's program can be viewed online at the event's website.

The conference is held in cooperation between the Pan-European Public Procurement Online (PEPPOL) project and BUSINESSEUROPE. It is open for the participation of public administrations attendees, suppliers and others engaged in European innovation through eGovernment and public procurement.

Registration may be performed online and requires the payment of a 4 500 NOK (approximately €510) fee.

Country: Norway

City/Location: Oslo

Event Website: <http://www.peppol.eu/peppol-conference/conference>

Event email: [anita.hessen@tsforum.no](mailto:anita.hessen@tsforum.no)

Organiser: PEPPOL project and BUSINESSEUROPE

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## **RO: E-Health and Bioengineering Conference 2009 17-18 September 2009 | Romania**

*E-Health and Bioengineering Conference (EHB) 2009*

The main focus of EHB 2009, the second edition of the EHB conference, is placed on ehealth and bioengineering in general. Its goals are to promote concepts and advanced hardware and software technologies in the emerging domains of ehealth, telemedicine, medical devices/equipment, medical informatics, biomechanics, biomaterials, biotechnologies and healthcare management.

Another objective is to strengthen the interdisciplinary synergy between medical and technical researchers and practitioners, within the generous framework of medical bioengineering, in order to establish and promote advanced scientific concepts, methods and technologies for medical services and healthcare in Romania and enlarged Europe. In this respect, a special attention will be granted in the next years to targeting research to the real needs of patients, through different national and international projects and partnerships.

Last but not least, EHB 2009 represents a new "official" occasion to show that telemedicine in Romania and particularly in Iași exceeds the level of other more or less theoretical approaches and demonstrative issues. Its maturity was already proven by real time transmission and analysis of some vital biosignals of patients, performed by using the facilities offered by the first Romanian Telemedical Regional Centre located at the Faculty of Medical Bioengineering of the „Gr.T. Popa" University of Medicine and Pharmacy in Iași, which was developed by a local team within two research pilot projects - TELMES and TELEMON - financed by the Romanian Ministry of Education and Research.

The intention is therefore to promote procedures for teleconsultation, telediagnosis and telemonitoring, providing an alternative to be employed in the healthcare system that could be made available "every time and anywhere" for those persons who need such a public service.

The [topics to be covered](#) and the [full papers' submission guidelines](#) can be viewed online.

The organisers expect to attract over 200 attendees. The registration fee is 300 RON (approximately €70).

Event email: [ehb2009@bioinginerie.ro](mailto:ehb2009@bioinginerie.ro)

Event website: <http://www.bioinginerie.ro/ehb2009>

Country: Romania

City/Location: Constanta

Organiser: "Gr. T. Popa" University of Medicine and Pharmacy Iasi, the Romanian Society of Medical Bioengineering and "Ovidius" University of Constanta

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