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European ePractice Newsletter

N. 228 - 1 April 2008

>> Ageing well in the Knowledge Society workshop

On April 14th ePractice.eu will celebrate a workshop in Brussels where participants will have the opportunity to analyse how eLearning and e-skills programmes can have a beneficial impact on involving older people more actively in the knowledge society and in addressing the digital gap. The free workshop will cover three major themes (*Independent living*, *Jobs for the old boys* and *The economics of ageing well*). For more information and registration, please visit epractice.eu/workshop/Ageingwell

>> “Linking up eGovernment: Building a Digital Europe”

ePractice.eu encourages eGovernment stakeholders to participate in the upcoming “Linking up eGovernment: Building a Digital Europe” workshop, to be held in Brussels on May 6. The one-day event will analyse the interoperability and accessibility of administrative systems and the “Europeanisation” of public service provision which is taking place in different forms and at different levels, driven by a variety of motives and needs. If you want to participate in this event, please register online at epractice.eu/workshop/LinkingUpeGov

>> eGovernment, eInclusion and eHealth professionals invited to a Mid-Term workshop

The ePractice.eu portal will celebrate on May 19 a special Mid-Term workshop which aims to bring together representatives of public authorities, policy-makers, IT experts, academics and industry managers to discuss best practices in eTransformation from the European perspective. We encourage all interested eGovernment, eInclusion and eHealth professionals to register in advance for this unique event. More information at epractice.eu/workshop/ePracticeMidTerm

>> Join the eParticipation and eDemocracy Network community

The eParticipation and eDemocracy Network hosted by the ePractice.eu Communities is now open to everybody interested in discussing and sharing experiences in issues such as eEngagement, eDeliberation, eInvolvement, eLegislation and eVoting, as well as eDecision, eRule and ePolicy-making. The online group will also link to and help coordinate the various EC supported studies and projects directly relevant to eParticipation and eDemocracy. We invite you to get involved at epractice.eu/community/eParticipation

>> New group on the impact of social computing in public services

A new community has been launched to share and discuss the impact of social computing (web2.0) in public services. This community hosted by the ePractice.eu portal is open to people already active in the web2.0 field and interested stakeholders. If you are interested in the topic, feel free to join the group at epractice.eu/community/pubserv20

>> Article: Interoperability and the exchange of good practice cases

The article *Interoperability and the exchange of good practice cases* states that interoperability, the ability of ICT systems to communicate, interpret and interchange data in a meaningful way, is one of the main challenges for successful, efficient and citizen-centred eGovernment applications. The article written by Sylvia Archmann and Immanuel Kudlacek (European Institute of Public Administration) is available in the latest issue of the [European Journal of ePractice](#).

>> Online survey on eProcurement

The eProcurement Forum, the DG Internal Market and Services and IDABC eInvoicing and eOrdering project of the European Commission and the CEN/ISSS Workshop on Business Interoperability Interfaces for Public Procurement are kindly inviting all the eProcurement practitioners to complete an eProcurement online questionnaire. The objective of this survey is to gather information about existing eProcurement systems and supporting tools that can help fulfil the vision of seamless, standards-based electronic public procurement across Europe as committed in the i2010 eGovernment Action Plan. With this aim we are inviting you to provide us with some information about the capabilities of your organisation and your initiatives on this domain, including the usage or development of IT applications. You may access the survey through [the eProcurement Forum](#).

>> First Edition of the eGovernment factsheet for the Former Yugoslav Republic of Macedonia

The new factsheet aims to give an overall view of milestones, main programmes and developments related to eGovernment in the country. As it is the case for all factsheets an online and a PDF version are available in the [Factsheets section](#) of the portal.

Please feel free to forward [epractice.eu/newsletter](mailto:practice@epractice.eu) to whom it may be of use. You are welcome to send suggestions that may help us to improve the portal and enrich its content. We invite you to [become a member](#) of ePractice.eu in order to use all our services.

Latest Cases

- [A community of practice on Project Cycle Management \(PCM\)](#) 28 March 2008 |
- [GeGIS \(managing Geo Data by using a standard web browser\)](#) 25 March 2008 |
- [HEALTH OPTIMUM](#) 18 March 2008 |

Editor's Choice of the week: [Virtual classrooms for children in hospitals](#)

A community of practice on Project Cycle Management (PCM)

Soundplanning is an European Community of Practice on Project Cycle Management. The new ESF Programming Period strongly focuses on good governance and partnership. To this end one of the key priorities includes building institutional capacity to design and deliver policies and programmes. This is why a European community of Practice on Sound Planning and Management has been set up in order to:

- exchange approaches and deal with challenges faced by programme and project managers
- provide practical problem-solving action learning sets
- upgrade the specific skills base of key actors of the new ESF.

The purpose of the CoP is to professionalise ESF programme and project managers across Europe on the use of Sound Planning and Management methods, with special attention to Project Cycle Management (PCM). Specifically, the CoP provide a collaborative environment to exchange experience and good practice, access to a library and expert advice, blended training on PCM and, showcasing workshops in Italy, French-speaking Belgium and Poland.

GeGIS (managing Geo Data by using a standard web browser)

In Flanders (Belgium) there is a great need for reliable GIS layers with recent GIS and other data. In many cases these GIS data layers have several authors. The condition for a guarantee of reliability is a structured and streamlined exchange of data between various governments with regard to GIS data. Every owner of data remains responsible for the management of these data. The aim of the "Generic GIS for e-Government" project is twofold. On the hand, geGIS aims to provide an e-office generator, based on open and generic components which make it possible to generate and make available interactive e-offices. These e-offices can be used without any specific software (a web browser is sufficient), both for consultation and management tasks. On the other hand, the aim of the project is to make authentic data sources adaptable and exchangeable, independently of the GIS package or environment that is used. GeGIS aims also to establish a fully open source Geo Data Infrastructure (GDI) in which data levels can be exchanged between various GIS systems. In addition, all government actors should be able to look at (GIS) data in a simple way and carry out calculations. GeGIS makes this possible at reasonable investment costs. GeGIS also allows services to exchange GIS data between different GeGIS servers.

Therefore GeGIS works with a peer to peer concept to exchange and change GIS information on the fly. The first projects which will work on the GeGIS platform are 'the inventory of unbuilt-up plots' (Register of Unbuilt-up Plots – ROP), the one-off plot registration for farmers and the e-office right to advance purchase of properties.

HEALTH OPTIMUM

HEALTH OPTIMUM is a Telemedicine project approved and co-funded by the European Community within the eTEN programme. The “market validation phase” officially began in May 2004 and ended in January 2006. In this phase the countries participating were: Italy (Regione Veneto), Spain (Aragon) and Denmark (Funen). The phase tested some telemedicine services trying to assess them in a first operational field. In the present phase, called “Initial Deployment”, the existing services and new ones will be deployed in five countries: Italy (Regione Veneto, as coordinator); Spain (Aragón); Denmark (Syddanmark); Sweden (Uppsala); Romania (Timis). The project will last two years, from June 2007 to May 2009. The requirement of application interoperability was fundamental, together with the technological management of the patient documentation produced within the project (reports, opinions, images, lab results). The project has carried out a trial of an Electronic Health Record (EHR) technical framework in which all data converge to make easier the exchange of information on advanced consultancy, and to help the search for surgery rooms and bed availability.

Latest News

- [EU: eGovernment and the Services Directive](#) 31 March 2008 | Austria, EU Institutions, Germany
 - [IT: New software keeps fires in check](#) 31 March 2008 | Italy
 - [DE: Virtual Academy for eGovernment](#) 31 March 2008 | Germany
 - [UK: On-line building site for future schools](#) 28 March 2008 | United Kingdom
 - [ES: Wireless tracking boosts hospital efficiency](#) 28 March 2008 | Spain
 - [AT/DE: Administrations can network – wiki shows the way](#) 28 March 2008 | Austria, Germany
 - [EU: Transfer-East brings eGovernment to several Member States](#) 20 March 2008 | Czech Republic, EU Institutions, Hungary, Poland, Slovakia, Slovenia
 - [UK: New local government online petitioning system launched](#) 20 March 2008 | United Kingdom
 - [INT: Open eHealth Foundation to provide solid basis for eHealth Interoperability](#) 20 March 2008 | International Organizations
 - [EU: Open parliament petition on Open Source software use](#) 19 March 2008 | EU Institutions
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EU: eGovernment and the Services Directive

At the CeBIT trade fair in Germany, Austrian Secretary of State, Heidrun Silhavy, held discussions with international ICT executives on the eGovernment implications of the EU's Services Directive.

At the CeBIT trade fair in Germany, Austrian Secretary of State, Heidrun Silhavy, held discussions with international ICT executives on the eGovernment implications of the EU's Services Directive. "Completion of the internal market in services is a major building block and contribution to more growth and employment in the European Union," Silhavy told a CeBIT seminar. This is because services account for 60-70 % of economic activity in the EU Member States, and about the same percentage of jobs.

The Services Directive, due to be transposed into national legislations by the end of 2009, also has big implications for ICT and eGovernment. Austria is well prepared for this, she said. Its Citizen's Card concept provides "clear identification and secure authentication" for users of electronic services and for transfers between administrations. And its much-used eGovernment portal (<http://help.gv.at/>) will smoothe the transition.

"The quality of the implementation of the Services Directive and the synergies with existing eGovernment elements" could give Austrian firms "competitive advantages in Europe", Silhavy insisted. "The transposition of the Services Directive to Austria requires a tailor-made eGovernment solution which will

make it possible for firms from other EU Member States to deliver services in Austria, but will also mean an enormous increase in services for Austrian firms. Quite rightly, Austrian enterprises expect to be provided with suitable solutions in each of the other Member States.”

Held annually in Hannover, [CeBIT](#) claims to be the world’s largest ICT trade fair. German eGovernment exhibits on display this year included the planned new eID card and the Citizen’s Portal.

Further information:

- [Austrian eGovernment portal](#)
 - [Press release \(in German\)](#)
 - [kBST – Press release \(in German\)](#)
 - [CeBIT website](#)
-

IT: New software keeps fires in check

The Italian region of Lazio has rolled out new software intended to monitor fires. The system will record the occurrence of fires and be used to plan preventative action by the Regional Civil Protection.

For the first time, all of Lazio’s communes will be able to make use of a system specifically designed to prevent and keep track of fires. The tool will provide an up-to-date on-line database of geographical and urban registers, maps, aerial photographs and details of fires up to the end of 2007. This information will allow communes to fulfil their legal obligations relating to fire prevention and control.

The Regional Director for Civil Protection, Maurizio Pucci, explained the motivation behind the project, saying, “Mayors need to be made aware of their responsibilities, be they administrative or penal. We want to help mayors, particularly those of small and very small communes, to understand the issue and to put in place all of the necessary measures so that they are able to respond effectively to all eventualities.”

This system will not only provide local government with the tools to implement such measures, but will also allow them to coordinate and compare their efforts with those of other communes.

Those areas that are particularly vulnerable to the risk of fire, such as hospitals, schools and densely populated neighbourhoods, will be closely monitored.

An innovative way of preventing fires, the integrated software will be used to implement specific civil protection plans throughout the region, but it will also serve as a multi-functional tool to inform and help improve other areas of local government.

Further information:

- [Pubblica Amministrazione.net \(In Italian\)](#)
 - [Lazio Region Civil Defence – Press release \(in Italian\)](#)
-

DE: Virtual Academy for eGovernment

A Virtual Academy in the German state of Lower Saxony will promote eLearning initiatives within the administration.

The new academy will group eLearning programmes within Lower Saxony’s state services, Interior Minister Uwe Schünemann explained. He announced the initiative at the CeBIT trade fair, during the ceremony for the European eLearning Award. An imminent decision by the Lower Saxony cabinet will move eLearning beyond the pilot phase, he said. “It is to become a regular, normal and generally accepted method, complementing our current further education offer.”

Experiences with eLearning in Lower Saxony’s administrations have been very positive so far, Schünemann emphasised. Its expansion will mean considerable initial investment, but in the medium term, eLearning must pay its way by helping to cut costs. This will be achieved mainly through reductions in the amount of working time taken up by continuing education and training for administrative staff. He

pointed to the example of Lower Saxony's police force. eLearning techniques cut its officers' study times by 40 %, freeing them up for other tasks. However, their education and training success rates remained the same, as did the quality of the curriculum.

The Virtual Academy is designed as a portal. Amongst other things, it will provide teaching media and technical support. Resources will include authoring tools and virtual classrooms.

Further information:

- [Press release \(in German\)](#)
-

UK: On-line building site for future schools

A new, Open Source website is now available to encourage partners involved in a multi-billion euro scheme to modernise schools in England to collaborate more closely.

Following an 18-month web rationalisation process, the site was launched by Partnerships for Schools (PfS), the agency responsible for delivering the Building Schools for the Future (BSF) programme, at a conference in London on 18 March 2008.

The new website, which uses Open Source Software, aims to provide a single source of information on BSF, which will modernise secondary schools across England over the next ten to 15 years. It covers project updates, news and information about the scheme targeted at the 150 local authorities in England, thousands of schools and private-sector companies involved in the programme, as well as pupils.

The site will also act as a platform for the sharing of expertise and know-how, explained Karl Hood, head of information systems at PfS. In fact, the next phase of development will enable networking between stakeholders. "Ultimately, I hope that our collaborative working areas will become a kind of 'Facebook' for BSF, with stimulating and relevant on-line discussions," said PfS Chief Executive Tim Byles.

Such collaboration will help ensure that BSF is rolled out in a timely fashion and avoid the delays that have dogged the scheme since its launch in 2004. "Over the past year, we have addressed this issue head on, introducing a number of measures which have significantly reduced the delivery timetable for the pre-procurement phase of the programme by up to six months," Byles added.

He noted that a total of 12 state-of-the-art BSF schools are now up and running and that 18 contracts, worth £2.5 billion (€3.2 billion), have been completed.

Further information:

- [Kable news](#)
-

ES: Wireless tracking boosts hospital efficiency

A Spanish hospital is using an innovative WiFi-based system to keep track of equipment and staff.

Recently built in Southern Spain, the Alta Resolución Hospital (Benalmadena) uses a range of new technologies, including an advanced WiFi network from Cisco Systems. When Spanish service provider AT4 wireless was commissioned to install integrated RFID systems at the hospital, it was also asked to create a tracking solution for staff and equipment.

In partnership with location-enabling WiFi specialist Ekahau, AT4 wireless deployed the Ekahau RTLS solution, including the Ekahau Positioning Engine and T301 tags, across the hospital campus. This makes it possible to keep track of valuable portable medical equipment at all times. The hospital administration also requires staff to carry wireless tags with a panic button. When pressed, this sends an SMS alarm call to the hospital's security centre. Response action can then be directed straight to the scene of the emergency.

The regional health authority is now assessing the progress of the tracking scheme, which is seen as boosting efficient resource use at the Benalmadena site. It may later be extended to the nearby sister hospital. Alta Resolución was opened to complement the services of the larger neighbouring public hospital in Marbella, on Spain's Costa del Sol.

Further information:

- [Press release](#)
-

AT/DE: Administrations can network – wiki shows the way

A wiki launched in March documents co-operation projects between various public administrations in German-speaking countries.

Using Web 2.0 and semantic technologies, the new Austrian-based platform documents best practice examples of co-operation between administrations at all levels of government. By the end of its first month, it had 53 project descriptions on-line, and a total of more than 300 pages. The topics range from co-operation on childcare, economic development, building regulations and personnel management to fire brigade mergers and the joint collection of special waste. So far, almost all the examples are Austrian, but the wiki's organisers hope it will become a reference point for good practice throughout the German-speaking countries.

Launched by Austria's Administrative Research Centre (KDZ), the platform was conceived as a semantic wiki. So it has an underlying model of the knowledge that it contains. It uses the free Open Source Software [MediaWiki](#), originally written for the Wikipedia, with add-ons developed by the University of Karlsruhe.

The new wiki's main aims are to promote the transfer of know-how between administrative units and to stimulate further specialist discussion. The good practice examples are listed both alphabetically and by topic. Other resources include selected literature and a collection of "tools and methods for administrative co-operation".

Further information:

- [Cooperation platform \(in German\)](#)
 - [MediaWiki](#)
-

EU: Transfer-East brings eGovernment to several Member States

The EU-funded project Transfer-East allowed the transfer of nine eGovernment-to-Business (G2B) best practices in five different Member States. Best practices and results of this transfer will be presented during the 6th Eastern European eGov Days that will be held in Prague, Czech Republic, in April 2008.

The Transfer-East project is a Specific Support Action financed by the Information Society and Media Directorate-General of the European Commission in the frame of the Sixth Framework Programme.

The project was aimed at promoting the sharing of learning and the exchange of eGovernment good practices while contributing to enhance the quality of eGovernment-to-Business (G2B) initiatives across Europe.

During the project's lifetime, nine eGovernment-to-business best practices have been identified, among which statistical information and eProcurement (original cases in Denmark, Italy and Germany), eTendering, online taxation for companies (original case in Spain), eReporting for companies (original case in Norway), government communication tools (original case in the UK) and digital signatures (original case in Denmark).

These practices have been transferred to 10 public administrations in the following Member States: Czech Republic, Hungary, Poland, Slovakia and Slovenia.

Further information:

- [Transfer-East project website](#)
- [Europe's Information Society Newsroom](#)
- [6th EEEGov days in Prague – ePractice announcement](#)

UK: New local government online petitioning system launched

Bristol City Council has, together with a private company and with support from the International Teledemocracy Centre at Napier University, launched a new open source ePetitioning tool specifically designed for Local Government. The new tool is being deployed throughout the EU.

The new service, which went live in January 2008, has already had over 8 000 signatures and 5 new petitions. The system can be found via [Bristol's consultation portal](#).

Bristol was one of the first Council's in the UK to use online petitioning in response to their desire to encourage active participation by citizens in the democratic process. The original service was developed by the [International Teledemocracy Centre](#) as part of the UK's eDemocracy National Project.

Carol Hayward, Consultation Manager from Bristol City Council said "The original project taught us a great deal about ePetitioning and working with Napier gave us an excellent opportunity to really test whether ePetitions were an effective eDemocracy tool. We believe that this was proven however we wanted to enhance the service further to both support our back office functions more effectively enabling the management of both on line and hard copy petitions. We were keen any system also fitted in with our open source software approach."

The new Bristol site has been released initially as a public beta test site to encourage feedback and ongoing improvements. This petitioning service offers a citizen functionality enabling members of the public to sign and/or create petitions. The council is able to enter background information and also communicate with the petitioners about the progress and impact of the petition. Uniquely the service now adds some extra features to these core functions:

- There is an integrated workflow within the system that tracks the progress of the petition through all its stages and enables council officers to track and report on petitions at each stage;
- The system can manage both online and offline petitions which means it can provide a single administration interface for officers;
- The system is designed to integrate with other eDemocracy tools such as webcasting or discussion forums which means it can be part of a full eDemocracy strategy.

The software has been made available for free as an Open Source licence. The private company involved is currently looking for test sites for the release and implementation process.

Further information:

- [International Teledemocracy Centre](#)
- [Bristol's consultation portal](#)
- [ePetitioning tool](#)
- [Press release](#)

INT: Open eHealth Foundation to provide solid basis for eHealth Interoperability

The newly created Open eHealth Foundation is an Open Source initiative that is unique in the healthcare IT arena. The Open eHealth Foundation will provide software components under an Open Source license that will boost the open standards-based exchange of medical information.

The eHealth market is set for explosive growth. This demand is driven by growing challenges to healthcare systems in industrialised societies, as well as new medical information and communication technologies. Recent research suggested that the eHealth industry has the potential of a global budget of US\$73 to 88 billion (about €46 to 56 billion).

In order to capitalise on this huge market potential and to improve medical care, interoperability of electronic medical records and personal health records by different vendors is critical. In this context the founding members of the Open eHealth Foundation have recognised the necessity to:

- Create a worldwide community-driven software development platform to speed up the digitisation of the healthcare industry;
- Enable members and healthcare organisations to create compelling solutions based on existing global clinical and administrative standards, and increase interoperability with a wide array of third-party components and platforms.

Specifically, the Foundation aims to leverage existing Open Source projects to develop a platform that enables its members and health organisations to build free Open Source software components and reference implementations to help achieve a high degree of semantic interoperability in the global eHealth sector based on open standards. In this process, the Open eHealth Foundation will not develop new standards for interoperability.

The Foundation will instead cooperate with existing standard-developing organisations to implement the standards already defined into the Foundation's Open Source components. The Foundation will also provide reference implementations for these healthcare standards. The healthcare-oriented components will initially include services for patient consent management, virtual patient records, patient information management and services for a standardised users, roles and relations management. These service components will extend existing Open Source projects such as OpenESB, Glassfish, OpenSSO and Mural.

Further information:

- [Open eHealth Foundation website – Additional information and possibilities for participation](#)
-

EU: Open parliament petition on Open Source software use

A petition submitted to the European Parliament by citizens and other stakeholder groups stresses the need for the European Parliament to use ICT systems that are “based on Open Standards and promote Interoperability”.

Petitioners claim that the European Parliament’s ICT currently runs on proprietary operating systems and on software that is not interoperable with software types of other vendors. Therefore, citizens and stakeholder groups wishing to participate in the legislative process are forced to use the products of a single company. This is indeed in conflict with the first article of Chapter 1 in the Treaty of the European Union, since EU Public procurement laws are based on the principles of transparency and non-discrimination.

Petitioners argue that since the European Parliament has evidently recognised the role of interoperability in promoting innovation and competition, thus improving user choice, while reducing technological and industrial risks as well as dependencies, it is commonly expected that the Parliament will take necessary actions to improve interoperability between citizens and governments by moving its ICT systems to those based on Open Standards.

Further information:

- [Open Parliament petition. Have your Say - Open democracy in action](#)
-

New Facsheets

The 9th Edition of the eGovernment factsheets for Ireland, Poland, Spain and the United Kingdom, as well as the 4th Edition for Bulgaria and Croatia are now available online. Moreover, the 1st Edition of the Former Yugoslav Republic of Macedonia has also been made available.

We invite you to visit the [relevant section](#) at the portal for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [EU: Report on Information Security Certifications](#) 11 March 2008 | EU Institutions

- [EU: TeleHealth 2007 – Conference report](#) 7 March 2008 | EU Institutions
- [EU: World of Health IT 2007 – Short report on EC supported sessions](#) 24 January 2008 | EU Institutions
- [ES/EU: eSPAIN 2007 – Annual report on the development of Information Society](#) 1 January 2008 | Pan European, Spain
- [LV: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Latvia](#) 31 December 2007 | Latvia
- [NL: The new way of working and e-government](#) 31 December 2007 | Netherlands
- [UK: Chronic Care at the Crossroads](#) 10 December 2007 | United Kingdom
- [EU: First Contributions to the Campaign "e-Inclusion: be part of it!"](#) 3 December 2007 | EU Institutions
- [EU: Suturing the Digital Gash](#) 30 November 2007 | Czech Republic, EU Institutions, France, Germany, Italy, Spain
- [EU/INT: Beyond Public Scrutiny: Stocktaking of Social Accountability in OECD Countries](#) 31 July 2007 | Asia, Central and South America, EU Institutions, International Organizations, North America, Pan European, Switzerland
- [EU: eCertificates in public procurement procedures – Preliminary study](#) 2 May 2007 | EU Institutions
- [UK: The Digital Inclusion Landscape in England](#) 31 March 2007 | United Kingdom

EU: Report on Information Security Certifications

Complete title:

***Information Security Certifications – A Primer: Products, people, processes
Deliverable 2.1.5/2007. December 2007***

Description (short summary): The present report gives an overview of information security certifications of products, people and processes. It addresses common concepts, definitions, certifications of different types while clarifying the mandatory and legal background for some certifications. It also explores the analogies and disparities between a number of existing certification schemes. Finally, it analyses current trends in certification and offers six recommendations to improve network and information security in Europe through a wider use of security certification.

Original URL: http://www.enisa.europa.eu/pages/02_01_press_2008_03_11_sec_cert.html

Number of pages: 20

EU: TeleHealth 2007 – Conference report

Complete title:

***TeleHealth 2007 - "Telemedicine and innovative technologies for chronic disease management"
Conference covering presentations relating to telemedicine (including telehealth, telemonitoring,
and teleradiology)***

Description (short summary): The [Telehealth 2007 conference](#), organised by the European Commission, was held in Brussels, Belgium, on 11 December 2007. The present report outlines the conferences' main ideas, presentations, discussions and debates. It provides a first insight into all the possible reasons why the European Commission is exploring the possibilities for a future action plan for Europe on telemedicine. A proposed timetable is introduced that lasts over the course of 2008-2009 which shows the directions towards the publication of a possible Communication.

This report encourages the members of the Union, and the wide range of stakeholders concerned, to explore what difficulties may have to be overcome to facilitate wider telemedicine deployment throughout Europe.

Original URL: <http://www.e-participa.org/en/resultados.htm>

Number of pages: 43

EU: World of Health IT 2007 – Short report on EC supported sessions

Complete title:

World of Health IT 2007 – Short report on EC supported sessions

Description (short summary): The present document provides an short overview of the sessions that were supported by the European Commission (EC) at the World of Health IT 2007 Conference and Exhibition that was held in Vienna, Austria from 22 to 25 October 2007.

The EC's Information Society and Media Directorate-General played a key role in facilitating and focusing discussions on key topics in eHealth such as patient safety, standards harmonisation, industry activities or the healthcare professionals' experience with health ICT. All sessions benefited from the input of high-level speakers and chairs and triggered lively debates. The feedback gathered from attendees indicates that this high quality and the broad experience of the speakers were very much appreciated.

Original URL: http://ec.europa.eu/information_society/newsroom

Number of pages: 4

ES/EU: eSPAIN 2007 – Annual report on the development of Information Society

Complete title:

eSPAIN 2007 – Annual report on the development of the Information Society in Spain
eESPAÑA 2007 – Informe anual sobre el desarrollo de la Sociedad de La Información en España

Description (short summary): This document is the seventh edition of the Fundación Orange's annual report on the state of development of the Information Society in Spain. It focuses on the use of information and communication technologies (ICTs) by citizens, businesses and administrations.

Despite an increased support from the public sector, Spain's progress in the Information Society has been slow, the country losing relative ranks in respect to the surrounding countries. The main findings of the report are as follows:

- The IeE07 indicator reveals that Spain has lost relative ranks in respect to the 28 EU countries referenced. Spain is now holding the 20th position, reducing the gap with Germany and the United Kingdom but moving further away from the leading countries (Finland and Iceland) and getting over passed by countries such as Slovakia, Lithuania, Latvia and the Czech Republic.
- The public funding aimed at promoting the use of ICTs has increased and the implementation of the Avanza Plan has generated investments of €1.187 million.
- The population of those using regularly the Internet has reached 39 %.
- Over 75 % of the households have access to the Internet using broadband technology.
- Spain holds a leading position in Europe regarding the use of Web 2.0 applications.
- Mobile telephony remains the driving force of the ICT sector, with constant investment in mobile networks and the outstanding evolution of portability which enhances competition.

Original URL: http://www.fundacion.orange.es/areas/25_publicaciones/publi_251_7.asp

Number of pages: 317

LV: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Latvia

Complete title:

The Development of eServices in an Enlarged EU: eGovernment and eHealth in Latvia

Description (short summary): In 2005, the Institute for Prospective Technological Studies (IPTS), one of the seven scientific institutes of the European Commission's Joint Research Centre (JRC), launched a project which aimed to assess the developments in eGovernment, eHealth and eLearning in the 10 New Member States at national, and at cross-country level. At that time, the 10 New Member States were Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, and Slovakia.

The present report is that of Latvia. It describes the Latvian government and health system and the role played by eGovernment and eHealth in this system. The report then analyses, on the basis of desk research and expert interviews, the major achievements, shortcomings, drivers and barriers in the development of eGovernment and eHealth in Latvia. This analysis provides the basis for the identification and discussion of national policy options to address the major challenges and to suggest R&D issues relevant to the needs of Latvia.

In addition to the national monographs, the project has delivered a synthesis report, which offers an integrated view of the developments of each application domain in the New Member States. Furthermore, a prospective report looking across and beyond the development of the eGovernment, eHealth and eLearning areas has been developed to summarise policy challenges and options for the development of eServices and the Information Society towards the goals of Lisbon and i2010.

Original URL: <http://www.jrc.es/publications/pub.cfm?id=1552>

Number of pages: 106

NL: The new way of working and e-government

Complete title:

The new way of working. What changes for the employees as a result of new technologies in local government?

Description (short summary): In order to improve the provision of services to the civilians, many municipalities are implementing new technologies for their operating processes. Often insufficient light is shed on what this means to the work of the municipal officials.

The A+O fund Municipalities gave the assignment to carry out a research in nine municipalities to examine what had changed with regard to the work of employees as a result of the implementation of new technologies. The research demonstrates that the work of the employees will change radically. However, the precise effects are difficult to describe.

Original URL: <http://www.aeno.nl>

Number of pages: 2

UK: Chronic Care at the Crossroads

Complete title:

White Paper

Chronic Care at the Crossroads – Exploring Solutions for Chronic Care Management

Description (short summary): The prevalence of chronic illness is escalating as the population ages and the burden for patients, families and the healthcare system continues to increase. Patients prefer to receive care in their own homes, and the healthcare system must evolve to deliver treatment in the home and provide the support that both patients and carers require.

Current initiatives, such as the Map of Medicine and National Service Frameworks, are helping to ensure that patients with chronic illness receive the best possible treatment to maximise their quality of life. User-friendly technologies that connect patients with their healthcare team will facilitate these initiatives by providing tools to help them be more active and engaged in their own care.

Pilot eHealth programmes are also underway at local, national and international levels and should now be superseded by new, fully implemented programmes. The implementation will depend on cooperation between healthcare and social care networks to provide economic support and deliver care. Patients are vital to the success of eHealth and must be encouraged to take a central role in directing their own care.

Original URL: <http://www.intel.com/healthcare>

Number of pages: 12

EU: First Contributions to the Campaign "e-Inclusion: be part of it!"

Complete title:

European e-Inclusion Initiative

First Contributions to the Campaign "e-Inclusion: be part of it!"

Description (short summary): The present document briefly introduces the European policy on eInclusion and explains how interested parties can participate in the "e-Inclusion, be part of it!" campaign, thus supporting the European initiative on eInclusion.

It then reports on the results of the call for contributions on eInclusion, listing all initiatives submitted as contributions to the call. It also provides a deeper analysis of 30 initiatives that were considered to be particularly valuable, but this is limited to summaries of one page for each initiative, due to the limited resources and time to prepare this document.

Finally, the document includes the first calendar of events of the "e-Inclusion, be part of it!" campaign, which will be regularly updated in 2008.

Original URL: <http://www.epractice.eu>

Number of pages: 62

EU: Suturing the Digital Gash

Complete title:

Suturing the Digital Gash – Contribution of the Public Internet Centres (PICs) to Adult Education in Europe

Description (short summary): Public Internet Centres (PICs) have been sprouting throughout Europe during the last decade; but...

- Are they an effective tool to fight against the digital divide to prepare ourselves for the Knowledge Society?
- Do they effectively contribute to the digital literacy of adults, even when their training activities are ignored by the formal education system?
- Do they cater for the needs of the "info-disadvantaged" persons, respecting diversity and heterogeneity of the population?

This book groups a set of tools created in the attempt to provide an answer to the above questions, with a parallel approach reflective and practical. It is the result of two years of transnational work recently carried out within the framework of the project, co-funded by the European Commission, the scope of which was to detect the best practices of the PICs in terms of Adult Education and Digital Literacy, Evaluation and Quality, Non-Discrimination and e-Inclusion, with cases identified in the Czech Republic, Germany, France, Italy and Spain.

Original URL: <http://www.pic-project.eu>

Number of pages: 222

EU/INT: Beyond Public Scrutiny: Stocktaking of Social Accountability in OECD Countries

Complete title:

Beyond Public Scrutiny: Stocktaking of Social Accountability in OECD Countries

Description (short summary): OECD countries have done much to enhance government openness and encourage citizen engagement and participation throughout the past two decades. Although countries now understand that a whole-of-government perspective is necessary to ensure that system-wide impacts are considered, planning and implementation issues remain.

This stocktaking of social accountability initiatives aims to collect information about existing initiatives and country experiences, in an effort to help countries meet these challenges while building more open, accountable and responsive government.

This joint OECD-World Bank stocktaking exercise of social accountability (SA) initiatives in OECD member countries contributes to the global exchange of policy relevant knowledge. The exercise generated 40 templates detailing social accountability initiatives in 27 OECD countries, and the European Commission. Cases were selected based on focus, level of government, and transferability of policy lessons.

The group as a whole illustrates the wealth of innovative practices currently available, and provides a rich resource for practitioners. Several cases explored the use of online tools to enhance public scrutiny and engagement: Canada: Online Pre-Budget Consultation (p. 44); Denmark: Denmarksdebatten (p. 55); Germany: Online Dialogue Participatory Budgeting (p. 72); Hungary: e-Games (p. 81); and European Union: e-Agora (p. 164)

This report is part of the OECD Directorate for Public Governance and Territorial Development's (GOV) efforts to identify emerging trends and develop pertinent policy lessons for all countries seeking to build more open, accountable and responsive government. It also contributes to the World Bank's series of SA stocktaking exercises, which have been undertaken in various regions of the world. It does not claim to provide a comprehensive inventory of OECD member countries' experience, nor an in-depth description of the myriad activities underway. Rather, it illustrates the wealth of innovative practices currently available, and provides a rich resource for practitioners.

Original URL:

http://www.oecd.org/LongAbstract/0,3425,en_2649_37405_38983243_119666_1_1_37405,00.html

Number of pages: 196

EU: eCertificates in public procurement procedures – Preliminary study

Complete title:

Preliminary Study on the electronic provision of certificates and attestations usually required in public procurement procedures – European eProcurement schemes (WP1) – National Country Profiles

Description (short summary): The Preliminary Study on the electronic provision of certificates and attestations in public procurement procedures aims to examine how different European countries (EU, candidate countries and EEA) currently manage the use of certificates and attestations in procurement procedures, particularly in an eProcurement context.

The goal of the study is to identify if and how electronic certificates and attestations are currently issued, accepted and validated in public procurement procedures across these countries, and if and how their eProcurement systems could be modified or amended to support non-national electronic certificates and attestations, thus facilitating cross border economic activities in these countries and contributing to the creation of an internal market for electronic procurements.

Original URL: http://ec.europa.eu/internal_market/publicprocurement/e-procurement_en.htm#feasability

Number of pages: 564

UK: The Digital Inclusion Landscape in England

Complete title:

The Digital Inclusion Landscape in England - Delivering Social Impact through Information and Communications Technology

Description (short summary): A survey and analysis of projects and policies that use ICT to address problems faced by socially excluded groups of people, and an analysis of the benefits and links to social outcomes. It illustrates the connection between social exclusion and digital inclusion, and hence the range of policies and interventions required by public and private authorities - hence the relationship with eGovernment and eInclusion.

Original URL: <http://digitalinclusion.pbwiki.com/Links+to+Resources>

Number of pages: 125

ePractice Workshops

ePractice.eu combines online and offline activities. Workshops are held on a monthly basis, giving participants the opportunity to discuss the latest issues and cases face-to-face. Registration, agenda and participant bios are available online before each workshop.

- [ePractice.eu Communities workshop](#) 3 April 2008 | Brussels (Belgium)
- [eInclusion: Ageing well in the Knowledge Society](#) 14 April 2008 | Brussels (Belgium)
- [Linking up eGovernment: Building a Digital Europe](#) 6 May 2008 | Brussels (Belgium)
- [ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)
- [eHealth Management](#) 9 June 2008 | Barcelona (Spain)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [ICING workshop](#) 26 June 2008 | Barcelona (Spain)
- [eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)
- [Administrative burden](#) 23 October 2008 | Bremen (Germany)
- [European eInclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)
- [ePractice.eu Final Workshop](#) 26 February 2009 | Brussels (Belgium)

Co-branding your event with ePractice.eu is possible. Please read our terms at epractice.eu/workshops

Upcoming Events

- [BE: European e-ID Card Conference](#) 3 - 4 April 2008 | Belgium
 - [NO: Porvoo 13 Conference](#) 9 - 10 April 2008 | Norway
 - [ES: 3rd International Public eProcurement Seminar](#) 23 - 24 April 2008 | Spain
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BE: European e-ID Card Conference

3 - 4 April 2008 | Belgium

Current Perspective and Initiatives from around Europe in Government and Business

The European e-ID Card Conference is intended to act as a neutral forum where the industry can address specific areas of importance in the digital identity arena. It is also aimed at facilitating the exchange of ideas amongst delegates who want to learn and build upon their knowledge in a relaxed, constructive environment.

The conference will explore how the various European electronic identity (eID) card schemes are developing and the implications for governments, businesses and the citizen alike. It will focus on key subject areas, including, among others:

- Examples of how countries and businesses are rolling-out their e-ID card schemes;
- Discovering the key legal, data protection and privacy implications;
- The technical issues and solutions (additionally the future use of RFID & NFC applications);
- The latest strategies for maximising the security of e-ID (including two-factor authentication);
- The cross border interoperability challenges and their possible solutions;
- The multi-channel approach – is e-ID only for the internet?
- Applications and solutions driven by national e-ID card implementations;
- Mobile applications;
- Future directions with the e-ID card (including smart IP devices).

The event is targeted at those individuals or businesses involved in the implementation of eID projects, as well as those that will be impacted by such schemes for all these to exchange experiences as well as discover how the strategic issues – as well as the underlying technologies – have evolved over the past year. The conference typically attracts 120 attendees from business, public sector and government from countries throughout Europe and also further a field.

Registration is to be performed [online](#). Participation requires the payment of a €450 +VAT fee (€250 + VAT for eema members).

Venue: Catholic University of Leuven (K.U Leuven)

Event website: <http://www.eema.org/index.cfm?fuseaction=focus.content&cmid=360>

Event email: info@eema.org

NO: Porvoo 13 Conference

9 - 10 April 2008 | Norway

Porvoo 13 Conference on eServices & Interoperable European Electronic Identities

The [Porvoo Group](#) is an international cooperative network whose primary goal is to promote a trans-national, interoperable electronic identity based on PKI technology (Public Key Infrastructure) and smart cards and chip ID cards, in order to help ensure secure public and private sector e-transactions in Europe.

The Group consists of governmental representatives from European countries; representatives from the private sector, the European Commission and the UN have also attended the conferences.

The Porvoo Group's two-day conferences are held every six months. The primary objective of the conferences is to bring under discussion "Best practices" in the PKI technology, present on-going PKI projects, follow the progress of standardisation and biometrics in the field of electronic identity, discuss various studies concerning the EU Directive governing electronic signatures as well as draft statements and proposals to the European Commission when deemed necessary.

The Porvoo 13 conference will include a comprehensive presentation on the situation of the Information Society and the electronic identity in Norway, the hosting country. In addition, the participating countries will present their country updates in the field.

The event will be held on board a ship, on [Hurtigruten/The Norwegian Coastal Voyage](#) from Tromsø to Trondheim, Norway.

Registration is open [online](#). It is recommended to register as soon as possible as the attendance on board is limited to approximately 85 participants. There is a NOK 3815 fee (approx. EUR 475) that includes accommodation and all meals on the ship.

Venue: On board MS Nordkapp Hurtigruten/The Norwegian Coastal Voyage, from Tromsø to Trondheim

Event website: <http://www.brreg.no/porvoo13/>

Event email: sverre.bauck@brreg.no

ES: 3rd International Public eProcurement Seminar

23 - 24 April 2008 | Spain

Third International Public eProcurement Seminar, financed by the Basque Government

This 3rd International Public eProcurement Seminar will focus on the innovation taking place worldwide in the field of electronic procurement. A selection of relevant eProcurement cases from European countries will be presented.

The two-day course will bring together various national experts who play a key role in the eProcurement process within their countries as well as EU representatives in order to provide examples of good practice covering the most relevant practical aspects for other government bodies undertaking this experimentation process.

Topics regarding the legal issues of eProcurement as well as the use of bid-e-bonds will be addressed. The course will discuss projects and difficulties encountered in computerising supplier's offers, adopting measures to promote the use of eProcurement by suppliers, using shared eProcurement platforms by different government bodies, and related legal provisions. The provisional programme of the event is [available](#).

The seminar is aimed at procurement experts, solicitors, public and private firms, as well as individuals from the technical and academic communities interested in the innovations taking place worldwide in the field of electronic procurement.

The participation fee is €350 and includes documentation, coffee breaks, two lunches and a certificate of attendance.

Registration to the seminar is open. Registration requests can be submitted [online](#) before 14 April 2008. Confirmation of registration will be forwarded to participants by email upon receipt of the completed registration form.

More information on this event will soon be made available at the Basque Government's eProcurement website: www.contratacion.info.

Venue: Kursaal Convention Centre
Conference Room 2
Avenida de Zurriola, 1
20002 Donostia-San Sebastián

Event website: <http://www.eipa.eu/en/activities/show/&tid=2737>

Event email: n.domenech@eipa-ecr.com

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