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European ePractice Newsletter N. 259 - 2 December 2008

>> European eInclusion Awards 2008 winners

The winners of the 2008 European eInclusion Awards have been announced during the Vienna Ministerial Conference on eInclusion. The seven awarded projects are: Ageing Well Award: London Borough of Newham (United Kingdom); Marginalised Young People Award: A-Clinic Foundation (Finland); Geographic Inclusion Award: Kyyjärven kunta (Finland); Cultural Diversity Award: Milton Keynes Council (United Kingdom); Digital Literacy Award: Association Langas I ateiti (Lithuania); eAccessibility Award: Synscenter Refsnæs (Denmark), and Inclusive Public Services Award: Sotiria Hospital (Greece). More information available [here](#).

>> eProcurement Forum workshop

The eProcurement Forum is organising a workshop where participants are invited to present and share their experiences in using different tools for electronic public procurement developed taking into account the European legislation. Among other solutions, the European Commission's eProcurement Demonstrators and helpdesk will be presented. This free workshop is intended for civil servants from public administrations, software developers and any other eProcurement professionals. The event will take place in Vienna on January 14, 2009. For more information and registration, please visit epractice.eu/workshop/eproc demos

>> How do you experience the impact of this website?

TNO Research Institute invites you to take part in a quick survey on the user experience and impact of ePractice.eu. Why did you join this community? How did the participation impact your work? This survey contributes to a study that helps policy makers and researchers to better understand the impact of such websites on the public domain (e.g. health, government and education). The survey only contains 10 questions and will take a few minutes. Click [here](#) to start.

>> End of the webcam giveaway

ePractice.eu's Autumn Webcam Prize Draw has ended. The five winners are Mr. Jose Angel Martínez Usero, Spain; Mr. Alfonso Díaz Rodríguez, Spain; Mr. Marc Pierre Henriot, France; Ms. Béatrice van Bastelaer, Belgium, and Mr. Martin Kusák, Czech Republic. Congratulations to all the winners for their active involvement within the portal, contributing to reinforce it as a European reference meeting point for those interested in eGovernment, eHealth and eInclusion. For more information and detailed conditions of the campaign, please visit epractice.eu/info/86

Please feel free to forward epractice.eu/newsletter 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.

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Editor's Choice of the week: [Scope and BT's Wheeltop Project](#)

Shadow World

Shadow World, Varjomaailma in Finnish, is the first serious attempt to reach children and young people suffering from parental substance misuse, and to provide them with information, support and means to deal with the difficult life situation. The starting point of the Shadow World is the observation that about one out of ten children suffer from parental substance misuse in Finland. Unstable, quarrelsome and stressful family environment increases a child's risk for social exclusion, mental health problems and future substance misuse. These children are very difficult to reach due to their families' tendency to avoid attention and interventions by authorities. The innovative use of information and communication technology has allowed for approaching the target group directly, penetrating the curtain of silence, which is maintained by shame and families' internal social control. The two basic methods used to reach children are a comic book and this interactive website, both utilizing a narrative approach and a manga-style appearance. In addition to the story, the comic contains links to the website and information on how and where to seek help. On the website child can share his or her own story anonymously, either by writing or by creating a comic strip with an application specifically developed for the purpose. The comic book was sent through schools to about 70.000 5th and 6th graders, 11 to 13 year-olds, in Spring 2008. A media campaign was targeted to primary high school pupils, 13 to 15 year-olds.

Network for Innovative development of the Mazovia Region

SIRMA - Network for eGovernment and Innovative development of the Mazovia Region, constitutes an inspiring answer on challenges that concern innovative harnessing ICT. SIRMA supports social and economical goals of

regional authorities that have initiated and then supported SIRMA. The project is focused on the delivery mechanisms for promoting and increasing public services in Mazovia Region. Knowledge transfer is enhanced through a ICT system assuring an effective environment for the following actions: • Trainings for inhabitants focused i.e. on benefits of targeted, combined and accessible multichannel services, • Workshops for civil servants and public institutions that may synergize the service delivery process, • Providing best practice learning opportunities for socially excluded , • Facilitating coordination among stakeholders engaged in service delivery at regional/local level. The high quality of the project activities was guaranteed by the experts of the known Polish and European specialists. The SIRMA project allowed creating a brand new Polish resource of knowledge on regional ICT-driven development by: - gathering unique knowledge about implementation of eServices solutions/platforms at local and regional level in EU countries, - presenting mechanisms encouraging public services beneficiaries to use ICT and to bridge the eGovernment information gap, - transferring to Poland European methodology of strategic programming in the field of innovation and IS development at regional level, - gathering unique organizational experience concerning realization of the project of such scale and subject matter. The participants of the project have formed a group of local, qualified leaders, who will be able to create a new IS initiatives during 2007 – 2013 EU perspective. After the SIRMA realisation all project beneficiaries will play important role as a partners of regional eGovernment initiatives. The added value of the project was popularisation the achievements of ERIS@ regions and ELANET partners as well.

RECONNECT

Reconnect is a non profit association created by social entrepreneurs Eric Chatry, Peuplade and Groupe SOS. Reconnect develops with social actors innovating solutions of social link and e-inclusion for people facing social exclusion and precarity. The founding paradox of this young association Reconnect is to leverage the power of technology and modernity....for those who need it most to resubscribe to society. In November 2008, Reconnect has launched in France (Paris then Lyon) the social experimentation of a first tool of social link: an innovating phone service with a "normal" personal phone number, voice mail and personalised business cards attached. People can call from any phone booth, fixed line, mobile phone their own voice mail and pick up their message free-of-charge. Simple but truly efficient to be less isolated and reconnect with society. As important, Reconnect mutualises those tools with social actors (NGO, social local services, etc..) who then distribute and accompany to their public as part of their social work.

Accessible Street Directory Madrid

The project we present, named in Spanish "Guia Urbana Accesible" (Street Directory of Madrid) , is a application that allow to the handicapped people to operate with a street directory, search for and find address, point of interest (restaurants, parking, public services, public transportations, pharmacies, hotels, social services.. and hundreds of places that we can find in a complete street directory) and calculate the best route from a place to other (routing). The system fulfill with the standard Web Accessibility Initiative (WAI) level Double-A according with the Accessibility Guideline Web Content 1.0 (WCAG 1.0).. But the most important of this street directory is that even the full blind people can use it because the system transform the geographical environment to a textual description, by means of a very complex spatial analysis, and use specific software (like Yaws) to listen the description provided by the Street Directory. As far as we now does not exist any other street directory with such characteristic in Internet. In fact, the project have received the award TAW (Test of Accessibility Web) to the Best Accessibility Web Project, an important award in Spain.

Cyberhus

Cyberhus is a Danish charity and online meeting place with currently 17,000 unique visitors every month. Cyberhus is particularly keen to reach out to less-privileged children in need of help and guidance from trustworthy adults. Cyberhus (English: "Cyberhouse") was founded in 2004 by Mrs Anni Marquard as a partner charity under the 100-year-old youth charity, Ungdommens Vel ('Youth Welfare'). Four years on, Cyberhus is now a popular youth site offering a wide range of activities for children and teens. At Cyberhus young people can get advice from trained counsellors through the anonymous chat counselling service. Browsing the website one will see that Cyberhus consists of virtual rooms. Each room has a different theme – music, art, IT, beauty and fashion. In each room kids can express themselves creatively, write reviews, post messages in discussion forums, get peer-to-peer support through various discussion boards, ask questions related to teen life and get

advice from our twelve skilled advisers and much more. Mission "Starting from a voluntary and non-commercial work, it is Cyberhus' mission to renew the way we meet and enter into dialogue with children and teens. This happens through innovative uses of internet-based counselling and activities which advise, involve and develop the children and teens on their own terms. This is done in accordance with our values: Trust, respect and broadness." Vision "Cyberhouse wishes to be the preferred virtual and socio-pedagogical meeting place for at-risk children and teens in Denmark."

Empowerment of Youth for E-Transformation of Turkey

Youth Association for Habitat (YfH), the facilitator of the network of 73 local youth councils in Turkey, the National Youth Parliament, aims to increase youth participation in decision making processes for sustainable development. Access to information is an essential requisite for participation in social life and decision making mechanisms. Hence, YfH has been implementing a number of ICT literacy and expertise projects at national and international level since 2005 targeting to increase the capacities of young people who will benefit from e-transformation of Turkey and participate in the process as equal partners. Believing that the efforts for the advancement of ICT for development need to be complemented by the implementation of strategies based on multi-stakeholder approach, Empowerment of Youth for E-transformation of Turkey covers projects implemented in partnership with UNDP, UNICTDAR, Microsoft, Cisco Systems, Vodafone Foundation and Intel. The programme, which covers every geographical region in Turkey, is based on youth volunteerism, has provided face to face trainings for 50000 people via 600 volunteer trainers and its ECDL e-learning mechanism, offers standardized e-qualifications in youth related subject areas such as e-resources, promotes web 2.0 technologies to enable to develop knowledge, share experiences, discuss and develop policies and promote democratic development.

Tyfloset for the visually impaired

TYFLOSET® is a unified system for all kinds of audio information and orientation on the territory of the Czech Republic which facilitates the orientation of the visually impaired when using the suburban and railway transportation, on crossings, in subways, underground, etc. The system was designed by the Czech company Apex in close cooperation with the Czech Union of the Blind. The blind and partially sighted have two types of assistive aids. The first type is a small pocket version with six buttons, the second one is a blind stick with three buttons built in its handle. In both cases it is a command transmitter which is used to trigger an audio announcement. In transportation the blind user standing at the bus or tram stop can hear the vehicle approaching.

Seniornett Norge Clubs

Seniornett Norge is an NGO working for the inclusion of elderly people in the "e-" world: PC, Internet etc. As is the case all over Europe, the elderly people (of 55+ years) lags behind in the use of modern "e-" tools thus causing exclusion. Seniornett Norge, through its voluntary work, seek to counteract this sad state of affairs. Our work is supported by the Norwegian government, Microsoft (Gates Foundation), several non-profit organizations and telecom companies. We have established 75 training centers, "clubs", all over Norway where senior citizens can go for training, take our courses, meet peers, ask questions, socialize etc. The organization has 6 full-time employees and approx. 500 volunteer workers. Our basic training philosophy is to establish a system where we "teach-the-teacher" in our training centers and then to have these trained individuals train more seniors in turn. This "pyramid" system proliferates rapidly and can thus train a large number of seniors in a relatively short time.

SignVideo Contact Centre

The SignVideo Contact Centre is the first Internet Protocol video contact centre in the UK for British Sign Language (BSL) interpretation. This specialist service offers deaf citizens immediate access to highly qualified sign language interpreters to communicate with their local public services, i.e. local authorities and hospitals. After an initial trial period covering the Greater London area, this project went national in September 2007 and now serves deaf individuals in the workplace too. The cost savings for public services over a face to face sign

language interpreter is considerable for short and adhoc meetings with the average savings of 66% across the board. Waiting times for a sign language interpreter has been reduced from 2 weeks to merely minutes.

The Finest Contact Foundation

In December 2007, KPN has founded the 'Finest Contact Foundation' to support certain target groups in society and this year we support the chronically ill children. In The Netherlands around 500.000 children are chronically ill. Many of these children experience daily hinder and have a greater change to becoming socially isolated. We have set up a project 'KlasseContact' together with Stichting Ziezon, a foundation that enables sick schoolchildren to stay in touch with their classmates. The contact with the classmates is important to the healing process and development of the sick child. This contact is established by the installation of an E-learning equipment. A laptop with a webcam is installed at home (or in the hospital) and a chair with a big screen and webcam is installed at school. The child can see the teacher and its classmates through the webcam at school and the children at school can see the child at home on the big screen. In this way the sick children can follow lessons from home and, even more important, have social contact with their classmates. Now after six months we have already booked some amazing results. This award will not only be a positive sign to our company, but also to our partners, the schools, the children and their families involved. "And then it is time: Monique Philipsen, KPN managers, visits Tessa and brings some cake and presents for Tessa....she knows horses are Tessa's favourite animals. At the same time the class is being decorated and all the children have made pictures for Tessa. The class is truly cheerful and love it when the Digibeter is placed in the classroom.... 'May I sit next to Tessa?' ... one of the friends shouts. A beautiful moment!" Kati Gramsbergen, counsellor sick children.

Polish eDemocracy Forum ("Polskie Forum eDemokracji")

The idea behind the Polish e-Democracy Forum is to call inclusive eGovernment stakeholders into action and to bridge the gap in access to government services with the use ICT. The project's main action is centered around the launch of the e-participation process involving citizens, ICT practitioners non-governmental organizations representatives and local/regional governments from the Podkarpackie Region, with the ultimate goal to assure that the local & regional government services are open to all citizens, including the socially disadvantaged and that they contribute to their social integration. Through Pfed, ICT practitioners and other stakeholders can provide recommendations, innovative ideas and influence means related to eGovernment processes/solutions implementation at local/regional level; participation of local government representatives in the debate ensures good communication and joint adoption of solutions which were defined in the course of debate engaging other stakeholders. The presence of citizens and NGOs allows for the voice of disadvantaged (on behalf of which NGOs act) to be heard. Reaching the project's objectives results in provision of a uniform platform for social consultations of documents related to Inclusive eGovernment policy development. Using innovative ICTs, Pfed is a significant source of information on all possible forms of citizens' participation in democratic processes.

Online Road Tax Services

The Road Transport Department (RTD), responsible among others for the vehicle registration processes, road tax services, the vehicle emissions services, driving license processes, but also in charge for analysing and solving road transportation problems for the general good of the public, recognized the significance of technology in today's competitive environment. One of the services that created a lot of burden to both citizens and the public service, long waiting hours, huge costs for the government but also frustration to the citizens was the payment of the vehicle road tax fee. It was thus decided to create for this service an additional distribution channel, through the Internet. The payment of the vehicle road tax service, payable annually or bi-annually, in January or July for all the registered vehicles in the republic, was transferred through an e-government project initiative into the World Wide Web. Citizens can pay their taxes on time, from anywhere without the need to be present at any of the department's different locations. During the first year of operation, 2006, the results were not very promising. Only 6% of the total registered vehicles used the Internet service to pay their Road Tax fee. RTD responded with a massive promotion of the service throughout the media but also with other advertising methods such as stickers and live demonstration in the various department's locations. In 2007, the results were impressive. 48% of the total registered vehicles used the online service to pay their Road Tax. Today, the service is in its third year of operation and is gaining huge success among the citizens. More than 92% of all

vehicle owners used it to pay their road taxes obligation in 2008. The Road Transport Department has been awarded the 2008 Cyprus Innovation Award for the Public Sector for its web-enabled system.

Citizen center "Bureaux d'assistance de l'etat"

Through the implementation of physical "one stop shop" citizen centers in June 2004, the Luxembourg government intended to transform the way that citizens interact with their government. The overall goal of this pilot project was to achieve a more efficient and higher quality public service while bringing the service delivery closer to the citizen consequently insuring that all groups in society, especially the socially disadvantaged, could access and benefit from government services and offerings. Luxembourg pursues a homogenous communication policy using both the internet, its physical "one stop shops" as well as over the counter services. We believe in a multi-channel administration. Electronic forms as well as all web offerings (www.guichet.lu) are intended to be complementary to the traditional over the counter services. Each citizen should be able to get in touch with the administration via the means chosen: electronic mail, traditional mail or over the counter window. The "one stop shop" citizen center is a central point of information for general inquiries and issues relating to government. The center's primary function is to answer citizen's calls for information, assist citizens with their requests for service, hand out government forms /brochures, assist with the completing of the forms and provide assistance for resolution of citizen's concerns.

Latest News

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 - [RO: Launch of the Nomenclatures Portal](#) 25 November 2008 | Romania
 - [EU: Council of Europe fulfills its mandate on eDemocracy](#) 25 November 2008 | Pan European
-

EU: European e-Inclusion Awards 2008 – Winners announced - 2 December 2008

The seven winners of the 2008 European e-Inclusion Awards have been announced on 1 December 2008, during the Vienna Ministerial Conference on e-Inclusion.

The seven winners are, per award category:

- **Ageing Well Award:** London Borough of Newham (United Kingdom);

- **Marginalised Young People Award:** A-Clinic Foundation (Finland);
- **Geographic Inclusion Award:** Kyyjärven kunta (Finland);
- **Cultural Diversity Award:** Milton Keynes Council (United Kingdom);
- **Digital Literacy Award:** Association 'Langas I ateiti' (Lithuania);
- **eAccessibility Award:** Synscenter Refsnæs (Denmark);
- **Inclusive Public Services Award:** Sotiria Hospital (Greece).

Across 34 European and adjoining countries, 469 public, private and third sector organisations entered their project for the 2008 European e-Inclusion Awards. Of these, 35 were short-listed as finalists in the above award categories.

The European eInclusion Awards competition has been organised within the framework of European Commission's "e-Inclusion: Be part of It" initiative. Their aim is to celebrate the best and most imaginative uses of Information and Communications Technologies (ICTs) to reduce digital and social exclusion.

The five finalists in each category have been invited to exhibit at the Ministerial Conference on e-Inclusion. The seven Awards winners have been announced during the conference's Awards ceremony on 1 December 2008.

The Ministerial Conference on e-Inclusion has been jointly organised from 30 November to 2 December 2008 by the European Commission and the Austrian Government, in cooperation with the French Presidency of the Council of the European Union.

Further information:

- [Website of the European e-Inclusion Awards 2008](#)
- [ePractice news – 'European e-Inclusion Awards 2008 – Shortlist announced' \(October 2008\)](#)
- [ePractice news – 'European e-Inclusion awards: 469 submissions received' \(September 2008\)](#)

EU: ENISA launches Position Paper on mobile eID Security issues - 2 December 2008

On 21 November 2008, the EU Agency ENISA (the European Network and Information Security Agency) launched a Position Paper on authentication issues for mobile eID, with 11 security threats and 7 key conclusions to enhance security.

“In the near future, we will pay our taxes, buy metro tickets or open bank accounts over our phone. Mobile devices, national ID-cards, smart phones and (Personal Digital Assistant) PDAs, will play an ever more important role in the digital environment. The mobile devices can act as an identity or payment card for online services.

In Asia, there is already a growing demand for these services, particularly in Hong Kong, Singapore and Taiwan. The main driver in Asia is consumer interest for convenient, easy solutions, in as few devices as possible. In Europe, by contrast, the main driver is enhanced security with the mobile phone seen as a security identification tool for example in electronic ticketing, payment and even online banking.

But the use of mobile devices also brings new security and privacy risks. A user may continuously leave traces of their identity and transactions, even by only carrying the device in their pocket. There is an increase of stolen mobile devices containing key personal user information. Although secure components (based on smart card technology) exist, due to increasing complexity, mobile devices are now prone to attacks which before applied only to desktop PCs.

The Executive Director of ENISA, Mr Andrea Pirotti observes: “New services and opportunities are being developed which many users will find beneficial in their daily life. We strongly believe that if these new technologies are applied the right way, they also constitute a big opportunity for secure, sophisticated authentication mechanisms vital to future applications and services. ”

Further information:

- [Original press release – ENISA](#)

- [ENISA's Position Paper on 'Security Issues in the Context of Authentication Using Mobile Devices \(Mobile eID\)](#)
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BE: "Belgium needs an Open Source resource centre" - 1 December 2008

The Belgian Government should start an Open Source resource centre to help its public administrations increase their use of this type of software, says Jan Verlinden, IT administrator in the city of Schoten.

The city uses a lot of Open Source applications in the back-end as well as on the desktop and Verlinden says he is often asked to help other cities and municipalities. To him this proves the need for an national open source resource centre.

Verlinden presented on the city's use of OpenSource on 14 November during a conference organised by the Open Source Software Observatory and Repository ([OSOR.EU](#)).

The IT administrator sees four more barriers that hinder public administrations use of Open Source. One of these is that documentation is not always available in the native language. Secondly, there is a lack of good manuals. "This means that we often have to develop training materials ourselves, such as writing the manual or making an instruction video or organise training session. This is very labour intensive."

The third issue is a lack of knowledge about useful research and tests already carried out by other public administrations. Fourthly, he says that many users and politicians do not know what Open Source is. This means there also is little political support for IT administrators that try to increase the use of this. "How many votes will a politician get if he or she favours Open Source?"

Troubleshooting

The city of Schoten has 33 000 inhabitants and the city administration employs four hundred people. The three IT workers maintain two hundred desktops and twenty servers in fifteen separate offices. The department is using Zarafa, an Open Source mail and collaboration server identical in functionality to Microsoft Exchange. In the back-end, the IT department is using more than twenty Open Source applications. It uses for example mail server Postfix, anti-virus application Clamav, content management system Joomla and employs Asterisk to offer voice over IP telephone services. The city has servers running either the Suse, Centos or Ubuntu GNU/Linux servers distributions. The department uses the open source OTRS to manage requests for computer assistance and troubleshooting.

On the desktops, the city workers find web browser Firefox, PDFcreator, file compression tool Filzip and project management tool Workbench. On a number of PCs OpenOffice is installed.

According to Verlinden, the city is planning to increase its use of Open Source. "Migrating to such tools is a smooth process. It is very easy to solve problems, and these applications have proven to be very stable and more secure. Our use of Open Source is purely pragmatic, it is not out of ideology."

Further information:

- [Press release – OSOR.EU](#)
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LU: "Guichet": a new Internet portal is launched - 1 December 2008

The Government of Luxembourg launched on 17 November 2008 a new Internet portal: <http://www.guichet.lu>. This portal does not substitute the traditional window ("Guichet") but it rather diversifies the access to public services, thus contributing to the modernisation and reform of the Public Administration.

The portal comprises pertinent information on various themes and their entire relative administrative procedure, regrouped in categories, namely, employment, family, education, accommodation, citizenship, or even transport. This interactive platform allows citizens to accomplish their administrative formalities online in a simple and transparent manner; a platform regularly enriched with new elements such as the Tax Return, soon to appear online, and the content of the Business portal which eventually will also be integrated. Its primary objective is to improve the value and quality of electronic services integrating various administrative formalities in a single Internet portal that gathers all relevant procedures, forms and information made available by the State.

In addition, this portal guides the user through the several stages thanks to Service consultants ("assistants de service") who in reality are online consultants. Users may have access to them when equipped with a relevant

authentication certificate (Smartcard, Signing Stick, Token or via SMS). Those certificates guarantee highly secure information exchanges and personal data confidentiality thanks to an authentication system and the electronic signature.

The exchanges through the portal, between the State and the citizens, are carried out under the responsibility of the Ministry of Civil Service and Administrative Reform and in close collaboration with the competent ministries. Thanks to the active participation of all concerned actors, the Administration has advanced towards a more rapid, simpler and lower-budget relation with the users.

Further information:

- [Official press release: Coordinated launching of « Guichet » & secure eBanking solutions by LuxTrust \(in French\)](#)

IT: Memorandum of Understanding for the digitization of Public Administration in Campania - 1 December 2008

The Italian Minister for Public Administration and Innovation and the President of the Region of Campania have signed on 19 November 2008 in Rome a three-year Memorandum of Understanding for the digitization of Public Administration.

The Italian Minister for Public Administration and Innovation and the President of the Region of Campania have signed on 19 November 2008 in Rome a three-year Memorandum of Understanding for the digitization of Public Administration.

The aforementioned project of digitization of Public Administration and services in the region of Campania is financed by National Operational Programmes (PON), Regional Operational Programmes (POR), Funds for Underprivileged Areas (FAS) and the 2015 Industry Programme.

The framework of the digitization project provides, among many sub-projects:

- the implementation of national and regional cards for the provision of generalized services to be used as a transport card or for the scheduling of health services;
- the integration of databases (digital registers and cadastre);
- the dematerialization of documents, processes and administrative procedures of the Public Administration;
- the development of infrastructure and broadband services to overcome the digital divide in the country.

The signed Protocol for project is part of the Industrial Innovation Plan which provides 60 agreements with central and local government.

Further information:

- [Original press release - Italian National Agency for Digital Administration \(CNIPA\)](#) (in Italian)
- [Official website of the CNIPA](#) (in Italian)

EU: ICT Challenge 5: Sustainable and Personalized Healthcare - Call Open - 28 November 2008

In the wider context of the ICT Work Programme 2009-2010 of the Seventh Research Framework Programme (FP7), the official Call for Proposals for “ [ICT Challenge 5 : Sustainable and Personalized Healthcare](#) ” is open until 1 April 2009 at 17:00 CET.

The “ICT Challenge 5: Sustainable and Personalized Healthcare” is one in a series of seven challenges of strategic interest for the European society. The main aim of this Challenge is to use advances in basic ICT components and the convergence of ICT-nano-bio technologies in order to allow for the development of life saving applications in combination with great business opportunities.

Thus, improvements will be implemented in the domains of illness prevention and safety of care as well as in the facilitation of the active participation of patients. In this way new opportunities will arise in the sector of

personalized health and disease management. Recent capabilities of modeling, simulation and biomedical imaging, combined with the latest knowledge about diseases, give rise to a new generation of predictive medicine.

Interdisciplinary research is the main key of the present challenge, aiming at:

- Improved productivity of healthcare systems by facilitating better integrated care and management of chronic diseases at the point of need and quicker transfer of knowledge to clinical practice.
- Continuous and personalized care solutions, addressing the participation of patients in care and prevention processes, and responding to the needs of elderly people.
- Savings in lives and resources by focusing on prevention and prediction of diseases and on improved patient safety by optimizing medical interventions and preventing errors.
- New ICT-based environments for biomedical research and predictive medicine that push the boundaries of technologies like grid computing, modeling and simulation.
- Reinforcing the leadership of Europe's eHealth and medical imaging/devices industries and attracting back to Europe research activities of the pharmaceutical industry.

Further information:

- [Original version of this news article – eHealthnews.eu portal](#)
- [ICT Challenge 5: Sustainable and Personalized Healthcare - CORDIS website](#)
- [ICT Work Programme 2009-2010 - CORDIS website](#)
- [Seventh Research Framework Programme \(FP7\) - CORDIS website](#)

CH: Swiss branch of PloneGov wins the Swiss eGovernment Award 2008 - 27 November 2008

PloneGov.ch won the Swiss eGovernment Award 2008 at the annual eGovernment Symposium held in Bern on 18 November 2008.

This prize rewards PloneGov.ch for its innovative approach, thus becoming the 7th international recognition received by the PloneGov initiative and its member projects over the last 18 months.

The award honors the innovative approach of the PloneGov project which combines Content, Collaboration, Community and Culture in a new way of approaching complex eGovernment requirements.

The Symposium is the most important eGovernment event in Switzerland, where decision makers and managers of the public sector discuss the development of future eGovernment solutions.

The goals of PloneGov are to deliver tools for public administrations and on-line web services to citizens more effectively and efficiently by reducing or eliminating the duplication of effort between public organizations through sharing and collaboration. PloneGov further aims to enable governments to benefit from greater technological independence and together build tools that are truly suited to their own needs.

PloneGov achievements result from a close collaboration between public organizations, open source communities and Zea Partners, an international non-profit network for companies building open source solutions.

Further information:

- [Original press release by Zea Partners](#)
- [More on PloneGov.ch \(in German\)](#)
- [Website of the PloneGov initiative](#)

NL: eParticipation Award nominees 2008 - 27 November 2008

The 10 nominees for the Dutch eParticipation Award 2008 are known. The winners will be revealed at the conference 'Government 2.0' on 4 December 2008, in Media Plaza, in Utrecht. The prize will be awarded by Ank Bijleveld, State Secretary for the Interior and Kingdom Relations.

A wide composite jury has looked at thirty candidates and selected five initiatives in the category of 'Government' and another five in the category of 'Society'. The key selection criteria for eligibility are the three-participation standards of the Civil Service Code: 'admissible governance', 'responsible management' and 'active involvement'.

The nominees are 10 interactive (web 2.0) websites.

In the category of 'Government', the following initiatives were nominated in alphabetical order:

- <http://www.burgernet.nl/>
- <http://www.ikgaverder.nl/>
- <http://www.rotterdamidee.nl/>
- <http://www.voorst.nl/>
- <http://www.watstemmijnraad.nl/>

In the category of 'Society', the following initiatives were nominated in alphabetical order:

- <http://www.berekenjerecht.nl/>
- <http://www.buurtlink.nl/>
- <http://www.geluidsnet.nl/>
- <http://www.lombox.nl/>
- <http://www.octopus.nl/>

The jury of the eParticipation Award 2008 was led by Tom Cook (former Chairman, Internet Society) and also comprised: Marcel Boogers (lecturer, Politics and Public Administration, University of Tilburg), Valerie Refresh (Professor of ICT and Social Change, Erasmus University Rotterdam), Steven de Jong (promoter Civil Council for the Government), Olf Moffatt (director, Computerization Agency Chain Work and Income), Ruben Nieuwenhuis (Director Innovation, Dutch.com) David Rietveld (municipal Den Haag), Stans Jonneke (general Online Political Director) and Peter van der Well (old-jury WebWijzerAward).

The eParticipation Award 2008 is intended for successful initiatives in the field of eParticipation to continue to serve as inspiration for others. eParticipation means the use of information and communication technology to improve public services, public administration and social cohesion.

The organization of the ceremony is led by Burgerlink, a three-year incentive programme (2008-2010) whose primary aim is to improve public services by involving civilians.

Further information:

- [Original Press release – Citizenlink \(Burgerlink\) – in Dutch](#)
- [Website of the Conference 'Overheid 2.0' \(Government 2.0\) – in Dutch](#)

BE: e-Gov Awards nominees 2008 announced - 26 November 2008

The nominees of the fifth edition of the Belgian e-Gov Awards are known. This year's theme was the evolution of eGovernment at local level.

In the **federal projects category** – "projects resulting from the collaboration of several levels of government and aimed at improving the service for citizens and/or companies" – there are two nominees:

- Federal Departement for Public Health, Food chain and Environment Security, for the 'SMUR reg' project
- Crossroads Bank for Social Security (CBSS) for the 'Employment Front Office' project.

At **regional government level**, there are three awards categories, namely:

- Projects aimed at improving services for citizens. The nominees are:

- Flemish public transport company De Lijn for the 'VIP' project
- The East Flanders province for the 'MoVE' project
- Projects aimed at improving services for businesses. The nominees are:
 - eAdministration and Simplification Unit (EASI-WAL) and Direction of Thematic Projects (Operational Directorate-General Economy, Employment and Research) for the 'transactional forms' project
 - Flemish Land and Agriculture Agency for the 'eLoket Landbouw project'
 - Brussels-Environment for the 'GisMob' project.
 - Projects aimed at improving the internal functioning of the public administration. The nominees are:
 - The city of Antwerp for the project 'CRM for a city'
 - The integrated police and the Federal Department for ICT (Fedict) for the 'Police-on-Web' project

This year, at **local government level**, local administrations have competed in four award categories which are as follows:

- Projects participating in local development. The nominees are:
 - Blankenberge
 - Waregem
 - La Louvière
 - Andenne
- Most user-friendly website. The nominees are:
 - Berloz
 - Zwijndrecht
 - Neerpelt
- Best website in terms of content. The nominees are:
 - Berloz
 - Aubel
 - Ottignies Louvain-la-Neuve
- Best website in terms of electronic service. The nominees are:
 - Aalst
 - Gent
 - Bornem

The 10 eGovernment Awards 2008 winners and this year's overall champion will be announced on 4 December 2008 in Brussels during the 'ICT and Public Authorities Yearly Congress', an event organised with the collaboration of Belgian public authorities of federal and regional levels.

As for previous editions, Belgian public administrations massively participated in the competition; 42 eligible applications have been received.

Further information:

- [Press release – Agoria.be \(in French and in Dutch\)](#)

UK: Winners of the Building Democracy Innovation Fund 2008/09 announced - 26 November 2008

Nine exciting projects working to engage people in local and national decision-making have won funding from the government's Building Democracy Innovation Fund.

The winning entries will receive grants of up to £15,000 to run pilot projects to promote democratic engagement. Each project enables and assists people to discuss public issues and to influence government and local policy making in innovative ways.

Michael Wills, Minister for Democratic Engagement, said:

“Active participation in local and national decision making is essential to an effective democracy.

“The 2008/09 winning projects will give people from across the country the opportunity to influence local and central government policy making.

The winning projects are:

- [Yoosk.com](#): An online question time linking the public with local and central government.
- (Run by Thumbsize Ltd.)
- UK Feedback: An online forum for feedback about public services
- LocalEyes – The 'Voice': A web-based consultation tool to enable defined groups to have their say in decision making.
- (Run by [The Shire Initiative](#).)
- All Hansard on [TheyWorkForYou.com](#): To add the pre-2001 Hansard data to TheyWorkForYou.com, and build exploratory tools.
- (Run by [MySociety](#).)
- Policy Slam: Inclusive debate events to get the public and policy makers interacting.
- (Run by [nef](#) (the new economics foundation).)
- Tagwagon: A converted campervan to take technology direct to local communities to map and record their opinions. The project works with disadvantaged young people in East London.
- (Run by [Bold Creative](#).)
- Young Assets: An East London-based credit incentive system for engaging 'hard to reach' young people in local politics.
- (Run by Spice Innovations)
- Empowering the blind citizen: Providing training and tools to enable blind and partially sighted people to participate in e-democracy.
- (Run by [Screenreader.net Community Interest Company](#).)
- Cambridge Parliament High Support Needs Committee: To establish a committee to represent the views of over 1,000 people with high support needs in Cambridgeshire.
- (Run by [Speaking Up](#).)

Mr Wills added:

“The range of innovative applications was impressive – from taking democracy to the people in a campervan through to helping blind people to make the most of e-democracy opportunities.

“ I look forward to hearing about their successes in engaging people”.

The first round of the government's Building Democracy Innovation Fund was launched in December 2005 and a second round was launched in May 2007.

Successful projects launched in 2007 included the Speakers' Corner Trust, which created new opportunities for people to develop open, face-to-face public discussion and debate.

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Further information:

- [Full press release on the official website of the UK Ministry of Justice](#)
 - [Building Democracy blog](#)
 - [Euro foreign exchange reference rates – European Central Bank](#)
-

RO: Launch of the Nomenclatures Portal - 25 November 2008

A Regional Conference regarding the Interoperability of eGovernment services has been held on 18 November 2008 in Bucharest. The event, organized by the Romanian Ministry of Communications and Information Technology (MCIT) and IDG Romania, has been the occasion to introduce the [online Nomenclatures Portal](#).

During the Conference, Zoltán Somodi, State Secretary for Information Technology, announced the implementation of the new Nomenclatures Portal, to be found at [nomenclator.ro](#). Created by the MCIT, this eService is available to all citizens for the research and consultation of nomenclatures.

According to the short description available on the Nomenclatures portal: "This portal aims to eliminate some impediments and to achieve a data base containing the main grade lists of common interest, necessary to ensure the coherence of the content of the information systems operating in the national economy, the use of which is obligatory in Romania, as well as to ensure easy access to such grade lists".

Furthermore, the State Secretary, presented conclusions concerning the eGovernment achievements of the last four years, as well as future estimates regarding this field. He also stressed the important role of governmental investments in information technology in the larger context of the international financial crisis.

The agenda of the conference was marked by the signing of an agreement for a Romanian-Hungarian cooperation in Communications and Information Technology. The agreement was signed by the Agency of Information Society Services, an institution belonging to the MCIT, and Koping-Datorg Infocommunications LTD, a company owned and controlled by the Government of the Republic of Hungary.

The Regional Conference has been attended by Romanian IT companies, as well as guest companies from Bosnia and Herzegovina, Croatia and Hungary. It took place within the framework of ROCS 2008, an event organized by IDG Romania for the 14th time in row.

Further information:

- [Official website of nomenclator.ro](#)
 - [Short description of nomenclator.ro](#)
 - [Original MCIT release](#) (in Romanian)
-

EU: Council of Europe fulfills its mandate on eDemocracy - 25 November 2008

The meetings of the Council of Europe's "Ad hoc Committee on E-Democracy" (CAHDE) are now closed.

CAHDE was established on 24 May 2006 by a decision of the Council of Europe's Committee of Ministers. CAHDE's mandate included "the examination of developments on e-democracy/e-participation at European and international level", with particular consideration for the issues of measuring the effectiveness and impact of e-democracy initiatives and devices.

CAHDE started its work on 23 and 24 September 2006. Following 10 meetings, one symposium and six workshops, CAHDE held its fourth and last plenary meeting on 13 and 14 November 2008.

On the occasion of this last plenary meeting, CAHDE has adopted the following documents:

- [Draft Recommendation Rec\(2008\)X of the Committee of Ministers to member states on e-democracy](#);
- Recommendations to the Committee of Ministers on possible further action in the field of e-democracy.

The [concluding remarks](#) by CAHDE's chair, Dr. Thomas M. Buchsbaum, state that the Draft Recommendation on e-democracy is a comprehensive and quality text based on a transparent process, which "clearly reflects the wishes and expectations of the different stakeholders" (including politicians and civil society) as well as "the wishes and concerns of those who actively participated in CAHDE works". According to the concluding remarks "This shows that engagement in international organisations, in international processes (politically) "pays"".

CAHDE was primarily an intergovernmental body whose members were delegated by the 46 Member States of the Council of Europe, and by the relevant international bodies active in this field (e.g. European Commission, the Organisation for Security and Cooperation in Europe – OSCE - and DEMO-net, the eParticipation Network of Excellence).

Further information:

- [About the Ad hoc Committee on E-Democracy of the Council of Europe \(CAHDE\) – website of the Austrian chair of CAHDE](#)
- [ePractice news – Council of Europe takes up work on eDemocracy – 30 November 1999](#)
- [CAHDE 4th Plenary meeting \(13-14 November 2008\) – Working Documents – Website of the Council of Europe](#)
- [More on CAHDE's work on the Austrian eGovernment Reference Server](#)

New Factsheets

The 10th Edition of the eGovernment factsheets for Denmark and Luxembourg are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [GL: Creating Regional and National Electronic Health Records with InterSystems HealthShare](#) 27 November 2008 | Africa, Asia, Central and South America, North America, Oceania, Pan European
- [GL: Information security awareness in financial organisations](#) 26 November 2008 | Africa, Asia, Central and South America, North America, Oceania, Other European countries, Pan European
- [EU: ePractice and eInclusion: Sharing of eInclusion and good practices](#) 15 November 2008 | EU Institutions
- [INT: Report on the World Summit of Information Society Stocktaking](#) 23 May 2008 | International Organizations

GL: Creating Regional and National Electronic Health Records with InterSystems HealthShare - 27 November 2008

Complete title: Creating Regional and National Electronic Health Records with InterSystems HealthShare – The fast path to connecting Healthcare

Description (short summary):

Around the world, healthcare delivery systems are increasingly focused on creating regional and national Electronic Health Records (EHR). The sharing of clinical information increases the accessibility of important health information, can reduce costs through elimination of duplicate tests and prescriptions, and most importantly, improves the quality of care. The availability of such information in emergency situations can literally save lives.

In many cases, these solutions are being approached as ad hoc projects. However, the complexity of healthcare systems makes the development of such sophisticated clinical applications on a custom-programming basis impractical as well as uneconomical. Effective aggregation and sharing of information stored in disparate existing systems requires a product-based approach that incorporates proven components. At the same time,

the differing needs of various regions and nations make it essential to use a product that can be easily and rapidly extended to provide additional capabilities.

Original URL: <http://www.ehealthnews.eu/content/view/1410/65>

Number of pages:15

GL: Information security awareness in financial organisations - 26 November 2008

Complete title: Information security awareness in financial organizations

Description (short summary):

The first part of the report is an assessment of the environment of financial organisations and their main business drivers. In these environments, information security awareness must integrate with the ongoing information security and compliance requirements set by legal and industry mandates. The second part covers the different phases of implementation of awareness raising programmes in financial organisations and the assessment of results. To ensure that information security awareness corresponds to the objectives of a financial institution, it should be a continuing and ever-evolving process. Factors to be taken into account in the planning, designing, implementation phases are presented together with tools for measuring the success of awareness raising initiatives. The third part includes practical advice, recommendations and case studies provided by a number of private organisations.

The report targets decision-makers and staff involved in developing information security awareness programmes in financial organisations, a sector which is increasingly threatened by information security breaches.

Original URL: http://www.enisa.europa.eu/pages/05_01.htm

Number of pages: 49

EU: ePractice and eInclusion: Sharing of eInclusion and good practices - 15 November 2008

Complete title: ePractice and eInclusion: Sharing of eInclusion good practices - A special report prepared for the eInclusion Ministerial Conference, 30 November - 2 December 2008, Vienna, Austria

Description (short summary):

The report provides a snapshot and illustrations of the activities and the outputs associated with the eInclusion aspects of the ePractice initiative. It is set out as follows:

- describes eInclusion domain and its main targets.
- gives an overview of eInclusion's cases and workshops.
- presents an overview of the ePractice portal and its content.
- provides a summary of the ePractice 'cases' that constitute an 'evolving knowledge base' for sharing experiences and good practices in the field
- covers the ePractice workshops.
- introduces the 'European Journal of ePractice' which is sponsored by the European Commission as part of its good practice exchange activity.

Original URL: <http://www.epractice.eu/info/62/6>

Number of pages: 25

INT: Report on the World Summit of Information Society Stocktaking - 23 May 2008

Complete title: Report on the World Summit on the Information Society Stocktaking - world summit on the information society - Geneva 2003-Tunis 2005

Description (short summary):

The WSIS Stocktaking 2008 Report is an update on the activities undertaken by governments, business, civil society and other organizations aimed at the achievement of the objectives and targets of the World Summit on the Information Society (WSIS) from end 2005 until mid 2008. It was issued during the annual WSIS follow up meeting which are held in a ten-day cluster of events in Geneva, Switzerland, around World Telecommunication and Information Society Day, which marks the foundation of ITU on 17 May 1865.

The report has been prepared on the basis of activities submitted or updated within the period from December 2005 to 15 May 2008. It was prepared through a consultative process with all stakeholders by placing the draft report for comments on the WSIS stocktaking website. The system is publicly accessible and presents information on WSIS-related initiatives and projects. It is possible to search for information within the database by WSIS action line, project, keyword, geographical location and other specifications.

Original URL: <http://www.itu.int/wsis/stocktaking/>

Number of pages: 70

Upcoming Events

- [NL: eBIF 2008 Conference](#) 8 - 9 December 2008 | Netherlands
 - [BE: Open workshop 'Regional Broadband: the USO and the NGA'](#) 9 - 10 December 2008 | Belgium
 - [ES: ableTech'08](#) 10 - 11 December 2008 | Spain
 - [TR: "First International Conference on eGovernment and eGovernance" of TURKSAT](#) 12 - 13 March 2009 | Turkey
 - [UK: Patient 2.0 Empowerment - EHR for Personalizing and Improving Care](#) 1 - 3 June 2009 | United Kingdom
-

NL: eBIF 2008 Conference - 8 - 9 December 2008

eBusiness interoperability practice: examples, impacts and standardization challenges

The conference addresses eBusiness interoperability practice, showing examples, impacts, interoperability challenges and some ideas for the future landscape.

The conference's intended audience consists of business managers and business architects, as focus will be placed on eBusiness interoperability needs, practice and challenges, seen from a business perspective.

It will – in a non-technical way - increase the awareness of related policy developments, and of how business needs are, or can be satisfied by means of standardization processes and their deliverables.

The invited speakers will share information on the implementation issues and critical challenges for interoperability, in particular on how to meet the needs of SMEs. Examples will be provided, in language and concepts that are clear and relevant, the lessons and impacts of using effective industry-wide eBusiness standards. In addition, sessions are dedicated to where technology standards and interoperability architectures might be in 5 or more years from now, and on the immediate critical issues.

Participants will be informed about opportunities, benefits, problems and solutions in eBusiness interoperability in Europe today through, among others, the following presentations:

- 'ICT standardization and eBusiness policy developments' by Costas Andropoulos, Head of Unit, European Commission, Enterprise and Industry Directorate-General;
- 'Bringing business benefits forward: eCatalogues' by Paul van Exel (USPI), Reinhard Pohn (Paradine) and Wolfgang Wikes (University of Hagen and Semaino)';
- 'Interoperability between e-Invoicing systems' by Marco Eeman from Anachron;

- 'The future of business is Open Standards' by Trond Arne Undheim from Oracle.

The first day of the conference (8 December 2008) will feature a morning and an afternoon session addressing 'Practical examples' and 'Future' respectively. The following day's morning session will be dedicated to 'Critical issues'. The complete conference programme has been made available [online](#). The draft agenda in PDF version can also be consulted [here](#).

Participation to the conference is free of charge, but requires pre-registration ([available online](#)). As the number of participants is limited, early registration is advised.

Country: Netherlands

Organiser: CEN (European Committee for Standardization), in collaboration with EQUENS, NEN and ECP.NL

Event website:

http://www.cen.eu/cenorm/businessdomains/businessdomains/iss/activity/ebifconference_2008_announcement.asp

Event email: barbara.gatti@cen.eu and caroline.crouzette@cen.eu

BE: Open workshop 'Regional Broadband: the USO and the NGA' - 9 - 10 December 2008

Open workshop on "Regional Broadband: the Universal Service Obligation (USO) and the Next Generation Access (NGA)" - A discussion on future trends

The European Commission has recently opened the debate as to whether the USO should be extended to include 'basic' broadband. Most regions are concerned with competitiveness, jobs and inclusion and should ensure they are well informed on the issues relating to them – especially the USO and what could mean to include broadband, the state of the art with respect to NGA, and what role the regions should play in this unfolding scenario.

The workshop aims to bring together well-informed commentators in these important fields and will provide opportunities to engage them in debate through Round Table Discussions and Q&A sessions.

The [event brochure and draft agenda](#) have been made available.

Registration is to be performed by filling out the [dedicated form](#) which is to be returned completed either by email to admin@erisa.be or by fax to +32 (0)2 230 92 01 not later than 1 December 2008. Participation is free of charge.

Country: Belgium

Organiser: eris@ - European Regional Information Society Association

Event website: <http://www.ianis.net/resources/Pages/displayEvent.aspx?ItemID=2088>

Event email: admin@erisa.be

ES: ableTech'08 - 10 - 11 December 2008

ableTech'08 – First International Conference on accessible and assistive technologies for dependent people

After four successful editions, ableTech has taken a qualitative leap by going international, with the aim of becoming a key event for sector players. Attendees will be able to gain first-hand knowledge of those international innovative projects breaking ground in the social and technological spheres.

This event aims to be a forum where international stakeholders from the sector of accessible and assistive technologies can exchange their experiences in order to learn from the best practices of other countries. During the two days conference, delegates will debate the following issues:

- To provide a vision of the current situation and trends of the Assistive Technologies Sector and the ageing economy;
- To bring together the different agents in order to be able to exchange experiences and contrast the needs with the existing products and systems;

- To identify the needs of people with disabilities and elderly people for their everyday lives and for improving their quality of life.

Furthermore, within the main conference, the European Project CompanionAble will organise a workshop aimed at sharing experience with other European projects involved in Cognitive Robotics and Ambient Intelligence Technologies and developing a closer collaboration between the various Consortia Partners involved in Research and Innovation on such technologies.

Over 350 participants are expected. Registration has started since 15 September 2008. Participation is free of charge for people with disabilities (in case of early registration, i.e. prior to 31 October) and students. For other interested persons, the attendance fee ranges from €150 to €250. Registration is to be performed by sending an email to abletech08@marsans.es.

More details on this event can be found on the dedicated [brochure](#).

This Conference has been organised with the support of Public Administrations, Technology oriented organisations, as well as Professional and user organisations. Cooperation efforts have been done with relevant European Projects related.

Country: Spain

Organiser: TECNALIA

Event website: www.abletech.org

Event email: abletech08@robotiker.es

TR: "First International Conference on eGovernment and eGovernance" of TURKSAT - 12 - 13 March 2009

"First International Conference on eGovernment and eGovernance"

The first International Conference on eGovernment and eGovernance of TURKSAT (Turksat Satellite Communication Cable TV and Operation Inc.) will provide the opportunity for all stakeholders to gain an understanding of real-world eGovernment and eGovernance issues.

The conference will consist of keynote addresses, a plenary session, technical sessions and a panel discussion covering a wide range of topics in the eGovernment and eGovernance areas. It has been organised by and for an audience of leaders, bureaucrats, technocrats, researchers, practitioners and academic across the globe to present and discuss on their research findings and experiences in the field of the specific domain areas.

Registration is to be performed by filling out the [dedicated form](#) available at the event's website. The conference fee is €70, which is payable in advance and should be received by December 19, 2008.

Country: Turkey

Organiser: SoSReS (Social Sciences Research Society)

Event website: <http://icegov.info/>

Event email: icegov@sobiad.org

UK: Patient 2.0 Empowerment - EHR for Personalizing and Improving Care - 1 - 3 June 2009

6th ICMCC Event – "Patient 2.0 Empowerment - EHR for Personalizing and Improving Care"

In a recently published paper, the ICMCC defined Patient 2.0 Empowerment as: the active participation of the citizen in his or her health and care pathway with the interactive use of Information and Communication Technologies.

Dealing with medical and care compunetics, the field of social, societal and ethical implications of computing and networking, ICMCC decided to focus the 2009 event on Electronic Health Records (EHR) and secondarily, the connection between EHR and Digital Homecare.

The main themes of the conference are as follows:

- EHR and Knowledge Mangement;
- Social aspects of EHR;
- Ethical aspects of EHR;
- EHR and Digital Homecare;
- Future of EHR (visionary).

The [call for papers](#) is open until 1 February 2009. Authors are encouraged to focus their contributions from a patient's perspective.

Country: United Kingdom

Organiser: International Council on Medical and Care Compunetics (ICMCC)

Event website: <http://2009.icmcc.org/>

Event email: event@icmcc.org

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