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European ePractice Newsletter

N. 205 - 2 October 2007

>> October 4 - Customer Orientation / eDemocracy workshop (Paris)

Registration is still open to participate in the ePractice.eu Customer Orientation workshop which will be held on Thursday October 4 during the e-Democracy Forum in Paris. This one-day free workshop will analyse and discuss thoroughly a set of eGovernment cases where services to citizens have played a crucial role and have been incorporated as a key requirement since the early phases of the projects. The event will allow attendees to have an in-depth look at good practices on technology governance and on the benefits of long term approaches in building services to citizens. These questions will be discussed in the workshop based on the expertise and experience of speakers involved in real life cases in different countries. The aim of this meeting is to gather experts in order to create a European Community of Practices in the field of Services to Citizens.

More information, complete cases and registration at eppractice.eu/workshop/eDemocracy

>> October 5 - UBL Conference/ eInvoicing workshop (Madrid)

Another ePractice.eu free event to be held this week: the The UBL Conference /eInvoicing workshop in Madrid. The workshop, part of the UBL International Conference, will analyse eInvoicing and try to answer questions such as: should public procurement go ahead and define an e-invoice standard for its suppliers, or should there be one standard for all industries and customers? Is UBL the appropriate future technical format and will it substitute existing EDIFACT and propriety formats? To launch the debate we have selected three recognized best practices that will be presented by experienced speakers: "The ESA Financial and Invoicing System EFIS – A successful innovation in e-business", by Mr. Erfried Erker; "Electronic Invoicing to the Public Sector in Denmark", by Mr. Peter Borresen, and "Single Face to Industry (SFTI), eProcurement in Sweden", by Ms. Kerstin Wiss Holmdahl.

More information, complete cases and registration at eppractice.eu/workshop/UBLConference

>> Call for contributions: e-Inclusion Initiative in 2008

The Commission is launching an advance call for contributions from individuals and organisations that believe they have a valuable contribution to share as part of the European e-Inclusion Initiative in 2008. This could be an event you are planning, a major new initiative, an incisive report or a project to overcome barriers that persist. The call for contributions will be open from 8th October 2007 as the first step of the campaign "e-Inclusion: be part of it" that the European Commission will launch at the end of 2007. Modalities for submission of contributions to this call and details about the campaign will be provided in a briefing session on the 8.10 and also posted on the web. For more information visit http://ec.europa.eu/information_society/activities/einclusion/index_en.htm

>> New RSS service

ePractice.eu readers can now subscribe to the new RSS service and keep automatically updated with the Events, News and Blog messages published on the portal. Really Simple Syndication (RSS) is an XML-based format for content distribution, free and easy to install. For more information about RSS and instructions to add the ePractice.eu feed to your computer, please visit epractice.eu/rss.

>> New videos on ePractice.eu TV

Highlights of the European eGovernment Awards 2007 ceremony in Lisbon can now be seen at ePractice.eu TV. The portal's television channel has also been updated with interviews to Awards finalists at the Ministerial eGovernment Conference who express their opinion on the ePractice.eu initiative. Interviews with eGovernment European experts and participants recorded during the latest ePractice.eu meetings and workshops can also be seen at epractice.eu/tv

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.

Latest Cases

- [EFIS - the ESA financial and invoicing system](#) 27 September 2007 | International Organizations
- [The Work Permit Online \(WPOL\) system](#) 27 September 2007 | Asia
- [The National Bank of Poland Economics Education Portal](#) 15 February 2006 | Poland

EFIS - the ESA financial and invoicing system

The European Financial and Invoicing System (EFIS) is an e-invoicing application for the European space sector, enriched with contracts and project management features. It is an integrated e-business tool and supports the management of all financially relevant processes during the full life-cycle of an European Space Agency obligation. This includes secure and fast electronic invoicing and invoice tracking. Today EFIS is substituting paper invoicing by all contractual partners of ESA in industry and academia in Europe and worldwide (20,000 invoices, more than 2,000 users worldwide).

The Work Permit Online (WPOL) system

In October 2004, the Singapore Ministry of Manpower (MOM) introduced the Work Permit Online (WPOL) system that allows the business community to apply for work permits (WP) of their foreign workers and obtain the result of the application within a day. This system allows employers to perform all the necessary work for their foreign workers online, and abolished the requirement to go through over-the-counter transactions.

The National Bank of Poland Economics Education Portal

The National Bank of Poland Economics Education Portal (www.nbportal.pl) was launched in 2003 to disseminate and broaden the knowledge about economics and economy, and to support other educational activities of the NBP. Access to the resources of the portal is free, and they include information on current developments in the Polish economy, macroeconomic analyses and expert assessments, multimedia e-learning courses, teaching aids, decision quizzes and games related to the subject of economics, as well as a virtual library including electronic versions of scientific publications and a dictionary of economic terms.

Latest News |

- [EU: New European web accessibility label launched](#) 1 October 2007 | Belgium, EU Institutions, France, Spain
 - [EU: eCall shifts into higher gear](#) 1 October 2007 | EU Institutions, Pan European
 - [MT: Government support to on-line shopping](#) 1 October 2007 | Malta
 - [NL: Open Source to be mandatory for administrations?](#) 1 October 2007 | Netherlands
 - [BG: Bulgaria issues first electronic health cards](#) 1 October 2007 | Bulgaria
 - [AT: eGovernment wins Public Service Award](#) 1 October 2007 | Austria
 - [IT: New package of eGovernment measures approved](#) 1 October 2007 | Italy
 - [EU: Ministers sign up to greater cross-border eGovernment service delivery](#) 1 October 2007 | EU Institutions
 - [EU: Public eServices maturing, "citizen challenge" ahead](#) 27 September 2007 | EU Institutions, Iceland, Norway, Switzerland, Turkey
 - [NL: 250 Dutch municipalities use digital ID](#) 27 September 2007 | Netherlands
 - [NL: Dutch eGovernment site launches new search engine](#) 27 September 2007 | Netherlands
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EU: New European web accessibility label launched

A new European quality label for web accessibility has just been launched in a joint Belgian, French and Spanish initiative. Baptised [Euracert](#), the new certification paves the way for a common European accessibility label.

Euracert is the first European quality label of its kind aimed at helping people with disabilities access the internet. Partners are confident that other countries will join the initiative and that it will be the starting point for the establishment of a single European accessibility label by 2010.

The idea is that businesses or public and private organisations interested in obtaining the Euracert label must first obtain the relevant national label for their country. They can then apply for the Euracert label. These will be awarded following an initial audit phase in which the accessibility of the site will be evaluated in line with the international WAI ([Web Accessibility Initiative](#)) recommendations, and web users will be able to submit their opinions. The label will be valid for two years.

The issue of web accessibility is high on the EU's inclusion agenda. The internet is becoming an increasingly important resource in many aspects of life and it is essential that all sections of the population have equal access to the services available on-line. Millions of people, however, have disabilities that make it difficult or impossible for them to use the web. Web accessibility is aimed at making the internet easier to use for people with disabilities. It will also benefit people without disabilities, with temporary disabilities (i.e. broken arm) or with changing abilities due to ageing.

It is estimated that only 3 % of European websites currently meet accessibility criteria. Euracert aims to stimulate the development of accessible sites by raising awareness and highlighting the positive impact of the label on branding and image.

Thanks to the harmonisation work done at the European level by specialised web accessibility organisations, and with European Commission support, there are now resources on the subject considered as common references:

- international guidelines from [WAI](#),
- a Unified Web Evaluation Methodology ([UWEM](#)), and
- a Conformity Assessment Schema ([CEN Workshop Agreement](#)).

The Euracert label has been set up on the basis of these common references in order to allow recognition of labels issued to websites in different countries.

Further information:

- [Commissariat EASI-WAL – Press release \(in French\)](#)
 - [Euracert website](#)
 - [Web Accessibility Initiative \(WAI\)](#)
 - [Unified Web Evaluation Methodology](#)
 - [CEN Workshop Agreement](#)
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EU: eCall shifts into higher gear

A further three EU Member States, the Czech Republic, Portugal and Spain, have signed up to the [eCall](#) pan-European in-vehicle emergency call system for road accidents.

The three Member States signed the eCall Memorandum of Understanding on 18 September 2007. This brings to 12 the number of EU countries that have committed themselves to eCall. They should soon be joined by The Netherlands which has announced its willingness to sign shortly. A number of non-EU countries (Switzerland, Norway and Iceland) have also signed.

It is estimated that eCall, an initiative of the European Commission, could save thousands of lives every year when fully deployed in Europe. Viviane Reding, European Commissioner for the Information Society and Media, welcomed this development, noting that: "This is an important contribution from these countries to making European roads safer. Against this background of growing momentum of the eCall initiative, the Commission will soon start negotiations with car manufacturers from Europe, Japan and Korea to equip all new cars in Europe with eCall by 2010."

The Commissioner did, however, point out that many important EU countries are still not responding to eCall and urged the remaining EU countries to join the eCall initiative in the months to come.

eCall is an automatic emergency call system for road accidents, based on the single European emergency number 112. In the event of a serious accident anywhere in Europe, the cars equipped with eCall automatically call the nearest emergency centre. Basic information about the crash, including the exact location of the accident scene, is communicated via this call, even when no passenger is capable of communicating. Knowing the location reduces rescue services' reaction time by 50 % in rural and 40 % in urban areas. Estimates suggest that this could save up to 2 500 lives in Europe each year, and lead to less severe injuries in 15 % of all non-fatal cases.

The countries that had previously signed the eCall Memorandum of Understanding are: Austria, Cyprus, Finland, Germany, Greece, Italy, Lithuania, Slovenia, Sweden as well as Norway, Iceland and Switzerland.

Further information:

- [EU Press release](#)
 - [eCall Toolbox](#)
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MT: Government support to on-line shopping

Malta's Minister for Information Technology Austin Gatt has announced two new government initiatives aimed at stimulating on-line shopping in Malta.

Recent research commissioned by the Ministry for Information Technology, and carried out by the National Statistics Office, revealed a relatively high level of internet use in Malta. Over 70 % of the Maltese population has a personal computer at home, while 62 % of the population has an internet connection. It also indicated, however, a relatively low rate of confidence in on-line purchasing, with only 22 % having already shopped for goods or services on-line.

In order to stimulate the potentially lucrative on-line market, the government is planning to launch two initiatives aimed at increasing confidence in electronic transactions. The first of these is the 'Euro Label Malta' scheme, a joint initiative of the IT Ministry and the Maltese Chamber of Commerce. The label will provide an official seal of approval for products sold from Maltese websites, thus enhancing the credibility and level of confidence for on-line purchasers.

The other initiative is the creation of a Maltese 'eMALL' – a sort of electronic infrastructure, similar to a real-life mall, in which many commercial establishments are represented. Customers will be able to browse, purchase and pay for items and services on-line within a single, guaranteed structure. The government is presently preparing a public call for expression of interest aimed at identifying persons able and willing to develop and administer the eMALL concept. The government's aim is to kick off eMALL in close collaboration with the private sector, and to then pass on the complete administration of eMALL to private entities within a relatively short period of time.

Further information:

- MaltaMedia.com
-

NL: Open Source to be mandatory for administrations?

All Dutch public authorities will be required to switch to Open Source, under proposals tabled by the government.

The decision is part of a government action plan sent to parliament on 17 September 2007. Ministers say it will make public authorities less reliant on ICT suppliers and will boost innovation by giving smaller software designers more opportunities. The absence of licensing fees is another argument used, as well as the easy adaptability of software whose source codes are known. Open Source will also facilitate data exchanges between authorities, business and private citizens, the government says.

National administrations will be required to choose open standards from April 2008 onwards, whenever they acquire or modernise software. A few exceptions may be permitted – for example, if there is a real risk to ongoing operations. But if an administration feels unable to use open standards and software, it will have to provide a good reason (the "adopt or explain" principle).

The Ministry of the Interior will make similar arrangements with the provinces, municipalities and water authorities. Agreements on the switch to Open Source are also being prepared with care services, education authorities, social security offices and other sectors. From 1 January 2009, all ministries will be expected to have a strategy in place for the acquisition and use of Open Source. A special programme bureau will be set up to assist all administrations with the changeover.

Further information:

- [Action plan for the use of open standards and Open Source Software in the \(semi-\)public sector \(in Dutch\)](#)
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BG: Bulgaria issues first electronic health cards

Bulgaria has started issuing its first electronic health cards as part of a pilot project launched by the Ministry of Health and the National Health Insurance Fund (NHIF) in February 2007.

As of September 2007, some 1 000 citizens from the towns of Slivnitza and Aldomirovzi will receive a personal eHealth card in an initial test run which is expected to lead, in due course, to nationwide implementation. The first cards will be handed out to chronically ill patients at the recommendation of their general practitioners (GPs).

Each eHealth card is equipped with a microchip that stores data about the patient and the issuer, including the card number as well as a security certificate. With this information, the patient's insurance status and his/her assignment to a GP can automatically be checked. In addition, electronic prescriptions for medications covered by the Bulgarian health insurance fund will be recorded on the chip.

The first six months of the pilot project focused on building the infrastructure and adapting software solutions already used in Germany and Austria to the special requirements of the Bulgarian health system. All medical practices and pharmacies in Slivnitsa as well as the NHIF, were connected through a reliable and secure private network, and training in the use of the new system was provided.

The pilot project is being implemented by health technology specialists ICW in co-operation with the IT firm Cisco and Kontrax, a consultancy. As part of the bit4health consortium, ICW has provided government consulting services for the deployment of the electronic health card in Germany and is involved in the Austrian eCard project.

Further information:

- Europe.bg
 - ICW
-

AT: eGovernment wins Public Service Award

This year's Austrian Public Service Award has gone to the eGovernment site HELP.gv.at and to federal activities promoting eGovernment solutions.

The award is given by the Vienna Chamber of Commerce and Businessworld. They noted that, although Austrians often grumble about officialdom, the country's public administrations are among the most efficient in Europe. And the 'electronic revolution' of the past ten years has put Austria in the vanguard of eGovernment. This was confirmed in September by the study 'The User Challenge - Benchmarking the Supply of Online Public Services'. Prepared by Capgemini for the European Commission, it was the seventh annual measurement of the progress of on-line public service delivery across Europe. It found that "Austria remains at the top of the EU27+ league table with very impressive ratings at or near 100 %".

The citation for the Austrian Public Service Award makes special mention of the site HELP.gv.at which has already won a number of international awards. Published by the Federal Chancery, it is a sophisticated on-line citizens' guide to administrative services. Nine main categories help users to find their way around: building and dwelling; disability; documents and ID; education; family and partnership; finance; leisure and mobility; living in Austria; and social services and emergencies. Each contains a large range of subgroups, with all the appropriate onward links. The award also cites Austria's federal eGovernment activities in general, notably the central population register and the Finance Online service, as well as on-line legal proceedings and information.

Further information:

- [Digital Austria press release \(in German\)](#)
 - [HELP.gv.at \(in German\)](http://HELP.gv.at)
 - ["The User Challenge - Benchmarking the Supply of Online Public Services"](#)
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IT: New package of eGovernment measures approved

On 20 September 2007, the Italian State, together with the regions and local authorities, adopted a series of measures aimed at stimulating further development of eGovernment services at national and regional level.

The new measures being proposed include:

- increased implementation of eGovernment services in regional and local bodies,
- guidelines for the installment of ADSL, and
- technical specifications relating to the use of a proposed new electronic identity (eID) card.

Thanks to these technical specifications, it will soon be possible to use the eID card together with the National Services Card as a means of identification allowing access to public administration network services.

The ADSL guidelines were established by a committee put together by Italy's Ministry of Communication, Ministry for Regional Affairs, and the Ministry for Reform and Innovation in Public Administration. The measures fall within the framework of the Innovation Pact proposed by Luigi Nicolais, responsible for the latter ministry, and approved by regional and local authorities.

The main objective of the guidelines is to define respective roles in the development of ADSL infrastructures across the territory, in order to avoid the risk of waste and overlap.

Further information:

- [Ministry for Reform and Innovation within Public Administration \(in Italian\)](#)
-

EU: Ministers sign up to greater cross-border eGovernment service delivery

The Lisbon Ministerial Declaration on eGovernment, signed on 19 September 2007, reconfirms the commitment of the EU Member States to the continued development of eGovernment and outlines a number of priorities for the future.

The Ministerial eGovernment Conference 'Reaping the Benefits of eGovernment', which took place 19-21 September 2007 in Lisbon, Portugal, brought together Ministers and ministerial representatives from all EU Member States. It also attracted over 1 000 conference participants, demonstrating the high level of interest in this key area.

Pointing out the growing importance of eGovernment, Siim Kallas, Vice-President of the European Commission in charge of Administrative Affairs, Audit and Anti-Fraud noted that: "eGovernment is becoming mainstream, which means that eGovernment expenditures have become an integral part of the policy budget." The conference provided the opportunity to take stock of progress made in the 'National Progress Report on eGovernment in the EU27+'. As Commissioner and Vice-President Kallas noted, "We have come far – but we still have some way to go."

In order to set the agenda for the coming years and drive progress, Member States agreed to sign a new Ministerial Declaration on eGovernment. This places particular emphasis on the following key areas:

- strengthening the European dimension through cross-border interoperability;
- reducing the administrative burden and costs, thereby allowing citizens and businesses to interact efficiently and effectively with public administrations;
- ensuring inclusive eGovernment services, especially with regard to the economically less favoured groups and vulnerable parts of the population;
- re-engaging citizens in political processes and increasing transparency.

Further information:

- [European Commission's Information Society Thematic Portal](#)
- [PublicTechnology.net](#)

- [Ministerial Declaration of Lisbon at the ePractice Library](#)
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EU: Public eServices maturing, “citizen challenge” ahead

According to the [seventh yearly web-based survey](#) conducted by Capgemini for the European Commission, Europe continues to make sound progress on the supply of online public services; a key enabler to deliver the i2010 eGovernment action plan and Lisbon goals. The survey however outlines today’s challenge; to fulfill citizen needs, efficiently, consistently, and economically – the “Gov 2.0” experience.

Published on 20 September, the survey covers online public service delivery across 31 countries - the 27 EU Member States, plus Iceland, Norway, Switzerland and Turkey (EU27+). This year, the measurement methodology has been modernised in order to take into account new technological possibilities and insights.

The two traditional core indicators of “sophistication” and “fully-online availability” have indeed been complemented with: a new “user centricity” indicator; the introduction of a 5th level of sophistication entitled “personalisation” in reference to proactive and automated services; and the assessment of national portals.

The report shows an overall advancement compared with 2006: While last year services were classified on average as “two-way interactive”, online sophistication of public service delivery in 2007 reached an overall score of 76 % at the level classified as “transactional”. Moreover, 58 % of the measured public services are fully available online, against 50 % only in 2006.

Even though services for businesses still score well above those of citizens on both counts, the past year gap has reduced considerably. In the United Kingdom, Finland, Norway and Slovenia, citizens are now served just as well as businesses. Furthermore, the report found that European Governments have invested in delivering good national portals, with an average score of 75 %.

In terms of individual country results, Austria remains the leader of the EU27+ with regard to the two core indices, with very impressive ratings near 100 %. Malta and Slovenia respectively get the 2nd and 3rd rank, standing out among the newer Member States that have embraced eGovernment and achieved continued high levels of online service delivery – well above the average. Malta gets the 2nd place for both indices.

It is worth noting that according to the survey, Portugal achieved remarkable progress by moving from 11th to 3rd position on the fully-online availability index, and getting an overall 4th position, one rank ahead of the United Kingdom. Despite a drop from 2nd to 9th place, Estonia still demonstrates very sound performance.

In spite of this continuous global progress, the measurement of the new ‘user-centricity’ indice revealed modest results. Indeed, the assessment of sub-indicators “Data security - services with legally binding eID”, “Reducing Data entry”, “Multi-channel access to services” and “Compliance with international accessibility standards – WAI” showed overall result of 19 %. Three countries only scored more than 30 % user centricity; Austria, Norway and Bulgaria. Therefore, much still needs to be done for the more experienced citizens who are increasingly exposed to and versed in web services.

Further information:

- [7th survey available at the ePractice library](#)
- [European Commission’s Information Society Thematic Portal](#)
- [2006 measurement](#)

- [National Progress Report on eGovernment in the EU27+](#)
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NL: 250 Dutch municipalities use digital ID

The Dutch municipality of Ermelo has adapted its front office methods so that citizens can use their digital ID, [DigiD](#), for various contacts with council services.

This brings the number of Dutch municipalities that use DigiD in their front office to 250 (56 % of the total number of 483 municipalities).

Citizens of Ermelo who want to inform the council of their plans to move house or would like to request a copy of their birth certificate can do this directly through the city's website, using their DigiD as signature.

Further information:

- [Dutch eGovernment Portal e-Overheid \(in Dutch\)](#)
 - [DigiD](#)
-

NL: Dutch eGovernment site launches new search engine

On the Dutch eGovernment website, www.e-overheid.nl, a new search engine enables visitors to search within the collection of Dutch eGovernmental websites. This makes for improved results and faster searches.

54 websites form the collection that is indexed and searched by the new search engine. Visitors can refine their results by selecting a theme or publication date.

The new search engine is a powerful tool that offers many more features such as a personalised interface, which the website will gradually introduce.

The current collection of eGovernment sites will be expanded to include knowledge instruments such as the Digital Route Planner and the Digital Map of the Netherlands.

Further information:

- [Dutch eGovernment Portal e-overheid \(in Dutch\)](#)
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Latest Publications

- [EU: National Progress Report reveals impressive achievements in eGovernment across the EU](#) 20 September 2007 | EU Institutions
 - [EU: Meet, share and learn. Selected articles from 16 European eGovernment Awards 2007 Finalists](#) 20 September 2007 | EU Institutions
-

EU: National Progress Report reveals impressive achievements in eGovernment across the EU

A "National Progress Report on eGovernment in the EU27+" presented at the Ministerial eGovernment Conference on 19 September in Lisbon.

Complete title:

eGovernment Progress in EU27+. Reaping the benefits

Authors:

The report has been compiled by European Commission staff and was edited by Trond Arne Undheim.

Description (short summary):

The report, which has a foreword by Commissioner Viviane Reding, is based on data collected by the i2010 eGovernment subgroup representatives from EU27+ countries. It has been compiled by European Commission staff.

The National Progress Report reveals impressive progress in transforming public administrations, thereby boosting economic growth by placing citizens and businesses at the centre of government services. Most Member States policies and implementation actions are now in place and aligned with the goals of the Action Plan. Services are becoming more effective nationally and more interoperable at European level; delivering higher quality, saving billions of euros through efficiency gains, and increasing transparency and accountability of administrations.

Original URL: http://ec.europa.eu/information_society/newsroom/cf/itemlongdetail.cfm?item_id=3635

Languages available:

EN

Number of pages:

23

EU: Meet, share and learn. Selected articles from 16 European eGovernment Awards 2007 Finalists

This report contains a number of randomly selected articles from amongst the 52 Finalists of the European eGovernment Awards 2007. The projects have been submitted under four different but interconnected themes.

Complete title:

Meet, share and learn. Selected articles from 16 European eGovernment Awards 2007 Finalists

Authors:

European eGovernment Awards Consortium

Description (short summary):

Each of the projects featured in this report has a number of merits and illustrates good practice from which lessons can be learned from the huge number of eGovernment solutions, and not least their impact on the daily lives of citizens, business as well as the users within public administrations. The articles also serve to illustrate the rationale for the European eGovernment Awards in promoting good practice among European Union Member States, the Candidate Countries as well as EFTA nations, in particular facilitating mutual learning from the experience of others in order to meet the Lisbon targets and make Europe the most competitive knowledge-based economy by 2010.

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Original URL: <http://www.epractice.eu/files/download/awards/ArticlesPublicationFinal.pdf>

Languages available:

EN

Number of pages:

20

Upcoming Events

- [FR: World e-Democracy Forum](#) 3 - 4 October 2007 | France
 - [UK: Techshare 2007](#) 4 - 5 October 2007 | United Kingdom
 - [LT: e-Governance: transforming Government to Built Trust and Quality](#) 8 October 2007 | Lithuania
 - [FR: eGovINTEROP'07](#) 9 - 11 October 2007 | France
 - [UK: 6th Annual Data Protection Compliance Conference](#) 11 - 12 October 2007 | United Kingdom
 - [IT: Interim Conference on Interoperability in the iGovernment](#) 11 - 12 October 2007 | Italy
 - [DE: e-Gov Summit 2007](#) 11 - 12 October 2007 | Germany
 - [IT: Porvoo 12 Conference](#) 18 - 19 October 2007 | Italy
 - [AT: World of Health IT 2007 \(HIMSS, EU DG INFSO\)](#) 23 October 2007 | Austria
 - [ES: First Conference on the Modernisation of Public Services](#) 24 - 26 October 2007 | Spain
 - [NL: Challenges e-2007 Conference & Exhibition](#) 24 October 2007 | Netherlands
 - [BE: Conference 'i-HRM & Competence Management in Public Sector'](#) 24 October 2007 | Belgium
 - [IT: Italian UBL Day 2007](#) 25 October 2007 | Italy
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FR: World e-Democracy Forum

Digital society in the era of citizen 2.0

Its aim is to allow public and private stakeholders of public services and political life to debate on strategical, political and economical issues of the digital society.

Last year, 1.800 people from 43 different countries had attended to the Forum.

The Special Guest 2007 is United Kingdom, because a lot of british experiences will be able to be useful for participants.

Guests and speakers from everywhere in the world will debate on several topics, around question about confidence in e-public services, users 2.0, innovative SME, digital divide, e-petitions, mobile public services, e-voting or democracy 2.0 from blogosphere to Second Life.

Event website: http://www.forum-edemo.org/article.php3?id_article=1413

Venue

Palais des Sports of Issy les Moulineaux (Paris, France)

UK: Techshare 2007

Techshare 2007 Conference and Expo – Learning, working, playing, on the move - technology is for everyone.

The 2007 edition of Techshare conference, to be held in London on 4-5 October, will address the role of technology in the everyday life of people with disabilities. The event is co-organised by RNIB, a British non profit organisation providing a information for blind or partially sighted people.

The conference is aimed at professionals concerned with all disabilities, or have an interest in technology. Featured presentations will cover a wide range of topics, from the Internet to eLearning, user experiences of technology (web, software, mobiles standards, compliance, etc), technical advances in technology, eBooks and more. Alongside introductions to aspects of technology, various

case studies, good practice and cutting edge developments will be introduced by key speakers from Europe and beyond.

Pre-conference workshops will be held at the same venue on 3 October. Registration for the conference and workshops can be performed online and closes on 30 September.

In parallel to the conference, Techshare Expo 2007 will showcase products, services and organisations working to ensure that people with disabilities can participate fully in the information age. The exhibition is free to attend and open to public access.

Event website: http://www.rnib.org.uk/xpedio/groups/public/documents/code/public_rnib004057.hcsp

Venue:

Novotel London West
One Shortlands
London W6 8DR
United Kingdom

Contact:

E-mail: techshare@rnib.org.uk

LT: e-Governance: transforming Government to Built Trust and Quality

Conference “e-Governance: transforming Government to Built Trust and Quality”

In collaboration with the Lithuanian Government and the State Tax Inspectorate as well as the Italian Ministry of Reform and Innovation in Public Administration, Eurospace is organising this one-day conference to present the 2007 edition Volume, “e-Governance: transforming Government to Built Trust and Quality”. The event will take place in Vilnius, Lithuania, on 8 October.

The aim of the conference is to provide public institutions and companies with the opportunity to be in Europe as part of an Integrating System; an example of collaboration and cooperation between public and private sectors.

The conference will break down into two sessions:

- A Plenary Session featuring presentations from politicians, researchers, and eGovernance experts on political aspects pertaining to the development of the eGovernance concept and the relation between eGovernance and eEurope;
- A Technical Session including two workshops; the first one focusing on eFinance and the second dedicated to the theme ‘Improving Quality of Decision Making’ (Projects in the Public Administration Sector- Services and Products of Private Firms)

Italian Minister for Reform and Innovation in Public Administration, Luigi Nicolais, and the Lithuanian Prime Minister, Gediminas Kirkilas will be present at the conference.

The event is free to attend and registration can be performed online.

Event website: <http://www.egovernance2007.eu/web/egovernance2007/>

Venue:

Reval Hotel Lietuva
Konstitucijos 20
LT-09308 Vilnius
Lithuania

Contact:

E-mail: progetti@euospacegroup.com

FR: eGovINTEROP'07

eGovernment Interoperability Campus 2007 – An eGovInterop Observatory event

The 'eGovInterop Observatory', which has been set-up for the period 2004-2007 with the support of the European Commission in the frame of the FP6/IST Integrated Project TERREGOV, co-organises with the team of Conviction the third edition of the eGovINTEROP'07 Campus.

The aim of the conference is to create a forum for discussion between the research community, technology players and public institutions on all aspects of interoperability in eGovernment, from technical as well as from semantic, organisational and socioeconomic perspectives. The progress of the various European initiatives in the field will also be discussed.

The event is supported by the European Commission, the IDABC programme, Terregov, The European Regional Information Society Association (eris@), e-Forum, R4eGov and the French Ministry for the Budget (DGME). About 500 attendees who are mainly from the European Union are expected to participate to the Campus. Pre-conference Tutorials and Workshops will take place on 9 October. The conference itself will feature four plenary sessions as follows:

- eGov Interoperability: Regions, States and the EU
- eGov Interoperability: a market for product or services?
- Status of eGovernment interoperability in Europe
- EU funding opportunities for eGov interoperability.

Furthermore, the conference will host 16 workshops including three special sessions, namely: the [ePractice.eu workshop on interoperability](#), the national eGovernment agencies workshop and the design issues workshop.

Participation to the event requires the payment of a registration fee of €150 for Local, regional or central administrations delegates and of €500 for other attendees. A registration form is available online at the event website.

Event website: <http://egovinterop.eu/public/page.tpl?rub=9600>

Venue:

Cité Internationale Universitaire
Paris
France

Contact:

E-mail: pilicer@conviction.fr

UK: 6th Annual Data Protection Compliance Conference

The Annual Data Protection Compliance Conference will bring together in London the world's leading data protection and privacy experts for a 2-day learning and networking event. The aim of the conference is to give organisations key resources and information to manoeuvre within the rapidly expanding and increasingly important fields of data protection, privacy and records management.

The event targets data protection professionals from Europe and beyond. This year, the Conference

features a panel of experts from many disciplines to discuss preventing data breaches and handling matters when a breach does occur. Among the various presentations scheduled are the following: 'Strategic issues for data protection in Europe', 'The latest on privacy law developments', and 'International data conflicts: are US data demands causing EU data breaches?'.

On the second day of the event, delegates have the opportunity to choose two of five practical [half-day workshops](#) covering important aspects of data protection practice.

Registration can be made online. Attending requires the payment of a fee.

Event website: <http://www.pdpconferences.com/dp/2007/>

Venue:

Jurys Great Russell Street Hotel
London WC1B 3NN
United Kingdom

Contact:

E-mail: epractice.eu@privacydataprotection.net

IT: Interim Conference on Interoperability in the iGovernment

A middle step between ESIIG I (Valencia, 2006) and ESIIG II (Rome, 2008)

[ESIIG I](#), the first Summit on Interoperability in the iGovernment which took place last November 2006 in Valencia (Spain) will take a step forward in Rome next 11 and 12 October with the Interim Conference on Interoperability in the iGovernment. The event is organised by the Regional Ministry for Consumer Protection and Administrative Simplification of the Italian Region of Lazio.

The main objectives of the Conference are the following:

- Enhancing and supporting good practices and knowledge sharing in the field of Interoperability in the iGovernment according to the priorities expressed in the Interoperability Declaration of Valencia presented during the First ESIIG;
- Analysing the state of the art of the initiatives promoted in the Interoperability Declaration of Valencia, especially the creation of the European Regional Network for Interoperability (ERNI);
- Involving national, European and international stakeholders and administrations in the organisation of the Second Summit on Interoperability in the iGovernment, expected to be organised by the Lazio Region in 2008, in order to represent as much as possible the reflection of European Regions needs in the field of Interoperability.

The Interim Conference will bring together a high-qualified institutional audience from Public Administrations across Europe together with experts and academics in the field of interoperability.

It will be a unique opportunity for best practices sharing and an advantageous chance to submit successful initiatives to the attention of European Public Administrations and to those European Commission bodies competent in the field of interoperability. The event will also be an unrivalled chance to discuss and share common objectives together with representatives from European Institutions competent in the field.

Participation in the Interim Conference on Interoperability in the iGovernment is free of charge and on-line registration is now possible.

Event website: http://www.towardsesiig2.it/conf_interop/

Venue:

Villa Piccolomini

Via Aurelia Antica, 164
00165 Rome
Italy

Contact:

E-mail: towardsesiig2@regione.lazio.it

DE: e-Gov Summit 2007

Knowledge makes the Economy

The e-Gov Summit 2007 will be held over two days in Berlin, Germany, under the slogan "Knowledge makes the Economy". The event is organised by Amt24, a network composed of IT specialists and research institutes from Germany's regions of Berlin and Brandenburg. Amt24 is committed to promote a modern and innovative eGovernment.

The objective of the conference is to provide a collaboration forum for the development of eGovernment between researchers, businesses and public administrations. Among other topics, the event will address the issue of IT-architectures and their management for interoperability in federal systems.

The event will be held in German. Participation requires the payment of a €150 fee. Members of universities and Non profit organisations may be proposed a reduced participation fee in justified cases. Registration can be performed online.

Participants are invited to make their own topics suggestions at <http://summit.amt24.de/>, since the event will incorporate elements of Open Space. The aim is to initiate an alleviated knowledge transfer and collaboration process.

Event website: <http://summit.amt24.de/index.html>

Venue:

Tagungszentrum Französischer Dom
Gendarmenmarkt 5
10117 Berlin
Germany

Contact: E-mail: markus.ermert@amt24.de

IT: Porvoo 12 Conference

12th Porvoo Group Conference on Interoperable European Electronic Identities

The Conference on Interoperable European Electronic Identities, to take place on 18-19 October 2007 in the Italian city of Grosseto, is organised by the Porvoo Group.

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 eTransactions 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.

One of the main topics of the conference will be the issues of eID interoperability in which the city of Grosseto has been particularly active. This includes the European activities for reaching eID interoperability by 2010 and the possible solutions discussed by government and industry.

Registration to the event can be performed online.

Event website: <http://www.porvoo12.net/>

Venue:

Hotel Fattoria La Principina
S.P. 158 delle Collacchie
465 - 58046 Principina Terra
Grosseto
Italy

Contact: E-mail: bud@comune.grosseto.it

AT: World of Health IT 2007 (HIMSS, EU DG INFSO)

The Conference & Exhibition will focus on the role and impact of Health IT on the health sector in Europe, the Middle East and Africa (EMEA). The educational sessions will primarily address experiences from deployed services, and focus will be made on proven benefits in quality and efficiency

Who Will Be in WHIT'07

The World of Health IT 2007 is designed by and for clinicians and other health professionals; health IT users and buyers, directors and administrators, informatics professionals, academics, relevant standardisation and competent authorities on an international and national level and vendors.

Thought Leaders and Innovators

The conference will include keynote addresses by leading healthcare experts, practitioners and officials from EU and national governments, e-Sessions, panel discussions and a state-of-the-art trade exhibition and real-world case studies from throughout Europe, the Middle East and Africa.

A Multifaceted and Interactive Format

Designed to be dynamic and interactive, The World of Health IT 2007 Conference & Exhibition will engage participants in thought-provoking discussions and offer ways to experience technology applications first-hand.

Website:

http://ec.europa.eu/information_society/activities/health/docs/events/whit2007/wohit2007_ec.htm

Contact: info@worldofhealthit.org

ES: First Conference on the Modernisation of Public Services

Improving public services by promoting cooperation among public authorities

The first edition of the conference on the Modernisation of Public Services is organised by the regional government of Andalusia (Spain) as part of its modernisation strategy aimed at offering better and closer services to its citizens. The conference will be held over two days in Huelva, Spain.

The main objective of the event is to build a forum for promoting technology and knowledge sharing among the participating public authorities. Among topics to be addressed is the eGovernment state of the art at various levels of government in Spain. The conference will be coupled with the third edition of the public services and eGovernment quality awards of the regional government of Andalusia.

The conference is intended for all the modernisation stakeholders, including: Spanish national and central government, regional governments, provincial and local councils but also the Academia, businesses, citizens and consumer associations. Over 1 500 participants are expected to attend the conference.

Participation in the event is free of charge but it requires online registration at the event website.

Event website:

http://www.congresomodernizacion serviciospublicos.es/congreso_modernizacion/index.jsp

Venue:

Hotel Barceló Punta Umbría
Avda. del Océano s/n
21100 Punta Umbría
Huelva
Spain

Contact: E-mail: [mailto: secretaria.tecnica.CMSP07@gmail.com](mailto:secretaria.tecnica.CMSP07@gmail.com)

NL: Challenges e-2007 Conference & Exhibition

24-26 October 2007, The Hague, The Netherlands

eChallenges e-2007 Conference & Exhibition

This is the seventeenth in a series of annual technology research conferences supported by the European Commission. This conference regularly attracts over 600 delegates from leading commercial, government and research organisations around the world to share knowledge and experience, lessons learnt and good practice in areas of applied Information Communication Technologies (ICT).

The goals of e-2007 are to stimulate take-up of applied ICT research results by industry and government, to promote knowledge sharing between industry, government and the global research community, to exchange experiences about the current state of eAdoption at a sectoral, national or regional level and open up the European Research Area (ERA) to the rest of the world. e-2007 will provide a forum to showcase the achievements of Framework Programme 6 (FP6) and Regional, National and International ICT related initiatives, and look forward to the future by focusing on i2010 and the thematic priorities of FP7.

The conference programme will combine strategic keynote presentations, technical, legal and policy papers, business and government case studies, workshops and tutorials. e-2007 will also feature an Exhibition and an attractive Social Programme for partners, presenters, delegates, sponsors and exhibitors, to enhance networking opportunities both during and after the Conference.

Topics to be addressed include: eGovernment & eDemocracy - Services to Citizens & Business, Organisational Transformation; eHealth - Services to Citizens; Collaborative Working Environments; Knowledge and Content Technologies; Security and Identity Management; Technology Enhanced Learning and ICT Skills; Legal and Regulatory Challenges for IST; eVoting and eParticipation; and much more.

Event website:

<http://www.echallenges.org/e2007/default.asp?page=home>

Venue:

The Hague
The Netherlands

Contact: E-mail: secretariat@eChallenges.org

BE: Conference 'i-HRM & Competence Management in Public Sector'

IT- and HRmanagers working together

Competency Management is increasingly being adopted as an approach to Human Resources Management (HRM) in both the private and public sectors. Competency management linked to performance management and HRM can add value to all parts of an organisation.

The United Kingdom has an holistic approach to competency management in the Senior Civil Service and widespread use throughout the rest of the service. In Belgium, the Netherlands and Finland there are already examples of recent developments and good practice.

Taking place on 24 October in Brussels, this conference will address the introduction of the i-HRM in the public sector as a means to tackle the lack of IT specialists within public organisations. The event will feature several workshops focused on cases and the exchange of experience.

The conference is free-to-attend for civil servants and the participation form can be submitted online by October, 19.

Event website: <http://www.4instancenews.be/>

Venue:
Fondation Universitaire
Rue d'Egmont 11
1000 Brussels
Belgium

Contact: E-mail: greta@4instance.be

IT: Italian UBL Day 2007

First Italian Workshop dedicated to Universal Business Language (UBL)

The first UBL Italian workshop will be held on October 25th 2007 at the head office of [ENEA](#) in Rome. The Workshop is organised by the OASIS UBL Italian localization sub-committee ([ITLSC](#)) together with ENEA and the Information Technology Forum ([FTI](#)) association.

UBL (Universal Business Language) is a library of business documents based on XML. As result of 9 years of continuous research and development, the UBL 2.0 version today represents the "ideal" universal electronic format designed for document exchange. The reason is that UBL inherits from previous EDI and XML experiences while basing its structures on ebXML Core Components. Thanks to the development under OASIS OPEN (an International Consortium with major members like IBM, SUN, Microsoft), the UBL language is completely royalty-free and is proposed as an extremely low-cost alternative in comparison with the EDI predecessors.

UBL represents a primary standard reference for the ICT solutions targeted for all size of businesses, supply-chains, and Governments. Therefore, many initiatives foster UBL adoption in Europe. The UBL use will let achieve the European objectives of a Digital Economy, especially on the eProcurement area.

The meeting will promote the knowledge of these international standardisation efforts and will start a debate between representatives of the research, demand and offer, from both the public and private sectors, on UBL adoption into software and markets on both eBusiness and eGovernment areas.

The event is free to attend provided online registration beforehand.

Event website: <http://www.ubl-italia.org/ubl-italia/imple/pgcl.asp?lingua=en&p=159>

Venue:

ENEA
Lungotevere Thaon di Revel, 76
00196 Rome
Italy

Contact: E-mail: roberto@javest.com

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.

[Customer Orientation/ e-Democracy workshop](#) 4 October 2007 | Paris

[UBL Conference/ eInvoicing workshop](#) 5 October 2007 | Madrid

[Government Interoperability - ePractice co-branded workshop](#) 11 October 2007 | Paris

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

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