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## European ePractice Newsletter

**N. 246 - 2 September 2008**

### >> Participate in our free Administrative Burden workshop in Bremen

On October 8, 2008 ePractice will celebrate its first workshop in the city of Bremen, Germany. During the event, participants will learn about the actions undertaken by the EC for measuring and reducing administrative burden and will be provided with an up to date overview of the latest activities of the Standard Cost Model Network. Keynote speeches will be delivered by senior EC representatives Mr. Pascal Collotte (DG INFSO) and Ms. Kari Bjorke (DG Enterprise). The workshop will also analyse several good practice cases showing how administrative burden is successfully being reduced for business, citizens and governments along Europe. Register now online at [epractice.eu/workshop/adminburden](http://epractice.eu/workshop/adminburden)

### >> Register for the "People with disabilities" workshop

Registration is open for the eInclusion workshop "People with disabilities" which ePractice.eu will host in Brussels on September 25. This new free hands-on event will provide eInclusion professionals an opportunity to explore issues and good practice cases of relevance to ICTs and disability. In keeping with the current debates, the workshop will analyse three themes: 1) e-Accessibility, 2) Designing for employability and 3) Design for living. For an in-depth presentation by Prof. Joe Cullen and registration, please visit [epractice.eu/workshop/specialneeds](http://epractice.eu/workshop/specialneeds)

### >> New issue of the European Journal of ePractice

The forth issue of the *European Journal of ePractice*, focused on the topic "Efficiency and Effectiveness" of public eService, is already available online. With contributions by high-profile eGovernment analysts and guest edited by Cristiano Codagnone, this new number of the EC publication wants to reflect the progress achieved in organisational and ICT actions undertaken to improve service provision, as well as the measurement of their impact. You may browse or download the e-magazine at [www.epracticejournal.eu](http://www.epracticejournal.eu)

### >> Last days to participate in the European eInclusion Awards

Entries for the first ever European eInclusion Awards will close on September 12, 2008. Organisations have only a few days left to submit their entries demonstrating how they have used ICT to help address social and digital divides in Europe. The awards are open to organisations in the public, business and voluntary sector or civil society. There are seven competition categories: Ageing Well; Marginalised Young People; Geographic Inclusion; Cultural Diversity; Digital Literacy; e-Accessibility and Inclusive Public Services. For more information visit [www.e-inclusionawards.eu](http://www.e-inclusionawards.eu)

### >> Call for Tender: ePractice.eu

The European Commission has published a call for tenders for the Maintenance and Upgrade of the ePractice.eu platform. To this end, the Commission proposes a budget estimate of 1.000.000 euros, for a duration of 36 months. A description of the features of the technical platform can be found in the [tender specifications](#) and in the [ePractice case](#).

### >> Public Sector Information (PSI) Re-use online consultation

The European Commission has launched an online consultation for the purposes of the review of the PSI Directive. The purpose of this online consultation is to gather information from public sector content holders and commercial and non-commercial re-users on their views on different aspects related to the

implementation, impact and scope of the PSI Directive. The interested parties are invited to send their comments, suggestions and replies to the questionnaire by 15 September 2008. Download the instructions [here](#).

### **>> Submit your project to the Interoperability iG 2.0 Award**

The iG 2.0 Award recognizes the most outstanding action or initiative in the field of interoperability. Organised within the framework of the European Summit on Interoperability in the iGovernment, the competition, in its second edition, has been launched by the Lazio Region (Italy). The projects submitted will be evaluated based on their Innovativeness, Practical results, Impact and Transferability. The deadline to participate is September 16, 2008. More information [here](#).

### **>> Revision of the European Interoperability Framework (EIF)**

The draft document based on which the final EIF v2.0 will be elaborated is now available online on the IDABC website of the European Commission. External comments from all of those interested are welcome by 22 September 2008. For more information, please visit <http://ec.europa.eu/idabc/en/document/7728>

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Please feel free to forward [epractice.eu/newsletter](http://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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## **Latest Cases**

- [Macedonia Connects](#) 2 September 2008 |
- [Leicestershire CareOnLine](#) 1 September 2008 |
- [Vouchers for Students](#) 1 September 2008 |
- [Access for the disabled to e-government services](#) 1 September 2008 |
- [Multi-channel Citizen Service Centers](#) 1 September 2008 |
- [Evaluation Supporting Uses of Technology by Marginalised Young People](#) 28 August 2008 |
- [National Strategy for Information Society Development in Macedonia](#) 27 August 2008 |
- [Virtual Pharmacy Services for Disadvantaged Areas](#) 27 August 2008 |
- [eSchool Programme](#) 27 August 2008 |
- [Last Mile - Suupohjan Seutuverkko Oy](#) 27 August 2008 |
- ["New Opportunities" Initiative](#) 26 August 2008 |
- [Discapnet: thematic portal for people with functional diversity in Spain](#) 25 August 2008 |
- [National Visa Management System](#) 25 August 2008 |
- [USLUGI.GOV.MK](#) 20 August 2008 |
- [Electronic Health Registers](#) 19 August 2008 |
- [emarketplace.org.mk](#) 19 August 2008 |
- [Automatic Assignment of Court Cases](#) 19 August 2008 |
- [Free e-Learning Courses for Citizens](#) 19 August 2008 |
- [Modernization of the National budgeting process](#) 19 August 2008 |
- [Automated Allocation of Cargo Transport Licenses](#) 18 August 2008 |
- [Import/Export Licenses Online](#) 18 August 2008 |
- [Online system for distribution of various state benefits](#) 18 August 2008 |
- [The System I4Control®](#) 18 August 2008 |
- [e-Tax Filing System](#) 18 August 2008 |
- [The Microsoft Digital Literacy Partnership](#) 16 August 2008 |
- [Training multipliers in the field of e-Business support](#) 11 August 2008 |
- [Net4Voice: New Technologies for Voice Converting in Barrier-free Learning Environments](#) 7 August 2008 |

- [Amsterdam integration counter](#) 5 August 2008 |
- [NGOs e-participation portal for the EU Council Presidency](#) 5 August 2008 |
- [SeniorLearning](#) 31 July 2008 |

Editor's Choice of the week: [Communities @One](#)

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## Macedonia Connects

People living in the rural areas are usually poor and rely on their land to make for a living. Children from these areas usually don't have access to a computer and Internet. To assist the Government of the Republic of Macedonia in fostering economic growth and the increase of Internet penetration in the country, USAID through the Macedonia Connects project continues to provide broadband Internet access to schools and universities, in both rural and urban areas. This will create the conditions for delivery of Broadband Internet Connectivity to the education system as well as to the business community and the general public.

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## Leicestershire CareOnline

CareOnline reduces social isolation for vulnerable adults, including carers, older people and disabled people through the benefits of ICT. We introduce computers and the Internet to people with no previous experience to improve independence, quality of life and well-being and bridge the 'digital divide' between generations. CareOnline works with Social Care and Health professionals, District Councils and voluntary organisations. We achieve this by taking advice, support and training into people's homes, Day Centres and Sheltered Housing to overcome fear of technology and encourage learning for people who would not otherwise access computers. Our accessible website ([www.leicscareonline.org.uk](http://www.leicscareonline.org.uk)) provides information in 2/3 clicks and our Chatroom encourages peer support in the community. Since 2002 we have:

- Installed 180 computers and 500 pieces of assistive equipment
- 60 community computers enable 3000 people to experience the Internet
- Over 600 vulnerable people received help at home
- Delivered 6000 hours training and 1200 support visits
- Website usage increased 800%
- Launched a chatroom for peer support among vulnerable adults. Client age range 18 to 90+ with 50% being over 65 and 52% disabled.

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## Vouchers for Students

One of the most important priorities of the government of the Republic of Macedonia is building the informatic society, because the computer literacy and the internet penetration are on a very low level compared to EU countries. For example, 47 % of the population is interacting with computers during their workday, but only 33% are using internet. On the other hand, only 40% of the households have computers, but only 13% are connected to the internet. The strategic interest of the Macedonian government is to bring these statistical data closer to EU levels. The goal of the project "Vouchers for Students" was to help students who are in their last year of studies and who are about to enter the job market to buy a personal computer. For this reason, the government have distributed 15,000 vouchers, with 200 euros value each. These vouchers could be used only to buy a new computer.

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## Access for the disabled to e-government services

The aim of the project is to establish a methodical and systematic approach for web content accessibility and usability support in Greece and to provide a fully accessible eGovernment portal for citizens with disabilities. The project is linked strongly to the general implementation of eGovernment services in Greece, providing an accessible on-line interaction with the Citizen Service Centres (CSCs) . In addition to ensuring that disabled people have access to the same services provided to everyone through CSCs (e.g. making the online channel accessible) several other objectives are being pursued, in particular:

- o an online job-finding service for disabled people;
- o a digital library of information and links on assistive technology products and services;
- o a voice portal as an alternative channel for the online CSC
- o a number of studies and best practice examples for use by public administration and private sector companies in order to develop accessible content in the Greek language.

Access is provided through a dedicated web portal ([www.amea.gov.gr](http://www.amea.gov.gr)) for disabled citizens, which hosts the aforementioned services. The portal also serves

as a point for the dissemination of project results to the wider public, and also provides communication services to improve information exchange and cooperation among users. The project started in April 2007 and will be fully implemented by November 2008. The service itself started operating in June 2008.

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## **Multi-channel Citizen Service Centers**

The Citizen Service Centres are an advanced multi-channel system for the delivery of public services to citizens and businesses, regardless of their digital capabilities, social orientation or locality. It has proven to be a high profile eGovernment service and its impact on citizens and administration alike has been remarkable. Since the opening of the first centre in 2003, the network has grown to more than 1,000 centres nationwide, serving as one-stop-shops where citizens can access a range of government services. The centres provide three access channels: face-to-face, telephone (call centre) and online access. Several thousand citizens every day across Greece can walk in to any of the 1,054 branches of Citizen Service Centres, call the 24/7 call centre or visit the dedicated website in order to carry out their affairs with the various departments in the public domain through this seamless suite of integrated channels. Of the 1,000 or so services offered through CSCs, 35 are available wholly online and some 53 transactions can be completed at least partly online. The focus is on the common transactional elements of eGovernment including services concerning taxation and licensing. The CSC impact on citizens and administration alike has been remarkable, particularly benefiting citizens living in rural and remote areas.

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## **Evaluation Supporting Uses of Technology by Marginalised Young People**

A research and evaluation project has run for some eight years within the Department of Educational Research at Lancaster University, seeking to support groups of young people, including those who are marginalised, with appropriate uses of technology. This project undertakes research and evaluation into the uses of technologies by young people, in order to identify specific benefits to learning, education and employment, and to make these benefits known and accessible to policy makers and practitioners, so that they might focus their initiatives carefully, to enable young people to gain most effectively from access to technologies for learning, education or employment purposes. Although this project does not make or create technology directly, or distribute it, or offer direct financial support to initiatives, evaluation can make a fundamental difference at both policy and practitioner levels. It supports those who make decisions at financial and implementation levels, offers those who implement initiatives insights into effective ways to support those who are marginalised, and offers developers reassurance about their decisions. Across the period of the evaluation and research project, we have explored ways that different groups of marginalized young people can be supported through uses of technologies: young people from low socio-economic backgrounds, recent immigrants or asylum seekers, those who find school attendance difficult, those with social, drug and crime-related issues, those in remote rural areas, those in bail hostels, young people who are living in sheltered homes, or without parents or families, those who are visually challenged and hearing impaired, those from minority cultural backgrounds, those who are reticent or shy at school, and those who are not engaged in education, employment or training. The project has gathered evidence from these young people, and those who work with them, to identify the value that can be brought through uses of technology.

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## **National Strategy for Information Society Development in Macedonia**

This case study describes the process of development of National Strategy for Information Society in Republic of Macedonia 2004-2005, which proved successful primarily due to the inclusive approach involving all relevant stakeholders. Instead of creating just an eGovernment strategy, the project by design provided a national policymaking process, involving experts from all relevant sectors (government, business, education, development, civil society), and enabling high level of citizen participation both through involvement of NGOs and individuals. The resulting documents were adopted unanimously by the President, the Central Government, and the Parliament, with full support by both the government and the opposition. They enabled Macedonia to fulfil numerous pending international obligations, and laid the groundwork for systematic development of information society in the country.

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## Virtual Pharmacy Services for Disadvantaged Areas

Pharmaclick allows all citizens, particularly those living in remote areas, where the maintenance of a real pharmacy is not economically/practically viable, to receive medicinal products through the use of their European Health Insurance Card. Pharmaclick provides medicine dispensation services through the use of specifically designed "Pharmaclick-points" (PiniFarina design) that include automatic storage for main prescriptions, a videoconference device, a scanning device to read prescriptions and collect them for reimbursement. All services are activated by a smart card providing citizen data and security keys. The service allows also the payment using cash or credit/debit cards.

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## eSchool Programme

eEscola aims at making available laptop computers with wireless 3G broadband connectivity to students from 7th till 12th grades, adult trainees within the New Opportunities Initiative ([www.novasoportunidades.gov.pt](http://www.novasoportunidades.gov.pt)), as well as to 'Kindergarten till 12th grade' teachers (i.e., a total target population of more than 750.000). eEscolinha aims at making available the Magalhães laptop computer for students from 1st till 4th grades. The Eescola Programme is mainly financed by 3G Mobile Telecomm Operators, under the terms of their frequency spectrum licensing contracts with the Portuguese State, having as additional Programme Partners several businesses active in the Portuguese ICT market. For teachers and adult trainees in New Opportunities, the offer involves an initial outlay of 150€, plus a monthly broadband rate lower than current market rates. For students, under the eEscola programme, three different pricing schemes are available – the base offer involves a maximum initial outlay of 150€, plus a monthly broadband of 17,5€. Significantly more favorable conditions are available for disabled persons and for low socio-economic status groups. The Programme had (up to now) 3 phases: 1st phase: September 2007 (covering 10th grade students, as well as 'K-12' teachers and adults undergoing training courses in the context of the New Opportunities Programme) 2nd phase: March 2008 (covering students from 10th till 12th grades) 3rd phase: September 2008 (covering students from 1st till 4th and 7th till 9th grades) Additionally, enlargements to new target groups are already in place, like youth and student associations. The Programme also covers strategic EU priorities: - Inclusive eGovernment - ICT and Digital Literacy - ICT and Employment - ICT and community development (social capital). In less than one year 300.000 individuals registered for the eEscola programme and 240.000 laptops were delivered.

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## Last Mile - Suupohjan Seutuverkko Oy

Suupohjan Seutuverkko Oy is a company owned by five municipalities building an open data communication network up to the homes and businesses. Another shareholder with 5 per cent share is TDC Oy. The region is the size of 3152 km<sup>2</sup> and has a population of 30 000. The density is 9,7 inhabitants/km<sup>2</sup> (in Great Britain the density is 277 inhabitants/km<sup>2</sup>). The region has about 50 villages with 50-500 people per village (size around 50 km<sup>2</sup>) and 5 municipality centres. Suupohjan Seutuverkko was founded in 2005 as a result of EU-funded program Last Mile. During 2005-2007 Last Mile covered 45 % of the costs of building internet connections in the villages. Before this our region had many villages without any kind of internet connection. These small villages didn't even get the lowest adsl-connections. Our company was founded to enable the people as well as the companies in those villages to have the possibility to live and function in the place they want to. Without us in time they would have had to move to the downtown areas of bigger places. We have built several kilometres only to reach one single household. Our network is built with the Open Access principle which means that service providers have all equal opportunities in providing their services to fibre customers. Thereby customers are free to choose their service from the operator they prefer. FTTH connection can replace all existing data communication connections, such as the broadband, cable, satellite, digital TV and telephone connection. During 2008-2010 Finland's biggest operator TeliaSonera is taking away its copper network in rural areas. This means that many people who used to have adsl-connection will be left with nothing. With our FTTH connection they will be able to continue their existence in the place they want to.

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## **"New Opportunities" Initiative**

New Opportunities aims at significantly enhancing the relatively low qualification levels of the Portuguese population, which generally involves older generations but also younger people. Thus, the guiding objective for New Opportunities is to bring the general schooling up to the upper secondary education level. The project has two main pillars: 1) Addressing the low levels of schooling (and high drop-out) among young people; 2) Raise the basic qualification levels of the adult population. This requires: a) Structuring the supply of vocational education and training courses to cover a growing number of people in qualifying paths; b) Recognizing (lifelong acquired) competences; c) Stimulating demand, mobilising the Portuguese population to the challenge of lifelong learning.

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## **Discapnet: thematic portal for people with functional diversity in Spain**

Discapnet is a website created to promote social and labour integration of people with disabilities. It contains a wide variety of contents, services and applications oriented to satisfy information needs of people with functional diversity and other related stakeholders. It was created in 2000 and it is cofinanced by the ONCE Foundation and the ERDF. Discapnet is an accessible website, that in 2007 was visited by more than 9 million users and with an average on the 2008 of 1.000.000 of visits a month and more than 74.000.000 visited pages. In fact, it is the world's biggest and most visited website dealing with disability issues.

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## **National Visa Management System**

The N-VIS project will help Macedonia's efforts to modernize its administrative processes as a result of the country's intentions for becoming a part of the EU community. The goal of the N-VIS project is to improve the visa issuing process by both developing a new internet-based solution that will connect the Ministry of Foreign Affairs with its diplomatic and consular offices and providing the necessary technical infrastructure.

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## **USLUGI.GOV.MK**

USLUGI.GOV.MK is centralized and standardized Information Portal for all citizens of Republic of Macedonia which improves access and use of the information from the public sector and provides the citizens with a simple access to the main services of the public administration. At the same time, it promotes online interaction among the citizens and the Government

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## **Electronic Health Registers**

The purpose of the project was to create accurate databases and registers of: drugs, health care institutions, domestic drug producers; wholesale drug distributors, pharmacies and doctors in the Republic of Macedonia. At the same time improve the registration process and increase the possibilities for controlling expenditures and planning within the health sector.

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## **emarketplace.org.mk**

The eMarketPlace portal is hosted and maintained by the Economic Chamber of Macedonia with the sole purpose for more successful promotion of the Macedonian economy. By using services of eMarketPlace portal Macedonian SME's can promote themselves to foreign partners and markets, offer their products, offers and demands. The portal is functioning through the concept of personalization of the web site.

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## **Automatic Assignment of Court Cases**

The Project was a realisation of the idea for making a software solution which will automatically make assignment of court cases to judges, ruling out the possibility for an influence of the human factor on this

procedure. In that way the human and political factor in the assignment of cases to certain judges will be annulled. That decreases the room for manipulation and delay of the court proceedings. The software enables automatic, equal and independent random assignment of cases to judges, according to which each judge will receive equal number of cases, without including any external influences and factors whatsoever, which will contribute to the beginning of an independent and impartial just assignment. The initiative for this solution originated from among the ranks of the judiciary and was supported by the three presidents of the courts of appeals in the Republic of Macedonia. With their help was drafted a detailed specification of the criteria and functions that the software should meet, which was later offered to several information companies.

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## **Free e-Learning Courses for Citizens**

The e-Gov Project, in cooperation with the Institute of Informatics, has developed a free electronic course for learning the basics of ICT. The course is open to all citizens and is free of charge. Citizens can use [www.ucenje.org.mk](http://www.ucenje.org.mk) to learn more about modern technologies and to navigate through the the world wide web (www). The knowledge gained will give allow them to find their way throught the most frequently used office applications. All they need is a computer connect online and log on to

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## **Modernization of the National budgeting process**

The e-Gov Project and the Ministry of Finance desiged and created an e-Budgeting software application that is used for the preparation of the budget for the Republic of Macedonia. The application facilitates the preparation of the budget and improves the dialogue between the Ministry and the budget users and funds. It also improves the possibilities for analysis, planning and revision of the Budget.

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## **Automated Allocation of Cargo Transport Licenses**

The USAID e-Gov Project together with the Ministry of Transport and Communication designed and implemented a software application for electronic issuance of international transport licenses CEMT. This software application provides a simple and modern way for the transport companies to apply online for CEMT licenses, as well as automated data processing and issuance of CEMT licenses for the Ministry of Transport and Communication. In this way all corruptions scandals related to CEMT license issuance in the Republic of Macedonia and controversy will be eliminated.

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## **Import/Export Licenses Online**

The eGov Project assisted the Government of Macedonia in developing and implementing an electronic system for import-export licenses and quotas that will streamline the process to enhance trade. The technical assistance provided through the USAID-funded eGov Project will enable Macedonian companies involved in foreign trade to apply and obtain import, export and transit licenses electronically from any of the fifteen issuing institutions. In addition to licenses and quotas, the system will provide electronic submission and processing of the transit customs declarations. This is another example of the excellent cooperation between the eGov Project and the Government of Macedonia in implementing e-government solutions, which enhance the efficiency and transparency of the public institutions, improving the quality of government services and making Macedonia more attractive to the investment community. The application is part of the Single Window border crossing system implemented by the Customs Administration of the Macedonian Government. During the summer period, the system will undergo pilot testing; the full-range launch of the system is planned for fall 2008.

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## **Online system for distribution of various state benefits**

The Site Builder incorporates all necessary features to check if applications are valid and to calculate the rank list based on the criteria inserted for that specific application. It incorporates all necessary features for

obligatory on-line applications but can be used also if applications have been submitted on paper. It is simple enough for any trained person to adapt to the need of almost any specific distribution purpose.

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## **The System I4Control®**

The system I4Control® represents a novel type of computer periphery, which enables control of a personal computer through the movement of the eyes or the head. Since it emulates the computer's mouse, it provides its user a unique chance to communicate with all installed SW applications by means of his/her eye movements. The main advantages of the I4Control are its simple installation and usage, mobility as well as universality of the system, which can be connected to any computer through the USB interface. Last but not least is its low price.

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## **e-Tax Filing System**

The system gives tax payers a possibility to use a modern, efficient and secure way of filing taxes and reduces the administrative burden on the Public Revenue Office (PRO).

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## **The Microsoft Digital Literacy Partnership**

Microsoft has teamed up with UK online centres, learndirect and OCR (Oxford Cambridge and RSA Examinations) to launch the Digital Literacy curriculum, which provides a free entry-level resource for individuals seeking to develop basic computer and technology skills. The Microsoft Digital Literacy curriculum is a free, easy-to-access course, available online for individuals seeking to develop basic computer and technology skills. It helps people to develop the essential skills they need to use computers with confidence – whether at work or for personal use. The Digital Literacy Curriculum comprises five modules:

- Computer Basics that will introduce learners to the fundamentals of computing, explaining the components of a computer and exploring how to use basic operating systems.
- Learners will be shown the ins and outs of The Internet, finding out everything from browsing web pages and navigating web sites to using search engines and exchanging emails.
- There are Productivity Programmes providing information on the fundamentals of word processing, spreadsheets, presentation software and databases to use in business, education and at home.
- Digital Lifestyles will introduce learners to digital technologies such as how to manage their photographs, videos and music.
- Computer security and privacy will help build confidence in computing by explaining the risks and threats to computer security and privacy so that learners will be able understand and prevent them.

The curriculum is appealing because it offers flexibility for learners; a stepping-stone to higher qualifications; a bridge back into other learning and formal accreditation with OCR. Availability of the curriculum has been extended by a software donation from Microsoft to UK online centres in the voluntary and community sector. Around 500 eligible UK online centres are expected to apply for their share of the estimated £3-6 million software donation over the next six to twelve months

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## **Training multipliers in the field of e-Business support**

The FoCus guidelines and training material give regional actors in the field of e-business policies the opportunity for self-assessing their knowledge in a short amount of time and reflecting on current e-business policies in the region. The aim of FoCus is not offering new approaches but consolidating main findings of various studies on e-business policies. However, FoCus provides not only in depth knowledge on designing, implementing and evaluating e-Business policies but also exemplifies each aspect with good practices from the regions Baden-Württemberg, Piemonte, Valencia and Vysocina.

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## **Net4Voice: New Technologies for Voice Converting in Barrier-free Learning Environments**

Three European Universities, a 6th Form College and a high school, are partners in the project 'Net4Voice' which consists of testing voice recognition techniques and methods within a variety of learning contexts.

Speech-recognition technology can automatically transform a lecturer's speech into digital text in real-time, by generating an electronic transcription of the lesson, or conference material, to be printed or delivered through different devices and channels. The need to support the learning process with non-traditional technologies derives from the fact that teaching material is not easily accessible to users with disabilities in different learning contexts. The exploitation of interactive technologies helps students to learn by doing, receiving feedback, and continually refining their understanding. This facilitates participation in lifelong learning by people with various needs. Net4Voice recognises that education in traditional classrooms is still the most pervasive way to support learning. Nevertheless, there are needs related to accessibility and effectiveness of learning that are not properly satisfied in the traditional classroom. In this regard, traditional face to face (F2F) education, although extremely important and unique, presents constraints due to physical, temporal and cultural barriers that could hinder access to - and the effectiveness of - learning. ICT can be an effective means to raise the quality of educational processes in term of accessibility and effectiveness. The adoption of a universally accessible learning methodology will help to promote a better quality of education for the whole community.

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## **Amsterdam integration counter**

The Amsterdam Integration Counter is a web based application where inhabitants of Amsterdam, The Netherlands can find their way through all services and products provided by the municipality. We translate legislation, rules and regulations into simple text and present it through a very simple live event based menu. The information is presented through text, pictograms and audio (voice over) in order to make the site, and thus the information accessible for functionally illiterates, immigrants, elderly and disabled people and anyone who finds communication with official organizations and institutions a very straining occupation.

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## **NGOs e-participation portal for the EU Council Presidency**

The civil society e-participation portal was established in order to strengthen involvement of the Slovene and European non-governmental organizations into decision-making processes before and during the Slovenian EU Council presidency in the first half of 2008. The "all in one place" portal enabled the NGOs managing policy priorities sections in order to formulate, promote and inform general public, media and governments on their common policy standpoints, initiatives, news, documents and e-participation actions during the Presidency, to network with other NGOs in Slovenia and the EU and to run public on-line pools and informed debates/consultations covering specific topics of the EU Presidency agenda. E-participation processes were formalized by the Agreement between the Government communication office and the portal Predsedovanje.si to encourage an efficient, interactive and transparent informing and consulting of public administration bodies and NGOs. The portal was presented at the live events/debriefings organized by the NGOs during the presidency and opinions given there were published on-line. During the six month presidency, the portal was visited by more than 4.000 internet users per month (more than 25.000 overall), more than 500 news covering the Presidency issues, events and activities related to development cooperation, youth, EU neighbourhood and the future EU priorities were published, 12 moderated on-line debates and 8 on-line polls took place covering topics as intercultural dialogue, climate/energy, intergenerational cooperation and the future of the EU. 160 messages from both NGOs and individual citizens were published during the course and 155 votes were cast. On-line debates and polls inputs were summarized by moderators and sent to the government ministries which prepared one reply so far. The Predsedovanje.si evaluation and information activities are continuing during the French EU presidency. The portal was implemented on the open source CMS platform and uses web 2.0 features such as thematic video content and RSS.

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## **SeniorLearning**

The SeniorLearning system is designed specifically to be targeted at senior citizens. The objective of the project is to design a user-centred e-learning system which offers four online courses for enabling users to learn how to use the Internet and its services. It aims to immerse them in the practical use of the Internet, thus involving them in the Information Society and enabling them to enjoy its many benefits.

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## Latest News

- [EU: eInvoicing: VAT – Review of existing legislation on invoicing](#) 1 September 2008 | EU Institutions
  - [FI: Finnish Finance Ministry awards contract to redesign web portal](#) 29 August 2008 | Finland
  - [UK: Welsh city council turns to Web 2.0 to improve eServices](#) 29 August 2008 | United Kingdom
  - [NL: Dutch young people at risk meet their match](#) 29 August 2008 | Netherlands
  - [EU: Consultation on Public Sector Information Re-use open until 15 September 2008](#) 28 August 2008 | EU Institutions
  - [DE: Increase of users opting for electronic tax declarations](#) 25 August 2008 | Germany
  - [DE: Sachsen-Anhalt backs open source](#) 25 August 2008 | Germany
  - [ES: Cutting red tape electronically](#) 25 August 2008 | Spain
  - [EU: Call for tender - Services Contract for the Maintenance and Upgrade of the ePractice.eu Platform](#) 14 August 2008 | EU Institutions
  - [EU: Now available - New guidelines and training material on successful e-business support measures](#) 14 August 2008 | Czech Republic, Germany, Italy, Spain
  - [EU: European Identity Awards - Call for Proposals](#) 5 August 2008 | Pan European
  - [EU: Commission publishes a number of eGov-related tenders](#) 4 August 2008 | EU Institutions
  - [UK: ePetitions proposed for parliament](#) 4 August 2008 | United Kingdom
  - [NL: Child patient records to be digitised](#) 1 August 2008 | Netherlands
  - [EU: iG 2.0 Award – Call for submissions](#) 1 August 2008 | Pan European
  - [EU: Call for Tender – Study on Internal market for inclusive and assistive ICT](#) 31 July 2008 | EU Institutions
  - [EU: Launch of the online survey on the e-Commission mid-term review](#) 30 July 2008 | EU Institutions
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## EU: eInvoicing: VAT – Review of existing legislation on invoicing 1 Sep 2008

*The European Commission has launched an online consultation to ascertain the views of businesses on the review of the existing legislation on VAT invoicing. In particular, it focuses on matters in relation to VAT and eInvoicing. Interested parties are invited to submit their comments by 19 September 2008 at the latest.*

The consultation is based on an Invoicing Study to be produced for the Commission. The Commission hopes to receive contributions concerning a selection of the [recommendations contained in the Invoicing Study](#) and other recommendations businesses may have. More information is contained in the [consultation paper](#).

Interested parties are invited to submit their comments by 19 September 2008 at the latest. Comments may be sent alternatively by:

- Regular post, to the European Commission, Directorate-General for Taxation and Customs Union, VAT and other turnover taxes, Rue Montoyer 59, office 5/96, B-1049 Brussels, Belgium.
- Fax, to +32-2-299-36-48;
- Email, to [taxud-d1-invoicing@ec.europa.eu](mailto:taxud-d1-invoicing@ec.europa.eu).

The Commission will publish a report summarising the outcome of this consultation as soon as possible after the end of the feedback period. If, for any reason, those contributing wish their comments to remain confidential, they are invited to state it. Otherwise, the European Commission will assume that the contributors have no objection to the subsequent publication of their comments on the European Commission website.

### Further information:

- [Consultation Paper](#)
- [Taxation and Customs Union web pages of the European Commission](#)

- [Recommendations contained in the eInvoicing Study](#)
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## **FI: Finnish Finance Ministry awards contract to redesign web portal** 29 Aug 2008

*The Finnish Finance Ministry has awarded a contract to redesign and further develop its web portal.*

The contract covers the redesign and further development of the eServices and forms sections of the Suomi.fi portal. The winning bidder was a Finnish IT company that provides software development services.

“We expect the section’s presentation and organisation to improve and thus make it easier for citizens to access information and services,” explains Pirkko Romakkaniemi, the web service manager at Suomi.fi. “We also intend to create practical instructions on how to use public services.”

Although it is run by the Finance Ministry, the site – which is available in Finnish, Swedish and English – provides citizens with information on and on-line forms for a wide range of public services, ranging from taxation and pensions to healthcare, housing and education. The portal also offers instructions and an eLearning tool that allow users to practise filling in on-line forms.

### **Further information:**

- [Suomi.fi](#)
  - [DMeurope.com](#)
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## **UK: Welsh city council turns to Web 2.0 to improve eServices** 29 Aug 2008

*Newport City Council plans to tap Web 2.0 technologies to integrate telephone, face-to-face and web channels, using a common technology to deliver an improved ‘experience’ for the citizen and improved efficiency for the Council.*

To achieve this ambitious goal, the council has partnered up with Jadu, a company providing content management and semantic web solutions to the public sector which utilises a range of Web 2.0 concepts specifically designed to enhance citizen engagement and the delivery of web-based content and services. Newport council and Jadu have collaborated on previous projects, including a personalised portal which provides the main point of contact for citizens seeking information or wishing to make an on-line payment.

“We are very excited about the opportunity to implement transformational government at Newport City Council,” enthused Suraj Kika, who heads Jadu.

Explaining the reasons behind the latest drive, Tracy Mckim, the council’s IT infrastructure manager, said: “We were seeking a solution that conformed to best practice web standards with a simple customer interface that enabled efficiency improvements both for the council and our customers.”

To date, Newport City Council’s eGovernment initiatives have provided significant benefits to local residents, including a wider choice of access methods, round-the-clock availability of council services and on-line payment facilities. In response to citizen preferences, the council launched a central contact centre where residents could access all the council’s services via one single telephone number. Today, it handles more than 500 000 queries per year.

Citizens are also able to customise their interactions through such features as enhanced searches, the option to save and return to applications, and citizen membership. The integration of on-line forms with back-office systems, which will occur in the new phase, will enable the council to boost its efficiency.

“We are really pleased with the take-up of the on-line forms so far... The next stage is to implement it with other services in the council and to increase the number of forms available,” explains Mckim.

### **Further information:**

- [PublicTechnology.net](#)
- [Jadu](#)

- [Newport City Council services](#)
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## **NL: Dutch young people at risk meet their match** 29 Aug 2008

*In its first ten months, a new pilot electronic referral system has helped match care workers better to the needs of more than 6 000 young people at risk.*

According to the Youth and Family Ministry, this new matchmaking service has enabled care services to provide young people at risk with better targeted services. The pilot was launched in October 2007 in Rotterdam, Gouda and Almere. Since then, around 43 000 risk reports have been entered into the system. In the case of over 6 000 young people with more than one report, the system alerts the care workers dealing with them and puts them in touch with each other, to help them coordinate the assistance and treatment they provide.

A new bill making it obligatory for all local authorities to use the system is currently being debated in parliament. It is expected to pass into law by the middle of 2009. Until then, social services can sign up on a voluntary basis.

### **Further information:**

- [e-overheid.nl](http://e-overheid.nl)
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## **EU: Consultation on Public Sector Information Re-use open until 15 September 2008** 28 Aug 2008

The European Commission's [online consultation](#) for the purposes of the review of the PSI Directive is open until 15 September 2008.

[Directive 2003/98/EC on the re-use of public sector information](#) (PSI) was adopted on 17 November 2003. It regulates the behaviour of public sector bodies when they act in the market by trading information (e.g. geographical, statistical or meteorological data) or making it available for re-use.

The European Commission has launched this online consultation to gather information from as many sources as possible, including public sector content holders and commercial and non-commercial re-users (universities, NGOs) on their views on different aspects related to the implementation, impact and scope of the Directive. The results of the online consultation will feed into the debate regarding the review of the Directive.

The Commission calls for contributions from the public and all interested parties in response to several points under the three following sections:

- **Implementation and impact of the Directive:**

1. In your opinion, has the Directive been properly implemented and applied in your country and beyond? If so, please indicate ways in which public sector bodies are contributing to facilitating access and re-use of their information. If not so, please give indications on what kind of problems you are encountering when wishing to re-use public sector information.

2. Has the implementation of the Directive resulted in a revised charging policy by public sector bodies? If so, has this had any impact, e.g. on the volume of information downloaded, number of hits, number of re-users registered, etc?

- **Scope of the Directive:**

3. In your opinion would it be appropriate to include cultural establishments, education and research organisations and public service broadcasters, within the scope of the Directive?

4. What would be the impact and societal benefits of including these sectors within the scope of the Directive? What are the problems these excluded sectors may encounter should they be included within the scope of the Directive?

- **Looking ahead:**

5. What technical, organisational, legal and practical measures could be established by national administrations and/or at European level to optimise the re-use of PSI (e.g. efficient dispute settlement mechanisms)?

6. Should legislative amendments be introduced in the Directive to make it more efficient? If so, which ones and why? Would guidelines on proper implementation and application of the Directive be useful?

7. Other comments.

Interested parties are invited to send their comments, suggestions and replies either [online](#), or by email sent to [info-psihelp@ec.europa.eu](mailto:info-psihelp@ec.europa.eu), or by regular post to the European Commission, Directorate-General for Information Society and Media, Unit E4 – Digital Libraries and Public Sector Information, for the attention of Mr. Javier Hernandez-Ros.

**Further information:**

- [Information Society portal of the European Commission – Public Sector Information Homepage](#)
- [Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information](#)

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## **DE: Increase of users opting for electronic tax declarations** 25 Aug 2008

*The number of Germans opting to file their tax declarations on-line rose by 17 % in 2007.*

Some 5.5 million taxpayers in Germany filed their declarations digitally last year, according to a recent parliamentary reply from the federal government. That is a 17 % increase over 2006. However, there is still a long way to go. The total number of tax declarations in Germany was around 26.3 million in 2004, the most recent year for which this figure is available.

The ElsterOnline portal is available for all-digital declarations, which are accepted by most of the country's federal states. Using this system requires only a browser, so the annual downloading and installing of updated declaration programs is not necessary. However, a downloadable annual declaration form, ElsterFormular, is available on a sister site. Currently, the ElsterFormular software supports Windows (Win2000 or above) and Mac OS X (with MS Virtual PC), but not Linux.

The ElsterOnline portal generates an electronic certificate that will be usable with all Elster applications in future.

To encourage further use of Elster, the government plans to introduce a "pre-completed tax declaration form". This service will be provided by tax offices after receipt of the relevant accounts and supporting documents. It is seen as part of a major move into eGovernment by the Federal Finance Ministry. Innovations will include letting taxpayers provide various supporting documents electronically rather than on paper.

**Further information:**

- [ElsterOnline portal](#)
- [ElsterFormular](#)
- [Reply of the German Federal Government on the Electronic Tax Declaration](#)

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## **DE: Sachsen-Anhalt backs open source** 25 Aug 2008

*In its new IT strategy, the German state of Sachsen-Anhalt has prioritised open source software and open standards.*

The accelerated move to open source and open standards is seen as one way of ensuring a unified, secure IT architecture for Sachsen-Anhalt's administration. Up to now, open source software has been used mainly

in the state's back office applications for database, web, proxy and filing and applications servers. Overall, however, "the use of proprietary software is predominant".

The strategy paper points out that a switch to open source "can prevent a relationship of dependence on one supplier in the long run". In addition, "due to the elimination of licensing costs, it represents an economically attractive alternative to commercial products".

Under the new strategy, open source alternatives will be named, where available, for every proprietary software standard. Criteria will be set for the selection of products. To provide a financial incentive for open source use, the current practice of buying proprietary licences centrally and then supplying them at a flat-rate charge to the different administrative services may be reviewed. The administration's central IT service will have the responsibility of helping departments to plan and introduce solutions based on open source.

**Further information:**

- [IT Strategy of the Federal State of Sachsen-Anhalt](#)
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## **ES: Cutting red tape electronically 25 Aug 2008**

*eGovernment techniques feature strongly among 70 measures announced by the Spanish government to boost the economy by reducing administrative burdens.*

This is the second package of measures to be implemented by various Spanish ministries under the government's Plan for the Reduction of Administrative Burdens and Improvement of Regulation. The aim is a 30 % reduction in business – particularly SMEs – red tape by 2012. eGovernment applications are to at the forefront of this drive, and many will also speed up private citizens' dealings with administrations.

One new measure, for example, is the possibility of designating an "electronic domicile" for tax-related correspondence. Companies' inquiries to the tax inspectorate will also be accepted on-line. The telematic transfer of vehicle ownership will become possible via clearing centres. In future, licensing centres will be able to forward electronically the medical certificates needed for the issuing or renewal of driving licences. And for drivers who stray, traffic fines will be payable on-line, as well as via both mobile and fixed-line phones.

Finally, the social security system's treasury service is to get improved electronic access to public bodies' registers and databases. This will enable it to check that businesses are properly registered without having to request documents that the firms have already provided to other administrative departments.

**Further information:**

- [Ministry for Public Administration – Press release](#)
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## **EU: Call for tender - Services Contract for the Maintenance and Upgrade of the ePractice.eu Platform 14 Aug 2008**

*The European Commission has published a call for tenders for the Maintenance and Upgrade of the ePractice.eu platform. The deadline for submissions is 2 October 2008, 4 p.m. CET.*

According to the Tenders Specification, "the implementation and promotion of Good Practice through an online portal as well as facilitating offline sharing and encounters continues to be key issue, and the intention of the European Commission is to update and run a world leading Good Practice Exchange scheme for online electronic services in the public interest across Europe building on the ePractice.eu initiative or other similar European Commission initiatives."

To this end, the Commission proposes a budget estimate of 1.000.000 euros, for a duration of 36 months.

The objectives of the contract are the following: Maintenance of the ePractice technical platform; Upgrade to ePractice 2.0 and Developing and running new services.

In order to understand the nature of the tasks, the Commission invites the tenderers to get fully acquainted with the ePractice portal and its functionalities ([www.ePractice.eu](http://www.ePractice.eu)). A description of the features of the technical platform can be also found in the [ePractice case](#).

**Further information:**

- [Europe's Information Society Thematic Portal](#)
  - Contact: [INFOS-EPRACTICE-PLATFORM@ec.europa.eu](mailto:INFOS-EPRACTICE-PLATFORM@ec.europa.eu)
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## **EU: Now available - New guidelines and training material on successful e-business support measures 14 Aug 2008**

*New guidelines and training material have recently been made available within the framework of the [FoCus project](#).*

The main objective of the project is to foster synergies between public policies in support of eBusiness for SMEs. More precisely, it focuses on development and implementation of trainings for multipliers and capacity building with regard to planning and implementing eBusiness support measures.

The FoCus training provides regional actors in the field of eBusiness policies with the opportunity for self-assessment and reflection of current eBusiness policies in a short amount of time.

The aim of FoCus is not offering new approaches but consolidating main findings of various studies on eBusiness policies. While providing in depth knowledge on designing, implementing and evaluating eBusiness policies, it also exemplifies each aspect with good practices from the regions Baden-Württemberg, Piemonte, Valencia and Vysocina.

### **1. The FoCus training**

The FoCus training has following features:

- A multimedia tutorial – a short overview on success factors of regional e-business policies;
- FoCus quizzes and checklists – test your knowledge!

The above features will refer to the following aspects in detail:

- Policy Background
- Conditions for eBusiness
- Strategies
- Instruments
- Stakeholders - Networking
- Business models
- Marketing and PR | Support measures of multipliers
- Monitoring and Evaluation

### **2. FoCus handbook**

The comprehensive content provided on the website can be downloaded for free. It contains:

- E-Business policy initiatives from the regions;
- Success factors for regional e-business policies exemplified through best practices from the regions Baden-Württemberg, Piemonte, Valencia and Vysocina.

### **3. Face-to-face training workshops and helpdesk sessions in Second Life**

In training workshops participants will be trained in planning, implementing and evaluating e-business policies.

The project results will be presented in [FoCus Final Conference](#) which will take place in the Representation of Baden-Württemberg to the EU in Brussels, on 29 September 2008.

**Further information:**

- [FoCus project](#)
  - [FoCus Final Conference](#)
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## **EU: European Identity Awards - Call for Proposals 5 Aug 2008**

*The organisers of the 2009 edition of the European Identity Conference (EIC 2009) are calling for eGovernment projects submissions for the second edition of the European Identity Awards. The submission deadline is 10 April 2009.*

For the first time in 2008, a number of exceptional projects within the field of identity management received awards during the European Identity Conference held in Munich, Germany, on 22-25 April 2008. The Republic of Austria was the winner of the "Best eGovernment Project" category for their eGovernment initiatives.

The [2009 edition of the European Identity Conference](#), again organised by Kuppinger Cole, will be held in Munich on 5-8 May 2009. The second European Identity Awards will be handed during an evening event within the conference.

There are six awards categories, namely:

- Best innovation in Identity Management;
- Best new standard/improved standard in Identity Management;
- Best project within the last 12 months: Internal use of Identity Management;
- Best project within the last 12 months: B2B use of Identity Management;
- Best project within the last 12 months: B2C use of Identity Management;
- Best project within the last 12 months: Identity Management in eGovernment.

Those interested are kindly asked to make proposals for the latter four categories. Each proposal shall consist of a one page description explaining the project and why the project is, from the submitter's point of view, a candidate for the award. It is worth noting that the project has to have been finalised between May 2008 and April 2009.

Submissions are to be performed [online](#) and will be accepted until 10 April 2009.

Nominees should be available for a best practice presentation during EIC 2009.

**Further information:**

- [EIC 2009 website](#)
  - [Call for proposals](#)
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## **EU: Commission publishes a number of eGov-related tenders 4 Aug 2008**

*The European Commission has launched a number of new calls for proposals related to eGovernment, including benchmarking and eHealth.*

One tender relates to a [study on eHealth strategies](#) – trends, lessons learnt and good practices. The aim of this research project would be to monitor and analyse the implementation of national eHealth strategies against the targets set by the EU's [eHealth action plan](#). With the purpose of reducing the fragmentation of

Europe's eHealth, the study should identify areas where immediate action is necessary. The deadline for submissions is 18 August 2008.

Another call for proposals relates to a framework contract for the [benchmarking of eGovernment activities](#). The EU's i2010 initiative also includes an eGovernment benchmarking framework which covers the availability and sophistication, take-up, and impact of eGov activities. The call "aims to secure the external professional expertise and technical assistance required by the European Commission... in order to pursue its benchmarking activities in the field of eGovernment", the tender document explains.

The call is structured into four separate lots: web-based benchmarking of public services online; support services to benchmark the impact of eGovernment; specific reports and case studies; and impact measurement workshops. The [deadline](#) for submissions is 13 August 2008.

**Further information:**

- [Europe's Information Society website – Open calls](#)
  - [eHealth call for tender](#)
- 

## **UK: ePetitions proposed for parliament 4 Aug 2008**

*The UK government has endorsed recommendations made by the Parliament's Procedure Committee to accept ePetitions through the parliamentary website.*

The endorsement came in a [statement](#) released on 22 July 2008 by Harriet Harman, the leader of the House of Commons, the British parliament's lower chamber. "The government hopes that the House will endorse this way forward, allowing it to take a significant step forward in helping to promote better engagement with the public," Harman's statement read.

The Procedure Committee had originally made its ePetitioning recommendations back in April. These include not only that the Commons begins to accept ePetitions through the parliamentary website, but also that the petitioner's local parliamentarian acts as facilitator, unless they are not able to because of, for instance, their ministerial duties.

If the motion is accepted by members of parliament (MPs), then the House of Commons would follow in the footsteps of the prime minister's office, which has been accepting ePetitions since November 2006. In its first year, more than 29 000 petitions carrying a total of 5.8 million signatures were submitted through the [10 Downing Street](#) website.

Petitions to parliament, which have a higher status than those to ministers, are traditionally presented by the constituency MP and are deposited in a green bag hung behind the speaker's chair. The parliament receives around 100 petitions a year in this manner. The most popular came in 1989 during the ambulance dispute and attracted around 4.5 million signatures.

According to the proposal, electronic petitions will be hosted on the parliament's website for a limited time to enable interested individuals to add their names. Signatories could also choose to receive updates on a petition's progress.

Electronic petitions will need to be relevant to parliament, and petitioners may be required to state that they have taken some previous action to resolve their issue.

**Further information:**

- [Statement of the Leader of the House of Commons](#)
  - [Kable - News article](#)
  - [10 Downing Street website](#)
-

## NL: Child patient records to be digitised 1 Aug 2008

*By the end of 2009, all child healthcare providers in the Netherlands will have to operate using electronic patient records.*

In a letter to parliament, Dutch Minister for Youth and Family André Rouvoet has said that all institutions and bodies dealing with the healthcare of children must be using electronic patient files by the end of 2009.

Such electronic records will help improve the quality of children's healthcare by collecting all the crucial information about a child's medical history in one central document which can be consulted by authorised personnel. Electronic files will contain information on the child, his or her family situation and circumstances.

The introduction of the electronic files will occur in three phases, said Rouvoet. In the first phase, existing paper files will be digitalised. This means that, from the start of 2009, all institutions will have to have started work on the digitalisation process. The second phase involves introducing the necessary data transfer infrastructure. In the final stage, a feasibility study will be carried out to investigate the entire information exchange chain in the children's care sector.

Once the system is up and running, every new child will receive an electronic file during their first contact with a health institution.

### Further information:

- [E-Overheid – News article \(in Dutch\)](#)
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## EU: iG 2.0 Award – Call for submissions 1 Aug 2008

*The Lazio Region (Italy) has launched the 2nd edition of the Award for the most outstanding action or initiative in the field of interoperability (iG 2.0 Award). Submissions are welcome by the deadline of 16 September 2008.*

The iG 2.0 Award competition is organised within the framework of the European Summit on Interoperability in the iGovernment ([ESIIG](#)) whose goal is to share the current practices in the field of interoperability in public eGovernment at local, regional, national and European levels.

The Award is open to a wide spectrum of participants; from public authorities at local, regional, national and European levels to private sector stakeholders with expertise in the fields of ICT and Knowledge/Information Society.

The projects submitted will be evaluated by the ESIIG 2 Technical and Scientific Committee against the following criteria:

- **Innovativeness:** The case must regard the current state of the art in the field of interoperability in the eGovernment, raise issues and propose innovative solutions.
- **Practical results:** If the action has gone beyond the conceptualisation phase and if the planning has brought about a concrete practice experience.
- **Impact:** If the action has been carried out at medium or large scale. A presentation of the evidence of the impact is required. It is important that the author refers to a long-term implementation of the action.
- **Transferability:** The author should provide a detailed description of the aspects that may be applied to other geographical, cultural, administrative fields, as well as the elements that may facilitate or impede its application in those fields.

The list of finalists will be published on 1 October 2008 on the ESIIG website [www.esiig2.it](http://www.esiig2.it), and the Prize will be awarded during the 2nd European Summit on Interoperability in the iGovernment (ESIIG 2) to be held in Rome from 20 to 22 October 2008.

### Further information:

- [More information on the iG 2.0 Award](#)

- [2nd European Summit on Interoperability in the iGovernment \(ESIIG 2\) – ePractice notice](#)
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## **EU: Call for Tender – Study on Internal market for inclusive and assistive ICT**

### **31 Jul 2008**

The European Commission has published a [call for tender](#) whose purpose is to provide a study aimed at deepening the knowledge of the inclusive and assistive ICT market mechanisms and barriers within the EU 27, and to propose ways to overcome these barriers. The deadline for submission is 22 August 2008, 4 p.m. CET.

The two general objectives of the study are as follows:

- Analysis, classification and appraisal of the Assistive Technology ICT (AT ICT) market mechanisms and barriers; technological, legislative, administrative and other mechanisms (and barriers) which directly or indirectly affect the AT ICT market both at EU and national levels. The analysis is to include quantitative indications of the extent to which any barriers affect supply and demand side parameters such as cost and price, profitability, availability, market coverage of the AT ICT sector;
- Addressing the barriers with reasoned proposals for legislative and non-legislative measures at European level, in particular measures aiming to facilitate the establishment of an effective internal market in assistive ICT. The impact of removing barriers on the performance of individual companies on the AT ICT sector must be presented. Scenarios are to be provided as to the effectiveness and efficiency of the proposed policy measures and the benefits for users, industry and authorities.

Further clarification regarding the tender specifications and/or the model contract can be requested by email to [EINCLUSION-TENDERS@ec.europa.eu](mailto:EINCLUSION-TENDERS@ec.europa.eu).

#### **Further information:**

- [Tenders Electronic Daily database](#)
  - [Details of the Call for Tender \(SMART 2008/0067\)](#)
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## **EU: Launch of the online survey on the e-Commission mid-term review**

### **30 Jul 2008**

As the [e-Commission 2006-2010 initiative](#) is now approaching its mid-point, the Directorate-General for Informatics of the European Commission has launched a survey, to assess progress and identify what can be further improved in the application of ICT by the Commission.

This survey is particularly targeted at the Commission's external stakeholders: citizens, businesses and partner administrations. In order to increase the survey response rate, the e-Commission team invites all stakeholders to participate and, furthermore, to forward the survey to their professional contacts, as well as all parties that might be interested.

The procedure is completely anonymous and takes a maximum of 10 minutes to be completed. The survey can be found at <http://ec.europa.eu/yourvoice/ipm/forms/dispatch?form=eCOMMmidterm>.

The resulting benchmark will be published on <http://europa.eu.int/yourvoice> and will help to shape the future ICT strategy of the European Commission.

#### **Further information:**

- [E-Commission 2006-2010 initiative](#)
  - [Online survey on the e-Commission mid-term review](#)
  - [Web site 'Your Voice in Europe'](#)
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## New Factsheets

The 10th Edition of the eGovernment factsheets for Austria, Greece and the Netherlands, as well as the 5th Edition for Iceland and Liechtenstein, are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

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## Latest Publications

- [GL: Improving Technology Utilization in Electronic Government around the World, 2008](#) 17 August 2008 | Africa, Asia, Central and South America, North America, Oceania, Other European countries, Pan European
  - [EU: Consultation workshop on web-accessibility and eAccessibility – Summary of Outcomes](#) 1 August 2008 | EU Institutions
  - [EU: ENISA's new users' guide on how to raise information security awareness - 2008 Edition](#) 1 August 2008 | EU Institutions, Pan European
  - [EU: Conference report – eris@ Annual Conference 2008](#) 1 August 2008 | Pan European
  - [EU: SPreaD - Strategic Project Management Tool-kit for Creating Digital Literacy Initiatives](#) 30 July 2008 | EU Institutions, Germany, Netherlands, Spain
  - [EU: Final Report of the Seniorwatch 2 Study](#) 1 May 2008 | EU Institutions
  - [AT: ABC Guide to E-Government in Austria - Edition of January 2008](#) 1 January 2008 | Austria
  - [FR: The small guide for hotel managers and their webmasters](#) 14 November 2007 | France
  - [UK: Mental Health Treatment Online](#) 1 November 2007 | United Kingdom
  - [EU: Report on eGovernment evolution towards 2020 – July 2007 version](#) 31 July 2007 | EU Institutions
  - [EU: Manchester Ministerial Declaration 2005](#) 24 November 2005 | EU Institutions
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## GL: Improving Technology Utilization in Electronic Government around the World, 2008 17 Aug 2008

### Complete title:

**Improving Technology Utilization in Electronic Government around the World, 2008**

**Description (short summary):** This report reviews the current condition of electronic government and makes practical suggestions for improving the delivery of information and services over the Internet. Using a detailed analysis of 1 667 national government websites in 198 nations around the world undertaken in Summer 2008, this report studies the types of features available online, the variation that exists across countries, and how current eGovernment trends compare to previous years from 2001 to 2008.

Among its significant findings are that countries vary enormously in their overall eGovernment performance. In technology utilization, the United States has fallen behind countries such as South Korea and Taiwan. The most highly ranked eGovernment nations in our study are South Korea, Taiwan, the United States, Singapore, Canada, Australia, Germany, Ireland, Dominica, Brazil and Malaysia. At the other end of the spectrum, countries such as Tuvalu, Mauritania, Guinea, Congo, Comoros, the Former Yugoslav Republic of Macedonia, Kiribati, Samoa and Tanzania barely have a web presence.

Across the world, 50 percent of government websites offer services that are fully executable online, up from 28 percent last year. 96 percent of websites this year provide access to publications and 75 percent have links to databases. More problematic is that only 30 percent show privacy policies and 17 percent have security policies. Only 16 percent of government websites have some form of access for disabled persons, while 57 provide foreign language translation to non-native readers. 14 percent offer the ability to personalize government websites to a visitor's area of interest, while three percent provide PDA accessibility. The remainder of this report reviews these findings in greater detail and closes by making recommendations for more effective use of digital technology.

**Original URL:** [http://www.brookings.edu/reports/2008/0817\\_egovernment\\_west.aspx](http://www.brookings.edu/reports/2008/0817_egovernment_west.aspx)

Number of pages: 32

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## **EU: Consultation workshop on web-accessibility and eAccessibility – Summary of Outcomes 1 Aug 2008**

**Complete title:**

**Consultation Workshop on web-accessibility and e-accessibility (10 June 2008)**

**Summary of Outcomes**

**Description (short summary):** The European Commission, in cooperation with the team of the study "Accessibility to ICT products and services by the disabled and elderly people", convened on 10 June 2008 a consultation workshop with the aim to gather expertise and views in relation to both web-accessibility and general eAccessibility from stakeholders (Member States, users and industry), in order to assess the need for and elements of possible European level action to these issues.

Participants were provided with a briefing paper in advance, outlining the general aim of the workshop as well as particular themes for discussion and available evidence respectively. In conceptual and organisational regard, the workshop was divided into two thematic core parts. While the first and larger part focused on a possible EU-level intervention in the field of web-accessibility, the second part focused on a possible horizontal EU-level approach towards eAccessibility. The present document summarises the outcomes of both these parts.

**Original URL:** [http://ec.europa.eu/information\\_society/newsroom/cf/itemdetail.cfm?item\\_id=4296](http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=4296)

Number of pages: 30

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## **EU: ENISA's new users' guide on how to raise information security awareness - 2008 Edition 1 Aug 2008**

**Complete title:**

**The new users' guide: How to raise information security awareness**

**Description (short summary):** This publication presents an analysis of the main processes to prepare and implement information security awareness programmes in public and private organisations. Each process is analysed and time-related actions and dependencies are identified.

The process modelling presented provides a basis for "kick-starting" the scoping and planning activities and tasks, as well as the execution and assessment of any programme. This paper contains key performance indicators, case studies, template and samples.

The Guide also points out obstacles to success and provides practical advice on how to overcome them during the planning and implementation phases of programmes. In addition, it describes main factors for success of any information security initiative.

With this new guide, ENISA hopes for this new guide to provide a valuable tool to prepare and implement awareness programmes in public and private organisations.

**Original URL:** [http://www.enisa.europa.eu/pages/05\\_01.htm](http://www.enisa.europa.eu/pages/05_01.htm)

Number of pages: 100

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## **EU: Conference report – eris@ Annual Conference 2008 1 Aug 2008**

**Complete title:**

**Conference report – eris@ Annual Conference 2008**

**"Opportunities and Rewards for Regional Development through ICT: New Paradigms – New Challenges"**

**Description (short summary):** The [eris@ Annual Conference 2008](#) was held in Newport, Wales (UK) from 11 to 13 June 2008. This document comes back on the conference themes and debates, which are of vital concern for Europe and its regions, presenting a range of perspectives from regional, national, European and global levels on the opportunities and challenges that regions will face. The event provided participants with the opportunity to gain understanding of the ways regions can contribute to the Lisbon Agenda and to their own development. Lastly, the conference focused on Innovation and Creativity, the critical success factors in the emerging Knowledge Society.

**Original URL:** [http://ec.europa.eu/information\\_society/newsroom/cf/itemdetail.cfm?item\\_id=4297](http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=4297)

**Number of pages:** 26

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## **EU: SPread - Strategic Project Management Tool-kit for Creating Digital Literacy Initiatives** 30 Jul 2008

**Complete title:**  
**Strategic Project Management Tool-kit for Creating Digital Literacy Initiatives**

**Description (short summary):** The SPread toolkit aims to support regional, national and European institutions with regard to the design and implementation of large-scale digital literacy programmes. It offers useful hints to plan, finance, evaluate and sustainably implement such projects.

Within the EU project 'SPread' - Strategic Project Management Tool-Kit for Creating Digital Literacy Initiative - MFG Baden-Württemberg (Germany), Directorate General for Modernisation of the Generalitat de la Comunitat Valenciana (Spain) and CINOP (Netherlands) have joined forces to develop this practical toolkit.

**Original URL:** <http://www.spread-digital-literacy.eu/toolkit.html?&L=3>

**Number of pages:** 48 (DE, EN and ES versions); 47 (NL version)

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## **EU: Final Report of the Seniorwatch 2 Study** 1 May 2008

**Complete title:**  
**Seniorwatch 2**  
**Assessment of the Senior Market for ICT Progress and Developments**  
**April 2008**  
**Final report**

**Description (short summary):** The Seniorwatch 2 study followed up developments in the ICT markets for older people, as they have been observed since 2002 when the first SeniorWatch study was conducted.

In conceptual regard, the analysis relates to three different ICT utilisation contexts that are of particular relevance to the aging population, as follows:

- Usage of ICT in everyday life which is becoming increasingly important when it comes to participating in social and economic processes. This aspect had been extensively addressed by the first Seniorwatch study, which provided strong evidence for the existence of a considerable access and usage gap, as well as multi-layer causes;
- Application of ICT with a view to enhance quality of life and the provision of health and social care to older people. Again, this area was already addressed by the first Seniorwatch study which yielded strong evidence for the existing of a yet largely unmet demand in this area;
- Usage of ICT with a view to enable an older workforce to better cope with working life. This is an area that had not been investigated in detail by the first Seniorwatch study, but some other research suggests that opportunities do exist in this regard.

**Original URL:** [http://ec.europa.eu/information\\_society/newsroom/cf/itemdetail.cfm?item\\_id=4286](http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=4286)

**Number of pages:** 185

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## **AT: ABC Guide to E-Government in Austria - Edition of January 2008** 1 Jan 2008

### **Complete title**

**Administration on the Net - The ABC guide of E-Government in Austria**

Behörden im Netz - Das österreichische E-Government ABC

The document "Administration on the Net – the ABC guide of eGovernment in Austria" serves as an accompaniment to users for eGovernment applications in Austria and equips them with digital know-how in this area. It gives a comprehensive overview of the Austrian eGovernment developments to date, focusing on fundamental concepts, as well as on the legal and organizational frameworks eGovernment is based upon. Dedicated sections provide citizens and businesses with both general overview as well as in depth details in the areas of their interest. In addition, the document provides comprehensive information on the main eGovernment infrastructure components and concepts.

The document has been initially published in German language in January 2008; the English version followed in July of the same year.

**Original URL:** <http://www.digitales.oesterreich.gv.at/site/5618/default.aspx>

**Number of pages:** 137 (German version); 122 (English version)

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## **FR: The small guide for hotel managers and their webmasters** 14 Nov 2007

### **Complete title:**

**The small guide for hotel managers and their webmasters – Good and bad ideas to design a website**

Petit guide à l'usage des hôteliers-restaurateurs et de leurs webmestres – Bonnes et mauvaises idées pour concevoir un site web

**Description (short summary):** In some countries, incentive measures allow hotel managers to adapt their premises to the needs of disabled people, and there is a large amount of technical aids to facilitate their life. However, considering websites of hotels and restaurants, few efforts are made to take into account the different disabilities and to promote the technical adaptations made in the premises.

Most websites do not respect the basic principles of web accessibility, whether the users are disabled or not. It is necessary to inform hotel and restaurant managers and their webmasters so that they can take into account the needs of every potential user of their site. The quality of the information and its presentation are essential to build an inclusive and respectful information society.

The guide begins with general advice which will improve the accessibility of a website for all categories of guests. In the next section, advice is given for each of the four categories of disabilities (visual, motor, hearing, and cognitive). The third part recapitulates all the recommendations and allows managers to evaluate an existing website or to verify that the key points have been taken into account during the design phase. To conclude, the final part gives some references regarding digital accessibility.

**Original URL:** <http://conseil-recherche-innovation.net/the-small-guide-for-hotel-managers-and-their-webmasters>

**Number of pages:** 24

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## **UK: Mental Health Treatment Online** 1 Nov 2007

### **Complete title:**

**Mental Health Treatment Online**

**Description (short summary):** This report is the outcome of work undertaken by Dr. Moira Walker of Bournemouth University, commissioned by the City of London Digital Inclusion Team, to consider the extent, purpose and efficacy of technology in the provision of mental health services in the UK. However, in order to

contextualise UK developments, also work being undertaken in other countries is considered, both historically and currently.

This report looks at the various forms of treatment in use, recent academic studies of the practice, current views and guidance from professional bodies, and examples of use and patient feedback. At the same time it provides a snapshot rather than a definitive document. It is recognised and acknowledged that this is a rapidly developing, complex, ever fluid and ever changing area of study, and hence completeness is not possible.

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

**Number of pages:** 63

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## **EU: Report on eGovernment evolution towards 2020 – July 2007 version** 31 Jul 2007

**Complete title:**

**Bringing Together and Accelerating eGovernment Research in EU: eGovernment evolution towards 2020  
July 2007 version**

**Description (short summary):** Along eGovernment's evolution path, from its early stages until today, citizens and businesses have both experienced a substantial improvement in governments' services and back-office operations, for the benefit of all. The shift from simple governmental web pages in the '90s to integrated web services and the Semantic Web has been largely accelerated by the rapid pace of globalisation on one hand, and extensively supported by technological developments on the other.

Based on an extensive desk research, the current report is aimed at projecting the future of eGovernment in 2020, as seen through the results of the Information Society Technologies (IST) priority in the 6th Framework Programme (FP6), and at creating visions of how the public sector will evolve in Europe. Several scenarios, taking into account different political and socioeconomic environments in 2020, are presented within the evolution space and are subsequently analysed. It is eventually concluded that eGovernment in 2020 will be shaped to a lesser extent by technologies and to a greater extent by socioeconomic conditions and successful implementation of appropriate policies.

**Original URL:**

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

**Number of pages:** 31

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## **EU: Manchester Ministerial Declaration 2005** 24 Nov 2005

**Complete title:**

**Ministerial Declaration approved unanimously on 24 November 2005, Manchester, United Kingdom**  
Déclaration ministérielle approuvée à l'unanimité le 24 novembre 2005 à Manchester, Royaume-Uni

**Authors:**

Ministers of European Union (EU) Member States, Accession States and Candidate Countries and Ministers of the European Free Trade Area (EFTA) Countries, responsible for eGovernment policy, meeting in Manchester on the occasion of the Ministerial eGovernment Conference '[Transforming Public Services](#)' held on 24-25 November 2005 and hosted by the United Kingdom Presidency of the European Council and the European Commission.

**Description (short summary):** Ministers responsible for eGovernment meeting in Manchester on the occasion of the 3rd Ministerial eGovernment Conference signed this Ministerial Declaration on 24 November 2005.

This declaration sets out a new strategic direction for European eGovernment until 2010 in the aim to

include every citizen, business and government in the social and economic benefits IT-enabled public services can deliver.

The declaration sets out four key challenges to governments:

- **No citizen left behind:** To build IT innovatively into policy design, public service delivery, and information provision to actively include the disadvantaged.
- **Effective and efficient government:** To use IT to improve the consumer's experience of public services; reduce costs – especially to business – of dealing with government; improve administrative efficiency; and improve the transparency of government.
- **High impact European services:** To identify and implement services that most benefit the freedom of movement of labour, services, goods and capital. eProcurement has been identified for immediate action because of known benefits for markets, suppliers, and value for money in public purchasing.
- **Simple and secure access to online public services:** To work together at EU level to address the issues of complexity, security and public confidence around electronic authentication to access public services.

This Declaration proposes Member States integrate these objectives into their national strategies for eGovernment, and set out in 2006 the activities they propose in order to meet these goals.

**Original URL:**

[http://ec.europa.eu/information\\_society/activities/egovernment/conferences/2005/index\\_en.htm](http://ec.europa.eu/information_society/activities/egovernment/conferences/2005/index_en.htm)

**Number of pages:** 6 (EN version); 8 (FR version)

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## 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.

- [eInclusion: People with disabilities](#) 25 September 2008 | Brussels (Belgium)
- [Administrative burden](#) 8 October 2008 | Bremen (Germany)
- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)
- [European eInclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)

Co-branding your event with ePractice.eu is possible. Please read our terms at [epractice.eu/workshops](http://epractice.eu/workshops)

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## Upcoming Events

- [CZ: Prague Tests – ePassports 2008](#) 7 - 12 September 2008 | Czech Republic
- [DE: 2nd Workshop on Public Access to Environmental Information in the EU](#) 10 - 12 September 2008 | Germany
- [GR: ENISA-FORTH Summer School in Network and Information Security](#) 15 - 19 September 2008 | Greece
- [FR: Smart Event '08 - Smart University 2008](#) 16 - 19 September 2008 | France
- [FR: Smart Event '08 – World e-ID Conference & demos 2008](#) 17 - 19 September 2008 | France
- [FR: Smart Event '08 - e-Smart conference & demos 2008](#) 17 - 19 September 2008 | France
- [FR: Smart Event '08 - Smart mobility Conference & demos 2008](#) 17 - 19 September 2008 | France
- [BE: Final conference of the eSangathan project](#) 18 September 2008 | Belgium
- [BE: Conference on Cross Border use of eSignature in eProcurement process](#) 18 September 2008 | Belgium

- [IT: ESIIIG 2 – 2nd European Summit on Interoperability in the iGovernment](#) 20 - 22 October 2008 | Italy
  - [DE: E-Invoicing & EBPP – 4th European EXPP Summit 2008](#) 29 - 30 September 2008 | Germany
  - [AT: EDem2008](#) 29 - 30 September 2008 | Austria
  - [UK: Open Standards Forum 2008](#) 30 September - 3 October 2008 | United Kingdom
  - [ES: Public Launch of OSOR.EU](#) 20 October 2008 | Spain
  - [DK: World of Health IT 08 – Conference & Exhibition](#) 4 - 6 November 2008 | Denmark
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## **CZ: Prague Tests – ePassports 2008**

**7 - 12 September 2008**

*ePassports EAC Conformity & Interoperability Tests – ‘Prague Tests’*

The ‘Prague Tests’ event will be held under the auspices of the European Commission, the Brussels Interoperability Group and the European Commission’s Joint Research Centre – Ispra. The key target of ‘Prague Tests’ is to allow European countries to verify the conformity of ePassports with fingerprint biometric data protected by extended access control (EAC). A related target is the verification of the cross-over interoperability of various EAC inspection systems and ePassports.

In addition, tests will be organized in a first attempt to verify process interoperability of EAC PKI infrastructure (according to European Certification policy) for national border inspection systems, including official bilateral exchange of EAC certificates. Non-European Countries issuing BAC ePassports only are obviously welcome to take part in the tests.

The ePassport tests will take place over 5 days and will be split into three main activities:

- ePassports conformity tests (EAC and BAC);
- ePassports and inspection systems cross-over interoperability tests (EAC and BAC);
- EAC PKI process interoperability verification.

The last day of the event will be dedicated to the preliminary presentation of test results and workshop.

Prague Tests will also provide participants with an excellent opportunity to exchange experience between countries while sharing work practice with experts.

In parallel, ‘Prague Tests’ will host the following accompanying activities:

- ePassports conference;
- Working sessions of the Brussels Interoperability Group and Article 6 Committee;
- Companies exhibition of equipment, technologies and services related to ePassports.

Registration can be performed [online](#). The registration fee is €595. Registration closes on **3 September 2008**.

**Country:** Czech Republic

**City/Location:** Prague

**Organiser:** Ministry of Interior of the Czech Republic, Ministry of Interior of the French Republic and French secure documents agency, and the UK’s Identity and Passport Service

**Event website:** <http://www.e-passports2008.org/>

**Contact Email:** [info@e-passports2008.org](mailto:info@e-passports2008.org)

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## **DE: 2nd Workshop on Public Access to Environmental Information in the EU**

**10 - 12 September 2008**

*Sharing Environmental Information – Towards an Integrated Information Space for the Environment in Europe*

This workshop will take place during the Conference "[EnviroInfo 2008](#)" on Environmental Informatics and Industrial Ecology (10-12 September 2008). It is the second in a series of subsequent EnviroInfo workshop meetings that decide upon means and mechanisms for a structured and harmonised "Integrated Information Space for the Environment". As a basis, the Directive on public access to environmental information (2003/4/EC) requires Member States to progressively make available environmental information and disseminate it to the public.

The first workshop dealt with Shared Environmental Information Systems, field studies from three countries and fundamental aspects of building a Single Information Space for the Environment in Europe (SISEE). This upcoming Workshop aims at broadening the scope on the implementation of an Environmental Information Space in the EU member states and on the development of ICT tools for this purpose.

At this Workshop, 8-10 presentations of 15-20 minutes are envisaged. Among other goals, the event is intended to gather methods, tools and good practice cases for research on supranational ICT solutions. All contributions are welcome, which foster the technical, organisational and communicative management for converging environmental information to a European information space. Finally, the scope and agenda for a Union-wide workshop shall be elaborated, bringing together the main stakeholders on the occasion of EnviroInfo Berlin 2009.

All those registered in the main conference can attend the workshop (main conference standard fee is €300 for an early registration – by 30 June 2006 – and €350 for a regular one, there is a student fee of €80). Registration is to be performed online at <http://www.enviroinfo2008.org/registration/htdocs/>.

**Country:** Germany

**City/Location:** Lüneburg

**Event website:** <http://www.enviroinfo2008.org/workshops.php#space>

**Contact Email:** [info@enviroinfo2008.org](mailto:info@enviroinfo2008.org)

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## **GR: ENISA-FORTH Summer School in Network and Information Security**

**15 - 19 September 2008**

*ENISA-FORTH Summer School in Network and Information Security*

The aim of the ENISA-FORTH Summer School is to bring together experts in Information Security, policy members from EU Member States and EU Institutions, decision makers from the industry, as well as members of the research and academic community.

Each year the Summer School will have a special "Theme" which will steer the selection of speakers and guarantee that each year the Summer School provides a fresh look at cutting-edge and interesting topics. The Theme for the 2008 Summer School is "Network Security".

The list of topics for the lectures of the Summer School includes:

- Emerging and Future Threats;
- Security of Network Technologies and Protocols;
- Security in Next Generation Networks;
- Wireless Access Network Security;
- Best Practices in Securing ISP networks;
- Legal/Policy Issues related to Network Security;

- Computer Emergency Response Teams (CERTs) Services;
- Privacy and Anonymity in a Networked World;
- Economic issues of Network Security;
- Case Studies.

Registration is to be performed [online](#). The registration fee is €900, covering the welcome cocktail reception, the gala dinner, morning / afternoon coffee breaks - lunch / dinner throughout the event, full copy of the presentations, wireless Internet access and a variety of social events. Over 100 participants are expected.

**Country:** Greece

**City/Location:** Hersonissos (Crete)

**Organiser:** The European Network and Information Security Agency (ENISA) and the Institute of Computer Science of the Foundation for Research and Technology - Hellas (FORTH-ICS)

**Event website:** <http://www.nis-summer-school.eu/>

**Contact Email:** [admin@nis-summer-school.eu](mailto:admin@nis-summer-school.eu)

## FR: Smart Event '08 - Smart University 2008

16 - 19 September 2008

*Smart University 2008 Advanced educational programme – ‘Sharpening Skills in Smart Card, eID, Mobile Telecoms and Aml Technologies’.*

‘Smart University Advanced educational programme 2008’ is part of the well established ‘Smart Event’, the European Forum for Mobility and Trusted Technologies & Services. The 5th edition of ‘Smart University’, takes place within ‘Smart Event ’08’ on 16-19 September.

The event program addresses young engineers, researchers as well as executives willing to widen and deepen the scope of their knowledge on new technological and strategic issues of Smart Cards, e-ID, and Mobile Telecoms.

The program consists of 6 tracks of 2 days according to a workshop format which enables time for Q&A and for discussions, and a large interactivity between participants, teachers and lecturers. The schedule of these modules allows participants to attend successively 2 modules of their choice.

For each track participants will receive at the end a diploma signed by the teachers and certifying of their active participation to the course.

The 6 educational modules are as follows:

- The art of Java Card 3.0 Programming (Sept. 16-17);
- Identity Management (Sept. 16-17);
- Smart Card & Mobile Telecoms (Sept. 16-17);
- Secure devices: Smart Cards, RFID Tags and Pufs (Sept. 16-17);
- Security Certifications of Software Systems (Sept. 18-19);
- NFC - Near Field Communication (Sept. 18-19).

Registration can be performed [online](#). The [participation fees](#) range from €250 to €1320 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

**Country:** France

**City/Location:** Sophia Antipolis

**Organiser:** eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

**Event website:** <http://www.strategiestm.com/conferences/smartuniv/08/index.htm>

**Contact Email:** [info@strategiestm.com](mailto:info@strategiestm.com)

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## **FR: Smart Event '08 – World e-ID Conference & demos 2008**

**17 - 19 September 2008**

*World e-ID Conference & demos 2008 – ‘The next e-ID Management Technologies & Services’*

‘World eID Conference & demos’ is part of the well established ‘Smart Event’, the European Forum for Mobility and Trusted Technologies & Services. The 5th edition of World e-ID takes place within ‘Smart Event ‘08’ on 17-19 September.

The 2008 edition of ‘World e-ID’, aims to be an opportunity to share vision, see new perspectives and opportunities in the field of eID based on new application standards such as ISO 18013, CEN TC 224, ISO 24727 and new technologies, identify new programs on national and international level and show lessons learned from implementations and projects running. The conference extends the network into the high security community, with all relevant stakeholders, like governments, industries and consultancies.

Again this year, the event features eGovernment representatives and cases from all over the EU. On the opening session, Research and Industry Leaders will address their vision and perspectives.

The event programme includes the following parallel tracks:

- Regional Strategies & Developments;
- eID Standardisation;
- eID Applications;
- Architectural Models & Solutions;
- Border Management Solutions;
- Biometrics.

Moreover, a panel discussion will focus on ‘New prospects on European eID interoperability’. EU funded projects (PrimeLife, STORK) will furthermore be presented by EU Institutions officials.

Registration can be performed [online](#). The [participation fees](#) range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

**Country:** France

**City/Location:** Sophia Antipolis

**Organiser:** eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

**Event website:** <http://www.strategiestm.com/conferences/we-id/08/index.htm>

**Contact Email:** [info@strategiestm.com](mailto:info@strategiestm.com)

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## **FR: Smart Event '08 - e-Smart conference & demos 2008**

**17 - 19 September 2008**

*e-Smart Conference & demos 2008 – ‘The future of Digital Security Technologies’*

‘e-Smart Conference & demos’, is part of the well established ‘Smart Event’, the European Forum for Mobility and Trusted Technologies & Services. The 9th edition of ‘e-Smart Conference’ takes place within ‘Smart Event ‘08’ on 17-19 September.

In the recent years, 'e-Smart' has been enlarged in such a way to embrace the changing landscape of the Smart Card market to cover the entire Smart Security domain. This ensures that the 'e-Smart Conference' platform will be dedicated to reflecting Industry trends.

In particular, the event is open to the participation of world-class security and technology experts from the wireless and contact-less industry leaders, research laboratories and universities, industry associations, international standardisation organisations, and governmental bodies.

The event agenda reflects the enlarging scope of the Smart Security Industry. It features a wide range of parallel sessions focused on the following aspects:

- Trusted Personal Devices;
- Smart Security Software Platforms;
- NFC & RFIDs;
- Evaluation Tools, Methodologies & Penetration Testing;
- Beyond Smart Security;
- Java Card
- Smart Security Breakthrough Innovations.

Moreover, a Common Panel Debate e-Smart & Smart Mobility will be held on the topic 'Towards trusted convergence?'

Registration can be performed [online](#). The [participation fees](#) range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

**Country:** France

**City/Location:** Sophia Antipolis

**Organiser:** eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

**Event website:** <http://www.strategiestm.com/conferences/esmart/08/index.htm>

**Contact Email:** [info@strategiestm.com](mailto:info@strategiestm.com)

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## **FR: Smart Event '08 - Smart mobility Conference & demos 2008**

**17 - 19 September 2008**

*Smart mobility Conference & demos 2008 – 'The Emergence of Trusted Mobile Applications'*

'Smart mobility Conference & demos 2008' is part of the well established 'Smart Event', the European Forum for Mobility and Trusted Technologies & Services. The 1st edition of 'Smart Mobility' takes place within 'Smart Event '08' on 17-19 September.

'Smart Mobility' has been established to focus on the emergence of Trusted Mobile Applications. since by 2010 and beyond, mobile and wireless communications, services and appliances will play a major role in all aspect of citizens and consumers existence, with the scope to improve their personal and professional quality of life. Smart Mobility platform will be dedicated to reflecting Markets and Industry trends at the cutting edge of this new application domain.

In particular, the event is now open to the participation of world-class trustworthy mobility and e-mobility applications, R&D, business & marketing experts from the mobile telecommunication, finance, entertainment, health and transport industry leaders.

During 2 and a half days, over 30 researchers and experts from the whole mobility and security value chain will present the latest technology innovations, share the lessons from trials and live roll-outs, and address their vision for consumers-centric transactions and services that combine:

- Security: Trust+Risks Management+Privacy;
- Mobility: Infrastructure+Protocols+Appliances;
- Convenience: Anything+Anytime+Anywhere.

The Smart Mobility program adopts a dual approach, technologies AND applications issues, thanks to 2 complementary parallel streams, namely 'Smart Mobility Ecosystem' and 'Smart Mobility Applications'.

Registration can be performed [online](#). The [participation fees](#) range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

**Country:** France

**City/Location:** Sophia Antipolis

**Organiser:** eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

**Event website:** <http://www.strategiestm.com/conferences/smart-mobility/08/index.htm>

**Contact Email:** [info@strategiestm.com](mailto:info@strategiestm.com)

## **BE: Final conference of the eSangathan project**

**18 September 2008**

*“Active Seniors in Virtual Workspaces: Methodologies in Social Innovation”*

The final conference of the eSangathan project is intended to be a cornerstone in the policy of Active Ageing Workforce (AAW). The key topics to be addressed during the conference are as follows:

- Active Ageing Workers;
- Collaborative Working Environments (CWE);
- Employment;
- i2010 and the Lisbon Strategy.

Europe has a strategic objective of having 50 % of the 55-64 workers included into the labour market by 2010. Most of the EU Member States are far from reaching that employment rate.

A White Paper drawn by the eSangathan project analyses why such a situation has been reached, and furthermore makes proposals and recommendations to stimulate corporations to be more respectful for their human and intangible assets. The demographical situation obliges also to develop a new way of looking at skills, knowledge and available experience. To do so and attract the 55-64 segment of workers to remain longer active, working conditions should also be reconsidered.

The eSangathan project made the assumption that Collaborative Working Environments (CWE) could improve working conditions and work life balance. The White Paper and the project's findings will be presented during the conference.

In addition to policy presentations, two debates will take place, covering respectively:

- Social aspects of the inclusion of the active aged workers into the labour market;
- Good practices.

Attendance to the conference is open and free-of-charge. The target audience is made of business representatives, policy makers and politicians, social partners and NGOs.

Registration is to be performed [online](#) on the conference website.

**Country:** Belgium

**City/Location:** Brussels

**Organiser:** Distance Expert

**Event website:** [www.esangathan-conference.eu](http://www.esangathan-conference.eu)

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## **BE: Conference on Cross Border use of eSignature in eProcurement process**

**18 September 2008**

*Conference on Cross Border use of eSignature in eProcurement process*

EUROCHAMBRES organises this conference in 18 September 2008 on electronic certificates as a key enabler for eGovernment applications. The cross border use of electronic certificates constitutes a main issue.

In order to address it the eProcurement process of the Commission will be analysed together with a number of relevant issues:

- Authentication in tender procedures
- Signature of contracts online
- Archiving.

The goals of this conference are:

- To initiate a political debate on cross border eTendering with a focus on the EC eProcurement process;
- To identify political and technical challenges for cross border use of eSignature in eProcurement;
- To present electronic signature services offered by Chambers in 14 EU countries; and,
- To propose recommendations for accelerating cross border eProcurement.

The primary target audience will be public authorities and business associations. The invitation will furthermore be extended to businesses, researchers, academics and other specialists of e-Procurement and e-Signature.

**Registration process:** In order to register you may email the [registration form](#) to Ms. Habla Mihoub, Assistant European Affairs, at [mihoub@eurochambres.eu](mailto:mihoub@eurochambres.eu), or fax it at +32 2 230 00 38.

The detailed [Programme](#) of the Conference can be consulted online.

**Country:** Belgium

**City/Location:** Brussels

**Organiser:** Eurochambres

**Event website:** <http://www.wesign.org/news/events>

**Contact Email:** [mihoub@eurochambres.eu](mailto:mihoub@eurochambres.eu)

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## **IT: ESIG 2 – 2nd European Summit on Interoperability in the iGovernment**

**20 - 22 October 2008**

*ESIG 2 – 2nd European Summit on Interoperability in the iGovernment*

ESIG 2 is the second edition of the European Summit on Interoperability in the iGovernment; the [first summit](#) was held on 22-24 November 2006 in Valencia, Spain. An [interim conference](#) also took place last year in Rome, Italy, on 11-12 October 2007.

The Second Summit is intended to be an unprecedented occasion for:

- Enhancing the role of European regions with respect to the priorities of Interoperability as a key element for the efficient, sustainable and equal development of eGovernment and for the creation of an intelligent and innovative European Government, fostering the development of the Knowledge Society, a higher European integration, a substantial increase of competitiveness and productivity of the EU in the international scenario;
- Analysing the European Interoperability Framework produced by IDABC, as a model for the adaptation and comparison of the single European regional frameworks for Interoperability;
- Verifying the state of the art and promoting successful initiatives in the field of Interoperability in Europe;
- Proceeding concretely in the constitution of ERNI (European Regional Network for Interoperability) and the other European tools proposed by the Valencia Declaration.

**The call for papers has been extended until 21 July 2008.** Papers focused on the actions, plans, projects and initiatives in the field of the interoperability in the eGovernment, as well as about the difficulties and priorities to face in order to reach a unique interoperable iGovernment in Europe will be particularly appreciated.

Furthermore, during the Summit, the [iG 2.0 Award](#) will also be given to the most outstanding action or initiative in the field of interoperability.

Participation to the Summit is open and free-of-charge. Registration can be performed [online](#) at the event website.

**Country:** Italy

**City/Location:** Rome

**Organiser:** Lazio Region, Regional Ministry for Consumer Protection and Administrative Simplification

**Event website:** <http://www.esiig2.it/esiig2/index.php>

**Contact Email:** [esiig2@regione.lazio.it](mailto:esiig2@regione.lazio.it)

## **DE: E-Invoicing & EBPP – 4th European EXPP Summit 2008**

**29 - 30 September 2008**

*E-Invoicing and Electronic Bill Presentment & Payment – 4th European EXPP Summit 2008*

The European congress about E-Invoicing and Electronic Bill Presentment & Payment (EBPP) is intended to give companies dealing with E-Invoicing a broad overview and essential know-how for their own E-Invoicing projects.

First-rate speakers from the European Expert Group for Electronic Invoicing, Finnish and Spanish Government, The Netherlands Tax and Customs Administration, Swedbank, Royal Bank of Scotland, British Telecom and many more will report on their successful experiences with E-Invoicing.

Topics to be addressed cover, among others: the optimisation of Procure-to-Pay and Financial-Supply-Chain; Standards; Legal requirements; Market rollout; Interoperability.

Key insights include:

- Market trends and perspectives;
- Workflow-based processing of incoming invoices;
- Electronic Invoicing initiatives of Spanish Banks;
- Value Added E-Services for Shared Services Clients;
- E-Invoicing and VAT management;

- Workflow-based processing of incoming invoices;
- How to break through in B2C E-Billing;
- VAT compliance and E-Signatures;
- Panel-Discussion: Roll-Out Strategies.

In addition, delegates will have access to the exhibition area where 30 of the leading solution and service providers present state-of-the-art E-Invoicing solutions.

350-450 delegates from 30 countries are expected. Registration can be performed [online](#) at the event website. Attendance fees range from €1 050 to €1 400.

ePractice members can profit of **10 % discount** on the registration fee simply inserting "epractice.eu" in the Registration Code field of the registration form.

**Country:** Germany

**Event website:** <http://www.expp-summit.com/>

**Contact Email:** [stephan.mayer@expp-summit.com](mailto:stephan.mayer@expp-summit.com)

## **AT: EDem2008**

**29 - 30 September 2008**

*International Conference for Electronic Democracy*

An event organised by the Centre for e-Government of the Department for Governance and Public Administration, of the Danube University of Krems (Austria) in cooperation with the Vienna University of Economics and Business Administration, the conference EDem 2008 will take place on 29-30 September 2008 in Krems.

Various existing eDemocracy applications encompass the entire democratic process. In this context several questions arise, including:

- To what extent can eDemocracy support and enrich our democracy?
- What and where are the interfaces and methods that can be used to integrate eParticipation in present politics public administration processes?
- How can we ensure that the greatest number of people are reached and are able to use the means of participation?
- How can the modern media support political education?
- How can the Internet increase participation in political discussion?
- What are the limitations and the risks of eDemocracy?

The EDem2008 conference is intended to provide the opportunity to look into these questions and discuss the answers. During the conference, experiences will be collected, examples of good and bad practice analysed, and the State-of-the-Art and future scenarios will be presented and discussed.

The [final programme](#) of the event has been made available.

Participation to the conference will require the payment of a €95 fee. Those wishing to participate as guests should contact [noella.edelmann@donau-uni.ac.at](mailto:noella.edelmann@donau-uni.ac.at) by email. Registration can now be performed [online](#) on the event website.

**Event website:**

<http://www.donau-uni.ac.at/de/departement/gpa/telematik/veranstaltungen/id/11094/index.php?URL=/de/departement/gpa/telematik/11094>

**Venue:**

Danube University of Krems  
Department for Governance & Public Administration  
Centre for E-Government  
Dr.-Karl-Dorrek-Straße 30  
3500 Krems  
Austria

**Contact email:** [noella.edelmann@donau-uni.ac.at](mailto:noella.edelmann@donau-uni.ac.at)

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**UK: Open Standards Forum 2008**

**30 September - 3 October 2008**

*Open Standards Forum 2008 – “Security Challenges for the Information Society”*

In today's Internet and in many large private network infrastructures, heterogeneity and diversity are the rule rather than the exception. Security infrastructures need open standards and interoperability to scale to the huge deployments that are being rolled out. Many security standards support a model where identity authentication, access control, digital signature processing, encryption and key management are provided as services that can be distributed and shared.

The 2008 Open Standards Forum is intended to give those who are evaluating or deploying security infrastructures an opportunity to explore the current and future state of security services, standards and products.

The three days event features a wide range of plenary sessions, keynotes and panels which cover, among others topics: Digital signatures, Security & Access Management, Working across borders; eIdentity, eID interoperability, Privacy & Trust, Federated Technologies etc. For more information, the [preliminary schedule](#) has been made available.

The Forum's program is specifically directed to IT leaders and professionals, including:

- Security Project/Programme Managers;
- IT Architects;
- Lead Designers;
- Identity / access control specialists;
- Information Systems Security Professionals;
- Security Officers;
- Telecom, healthcare, government sector IT specialists.

Advanced registration is open until 29 August 2008 and can be performed [online](#) at the event website. The advanced registration fee is \$500 (approx. €315) for OASIS members and \$800 (approx. €504) for non members.

**Country:** United Kingdom

**City/Location:** Berkshire (near London)

**Organiser:** Open standards consortium OASIS

**Event website:** <http://events.oasis-open.org/home/forum/2008>

**Event email:** [events@oasis-open.org](mailto:events@oasis-open.org)

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## ES: Public Launch of OSOR.EU

20 October 2008

Public Launch of the Open Source Observatory and Repository for European public administrations (OSOR.EU)

The event will mark the official launch of OSOR.EU, the [Open Source Observatory and Repository for European Public Administrations](#), a platform actively supporting the sharing of OSS-based eGovernment applications and experiences across Europe – connecting EU services and Member States.

This one day event is part of the [Open Source World Conference](#) (20-22 October 2008), organised by the Junta de Extremadura and the Junta de Andalucía, Spain.

The day's sessions are dedicated to presenting:

- The OSOR project, platform and services;
- A small panel of users of the platform and the interactions with other European Commission projects related to Open Source.

One separate session will feature a workshop on public procurement and Open source Software. This workshop aims at presenting and discussing the OSOR Guidelines on public procurement and FLOSS (Free Libre Open Source Software). In addition to providing specific guidance on how to handle FLOSS, some of the questions intended to be answered are:

- How is FLOSS treated by public procurement?
- What are the current practices in Member States?

For more information, the [draft agenda](#) has been made available.

Those willing to participate in this event are invited to express their interest [online](#).

**Country:** Spain

**City/Location:** Málaga

**Organiser:** Directorate General for Informatics (IDABC) of the European Commission

**Event website:** <http://ec.europa.eu/idabc/en/document/7735>

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## DK: World of Health IT 08 – Conference & Exhibition

4 - 6 November 2008

*Connecting Leaders in Technology and Healthcare*

Because the adoption of IT in healthcare is a global initiative, this conference will focus on the role and impact of Health IT on the health sector in Europe and other parts of the world, including the Middle East and Africa (EMEA).

The event is being designed by and for clinicians and other health professionals; health IT users and buyers; directors and administrators; informatics professionals; academicians; relevant standardisation and competent authorities on an international level and national level, and vendors such as software and hardware development companies and professional services firms.

Topics to be addressed in the conference include:

- eHealth as a Key Enabler in Integrated Healthcare and Citizen Empowerment;
- Organisational Readiness for Transformation in Healthcare;
- Investing for eHealth Deployment;
- Innovation and eHealth.

The conference will offer the following:

- Keynote addresses by leading healthcare experts, practitioners, and officials from EU and national governments;
- Education sessions about timely healthcare IT trends and issues;
- Best practices and real-world case studies from throughout the EMEA region;
- A trade exhibition where companies can showcase their products/services.

The educational sessions will primarily address experiences from deployed services, and focus on proven benefits in quality and efficiency. The demonstration activities and exhibition will give insight into the practical aspects of IT systems and their connectivity.

All proposals for the call for papers must be submitted [online](#) by Monday, 11 February at 17:00 CET.

**Country:** Denmark

**City/Location:** Copenhagen

**Organisers:** European Commission's General-Directorate for Information Society and Media together with the Healthcare Information and Management Systems Society (HIMSS), the European Institute for Health records (EuroRec), the European Health Telematics Association (EHTEL), the European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry (COCIR) and the Health Information Network Europe (HINE).

**Event website:** <http://www.worldofhealthit.org/>

**Contact Email:** [jbartley@himss.org](mailto:jbartley@himss.org)

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