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European ePractice Newsletter

N. 233 - 6 May 2008

>> Last seats available for eHealth professionals at the Mid-Term workshop

The ePractice.eu portal will celebrate on May 19 a special Mid-Term workshop which aims to bring together professionals from the eGovernment, eInclusion and eHealth domains to discuss best practices in e-transformation from the European perspective. Afternoon sessions discussing cases related to eGovernment and eInclusion are already fully booked, but there are still some seats available for professionals from the eHealth domain, who are specially encouraged to participate in this unique hands-on learning and networking event. The free one-day event will be held in Brussels, with the presence of high-level officials responsible of the eGovernment, eInclusion and eHealth European policies and relevant experts from the private and public sectors. For registration and agenda details visit epractice.eu/workshop/ePracticeMidTerm

>> Article: "Surfing, creating and networking: Tampere City Library drives into the Information Society"

The article describes how the city of Tampere (Finland) faces the challenges of digital divide with its Internet bus Netti-Nysse. The author Elina Harju tells: "In a modern information society like Finland we know that the access to Internet is not enough; the 'everyday Information Society' is about learning, culture, community and meaning. It is about support and interpreters. It is about equal opportunity and constant public commitment." Read the full article at the [European Journal of ePractice](#).

>> CAMSS Info Day

A special event on CAMSS will take place on 28 May 2008, in Brussels. CAMSS, an initiative of the European Commission's IDABC programme, aims at initiating, supporting and coordinating the collaboration between volunteer Member States in the definition of a "Common Assessment Method for Standards and Specifications" and sharing of the assessment study results for the development of eGovernment services. The event will focus on the presentation of CAMSS and its achievements, and will be open to discussion with the stakeholders. More information [here](#).

>> IDABC Event - launch of SEMIC.EU

The Semantic Interoperability Centre Europe project aims to build a platform for interoperability assets and services available to the public sector and its stakeholders in Europe, focusing on semantic (ie. Content) interoperability. The official launch of the [SEMIC.EU](#) website will be in Brussels on June 17. The new virtual communication platform will facilitate the creation of expert communities, and will provide a public web repository on semantic interoperability issues. Learn [more here](#).

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

Latest Cases

- [First Steps in the ICT in Wallonia](#) 5 May 2008 |
- [Tourist information about the Balearic Islands on the Internet](#) 30 April 2008 |

- [Swedish National Guidelines for Public Sector Websites](#) 30 April 2008 |

Editor's Choice of the week: [Project Clauer - Digital certificates in an USB flash memory](#)

First Steps in the ICT in Wallonia

Every year, the AWT organizes a survey on the way Walloon citizens use the ICT. In 2005, the results showed that the people who were not connected were either: - older than 50 years - alone, or adults without children - unemployed or retired - with a low level of education - with living standards under the average. When these people were asked: "How can we convince you of the interest of using ICT" ? They replied: "Show us on television the advantages of using them!" The AWT produced six short TV films showing an actress using ICT and talking about their usefulness : "Juliette, Reine du Net" ("Juliette, Queen of the Web"). At the end of each film, Juliette informs the spectators that they can go to free "digital public spaces" close to their homes, where they can be introduced to and trained in ICT use. They are also told that a free CD-ROM about the ICT usability is available from the AWT. The films were first repeatedly shown on the most popular private television channel in Wallonia during 6 weeks. They have been watched by 825.536 TV viewers, 66,6 % of the target. In a second time, they were shown on the 11 local channels. They were also published on the AWT Web site and broadcast on professional ICT shows and trade fairs. This operation increased the number of visitors on the [www.awt.be](#) Web site, as well as the distribution of the CD-ROM about the ICT usability (60.000 CD-ROM have been given out).

Tourist information about the Balearic Islands on the Internet

Analysing the consumption of and need for tourist information by travellers at different stages of a holiday: that is, before the holiday (preparation), during the holiday and after the holiday (memories and sharing experiences) applied to the Balearic Islands destination. * Analysing the information needs of tourists and travellers in order to improve the competitiveness of the Balearic Islands as a tourist destination through the tourist content published about the Balearic Islands on the Internet, adapted to users' needs. * Applying new technologies and communication to tourist content.

Swedish National Guidelines for Public Sector Websites

The Swedish National Guidelines for Public Sector Websites takes an integrated approach to usability, accessibility and standardization. The purpose of the Guidelines is to support the procurement, development, and maintenance of a website by a public administration so that it offers equal opportunity usage for all citizens. The Guidelines contain criteria which cover the entire lifecycle of a website; from its conception to the publication of live web content. The Guidelines are divided into chapters which can be read separately depending on the reader's role and responsibilities. A survey carried out in February 2007 showed that over 90% of those responsible for public administration websites in Sweden were aware of the Guidelines, with 80% or more actively using them.

Latest News

- [EU: The pulse of eHealth in Europe](#) 6 May 2008 | EU Institutions
 - [RO: Bucharest leads the way in Romania for ePayments](#) 5 May 2008 | Romania
 - [EE: Estonian hospital introduces ePatient portal](#) 5 May 2008 | Estonia
 - [PL: Improving security for eSignatures](#) 5 May 2008 | Poland
 - [BG: Bulgaria crosses a new frontier in border management](#) 30 April 2008 | Bulgaria
 - [HU: Hungarian city offers eGov services by SMS](#) 30 April 2008 | Hungary
 - [EU: ICT Policy Support Programme – 2nd call for proposals now open](#) 30 April 2008 | EU Institutions
 - [IE: Public Health geospatial data system wins Public Service Excellence Award](#) 29 April 2008 | Ireland
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EU: The pulse of eHealth in Europe

The European Commission published last April a pan-European survey on electronic services in healthcare which shows that eHealth applications play a growing role in a doctor's practices.

Entitled 'Benchmarking ICT use among General Practitioners in Europe', the survey finds that 87 % of European doctors use a computer. Of those, 48 % have a broadband connection. Furthermore, European doctors increasingly store and send patients' data such as lab reports electronically –80 % of EU General Practitioners (GPs).

In using such eHealth applications, doctors and medical services have already improved healthcare in Europe through, for example, more efficient administration and shorter waiting times for patients.

However, significant country differences remain as regards the availability and use of ICT. In addition, the survey prescribes the improvement and further development of certain areas such as telemonitoring, electronic prescriptions (used by only 6 % of the EU GPs) and cross-border medical services.

This year the Commission plans to make recommendations on cross-border interoperability of electronic health record systems and will launch, with several countries, a project on cross-border eHealth services for patients traveling within the EU.

Doctors not using ICT cite a lack of training and technical support as major barriers. In order to spread eHealth, they ask for more ICT in medical education, increased training and better electronic networking among healthcare practitioners willing to share clinical information.

Further information:

- [Full press release – Rapid](#)
 - [Final report 'Benchmarking ICT use among General Practitioners in Europe' and 29 country briefs](#)
-

RO: Bucharest leads the way in Romania for ePayments

The City Council of Bucharest's 'Sector 6' has become the first to introduce ePayments for local administrative charges and taxes.

The Romanian capital Bucharest is divided into six administrative sectors (sectoare in Romanian), each of which has their own mayor and council, with responsibility over various local services and infrastructure. As from the end of April, residents of Sector 6 have the option of paying for their local taxes and services on-line, using a bank card.

This is thanks to the integration of the City Council's IT system with the Virtual Payment Office system developed by the [Ministry of Communications and Information Technology](#) (MCIT). This action was intended both to make the back-office more efficient and to improve the quality of public services (front office). The new integrated system was inaugurated on the 22 April 2008.

Commenting on the initiative, the Romanian Secretary of State for Information Technology Zoltán Somodi noted that: "The launch of the integrated IT system represents an important step towards the concept of modern city hall in Romania. All local administrations will see the administration of Sector 6 as an example to follow for the future payment of taxes and fees in a simple and transparent way."

Further initiatives to support the introduction of IT in public administration are expected to be announced later this year, when the Romanian Ministry of Communication and Information Technology will be launching a series of calls for proposals, worth an estimated €75 million, for the development and improvement of eGovernment, eLearning and eHealth activities.

Further information:

- [Ministry of Communications and Information Technology – Press release \(in Romanian\)](#)
 - [More about the Virtual Payment Office](#)
 - [News article \(in Romanian\)](#)
-

EE: Estonian hospital introduces ePatient portal

In order to serve its patients better, the East Tallinn Central Hospital has become the first in Estonia to introduce an ePatient portal.

The iPatsient (ePatient) portal, which started its pilot phase in November 2007, has just come fully on-line. With this milestone, East Tallinn has become the first hospital in Estonia to introduce such a system. So far, nearly 1 000 people have used it. It is the forerunner of the eHealth project set to start nationwide this autumn.

Patients can access the [portal](#) from the hospital's [website](#). For security reasons, an ID card is required to log in to the system – this is the only form of authorisation that can guarantee the full security of medical records. Through the portal, patients can view their medical records, book doctors appointments and pay consultation fees. It is also possible to order an appointment reminder via SMS or email or both.

The software for the portal was developed as a collaborative effort between the hospital and GenNet Laboratories. A special is available to demonstrate the use of the portal, in addition the employees of the hospital can help interested patients to familiarise themselves with the system.

Further information:

- [Delfi e-eesti news \(in Estonian\)](#)
 - [iPatsient portal \(in Estonian\)](#)
 - [Website of the East Tallinn hospital \(in Estonian\)](#)
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PL: Improving security for eSignatures

The [CERTUM](#) General Certification Authority in Poland, the official centre for the certification of eSignatures and the verification of electronic documents, is recommending the eNotarius validation service.

The [eNotarius](#) service, developed in Norway, is currently available, through CERTUM, on a non-commercial basis, to all users in possession of a qualified CERTUM certificate. For commercial services, however, it is necessary to first sign a contract with the suppliers, Unizeto Technologies SA.

At present, legal provisions for the use of eSignatures in Poland and the EU provide for the use of several different standards and technologies for the creation of eSignatures. This has an impact on procedures for the validation of eSignatures which are, as a result, rather complex. CERTUM has selected eNotarius as its system of choice for the validation of eSignatures and verification of PKI status.

The eNotarius service is based on the DVC (Data Validation and Certification) server, in accordance with the certification policy set out in the Polish Act on Digital Signature. It is currently being audited by the Polish Minister of Economy and is listed in the registry of qualified services relating to eSignature.

Further information:

- [Qualified Certification Authority Unizeto CERTUM](#)
 - [eNotarius](#)
 - [eGov.pl – News article \(in Polish\)](#)
-

BG: Bulgaria crosses a new frontier in border management

Bulgaria has introduced a pioneering new electronic system to expedite flow at one of its main border crossings.

Border controls at the EU's external frontiers include a number of checks carried out by different agencies, including border police, customs agencies, as well as road and health authorities. Thus, if not properly organised, border-crossing points (BCPs), especially road ones, may become bottlenecks in the international supply chain.

Zlatarevo is an important BCP between Bulgaria and FYR Macedonia. This makes it one of the main EU gateways to the western Balkans. BCP Zlatarevo recently introduced a local IT system which integrates and accelerates processing of incoming and outgoing vehicles by the border agencies operating within the BCP.

The system is centred on an electronic tool called 'Single Fiche' (also known in other Member-States as a 'circulation sheet'). Once the vehicle enters the BCP area, the driver receives a memory stick (the Single Fiche), on which each border agency uploads the results of its processing together with any amounts to be paid (such as customs duties, road fees, etc.). Finally, the memory stick is submitted to the local bank office for the driver to pay all amounts accrued on the Single Fiche in a single transaction.

No vehicle can leave the BCP area until the properly discharged Single Fiche is returned at the final checkpoint.

Bulgaria is one of the pioneers in introducing this modern border management model. First installed at BCP Lesovo (at the border with Turkey) in 2006, the Single Fiche system has demonstrated serious benefits, including faster processing, shorter waiting times, a strong deterrent against corruption and more revenue to the national/EU budget.

In a recent report on the progress achieved by Bulgaria in the context of the Co-operation and Verification Mechanism, the European Commission praised the Single Fiche system as a good practice and serious anticorruption measure.

Further information:

- [Council of Ministers of the Republic of Bulgaria – Press release \(in Bulgarian\)](#)
-

HU: Hungarian city offers eGov services by SMS

Békéscsaba municipality, in south-eastern Hungary, has become the latest local authority to offer round-the-clock wireless eAdministration services.

The rate of penetration of the Internet in the Hungarian market is still relatively low and this acts as a major obstacle to using web-based eGovernment services. On the flip side, mobile phone penetration is close to 100 %, so this seems to be the real alternative to provide such services for the time being.

Following in the footsteps of early pioneering cities (such as Budaörs, Érd and Debrecen) where local authorities offer various SMS-based services, Békéscsaba, a county seat close to the Hungarian-Romanian border, also introduced such eGovernment service on 15 April 2008. Citizens do not need to be technologically savvy to use this cheap and user-friendly service. For the time being, services offered cover the document office (ID cards, addresses, driving licences, vehicle registration and number plates, etc.), taxation and social policy.

After sending the word 'WAP' – short for wireless application protocol – to a designated number, citizens can start browsing a menu system and read about requirements, necessary documents, stamp duties and fees. Once they are sure about what they need to do and how, they can make an appointment and only need to show up five minutes before the agreed time. In order to speed up the process, they can also provide data over the phone in advance. In case there is a need for a specific form, they can specify an eMail address to which the office can send the form. Completing the form in advance also saves time.

Using this new service, citizens can really enjoy a hassle-free, fast and "one-stop-shop" service at their municipality, even when they are on the go. The telecoms service provider already has plans to introduce this service in Budapest in the near future.

Further information:

- [Prim Online – News article \(in Hungarian\)](#)
 - [Website of Békéscsaba \(in Hungarian\)](#)
-

EU: ICT Policy Support Programme – 2nd call for proposals now open

The second call for proposals of the ICT Policy Support Programme opened on 29 April 2008 following the adoption of the related Work Programme for 2008. This call will close on 9 September 2008.

The ICT Policy Support Programme (ICT PSP) is one of the three multi-annual specific programmes that structure the 'Competitiveness and Innovation Framework Programme' (CIP). Running for the years 2007-2013, CIP aims to encourage the competitiveness of European enterprises, in particular small and medium-sized enterprises (SMEs). CIP supports among others a better take-up and use of ICTs, as well as the development of the Information Society.

The [ICT PSP Work Programme for 2008](#) has been recently approved by the European Commission. Among other objectives, ICT PSP aims to help to "overcome the hurdles hindering the development of an information society for all in support of the i2010 goals" and to "develop markets for innovative ICT-based solutions notably in areas of public interest."

The indicative budget of the second call for proposals amounts to €39 million. Proposals are called for under three main themes, namely:

- ICT for user friendly administrations, public services and inclusion;
- ICT for energy efficiency and sustainability in urban areas;
- Consensus building, experience sharing on Internet evolution and security.

The evaluation of the proposals, assisted by independent experts, will take place in early October 2008. Communication of selection results to proposers and start of negotiations are foreseen for November 2008.

Further information:

- [ICT PSP website](#)
- [Details of the second ICT PSP call for proposals](#)
- [ICT PSP Work Programme for 2008](#)

IE: Public Health geospatial data system wins Public Service Excellence Award

'Health Atlas Ireland' is an open source Geographical Information System (GIS) which enables both health services planning and health data analysis. The project received a Public Service Excellence Award 2008 from Ireland's Prime Minister Bertie Ahern on 18 April.

The Health Atlas Ireland project is led by the health public sector ([Health Service Executive](#) - HSE) in partnership with two universities. It is grant aided by the Health Research Board as well as the Health Protection Surveillance Centre, Ireland's specialist agency for the surveillance of communicable diseases.

Health Intelligence, a sub-directorate of Ireland's Population Health service within the HSE in charge of providing official health information reports that "Health Atlas Ireland exploits the potential of integrating geographical information system technologies, health datasets (census, HIPE, mortality etc) and statistical computations in a web-enabled and open source environment".

The purpose of the system is to "provide role-based access to 'health mapping' across the sector in support of service planning, epidemiology, emergency responding and research" Health Intelligence indicates.

Reporting on the award of the prize, non-profit network Zea Partners informed that "Health Atlas Ireland was selected among dozens projects for its innovation capacity and its technical perfection", being "an innovative project that greatly improves the quality and the efficiency of services delivered by health services." This network also deems Health Atlas Ireland easily transferable to similar foreign authorities due to its considerable replication potential.

Further information:

- [Health Service Executive](#)
 - [More on 'Health Atlas Ireland' at the Health Intelligence website](#)
 - [Irish 'Public Service Excellence Awards 2008' - List of award winning projects](#)
 - [Full press release – Zea Partners](#)
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New Factsheets

The 9th Edition of the eGovernment factsheets for Belgium and Portugal is now available online. We invite you to visit [the relevant section](#) at the portal for regular and/or ad hoc updates related to the factsheets

Latest Publications

- [EU: Benchmarking ICT use among General Practitioners in Europe](#) 25 April 2008 | EU Institutions, Iceland, Norway
 - [EU: General fact sheet 35 on i2010](#) 18 April 2008 | EU Institutions
 - [EU: General fact sheet 09 on eHealth Policy and Research - ICT for a healthier EU](#) 18 April 2008 | EU Institutions
 - [EU: Legally eHealth: Putting eHealth in its European Legal Context](#) 10 April 2008 | EU Institutions
 - [EU: eGovernment Indicators System](#) 1 April 2008 | Pan European
 - [HU: Yearbook for mGovernment players in Hungary – 2007 Edition](#) 30 October 2007 | Hungary
 - [INT: Classifying Information and Communication Technology \(ICT\) Services](#) 1 March 2007 | International Organizations
 - [BE: Intergovernmental cooperation agreement for an integrated eGovernment](#) 30 September 2006 | Belgium
 - [INT: Guide to Measuring the Information Society](#) 8 November 2005 | International Organizations
-

EU: Benchmarking ICT use among General Practitioners in Europe

Complete title:

Benchmarking ICT use among General Practitioners in Europe – Final Report

Description (short summary): This pan-European survey on electronic services supporting healthcare (eHealth) takes the pulse of eHealth in Europe. It was conducted for the European Commission in the third quarter of 2007, and it involved almost 7 000 EU doctors (General Practitioners – GPs).

Among other findings, the study shows that eHealth applications have a growing role in the doctor's practices. However significant country differences remain regarding the ICT availability and use across Europe.

Original URL: http://ec.europa.eu/information_society/eeurope/i2010/benchmarking/index_en.htm

Number of pages: 116

Related article: [EU: The pulse of eHealth in Europe](#)

EU: General fact sheet 35 on i2010

Complete title:

General fact sheet 35:

i2010 – Strategy for an innovative and inclusive European Information Society

Description (short summary): The i2010 strategy brings together all European Union policies, initiatives and actions that aim to boost the development and the use of digital technologies in every day working and private life.

These technologies - also known as information and communication technologies (ICT) – make a positive contribution to economic growth, job creation and the enhancement of the quality of life. i2010 is part of the Lisbon strategy to make Europe a more competitive and dynamic knowledge-driven economy.

This factsheet presents the strategy, its achievements and the direction it is taking at mid-term (2008).

Original URL: http://ec.europa.eu/information_society/index_en.htm

Number of pages: 2

EU: General fact sheet 09 on eHealth Policy and Research - ICT for a healthier EU

Complete title:

**General fact sheet 09:
eHealth Policy and Research – ICT for a healthier EU**

Description (short summary): The eHealth industry is growing fast. Thanks to the new electronic services it provides, healthcare is becoming more efficient. As a result, healthcare professionals and patients can now get quicker and easier access to vital health information.

This factsheet defines eHealth and presents its policy context. It thus introduces the EU's eHealth Action Plan, as well as the present/upcoming actions and research initiatives while announcing the major future events.

Original URL: http://ec.europa.eu/information_society/index_en.htm

Number of pages: 2

EU: Legally eHealth: Putting eHealth in its European Legal Context

Complete title:

**Legally eHealth: Putting eHealth in its European Legal Context
Legal and regulatory aspects of eHealth
Study report March 2008**

Description (short summary): Key to the success of the eHealth initiative is a debate at regional and national level concerning the conflicts about whether and to what extent the current legislation regarding eHealth interferes with public health policy. Legal liability and jurisdictional certainty are at the heart of this discussion, as well as cross-border provision on healthcare. The aim of this booklet is to present an overview of how the current EU level registration can meet demands of regulating the emerging eHealth markets of Europe.

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

Number of pages: 21

EU: eGovernment Indicators System

Complete title:

eGovernment Indicators System

Description (short summary): The eGovernment infobarometer came into being due to the need of studying the impact that the new Information and Communication Technologies have on the Public Administration. This study allows the observation and measurement of various processes and proceedings that do not only affect the civil service, but also the population they provide service to.

Original URL: <http://www.cevalsi.org>

Number of pages: 18

HU: Yearbook for mGovernment players in Hungary – 2007 Edition

Complete title:

M-Government Study Group (MGSG) Yearbook 2007

MGSG Yearbook 2007 a Mobil-közigazgatási Információs Egyesület Évkönyve

Description (short summary): The 2007 Edition of the Yearbook of the M-Government Study Group (MGSG) reports on advances made in Hungary in both the eGovernment and mobile government (mGovernment) fields. It furthermore introduces new organisations and initiatives, in the spirit of cooperation within these fields.

This issue concentrates on developments and scientific achievements between the Autumn of 2006 and the late Autumn of 2007. A new feature of this issue provides news on higher education, a roundup of news on new milestones and listings of major conferences, as well as relevant new books.

Original URL: <http://www.mgsg.org>

Number of pages: 76

INT: Classifying Information and Communication Technology (ICT) Services

Complete title:

Classifying Information and Communication Technology (ICT) Services

Description (short summary): This document defines (classifies) ICT services. This classification is part of a set of related definitions that also includes one for the ICT sector and another for ICT goods. Together these definitions are meant to support the production of a variety of statistics, including but not limited to, measures of ICT outputs, ICT investments and ICT trade.

Original URL: <http://www.oecd.org>

Number of pages: 21

BE: Intergovernmental cooperation agreement for an integrated eGovernment

Complete title:

Cooperation agreement between the Federal State, the Flemish, French-speaking and German-speaking Communities, the Flemish Region, the Walloon Region, the Brussels-Capital Region, the French Community Committee and the Common Community Committee regarding the principles of an integrated e-Government, as well as the building, use and management of developments and services of an integrated e-Government

Zusammenarbeitsabkommen zwischen dem Föderalstaat, der Flämischen, Französischen und Deutschsprachigen Gemeinschaft, der Flämischen Region, der Wallonischen Region, der Region Brüsselhauptstadt, der Französischen Gemeinschaftskommission und der Gemeinsamen Gemeinschaftskommission über die Grundsätze eines Integrierten e-Governments und den Aufbau, die Benutzung und die verwaltung der Entwicklungen und Dienstleistungen eines integrierten e-Government

Accord de Coopération entre l'Etat Fédéral, les Communautés Flamande, Française et Germanophone, la Région Flamande, la Région Wallone, la Région de Bruxelles-Capitale, la Commission Communautaire Française et la Commission Communautaire Commune concertant les principes pour un e-Gouvernement intégré et la construction, l'utilisation et la gestion de développements et de services d'un e-Gouvernement intégré

Samenwerkingsakkoord tussen de Federale Staat, de Vlaamse, de Franse end de Duitstalige Gemeenschap, het Wlaamse Gewest, het Waalse Gewest, het Brusselse Hoofdstedelijke Gewest, de Franse Gemeenschapscommissie en de Gemeenschappelijke Gemeenschapscommissie betreffende de principes voor een geïntegreerd e-Government en de bouw, het gebruik en beheer van ontwikkelingen en diensten van een geïntegreerd eGovernment

Description (short summary): Cooperation agreement between the different levels of authority in Belgium (federal, regional, community) for the development of an integrated eGovernment. The agreement also provides the basic principles that need to be applied for achieving such integration.

This agreement is the second of its kind. It indeed re-conducted and enhanced the [first eGovernment cooperation agreement](#) of March 2001.

Original URL: <http://www.belgium.be>

Number of pages: 13

INT: Guide to Measuring the Information Society

Complete title:
Guide to Measuring the Information Society
Complete 2005 version

Description (short summary): This guide gathers the definitions and methodologies for the measurement of the information society, the information economy and electronic commerce.

Original URL: <http://www.oecd.org>

Number of pages: 208

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.

- [ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)
- [eHealth Management](#) 9 June 2008 | Barcelona (Spain)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [ICING workshop](#) 26 June 2008 | Barcelona (Spain)
- [eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)
- [Administrative burden](#) 23 October 2008 | Bremen (Germany)
- [European eInclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)

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

Upcoming Events

- [UK: GIS in the Public Sector: the Countdown to INSPIRE](#) 14 May 2008 | United Kingdom
- [GR: Conference on 'Bridging the digital divide in Rural Communities'](#) 15 - 16 May 2008 | Greece
- [BE: Workshop 'eParticipation in Europe: current state and potential'](#) 16 May 2008 | Belgium
- [IT: Workshop 'Towards the constitution of the IGF Italia'](#) 19 May 2008 | Italy
- [GR: International workshop on 'Future skill needs in health care'](#) 22 - 23 May 2008 | Greece
- [UK: 3rd eVoice International Forum on eDemocracy](#) 22 - 23 May 2008 | United Kingdom
- [BE: IDABC CAMSS Info Day](#) 28 May 2008 | Belgium
- [BE: Consultation meeting on FP7 'ICT for governance and policy modelling'](#) 28 May 2008 | Belgium
- [UK: Shared Services in the Public Sector 2008](#) 4 June 2008 | United Kingdom

- [BE: SEMIC.EU Launch Conference](#) 17 June 2008 | Belgium
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UK: GIS in the Public Sector: the Countdown to INSPIRE

14 May 2008 | United Kingdom

Geographical Information Systems (GIS) in the Public Sector: the Countdown to INSPIRE

The European Union's INSPIRE Directive lays down the ground rules to enable spatial data from separate databases to be combined seamlessly and to be made widely available, paving the way for all geospatial data to be shared by public bodies across the EU. This directive is set to come into full force in the UK in May 2009.

The objective of the GIS in the Public Sector event is to inform on the implications of the INSPIRE directive. Expected attendees are representatives from the public or private sectors involved in the collection, management and use of geospatial data.

Bookings can be performed [online](#). The public sector delegates fee is £295 +VAT (approx. €376 +VAT) and it is £395 +VAT for private sector delegates (approx. €504 +VAT). A £100 discount (approx. €127) is granted to those registering until 11 April 2008.

Venue: Royal Institute of British Architects
66 Portland Place
London W1B 1AD

Event website: <http://www.headstar-events.com/gis08/>

Event email: claire@headstar.com

GR: Conference on 'Bridging the digital divide in Rural Communities'

15 - 16 May 2008 | Greece

Bridging the Digital Divide in Rural Communities – Practical solutions and policies

The "Urban/rural digital divide" refers to those set of people without an enhanced data capability which will lead them to be unable accessing the expected benefits of information and communication technologies, particularly in relation to health and education.

This divide concern is seen to be greatest in relation to those living and working in rural and remote areas since the lower rates for data access for these consumers place them at a disadvantage in comparison to metropolitan consumers. For these citizens the problems of missing infrastructures, incentives and computer literacy (the factors leading to the digital divide) are bigger and more difficult to solve.

In this context, The "Bridging the Digital Divide in Rural Communities" international Conference is bringing together academics, agents of applied research, field practitioners, and policy makers from Europe and beyond, who share an interest in promoting the utilization of Information and Communication Technology (ICT) Services by rural citizens of all ages.

Conference participants will present the outcomes of their applied projects or academic endeavours, share their experiences from this work, and discuss towards drawing common conclusions and formulating recommendations for the future. Particular emphasis will be placed on bringing academic research and field-based initiatives and projects into close contact, mutually productive and beneficial exchange.

Speakers will include, among others, renowned international academics and EU representatives. A limited number of papers will be selected and presented, covering the following aspects of the Digital Divide problem in rural territories:

- Support mechanisms;
- Infrastructure;

- Services;
- Education - Training - Lifelong Learning.

Deadline for submitting papers is 7 March 2008. Participation to the event is open to all and free-of-charge.

Venue: Athens

Event website: www.teleaccess.org/conference

Event email: digitaldivide@ea.gr

BE: Workshop ‘eParticipation in Europe: current state and potential’

16 May 2008 | Belgium

1st project workshop-eParticipation at European level: current state and potential

The workshop is organised by the European eParticipation Study, a project funded by the European Commission. The major focus of the European eParticipation Study is eParticipation used by European level organisations, including the European Commission, European Parliament, Council of Europe, as well as trans-national civil society networks and other forums, political parties and interest groups.

The main issues to be covered in the workshop are:

- Initial views of the major factors shaping eParticipation across Europe, the main benefits of eParticipation at this level, and an overview of the state of play amongst the European level and other trans-national organisations in Europe;
- A framework for understanding and evaluating eParticipation initiatives and comparing good practice case studies in order to highlight what works and what does not work in eParticipation;
- A number of invited short case study vignettes and demonstrations designed to illustrate what is happening at European level today.

Those wishing to register may go to the project website (<http://www.european-eparticipation.eu/>), clicking on “Workshops” and then on “Please register here” for the first workshop.

Participation in the workshop is free-of-charge but places are very limited. Therefore those interested are requested to confirm their participation as soon as possible and not later than by 9 May 2008. Further workshop details will be sent to registered persons.

Those wishing to make a presentation may mention it in the comment field in the online registration form.

All of those interested in eParticipation issues are furthermore invited to visit and join for free the ePractice community "eParticipation and eDemocracy Network" (<http://www.epractice.eu/community/eParticipation>) where a lot of activity is already taking place.

Event website: www.european-eparticipation.eu

Event email: N/A

IT: Workshop ‘Towards the constitution of the IGF Italia’

19 May 2008 | Italy

The Internet System: 'Towards the constitution of the IGF Italia'

The main objective of ISOC Italy is to sensitize the Italian Internet community on the Internet Governance. This one-day workshop aims at consulting all interested parties on related issues.

The topics to be discussed during the event are on the following subjects:

- Critical Resources;

- Access;
- Diversity;
- Openness;
- Security;
- Emerging Issues;
- Internet Bill of Rights.

Registration to the event is available [online](#) and participation is open to all and free-of-charge.

Venue: Conference Room of the National Research Council
Piazzale Aldo Moro, 7
00185 Rome

Event website: http://www.isoc.it/index.php?option=com_content&task=view&id=341&Itemid=463

Event email: web@isoc.it

GR: International workshop on 'Future skill needs in health care'

22 - 23 May 2008 | Greece

International workshop on 'Future skill needs in healthcare'

The aim of this workshop is to identify the key trends and future skill needs in the health care sector. It will look in particular at interaction between technology, ICT and skill needs, management of health care and education and training needs in the sector.

By doing so, the workshop attempts to enhance an evidence based development and policy-making at both national and European levels. More information can be found on the draft outline and agenda that are available at the event website.

Participation to the workshop is free-of-charge. The registration form is to be returned by 30 April 2008 either by email to roula.panagiotou@cedefop.europa.eu and/or yvonne.noutsia@cedefop.europa.eu or by fax: +30 2310 490 117.

Venue: European Centre for the Development of Vocational Training (Cedefop)
Europe 123
Thessaloniki (Pylea)

Event website: <http://www.cedefop.europa.eu/index.asp?section=3&read=3275&sub=1>

Event email: skillsnet-team@cedefop.europa.eu

UK: 3rd eVoice International Forum on eDemocracy

22 - 23 May 2008 | United Kingdom

3rd eVoice International Political Forum on eDemocracy

Delegates will hear from experts from around the North Sea Region on work carried out during the eVoice project (<http://www.evoice-eu.net>) and future challenges for local government in developing eParticipation projects. The event and the eVoice project have been funded by the INTERREG IIIB North Sea programme.

Those wishing to participate can choose among the four following workshops:

- Workshop 'strengthening offline local democracy by eParticipation';
- Workshop 'social computing, social networking and the possibilities of Web 2.0';

- Workshop 'eConsultations and ePetitions';
- Workshop 'community websites'.

Furthermore, part of the event will mark the launch of the eVoice project book. More details on the event programme are available [here](#).

The Forum is an open and free-of-charge event. Bookings are to be performed [online](#).

Venue: Maid's Head Hotel

Tombland

Norwich NR31LB

Event website: <http://www.evoice-eu.net/content/events/apply.cfm>

Event email: bureau.walburg@iaf.nl

BE: IDABC CAMSS Info Day

28 May 2008 | Belgium

IDABC CAMSS Info Day

[CAMSS](#), an initiative of the European Commission's [IDABC programme](#), aims at initiating, supporting and coordinating the collaboration between volunteer Member States in the definition of a 'Common Assessment Method for Standards and Specifications' and sharing the assessment study results for the development of eGovernment services.

This one day event aims to present CAMSS project and its achievements. It is organised in the frame of phase 1 of the project activities, defining a common set of guidelines for the assessment of standards and specifications based on national best practices.

The morning session will feature an introduction to the project by the European Commission and a presentation of use cases by Member States. The afternoon session will be dedicated to the presentation of the CAMSS project by the contractor, followed by panel discussions on possible future works.

The draft CAMSS will be published on the IDABC website in June 2008. External stakeholders will be invited to comment on it.

The ones interested in attending the CAMSS Info Day must fill in [a call for expression of interest](#) no later than **13 May 2008**. Participation is free-of-charge and the privacy statement is available [online](#).

Venue: Centre Albert Borschette
36 Froissart street
1040 Brussels

Event email: Serge.novaretti@ec.europa.eu

Event website: <http://ec.europa.eu/idabc/en/document/7572>

BE: Consultation meeting on FP7 'ICT for governance and policy modelling'

28 May 2008 | Belgium

Consultation meeting on FP7 'ICT for governance and policy modelling'

This consultation meeting is organised in the context of the preparation of the Work Programme for 2009-2010 of the 7th Research Framework Programme (FP7). It is targeted at those interested in policy modelling, opinion visualisation, mass collaborative platforms and large-scale societal simulations.

Those wishing to receive additional details may log in frequently on http://ec.europa.eu/information_society/activities/egovernment/index_en.htm where more information will be announced on this initiative and on FP7 research activities.

Event website: http://ec.europa.eu/information_society/activities/egovernment/index_en.htm

Event email: INFSO-eGOV-FP7@ec.europa.eu

UK: Shared Services in the Public Sector 2008

4 June 2008 | United Kingdom

'National Conference on Shared Services in the Public Sector 2008'

The 'Shared Services in the Public Sector 2008 Conference', to be hosted by the [eGovernment Bulletin](#), will take place following the [Shared Services Online Summit](#) (3-9 March 2008). The Conference will aim to provide insights into the benefits and challenges of sharing systems and services, to identify good practice and to provide a forum to share experience amongst those involved with planning the move towards shared services.

The Conference programme will include a wide range of roundtable discussion groups and small group presentations to enable interaction and exchange of good practice.

Topics to be addressed during the Conference will be the following among others:

- Analysing the strategic drivers for shared services in the public sector;
- Comparing different shared service and outsourcing models;
- Creating the framework for successful contracts;
- Issues to be resolved before consolidating or outsourcing services;
- Lessons learned from experience of sharing services and outsourcing;
- Practical challenges faced by organisations restructuring shared services;
- Strategic role of shared services in transformational government.

Proposals and contributions to the programme are welcome, particularly in relation to:

- Issues to be resolved before consolidating or outsourcing services;
- Lessons learned from experience of sharing services and outsourcing;
- Practical challenges faced by organisations planning or developing shared service initiatives.

Registration is available online at the following link: <http://195.40.181.94/sharedservices08/registration.asp> and prices for registration vary as follows:

- Public Sector: £295 + VAT (approx. €220) including Conference Pass, Networking, Lunch & Refreshments;
- Private Sector: £395 +VAT (approx. €295) including Conference Pass, Networking, Lunch & Refreshments;

Please note there is an Early Bird Offer of £100 (approx. €133) discount, valid until the end of February.

Venue: New Connaught Rooms
61-63 Great Queen St
London, WC2B 5DA

Event website: <http://www.headstar-events.com/shared-services08/>

Event email: claire@headstar.com

BE: SEMIC.EU Launch Conference

17 June 2008 | Belgium

Launch conference of the Semantic Interoperability Centre Europe

The European Commission, Directorate General for Informatics (IDABC), is organising a conference on the occasion **of the launch of SEMIC.EU, the Semantic Interoperability Centre Europe, on 17 June 2008, in Brussels.**

The conference will be a meeting point and networking opportunity for professionals of all sectors. Participants will introduce their projects to their peers in poster sessions, and in a panel discussion on Visions of the Semantic Interoperability Centre Europe.

Keynotes:

Karel de Vriendt, Head of IDABC unit, European Commission

Jan Timmerman, Ministry of the Interior and Kingdom Relations, Netherlands

Steven Capell, Technical Director, Red Wahoo, Australia

Dr. Wilfried Bernhardt, Federal Ministry of Justice of the Federal Republic of Germany

The Conference programme is available [online](#).

SEMIC.EU establishes an open repository for interoperability assets. The project offers coaching services and opportunities for exchange of ideas and best practices. It creates a central resource of interoperability solutions produced by and provided to European eGovernment projects.

If you are interested in participating, please fill in the [call for expression of interest](#) by 31 May. The privacy statement can be downloaded [online](#).

Further information on the SEMIC program is available at the following link: [Semantic Interoperability Centre Europe \(SEMIC.EU\)](#)

Venue: Jolly Hotel du Grand Sablon
Rue Bodenbroekstraat 2/4
Brussels

Event website: http://www.semic.eu/events_conferences.html

Event email: conference@semic.eu

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