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European ePractice Newsletter

N. 229 - 8 April 2008

>> "Ageing well in the Knowledge Society" workshop

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

>> "Linking up eGovernment: Building a Digital Europe" workshop

ePractice.eu encourages European eGovernment stakeholders to participate in the upcoming Linking up eGovernment: Building a Digital Europe workshop, to be held in Brussels on May 6. In this one-day event the different pathways towards a European administrative sphere will be identified and discussed in terms of drivers, barriers and actors, in order to identify points of leverage at which policy would be most effectively aimed. If you want to participate in this event, please register online at epractice.eu/workshop/LinkingUpeGov

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

The ePractice.eu portal will celebrate on May 19 a special Mid-Term workshop which aims to bring together representatives of public authorities, policy-makers, IT experts, academics and industry managers to discuss best practices in e-transformation from the European perspective. Designed as a hands-on learning and networking event, eGovernment, eInclusion and eHealth professionals are expected to contribute with their expertise to one of the three working groups of the seminar, where real-life good practice cases will be evaluated. More information at epractice.eu/workshop/ePracticeMidTerm

>> Article: "Can Government be a good eBayer? Using online auctions to sell surplus property"

The article presents the threeyear experience gained by the state of New York in the use of online auctions for the sale of surplus inventory and property. Besides representing an example of a best practice for other US state and local governments as well as for European Governments, the authors, Enrico Ferro and Lucy Dadayan also provide a starting point to address a number of research questions. The article is available in the latest issue of the [European Journal of ePractice](#).

>> "European Journal of ePractice" call for papers

The August issue of the *European Journal of ePractice* wants to reflect the progress achieved in making efficiency and effectiveness a reality in services provision. What has been achieved? What needs to be done? Reducing administrative burden is one of the key policy objectives of the i2010 eGovernment Action Plan. The EC digital publication invites practitioners and academics to submit contributions analysing the organisational and ICT actions undertaken to improve service provision, as well as the measurement or economic valorisation of their impact. The issue-editor is Cristiano Codagnone. The deadline for submissions is April 22. For more information, please visit the [Call for Papers](#).

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

- [Integrating the Drivers of e-Participation at Regional Level in Europe](#) 4 April 2008 |

Editor's Choice of the week: [Webcams and smart cards to access Turin eGov services](#)

Integrating the Drivers of e-Participation at Regional Level in Europe

The basic aim of the e-Participation Pilot Actions 2007 is to set the stage for the realization of a pan-European, Internet based system aimed at improving the legislation quality and the public participation in decision making processes. Targeted topics should be especially relevant at Community – not just Member State or local – level, and this is the case with the IDEAL-EU project. Moreover, it is expected from the Pilot Actions to demonstrate real and concrete cases where “with the help of modern ICT tools and applications, the legislative process and the resulting legislation can be improved and the participation of the public (citizens, businesses, civil society, NGOs, socio-economic and political groups, etc) in the decision-making process can be enhanced”. This is also a requirement we want to comply with. The IDEAL-EU project intends to support the efforts of the European Parliament to raise awareness on climate change, and to propose the appropriate policy responses at all institutional levels (including Member States and Regions). It will do so by deploying and disseminating in three specific regional contexts (Toscana – Italy, Poitou Charentes - France and Catalunya – Spain) an innovative Social Networking Platform to support the distribution of thematic information and the realisation of deliberative discussions among citizens and stakeholders. In close correlation with the activities of the Temporary Committee on Climate Change, a Virtual Town Meeting will be organised at EU level, in the month of November 2008, to let European citizens discuss and vote on the issues at stake and the related recommendations to policy makers.

Latest News

- [EU: Porvoo 13 Conference on eID interoperability to enable the secure cross-border use of eServices](#) 8 April 2008 | Pan European
 - [SK: Students complete pilot eExams](#) 7 April 2008 | Slovakia
 - [LT: eService speeds up delivery of ‘criminal record’ certificates](#) 7 April 2008 | Lithuania
 - [EU: FASTeTEN goes live!](#) 4 April 2008 | EU Institutions, France, Spain, United Kingdom
 - [LV: eGovernment minister calls for localisation of open source software](#) 4 April 2008 | Latvia
 - [BG: Bulgaria sets up the first IP lab in South-east Europe](#) 4 April 2008 | Bulgaria
 - [HU: New law introduces ePost Office for legal communications](#) 4 April 2008 | Hungary
 - [EU: 8 EU Member States ahead of the USA in broadband deployment](#) 3 April 2008 | EU Institutions
 - [EU: Cross-border eGovernment in view for the SaarLorLux region](#) 3 April 2008 | Belgium, France, Germany, Luxembourg, Pan European
 - [FI: New website offers a safety network against scams](#) 3 April 2008 | Finland
 - [EU: Data Protection Supervisor criticises fingerprint database plans](#) 3 April 2008 | EU Institutions
-

EU: Porvoo 13 Conference on eID interoperability to enable the secure cross-border use of eServices

The international Porvoo Group will convene in Norway on 9-10 April 2008 to review development in eServices and the European electronic identity.

Both topics are the focus of much attention in Europe as well as worldwide. The aim is to achieve a transboundary electronic identity; the EU, for example, has set the goal of a operational, interoperable

transboundary eID by the year 2010, and the European Commission has encouraged Member States to develop eServices, especially in public administration.

The conference will take place on Hurtigruten, between Tromsø and Trondheim, and will be attended by delegates from several European countries as well as the US and Japan. The event is organised by the Brønnøysund Register Centre (Brønnøysundregistrene), the Norwegian Labour and Welfare Administration (NAV) and the Population Register Centre of Finland.

Themes of the conference include the utilisation of eID in the host country Norway, regional projects in Europe, Asia and the US, the interoperability of eID between the various sectors, and national identity card and other eID projects.

The conference widely addresses the topic of electronic identity interoperability in Europe. The views of the European Commission on the recognition of electronic identity and interoperability in eGovernment will be presented. Issues relating to identity management and the population registers required for identification will also be addressed. Other items on the agenda concern preparations underway within the EU, the pan-European electronic identity in health services, usability aspects, and standardisation and biometrics. Case studies of national eID development projects will be presented from the Netherlands, Spain, Belgium and Poland, among others.

Further information:

- [Porvoo 13 Conference agenda](#)
 - [About the Porvoo Group and conferences](#)
 - [Porvoo 13 Conference – ePractice announcement](#)
 - Contact: [Ms Irene Rissanen](#), Communications Coordinator, Finnish Population Register Centre
-

SK: Students complete pilot eExams

A group of 220 students in Slovakia recently became the first to sit electronic school-leaving exams in a pilot project conducted by the [Slovakian Ministry of Education](#).

Electronic school-leaving examinations for the Italian and Spanish language were used in a pilot project involving 220 school leaving students. eExams for Italian were taken at four secondary schools while those for Spanish were held in 11 secondary schools. According to the ministry these exams went smoothly and no problems were experienced. “The eExams are just a formal difference, an innovation,” said a spokesperson from the ministry. “It does not change anything in the school-leaving examination as such, since this is defined by a decree.” The results of the electronic tests will be included in the overall results of the school-leaving exams.

This pilot represents a first for Slovakia, although in future it is expected that written tests will gradually be replaced by electronic ones in all subjects. The students taking part in the pilot used 220 laptops borrowed for the occasion from a private company. The computers were provided on loan to the National Institute for Education (NIU) which organises school-leaving exams for the ministry.

Further information:

- [Sme.sk – news article \(in Slovakian\)](#)
 - [Ministry of Education of the Slovak Republic](#)
-

LT: eService speeds up delivery of ‘criminal record’ certificates

A new on-line service has significantly improved the system for the delivery of criminal record certificates in Lithuania.

Launched by the [Lithuanian Ministry of the Interior](#) six months ago, the new service has proved very popular. Already, almost one-third of applications for a certificate confirming the absence of a criminal record (26 %) are now submitted on-line instead of being submitted in person (55 %) or sent by post (19 %). Such certificates are often required when applying for a job.

“This service is very useful for those who want to receive the certificate urgently,” commented Vygantas Ivanauskas, Director of the Ministry’s IT and Communications Department. Once the eApplication is filled in and submitted, and the fee paid on-line, the certificate is issued within one business day. It can then either be picked up from the ministry or delivered by registered post, depending on the wishes of the applicant. Delivery takes only two days.

The possibility to order criminal record certificates on-line offers citizens a significant saving in time and is particularly useful for those living in remote areas or even abroad. It also avoids payment errors as the amount due is calculated directly on-line depending on the applicant’s choices for delivery and the mail costs involved.

At present, only private individuals may order criminal record certificates on-line, by logging on to the system via their eBanking accounts.

Further information:

- [yvtv.lv news article \(in Lithuanian\)](#)
- [Ministry of the Interior of the Republic of Lithuania](#)

EU: FASTeTEN goes live!

European secure eGovernment infrastructure project FASTeTEN is preparing to go live in early April in Valencia, Spain, when the FAST bundle of services will be integrated into the Valencia regional government's eProcurement platform. The switch-on will mark the latest stage in the project, which began in January 2007 and is supported by the European Commission's eTEN programme to promote eServices deployment.

FAST – standing for Fully Automated Secured Transactions (Fournisseur d'Accès Sécurisés Transactionnels) – is a French-developed service providing secure electronic document exchange between institutions. FAST has been successfully piloted in France.

The FASTeTEN project's objective is to take FAST to the next stage, by demonstrating that it can be deployed in different European contexts. Since its launch at the beginning of 2007, FASTeTEN has planned out two pilot European deployments, in Sheffield, United Kingdom, and in Valencia, Spain.

In Sheffield, a city of half a million people in the north of England, FAST will be deployed in educational services. In the region of Valencia in eastern Spain, FAST will help streamline the eProcurement platform. Specifically, in Valencia, FAST will allow bidders for regional government contracts to securely submit their bids in electronic format, and receive secure responses in the same way.

FAST offers a number of services to enable this: identity management, administration of digital certificates, rights management and authentication, time stamping, document validation, encryption and archiving.

Importantly for the project, the pilot European deployments are being watched by a potential deployers' group, consisting of public administrations from across the European Union. Based on successful pilot deployments, this group will examine the possibility of integrated FAST into their eGovernment services, thus multiplying the impact of the FASTeTEN project.

The FASTeTEN potential deployers' group includes administrations from Belgium (Brussels and the Flemish Region), Bulgaria, Hungary, Italy and Malta. The Maltese Ministry for Investments, Industry and Information Technology is the most recent member, having joined in November 2007.

Further information:

- [FASTeTEN project website](#)
- [Press release](#)
- Contact baudouin.de-sonis@eu-forum.org

LV: eGovernment minister calls for localisation of open source software

The Latvian minister responsible for eGovernment, Ina Gudele, has called for more investment into the localisation of open source software.

The minister expressed her views during a meeting with prominent stakeholders: representatives of the Latvian Open Source Technology Association (LOSTA), IBM Latvia and the Hansabanka Group.

Although several open source office packages exist, they are not available in Latvian and therefore cannot be used by public institutions because the law stipulates that the working language of all the institutions must be Latvian. Gudele called for greater investment in 'localising' open source software to make it available to the public sector.

Another important issue discussed was that of the use of open standards for public information systems, which would ensure that the data held in state information systems could be used for commercial purposes, too. Gudele noted that open standards for Latvian public information systems have already been developed and are awaiting official endorsement. She also acknowledged the need for ongoing co-operation on the improvement of standards for electronic documents in order to ensure the smooth circulation and archiving of such documents.

LOSTA was founded earlier this year and brings together a number of important private and public stakeholders.

Further information:

- [E-Parvalde](#)
-

BG: Bulgaria sets up the first IP lab in South-east Europe

The first laboratory for the next-generation Internet Protocol (IPv6) in South-east Europe has just been opened in Bulgaria by the [State Agency for Information Technologies and Communications](#) (SAITC).

Located in the Bulgaria's capital city, Sofia, this will be Europe's second IPv6 lab, following the one set up by the French national research network (RENATER), in Paris, France. The two labs will be network linked to enable sharing of resources and access. The Bulgarian Research and Education Network (BREN) will ensure the day-to-day management of the Bulgarian IPv6 laboratory, in collaboration with SAITC. The lab is also being supported by Cisco, the market leader in the development of Internet Protocol (IP)-based networking technologies, which will donate some €900 000 worth of new laboratory telecommunication and network equipment.

The objective of the lab is to provide an open environment for validating new IPv6 solutions, testing network set-ups and applications. It will also provide a centre for training and dissemination of IPv6 in Europe, ensuring a smooth transition from the current system. The main change to be brought about by IPv6 will be a much larger address space. The current IPv4 has a limited number of addresses remaining, and these are expected to have run out by 2010-2011. In addition, the next-generation IP will mean more space, stronger security and easier set-up of computer clusters and work groups.

Further information:

- [State Agency for Information Technologies and Communications - News](#)
 - [State Agency for Information Technologies and Communications](#)
 - [Bulgarian Research and Education Network](#) (BREN)
 - [Cisco](#)
-

HU: New law introduces ePost Office for legal communications

A new law adopted in Hungary in February will see the introduction of the 'ePost Office' for legal documents sent via electronic mail.

Increasingly, citizens expect to be able to use electronic mail for official communications. When it comes to legal documents, however, ordinary e-mail does not meet strict legal requirements. With the on-line registration of companies due to become compulsory in June 2008, the need to address this issue had become urgent.

The new bill introduces a novel independent agent to act as a go-between for judicial authorities and their clients – the ePost Office. E-mails of a legal nature will be delivered to the ePost Office which will then notify the recipient either via ordinary e-mail or text message to a mobile phone. In order to consult the documents in question, the recipient must first use an official eSignature to send an acknowledgement of receipt to the sender.

This system is expected to be expanded to include other areas, too. As of June 2009, for example, the plan is to make the ePost Office the mandatory channel of communication for all lawsuits relating to public procurement contracts and key state investment projects.

Further information:

- [VILAGAZZDASAG-ONLINE](#)
 - [Budapest Bar Association](#)
 - [Law \(in Hungarian\)](#)
-

EU: 8 EU Member States ahead of the USA in broadband deployment

According to a recent EU report on the Single Telecoms Market, at the end of 2007 several EU countries had higher broadband penetration rates than that of the USA in July 2007.

The 13th Progress Report on the Single Telecoms Market presents a snapshot of Europe's Single Telecoms Market as of December 2007, based on facts and figures from national telecoms regulators and market players.

At the end of 2007, Denmark, Finland, the Netherlands and Sweden are world leaders in broadband deployment with penetration rates over 30 %, together with the United Kingdom, Belgium, Luxembourg and France, that all had broadband penetration rates higher than the rate of the USA in July 2007 (22.1 %).

The report finds that 19 million broadband lines were added in the whole EU in 2007, the equivalent of more than 50 000 households every day. The broadband sector generated estimated revenues of €62 billion and Europe's overall penetration reached 20 %. However, there is considerable room for further consumer benefits, provided that the single market is reinforced, the competition strengthened and the regulatory burden for market players reduced.

"The European regulatory model is designed to increase competition in the telecoms market and this certainly is starting to pay off," said Viviane Reding, the European Commissioner for Information Society and Media.

"However, the job is not yet done," she added. "Competition is limited for access to the fixed network which is still provided to 86.5 % of customers over the incumbent's infrastructure. In addition, though telecoms technologies know no borders, only 30 % of major operators' EU business is outside their home market. This shows that we still lack an attractive single market for businesses and services of European dimensions, so we must intensify our efforts to reduce the regulatory borders in Europe. Only by opening up the single market for business will Europe become competitive and will consumers benefit from a wide choice of rich and affordable services."

It is worth mentioning that proposals for a reform of telecoms regulation in Europe were adopted by the European Commission in November 2007. These proposals are currently being discussed in the European Parliament and Council.

Further information:

- [Full press release – Rapid Europa](#)
- [Single Market Telecoms Progress Report 2007 and Country Factsheets on all 27 EU Member States](#)

- [eCommunications website](#)
-

EU: Cross-border eGovernment in view for the SaarLorLux region

Citizens of the European region of SaarLorLux (Saarland, Lorraine, Luxembourg, Rhineland-Palatinate, Wallonia) may soon be able to access new cross-border eGovernment services thanks to plans to introduce greater interoperability in the region.

The first European SaarLorLux eGovernment symposium took place on 11 March 2007. It brought together over 90 experts from the five participating regions to discuss the potential for joint implementation of new information and communication technologies by public administrations, with a particular emphasis on scientific and administrative communication between the regions.

“No other European region is as experienced in the area of eGovernment as the SaarLorLux zone,” said Gerhard Müllenbach, Secretary of State to the Interior Ministry of Saarland, in his opening speech.

Participants in the symposium confirmed their strong motivation to create an effective network of experts to address the use of modern communication tools for the introduction of cross-border administrative processes, thus establishing the region as a ‘model’ in the European context. The interconnection of administrations was proposed in order to optimise cross-border procedures and thus improve services for citizens. It was also suggested that a joint internet platform be created to support a network of eGovernment experts for the region.

Further information:

- [eLuxembourg website \(in French\)](#)
-

FI: New website offers a safety network against scams

The Finnish Consumers Agency, [Kuluttajavirasto](#), has launched a new website aimed at arming consumers against the various types of scams being perpetrated on-line through the Internet.

The new site, [Huijaukset](#), introduces consumers to the most common types of scam being carried out and gives advice on how to spot them. A standard feature of all scams is that the consumer is persuaded, through enticing promises, to pay money upfront, or to part with personal information that may later be used for dishonest purposes.

The site is also aimed at encouraging consumers to report scams more frequently. Often the victims of scams are ashamed of their gullibility and would prefer to suffer their loss in silence rather than notify the authorities. The Consumers Agency stresses the importance of reporting all incidences of Internet crime and provides information on which authority to contact for each particular case.

Reports can be made directly through on-line, thus making it easier for consumers to share their experiences with the authorities and, through the site, with others. It is hoped that this will help provide a safety network against on-line scams and an important information resource for Finnish consumers.

Further information:

- [Press release – Suomi.fi](#)
 - [Finnish Consumers Agency’s website - English pages](#)
 - [Huijaukset website](#)
-

EU: Data Protection Supervisor criticises fingerprint database plans

The [European Data Protection Supervisor](#) (EDPS), Peter Hustinx, has expressed concern over EU plans to create a centralised fingerprints database, claiming that the arrangements foreseen still do not provide sufficient protection for citizens.

In October 2007, the European Commission submitted proposed amendments to Council Regulation (EC) No. 2252/2004 on standards for security features and biometrics in passports and travel documents issued by Member States. These aimed to set out minimum standards for security features and

biometrics, such as fingerprints, in passports and travel documents. They also suggested the creation of a centralised database for storing citizens' fingerprints, in addition to including them in passports.

Although the EDPS recognises that biometrics offer considerable advantages, he has again stressed the need for stringent safeguards to be put in place to avoid the passport holder carrying the burden of system imperfections, such as the impact of misidentification or failure to enrol. Specifically, he notes that while he strongly supports the Commission's proposal to allow exemptions from giving fingerprints, he still does not believe that these go far enough, in particular with regard to children and the elderly.

He recommends further studies be carried out to determine an appropriate lower age limit and that, in the meantime, the commonly used lower age limit of 14 years be applied. He also recommends an upper age limit of 79.

Further information:

- [Website of the European Data Protection Supervisor](#)
- [European Data Protection Supervisor Opinion](#)

Latest Publications

- [UK: Cardiac Telemedicine in Primary Care – Delivering Benefits for Patients and the NHS in Lancashire and Cumbria](#) 31 March 2008 | United Kingdom
- [EU: Report on policy and Design for All \(DfA\)](#) 4 February 2008 | EU Institutions
- [EU: DfA@eInclusion – Overview of European benchmarking activities](#) 4 February 2008 | EU Institutions
- [EU: AGE brochure “Healthy Ageing”](#) 30 September 2007 | EU Institutions
- [IT: Legislation on eAccessibility: the Italian approach](#) 30 June 2007 | Italy

UK: Cardiac Telemedicine in Primary Care – Delivering Benefits for Patients and the NHS in Lancashire and Cumbria

Complete title:

Cardiac Telemedicine in Primary Care – Delivering Benefits for Patients and the NHS in Lancashire and Cumbria – A report for Commissioners

Description (short summary): Over the past few years technological developments have taken place which have provided new equipment and ways of working for clinicians and social care workers to provide support and care for patients in their own home, thus allowing them to remain with their families and avoiding inappropriate hospital admissions. One such development has been the use of telemedicine equipment for undertaking cardiovascular diagnosis and monitoring for patients with cardiac conditions within the home/community environment.

This report identifies the considerable benefits that may be gained by using such technology. UK's National Health Service (NHS) North West, working in close collaboration with Broomwell Healthwatch, an independent sector company, funded the placement of telemedicine ECG machines in Primary Care Centres across the Cumbria and Lancashire area of the NHS North West. The Audit and Research Programme set up to monitor the effectiveness of this equipment identified that considerable benefits could be achieved for patient care and clinical diagnostics as well as gains made for the health economy. The full details are identified in the body of this report.

The service and benefits described in this report represent one of an increasing number of new technological services that are available for patient care and as such helps to address one of the big challenges for the NHS; that of delivering benefits to patients, carers and professionals. It is now timely for commissioners to be embracing these services to meet the future demands of healthcare provision.

Original URL: <http://www.lscardiacnetwork.nhs.uk/d-Key%20documents%20National.html>

Number of pages: 44

EU: Report on policy and Design for All (DfA)

Complete title:

**DfA@eInclusion Project – Report on policy and Design for All (DfA)
Deliverable D2.2b**

Description (short summary): The report is an overview of the recent developments in policy and legislation with regard to Design for All (DfA). The purpose of the report is to provide a conceptual framework and guidance for the understanding of policy-related activities in the field, in order to help the promotion of accessibility and DfA in the Information Society.

The issues discussed are potentially relevant to the promotion of accessibility and for the applications of Design for All principles or assistive technologies. The main idea in the report is to identify those policy and legislative areas that in the present reality are relevant for the implementation of DfA. Consequently, the structure does not follow that of a full legal system. Only those areas have been discussed which appear to be relevant for the time being.

In addition to the general policy context, the report discusses non-discrimination, employment, Information and Communication Technologies, protection of privacy, public procurement, copyright, eServices and the provision of assistive technologies.

It is recommended that the concepts of accessibility, eAccessibility, Design for All, assistive technologies and related concepts should be promoted and studied further in the context of the general idea of the Information Society, and specifically realised in everyday applications in various contexts, including policies and legislation.

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

Number of pages: 30

EU: DfA@eInclusion – Overview of European benchmarking activities

Complete title:

**DfA@eInclusion Project - Overview of European benchmarking activities
Deliverable D2.3**

Description (short summary): The general purpose of this document is to provide an overview of benchmarking and of related activities in Europe. This report intends to offer an introduction and overview of the subject, within the framework of eInclusion. It is by no means an extensive examination or expert report of benchmarking activities but rather an introduction to the field, and a guide for further reading, to be used as a reference text to newcomers in the field of eInclusion. The document breaks down as follows:

- Chapter 1: “What is benchmarking?” provides an overview of the definitions and the terms related to the subject, such as types of benchmarking, uses of benchmarking, and benchmarking criteria and indicators with examples.
- Chapter 2: “Evaluation methods and tools” introduces the issues of validation and automated evaluation tools, and the evaluation of web sites in general.
- Chapter 3: “European benchmarking initiatives” presents a couple of major European benchmarking initiatives, the European i2010 Strategy and the WAB Cluster.
- Chapter 4: “National benchmarking initiatives – some good practice examples” highlights some of the national benchmarking initiatives that have had impact and success, and which might be of inspiration for others.
- Chapter 5: “Important issues regarding benchmarking” wraps up by pointing to some of the problems, important issues and questions that are involved in benchmarking.

- Chapter 6: “Appendix – Examples of national benchmarking initiatives” is an overview of the on-going activities in 14 European countries, provided by the respective National Contact Centres of the European Design for All e-Accessibility initiative.

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

Number of pages: 59

EU: AGE brochure “Healthy Ageing”

Complete title:

Healthy Ageing – good practice examples, recommendations and policy actions

Description (short summary): This AGE brochure is about the potential for the development of health promotion and preventative measures for older people maximising their functional capacity and independence, seen as essential elements to enhance their quality of life.

The brochure gives an overview about the importance of promoting a positive and integrated approach to health by addressing a range of social, economic, housing, transport, new technology, education and other relevant policies that have an impact on health. It provides useful examples of good practice, policy facts, projects, strategies and recommendations for priority actions for Healthy Ageing.

AGE is the European Older People’s Platform. It aims to voice and promote the interests of older people in the European Union and to raise awareness of the issues that concern them most. The brochure is a result of the co-jointed work of AGE’s Health Expert Group and Isabel Borges AGE policy officer.

Original URL: http://www.age-platform.org/EN/spip.php?article522&var_recherche=Healthy%20Ageing

Number of pages: 40

IT: Legislation on eAccessibility: the Italian approach

Complete title

Legislation on eAccessibility: the Italian approach

Description (short summary): During 2003, the European year of People with Disabilities, the Italian Government chose to address the topic of eAccessibility through a body of legislative acts which, at the moment, is made up of a Law (No. 4/2004, also known as the “Stanca” Law), containing the general principles, and two Decrees, containing the implementation regulations and the technical accessibility requirements respectively.

This body of laws states that public services and information should be accessible, that disabled people should be provided with adequate IT working instruments and equipment, and that the public procurement of ICT goods and services should always take accessibility into consideration. This paper analyses the birth and the development of the culture of eAccessibility in Italy and the positive effects Law No. 4/2004 has had on the process of eInclusion.

Original URL: <http://www.pubbliaccesso.gov.it/english/index.htm>

Number of pages: 6

ePractice Workshops

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

- [eInclusion: Ageing well in the Knowledge Society](#) 14 April 2008 | Brussels (Belgium)
- [Linking up eGovernment: Building a Digital Europe](#) 6 May 2008 | Brussels (Belgium)
- [ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)
- [eHealth Management](#) 9 June 2008 | Barcelona (Spain)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)

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

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

Upcoming Events

- [NO: Porvoo 13 Conference](#) 9 - 10 April 2008 | Norway
 - [ES: eBSN Workshop "Competitiveness and New Technologies in the Age of Globalisation"](#) 10 April 2008 | Spain
 - [LU: Med-e-Tel 2008](#) 16 - 18 April 2008 | Luxembourg
 - [BE: CIRCABC - IPM Conference 2008](#) 17 April 2008 | Belgium
 - [FR: eTEN Procure Plenary meeting](#) 17 - 18 April 2008 | France
 - [IN: eSangathan International Conference](#) 17 April 2008 | Asia
 - [IT: UBL International 2008](#) 21 - 24 April 2008 | Italy
 - [ES: 3rd International Public eProcurement Seminar](#) 23 - 24 April 2008 | Spain
 - [SI: International Conference e-Justice & e-Law 2008](#) 1 - 3 June 2008 | Slovenia
 - [UK: Shared Services in the Public Sector 2008](#) 4 June 2008 | United Kingdom
-

NO: Porvoo 13 Conference

9 - 10 April 2008 | Norway

Porvoo 13 Conference on eServices & Interoperable European Electronic Identities

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

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

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

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

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

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

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

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

Event email: sverre.bauck@brreg.no

ES: eBSN Workshop “Competitiveness and New Technologies in the Age of Globalisation”

10 April 2008 | Spain

e-Business Support Network (eBSN) Workshop – Competitiveness and New Technologies in the Age of Globalisation

The e-Business Support Network (eBSN) of the European Commission was the answer proposed by the eEurope 2005 Action Plan in the aim to respond to the needs underlined by the Industry European Council held in 2002, in particular the need to intensify dialogue, regularly exchange experience, identify specific goals for e-business policies and share best practices.

This eBSN workshop will take stock of current policy initiatives and actions on the topics of eSkills for SMEs, ePayment and eInvoicing, as well as how to help SMEs succeed in the age of globalisation. The programme features prominent speakers who are invited to analyse their experiences and lessons learnt and share their visions on future policy actions in these areas.

The event is split into four sessions, one of which is devoted to the presentation of a new online information platform on European eBusiness and IT producers, products and services. This platform is created by the European Commission as part of the European eBusiness Support Network (eBSN).

This free event is aimed at SMEs representatives as well as stakeholders and policy-makers supporting activities focused on the promotion of ICTs within SMEs.

For those wishing to obtain further information about the sessions, speaker and registration process, the workshop agenda and registration form are available in both [English](#) and [Spanish](#) versions. Registration forms are to be sent by 7 April 2008, either by email to calafat_ara@gva.es or marco_carbell@gva.es or by fax to +34 961 961 79.

The event will be recorded by the webcast channel of the Generalitat (www.canalgv.es), so will be possible to follow during and after the event.

The event website is expected to be shortly operational.

Venue: Business School Lluís Vives
Congress room
Technological Park of Valencia
C/ Benjamin Franklin 8
46980 Paterna

Event email: marco_carbell@gva.es

LU: Med-e-Tel 2008

16 - 18 April 2008 | Luxembourg

Med-e-Tel – The International Educational and Networking Forum for eHealth, Telemedicine & Health ICT

The 6th edition of Med-e-Tel will take place in the city of Luxembourg from 16 to 18 April 2008. Supported among others by the government of Luxembourg and the European Commission, the event brings together stakeholders from the industry, healthcare providers, government representatives, research organisations, health insurers, etc. from around the world.

An international meeting and conference focusing on eHealth, telemedicine and health ICT, Med-e-Tel 2008 will feature a wide variety of eHealth and telemedicine cases, experiences and research projects. Topics likely to be addressed include: use of ICTs in independent living for the ageing and disabled; mobile ehealth solutions; interoperability and standardisation; eLearning.

Some additional events are being planned to take place in conjunction with the main conference, including some workshops/meetings organised by international organisations such as the European Commission and the European Telecommunications Standards Institute.

Registration information and conditions are soon to be available at the event website.

Event website: <http://www.medetel.lu>

Venue:

Luxexpo Exhibition & Congress Center
10 circuit de la Foire Internationale
L-1347 Luxembourg

Contact: info@medetel.lu

BE: CIRCABC - IPM Conference 2008

17 April 2008 | Belgium

Fifth CIRCABC and IPM Conference

To all of those who wish to manage surveys, the European Commission proposes IPM ("Interactive-Policy Making"), its web-based survey management system.

CIRCABC (Communication and Information Resource Centre for Administrations, businesses and Citizens) is an open-source, web-based application which enables widespread collaborative groups to share information, documents and resources in private workspaces over the web.

The CIRCABC-IPM Conference aims to bring together all parties that are interested in the further development of CIRCABC and IPM. Like its previous editions, the fifth CIRCABC - IPM Conference is intended to be a valuable forum for discussing current issues and future perspectives of CIRCA/BC while consolidating the community of a CIRCABC-IPM stakeholders.

The event has been designed in particular for IDABC PEGSCO members, IDABC PEGSCO Technical Working Group members, CIRCA Licensees, IPM Licensees and experts group members, IRMs and CIRCA administrators.

Mr. Henrik Hololei, Head of Cabinet of Vice President Siim Kallas, will address the Conference. The main topic of the conference will be the presentation of CIRCABC 1.0 OSS and IPM 2.1.1 OSS. More details on the agenda can be viewed [here](#) (Draft meeting agenda).

Registration to this free event is to be performed [online](#) not later than 10 April 2008.

Venue: European Commission
Berlaymont Building
200 rue de la Loi
Room SCHUM (Robert Schuman), Mezzanine
1049 Brussels

Event website: <http://ec.europa.eu/idabc/en/document/7547>

Event email: digit-circabc-oss@ec.europa.eu

FR: eTEN Procure Plenary meeting

17 - 18 April 2008 | France

eTEN Procure Plenary Meeting

The eTEN Procure project aims at validating the deployment of an eProcurement solution at the regional level across the EU and enabling simple bidding and procurement management, including cross- and trans-border, for both SMEs and local administrations.

Relying on the platform developed in the Burgundy region for the e-bourgogne project, PROCURE consists in experimenting the deployment in 5 pilot regions (Uddevalla, Catalonia, Central Bohemia, Brittany and Guadeloupe), to prepare a greater dissemination in interested European regions.

The eTEN Procure Plenary Meeting is being organised as the project is entering its operational phase. The event will be the opportunity for all the project partners to meet physically and to exchange their views on the project progress, but also to put forward other successful experiences across Europe and to learn from them.

This event is organised by the project coordinator, the Regional council of Burgundy, under the patronage of its vice president in charge of procurement and of the e-Bourgogne service, Martine Vandelle. It will host speakers from ministries, local authorities and companies across Europe.

This free-of-charge event is designed primarily for project consortium partners, but will welcome public on the first day and on the morning of the second day. However, the last afternoon will be closed to the public, as partners will then work in groups.

The preferred registration mode is by email, to contact@eten-procure.com.

Venue: Regional council of Burgundy
17 Boulevard de la Trémouille
21000 Dijon

Event website: <http://www.eten-procure.com>

Event email: contact@eten-procure.com

IN: eSangathan International Conference

17 April 2008 | India

A Conference on 'Impact of Information & Communication Technology (ICT) on Ageing Workforce'

eSangathan is a FP6 EU-funded project from the IST programme. It is a two-year project dedicated to the inclusion of the ageing workforce in the Information Society. The eSangathan project has officially started on October 1, 2006. The work is concentrated on a specific segment of the population: the ageing knowledge workers.

The ambition of this project is to find out if the good practices learned in India with respect to the ageing knowledge worker, combined with the most advanced usages of collaborative working tools in Europe, can result in new and better perspectives for the ageing workforce.

eSangathan experiments with two pilots, in India and in the Öresund region of Sweden, how the active aged workers could benefit from using collaborative tools for remaining longer in the labour market with good working conditions. This work contributes to the i2010 strategy aiming at having 50 % of the ageing workforce included in the labour market.

The objective of this conference is to communicate the first findings of the project and debate on the inclusion of the ageing knowledge workers in the Information Society. The event is primarily aimed at public and business authorities but participants from the Academia and the research community are also welcome. The conference programme is available [online](#).

Registration is free of charge but mandatory, through the event website at <http://www.esangathan-conference.in/registration.asp>

Venue: Taj Lands End Mumbai
Band Stand, Bandra (West)
Mumbai, 400 050 (INDIA)

Event website: <http://www.esangathan-conference.in/>

Event email: event@esangathan.eu

IT: UBL International 2008

21 - 24 April 2008 | Italy

3rd UBL International Conference 2008 – Symposium and courses

Following its first two editions respectively held in 2006 in Copenhagen, Denmark, and in 2007 in Madrid, Spain, the 3rd Universal Business Language (UBL) International Conference will provide a training summit bringing together worldwide [Universal Business Language OASIS Standard](#) expertise to deliver the following:

- A full day of free symposium presentations (21 April);
- A full and half-day lectures and hands-on courses from commercial training companies (22-24 April).

Calls for proposals for both symposium presentations and training sessions are still open at the following link: <http://ublintl.expectnation.com/ubli200804/public/cfp>. The deadline for proposals is set for 22 March 2008 and the notification of acceptance will be sent by 29 March 2008.

The symposium attendance limit is set by the number of sponsors who bulk-buy seats. Those considering sponsorship, may contact [FTI](#) as soon as possible since once the Forum is filled there will be no more opportunities to buy seats.

Even though attendance at the symposium is free-of-charge, it is limited to the number of seats supported by sponsors. Registrations for the symposium are now being accepted, but they will only be approved once sponsors have been found to pay for seats.

As per attendance at the commercial training sessions, this is not free-of-charge, and students must contact the training organisations directly for payment and registration.

Venue: Consiglio Nazionale dell' Economia e del Lavoro
Viale Davide Lubin N2
00196 Rome

Event website: <http://www.ublconference.com/200804/index.html>

Event email: info@UBLConference.com

ES: 3rd International Public eProcurement Seminar

23 - 24 April 2008 | Spain

Third International Public eProcurement Seminar, financed by the Basque Government

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

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

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

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

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

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

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

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

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

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

SI: International Conference e-Justice & e-Law 2008

1- 3 June 2008 | Slovenia

International Conference e-Justice & e-Law 2008 - Slovene Presidency of the European Union

This two-day conference is organised by the Ministry of Justice of the Republic of Slovenia during the Slovene Presidency of the European Union.

The conference will focus on the following aspects:

- exchanging opinions concerning the increased efficiency of judicial systems;
- exchanging experience in relation to the latest trends in the world;
- interconnecting services and systems of eJustice at the EU level;
- presenting the latest legal services supported by ICT;
- sharing experience in the management of legal information (eLaw).

More details on the programme are available [here](#).

The event is open. Registration for all those wishing to participate is available [online](#) until 15 May 2008.

Venue: Grand Hotel Bernardin
Obala 2
6320 Portorož

Event website: <http://www.ejustice2008.si/en/>

Event email: helena.jaklitsch@gov.si

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

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