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European ePractice Newsletter

N. 217 - 8 January 2008

>> Vote for eTEN Project of the Year 2007

Each month in 2007 an eTEN project has been showcased on the eTEN website as a Project of the Month. You are now invited to elect the eTEN Project of the Year 2007. The winner (*eTEN Project of the Year 2007*) will be announced on the eTEN and ePractice websites as news as well as in the ePractice Newsletter and in the first issue of the eTEN Newsletter in 2008. The online election is open from 21 December 2007 until 21 January 2008 and takes place on the [ePractice.eu portal](http://epractice.eu/).

>> eProcurement Forum Kick Off Workshop

The eProcurement Forum at ePractice.eu will celebrate its first workshop on January 31st in Brussels. The kick-off event will introduce some of the on-going activities of the community and will highlight a selection of relevant European eProcurement cases. The participation is free of charge but the number of participants is limited. To register, please visit epractice.eu/workshop/eProcurementKickOff

>> eIdentity workshop

On February 14 ePractice.eu will celebrate its first workshop on eIdentity. The hands-on seminar will analyse several eID European experiences and secure online eGovernment services with the help of recognised experts. The registration for the event is free of charge. More information at epractice.eu/workshop/eidentity

>> European eGovernment Services Conference: IDABC and beyond

Halfway into the IDABC programme, the European Commission is organising the IDABC mid-term Conference, on 12-13 February in Brdo, Slovenia together with the Slovenian Presidency of the European Union. The purpose of the event is to demonstrate the achievements of the IDABC programme so far and to introduce a vision for a possible future follow-on programme. If you are interested in attending the mid-term IDABC conference, but you are not a member of the IDABC expert group, please fill in a call for expression of interest. The call will close on 10 January 2008. More information on the IDABC mid-term conference is available at: <http://ec.europa.eu/idabc/conference2008>

>>The effect of winning a European eGovernment Award

Three months after the announcement in Lisbon of the five European eGovernment Awards 2007 we have asked the winners "What has been the effect of achieving the award?". This is what Martin Hage, from the [German Administration Services Directory \(DVDV\)](http://www.german-administration-services-directory.de/) (Effective and efficient administration award) has explained to us: "Receiving the eEurope Award had an immeasurable value for the further development of the German Services Administration Directory. First, of course, it provided an incredible amount of strong public policy support. Press releases by multiple state ministers and the federal Ministry

of the Interior proudly announced the good placement. The result is that the young project gained credibility, which is very necessary for extending its customer base. Several new services are about to be included in the Directory. Also, it has proven that the “risk” of developing new solutions on innovative technologies has stood its test and can be replicated. Morale and enthusiasm among the project participants is high, and new plans are made for further projects, mirroring the successful key factors of the project, e.g. amongst other cross-governmental co-operation. This is put into practice in the new project SAFE, which will register persons and organisations, thus complementing the DVDV’s offer of computers and services”.

For more information about the awards, please visit epractice.eu/awards

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

- [Connecting Somerset](#) 27 December 2007 |
- [Verwaltungskooperation](#) 21 December 2007 |
- [Programme Espace Régional Internet Citoyen](#) 20 December 2007 |
- [Peter's Story - a vision of social inclusion through ICT](#) 19 December 2007 |

Editor's Choice of the week: [GeoPista - Bringing Maps to Spanish Municipalities](#)

Connecting Somerset

Connecting Somerset (CS) equips Somerset SMEs to take fresh innovative steps up the e-adoption ladder. Steps cover broadband connection, basic website, flexible website, selling through the website (e-commerce) and e-business (eg website connected to back office systems, flexible working, e-procurement capability). CS helps SMEs take one or more of these steps, providing advice, learning needs assessment, training and workshop interaction, brokerage to technology suppliers, grant and research. As part of Somerset’s strategy for a healthy information society, CS has already helped over 2,600 rural SMEs grow. Businesses now better understand what they sell, their customers and the need for targeted marketing. Somerset is becoming known as a great place not only to live and learn, but also to do business. CS has been operating successfully for nearly three years. Recently CS is using more progressive intervention leading to business transformation and business process innovation. Learning from local experience and other ‘bridging the broadband gap’ projects, it focuses on higher levels of ICT benefits - web-based trading and e-business.

Verwaltungskooperation

Authorities cooperate in various ways. Sharing knowledge about collaboration projects is the aim of the Web portal [Verwaltungskooperation.at](#), where a wiki approach has been used to facilitate best practice documentation with Semantic Web and Web 2.0 technology.

Programme Espace Régional Internet Citoyen

The main objective of ERIC program is to help people in region Provence-Alpes-Côte d’Azur to become users (and actors) of the Internet and Information Technology. 150 local spaces offer free or cheap web

access. ERIC also offers many services for the people who manage ERIC: training, meeting, regional conferences. The ambition of Region Provence-Alpes-Côte d'Azur is to help ERIC to become real local resources centres in Information Technology for people, firms and others local authority.

Peter's Story - a vision of social inclusion through ICT

The purpose of this new and powerful method of considering the role of ICT in addressing inclusion and service transformation is to engage elected representatives, administration officials and citizens with a unique vision of how ICT can be used to enhance inclusion. The simple story telling technique demonstrates how if all the best elements of existing projects in the UK were introduced in one administration or for one citizen they could be helped by ICT, both in the back office and at the interface with a socially excluded person - Peter - to become more included in society. The story is not a fanciful prediction of what might be possible with technology in the future. It portrays what could be achieved now if a wide variety of successful best practice initiatives already operating were joined together. The first pilot study focuses on Peter – a young person not in education, employment or training (NEET). The nine page story provides policy makers and citizens with clear evidence of what is possible now. By joining together a variety of initiatives it highlights the organisational and other changes that are required to enhance transformation both within an administration and across all tiers of government. For too long case studies have examined individual projects in isolation, frequently concentrating on the use of ICT at the interface with the citizen. A shorter paper provides an overview of the approach, goals, the storyline and the initiatives used in the story. We will shortly be developing a DVD to bring the story to life graphically so that the real initiatives can be seen and a commentary can be used to explain the storyline.

Latest News

- [BE: eExchange in Europe's regions](#) 7 January 2008 | Belgium
- [UK: Towards the eProperty market](#) 7 January 2008 | United Kingdom
- [UK: Wales takes shared services approach to eProcurement](#) 7 January 2008 | United Kingdom
- [ES: A gender agenda](#) 7 January 2008 | Spain
- [DE: German administrations to form eWeb](#) 7 January 2008 | Germany
- [EU: eTEN Project of the Year 2007 election](#) 2 January 2008 | EU Institutions
- [HU: Legal security improving in Hungary](#) 21 December 2007 | Hungary
- [HU: Paying customs with bank cards](#) 21 December 2007 | Hungary
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- [FR: Lyons tests free Wi-Fi](#) 17 December 2007 | France
- [FR: Better policing through e-mail](#) 17 December 2007 | France
- [EE: Welcome to the virtual queue in Tartu](#) 17 December 2007 | Estonia
- [CZ: Schengen prompts eLearning in Czech Republic](#) 17 December 2007 | Czech Republic

BE: eExchange in Europe's regions

The [EURODYSSEE](#) work exchange programme, proposed by the Belgian region of Wallonia, has made application even easier by putting the whole process on-line and doing away with the paperwork.

EURODYSSEE gives young people the opportunity to acquire valuable work experience in other European regions by offering access to short-term work contracts in participating companies. The application form for the programme is now available on-line where it must be filled out in stages through a series of successive webpages. Once the form is completed, it must be signed electronically and sent directly to the administrative office responsible.

In order to be able to use an electronic signature, the applicant must be in possession of an eID card and card reader. New computers are increasingly being equipped with integrated eID card readers. However, if the applicant does not have access to this tool at home, he/she will be able, from 2008, to use the readers available in the various service centres provided by the Walloon region – Information and Welcome Centres, Mobilinfos, Espace Wallonie and Energy Offices.

Further information:

- [EASI-WAL Commissariat \(in French\)](#)
- [Formulaires.wallonie.be \(in French\)](#)

UK: Towards the eProperty market

The UK Land Registry has announced that it will be focusing its resources over the next two years on the introduction of eMortgages and the electronic transfer of property.

The UK Land Registry is the world's largest property database, with over 21 million titles. Around £1 million (€1.34 million) worth of property is processed every minute in England and Wales. The massive task of computerising property titles was completed in 2002 and all registered titles are now fully computerised.

On-line services have been introduced incrementally, but the ultimate goal of the Land Registry is to move towards 'eConveyancing', which will transform, through a phased approach, the current paper-based conveyancing system into electronic documents and electronic signatures.

Alasdair Lewis, the head of the Land Registry's Business Transformation Programme, said: "We have always recognised that we would move incrementally towards our long-term vision of eConveyancing. We have already done much in-depth work with customers, testing the market, and our first priority must now be to introduce electronic discharges, charges and transfers – thus, fully automating our core business of registering land."

The Land Registry recognises that this is a significant task and that it will not happen overnight. They, therefore, plan to focus initially, in 2008, on delivery of electronic charges and electronic discharges. The prospect of electronic property transfers will be addressed in 2009.

Further information:

- [PublicTechnology.net](#)
- [UK's Land Registry](#)
- [Related news article at ePractice](#)

UK: Wales takes shared services approach to eProcurement

The Welsh Assembly has launched a new shared services platform for eProcurement which will enable Welsh public sector organisations to locate suppliers and order and pay for goods on-line through a single centralised service.

The new platform – [xChangeWales](#) – is the first eProcurement solution on this scale and is predicted to provide savings of over €250 million for Wales in the first five years. The Welsh Assembly intends to

reinvest this money in improving services for citizens. Officially launched on 17 December 2007, the system is expected to go live in the spring of 2008.

Each year, public sector bodies in Wales spend more than £4.5 billion (approx. €6 billion) on the procurement of goods, services and capital projects. Benefits of joining the system will include lower prices, increased use of corporate contracts, paperless ordering with reduced administration and improved support for small to medium enterprises (SMEs).

Commenting on the new service, Andrew Davies, the Welsh Assembly's minister for finance and public service delivery, noted that "The programme will provide suppliers with a single point of access to a variety of public sector buyers. For the buyers, the scheme will deliver an 'Amazon type' shopping experience, enabling users to access electronic on-line catalogues and allowing invoices to be received and paid electronically."

There are 22 local authorities in Wales, as well as a variety of public sector organisations across the NHS (health service), local government and education. Many have already signed up and others are in the process of doing so. The overall setting up and maintenance of the system will be funded by the Welsh Assembly. Customers will also be required to pay an annual subscription.

Further information:

- [Kable news](#)
- [xChangeWales](#)

ES: A gender agenda

The Spanish government has spent €10.6 million on promoting gender equality in the information society.

Covering 2006-2007, the gender equality budget was part of Plan Avanza, Spain's €3.4-billion drive to promote the information society and the use of technology in all walks of life. A total of 55 concrete activities to boost IT use by women received support. More than 60 groups and associations benefited, including organisations of women workers, women entrepreneurs, women media professionals, Roma, and rural women.

Local IT training courses for women were among the activities supported. A research project looked at the 'digital gender gap' in rural Catalonia. It set out to meet women's IT requirements in ways that would also be transferable to other rural areas. At the same time, it aimed to create awareness of the need to include a gender perspective in IT promotion campaigns.

A scheme in Galicia encouraged internet use by housewives as a way of bridging the information gap experienced by women who do not work outside the home. An IT project for women in the olive-growing industry helped to broaden their employment prospects and their social horizons. Electronic networking by women entrepreneurs was promoted by another scheme, which also provided advice on consolidating and expanding their businesses.

Spain's IT gender equality pioneers compared notes at a meeting in Madrid last December, hosted by the Ministry of Industry, Tourism and Commerce.

Further information:

- [Red.es – Press release \(in Spanish\)](#)

DE: German administrations to form eWeb

The German state of Nordrhein-Westfalen is to support four selected projects involving electronic networking between local administrations.

The aim is to promote new forms of eGovernment cooperation, Nordrhein-Westfalen's Interior Minister Dr Ingo Wolf said. All the selected projects will be transferable to other boroughs, and they all set out to provide municipal services at lower cost while maintaining or improving quality.

A 'staff service centre' in Kreis Warendorf will be available to the 'kreis' itself (a kreis is roughly the equivalent of a county), but also to all of Warendorf's cities and boroughs. It will handle a range of standard personnel management tasks, such as processing expenses claims and answering legal queries. But each local authority will retain full control of its own staffing decisions.

The second project involves an 'inter-borough finance centre' which will initially be shared by two municipalities. The first phase will be a paperless accounting system, including the production of joint annual accounts. A major aim of the scheme is to make local government finance more 'citizen-friendly' through the creation of new IT solutions.

Municipalities in the Nordlippe region are already cooperating on integrated rural development. Now they have identified about 20 administrative tasks which they intend to pool. These include building management, procurement, citizen registers and building permits. This is the third networking project selected for support. It may also lead to a joint telephone help line.

Finally, the digital processing of mail for several boroughs in the Soest area is to be handled by a shared service centre. Potential improvements will be identified at the process level, and appropriate IT and organisational solutions will then be proposed at the level of the kreis.

Further information:

- [Ministry of Interior of Nordrhein-Westfalen state – Press release \(in German\)](#)

EU: eTEN Project of the Year 2007 election

Each month in 2007, the European Commission's eTEN Programme showcased a Project of the Month. Citizens are now invited to elect the eTEN Project of the Year 2007 at the ePractice.eu portal.

This year, the online election of the Best Communicating Project will take place on the ePractice.eu portal. The election will determine which eTEN project communicates best about its service. Voters should visit each of the projects' websites and decide which one presents its objectives and service ambitions in the clearest and most understandable manner.

Anyone registered with a full profile on the ePractice.eu portal can vote between 21 December 2007 and 21 January 2008.

The European Community eTEN programme helps to stimulate the deployment of innovative, trans-European eServices of social or economic interest. These services are intended to contribute to growth within the European Union, employment, social cohesion, and to help everyone participate in the new knowledge-based economy.

Further information:

- [eTEN Projects of the Month](#)
- [Vote for the eTEN project of the Year 2007](#)

HU: Legal security improving in Hungary

After January 2008, the lawyers in Hungary will have the possibility to use an on-line system in order to check the validity of the documents presented by their clients wishing to establish firms or buy real estate. The use of this central database will be compulsory for notaries and court bailiffs.

This evolution emanates from the adoption of a legal amendment on the improvement of the security of legal transactions. The objective of this process is to prevent the use of lost, stolen or spurious documents when constituting a company or marketing real estate.

In case of serious doubts and provided that they obtain their client's written authorisation, lawyers will be able to use the service for finding personal data and photos. In case these find a counterfeit certificate during the procedure of control, they must report it to the police. For rapid operations, lawyers will also need an electronic signature. Alternatively, the system will check the identity of the lawyer and his/her right to use the data base at the Chamber.

The operation of this new system is intended to force the 'flat mafia' back, by hindering them to sell other people's flats with spurious documents. Checking both the existence of the real estate indicated as the company seat and the right of the enterprise to use it will also make it more difficult to establish fictitious companies.

According to a statement from the Central Office of Public Administration and Electronic Public Services, the establishment of the necessary informatics system is in a satisfactory phase. The Hungarian government has allocated HUF 150 million (approx. €0.6 million) to implement this application from EU resources with a unique government decision. The software needed for the operation has been developed by the Hungarian Prime Minister's Office.

Further information:

- [Népszabadság Online \(in Hungarian\)](#)

HU: Paying customs with bank cards

A premiere in the Hungarian public administration, the Hungarian Customs and Finance Guard (HC&FG) has made it possible to pay public debts by using bank cards. The equipment for performing bank card payments is provided at four service points in the Airport Customs Office.

The Hungarian Customs and Finance Guard has been a pioneer in the Hungarian public administration in making bank card payment available for its clients. The essence of the process is that customs debt, non-community taxes and duties can be paid in one transaction at the place of clearance.

In addition to being fast and convenient, this system allows its users to spare cash. Another advantage is that the customs authority pays the transaction fee.

The pilot plant of the customs paying equipment started in September 2007 at the Airport Customs Office where the terminals of K&H Bank Co. - chosen by the HC&FG in a public procurement process - were placed.

In order to render client traffic smoother and customs management more comfortable for its clients, the HC&FG is planning to make electronic customs payment available all over the country.

Further information:

- [Hungarian Customs and Finance Guard website](#)

- [Világgazdaság Online \(in Hungarian\)](#)

EU: Public procurement: new classification system

On 28 November 2007, the European Commission has adopted a Regulation that updates the Common Procurement Vocabulary (CPV), which is the EU-wide classification system for public procurement contracts.

The new system will be more user-friendly and will take into account recent developments in technology, making it easier for businesses and SMEs to sell their products and services to public authorities across the EU.

Every day, public procurement business opportunities worth almost € 1 billion are added to the Tenders Electronic Daily (TED) database (<http://www.ted.europa.eu>), where all calls for tender in the EU are published.

The CPV helps all EU businesses to easily identify these contracts irrespective of the original language of the tender notice, thereby increasing competition, efficiency and transparency.

There will be a period of six months between the publication of the Regulation and its application in order to allow CPV users to make the necessary modifications to their electronic systems.

Further information:

- [Rapid Press release](#)
- [Regulation on the new Common Procurement Vocabulary](#)
- [TED database](#)

FR: Lyons tests free Wi-Fi

Following the example of Paris, Lyons has become the second city in France to experiment with free Wi-Fi.

In September this year, the city of Paris announced the launch of some 225 free Wi-Fi 'hot spots' where anyone can connect to internet to consult on-line information or send and receive e-mails. Now the city of Lyons has revealed that it is starting a six-month trial period of free Wi-Fi hot spots. The chosen areas include well-known public places such as the Place Louis-Pradel (near the Opera) and Place Bellecour, and the rue de la République – the main shopping and pedestrian street in the centre of the city.

The new Wi-Fi zones will be set up by the telecoms companies SFR and Neuf Cegetel which were selected following a call for tender. "The aim of this experiment is to test and measure the use of these zones with a view to extending coverage to other areas," noted the city authorities.

The announcement has come in the wake of concerns raised by employees of public places in Paris who claim that constant exposure to Wi-Fi is giving rise to health problems. Wi-Fi zones in several Parisian libraries have been turned off as a result. However, supporters of the move stress that this does not in any way put into question the project as a whole.

Further information:

- [ZDNet.fr News](#)

- [01net. News](#)

FR: Better policing through e-mail

The police service in the French region of Var are testing out a new service allowing the public to report crimes and misdemeanours by e-mail.

Residents of the Var region will soon be able to send information on crimes witnessed to the central police station in Toulon from the comfort and safety of their own homes. A dedicated e-mail address – police.83@interieur.gouv.fr – has been opened which will enable users to send text as well as photos and video film. The messages will arrive at the Toulon station where they will be sorted by the police officers on duty to determine those which fall under their jurisdiction. The information received will then be checked and verified. The service will only deal with events that have taken place within the region. It is not yet clear what will happen with regard to complaints relating to occurrences outside the region. This pilot project is a purely local initiative and has met with some reservations – particularly from the police officers' union which fears an inundation of false information. The union's secretary-general has reminded the public that bearing false witness is a crime and will be punished by law. He also reminds potential users of the service that even anonymous e-mails can be traced relatively easily.

This is not, however, the first system for the on-line reporting of crimes in France. The website www.internet-mineurs.gouv.fr, launched in January 2006, is dedicated to the protection of children and the fight against on-line paedophilia. The site is managed by the Central Office for the Fight against ICT related crimes (OCLCTIC) and includes, among other things, a complaint form which can be filled in and submitted on-line.

The [Ministry of the Interior](#) has its own plans to set up a 'virtual police station' at national level. In July this year, French Minister for the Interior, Michèle Alliot-Marie, announced plans to allow the submission of on-line complaints from citizens. Provisions for this will be included in future programming legislation for internal security, and a system is expected to be put in place in 2008.

Further information:

- [01net. News](#)
- Central Police Station of Toulon – Contact : police.83@interieur.gouv.fr
- [Website on the protection of children over the Internet](#)
- [Central Office for the Fight against ICT related crimes \(OCLCTIC\)](#)
- [French Ministry of the Interior](#)

EE: Welcome to the virtual queue in Tartu

The Tartu City Government has published on-line the list of children waiting for places in kindergarten schools. This initiative heralds a 'virtual queue' system for kindergarten places in the city but has been welcomed by parents because of the increase in transparency that it offers.

The kindergarten queue published by Tartu City Government includes over 2 200 children. The last ones in the queue are to secure a kindergarten place in 2012. Before the publication of the queue, the city authorities had claimed that there were only around 500 children on the waiting list. Although the publication of the queue does nothing to improve the situation with regard to kindergarten places available, it does help to increase the level of transparency and has been welcomed by parents who are now able to monitor their progress in the queue reliably.

Initially reluctant, the city of Tartu was obliged to make the list public by the Estonian Data Protection Inspectorate following a request from a parent. The queue contains all the children whose parents have submitted an application for a place in a kindergarten, but for whom there is no suitable place at that moment. The list includes the ranking of the child in the general list, as well as his/her age group. The applications are ranked according to the date of registration.

Further information:

- [DELFI News](#)
- [EPL Online](#)

CZ: Schengen prompts eLearning in Czech Republic

On 21 December 2007, the Czech Republic will become a full member of the Schengen area. This momentous occasion has prompted the launch of a new on-line course to introduce Czech citizens to the ins and outs of the Schengen Agreement.

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The changes brought about by entering the Schengen area will affect the lives and work of many citizens and employees at various state administration bodies and other organisations. The Czech institute for EU integration has responded to the demand for information and launched a free on-line training course called 'The Schengen Area and the Czech Republic'.

Developed by recognised experts in the field, the course has been made available to the general public thanks to funding from the government's European Affairs Information Department. It can be accessed through the web pages of the Ministry of Interior. The course provides an introduction to various aspects of Schengen, including: Schengen history, the Amsterdam Treaty, legal frameworks, foreign police, and the Prüm Convention. Each chapter of the course includes a test to check the level of knowledge acquired.

Further information:

- portal.gov.cz

Latest Publications

- [EU: Accelerating the Development of the eHealth Market in Europe](#) 21 December 2007 | EU Institutions
- [BE: Websites and use of ICTs in Walloon communes](#) 6 December 2007 | Belgium
- [EU: i2010 e-Inclusion Subgroup National Reports](#) 3 December 2007 | EU Institutions, Turkey
- [HU: Inclusion in the Information Society – Now!](#) 13 September 2007 | Hungary
- [EU: PEGS: An assessment of their potential based on the GPF and IDABC good practice framework](#) 28 June 2007 | EU Institutions
- [EU: PEGS in perspective: function, forms, actors, areas, pathways and indicators](#) 1 June 2007 | EU Institutions

EU: Accelerating the Development of the eHealth Market in Europe

Complete title:

**Accelerating the Development of the eHealth Market in Europe
eHealth Taskforce report 2007**

Description (short summary): This report on lead market opportunities for eHealth proposes actions aiming at accelerating the development of the European eHealth market, increasing economic benefits and simultaneously developing the quality of health products and services. The prospective return on investment of eHealth is relatively high when compared to the costs inherent in the health sector.

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Original URL: <http://www.ehealthnews.eu/content/view/918/62/>

Number of pages: 36

BE: Websites and use of ICTs in Walloon communes

Complete title:

Analysis report on the websites and use of ICTs in the Walloon communes
Rapport d'analyse des sites Web et des usages TIC des communes wallonnes

Authors: Walloon Agency for Telecommunications (AWT) for the Ministry of Internal Affairs and Civil Service of the Wallonia Region and the General Directorate for Local Government (DGPL)

Description (short summary): The present document is the second detailed report of the Walloon Agency for Telecommunications (AWT) regarding the equipment and use of Information and Communication Technologies (ICTs) within the communes of Belgian region of Wallonia. The report also looks at the quality and content of the communal websites.

The enquiry was conducted between the beginning of June and the end of November 2006. Among other findings, the report reveals that out of 262 Walloon communes, 98 % have an active website.

Original URL: <http://www.awt.be/web/dem/index.aspx?page=dem.fr.035.000.000>

Languages available: FR

Number of pages: 222

EU: i2010 e-Inclusion Subgroup National Reports

Complete title:

i2010 e-Inclusion Subgroup National Reports
December 2007

Authors: i2010 e-Inclusion Subgroup

Description (short summary): The present document provides a collection of national strategies for eInclusion in the European Union. It is aimed at assessing the status and exchanging practices of eInclusion policy approaches across the diversified European context.

This report was presented at the Ministerial Debate on e-Inclusion Policy that took place in Lisbon, Portugal, on 2-3 December 2007.

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

Languages available: EN

Number of pages: 175

HU: Inclusion in the Information Society – Now!

Complete title:

Inclusion in the Information Society - Now!

Quality of life, digital equal opportunity and social revival in Hungary

Status report, best practices and action plan

Authors: Gábor Dombi, Bence Kollányi and Szilárd Molnár. Forum of the Hungarian IT Organisations for Information Society (Inforum)

Description (short summary): This document is the first report published in Hungary with the aim to analyse the issue of information society from the points of view of those who have been excluded from it so far.

According to the data provided, digital gaps have been getting deeper for years in the Hungarian society, and the use of the Internet and computers have not become accepted or requested for by the majority (60 % of the adult population is digitally illiterate). On the other hand, infrastructural developments and investments decided by the government failed to generate a cultural change in this field. The authors consider that there are simply too few possibilities for a non-user to acquire direct experience and know about the advantages of the Internet, and there are few experts and services from where the non-user could obtain help.

In the light of domestic actions taken so far, the reports generally finds that the Hungarian government has not paid enough attention to the necessity of eInclusion and digital social admission and to the directions recommended by the European Union. Rather, the actions organised until now have been mainly the results of civil initiatives. The authors also stress that 2007 being the “European Year of Equal Opportunities for All”, it would be natural to include also the questions of eInclusion, so that Hungary could be properly prepared for its Year of eInclusion in 2008.

Therefore, the authors urgently call for a policy combining economical, social, healthcare and welfare aspects, and whose devisors and executors can override legal and competence frameworks. The report formulates a series of recommendations pertaining to:

- Popularisation of the thought of eInclusion – theoretical preparation;
- Motivation programs for the disadvantaged and excluded groups;
- Educational programs for the disadvantaged and excluded groups;
- Provision of content for informing and educating the targeted groups;
- Access and devices (Broadband, affordable equipment, etc.).

In its closing chapter, the report introduces some of the best eInclusion practices in Hungary.

Original URL: <http://einclusion.hu/2007-09-13/first-hungarian-einclusion-report-and-action-plan/>

Languages available: EN

Number of pages: 46

EU: PEGS: An assessment of their potential based on the GPF and IDABC good practice framework

Complete title:

**Innovative and adaptive pan-European services for citizens in 2010 and beyond – Pan-European eGovernment services: An assessment of their potential based on the GPF and IDABC good practice framework
Deliverable WP2.D1 of the EUREGOV project**

Authors: Rüdiger Glott and Kirsten Haaland for the Directorate-General Information Society & Media of the European Commission

Description (short summary): This report is part of the EUREGOV project on ‘Innovative adaptive pan-European eGovernment services for citizens’, commissioned by the Directorate-General Information Society of the European Commission. It provides the results of Internet research and a survey of good practice cases of European eGovernment services.

The objective of this research was to identify Pan-European eGovernment Services (PEGS) for citizens with a high impact on EU objectives, such as economic growth (or other economic benefits, e.g. cost savings), eInclusion, improvement of quality of life, or improvement of service provision through better service products or organisational and technological innovations.

Applying a strict definition of PEGS to the biggest eGovernment services repositories in Europe (the eGovernment Good Practice Framework -eGOV-GPF- and the Good Practice Framework database provided by DG INFSO -DGINFSO-GPF), turned out that, apart from information and conflict resolution services provided by the European Commission, there are no PEGS. The project thus decided to change the objective and the definitions to focus on different aspects of PEGS development; i.e. what mechanisms exist to scale up or transform existing eGovernment services of local, regional and national level to a pan-European level.

The report selects existing cases to help understanding mechanisms for developing Pan-European eGovernment Services for the citizen and to identify services that could be delivered at pan-European level and would have significant impact. It also identifies what existing services may have high impact if delivered at pan-European level. The clusters provided are to be further examined later in case studies. These case studies will feed directly into two other tasks of the project, the “Impact Assessment Framework” and the creation of a PEGS-related “Decisionmaking Model”.

Related articles(s): [EU: PEGS in perspective: function, forms, actors, areas, pathways and indicators](#)

Original URL: <http://www.euregov.eu/deliverables.html>

Languages available: EN

Number of pages: 75

EU: PEGS in perspective: function, forms, actors, areas, pathways and indicators

Complete title:

**Innovative and adaptive pan-European services for citizens in 2010 and beyond – Pan-European eGovernment Services (PEGS) in perspective: function, forms, actors, areas, pathways and indicators
Deliverable WP3.D1 of the EUREGOV project
Draft version 0.8**

Authors: Rifka Weehuizen and Constantijn van Oranje for the Directorate-General Information Society & Media of the European Commission

Description (short summary): This document is part of the EUREGOV project on 'Innovative adaptive pan-European eGovernment services for citizens', commissioned by the Directorate-General Information Society of the European Commission. In this project, tools for policy analysis are developed in order to support policy making in the area of cross-border and pan-European eGovernment.

This report deals with pan-European eGovernment Services (PEGS). PEGS come in different forms, are developed by different actors and in different areas, and have different development trajectories. To capture this heterogeneity and emerging properties a broad, generic definition of PEGS and a better understanding of their function are needed.

This report details the considerations that should to be taken into account when developing a policy for PEGS, and draws some implications for policy analysis tools, such as indicators. More specifically, the report provides (1) a discussion of the policy basis for developing PEGS, (2) a definition of PEGS in which different forms, actors and areas are distinguished, (3) a discussion of specific areas in which (further) PEGS development can be expected (e.g. areas related to mobility and the Service Directive), and (4) a proposal for a few simple indicators reflecting the state of play in the area of PEGS development.

Related articles(s):

[EU: PEGS: An assessment of their potential based on the GPF and IDABC good practice framework](#)

Original URL: <http://www.euregov.eu/deliverables.html>

Languages available: EN

Number of pages: 39

ePractice Workshops

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[eldentity workshop](#) 14 February 2008 | Brussels (Belgium)

[eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)

[eGovernment Mobile Services](#) 21 February 2008 | Barcelona (Spain)

[Management - eHealth](#) 6 March 2008 | Brussels (Belgium)

[eInclusion: Ageing well](#) 14 April 2008 | Brussels (Belgium)

[ePractice](#) 19 May 2008 | Brussels (Belgium)

[eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)

[Municipal eGovernment](#) 10 July 2008 | Brussels (Belgium)

[eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)

[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)

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Upcoming Events

- [LT: Public Internet Access Points](#) 18 January 2008 | Lithuania
- [UK: Mobile and Flexible Working in the Public Sector](#) 23 January 2008 | United Kingdom
- [ES: Second European Observatories Summit](#) 24 - 25 January 2008 | Spain
- [PL: Interoperability: Key to International Business](#) 6 - 7 February 2008 | Poland
- [SI: Mid-term IDABC Conference 2008](#) 12 - 13 February 2008 | Slovenia
- [BE: Open meeting on the European ICT standardisation policy](#) 12 February 2008 | Belgium
- [CH: Net-ID 2008](#) 3 - 4 March 2008 | Switzerland
- [DE: 4th International Conference I-ESA'08](#) 25 - 28 March 2008 | Germany

LT: Public Internet Access Points

Ministry of the Interior of the Republic of Lithuania implements the project "Development of Rural Internet Access Points Network" that is focused on residents of remote rural areas seeking to enlarge the RIAPs network with new 400 RIAPs in rural areas of Lithuania and integrate all existing RIAPs into unified administration system, thus allowing all people to use IT technologies independently of place of their residence.

The project will be accomplished in March 2008. Seeking to present information on RIAPs network, achieved results also to discuss future plans Ministry of Interior organizes this final event on 18th January 2008.

The main objectives of the conference:

- Dissemination of the rural internet access points situation in Lithuania after the end of the project.
- Discussion on the role, sustainability and future perspectives of RIAPs network.
- Sharing experience of similar foreign initiatives.

Event website: <http://www.vipt.lt/cms/app?service=external/index&sp=5664&sp=1460>

Venue: Vilnius Lithuania

Contact: E-mail: N/A

UK: Mobile and Flexible Working in the Public Sector

2008 edition of the conference on 'Mobile and Flexible Working in the Public Sector'

Mobile working helps staff work out and about in the community, closer to the citizen; and flexible working practices ensure that services can be tailored to the citizen and delivered 24-7, as required by the United Kingdom's Transformational Government Agenda. With the new environmental agenda that makes cutting down on travel a necessity, and the constant need for efficiency savings, the productivity gains made possible by mobile and flexible working are vital to all modern public sector bodies.

This conference, to take place in London on 23 January 2008, aims to assist all public sector managers and their private sector partners interested in learning more about implementing flexible working strategies enabled by new technologies, based on case studies. Communication and legal issues will also be addressed.

Registration can be performed [online](#), and participation requires the payment of a £295 fee (approx. €

413) plus VAT for public sector delegates, and £395 (approx € 553) plus VAT for private sector representatives. Those registering before 25 December 2007 will be offered a £100 (approx. €100) discount.

Event website: <http://www.headstar-events.com/flexible08/>

Venue: RIBA
66 Portland Place
W1B 1AD London
United Kingdom

Contact: E-mail: nicola@entevents.co.uk

ES: Second European Observatories Summit

'Measuring the Information Society'

The Spanish Telecommunications and Information Society Observatory red.es is organising the 2nd European Observatories Summit: 'Measuring the Information Society', to be held in Madrid, Spain, on 24-25 January 2008.

The main objective of the event is for the participating ICT Observatories and Institutions to find synergies by sharing studies, experiences and methodological initiatives and to reach an agreement regarding methodological strategies and harmonised ICT indicators. The following topics will be covered:

- Core indicators and measurement of ICT, and best practices in coordination experiences;
- Studies on: eGovernment, eBusiness, eInclusion, eHealth, eLearning, eCommerce, eSkills, ICT Sector, etc.

Top-level speakers from the most representative Institutions involved in the measurement of ICT in Europe, as well as experts from ICT Observatories, research centres and other related Institutions will be present at the event.

Registration to the event is available [online](#). Those interested in presenting paper(s)/communication(s) during the Summit must complete an [online](#) form and bear in mind the criteria established for the papers/speeches.

The Summit's draft programme is now available [online](#).

Venue: Ministry of Industry, Tourism and Trade
Paseo de la Castellana, 160
28071 Madrid
Spain

Contact: E-mail: secretaria@2ndeuropeansummit.com

PL: Interoperability: Key to International Business

'Interoperability: Key to International Business – the role of ICT Standards'

The European Committee for Standardization (CEN), in collaboration with the European Committee for Electro technical Standardization (CENELEC), the European Telecommunications Standards Institute (ETSI) and the American National Standards Institute (ANSI) are organising a conference on

'Interoperability: Key to International Business – The role of ICT standards', to be held in Warsaw (Poland) on 6-7 February 2008.

The event is officially supported by the Directorate General for Enterprise and Industry of the European Commission and the European Free Trade Association (EFTA) Secretariat, and hosted by the Polish Committee for Standardization (PKN).

The Conference will provide an international platform for business and technical decision makers and other stakeholders to exchange views and anticipate necessary interoperability developments in standardisation that will help market-driven solutions.

Key conference themes will include:

- Home and Building Electronic Systems;
- eBusiness Interoperability;
- Radio Frequency Identification Devices;
- Entertainment Applications;
- Case Studies on Interoperability - eHealth, eLearning, eSkills, eGovernment;
- Technical Interoperability and Quality of Standards.

About 250 participants are expected to attend. Registration is available [online](#) and the registration fee for attending is €100.

Event website: <http://www.interoperabilityconference.org>

Venue: Intercontinental Warszawa Poland
49 Ul. Emili Plater str.
PI- 00-125, Warsaw
Poland

Contact: E-mail: info@cenelec.org

SI: Mid-term IDABC Conference 2008

European eGovernment Services Conference: IDABC and beyond

The mid-term IDABC conference is a part of the eGovernment days (11-13 February 2008) organised jointly by the Slovenian Government and the European Commission. The eGovernment days will first feature the [Slovenian Presidency's eGovernment conference "Alliance with users"](#) on 11 February. The IDABC mid-term conference will follow on the next two days (12-13 February). Both conferences will be held in the same venue.

Taking place under the theme "IDABC and beyond", the mid-term IDABC conference aims to demonstrate the achievements of the IDABC programme so far and to introduce a vision for a possible future follow-on programme. Two plenary sessions will cover both aspects.

Keynote speeches are to be delivered by Mr. Virant, Slovenia's Public Administration Minister, Mr. Kallas, Vice-President of the European Commission, and Mr. García Morán, Director General for Informatics of the European Commission.

Topics to be covered are likely to include eIDs, the mutual recognition of eSignatures, European Interoperability Framework, Services Directive, the new ePractice portal, Projects of Common Interest, Open Standards, etc. Furthermore, a set of three parallel sessions will respectively address the themes of: Security & Infrastructure; European eGovernment Services; and Collaborative platforms.

The expected number of participants of the mid-term IDABC conference is 250. Registration for the event will be on-line, by invitation only. In case places are available, registration will open as of January 2008 to the public.

More information is to be available shortly at the IDABC website.

Event website: <http://ec.europa.eu/idabc/conference2008>

Venue: Brdo
Slovenia

Contact: E-mail: N/A

BE: Open meeting on the European ICT standardisation policy

'European ICT standardisation policy at a crossroads: A new direction for global success'

The European Commission is organising an open meeting in Brussels on 12 February 2008 on the European ICT standardisation policy. Mr Günter Verheugen, the European Commission Vice-President responsible for Enterprise and Industry will open the conference.

Information and Communication Technology services and applications are developing fast in today's global economy. At the same time, ICT products and services have become an integral part of our everyday life. Europe must create an environment which meets both industry's needs and society's expectations; to promote the competitiveness of European industry while ensuring that all citizens can further benefit from the opportunities created by the Information Society.

The European standardisation system aims to balance industrial requirements with society's expectations and to provide public authorities with the standards they need to help them implement legislation in support of agreed policies. However, there were concerns that the European ICT standardisation policy could not respond to these expectations to the degree required. The European Commission therefore launched a study on '[The specific policy needs for ICT standardisation](#)' in order to analyse the current state of the European ICT standardisation policy and to present recommendations for its future development. First discussions on the results of the study, including its recommendations for a new policy direction, have been held with a number of key stakeholders.

Given the critical importance of an efficient European ICT standardisation policy, the European Commission is therefore organising this meeting with a view to present and discuss the study recommendations more widely with all interested parties.

The meeting will be held in English. However, there will be simultaneous translation to French, German, Italian and Spanish if it is required by the attendants in their registration form before 31 December 2007. Participation is free-of-charge and registration is available [online](#). Deadline for registering is set for 15 January.

Event website: http://ec.europa.eu/enterprise/ict/policy/standards/cf2008_en.htm

Venue: European Commission
Charlemagne Building
170 Rue de la Loi (Wetstraat)
BE-1049 Brussels
Belgium

Contact: E-mail: ENTR-ICT-STANDARDISATION@ec.europa.eu

CH: Net-ID 2008

European Conference Net-ID 2008 – Identity, Trust, Privacy and Security in Europe

The 2008 Net-ID conference on 'Identity, Trust, Privacy and Security in Europe', will take place on 3-4 March 2008, in Basel, Switzerland, during the Swiss year of computer sciences. The previous editions respectively took place in Cologne, Germany (Net-ID 2005) and Berlin (Net-ID 2006 and Net-ID 2007).

This fourth edition of Net-ID will provide an overview on topical concepts, methods and experiences in Identity Management. Beside industrial aspects, focus will be placed this year on eGovernment projects and solutions.

All speeches will be held in English by worldwide high-level experts.

Event website: <http://www.computas.de/html/netid08.html>

Venue: Ramada Plaza
Messeplatz 12
Basel, CH 4058
Switzerland

Contact: E-mail: info@computas.de

DE: 4th International Conference I-ESA'08

4th Conference on Interoperability for Enterprise Software and Applications – Science meets Industry

I-ESA'08, the fourth in a series of conferences on Interoperability for Enterprise Software and Applications, will take place in Berlin, Germany, from 25 to 28 March 2008. Under the motto "Science meets Industry", this I-ESA edition is organised by Fraunhofer IPK and jointly promoted by the European Virtual Laboratory for Enterprise Interoperability ([INTEROP VLAB](#)) and the Enterprise Interoperability Centre – [EIC](#).

I-ESA will bring together international researchers and practitioners in the area of enterprise interoperability. Participants will be provided with a forum for the exchange of visions, ideas, research results and experiences, dealing with a wealth of interoperability research subjects for business, enterprise applications and software.

The call for submissions is now open in the following areas (non restrictive list): Business Aspects of Interoperability; Interoperability Scenarios; Systems engineering in the context of interoperability; Specification and Implementation; Architectures and Frameworks; Enterprise Modeling for Enterprise Interoperability; SW – Platforms; Semantics for Enterprise Interoperability.

Interested parties are also invited to submit proposals for workshops to be held in conjunction with the main conference. Workshops proposals should explore new interoperability issues that are not covered by the main conference; problems and solutions in areas coming from not only enterprise software and applications, but also from eHealth, mobile services, as well as end-user software and applications to social and financial issues related to the introduction of interoperability.

Full paper submission deadline is 30 September 2007. Author notification is due for 31 October 2007.

Event website: <http://www.i-esa.org>

Venue: Production Technology Centre
Technical University

Global Production Engineering
Pascalstrasse 8-9
D-10587 Berlin
Germany

Contact: E-mail: I-ESA@ipk.fraunhofer.de

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