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European ePractice Newsletter

N. 206 - 9 October 2007

>> October 11 – eGovernment Interoperability workshop (Paris)

Registration is still open to participate in the ePractice.eu one-day free Interoperability workshop which will be held on Thursday October 11 in Paris, hosted by the eGovernment Interoperability Campus 2007. The workshop will analyse and discuss thoroughly a sample of high-impact eGovernment cases where interoperability has played a crucial role. To launch the debate we have selected a set of recognized best practices that will be presented by experienced European speakers: "Compensation for Sickness in Denmark", "Civil Registration in German Regions", "e@SYConnects" and "Directgov UK, Transforming digital public service information". More information, complete cases and registration at epractice.eu/workshop/eInteroperability

>> Call for papers – "European Journal of ePractice"

In the aim to reinforce the visibility of articles and professionals in eTransformation, ePractice.eu is launching a digital publication entitled *European Journal of ePractice*. The publication will promote the diffusion and exchange of eGovernment related information and will be free of charge to all readers. We invite eGovernment professionals, practitioners and academics to submit position papers on research findings, case experiences, challenges and factors contributing to a successful implementation of eGovernment, eHealth or eInclusion services in Europe and beyond. The deadline for submissions is next Monday, October 15. More information at epractice.eu/info/64

>> Call for peer-reviewers

The "European Journal of ePractice" is looking for peer-reviewers to evaluate the submitted articles to be published on the digital publication. We are looking for active and fair-minded people experienced in the field of eGovernment, eHealth and/or eInclusion. Academic background is expected. As a peer-reviewer you would receive 1-3 articles per year depending on your field of expertise. All the articles will be available in English. Peer-reviewers will read articles to evaluate their potential to be published in the "European Journal of ePractice" and recommend possible improvements to it. Peer-reviewing is a key role in maintaining the quality and diversity of the articles published. No monetary compensation is offered. More information at epractice.eu/info/64

>>Call for contributions - eInclusion Initiative in 2008

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

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

- [SARA - The Interactive Chat Assistant](#) 2 October 2007 | Sweden
- [EFIS - the ESA financial and invoicing system](#) 27 September 2007 | International Organizations
- [E-Declaration System in Lithuania](#) 17 September 2007 | Lithuania

SARA - The Interactive Chat Assistant

SARA is an Interactive Chat Assistant that answers the citizen's questions 24 hours per day on the Malmö city web site. She is a "digital support person" that understands normal written language and have already answered over 450.000 questions. SARA is one component in the CSO (Customer Service Optimization) concept.

EFIS - the ESA financial and invoicing system

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

E-Declaration System in Lithuania

The E-Declaration System in Lithuania provides an option for taxpayers to submit electronically the State Tax Inspectorate administered tax returns and other related documents, and receive information regarding the acceptance of such documents from the STI. For tax administrators, it allows to process tax return data more effectively. With the implementation of the EDS, tax procedures have become less complicated and less time and resource consuming. Now taxpayers in Lithuania deliver a number of procedures on the basis of the one-counter principle and without having to leave their place of work.

Latest News

- [EU: ePractice.eu workshop on eInteroperability](#) 9 October 2007 | EU Institutions
- [LV: National database on learning opportunities](#) 8 October 2007 | Latvia
- [UK: New web tool to tackle health inequalities](#) 8 October 2007 | United Kingdom
- [MT: New improved state portal for Malta](#) 8 October 2007 | Malta
- [PL: eCards for the unemployed](#) 8 October 2007 | Poland
- [PL: From unemployment to eEmployment](#) 8 October 2007 | Poland
- [EU: eInclusion 2008 – advance call for contributions](#) 5 October 2007 | EU Institutions
- [FI: Ministers participate in EU affairs 'web chats'](#) 5 October 2007 | Finland
- [NL: eVoting suspended](#) 5 October 2007 | Netherlands
- [LV: Latvia to implement ambitious new eHealth programme](#) 5 October 2007 | Latvia
- [PT: Patents on-line](#) 5 October 2007 | Portugal
- [DE: Virtual Mail Room updated](#) 5 October 2007 | Germany
- [EU: Online consultation of Businesses to cut red tape](#) 3 October 2007 | Belgium, EU Institutions, Netherlands, United Kingdom

EU: ePractice.eu workshop on eInteroperability

On Thursday October 11th ePractice.eu will be holding a workshop on eInteroperability during the eGovernment Interoperability Campus 2007 in Paris (France).

The workshop will analyse and explore in-depth a sample of high-impact eGovernment cases in which interoperability has played a crucial role.

Four best practice cases will be presented: Mr Rabenstein, from the European IT consultancy group EITCO (Germany), will discuss the contribution of the Xmeld standard to the design of the civil registration system in German regions based on a multilateral communication structure.

Mr Simpson, Programme Manager at e@SY Connects in South Yorkshire (UK), will explain how the e@SY Connects interface ensures that all citizens, particularly those who are socially excluded, have equal access to citizen information and services.

Ms St James, Head of Marketing at DirectGov (UK), will explain DirectGov's approach to focusing information coming from 551 government sites in a single online place for citizens, making use of the Internet and mobile telephones.

Ms Pedersen, of Erhvervs-og Selskabsstyrelsen (Denmark), will present a digital solution enabling companies to apply for sickness benefits based on advanced ITC technology and using standardised OIO-XML structures.

The cases will be presented in the morning and will be followed by a debate. Working sessions in the afternoon will allow all participants to exchange their practices.

The ePractice workshop on eInteroperability will be hosted by the eGovernment Interoperability Campus 2007 in Paris, within the framework of the TERREGOV Integrated Project.

Further information:

- ePractice.eu
-

LV: National database on learning opportunities

The Latvian State Education Development Agency has developed a national database on learning opportunities www.niid.lv.

The database currently contains information about professional education programmes, as well as educational opportunities offered by Latvia's higher education institutions and colleges. This information is being updated constantly, and users will soon be able to learn about other education programmes.

The website consists of two parts – the database and the portal – providing useful additional details, such as, for example, an overall review of the national education system. Users can also take a variety of career guidance tests. At the moment it is possible to choose from seven different tests on interests, intellect, career values, personality, motivation, workplace environment, and favourite subjects.

In 2008, the database will be integrated into the European Commission's [PLOTEUS](#) portal – Portal on Learning Opportunities throughout the European Space. This means that all users searching for information in PLOTEUS will have access to the Latvian database.

The portal was created within the framework of the KIPNIS project, which was co-financed by the European Social Fund and the Latvian Ministry of Education. The objective of this project is to improve the availability of career and professional guidance services among Latvian educational institutions.

Further information:

- [e-pārvalde \(in Latvian\)](#)
 - [National database on learning opportunities \(in Latvian\)](#)
 - [PLOTEUS portal](#)
-

UK: New web tool to tackle health inequalities

The UK's Department of Health has launched a new interactive web tool – the [Health Inequalities Intervention Tool](#) – aimed at helping local health services and councils reduce health inequalities in deprived areas.

The new tool is part of a comprehensive UK government programme to address the issue of health inequalities and is based on the observation that “where a person is born still influences, largely, how long they will live”. The Health Inequalities Intervention Tool has been produced jointly by the UK's [Association of Public Health Observatories](#) and the [Department of Health](#), and is designed to help health authorities in selected “spearhead” areas to easily identify which diseases are driving local gaps in life expectancy, the interventions that will have the greatest effect in reducing

these gaps and the impact implementing these interventions will have on local life expectancy, and “All Age All Cause Mortality”.

Spearhead areas are among the most deprived and vulnerable areas in the country, typically with more unemployment, lone parents and minority ethnic groups than average. Such areas account for more than one-quarter of the population of England and have a lower life expectancy than the rest of the country.

The Health Inequalities Intervention Tool identifies the diseases responsible for low life expectancy in each spearhead area, and provides a ‘ready reckoner’ to illustrate the impact interventions could have, such as stopping smoking, reducing infant deaths and treating heart problems. The Department of Health expects the tool to be used as part of a comprehensive local strategy to reduce health inequalities.

Further information:

- [ENN \(Ireland's IT Software\)](#)
 - [Health Inequalities Intervention Tool](#)
 - [Association of Public Health Observatories](#)
 - [UK's Department of Health](#)
-

MT: New improved state portal for Malta

On 30 September 2007, Malta's IT Minister Austin Gatt unveiled a new state portal – [mygov.mt](#) – aimed at further improving citizens' quality of life through the wider use of eGovernment services.

The new portal provides secure access to a wide range of eGovernment services. The site requires users to register for a digital certificate which must be used to access all eServices. In order to ensure that all citizens have equal opportunity to access the various services on offer, digital certificates will be provided free of charge. “This is a new era for us as regards electronic identity. We are making unique advances in Europe, as we will be offering free digital certificates to each citizen,” said Dr Gatt. He compared this situation with other European countries where eIDs are not free and governments have sometimes experienced difficulty in getting citizens to apply for them.

Dr Gatt stressed the growing importance of digital certificates in the ever-growing interactive world of computers. “It is extremely important to make sure I know whom I am dealing with when, for example, securing a contract regarding the transfer of land, which is one of the government's electronic services,” he continued.

Also presented was the new eVAT service which aims to facilitate life for those in the business sector. Parliamentary Secretary in the Finance Ministry, Tonio Fenech, noted that it is already possible to submit income tax details on-line and that this service has proved to be very successful, with about 83 % of businesses choosing to submit their declaration electronically. The new service will provide real-time information to businesses allowing them to control directly their VAT returns.

Further information:

- [The Malta Independent Online](#)
 - [Mygov.mt](#)
-

PL: eCards for the unemployed

Job hunters in Poland will soon be allocated an electronic card designed for the unemployed.

This new card will contain information on the various forms of support provided by the unemployment office to the person in question. For example, it might list training courses applied for and/or attended. In addition, many of the administrative procedures in job centres will now become computerised. Paper documents will be kept only if the unemployed person's signature is required. Any other information will be stored in electronic form, allowing the job centre staff to track the support provided.

The objective of this new initiative is not only to improve the efficiency of the work of the job centre, but also to provide a better level of service to both the unemployed and to the companies looking for employees. New

regulations have established common standards in all unemployment offices and there will soon be a single information form to fill in for potential employers, which can be submitted electronically.

Further information:

- [eGov.pl \(in Polish\)](#)
-

PL: From unemployment to eEmployment

The Polish government is planning to bring new regulations into force, within October 2007, establishing a new type of employment contract: the eEmployment contract.

The European Union currently employs around 11 % of workers as teleworkers. New information and communication technologies provide scope for increasing this figure. Teleworking – or eWorking – offers greater flexibility to the employed and may also create new jobs.

Nevertheless, it also poses a number of challenges and raises certain legal questions. The new legislation is designed to clarify the respective positions of employers and employees under a new type of employment contract which gives official status to teleworking. Recognising a certain degree of 'over regulation' in this area in Poland, the government will seek to promote the creation of new teleworking jobs through a combination of technical support, tax relief and other measures.

Further information:

- [Twoja-firma.pl \(in Polish\)](#)
-

EU: eInclusion 2008 – advance call for contributions

The European Commission has published a call for contributions for the European eInclusion Initiative 2008.

The European Commission is looking for proposals from individuals and organisations which believe they have a valuable contribution to make to Europe's eInclusion agenda. This could concern an event, a major new initiative, an incisive report, or a project to overcome barriers that persist in terms of access to the Information Society.

Open as from 8 October 2007, the call has been published in advance of the launch of a new European eInclusion policy at the end of the year. Ensuring everyone can enjoy the many benefits offered by the information society is a significant economic and social challenge in Europe, as in most other parts of the world. Addressing this challenge is a key political priority for the European Commission.

eInclusion aims to prevent the risks of 'digital exclusion', that is to ensure that disadvantaged people are not left behind and to avoid new forms of exclusion due to lack of digital literacy or of internet access. At the same time, eInclusion also means tapping new 'digital opportunities' for the inclusion of socially disadvantaged people and less-favoured areas. The Information Society has the potential to distribute knowledge resources more equally and to offer new job opportunities, also by overcoming the traditional barriers to mobility and geographic distance.

The Commission's new eInclusion policy will aim to encompass all these different aspects of eInclusion, including both inclusive ICT and the use of ICT to overcome exclusion.

All entries to this advance call will be considered. In addition, entries received by 15 November 2007 may be considered to be named at the launch of the eInclusion initiative at a ministerial conference to take place in Lisbon, Portugal, in December 2007.

Further information:

- [Call for contributions](#)
 - [About eInclusion](#)
-

FI: Ministers participate in EU affairs 'web chats'

Finland's Prime Minister, Matti Vanhanen, has launched a series of on-line web chats intended to encourage wider public debate on key EU issues.

The Finnish state administration discussion forum, www.otakantaa.fi, is hosting a series of on-line discussions on EU affairs, scheduled to take place between October and December 2007. In addition to the prime minister himself, a total of 11 government ministers will participate in weekly web chats addressing various issues of public interest, including the EU Reform Treaty, enlargement of the Schengen area, judicial co-operation in criminal matters, and environment issues.

The web chats are in line with the government's commitment to work actively to deepen and stimulate civic debate on the European Union. The prime minister's cabinet sees the web chats as a means of broadening discussion on EU issues and increasing debate between decision-makers and citizens.

Setting the example, Prime Minister Vanhanen opened the discussion series on Wednesday, 3 October 2007 on the topic 'The EU and the future of the Union'. He will be followed by Minister of Migration and European Affairs, Astrid Thors (11 October), who will discuss 'The EU Reform Treaty - what are its advantages to Finns?' and Minister of Agriculture and Forestry, Sirkka-Liisa Anttila (16 October), on 'The price and safety of food in the EU Finland'. The full programme of 'chats' can be consulted on the site.

Each web chat will be preceded by an open forum debate on the given topic opened a few days prior to the on-line ministerial discussion. The preceding discussions, on-line chats and any background material will be archived permanently on the website. Registration is required to participate in the discussions and can be completed at www.otakantaa.fi/chat provided you have an e-mail address.

Further information:

- suomi.fi
- otakantaa.fi (in Finnish)
- [Finnish Government press release](#)

NL: eVoting suspended

Electronic voting has been suspended in the Netherlands, following the report of an advisory commission. But the Secretary of State also agreed with the commission's view that completed ballot papers should be counted electronically.

The commission was set up in December 2006, two months after Dutch and German hackers demonstrated that they could interfere with the Nedap voting computers. Underlying the commission's report is the assumption that the voting process should fulfil a number of requirements: transparency, checkability, integrity, fairness, voting freedom, secrecy, uniformity and accessibility.

The document found that voting in polling stations offered the best guarantees in this respect, and that paper ballots are the most transparent and checkable voting method. The recommendation, accepted by the Dutch government, is that the voter's physical presence in a polling station should be required and that all votes should be cast on paper.

But the commission also noted that the manual counting of votes can give rise to errors. So it recommended a system in which paper ballots are counted electronically. This would require the use of ballot counters based on optical character recognition. To ensure a correct reading, the proposal is that voters should use an electronic device to print out their completed ballot papers. But no electronic record would be kept of the vote. The print-out would be dropped into an urn by the voter, in the traditional way. This system is likely to be adopted.

The commission did not entirely rule out use of an eVoting system at some future stage, but it said the time is not yet ripe.

Secretary of State for Internal Affairs Ank Bijleveld announced that she will withdraw the current regulation governing the use of voting machines and will halt all work on updating that regulation. "Concretely," she said, "this means that, in the short term, the present-day voting machines cannot be used for voting in elections. That will certainly be the case for the elections to the European Parliament in 2009."

Further information:

- [Report of the advisory commission \(in Dutch\)](#)
-

LV: Latvia to implement ambitious new eHealth programme

A new Latvian eHealth programme, devised by the Ministry of Health, plans to devote over €40 million to the development of eHealth applications over the next three years.

The objective of the programme is to ensure that all citizens and healthcare providers are able to obtain clear, high-quality and reliable information, in a quick and efficient way. The programme includes the development of complete electronic health records and information on the treatment methods and healthcare services available both in Latvia and abroad.

According to the plan, each citizen and healthcare professional (including other service providers) will be able to access a range of eHealth services, including an ePrescription service, an electronic register of pharmacies, the possibility to make appointments electronically, electronic data exchange with health insurance companies, and much more.

Healthcare professionals will also be able to contact and consult peers in order to ask for a second opinion when making a clinical decision, while hospitals, policlinics, emergency clinics and other health services would be able to access a common healthcare communication network. It is also planned to develop information systems for the storage of healthcare-related electronic information.

The Ministry of Health hopes that this will significantly reduce the time required for administrative procedures: for example, it is estimated that the time needed to fill in medical documentation would be reduced by 10 %, while the time a doctor takes to obtain information on previous treatments would be reduced by 30 %.

Further information:

- [e-pārvalde \(in Latvian\)](#)
-

PT: Patents on-line

Since 24 September, Portuguese inventors have been able to submit patent applications on-line.

The new service is available on the website of Portugal's [National Institute of Industrial Property](#) (INPI). A browser and an internet connection are all that is needed to use it. No additional software is required. The data sent on-line are protected by a secure link. Registration of designs can also be requested, using the same system.

Called 'Patente On-line', the service offers substantial discounts to users. It is the latest in a series of web-based services launched by INPI in a drive to facilitate the management of industrial and intellectual property via the internet. Trademarks can also be registered on-line. Fees for registrations and renewals are payable electronically.

INPI says the aim is to "permit simple and friendly access by citizens" to its services. The move to the web also "ensures the transparency of the Institute's activities and integrates them into the strategy of simplification and reducing red tape which characterises the national measures taken in the field of eGovernment."

Further information:

- [National Institute of Industrial Property](#)
-

DE: Virtual Mail Room updated

Version 2.0 of the Virtual Mail Room (VPS) for federal administrations has been released by Germany's Federal Office for Information Security (BSI). Trusted VPS, a secure solution for modern eGovernment is also available.

Federal authorities can obtain version 2.0 on a VPS Live CD from the BSI. This Live Linux CD provides a full ready-to-run environment for VPS, enabling potential users to try the system without going through any complicated set-ups.

VPS is a basic data security component permitting the use of encryption on a central system. The aim is to facilitate secure electronic communication between public administrations and external partners. Among the techniques linked to the VPS middleware is the use of electronic signatures.

VPS intervenes only when it is needed – that is, when encrypted and/or electronically signed data are transferred between an administration and citizens or enterprises. Correspondence can be sent in via a web form or by e-mail. It is then date-stamped and the sender receives a confirmation.

VPS is the central component of “Trusted VPS”, a new package in which the BSI provides a “secure and complete solution for modern eGovernment” with “low installation and administration costs”. Equipped with a number of extra security features, “Trusted VPS” can also serve as “the point of departure for the structuring of secure individual IT systems”.

Further information:

- bsi.bund.de (in German)
-

EU: Online consultation of Businesses to cut red tape

The European Commission recently launched a new [website](#) enabling entrepreneurs to suggest ideas on how to reduce the administrative burdens they face. The purpose is to give European businesses the possibility to voice their concerns directly to the European Commission.

In order to tackle the administrative burdens resulting from EU legislation, the new website allows EU businesses to contribute directly to improving the quality of legislation by submitting online questionnaires in any of the EU languages. This input will be taken into account in the preparation of EU measures reducing administrative burdens. Contributions and feedback from the Commission will be summarised in periodic reports published on the new website.

The website builds on best practices at Member States level (Belgium, Netherlands and the United Kingdom in particular) and follows the successful example of the Belgian website www.kafka.be.

This Online Consultation is part of the ‘Action Programme for reducing administrative burdens in the European Union’, launched in 2007 and targeting a 25 % reduction by 2010. In order to alleviate the burdens on businesses immediately, ten so-called ‘fast track actions’ have been tabled and almost half of them have already been adopted.

European Commission Vice President Günter Verheugen, in charge of the Enterprise and Industry policy, welcomed the launch of the new website: “The need to spend time fulfilling administrative requirements reduces the time available for entrepreneurial initiative. We need to consult and learn from those who are facing EU legislation in their daily work as they are best placed to highlight those administrative obligations which are the most time consuming and which could be simplified.”

Further information:

- [Online consultation for administrative burdens reduction](#)
 - kafka.be
 - [Action programme to reduce the administrative burden in the European Union](#)
 - [Rapid Press release](#)
 - [Related Europa Press release](#)
-

Latest Publications

- [EU: Putting eParticipation research on the service of Civil Society](#) 6 October 2006 | Pan European
- [EU: eHealth for Safety Report](#) 29 September 2007 | EU Institutions
- [IT: Report on eProcurement within Public Administration](#) 28 September 2007 | Italy

- [EU: 7th Web-based Survey on Electronic Public Services](#) 20 September 2007 | EU Institutions, Iceland, Norway, Switzerland, Turkey
 - [EU: Lisbon Ministerial Declaration 2007](#) 19 September 2007 | EU Institutions
 - [NL: Benchmark Digital Service 2007](#) 30 August 2007 | Netherlands
-

EU: Putting eParticipation research on the service of Civil Society

Putting eParticipation research on the service of Civil Society

Discussion Paper

Authors: Pedro Prieto Martín, Universitat Oberta de Catalunya, IN3, Barcelona, Spain

Description (short summary): This discussion paper details the position of e-Participa, a research project on "Internet and Citizen Participation". The paper was presented at the 'European Research Workshop to map the field of eParticipation' that was held during the Mediterranean Conference on Information Systems in Venice, Italy, on 5 October 2006.

According to the author, eParticipation research needs to become more closely aligned with citizens and civil society needs. The unavailability of eDemocracy systems adapted to the characteristics and capacities of civil society makes it difficult for civic organisations to seize the potential of ICTs to promote civic participation. Since civic organisations do not have the capacity and knowledge required to design and build those systems, as much as eParticipation researchers do not have the capacity to experiment, leverage and replicate eParticipation experiences, the paper recommends an alliance between researchers and civic organisations.

In this light, the paper suggests that eParticipation worked crossdisciplinarily, in order to first identify civic organisations' needs and then use them as guiding objectives for their research. Evaluation of the results should increasingly consider civil society feed-back. This, according to the paper, could probably be the most effective and quickest way to foster eParticipation.

Original URL:

<http://www.e-participa.org/en/resultados.htm>

Languages available:

EN

Number of pages:

3

EU: eHealth for Safety Report

Complete title:

eHealth for Safety

Impact of ICT on Patient Safety and Risk Management

Authors: Veli N. Stroetmann, Jean-Pierre Thierry, Karl A. Stroetmann and Alexander Dobrev eHealth for Safety study team (empirica GmbH and Symbion) on behalf of the European Commission, Information Society and Media Directorate General

Description (short summary): The eHealth for Safety study takes a broad look at the information and communication technology (ICT) tools that can lead to higher quality of care, increased patient safety, and better risk management in health services and healthcare in Europe.

The report outlines the whole field of ICT and patient safety as seen from a holistic vision. It includes appropriate definitions, gathers and analyses factual data, describes the main outcomes of dedicated [workshops](#), and then makes a definitive set of recommendations for future research on ICT and patient safety.

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Original URL:

<http://www.ehealthnews.eu/content/view/750/62/>

Languages available:

EN

Number of pages: 70

IT: Report on eProcurement within Public Administration**Complete title:****eProcurement within Public Administration: the big jump**

L'eProcurement nella Pubblica Amministrazione: il grande salto

Authors:

Italian Observatory on eProcurement within Public Administration

Description (short summary): This study was conducted in 2006 and 2007 by the Italian Observatory on eProcurement within Public Administration, an entity of the Politecnico Management School of Milan (MIP). This document is the second annual report on eProcurement produced by the Observatory.

Based approximately on 150 case studies of public authorities, their suppliers and technological solutions providers, the report addresses the spreading of eProcurement applications in the Italian public administration. In particular, the Observatory searched to:

- Quantify the purchased volumes generated by the use of eProcurement tools by public bodies, and analyse their main dynamics;
- To delve deeper into the role of the dynamics that spread the various tools (eTendering and eAuctioning, eCatalogues and marketplace) with regard to the involved processes, technologies, and make or buy options;
- Cover the benefits – reached and achieved - and the needs to be fulfilled while highlighting best practices and lessons learnt.

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Original URL:http://www.osservatori.dig.polimi.it/visualizza_report.php?id_r=73**Languages available:**

IT

Number of pages:80

EU: 7th Web-based Survey on Electronic Public Services**Complete title:****The User Challenge – Benchmarking The Supply Of Online Public Services****7th Measurement | September 2007****Authors:**

Prepared by Capgemini for the Directorate General for Information Society and Media of the European Commission

Description (short summary): This report, carried out by Capgemini for the European Commission, presents the 7th annual measurement of the progress of online public service delivery across Europe. It features results from the two core measurements of sophistication and fully-online availability of online services, measured across a basket of 20 services assessed from public agencies across 31 countries – the 27 EU Member States, plus Iceland, Norway, Switzerland and Turkey (EU27+).

This year the measurement system has been enhanced in recognition of the ever-increasing focus on efficient 'user-centric' services. The reporters have introduced a 5th level of online sophistication – that of personalisation; the

extent to which online service is targeted to user needs. The researchers have also piloted a composite indicator for User-Centricity – comprising a basket of four sub-indicators. Finally, the survey assesses national portals as a trusted comprehensive one-stop access to public services.

As usual, the report also comprises of summary results and highlights for each of the countries assessed.

Related articles(s):

[EU: Public eServices maturing. "citizen challenge" ahead](#)

Original URL:

http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=3634

Languages available:

EN

Number of pages:

123

EU: Lisbon Ministerial Declaration 2007

Complete title:

Ministerial Declaration approved unanimously at the 4th Ministerial eGovernment Conference in Lisbon, Portugal

Authors:

Ministers of European Union (EU) Member States, Accession States, Candidate Countries and Ministers of the European Free Trade Area (EFTA) Countries, responsible for eGovernment policy, meeting in Lisbon on the occasion of the [Ministerial eGovernment Conference "Reaping the Benefits of eGovernment"](#) of the Portuguese Presidency of the European Council and of the European Commission, under the chairmanship of Minister Pedro Silva Pereira, representing the Presidency of the European Council, and in the presence of European Commission's Vice President Mr. Siim Kallas.

Description (short summary): Ministers responsible for eGovernment meeting in Lisbon on the occasion of the 4th Ministerial eGovernment Conference signed this Ministerial Declaration on 19 September, at the eve of the conference. The document takes stock of the good progress that has been made towards the aims of the [i2010 initiative](#) as well as both the Manchester Ministerial declaration and the European [i2010 eGovernment Action Plan](#).

The declaration unanimously reconfirmed the Member States' commitment to continue improving public services offered to citizens and businesses through the use of Information and Communications Technologies (ICT). In particular, four priority policy actions and associated targets have been agreed on, as follows:

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

Ministers committed to consider how to best integrate the set targets and objectives in their national strategies and to report, by 2008, on the progress made and on the activities planned in support of these goals. Ministers also welcomed the European Commission's initiatives for supporting the implementation of the i2010 eGovernment Action Plan.

Related articles(s):

[EU: Ministers sign up to greater cross-border eGovernment service delivery](#)

[EU: National Progress report reveals impressive achievements in eGovernment across the EU](#)

Original URL:

http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=3640

Languages available:

EN

Number of pages:

6

NL: Benchmark Digital Service 2007

Complete title:

Benchmark digital service – Dutch municipalities

Benchmark digitale dienstverlening – Nederlandse gemeenten

Authors:

Ernst & Young

Description (short summary): This report produced by Ernst & Young benchmarks the online services of Dutch municipalities in 2007. The authors noticed a general trend towards better digital services in most municipalities in the country. This year's winner is the municipality of Leidschendam-Voorburg, an early adopter of many innovations. One example of this is the Personal Counter, where citizens can get personalised information, follow the status of their licence applications, and sign up for personalised newsletters. According to the report, some municipalities still have a long way to go, though. On the websites of some towns, the researchers found out that the online counter consists of nothing more than providing citizens with the ability to download a form that they then have to print, fill out, and send to the city hall.

Original URL:

<http://www.ey.nl/>

Languages available:

NL

Number of pages:

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Upcoming Events

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 - [BE: Conference 'i-HRM & Competence Management in Public Sector'](#) 24 October 2007 | Belgium
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 - [IT: Italian UBL Day 2007](#) 25 October 2007 | Italy
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 - [CH: The e-Government Symposium 2007](#) 6 November 2007 | Switzerland
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 - [BE: Briefing on the European e-Inclusion Initiative](#) 8 November 2007 | Belgium
 - [IE: 2nd Annual Data Protection Practical Compliance Conference](#) 9 November 2007 | Ireland
 - [NL: 3rd eBusiness Interoperability Forum Conference](#) 15 - 16 November 2007 | Netherlands
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 - [BE: BroadBand Europe 2007](#) 3 - 6 December 2007 | Belgium
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FR: ePractice Interoperability workshop

The workshop will analyse and explore in-depth a sample of high-impact eGovernment cases in which interoperability has played a crucial role.

Four best practice cases will be presented: Mr Rabenstein, from the European IT consultancy group EITCO (Germany), will discuss the contribution of the Xmeld standard to the design of the civil registration system in German regions based on a multilateral communication structure.

Mr Simpson, Programme Manager at e@SY Connects in South Yorkshire (UK), will explain how the e@SY Connects interface ensures that all citizens, particularly those who are socially excluded, have equal access to citizen information and services.

Ms St James, Head of Marketing at DirectGov (UK), will explain DirectGov's approach to focusing information coming from 551 government sites in a single online place for citizens, making use of the Internet and mobile telephones.

Ms Pedersen, of Erhvervs-og Selskabsstyrelsen (Denmark), will present a digital solution enabling companies to apply for sickness benefits based on advanced ITC technology and using standardised OIO-XML structures.

The cases will be presented in the morning and will be followed by a debate. Working sessions in the afternoon will allow all participants to exchange their practices.

The ePractice workshop on eInteroperability will be hosted by the eGovernment Interoperability Campus 2007 in Paris, within the framework of the TERREGOV Integrated Project.

Organiser: ePractice.eu

Organisation type: Public

Expected participants: up to 50

Scope: Pan-European

City: Paris

Website: <http://www.epractice.eu/workshop/eGovInteroperability>

E-mail: info@eppractice.eu

IT: Interim Conference on Interoperability in the iGovernment

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

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

The main objectives of the Conference are the following:

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

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

It will be a unique opportunity for best practices sharing and an advantageous chance to submit successful initiatives to the attention of European Public Administrations and to those European Commission bodies competent in the field

of interoperability. The event will also be an unrivalled chance to discuss and share common objectives together with representatives from European Institutions competent in the field.

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

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

Venue:

Villa Piccolomini
Via Aurelia Antica, 164
00165 Rome
Italy

Contact:

E-mail: towardsesiig2@regione.lazio.it

UK: Workshop on Digital Signatures

eema UK Regional Interest Group Meeting - Digital Signature – Benefits for streamlining processes within and between organisations

This one day workshop to take place on 11 October in London is organised by eema, the european association for e-identity and security. It is aimed at planning, strategy, and development personnel, those impacting on Digital Signature management processes, policy and systems as well as on commercial and business applications.

Topics to be covered include:

- Role Based Signatures – Is a person's role more important than their name?
- What is the meaning of a digital signature – how to determine the meaning when receiving a signed object;
- Digital Signature for eInvoicing;
- Centralised Corporate Signature Servers Vs Signing at the client - Benefits/Issues;
- Signature Verification options – is time stamping necessary? online and offline verification.

The event is free-to-attend to eema members and requires a €200 participation fee for non-members. Registration can be performed online.

Event website: <http://www.eema.org/index.cfm?fuseaction=focus.content&cmid=343>

Venue:

BCS Security Forum
The Davidson Building
5 Southampton Street
First floor
London, WC2E 7HA
United Kingdom

Contact: E-mail: fiona.hawkins@eema.org

IT: Porvoo 12 Conference

12th Porvoo Group Conference on Interoperable European Electronic Identities

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

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

The Group consists of governmental representatives from European countries; representatives from the private sector, the European Commission and the UN have also attended the conferences. The Porvoo Group's two-day conferences are held every six months.

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

Registration to the event can be performed online.

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

Venue:

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

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

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

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

Who Will Be in WHIT'07

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

Thought Leaders and Innovators

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

A Multifaceted and Interactive Format

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

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

Contact: info@worldofhealthit.org

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

IT- and HRmanagers working together

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

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

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

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

Event website:

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

Venue:

Fondation Universitaire
Rue d'Egmont 11
1000 Brussels
Belgium

Contact:

E-mail: greta@4instance.be

NL: Challenges e-2007 Conference & Exhibition

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

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

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

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

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

Venue:

The Hague
The Netherlands

Contact: E-mail: secretariat@eChallenges.org

IT: Italian UBL Day 2007

First Italian Workshop dedicated to Universal Business Language (UBL)

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

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

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

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

The event is free to attend provided online registration beforehand.

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

Venue:

ENEA
Lungotevere Thaon di Revel, 76
00196 Rome
Italy

Contact: E-mail: roberto@javest.com

ePractice profile: <http://www.epractice.eu/people/javest>

BE: LoG-IN Final Conference on local e-Government, innovation and regional development

A two-day conference on local e-Government, innovation and regional development

Local governments play an important role in providing services that enhance the environment for local business. However, many local governments are hesitant to assume this role for many reasons. The LoG-IN project, which ran from 2004 to end of 2007 and combined 35 local authorities from three countries around the North Sea, tackled several of these problems and led to many inspiring results.

This final conference will present the achievements of this project that received several international awards and was nominated as finalist for the 2007 European E-Government Award. The objective of the event is to demonstrate why eGovernment matters to innovation and regional development and to show how inspiring regional eGovernment good practices can be translated into central policy and vice versa. Attendees will get the opportunity to meet policy makers, eServices experts and businesses leaders from the countries around the North Sea.

Featured sessions will include a wide range of presentations, including: "e-Government and sustainable economic growth in 2007: trends and inspiring examples across Europe"; "The importance of e-government in Germany from the municipal perspective and the importance of LoG-IN"; "E-Government - A central role for local authorities. How good examples can become policy and vice versa"; "Importance of innovation in government services for the business community" and more.

Two tracks of workshops respectively dedicated to policy and solutions will also be followed. Furthermore, several demos will be given about the applications developed by and for the 35 local authorities amongst some award-winning.

The conference attendance fee amounts to €120 and registration can be performed [online](#).

Event website:

<http://conference.login-project.net/>

Venue:

Hotel Le Plaza
Boulevard Adolphe Max 118-126
1000 Brussels
Belgium

Contact:

E-mail: e-government@leiedal.be

UK: Open Standards Forum 2007

Enabling Transformational Government Through Web Services and Service-oriented Architecture (SOA)

OASIS, the open standards consortium, is organising the Open Standards Forum to be held on 29 and 30 October 2007 in Ditton Manor, near London. The chosen theme of this year's edition is "Open Standards Forum: Enabling Transformational Government Through Web Services and SOA".

Intended for delegates responsible for helping define and execute integration projects in the public sector within the UK, Europe and throughout the world, the event will introduce attendees to certain key SOA and Web services standards. It will also show how the public sector and other bodies are using these standards to transform the way they interact with citizens, businesses and organisations in government and healthcare.

The programme features presentations, interactive panel sessions and keynote addresses all aiming at uncovering the opportunities and challenges standards provide. Case studies from speakers from China, Denmark, Estonia, France, Germany, Japan, Korea, the Netherlands, and the USA will also be presented.

Participation in the event requires a fee of €200 for OASIS members and of €375 for non-members. Group delegate rates are also available: €475 for members and €950 for non-members. Advanced registration is open until 24 October and can be performed online. Registration will re-open onsite on 29 October at Ditton Manor.

Event website:

<http://events.oasis-open.org/home/forum/2007/>

Venue:

Ditton Manor
Ditton Park Road
Datchet, Slough
Berkshire SL3 9LL
United Kingdom

Contact:

E-mail: events@oasis-open.org

IT: Breaking Barriers – Final workshop

Breaking Barriers to eGovernment – Final workshop on 'Solutions for eGovernment'

The final workshop of the European Commission funded project 'Breaking Barriers to eGovernment' will take place on 31 October in Florence, Italy. It will focus on specific legal and organisational solutions to overcome obstacles to eGovernment progression.

These solutions will form a set of recommendations to the European Commission at the end of the Breaking Barriers project in December 2007. The event will be a combination of presentations from academia and practice and small working group sessions that focus on particular solutions for eGovernment.

Participation to the event is open and free-of-charge although the number of seats is limited. Those wishing to attend the event may email their name and affiliation, if any, to: events@oii.ox.ac.uk.

The workshop is [co-branded with ePractice](#).

Event website:

<http://www.egovbarriers.org/?view=events>

Venue:

Law Department at the European University Institute
Villa Schifanoia
Via Boccaccio 121
50133 Florence
Italy

Contact:

E-mail: events@oii.ox.ac.uk

IT: Global Forum 2007

The « Global Forum/Shaping the Future » is an annual international and independent event, dedicated to the Economic, Political, Social and Societal issues related to the successful evolution of the Information Society.

GLOBAL CONVERGENCE 2.0INTEGRATION & INNOVATION

The Global Forum 2007 will highlight a number of innovative projects from around the world in order to forge stronger networking on a global basis and foster new international initiatives.

During the two-day meeting, we will focus on ways in which the digital convergence of platforms and channels can help develop a genuine multimedia and knowledge society. We will explore a myriad of issues, including business applications, development of e-communities and successful public-private partnerships.

Venue:

Fondazione Giorgio Cini
Venice
Italy

Event Website:

http://www.items.fr/spip.php?page=globalforum&id_rubrique=82

CH: The e-Government Symposium 2007

eGovernment Symposium in Switzerland: domestic and foreign progress in eGovernment

For the first time, Swiss organisations promoting eGovernment are getting together to organise a major symposium in Bern, Switzerland, on 6 November.

The event is targeted at eGovernment representatives from the Swiss federation, cantons and municipalities, as well as the research community and industry stakeholders, interested executives, parliamentarians and associations.

The keynotes to be featured are likely to cover a wide range of presentations, given either in German or English. Those sessions will include, among others: "The eGovernment challenge for the state and the economy"; "Switzerland in the European Union benchmark: an international comparison and a political appreciation (in English)"; "eGovernment vision 2018 - how citizens and state will interact in 10 years"; "federation-on-line" - eGovernment in Germany", and more.

In addition, eight specialised sessions will focus on scientific, political, domestic and foreign aspects.

Registration is charged CHF400 (approx. €241) and can be performed online.

Event website:

<http://www.egovernment-symposium.ch/>

Venue:

BEA Expo
Bern
Switzerland

Contact:

E-mail: info@egovernment-symposium.ch

RU: PKI-FORUM 2007

The 5th annual international scientific conference dedicated to digital signature application issues

The PKI-FORUM 2007 conference will take place in Saint Petersburg, Russia, from 6 to 8 November 2007. The event is co-organised by the Russian Federal Agency for Information Technologies together with the EFPE (European Forum on Electronic Signature) organisation office.

In recent years, the Forum has gained increased popularity with a wide range of participants from European and beyond, including: Russia, Czech Republic, Estonia, Greece, Kazakhstan, Germany, Poland, Slovenia, Thailand, Ukraine, Uzbekistan and Hungary. The event has been designed for institutions and businesses, in particular representatives of public administration, insurance companies and banks as well as other electronic signature users.

The main topics to be addressed at the PKI FORUM cover 5 themes:

- The use of electronic signature in the cross-border document exchange (experience, legal problems, technology, perspectives);
- Authorised federal executive bodies in the digital signature field in terms of administration reform: regulation of Certification Authorities (CA), creation of CA's system, legislation improvement in CA's activity area, international experience in the CA's activity area;
- The system of state services based on the trusted third party services at federal, regional, municipal and corporate levels;
- PKI applications in mobile systems (m-government, m-banking, m-commerce, m-vending, m-payments) and others;
- PKI by users – experience exchange. The organisers welcome: PKI solutions producers, PKI services providers and PKI users presentations.

The conference fee amounts to €600 per person and a registration form is available in PDF format at the event website. It is to be noted that the number of attendees is limited to 200 people due to the capability of the conference room.

Event website:

http://www.efpe.eu/efpe/efpe.eninfo_pki_forum_2007_en.xml

Venue:

"Lenekspo" Exhibition Center
Saint-Petersburg
Russia

Contact:

E-mail: info@efpe.eu

BE: Briefing on the European e-Inclusion Initiative

Briefing session on the call for contributions to the European e-Inclusion Initiative in 2008

The European Commission is launching an advance [call for contributions](#) from individuals and organisations that believe they have a valuable contribution to share as part of the European e-Inclusion Initiative in 2008.

This briefing session, to take place on 8 November in Brussels, will cover the purpose and process of the call. Participation to the session is open to everyone, including individuals and organisations that can act as multipliers - assimilating and translating the key messages, passing them on through their own networks, and helping stimulate organisations and individuals to make contributions. Those wishing to attend may send their details to einclusion@ec.europa.eu

Event website:

N/A

Venue:

Brussels
Belgium

Contact:

E-mail: einclusion@ec.europa.eu

IE: 2nd Annual Data Protection Practical Compliance Conference

2nd Annual Data Protection Practical Compliance Conference

This Conference will bring together in Dublin, Ireland, the leading authorities in the field of data protection, as well as the related areas of records management, privacy and information technology.

Billy Hawkes, the Irish Data Protection Commissioner, will be the keynote speaker. Other expert speakers are from leading corporations and government.

Participants will gain practical data protection advice and learn the underlying rationale essential to steering their organisation and clients through the myriad of data protection issues that arise every day. One of the presentations will look at how the challenge of data protection compliance is being met within the public sector with specific emphasis on the overlapping roles of the Data Protection and Freedom of Information compliance officers.

Registration can be performed online. Attendance requires the payment of a fee.

Event website:

<http://www.pdp.ie/>

Venue:

Morrison Hotel
Ormond Quay
Dublin 1
Ireland

Contact:

E-mail: epractice.eu@privacydataprotection.net

NL: 3rd eBusiness Interoperability Forum Conference

"Accelerating process improvement and innovation via eBusiness standards"

The 3rd annual eBusiness Interoperability Forum Conference (eBIF Conference) is organised by the European Committee for Standardization (CEN) under the title "Accelerating process improvement and innovation via eBusiness standards".

With the conference main thread being "Standards and Interoperability in eInvoicing and eProcurement", participants of this year's edition will be informed and share experiences about opportunities, benefits, problems and solutions related to eBusiness interoperability in Europe today.

Following two keynotes dedicated respectively to the 'Single European Electronic Market' and to the 'Single European Payment Area' (SEPA), the conference programme will break into four separate sessions to be spread over its two days:

- Business benefits – as researched and in practice
- Enabling Interoperability – Issues and approaches
- eBusiness interoperability strategy
- Tutorial Session on strategic policy and technology developments

The event is of interest for representatives from any company or organisation that is or will get into contact with these business topics. Examples are IT vendors, end-users from industry, SME's, public administrations, etc. Participation to the conference is free of charge, but requires pre-registration. Registrations are now possible [online](#).

Event website:

http://www.cen.eu/cenorm/businessdomains/businessdomains/iss/activity/ebifconference2007_announcement.asp

Venue:

EQUENS

Eendrachtlaan, 315
3526 LB Utrecht
The Netherlands

Contact:

E-mail: emmanuelle.ramaz@cen.eu

BE: 4th International cc:eGov Workshop

4th International Workshop: Organisational change for citizen-centric eGovernment - Final dissemination event, Brussels, November 19th 2007

The fourth international cc:eGov Workshop (cc:eGov) to take place in Belgium on 19 November is the fourth and final one in a series of four events aiming at serving as key drivers to the cc:eGov study project.

The cc:eGov study was launched in June 2006 by the European Commission's eGovernment Unit in DG Information Society and Media in order to better understand the organisational culture and citizen centricity in the EU and subsequently produce concrete conclusions and tools for policy makers and practitioners.

The final dissemination event aims to present results from all strands of work from the project, including a Handbook, designed to help citizens and organisations address citizen-centric readiness. Launch and presentation of the Handbook will be followed by a series of "masterclasses", led by practitioners who can demonstrate successful citizen-centric approaches in action.

Space at this free event can be booked by sending an email to: ccegov@ecotec.com

Event website:

<http://www.ccegov.eu/?Page=Workshops>

Venue:

European Commission
DG Information Society and Media BU25
Avenue de Beaulieu 25
Brussels

Contact:

E-mail: ccegov@ecotec.com

LV: International Conference Regno 2007

Sixth Regno Conference

The Regno Conference, now in its 6th edition, is organised by the Secretariat of Special Assignments Minister for Electronic Government Affairs of Latvia together with the Population Register Centre of Finland. The event is supported by the IDABC programme of the General Directorate for Informatics of the European Commission.

The purpose of the Regno Conference is to provide participants from over 25 countries with an opportunity to exchange information about the situation of base registers and public eServices development in different countries and to discuss about future strategies in that area as a part of eGovernment. Around 200 participants are expected to attend, including ministers, leading specialists of the registers, eGovernment policy makers, eService providers, as well as representatives of the academic sector, businesses and representatives of NGOs.

The 2007 edition of Regno will cover the following topics:

- All aspects related to the role of Registers in the provision of qualitative and modernised eServices for administrations, citizens and business;
- Use of registers data, integration of state registers, development of eArchives, implementation of eSignature, legislation on eDocuments, validity of electronic data; business process rearrangements, and other similar issues;

- EU-wide possibilities with regard to the improvement and development of collaboration, such as Interoperability, secure exchange of information between registers and service providers, trust and security of public eServices provided by Registers.

Moreover, a thematic meeting on 'Information management, standards and data quality' will be held during the conference. This meeting is organised in the frame of the ePSIplus Thematic Network, funded by the eContentplus programme, to support the implementation of the European Directive on Public Sector Information (PSI) Re-use, in the period leading up to its review in 2008.

Attendance is free and registration can be performed online at the event website.

Event website:

<http://www.regno2007.lv/eng/index.php?p=0>

Venue:

Reval Hotel Latvia
55 Elizabetes Street
Riga
Latvia

Contact:

E-mail: toms.celmillers@eps.gov.lv

ES: Tecnimap Gijón 2007

10th Congress on Information Society for the Modernisation of Civil Services – 'Administration 2.0: New services, New rights'

The 10th edition of Tecnimap will take place over four days in Gijón, Spain. It is organised by the government of the Principality of Asturias and Gijón City Council in association with the Spanish Ministry of Public Administrations. Every year, this event brings IT representatives from different levels of public administration together with eGovernment experts and the industry for those to exchange experiences, ideas and projects in the field of information technologies and public services.

Over 5 000 participants are expected to attend this edition together with 250 companies and news agencies. During four days of lectures, roundtables and workshops, eGovernment issues will be addressed and discussed. This year's edition theme is 'Administration 2.0: New services, New rights'. Focus will be placed among others on laying down the foundations of Spain's recently adopted Law on Citizen's access to public services. The exhibition area will again feature demonstrations of concrete solutions to problems facing public authorities.

For the first time, a forum will be held at Tecnimap for citizens to present their opinions and suggestions regarding the electronic modernisation process of public administrations. Another novelty in this year's edition is the granting of three awards; one for each level of government in Spain. The awards winners will be the most outstanding initiatives that enable communications between citizens and administration, promote and simplify access to public services and allow for citizen participation.

Participation is free-of-charge both for Spanish civil servants at any level of government and for public sector representatives from other countries. The deadline for papers submissions will be announced in due time.

Event website:

<http://www.tecnimap.es/Tecnimap/default.aspx>

Venue:

Gijón Trade Fair
Paseo del Doctor Fleming, no. 481
33203 Gijón
Spain

Contact:

E-mail: secretaria.tecnimap@gijon.es

DE: eHealth: Combining Health Telematics, Telemedicine, Biomedical Engineering and Bioinformatics to the Edge (CeHR)

International Conference on eHealth combining Health Telematics, Telemedicine, Biomedical Engineering and Bioinformatics to the edge.

Topics & Content

- International and National Approaches to eHealth
- Legal, Social and Ethical Aspects of eHealth
- The eHealth Challenge of Semantic Interoperability
- eHealth Standardisation
- Electronic Health Record Architecture
- Terminologies and Ontologies in Medicine
- Evaluation and Validation of Approaches and Solutions: Users and Behavioural Aspects of eHealth
- Personal Health Paradigm
- Bioinformatics and Genetics for Future eHealth Approaches
- Biomedical Engineering as the Other End of the Interoperability Chain
- Ubiquitous and Autonomous Computing

Website: <http://www.CeHR.de>

Contact: info@cehr.de

BE: BroadBand Europe 2007

BBEurope 2007 Conference

BBEurope 2007 is organised with the support of the European Commission. This European Forum dedicated to broadband will take place over four days in Antwerp, Belgium from 3 to 6 December.

The event will feature exclusive scientific presentations on broadband projects research results, semi-scientific commercial presentations from agencies and municipalities, and semi-commercial presentations from companies on broadband products and services. Speakers will include representatives from the European Commission, government agencies, standardisation bodies, professional organisations, world-wide Industry representatives, R&D centres and the Academia.

The conference programme will focus on Broadband Drivers (such as eHealth and eGovernment) & Broadband Applications. Among other topics, the programme is likely to cover regulatory, legal and security issues, national broadband strategies and standardisation. The call for papers is open until 1 September 2007.

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

Venue:
Antwerp
Belgium

Contact:
E-mail: peter.vandaele@intec.UGent.be

VN: 5th Vietnam e-Government Symposium

Towards a better life for citizens, e-Vietnam

The Ministry of Information and Communication of Vietnam, the Hochiminh City Department of Information and Communication, and the International Data Group (IDG) co-organize the 5th annual Vietnam e-Government Symposium which will take place on December 4-6, 2007 in Hochiminh City.

Under the theme 'Towards a better life for citizens, e-Vietnam', the Symposium is aimed at assessing practical eGovernment issues and creating better public services for citizens and businesses by strengthening the eGovernment model.

An open forum on eGovernment with the presence of national and local policy-makers, international organisations representatives and solution providers, the conference part will feature keynotes of high practical value to be delivered by both local and international speakers, as well as experiences from foreign eGovernment case studies. An exhibition will be running in parallel to display solutions and technology for eGovernment application inside and outside the country.

600 conference guests are expected. Registration can be performed online for a US\$ 50 admission fee (approx. €70).

Event website:

<http://www.egov.com.vn>

Venue:

Sheraton Saigon Hotel
88 Dong Khoi Street
District 1
Hochiminh City
Vietnam

Contact:

E-mail: le_nguyen@idg.com.vn

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.

[eGovernment Interoperability - ePractice workshop](#) 11 October 2007 | Paris

[Breaking Barriers - ePractice co-branded workshop](#) 31 October 2007 | Firenze

[Observatories Network](#) 6 November 2007 | Brussels

[cc:eGov study - ePractice co-branded workshop](#) 19 November 2007 | Brussels

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