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European ePractice Newsletter

N. 215 - 11 December 2007

>> Call for papers: European Journal of Practice

The new digital publication *European Journal of ePractice* is now online. 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 Call for Papers for the 2nd issue is currently open for all topics. The deadline for submissions is December 17, 2007. For more information visit www.epracticejournal.eu or contact us at editorial@eppractice.eu

Please feel free to forward eppractice.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

- [Work in Czech](#) 6 December 2007 |
- [RoboBraille - creating an accessible and inclusive information society](#) 5 December 2007 |
- [e-scholarship management research](#) 1 December 2007 |

Work in Czech

The aim of this CIP EQUAL project "Systemic support for the employment of recognized refugees and foreigners living for an extended period in the Czech Republic" (funded by ESF and national budget of Czech republic) is to improve opportunities for recognized refugees and foreigners with long-term and permanent residence, to find work. A suite of courses has been established together with a methodology for individual social work with clients. These entail courses in Czech, PC skills, employment integration, and special motivational courses. During the whole project extensive social work is conducted with the target group including help with looking for work or accompany them on necessary visits to various administrative authorities.

RoboBraille - creating an accessible and inclusive information society

RoboBraille is an email-based service capable of translating electronic documents into either synthetic speech or contracted Braille. The service is available free of charge to all non-commercial users, and you do not need to register before using it. RoboBraille seeks to solve a universal problem – making otherwise inaccessible electronic documents accessible to people with visual or reading impairments. Originally a Danish service, RoboBraille is currently being validated in Ireland, Cyprus, Italy, Portugal and Great Britain in the framework of a pan-European consortium supported by the European Commission. The Danish part of RoboBraille has been available since 2004; in January 2007, support for British English, Italian, Portuguese and Greek was added to the service. In June and July, French and Lithuanian were added. The long-term goal of the RoboBraille Consortium is to secure a stable commercial customer base to finance the RoboBraille service. It could consist of banks, pharmaceutical companies, public institutions and other enterprises wishing to use the service to produce material in Braille or audio for customers and clients.

e-scholarship management research

This eScholarship Management Research carried by the ERIM at RSM Erasmus University tries to demonstrate and describe the developments and current practices in electronic scholarship in business and management research in European business schools and universities. This case aims to bring together academic researchers, their support staff and their external academic and non-academic audiences in developing electronic knowledge exchange processes and practices. The programme focuses on the 'generation next' in academic scholarship, where networking, collaboration and collective leadership is the trend that will replace the traditional patterns of knowledge production. Change is everywhere in academic life, and we want to communicate and document about these emerging e-practices in the academic world in Europe to help others benefit and learn from them.

Latest News

- [AT: eCard becomes on-line ID](#) 10 December 2007 | Austria
 - [EU: ENISA Work Programme 2008 adopted](#) 7 December 2007 | EU Institutions
 - [DE: Business takes to eGovernment](#) 7 December 2007 | Germany
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 - [EU: Proceedings of the Ministerial eGovernment Conference published](#) 7 December 2007 | EU Institutions
 - [UK: London transport goes mobile](#) 7 December 2007 | United Kingdom
 - [NO: Making web forms more user-friendly](#) 7 December 2007 | Norway
 - [DE: Regulation archive on-line](#) 7 December 2007 | Germany
 - [EU: Commission gives eInclusion a push](#) 7 December 2007 | EU Institutions
 - [EU: Launch of SEMIC.EU website](#) 4 December 2007 | EU Institutions
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AT: eCard becomes on-line ID

From January, Austrian eCards will acquire an extra function: certified electronic signatures.

The new signature function will mean that the card can be used for electronic banking and the signing and encoding of documents and emails, as well in its present role as an ID for administrative and social

security purposes. The qualified certificate to be included on the card conforms to Europe-wide standards. For on-line use, a card reader costing around €15 will be needed, together with software which is available for Windows, Mac and Linux.

According to Manfred Matzka at the Austrian Federal Chancellor's Office, the extension of the eCard's 'Citizen Card' functions will bring many advantages for its bearer. Amongst other things, it could do away with the "many PINs and TANs" needed for electronic banking. The card will also mean "cheaper, faster and better" access to information. But Matzka says that far too few people have opted for the Citizen Cards. Public service broadcaster the ORF reports that the number of cards currently in circulation is a "six-digit figure". Matzka aims to attract a further 100 000 new users by the end of 2008. One way of achieving this may be to add functions of particular use to target groups such as young people and pensioners. The card could also be used for eVoting, although Matzka was unable to confirm this.

Some concerns have been expressed about data protection. However, Franz Bittner at the Viennese Regional Health Insurance Fund points out that, compared with the cards used in cash machines, the eCard is a "clean and absolutely secure keycard", which does not store any data. He put the development costs for the Citizen Card at €2 millions. But it is expected to produce significant savings for the public purse, notably by cutting administrative costs.

Further information:

- [News article from futurezone.orf.at \(in German\)](#)

EU: ENISA Work Programme 2008 adopted

The European Network and Information Security Agency (ENISA) adopted last November its Work Programme for 2008. Entitled '[Build on Synergies - Achieve Impact](#)', the Work Programme (WP) is focusing on increasing the Agency's impact in Network and Information Security (NIS) based on a co-operation with relevant stakeholders. The total budget of the Agency for 2008 is €8.16 millions.

The Executive Director of ENISA, Mr. Andrea Pirotti commented: "The ENISA Work Programme 2008 is the result of a new, closer consultation process with all stakeholders. I am grateful for this transparent, all-inclusive approach of decision making, building on a close involvement of all actors for common priority setting. This good collaboration has been welcomed by the Management Board and the Permanent Stakeholders' Group as the way forward for Europe in NIS."

The WP also introduces three new, key elements by defining 'Multi-annual Thematic Programmes' (MTP):

- MTP 1: 'Improving resilience in European e-Communication networks'

This MTP is focusing on current best practices identification, gaps analysis, analyse internet integrity technologies, and stability of networks. This MTP will support the reviewing of the EU Electronic Communication Directives.

- MTP 2: 'Developing and maintaining co-operation models'

This MTP will be devoted to: (a) the identification of Europe-wide security competence circles in Awareness Raising & Incident Response, (b) the co-operation on interoperability of pan European eID, and (c) the European NIS good practice Brokerage.

- MTP 3: 'Identifying emerging risks for creating trust and confidence'

In 2008, the Agency will develop a framework for decision makers, to better assess emerging risks in new technologies and applications. The Agency will develop a proof of concept of a European capacity for emerging risks evaluation, linked to a Multi-Stakeholder Dialogue Forum for public and private sector decision makers.

Furthermore, the new WP comprises of a Preparatory Action by which ENISA will investigate also the feasibility of a new MTP for micro-enterprises, focusing on their needs and expectations in NIS.

Further information:

- [ENISA website](#)
 - [ENISA's work programme 2008](#)
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DE: Business takes to eGovernment

One in every two German businesses with internet access now handles its dealings with public administrations on-line.

Germany's Federal Statistical Office reports that 49 % of firms with internet connections have been using them during 2007 to access on-line services run by public authorities. This means that German business use of eGovernment has risen by 18 % since 2003.

The Office conducts an annual survey of companies' ICT use. By 2007, about 77 % of German firms had internet access. Those that have not yet gone on-line are almost exclusively SMEs. Virtually all firms with 50 employees or more now have internet connections.

The most frequent reasons for enterprises' on-line contacts with public administrations are to download forms (81 %) and to access information (73 %). 71 % of the firms complete the forms electronically and send them straight back to the appropriate authority via the internet. 16 % put in their bids electronically when authorities launch public procurement calls on-line.

German firms' other main use of the internet is for on-line banking. In 2007, about 72 % of German enterprises with internet access made use of electronic banking and finance services (as against 64 % in 2003). 62 % use the internet for market research. On-line sales are another major business use. In 2007, about 62 % of German businesses with internet access had their own websites – a 22 % rise over 2003.

Further information:

- [German Federal Statistical Office – Press release \(in German\)](#)
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DK: Denmark in Open Standards Breakthrough

As from 1 January 2008, it will be mandatory for all Danish public authorities to use open standards for software. This is the outcome of the agreement that was recently reached between the Danish Government, Local Government Denmark and the association of Danish Regions. Denmark is the first country to mandate the use of open standards across both national, regional and local levels of government.

Mr. Helge Sander, Minister for Science, Development and Innovation, has stated: "This agreement means that we further the use of open standards. Denmark is already among the leading countries in this field.

Therefore every step we take will resonate in other countries. I expect that citizens and businesses will experience more services and that digital solutions will become more coherent and user friendly.”

The use of mandatory open standards will enhance competition in the software market as it will no longer be possible for vendors to protect a market position just by owning a proprietary standard. Therefore, mandatory open standards could lead to lower prices through enhanced competition.

But enhanced competition in the software market is far from the only advantage to open standards. Open standards will also improve the conditions for interoperability between IT systems, solutions and organisations. Open standards is a very direct way of improving the coherence of the public sector. This especially is the case when authorities at all levels of government - national, regional and local - are all part of the agreement.

Furthermore, the improved coherence will further efficiency and effectiveness in the public sector and secure that tasks will flow easily from one system or organisation to another.

The agreement secures that from 1 January 2008 all public authorities - national, regional and local - must use seven sets of open standards in all new IT solutions, unless it will significantly increase the costs of the project. Moreover, all authorities must be able to receive office documents in two open document standards - namely ODF and OOXML. This allows citizens to communicate with government using open standards.

“This agreement is a major breakthrough for IT diversity and free choice of software for citizens. By taking this historical step we hope to inspire other transnational, national, regional and local authorities to gather under the banner of open standards”, says Ms. Marie Munk, Deputy Director General of the National IT and Telecom Agency.

The seven sets of open standards that will be made mandatory for all new public IT solutions are as follows:

- Standards for data interchange between public authorities;
- Standards for electronic file and document handling;
- Standards for exchanging documents between public authorities (Open Document Format and Office OpenXML);
- Standards for electronic procurement in the public sector;
- Standards for digital signatures;
- Standards for public websites / homepages and eAccessibility;
- Standards for IT Security (only within the state sector).

The openness of a standard implies that:

- the standard must be fully documented and publicly available;
- the standard must be freely implementable without economic, political or legal constraints on its implementation and use, now or in the future; and
- the standard should be managed and maintained in an open forum via an open process (standardisation organisation).

Further information:

- [Ministry of Science, Technology and Innovation – Press release](#)

IT: New network of Italian public administrations

Italy has launched a new federal network of public administrations. This will bring together local, regional and central administrations, and is expected to improve usability, increase efficiency and limit costs.

The Italian Public Connectivity System (SPC) Coordinating Commission has announced the creation of a federal web network made up of central and local public administrations, as well as 125 Italian public bodies across the world.

The new system will increase interoperability between the different levels of national and local public administrations, which will share common databases and procedures, making life easier for citizens and private companies.

The upgrading of the existing SPC, already one of Europe's largest networks linking regional, local and central administrations, into a fully 'federal' network will ensure greater co-operation and flexibility at all levels.

The SPC Coordination Commission also announced that the new broadband network would use the most advanced security technologies and would be compatible with a wide range of applications, including Voice Over Internet Protocol, with the aim of reducing internal operating costs.

The new web network was sanctioned by the Italian Ministry for Reform and Innovation in Public Administration. A ministry representative sits on the SPC Commission, which is chaired by Fabio Pistella, president of the National Centre for Information Technology in Public Administration (CNIPA). Regional, provincial and local city administrations are also represented.

The Commission's remit is to support an efficient use of IT in public administration in order to improve the quality of services and contain costs.

Further information:

- [National Centre for IT in Public Administration \(CNIPA\) website \(In Italian\)](#)
- [Press release – CNIPA \(in Italian\)](#)

FR: Certificates on-line

Following the success of the on-line service for the request of birth certificates, the French Ministry for the Budget, Public Accounts and the Civil Service has recently extended its service to include marriage and death certificates.

Since its launch in June 2006, the administration's service for the on-line request of birth certificates has been a great success. Indeed, it is now the most used on-line service with 7 million requests in the first year. From November 2007, the service will now be extended to include requests for marriage and death certificates.

Through the centralised site, www.acte-etat-civil.fr, French citizens may request, free of charge, a copy or an extract of an official registered event (birth, death, marriage, ...). The request is made on-line through the 'commune' concerned. Once the request has been registered, the document in question is sent by post.

For events that have taken place abroad, however, citizens must go through the central service of the Ministry for Foreign and European Affairs.

Further information:

- [Service-Public.fr – Press release \(in French\)](#)
 - [www.actes-etat-civil.fr \(in French\)](#)
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EU: Proceedings of the Ministerial eGovernment Conference published

The publication '[Conference Proceedings](#)' presents the major achievements of the Ministerial eGovernment Conference, held on 19-21 September 2007 in Lisbon (Portugal). The goals of the conference were to take stock of and build on the achievements to date, accelerate further development and set directions for the coming years in relation to the i2010 eGovernment Action Plan.

The Portuguese Presidency of the European Union and the European Commission jointly organised the eGovernment Conference 2007, entitled 'Reaping the benefits of eGovernment'. The publication 'Conference Proceedings' gathers together the sessions, reflections and speaker profiles presented at Lisbon over the three-day conference.

The event provided a platform for high-level political debate and facilitated the exchange of ideas. Close to 1 200 participants attended the Ministerial eGovernment Conference 2007. It was the fourth in a series, the first having taken place in Brussels (BE) in 2001, the second in Como (IT) in 2003 and the third in Manchester (UK) in 2005. Each time, they brought together ministers and senior officials responsible for eGovernment in the EU Member States, leading academics, as well as CEOs and senior managers from the European industry in order to share ideas, experiences, and lessons learned.

The focus of the 2007 conference was placed on better public services for growth and jobs, participation and transparency, social impact and cohesion as well as effective and efficient administration, with special emphasis on the local and regional level. The aim was to illustrate the importance of eGovernment as building blocks for better public services.

Several policy priorities for the coming years were unanimously approved with a view to allow for the improvement of public services available to citizens and enterprises through the use of ICT. These policy priorities are as follows: Interoperability among Member States, reduction of administrative bureaucracy, public involvement in political processes and their increased transparency.

The descriptions of each session include information on the speakers, topics and a summary of the presentations. The Plenary and Parallel sessions held at the Conference were:

- PS1 eGovernment for businesses
- PS2 eGovernment for citizens
- PS3 Convenience and security in the EU
- PL4 Social impact and cohesion
- PL5 Effective and efficient administrations
- PS4 Measuring progress
- PS5 ICT for high-impact services in the Internal Market
- PS6 Implementing challenges
- PL6 Participation and transparency

An important part of the Conference was the exhibition of the 52 selected finalists for the European eGovernment Awards 2007 which took place on 19-21 September alongside the conference. The publication also provides descriptions on each of the five winning practices.

Further information:

- [Official website of the 4th Ministerial eGovernment Conference](#)

- [Conference Proceedings at the ePractice Library](#)
 - [European Commission, DG Information Society and Media - eGovernment & CIP Operations](#)
 - Contact: E-mail: INFSO-egovernment@ec.europa.eu
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UK: London transport goes mobile

London's transport network, [Transport for London](#), is presently trying out a new service which will allow passengers to use their mobile phones to pay for travel on the city's buses, underground and trains.

The trial, involving 500 people, was launched on 28 November 2007 and will run for six months until the end of May 2008. If successful, it could see a new phase for contact-less ticketing in the UK capital.

Transport for London first introduced electronic ticketing in 2003 with the 'Oyster card' – a smartcard which allows users to store up credit to pay for tickets electronically. The initially limited functions of the card have been extended over the years and, in March 2007, over 10 million Oyster cards had been issued.

This latest pilot takes the technology a step further. Each participant in the trial will be given a Nokia 6131 handset equipped with a virtual Oyster card. It will also be fitted with near-field communications (NFC) technology, a contact-less function which enables a wide range of uses, including cashless payments. The 500 participants will be able to use the Oyster ticketing function on their phones to swipe their way through ticket gates. They will also be able to top up their Oyster card by simply touching their handset on ticket machines in tube stations or at Oyster ticket stops.

The testers will also be able to try out a range of other services, including making low-value purchases in shops and cafés, and touching the NFC-enabled handset on selected "smart posters", which contain embedded tags and serve as short cuts to services.

Partners in the trial include Oyster card supplier TranSys, Barclaycard, Visa Europe, AEG, and Nokia and O2, which are collaborating on handsets that support NFC applications. This is understood to be Europe's largest trial of using mobile phones in this way. The Japanese and Koreans have been using mobiles to pay for tickets and goods for some time, and levels of transactions are reported to be high.

Further information:

- kablenet.com
 - [Transport for London – Website](#)
-

NO: Making web forms more user-friendly

The Norwegian government has set out a comprehensive set of guidelines for the usability of public service web forms which will become mandatory for all public administrations and government agencies by the end of 2008.

The ELMER 2 guidelines are thought to be among the most comprehensive that exist at present, covering styles, page layout and interaction rules for on-line forms in minute detail, with around 100 requirements in all, presented in table form. With just one year to go before these guidelines become mandatory, Norwegian public sector organisations are already in the process of reviewing their on-line forms in light of the ELMER 2 recommendations.

According to the Norwegian Ministry of Trade and Industry: "Simplification of public forms is important to improve communication between the users and the public sector. The proceeding transition to electronic reporting may be an important simplification measure for the respondents, but only if the internet-based solutions are felt to be more user-friendly than the old paper versions."

The result of several years' work, the [ELMER 2](#) guidelines (available in English) may provide inspiration to other public sector organisations wishing to improve the quality and usability of on-line forms.

Further information:

- [E-Government Bulletin Live](#)
 - [ELMER website](#)
 - [ELMER 2 guidelines](#)
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DE: Regulation archive on-line

A comprehensive database of Germany's federal administrative regulations is now available on-line.

Via its Ministry of the Interior, the German federal government has teamed up with Juris GmbH, German's biggest on-line and print publisher on legal issues, to give citizens access to a database of administrative regulations currently applicable within the highest federal administrations. The new service is free of charge to the user. The database contains 'living documents'. In other words, the relevant services continuously update the documents that they contribute to it.

Juris can also add new or revised regulations. The company is responsible for the technical and documentary development of the database. In presentational terms, the lay-out and structure of the archive follow the patterns already established by Germany's on-line databases of current legislation.

In the German system, administrative regulations are not legal norms. Rather, they are general rules of conduct to be applied within administrative organisations. They are issued by hierarchically superior administrative bodies or senior staff to subordinated organisations or personnel, and help to determine the various administrations' organisation and action. Each federal ministry has administrative regulations covering the fields for which it is responsible. Some ministries publish them on their own sites, but they have not previously been available in a single public database.

Further information:

- [Press release of the Federal Government \(in German\)](#)
-

EU: Commission gives eInclusion a push

On 29 November 2007, the European Commission presented a new initiative for eInclusion which aims to give new impetus to efforts to ensure equal access to the information society in Europe, and calls on Member States to intensify actions in this area.

The initiative follows closely on the heels of a new Commission-funded report, [Measuring progress of eAccessibility in Europe \(MeAC\)](#), which was published on 8 November 2007. This shows that there has only been limited progress towards eAccessibility targets in Europe, and further EU-level measures are needed to stimulate progress in this area. It notably reveals that despite technological progress and

enhanced competition, more than one in three Europeans are still excluded from fully benefiting from the digital society.

According to the Commission, ensuring greater accessibility of websites, improving digital literacy and making broadband internet available to all EU citizens will not only ensure a more inclusive society but will also generate economic benefits. They estimate added revenues of €35-€85 billion over five years.

The Commission is therefore calling on Member States to support a number of key actions, including an awareness campaign for 2008 entitled 'e-Inclusion, be part of it!' and the possible introduction of e-Accessibility legislation along the lines of that introduced in the US. A ministerial conference is also planned towards the end of next year, to demonstrate progress and to reinforce commitment at all levels.

Further information:

- [Europa Press release](#)
- [European initiative on an all-inclusive digital society: Frequently Asked Questions](#)
- [Report 'Measuring progress of eAccessibility in Europe'](#)

EU: Launch of SEMIC.EU website

In November 2007, the Semantic Interoperability Centre Europe (SEMIC.EU) opened its virtual doors to the public and can now be accessed through the new website www.semic.eu.

This portal gives a glimpse of the upcoming interoperability platform which will be the single point of contact, supplementing national and sectoral initiatives that are creating their own interoperability platforms. It will also offer guidance and coaching services as part of the project. This platform will also serve to support data exchange for Pan European eGovernment services. The launch of the platform is scheduled for June 2008.

SEMIC.EU, which is an initiative of the [European Commission's IDABC programme](#), acknowledges semantic interoperability as a key success factor for pan-European eGovernment ventures and promotes the reuse of interoperability assets such as XML schemas or taxonomies. The platform will feature an asset repository making the up- and download of interoperability assets one of its core functions. Prior to be downloaded, these interoperability assets will undergo a quality assurance process, and if successful will be open for reuse by any Pan-European eGovernment project.

The initial version of the website provides information about the project, its objectives and background. Potential users are also invited to take part in an online survey to share their ideas and experience in the field of semantic interoperability. The survey results will be used as requirements for building the repository. Moreover, findings from the survey will be published on SEMIC.EU, initiating the first collaboration on semantic interoperability through the platform.

Further information:

- [Semantic Interoperability Centre Europe](#) (SEMIC.EU)
- Online survey: www.semic.eu/share.html
- [European Commission's IDABC programme](#)

New Factsheets

The 8th Edition of the eGovernment factsheet for Belgium is now available online. We invite you to visit the [relevant section](#) at the portal for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [DE: Stylized Facts and Evidence on Skill-Biased Technological Change](#) 20 April 2004 | Germany
 - [DE: Effects of Changes in the Unemployment Compensation System on the Adoption of IT by Older Workers](#) 10 June 2005 | Germany
 - [EU: eHealth, eLearning and eGovernment for All: Recommendations from the eUSER Project](#) 30 April 2007 | EU Institutions
 - [DE: Older Workers and the Adoption of New Technologies](#) 23 August 2007 | Germany
 - [EU: Together for Health: A Strategic Approach for the EU 2008-2013](#) 23 October 2007 | EU Institutions
 - [EU: Internet usage in 2007 – Households and individuals](#) 3 December 2007 | EU Institutions
 - [EU: Proceedings of the 4th Ministerial eGovernment Conference](#) 7 December 2007 | EU Institutions
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DE: Stylized Facts and Evidence on Skill-Biased Technological Change

Complete title:

Discussion Paper No. 04-33

Are Skill Requirements in the Workplace Rising? Stylized Facts and Evidence on Skill-Biased Technological Change

Authors:

Alexandra Spitz-Oener, Centre for European Economic Research (ZEW)

Description (short summary): The present analysis investigates skill requirements in the workplace, measured directly by the task-composition of occupations.

It shows that the task composition of occupations has shifted toward analytical and interactive activities and away from manual and cognitive routine activities in West Germany between 1979 and 1999. These within occupational task changes account for around 50 percent of the educational upgrading in recent decades.

The analysis shows additionally that computer technology is complementary to workers in executing analytical and interactive activities, whereas it substitutes for workers in performing manual and cognitive routine tasks. This relationship exists within occupations, within occupation-education groups and within occupation-age groups.

Original URL: <http://www.zew.de/en/publikationen/publikation.php3?action=detail&art=12&nr=2133>

Languages available: EN

Number of pages: 51

DE: Effects of Changes in the Unemployment Compensation System on the Adoption of IT by Older Workers

Complete title:

Discussion Paper No. 05-40

The Effects of Changes in the Unemployment Compensation System on the Adoption of IT by Older Workers

Authors:

Alexandra Spitz -Oener, Centre for European Economic Research (ZEW)

Description (short summary): Two main hypotheses can be found in literature on why elderly workers have a lower probability of using information technology than their younger peers: lower learning capabilities and reduced incentives to invest in human capital.

The author utilises law changes in the unemployment compensation system enacted in Germany during the 1980s and 1990s to demonstrate that 'incentives' are more important than 'capabilities' in determining variation in IT usage. Elderly workers only fell behind the IT usage rates of their younger peers during the 1980s and 1990s, when unemployment benefits got increasingly generous, thereby reducing their incentives to invest in human capital.

Original URL: <http://www.zew.de/en/publikationen/publikation.php3?action=detail&art=12&nr=2577>

Languages available: EN

Number of pages: 23

EU: eHealth, eLearning and eGovernment for All: Recommendations from the eUSER Project

Complete title:

D5.4 Recommendations

eHealth, eLearning and eGovernment for All: Recommendations from the eUSER Project

Authors:

Danish Technological Institute (Denmark), empirica (Germany), FORTH Foundation for Research and Technology (Greece), UBC (Canada), Work Research Centre (Ireland)

Description (short summary): The present document is one of the deliverables of the eUSER project, an EU funded research and support project whose aim is to enhance the capacity of the IST programme to achieve its goals in relation to stimulating the availability and usage of useful and easy to use online public services. The document presents recommendations that have been formulated on the basis of the extensive body of empirical and analytical work carried out by the eUSER project.

The recommendations address the broad spectrum of issues and levels of action that must be taken into account if the needs of all citizens are to be served by developments relating to online services of public interest. These issues include:

- Developing and providing high quality, user-oriented online services of public interest (online service user orientation);
- Addressing the needs of those who are not yet online – help in getting online where relevant, or in accessing equivalent services in other modes where getting online is not a viable or relevant solution (first order digital divides);

- Orienting and facilitating those who are online towards useful uses of the Internet, including accessing and using online services of public interest (second order digital divides);
- Orienting people towards and facilitating their usage of services of public interest in the first place, whatever mode of access, online or other (divides in service usage).

In regard to these issues the recommendations address relevant actors in a number of policy and practitioner domains, including:

- eServices design and delivery;
- eInclusion policies and programmes;
- Policy and provision of services in the three target domains (lifelong learning, public administration and health).

Original URL: <http://www.euser-eu.org/ShowAnalysisReport.asp?IDFocusAnalysis1=14>

Languages available: EN

Number of pages: 42

DE: Older Workers and the Adoption of New Technologies

Complete title:

Discussion Paper No. 07-050

Older Workers and the Adoption of New Technologies

Authors:

Jenny Meyer, Centre for European Economic Research (ZEW)

Description (short summary): For the first time data of German ICT and knowledge intensive service providers are used to analyse the relation between the age structure of the workforce and the probability of adopting new technologies. The results show that firms with a higher share of younger employees are more likely to adopt new technologies and the older the workforce, the less likely is the adoption of new technologies.

Furthermore, the results exhibit that the age structure of the workforce should be accompanied by appropriate workplace organisation. A part of the firms which enhanced teamwork or flattened their hierarchies are actually more likely to adopt new technologies and software when they have a higher share of older employees, whereas they are less likely to introduce new technologies if they have a higher share of younger employees.

Original URL: <http://www.zew.de/en/publikationen/publikation.php3?action=detail&nr=3604>

Languages available: EN

Number of pages: 30

EU: Together for Health: A Strategic Approach for the EU 2008-2013

Complete title:

White Paper

Together for Health: A Strategic Approach for the EU 2008-2013

Authors:

European Commission

Description (short summary): On 23 October 2007 the European Commission adopted a new Health Strategy, 'Together for Health: A Strategic Approach for the EU 2008-2013'. Building on current work, this Strategy aims to provide, for the first time, an overarching strategic framework spanning core issues in health as well as health in all policies and global health issues. The Strategy is intended to set clear objectives to guide future work on health at the European level, and to put in place an implementation mechanism to achieve those objectives, working in partnership with Member States.

The Strategy focuses on four principles and three strategic themes for improving health in the EU. The principles include taking a value-driven approach, recognising the links between health and economic prosperity, integrating health in all policies, and strengthening the EU's voice in global health. The strategic themes include Fostering Good Health in an Ageing Europe, Protecting Citizens from Health Threats, and Dynamic Health Systems and New Technologies.

Original URL: http://ec.europa.eu/health/ph_overview/strategy/health_strategy_en.htm

Languages available: EN

Number of pages: 11

EU: Internet usage in 2007 – Households and individuals

Complete title:

Internet usage in 2007 – Households and individuals

Authors:

Maria Smihily, Eurostat

Description (short summary): This Eurostat publication gives a short insight into the 2007 results of the Community survey on ICT (Information and Communication Technologies) usage in households and by individuals in the EU-27.

Copyright information: © European Communities, 2007

Original URL:

http://epp.eurostat.ec.europa.eu/portal/page?_pageid=1073.46587259&_dad=portal&_schema=PORTAL&p_product_code=KS-QA-07-023

Languages available: EN

Number of pages: 3

EU: Proceedings of the 4th Ministerial eGovernment Conference

Complete title:
Ministerial eGovernment Conference
Lisbon, Portugal
19 – 21 September 2007
Conference Proceedings

Authors: Giovanna Galasso and Fiorenza Zanchi, European eGovernment Awards 2007 Consortium

Description (short summary): From 19 to 21 September 2007, the Portuguese Presidency of the European Union and the European Commission jointly organised in Lisbon the eGovernment Conference 2007, entitled 'Reaping the benefits of eGovernment'.

The goals of the conference were to take stock of and build on the achievements to date, accelerate further development and set directions for the coming years in relation to the i2010 eGovernment Action Plan.

The conference proceedings present the major achievements of the conference by gathering together the sessions, reflections and speaker profiles presented at Lisbon over three days. The document also presents the five winning practices of the eGovernment Awards 2007 competition, the results of which were announced at the conference.

Related articles(s): [EU: Proceedings of the Ministerial eGovernment Conference published](#)

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ePractice Workshops

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[eldentity workshop](#) 14 February 2008 | Brussels (Belgium)
[eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)
[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

- [BE: Telehealth 2007](#) 11 December 2007 | Belgium
 - [FI: Seminar "Promoting eInclusion at local and regional level in the EU"](#) 12 December 2007 | Finland
 - [BE: European Commission eSignature Workshop](#) 12 December 2007 | Belgium
 - [IT: Congress on e-learning and e-government](#) 13 December 2007 | Italy
 - [BE: From e-Inclusion to Social Inclusion](#) 14 December 2007 | Belgium
 - [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
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BE: Telehealth 2007

'Telemedicine and innovative technologies for chronic disease management'

TeleHealth 2007 is one of the stepping stones that will lead to a communication on 'telemedicine and innovative technologies for chronic disease management' that the Commission plans to publish in October 2008

The TeleHealth 2007 conference will take place in Brussels on 11 December. Its major aim is to focus on telemedicine and innovative technologies for chronic disease management in Europe, as well as to provide a platform for exchanging experiences and discussing the reasons why telemedicine is not yet as developed as it should be.

Organised by the European Commission, the conference will focus on issues common to several Member States or related to cross-border activities that would benefit from a European slant. It will be structured as a sequence of four to five roundtable sessions, each of them dealing with a specific class of problems, such as:

- Legal obstacles: tax, social security, liabilities, claims;
- Financial issues: patient reimbursement;
- Practical issues: accreditation, certification, labelling;
- Data protection and privacy.

The Conference participation list is full and only waiting list requests are accepted to the following email info-telehealth2007@ec.europa.eu with the participant's Name, First name, Nationality, Organisation, Job title, Gender and Telephone n°. Those allowed to participate will be informed by November 26.

Event website: http://ec.europa.eu/information_society/events/telehealth_2007/index_en.htm

Venue:

European Commission
Breydel 2 Building
Avenue Auderghem, 17
1040 Brussels
Belgium

Contact: E-mail: info-telehealth2007@ec.europa.eu

FI: Seminar “Promoting eInclusion at local and regional level in the EU”

International Seminar on Promoting eInclusion at local and regional level in the EU

Jointly organised by the EU’s Committee of the Regions (CoR) and the City of Lahti (Finland) in association with the Council of European Municipalities and Regions (CEMR), this seminar will take place on 12 December in Lahti.

With the European Strategy for eInclusion to be launched in autumn 2007, the event will showcase the local and regional dimension of eInclusion in Europe. It will focus on the opportunities to deliver real benefits for all groups in society and on the potential for the development of ICT services.

The seminar will look at the lessons learnt from innovative inclusive ICT projects and best practices from EU regions and municipalities in social and geographical eInclusion and inclusive eGovernment. A draft of the seminar programme is already available [online](#).

This free event is addressed to members of the Commission for Culture, education and research (EDUC) of the CoR (view [invitation](#)) and of the CEMR, as well as Finnish participants and external guests. External guests have to register via educ@cor.europa.eu.

Event website: <http://www.cor.europa.eu/en/presentation/educ.asp>

Venue:

Sibelius Hall
Ankkurikatu 7
Lahti
Finland

Contact: E-mail: educ@cor.europa.eu

BE: European Commission eSignature Workshop

Towards Interoperability and Mutual Recognition of eSignatures

Directorates-General for Informatics (DIGIT/IDABC unit) and for Information Society and Media (INFOS) of the European Commission are jointly organising a Workshop on eSignature Interoperability on 12 December 2007 in Brussels, Belgium.

The event will focus on ways to achieve interoperability and mutual recognition of eSignatures within the Single Market in accordance with the Directive 1999/93/EC of 13 December 1999 on a Community framework for electronic signatures (‘eSignatures Directive’).

Aimed at the main stakeholders and representatives from the Member States, the workshop will present in detail the results of two studies that were commissioned by the European Commission, namely:

- The [Preliminary study on mutual recognition of eSignatures for eGovernment applications](#) (IDABC study) which gives a clear overview of the interoperability problems in the area of eGovernment services and contains conclusions and recommendations for addressing these issues;
- The Study on the standardisation aspects of eSignature (INFOS study), assessing the relevance of the standardisation model underpinning the eSignatures Directive. This study is available at: http://ec.europa.eu/information_society/europe/i2010/studies/studies_ongoing/index_en.htm.

Following both presentations, the experts participating in the workshop will be able to provide their feedback during panel discussions.

Registration to the Workshop will be open until December 3, 2007. Those wishing to participate are invited to send their details to [Registration](#) as the attendance will be limited to a maximum of 100 participants.

Event website: <http://ec.europa.eu/idabc/en/document/7277>

Venue (New location):

Tour Madou (Metro Station : Madou)
Salle 0/AUDITORIUM
Place Madou 1
1210 Brussels
Belgium

Contact: E-mail: gzim.ocakoglu@ec.europa.eu (DG DIGIT/IDABC) and Claire.sion@ec.europa.eu (DG INFSO)

IT: Congress on e-learning and e-government

Government and education strategies for the knowledge society

This one-day event is organised on behalf of the University of Teramo in the frame of project E-learning 'Share' (Minerva/Socrates). It will be held Italian on the university campus.

In a knowledge society, learning processes are not anymore the monopoly of schools and universities; they are also located in the innovation processes of all organisations. Within public organisations in particular, next to traditional communication methods there is a need for eLearning processes aimed at citizens for those to be able participate in the decision making process.

In this context, the 'Congress on e-learning and e-government' will gather Italian experts of the eGovernment and eLearning fields with a view to address an essential question: Is eGovernment achievable without eLearning?

Papers can be submitted until 30 August. Participation to the event is free-of-charge and registration can already be made on-line.

Event website: <http://www.elearningeinnovazione.org/e.php?idevt=9>

Venue:

University of Teramo
Campus Coste S.Agostino
64100 Teramo
Italy

Contact: E-mail: msandrini@gmail.com

BE: From e-Inclusion to Social Inclusion

'From eInclusion to Social Inclusion'

European Association of Service providers for Persons with Disabilities (EASPD) in cooperation with Home Farm Trust (HFT), a UK disability provider NGO, is organising this event which will explore:

- The lessons learnt from [Through Assistive Technology to Employment](#) (TATE), a recently completed and ESF funded project;
- How these results can be disseminated to others with a disability;
- Opportunities to use person centred technology for society in general to enhance community coherence;
- New funding and partnership options.

Expected number of participants is 30 with different backgrounds: service providers, business world, authorities, European institutions, representatives of advocacy groups.

Given the small scale of the event, participants may register to the event by sending an email to jelle.reynaert@easpd.eu prior to 3 December. Final program along with a list of participants will be delivered to all registered participants a week prior to the seminar at the latest.

It is clear that person centred technology can significantly enhance the independence and social skills of people with a disability and their families, to enable them to fully participate in society.

Event website: <http://www.easpd.eu/>

Venue:

Liaison Office Brussels-Europe
Oudergemselaan 63
1040 Brussels
Belgium

Contact: E-mail: jelle.reynaert@easpd.eu

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".

The Summit will be held in Madrid on 24-25 January 2008 and will host the 2nd workshop of the epractice Observatories network.

The main objective of the event is to share studies, experiences and methodological initiatives about ICT researches between Observatories and Institutions. 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.

The goal of the event is to promote synergies between ICT Observatories and to reach an agreement regarding methodological strategies and harmonised ICT indicators.

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.

Event website: <http://observatorio.red.es/>

Venue:

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

Contact: E-mail: observatorio@red.es

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

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