



<http://epractice.eu>

## European ePractice Newsletter

N. 196 – 11 July 2007

### Breaking News:

#### European Observatories Network

The European Commission is interested in creating a network of organisations interested in the analysis, measurement and spread of good practice in Europe, particularly in the field of eGovernment. The initiative is part of the new epractice.eu portal, the successor of the eGovernment Observatory.

The objective of the observatories network is to ensure that any organisation involved in these activities is in contact with related partners.

If you are interested in becoming part of such a network, please fill in the survey under <http://epractice.eu/index.php?page=fix&p=27>.

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## Latest eGovernment News

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## LT: Lithuanian household internet users up by 20 % on last year

eGovernment News – 09 July 2007 – Lithuania – Infrastructure and Interoperability

A survey by TNS Gallup has shown that the number of household internet users in Lithuania has increased by 20 % in one year, making up 70 % of all web users. Internet

**computer subscriptions as a whole were up by 10 %, with 90 % using broadband connections.**

One-third of users connect to the internet at their workplace, while one in five accesses it at school or another educational institution. "The internet is becoming more widespread in households and its everyday use is becoming as common as reading a newspaper. Thus, it is turning into an important media channel," says Gytis Juodpusis, Director of TNS Gallup.

The most popular activities on-line during the last six months included the use of search engines, email, eBanking services and reading Lithuanian publications. Audiences for the major news portals grew in line with the increase in internet users.

According to the TNS Gallup survey, nearly 41 % of Lithuanians aged 15 or over have used the internet at least once, and 84 % of these are regular web users. More than 25 % of Lithuanian residents who are not currently using the internet are planning to start using it over the next 12 months.

Today, 45 % of people aged 15 or over own desktop or laptop computers, of which 75 % have internet access, while 11 % expect to have it fairly soon. Over 1 600 respondents were interviewed for the TNS Gallup survey this spring.

**Further information:**

- <http://www.delfi.lt/news/economy/ITbussines/article.php?id=13569546>
- <http://www.ivpk.lt/main-aktual.php?cat=61&n=182>
- <http://www.elektronika.lt/news/computers/8347/>

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## **HU: First eGovernment cluster formed**

eGovernment News – 09 July 2007 – Hungary – eGovernment Services for Citizens

**The first Hungarian eGovernment Cluster has just been formed on the initiative of Albacomp Zrt, with providers of various eGovernment activities co-operating together.**

The eGovernment Cluster was set up in response to increasing demand for eGovernment and local eGovernment solutions. Thanks to previous projects, sufficient know-how is now available to put the cluster into practice.

The aim of the cluster is to create efficient eGovernment and to harmonise activities and interests. While members can function independently, their ability to develop synergistic relationships and co-operate in a network has enabled them to reap the benefits of working together.

The expertise required for efficient collaboration has come from various different fields. Members of the cluster include consultancies, specialised companies, and knowledge centres such as universities and local government. It is also open to companies, local authorities and knowledge centres.

Members' first priority has been to improve services significantly across the whole field of local government. Thanks to the scheme, some of the companies involved could develop the know-how to compete on an international scale, while EU funding has kept operational fees sustainable.

**Further information:**

- <http://hirek.prim.hu/cikk/61481/>
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**EU: SEPA fact sheet for public sector**

eGovernment News – 09 July 2007 – EU Institutions – Policy and Strategy

**The European Payments Council (EPC) has issued a factsheet on the Single Euro Payments Area (SEPA) for public administrations, entitled 'Creating critical mass for the Single Euro Payments Area'.**

SEPA will come into effect between 2008-2010, so it is vital that the public sector and its bodies and agencies, especially in the euro area, make a start on concrete preparations. This will involve investments in systems and processes. The enormous number of payments generated and received by the public sector make it a crucial part of the success of the SEPA venture. The fact sheet is designed to be an easily understood outline of SEPA, with a breakdown of the role of the public sector, a checklist of benefits that it will bring, and guidelines on how to make SEPA a reality.

SEPA, a major political and economic harmonisation measure, is designed to support the Lisbon Agenda, stimulate economic growth and encourage small and large business activity across the single market. The European Commission has underlined that SEPA will be a stimulus for other related developments such as eInvoicing, beyond the programme itself.

The new SEPA payment instruments require critical mass to deliver the promised efficiency and cost gains, and the public sector can make a significant contribution towards building economies of scale and reducing the period of duplicated infrastructure.

Public administrations will also benefit considerably from the use of the new SEPA services, which will enable simplification, rationalisation, the potential for cost cutting, and greater efficiency. Through early adoption, they will protect themselves from being left behind.

**Further information:**

- <http://www.europeanpaymentscouncil.eu/index.cfm>
  - [http://www.europeanpaymentscouncil.eu/knowledge\\_bank\\_detail.cfm?documents\\_id=88](http://www.europeanpaymentscouncil.eu/knowledge_bank_detail.cfm?documents_id=88)
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**LT: eHealth strategy approved**

eGovernment News – 09 July 2007 – Lithuania– eHealth / Policy and Strategy

**The Lithuanian eHealth Strategy Project for 2007-2015 has just been approved by the eHealth Development Coordination Board, meeting at the Ministry of Health.**

The eHealth Strategy Project aims to improve healthcare services by maintaining the quality and continuity of patient-orientated services, using information and communication technologies. Lithuanian policy-makers took into account the Council of Europe's statement in 2003 that eHealth is the single most important healthcare system revolution, on a par with the use of modern medicines, vaccines or even such healthcare measures as sanitation or clean water.

Haroldas Baubinas, the Chairman of the eHealth Development Coordination Board, stated that the Board had approved the principles of the eHealth Strategy and would prepare measures for its implementation. It is not merely a political initiative for the information technology specialists, claimed Prof. Arūnas Lukoševičius, the Deputy Chairman of the eHealth Development Coordination Board, who drafted the eHealth Strategy. "This is a strategy for the joint action of the entire healthcare sector that ensures the management and use of healthcare data in order to improve the state of health of the Lithuanian population," stressed Prof. Lukoševičius. "Information technologies provide new opportunities for using the overall value of medical data for the promotion of public health."

**Further information:**

- <http://www.elektronika.lt/news/computers/8260/>
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## **SI: Student residences to be wired for EDUROAM wifi**

eGovernment News – 09 July 2007 – Slovenia – Infrastructure and Interoperability

**The Slovenian Ministry of Higher Education, Science and Technology (MVZT) has invited companies in Slovenia to submit tenders for the setting up of EDUROAM wifi networks in student halls of residence.**

The project is aimed at co-financing the establishment or upgrading of existing wireless networks in student halls, in line with the ministry's policy of using open-code based projects, or web-based programming tools.

The equipment includes access points, Ethernet switches and AAA servers, which should comply with the standards and criteria determined in the project. Applicants must provide all the necessary funding for the work involved in establishing or upgrading the existing Eduroam networks, since this is not the responsibility of the contracting authority.

The purpose of the project is to enable students living in halls of residence to access the Internet in mobile, safe and open conditions. The contracting authority will co-finance the purchase of access points, Ethernet switches and AAA servers. The provider can broaden the scope of the work, but this must be done at their own cost. All the expense of establishing, installing and interfacing with existing networks is to be covered by the provider. The budget for the project is €28 800.

**Further information:**

- <http://www.mvzt.gov.si/si/>
  - <http://www.eduroam.org/>
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## **FI: On-line real-time road traffic updates**

eGovernment News – 09 July 2007 – Finland – eGovernment Services for Citizens

**The Finnish Road Administration, responsible for Finland's highway network, has just announced that it is making real-time updates on traffic conditions available on its website.**

The Road Administration, a government agency operating under the jurisdiction of the Ministry of Transport and Communications, has a comprehensive website offering information about the road network, weather conditions, transport permits and research and development.

From now on, users will also be able to access the latest information on road traffic conditions across the network, a service which will make life simpler for many commuters. Information will include updates on roadworks on public roads, ferry schedules and general traffic conditions. The service is available 24 hours a day.

The service is fed by data from detectors on roads, as well as municipalities watching the situation on the ground. The Finnish Road Administration works in co-operation with the police, regional emergency centres, border guards, the voluntary road service and radio stations.

**Further information:**

- [http://www.suomi.fi/suomifi/english/newsroom/news\\_archive/](http://www.suomi.fi/suomifi/english/newsroom/news_archive/)
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## **SI: Best practice in Public Administration Conference 2007**

eGovernment News – 09 July 2007 – Slovenia – Benchmarking

**The Slovenian Ministry of Public Administration is planning to host a ‘Best Practice in Slovene Public Administration’ conference, to take place in October 2007.**

The ministry has invited all public administration bodies and organisations to send in examples of best practice in public administration, including good examples of the implementation of eGovernment solutions. Certain criteria have been set and projects submitted should have been running for at least three months.

The conference is intended as a means of helping the Ministry for Public Administration to disseminate knowledge on public administration best practice and ensure that good ideas are replicated across the country. It will also help it to pursue its quality management goals at a European Union level.

Interested parties should submit their applications by 27 August 2007 at the latest. All entries will go through an evaluation process, after which a shortlist of the best projects will be established. These applicants will be invited to present their projects at the conference and participate in the planned awards ceremony.

**Further information:**

- <http://www.mju.gov.si/>
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## **SI: Virtual Tax Assistant answers phone queries**

eGovernment News – 09 July 2007 – Slovenia – eGovernment Services for Citizens

**VIDA, or the Virtual Tax Assistant, who already answers Slovenian taxpayers’ questions on-line, is now available to deal with phone queries, answering simple questions on income tax 24 hours a day, on +386 (01) 40 00 100.**

Users can ask questions on personal income tax, like the dates of tax assessment, waiting times for decisions, and dates when decisions will be given. On overpaid income tax, they can enquire when refunds will be sent, and when tax returns will arrive. They can also ask for the amount of income tax refunded, and can find out where more information can be provided.

These are just a few of the questions that VIDA can already recognise and answer. Her range is shortly to be expanded, as part of ongoing efforts to improve telephone services for taxpayers.

**Further information:**

- <http://www.durs.gov.si/>

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## **EU: EIF revision in progress – comments welcome**

eGovernment News – 09 July 2007 – EU Institutions – Policy and Strategy / Infrastructure and Interoperability

**The European Commission recently made public a study on the revision of the European Interoperability Framework (EIF v1.0). This report is one more input for the EIF revision work which started in 2006 and that is scheduled to be completed by mid 2008. Anyone interested in this issue is kindly invited to read the study and provide comments by 15 September 2007.**

The current version of the European Interoperability Framework was released in 2004 under the IDABC programme. The EIF was –and still is- extremely well received in Europe where many Member States have adopted interoperability frameworks and guidelines or initiated similar work. Also, EIF is often considered as a reference document when the interoperability issue is discussed and this excellent reputation even goes beyond European borders.

This success, combined with rapid technological evolutions and the wish to go beyond the IDABC context, prompted the Commission to start the revision process of the EIF. Therefore in August 2006 Gartner Inc. was asked to produce an independent analysis on the revision process and to recommend orientations for its progress. The final study was delivered in May this year.

Views expressed in this study only reflect those of Gartner, and as other documents such as the Modinis study on Interoperability at local and regional level (IOP) or the EU Study on the specific policy needs for ICT Standardisation, they are to be considered as one of the many inputs for revision.

Should you believe that interoperability is an effective means to come to better pan-European eGovernment services, please provide your own input to the revision process by reacting on the document by 15 September 2007. A summary of your remarks will be published on the IDABC website (<http://ec.europa.eu/idabc>).

Comments may be sent by e-mail to [idabc@ec.europa.eu](mailto:idabc@ec.europa.eu) mentioning 'EIF revision' as e-mail subject.

**Further information:**

- <http://ec.europa.eu/idabc/en/document/3473#finalEIF>
- <http://ec.europa.eu/idabc/en/document/6227>
- <http://www.epractice.eu/document/3699>

## Latest eGovernment Publications

[EU: Gartner Study on the revision of the EIF](#) [13 May 2007]

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### EU: Gartner Study on the revision of the EIF

Gartner Inc. was asked by the European Commission to produce the present study in the context of the European Interoperability Framework (EIF 1.0) revision process started in August 2006.

Delivered in May 2007, the Gartner study situates the European Interoperability Framework in relation to the current practices in the Member States and elsewhere. The document also gives an independent view on the revision process and its desired outcomes.

The objective is for this study to serve as one of many inputs for the revision work as other studies that were carried out simultaneously (the Modinis study on Interoperability at local and regional level, the EU Study on the specific policy needs for ICT Standardisation ...).

Although the authors spoke with many stakeholders, the views expressed in this document are their own. The content of the study is being discussed by the Commission and with the Member States but it has not been endorsed, neither by the Commission nor by the Member States. This study is not the content of the future EIF.

#### Document(s) for download:

<http://epractice.eu/files/media/media1325.pdf> EN (PDF – 1.37 Mb)

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## Upcoming eGovernment Events

[UK: Building the Perfect Council Website](#) [12 July 2007]

[DE: 6th International EGOV Conference 2007](#) [3 September 2007]

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### UK: Building the Perfect Council Website

12 July 2007, London, United Kingdom

#### Building the Perfect Council Website

A wide range of leading experts and practitioners will offer their view of how to create the perfect council website: easy to use, working first time, compelling and engaging.

A partnership between E-Government Bulletin and the Socitm Insight Programme, the event will draw on the collected wisdom of eight years of Socitm's annual 'Better Connected' review of all UK council websites and feature the Better Connected reviewers' own insights, plaudits and brickbats.

Interactive workshops will cover issues in detail including usability and key navigation techniques, search engines and the use of third party software.

**Event website:**

<http://headstar-events.com/council07/>

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## **DE: 6th International EGOV Conference 2007**

3-7 September 2006, Regensburg, Germany

### **EGOV 2007 - the International Conference of the EGOV-Society**

The 6th edition of the international EGOV conference series will take place from 3 to 7 September in Regensburg, Germany. Bringing together numerous leading academics and eGovernment professionals from across the world, it will assess the state of the art in the fast-moving field of eGovernment and eGovernance and provide guidance for future research and development.

The call for papers for this year's conference has been published. The deadline for the submission of research papers and communications is 15 February 2007, while the deadline for the submission of workshop and panel proposals is 15 April 2007.

The EGOV conference is looking for four distinct types of contribution: completed research and ongoing research scientific papers, workshops, and panel discussions. They encourage scientific rigor and discussions on state of the art in the field, but also welcome innovative research work in progress, and studies on practical eGovernment projects and systems implementation.

The series also includes a PhD student colloquium (2-3 September) which provides doctoral students with a forum for presenting their work and for networking with students working in other disciplines.

The list of topics to be addressed at EGOV 2007 includes the following:

- Strategies and frameworks, motivators, contextual biases
- eDemocracy and eParticipation challenges
- Assessment of eGovernment and eParticipation
- eGovernment and development (ICT4D)
- eGovernment research
- Training courses and teaching eGovernment
- Conceptual design and frames
- Implementation aspects
- mGovernment and emerging technologies for eGovernment and eParticipation

**Event website:**

<http://www.egov-society.org/>

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## **Latest Cases**

The latest eGovernment case studies are available under:

<http://epractice.eu/cases>

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## Subscriptions

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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 (<http://epractice.eu/login>) in order to use all our services.

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