



<http://eppractice.eu/>

European ePractice Newsletter

N. 226 - 11 March 2008

>> European Journal of ePractice – Call for papers: Efficiency and effectiveness

The August issue of the *European Journal of ePractice* wants to reflect the progress achieved in making efficiency and effectiveness a reality in services provision. What has been achieved? What needs to be done? Reducing administrative burden is one of the key policy objectives of the i2010 eGovernment Action Plan. The EC digital publication invites practitioners and academics to submit contributions analysing the organisational and ICT actions undertaken to improve service provision, as well as the measurement or economic valorisation of their impact. The issue-editor is Cristiano Codagnone. The deadline for submissions is April 22, 2008. For more information, please visit the [Call for Papers](#)

>> ePractice.eu Communities workshop

Current and potential facilitators of ePractice.eu Communities are encouraged to participate in a special workshop to be held on April 3rd in Brussels. The three main goals of the hands-on seminar are to learn from the experience of existing Communities; explain the technical features that facilitators need, and discuss what needs to be improved. ePractice.eu members without an invitation who are interested in attending the workshop may pre-register at eppractice.eu/workshop/ePracticeCommunities. Final seat confirmation will be sent by e-mail by the organization.

>> Ageing well in the Knowledge Society workshop

On April 14th ePractice.eu will celebrate a workshop in Brussels where participants will have the opportunity to analyse how eLearning and e-skills programmes can have a beneficial impact on involving older people more actively in the knowledge society and in addressing the digital gap. The “Ageing well in the Knowledge Society” free workshop will cover three major themes (*Independent living, Jobs for the old boys* and *The economics of ageing well*), which will be explored with the presence of relevant international experts and the study of several real life best practice cases. For more information and registration, please visit the dedicated webpage eppractice.eu/workshop/Ageingwell

>> Registration open for the ePractice.eu mid-term workshop

One year after its launch, the ePractice.eu portal will celebrate on May 19 a special Mid-Term workshop which aims to bring together representatives of public authorities, policy-makers, IT experts, academics and industry managers to discuss best practices in e-transformation from the European perspective. Designed as a hands-on learning and networking experience, key actors in the eGovernment, eInclusion and eHealth domains will be in charge of delivering the keynote speeches, where they will outline the challenges ahead and bring forward questions that will be discussed by the audience based on their expertise and involvement in real life projects in different countries. Participants are expected to contribute with their expertise to one of the three working groups of the seminar, where real-life good practice cases will be evaluated in order to analyse the challenges encountered and how to overcome them. We encourage ePractice.eu members to register in advance for this unique event. More information at eppractice.eu/workshop/ePracticeMidTerm

>> Hungarian eProcurement Seminar

The Hungarian Central Services Directorate General, in cooperation with the eProcurement Forum and the PEPOL project, organizes an open workshop that will be held on March 13 in Budapest. The goal of the workshop is to analyse and discuss the most recent options for implementing eProcurement systems: e-auctions, dynamic systems, e-catalogues and electronic authentication, including the virtual company dossier. Registration is still open. The final programme is available at epractice.eu/workshop/epochungary

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

- [eAuction for simple product procurement in public administrations](#) 5 March 2008 |
- [Brite – Common Business Dossier \(BriteCBD\)](#) 4 March 2008 |

Editor's Choice of the week: [Europe for All - Online information on accessibility for travellers](#)

eAuction for simple product procurement in public administrations

The Directorate of Central Services in Hungary decided to run some pilot electronic auctions to see how this awarding procedure can be used for public procurement. The gained experience should be exploited for guiding the definition of the new national law. The Directorate has chosen the Hungarian subsidiary of the eeeBid.com Inc. company, due to its flexible solution and its (also international) experience. The first auction has been used for awarding the procurement of Cleaning Supplies for the central government. The system supports the following phases: - eNoticing and eAccess: the on-line publication of procurement notices (available on the eeeBid portal), - eAwarding: a reverse auction mechanism is implemented. The eSubmission is not yet supported: bids are submitted only in paper form. Electronic catalogues can be uploaded and maintained by the bidders. No standard is used.

Brite – Common Business Dossier (BriteCBD)

Business Registers in Europe are aware of the dynamic interactions that a growing economy imposes on business entities across Europe. From this awareness comes the application for a project that takes interoperability as the primary driving factor either cross-border or cross-domain. Through this interoperability dimension they aim at the release of a new set of services within a cooperation and collaboration framework that imposes a strong sharing of knowledge. This affects the representation of elementary information as long as the conceptualization and modelling of the currently existing processes as well as processes to be created to transform that information. Brite claims to be a Business Process oriented project as processes are understood in advance, are observed and represented in a non ambiguous way, are modelled and stored in a common knowledge base and finally get execution under specific events. A specific use case in the project shows the effect of interactions among the participating actors for serving the business community on eProcurement activities. The service relies on the activation of different processes through two primary threads. The first to create a dynamic application form. A harmonized "Request Form" that distinct authorities will share and adopt for the release of a specific service to the Business Community. The second thread to compose an informative package, i.e. the Brite Common Business Dossier, an electronic document package carrying the certificates and attestations required by the European public eProcurement contexts.

Latest News

- [LU: New eGovernment site standards](#) 10 March 2008 | Luxembourg
- [FR: Tracing your pension contributions on-line](#) 10 March 2008 | France
- [EU: European eGovernment becomes more inclusive](#) 10 March 2008 | EU Institutions
- [EU: First eHealth projects launched under FP7](#) 10 March 2008 | EU Institutions

- [EU: eInvoicing expert group starts work](#) 10 March 2008 | EU Institutions
 - [ES: Ministry publishes catalogue of IT services](#) 7 March 2008 | Spain
 - [PT: New drive to equip schools with broadband](#) 7 March 2008 | Portugal
 - [DE: Pseudonyms in eID](#) 6 March 2008 | Germany
 - [DE: eHealth finance deal reached for new card terminals](#) 6 March 2008 | Germany
 - [ES: Spanish best practices in eGovernment](#) 6 March 2008 | Spain
 - [EU: Microsoft claims substantial shift towards more interoperability and openness](#) 5 March 2008 | EU Institutions
 - [AL: New eProcurement System in Albania](#) 4 March 2008 | Other European countries
 - [EU: New eGovernment user satisfaction and user impact project](#) 4 March 2008 | EU Institutions
-

LU: New eGovernment site standards

Luxembourg has issued a new reference framework for eGovernment sites.

Websites run by Luxembourg's state administrations are to become more content-rich, user-friendly and secure, under new guidelines issued by the national government. Accessibility for people with disabilities is strongly emphasised in the updated reference framework. Official sites will be expected to conform to the international W3C accessibility standards.

Known as ReNo, the reference framework is the beginning of "a new phase which we expect to produce a clear improvement in quality", said Public Services Minister Claude Wiseler. Video content, events calendars and maps are among the facilities that will be added to official sites. At the same time, the public services' own internal structures will be played down. A user who needs to complete an administrative procedure on-line will do so without necessarily having to know which department is responsible. In fact, various administrations will be encouraged to merge their sites into portals.

Electronic signatures will play a greater role in the country's eGovernment, following the recent introduction of certified 'Luxtrust' signatures. In general, Wiseler expressed satisfaction with Luxembourg's progress. The latest UN world eGovernment rankings put Luxembourg in 14th place – a big leap up from the 28th slot that it occupied in 2005. However, Wiseler admits that: "We're not yet the best and we have a lot of work ahead of us."

Further information:

- [News article \(in German\)](#)
-

FR: Tracing your pension contributions on-line

The French national pension fund ([Caisse nationale d'assurance vieillesse - CNAV](#)) has introduced a new service allowing users to trace their pension contributions throughout their working career, including for periods of time spent abroad.

The new 'Career record' service provides an on-line source of information for persons wishing to track their pension contributions throughout their working career. The service indicates, for each contributor, the periods during which they were paying into either the national pensions fund or other basic funds, as well as periods logged under third-country systems.

The on-line career record is strictly private and accessible only to the individual concerned. A PIN code is required to access the information. This may be obtained through a simple on-line application form. The record indicates the individual's complete career history, with the periods of employment taken into account for the calculation of their pension. Also included are the dates of employment, the names of employers (where known), salaries, the type of activity undertaken, and an indication of reasons for gaps in the career record (unemployed, sickness leave, etc.).

The service will allow contributors to identify periods during which contributions were not registered and, where necessary, to introduce amendments to their personal records (from the age of 54 onwards only).

Further information:

- [Service-Public.fr – Press release \(in French\)](#)
 - [CNAV website \(in French\)](#)
-

EU: European eGovernment becomes more inclusive

Three times as EU Member States have inclusive eGovernment policies focusing on disadvantaged groups in 2007 compared with 2005, a new European Commission survey has revealed.

The survey, 'Inclusive eGovernment: survey of status and baseline activities', was prepared for the European Commission by the Inclusive eGovernment Expert Group. This group, which is made up of representatives from the Member States, was established to help national governments continue working towards the goal of ensuring that "no citizen is left behind" with regard to eGovernment by 2010.

The objective of the survey was to track progress made towards inclusive eGovernment since 2005, and to identify what still needs to be done over the next few years to achieve the eInclusion goals set out in the EU's [i2010](#) policy framework for the information society.

The survey reveals that three times as many countries have inclusive eGovernment policies focusing on disadvantaged groups in 2007, as compared to 2005. The number of countries with eAccessibility and multi-channel policies has also increased and many countries report significant improvements in the conformity of public sector websites to eAccessibility guidelines.

There has been a notable shift towards multi-channel delivery as the most effective means of addressing disadvantaged groups. Multi-channel services represent 62 % of all practices in 2007, as compared to just 19 % in 2005. This trend is expected to increase strongly in the future.

Inclusive eGovernment still has very low visibility, however, and suffers from widespread misunderstanding, as well as from the extensive variety of unnecessarily disparate and conflicting policies and practices, says the report. It also notes that: "The considerable knowledge gap between policy-makers, practitioners and ICT suppliers needs to be tackled by an increasing focus on awareness raising, capacity building and identifying sustainable business and market models."

The survey concludes that the main challenge faced in achieving inclusive eGovernment is the high degree of fragmentation in terms of both policy and practice, which results in a failure to benefit from critical mass and mutual learning. It, therefore, recommends a concerted drive towards greater coordination and harmonisation of policies and approaches, as well as the possible adoption of specific regional or national agreements in this area.

Further information:

- [i2010](#)
 - [Europe's information Society Thematic Portal – Press release](#)
 - [About Inclusive eGovernment](#)
-

EU: First eHealth projects launched under FP7

The European Commission has announced the selection of 18 new eHealth projects under the first call of the Seventh Framework Programme for Research (FP7).

The new projects, which are expected to get underway early in 2008, are divided into two main areas: personal health systems and risk assessment and patient safety.

The [personal health systems](#) area concerns the development of advanced ICT applications to support research into monitoring systems for patients with chronic diseases. EU research funding is also targeting systems and tools which can be used for diagnostic purposes. These will give medical professionals much greater capabilities to assess a patient's condition and decide on the correct treatment quickly. A total of nine projects were selected for funding in this area.

The [risk assessment and patient safety](#) area, concerns the use of ICT to provide more versatile and powerful tools for monitoring, evaluating and managing risks to patients. Another nine projects, with €30 million in EU funding, will address this area. Priority will be given to developing systems which can monitor and analyse so-called 'adverse events', such as adverse side effects or lack of response to treatment. Such systems must be able to collate large quantities of information from many sources so as to identify any patterns which could help improve treatment options in future. Support will also be given to a project to harness ICT for predicting the risks of large-scale health crises, such as epidemics.

Further information:

- [Europe's Information Society Thematic Portal – Press release](#)
 - [ICT for Health](#)
 - [Personal health systems projects](#)
 - [Risk assessment and patient safety projects](#)
-

EU: eInvoicing expert group starts work

The European Commission has set up an expert group formed of stakeholders from both the public and private sectors to discuss electronic invoicing. Representatives from large and small enterprises, financial services providers, standardisation organisations and the public sector attended a kick-off meeting held in Brussels on 26 February 2008.

Electronic invoicing (eInvoicing) is the electronic transfer of billing and payment information between suppliers and buyers. The European Commission sees it as an essential part of an efficient financial supply chain. However, at present, barriers including technical complexity, legal uncertainty and operational constraints stand in the way of widespread uptake of interoperable cross-border eInvoicing solutions. The new expert group will consider these problems and put forward possible solutions to them.

The group has a mandate to design a 'European Electronic Invoicing Framework' (EEIF) by 2009. Such a framework would bring benefits to EU businesses and citizens alike by promoting the creation and development of open and interoperable eInvoicing services across the continent. A mid-term report is expected to be presented to the Commission by the end of 2008 and a final report by the end of 2009.

Further information:

- [About eInvoicing](#)
 - [E-Forum website](#)
-

ES: Ministry publishes catalogue of IT services

An on-line directory of IT services has been launched by the Spanish Ministry for Industry, Tourism and Commerce.

The directory can be found in the 'Information Society' section of the Ministry's website and provides a complete listing of the growing range of IT services available to the Spanish public. Services are listed according to 29 different categories.

Topics covered include:

- Programmes promoting local eGovernment;
- Using Spain's network of public 'telecentres' to boost Internet use;
- Electronic signatures – the legislation, certification providers and technical standards;
- Internet in Libraries – a programme to ensure that all of Spain's public libraries provide high-speed Internet access;
- Internet in schools;

- Financial assistance for young people and universities to acquire IT equipment and high-speed connections;
- The PISTA programme to promote co-operation between Spain's public administrations;
- Programmes to promote internet use by SMEs;
- A project to create 'digital cities' in each of Spain's autonomous regions as a means of promoting eGovernment and other uses of IT;
- A government-backed IT training programme;
- A site aimed at promoting educational, safe Internet use by children;
- European and international programmes to promote IT provision and research;
- Using new technologies to conserve Spain's cultural, scientific and natural heritage;
- Information about Spain's Law on Information Society Services and Electronic Commerce;
- Using IT to promote the inclusion of people with disabilities and older people;
- Promoting gender equality in the information society.

Further information:

- [IT services directory – Website of the Spanish Ministry for Industry, Tourism and Commerce \(in Spanish\)](#)
-

PT: New drive to equip schools with broadband

The Portuguese Ministry of Education has launched an international call for offers to equip the country's schools with high-speed broadband access.

Bids are being sought to provide schools with "data communication services of the IP VPN type, internet services, leasing of terminals, and hosting of servers". Links between the various school networks and those of the ministry's national and regional bodies must also be provided. Maintenance and support services are part of the contract, which will run for two years. Interested parties must submit an offer for all of the services required. The estimated value of the contract, excluding VAT, is €14.5 million.

Under its Technological Plan for Education, the Portuguese government's aim is that pupils in their fifth to twelfth years of schooling will have internet access at a speed of at least 48 Mbps. This implies big increases in schools' access speeds over the next two years. By linking up school networks with those of its various national and regional administrations, the Ministry of Education is clearing the way for the use of internet-based voice, video and TV material in Portuguese education. It also plans to end overlapping internet access contracts. This should produce a saving of about 20 % on schools' internet costs.

Further information:

- [Call for offers \(in Portuguese\)](#)
 - [Tenders electronic daily \(TED\)](#)
-

DE: Pseudonyms in eID

Germany's planned new electronic ID cards are to include a 'pseudonym' function that will let people identify themselves on-line without giving away their personal details.

German eID cards will permit "electronic proof of identity by citizens for eGovernment and eBusiness applications," the federal interior ministry confirmed on 14 February 2008 in a written parliamentary reply.

But "citizens will be free to decide which personal data from their ID card are transmitted to which service provider". Also, "citizens will have the option of acting under a pseudonym without having to reveal their personal data". The written reply does not give any further details of the pseudonym function. But a ministry spokeswoman told the IT news service Heise Online that a series of characters will be generated

when the ID card's number is combined with another one supplied by the service provider concerned. This will give the necessary assurance that a "real person" is at the other end of the transaction, without revealing that person's name. Similarly, a card holder will be able to provide anonymous on-line proof of age, street address or place of residence.

The parliamentary reply also stated that the eID cards will be in cheque card format (ID1) and will include "a contact-free chip for all electronic functions". They will contain a biometric facial photograph, both visible and electronically stored, as well as two electronically stored fingerprints (as a rule, the index fingers) and a certified electronic signature.

Further information:

- [Written reply of the federal interior ministry to the Bundestag \(in German\)](#)
 - [Heise online – news article \(in German\)](#)
-

DE: eHealth finance deal reached for new card terminals

Germany's doctors and health insurance funds have reached agreement on financing the introduction of eHealth card terminals.

Telematics infrastructure within the German health service is the focus of a new financing deal between federations representing the health funds and the doctors. The agreement covers the installation of both fixed and mobile card terminals, which conform to the [SICCT](#) eHealth specifications.

Each medical practice will receive a flat-rate payment from the health funds. For practices with several recognised locations, the same payments will be available for additional terminals. The health funds will also reimburse installation costs, including the adaptation of practices' software. Money values for the various payments will be announced at least one month before the installations begin.

Medical and psychotherapeutic practices had been promised that the card terminals would be cost-neutral, a spokesman for the health funds recalled. "We have achieved precisely that important aim." The deal is "an important step towards the introduction of the electronic health card and telematics infrastructure into the German health service," Secretary of State Klaus Schröder said. The move would "create investment security for the doctors" while giving terminal manufacturers "the awaited signal that will enable them to supply the card terminals on time, as they have promised".

Further information:

- [presseportal.de – Press release \(in German\)](#)
 - [About the Secure Interoperable ChipCard Terminal \(SICCT\)](#)
-

ES: Spanish best practices in eGovernment

Spanish Minister of Public Administration Elena Salgado as well as many other personalities from both the public and private sector in Spain recently attended the fourth national edition of the Best Practices in eGovernment Awards. The awards' objective is to showcase best practices in public administration and the efficient use of Information and Communications Technologies (ICTs).

The main aim of these awards is to promote a framework for communications and exchange of experiences and best practices within public administration via the ICT use, while boosting Information Society development and modernisation initiatives through the use of eGovernment. Eligible projects come exclusively from the public sector and are related to ICT, regardless of size, budget or implementation timeline.

The three awards categories are as follows:

- Systems which improve the life of citizens and businesses; this category identifies the best initiatives that facilitate the procedures and information aimed at citizens and businesses via the use of ICT. This distinction was awarded to both the eGovernment Platform of the Autonomous Community of Asturias and the Gijon Municipality's Virtual Office;

- Systems that facilitate interoperability among the various public entities; this award promotes collaboration and communication initiatives through the use of ICT among administrations, which simplified the administration-to-citizen interaction as well as the delivery of public services. The Spanish Ministry of Public Administration is one of the two winners in this category, for two distinct services: the unique change of address online notification service and the service for identity and residence data check. Postal operator 'Correos' was also rewarded for its telematic notification system;
- Systems that enhance internal efficiency within the public organisations. In this category, the Municipality of Madrid as well as the University Hospital of Fuenlabrada were awarded.

Last but not least, the Municipality of Leganés received a special prize for its 010 Digital Project; a project developing a single desk where all registers can be reached, regardless of the platform where those are displayed, and aimed at controlling and monitoring each delivered service.

Further information:

- [mapEX website – Press release \(in Spanish\)](#)

EU: Microsoft claims substantial shift towards more interoperability and openness

During a special press conference held on 21 February 2008, Microsoft representatives claimed that the company has undertaken a major strategy shift with regard to the openness and interoperability of its technologies and products.

Presenting some of the specific actions already taken or underway, senior vice president of Microsoft's Server and Tools business Bob Muglia argued that this move would mark "an important step forward in our ongoing efforts to fulfill the responsibilities and obligations outlined in the ruling of the European Court of First Instance in September 2007".

Press conference speakers reported that the company will commit to implement four new "interoperability principles" with regard to its high volume products, as follows:

- Ensure open connections;
- Promote data portability;
- Enhance Microsoft's support for industry standards;
- Foster a more open engagement with industry as well as the Open Source Software community.

In the field of "open connections", speakers stressed that Microsoft has committed to provide developers with free-of-charge access to the application programming interfaces (APIs) and communication protocols that are used by other Microsoft products. As an immediate step in this direction, they claimed that over 30 000 documents for Windows client and server protocols have been already published over the Internet. "In addition, protocol documents for additional products like Office 2007 will be published in the upcoming months." said Steve Balmer, CEO of Microsoft Corporation.

In the area of "data portability", speakers announced that new APIs are being designed for Word, Excel and Power Point in order to "allow developers to plug in additional document formats" while enabling "users to set those formats as their default for saving documents."

As regards "industry standards", the company would also provide information on how it supports various standards, including documentation of extensions it makes to standards, so as to enable "developers to understand how a standard is used in a Microsoft product." Balmer also asserted that Microsoft is "continuing to pursue the standardization of Open XML through the ISO process."

Lastly, in the field of "industry engagement", Microsoft committed to launch so-called "open source interoperability initiatives" providing "a set of labs, plug-fests, technical content and other information", so as to promote more interoperability between its software and open source software. Also, the speakers

announced the upcoming creation of a broadly available “online interoperability forum” aimed at customers, developers and the open source community, and that would serve as a dialogue platform.

Further information:

- [Microsoft's virtual press room](#)
 - [Q&A on Microsoft's interoperability principles](#)
 - [ePractice news - Microsoft to comply with March 2004 Antitrust-Decision](#)
-

AL: New eProcurement System in Albania

As of 12 December 2007, a new electronic procurement system has gone live in Albania, hosted by the Public Procurement Agency (PPA) at www.app.gov.al/. The new system serves as a pilot project for possible expansion towards a fully functional, national IT-based procurement system.

The recently launched eProcurement system was developed for the Government of Albania by the Millennium Challenge Albania Threshold Agreement project, in close collaboration with the PPA. Its aim is to provide a secure, efficient, and transparent system for the allocation of public procurement contracts.

The two-year Millennium Challenge Albania Threshold Agreement between the Government of Albania and Millennium Challenge Corporation ([MCC](#)), administered by USAID, assists the Government of Albania to reform and modernise tax administration, public procurement and business registration, through IT solutions and legislative enhancements.

The new system will considerably improve access to information on government contracts for potential suppliers of goods and services. It will also make bidding for public procurement easier, quicker and cheaper for bidders thus, hopefully, increasing the number of suppliers, including SMEs. Opening up the public procurement process in this way should significantly reduce the possibilities for corruption and should also help reduce the price of supplies as a result of increased competition.

Initially, the eProcurement system will be used by a limited number of contracting authorities (several ministries, as well as Tirana and Durrës municipalities). In the longer term, PPA will extend the system to all contracting authorities and apply it for the complete range of public procurement.

Further information:

- [Public Procurement Agency of Albania](#)
 - Contact for additional information: infoapp@app.gov.al
 - [Millenium Challenge Corporation \(US Government\)](#)
-

EU: New eGovernment user satisfaction and user impact project

The Information Society and Media Directorate-General of the European Commission recently launched a new study which will contribute to the EU policy agenda on eGovernment measurement and on the Efficiency and Effectiveness objectives.

The project will develop a multilayer user satisfaction and impact measurement toolkit for inclusive public eServices.

Based on existing experiences and in close collaboration with the European eGovernment agencies, a measurement framework will be developed that will include a toolkit and context-based methodology: creating the new standard for inclusive eGovernment user measurement.

The eGovernment Progress in EU27+ report published in September 2007 reveals that twelve countries, Denmark, Estonia, Finland, France, Germany, Lithuania, Luxembourg, Norway, Portugal, Slovenia, The Netherlands, and the UK have put in place measures of user satisfaction.

The approaches vary in scope and sophistication. The present EU study will establish best practice and facilitate benchmarking across agencies, regions and countries.

The measurement toolkit will be piloted in different member states. During the autumn of 2008, the results of the pilot will be discussed during an interactive workshop (on 14 November 2008). In the near future a discussion forum to collect experiences and share ideas on user satisfaction assessment will be launched on the [ePractice portal](#).

Further information:

- [Report 'eGovernment progress in the EU27+' at the ePractice Library](#)
 - [eGovernment website of Information Society and Media Directorate-General of the European Commission](#)
 - [Europe's Information Society Thematic Portal – eGovernment news](#)
-

New Factsheets

The 9th Edition of the eGovernment factsheets for Austria, France, Germany and the Netherlands, as well as the 4th Edition for Iceland are 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

- [INT: World e-Parliament Report 2008](#) 3 March 2008 | International Organizations
 - [INT: Compendium of Innovative E-government Practices – Vol. II](#) 31 August 2006 | International Organizations
 - [CH: The role of IT in procurement in Switzerland](#) 31 March 2006 | Switzerland
-

INT: World e-Parliament Report 2008

Complete title:
World e-Parliament Report 2008

Description (short summary): The World e-Parliament Report 2008 represents the first effort to establish a baseline of how parliaments are using, or planning to use ICT to help them carry out their representative, lawmaking and oversight responsibilities and to connect to their constituencies.

It is also intended to advance a shared knowledge base among the parliaments of the world and to promote international debate on these matters. The Report is based on the responses and comments provided by 105 assemblies from around the world to a survey on the use of ICT in parliament conducted between July and November 2007.

The Report also draws on experiences exchanged during the World e-Parliament Conference 2007 and relevant publicly available information.

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

Number of pages: Full report: 222; Executive Summary: 2

INT: Compendium of Innovative E-government Practices – Vol. II

Complete title:
Compendium of Innovative E-government Practices
Volume II

Description (short summary): The main objective behind the development of this Compendium is to create a venue for promoting innovative e-government solutions, services and products developed and yet to be developed by governments. The present document is the second volume of the Compendium series published by the Department of Economic and Social Affairs of the United Nations Secretariat (UNDESA).

The Compendium however does not promote one solution over another but rather exposes e-government

practices that place the citizen in the forefront by embracing any theme that provides public value to the citizen. It contains practices from all regions worldwide while maintaining a geographical distribution.

The wide range of innovative practices covered includes among others, creating a government portal, providing critical information on agriculture, sharing information on HIV/AIDS, finding innovative way of engaging in eCommerce in developing countries, enhancing public/private partnerships and facilitating the interaction between government and citizens.

Original URL: <http://www.unpan.org/autoretrieve/theme.asp?theme=E-government>

Number of pages: 365

CH: The role of IT in procurement in Switzerland

Complete title:

The role of information technology in procurement in the Top 200 companies in Switzerland

Description (short summary): The study “The role of information technology in the procurement in the Top 200 companies in Switzerland” was designed and carried out by the Competence Center E-Business Basel of the University of Applied Sciences Northwestern Switzerland. It pursues the following three main goals:

- Providing an overview of the significance and current status of the use of information technology in procurement;
- Identification of challenges in the use of IT for procurement;
- Locating priorities in the further development of IT for procurement.

The study addresses decision makers in organisations who are affected in some way by IT solutions in procurement and aims to offer them orientation for the conception and further development of solutions. In addition, it should provide research and teaching faculties with up-to-date insight into the market.

Original URL: http://www.hsw-basel.ch/eb/ebhome.nsf/pages_e/themen_procure_study

Number of pages: 40

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.

- [ePractice.eu Communities workshop](#) 3 April 2008 | Brussels (Belgium)
- [eInclusion: Ageing well in the Knowledge Society](#) 14 April 2008 | Brussels (Belgium)
- [ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [eHealth Management](#) July | Barcelona (Spain)
- [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)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)
- [ePractice.eu Final Workshop](#) 26 February 2009 | Brussels (Belgium)

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

Upcoming Events

- [DE: World Health Care Congress Europe 2008](#) 10 - 12 March 2008 | Germany
- [BE: Final workshop of the ELOST project](#) 11 March 2008 | Belgium
- [DE: 1st European eGovernment Symposium SAARLORLUX](#) 11 March 2008 | Germany
- [UK: ICT in Building Schools for the Future](#) 18 March 2008 | United Kingdom
- [DE: 4th International Conference I-ESA'08](#) 25 - 28 March 2008 | Germany
- [DK: 1st public conference on 'Interoperability - One electronic procurement in Europe'](#) 31 March 2008 | Denmark
- [BE: European e-ID Card Conference](#) 3 - 4 April 2008 | Belgium
- [ES: 3rd International Public eProcurement Seminar](#) 23 - 24 April 2008 | Spain

DE: World Health Care Congress Europe 2008

10 - 12 March 2008 | Germany

Summit on Implementing Health IT within the 2008 World Health Care Congress Europe

Presented for the 4th consecutive year, the World Health Care Congress Europe is an international forum where over 600 health leaders share best practices and successful initiatives for improved delivery and outcomes in Europe.

Participants include health ministers, government officials, hospital directors, IT innovators, decision makers from public and private insurance funds, pharmaceutical and medical device companies, and health care industry suppliers.

Four focused summits will give attendees an opportunity to discuss challenges in depth and determine actionable plans with their peers on the following themes:

- Chronic Disease Management;
- Implementing Health IT;
- Reforming Health Insurance and Improving Financial Performance;
- Improving Quality and Patient Safety.

The summit dedicated to implementing Health IT will focus, among others, on overcoming the implementation challenges of electronic health records as well as telehealth and remote monitoring.

Registration requests can be filled in [online](#) or made by phone at the following number: +1-781-939-2565.

The participation fee, covering attendance to the conference as well as one summit, is €795 for public sector representatives, associations and academia if performed prior to 31 January (€995 after that date). The standard rate for other types of attendees is €1 795 before 31 January and €1 995 following that date.

Event website: <http://www.worldcongress.com/events/HR08015/index.cfm?confCode=HR08015>

Venue: The Estrel Hotel & Convention Centre
Sonnallee 225
12057 Berlin

Contact: lindsay.pater@worldcongress.com

BE: Final workshop of the ELOST project

11 March 2008 | Belgium

'E-Government and Social Inclusion - Barriers, Opportunities and Future Direction'

This event is the final workshop of the project 'E-Government for Low Socio-Economic Status Groups' (ELOST) funded by the ICT programme of the Sixth RTD Framework of the European Union.

Hosted by the Directorate-General for Information Society and Media, the workshop is targeted at eGovernment policymakers at all levels, IT experts in public administration, industry and research, as well as NGOs.

The main objective of the ELOST project is to increase eGovernment readiness and civic engagement among low socio-economic status groups (LSGs) through appropriate policy measures (including future R&D).

The aim of this workshop is two-fold: (1) present the findings of the ELOST project and its policy recommendations for improving eGovernment use among LSGs, and (2) to exchange knowledge about and experiences with eGovernment and tools that reduce the digital divide.

Moreover, the workshop is intended to initiate a comprehensive debate on policies for increasing eParticipation among LSGs and the future direction for inclusive and improved eGovernment for all in form of a panel discussion. The [agenda](#) of the workshop is available.

Space being limited, those interested are invited to register [online](#), not later than 29 February 2008.

Event website: <http://www.iccr-international.org/events/2008/2008-03-11.html>

Venue: European Commission
DG INFSO
Avenue de Beaulieu 33
1160 Brussels

Contact: n.rodousakis@iccr-international.org

DE: 1st European eGovernment Symposium SAARLORLUX

11 March 2008 | Germany

1st European eGovernment Symposium SAARLORLUX – State of the art of policy, government and research.

SaarLorLux is a cross-border cooperation involving Saarland and the Rhineland-Palatinate in Germany, Lorraine in France, Luxembourg, and Wallonia in Belgium.

The objective of the 1st European eGovernment Symposium SAARLORLUX event is to understand better how electronic administration can help the regional and local authorities in 'SaarLorLux' communicate better, and how eAdministration good practice can be more effectively exchanged.

The event will bring together a panel of experts from the administration and the scientific community from the SAARLORLUX region in order to:

- Discuss and compare eGovernment activities within the SAARLORLUX region members, so as to identify possible synergies;
- Allow the creation of a network of responsible actors;
- Exchange experiences by means of dialogue.

Current and future themes of eGovernment will be addressed, with particular focus on the EU Services directive which will highlight the cross-border aspect of the eGovernment theme. The event will be held in French and German.

Participation is free-of-charge and registration can be performed [online](#) or by sending an email to e-government-cc@iwi.dfki.de.

Event website: <http://www.egov-net.eu.dd18434.kasserver.com/inhalt/index.php>

Venue: German Research Center for Artificial Intelligence (DFKI)
Saarland University

Campus D3_2
Stuhlsätzenhausweg 3
66123 Saarbrücken

Contact: e-government-cc@iwi.dfki.de

UK: ICT in Building Schools for the Future

18 March 2008 | United Kingdom

ICT in Building Schools for the Future

'Building Schools for the Future' is one of the most ambitious investment and transformation programmes in the UK public sector. This conference is intended to offer authoritative information and a central meeting point for key project team members from local authorities, schools and private sector partners. It will be focusing exclusively on the role of ICT within the Building Schools for the Future programme in order to respond directly to the demands for improved knowledge-sharing and education.

The conference programme will offer highly practical advice, information and experience from figures at the heart of the programme and from those people who have already been through the process. It will feature panel discussions, question and answer sessions and in-depth workshops.

This event is open to public and private sector attendees. Private sector delegates are charged at £795 + VAT (€1064 + VAT) and local authority delegates are charged at £350 + VAT (approx. €469 + VAT). There is also supported public sector rate for headteachers, ICT specialists from schools, not-for-profit and charity attendees of £250 + VAT (approx. €335 + VAT). Some free places are available for local authorities; enquiries about availability should be sent by email to: emma.whitehead@kable.co.uk.

The conference is sponsored by [Becta](#), UK's Government's lead agency for Information and Communications Technology (ICT) in education, covering the United Kingdom.

Event website:

<http://www.kablenet.com/ke.nsf/EventsSummaryView/06F926B7E846692C802573C9003A491F?OpenDocument>

Venue: The Royal College of Surgeons of England
35-43 Lincoln's Inn Fields
London WC2A 3PE

Contact: emma.whitehead@kable.co.uk

DE: 4th International Conference I-ESA'08

25 - 28 March 2008 | Germany

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

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

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

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

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

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

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

Venue: Production Technology Centre
Technical University
Global Production Engineering
Pascalstrasse 8-9
D-10587 Berlin
Germany

Contact: I-ESA@ipk.fraunhofer.de

DK: 1st public conference on 'Interoperability - One electronic procurement in Europe'

31 March 2008 | Denmark

1st public conference organised within the framework of the CEN/ISSS Workshop 'Business Interoperability Interfaces (BII) of public procurement in Europe' under the theme 'One Procurement Standard for Europe'

The purpose of this public conference is to demonstrate the achievements of the CEN/ISSS BII workshop so far and introduce a vision for the new way of doing procurement in Europe. The public meeting is hosted by Danish Standards, and it will be held next to a private CEN/ISSS Business Interoperability Interfaces (BII) Workshop.

The benefits of the conference will include many presentations and achievements in electronic procurement, among which:

- The countdown for the i2010 goals;
- Standardisation in EU perspective;
- Public sectors influence on the private market;
- eTendering based on open standards, vision and reality;
- Standard-based eProcurement in practice;
- Live presentation of the CEN/ISSS BII workshop achievements;
- 'Showcases' of the good practice;
- The opportunity to learn from others that are facing similar issues and to obtain the input of a range of 'critical friends' to help your own institutional development;
- The opportunity to join the workshop and make a contribution.

Participation in the conference is by invitation only. Those interested in participating are invited to express their interest by sending an email to ihu@ds.dk with their name and address, institution name and work, contacts information email and phone as well as the VAT number of their organisation. Deadline for expression of interest submission is 3 March 2008 at 1:00 p.m. For more information, the call for expression of interest is available [here](#).

Event website: <http://www.en.ds.dk/3782..3>

Venue: Hilton Copenhagen
Ellehammersvej 20

2770 Kastrop

Contact: ihu@ds.dk

BE: European e-ID Card Conference

3 - 4 April 2008 | Belgium

Current Perspective and Initiatives from around Europe in Government and Business

The European e-ID Card Conference is intended to act as a neutral forum where the industry can address specific areas of importance in the digital identity arena. It is also aimed at facilitating the exchange of ideas amongst delegates who want to learn and build upon their knowledge in a relaxed, constructive environment.

The conference will explore how the various European electronic identity (eID) card schemes are developing and the implications for governments, businesses and the citizen alike. It will focus on key subject areas, including, among others:

- Examples of how countries and businesses are rolling-out their e-ID card schemes;
- Discovering the key legal, data protection and privacy implications;
- The technical issues and solutions (additionally the future use of RFID & NFC applications);
- The latest strategies for maximising the security of e-ID (including two-factor authentication);
- The cross border interoperability challenges and their possible solutions;
- The multi-channel approach – is e-ID only for the internet?
- Applications and solutions driven by national e-ID card implementations;
- Mobile applications;
- Future directions with the e-ID card (including smart IP devices).

The event is targeted at those individuals or businesses involved in the implementation of eID projects, as well as those that will be impacted by such schemes for all these to exchange experiences as well as discover how the strategic issues – as well as the underlying technologies – have evolved over the past year. The conference typically attracts 120 attendees from business, public sector and government from countries throughout Europe and also further a field.

Registration is to be performed [online](#). Participation requires the payment of a €450 +VAT fee (€250 + VAT for eema members).

Event website: <http://www.eema.org/index.cfm?fuseaction=focus.content&cmid=360>

Venue: Catholic University of Leuven (K.U Leuven)

Contact: N/A

ES: 3rd International Public eProcurement Seminar

23 - 24 April 2008 | Spain

Third International Public eProcurement Seminar, financed by the Basque Government

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

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

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

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

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

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

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

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

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

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

The European ePractice Newsletter is published under a contract with the European Commission. The views expressed may not in any circumstances be regarded as stating an official position. Neither the European Commission nor any person acting on its behalf is responsible for the use that might be made of the information provided.

© European Communities, 2008. Reproduction is authorised, except for commercial purposes, provided the source is acknowledged