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## Test European ePractice Newsletter

**N. 256 - 11 November 2008**

### >> Our second webcam winner!

Mr. Marc Pierre Henriot, from France, is the second winner of our Autumn Webcam Prize Draw. Congratulations for the prize and the [376 kudos](#) you have already earned! The special ePractice.eu giveaway is still going on and there are three other webcams waiting to be given away. All registered members are suitable to be one of the next winners just by maintaining an active involvement within the portal, posting a good practice case or proposing news, for example. During the campaign, which will close on November 23, the ePractice.eu team will choose every week a winner according to the prize draw conditions and will award him/her with a webcam. For more information and detailed conditions of the campaign, please visit [eppractice.eu/info/86](http://eppractice.eu/info/86)

### >> Three new ePractice Communities

Three new Communities have recently joined the ePractice.eu initiative: SEISnet - Shared Environmental Information System; Smart Cities, and INREDIS: interoperability + accessibility + ubiquity in ICT products. We invite you to browse these and all the other 19 specialized ePractice.eu working groups. Feel free to join any one of them, and if you don't find any community suitable for your interests, why not suggest us one? More information at [eppractice.eu/community](http://eppractice.eu/community)

### >> New issue of the European Journal of ePractice

The just released fifth issue of the *European Journal of ePractice*, provides insightful reflections on High Impact services that deploy large scale solutions to millions of users and take into account the size/impact ratio in relation to the share of the total relevant population reached. The invited editor of the issue is Michael Blakemore, Emeritus Professor at the University of Durham and co-director of IDRA Ltd, an information strategy consultancy, and the articles are authored by Trond Arne Undheim and Jochen Friedrich; Bram Klievink and Marijn Janssen; Mauro Cislighi, Domenico Pellegrini and Elisa Negroni, and Sirajul Islam. You may download the publication [here](#).

### >> Administrative Burden workshop

The Administrative Burden which will take place in Brussels on November 25 is fully booked, even though we still encourage ePractice.eu members to register just in case some last minute seats are available. During this free event, participants will learn about the actions undertaken by the EC for measuring and reducing Administrative Burden and will be provided with an up to date overview of the latest activities of the Standard Cost Model Network. The workshop will also analyse several good practice cases showing how administrative

burden is successfully being reduced for business, citizens and governments along Europe. Registration is open at [epractice.eu/workshop/adminburden](http://epractice.eu/workshop/adminburden)

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You can also download the latest publications - news, events, library items and factsheets - in one PDF document: [European ePractice Newsletter - 11 November 2008 \(PDF\)](#).

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Please feel free to forward [epractice.eu/newsletter](http://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.

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## Latest Cases

- [Multicultural Information Centre](#) 7 November 2008 |

Editor's Choice of the week: [Signes en Ligne](#)

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## Multicultural Information Centre

The Multicultural Information Centre is a service portal for immigrants. It contains comprehensive information on state and local government services together with practical information for those taking their first steps in Iceland. The portal is written in in four languages besides Icelandic. The portal is the responsibility of the Ministry of Social Affairs and Social Security.

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## Latest News

- [EU: "Europeana": The European Digital Library is launched](#) 11 November 2008 | EU Institutions
  - [IT: The Autonomous Province of Bozen/Bolzano - South Tyrol launches new online services portal](#) 11 November 2008 | Italy
  - [CH: Advances in Switzerland's eGovernment Strategy](#) 10 November 2008 | Switzerland
  - [EU: Commission proposes new tool to better protect critical infrastructure at EU level](#) 10 November 2008 | EU Institutions
  - [EU: Commission adopts plans to support telemedicine services](#) 7 November 2008 | EU Institutions
  - [EU: Prototype IDABC invoicing and eOrdering project ready](#) 7 November 2008 | EU Institutions
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## EU: "Europeana": The European Digital Library is launched - 11 November 2008

*"Europeana", the European Digital Library portal is now launched. This initiative within the framework of European Commission's i2010 strategy has become Europe's single and multilingual online portal through which all EU citizens have now access to Europe's rich cultural diversity.*

The creation of "Europeana" has been the primary objective of the Digital Libraries Initiative, adopted by the European Commission in 2005, having as its ultimate goal to provide EU citizens with quick and easy access to Europe's cultural and scientific heritage. More precisely, this portal provides electronic access to material from museums, libraries and archives – paintings, music, maps, manuscripts, newspapers which have been digitised.

In August, the Commission urged the Member States to increase through intense efforts their contributions to the European digital library and enrich its holdings by allocating more funding to digitisation, by preserving digital material, and by solving outstanding copyright issues.

For the period 2009-2010 approximately € 69 million will be administered for digitisation activities and research on digital libraries through the EU's research programme. In the same period, the information Society part of the Competitiveness and Innovation programme will allocate approximately € 50 million to improve access to Europe's cultural and scientific heritage.

**Further information:**

- [Original Press release on Europa](#)
  - [Europeana](#)
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## **IT: The Autonomous Province of Bozen/Bolzano - South Tyrol launches new online services portal - 11 November 2008**

*On 29 October 2008, the Autonomous Province of Bozen/Bolzano - South Tyrol launched a new online services portal.*

Currently, the [new portal](#) of the South Tyrol administrations provides access to a total of approximately 900 services offered by the State, municipalities, communities and the health care system. In addition, every day new services are appended to the existing catalogue.

The services are clearly structured around life topics (such as family, job and studies), by thematic areas (such as society, taxation and the health care), by specific user groups (such as employees, consumers and students), or by the type of administrative procedure. Searching for services offered by specific institutions is also possible.

According to the State eGovernment Coordinator, Mr. Alfred Aberer, particular emphasis has been laid on presenting the services in a simple manner, thus enabling citizens to use them, mostly on their own, without any further assistance.

**Further information:**

- [Autonomous Province of Bozen/Bolzano - South Tyrol – Press release](#)
  - [South Tyrol – Service portal](#)
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## **CH: Advances in Switzerland's eGovernment Strategy - 10 November 2008**

*The Steering Committee for Switzerland's eGovernment strategy has recently ascertained that the strategy is moving forward.*

The Steering Committee consists of representatives of the Federal Executive, cantons and municipalities. In its second session, the committee has been informed on the progress of the "[eGovernment Strategy Switzerland](#)". This initiative, which started one year ago, encompasses the modernisation of the Public Administration through the use of Information and Communication Technologies.

As the Committee ascertained, many of the 40 priorities and actions adopted last year have already been in the implementation phase. Advancing of the initiative itself is guided by a relevant roadmap, worked out in cooperation with organisations leading the implementation of respective actions. The first version of this roadmap has now been adopted by the Steering Committee and shall be updated at least once a year.

In parallel to the implementation of the initiative's activities, monitoring shall be performed in order to timely identify possible need for action, as soon as the latter occurs. In addition to this, an existing inventory of prioritised actions pertaining to Switzerland's eGovernment Strategy has been further extended by additional actions. In that same session, the Steering Committee transferred responsibility for specific actions to further leading organisations of federal, canton and municipal scope. Those organisations are considered as an important factor for the successful implementation of the Swiss eGovernment strategy.

Eventually, the new website "[eGovernment Switzerland](#)" serves from now on as the main information platform for the implementation of the Swiss eGovernment strategy.

#### Further information:

- Federal Administration of the Swiss Confederation – Press release (in [German](#), [French](#) and [Italian](#))
  - [eGovernment Strategy Switzerland](#)
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### **EU: Commission proposes new tool to better protect critical infrastructure at EU level - 10 November 2008**

*A proposed legislation by the European Commission on establishing a Critical Infrastructure Warning Information Network (CIWIN) aims to strengthen information-sharing on critical infrastructure protection among EU Member States.*

The proposed legislation intends to set up a secure information technology system managed by the Commission and hosted by the Joint Research Centre in Ispra – CIWIN. The voluntary information technology system will contain and transmit sensitive information while assisting EU Member States in the exchange of good practices and information on shared threats, vulnerabilities and activities to protect critical infrastructure.

CIWIN will mainly have two functions:

- a secure forum for the exchange of information, while strong emphasis will also be laid on the exchange of best practices, dialogue and the building of trust at EU level;
- a rapid alert system for critical infrastructure that enables EU Member States and the Commission to post alerts on immediate risks and threats.

Member States will have the choice to either use, or not to use this system. Their participation in the system will be conditional upon the signature of an agreement with the Commission.

The proposal will now be communicated to the Council and to the European Parliament as part of the consultation legislative procedure.

#### Further Information:

- [Original Press release on Europa](#)
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### **EU: Commission adopts plans to support telemedicine services - 7 November 2008**

*The European Commission has adopted a [communication](#) to support and improve access to telemedicine for citizens and healthcare professionals across Europe.*

In response to a call for action from Member States, this initiative aims to increase and broaden telemedicine services, including diagnosis, treatment and monitoring at a distance across Europe. This communication defines the necessary steps to be taken by Member States, the European Commission and stakeholders, including healthcare providers and the industry.

The actions proposed by the Commission are as follows:

- To increase confidence and acceptance of telemedicine services among users, by encouraging in particular the provision and dissemination of scientific evidence of their efficiency and cost effectiveness.
- To bring legal clarity on existing EU legislation regarding telemedicine services and to encourage Member States to improve the provision of such services.
- To solve technical problems, such as the lack of adequate community-wide broadband infrastructure and interoperability of telemedicine devices.

"Telemedicine can radically improve chronically ill patients' quality of life and give people access to top medical expertise. It is our duty to make sure patients and health professionals can benefit from it," said Viviane Reding, EU Commissioner for Information Society and Media. "At the same time, the provision of

remote healthcare services through ICT can optimise the use of scarce human and financial resources in the medical field."

EU Health Commissioner, Androulla Vassiliou expressed her belief that "Telemedicine tools can indeed deliver improvements both in quality of care and patient safety as well as increase access to healthcare. This means both better services for citizens, and more innovative and efficient health services." "The key to success", Commissioner Vassiliou added, is "the full involvement of citizens, patients and health professionals".

The telemedicine communication is based on an extensive consultation phase (conducted during 2007 and 2008) which involved Member States, health professionals, patients associations and industry representatives. It received strong support from all parties.

**Further information:**

- [Full Press release – Europe’s Information Society Thematic Portal](#)
- [Communication of the Commission on telemedicine for the benefit of patients, healthcare and society – ePractice Library](#)
- [Europe’s Information Society Thematic portal – Section ICT for Health](#)
- [Public Health Portal of the European Union](#)

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## **EU: Prototype IDABC eInvoicing and eOrdering project ready - 7 November 2008**

*The European Commission IDABC eInvoicing and eOrdering project team has recently reached an important milestone: the delivery of the prototype. It allows the sending of an XML invoice to the Commission's e-PRIOR system and the automatic integration in the back-office system after a number of validations. The major next step is a real-life pilot with a number of IT suppliers.*

The e-PRIOR (electronic PRocurement, Invoicing and ORdering) prototype has been developed inside the Commission's infrastructure and is hosted in its datacentre. The prototype currently supports:

- the sending of an XML invoice through secured web services;
- the sending of a separate attachment;
- the sending of a status request message, which returns the status of the invoice.

User access, logging and a business document viewer have also been implemented.

The prototype was demonstrated to the IDABC programme's Technical Working Group and formally endorsed by the 'Pan-European eGovernment Services Committee' (PEGSCO) which is the IDABC programme's management committee.

This means that the next project phase can start. This phase includes:

- Running a real-life pilot with a number of existing IT and telecom suppliers;
- Organising a post-pilot workshop to share the lessons learnt of the pilot;
- Developing additional use cases, including disputes and credit notes;
- Analysing the eOrdering process.

This phase should be completed before the summer holiday of 2009. During the final phase, the pilot will be extended with the additional use cases whilst the eOrdering process is being developed.

As a final step, all project deliverables will be packaged for dissemination. Collaboration with other eInvoicing and standardization initiatives is seen as very important, and contributions have been made to:

- The Expert Group on eInvoicing
- The PEPPOL project
- The CEN/BII workshop, where the IDABC eInvoicing and eOrdering project team is now even chairing the subgroup working on the usage of code tables.

A major contribution has been made towards the redefinition of the profiles, making them modular and complementary, resulting in decoupling the profiles from any message standard like UBL or UN/CEFACT.

Where applicable or possible, concepts and tools have been re-used from Member States, such as the NES/UBL XML formats and profiles, stylesheets and validator tools. Member States will equally be able to re-use deliverables and results from this project, such as XML definitions, stylesheets, approaches or concepts, programming code and architecture documents.

#### Further information:

- [e-PRIOR case in ePractice](#)
- [IDABC website – eProcurement news & good practice](#)
- [e-PRIOR demo on You Tube](#)

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## New Factsheets

The 10th Edition of the eGovernment factsheet for Spain is now available online. We invite you to visit [the relevant section](#) for regular and/or ad hoc updates related to the factsheets.

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## Latest Publications

- [UK: Briefing note on solutions4inclusion - Examples of technology enabled services](#) 7 November 2008 | United Kingdom
- [EU: Communication on telemedicine for the benefit of patients, healthcare and society](#) 4 November 2008 | EU Institutions
- [EU: Security Awareness Management in Local Governments – Scandinavia](#) 31 October 2008 | Denmark, EU Institutions, Norway, Sweden
- [EU: Connecting Public Services Communities](#) 31 October 2008 | Pan European
- [ES: eESPAÑA 2008 – Annual report on the development of the Information Society in Spain](#) 31 October 2008 | Pan European, Spain
- [EU: Resilience of public eCommunications Networks – Stock Taking of Policies and Regulations](#) 29 October 2008 | EU Institutions
- [UK: Technology Futures and Digital Inclusion - Research Report](#) 24 October 2008 | United Kingdom
- [UK: Community Perspectives on Digital Inclusion - Research Report](#) 24 October 2008 | United Kingdom
- [UK: An Analysis for International Digital Strategies - Research Report](#) 24 October 2008 | United Kingdom
- [UK: Delivering Digital Inclusion Annex](#) 24 October 2008 | United Kingdom
- [UK: Understanding Digital Exclusion - Research Report](#) 24 October 2008 | United Kingdom
- [EU: eInvoice Best Practice](#) 22 July 2008 | Pan European
- [EU: Good Practice Study on existing repositories – Semantic Interoperability](#) 31 May 2008 | EU Institutions

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## UK: Briefing note on solutions4inclusion - Examples of technology enabled services - 7 November 2008

Complete title: Solutions4inclusion – Achieving local targets through technology enabled services

**Description (short summary):**

This briefing note explains the background to the new online tool "solutions4inclusion". solutions4inclusion is a tool providing local authorities and their partners with inspiring examples of technology enabled services that are improving the lives of disadvantaged people.

This will make an important contribution to the relevant action plan by helping local practitioners to consider approaches to achieving digital and social inclusion in their areas. Open to all, visitors can search the site by various criteria (national indicators, excluded groups, exclusion problems or free text) to quickly find examples of inspiring projects, including short descriptions and contact details for each case.

solutions4inclusion is also available as a place sharing and disseminating the many good ideas and projects that exist on the ground already but which have, to date, received low visibility.

solutions4inclusion currently provides examples of more than 400 projects that use technology to enhance social inclusion. Projects are derived from multiple sources including the Digital Inclusion Team, ePractice, esd-toolkit, Digital Challenge, Tech4i2, eGovernment and other awards. It is a joint project between the CLG, De Montfort University, the Digital Inclusion Team and esd-toolkit.

**Original URL:** <http://digitalinclusion.pbwiki.com/Tools>

**Number of pages:** 3

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**EU: Communication on telemedicine for the benefit of patients, healthcare and society - 4 November 2008**

**Complete title:**

**Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions on telemedicine for the benefit of patients, healthcare systems and society**

Communication de la Commission au Parlement Européen, au Conseil, au Comité Economique et Social Européen et au Comité des Régions concernant la télémédecine au service des patients, des systèmes de soins de santé et de la société

Mitteilung der Kommission an das Europäische Parlament, den Rat, den Europäischen Wirtschafts- und Sozialausschuss und den Ausschuss der Regionen über den Nutzen der Telemedizin für Patienten, Gesundheitssysteme und die Gesellschaft

**Description (short summary):**

This communication is intended to support and improve access to telemedicine for EU citizens and healthcare professionals across Europe. In response to a call for action from Member States, this initiative aims to increase and broaden telemedicine services, including diagnosis, treatment and monitoring at a distance across Europe.

The European Commission proposes 10 actions to address the related challenges in the years to come. It defines the necessary steps to be taken by Member States, the European Commission and stakeholders, including healthcare providers and the industry.

**Original URL:** [http://ec.europa.eu/information\\_society/activities/health/policy/telemedicine/index\\_en.htm](http://ec.europa.eu/information_society/activities/health/policy/telemedicine/index_en.htm)

**Number of pages:** 13

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**EU: Security Awareness Management in Local Governments – Scandinavia - 31 October 2008**

**Complete title: Security Awareness Management in Local Governments: Approaches in Scandinavia**

**Description (short summary):**

One of the most common privacy infringements is wrongful access to a patient's sensitive data. Health care services, hospitals, public transport and education systems at regional and municipal level alike all treat personal data, with inherent risks.

This study portrays how 110 regions and municipalities, responsible for the services above in the three Scandinavian countries, Denmark, Norway and Sweden are working on the secure management of such information. The conclusion is that not enough attention is paid to raising awareness among staff, but generally the authorities do well in terms of technical systems and policies.

**Original URL:**

[http://www.enisa.europa.eu/pages/02\\_01\\_press\\_2008\\_10\\_31\\_awareness%20scandinavian%20gov.html](http://www.enisa.europa.eu/pages/02_01_press_2008_10_31_awareness%20scandinavian%20gov.html)

**Number of pages:** 46

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## **EU: Connecting Public Services Communities - 31 October 2008**

**Complete title: Connecting Public Services Communities**

**European Review of Political Technologies**

**Volume 7, October 2008**

**Description (short summary):**

In the Lisbon eGovernment Ministerial Declaration (September 2007), the EU Member States have stressed Cross-Border Interoperability amongst the most important policy actions which have to drive the future developments on eGovernment in Europe, as a key enabler of an Internal Market without electronic barriers, and to enhance the benefits of eGovernment.

Cross-Border Interoperability is essential to set-up Pan European eGovernment Services (PEGS) and has been identified as one of the key policy actions of the Slovenian and French Presidencies.

Connecting Public Services Communities is an initiative launched by EIPA (<http://www.eipa.eu>), in cooperation with the Politech Institute (<http://www.politech-institute.eu>), with the aim to establish a community of practice on Cross-Border Interoperability in order to stimulate the debate and promote the exchange of good practices among different EU Member States and eGovernment stakeholders to successfully meet the challenges raised by the eGovernment Ministerial Declaration on Cross Border Interoperability.

Connecting Public Services Communities was launched with a Roundtable within the Bled eConference (SI) in June 2008, which brought together high level practitioners from local and national administrations from EU Member States, representatives from the private sector, the European Commission and the academia.

In October 2008, a second Roundtable was celebrated in Issy-les-Moulineaux (FR) within the World e-Democracy Forum. This event served as a platform to present the Exclusive Edition of the European Review of Political Technologies specially dedicated to the cases and good practices presented by the participants of the Community.

**Original URL:** <http://www.eipa.eu/Publications/CPSC2008.pdf>

**Number of pages:** 128

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## **ES: eESPAÑA 2008 – Annual report on the development of the Information Society in Spain - 31 October 2008**

**Complete title: eSPAIN 2008 – Annual report on the development of the Information Society in Spain**

**eESPAÑA 2008 – Informe anual sobre el desarrollo de la Sociedad de la Información en España**

**Description (short summary):**

This document is the eighth edition of the Fundación Orange annual report. It focuses on the use of information and communication technologies (ICTs) by citizens, businesses and administrations.

This year the report contains a special chapter dedicated to diversity and the use of ICTs. During the past year, Spain, has shown progress at the use of ICT and gained 12 points in the Information Society. However, this improvement does not mean the fulfilment of the objectives of the Lisbon Agenda for the 2010.

The main findings of the report are as follows:

- Spain holds the 17th position with regard to the IeE08 indicator, thus overcoming Latvia, Lithuania, Slovakia and the Czech Republic. It is the second country that has made progress comparing to last year's position, just behind Portugal.
- Madrid leads the Convergence Index of the Information Society in the Autonomous Communities.
- Among all Spanish Autonomous Communities, Asturias, Adalusia and Madrid hold the first three positions in terms of availability of on-line services.
- In the last five years, the users of the eAdministration services have increased by 50%, thus exceeding the 9 million users of 2007.
- The public funding aimed at promoting the use of ICTs has increased and the implementation of the Avanza Plan has generated positive effects in the access and in the use of ICTs.

**Original URL:** [http://www.fundacion.orange.es/areas/25\\_publicaciones/publi\\_251\\_7.asp](http://www.fundacion.orange.es/areas/25_publicaciones/publi_251_7.asp)

**Number of pages:** 314

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## **EU: Resilience of public eCommunications Networks – Stock Taking of Policies and Regulations - 29 October 2008**

**Complete title: Stock Taking of Member State's Policies and Regulations related to Resilience of public eCommunications Networks**

### **Description (short summary):**

The first ever comprehensive European report which presents 23 different national regulatory and policy strategies that are being used to facilitate, support and strengthen efforts to improve the dependability and resilience of public eCommunications Networks.

In summary, the report identified that there is a significant variety in the deployed strategies, policies, initiatives and regulatory provisions across the EU.

Despite these differences, the report finds that certain preliminary strategy commonalities across Europe for increasing resilience can be highlighted:

- Development of a national strategy, a solid policy and/or regulatory environment and concrete preparedness measures; define clear roles and responsibilities of public agencies; encourage intra-agency and information sharing.
- Encouragement of voluntary collaboration between public and private stakeholders. Capitalising on the know-how of experts from both industry and public authorities to support the development of best practices and guidelines.
- Focus on how well things are working in practice (e.g. exercises, audits, onsite visits, etc.).
- Prompt reaction on reported incidents and their analysis within a trusted group of experts from public and private sector stakeholders.
- Multiple, frequently performed small steps have proved to be more effective than big national initiatives. This holds true for current and future steps with regard to e-resilience.

This study is done in the context of European Network and Information Security Agency's (ENISA) multi annual thematic program on Resilience of public communication networks. It focuses on giving an accurate picture of each country's policies, initiatives, and regulations.

**Original URL:** <http://www.enisa.europa.eu/pages/resilience.htm>

**Number of pages:** 318

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## **UK: Technology Futures and Digital Inclusion - Research Report - 24 October 2008**

**Complete title: Technology Futures and Digital Inclusion – Research Report**

**Description (short summary):**

The developments in digital technology over the last decade have been rapid and widespread. There is no reason to believe that the coming decade will have any less change. The developments in digital technologies have been matched by widespread adoption in the UK of digital radio, TV and the internet.

The challenge of the last decade was digital inclusion, but as more and more of the population see the benefits of digital technologies the challenge now becomes one of understanding offline consequences of the online world. These consequences may be for people, businesses and communities who cannot, will not or just don't understand digital technologies.

The findings and recommendations in this report are those of the consultant authors and do not necessarily represent the views or proposed policies of Communities and Local Government.

**Original URL:** <http://www.communities.gov.uk/publications/communities/technologyfutures>

**Number of pages:** 35

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**UK: Community Perspectives on Digital Inclusion - Research Report - 24 October 2008**

**Complete title: Community Perspectives on Digital Inclusion: Qualitative Research to Support the Development of the Digital Inclusion Strategy - Research Report**

**Description (short summary):**

This report summarises insights and experiences from community and third sector organisations involved in initiatives aimed at opening up digital technologies to excluded communities. The report is based on conversations with staff and service users, collected through one-to-one interviews and visits to specific initiatives, and on two workshops (Nottingham, 26 June 2008; London 30 June 2008). Additional evidence was provided by studies carried out by third sector organisations, Ofcom and UK Online Centres.

The findings and recommendations in this report are those of the consultant authors and do not necessarily represent the views or proposed policies of Communities and Local Government.

**Original URL:** <http://www.communities.gov.uk/publications/communities/communitperspectives>

**Number of pages:** 51

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**UK: An Analysis for International Digital Strategies - Research Report - 24 October 2008**

**Complete title: An Analysis for International Digital Strategies: Why develop a digital inclusion strategy and what should be the focus? - Research Report**

**Description (short summary):**

This report provides results from the analysis of documents and contact with Digital Inclusion experts in 30 countries undertaken by IECR. Ten countries were selected for in-depth analysis (see Appendices for country reports), e Inclusion activities for 20 additional countries were found in national review documents prepared for the Lisbon Ministerial event in December 2007.

The findings and recommendations in this report are those of the consultant authors and do not necessarily represent the views or proposed policies of Communities and Local Government.

**Original URL:** <http://www.communities.gov.uk/publications/communities/internationaldigitalstrategies>

**Number of pages:** 124

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**UK: Delivering Digital Inclusion Annex - 24 October 2008**

**Complete title: Delivering Digital Inclusion Annex: Public Sector Use of Information and Communications Technologies to Support Social Equality**

**Description (short summary):**

The argument for a digital inclusion strategy has been set out in the [main report](#). This annex notes the significant commitment, activities and resources within government that are being targeted at improving people's lives and life chances through the innovative and creative use of technology.

**Original URL:** <http://www.communities.gov.uk/publications/communities/digitalinclusionannex>

**Number of pages:** 99

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**UK: Understanding Digital Exclusion - Research Report - 24 October 2008**

**Complete title:** Understanding Digital Exclusion - Research Report

**Description (short summary):**

Using the latest available data from sources such as the Office for National Statistics (ONS), the Office of Communications (Ofcom), the Oxford internet survey (OxIS) and UK online centres, this report considers the most recent trends in the uptake of digital technologies. It then goes on to highlight the benefits that the different wider digital technologies can bring to socially vulnerable groups. Finally, the report profiles which individuals or groups are most likely to be digitally disadvantaged and then considers some of the key barriers to digital equality. Using all the evidence collected, recommendations have then been made as to what approaches should be employed to achieve digital equality in the UK.

**Original URL:** <http://www.communities.gov.uk/publications/communities/understandingdigitalexclusion>

**Number of pages:** 53

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**EU: eInvoice Best Practice - 22 July 2008**

**Complete title:** CEN/Fiscalis e-Invoicing Good Practice Guidelines and Commentary – Draft Version

**Description (short summary):**

These Guidelines and Commentary are a work in progress and out for review as part of CEN/ISSS eInvoicing Phase II. This CWA seeks to reduce some of the principal areas of uncertainty and resulting inefficiencies on the eInvoicing market with one single set of good practice Guidelines for both businesses and tax administrations.

While every effort has been made to ensure consistency with legal requirements that apply to eInvoicing in the European Union, no guarantees of legal compliance or fitness for purpose are made by the drafters or CEN; any use of these documents is at the user's own risk.

The provision of feedback is encouraged. Those interested are invited to send their feedback via the dedicated form available [here](#).

**Original URL:** <http://www.e-invoice-gateway.net/knowledgebase/eInvoiceBestPractice/>

**Number of pages:**

Guidelines: 7 pages

Commentary: 23 pages

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**EU: Good Practice Study on existing repositories – Semantic Interoperability - 31 May 2008**

**Complete title:** Semantic Interoperability Centre Europe

**A Study on Good Practices in Existing Repositories**

**Description (short summary):**

A number of initiatives in several countries address issues of interoperability and the exchange of solutions. This study introduces the most important ones and examines their respective strengths.

**Original URL:** <http://www.semic.eu/semic/view/snav/Infopool/Publications.xhtml>

**Number of pages:** 88

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## **ePractice Workshops** | [View all our free workshops](#) | [Watch ePractice TV](#)

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.

[eInclusion, immigrant and ethnic minority groups](#) 13 November 2008 | Brussels (Belgium)

[Administrative burden](#) 25 November 2008 | Brussels (Belgium)

Co-branding your event with ePractice.eu is possible. Please read our terms at [epractice.eu/workshops](http://epractice.eu/workshops)

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## **Upcoming Events**

- [PT: 3rd International Strategic Procurement Conference](#) 12 November 2008 | Portugal
  - [SK: Information day on the iWEBCARE project and workshop on e-Europe](#) 12 November 2008 | Slovakia
  - [BE: eGovernment Workshop on waste management](#) 17 November 2008 | Belgium
  - [UK: Promoting Innovation in the Knowledge Economy](#) 25 November 2008 | United Kingdom
  - [BE: IMI Training and Awareness-Raising Days](#) 25 - 26 November 2008 | Belgium
  - [FR: ICT Forum 2008](#) 25 - 27 November 2008 | France
  - [FR: ENEA Networking session on “An affordable and personalized health care system for an independent ageing”](#) 26 November 2008 | France
  - [AT: e-Inclusion Ministerial Conference and EXPO](#) 30 November - 2 December 2008 | Austria
  - [FR: Open World Forum – Paris 2008](#) 1 - 2 December 2008 | France
  - [ES: ableTech'08](#) 10 - 11 December 2008 | Spain
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## **PT: 3rd International Strategic Procurement Conference - 12 November 2008**

3rd International Strategic Procurement Conference – Compras 2008

The 3rd International Conference on Strategic Procurement – “Procurement: a source of innovation and value creation”, as in previous events is marked by the novelty of its themes and the exchange of practical success cases in the public and private sectors.

This year’s focus is on innovation and value creation, through the presentation of internationally acclaimed and award-winning case studies.

The topics are:

- The Commonwealth of Virginia’s procurement program: Learn about by one of the most successful international cases;
- Portugal, Angola and Cape Verde: The policies and results achieved
  - EVA Procurement – Value creation through procurement
  - ECO2 Sourcing – Eco-economic factor
  - IBP – Innovation Based Procurement
  - PT Compras: PT Group Procurement Model
  - Visteon: Procurement and Supply Chain in the Automobile Sector

- EDP: Sinergie – Global Procurement in different regions
- Challenges posed by the New Public Contracts Law in Portugal.

The participation fee is 100 € plus VAT and the number of seats is limited. Therefore, those interested are requested to confirm their participation by 7 November 2008, by email sent to [info@leadership-bc.com](mailto:info@leadership-bc.com) or by phone at +351 213 581 060. Registration can otherwise be performed via the [online form](#).

**Three free places** will be available for eProcurement experts from ePractice. The eProcurement Forum team will assign the free places to experts fulfilling the following conditions:

- Have a complete profile on ePractice;
- Be a member of the eProcurement Forum community.

A first-come first-served policy will be applied if several people are selectable.

ePractice members interested in the free places should **send a request by email to [eprocurement@epractice.eu](mailto:eprocurement@epractice.eu) by 10 November 2008**, providing explanation on how they fulfil the above conditions.

More details on this conference are available [here](#).

**Country:** Portugal

**City/Location:** Lisbon

**Organiser:** Leadership Business Consulting

**Event website:** <http://www.conferencia-compras.com/index.php?lang=english>

**Contact Email:** [info@leadership-bc.com](mailto:info@leadership-bc.com)

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## **SK: Information day on the iWEBCARE project and workshop on e-Europe - 12 November 2008**

Information Day on the IWEBCARE project and Workshop on e-Europe

The Information Day will provide practical demonstrations of the results achieved so far by the project “Integrated Web Services Platform for Facilitation of Fraud Detection in Health Care e-Government Services” ([iWEBCARE](#)). This project was approved by the European Commission for the years 2006-2008 and it is financed by the European Union within its 6th Framework Programme and the Information Society Technologies (IST) programme.

The following Workshop on e-Europe will be devoted to presenting the results of the participants’ various projects and applications in the different areas of the EU’s Lisbon strategy on e-Europe. It will cover, among other areas; eGovernment, eHealth, eBusiness, eLearning, eInclusion, eBanking, eSecurity, eidentification, eContent, Information Society, Knowledge Based Economy.

No registration fee is required. However prior registration by email sent to [infoday@fm.uniba.sk](mailto:infoday@fm.uniba.sk) before 30 October 2008 is necessary, due to limited number of participants. The same date is also the deadline for the participants to send their proposed papers.

**Event email:** [infoday@fm.uniba.sk](mailto:infoday@fm.uniba.sk)

**Country:** Slovakia

**City/Location:** Bratislava

**Organiser:** Comenius University, e-Europe Research & Development Centre and Department of Information Systems of the Faculty of Management

**Event website:** <http://erdc.fm.uniba.sk/>

**Contact Email:** [infoday@fm.uniba.sk](mailto:infoday@fm.uniba.sk)

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## **BE: eGovernment Workshop on waste management - 17 November 2008**

'Increasing European competitiveness through efficient information flows: How waste management and other industries benefit from eGovernment'

eGovernment is an important strategic component for the European Union to reduce administrative burden and to increase competitiveness. It is put into practice in various industries, policy areas and administrative procedures. However, questions remain on how eGovernment can be even better implemented in practice.

Waste management is one particular policy field in which eGovernment initiatives have already been successfully applied in order to fulfil complex planning, management, and reporting requirements.

This workshop will provide a forum to discuss best practice examples and develop answers on how further progress in the implementation of eGovernment can be made. It will furthermore give an overview on already existing best practice examples and future solutions.

The detailed programme can be found on the [workshop's brochure and registration form](#).

Participation is fully free of charge and open to all those interested. Due to limited space, registration is to be performed by returning the registration form completed to [behrens@gs1-germany.de](mailto:behrens@gs1-germany.de) by 10 November 2008 at the latest..

**Country:** Belgium

**City/Location:** Brussels

**Organiser:** GS1 in Europe

**Contact Email:** [behrens@gs1-germany.de](mailto:behrens@gs1-germany.de)

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## **UK: Promoting Innovation in the Knowledge Economy - 25 November 2008**

Innovative ICT & E-Government Practice – Learning from European Regions

This high profile Pan European conference will bring together experts from business, the public sector, academia and the European Commission.

Its objective is to promote the environment (physical, administrative, social and economic) in which innovative practice in eGovernment, broadband and wireless technologies can be transferred throughout Europe to improve services for citizens.

The conference will profile award-winning models of best practice including:

- urban and rural planning;
- integrated aid management;
- eGovernment and wireless applications.

Business innovators will provide delegates with an insight into revolutionary technological innovations for the delivery of public services in the future.

Participation is free of charge. Registration is to be performed [online](#).

**Event email:** N/A

This high profile Pan European conference will bring together experts from business, the public sector, academia and the European Commission.

**Country:** United Kingdom

**City/Location:** Londonderry - Derry (Northern Ireland)

**Organiser:** Derry City Council

**Event website:** [http://www.derrycity.gov.uk/economicdevelopment/pan\\_european\\_conference3.htm](http://www.derrycity.gov.uk/economicdevelopment/pan_european_conference3.htm)

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## **BE: IMI Training and Awareness-Raising Days - 25 - 26 November 2008**

IMI Training and Awareness-Raising Days – Towards a smooth administrative collaboration among the Member States

The Internal Market Information System (IMI) is an electronic, multilingual and flexible tool that provides a system for the exchange of information allowing Member States for more efficient and effective co-operation in the implementation of Internal Market legislation. In an enlarged, multilingual European Union where many authorities at local, regional and national level are involved in the implementation of community legislation, tools such as IMI are of particular importance.

Thanks to IMI, important barriers to communication caused by different administrative cultures, structures and languages can be overcome, cross-border activities enhanced and an environment of trust and confidence can be created. IMI will contribute to alleviate many of the present enforcement problems in the Internal Market and will ease administrative burden for everyone involved. Therefore, both citizens and businesses will be able to take advantage of the opportunities offered by the Internal Market, as the system will contribute to its smooth functioning.

IMI is funded by the IDABC programme (Interoperable delivery of pan-European eGovernment services to public administrations, businesses and citizens), which promotes European eGovernment services.

IMI has already supported information exchanges related to four professions (doctors, physiotherapists, pharmacists and accountants), within the framework of the IMI Professional Qualifications Pilot project which has been running since the beginning of 2008.

The "IMI Training and Awareness Days" take place at a key point in time for the project, when it is intended to extend the IMI system to support information exchanges for additional professions under the Professional Qualifications Directive, notably nurses, dental practitioners, midwives, architects, veterinary surgeons, radiographers and secondary school teachers. The event pursues the following aims:

- To raise awareness of the system amongst stakeholders and future users;
- To train groups of key users who can provide all this know-how to other end-users in their Member State;
- To inform of the progress made in the IMI project;
- To offer networking opportunities.

Registration is now closed.

**Country:** Belgium

**City/Location:** Brussels

**Organiser:** European Commission's Directorate General for Internal Market and Services

**Event website:** [http://ec.europa.eu/internal\\_market/imi-net/imi\\_awareness\\_days\\_main\\_en.html](http://ec.europa.eu/internal_market/imi-net/imi_awareness_days_main_en.html)

**Contact Email:** [IMI-conference2008@eurodyn.com](mailto:IMI-conference2008@eurodyn.com)

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## **FR: ICT Forum 2008 - 25 - 27 November 2008**

"I's to the Future – invention, innovation, impact – An event organised by the European Commission and hosted by the French Presidency of the European Union

The biennial ICT Event (formerly called the "IST Event") organised by the European Commission and hosted by the country presiding the European Union is the most important forum for discussing research and public policy in information and communication technologies at European level. The previous edition of the event took place in 2006 in Helsinki (Finland).

The next ten years will see major transformations in the technological, industrial and business landscapes surrounding information and communication technologies (ICTs). The 2008 edition will set the agenda for ICT research and innovation in Europe during this crucial decade.

The event will bring together researchers, innovators, engineers, policy and business decision-makers and will address topics as diverse as Europe's role in shaping the future internet, ICT's contribution to advancing the sustainability agenda and alternative research paths for future ICT components and systems. These and many other cutting-edge themes will be explored in depth.

In particular, ICT 2008 will examine:

- European Union priorities in ICT research for over €2 billion of funding available in 2009-2010;
- The major current technological trends which impact upon strategic research planning;
- Public research policies to stimulate research and innovation.

The event will feature a conference, an exhibition and networking sessions.

Registration is to be performed [online](#) at the event's website. The early bid registration fee, applicable to payments received prior to 31 October 2008, is €450. For payments received between 1 November and 20 November 2008, the registration fee is €550.

**Country:** France

**City/Location:** Lyon

**Organiser:** European Commission's Directorate General Information Society and Media

**Event website:** [http://ec.europa.eu/information\\_society/events/ict/2008](http://ec.europa.eu/information_society/events/ict/2008)

## **FR: ENEA Networking session on “An affordable and personalized health care system for an independent ageing” - 26 November 2008**

“An affordable and personalized health care system for an independent ageing” – Future challenge for healthcare deployment: how to make it happen?

This afternoon networking session is organised in the context of the [ICT Forum 2008](#) which will be held in Lyon, France, from 25 to 27 November 2008. It is supported by the Directorate-General 'Information Society and Media' of the European Commission.

There is a social and market demand for the new, ICT based responses to care and health service provision to improve chronic disease management at home and prolong the possibility of an autonomous, safe and socially fulfilling life. Many current ICT e-health applications focus on the provision of individual clinical services. There is a need for improvement of horizontal applications and for the coordination of services from different agencies and disciplines into tailored and customized packages of provision spanning both health and social care. It is essential to understand if the national healthcare systems can integrate these innovative services and if a European cooperation could help facilitating this process.

The ENEA networking session will gather experts of the healthcare and enterprise interoperability sector. After a short overview of the EU Programmes on ICT for eHealth (FP7, CIP, AAL) and practical case studies (OLDES project, COIN project, etc.), the experts will discuss how innovative eHealth services, as the ones developed by projects like OLDES, can be integrated in healthcare systems in a sustainable manner. Issues around standards are also expected to be addressed by the panel discussion.

The objective of the session is to share experiences and common pathways between the healthcare sector and experts from the enterprise interoperability world, with the final aim of learning from each other and build possible partnerships for future activities, as well as collaborative solutions, taking into account also the eHealth standardization aspects.

A detailed agenda of the session is expected to be soon made available online at the event's website.

Those interested in participating are invited to send their expression of interest by email to [monica.ibido@bruxelles.enea.it](mailto:monica.ibido@bruxelles.enea.it). Registration to this session is free of charge, but requires participation in the ICT Forum in line with the normal registration rules, including the payment of the [Forum's subscription fees](#).

**Country:** France

**City/Location:** Lyon

**Organiser:** OLDES (older's people e-services at home) Consortium, coordinated by the Italian National Agency for New Technology, Energy and the Environment (ENEA)

**Event website:** [http://ec.europa.eu/information\\_society/events/cf/item-display.cfm?id=690](http://ec.europa.eu/information_society/events/cf/item-display.cfm?id=690)

**Contact Email:** [monica.ibido@bruxelles.enea.it](mailto:monica.ibido@bruxelles.enea.it)

## **AT: e-Inclusion Ministerial Conference and EXPO - 30 November - 2 December 2008**

### European Ministerial e-Inclusion Conference

The European Ministerial e-Inclusion Conference 2008 aims at accelerating progress towards an information society for all (digital inclusion), in order to combat social and economic exclusion. The conference will acknowledge the many actions that are taking place all over Europe during 2008 and that contribute to the European e-Inclusion Initiative. It will also take stock of future challenges and renew the commitments to achieve inclusion in the information society for all.

The conference will be attended by eInclusion leaders from industry, academia and voluntary sector and will address topics as diverse as shaping European e-Accessibility environments, investing in information technology for sustainable elderly care, digital literacy and insights into future technology perspectives. European Ministers will come together to measure progress, refresh the Riga vision, and gain valuable insights from cutting-edge initiatives.

As the draft conference programme is continually being updated, sessions and speakers may still be subject to change. A preliminary programme outline is available [online](#) as well as in [PDF](#) format.

The event will be complemented by a large scale [exhibition](#) of around 100 stands, which will be open from 30 November until 2 December 2008. The exhibition will feature among others a projects showcase, a digital story gallery, country pavilions, an experience space, commercial displays, an eInclusion theatre and the eInclusion Awards finalists village. The latter one will host the finalists of the [European eInclusion Awards](#) competition, which is organised within the framework of European Commission's "e-Inclusion: Be part of It" initiative and is aimed at celebrating the best and most imaginative uses of Information and Communications Technologies (ICTs) to reduce digital and social exclusion.

**Country:** Austria

**City/Location:** Vienna

**Organiser:** Jointly organised by the European Commission and the hosting Austrian Government, in cooperation with the French Presidency of the Council of the European Union

**Event website:** [http://ec.europa.eu/information\\_society/events/e-inclusion/2008/index\\_en.htm](http://ec.europa.eu/information_society/events/e-inclusion/2008/index_en.htm)

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## **FR: Open World Forum – Paris 2008 - 1 - 2 December 2008**

### FLOSS, Innovation and Competitiveness

The Open World Forum aims to bring together the best of Free, Libre and Open Source Software (FLOSS) at an international level, with keynote presentations, community and technical seminar tracks, covering a wide range of issues, from high-level business strategies to profound technical insights.

The Forum will also play host to a number of associated events and meetings: opportunities for international communities and experts on the use of Open Source to explore business models, public policies, competence centers, governance and legal issues, interoperability, quality metrics, R&D initiatives and next-generation software forges. A special session will feature Brazil as a special guest.

Bringing together international experts working on future planning, scenarios and recommendations, the event will deliver the 2020 FLOSS Roadmap covering all these areas. The first ever worldwide initiative of its kind, the Roadmap will be delivered and debated at the Forum.

More details on the Forum's programme are available in the provisional agenda at the following page <http://www.openworldforum.org/en/program/>. This agenda is currently being finalised and will be made final by 30 September 2008.

The Open World Forum is supported by two worldwide consortiums (OW2 and QualiPSO), several European and French associations, public organisations and competitiveness clusters (Adullact, AFUL, April, Silicon Sentier, Cap Digital and System@tic Paris Region).

Participation to the Forum is open and free of charge. Registration is to be performed [online](#).

**Country:** France

Event website: [www.openworldforum.org](http://www.openworldforum.org)

Contact Email: [fml@items-int.eu](mailto:fml@items-int.eu)

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## ES: ableTech'08 - 10 - 11 December 2008

ableTech'08 – First International Conference on accessible and assistive technologies for dependent people

After four successful editions, ableTech has taken a qualitative leap by going international, with the aim of becoming a key event for sector players. Attendees will be able to gain first-hand knowledge of those international innovative projects breaking ground in the social and technological spheres.

This event aims to be a forum where international stakeholders from the sector of accessible and assistive technologies can exchange their experiences in order to learn from the best practices of other countries. During the two days conference, delegates will debate the following issues:

- To provide a vision of the current situation and trends of the Assistive Technologies Sector and the ageing economy;
- To bring together the different agents in order to be able to exchange experiences and contrast the needs with the existing products and systems;
- To identify the needs of people with disabilities and elderly people for their everyday lives and for improving their quality of life.

Furthermore, within the main conference, the European Project CompanionAble will organise a workshop aimed at sharing experience with other European projects involved in Cognitive Robotics and Ambient Intelligence Technologies and developing a closer collaboration between the various Consortia Partners involved in Research and Innovation on such technologies.

Over 350 participants are expected. Registration has started since 15 September 2008. Participation is free of charge for people with disabilities (in case of early registration, i.e. prior to 31 October) and students. For other interested persons, the attendance fee ranges from €150 to €250. Registration is to be performed by sending an email to [abletech08@marsans.es](mailto:abletech08@marsans.es).

More details on this event can be found on the dedicated [brochure](#).

This Conference has been organised with the support of Public Administrations, Technology oriented organisations, as well as Professional and user organisations. Cooperation efforts have been done with relevant European Projects related.

**Country:** Spain

**City/Location:** Bilbao

**Organiser:** TECNALIA

**Event website:** [www.abletech.org](http://www.abletech.org)

**Contact Email:** [abletech08@robotiker.es](mailto:abletech08@robotiker.es)

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