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European ePractice Newsletter

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>>Municipal eGovernment workshop

On March 6 ePractice.eu will celebrate a unique workshop on Municipal eGovernment in Brussels, where participants will be invited to analyse and find solutions to enhance the role of councils and local governments as a comforting gateway to ease the experience of citizens with e-services, helping them to take their first steps into the world of electronic transactions. The keynote speeches will be delivered by Mr. Eric Legale (Managing Director of Issy Media) and Mr. Julián Casasbuenas (Director of the NGO Colnodo). Afterwards, several real life case studies will be presented to the audience by their authors in order to identify the key problems and find possible solutions. Workshop attendance is free of charge. Seats are limited and filled in a first-come, first-served basis, so we encourage you to register in advance at the dedicated webpage www.eppractice.eu/workshop/MunicipaleGovernment, where you will find updated information on the speakers, the cases and the agenda of the event.

>>eGovernment Mobile Services workshop

Barcelona will host on March 3 an ePractice.eu free workshop on eGovernment Mobile Services. The objective of the event is to gather high-end professionals and learn from successful experiences in designing, developing and deploying innovative eGovernment services for municipalities based on mobile phones. The seminar is promoted by the ICiNG (FP6) and P2P Mayor Events (e-TEN) consortiums and is open to other projects and initiatives. Online registration is already open at www.eppractice.eu/workshop/eGovMobileServices

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

The second issue of the *European Journal of ePractice*, entitled "New e-ways of doing the Government's job", has just been published and presents a variety of case studies that show how Governments are willing to experiment and that their ways are now naturally e-enabled. In this number, Enrico Ferro and Lucy Dadayan document that Government can benefit from online auctions to sell its surplus property and generate significant revenue; Trond Arne Undheim provides an in-depth exploration of three best practice cases in eGovernment; Sylvia Archmann finds that the interoperability challenges at local and regional levels are formidable; Elena Sini, Paolo Locatelli and Nicola Restifo showcase the clinical processes that can be achieved through an integrated Radio Frequency Identification strategy in a healthcare organization and, finally, Elina Harju documents how Tampere City Library tries new ways to bridge the digital divide.

The publication is free of charge and can be read online or downloaded in pdf at www.eppracticejournal.eu

>>eHealth workshop in Barcelona

The eHealth ePractice.eu workshop originally scheduled on March 6th in Brussels has been postponed to a date between June and July in the city of Barcelona. Details regarding the final agenda of the event

will be soon available at www.epractice.eu/workshop/eHealthmanagement. We apologize for the inconveniences.

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

- [Automatic payment of child benefit](#) 12 February 2008 | Belgium
- [Purchase of an electronic season public transport ticket](#) 12 February 2008 | Belgium
- [Flemish Integration Projects \(VIP\)](#) 12 February 2008 | Belgium
- [VoicE - Giving European People a Voice in EU-Legislation](#) 8 February 2008 | Pan European
- [Digital Dundee](#) 7 February 2008 | United Kingdom
- [Intelligent Virtual Citizens Attention Service](#) 6 February 2008 | Spain
- [Web Compliance Manager online](#) 6 February 2008 | Germany

Editor's Choice of the week: [Web in de Wijk - Web in Neighbourhoods \(Netherlands\)](#)

Automatic payment of child benefit

Did your child turn 18 and did he or she continue his or her studies? In that case you had to submit a child benefit form to your employer each year. As of 1 September 2007, over 90% of the Flemish parents have been released of this burden. The government has made sure that from now on students older than 18 are registered with the child benefit funds fully automatically. Apart from the far-reaching simplification within the Flemish and federal authorities, 225,000 paper dossiers are also replaced by electronic ones, without any intervention being required from the citizens. This project is an example of E-government in top gear: the government completes the entire process fully automatically, and as such relieves citizens from all the work.

Purchase of an electronic season public transport ticket

Buying a season ticket for yourself, your partner and/or your children from your own home? This has been possible since October 2007 through the website of the Flemish public transport company De Lijn. All you need is a Belgian electronic identity card (eID) and a card reader. You no longer have to go to your local council to collect a family composition certificate and then queue in the De Lijn shop! Through the MAGDA platform the web application automatically retrieves your family composition and you immediately receive the discount you are entitled to. Moreover, you receive your season ticket five times faster than before.

Flemish Integration Projects (VIP)

CORVE's (Flemish e-Government Coordination Unit) task is to act in a coordinating and supporting capacity in the development of e-government in Flanders. From its early days, CORVE decided to support projects that further the eGovernment objective, namely to make life as easy as possible for enterprises and companies by not 'bothering' them, unless absolutely necessary. Prerequisites for achieving this goal are proper data management and a maximum reuse of data. CORVE has established a platform for data exchange between administrations (MAGDA). This MAGDA platform makes it technically possible to exchange information about people, enterprises, addresses and parcels

through web services, among other things. In order to make sure that Flemish public organisations actually start to use this platform, a project support programme was set up: VIP. Projects that participated in this programme were called Flemish Integration Projects. This programme that was started in 2005 ensures that projects which are of strategic importance to the business (i.e. the demand side) receive financial support, provided they subscribe to the e-government philosophy and use the MAGDA platform. The VIP programme is intended to support projects inside the Flemish regional government which contribute to a client-friendly and electronic, as well as simplified government, both in terms of content and financially.

Voice - Giving European People a Voice in EU-Legislation

Voice will improve the EU-legislative process by enhancing the participation of regional public stakeholders in EU decision-making via the use of ICT. The project is designed as a citizen-driven trial project implementing the existing state-of-the-art, award-winning open source platform Gov2Demoss into a new political framework. The core elements of project Voice include 1) a regional focus, addressing citizens in Baden-Württemberg and Valencia, 2) a thematic focus, directed towards EU legislation in the field of consumer protection, 3) substantial regional marketing measurements, extensive editorial preparation by specialists, allowing immediate access to complex legislative issues for citizens, and 4) the establishment of institutionalised communication and consultation channels between citizens and EU decision-makers from their region.

Digital Dundee

Digital Dundee is a partnership strategy supported by the public and private sectors that aims to collaborate over the successful application of broadband and smart technology as part of the city's economic regeneration. Dundee has transformed itself to a post industrial knowledge based economy. Dundee City Council has delivered an effective e Government channel modernisation strategy. The Council's award winning website is handling over 6,000 electronic self service transactions per month and daily over 4,300 visitors, 70% of routine calls are dealt with by contact centre staff, and 87% of the groups targeted have the multi application smartcard Dundee Discovery Card (45,000 users). Satisfaction for users of the website and customer contact has improved as has the performance of the main contact services. There is more take up of card related services like free school meals, youth discounts and travel concessions. The city was on the periphery of Europe on the east coast of Scotland and had high unemployment in the early eighties. Now employment levels are close to matching the country averages and more people are employed in education, science and digital media than manufacturing. It is in this context that City Council's implementation of eGovernment sought to be leading and innovative.

Intelligent Virtual Citizens Attention Service

iSAC is a virtual intelligent service, based upon the same philosophy of existing face-to-face & telephone citizens attention services. However, these are many times overloaded and they risk to fail on meeting the needs of citizens. Replicating and improving these services is expensive and complex, but with the use of ICT and AI the Spanish Municipality of Terrassa has extended the service to serve more people, 24 hours a day, using different channels to satisfy queries for work, private and social life. The iSACs is an OSS tool; it understands queries in the natural language of citizens, with no administrative jargon, and uses local specific semantics to give clear precise answers. iSAC retrieves information from existing information DB with a zero maintenance cost. It is multilingual and multimodal, with learning semi-automated abilities.

Web Compliance Manager online

Web Compliance ensures that your Web site or your Enterprise Content Management System (ECM) conforms to a specification, a standard or a law that has been defined or issued by the corresponding standards or regulatory body. In today's complex Web environments, Web Compliance can reduce costs, ensure interoperability of your applications, increase customer satisfaction and usability, and protect you of liability issues.

Latest News

- [PT: On-line 'lost and found'](#) 11 February 2008 | Portugal
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- [SE: New eGovernment Action plan launched](#) 8 February 2008 | Sweden
- [CY: Cyprus adopts eProcurement](#) 7 February 2008 | Cyprus
- [SI/EU: Signature of a MoU for the establishment of a Centre for eGovernance Development for South Eastern Europe](#) 7 February 2008 | Pan European, Slovenia

PT: On-line 'lost and found'

The Portuguese government has launched an on-line lost property office to help citizens locate their mislaid items.

Run by the Ministry of Internal Administration, the new portal gives an overview of lost items handed in to the national and local police. A simple on-line search requires just two pieces of information: the type of object and the approximate date of the loss. But a more advanced search facility is also available, with drop-down lists of object types and subtypes (for example, type: jewellery; subtype: ring). A description of the lost item can be added, as can its manufacturer, brand, model and serial number.

At present, the service covers items registered since 1 December 2007 by the police in Lisbon, Porto, Coimbra, Setúbal and Fátima. Its scope will be expanded later, but the site is at pains to emphasise that an on-line search in no way eliminates the need to contact other lost property services – for instance, those run by the transport companies.

It also carefully explains that lost credit cards and bank cards still need to be blocked separately, just in case anyone thinks that an on-line report of their loss might automatically make them unusable. Other site features include general advice to property owners (“always keep receipts”, for instance), FAQs and an area for comments and suggestions.

The site is part of an integrated lost-and-found information service set up by the ministry under a decree dating back to last November. To ensure privacy, no persistent cookies are used. Session cookies are deleted at the end of each visit.

Further information:

- [On-line lost property office \(in Portuguese\)](#)

PT: Virtual crime watch

A new Portuguese government site is encouraging people to report crimes on-line.

The left-hand column on the site's homepage provides a clickable list of crimes, ranging from domestic violence, people trafficking, robbery and assault to fraud, pollution and marriages of convenience. Each button links to a page giving a short definition of the crime concerned, plus the relevant sections of the Penal Code. The user can then opt to launch the eight-step reporting process: time and date; identification of the complainant; place where the offence occurred; description of the offence; identification of suspects; identification of witnesses; other remarks; and submission of the report.

Run by the Ministry of Internal Administration, the service aims to make it easier and less intimidating for ordinary citizens to report an offence. The site emphasises that it is designed for reporting after the event. It is not an emergency service, although it does provide links and phone numbers for them.

The site forwards the complaints to the various relevant police forces. As with conventional, paper-based reports, criminal proceedings can be launched only after the complainant's identity and relevance to any prosecution have been separately verified. Under Portuguese law, prosecutions for some crimes require a direct complaint from the actual victim or the victim's legal representative. The traditional channels for reporting crimes will remain in place alongside the eGovernment version.

Further information:

- [Report crimes on-line portal \(in Portuguese\)](#)

DE: Business-to-government process chains – study call

Scientific studies on the development of process chains between business and public administrations are the subject of a call for proposals launched by the [German Federal Ministry of the Interior](#) on 25 January 2008.

The aim of the call is to develop innovative solutions that can be rapidly built into eGovernment practice. The call is for feasibility studies on the development of process chains in one of three specialised fields: environmental information, financial services, and information and reporting requirements for employers. Each bidder can apply for one or more of these lots but will not be awarded more than one. The studies are part of Germany's current federal [E-Government 2.0](#) programme.

The contractors will develop an overall system for ensuring that data flows and process handling between public authorities and businesses can be managed through process chains. This includes proposing practical solutions for interfaces, data input points and data protection.

The studies are expected to provide a basis for cross-cutting co-operation between administrations and business, and to offer the potential for integration and cost-saving. They should help to build up process libraries. The results will be made freely available for general public use.

The contracts will go to consortiums of scientific institutions/universities and businesses. The lead organisation must be the scientific institution. SME involvement in the consortiums is specifically encouraged. The deadline for initial applications is 14.00 CET on 29 February 2008. Offers and any other correspondence must be in German.

Further information:

- [Press release \(in German\)](#)
- [Call for proposals on the Federal eProcurement platform \(in German\)](#)

- [German Federal Ministry of the Interior](#)
 - [E-Government 2.0 programme \(in German\)](#)
-

UK: Integrating Europe – Polish/UK website makes national award shortlist

A website aimed at Polish residents in the UK county of Lincolnshire gained national recognition in the UK's annual [e-Government National Awards 2007](#) when it was listed as one of the 81 finalists in the annual competition.

The website – [Witamy w Lincolnshire](#) – is hosted by Lincolnshire County Council. It is maintained by two members of the Polish community who translate and upload large sections of the English language website remotely, with the approval of the Council.

The UK eGovernment Awards is an independent award scheme aimed at highlighting best practice in eGovernment and technology-driven services, with particular emphasis on services which improve citizen and business communication with the public sector. This year's finalists were chosen from 527 nominations submitted by senior professionals working across the public sector. They were divided into 11 categories addressing different areas of eGovernment.

The Polish site was a finalist within the 'Building a fairer society with e-Government' category which highlighted projects that specifically addressed the issue of social inclusion for specific groups.

Being shortlisted for the award has given a major boost to the website which was only launched in August 2007. It has already received a very positive response from the county's many Polish residents for whom it has provided easier access to the information on the county website, giving them a forum through which they can communicate on local issues.

Further information:

- [Lincolnshire County Council](#)
 - [Witamy w Lincolnshire \(in Polish\)](#)
 - [UK's e-Government National Awards 2007](#)
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ES: On-line best practice guide to SME exports

A Virtual Internationalisation Centre will provide on-line information about successful bids by small and medium-sized Spanish enterprises (SMEs) to enter international markets.

Billed as a world first, the multimedia resource is part of the portal run by the Spanish External Trade Institute ([ICEX](#)), to which SMEs have free access. It is a pioneering exercise, as up to now efforts to publicise best practice in exporting have tended to concentrate on big firms. Presented by Industry Minister, Joan Clos, on 28 January, the new service is expected to act as a "promoter and diffuser of a global enterprise culture among SMEs".

A particular focus in selecting examples for the site will be good practice in the use of human capital, which is regarded as crucial to medium- and long-term competitiveness. The ICEX policy on good vocational training will also be promoted. And full account will be taken of the successful SMEs' international market penetration strategies, financial management and alliance-building. Typically, the firms involved will be small family businesses which subsequently found an international niche.

The new platform will also include forums and articles aimed at "building greater awareness within the business community of the key issues surrounding the internationalisation process". It is hoped that it

will stimulate dialogue between experienced exporting firms and those that are taking their first steps into international markets.

Further information:

- [Plan Avanza – Press release \(in Spanish\)](#)
- [ICEX \(in Spanish\)](#)

IT: Fire service uses VoIP for internal calls

In an attempt to reduce the cost of phone bills and to employ a more reliable system, the Italian Fire Service Department is now using VoIP (Voice over Internet Protocol) to make calls between its regional and head offices.

The Fire Service is the first department in the Ministry for the Interior to adopt VoIP, following the 2007 budget law which stated that all areas of the public administration should gradually make the move to this new method of communication. The system works using the Internet to transmit telephone conversations.

The advantages of VoIP are not only financial. Whilst the switch is intended to save on the cost of phone bills, VoIP has also been chosen because it offers an extremely reliable level of service and includes voice mail, conference call and instant messaging services.

The system was tested within the Fire Service's regional headquarters in Rome in 2006 and any teething problems were sorted out. This meant that when the decision was made to extend the infrastructure to the rest of Italy it was carried out quickly and efficiently. VoIP is now in use in the 120 regional headquarters, connecting them to each other and to the Department's central headquarters. Over the coming months, the network will become even more widespread, as the offices will be provided with further apparatus to allow a growing number of users to communicate via the web.

Further information:

- [Italia.gov.it – Press release \(in Italian\)](#)
- [Ministry of the Interior – Press release \(in Italian\)](#)
- [Fire Service – Press release \(in Italian\)](#)

DE: Cashless parking

A number of major German cities are introducing 'cashless' parking, allowing registered users to pay their parking costs by mobile phone.

Known as 'handy parking' (Germans call their cell phones 'handies'), the system will go live in Detmold, Hamburg, Cologne and Lemgo this month. Berlin, Leverkusen, Lübeck and Potsdam will follow shortly. Registered users will be able to simply call a service number on their mobile phones when they arrive in a participating car park, and again when they leave. The corresponding charges will then be billed to them each month.

The system is based on a nationwide internet platform, www.mobil-parken.de, run by the commercial firm TelematicsPRO. Users sign up to the scheme on this site, and then receive a windscreen sticker by post. To the participating local authorities, TelematicsPRO provides car park signs with a standardised logo, as well as technical specifications and a system that enables parking attendants to check the user's status. It also assigns a three-digit code to each local authority. To this, the city adds a three-digit identifier for each car park, so each locality can encode up to 1 000 different car parks.

Local authorities are free to contract out the management of the schemes to providers of their choice. A model contract is available. 'Handy parking' is expected to appeal mainly to frequent business travellers. Advantages to local authorities include easily adjustable parking fees and precise calculation of charges in very small units (for example, five minutes).

Further information:

- [Mobil-parken paltform \(in German\)](#)

CZ: Czech Points ease bureaucratic burden

Czech Point, a newly launched network of electronic access points aimed at providing easy access to new eGovernment services, looks set to improve the Czech Republic's dated bureaucratic system significantly.

Following on from a pilot project last year, the Czech Point system has now been officially launched. The scheme should simplify interaction between citizens and the public administration, which is renowned for its archaic complexities. Now citizens will be able to access all public records by way of a one-stop portal, rather than having to visit several different offices.

"Currently, a citizen is forced to visit several government offices to solve a single problem," said government spokesperson, Jana Bartošová. The new access points will put a stop to this, "making the data – not the citizen – run around".

According to the Czech Interior Ministry, more than 1 500 Czech Points are now in operation at post offices and municipal bureaus throughout the Czech Republic, as well as in the Czech embassies in Bratislava, Warsaw, Dresden, Berlin, Vienna and Washington DC. At present, the terminals provide certified documents for many frequently sought public records, including criminal records and the land and commercial registers.

In the future, it is expected that Czech Point will provide access to all data stored in public registers and will be accessible via the Internet, so that citizens will be able to locate the documents they need without leaving the comfort of their homes.

Further information:

- [The Prague Post](#)

HR: eProcurement provisions in force

Since the entry into force of a new Public Procurement Act last January, Croatia has brought its legislation in line with the eProcurement provisions of the EU Directives on Public Procurement (Directives [2004/17/EC](#) and [2004/18/EC](#)). The web portal of the Croatian Public Procurement Office provides valuable relating information to all those who are subject to the new Act and involved in the Croatian public procurement system.

The implementation of the Act is expected to increase transparency, publicity and legal safety of the public procurement procedures in Croatia. The most significant legal novelties are as follows:

- Introduction of electronic auctions and the competitive dialogue procedure;
- Introduction of dynamic purchasing system and Common Procurement Vocabulary;
- Introduction of electronic transmission of tenders;
- Introduction of public announcements via electronic means and obligation to use such electronic means for any contract or work exceeding HRK 70 000 (about €9 500) in value.

The Act is available in Croatian version at the portal of the national Public Procurement Office which was launched one year earlier with the support of the European Union through its CARDS 2002 twinning project "Strengthening the Croatian Public Procurement System."

The Public Procurement Office is a special agency of the Government of the Republic of Croatia. Since 2003, it has been tasked with the implementation, oversight and application of the Public Procurement Act and any subordinate legislation.

The Public Procurement Portal offers a wide range of information pertaining to the Croatian public procurement system and the procedures carried out by contracting authorities and legal persons obliged to observe the provisions of the Act. It is also intended to enable the Public Procurement Office to further develop the public procurement system and foster its transparency.

Further information:

- [About the new Public Procurement Act of Croatia](#)
- [Text of the new Public Procurement Act \(in Croatian\)](#)
- [Croatia's Portal of Public Procurement \(English pages\)](#)
- [Croatia's Portal of Public Procurement \(in Croatian\)](#)

SE: New eGovernment Action plan launched

On 24 January 2008, Minister for Local Government and Financial Markets Mats Odell unveiled the new Swedish [action plan for eGovernment](#). The new plan defines prioritised policy areas until 2010 and indicates the responsible government departments while calling for the necessary coordination with municipalities and regions (county councils).

The primary objective of the action plan is for Sweden to re-take a leading position within the eGovernment area by 2010 by reaching a renewed vision; that of having 'the world's most simple administration'. In other words, the administration should be as simple as possible for as many as possible. This is to be achieved with an administration that emanates from the needs of the citizens and the entrepreneurs.

The plan is furthermore intended to palliate several deficiencies that have been observed during the implementation of the previous eGovernment strategy (the so-called '24-hour Public administration strategy'). To such end, it includes a number of action areas aimed at improving the legal, technical and economic conditions governing the authorities' contacts with the citizens and entrepreneurs.

In this light, planned actions include among others:

- rendering the information handling of public bodies more efficient;
- enhancing the security of information and information exchange;
- introducing an automatic IT-support for case handling and procurement.

In addition, the plan stresses the need for public bodies to use open standards as much as possible and gradually free themselves from the dependency on single platforms and solutions.

Further information:

- [Text of the new eGovernment action plan \(in Swedish\)](#)
- [Government Offices of Sweden – Press release \(in Swedish\)](#)

CY: Cyprus adopts eProcurement

The Public Procurement Directorate (PPD) of the Treasury of the Republic of Cyprus has recently launched an initiative for the implementation of a total solution for conducting public procurement competitions in Cyprus, using electronic means. The project is co-funded by the European Commission under the Transition Facility of 2006.

The project aims at the deployment of a state-of-the-art, web-based, eProcurement system, based on the e-PPS platform, for fully exploiting the efficiencies that the use of electronic means can offer in public procurement. The system will provide advanced functionality for all procurement phases, comprising eRegistration, eNotification, ePreparation of Calls for Tenders, eTendering, eAwarding and eStatistics. Furthermore, the system will support the use of eAuctions, used as an extension to the eAwarding module.

The Public Procurement Directorate of the Treasury of the Republic (which is the contracting authority and implementing agency for the project) is also considering the inclusion of an eCatalogues and eOrdering modules to complement the electronic procurement system.

The system will support the Open, Restricted and Negotiated procedures, as well as procedures involving Competitive Dialogue. In addition, it will support repetitive purchases through Framework Agreements, as well as the Simplified Procedure for low-value contracts, as prescribed under the national law of the Republic of Cyprus on public procurement (N.12(I)/2006).

Significant consideration is assigned to the non-functional aspects of the eProcurement system, and especially to those that can guarantee adherence to the core principles of the EU Directives on security, equal treatment, and non-discrimination.

Further information:

- [Treasury of the Republic of Cyprus](#)
- [Commission staff working document "Requirements for conducting public procurement using electronic means under the new public procurement Directives 2004/18/EC and 2004/17/EC"](#)
- [IDABC eProcurement](#)

SI/EU: Signature of a MoU for the establishment of a Centre for eGovernance Development for South Eastern Europe

The Minister of Public Administration of Slovenia Gregor Virant, the Chairperson of the Stability Pact's Electronic South East Europe (eSEE initiative), Dr. Diana Simic, together with European representatives of public and private organisations officially signed a Memorandum of Understanding (MoU) on 14 January 2008 in the aim to create a [Centre for eGovernance Development \(CeGD\)](#) for the South East Europe region. The signing ceremony and the inaugural supervisory board meeting took place in the Ministry of Public Administration of Slovenia.

The creation of the CeGD is based on the Stability Pact's Electronic South East Europe Initiative's (eSEE) activities to foster the region's progress toward implementing the eSEE Agenda Plus; the regional eGovernance and ICT program document which was signed at the Regional eSEE Ministerial in Sarajevo in October 2007. The eSEE agenda is designed to assist the European South East region in its efforts towards achieving the objectives of the European Union's i2010 programme and becoming a full participant in the global Information Society.

The basic mission of the CeGD is to address training, educational, consulting and research issues related to eGovernance and promote the development of a range of eGovernance programs within South East Europe. The Centre will rely on a decentralised network of institutions and experts, public

and private, in a manner that is consistent with the direction laid out in the ongoing EU activities and policies as well as with recognised global best practices.

Minister Virant mentioned among other things that Slovenia had already decided last year (July 2007) to support and cooperate in establishing this Centre. Slovenia signed the MoU as an initial founder and donator, and it has been agreed that the Centre will have its headquarters at the Slovene Ministry of Public Administration in Ljubljana.

The Centre will have a multi-tiered structure, encompassing a Supervisory Board of key stakeholders, a Management Board for operational oversight, an Administrative Focal Point and a network of programs and training nodes in the region in order to enhance the implementation of eGovernance programs and policies throughout the region.

Further information:

- [Ministry of Public Administration of Slovenia – Press release](#)
- [About the eSEE initiative](#)
- [About the CeGD](#)
- [Text of the Memorandum of Understanding on the establishment of the CeGD](#)

Latest Publications

- [EU: Electronic Catalogues in Electronic Public Procurement](#) 30 November 2007 | EU Institutions
- [EU: Electronic Transmission of Procurement Notices for Publication](#) 30 September 2007 | EU Institutions
- [EU: Compliance Verification in Electronic Public Procurement](#) 30 September 2007 | EU Institutions

EU: Electronic Catalogues in Electronic Public Procurement

Complete title:

Electronic Catalogues in Electronic Public Procurement

Final report

A study commissioned by the European Commission to analyse rules and current practices for the use of eCatalogues in both the public and the private sectors, with a view to formulate requirements and recommendations for their further development in public procurement.

In order to ensure that eCatalogues can be accepted as valid tenders, both contracting authorities and economic operators must comply with the general and specific legal and functional requirements of the EU public procurement Directives. However, whilst the Directives state that tenders submitted electronically may take the form of an electronic catalogue, they do not further define the notion of an eCatalogue itself.

Agreement on certain minimum functional requirements and standards could be expected to remedy the risk of ICT applications on the market not meeting the requirements of the public sector and of barriers to the Internal Market, and increase both public buyers' and businesses' trust in the new electronic procedures, systems and tools. The central tenet of this approach is not to drive a wedge between developments in the public sector and the private sector; eCatalogues suitable to be used as valid offers in a public procurement procedure should be used in, and be interoperable with those used in a standard electronic commerce environment.

The objective of the present study can be summarised as follows:

- To define the notion of eCatalogues and study their current use in procurement practices, both in the public and private sectors;
- To identify the general and specific functional requirements that can be derived from the new legal framework, so as to specify in greater detail the conditions under which eCatalogues may constitute a valid offer in an electronic public procurement procedure, whilst preserving interoperability with eCatalogue applications in general use;
- To review relevant standardisation activities with a view to identify advancements, gaps and areas for future work;
- To define recommendations for Member States, Standardisation Bodies and the European Commission on actions and activities that can contribute to the more efficient and beneficial use of eCatalogues in European public procurement.

The study consists of 3 volumes:

- Vol. I – eCatalogues: Report on the state of play;
- Vol. II - eCatalogues: Report on standardisation activities;
- Vol. III – eCatalogues: Report on preliminary functional requirements.

Original URL:

http://ec.europa.eu/internal_market/publicprocurement/e-procurement_en.htm#feasability

Number of pages:

Executive Summary: 10

Vol. I - eCatalogues: Report on the state of play: 146

Vol. II - eCatalogues: Report on standardisation activities: 182

Vol.III - eCatalogues: Report on preliminary functional requirements: 124

EU: Electronic Transmission of Procurement Notices for Publication

Complete title:

Electronic Transmission of Procurement Notices for Publication

Final report

A study to determine different scenarios for introducing a system of mandatory eNotification in a coherent regulatory and technical environment. The final objective is to replace all traditional paper-based means and minimise manual work through electronic publication of notices to the Official Journal of the European Union (OJEU).

In 2004, the new legislative framework on EU public procurement was adopted. It mandates the publication of procurement notices to the Official Journal of the European Union (OJEU) and foresees the utilisation of electronic means for such publications to shorten procurement procedures. The usage of electronic means is endorsed by the legislation and put on a par with traditional means, as it can speed up the processes necessary for the preparation, validation, and translation of notices, whilst their visibility can be increased through their publication in the Tenders Electronic Daily system (TED).

At a general level the use of electronic means in public procurement, if correctly applied, is expected to increase transparency, competition and equal treatment of suppliers as well as to streamline procedures rendering them more cost-efficient at all levels of administration. The utilisation of electronic means for the publication of notices necessitates however the modernisation of existing practices and the elaboration of a specific administrative and technical framework.

The study is based on a three-phase execution plan:

- The first phase establishes an initial analysis of the current situation in all EU and EEA countries. The collected information is systematically organised in 30 Country Sheets. The country sheets display information on the Administrative structure, responsible institutions and the public procurement legal framework in each country, as well as on the existing operational and functional/technical Framework for the publication of notices.
- The second phase establishes the main analytical frame of the study and identifies critical issues and opportunities for the investigated countries. The existing national procurement publication frameworks are comparatively assessed based on a set of six predefined indicators (legal readiness, eNotification solution, ICT readiness, security infrastructure, financial impact, and level of cooperation/ interaction). These indicators cover the essential identified legal, organisational, and technical issues/characteristics of the chosen national notification mechanism, whether it is electronic or paper-based. The comparative assessment provides scores according to which countries are categorised into groups. This ranking forms the basis for elaborating further recommendations and scenarios for introducing a mandatory electronic transmission mechanism in the investigated countries.
- In the third phase, a roadmap for the further development of processes and systems for the mandatory electronic transmission of notices is provided, based on the main findings of the study. The country ranking is mapped to Member States' respective operational eNotification models (centralised, semi-centralised, and decentralised) and further analysed and discussed, in order to highlight the existing status and possible barriers in each country. A "Light" and a "Sophisticated" scenario for mandatory eNotification are presented as guidelines and recommendations to be followed by each country.

The report consists of 3 volumes:

- Vol. I - Electronic transmission of public procurement notices for publication
- Vol. II - Country profiles
- Vol. III - Analytical framework

Original URL:

http://ec.europa.eu/internal_market/publicprocurement/e-procurement_en.htm#feasability

Number of pages:

Vol.I - Electronic transmission of public procurement notices for publication: 120

Vol.II - Country profiles: 236

Vol.III - Analytical framework: 67

EU: Compliance Verification in Electronic Public Procurement

Complete title:

Compliance Verification in Electronic Public Procurement

Final report

A study promoted by Internal Market and Services DG of the European Commission with the objective of identifying, analysing and comparing optimum mechanisms for verifying the compliance of tools and systems with the requirements of the new public procurement Directives 2004/18/EC and 2004/17/EC.

In order to determine optimum mechanisms for verifying compliance, the focus of the study is on the respective needs of EU/EEA Member States and on how to best organise the verification. Therefore, a comparative description and assessment has been carried out of the different options available for verifying compliance of eProcurement systems and tools, and of their suitability to respond to EU/EEA Member States' needs.

This study does not deal with the concrete technical content of compliance verification, i.e. the substantive requirements that would form the basis for verification. These will be established by specific actions of the European Commission.

Original URL:

http://ec.europa.eu/internal_market/publicprocurement/e-procurement_en.htm#feasibility

Number of pages:

349

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.

- [eldentity workshop](#) 14 February 2008 | Brussels (Belgium)
- [eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)
- [eGovernment Mobile Services](#) 3 March 2008 | Barcelona (Spain)
- [Municipal eGovernment](#) 6 March 2008 | Brussels (Belgium)
- [Hungarian eProcurement Seminar](#) 13 March 2008 | Budapest (Hungary)
- [eInclusion: Ageing well](#) 14 April 2008 | Brussels (Belgium)
- [ePractice](#) 19 May 2008 | Brussels (Belgium)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [eHealth Management](#) postponed to 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

- [SI: Mid-term IDABC Conference 2008](#) 12 - 13 February 2008 | Slovenia
- [IT: First Interdisciplinary Workshop on Mobility, Data Mining and Privacy](#) 14 February 2008 | Italy
- [BE: CEN/ISSS open meeting – Final report on eGovernment standards](#) 19 February 2008 | Belgium
- [UK: Second International e-Participation Symposium](#) 28 - 29 February 2008 | United Kingdom
- [UK: The Public Sector Transformation Summit 2008](#) 28 February 2008 | United Kingdom
- [CH: Net-ID 2008](#) 3 - 4 March 2008 | Switzerland

- [DE: CeBIT 2008](#) 4 - 9 March 2008 | Germany
- [DE: Public Sector Parc Forums at CeBIT 2008](#) 4 - 9 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

SI: Mid-term IDABC Conference 2008

12 - 13 February 2008 | Slovenia

European eGovernment Services Conference: IDABC and beyond

The mid-term IDABC conference is a part of the eGovernment days (11-13 February 2008) organised jointly by the Slovenian Government and the European Commission. The eGovernment days will first feature the [Slovenian Presidency's eGovernment conference "Alliance with users"](#) on 11 February. The IDABC mid-term conference will follow on the next two days (12-13 February). Both conferences will be held in the same venue.

Taking place under the theme "IDABC and beyond", the mid-term IDABC conference aims to demonstrate the achievements of the IDABC programme so far and to introduce a vision for a possible future follow-on programme. Two plenary sessions will cover both aspects.

Keynote speeches are to be delivered by Mr. Virant, Slovenia's Public Administration Minister, Mr. Kallas, Vice-President of the European Commission, and Mr. García Morán, Director General for Informatics of the European Commission.

Topics to be covered are likely to include eIDs, the mutual recognition of eSignatures, European Interoperability Framework, Services Directive, the new ePractice portal, Projects of Common Interest, Open Standards, etc. Furthermore, a set of three parallel sessions will respectively address the themes of: Security & Infrastructure; European eGovernment Services; and Collaborative platforms.

The expected number of participants of the mid-term IDABC conference is 250. Registration for the event will be on-line, by invitation only. In case places are available, registration will open as of January 2008 to the public.

More information is to be available shortly at the IDABC website.

Event website:

<http://ec.europa.eu/idabc/conference2008>

Venue:

Brdo
Slovenia

Contact:

E-mail: N/A

IT: First Interdisciplinary Workshop on Mobility, Data Mining and Privacy

14 February 2008 | Italy

Preserving anonymity in geographically referenced data

The technologies of mobile communications and ubiquitous computing pervade the society, and wireless networks sense the movement of people and vehicles, generating large volumes of mobility data. This is a scenario of great opportunities and risks: on one side, mining this data can produce useful knowledge, supporting sustainable mobility and intelligent transportation systems; on the other side, individual privacy is at risk, as the mobility data contain sensitive personal information. A new multidisciplinary research area is emerging at this crossroads of mobility, data mining, and privacy.

In this context, this workshop is aimed at fostering the interdisciplinary dialogue among researchers and professionals in computer science, law, geography, social sciences, statistics, telecommunication and transportation engineering. It will also be a forum to share the research results of the European project GeoPKDD and the European coordination action KDubiq.

The event will address a key question: Can we allow the analysis of geographically referenced data while guaranteeing the right to anonymity of the data subjects? This is both a scientific problem and a social (or ethical, or legal) challenge: the privacy issues related to the ICTs can only be addressed through an alliance of technology, legal regulations and social norms.

Registration is free-of-charge and available [online](#). Admittance to the workshop is limited to 60 persons, in order to guarantee the proficiency of participation and the interdisciplinary dialogue.

Event website:

<http://wiki.kdubiq.org/mobileDMprivacyWorkshop/index.php/Main/HomePage>

Venue:

Piazza di Monte Citorio n. 121
00186 Rome

Contact

E-mail: pedre@di.unipi.it

BE: CEN/ISSS open meeting – Final report on eGovernment standards

19 February 2008 | Belgium

Open meeting to validate Focus Group final report on eGovernment standards

The European Committee for Standardisation (CEN) along with Information Society and Standardisation System (ISSS) has created a Focus Group to map the various activities in the field of eGovernment standardisation and to discuss a roadmap for the future.

This Focus Group, after having obtained funding support from the European Commission and European Free Trade Association (EFTA), is working on an eGovernment standards report to be presented during an open meeting in Brussels on 19 February, with the scope to obtain a general validation of its findings.

Participation in this open meeting is free-of-charge but subject to prior registration (by e-mail to [Françoise Wanson](#)).

The final report is expected to be available by the end of January. It will determine the role that standards should play in eGovernment, produce an overview of standards and specification available

and based on this overview, prepare proposals and/or recommendations to CEN and other standardisation bodies, the European Commission and its agencies, national administrations and industry and other market players concerning standardisation issues in the field of eGovernment.

A draft of the report is [available](#).

Event website:

<http://www.cen.eu/cenorm/sectors/sectors/iss/activity/e-government.asp>

Venue:

Diamant Conference & Business Centre
Bd. A. Reyerslaan 80
B-1030
Brussels
Belgium

Contact

E-mail: françoise.wanson@cen.eu

UK: Second International e-Participation Symposium

28 - 29 February 2008 | United Kingdom

'Empowering Citizens through Technology and Participation'

The second International e-Participation Symposium is organised with the partnership of UK's Department for Communities and Local Government (CLG), the International Centre of Excellence for Local eDemocracy (ICELE), the Council of Europe, the Department of Economic and Social Affairs of the United Nations and the US National Association of Secretaries of State (NASS).

'Empowering Citizens through Technology and Participation' aims to build on the achievements of the 2006 Symposiums by attracting a wealth of experienced and prestigious speakers.

Sessions will run along three main themes - Local Authority, Political and International -and will encourage strong audience participation. Sessions will include the following:

- Plenary: The case for Citizen Empowerment;
- Community Empowerment using Technology: Who owns it and why is it needed?
- Getting Together Online: What can the public sector learn from the private sector?
- Councillor 2.0: Is this a new dawn for campaigning?
- Tracking Changes: Can online authentication empower policy making?
- e-Participation Update: What's the latest best practice from around the world?
- Web 2.0: Should elections stay "stationery"?
- Managing Success: How do we manage the outcomes of large scale citizen empowerment?
- Awards Plenary: ICELE International awards presentation.

The event is intended for Senior Managers, Civil Servants, Heads of Service, Policy Makers, Politicians Community & Civic Leaders, Practitioners, Academics, Students, Business representatives and Electoral Officers.

Registration, which requires a fee, can be performed [online](#). Early registration is recommended as the number of seats is limited.

Event website:

<http://www.empowerment-symposium.com/index.html>

Venue:

Congress Centre
28 Great Russell Centre
London WC1B 3LS

Contact

E-mail: info@empowerment-symposium.com

UK: The Public Sector Transformation Summit 2008

28 February 2008 | United Kingdom

The Public Sector Transformation Summit 2008

The Public Sector Transformation Summit 2008 aims to provide a definitive insight into the best transformational success stories that have been undertaken across the public sector in the United Kingdom.

The Public Sector Transformation Summit 2008 will feature 8 separately bookable streams:

- Transforming Local Government;
- Transforming Health and Social Care;
- Transforming Fire and Police Services;
- Transforming Central Government;
- Maximising Shared Services;
- Workforce Transformation and Engagement;
- Optimising Service Delivery;
- Transformation Procurement.

Participants are expected to reach 300. A participation fee is required for attending, and registration is available [online](#).

Event website:

<http://www.thetransformationsummit.com/tracker.asp?magazineid=1077>

Venue:

Business Design Centre
52 Upper Street
London N10QH
United Kingdom

Contact:

E-mail: laetitia_semmel@osneymedia.co.uk

CH: Net-ID 2008

3 - 4 March 2008 | Switzerland

European Conference Net-ID 2008 – Identity, Trust, Privacy and Security in Europe

The 2008 Net-ID conference on 'Identity, Trust, Privacy and Security in Europe', will take place on 3-4 March 2008, in Basel, Switzerland, during the Swiss year of computer sciences. The previous editions respectively took place in Cologne, Germany (Net-ID 2005) and Berlin (Net-ID 2006 and Net-ID 2007).

This fourth edition of Net-ID will provide an overview on topical concepts, methods and experiences in Identity Management. Beside industrial aspects, focus will be placed this year on eGovernment projects and solutions.

All speeches will be held in English by worldwide high-level experts.

Event website:

<http://www.computas.de/html/netid08.html>

Venue:

Ramada Plaza
Messeplatz 12
Basel, CH 4058
Switzerland

Contact:

E-mail: info@computas.de

DE: CeBIT 2008

4 - 9 March 2008 | Germany

'Where Zeros and Ones turn into Billions'

CeBIT Hannover is the worlds largest exhibition and trade fair showcasing digital IT and telecommunications solutions for home and work environments. CeBIT's key target groups are users from industry, the wholesale/retail sector, skilled trades, banks, the services sector, government agencies, science and all users passionate about technology.

CeBIT offers an international platform for comparing notes on current industry trends, networking, and product presentations. Deutsche Messe AG has organised CeBIT in Hannover each spring since 1986.

CeBIT 2008, which will take place over 6 days from 4 March 2008, will build on the success of its previous editions. It will feature the main display categories of:

- Business Solutions;
- Public Sector Solutions to be presented and discussed at the [Public Sector Parc](#);
- Home + Mobile Solutions;
- Technology + Infrastructure;
- Special Displays.

Those wishing to attend CeBIT 2008 may register and book online at the [MyCeBIT](#) section of the event website.

Event website:

http://www.cebit.de/homepage_e

Venue:

Hannover Deutsche Messe AG
Messegelände
D-30521 Hannover
Germany

Contact:

E-mail: N/A

DE: Public Sector Parc Forums at CeBIT 2008

4 - 9 March 2008 | Germany

Solutions for the Public Sector at CeBIT 2008

CeBIT Hannover is the world's largest exhibition and trade fair showcasing digital IT and telecommunications solutions for home and work environments. CeBIT's key target groups are users from industry, the wholesale/retail sector, skilled trades, banks, the services sector, government agencies, science and all users passionate about technology.

[CeBIT 2008](#), which will take place over 6 days from 4 March 2008, will build on the success of its previous editions. It will feature the main display categories of Business Solutions, Public Sector Solutions, Home + Mobile Solutions, Technology + Infrastructure, and Special Displays.

Staged under the patronage of Germany's Federal Ministry of the Interior CeBIT's 'Public Sector Parc' (PSP) has served as a key information and communication platform for administrative modernisation and public sector management. Two major themes will be addressed by the PSP this year:

- Citizen-centric, cost-effective and staff-oriented public administration;
- Geoinformatics: a sweeping international trend.

This edition of the PSP will feature three new forums where 30-minute lectures with Q&A sessions will take place along with presentations on best-practice solutions. The primary aim is to bring solution-seeking public officials in even closer touch with reference users and the right providers. The three forums are as follows:

- Forum 'Local Government': Practical themes and solutions designed to meet the needs of towns and cities, parishes, local districts and municipal undertakings;
- Forum 'National & Regional Government': Strategic concepts and case studies at the federal and regional level and in other parts of the public sector;
- Forum 'Technology & Solutions': Innovative solutions and processes as well as efficient and effective technologies for modern public-sector IT systems.

CeBIT will also host the 'Telehealth 2008' event, an International Conference & Exhibition for ICT solutions in the Health Sector (7-8 March 2008).

A [registration form](#) is available for those wishing to participate in the Public Sector Parc. A contact form is also available at the PSP Forums' page.

Event website:

http://www.cebit.de/publicsector_e

Venue:

Hannover Deutsche Messe AG
Messegelände
D-30521 Hannover
Germany

Contact:

E-mail: N/A

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:

E-mail: 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:

E-mail: 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 Kastrup

Contact:

E-mail: ihu@ds.dk

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