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European ePractice Newsletter

N. 194 – 29 June 2007

Breaking News:

eGovernment Observatory and Good Practice Framework become ePractice.

The European ePractice.eu/Newsletter replaces the weekly eGovernment Observatory round-up and the GPF Newsletter. The new portal aims to be the definitive reference point for eGovernment news, events, cases, factsheets, publications and people. The epractice.eu/Newsletter (<http://epractice.eu/newsletter>) is one of the good practice services which also include the epractice.eu portal and 19 workshops. Soon to be published on ePractice.eu are also news in the field of eInclusion and eHealth. The target community is professionals in the 27 EU Member States, candidate countries and EFTA countries.

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 under <http://epractice.eu/register> in order to use all our services.

Latest eGovernment News

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IE: New eLibrary projects in Ireland

eGovernment News – 25 June 2007 – Ireland – eGovernment Services for Citizens

Several exciting new projects are currently under development in Ireland, including the provision of Wi-Fi access in libraries, the digitisation of newspaper archives, and new on-line services for students.

In March 2007, Irish Minister for the Environment, Heritage and Local Government, Dick Roche, announced grant aid in excess of €700 000 to support the provision of Wi-Fi access for public library users. Each of Ireland's 353 branch libraries have been allocated €2 000 to establish wireless broadband infrastructure that will enable library users to access the internet either using their own laptops and PDAs, or through library computers. The Wi-Fi scheme is just one element of the Department's 'Changing Libraries' project – a multifaceted ICT initiative announced in October 2005.

Another aspect of the project that is currently under way is the development of a digital archive of the Irish Times newspaper. Working with the Library Council, the newspaper hopes to have an on-line, fully searchable archive – dating from 1859 to 2004 – up and running from September this year. The archive will be available free to libraries and schools for the next ten years.

The Library Council has also been busy developing its AskAboutIreland.ie website, in co-operation with local authorities. The site boasts a wealth of information on Ireland under headings such as 'Arts & Literature', 'History & Heritage', and 'Environment & Geography'. Other useful services for library users on the site include access to the BorrowBooks.ie facility, a single point of access and requesting service for all of the library catalogues of Ireland.

In April 2007, Minister Roche launched the site's 'Student Zone', an area where primary schoolchildren can access content that supports the recently updated curricula for history, geography and science. A broad range of content is also available to assist secondary school students. "The Student Zone is a treasure trove of information for students and includes photos, maps and interactive games to help make learning fun," says Annette Kelly, assistant director of the Library Council.

Further information:

- <http://www.taoiseach.gov.ie/index.asp?locID=175&docID=-1>
- <http://www.askaboutireland.ie/>
- <http://www.borrowbooks.ie/>
- http://www.askaboutireland.ie/student_zone.html

IE: Mapping Ireland's architectural history on-line

eGovernment News – 25 June 2007 – Ireland - Other

The National Inventory of Architectural Heritage (NIAH) is making strides with the development of an on-line inventory of historic buildings and gardens. Anyone with an interest in Ireland's architectural heritage can now view details of significant buildings and gardens on the BuildingsofIreland.ie website, which was developed by the NIAH, a section of the Department of the Environment, Heritage and Local Government.

The site has been enjoying enormous popularity since its launch; over the last year it has attracted 167 000 visitors, generating 3.5 million hits, from architects, local planners and property owners to schoolchildren, tourists and people with genealogical interests.

Users of the site can browse or search for notable structures and view a description and history of each site, along with photographs. The inventory includes everything from castles and cathedrals to thatched houses and even boat sheds. So far, 16 counties have been

included in the on-line catalogue, with plans to bring the rest of the country on-line in the next five to ten years.

The latest addition to the site is the 'historic gardens and designed landscapes' section which uses Ordnance Survey maps and aerial photography to offer visitors a glimpse into changes in the Irish countryside over the last 150 years, explains Willie Cumming, senior architect, NIAH. "For each site identified we have an extract from the first edition six-inch Ordnance Survey map and, at the same scale, the most recent OS aerial photography, so you can compare and contrast the two," he says.

The NIAH also plans to use mapping to develop the site further, Cumming adds, outlining a project to link the site's architectural data to clickable maps, adding a new navigation tool. "Let's say you want to search for places of interest in County Cavan. You'll be able to click on a map of Cavan and scale down to see historic structures in the area; alternatively, you could choose to 'map this structure' to locate a building on a map." It is hoped that this project will be up and running by the end of the year.

Further information:

- <http://www.taoiseach.gov.ie/index.asp?locID=175&docID=-1>
 - <http://www.buildingsofireland.ie/>
-

SE: Stockholm gives new boost to eGovernment

eGovernment News – 25 June 2007 – Sweden – eGovernment Services for Citizens

The Mayor of Stockholm, Kristina Axen Olin, has recently announced a major boost for eGovernment services in Sweden's capital city.

The city authorities are planning to invest some 650 million SEK (over €70 million) in the development of eGovernment services in order to make Stockholm's public services more easily accessible on-line. Plans also include the provision of a city wireless broadband network which will be accessible to all of the city's administrative staff.

The new on-line services to be provided, which include both information services and the possibility to carry out on-line transactions, are aimed at increasing the efficiency and responsiveness of the city's public services. They will also help introduce significant time savings, with services such as paying school fees on-line and streamlining the hospital admissions process.

Further information:

- <http://www.idg.se/2.1085/1.98762>
 - http://www.stockholmbusinessregion.se/templates/page_____21078.aspx?
-

MT: Boosting myPotential in IT

eGovernment News – 22 June 2007 – Malta - Other

The Maltese Ministry for Investment, Industry and IT has recently launched the second edition of its myPotential scheme, which provides tax incentives and financial aid to people taking up IT training.

Launching the scheme, Malta's Minister for Investment, Industry and IT Austin Gatt noted that: "It is the government's aim to enable those with limited income (mainly full-time students and the unemployed) to follow vendor-specific certifications at a fraction of the commercial cost." Thanks to the scheme, the cost incurred by participants in private ICT training course can be recouped through a tax credit system.

This is the second edition of the 'myPotential' scheme, following the success of the initial scheme launched just under one year ago. Around 600 people benefited from the first scheme, which saw an overall investment of around Lm1.5 million (approximately €3.5 million).

Nine ICT training centres will participate in the scheme this year. These include Computer Domain Ltd, Executrain (Malta), Key Training Services, STC Training Services and St Martin's Institute of IT, which all took part last year, along with the University of Malta, Malta University Services Ltd., St Michael's Foundation, Computime Ltd and Future Focus Ltd.

More information, and application forms for the myPotential scheme can be found on the MaltaEnterprise website, the government agency for investment and enterprise in Malta.

This year's scheme is expected to generate even more interest than its predecessor, given the growing interest in IT careers. Around 700 applications have already been submitted for a basic training course in Information and Communications Technology (ICT).

Further information:

- http://www.maltamedia.com/artman2/publish/technology/article_2065.shtml
 - <http://www.maltaenterprise.com/page.asp?p=10284&l=1>
 - <http://www.miti.gov.mt/site/page.aspx?pageid=129>
-

UK: Police welcome access to consumer complaints data

eGovernment News – 22 June 2007 – United Kingdom – Justice and Home Affairs

Consumer complaints data will be shared with the police for the first time in the UK in a bid to combat doorstep crime.

Consumer Direct, the government advice service managed by the Office of Fair Trading, will allow police to access its complaints data in a three-month pilot scheme with Hertfordshire Police. A dozen officers will be trained to use the database, which holds details of more than 2 million consumer contacts.

Consumer Direct logged almost 1 million complaints cases last year, 8 500 of which were in relation to uninvited doorstep callers. Hertfordshire police say there is a connection between doorstep callers and burglaries. Detective inspector Fraser Wylie from the Hertfordshire Constabulary Intelligence Bureau said: "We have reason to believe that there is a strong link between rogue doorstep tradesmen and distraction burglaries and we are hoping that access to the Consumer Direct data will provide some real time intelligence to help us prioritise our resources."

Jo Orsler, database manager for Consumer Direct at the Office of Fair Trading, said: "Trading Standards regional intelligence officers (RIOs) already work in close co-operation with police intelligence units to identify rogue traders using Consumer Direct data. We hope that providing the police with direct access will give them an additional tool to combat doorstep crime."

Further information:

- <http://www.consumerdirect.gov.uk/>
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DE: Unique citizen numbers from July

eGovernment News – 22 June 2007 – Germany – eIdentity and eSecurity

From July 2007, Germany will introduce a unique identifying number for every citizen and will centralise the holding of ID data.

The Federal Central Tax Office will assign a unique number to every German, of whatever age. At the same time, it will centralise registration data on some 82 million people. Up to now, these details have been held in about 5 300 local registration offices across the country. The unique identifiers will also replace the current taxation numbers, the structure of which varies from one federal state to another.

The new numbers have eleven digits and cover a range of personal data, including the person's real names, pseudonyms and aliases; as well as gender, date of birth, address and academic titles. This will be the first time that the local registers have been compared, and some complications are expected. Various inaccuracies, "doubles" and "corpses" may come to light. These cases will have to be cleared up as the new system develops.

The first citizens are likely to receive their new numbers in October. The process will take three to four years to complete. Unlike the present ID card number, the new identifier will remain assigned to a person for 20 years after his or her death and will be linked to large amounts of data. This aspect has been criticised by privacy campaigners. They say that outsiders who are involved in a person's tax affairs, such as employers or clients, could gain access to information that could be used for other purposes. However, under the new legislation, only the tax department will have regular access to the data. Other authorities will be able to use the system only in exceptional circumstances. Further legislation may be brought in to tighten the access criteria.

Further information:

- <http://www.heise.de/newsticker/meldung/90890>
 - <http://www.steuerliches-info-center.de/en/index.php>
-

EU: eParticipation opens call for proposals

eGovernment News – 22 June 2007 – EU Institutions – eDemocracy / Policy and Strategy

The eParticipation EU Preparatory Action has published a call for proposals for projects aimed at promoting the development and use of Information and Communication Technologies (ICTs) in legislative and decision-making processes, in parliamentary and government environments

The eParticipation EU Preparatory Action is part of the Commission i2010 eGovernment Action Plan and is aimed primarily at enhancing citizens' participation in democratic and decision-making processes of government.

In June 2006, the Council of Ministers recognised "the growing interest in eParticipation and the impact of ICT on activities in the political sphere" and welcomed its inclusion in the i2010

eGovernment Action Plan. It also invited the Commission and the Member States to "experiment with innovative eParticipation schemes aiming at increasing participation in democratic processes, focusing on tools and addressing citizens' demands."

Recent demand for citizens' participation in EU level decisions increases the importance and potential of eParticipation. eParticipation is constantly developing and comprises a variety of areas, such as eConsultation, eLegislation, ePetition and eDeliberation. A significant number of national and regional authorities across the EU have already launched projects and initiatives with very promising results.

ICTs allow citizens to become more involved in the decision-making process, speeding things up, increasing transparency and accountability and encouraging better communication between all parties involved. This has a positive impact on policies from local to European level and contributes towards achieving the i2010 goals.

An Information Day for those interested in putting forward proposals for this latest call will be held on 29 June 2007 in Brussels.

Further information:

- http://ec.europa.eu/information_society/newsroom/cf/news.cfm
 - http://ec.europa.eu/information_society/activities/egovernment_research/index_en.htm
-

EU: Commission counts stakeholders in for consultation on eInclusion

eGovernment News – 22 June 2007 – EU Institutions – Policy and Strategy / eInclusion

The Commission has launched a 'Your Voice' on-line consultation process on eInclusion, in order to gather data for its comprehensive strategy, to be finalised by the end of the year.

People can be at risk of exclusion for a variety of reasons including age, disability, geographic location, cultural background, education level, income and gender. 'eInclusion' means both making ICT accessible to all, and using ICT to combat exclusion. It focuses on the participation of all individuals and communities in every aspect of the information society. eInclusion policy aims to reduce gaps in ICT usage and promote the use of ICTs to overcome exclusion, thereby improving economic performance, employment opportunities, quality of life, social participation and cohesion.

The Commission, as announced in the i2010 initiative and as called for by the Riga Ministerial Declaration on an Inclusive Information Society, intends to propose a comprehensive strategy on eInclusion by the end of 2007. It is inviting people to provide feedback and opinions on topics like eAccessibility, digital literacy and competences, inclusive eGovernment, ICTs for cultural diversity, ICTs and active ageing at work and the role of stakeholders in reaching eInclusion goals.

The consultation will be on-line until 15 August 2007. Position papers, based on the issues raised in the questionnaire, can also be sent by e-mail to: einclusion@ec.europa.eu

Further information:

- http://ec.europa.eu/information_society/activities/consultations/index_en.htm
- http://ec.europa.eu/information_society/activities/egovernment_research/index_en.htm
- http://ec.europa.eu/information_society/eeurope/i2010/inclusion/index_en.htm

MT: 40 new eGovernment services to come on-line

eGovernment News – 22 June 2007 – Malta – eGovernment Services for Citizens

The Maltese government is planning to roll out some 40 new on-line services for citizens over the summer months.

The move, announced by Minister for Investment, Industry and Information Technology Austin Gatt will significantly expand on an already wide range of eGovernment services available to residents of Malta.

Indeed, Malta's eGovernment services have already been classified as the second most sophisticated and third most extensive in the EU. The new measures should further improve Malta's record, while making essential tasks much easier to carry out for citizens.

The new services will be put out to tender, which should shorten the time required to get the services up and running, while producing economies of scale and price.

eGovernment services most recently launched include on-line applications for public-sector jobs (launched in June 2007) and on-line applications for child and family allowances (launched in March 2007). A full list of the eServices already available can be found on the Government of Malta website.

Further information:

- http://www.maltamedia.com/artman2/publish/technology/article_2147.shtml
- <http://www.gov.mt/egovernment.asp?p=116&l=2>

Latest eGovernment Publications

[GL: Leadership in Customer Service 2007](#) [18 June 2007]

GL: Leadership in Customer Service 2007

Since 2000, this research yearly carried out by Accenture assesses the public service delivery programs of more than 20 governments. This 2007 report explores what sets apart the world's government public service leaders—those that ranked highest in the report. From interviews with government executives and citizens from 22 countries, the report aims to point governments toward the service capabilities they must now develop to close the gap between promise and practice, and to truly deliver the service value citizens expect and rightfully demand.

For the first time, results from the citizen survey have been included as a component of the report's overall rankings. And citizen voice impacted on the rankings; Singapore is the world leader in terms customer service maturity, followed closely by Canada. One tier below come the United States, Denmark, and Sweden. Norway and Finland respectively rank 6th and 7th while the UK gets the 9th rank, and Ireland the 11th one.

The report highlights four key findings:

- Leading governments are moving beyond basic customer demographic categories to customer groups based on precise factors that include behavior and attitudes;
- Governments are now turning their attention to creating the infrastructure that will allow them to fulfill the service promises they have made;
- Many governments continue to underestimate the impact of the workforce—and what restructuring must take place to align people with new technology-enabled ways of working;
- As governments look to the future, they realise they cannot deliver on the full promise of leadership in customer service on their own.

For governments to deliver on their promise and ultimately reach high performance public services, the report formulates a series of recommendations based on three building blocks: an actionable citizen-centric service vision; an enabling infrastructure to make the citizen-centric vision operational; a high-performing workforce that can drive the vision through to fulfillment.

Document(s) for download:

<http://epractice.eu/files/media/media1308.pdf> EN (PDF – 11.33 MB)

Upcoming eGovernment Events

[PL: XI Conference 'Cities on Internet'](#) [27 June 2007]

[BE: eParticipation Infoday](#) [29 June 2007]

[ES: e-Democracy Seminar](#) [04 July 2007]

[FR: eBSN workshop on e-business for SMEs](#) [05 July 2007]

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

PL: XI Conference 'Cities on Internet'

27-29 June 2007, Zakopane, Poland

Inclusion. Innovation. Investments – Structural policy for local and regional eDevelopment. Challenges and opportunities in 2007- 2010

While ICT can help overcome existing regional disparities, there is a risk of a 'digital divide'. The year 2007 opens a brand new perspective for programming and implementing projects for information society development projects funded through EU structural funds, in the context of the new approach for 2007-2013, i.e.: strengthening synergies between the cohesion policy and the Lisbon agenda as well as between the cohesion policy and other Community policies.

Innovation and competitiveness are to be key drivers of this new approach. In such context, the XIth "Cities on Internet" Conference will provide a discussion and presentation forum for those who are interested in the topic of harnessing information technologies for regional and state development.

Expected attendees are central, local and regional authorities, local and regional civil servants, policy-makers, NGOs, the Academia, ICT companies and Information Society experts. Presentations will be given by leading experts of the ICT market, administration

practitioners, local and regional politicians as well as the leaders of best practices projects in UE regions. Debates with European Commission representatives will also take place.

The conference will address among others the following points of interest:

- New EU policies and regulations presentation – new cohesion policy guidelines relating to the planning and implementation of innovative ICT projects in regions, particularly infrastructure building for broadband internet access projects;
- Debate on lessons learnt from 2004-2006 in terms of developing innovative ICT projects financed by Structural Funds;
- Presentation of Best practices from EU regions and cities– eGovernment, eHealth, eIntegration.

Event website:

<http://konferencja2007.mwi.pl/index.php?L=0>

BE: eParticipation Infoday

29 June 2007, Brussels, Belgium

eParticipation Preparatory Action – Call for Proposals

eParticipation is a Preparatory Action to promote the development and use of Information and Communication Technologies in the legislative and decision-making processes, in parliamentary and government environments, aiming at enhancing the participation of citizens and contributing to better legislation.

The 2007 Work programme will be launched over the next few days. The Call is expected to open in the beginning of June and will stay open until 13 of September 2007.

In this context, an information day is taking place in Brussels with the view of presenting the Call to interested proposers.

Registration can be made online at the Infoday website.

Event website:

http://ec.europa.eu/information_society/activities/ict_psp/cf/eparticipation/

ES: e-Democracy Seminar

4-6 July 2007, San Sebastian, Spain

The e-Democracy summer seminar of the University of the Basque Country

This seminar on 'e-Democracy' is organised by University of Mondragon (Spanish Basque Country) in collaboration with the Basque Parliament and the Basque Government as part of the list of Summer Courses offered by the University.

The event has been designed for those wishing to learn more about defining eDemocracy projects, developing project management plans and implementing projects aimed at improving public administration's transparency, citizen participation in local government and decision making.

The methodology proposed by the organisers covers several objectives, among which:

- eDemocracy concepts' definitions, historical development, distinction with related eGovernment activities and topics;
- Teaching the basics of eDemocracy models from social, political, technological and institutional perspectives, as those models are being used today in numerous towns, cities, and local government agencies in countries and EU regions;
- Sharing aspects of some of those models, from the organisational and resources' point of views notably;
- Analysing a list of e-Democracy Best Practices (BP), including steps to follow during the implementation stages, tools available to help with the implementation and management of these BPs;
- Giving an overview of a selection of real-life initiatives in e-Democracy in order to complement the theory of e-Democracy models, and to provide an open forum for Questions and Answers.

The course will be given in both English and Spanish. More information relating to registration is available on the seminar website.

Event website:

<http://www.sc.ehu.es/scrwwsu/programas/b5i.html>

FR: eBSN workshop on e-business for SMEs

5-6 July 2007, Paris, France

Sectoral policy initiatives in support of e-business for SMEs

e-BSN stands for 'European e-Business Support Network for SMEs'. This support network was established by the European Commission with the aim to federate e-business experts in Europe and to share experience and good practice in support of e-business for SMEs.

The e-BSN workshop on "Sectoral policy initiatives in support of e-business for SMEs" is co-organised by IDATE and the European Commission. The two days event will analyse and compare the impacts of sectoral policy initiatives promoting e-business for SMEs in the EU-27, in North America and some Asian countries (China, South Korea).

The following topics will be addressed during this workshop:

- Sectoral policy initiatives promoting e-business for SMEs at Europe and international level;
- Main impacts and lessons learnt from the implementation of the sectoral policy initiatives;
- Synthesis and outlook for the promotion of exchange of best practices and means of replicating elements of a good policy throughout Europe.

The event is designed for policy makers promoting the uptake of innovative e-business solutions by SMEs, at national, regional and local level, to SMEs and representatives of the SMEs Community, such as Chambers of Commerce, Trade associations, sectoral associations, ICT solutions and services providers, e-business facilitators, academics, etc. European Commission representatives will intervene as speakers during the workshop.

Event website:

<http://www.idate.org/pages/index.php?rubrique=news&idr=20&idp=425&idl=7>

UK: Building the Perfect Council Website

12 July 2007, London, United Kingdom

Building the Perfect Council Website

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

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

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

Event website:

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

Latest Cases

The latest eGovernment case studies are available under:

<http://epractice.eu/cases>

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