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European ePractice Newsletter

N. 248 - 16 September 2008

>> Administrative Burden workshop postponed

The October 8 Administrative Burden workshop has been rescheduled. The new date will be announced shortly. The workshop will also change location and will be held in Brussels, not in Bremen. Those already registered for the seminar will be contacted by ePractice staff to reconfirm their attendance. For updated information, please visit epractice.eu/workshop/adminburden

>> Revision of the European Interoperability Framework (EIF)

The draft document based on which the final EIF v2.0 will be elaborated is now available online on the IDABC website of the European Commission. External comments from all of those interested are welcome by 22 September 2008. For more information, please visit: ec.europa.eu/idabc/en/document/7728

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

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Editor's Choice of the week: [Britain's Criminal Justice System Information Technology programme](#)

STREAM Personal TV - Independent Living Campaign

The STREAM Personal TV - Independent Living Campaign provides vulnerable older people with access to local programmes and services through their existing television. Each person receives a digital television set top box that gives them access to the free digital television channels, and a broadband connection that provides them with access to interactive local services entirely on demand. A single button on the remote

control takes the person to STREAM. Once there, the service pulls together video and text-based information from a range of partners and targets it to particular individuals based on their needs. Services that other users have found useful are also recommended to the user. Users also have access to email and a personalised calendar that can be integrated with third-party diary systems. The Personal TV service can also be enhanced to deliver lifestyle monitoring, i.e. monitoring of movement and temperature within the home to support individuals to live independently in their own home. A technical prototype has been deployed which generates automated alerts that can be received by relatives, carers and service providers and also the users themselves through their TV. This bolt on monitoring service is to be deployed in the new year. A new enhancement for next year is to integrate telehealth and telemedical devices to support individuals with long term conditions. Partners have been identified and research and development proposals have been submitted. The service provides a tangible demonstration of how the process of Digital Switchover (the move from analogue to digital television transmission) can be used to create a more digitally inclusive society by providing some of the hardest to reach with immediate access to e-services.

Regional services smart card in Friuli Venezia Giulia

In 2006 the Regional Administration of Friuli Venezia Giulia started an e-Government project, based on the Regional Services Card, to simplify communications between citizens, businesses and the Regional Public Administration. The primary goal is to make available a set of online services, not only in the Healthcare field, using the intrinsic properties of the smart card and implementing a strong authentication mechanism. These features represent a must in private/public relationships in order to guarantee high level of security to all users. A slogan among all: "Digital no divide". The online services available today are 23 and concern the areas of citizens everyday lives (being citizens, working, commuting and travelling, paying on line, staying healthy, living spare time and culture) with the aim of reaching a better quality of life by improving interaction with public administration, in one word, favouring e-Inclusion.

Vocational training & promotion of PARs in the labour market

The Measure 1.3 project is co-financed by the European Social Fund and within its main aims is to combat digital illiteracy amongst Public Assistance Recipients (PARs). In an effort to achieve this aim, the Social Welfare Services of the Ministry of Labour and Social Insurance, promoted training programmes to the aforementioned target group in obtaining basic skills on how to use computers and in the use of Information Technology (i.e. the Internet).

Citizen Service Centers in the Public Administration of Cyprus

The inability of the traditional, bureaucratic public administration to effectively meet citizens' needs, has led us to search for new methods with regards to the structure and operation of the public service. To this direction, a plan has been drawn for establishing Citizen Service Centers (CSCs), or One-stop-shops as also called, all over Cyprus, with the aim to provide multiple services from one point of contact/location, thus offering citizens the convenience of meeting their requirements in one stop. The ultimate goal is to have a citizen-centric public service which does not engage its citizens in long-winded, time-consuming and frustrating procedures, but is in a position to effectively provide high quality services. It is worth noting that CSCs do not replace traditional government organisations but they act as an alternative channel of dealing with public organisations. They offer more than 64 different services, from a number of governmental organisations. The majority of these services are offered on the spot, due to the fact that the right IT systems are in place to support the immediate delivery of services. Examples of such services include issuing of birth certificates, identity cards and driving licenses etc. In addition, CSCs receive applications for the issuing of passports, refugee identity cards, registration in the electoral register, grants, allowances, benefits and pensions. For example, student grants, child allowance and mother allowance etc. At present, five CSCs are operating all over Cyprus and it is estimated that by the end of 2008, two more CSCs will be established. Additionally, following the recent decision of the Council of Ministers, the Public Administration and Personnel Department (the competent authority for the CSCs), is in the process of purchasing and establishing a Mobile CSC, which will be used to provide eGovernment services to ALL the citizens residing in the rural areas.

Mobile Internet Research and Training Unit - Virtual Bus

The overall objective of the project is to identify and implement long term methods and techniques to mitigate the digital gap between the rural and urban areas in Cyprus. The project aims to train citizens and SMEs residing in rural areas in the use and exploitation of ICTs. Additionally, the project aims to provide its researchers with an infrastructure to experiment with the use of new, wireless and mobile ICTs, methods of training, Internet accessibility and IP data and voice communication. The project is based on a mobile Internet research unit that is equipped with the latest computer, new, wireless and mobile ICTs, making it totally independent from any network resource. The lab space has eleven office desks and chairs and accessibility to disabled persons. In association with the e-Inclusion initiatives/projects the Virtual Bus tours Cyprus based on a schedule and route per project, disseminating project information, involve people in the projects, provide training and perform research on ICT matters. Examples of projects that the Virtual Bus has been/is involved include the following: - Human Resources Development Authority - Promotion of employment training programmes, employment for woman schemes, free consulting programs for SMEs. - Dissemination of EQUAL project on employment opportunities and networking. - Ministry of the Interior - Promotion of the use of the Internet to identify employment opportunities. - CISCO – Demonstration and dissemination of new mobile ICT solution on the road. - Demonstration and dissemination of Broadband telephony technologies and services to the general public. Due to the project's major success, the Council of Ministers recently approved the purchase of the Virtual Bus by the Public Administration and Personnel Department. The Bus will serve as a Mobile Citizen Service Center and will provide eGovernment services to ALL the citizens residing in the rural areas.

NHS Direct is now speech-enabled.

Free software, which can be downloaded from the BrowseAloud website, will enable NHS Direct website visitors to hear the words on the screen by hovering their mouse cursor over the text they want to hear. Once downloaded, the software is easy to use and it will help users get the most out of the NHS Direct website. It can also be customised in many different ways to suit the user's requirements.

Children teach parents

The non-traditional method "Children teach their parents" in the city of Litvinov has created unusual favourable results with the social excluded. Favourable results have been achieved not only in computer and Internet knowledge, but also nurturing better relations between children and parents, family and school. Children were the main active element – that was the important innovation. Experiences have shown that parents can learn from children (ICT literacy) and children can learn from parents (concern effort during learning, wish to overcome barriers and difficulties). Children have pushed on parents to attend the course with the own goal to learn about ICT too.

eAccessibility, how to reach everyone (hoe bereikt u iedereen)

For the "Hoe bereikt u iedereen" campaign (how to reach everyone) two non-profit organisations in the Netherlands work together with industry to create awareness about eAccessibility for - people with disabilities, - people with low literacy and - the elderly. They organised 12 meetings throughout the country focusing on awareness. Local policy makers are invited for a top level presentation: - What can they do to improve eAccessibility of their website (including eprocurement tips). - How can they easily provide accessible versions of their documents. - How can eAccessibility be anchored in an organisation. The presentations and discussion shows that a sudden move towards accessibility is not an easy thing to do and requires structural changes in the organisation. The meetings show how to achieve fast results and to make the own organisation more aware of the possibilities and requirements. Hoe Bereikt u iedereen is supported by local policy makers in the Netherlands.

Children's Rights on the Internet – Safe and Protected

The CRISP project aims at protecting children's rights on the internet and providing a safe and secure access to the internet, protection of their privacy and consequently the privacy and security of their families. A network of 11 geographically dispersed NGOs works on raising awareness and capacity building in primary and secondary schools in Macedonia. Lectures and trainings are provided for the children, parents, teachers and the public, based on specially developed educational resources in Macedonian and Albanian language. The project is initiated by the Metamorphosis Foundation (www.metamorphosis.org.mk), and the network includes NGOs who already worked on promotion and safeguarding children's rights within their communities, in cooperation with the NGO First Children's Embassy in the World – Megjashi (www.medjashi.org.mk) and the Directorate for Personal Data Protection of the Republic of Macedonia (www.dzlp.mk). CRISP is co-funded by the European Initiative for Democracy and Human Rights (EIDHR) and Metamorphosis.

Sotiria Hospital eHealth Unit

The E-Health Unit was established in 1999 in Sotiria Hospital, an 800 bed public teaching hospital in Athens, which serves a large number of elderly and chronic patients (pulmonary, cardiology, oncology etc.). The rationale was to modernise the previously offered rehabilitation services for these patients through the incorporation of the emerging ICTs in our clinical practice. Since then, we have achieved a gradual evolution of our services to "home and community based health and social integrated care and chronic care management", which is our challenge today. The patient-centric services, supported by ICT solutions customisable to each patient's needs, follow proactively the patient at any step he/she takes in the care delivery system, bridging and empowering all the points of care delivery. Through these services, holistic care delivery around individual care plans, as well as interventions by multiple collaborating professionals at the right time and place, become feasible in a well orchestrated and cost effective way. Our project has resulted in: Patients' condition improvement; Significant cost reduction; Health and social care system decongestion. E-health services can drastically improve the performance of our practice, but integration with the social care sector and many other organizational changes are required for their cost effective application in the every day routine of the real life.

Mainstreaming Access To Assistive Technology Training In Ireland

Assistive Technology is revolutionising the way people with disabilities can live their lives. It enhances access to opportunities and resources in education, employment, communication and independent living. We recognize that knowledge is power, and that access to information about Assistive Technology should be available in all kinds of ways: via the internet, via e-zines, and through the availability of certified training that is inclusive of a diverse range of prospective participants, including Adults with disabilities; Enable Ireland staff (managers, therapists, teachers, personal assistants, teachers and trainers); Families and carers; Non-Enable Ireland personnel (funders, representatives of other service delivery agencies). We have therefore established an AT Training Course with a view to democratizing access to AT information and enhancing provision of AT services in Ireland. This case study outlines the target audience, beneficiaries and outcomes of this mainstreaming approach to the provision of AT training in an Irish context.

24 hour digital counseling for young people

Whereas social work in Germany often has restricted itself to pointing out the dangers of the Web, kids-hotline has been a pioneer in online counseling for the past nine years. This counseling organization capitalizes on the fact that nearly all children and youths already use the Web and are now intensively seeking advice on their problems in forums and chatrooms. Even physical challenges pose hardly any barriers to using the facilities; this has been proven by a project involving physically challenged youths. Through online counseling for youths, the heavily-visited "kids-hotline" is devoted to social responsibility for young people undergoing the transition from childhood to adulthood and offers them advice in a wide range of problematic situations. kids-hotline shows that it is possible through nearly exclusively digital communication to organize an assistance facility of this size successfully and to make it readily accessible to

all those involved. The access threshold has purposely been kept extremely low for both users and counselors. The closely-knit virtual network of multiprofessional teams allows the right expert to be found for any type of problem a client might have.

Latest News

- [NL: Care providers compared](#) 15 September 2008 | Netherlands
 - [DE: eTendering in Brandenburg](#) 15 September 2008 | Germany
 - [PT: Online car registrations prove popular](#) 12 September 2008 | Portugal
 - [EU: Disability Experts Network goes online](#) 11 September 2008 | EU Institutions
 - [EU: New issue of European Journal of ePractice published: Efficiency and effectiveness](#) 10 September 2008 | EU Institutions
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NL: Care providers compared 15 September 2008

Details of some 1 200 Dutch healthcare, long-term care and home-care providers have been available since 2 September on a ministry-backed site called 'Choose Better', which includes quality comparisons.

The site user can enter the names of up to three care providers, or else the name of a locality or its postcode – and, for residences or hospitals, the maximum acceptable distance from that locality. But a 'choice overview' also permits an initial selection on the basis of other criteria, such as the type of care, the provider's specialisations (for example, dementia or diabetes), the facilities available and even religious or philosophical beliefs or preference for a particular institutional culture or lifestyle.

Detailed comparative tables can then be called up for the providers selected. For instance, a simultaneous check on three named senior citizens' residences shows that they all have physiotherapists available, but only two have a social worker. All have pastoral care, two have a library, two have internet access, but just one has a hairdresser. Quality ratings, on a five-star system, come both from the care users and from the care providers, on the basis of standards set by the sectoral bodies.

The comparisons are currently available for about 62 % of Dutch care providers. Secretary of State Jet Bussemaker emphasised that "making quality visible is the first step towards finally being able to improve care".

Further information:

- [Choose Better website \(in Dutch\)](#)
-

DE: eTendering in Brandenburg 15 September 2008

The site on which the German state of Brandenburg publishes its procurement calls has gone one step further. Now, would-be suppliers can complete the whole tendering process online.

Using Brandenburg's 'procurement market' platform (Vergabemarktplatz), bidders can now get all the state administration's procurement documentation online, as well as similar documents from a range of local authorities, institutions and subsidised projects. In addition, bids can now be submitted electronically in most cases, provided that the procuring body agrees.

Bidders have to register but there is no charge for this. A freely available 'bidding tool' enables them to sign their offer electronically. The procuring body must have an electronic certificate in order to access the bid, but the system does not permit it to be opened until the tendering deadline has expired.

Since the beginning of this year, Brandenburg has required all state services and offices to publish public calls for tender and other competitive bidding processes online. To date, document provision and bid acceptance online are not mandatory, but Brandenburg's Interior Minister, Jörg Schönbohm, points to their advantages. "The procuring bodies can save on photocopying and postage when sending documents to the bidders," he explains. "And the firms, with one click of a mouse, can see from the documents whether the

call is of any interest to them. Last but not least, it also means that the tendering periods can be shortened for Europe-wide calls.”

Further information:

- [Vergabemarktplatz \(in German\)](#)
-

PT: Online car registrations prove popular 12 September 2008

In its first year of operation, Portugal's online vehicle registration system has handled more than 44 000 transactions.

Since 4 September 2007, people in Portugal have been able to register a new or used vehicle or trailer online. Users can authenticate their transactions either with digital certificates, or using their Citizen Cards. The digital certificates of their lawyers and of approved vehicle dealers are also accepted. Sales documents have to be digitalised and sent with the application. No paper originals are required. By 2 September 2008, 44 813 sales and purchases of vehicles had been registered online.

One reason for the popularity of the online approach is its cheapness to the end-user. The fees for electronic registration are 50 % lower than those for the paper-based equivalent. The payments can also be made electronically. Users are advised by email that the registration is under way. This message is recognised as proof that registration has been applied for. The registration papers are then sent to the user's home or business address by post.

Meanwhile, the site has added 15 other functions. For example, continuously updated registration certificates can be produced at any time – and can also be accessed online by authorised agencies. Unpaid creditors can now impound vehicles as collateral via the same website – 10.55 % of such seizures now take place online. Various types of vehicle rental and leasing can also be registered on the site.

The site is part of Portugal's Simplex campaign to cut administrative paperwork.

Further information:

- [Portugal's online vehicle registration system \(in Portuguese\)](#)
-

EU: Disability Experts Network goes online 11 September 2008

The [new website](#) of the European Commission's 'Academic Network of European Disability experts' (ANED) has been launched on 9 September 2008.

The Academic Network of European Disability experts (ANED) was created by the European Commission in December 2007. The network has been allocated EC funding for four years.

According to the new website, “ANED will establish and maintain a pan-European academic network in the disability field to support policy development in collaboration with the [European Commission's Disability Unit](#). Its philosophy and aims support the objectives of European disability policy towards the goal of full participation and equal opportunities for all disabled people.”

More specifically, the website is reported to provide “a co-ordinating infrastructure of academic support for practical implementation of the [European Disability Strategy](#) and the United Nations Convention on the Rights of Persons with Disabilities in Europe.”

Contents of the ANED website include “information about the Network, research findings in key policy themes, and dedicated country pages (...)”. The key policy themes covered are as follows:

- Laws and policies relevant to disabled people in Europe;
- Sources of comparative data relevant to disability equality in Europe;
- Methods and indicators for monitoring the rights of disabled people;
- Detailed analysis and comparison of national disability policies in European countries, with a focus on employment policies and policies for social inclusion and social protection during the first year.

Further information:

- [ANED website](#)
 - [Disability unit of the European Commission](#)
 - [European Disability Strategy](#)
-

EU: New issue of European Journal of ePractice published: Efficiency and effectiveness 10 September 2008

The [fourth issue of the European Journal of ePractice](#) provides insightful and provocative reflections on the topic of “efficiency and effectiveness” of public eServices. The invited editor of the issue is Cristiano Codagnone, aggregate professor at the Milan State University and managing partner of Tech4i2 Limited.

There are analytical articles but also a couple of very telling concrete examples of how innovative deployment of ICT combined with institutional and organisational change have contributed to increasing the efficiency and effectiveness of Public Administrations.

After several years in which the policy focus for the Information Society has been simply on bringing eServices online and on benchmarking their availability and sophistication, at the end of 2003 the European Commission in its official Communication on the “Role of eGovernment for Europe’s future” stressed the need to go beyond simple availability and sophistication and to demonstrate concrete benefits and impacts. Ever since then “efficiency and effectiveness” have become one of the key pillars of the eGovernment agenda.

While efficiency and effectiveness are by now a consolidated policy priority of eGovernment both at EU and at Member State levels, the evidence proving the achievements remain still limited and anecdotal as shown in most recent state of the art reviews. Much still remains to be done in terms of devising and implementing robust methodologies and of building measurement capacities across the EU27 before the eGovernment benchmarking of impacts envisaged in the i2010 eGovernment Action Plan becomes a reality. For this reason, five of the essays in this issue are of a reflective nature and provide theoretical and analytical insights, both for eGovernment practitioners and scholars, to further develop and sharpen measurement frameworks and methodologies.

The published articles are:

- [Benchmarking eGovernment: tools, theory, and practice](#) - Authors: Cristiano Codagnone | Trond Arne Undheim;
- [eGovernment measurement for policy makers](#) - Author: Jeremy Millard;
- [Benchmarking eGovernment in the Web 2.0 era: what to measure, and how](#) - Author: David Osimo;
- [Realising the transformation agenda: enhancing citizen use of eGovernment](#) - Author: Paul Foley;
- [User satisfaction and administrative simplification within the perspective of eGovernment impact: Two faces of the same coin?](#) - Authors: Wauters Patrick | Barbara Lörincz;
- [CO e-Service: the Italian eGovernment revolution for the Compulsory Communication of the employment status](#) - Authors: Grazia Strano | Luca Torri | Daniele Lunetta | Giovanni Verreschi | Giorgio Genta;
- [Determining relevance of “best practice” based on interoperability in European eGovernment initiatives](#) - Authors: Robert Deller | Véronique Guilloux

Further information:

- [European Journal of ePractice](#)
- [Calls for papers](#)
- [Submission guidelines](#)

- Editorial Team of the Journal: editorial@epractice.eu

Latest Publications

- [EU: i-AFIEL Guidelines](#) 30 June 2008 | EU Institutions, Italy, Spain, United Kingdom
- [EU: Report on State of play for Innovative Government – May 2007 version](#) 31 May 2007 | EU Institutions

EU: i-AFIEL Guidelines 30 June 2008

Complete title:

Innovative Approaches for a Full Inclusion in eLearning (i-AFIEL) – Guidelines

Enfoques Innovadores para una Inclusión Total en el Aprendizaje a través de la TIC (i-AFIEL) – Guía
Approcci Innovativi per una Inclusione Completa nell'eLearning (i-AFIEL) – Linee Guida

Description (short summary): The aim of this booklet is to offer to anyone working in the field of eLearning a range of ideas and practical suggestions for ways to ensure that the knowledge society is within the reach of all citizens, overcoming the factors which marginalize some sectors of society.

The material contained in this project is the fruit of an 18 month collaboration between seven partner organisations from Italy, Spain and the United Kingdom in a project entitled 'Innovative Approaches for a Full Inclusion in eLearning' (i-AFIEL), funded through the European Commission's "eLearning Programme".

This first section of the guidelines introduces the Programme, the Partnership and the overall i-AFIEL Project. The second section presents the outcomes from synchronized workshops organized in Spain, Italy and the UK, online debates, and the methodology designed to assess innovation in eLearning projects, as well as the application of the i-AFIEL methodology on the selected eLearning projects. Finally, the third section discusses innovation and inclusion in eLearning not only in relation to this project but also to each partner's experience with specific target audience groups or other singularities with wider application. The document concludes with lessons learnt, a set of recommendations and prioritised action points that, in the project partners' view, should be taken into consideration for achieving innovation and inclusion in eLearning.

Original URL: http://www.iafiel.gva.es/index.php?option=com_content&task=view&id=34&Itemid=73

Number of pages:

EN and IT versions: 150

ES version: 161

EU: Report on State of play for Innovative Government – May 2007 version 31 May 2007

Complete title:

Bringing Together and Accelerating eGovernment Research in EU: State of play for Innovative Government May 2007 version

Description (short summary): The report is aimed at highlighting important innovative applications in the area of eGovernment, the flagship being the results of the Information Societies Technology (IST) in the Sixth Framework Programme, which are given special attention.

Innovation appears when governments, among other activities, facilitate wider reach of relevant services, when they provide more personalised and intelligent services, when they increase security in transactions, when they reduce vendor lock-in effects regarding software, or when they promote simplified procedures for customers. Furthermore, any effort aiming at, and hopefully, succeeding in increasing people's involvement in using Information and Communication Technology or citizens' interest in participating in decision making process is considered to be innovative. Innovation in eGovernment reduces costs and administrative burden

for public administration, renders governments proactive and adaptive and increases efficiency and quality of services towards customers.

The present document shows that mature IST research has managed to offer novel but applicable solutions which can drive future full scale implementations of information systems and provide high quality services for citizens, administrations and businesses.

Original URL:

http://ec.europa.eu/information_society/activities/egovernment/studies/trendswatch/index_en.htm

Number of pages: 21

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.

- [eInclusion: People with disabilities](#) 25 September 2008 | Brussels (Belgium)
- [Administrative burden](#) Postponed | New location: Brussels (Belgium)
- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)
- [European eInclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)

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

Upcoming Events

- [FR: Smart Event '08 - Smart University 2008](#) 16 - 19 September 2008 | France
 - [FR: Smart Event '08 – World e-ID Conference & demos 2008](#) 17 - 19 September 2008 | France
 - [FR: Smart Event '08 - e-Smart conference & demos 2008](#) 17 - 19 September 2008 | France
 - [FR: Smart Event '08 - Smart mobility Conference & demos 2008](#) 17 - 19 September 2008 | France
 - [BE: Final conference of the eSangathan project](#) 18 September 2008 | Belgium
 - [BE: Conference on Cross Border use of eSignature in eProcurement process](#) 18 September 2008 | Belgium
 - [PT: 3rd International Strategic Procurement Conference](#) 24 September 2008 | Portugal
 - [DE: E-Invoicing & EBPP – 4th European EXPP Summit 2008](#) 29 - 30 September 2008 | Germany
 - [AT: EDem2008](#) 29 - 30 September 2008 | Austria
 - [UK: Open Standards Forum 2008](#) 30 September - 3 October 2008 | United Kingdom
 - [FR: Connecting Public Services Communities](#) 15 October 2008 | France
 - [IT: ESIIIG 2 – 2nd European Summit on Interoperability in the iGovernment](#) 20 - 22 October 2008 | Italy
 - [ES: Public Launch of OSOR.EU](#) 20 October 2008 | Spain
 - [DK: World of Health IT 08 – Conference & Exhibition](#) 4 - 6 November 2008 | Denmark
 - [FR: ICT 2008](#) 25 - 27 November 2008 | France
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FR: Smart Event '08 - Smart University 2008

16 - 19 September 2008

Smart University 2008 Advanced educational programme – ‘Sharpening Skills in Smart Card, eID, Mobile Telecoms and Aml Technologies’.

'Smart University Advanced educational programme 2008' is part of the well established 'Smart Event', the European Forum for Mobility and Trusted Technologies & Services. The 5th edition of 'Smart University', takes place within 'Smart Event '08' on 16-19 September.

The event program addresses young engineers, researchers as well as executives willing to widen and deepen the scope of their knowledge on new technological and strategic issues of Smart Cards, e-ID, and Mobile Telecoms.

The program consists of 6 tracks of 2 days according to a workshop format which enables time for Q&A and for discussions, and a large interactivity between participants, teachers and lecturers. The schedule of these modules allows participants to attend successively 2 modules of their choice.

For each track participants will receive at the end a diploma signed by the teachers and certifying of their active participation to the course.

The 6 educational modules are as follows:

- The art of Java Card 3.0 Programming (Sept. 16-17);
- Identity Management (Sept. 16-17);
- Smart Card & Mobile Telecoms (Sept. 16-17);
- Secure devices: Smart Cards, RFID Tags and Pufs (Sept. 16-17);
- Security Certifications of Software Systems (Sept. 18-19);
- NFC - Near Field Communication (Sept. 18-19).

Registration can be performed [online](#). The [participation fees](#) range from €250 to €1320 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

Country: France

City/Location: Sophia Antipolis

Organiser: eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

Event website: <http://www.strategiestm.com/conferences/smartuniv/08/index.htm>

Contact Email: info@strategiestm.com

FR: Smart Event '08 – World e-ID Conference & demos 2008

17 - 19 September 2008

World e-ID Conference & demos 2008 – 'The next e-ID Management Technologies & Services'

'World eID Conference & demos' is part of the well established 'Smart Event', the European Forum for Mobility and Trusted Technologies & Services. The 5th edition of World e-ID takes place within 'Smart Event '08' on 17-19 September.

The 2008 edition of 'World e-ID', aims to be an opportunity to share vision, see new perspectives and opportunities in the field of eID based on new application standards such as ISO 18013, CEN TC 224, ISO 24727 and new technologies, identify new programs on national and international level and show lessons learned from implementations and projects running. The conference extends the network into the high security community, with all relevant stakeholders, like governments, industries and consultancies.

Again this year, the event features eGovernment representatives and cases from all over the EU. On the opening session, Research and Industry Leaders will address their vision and perspectives.

The event programme includes the following parallel tracks:

- Regional Strategies & Developments;
- eID Standardisation;

- eID Applications;
- Architectural Models & Solutions;
- Border Management Solutions;
- Biometrics.

Moreover, a panel discussion will focus on 'New prospects on European eID interoperability'. EU funded projects (PrimeLife, STORK) will furthermore be presented by EU Institutions officials.

Registration can be performed [online](#). The [participation fees](#) range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

Country: France

City/Location: Sophia Antipolis

Organiser: eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

Event website: <http://www.strategiestm.com/conferences/we-id/08/index.htm>

Contact Email: info@strategiestm.com

FR: Smart Event '08 - e-Smart conference & demos 2008

17 - 19 September 2008

e-Smart Conference & demos 2008 – 'The future of Digital Security Technologies'

'e-Smart Conference & demos', is part of the well established 'Smart Event', the European Forum for Mobility and Trusted Technologies & Services. The 9th edition of 'e-Smart Conference' takes place within 'Smart Event '08' on 17-19 September.

In the recent years, 'e-Smart' has been enlarged in such a way to embrace the changing landscape of the Smart Card market to cover the entire Smart Security domain. This ensures that the 'e-Smart Conference' platform will be dedicated to reflecting Industry trends.

In particular, the event is open to the participation of world-class security and technology experts from the wireless and contact-less industry leaders, research laboratories and universities, industry associations, international standardisation organisations, and governmental bodies.

The event agenda reflects the enlarging scope of the Smart Security Industry. It features a wide range of parallel sessions focused on the following aspects:

- Trusted Personal Devices;
- Smart Security Software Platforms;
- NFC & RFIDs;
- Evaluation Tools, Methodologies & Penetration Testing;
- Beyond Smart Security;
- Java Card
- Smart Security Breakthrough Innovations.

Moreover, a Common Panel Debate e-Smart & Smart Mobility will be held on the topic 'Towards trusted convergence?'

Registration can be performed [online](#). The [participation fees](#) range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

Country: France

City/Location: Sophia Antipolis

Organiser: eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

Event website: <http://www.strategiestm.com/conferences/esmart/08/index.htm>

Contact Email: info@strategiestm.com

FR: Smart Event '08 - Smart mobility Conference & demos 2008

17 - 19 September 2008

Smart mobility Conference & demos 2008 – ‘The Emergence of Trusted Mobile Applications’

‘Smart mobility Conference & demos 2008’ is part of the well established ‘Smart Event’, the European Forum for Mobility and Trusted Technologies & Services. The 1st edition of ‘Smart Mobility’ takes place within ‘Smart Event ‘08’ on 17-19 September.

‘Smart Mobility’ has been established to focus on the emergence of Trusted Mobile Applications. since by 2010 and beyond, mobile and wireless communications, services and appliances will play a major role in all aspect of citizens and consumers existence, with the scope to improve their personal and professional quality of life. Smart Mobility platform will be dedicated to reflecting Markets and Industry trends at the cutting edge of this new application domain.

In particular, the event is now open to the participation of world-class trustworthy mobility and e-mobility applications, R&D, business & marketing experts from the mobile telecommunication, finance, entertainment, health and transport industry leaders.

During 2 and a half days, over 30 researchers and experts from the whole mobility and security value chain will present the latest technology innovations, share the lessons from trials and live roll-outs, and address their vision for consumers-centric transactions and services that combine:

- Security: Trust+Risks Management+Privacy;
- Mobility: Infrastructure+Protocols+Appliances;
- Convenience: Anything+Anytime+Anywhere.

The Smart Mobility program adopts a dual approach, technologies AND applications issues, thanks to 2 complementary parallel streams, namely ‘Smart Mobility Ecosystem’ and ‘Smart Mobility Applications’.

Registration can be performed [online](#). The [participation fees](#) range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

Country: France

City/Location: Sophia Antipolis

Organiser: eForum, the Forum for European e-Public Services, along with Strategies Telecom & Multimedia

Event website: <http://www.strategiestm.com/conferences/smart-mobility/08/index.htm>

Contact Email: info@strategiestm.com

BE: Final conference of the eSangathan project

18 September 2008

“Active Seniors in Virtual Workspaces: Methodologies in Social Innovation”

The final conference of the eSangathan project is intended to be a cornerstone in the policy of Active Ageing Workforce (AAW). The key topics to be addressed during the conference are as follows:

- Active Ageing Workers;

- Collaborative Working Environments (CWE);
- Employment;
- i2010 and the Lisbon Strategy.

Europe has a strategic objective of having 50 % of the 55-64 workers included into the labour market by 2010. Most of the EU Member States are far from reaching that employment rate.

A White Paper drawn by the eSangathan project analyses why such a situation has been reached, and furthermore makes proposals and recommendations to stimulate corporations to be more respectful for their human and intangible assets. The demographical situation obliges also to develop a new way of looking at skills, knowledge and available experience. To do so and attract the 55-64 segment of workers to remain longer active, working conditions should also be reconsidered.

The eSangathan project made the assumption that Collaborative Working Environments (CWE) could improve working conditions and work life balance. The White Paper and the project's findings will be presented during the conference.

In addition to policy presentations, two debates will take place, covering respectively:

- Social aspects of the inclusion of the active aged workers into the labour market;
- Good practices.

Attendance to the conference is open and free-of-charge. The target audience is made of business representatives, policy makers and politicians, social partners and NGOs.

Registration is to be performed [online](#) on the conference website.

Country: Belgium

City/Location: Brussels

Organiser: Distance Expert

Event website: www.esangathan-conference.eu

Event email: event@esangathan.eu

BE: Conference on Cross Border use of eSignature in eProcurement process

18 September 2008

Conference on Cross Border use of eSignature in eProcurement process

EUROCHAMBRES organises this conference in 18 September 2008 on electronic certificates as a key enabler for eGovernment applications. The cross border use of electronic certificates constitutes a main issue.

In order to address it the eProcurement process of the Commission will be analysed together with a number of relevant issues:

- Authentication in tender procedures
- Signature of contracts online
- Archiving.

The goals of this conference are:

- To initiate a political debate on cross border eTendering with a focus on the EC eProcurement process;
- To identify political and technical challenges for cross border use of eSignature in eProcurement;
- To present electronic signature services offered by Chambers in 14 EU countries; and,

- To propose recommendations for accelerating cross border eProcurement.

The primary target audience will be public authorities and business associations. The invitation will furthermore be extended to businesses, researchers, academics and other specialists of e-Procurement and e-Signature.

Registration process: In order to register you may email the [registration form](#) to Ms. Habla Mihoub, Assistant European Affairs, at mihoub@eurochambres.eu, or fax it at +32 2 230 00 38.

The detailed [Programme](#) of the Conference can be consulted online.

Country: Belgium

City/Location: Brussels

Organiser: Eurochambres

Event website: <http://www.wesign.org/news/events>

Contact Email: mihoub@eurochambres.eu

PT: 3rd International Strategic Procurement Conference

24 September 2008

3rd International Strategic Procurement Conference – Compras 2008

The objectives of the 3rd International Strategic Procurement Conference are as follows:

- To present new concepts and operational tools of strategic procurement;
- To share the most recent practices and trends of strategic sourcing and eProcurement;
- To highlight winning experiences and their key success factors;
- To present the global trends of strategic procurement;
- To identify the procurement competitiveness factors in the private sector;
- To debate the challenges related to the new Public Procurement Code of Portugal (DI n° 18/2008 of 29 of January 2008);
- To promote a commercial relationship platform with the Angolan market.

The event is free of charge and open to the participation of all interested persons, but the number of seats is limited to 150 participants. Registration will take place between 3 and 17 September 2008. It is to be performed by email sent to info@leadership-bc.com or by phone at +351 213 581 060.

More information is available on the event's leaflet ([in English](#) and [in Portuguese](#)).

Country: Portugal

City/Location: Lisbon

Organiser: Leadership Business Consulting

Event website: www.leadership-bc.com

Contact Email: info@leadership-bc.com

DE: E-Invoicing & EBPP – 4th European EXPP Summit 2008

29 - 30 September 2008

E-Invoicing and Electronic Bill Presentment & Payment – 4th European EXPP Summit 2008

The European congress about E-Invoicing and Electronic Bill Presentment & Payment (EBPP) is intended to give companies dealing with E-Invoicing a broad overview and essential know-how for their own E-Invoicing projects.

First-rate speakers from the European Expert Group for Electronic Invoicing, Finnish and Spanish Government, The Netherlands Tax and Customs Administration, Swedbank, Royal Bank of Scotland, British Telecom and many more will report on their successful experiences with E-Invoicing.

Topics to be addressed cover, among others: the optimisation of Procure-to-Pay and Financial-Supply-Chain; Standards; Legal requirements; Market rollout; Interoperability.

Key insights include:

- Market trends and perspectives;
- Workflow-based processing of incoming invoices;
- Electronic Invoicing initiatives of Spanish Banks;
- Value Added E-Services for Shared Services Clients;
- E-Invoicing and VAT management;
- Workflow-based processing of incoming invoices;
- How to break through in B2C E-Billing;
- VAT compliance and E-Signatures;
- Panel-Discussion: Roll-Out Strategies.

In addition, delegates will have access to the exhibition area where 30 of the leading solution and service providers present state-of-the-art E-Invoicing solutions.

350-450 delegates from 30 countries are expected. Registration can be performed [online](#) at the event website. Attendance fees range from €1 050 to €1 400.

ePractice members can profit of **10 % discount** on the registration fee simply inserting "epractice.eu" in the Registration Code field of the registration form.

Country: Germany

Event website: <http://www.expp-summit.com/>

Contact Email: stephan.mayer@expp-summit.com

AT: EDem2008

29 - 30 September 2008

International Conference for Electronic Democracy

An event organised by the Centre for e-Government of the Department for Governance and Public Administration, of the Danube University of Krems (Austria) in cooperation with the Vienna University of Economics and Business Administration, the conference EDem 2008 will take place on 29-30 September 2008 in Krems.

Various existing eDemocracy applications encompass the entire democratic process. In this context several questions arise, including:

- To what extent can eDemocracy support and enrich our democracy?
- What and where are the interfaces and methods that can be used to integrate eParticipation in present politics public administration processes?

- How can we ensure that the greatest number of people are reached and are able to use the means of participation?
- How can the modern media support political education?
- How can the Internet increase participation in political discussion?
- What are the limitations and the risks of eDemocracy?

The EDem2008 conference is intended to provide the opportunity to look into these questions and discuss the answers. During the conference, experiences will be collected, examples of good and bad practice analysed, and the State-of-the-Art and future scenarios will be presented and discussed.

The [final programme](#) of the event has been made available.

Participation to the conference will require the payment of a €95 fee. Those wishing to participate as guests should contact noella.edelmann@donau-uni.ac.at by email. Registration can now be performed [online](#) on the event website.

Event website:

<http://www.donau-uni.ac.at/de/departement/gpa/telematik/veranstaltungen/id/11094/index.php?URL=/de/departement/gpa/telematik/11094>

Venue:

Danube University of Krems
 Department for Governance & Public Administration
 Centre for E-Government
 Dr.-Karl-Dorrek-Straße 30
 3500 Krems
 Austria

Contact: noella.edelmann@donau-uni.ac.at

UK: Open Standards Forum 2008

30 September - 3 October 2008

Open Standards Forum 2008 – “Security Challenges for the Information Society”

In today's Internet and in many large private network infrastructures, heterogeneity and diversity are the rule rather than the exception. Security infrastructures need open standards and interoperability to scale to the huge deployments that are being rolled out. Many security standards support a model where identity authentication, access control, digital signature processing, encryption and key management are provided as services that can be distributed and shared.

The 2008 Open Standards Forum is intended to give those who are evaluating or deploying security infrastructures an opportunity to explore the current and future state of security services, standards and products.

The three days event features a wide range of plenary sessions, keynotes and panels which cover, among others topics: Digital signatures, Security & Access Management, Working across borders; eIdentity, eID interoperability, Privacy & Trust, Federated Technologies etc. For more information, the [preliminary schedule](#) has been made available.

The Forum's program is specifically directed to IT leaders and professionals, including:

- Security Project/Programme Managers;
- IT Architects;
- Lead Designers;

- Identity / access control specialists;
- Information Systems Security Professionals;
- Security Officers;
- Telecom, healthcare, government sector IT specialists.

Advanced registration is open until 29 August 2008 and can be performed [online](#) at the event website. The advanced registration fee is \$500 (approx. €315) for OASIS members and \$800 (approx. €504) for non members.

Country: United Kingdom

City/Location: Berkshire (near London)

Organiser: Open standards consortium OASIS

Event website: <http://events.oasis-open.org/home/forum/2008>

Event email: events@oasis-open.org

FR: Connecting Public Services Communities

15 October 2008

General Workshop “Connecting Public Services Communities” – eGovernment Cross-Border Interoperability Policy Shaping Action

Taking place within the [World e-Democracy Forum 2008](#), this half day event is organised on the occasion of the presentation of the exclusive edition of the European Review of Political Technologies, dedicated entirely to Cross-Border Interoperability.

“Connecting Public Services Communities” is an initiative launched with the aim of stimulating debate and promoting the exchange of good practices among the EU Member States and eGovernment stakeholders, to successfully meet the challenges raised by the Lisbon [eGovernment Ministerial Declaration](#) with regard to Cross-Border Interoperability; an essential pillar for the set-up of pan-European eGovernment services, and a key enabler for an Internal Market without electronic barriers.

Besides the presentation of the publication, this event will bring together high-level representatives from the EU Member States, the European Commission, experts from the academia and research centres, as well as representatives from the private sector, who will participate in a discussion panel sharing their views, experiences and opinions on Cross-Border Interoperability.

More details on the event’s programme are available on the dedicated [brochure](#).

Attendance to the event is free of charge and open to the participation of everyone interested. Those interested are invited to send an informal email to j.castillo@eipa.eu indicating their interest in participating.

Country: France

City/Location: Issy-les-Moulineaux, Paris

Organiser: European Institute of Public Administration (EIPA) in cooperation with the Politech Institute

Event email: j.castillo@eipa.eu

IT: ESIIIG 2 – 2nd European Summit on Interoperability in the iGovernment

20 - 22 October 2008

ESIIIG 2 – 2nd European Summit on Interoperability in the iGovernment

ESIIG 2 is the second edition of the European Summit on Interoperability in the iGovernment; the [first summit](#) was held on 22-24 November 2006 in Valencia, Spain. An [interim conference](#) also took place last year in Rome, Italy, on 11-12 October 2007.

The Second Summit is intended to be an unprecedented occasion for:

- Enhancing the role of European regions with respect to the priorities of Interoperability as a key element for the efficient, sustainable and equal development of eGovernment and for the creation of an intelligent and innovative European Government, fostering the development of the Knowledge Society, a higher European integration, a substantial increase of competitiveness and productivity of the EU in the international scenario;
- Analysing the European Interoperability Framework produced by IDABC, as a model for the adaptation and comparison of the single European regional frameworks for Interoperability;
- Verifying the state of the art and promoting successful initiatives in the field of Interoperability in Europe;
- Proceeding concretely in the constitution of ERNI (European Regional Network for Interoperability) and the other European tools proposed by the Valencia Declaration.

Furthermore, during the Summit, the [iG 2.0 Award](#) will also be given to the most outstanding action or initiative in the field of interoperability.

Participation to the Summit is open and free-of-charge. Registration can be performed [online](#) at the event website.

Country: Italy

City/Location: Rome

Organiser: Lazio Region, Regional Ministry for Consumer Protection and Administrative Simplification

Event website: <http://www.esiig2.it/esiiq2/index.php>

Contact Email: esiig2@regione.lazio.it

ES: Public Launch of OSOR.EU

20 October 2008

Public Launch of the Open Source Observatory and Repository for European public administrations (OSOR.EU)

The event will mark the official launch of OSOR.EU, the [Open Source Observatory and Repository for European Public Administrations](#), a platform actively supporting the sharing of OSS-based eGovernment applications and experiences across Europe – connecting EU services and Member States.

This one day event is part of the [Open Source World Conference](#) (20-22 October 2008), organised by the Junta de Extremadura and the Junta de Andalucía, Spain.

The day's sessions are dedicated to presenting:

- The OSOR project, platform and services;
- A small panel of users of the platform and the interactions with other European Commission projects related to Open Source.

One separate session will feature a workshop on public procurement and Open source Software. This workshop aims at presenting and discussing the OSOR Guidelines on public procurement and FLOSS (Free Libre Open Source Software). In addition to providing specific guidance on how to handle FLOSS, some of the questions intended to be answered are:

- How is FLOSS treated by public procurement?

- What are the current practices in Member States?

For more information, the [draft agenda](#) has been made available.

Those willing to participate in this event are invited to express their interest [online](#).

Country: Spain

City/Location: Málaga

Organiser: Directorate General for Informatics (IDABC) of the European Commission

Event website: <http://ec.europa.eu/idabc/en/document/7735>

DK: World of Health IT 08 – Conference & Exhibition

4 - 6 November 2008

Connecting Leaders in Technology and Healthcare

Because the adoption of IT in healthcare is a global initiative, this conference will focus on the role and impact of Health IT on the health sector in Europe and other parts of the world, including the Middle East and Africa (EMEA).

The event is being designed by and for clinicians and other health professionals; health IT users and buyers; directors and administrators; informatics professionals; academicians; relevant standardisation and competent authorities on an international level and national level, and vendors such as software and hardware development companies and professional services firms.

Topics to be addressed in the conference include:

- eHealth as a Key Enabler in Integrated Healthcare and Citizen Empowerment;
- Organisational Readiness for Transformation in Healthcare;
- Investing for eHealth Deployment;
- Innovation and eHealth.

The conference will offer the following:

- Keynote addresses by leading healthcare experts, practitioners, and officials from EU and national governments;
- Education sessions about timely healthcare IT trends and issues;
- Best practices and real-world case studies from throughout the EMEA region;
- A trade exhibition where companies can showcase their products/services.

The educational sessions will primarily address experiences from deployed services, and focus on proven benefits in quality and efficiency. The demonstration activities and exhibition will give insight into the practical aspects of IT systems and their connectivity.

All proposals for the call for papers must be submitted [online](#) by Monday, 11 February at 17:00 CET.

Country: Denmark

City/Location: Copenhagen

Organisers: European Commission's General-Directorate for Information Society and Media together with the Healthcare Information and Management Systems Society (HIMSS), the European Institute for Health records (EuroRec), the European Health Telematics Association (EHTEL), the European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry (COCIR) and the Health Information Network Europe (HINE).

Event website: <http://www.worldofhealthit.org/>

Contact Email: jbartley@himss.org

FR: ICT 2008

25 - 27 November 2008

"I"ns 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. The call for proposals for networking sessions will remain [open](#) until 16 June 2008.

The registration details will be available later in the year at the dedicated section of the event website.

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

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