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European ePractice Newsletter

N. 267 - 17 February 2009

>> Communities workshop

ePractice.eu will host on March 12 a free workshop in Brussels intended for current and potential facilitators of [Communities](#). The main goals of the seminar are to learn from the experience of existing communities of experts; explain the technical features that facilitators need and present new improved tools and functionalities. Registration for this event is already open. More information at epractice.eu/workshop/communities.

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

Editor's Choice of the week: [Castile and Leon's innovative regional interoperability framework](#)

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BE: Portal on childcare facilities launched - 17 February 2009

The new www.accueildesenfants.be portal in line with the broader context of social and professional mobility and equal opportunities framework, as well as the support of childcare and family policies, has been launched by the Brabant Wallon Province in Belgium, and is supported by more than 25 regional communities.

The portal offers valuable information on Day-care centers, Nurseries, Youth centers, Homework aid schools, youth camps, Youth associations, Traineeships, Cultural and sport centers or other forms of childcare within the borders of the province. The portal constitutes an effective tool, providing parents with all the necessary information concerning childcare near their home or work area, helping them to organise their everyday family life, potentially look for a new job, or even start a training course.

A real platform of "family" information, this website offers better visibility of the care offered for early childhood (0-3 years) and of the available extracurricular activities (3-16 even 18 years). The portal was conceived in a manner that maximises access to the information available. Thus three types of search are possible:

- A simplified search based on the postal code, the age of the child, or the category of care or activity;
- An advanced search with multiple criteria: name of institution, care for disabled children, time schedules, itineraries etc.;
- A geographical quick search in various communities of the Walloon territory.

The 25 communities involved have signed a convention with the Brabant-Wallon Province for the creation of a social cohesion mission for provincial administration through the organisation of a coordination area and of a Social Point of Health Information (BISS- Borne d' Information Sociale et de la Santé). The budget devoted to this new social web tool amounts to €12 000 and has already allowed the Province to hire four persons through the Professional Transition Plan.

Further information:

- [Official press release of the brabantwallon.be portal](#)
- [Accueildesenfants.be portal](#)

HR: eGovernment Development Strategy 2009-2012 adopted - 13 February 2009

On 22 January 2009, the Croatian Government adopted the Strategy for the Development of eGovernment over the period 2009-2012. The document is intended to lay down the foundations for the building of modern, transparent, efficient and streamlined public services for citizens.

The new strategy is well in line with the provisions of the Croatian Public Administration Reform Strategy, in particular those relating to the use of Information and Communication Technology (ICT) as a key tool for reforming the Public Administration.

The purpose of the Strategy for the Development of eGovernment is to put public services online in order to make them more accessible to end-users. In the first stage of implementation, the following actions will be taken:

- Assessment of the current information systems, communication networks and eGovernment services;
- Implementation of the first pilot projects;
- Definition of a single methodology and standards for the functioning of the various segments of eGovernment.

In the second implementation stage, the public authorities will have at their disposal a complete ICT infrastructure enabling them to communicate with each other in a unified environment. Likewise, it will be possible to make an interactive use of eGovernment services through all available communication channels. At the same time, continuous education and information will be provided to those civil servants involved in the process of building eGovernment in Croatia, as well as the users of eGovernment services.

The primary goal of the former e-Croatia Programme (2003-2007) was to promote the development of eProjects and eServices. "Now that we have achieved this goal, the time has come to take a step forward – the time has come for the administration to enter a new era: the electronic administration." said Igor Lučić, the State Secretary of the Central State Administrative Office for e-Croatia.

Further information:

- [Official press release – Central State Administrative Office for e-Croatia \(in Croatian\)](#)
- [Text of the Strategy for the Development of eGovernment over the period 2009-2012 \(in Croatian\)](#)

UK: Wrexham County Borough Council plans tactics for e-safety excellence - 12 February 2009

Wrexham County Borough Council (North Wales) has announced the implementation of an e-safety solution across all secondary schools under its remit, through its latest partnership with a provider of e-safety software to the education sector.

A computer monitoring solution is in full operation in 10 schools (nine secondary and one special school) following a successful pilot conducted earlier in 2009 at Morgan Llwyd school; the only Welsh Language secondary school in Wrexham.

Following implementation, staff in secondary schools are able to monitor their computer networks for inappropriate language, access to unsuitable internet sites and unacceptable personal use of computers during lessons. Furthermore the schools will receive notification of other potentially harmful situations should they arise such as: signs of depression or suicide; predator grooming; sexual, racial or religious harassment; drugs; pornography or gambling.

Ralph Hardy, IS support services manager explained that the e-safety solution in question was initially brought to the attention of the Council through one of its secondary schools. As benefits were apparent, the Wrexham County Borough Council decided to partner with the software provider to implement the solution in all secondary schools.

Further information:

- [Original, full press release – PublicTechnology.net](#)
 - [Website of the Wrexham County Borough Council](#)
-

EU: ENISA on privacy in national eID cards: ‘Europe needs a strategy’ - 12 February 2009

On 3 February 2009, the EU Agency ENISA (the European Network and Information Security Agency) launched its [Position Paper on privacy features in European eID schemes](#).

The ENISA Position Paper finds that today there are ten national eID card schemes already in use across the EU while thirteen more are in the pipeline. Presently, eID cards are used primarily by eGovernment services, e.g. for taxation, but there are also commercial applications of eID cards.

Many more eservices are planned in the near future, using the data on the card for anything from secure chat to library access and piggybacking on the infrastructure investments which have been made. In all these applications, the eID card is a gateway to personal information, be it at national or European level. At the same time, it is key to address privacy concerns related to eID: unwanted disclosure of data and subsequent misuse.

The Position Paper points out that privacy features have been developed, implemented and tested at a national level only. There is no coordinated strategy at European level addressing which (and how) features should be implemented and this is an important obstacle for cross border eID interoperability. This is a major hurdle for the acceptance of eID cards and their usage in day-to-day applications.

ENISA’s Position Paper is intended to provide the first comprehensive overview of the state of play in Europe - an essential step towards improving the base-line of citizen privacy and protection in eID cards across Europe.

The paper charts how available privacy-enhancing technologies are implemented in existing and planned European eID card specifications. It analyses in detail eleven risks to personal privacy resulting from the use of national electronic identity card schemes. It also lists eight practicable techniques available to address and mitigate these risks. Furthermore, through eight comparison charts, the Position Paper maps out the situation of available privacy features in existing cards. With numerous references to national specifications, it is deemed to be good starting point for identifying best practices and a source of reference for future choices to be made by European policy makers.

Mr. Andrea Pirotti, Executive Director of ENISA comments:

“Privacy is an area where the member states’ approaches differ a lot and European eID will not take off unless we get this right. Europe needs to reflect on eID privacy and its role in the interoperability puzzle. The fundamental human right to privacy must be guaranteed for all European eID card holders. Therefore, ENISA will continue to work in this field in 2009.”

Further information:

- [Original Press release – ENISA](#)
 - [Full Position Paper in the ePractice Library](#)
-

EU: New issue of European Journal of ePractice: Key enablers for eTransformation - 12 February 2009

The latest issue of European Journal of ePractice addresses the issue of “Key enablers for eTransformation? eID, Interoperability and Open Source”.

The European Commission’s eGovernment Action Plan considers innovations in eidentification, interoperability and open source software to be keys to opening the door to the transformational potential of eGovernment.

The developers of eGovernment services are therefore directing additional resources on these innovations as a means for providing high impact services. But will initiatives in these areas work? Will they facilitate the efficient and correct operation of public eServices? What does the evidence suggest?

The contributions to this special issue of the European Journal of ePractice highlight the challenges confronting efforts to create these enabling conditions. Interoperability and appropriate identification systems are major

challenges in their own right. As some contributions argue, open source can help some government agencies approach these goals, but it is only one of many strategies that need to be considered.

The invited editor of the issue is William H. Dutton, Professor of Internet Studies and director of the Oxford Internet Institute, University of Oxford and Open Source.

The published articles are:

- [Three dimensions of organizational interoperability. Insights from recent studies for improving interoperability frame-works](#) – Authors: Herbert Kubicek | Ralf Cimander
- [Case Study: Interoperability in the EU Services Directive implementation](#) – Authors: Christian Breitenstrom | Jens Fromm
- [Interoperability and community building for transformational eGovernment](#) – Authors: Sylvia Archmann | Just Castillo Iglesias
- [Development of a Multi-eID access control system](#) – Author: Bud P. Bruegger
- [Healthcare Professionals Identification at regional and local level: an RFID integrated scenario based on synergic experiences](#) – Authors: Elena Sini | Paolo Locatelli | Nicola Restifo | Michele Torresani

Further information:

- [Volume 6 of the European Journal of ePractice](#)
-

HU: Calls for tender for developing the Information Society - 11 February 2009

The Hungarian Prime Minister's Office (PMO) announced new calls for tender whose primary aim is to increase Internet awareness and use through various services and projects. The financial supports, available in three tenders, amount to €5 million.

In the aim to support the development of the Information Society, the calls for tender cover the following three fields:

- Support to the 'community Internet access points':

The aim of this call for tender is to ensure the smooth and improved operation of the already existing 'community Internet access points'. The priority given is to provide assistance from qualified experts (eConsultants) to those citizens wishing to use eGovernment services, or any other electronic services offered from these access points.

- Extension, development and dissemination of info-communication services:

The objective of this call is to grant financial support to those nation-wide or large-scale education projects carried out by Non-Governmental Organisations (NGOs) which aim to raise awareness of the Internet and to enhance its use while expanding the reach of eGovernment services to each and every layer of society.

- Extension of the Internet network and development of the Information Society by supporting the pilot projects of NGOs: "Get Net-ready Programme":

The objective of the "Get Net-ready Programme" is to provide funding to those pilot projects of national and local NGOs that intend to foster social readiness towards ICT tools, applications and contents. The programme directly aims to awake the interest of the digitally disadvantaged population, taking into special account their fields of interest, habits, possibilities and personal life situations. The indirect aim of the programme is to use the government resources available for the development of the Information Society as efficiently as possible, so as to achieve the highest possible impact on the digital catching up of those digitally disadvantaged social groups.

Further information:

- [Press release – Hungarian Senior State Secretariat for Informatics \(in Hungarian\)](#)
-

IT: "Open source IT system management software is mature" - 11 February 2009

'CMDbuild', an open source software to manage the configuration of IT systems, is mature, says Antonio Scaramuzzi, head of the IT department at the administration of the Italian city of Udine. "CMDbuild has made a jump in quality."

The web-based application helps to manage the configuration of desktop computers, servers and other IT system components. The software can be easily combined with an open source help desk system, inventory application and document management tools. These are developed alongside the system management application.

The Udine city administration is closely involved in the development of CMDbuild. It has been using this open source application since 2005. The city administration's IT department developed and improved the application together with an Italian open source IT services firm and an Italian IT consultancy.

In an interview with Italy's centre for IT in Public Administration (CNIPA) published in January, Scaramuzzi says CMDbuild is ready to be used by other organisations. "It has an established open source development community and is used in production systems in increasing numbers."

The city at the time already used other open source systems and open source software allowing the sharing of files between different systems. According to Scaramuzzi, adopting a similar model to develop the city's IT system management would result in benefits for both the administration and the developers involved.

"CMDbuild is being used by other public administrations and by companies. Their adoption has resulted in improvements in functionality and usability that are available to all. Most importantly, through our close contact with the developers of the software, we can influence the general development roadmap of the product and are involved in strategic issues."

Further information:

- [Original press release – OSOR.EU](#)
- [CMDBuild case study \(in Italian\) – Open Source Observatory of the Italian National Agency for Digital Administration \(CNIPA\)](#)
- [Official website of CMDBuild](#)

HU: New developments in the Hungarian Tax Administration - 11 February 2009

The Hungarian Tax and Financial Control Administration intends to make the preparation of tax returns easier and faster by introducing, for each taxpayer, a personally tailored tax return. In addition, the Administration is providing electronic access to the list of those companies which are free of public dues.

In January 2009, the Tax and Financial Control Administration sent a statement to each Hungarian taxpayer. When returning this statement completed, the taxpayer commissions the Tax Administration to prepare his/her tax return, based on the data placed at the disposal of the Tax Administration.

The primary aim of this initiative is to reduce the time needed for one to complete his/her tax return. The statement only consists of a few simple questions. After receiving the answers, the Tax and Financial Control Administration sends a tax return proposal to the taxpayer who is to check the data and sign the document. In case differences are observed by the taxpayer, he/she can correct or complement the data included in the tax return proposal.

On another note, since February 2009, the Tax and Financial Control Administration has expanded the range of electronic services that it provides; a list of companies which are free of public dues is to be made publicly accessible on the homepage of the Tax and Financial Control Administration website.

This database aims to support the ventures ran in compliance with legal regulations. In many cases, e.g. when submitting public procurement tenders, companies are required to produce a certificate providing evidence that they have fulfilled all their tax payment obligations. Such a certificate will no longer be necessary thanks to the new database which will display the companies' name and tax number.

The database will be updated on the 10th of each month. Those companies willing to be included in the first version of the database (available on 10 February 2009) had to register prior to 31 January 2009.

Further information:

- [First press release – Hungary's eGovernment portal \(in Hungarian\)](#)
- [Second press release - Hungary's eGovernment portal \(in Hungarian\)](#)
- [Website of the Hungarian Tax and Financial Control Administration](#)

UK: Government outlines plans for UK's digital transition - 10 February 2009

On 29 January 2009, the British Government published "[Digital Britain: the Interim Report](#)".

Here follows an excerpt of the relevant joint press release by the Department for Business, Enterprise and Regulatory Reform (BERR) and the Department for Culture, Media and Sport:

"The Government has today published a plan to secure Britain's place at the forefront of the global digital economy. The interim report contains more than 20 recommendations, including specific proposals on:

- next generation networks

- universal access to broadband
- the creation of a second public service provider of scale
- the modernisation of wireless radio spectrum holdings
- a digital future for radio
- a new deal for digital content rights
- enhancing the digital delivery of public services

The Digital Britain Report underlines the importance of the communications sector, its crucial contribution to the economy and its role in building Britain's industrial future.

Business Secretary, Peter Mandelson said:

"This report sets out a strategy for building a knowledge economy where our most valuable assets are the skills and innovation that underpin our digital industries. This is absolutely vital if Britain is to benefit fully from some of the greatest economic opportunities on offer this century."

Culture Secretary Andy Burnham said:

"Britain has always led the world in content creation - with the best music, films and TV - and it is vital that we carry forward this strength into the digital age. This is a significant Report for the creative industries, taking steps to establish workable systems of copyright in an online age and to preserve choice of public service content. But it is only the beginning of the process and we need to work hard in the coming months to secure workable solutions."

The 22-point action plan outlines a programme of work with commitments to:

- upgrade and modernise wired, wireless and broadcast infrastructure;
- secure a dynamic investment climate for UK digital content and services;
- provide a range of high quality UK made public service content;
- ensure fairness and access, with universal availability and promotion of skills and media literacy; and
- develop the infrastructure, skills and take-up to enable widespread online delivery of public services.

In addition to specific commitments, the Interim Report outlines Britain's progress in building a digital marketplace, while also setting priorities for industry engagement ahead of the publication of the final Digital Britain Report, due before the summer.

Stephen Carter the Minister for Communications, Technology and Broadcasting said:

"The innovation, creativity and vitality of our communications industries rightly demand clarity from Government on its role and a framework for the future." He added: "Delivering Digital Britain will depend upon a smart industry, working with a committed Government to produce lasting solutions."

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Further information:

- [Source – Full joint press release by the Department for Business, Enterprise and Regulatory Reform \(BERR\) and the Department for Culture, Media and Sport](#)
- [ePractice Library – 'Digital Britain: the Interim Report'](#)

New Factsheets

The ePractice eGovernment factsheets' coverage has been widened; the first edition of the factsheet "eGovernment in the European Commission" has now been made available online. Furthermore, the 11th Edition of the eGovernment factsheet for the Netherlands has also been published. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [EU: Study on the Measurement of User Satisfaction and Impact in the EU 27 – Draft Final Report](#) ¹⁰
February 2009 | EU Institutions

- [EU: eHealth in Action – Good Practice in European Countries](#) 6 February 2009 | EU Institutions
 - [EU: ENISA Position Paper on privacy features in European eID schemes](#) 3 February 2009 | EU Institutions
 - [UK: Digital Britain: the Interim Report](#) 29 January 2009 | United Kingdom
-

EU: Study on the Measurement of User Satisfaction and Impact in the EU 27 – Draft Final Report - 10 February 2009

Complete title: Study on User Satisfaction and Impact in the EU 27 – Draft Final Report – Version 2.1

Description (short summary): This is the draft final report of the European Commission's (Directorate-General Information Society and Media) study on the measurement of user satisfaction and impact. The study has developed a multilayer user-satisfaction and impact measurement toolkit aimed at providing both policy makers and public agencies with the necessary information and tools for the analysis of public sector service provision. This standardized survey framework provides a hands-on approach to a set of customizable survey tools. Its methodology offers a rich and solid foundation for analysis based on state-of-the-art experiences accumulated both on the EU and international levels. The measurement toolkit was piloted in September 2008 in ten different Member States and the results were used to fine-tune the measurement instrument and to develop first policy recommendation aimed at fostering inclusive eGovernment.

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

Number of pages:

Full report: 240 pages

Executive summary: 7 pages

Annex 1: 32 pages

Annex 2: 65 pages

EU: eHealth in Action – Good Practice in European Countries - 6 February 2009

Complete title: eHealth in Action – Good Practice in European Countries – Good eHealth Report, January 2009

Description (short summary): Good eHealth – Exchange of Good Practices in eHealth – is a three-year study (2006-2008) funded under the former Modinis programme by the Directorate-General Information Society and Media. The objectives of this study are to:

- identify good practices and their associated benefits
- develop and implement proven approaches to wider dissemination and transfer real-life experiences
- stimulate accelerated take-up of eHealth by addressing common implementation challenges and lessons learned.

The report is the outcome of research in the context of the Good eHealth project. It presents case studies from 30 European countries for which validated information was available to the project by the end of November 2008. This information reflects the situation of the cases at the date of delivery to the project by national correspondents during the time period 2006-2008

An important lesson to be drawn from the eHealth solutions presented in this report is that eHealth has not only proven its usefulness but also its sustainability. Some of the solutions already benefit from close to ten years of experience. Several of them have initially been funded as pilots by various support programmes of the European Commission.

Original URL: http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=4712

Number of pages: 60

EU: ENISA Position Paper on privacy features in European eID schemes - 3 February 2009

Complete title: ENISA Position Paper – Privacy Features of European eID Card Specifications

Description (short summary): The paper gives an overview of the vast disparity between privacy features in eID cards across Europe. eID cards are currently used mainly for tax declarations and other eGovernment services, but applications are branching out into the commercial sector. At the same time, Europe lacks a coordinated

strategy for how to protect the private data stored by the card, which is both an obstacle to eID interoperability and limits its acceptance by the users. This analysis sets the stage for a privacy baseline in European eID cards.

Original URL: http://www.enisa.europa.eu/pages/02_01_press_2009_02_3_privacy_features_eID.html

Number of pages: 24

UK: Digital Britain: the Interim Report - 29 January 2009

Complete title: Digital Britain: the Interim Report

Description (short summary): This interim report contains more than 20 recommendations, including specific proposals on:

- next generation networks
- universal access to broadband
- the creation of a second public service provider of scale
- the modernisation of wireless radio spectrum holdings
- a digital future for radio
- a new deal for digital content rights
- enhancing the digital delivery of public services

Original URL: http://www.culture.gov.uk/what_we_do/broadcasting/5631.aspx

Number of pages: 86

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.

[Inclusive eGovernment – Sustainable Services for Socially Excluded People](#) 23 February 2009 | Brussels (Belgium)

[Electronic Public Procurement in South-East Europe](#) 26 February 2009 | Peania (Greece)

[ePractice.eu Communities workshop](#) 12 March 2009 | Brussels (Belgium)

[Public services 2.0: How to implement and promote user-driven open innovation in public services](#) 16 March 2009 | Brussels (Belgium)

[Procure Final Conference: towards a global solution](#) 17 March 2009 | Brussels (Belgium)

[eGovernment Impact Measurement](#) 26 - 27 March 2009 | Kittenberg (Hungary)

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

Upcoming Events

- [CZ: Workshop on Monitoring and Benchmarking e-Health in Europe and the World](#) 18 February 2009 | Czech Republic
- [BE: ICT Solutions using SOA and Web Services](#) 19 February 2009 | Belgium
- [BE: Workshop “eGovernment research: social and economic aspects”](#) 20 February 2009 | Belgium
- [BE: Inclusive eGovernment – sustainable services for socially excluded people](#) 23 February 2009 | Belgium
- [GR: Consultation Workshop on ICT for Governance & Policy Modelling](#) 27 February 2009 | Greece
- [DE: CeBIT 2009](#) 3 - 8 March 2009 | Germany
- [BE: European eParticipation Day 2009](#) 4 March 2009 | Belgium
- [BE: 5th annual Growth and Innovation Day](#) 5 March 2009 | Belgium
- [TR: “First International Conference on eGovernment and eGovernance” of TURKSAT](#) 12 - 13 March 2009 | Turkey

- [BE: European e-ID Interoperability Conference 2009](#) 17 - 18 March 2009 | Belgium
 - [DE: Challenges for FTTB/H in Europe](#) 23 - 24 March 2009 | Germany
 - [CZ: European Conference 'Towards eEnvironment 2009'](#) 25 - 27 March 2009 | Czech Republic
 - [ES: e-STAS 2009](#) 25 - 27 March 2009 | Spain
 - [DE: European Accessibility Forum Frankfurt](#) 27 March 2009 | Germany
 - [UK: ePS Annual Conference 2009](#) 23 - 24 April 2009 | United Kingdom
 - [UK: Patient 2.0 Empowerment - EHR for Personalizing and Improving Care](#) 1 - 3 June 2009 | United Kingdom
-

CZ: Workshop on Monitoring and Benchmarking e-Health in Europe and the World

18 February 2009

Workshop on Monitoring and Benchmarking e-Health in Europe and the World

Today, Information and Communication Technology (ICT) are used in many areas of the health system - including hospitals, doctors' practices, pharmacies, insurances and other reimbursers etc. - constituting what is commonly referred to as eHealth. Despite this continuing trend, comprehensive empirical information on the deployment and use of eHealth are hard to find.

Against this background, the eHealth Benchmarking study aims to identify and collect quantitative and qualitative evidence of eHealth deployment and use in the European Union, Norway, Iceland, Canada and the United States - with a particular focus on measurements specified in the European Union's eHealth Action Plan. Sources to be covered include healthcare associations and bodies, international organisations such as OECD and WHO, IT industry, national statistical institutes and authorities at regional and national level.

The general study results, the indicator framework and some of the 13 selected good practice cases from different countries will be presented at the workshop.

This information will not only help to better understand eHealth progress but also to identify main gaps, obstacles and barriers in relation to eHealth monitoring / benchmarking to be overcome in the next few years.

Registration to the workshop is free and can be performed through email to: ehealth_benchmarking@empirica.com or [online](#) by filing the registration form. Additional details about the workshop are available in the [complete information package](#).

Country: Czech Republic

City/Location: Prague

Organiser: European Commission

Event website: <http://www.ehealth-benchmarking.eu/workshop/workshop.html>

Event email: ingo.meyer@empirica.com, werner.korte@empirica.com

BE: ICT Solutions using SOA and Web Services

19 February 2009

eGovernment Workshop Brussels – Public Finance: ICT Solutions using SOA & Web Services

The objective of this one day Workshop is to introduce ICT solutions in the context of public finance, including tax, benefits and payments, and exchange experience amongst professionals of use cases focusing on SOA [Service Oriented Architecture] and web-based services.

The Workshop will bring together tax and finance specialists with eGovernment policy professionals and officials from a wide range of ministries and different countries concerned with tax, revenue and related public finance issues. Representatives from technology companies and members of European and international secretariats as well as staff from industry and trade associations are also expected to participate.

The OASIS eGovernment Member Section has developed the Workshop to promote interoperability and the use of open standards in this rapidly expanding sector, which is forecast to continue to grow despite the financial crises afflicting major markets.

The four main themes will be:

- Advancing Open Standards in Government using SOA and web services;
- Exchange of SOA Experience in the revenue and tax sector;
- International Cross-border use cases;
- Practical Solutions for Consumers/Citizens and Tax-payers.

This meeting is open to both members and non-members of OASIS with an interest in the use of open standards for eGovernment.

Participation in this Workshop is at no cost, but registration is essential. Details on registration can be viewed [here](#). Places are limited to 50.

The agenda of the event (subject to change) may also be viewed [here](#).

Country: Belgium

City/Location: Brussels

Organiser: OASIS eGov Member Section and the Belgian Federal Ministry of Finance

Event website: <http://events.oasis-open.org/home/egov-brussels-workshop/2009>

Event email: events@oasis-open.org .

BE: Workshop “eGovernment research: social and economic aspects”

20 February 2009

Workshop “eGovernment research: social and economic aspects”

Future eGovernment challenges are expected to come from changes in society and the interaction of governments with their environment. If technology is to become an effective instrument in the solution to societal problems, it must be translated into government applications. The workshop will discuss the societal implications and the ultimate expectations associated with this transformation.

The workshop will primarily address results of the Sixth Framework Programme (FP6) projects of the IST priority. Short presentations will be given by project representatives or other individual researchers and practitioners. Demonstrations of successful studies and applications, as well as lessons learnt through them are of particular interest. The complete Call for Participation is available [online](#).

The organisers will be accepting short abstracts (of not more than 150 words) from those wishing to give a presentation. All abstracts submissions as well as expressions of interest in participating are to be sent via e-mail to: eGovR@eurodyn.com within the deadline of **10 February 2009**.

It is to be noted that free-of-charge event is open to the participation of all those interested, in particular:

- Representatives of eGovernment research projects in FP6;
- Researchers, interested practitioners and promotion experts.

Places being limited, early registration is recommended.

Country: Belgium

City/Location: Brussels

Organiser: European Commission (“ICT for Government and Public Services” Unit, DG Information Society and Media) along with the “Bringing Together and Accelerating eGovernment Research in the EU” study

Event website:

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

Event email: eGovR@eurodyn.com

BE: Inclusive eGovernment – sustainable services for socially excluded people

23 February 2009

Inclusive eGovernment - sustainable services for socially excluded people

In the current environment of economic and social stress, the demand for services for socially excluded people is significant, and is putting government finances under ever greater pressure. Because services for disadvantaged groups in society are complex and often expensive, efficiency and effectiveness are central to designing and delivering services that offer sustainable value to socially excluded people. This can mean multi-channel services,

but, overall, integration is the key and it requires new ways of approaching the issue, including fresh thinking on business models and a renewed commitment to achieving common social policy goals.

The MC-eGov study was commissioned by DG Information Society of the European Commission and is carried out by ECOTEC Research & Consulting. The study started in January 2008 and will be completed by the end of February 2009. Up to now the deliverables of the study include: organisation of workshops that will bring together stakeholders (the first workshop took place on [22 May in Brussels](#)), developing [scenarios](#) to explore inclusive eGovernment and writing [working papers](#), maintaining a list of eGovernment projects and scanning the [eGovernment Literature](#) and News.

This workshop constitutes the final dissemination event of the study, using the wealth of case study material to illustrate different facets of Inclusive eGovernment. More specifically it will:

- Present research evidence supporting the validity and significance of Inclusive eGovernment approaches;
- offer a practical framework for understanding inclusive eGovernment, and identifying the components and key steps necessary to move forward;
- use real case study material to illustrate inclusive eGovernment approaches in action;
- promote a “sustainable network value” paradigm.

The event is open to all and free to attend. Additional information about registration may be found [here](#).

Country: Belgium

City/Location: Brussels

Organiser: DG Information Society and Media, European Commission, Ecotec Research and Consulting Ltd

Event website: <http://www.mcegov.eu/>

Event email: inclusive_egov@ecotec.com

GR: Consultation Workshop on ICT for Governance & Policy Modelling

27 February 2009

Consultation Workshop on ICT for Governance & Policy

During the half-day event ideas will be discussed with representatives from the European Commission. Participants will deepen in the insight and understanding on the new research area set out in the Objective 7.3 of the new ICT Work Programme for 2009-2010 in the 7th Framework Programme for R&D.

In order to facilitate the discussions, abstracts of maximum 1 page are called for. The abstracts should summarise one's ideas on the topic and may include scenarios on the possible application of the technologies described in Objective 7.3 in the domain of Governance & Public Services.

The Consultation Workshop will follow the Workshop organised at the same venue by the Information and Communication Department of the Hellenic Technical Chamber (e-TEE) titled “e-Government for Transparency and Democracy”. Participation to the event is free of charge, but pre-registration is required by sending an email to [Yannis Charalabidis](mailto:Yannis.Charalabidis) or [Costis Christogiannis](mailto:Costis.Christogiannis). Due to logistic constraints participation is limited to 50 persons. Early registration is therefore recommended.

Country: Greece

City/Location: Athens

Organiser: National Technical University of Athens (NTUA) & Unit H2 (ICT for Government and Public Services) of the DG Information Society and Media of the European Commission

Event website: <http://challengers-org.eu/news/athens-consultation-workshop-on-egovernance.html>

Event email: yannisx@epu.ntua.gr or christ@telecom.ntua.gr

DE: CeBIT 2009

3 - 8 March 2009

CeBIT 2009 – ‘Discover a World of ICT opportunity’

CeBIT is an international trade fair showcasing digital IT and telecommunications solutions for home and work environments. Its 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 a platform for comparing notes on current industry trends, networking, and product presentations. It constitutes an event of interest for everyone who needs to receive valuable related input on IT developments, make important decisions on IT issues, better manage today's business challenges and add business value to his/her work.

Participants will gain the opportunity to:

- discover new topic areas that cover current areas of interest and the latest industry trends;
- approach and directly communicate with the actual decision makers;
- cultivate business contacts;
- exchange information with senior professionals and leading firms.

Details on participation, registration and fees are available [online](#).

Country: Germany

City/Location: Hannover

Organiser: Deutsche Messe AG

Event website: http://www.cebit.de/homepage_e

Event email: <http://www.cebit.de/14664>

BE: European eParticipation Day 2009

4 March 2009

European eParticipation Day 2009

Voter apathy and lack of confidence in the way countries are being run has been growing. At the EU level in particular decision-making is seen as too complicated and distant and there is a lack of citizen awareness or interest in EU affairs. There is a feeling that decisions are being taken without citizens being informed or having a say in the legislation that affects their everyday lives.

At the same time, the development and wide use of powerful new ICT applications are transforming the political landscape. These new tools allow citizens to access more information and interact, debate and participate in public life in way not seen before. They are beginning to give ordinary people a greater voice.

The European eParticipation Day will provide the opportunity for a high level debate on current state of play and future directions, especially in the context of the EU's ambitions for a more open and participatory democracy at EU level.

It will address the political challenges and the solutions that ICT can provide. The US election campaigns and the forthcoming European elections will be among the discussion points. The use of ICT to help legislators and decision-makers in their work and in particular to better communicate with their constituency and understand their views will be discussed. The event will also look at the benefits of ICT for citizens by giving them more of a say in decision-making as well as how ICT is helping to reconnect Europeans, in particular young Europeans, with politics. In parallel, there will be an exhibition of the eParticipation projects that have been funded under programmes run by the European Commission's DG Information Society and Media.

Registration to the event will open shortly and will be performed [online](#).

City/Location: Brussels

Organiser: European Commission

Event website: http://ec.europa.eu/information_society/events/eparticipation/2009/index_en.htm

Event email: info-eparticipation@ec.europa.eu

BE: 5th annual Growth and Innovation Day

5 March 2009

5th annual Growth and Innovation Day- ICT enabling Europe's economy

The evolution of the internet can provide the capacity to drive innovation that has never been seen. The ICT industry of tomorrow will create tremendous growth revolutionizing the way European citizens receive their news or manage their health, work, leisure, energy consumption and their children's education. However, the new industry can only succeed if today's inventor and tomorrow's entrepreneur are empowered to succeed.

Government leaders, industry stakeholders, academics and the media will have the opportunity to take a look at the European Research & Development technology building the future, revolutionizing the way European citizens receive their news or manage their health, work, leisure, energy consumption or their children's education. They will discuss the issues and concerns of European software developers and try to find answer on where Europe needs to invest and prepare for tomorrow's economy.

The event will host an exhibition that will showcase web enhancing software and more importantly how European talent has the potential to develop software that will be rolled out in a few years.

Main topics for discussion and sessions will be:

- Roles and responsibilities of government and industry.
- What is the role of the industry and how can they help?
- How will the next presidency help in driving innovation?
- Will tomorrow's spin-off company be armed to compete internationally?
- What are the concerns for tomorrow's software developers?
- How innovation can offer a platform for hundreds of thousands of small European companies and start-ups to grow and be tomorrow's global businesses?
- How these businesses can create solutions to help solve serious issues in the environment and health sectors?
- How ICT can support the public sector, the citizens and other businesses to help drive efficiency in challenging economic times?
- Whether it is essential for the industry to develop the internet of tomorrow to protect the consumer.

Registration is to be performed [online](#) at the event's website.

Country: Belgium

City/Location: Brussels

Organiser: Microsoft

Event website: <http://www.euinnovationday.com/>

Event email: info@euinnovationday.com

TR: "First International Conference on eGovernment and eGovernance" of TURKSAT

12 - 13 March 2009

"First International Conference on eGovernment and eGovernance"

The first International Conference on eGovernment and eGovernance of TURKSAT (Turksat Satellite Communication Cable TV and Operation Inc.) will provide the opportunity for all stakeholders to gain an understanding of real-world eGovernment and eGovernance issues.

The conference will consist of keynote addresses, a plenary session, technical sessions and a panel discussion covering a wide range of topics in the eGovernment and eGovernance areas. It has been organised by and for an audience of leaders, bureaucrats, technocrats, researchers, practitioners and academic across the globe to present and discuss on their research findings and experiences in the field of the specific domain areas.

Registration is to be performed by filling out the [dedicated form](#) available at the event's website. The conference fee is €70, which is payable in advance and should be received by December 19, 2008.

Country: Turkey

City/Location: Ankara

Organiser: SoSReS (Social Sciences Research Society)

Event website: <http://icegov.info/>

Event email: icegov@sobiad.org

BE: European e-ID Interoperability Conference 2009

17 - 18 March 2009

European e-ID Interoperability Conference 2009, "Current Perspective and Initiatives from around Europe in Government and Business"

In its fourth year, this annual conference acts as a neutral forum where industry and administrations can address specific areas of importance in the digital identity arena. It also facilitates the exchange of ideas amongst delegates who want to learn and build upon their knowledge in a relaxed, constructive environment.

The European e-ID Interoperability Conference 2009 will examine how the cross border electronic identity (e-ID) large scale pilots (LSPs) and National schemes are progressing and the implications for governments, administrations, businesses and the citizen alike. It will focus on key subject areas such as those listed below:

- Secure Identity Across Borders Linked (STORK) – Pan European Public Procurement OnLine (PEPPOL) - European Patients Smart Open Services (EPSOS) - Objectives, Current position and Interworking together;
- Examples of how countries and businesses are rolling-out their e-ID schemes;
- Discovering the key legal, data protection and privacy implications;
- The technical issues and solutions (additionally the future use of RFID & NFC applications);
- The latest strategies for maximising the security of e-ID (including two-factor authentication);
- The cross border interoperability challenges and their possible solutions Applications and solutions driven by national e-ID card implementations;
- Mobile applications.

The agenda of the event is available [here](#). There is a participation fee for the event, €200 for eema members, and €400 for non-members. The number of attendees is expected to be around 120. Online registration will open shortly.

Country: Belgium

City/Location: Brussels

Organiser: European Association for e-identity and security (eema)

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

Event email: f.hawkins@eema.org

DE: Challenges for FTTB/H in Europe

23 - 24 March 2009

International WIK (Wissenschaftliches Institut für Infrastruktur und Kommunikationsdienste) conference: Challenges for FTTB/H in Europe

This international conference constitutes an open event that will focus on critical issues related to the creation of a high-speed Internet access infrastructure for Europe (FTTB/H - Fiber to the Building / Fiber to the Home). It addresses issues such as technology, deployment & operation, regulation, investment & financing, national fibre broadband strategies and business cases.

The conference aims to provide insights into the experiences, expectations and perspectives of leading international network operators, national regulatory authorities, and representatives of the European Commission, government officials, investors, equipment manufacturers and independent experts.

Participation in this conference is fixed at € 590 per person + VAT. Registration is to be performed by completing the dedicated [form](#) which is to be submitted prior to 10 March 2009 by fax to the following number: +49 2224 922 563. The expected number of participants to attend this event will vary from 120 to 150 persons.

The draft agenda of the event may also be viewed [here](#).

Country: Germany

City/Location: Berlin

Organiser: WIK (Wissenschaftliches Institut für Infrastruktur und Kommunikationsdienste)

Event website: http://www.wik.org/content_e/challenge_of_fttb.htm

Event email: fttbh-conference-2009@wik.org

CZ: European Conference 'Towards eEnvironment 2009'

25 - 27 March 2009

European Conference of the Czech Presidency of the Council of the European Union – 'Towards eEnvironment – Opportunities of SEIS and SISE: Integrating Environmental Knowledge in Europe'

The European conference 'Towards eEnvironment 2009' is dedicated to information exchange among public administrations, EU institutions, environmental agencies, scientists and businesses involved in developing and using environmental informatics for the delivery of modern eEnvironment services in Europe.

The event is intended to offer a meeting place for experts on leading edge ICT technologies. It aims to foster the standardization and integration of environmental data and information flows in Europe and beyond, which are essential pre-requirements for managing natural resources in a sustainable development framework.

The main topics of the conference will include: ICT research towards the development of a Single Information Space in Europe for the Environment (SISE); best practices of European Member States in the implementation of the Shared Environmental Information System (SEIS); cooperation and integration of Kopernikus and INSPIRE activities.

The conference will feature the state-of-the-art in environmental informatics while presenting the opportunities towards the development and implementation of two related initiatives; SEIS and SISE. Special focus will be placed on:

- Building SEIS, Europe's backbone for eGovernment environment services. Does Europe champion challenge and seize the opportunities in the provision of eEnvironment/eParticipation services?
- ICT research towards enabling a Single Information Space in Europe for the Environment (SISE). How can ICT contribute to strengthening a collaborative information space on the web that will maximise the use of distributed environmental information for multiple purposes and actors?
- ICT for monitoring and controlling energy efficiency and security, environmental modelling of air pollution, climate change to support decision making in environment protection.

Participation is open to governmental institutions, international and intergovernmental organisations, environmental agencies and networks, scientists, academicians, politicians, businesses, managers of corporate social responsibility, public administration and decision makers in the field of environmental information, experts from the ICT industry, specialists of theoretical and applied informatics, consultants, students and the concerned public.

More information (including the preliminary programme) can be found on the conference's [official announcement](#).

Registration is to be performed by completing the dedicated [PDF form](#). The participation fees are as follows:

- Early rate (before 15 December 2008): €300 for delegates, €100 for students;
- Late rate (from 15 December 2008 to 20 March 2009): €330 for delegates, €130 for students.
- On site rate (after 20 March 2009): €360 for delegates, €160 for students.

Country: Czech Republic

City/Location: Prague

Organiser: Masaryk University in cooperation with the Ministry of Environment of the Czech Republic, the European Commission and European Environment Agency

Event website: <http://www.e-envi2009.org/>

Event email: e-envi2009@guarant.cz

ES:e-STAS 2009

25 - 27 March 2009

e-STAS, Symposium on Technologies for Social Action and Human Development

The [e-STAS](#) Symposium focuses on Technologies for Social Action from an international and multi-stakeholder perspective. By providing the necessary grounds for all actors involved in the development and implementation of ICTs exchanging good practices, innovations, experiences and know-how, it is intended to contribute to putting an end to the digital divide through a cluster of innovative strategies relating to ICTs and social action.

The Symposium's main aim is to promote, foster and adapt the use of ICTs for the benefit of social action and human development. Both the population with the lesser chances of access to the Information Society and

volunteers indirectly benefit from e-STAS, so that the promotion of the use of the New Technologies reaches NGOs and those groups with the higher risk of digital exclusion.

The 4th edition of the e-STAS will focus on the "Innovation for the Empowerment of Citizens".

Targeted attendees range from entities to individuals, including local authorities, companies, NGOs and universities, and all those involved in the development and implementation of the ICT through various social projects.

Participation to this event is open and free-of-charge. Registration is to be performed [online](#) at the event website. The number of seats is limited to 200.

Country: Spain

City/Location: Malaga

Organiser: Fundacion Cibervoluntarios

Event website: <http://www.e-stas.org/>

Event email: e-stas@cibervoluntarios.org

DE: European Accessibility Forum Frankfurt

27 March 2009

European Accessibility Forum Frankfurt - "Accessible Internet. For All!"

This International eAccessibility conference aims to explore accessibility from the perspectives of technology, profitability, politics, and higher education.

Demographic developments have rendered accessibility an economic and ethical imperative as well as a sign of professionalism. During the event, several industry innovators will share their knowledge and discuss social and political developments on the Internet.

Early bird tickets (from 28 January to 15 February) will cost €150 while registration from 16 February and on will cost € 220. Those who cannot afford to pay the participation fee and wish to attend the conference may [contact](#) the conference organisers.

Details on registration can be viewed [here](#). Places are limited to 200 attendees.

The agenda of the event is displayed [here](#).

Country: Germany

City/Location: Frankfurt am Main

Organiser: namics (deutschland) gmbh

Event website: <http://eafra.eu>

Event email: eafra@namics.com

UK: ePS Annual Conference 2009

23 - 24 April 2009

eProcurement Scotland's 7th Annual Conference 2009

The ePS Conference 2009 will predominately address public sector buying organisations including those currently using eProcurement or considering its use in the future.

The programme will cover:

- eCommerce and new contract of service
- PECOS Project 21C - how do we get there collectively
- Content Management and best practice in collaborative contracts
- Progressing with Post Implementation Reviews, the key findings to what we can do
- Supplier eCommerce (eEnablement) - what do our suppliers need?
- Progress with eInvoicing

- eSourcing - who is using it, what can it do to support your business needs, how does it fit with the advertising portal.

Spaces are limited and registration to the event is being performed by email eprocurement@scotland.gsi.gov.uk. There is a fee of £100 (approximately €106) for Scottish public sector organisations and of £182 (approximately €193) for non Scottish public sector, aiming to cover the full cost of accommodation, meals etc. Number of expected attendees is around 150 delegates.

Country: United Kingdom

City/Location: Aviemore

Organiser: Scottish Procurement Directorate, Scottish Government

Event website: <http://www.eprocurementscotland.com/Home/Channels/Events/Archive/conf2009>

Event email: eprocurement@scotland.gsi.gov.uk

UK: Patient 2.0 Empowerment - EHR for Personalizing and Improving Care

1 - 3 June 2009

6th ICMCC Event – "Patient 2.0 Empowerment - EHR for Personalizing and Improving Care"

In a recently published paper, the ICMCC defined Patient 2.0 Empowerment as: the active participation of the citizen in his or her health and care pathway with the interactive use of Information and Communication Technologies.

Dealing with medical and care compunetics, the field of social, societal and ethical implications of computing and networking, ICMCC decided to focus the 2009 event on Electronic Health Records (EHR) and secondarily, the connection between EHR and Digital Homecare.

The main themes of the conference are as follows:

- EHR and Knowledge Mangement;
- Social aspects of EHR;
- Ethical aspects of EHR;
- EHR and Digital Homecare;
- Future of EHR (visionary).

The [call for papers](#) is open until 1 February 2009. Authors are encouraged to focus their contributions from a patient's perspective.

Country: United Kingdom

City/Location: London

Organiser: International Council on Medical and Care Compunetics (ICMCC)

Event website: <http://2009.icmcc.org/>

Event email: event@icmcc.org

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