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## European ePractice Newsletter

N. 216 - 18 December 2007

### >> Call for papers: Inclusive eServices

The May issue of the [European Journal of ePractice](#) digital publication wants to highlight what has been achieved and what still needs to be done in order to complete the European Commission's i2010 eGovernment Action Plan. We therefore invite practitioners and academics to submit their contributions analysing the take-up and use of inclusive eServices across member states. The deadline for submissions is February 1, 2008. For more information, please visit [epracticejournal.eu/guidelines](http://epracticejournal.eu/guidelines) or contact us at [editorial@epractice.eu](mailto:editorial@epractice.eu)

### >> eProcurement Forum Kick Off Workshop

The eProcurement Forum at ePractice.eu will celebrate its first workshop on January 31st in Brussels. The kick off event will introduce some of the ongoing activities of the community and will highlight a selection of relevant European eProcurement cases. The participation is free of charge but the number of participants is limited. To register, please visit [epractice.eu/workshop/eProcurementKickOff](http://epractice.eu/workshop/eProcurementKickOff)

### >> ePractice.eu at the eGovernment Conference 2008

The Slovenian Presidency of the EU will organize on 11 February 2008 a major eGovernment Conference in Brdo. The event is specially designed to exchange knowledge, ideas and future plans about eGovernment between policy makers and high-level experts. ePractice.eu will organise during the day an online shadow event with the participation of relevant speakers. As part of this co-branded activity, we invite our members to contribute with their thoughts and findings to the current Blog thread [The Future of eGovernment - where are we heading?](#). More information at [epractice.eu/workshop/AlliancewithUsers](http://epractice.eu/workshop/AlliancewithUsers)

### >> Registration open for the eIdentity workshop

Registration is already open for the eIdentity workshop that ePractice.eu will celebrate on February 14th in Brussels. The one-day free event will analyse several eID European experiences and secure online eGovernment services with the help of recognised experts. More information at [epractice.eu/workshop/eidentity](http://epractice.eu/workshop/eidentity)

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**The European ePractice Editorial Team wishes you Happy Holidays and a Happy New Year! The next issue of this newsletter will be disseminated on Tuesday 8 January 2008.**

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Please feel free to forward [epractice.eu/newsletter](http://epractice.eu/newsletter) to whom it may be of use. You are welcome to send suggestions that may help us to improve the portal and enrich its content. We invite you to [become a member](#) of ePractice.eu in order to use all our services.

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## Latest Cases

- [Belgian Federal e-Catalogue platform](#) 13 December 2007 |
  - [eBooks on Demand](#) 12 December 2007 |
  - [Attentianet - advanced teleassistance network](#) 12 December 2007 |
  - [European Registry for Organs, Cells and Tissues](#) 12 December 2007 |
  - [Helping Answers Decision Service](#) 11 December 2007 |
  - [paysafecard](#) 11 December 2007 |
  - [Secure Electronic Invoicing Service](#) 10 December 2007 |
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## Belgian Federal e-Catalogue platform

The Belgian Federal Public Service P&O has set up an e-Catalogue platform (post-awarding), implementing one of the modules of the large e-Procurement project. The Belgian e-Catalogue Platform is an autonomous, open, secure, inter operable, and re-configurable platform where public officers and companies can perform multiple tasks related to their electronic purchase process. It is composed of 2 components : the electronic catalogue and electronic ordering. The platform offers possibilities to manage contractual activities relating to electronic catalogues, such as the electronic order.

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## eBooks on Demand

All European books here and now as eBooks - this is the vision of the eBooks on Demand (EOD) service, provided within the Digitisation on Demand (DOD) project. With the EOD service especially historical books from 1500 to 1930 are now just a mouse click away. Users are able to order the books right from the online catalogue of a library and after 5-10 working days they will receive a digital version (=eBook) either for downloading or as a CDROM. The EOD service also comprises an online payment module (credit cards) so that the digital workchain is completely covered. The EOD service is already implemented in 14 libraries and 9 European countries. It is planned to extend the EOD network so that finally all libraries from all European countries are providing their users with the chance to order eBooks from physical books.

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## Attentianet - advanced teleassistance network

Attentianet is an eTen project that creates the way to enrich aging society life transforming the way elders and their families and caretakers use communications. Living in hospitals or residences, especially for elders, has a tremendous impact on their life standards and quality, and at the same time represents a huge cost for society, in terms of time, money and resources to attend these social groups. This is especially true in non-critical situations, normally related to loneliness states that require human touch or close human contact sensation to feel safe and comfortable. Current solutions to keep these people living at their own homes are quite simple (regular phone line and a bracelet button system to send an alarm to the tele-assistance service provider). They do not use the big advantage represented by current technologies to provide enhanced services to the end users. Indeed, they fail in the most important thing, that is, in using the big advantage provided by the current communication facilities: face to face visual communication and permanent 'on line' situation. Attentianet extends the basic service to provide an enhanced video & mobile integrated assistance. So, it brings a new service model that includes two dimensions: 1) Mobility, allowing user location and out-of-home support using an adapted mobile phone, and 2) Broadband communications, allowing enriched communications between elders, caretakers and families.

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## **European Registry for Organs, Cells and Tissues**

EUROCET (European Registry for Organs, Tissues and Cells) is a project funded under the e-TEN programme of the European Commission, DG INFSO. The project started on September 1st 2005 for 18 months duration, with a Consortium made by 20 partners coming from the following EU Member States: Italy, France, Spain, UK, Belgium, Netherlands, Germany, Slovenia, Hungary, Poland, Czech Republic, Slovakia and Estonia. EUROCET was a project aiming at setting up a registry on organ, tissue and cell donation and transplantation activity shared by old and new Member States. Starting from the EURODONOR project outcomes, i.e. a registry on organs donation and transplantation activity in old EU member states, the goal of the project was to create a database for old and new Member States, keeping in mind that data should be seen as a representation of different national realities. The creation of a registry for data collection on organ, tissue and cell donation and transplantation activities brought to several outstanding results, such as: 1) Delivering updated and official information to all European citizens, patients, professional operators and institutions, accessible via internet on real-time, with interactive and user friendly tools; 2) Harmonization of the terminology used for organs, tissues and cells and defined a set of data to collect and to insert in the registry, and 3) Contribution to the effective implementation of the European Directive EC 2004/23 "Setting standards of quality and safety for the donation, procurement, testing, processing, preservation, storage and distribution of human tissues and cells". The project implemented a first registry of authorized or licensed Tissue Establishments of the EU MSs participating to the project. This was to respond to the requirements set out in article 10 of the Directive 2004/23/CE.

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## **Helping Answers Decision Service**

The HANDS service is an on-line communication service designed to facilitate and ameliorate communication between citizens and Public Bodies, not only local, but also regional and national. It allows citizens' dialogue with the Public Bodies, using their everyday language, thereby obtaining a direct pre-structured and, at the same time, richer interaction. HANDS service is based on advanced Natural Language Processing (NLP) techniques. The citizens access HANDS through the Public Body's web site, by means of a dedicated area supporting the possibility to query the system. They type their questions on the keyboard using everyday language, without the need to use keywords or boolean operators, and they obtain relevant answers in their language.

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## **paysafecard**

Paysafecard, a highly successful online payment system in Austria and Germany, stands out for its ease of use and fraud-free security features. Paysafecard enables online purchasing without need to divulge any personal data, whilst using a prepaid PIN code to validate transactions. This payment service shall be implemented soon throughout Europe. Paysafecard is a very flexible solution. It can be offered by any type of web merchant on their website regardless of the goods or services that merchant is selling. It provides a reliable online payment method that reaches every Internet user, regardless of age, education, income status and Internet literacy.

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## **Secure Electronic Invoicing Service**

SELIS is a cross-border service for the secure exchange of e-invoices offering a highly adoptable solution. It is based on an innovative, alternative to EDI, e-invoicing architecture which adopts the most advanced and widely adopted standards for secure interoperable service provision currently available (Web services, XML, PKI), while satisfying all the requirements imposed by EC policies. SELIS enables smooth integration and interoperability with existing accounting software. The SELIS architecture has already been selected by the CENISSS eInvoicing Focus Group (and appeared in its 2003 Report) as a member state example for an eInvoice solution. The project tested and evaluated the feasibility for deployment of SELIS via trials at national and European level involving the participating Chambers and the following fourteen (14) SMEs from: - France: Ysentis <http://www.ysentis.com/>, Sisteer <http://www.sisteer.com/>,

Combbase <http://www.combbase.fr/>, Air Glass <http://www.aireglass.com/> - Greece: ELSOP <http://www.elsop.gr>, d.d.synergy Hellas S.A <http://www.ddsynergy.gr>, Protech Information Systems S.A <http://www.protech.gr>, Teletel <http://www.teletel.gr/>, Sigular Logic <http://www.singularlogic.eu/greek.jsp> - Romania: International Trade Center <http://www.itcbv.ro>, Cand I.T. Solutuons <http://candit.idilis.ro>, Attract Trading Company <http://www.activ.ro>, Carfil <http://www.cipbrasov.ro.>, Sistem <http://www.sistem.ro>

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## Latest News

- [EE: eTraining for business start-ups](#) 17 December 2007 |
  - [ES: eGovernment portal renewed](#) 17 December 2007 | Spain
  - [EU: EU project works towards 'next-generation' cities](#) 17 December 2007 | EU Institutions, Finland, Ireland, Spain
  - [AT: Convictions on-line](#) 17 December 2007 | Austria
  - [RO: Connecting to Europe through sTESTA](#) 17 December 2007 | EU Institutions, Romania
  - [PL: Streamlining eServices with PESEL2](#) 17 December 2007 | Poland
  - [SI: Establishment of the Slovenian Open Source Center](#) 17 December 2007 | Slovenia
  - [LT: Drug counselling on-line](#) 17 December 2007 | Lithuania
  - [FR: Lyons tests free Wi-Fi](#) 17 December 2007 | France
  - [FR: Better policing through e-mail](#) 17 December 2007 | France
  - [RO: Connecting to Europe through sTESTA](#) 17 December 2007 | EU Institutions, Romania
  - [PL: Streamlining eServices with PESEL2](#) 17 December 2007 | Poland
  - [NL: Dutch Donor Register online](#) 14 December 2007 | Netherlands
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## EE: eTraining for business start-ups

Start-up companies in Estonia will soon be receiving practical advice and information on how to make the most of the eServices on offer to them.

The eTraining package will be provided by the [Centre of Registers and Information Systems \(RIK\)](#) (Ministry of Justice), in co-operation with the Tallinn Business Incubators Foundation.

According to the deputy director of the RIK, Piret Meelind, co-operation with the [Tallinn Business Incubators Foundation](#) aims to create a simple, secure and quick support environment for start-up businesses, through a bilateral exchange of information and the development of new services.

Anu Lõhmus, member of the board of the Tallinn Business Incubators Foundation, believes that the co-operation will provide valuable training to entrepreneurs whilst, at the same time, supplying direct feedback to the RIK on possible new services.

The [Company registration portal](#), which has been in use for ten months now, has made it possible for start-up companies to set up a new company electronically, in just a couple of hours, using an eidentity card. The portal also allows the submission of requests for modifications to the register and the submission of annual financial statements. With this new initiative, these services should be extended considerably over the coming year.

### Further information:

- [DELFI News](#)
  - [Center of Registers and Information Systems](#)
  - [Tallinn Business Incubators Foundation](#)
  - [Company Registration Portal](#)
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## ES: eGovernment portal renewed

Spain's Minister of Public Administration has presented the new version of the eGovernment portal 060.es, which now offers access to 565 national, regional and local public services.

[www.060.es](http://www.060.es) is the first portal to give unified electronic access to Spain's public services, regardless of which administration runs them. The new version will enable users to personalise this facility and adapt it to their own needs. Of the 565 services that can now be reached via the site, 325 are provided by the various departments of the General State Administration, 181 by Spain's autonomous communities and 23 by local authorities.

Minister of Public Administration Elena Salgado presented the enhanced version of the portal when she opened the tenth edition of Tecnimap, Spain's eGovernment fair.

Apart from additional services, 060.es now offers interactive functions, including one that permits users to evaluate and comment on the services provided. Surveys and FAQs have also been added, as well as new ways to personalise the site. For instance, users who have logged on can manage their subscriptions to electronic bulletins and publications, earmark their most frequently used services and their favourite searches, and send other people links which they think might interest them.

The portal is one of the three elements in Spain's Red 060 (Network 060), dedicated to giving citizens the information they need. The other two constituents are local offices and the telephone hotline number after which the network is named.

### Further information:

- [060.es portal](http://www.060.es)

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## EU: EU project works towards 'next-generation' cities

The EU-funded 'Innovative Cities for the Next Generation' (ICING) project is expanding the scope of eGovernment in cities, developing a citizen-focused, multi-modal, multi-access approach which could revolutionise on-line and mobile services for city dwellers.

The ICING project brings together universities, city councils and telecoms companies in three European cities: Dublin, Barcelona and Helsinki. Each city has designated a 'city laboratory' pilot area in which new systems, aimed at improving quality of life and access to information, are currently being developed and tested.

By incorporating a number of technological tools, including environmental sensors, geo-spatial data and multi-layered service networks, these 'laboratories' aim to develop an integrated approach which will see the birth of new services and enhanced access to existing ones. Citizens of the next-generation cities should be able to customise their communication with the city council according to their needs and interests. For example, they could expect to receive personalised information such as notification of roadworks in their area, information on traffic flows, or deadlines for the payment of local taxes.

By the end of the project in 2008, the partners will have created a roadmap for the exploitation of the research results into real services. These should benefit citizens and could then be rolled out across many cities in Europe and beyond.

### Further information:

- [EU Business News](#)
- [Innovative Cities for the Next Generation \(ICING\) project](#)

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## AT: Convictions on-line

Austrians can now get on-line certification of their criminal record – or their lack of one.

The register of convictions is held centrally by the federal police headquarters in Vienna. It keeps track of all criminal convictions, notably valid convictions by Austrian courts, valid convictions of Austrian citizens or residents by foreign courts, and all decisions reached by Austrian or foreign courts on the basis of these convictions.

By using the electronic signature function of Austria's Citizen Card, any citizen can now order a certificate of his or her own record on-line, and also pay the fee electronically. The certificates themselves can then be delivered either in the conventional manner or as downloads.

Extracts from the register of convictions give details of the person's convictions held on the register – or, more pleasingly and frequently – indicate that no such convictions exist. The certificate has various uses, especially for job-seekers. Many employers, particularly in security-related sectors, will not hire a job applicant without seeing a certificate that is not more than three months old.

The on-line service has been developed jointly by the police and the Federal Chancellor's Office. The certificates can also still be obtained from municipal administrations. Since 2005, they have had the right to access the register of convictions and use the data to produce the certificates.

**Further information:**

- [Online ordering of certificate on criminal record](#)

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## **RO: Connecting to Europe through sTESTA**

Romania has taken another step towards the modernisation of its public sector by setting up the Local Domain Contact Point (LDPC-RO) allowing connection to sTESTA – the European Union's secure telecommunications network.

Romania has taken another step towards the modernisation of its public sector by setting up the Local Domain Contact Point (LDPC-RO) allowing connection to sTESTA – the European Union's secure telecommunications network.

The EU sTESTA (Trans-European Services for Telematics between Administrations) network allows the secure exchange of classified information between European and national administrations, responding to the growing need for secure exchange of information. The Romanian [Ministry of Communications and Information Technology](#) (MCTI), the Special Telecommunications Services (STS) and the [Ministry of the Interior and Administrative Reform](#) (MIRA) have together implemented the LDPC-RO allowing Romania access to this network.

The LDPC-RO infrastructure will enable the use of pan-European information applications such as EuroDAC (a system which includes fingerprints of asylum applicants), CECIS (Civil Protection and Environmental Emergencies European Network), EUCARIS (European car and driving licence information system), SIGL (integrated system for the management of licences for imports of textiles, clothing, footwear and steel to the EU) and TachoNET (communication infrastructure for exchanging information on tachograph cards for trucks).

**Further information:**

- [Rapid - Press releases](#)
- [Ministry of Communication and Information Technology \(MCTI\) - Press release](#)
- [Ministry of Communication and Information Technology \(MCTI\)](#)
- [Ministry of the Interior and Administrative Reform](#)

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## **PL: Streamlining eServices with PESEL2**

The Polish Ministry of Internal Affairs and Administration (MSWiA) has recently presented an update on its PESEL2 project, aimed at streamlining the provision of eServices to citizens.

The PESEL2 project, launched in April this year, was designed to streamline the provision of eServices to citizens and businesses in Poland. As well as ensuring the integration of existing national registers, the project should also see the provision of several new on-line services, including the possibility to check information contained in official registers and to request official confirmation of this information (i.e. birth certificates, marriage certificates, etc.).

The integration of national registers is expected to lead to the simplification of many administrative tasks, resulting in considerable time and cost savings for both citizens and the administration. Given the sensitivity of the information included in PESEL2, there has been much discussion in Poland over the issue of data security. The Ministry has confirmed that it will take steps to ensure the efficient and secure verification of the authenticity of official documents.

The second stage of the PESEL2 project will also see the implementation of the 'pl.ID' project – introduction of the Polish biometric ID card, scheduled for 2008-2013.

**Further information:**

- [eGov.pl](http://eGov.pl)
- [Ministry of Interior and Administration – News](#)

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## **SI: Establishment of the Slovenian Open Source Center**

COKS, an Open Source Center has been established in Slovenia recently in the aim to provide consulting and support services to end users as well as to design solutions for both the public and private sector.

The main objective of COKS - 'Center Odprte Kode Slovenije' is to encourage the development, extension and usage of Open Source (OS). The Centre is managed by a consortium of companies and non-profit organisations and operates through a call center and a helpdesk service for the provision of consulting and development support services to end users and to the public sector regarding the introduction, implementation and usage of OS solutions.

The vision of the Center is to set-up national strategies for the development, usage and extension of Open Source, to unite end users in the public and private sectors, the Open Source Community and developers as well as the National and European initiatives in the Open Source area.

COKS also performs as a National Coordinator in the area of Open Source strategies and as a promoter of the cooperation among various non-profitable organisations, economic actors and individuals.

The establishment of the Center was the result of a public procurement procedure and its first operation has been financed by the Slovenian Ministry of Higher Education, Science and Technology. Operations will be partly covered from sales of services on the market and possible European Funds.

**Further information:**

- [COKS website \(in Slovenian\)](#)
- Contact email [info@coks.si](mailto:info@coks.si)

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## **LT: Drug counselling on-line**

The [Vilnius Drug Control Department \(NKD\)](#) has launched a new service offering free professional on-line counselling for drug addicts and their families.

The new service will provide the public with an opportunity to get drug addiction counselling from the best specialists in drug prevention, treatment, rehabilitation and legal affairs on-line. The service is offered through the main website of the NKD, which now contains a page called Be brave, ask a specialist – <http://www.nkd.lt/visuomene/>. Here, anyone, including parents, teachers and youth workers, can submit questions and see the answers posted within 48 hours.

The purpose of the project is to build links with current drug users, parents, teachers and, indeed, anyone interested in or affected by drug-related issues. The new website ensures the anonymity of enquiries and thus encourages those directly affected by drugs, and their relatives, to get the help they need to solve their problems.

The Vilnius Drug Control Department also expects that the new website will contribute to the improvement of drug prevention. In 2006, the Ministry of Education and Science commissioned a survey which revealed that over 50% of parents felt that their knowledge of drug-related issues was insufficient to help them prevent drug use in their children. The new service will help parents find the contacts and advice they need, and it will also give them the opportunity to check their knowledge by taking a special on-line test.

The drug counselling website is a pilot project. The needs of the target audience will be regularly analysed and improvements made according to demand. At a later stage, the website will also contain various information materials to be downloaded, including video footage to be used in preventative work.

**Further information:**

- [Vtv.lt News](#)
- [Vilnius Drug Control Department \(NKD\)](#)
- [NKD - 'Be brave, ask a specialist' service](#)

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## **FR: Lyons tests free Wi-Fi**

Following the example of Paris, Lyons has become the second city in France to experiment with free Wi-Fi.

In September this year, the city of Paris announced the launch of some 225 free Wi-Fi 'hot spots' where anyone can connect to internet to consult on-line information or send and receive e-mails. Now the city of Lyons has revealed that it is starting a six-month trial period of free Wi-Fi hot spots. The chosen areas include well-known public places such as the Place Louis-Pradel (near the Opera) and Place Bellecour, and the rue de la République – the main shopping and pedestrian street in the centre of the city.

The new Wi-Fi zones will be set up by the telecoms companies SFR and Neuf Cegetel which were selected following a call for tender. "The aim of this experiment is to test and measure the use of these zones with a view to extending coverage to other areas," noted the city authorities.

The announcement has come in the wake of concerns raised by employees of public places in Paris who claim that constant exposure to Wi-Fi is giving rise to health problems. Wi-Fi zones in several Parisian libraries have been turned off as a result. However, supporters of the move stress that this does not in any way put into question the project as a whole.

**Further information:**

- [ZDNet.fr News](#)
- [01net. News](#)

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## **FR: Better policing through e-mail**

The police service in the French region of Var are testing out a new service allowing the public to report crimes and misdemeanours by e-mail.

Residents of the Var region will soon be able to send information on crimes witnessed to the central police station in Toulon from the comfort and safety of their own homes. A dedicated e-mail address – [police.83@interieur.gouv.fr](mailto:police.83@interieur.gouv.fr) – has been opened which will enable users to send text as well as photos and video film. The messages will arrive at the Toulon station where they will be sorted by the police officers on duty to determine those which fall under their jurisdiction. The information received will then be checked and verified. The service will only deal with events that have taken place within the region. It is not yet clear what will happen with regard to complaints relating to occurrences outside the region. This pilot project is a purely local initiative and has met with some reservations – particularly from the police officers' union which fears an inundation of false information. The union's secretary-general has reminded the public that bearing false witness is a crime and will be punished by law. He also reminds potential users of the service that even anonymous e-mails can be traced relatively easily.

This is not, however, the first system for the on-line reporting of crimes in France. The website [www.internet-mineurs.gouv.fr](http://www.internet-mineurs.gouv.fr), launched in January 2006, is dedicated to the protection of children and the fight against on-line paedophilia. The site is managed by the Central Office for the Fight against ICT related crimes (OCLCTIC) and includes, among other things, a complaint form which can be filled in and submitted on-line.

The [Ministry of the Interior](#) has its own plans to set up a 'virtual police station' at national level. In July this year, French Minister for the Interior, Michèle Alliot-Marie, announced plans to allow the submission of on-line complaints from citizens. Provisions for this will be included in future programming legislation for internal security, and a system is expected to be put in place in 2008.

**Further information:**

- [01net. News](#)
- Central Police Station of Toulon – Contact : [police.83@interieur.gouv.fr](mailto:police.83@interieur.gouv.fr)
- [Website on the protection of children over the Internet](#)
- [Central Office for the Fight against ICT related crimes \(OCLCTIC\)](#)
- [French Ministry of the Interior](#)

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**Further information:**

- [Rapid - Press releases](#)
- [Ministry of Communication and Information Technology \(MCTI\) - Press release](#)

- [Ministry of Communication and Information Technology \(MCTI\)](#)
  - [Ministry of the Interior and Administrative Reform](#)
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## **PL: Streamlining eServices with PESEL2**

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The PESEL2 project, launched in April this year, was designed to streamline the provision of eServices to citizens and businesses in Poland. As well as ensuring the integration of existing national registers, the project should also see the provision of several new on-line services, including the possibility to check information contained in official registers and to request official confirmation of this information (i.e. birth certificates, marriage certificates, etc.).

The integration of national registers is expected to lead to the simplification of many administrative tasks, resulting in considerable time and cost savings for both citizens and the administration. Given the sensitivity of the information included in PESEL2, there has been much discussion in Poland over the issue of data security. The Ministry has confirmed that it will take steps to ensure the efficient and secure verification of the authenticity of official documents.

The second stage of the PESEL2 project will also see the implementation of the 'pl.ID' project – introduction of the Polish biometric ID card, scheduled for 2008-2013.

### **Further information:**

- [eGov.pl](#)
  - [Ministry of Interior and Administration – News](#)
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## **NL: Dutch Donor Register online**

The Dutch Donor Register has been put online on [www.donorregister.nl](http://www.donorregister.nl).

All inhabitants of the Netherlands who are over twelve years of age can register their preference for or against becoming a donor on the website, view their data, and change their preferences. To do so, they must log in using their digital ID (DigiD).

The registration offers four options: a person can choose to become a donor of organs and / or tissue, not to become a donor, to leave the choice to their relatives, or to leave the choice to a specific person.

While the online register is expected to make registration easier, it will not replace the traditional paper form for registering one's preference: it will remain possible to register via paper.

About five million inhabitants of the Netherlands have registered their choice in the Donor Register. Of these, 57 % give permission for transplantation of organs or tissue after their demise. Over seven million people have not registered their choice yet.

### **Further information:**

- [E-overheid.nl – Press release \(in Dutch\)](#)
  - [Dutch Donor Register](#)
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## **New Factsheets**

The 8th Edition of the eGovernment factsheets for Finland and Malta as well as the 3rd Edition for Turkey are now available online. We invite you to visit the [relevant section](#) at the portal for regular and/or ad hoc updates related to the factsheets.

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## Latest Publications

- [EU: What is the scope for organisational change in the public sector in Europe?](#) 24 October 2006 | EU Institutions
- [EU: Customer-centric, citizen centric. Should Government learn directly from business?](#) 24 October 2006 | EU Institutions
- [EU: Trends in Technology for Citizen Centricity](#) 24 October 2006 | EU Institutions
- [EU: Is Citizen-centric the same as Customer-centric?](#) 24 October 2006 | EU Institutions
- [EU: eGovernment strategy across Europe – a bricolage responding to societal challenges](#) 15 November 2006 | EU Institutions
- [EU: The Participative Citizen](#) 23 January 2007 | EU Institutions
- [EU: ‘Consumizens’: Taking Ryanair to the Public Sector?](#) 23 January 2007 | EU Institutions
- [EU: Technology Futures – and why Government should Care](#) 31 May 2007 | EU Institutions
- [EU: Aarhus Seminar Discussion Paper: Towards a Handbook for citizen-centricity](#) 30 June 2007 | EU Institutions
- [EU: Draft version of a Draft Recommendation on eHealth Interoperability](#) 16 July 2007 | EU Institutions
- [EU: Trust and Identity in Interactive Services: Technical and Societal Challenges](#) 23 November 2007 | EU Institutions
- [EU: A Handbook for Citizen-centric eGovernment](#) 4 December 2007 | EU Institutions
- [ES: Information Society in Spain 2007](#) 11 December 2007 | Spain

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## EU: What is the scope for organisational change in the public sector in Europe?

**Complete title:**

**cc:eGov Study – Think Paper 1**

**What is the scope for organisational change in the public sector in Europe?**

**Version 5.0**

**Authors:**

Kerstin Junge, Johnny Kelleher, Kari Hadjivassiliou (The Tavistock Institute) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The first in the series of Think Papers issued, the present document begins to unpick some of the characteristics of public sector organisations, the environment in which they operate (that is, what motivates and influences change processes in this sector) and begins to elucidate some of the implications for approaches to organisational change.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 17

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## **EU: Customer-centric, citizen centric. Should Government learn directly from business?**

**Complete title:**

**cc:eGov Study – Think Paper 2**

**Customer-centric, citizen centric. Should Government learn directly from business?**

**Version 5.0**

**Authors:**

Michael Blakemore (ECOTEC Research & Consulting) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The second in the series of Think Papers issued, the present document sets out to provide an overview of issues that surround the general 'citizen as customer'. It does so in the context of general themes that occur in policy and research, and these themes are presented as 'myths'.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

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## **EU: Trends in Technology for Citizen Centricity**

**Complete title:**

**cc:eGov Study – Think Paper 3**

**Trends in Technology for Citizen Centricity**

**Version 5.0**

**Authors:**

Frank Wilson for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The third in the series of Think Papers issued, the present report is aimed at planners concerned with deployment of eGovernment solutions. It addresses technology and its relation to 'organisations, citizens and governance'.

In particular, this report aims to emphasise the ways in which technologies are being consumed by citizens, and are being 'reproduced' by organisations in the delivery of their services. The document looks at how technology assists or hinders service and relationship opportunities, focusing the relationship between technology, organisations, governance and citizen involvement. Concluding remarks note the challenges for eGovernment in the context of rapid technological convergence.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 15

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## **EU: Is Citizen-centric the same as Customer-centric?**

**Complete title:**

**cc:eGov Study – Think Paper 5**

**Is Citizen-centric the same as Customer-centric?**

**Version 5.0**

**Authors:**

Neil McDonald (ECOTEC Research & Consulting) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The fifth in the series of Think Papers issued, the present paper invites reflection on the extent to which citizens (or recipients or beneficiaries of public services) can benefit from being regarded by service-providers as 'customers' rather than 'citizens'.

The key question under consideration is: What benefits might such an approach bring about, what evidence is there of its effectiveness, and what practical examples are available to learn from in this area? Here, the paper is looking in particular at the definitions and characteristics of being customer and being citizens.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 14

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## **EU: eGovernment strategy across Europe – a bricolage responding to societal challenges**

**Complete title:**

**cc:eGov Study – Think Paper 4**

**eGovernment strategy across Europe – a bricolage responding to societal challenges**

**Version 3.0**

**Authors:**

Michael Blakemore (ECOTEC Research & Consulting) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric

eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The fourth in the series of Think Papers issued, the present document shows how transforming organisations to deliver citizen-centricity will continue to benefit from flexible strategies at the European level, particularly ones that:

- help to understand the complexity and diversity of the eGovernment landscape,
- promote constructive sharing of good and bad experiences,
- promote the building of measures of citizen-centricity and public value, and overall,
- focus on the strategically important processes of the consumption of governance, rather than its technological production.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 13

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## **EU: The Participative Citizen**

**Complete title:**

**cc:eGov Study – Think Paper 6**

**The Participative Citizen**

**Version 2.0**

**Authors:**

Nicola Hall (ECOTEC Research & Consulting) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The sixth in the series of Think Papers issued, the present paper looks at what it is to be a citizen, and what new technologies contribute to citizenship. It focuses on active or participatory citizenship and looks at examples of activity where the 'e' has been added to participatory citizenship. It defines eDemocracy and then goes on to consider what factors or conditions need to be in place for the 'e' in participatory citizenship to work effectively.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 17

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## **EU: 'Consumizens': Taking Ryanair to the Public Sector?**

**Complete title:**

**cc:eGov Study – Think Paper 7**

## **'Consumizens': Taking Ryanair to the Public Sector?**

**Version 2.0**

### **Authors:**

Michael Blakemore (ECOTEC Research & Consulting) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The seventh in the series of Think Papers issued, the present paper explores the paradoxes between service delivery expectations from the public and private sectors, in particular examining some of the contradictions of service quality and organisational change using the low-fare airline business as a metaphor.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 14

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## **EU: Technology Futures – and why Government should Care**

### **Complete title:**

**cc:eGov Study – Think Paper 8**

**Technology Futures – and why Government should Care**

**Version 2.1**

### **Authors:**

Frank Wilson and Michael Blakemore (ECOTEC Research & Consulting) for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The eight in the series of Think Papers issued, the present paper examines the complex relationship between rapidly emerging technologies, their adoption and impact, and the attention given to technology progress by eGovernment and Information Society policies.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 13

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## **EU: Aarhus Seminar Discussion Paper: Towards a Handbook for citizen-centricity**

**Complete title:****cc:eGov Study – Think Paper 9****Aarhus Seminar Discussion Paper: Towards a Handbook for citizen-centricity  
Version 1.0****Authors:**

Neil McDonald, Michael Blakemore and Johnny Kelleher for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The ninth in the series of Think Papers issued, the present paper served as a background briefing paper to the discussions that took place at the third cc:eGov Workshop that took place in Aarhus, Denmark on 21-22 June 2007.

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**EU: Draft version of a Draft Recommendation on eHealth Interoperability****Complete title:*****Draft Revised Document in preparation of the Draft Recommendation of the Commission on eHealth Interoperability*****Authors:**

ICT for Health Unit of the Directorate-General Information Society and Media of the European Commission

**Description (short summary):** The present document is the revised draft version of a draft recommendation of the European Commission on eHealth interoperability. This document was submitted for informal public consultation until 10 September 2007.

The overarching objective of the future recommendation is that of a European service space in which, and through which, European citizens and their designated health professionals can access the necessary health services.

**Original URL:** [http://ec.europa.eu/information\\_society/newsroom/cf/itemdetail.cfm?item\\_id=3540](http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=3540)**Languages available:** EN**Number of pages:** 30

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**EU: Trust and Identity in Interactive Services: Technical and Societal Challenges****Complete title:****cc:eGov Study – Think Paper 11****Trust and Identity in Interactive Services: Technical and Societal Challenges  
Version 1.2**

**Authors:**

Frank Wilson for the eGovernment unit, DG Information Society and Media, European Commission

**Description (short summary):** ECOTEC Research & Consulting and the Tavistock Institute were commissioned by the European Commission's DG Information Society and Media's eGovernment Unit to undertake research into the impact of organisational change for the delivery of citizen-centric eGovernment services within EU countries plus Norway; the cc:eGov Study. The study was launched in June 2006.

Within the frame of the study, the research team developed 'Think Papers' which present major strategic issues for citizen-centric eGovernment. The eleventh in the series of Think Papers issued, the present paper addresses the topical issues of trust, security and identity in electronic public services as a critical issue for European eGovernment. According to its authors, governments must understand that trust is a relationship and building trust means achieving a balance between the need to hold data and the duty to use it and protect it responsibly. The paper also explores the misunderstandings and misinformation that sometimes surround the issues of trust and security, noting the current lack of accessible introductions to the key issues.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 18

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## **EU: A Handbook for Citizen-centric eGovernment**

**Complete title:**

**A Handbook for Citizen-centric eGovernment**

**Version 2.1**

**Authors:**

Prepared by cc:eGov project for the eGovernment unit, DG Information Society and Media, European Commission. Series Editors: Trond Arne Undheim and Michael Blakemore

**Description (short summary):** ECOTEC Research & Consulting, with the Tavistock Institute, was commissioned by the European Commission to undertake research into organisational change and the delivery of citizen-centric eGovernment services (cc:eGov project). The present document is the final publication issued by the cc:eGov project and the culmination of a 18 month work.

This 'Handbook for Organisational Change and Citizen-Centric e-Government' provides an in-depth analysis of what citizen-centric government services should strive for. It gives recommendations on access to these services, offers front- and back-office solutions and emphasises the importance of relationship building between those delivering and those receiving the services. The Handbook also includes a number of interviews carried out with various national administrations serving as useful examples to learn from.

The Handbook sets out four key learning points for politicians and policy-makers, implementers (e.g. civil servants, software developers) and users:

- It is not enough just to implement organisational change. Change in itself will not deliver services that deliver public value.
- It is possible to make progress in eGovernment through modernising and effectively using Information Technology (IT). It is also possible to work on processes that improve the trust of citizens in government. To make real progress on transforming government services, there is a need to transform the relationship between government and citizens.
- Efficiency gains for Government can also be translated into increased effectiveness of Government for citizens. However, managing the transformation of efficiency into effectiveness can only be achieved through flexible organisational behaviour, and relationship management with citizens.

- The true measurement of the benefits of public service modernisation cannot necessarily be found just in the traditional "bottom-line" financial approach.

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**Original URL:** <http://www.ccegov.eu/>

**Languages available:** EN

**Number of pages:** 104

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## ES: Information Society in Spain 2007

**Complete title**

**Information Society in Spain 2007 – siE[07**

La sociedad de la información en España 2007 – siE[07

**Authors:**

Ariel and Fundación Telefónica

**Description (short summary):** This report provides a comprehensive analysis of the relevant role that Information and Communication Technologies (ICTs) play in the transformation of the Spanish society. The analysis covers all Spanish regions (Comunidades Autónomas).

**Copyright information:**

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**Original URL:** [http://www.telefonica.es/sociedaddeinformacion/html/informes\\_espana\\_2007.shtml](http://www.telefonica.es/sociedaddeinformacion/html/informes_espana_2007.shtml)

**Languages available:** ES

**Number of pages:**

19 (Executive summary)

453 (Full report)

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## ePractice Workshops

ePractice.eu combines online and offline activities. Workshops are held on a monthly basis, giving participants the opportunity to discuss the latest issues and cases face-to-face. Registration, agenda and participant bios are available online before each workshop.

[eProcurement Forum Kick Off Workshop](#) 31 January 2008 | Brussels (Belgium)

[eIdentity workshop](#) 14 February 2008 | Brussels (Belgium)

[eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)

[Management - eHealth](#) 6 March 2008 | Brussels (Belgium)

[eInclusion: Ageing well](#) 14 April 2008 | Brussels (Belgium)

[ePractice](#) 19 May 2008 | Brussels (Belgium)

[eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)

[Municipal eGovernment](#) 10 July 2008 | Brussels (Belgium)

[eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)

[Administrative burden](#) 23 October 2008 | Bremen (Germany)

[European eInclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)

[eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)

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

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## Upcoming Events

[LT: Public Internet Access Points](#) 18 January 2008 | Lithuania

[UK: Mobile and Flexible Working in the Public Sector](#) 23 January 2008 | United Kingdom

[ES: Second European Observatories Summit](#) 24 - 25 January 2008 | Spain

[PL: Interoperability: Key to International Business](#) 6 - 7 February 2008 | Poland

[SI: eGovernment Conference 2008](#) 11 February 2008 | Slovenia

[BE: Open meeting on the European ICT standardisation policy](#) 12 February 2008 | Belgium

[SI: Mid-term IDABC Conference 2008](#) 12 - 13 February 2008 | Slovenia

[CH: Net-ID 2008](#) 3 - 4 March 2008 | Switzerland

[DE: 4th International Conference I-ESA'08](#) 25 - 28 March 2008 | Germany

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## LT: Public Internet Access Points

Ministry of the Interior of the Republic of Lithuania implements the project "Development of Rural Internet Access Points Network" that is focused on residents of remote rural areas seeking to enlarge the RIAPs network with new 400 RIAPs in rural areas of Lithuania and integrate all existing RIAPs into unified administration system, thus allowing all people to use IT technologies independently of place of their residence.

The project will be accomplished in March 2008. Seeking to present information on RIAPs network, achieved results also to discuss future plans Ministry of Interior organizes this final event on 18th January 2008.

The main objectives of the conference:

- Dissemination of the rural internet access points situation in Lithuania after the end of the project.
- Discussion on the role, sustainability and future perspectives of RIAPs network.
- Sharing experience of similar foreign initiatives.

**Event website:** <http://www.vipt.lt/cms/app?service=external/index&sp=5664&sp=1460>

**Venue:** Vilnius Lithuania

**Contact:** E-mail: N/A

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## UK: Mobile and Flexible Working in the Public Sector

2008 edition of the conference on 'Mobile and Flexible Working in the Public Sector'

Mobile working helps staff work out and about in the community, closer to the citizen; and flexible working practices ensure that services can be tailored to the citizen and delivered 24-7, as required by the United Kingdom's Transformational Government Agenda. With the new environmental agenda that makes cutting down on travel a necessity, and the constant need for efficiency savings, the productivity gains made possible by mobile and flexible working are vital to all modern public sector bodies.

This conference, to take place in London on 23 January 2008, aims to assist all public sector managers and their private sector partners interested in learning more about implementing flexible working strategies enabled by new technologies, based on case studies. Communication and legal issues will also be addressed.

Registration can be performed [online](#), and participation requires the payment of a £295 fee (approx. € 413) plus VAT for public sector delegates, and £395 (approx. € 553) plus VAT for private sector

representatives. Those registering before 25 December 2007 will be offered a £100 (approx. €100) discount.

**Event website:** <http://www.headstar-events.com/flexible08/>

**Venue:**

RIBA  
66 Portland Place  
W1B 1AD London  
United Kingdom

**Contact:** E-mail: [nicola@entevents.co.uk](mailto:nicola@entevents.co.uk)

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## **ES: Second European Observatories Summit**

Measuring the Information Society

The Spanish Telecommunications and Information Society Observatory **red.es** is organising the 2nd European Observatories Summit: "Measuring the Information Society".

The Summit will be held in Madrid on 24-25 January 2008 and will host the 2nd workshop of the epractice Observatories network.

The main objective of the event is to share studies, experiences and methodological initiatives about ICT researches between Observatories and Institutions. The following topics will be covered:

- Core indicators and measurement of ICT, and best practices in coordination experiences;
- Studies on: eGovernment, eBusiness, eInclusion, eHealth, eLearning, eCommerce, eSkills, ICT Sector etc.

The goal of the event is to promote synergies between ICT Observatories and to reach an agreement regarding methodological strategies and harmonised ICT indicators.

Top-level speakers from the most representative Institutions involved in the measurement of ICT in Europe, as well as experts from ICT Observatories, research centres and other related Institutions will be present at the event.

**Event website:** <http://observatorio.red.es/>

**Venue:**

Ministry of Industry, Tourism and Trade  
Paseo de la Castellana, 160  
28071 Madrid  
Spain

**Contact:** E-mail: [observatorio@red.es](mailto:observatorio@red.es)

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## **PL: Interoperability: Key to International Business**

'Interoperability: Key to International Business – the role of ICT Standards'

The European Committee for Standardization (CEN), in collaboration with the European Committee for Electro technical Standardization (CENELEC), the European Telecommunications Standards Institute (ETSI) and the American National Standards Institute (ANSI) are organising a conference on 'Interoperability: Key to International Business – The role of ICT standards', to be held in Warsaw (Poland) on 6-7 February 2008.

The event is officially supported by the Directorate General for Enterprise and Industry of the European Commission and the European Free Trade Association (EFTA) Secretariat, and hosted by the Polish Committee for Standardization (PKN).

The Conference will provide an international platform for business and technical decision makers and other stakeholders to exchange views and anticipate necessary interoperability developments in standardisation that will help market-driven solutions.

Key conference themes will include:

- Home and Building Electronic Systems;
- eBusiness Interoperability;
- Radio Frequency Identification Devices;
- Entertainment Applications;
- Case Studies on Interoperability - eHealth, eLearning, eSkills, eGovernment;
- Technical Interoperability and Quality of Standards.

About 250 participants are expected to attend. Registration is available [online](#) and the registration fee for attending is €100.

**Event website:** <http://www.interoperabilityconference.org>

**Venue:**

Intercontinental Warszawa Poland  
49 Ul. Emili Plater str.  
PI- 00-125, Warsaw  
Poland

**Contact:** E-mail: [info@cenelec.org](mailto:info@cenelec.org)

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## SI: eGovernment Conference 2008

eGovernment Conference 2008 – “Alliance with Users” – A Slovenian Presidency event

This major eGovernment Conference will take place on 11 February 2008, in Brdo, Slovenia within the frame of the “eGovernment days” (11-13 February). It is organised by the Slovenian government on the occasion of the Slovenian Presidency of the European Union.

The eGovernment days are specially designed to exchange knowledge, ideas and future plans about eGovernment between those in charge of the development of eGovernment: policy makers and high-level IT experts in Public Administration, as well as Universities and Industry.

Placed under the theme “Alliance with Users”, the one-day eGovernment Conference 2008 will highlight the three policy priorities of the Slovenian Presidency in the area of eGovernment, namely: interoperability, eParticipation and eInclusion, reduction of administrative burden. In an era of highly developed information technology, those elements are essential for a better public administration. A set of plenary sessions as well as interactive and rolling on live cases presentations will revolve around those three core priorities.

The conference theme is to be understood as the need to form an alliance with users and to take steps together in the mentioned policy areas, towards the creation of a modern public administration.

On-line registration will be available at the event website just before the issuance of email invitations.

Furthermore, on the next two days following this first event, the eGovernment days will feature the mid-term IDABC conference under the auspices of the Slovenian Presidency; the [Mid-term IDABC Conference "IDABC and beyond"](#), organised by the IDABC programme of the European Commission’s General Directorate for Informatics.

**Event website:** <http://www.egov2008.gov.si/>

**Venue:**

Brdo  
Slovenia

**Contact:** E-mail: N/A

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## **BE: Open meeting on the European ICT standardisation policy**

*'European ICT standardisation policy at a crossroads: A new direction for global success'*

The European Commission is organising an open meeting in Brussels on 12 February 2008 on the European ICT standardisation policy. Mr Günter Verheugen, the European Commission Vice-President responsible for Enterprise and Industry will open the conference.

Information and Communication Technology services and applications are developing fast in today's global economy. At the same time, ICT products and services have become an integral part of our everyday life. Europe must create an environment which meets both industry's needs and society's expectations; to promote the competitiveness of European industry while ensuring that all citizens can further benefit from the opportunities created by the Information Society.

The European standardisation system aims to balance industrial requirements with society's expectations and to provide public authorities with the standards they need to help them implement legislation in support of agreed policies. However, there were concerns that the European ICT standardisation policy could not respond to these expectations to the degree required. The European Commission therefore launched a study on '[The specific policy needs for ICT standardisation](#)' in order to analyse the current state of the European ICT standardisation policy and to present recommendations for its future development. First discussions on the results of the study, including its recommendations for a new policy direction, have been held with a number of key stakeholders.

Given the critical importance of an efficient European ICT standardisation policy, the European Commission is therefore organising this meeting with a view to present and discuss the study recommendations more widely with all interested parties.

The meeting will be held in English. However, there will be simultaneous translation to French, German, Italian and Spanish if it is required by the attendants in their registration form before 31 December 2007. Participation is free-of-charge and registration is available [online](#). Deadline for registering is set for 15 January.

**Event website:** [http://ec.europa.eu/enterprise/ict/policy/standards/cf2008\\_en.htm](http://ec.europa.eu/enterprise/ict/policy/standards/cf2008_en.htm)

### **Venue:**

European Commission  
Charlemagne Building  
170 Rue de la Loi (Wetstraat)  
BE-1049 Brussels  
Belgium

**Contact:** E-mail: [ENTR-ICT-STANDARDISATION@ec.europa.eu](mailto:ENTR-ICT-STANDARDISATION@ec.europa.eu)

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## **SI: Mid-term IDABC Conference 2008**

European eGovernment Services Conference: IDABC and beyond

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

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

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

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

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

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

**Event website:** <http://ec.europa.eu/idabc/conference2008>

**Venue:**

Brdo  
Slovenia

**Contact:** E-mail: N/A

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## **CH: Net-ID 2008**

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

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

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

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

**Event website:** <http://www.computas.de/html/netid08.html>

**Venue:**

Ramada Plaza  
Messeplatz 12  
Basel, CH 4058  
Switzerland

**Contact:** E-mail: [info@computas.de](mailto:info@computas.de)

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## **DE: 4th International Conference I-ESA'08**

4th Conference on Interoperability for Enterprise Software and Applications – Science meets Industry

I-ESA'08, the fourth in a series of conferences on Interoperability for Enterprise Software and Applications, will take place in Berlin, Germany, from 25 to 28 March 2008. Under the motto "Science meets Industry", this I-ESA edition is organised by Fraunhofer IPK and jointly promoted by the European Virtual Laboratory for Enterprise Interoperability ([INTEROP VLAB](#)) and the Enterprise Interoperability Centre – [EIC](#).

I-ESA will bring together international researchers and practitioners in the area of enterprise interoperability. Participants will be provided with a forum for the exchange of visions, ideas, research results and experiences, dealing with a wealth of interoperability research subjects for business, enterprise applications and software.

The call for submissions is now open in the following areas (non restrictive list): Business Aspects of Interoperability; Interoperability Scenarios; Systems engineering in the context of interoperability; Specification and Implementation; Architectures and Frameworks; Enterprise Modeling for Enterprise Interoperability; SW – Platforms; Semantics for Enterprise Interoperability.

Interested parties are also invited to submit proposals for workshops to be held in conjunction with the main conference. Workshops proposals should explore new interoperability issues that are not covered by the main conference; problems and solutions in areas coming from not only enterprise software and applications, but also from eHealth, mobile services, as well as end-user software and applications to social and financial issues related to the introduction of interoperability.

Full paper submission deadline is 30 September 2007. Author notification is due for 31 October 2007.

**Event website:** <http://www.i-esa.org>

**Venue:**

Production Technology Centre  
Technical University  
Global Production Engineering  
Pascalstrasse 8-9  
D-10587 Berlin  
Germany

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