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European ePractice Newsletter

N. 223 - 19 February 2008

>> ePractice.eu launches the Communities functionality

ePractice.eu has added a new functionality to its services: the Communities. With this innovative tool, eGovernment, eInclusion and eHealth professionals with common interests are invited to create their own specialised community inside the ePractice.eu portal and use it as an exchange platform for their activities. This free on-line service allows publishing calls for contributions and uploading documents, and it is a remarkable tool to contact speakers and for the organisation of workshops, as well as for sharing case studies related to the communities' focus. Each community assigns its own facilitators, who can design the contents according to the needs of its members. Communities are open, and any ePractice.eu registered member can voluntarily join them. Visit the homepage of this new service at www.epractice.eu/communities

>> eGovernment Mobile Services workshop

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

>> Municipal eGovernment workshop

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

>> European Journal of ePractice – Call for papers: Efficiency and effectiveness

The August issue of the *European Journal of ePractice* wants to reflect the progress achieved in making efficiency and effectiveness a reality in services provision. What has been achieved? What needs to be done? Reducing administrative burden is one of the key policy objectives of the i2010 eGovernment Action Plan. The EC digital publication invites practitioners and academics to submit contributions analysing the organisational and ICT actions undertaken to improve service provision, as well as the measurement or economic valorisation of their impact. The issue-editor is Cristiano Codagnone. The deadline for submissions is April 22, 2008. For more information, please visit the [Call for Papers](#).

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

[European Certification of ICT skills for people with intellectual disabilities](#) 14 February 2008

[Strategic Project Management Tool-Kit for Creating Digital Literacy Initiatives](#) 12 February 2008

Editor's Choice of the week: [P2P for Major Events](#)

European Certification of ICT skills for people with intellectual disabilities

The main aim of the project is to include mentally disabled people in the information society and in this way prevent them from becoming the most disadvantaged society members. This goal is going to be achieved by: 1) the development of a certification framework, which will allow institutions to run internationally recognized examinations, 2) the creation of an online testing environment which will help in assessing ICT skills, 3) the implementation of an administration environment which will help in administering the whole process, and 4) the training of institutions which will run certified examinations and use the tool.

Strategic Project Management Tool-Kit for Creating Digital Literacy Initiatives

SPreaD will provide regional and national institutions with a practical and innovative guide to developing and managing large-scale sustainable digital literacy initiatives for citizens. Building on the experience of a minimum of seven completed large-scale regional digital literacy initiatives the consortium will analyse and describe Key Success Factors and Lessons Learned and provide practical advice with regards to the management of such projects. Digital literacy is considered vital to securing Europe's competitiveness and cultural identity.

Latest News

- [EU: IDABC mid-term conference a success](#) 19 February 2008 | EU Institutions
 - [EU: European Journal of ePractice – Call for papers: Efficiency and effectiveness](#) 18 February 2008 | EU Institutions
 - [PT: Time-saving system comes up in court](#) 18 February 2008 | Portugal
 - [PL: Reaching new Poles with electronic signatures](#) 18 February 2008 | Poland
 - [CH: Data swaps cut census costs](#) 18 February 2008 | Switzerland
 - [SI: A click in the right direction for Slovenia](#) 18 February 2008 | Slovenia
 - [RO: New way of doing business with the Romanian authorities](#) 18 February 2008 | Romania
 - [LT: YouTube platform for ministry's training videos](#) 18 February 2008 | Lithuania
 - [EE: Tax-savvy Estonians benefit from electronic returns](#) 18 February 2008 | Estonia
 - [BG: First come, first served in on-line race for kindergarten places](#) 18 February 2008 | Bulgaria
 - [EU: New e-ways of doing the Government's job – Second issue of European Journal of ePractice published](#) 15 February 2008 | EU Institutions
 - [EU: ePractice.eu launches Community functionality](#) 14 February 2008 | EU Institutions
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EU: IDABC mid-term conference a success

Halfway into the EU programme for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens (IDABC), the European Commission successfully organised a mid-term IDABC conference, together with the Slovenian Presidency of the European Union. The event, organised under the theme 'IDABC and beyond', took place over two days (12-13 February) in Brdo, Slovenia, and attracted more than 300 participants.

The mid-term IDABC conference was a part of the eGovernment days (11 to 13 February 2008) organised jointly by the Slovenian Government and the European Commission.

The eGovernment days opened with the Slovenian Presidency's eGovernment conference 'Alliance with users' which took place on 11 February. It focused on Slovenian Presidency's priorities with regard to eGovernment, Interoperability, eCooperation and eInclusion while highlighting the importance of the relationship between the administrations and users as a basis for jointly shaping eGovernment services.

The purpose of the mid-term IDABC conference was to demonstrate the achievements of the IDABC programme since its launch in 2005 and to introduce a follow-on programme. The two plenary sessions addressed both aspects.

Topics covered included 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 respectively addressed the themes of: Security & Infrastructure, European eGovernment Services and Collaborative platforms.

Keynote speeches were delivered by:

- Gregor Virant, Minister of Public Administration of Slovenia
- Siim Kallas, Vice-President of the European Commission
- Francisco García Morán, Director General for Informatics of the European Commission

Minister Virant highlighted the initiative conducted by Slovenia together with several other EU Member States for speeding up the progress of IDABC projects. This pilot project is aimed at developing the first operational pan-European services through the mutual recognition of digital certificates. The two services covered by the project are the registration of a temporary residence for foreign persons on the one hand, and the establishment of limited liability companies with sole partner on the other.

Concluding the IDABC conference and the eGovernment days, Mr. García Morán pointed out that IDABC has been and will remain one of the most important instruments of the European Commission for establishing eGovernment at both the EU and national level, in connection with the Member States' eGovernment policies. He added that the European Commission is committed to amend the legislation on interoperability among states and promote the removal of unnecessary (electronic) barriers.

Further information:

- [IDABC website](#)
- [Mid-term IDABC Conference 2008 web page](#)
- [Slovenian Ministry of Public Administration – Press release on the IDABC Conference](#)
- [Slovenian Ministry of Public Administration – Press release on the eGovernment days](#)
- [Slovenian Presidency of the EU – Press release on the eGovernment Days](#)

EU: European Journal of ePractice – Call for papers: Efficiency and effectiveness

The European Commission defined "Making efficiency and effectiveness a reality" as one of the key policy objectives of the [i2010 eGovernment Action Plan](#). The aim is to reduce by 2010 administrative burden and increase efficiency in public offices. Key words are high transparency, accountability and user satisfaction.

In order to achieve this goal, public agencies across Europe should: a) improve their internal processes and organisational structures leveraging the potentiality of ICT and thus providing at the same time more efficient and effective services, and b) provide tangible and reliable demonstration that such impact has been produced. After several years of large public investments in ICT, in fact, the benefits must be demonstrated at organisational level.

What progress has been made both in making services provision efficient and effective and in measuring and demonstrating impacts? In the August issue of the European Journal of ePractice we want to reflect on what has been achieved and what still needs to be done. We therefore welcome different sorts of contributions: examples of good practice which may be quite descriptive (at local, regional, national and international levels); examples of initiatives which have failed (as learning from failure is often more productive than learning from success); reflective pieces which draw attention to general concerns, and

theoretical essays which explain relevant concepts to understand the nature of efficiency and effectiveness in eServices.

As a general rule, all contributions should try to address both the organisational and ICT actions undertaken to improve efficiency and effectiveness in service provision, and the measurement and possibly economic valorisation of achieved impact. Contributions on measurement methodologies are naturally welcome, but their application to concrete cases would be a plus.

The issue-editor is [Cristiano Codagnone](#).

The deadline for article submissions is 22 April, 2008.

Further information:

- [European Journal of ePractice](#)
 - [Submission guidelines](#)
 - Editorial Team and article submission: Elina Jokisalo, editorial@epractice.eu
 - [i2010 eGovernment Action Plan](#)
-

PT: Time-saving system comes up in court

Portugal's CITIUS project went live on 6 February 2008. It enables electronic submission of documents for use in court cases.

Lawyers can now present evidence and documents to the courts, check their distribution, look up court cases and the relevant investigations, and keep track of their legal aid fees, all from their desktops. For civil cases and the taking out of injunctions, most of the correspondence can now be conducted electronically.

Citius is the Latin word for faster, and the main advantage of the scheme is that it will save lawyers time. They will no longer have to make frequent trips to the courts to present papers. The need to make sets of copies and duplicates is also avoided. Behind CITIUS is the Portuguese Ministry of Justice. It emphasises that the system will be secure, as the use of personal, non-transferable electronic certificates will be required. These will be issued by the Order of Advocates and the Chamber of Solicitors.

CITIUS is being introduced in three stages. From 6 February, it has been available for cases brought before courts in the Sintra region. From 7 April onwards, it will be extended to courts in the rest of the country. Finally, from 30 June, it will become the only accepted electronic means of presenting case material to the courts. Submissions by ordinary e-mail will no longer be authorised.

The ministry advises users of CITIUS to keep files down to a maximum of 3Mb, and says that embedded images, such as logos, should be deleted or downsized.

Further information:

- [Portugues Justice portal – Press release \(in Portuguese\)](#)
-

PL: Reaching new Poles with electronic signatures

The Polish government has put in place the infrastructure to enable citizens to submit documents electronically.

The beginning of May 2008 is the deadline, as set out in a 2001 law, for the Polish government to provide services for citizens with electronic signatures. This has prompted the Ministry of Internal Affairs and Administration to announce that an incoming correspondence box will be available for free at the ePUAP website.

In accordance with the legal provisions, on 1 May 2008, public authorities will be obliged to accept documents in electronic format, if accompanied by an eSignature. ePUAP will enable public institutions to achieve this requirement.

The ePUAP incoming correspondence box will fulfil the requirements of law by issuing an official receipt confirmation in accordance with the President of the Council of Ministers Regulation of 29 September 2005. It will also be compatible with hardware security modules which fulfil the technical requirements

specified by law. In addition, it will support electronic documents in accordance with the minimum requirements of the Council of Ministers Regulation of 11 October 2005.

The incoming correspondence box will offer public institutions the following possibilities:

- Official confirmation of receipt;
- Access to applicants via the Internet;
- Acceptance of documents which conform with the document samples specified by the owner of the incoming correspondence box;
- Standard forms to fill in;
- The possibility to transfer XML documents;
- A safe connection with the user (HTTPS);
- The possibility to transfer documents automatically from ePUAP to other public systems.

Further information:

- [Press release \(in Polish\)](#)
-

CH: Data swaps cut census costs

The Swiss Statistical Office has introduced a new data-exchange system in time to simplify the next census – and save a lot of money.

The [Sedex](#) (secure data exchange) IT platform went live on 15 January. It is designed to facilitate the secure exchange of data between federal, cantonal and local population registers. Four pilot boroughs signed up at the launch. About 1 000 are expected to be networking by September, and all of Switzerland's 2 700 or so boroughs should be in the system by April 2009.

Sedex cost the Swiss federal government CHF7.7 million (about €4.8 million), but will soon have paid for itself several times over. This is because it will greatly simplify the 2008-2015 census. From 2010 onwards, the census will no longer be based on questionnaires. Instead, the information will be drawn straight from the boroughs' population registers. This will be made possible by the current harmonisation of the registers, of which Sedex is an important part. So the new census is expected to cost CHF69.2 million (€43 million), as against the CHF108 million (€67 million) spent on the previous one.

To join Sedex, a local authority must have a security certificate for the key, authentication and signatures. A Sedex adapter must be installed on the local infrastructure. This adapter is a Java application which is required on end-systems in order to securely and reliably exchange messages between participants. Also, the IT application on the register must be certified as compatible with Sedex. Technical specifications are available for software suppliers.

Further information:

- [Sedex IT platform \(in German\)](#)
 - [Sedex – Technical specifications \(in German\)](#)
-

SI: A click in the right direction for Slovenia

Since the beginning of February 2008, Slovenia's [eVEM](#) portal has been offering entrepreneurs a series of new services, many of which can now be performed on-line, such as registering certain types of limited liability companies and applying for a value-added-tax number.

The range of on-line services also covers tax data (registering in the tax register, changes in the tax period, value-added-tax returns, etc.). Companies can also enrol employees and their family members for compulsory social insurance, change their details or remove them. And they can post notices of job vacancies.

Applicants can monitor the status of submitted applications through the eVEM portal. All procedures performed using this system, as well as those carried out at the VEM entry points, are available free of charge.

Through the electronic authorisation system, all companies will be given the discretion of authorising their employees or other representatives to perform the procedures on their behalf. All the firm needs is a

qualified digital certificate with which to delegate responsibility to the person it would like to perform procedures in its name. This person also requires a personal qualified digital certificate. The company may limit the time period for which such authorisation is valid or revoke it when necessary.

Further information:

- [eVEM portal \(in Slovenian\)](#)
 - [eVEM portal – Press release \(in Slovenian\)](#)
-

RO: New way of doing business with the Romanian authorities

Romania has just launched a new service enabling entrepreneurs to register their businesses and carry out other procedures on-line.

The Romanian Ministry of Communication and Information Technology's Knowledge-Based Economy project has released its first public service which enables business people to register their businesses and apply for permits and other documents on-line. In its first phase, the new service is targeting the self-employed and family businesses.

"The system is a breakthrough in Romanian eGovernment and is carried out in partnership with the National Trade Register Office," said Minister for Communication and Information Technology Károly Borbély.

"This application will streamline the procedures the self-employed and family businesses must follow to obtain the necessary documents [to do business] and will improve relations between local administrations and private entrepreneurs from the 255 local authorities connected to the Local Community Electronic Network. All interested communities nationwide will also benefit from this project," he continued.

The Knowledge-Based Economy project is behind the 255 Local Community Electronic Networks which help local authorities to communicate both with citizens and with one another. The service provides information and services to public authorities, citizens, small businesses, schools and public libraries. All the networks have been operational since December 2007 and offer basic and high-end services which promote sustainable development. These networks are located in rural areas, communes, villages and small cities of under 30 000 inhabitants.

Further information:

- [Romanian Ministry of Communication and Information Technology – Press release \(in Romanian\)](#)
 - [Business Standard.ro – News article \(in Romanian\)](#)
-

LT: YouTube platform for ministry's training videos

Educational videos about staying safe on-line have been made available on the popular video-sharing website YouTube.

The Lithuanian Ministry of the Interior has put a series of films about information security on YouTube in order to reach a wider audience. The informative, yet entertaining, videos explain and demonstrate the best ways to stay safe when working on-line.

Topics covered include the importance of securing passwords and e-mails, the risks of using illegal and unverified software, the need to make back-up copies, the safe handling of portable devices, operating a 'clean desk' policy and the importance of continuing to improve skills.

The films were originally shot within the framework of a safety scheme supported by the European Union's PHARE programme. They were initially aimed at improving administrative and technical capabilities and ensuring information security within public institutions. They serve the dual purpose, however, of educating internet users more generally about the potential perils that are increasingly being encountered on-line.

The ministry is therefore keen to point out that the initiative to put the videos on YouTube cost them nothing as the films were already in existence. Arūnas Malinovskis, head of public relations for the ministry explained: "We implemented the project related to training and the development and dissemination of training materials. Later, my colleagues saw this information and decided to promote it separately. The entire project was funded by PHARE."

Further information:

- [Ministry of the Interior of the Republic of Lithuania – Press release \(in Lithuanian\)](#)
 - [vtv.lt – News article \(in Lithuanian\)](#)
 - [DELFI news \(in Lithuanian\)](#)
-

EE: Tax-savvy Estonians benefit from electronic returns

Estonians making use of the Tax and Customs Board's on-line service for the submission of tax returns will benefit from faster refunds.

As of 15 February, Estonians can submit their 2007 tax returns electronically. Refunds will start to be issued as of 22 February to those who have made on-line submissions, well before those who have chosen to complete theirs on paper – they will have to wait until 30 April.

Provided that the electronic tax return does not require any additional examination, the Tax and Customs Board claims that any overpaid income tax will be transferred directly to the taxpayer's bank account within five working days of submission.

Estonians have until 1 July to submit their tax returns electronically and until 1 October to submit them on paper. It is estimated that around 620 000 people will submit tax returns this year, at least 87 % of which are expected to be made electronically.

Further information:

- [DELFI e-eesti – Press release \(in Estonian\)](#)
-

BG: First come, first served in on-line race for kindergarten places

Applications for places at Sofia's over-subscribed kindergartens and nurseries are now being made on-line.

With the population of Bulgaria's capital Sofia having grown rapidly in recent years, following migration from the rest of the country, the city's kindergartens have been put under strain to cope with increased demand. The number of children of pre-school age far outstrips the number of places available for them at the municipal nursery schools.

In an effort to ease the resulting problems, the Sofia Municipality has introduced an on-line system for applications. A new web portal is intended to streamline the enrolment procedure and render it more transparent. As of 4 February, parents hoping to register their child for a nursery school place starting in the autumn have been able to select a school on-line and submit an application.

The system can be accessed, without being a registered user, for information on the kindergartens listed and the number of places available. To make an application, however, a child must be registered in the system by their family.

The decision to offer places on a first come, first served basis meant that the system was overwhelmed when it became operable on 4 February. The portal was unable to cope with the demand, worsened by malicious users lodging false applications, and for some hours the service was severely disrupted. But initial problems were soon ironed out and more than 20 000 applications were properly registered in the first few days of operation.

An official statement was released to confirm that, despite the malicious attacks, legitimate data entered into the system was unaffected. Initial figures show that fears over a shortage of places throughout the boroughs of Sofia were well-founded.

Further information:

- [Online system for nursery/kindergarten applications \(in Bulgarian\)](#)
 - [Dnes.bg – Press release \(in Bulgarian\)](#)
-

EU: New e-ways of doing the Government's job – Second issue of European Journal of ePractice published

The second issue of the [European Journal of ePractice](#), entitled “New e-ways of doing the Government's job”, presents a variety of case studies that show Governments are willing to experiment. From interoperability, to RFID via online portals to bridging the digital gap, public actors take home important insights every day.

Careful reading of these articles will increase awareness of the importance of sharing solutions, lessons, technology and experience with others; indeed, the learning process is equally important to furthering one's own excellence. Most challenging of all, as practitioners and policymakers alike, we must understand how best practice actually helps existing and emerging projects to succeed faster.

Governments are now naturally e-enabled. Now the challenge is to be sufficiently efficient and responsive. In future, public services may become ad-hoc and distributed, generalising the peer-to-peer logic of the Internet. Government must meet the demand – the users are not waiting around. They want a seamless integration of Internet and face-to-face. Clearly, we are only at the beginning of this path.

The articles in this issue are:

- [Interoperability and the exchange of good practice cases](#)

By Sylvia Archmann and Immanuel Kudlacek (European Institute of Public Administration - EIPA)

“The exchange of good practice is a valuable tool to boost eGovernment services across Europe’s public administrations. To achieve an open and competitive digital economy, public administrations have to be linked together and therefore need to be interoperable. Interoperability, the ability of ICT systems to communicate, interpret and interchange data in a meaningful way, is one of the main challenges for successful, efficient and citizen-centred eGovernment applications. This article provides a general overview of the importance of good practice cases and briefly describes the results of the study, especially focusing on the main recommendations for public administrations.”

- [Can Government be a good eBayer? Using online auctions to sell surplus property](#)

By Enrico Ferro (Istituto Superiore Mario Boella, Italy) and Lucy Dadayan (College of Computing and Information, State University of New)

“E-commerce in general, and online auctions in particular, represent important examples of how information and communication technologies have been employed by public organizations to gain benefits in both efficiency and effectiveness. While online auctions have widely been used by governments around the world to drive down procurement costs, they have been seldom used as means for revenue maximization. In this article, we discuss the three-year experience gained by New York State in the use of online auctions for the sale of surplus inventory and property. This case study, besides representing an example of a best practice for other US state and local governments as well as European Governments, also provides an interesting starting point to address a number of research questions such as the ability of governmental organizations to meet private sector standards; the measurement of returns on Information and Communication Technology (ICT) investments; and the new possible roles played by transparency in the migration toward online models.”

- [Best practices in eGovernment - on a knife-edge between success and failure](#)

By Trond Arne Undheim (DG Information Society and Media, European Commission)

“This article is an in-depth exploration of three best practice cases² in eGovernment. Findings from the Norwegian portal Mypage, the Austrian portal Help and the Dutch Horeca¹ project, all previous European Award winners, indicate that even successful projects face significant challenges. Generic success factors exist, and lessons learned for practitioners include: Achieve leadership buy-in, keep technology as simple as possible, get early stakeholder and user involvement, gain momentum and plan for sustainability. This article is tailored to an audience of eGovernment practitioners across sectors. Careful reading will increase awareness of the importance of sharing solutions, lessons, technology and experience with others; indeed, the learning process is equally important to furthering one's excellence.”

- [Making the clinical process safe and efficient using RFID healthcare](#)

By Elena Sini (Italian National Cancer Institute), Paolo Locatelli and Nicola Restifo (Fondazione Politecnico di Milano)

“The Fondazione Istituto Nazionale dei Tumori (the Italian National Cancer Institute) had a need for greater efficiency in the management of the transfusion process, as it had no information system for the detailed monitoring and control of the process; the transfusion service did not have instant access to all the necessary information and for some procedures operators only have access to hard-copy aids. Using RFID the Istituto can now achieve a greater capacity for controlling and monitoring the transfusion system, with the aim of enhancing safety, transparency and quality. RFID tags are stuck on blood bags and patient wristbands. Staff is provided with RFID identification cards and PDAs (with an application developed by the project team) and thus enabled to register patients at their arrival, verify the patient-blood match and recognise at any time patients and transfusional units. Each event is automatically traced by the system and sent to the Transfusion Centre, providing an essential informative feedback which was not available before.”

- [Surfing, creating and networking: Tampere City Library drives into the Information Society](#)

By Elina Harju (Tampere City Library - Pirkanmaa Regional Library)

“In Tampere (Finland), “Information Society for all” has been a strategic goal since the beginning of 2000. New ways to approach the matter have been applied, and the Tampere City Library has been an active member in these tasks with the implementation of the Internet bus Netti-Nysse, which is described in detail in this paper as well as the challenges ahead to prevent the digital divide and the role that libraries can have in preventing them. In a modern information society like Finland we know that the access to Internet is not enough; the “everyday Information Society” is about learning, culture, community and meaning. It is about support and interpreters. It is about equal opportunity and constant public commitment. This paper is based on six years of experience working with the Tampere City Library Internet bus, a half year scholarship and work with Community Informatics at the Graduate School of Library and Information Science at University of Illinois at Urbana-Champaign and the ideas that professor Jan van Dijk presented in his book “The Deepening Divide”.”

Further information:

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

EU: ePractice.eu launches Community functionality

The European Commission's ePractice.eu portal has added a new, much awaited functionality to its services: 'ePractice.eu/community'.

With this innovative tool, eGovernment, eInclusion and eHealth professionals in the EU27+ with common interests are invited to create their own specialised community inside the ePractice.eu portal and use it as an exchange platform for their activities.

This free on-line service allows publishing calls for contributions, uploading documents and discussing them via a dedicated blog. Moreover, it is a remarkable tool to contact speakers, to facilitate the organisation of workshops and share case studies related to the communities' focus.

The ePractice.eu/community will considerably ease networking and knowledge exchange among policymakers, researchers, managers and developers interested in state of the art e-transformation.

Each community assigns its own facilitators who can design the contents according to the needs of its members. Communities are open, and any registered member of ePractice.eu can voluntarily join. However, each group has its own rules of engagement and requires a specific commitment from its members. As of now, the existing Observatories network <http://epractice.eu/community/observatories> and eProcurement forum: <http://epractice.eu/community/eprocurement> will migrate all online activity there, but others are in the pipeline, including national and regional eGovernment networks.

ePractice.eu is a portal created by the European Commission which offers a new service for the professionals in eGovernment, eInclusion and eHealth. It is an interactive initiative that empowers its users to discuss and influence open government, policy-making and the way in which public administrations operate and deliver services.

Further information:

- [ePractice portal](#)
- Anna Schmitthelm, Executive Project Manager, ePractice.eu, email: info4@ePractice.eu

New Factsheets

The 9th Edition of the eGovernment factsheets for **Lithuania** and **Slovenia** 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.

Latest Publications

- [EU: Feasibility Study on a European Information Sharing and Alert System](#) 6 February 2008 | EU Institutions
 - [EU: Communication on a European approach to media literacy in the digital environment](#) 20 December 2007 | EU Institutions
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EU: Feasibility Study on a European Information Sharing and Alert System

Complete title:

EISAS – European Information Sharing and Alert System

A Feasibility Study

2006/2007

Description (short summary): In a response to a [request from the European Commission](#) (COM(2006) 251), ENISA prepared this first feasibility study on a European Information Sharing and Alert System (EISAS) to inform SMEs and citizens in the European Union (EU) on cyber threats, vulnerabilities and attacks.

According to the study, the most optimal way for the EU to facilitate the information sharing is to assume the role of a facilitator, moderator of discussion and a “keeper of good practice” between national information sharing and alert systems, rather than taking a central, operational function by itself. The study finds that a decentralised system on a national basis would prove more effective, as technical/organisational, cultural/social, and political obstacles make other, centralised operational approaches less feasible.

The authors also propose next steps and outline a “proof of concept” scenario. The main proposed scenario for the EU includes the role to:

- Act as a “clearinghouse” for good practice to support new national systems in the Member States;
- Act as a fosterer and facilitator of discussions between the national Information Sharing and Alert Systems (ISAS) in the Member State, to achieve the following goals: help the existing activities to learn from each other, continuously update the good practice collection, and together identify fields or areas to improve the service level of all activities;
- Act as an analyst of the collected good practice and, if appropriate, propose areas of optimisation.

Original URL: http://www.enisa.europa.eu/pages/02_01_press_2008_02_06_cyber_atk.html

Number of pages: 76

EU: Communication on a European approach to media literacy in the digital environment

Complete title:

Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions –

A European approach to media literacy in the digital environment

Description (short summary): Whereas the media remain key enablers for European citizens to better understand the world and participate in democratic and cultural life, media consumption is changing. Mobility, user generated communication, Internet and booming availability of digital products are radically transforming the media economy. As a consequence, it is crucial to build up better knowledge and understanding of how the media work in the digital world, who the new players in the media economy are and which new possibilities, and challenges, digital media consumption may present. It largely conditions

users' confidence in digital technologies and media and, therefore, the take-up of ICT and media, which is a priority for the European Commission, as confirmed in its "i2010" strategic policy framework.

The present communication is the first policy document on media literacy at the EU level. Among others, it focuses on fostering online media literacy. Media literacy implies ensuring that the benefits of the information society can be enjoyed by everyone, including people who are disadvantaged due to limited resources or education, age, gender, ethnicity, people with disabilities (eAccessibility) as well as those living in less favoured areas (all these aspects are encompassed in eInclusion).

The European Commission notably calls on Member States to encourage their regulatory authorities to become more involved and to cooperate further in improving people's level of media literacy. It also aims to develop and implement codes of conduct and co-regulation frameworks with all interested parties at national level.

Original URL: http://ec.europa.eu/avpolicy/media_literacy/ec_com/index_en.htm

Number of pages: 9

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.

- [eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)
- [eGovernment Mobile Services](#) 3 March 2008 | Barcelona (Spain)
- [Municipal eGovernment](#) 6 March 2008 | Brussels (Belgium)
- [eInclusion: Ageing well](#) 14 April 2008 | Brussels (Belgium)
- [ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [eHealth Management](#) July | Barcelona (Spain)
- [eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
- [Administrative burden](#) 23 October 2008 | Bremen (Germany)
- [European eInclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)
- [ePractice.eu Final Workshop](#) 26 February 2009 | Brussels (Belgium)

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

Upcoming Events

- [BE: CEN/ISSS open meeting – Final report on eGovernment standards](#) 19 February 2008 | Belgium
- [UK: Second International e-Participation Symposium](#) 28 - 29 February 2008 | United Kingdom
- [UK: The Public Sector Transformation Summit 2008](#) 28 February 2008 | United Kingdom
- [CH: Net-ID 2008](#) 3 - 4 March 2008 | Switzerland
- [DE: CeBIT 2008](#) 4 - 9 March 2008 | Germany
- [DE: Public Sector Parc Forums at CeBIT 2008](#) 4 - 9 March 2008 | Germany
- [UK: ICT in Building Schools for the Future](#) 18 March 2008 | United Kingdom
- [DE: 4th International Conference I-ESA'08](#) 25 - 28 March 2008 | Germany

- [DK: 1st public conference on 'Interoperability - One electronic procurement in Europe'](#) 31
March 2008 | Denmark
 - [ES: 3rd International Public eProcurement Seminar](#) 23 - 24 April 2008 | Spain
-

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

19 February 2008 | Belgium

Open meeting to validate Focus Group final report on eGovernment standards

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

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

Participation in this open meeting is free-of-charge but subject to prior registration (by e-mail to [Françoise Wanson](mailto:Francoise.Wanson@cen.eu)).

The final report is expected to be available by the end of January. It will determine the role that standards should play in eGovernment, produce an overview of standards and specification available and based on this overview, prepare proposals and/or recommendations to CEN and other standardisation bodies, the European Commission and its agencies, national administrations and industry and other market players concerning standardisation issues in the field of eGovernment.

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

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

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

Contact: francoise.wanson@cen.eu

UK: Second International e-Participation Symposium

28 - 29 February 2008 | United Kingdom

'Empowering Citizens through Technology and Participation'

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

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

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

- Plenary: The case for Citizen Empowerment;
- Community Empowerment using Technology: Who owns it and why is it needed?
- Getting Together Online: What can the public sector learn from the private sector?
- Councillor 2.0: Is this a new dawn for campaigning?
- Tracking Changes: Can online authentication empower policy making?
- e-Participation Update: What's the latest best practice from around the world?
- Web 2.0: Should elections stay "stationery"?

- Managing Success: How do we manage the outcomes of large scale citizen empowerment?
- Awards Plenary: ICELE International awards presentation.

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

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

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

Venue: Congress Centre
28 Great Russell Centre
London WC1B 3LS

Contact: info@empowerment-symposium.com

UK: The Public Sector Transformation Summit 2008

28 February 2008 | United Kingdom

The Public Sector Transformation Summit 2008

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

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

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

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

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

Venue: Business Design Centre
52 Upper Street
London N10QH, United Kingdom

Contact: laetitia_semmel@osneymedia.co.uk

CH: Net-ID 2008

3 - 4 March 2008 | Switzerland

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

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

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

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

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

Venue: Ramada Plaza
Messeplatz 12
Basel, CH 4058, Switzerland

Contact: info@computas.de

DE: CeBIT 2008

4 - 9 March 2008 | Germany

'Where Zeros and Ones turn into Billions'

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

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

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

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

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

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

Venue: Hannover Deutsche Messe AG
Messegelände
D-30521 Hannover, Germany

DE: Public Sector Parc Forums at CeBIT 2008

4 - 9 March 2008 | Germany

Solutions for the Public Sector at CeBIT 2008

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

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

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

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

This edition of the PSP will feature three new forums where 30-minute lectures with Q&A sessions will take place along with presentations on best-practice solutions. The primary aim is to bring solution-

seeking public officials in even closer touch with reference users and the right providers. The three forums are as follows:

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

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

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

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

Venue: Hannover Deutsche Messe AG
Messegelände
D-30521 Hannover, Germany

UK: ICT in Building Schools for the Future

18 March 2008 | United Kingdom

ICT in Building Schools for the Future

'Building Schools for the Future' is one of the most ambitious investment and transformation programmes in the UK public sector. This conference is intended to offer authoritative information and a central meeting point for key project team members from local authorities, schools and private sector partners. It will be focusing exclusively on the role of ICT within the Building Schools for the Future programme in order to respond directly to the demands for improved knowledge-sharing and education.

The conference programme will offer highly practical advice, information and experience from figures at the heart of the programme and from those people who have already been through the process. It will feature panel discussions, question and answer sessions and in-depth workshops.

This event is open to public and private sector attendees. Private sector delegates are charged at £795 + VAT (€1064 + VAT) and local authority delegates are charged at £350 + VAT (approx. €469 + VAT). There is also supported public sector rate for headteachers, ICT specialists from schools, not-for-profit and charity attendees of £250 + VAT (approx. €335 + VAT). Some free places are available for local authorities; enquiries about availability should be sent by email to: emma.whitehead@kable.co.uk.

The conference is sponsored by [Becta](#), UK's Government's lead agency for Information and Communications Technology (ICT) in education, covering the United Kingdom.

Event website:

<http://www.kablenet.com/ke.nsf/EventsSummaryView/06F926B7E846692C802573C9003A491F?OpenDocument>

Venue: The Royal College of Surgeons of England
35-43 Lincoln's Inn Fields
London WC2A 3PE

Contact: emma.whitehead@kable.co.uk

DE: 4th International Conference I-ESA'08

25 - 28 March 2008 | Germany

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

I-ESA'08, the fourth in a series of conferences on Interoperability for Enterprise Software and Applications, will take place in Berlin, Germany, from 25 to 28 March 2008. Under the motto "Science

meets Industry”, this I-ESA edition is organised by Fraunhofer IPK and jointly promoted by the European Virtual Laboratory for Enterprise Interoperability ([INTEROP_VLAB](#)) and the Enterprise Interoperability Centre – [EIC](#).

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

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

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

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

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

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

Contact: I-ESA@ipk.fraunhofer.de

DK: 1st public conference on ‘Interoperability - One electronic procurement in Europe’

31 March 2008 | Denmark

1st public conference organised within the framework of the CEN/ISSS Workshop ‘Business Interoperability Interfaces (BII) of public procurement in Europe’ under the theme ‘One Procurement Standard for Europe’

The purpose of this public conference is to demonstrate the achievements of the CEN/ISSS BII workshop so far and introduce a vision for the new way of doing procurement in Europe. The public meeting is hosted by Danish Standards, and it will be held next to a private CEN/ISSS Business Interoperability Interfaces (BII) Workshop.

The benefits of the conference will include many presentations and achievements in electronic procurement, among which:

- The countdown for the i2010 goals;
- Standardisation in EU perspective;
- Public sectors influence on the private market;
- eTendering based on open standards, vision and reality;
- Standard-based eProcurement in practice;
- Live presentation of the CEN/ISSS BII workshop achievements;
- ‘Showcases’ of the good practice;
- The opportunity to learn from others that are facing similar issues and to obtain the input of a range of ‘critical friends’ to help your own institutional development;
- The opportunity to join the workshop and make a contribution.

Participation in the conference is by invitation only. Those interested in participating are invited to express their interest by sending an email to ihu@ds.dk with their name and address, institution name and work, contacts information email and phone as well as the VAT number of their organisation. Deadline for expression of interest submission is 3 March 2008 at 1:00 p.m. For more information, the call for expression of interest is available [here](#).

Event website: <http://www.en.ds.dk/3782..3>

Venue: Hilton Copenhagen
Ellehammersvej 20
2770 Kastrup

Contact: ihu@ds.dk

ES: 3rd International Public eProcurement Seminar

23 - 24 April 2008 | Spain

Third International Public eProcurement Seminar, financed by the Basque Government

This 3rd International Public eProcurement Seminar will focus on the innovation taking place worldwide in the field of electronic procurement. A selection of relevant eProcurement cases from European countries will be presented.

The two-day course will bring together various national experts who play a key role in the eProcurement process within their countries as well as EU representatives in order to provide examples of good practice covering the most relevant practical aspects for other government bodies undertaking this experimentation process.

Topics regarding the legal issues of eProcurement as well as the use of bid-e-bonds will be addressed. The course will discuss projects and difficulties encountered in computerising supplier's offers, adopting measures to promote the use of eProcurement by suppliers, using shared eProcurement platforms by different government bodies, and related legal provisions. The provisional programme of the event is [available](#).

The seminar is aimed at procurement experts, solicitors, public and private firms, as well as individuals from the technical and academic communities interested in the innovations taking place worldwide in the field of electronic procurement.

The participation fee is €350 and includes documentation, coffee breaks, two lunches and a certificate of attendance.

Registration to the seminar is open. Registration requests can be submitted [online](#) before 14 April 2008. Confirmation of registration will be forwarded to participants by email upon receipt of the completed registration form.

More information on this event will soon be made available at the Basque Government's eProcurement website: www.contratacion.info.

Event website: <http://www.eipa.eu/en/activities/show/&tid=2737>

Venue: Kursaal Convention Centre
Conference Room 2
Avenida de Zurriola, 1
20002 Donostia-San Sebastián

Contact: n.domenech@eipa-ecr.com

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