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European ePractice Newsletter

N. 235 - 20 May 2008

>> eHealth management workshop

ePractice.eu invites eHealth practitioners to participate in the one day workshop which will take place in Barcelona on June 9. The free seminar will review IT management issues with a core focus on eHealth, providing an in-depth analysis of a set of interesting good practices in the field. The objective of the event is to provide a broad view of how IT is changing the health landscape. For registration and agenda details, please visit epractice.eu/workshop/eHealthmanagement

>> Digital Literacy workshop in Barcelona

On June 16 ePractice.eu will organise a new hands-on free workshop on eInclusion. The event, to take place in Barcelona, will address issues around digital literacy and e-competences, a key element of the 2006 Riga Ministerial Declaration. Three themes of particular relevance have been selected to provide a platform for discussion: Content and delivery, Usability and accessibility, and Motivation and sustainability. Each theme will be illustrated with reference to a relevant case study presentation, followed by three interactive discussion groups. For a detailed agenda, information about the speakers and free registration, please visit epractice.eu/workshop/digitalliteracy

>> Great success of the Mid-Term workshop

The special ePractice.eu Mid-Term workshop held on Monday 19 in Brussels was a great success. A total of 82 members of the online community participated in the event, which counted with the presence of several high-level experts who delivered key note speeches and EC officials responsible of the eGovernment, eInclusion and eHealth policies, amongst them David Broster and Karel De Vriendt (Heads of Unit of the eGovernment and IDABC units respectively) and Gérard Comyn (Director of the ICT addressing Societal Challenges Directorate in DG INFSO). Many European practitioners from the private and public sectors joined the hands-on workshop, contributing to a day of active discussions, friendly networking and highly interesting best practice exchanges. 96% of the participants who filled in a final survey indicated they were "satisfied" or "very satisfied" with the workshop. More information at epractice.eu/workshop/ePracticeMidTerm.

>> The European Journal on ePractice highlights inclusive e-services

The third issue of the European Journal of ePractice analyses attempts by local, regional and national governments and agencies to use new technologies to promote social inclusion. Contributors to this new issue of the ePractice.eu online magazine reflect on what has been achieved and what still needs to be done from a variety of perspectives and contexts. The invited editor of this issue is professor Sally Wyatt, Senior Research Fellow at the Maastricht University. You may read or download the EJeP at www.epracticejournal.eu

>> IDABC Event - launch of SEMIC.EU

The Semantic Interoperability Centre Europe (SEMIC.EU) project aims to build a platform for interoperability assets and services available to the public sector and its stakeholders in Europe, focusing on semantic (ie. Content) interoperability. The official launch of the SEMIC.EU website will be in Brussels on June 17. The new virtual communication platform will facilitate the creation of expert communities, and will provide a public web repository on semantic interoperability issues. Learn [more here](#).

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

- [Transferring G2B ICT good practices to Eastern European NMS](#) 19 May 2008 |
- [ERDF in Aquitaine to tackle eInclusion](#) 15 May 2008 |

Editor's Choice of the week: [ePractice - Professionals in e-service delivery meet, share and learn](#)

Transferring G2B ICT good practices to Eastern European NMS

Transfer-east project is an EU funded project, addressing the ICT research for the innovative Government Strategic Objective of the Information society Technologies Work programme. The project, which finished in April 2008, aimed at transferring innovative eGovernment-to-Business (G2B) approaches and tools, successful practices and transferable cases to Public Administrations in five New Member States: Slovenia, Slovakia, Czech Republic, Hungary and Poland. The project selected and transferred to the above listed NMS countries nine good practices. The good practices are now explained and publicized in the G2B Good practice Handbook.

ERDF in Aquitaine to tackle eInclusion

The European Regional Development Fund (ERDF) has been identified as an efficient frame for pushing and implementing a comprehensive eInclusion policy. Embedding eInclusion in their Structural Funds programme is a clear opportunity for regions to engage into what they are irreplaceable at: the ad hoc governance level, close enough to reality on the field to assess and benchmark their "eInclusion diagnostic", and powerful enough to design, implement and co-finance the corresponding eInclusion policy. This is how the Aquitaine region intends to tackle the eInclusion issue, taking advantage of the ICT regional governance model it has put in place, the PASI (Pôle Aquitain pour la Société de l'Information), initiative selected by DG Regional Policy as a good practice of ERDF use. The activity developed through this governance model fosters the submission of focused eInclusion related projects to the ERDF selection committee and provides regional stakeholders with the vision and the background to future eInclusion initiatives.

Latest News

- [EU: 3rd issue of European Journal on ePractice highlights inclusive eServices](#) 19 May 2008 | Pan European
 - [RO: Romanian eGov portal to cater to EU citizens too](#) 19 May 2008 | Romania
 - [LV: Farmers go on-line for subsidies](#) 19 May 2008 | Latvia
 - [SK: Slovak Parliament goes electronic](#) 19 May 2008 | Slovakia
 - [HU: New electronic auction sale for seized real estate](#) 19 May 2008 | Hungary
 - [IT: MEPA prizes awarded to users of the marketplace](#) 16 May 2008 | Italy
 - [FR: From the electronic passport to the biometric passport](#) 15 May 2008 | France
 - [CN/EU: FASTeTEN showcased for Chinese delegation](#) 14 May 2008 | Asia, EU Institutions, France, Italy, United Kingdom
 - [EU: 'The Portorož Declaration' on eHealth in a Europe "without frontiers"](#) 14 May 2008 | EU Institutions, Pan European
 - [INT: New Web Content Accessibility Guidelines ready to test drive](#) 13 May 2008 | International Organizations
-

EU: 3rd issue of European Journal on ePractice highlights inclusive eServices (19 May 2008)

The third issue of European Journal of ePractice has been published. It analyses attempts by local, regional and national governments and agencies to use new technologies to promote social inclusion. Contributors to this issue reflect on what has been achieved and what still needs to be done from a variety of perspectives and contexts.

Inclusive eServices is one of the five priority objectives of the European Commission's i2010 eGovernment Action Plan. The aim is to provide all citizens with access to services from administrations at different levels using different eChannels. This does not only increase efficiency and reduce costs but also expands democratic participation. However, more than 40 % of the European population still makes little or no use of the internet and other ICT. This can easily become an increasing obstacle to well-being and progress for individuals and society as a whole. For this reason, many local and national initiatives are taking place all around Europe to fight digital exclusion involving public administrations, private companies and third sector organisations. The invited editor of this issue is professor Sally Wyatt, Senior Research Fellow at the Maastricht University & Virtual Knowledge Studio for the Humanities and Social Sciences and Royal Netherlands Academy of Arts and Sciences.

Bridgette Wessels uses the case of South Yorkshire, England, to demonstrate how regional partnerships, linking public and private sector organisations, can play a role in fostering eInclusion in relation to local needs. Many people living in South Yorkshire do not already have access to ICT nor high levels of education. Thus, this case shows how a regional partnership can be effective in developing ICT capacity from a low base.

Marianne Posfai and Andrea Fejer show how in Hungary professional and individualised training is provided to help people make effective use of eGovernment services. They describe the development of an eCounsellor network in which trained local professionals provide assistance to people living in small, isolated, rural communities to help in the effective use of the Hungarian eGovernment portal.

The focus of the article by Beate Schulte, Ulrike Peter, Jutta Croll and Iris Cornelssen is a national competition used in Germany to stimulate best practice in the design of accessible websites. The authors show how such a competition, involving people with disabilities in both the design of the criteria and in judging entries, can play an important role in improving overall accessibility.

Peter Verdegem and Pascal Verhoest provide the results of a Belgian study about non-adopters. In a country such as Belgium, and many other EU member states, internet use is already very high, so measures adopted a decade ago to stimulate take-up may not be appropriate for those who remain hard to convince of the utility of the technology.

Ali Riza Cam raises an important area, namely the role of technology in the modernisation of legal and judicial systems. He describes a project launched in Turkey in 2001 as part of its EU accession programme. Through this comprehensive and ambitious national programme, Turkey is now ahead of many EU member states in its use of technology in the legal system, thus providing an example of good practice from which others could learn.

Further information:

- [3rd issue of the European Journal of ePractice](#)
- [Creating a regional agency to foster eInclusion: the case of South Yorkshire, UK, by Bridgette Wessels](#)
- [The eHungary Program 2.0 - Building an Army of eCounsellors to fight against digital illiteracy, by Andrea Fejer and Marianna Posfai](#)
- [Methodologies to identify best practice in barrier-free web design, by Schulte Beate, Peter Ulrike, Jutta Croll and Iris Cornelssen](#)
- [The 'relative utility' approach for stimulating ICT acceptance: profiling the non-user, by Pieter Verdegem and Verhoest Pascal](#)
- [EU Principles in modernisation of Justice and the Turkish IT project UYAP, by Ali Riza Cam.](#)

RO: Romanian eGov portal to cater to EU citizens too (19 May 2008)

Romania has floated plans to expand its eGovernment portal, by the end of 2009, to serve citizens in other EU countries too and help them to access Romanian government services remotely.

Romanian Secretary of State Zoltán Somodi has announced that, by the end of 2009, the eGuvernare portal will give access to all European citizens to information on services in Romania. A 'unique electronic contact point' will be established and it will be managed by the Agency for Information Society Services.

This unique contact point will ensure that government procedures and other formalities can be carried out remotely and electronically. This new service will align Romania with the European guidelines stated in the Services Directive. This will ease the administrative burden on EU citizens and enterprises, and will positively impact the national and European services market.

The eGuvernare website aims to revolutionise the way citizens interact with the Romanian public administration and paves the way to the completion of the country's public administration reform process. Being an access point to all services and information on central and local administration institutions, the site promotes transparency and cost-effectiveness, slashes red tape, ensures wider access to all public services and information, and fights eFraud.

The site is being developed through projects run by the Ministry of Communication and Information Technology.

Further information:

- [eGuvernare portal](#)
 - [Ministry for Communications and Information Technology – Press release \(in Romanian\)](#)
 - [Euractiv Romania – News article \(in Romanian\)](#)
-

LV: Farmers go on-line for subsidies (19 May 2008)

Farmers in Latvia are now amongst the first in the European Union to be able to apply for subsidies on-line.

The new system was funded by the State Rural Service (SRS) and cost over €100 000 to implement. When similar systems have been brought in elsewhere, initial uptake has generally been between 2 % and 5 % of eligible farmers. Latvia has big ambitions for their system however and hopes that around 30 % of eligible applications will be submitted electronically in the first year. Andis Rukmanis, Director of the SRS, said that if this happens then the system will have paid for itself in just one year.

A trial was carried out involving 200 farmers and the SRS is therefore confident that the system is safe and free of major bugs. All legal and natural persons applying for aid are eligible to use the system, provided that they are on the SRS Customer Register, have access to the internet and conclude an agreement with the SRS. This can be done electronically, using an eSignature, or by printing out the form and returning it by post.

Farmers will receive support before and during the process in order to help them to make successful applications. An educational film has been made and telephone advisors will be on hand to answer any queries. Mārtiņš Roze, Minister of Agriculture, also announced that trained rural consultants armed with laptops will go out into the country to help farmers. In addition, the system has been designed to alert users to any inaccuracies or obvious mistakes.

Further information:

- [E-pārvaldes \(in Latvian\)](#)
 - [Website of the State Rural Service](#)
-

SK: Slovak Parliament goes electronic (19 May 2008)

In a bid to massively reduce the amount of paper that they use, the Slovak Parliament is bringing in new electronic procedures.

The new initiative is the brainchild of Pavol Paška, Chairman of the Slovak National Council, who was concerned by the nine tonnes of paper consumed annually by the Parliament. It is hoped that the changes will be in place by the September session of the National Council.

An electronic system will be used to submit legislative Bills, and the amounts of printed materials distributed will be massively reduced with the introduction of the so-called 'Electronic Parliament'. At present, all government Bills must be delivered to the parliament in 250 printouts. Joint reports and amendments to Bills are also printed in large numbers. This uses large amounts of paper, particularly for lengthy documents, such as the national budget.

Once the changes come into force, materials to be dealt with by the National Council will be made widely available in electronic form, with only 10 to 15 paper printouts produced. The agenda for sittings of the Council will also be sent out electronically. It is hoped that the moves will lead to savings of up to 90 %.

Further information:

- [Zive.sk – news article \(in Slovakian\)](#)
 - [pocitace.sme.sk – news article \(in Slovakian\)](#)
-

HU: New electronic auction sale for seized real estate (19 May 2008)

After the Hungarian Tax Authority (APEH), the Ministry of Justice is also planning to introduce electronic auction sales for selling the sequestered real estate.

According to the plans, the system to be started on 1 January 2009 will help to eliminate the anomalies occurring in the present procedure.

Miklós Krejniker, President of the Hungarian Court Bailiffs' Chamber said that in Hungary some organised groups have been dealing with real estate frauds since the middle of the 90s. These groups are mainly present at the auction sales of the real estate seized by the authorities.

Most of the participants of the auction sales make their offers for the announced real estate to sell it a bit later. Therefore, it is a regular practice that the groups wishing to acquire the announced flat or land frighten the people interested, and the participants also often plot prior to the auction sale.

The introduction of eAuction sales would solve these problems, and would create real auctions and competition. The system would operate similarly to the application introduced by the Tax Authority at the [beginning of 2008](#): the participants would connect to an Internet system, and after having payed the auction sale advance, they could bid anonymously – so the possibility of illegal influence would be prevented.

Further information:

- [Magyar Nemzet – News article \(in Hungarian\)](#)
 - [magyarorszag.hu – News article \(in Hungarian\)](#)
 - [ePractice news – “Hungarian Inland Revenue Office introduces eAuctions”](#)
-

IT: MEPA prizes awarded to users of the marketplace (16 May 2008)

The Italian Procurement Agency Consip and the Italian Ministry of Economy and Finance have established since 2007 the MEPA ([Electronic Marketplace for the Public Administrations](#)) Prize as an acknowledgement to Italian Public Administrations and suppliers that during the year showed impressive results in the use of the MEPA and have appreciated the economic, organizational and process benefits of this eBusiness tool.

The 2008 edition of the Prize has been closed last 8 April 2008 in Rome. A panel of experts have assigned the Prize after having analysed the applications from the 80 public administrations and the 29 suppliers who participated to this year's edition.

The awarded Public Administrations are:

- Central administrations: the Ministry of the Interior (Dept of Firefighters) and the Fiscal Agency of Bari;
- Territorial Administrations: Local Health Authority n. 3 of Catania, the University Bicocca of Milan and the Province of Agrigento.

The awarded Suppliers are:

- Services sector: National Service Consortium (CNS) of Bologna;
- ICT sector: Quasartek (from the Municipality of Marino, Rome);
- Office supply sector: Cartoidee of Cultraro Vasta Giuseppe (from the Province of Catania).

The winning administrations and suppliers can benefit from:

- using the brand "winner of the MEPA Prize" on their promotional documentation and websites;
- receiving free training days on the use of eProcurement tools;
- participating in public procurement events organized by MEF (Italian Ministry of Economy and Finance) and Consip.

The participants to the MEPA prize have been asked about the perceived advantages in using the marketplace. The Public Administrations mainly benefit from the introduction of innovation processes in the administration itself, time saving, cost saving and territorial commitment.

The major advantages of MEPA outlined by suppliers are an easier access to the public market, a broadening of their business, time and cost saving and the recognition that the tool is particularly suitable to SMEs.

Further information:

- [Electronic Market Place for the Italian Public Sector - MEPA \(in Italian\)](#)
- [MEPA case at ePractice](#)

FR: From the electronic passport to the biometric passport (15 May 2008)

Biometric passports containing a digital photo and the fingerprints of their holders will gradually replace the electronic passport that has been made available in France since April 2006.

A recently published decree states that in future, when the passport application is handed on to the administration, the digital photograph and the prints of eight fingers of the requester will be collected. The fingerprints of children under six years old will not be required.

Furthermore, in exceptional cases and evidence-based emergency, passports with no electronic components may be delivered for one year.

The dates when these provisions become applicable in metropolitan France, French overseas departments and territories and for the French citizens living abroad are still to be determined by means of regulations.

Further information:

- [Press release \(in French\)](#)
- [Decree on biometric passports – 4 May 2008](#)

CN/EU: FASTeTEN showcased for Chinese delegation (14 May 2008)

A delegation from the city of Handan in China has visited a number of the FASTeTEN project partners as part of a good practice exchange trip organised by the European Commission funded [EU-China Information Society Project](#).

The objective of the visit was to organise ways of sharing eGovernment good practice between the EU and China. Handan is a city in the Hebei province, eastern China, which counts around nine million people in its administrative area. It is one of six cities earmarked by the Chinese Government to become model cities for eGovernment, with the intention of being a beacon for others to follow.

The Handan European study tour ran from March 31 to April 13, 2008 and included visits to FASTeTEN partners, namely, the Sheffield City Council (UK), the Conseil Général des Yvelines (France), the Caisse des Dépôts - Confiance Electronique Européenne (CDC-CEE, Paris, France), and the local authority of Prato (Italy).

The main focus of the visit was smartcards and eGovernment, as part of a demonstration project taking place in Handan, which deals with multi-application smartcards, starting with national insurance and social services.

In addition, the visiting delegation was introduced to the FAST (Fournisseur d'Accès Sécurisés Transactionnels) bundle of services for secure electronic document exchange. The objective of FASTeTEN is to carry out pilot deployments of FAST in different European contexts and there is a growing collaboration between FAST partners and Handan to visualise FAST in a Chinese setting. Authentication and secure messaging are important for the Chinese smartcard scheme.

The EU-China Information Society Project is a joint initiative between the European Union and the Chinese Government, which began in August 2005. Its objective is to help modernise and build the capacity of Chinese government agencies.

Further information:

- [Full press release at the FASTeTEN website](#)
- [More information about the EU-China Information Society Project](#)

EU: 'The Portorož Declaration' on eHealth in a Europe “without frontiers” (14 May 2008)

The high level [eHealth 2008 Conference](#) in Portoroz, Slovenia, hosted by the Slovenian Presidency of the EU and the European Commission, concluded on 7 May 2008 with the “[Portorož Declaration](#)”.

According to this declaration, “The Member States and the European Commission commit to support together the deployment of high-capacity infrastructure and infostructure for health and social care information networks and services such as telemedicine (teleradiology, teleconsultation, telemonitoring, telecare), ePrescription and eReferral. With continued commitment from all the actors involved, European-wide cooperation on electronic health services will lead to the successful formation of a European health information area. As a result, the health of European citizens and the sustainability of European health care systems will benefit considerably.”

The conference, held under the theme ‘eHealth without frontiers’, was the sixth in a series of high-level eHealth conferences that have taken place since 2003. This time, the focus was set on modern solutions aimed at eliminating the various barriers in the European healthcare, such as those between healthcare providers, regions and states, or communication difficulties among the various players in healthcare systems.

Further information:

- [The Portorož Declaration – eHealth 2008 Conference Declaration](#)
- [European eHealth Conference 2008 – ‘eHealth without frontiers – Official website](#)
- [Europe’s Information Society Thematic Portal](#)

INT: New Web Content Accessibility Guidelines ready to test drive (13 May 2008)

The Web Content Accessibility Guidelines (WCAG) Working Group has announced the publication of WCAG 2.0 as a World Wide Web Consortium (W3C) Candidate Recommendation on 30 April 2008.

WCAG 2.0 explains how to make Web sites, applications, and other content accessible to people with disabilities, and many elderly users. WCAG 2.0 is part of a series of accessibility guidelines/standards developed by the Web Accessibility Initiative ([WAI](#)).

Candidate Recommendation (CR) is a major step in the W3C standards development process; it signals that there is broad consensus in the Working Group and among public reviewers on the technical content of WCAG 2.0.

The primary purpose of this CR stage is for developers and designers to "test drive" WCAG 2.0 to demonstrate that WCAG 2.0 can be implemented in Web sites. The Web Accessibility Initiative encourages a broad range of Web sites and Web applications to use WCAG 2.0 at this stage, and share implementation experience.

Those intending to submit their implementations are invited to see the [WCAG 2.0 Candidate Recommendation Implementation Information](#) and let W3C know their intentions by 23 May 2008. Actual implementations are due by 30 June 2008.

It is important to note that some WCAG 2.0 requirements are at risk; that is, they may not be included if there are not sufficient implementations. Items at risk are listed under "Items at Risk" in http://www.w3.org/TR/2008/CR-WCAG20-20080430/#status_risk.

Further information:

- [Europe's Information Society Thematic portal – European Commission \(Full press release\)](#)
- [More about the World Wide Web Consortium \(W3C\)](#)
- [WAI Guidelines and Techniques](#)
- [How the Web Accessibility Initiative \(WAI\) Develops Accessibility Guidelines through the W3C Process](#)
- [WCAG 2.0 Candidate Recommendation Implementation Information](#)

Latest Publications

- [UK: The National Programme for IT in the NHS: Progress since 2006](#) 16 May 2008 | United Kingdom
- [EU: Web 2.0 in Government: Why and How?](#) 14 May 2008 | EU Institutions
- [EU: Video: eHealth - your Health made easy](#) 15 April 2008 | EU Institutions
- [EU: Video: Ageing well in the Information Society](#) 1 April 2008 | EU Institutions
- [EU: Study on the standardisation aspects of eSignature](#) 22 November 2007 | EU Institutions

UK: The National Programme for IT in the NHS: Progress since 2006

Complete title:

The National Programme for IT in the NHS: Progress since 2006

Description (short summary): Delivering the National Programme for IT in the National Health Service (NHS) is proving to be an enormous challenge. All elements of the Programme are advancing and some are complete, but the original timescales for the electronic Care Records Service, one of the central elements of the Programme, turned out to be unachievable, raised unrealistic expectations and put confidence in the Programme at risk.

This progress report on the Programme by the National Audit Office concludes that the original vision remains intact and still appears feasible. However, it is likely to take until 2014-15 before every NHS Trust in England has fully deployed the care records systems, four years later than planned. In the North, Midlands and East area, the software has taken much longer to develop than planned, so some Trusts have had to take an interim system. Completing the development of the system and introducing it in this area are significant challenges still to be addressed.

The estimated cost of the Programme is £12.7 billion (approx. €15.97 billion). The costs of the main contracts have remained broadly unchanged, aside from the purchase of increased functionality. Because of the delay in deployments, actual expenditure to date (£3.6 billion – approx. €4.52 billion – by 31 March 2008) has been much lower than expected. Planned 'go live' dates were missed for many of the first Trusts to take the new care records systems and the NHS and suppliers are now increasing their emphasis on establishing realistic timelines for deployments, reflecting the circumstances of each individual Trust.

According to the report, the success of the Programme will depend on the commitment of NHS staff. The Department's latest survey, conducted in spring 2007, showed that 67 per cent of nurses and 62 per cent of doctors expected the new systems to improve patient care. Identifying and realising the benefits of the systems are essential to raising confidence further and convincing all staff of the value of the Programme. The Department reported on the benefits of the Programme for the first time in March 2008.

Original URL: <http://www.nao.org.uk/pn/07-08/0708484.htm>

Number of pages:

Executive Summary: 10

Volume 1: 62

Volume 2: 66

EU: Web 2.0 in Government: Why and How?

Complete title:

Web 2.0 in Government: Why and How?

Description (short summary): Since 2003, a new wave of web-based applications, which now go under the name of web 2.0, have been launched with very little investment and have encountered dramatic success in terms of take-up. These applications rely on the concept of the user as a producer: of content (blog, wiki, Flickr), of taste/emotion (Last.fm, de.li.cious), of contacts (MySpace), and of reputation/feedback (eBay, TripAdvisor).

The report looks at how these applications are used and can be used in government-related activities. Based on a survey of existing initiatives in the public and private sector, it argues that web 2.0 applications affect both front and back office activities, such as: regulation, cross-agency collaboration, knowledge management, service provision, political participation and transparency, and law enforcement. For each of these domains, it spells out the key implications and analyzes existing cases. Finally, it draws some lessons to be learnt from existing cases, as well as possible policy options for government. Overall, web 2.0 is already used in many areas of government activity, often without the authorisation or even the knowledge of governmental institutions. To start experimenting with these applications appears to be not only potentially beneficial, but probably the safest option for government.

Original URL: <http://www.jrc.es/publications/pub.cfm?id=1565>

Number of pages: 58

EU: Video: eHealth - your Health made easy

Complete title:

Video: eHealth - your Health made easy

Description (short summary): This video provides concrete examples of how individuals can benefit from eHealth services and applications in daily-life situations.

Original URL:

http://ec.europa.eu/information_society/newsroom/cf/news.cfm?item_type=library&item_subtype=audiovisual

EU: Video: Ageing well in the Information Society**Complete title:**

Video: Ageing well in the Information Society

Description (short summary): This video provides concrete examples of how seniors can take advantage of the Information Society.

Original URL:

http://ec.europa.eu/information_society/newsroom/cf/news.cfm?item_type=library&item_subtype=audiovisual

EU: Study on the standardisation aspects of eSignature**Complete title:**

Study on the standardisation aspects of eSignature

A Study for the European Commission (DG Information Society and Media)

Description (short summary): The document is the Final Report of the Study on the Standardisation Aspects of eSignatures undertaken by SEALED.

The aim of the study is to provide the European Commission with the necessary information and assessment for a possible review of the standardisation needs in the field of electronic signatures supporting the European Directive 1999/93/EC of the European Parliament and the Council of 13 December 1999 on a Community framework for electronic signatures.

The report is made of three parts. The first part addresses the eSignature standardisation landscape in Europe. It first explains the rationale behind the eSignature directive and describes how the rationale has been put in practice (the eSignature business model). It then provides an overview of the related European standardisation initiatives, an overview of the eSignature related projects and applications, and reveals the results of the online survey that was conducted during the project on the standardisation aspects of electronic signatures.

The second part provides an assessment on this eSignature standardisation landscape. It assesses the issues related to how the eSignature Directive addresses the eSignature products requirements and the question of the qualified electronic signatures versus other levels of electronic signatures. It ends with considerations on the awareness and marketing issues.

The third part reports on the successes and failures of the business model and ends with the provision of the study recommendations.

Original URL: <http://www.esstandardisation.eu/index.php>

Number of pages: 130

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.

- [eHealth Management](#) 9 June 2008 | Barcelona (Spain)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [Innovative Cities for the Next Generation - ICING final event](#) 26 June 2008 | Barcelona (Spain)
- [eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)
- [Administrative burden](#) 23 October 2008 | Bremen (Germany)

- [European inclusion 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)

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

Upcoming Events

- [IT: Workshop 'Towards the constitution of the IGF Italia'](#) 19 May 2008 | Italy
- [UK: 3rd eVoice International Forum on eDemocracy](#) 22 - 23 May 2008 | United Kingdom
- [GR: International workshop on 'Future skill needs in health care'](#) 22 - 23 May 2008 | Greece
- [BE: IDABC CAMSS Info Day](#) 28 May 2008 | Belgium
- [BE: Consultation meeting on FP7 'ICT for governance and policy modelling'](#) 28 May 2008 | Belgium
- [UK: Shared Services in the Public Sector 2008](#) 4 June 2008 | United Kingdom
- [BE: SEMIC.EU Launch Conference](#) 17 June 2008 | Belgium
- [SI: 21st Bled eConference on 'eCollaboration'](#) 15 - 18 June 2008 | Slovenia

IT: Workshop 'Towards the constitution of the IGF Italia'

19 May 2008

The Internet System: 'Towards the constitution of the IGF Italia'

The main objective of ISOC Italy is to sensitize the Italian Internet community on the Internet Governance. This one-day workshop aims at consulting all interested parties on related issues.

The topics to be discussed during the event are on the following subjects:

- Critical Resources;
- Access;
- Diversity;
- Openness;
- Security;
- Emerging Issues;
- Internet Bill of Rights.

Registration to the event is available [online](#) and participation is open to all and free-of-charge.

Venue: Conference Room of the National Research Council
Piazzale Aldo Moro, 7
00185 Rome

Event website: http://www.isoc.it/index.php?option=com_content&task=view&id=341&Itemid=463

Event email: web@isoc.it

UK: 3rd eVoice International Forum on eDemocracy

22 - 23 May 2008

3rd eVoice International Political Forum on eDemocracy

Delegates will hear from experts from around the North Sea Region on work carried out during the eVoice project (<http://www.evoice-eu.net>) and future challenges for local government in developing eParticipation projects. The event and the eVoice project have been funded by the INTERREG IIIB North Sea programme.

Those wishing to participate can choose among the four following workshops:

- Workshop 'strengthening offline local democracy by eParticipation';
- Workshop 'social computing, social networking and the possibilities of Web 2.0';
- Workshop 'eConsultations and ePetitions';
- Workshop 'community websites'.

Furthermore, part of the event will mark the launch of the eVoice project book. More details on the event programme are available [here](#).

The Forum is an open and free-of-charge event. Bookings are to be performed [online](#).

Venue: Maid's Head Hotel
Tombland
Norwich NR31LB

Event website: <http://www.evoice-eu.net/content/events/apply.cfm>

Event email: bureau.walburg@iaf.nl

GR: International workshop on 'Future skill needs in health care'

22 - 23 May 2008

International workshop on 'Future skill needs in healthcare'

The aim of this workshop is to identify the key trends and future skill needs in the health care sector. It will look in particular at interaction between technology, ICT and skill needs, management of health care and education and training needs in the sector.

By doing so, the workshop attempts to enhance an evidence based development and policy-making at both national and European levels. More information can be found on the draft outline and agenda that are available at the event website.

Participation to the workshop is free-of-charge. The registration form is to be returned by 30 April 2008 either by email to roula.panagiotou@cedefop.europa.eu and/or yvonne.noutsia@cedefop.europa.eu or by fax: +30 2310 490 117.

Venue: European Centre for the Development of Vocational Training (Cedefop)
Europe 123
Thessaloniki (Pylea)

Event website: <http://www.cedefop.europa.eu/index.asp?section=3&read=3275&sub=1>

Event email: skillsnet-team@cedefop.europa.eu

BE: IDABC CAMSS Info Day

28 May 2008

IDABC CAMSS Info Day

[CAMSS](#), an initiative of the European Commission's [IDABC programme](#), aims at initiating, supporting and coordinating the collaboration between volunteer Member States in the definition of a 'Common

Assessment Method for Standards and Specifications' and sharing the assessment study results for the development of eGovernment services.

This one day event aims to present CAMSS project and its achievements. It is organised in the frame of phase 1 of the project activities, defining a common set of guidelines for the assessment of standards and specifications based on national best practices.

The morning session will feature an introduction to the project by the European Commission and a presentation of use cases by Member States. The afternoon session will be dedicated to the presentation of the CAMSS project by the contractor, followed by panel discussions on possible future works.

The draft CAMSS will be published on the IDABC website in June 2008. External stakeholders will be invited to comment on it.

The ones interested in attending the CAMSS Info Day must fill in [a call for expression of interest](#) no later than **13 May 2008**. Participation is free-of-charge and the privacy statement is available [online](#).

Venue: Centre Albert Borschette
36 Froissart street
1040 Brussels

Event email: Serge.novaretti@ec.europa.eu

Event website: <http://ec.europa.eu/idabc/en/document/7572>

BE: Consultation meeting on FP7 'ICT for governance and policy modelling'

28 May 2008

Consultation meeting on FP7 'ICT for governance and policy modelling'

This consultation meeting is organised in the context of the preparation of the Work Programme for 2009-2010 of the 7th Research Framework Programme (FP7). It is targeted at those interested in policy modelling, opinion visualisation, mass collaborative platforms and large-scale societal simulations.

Those wishing to receive additional details may log in frequently on http://ec.europa.eu/information_society/activities/egovernment/index_en.htm where more information will be announced on this initiative and on FP7 research activities.

Event website: http://ec.europa.eu/information_society/activities/egovernment/index_en.htm

Event email: INFSO-eGOV-FP7@ec.europa.eu

UK: Shared Services in the Public Sector 2008

4 June 2008

'National Conference on Shared Services in the Public Sector 2008'

The 'Shared Services in the Public Sector 2008 Conference', to be hosted by the [eGovernment Bulletin](#), will take place following the [Shared Services Online Summit](#) (3-9 March 2008). The Conference will aim to provide insights into the benefits and challenges of sharing systems and services, to identify good practice and to provide a forum to share experience amongst those involved with planning the move towards shared services.

The Conference programme will include a wide range of roundtable discussion groups and small group presentations to enable interaction and exchange of good practice.

Topics to be addressed during the Conference will be the following among others:

- Analysing the strategic drivers for shared services in the public sector;
- Comparing different shared service and outsourcing models;
- Creating the framework for successful contracts;

- Issues to be resolved before consolidating or outsourcing services;
- Lessons learned from experience of sharing services and outsourcing;
- Practical challenges faced by organisations restructuring shared services;
- Strategic role of shared services in transformational government.

Proposals and contributions to the programme are welcome, particularly in relation to:

- Issues to be resolved before consolidating or outsourcing services;
- Lessons learned from experience of sharing services and outsourcing;
- Practical challenges faced by organisations planning or developing shared service initiatives.

Registration is available online at the following link: <http://195.40.181.94/sharedservices08/registration.asp> and prices for registration vary as follows:

- Public Sector: £295 + VAT (approx. €220) including Conference Pass, Networking, Lunch & Refreshments;
- Private Sector: £395 + VAT (approx. €295) including Conference Pass, Networking, Lunch & Refreshments;

Please note there is an Early Bird Offer of £100 (approx. €133) discount, valid until the end of February.

Venue: New Connaught Rooms
61-63 Great Queen St
London, WC2B 5DA

Event website: <http://www.headstar-events.com/shared-services08/>

Event email: claire@headstar.com

BE: SEMIC.EU Launch Conference

17 June 2008

Launch conference of the Semantic Interoperability Centre Europe

The European Commission, Directorate General for Informatics (IDABC), is organising a conference on the occasion of the launch of SEMIC.EU, the Semantic Interoperability Centre Europe, on 17 June 2008, in Brussels.

The conference will be a meeting point and networking opportunity for professionals of all sectors. Participants will introduce their projects to their peers in poster sessions, and in a panel discussion on Visions of the Semantic Interoperability Centre Europe.

Keynotes:

Karel de Vriendt, Head of IDABC unit, European Commission
Jan Timmerman, Ministry of the Interior and Kingdom Relations, Netherlands
Steven Capell, Technical Director, Red Wahoo, Australia
Dr. Wilfried Bernhardt, Federal Ministry of Justice of the Federal Republic of Germany

The Conference programme is available [online](#).

SEMIC.EU establishes an open repository for interoperability assets. The project offers coaching services and opportunities for exchange of ideas and best practices. It creates a central resource of interoperability solutions produced by and provided to European eGovernment projects.

If you are interested in participating, please fill in the [call for expression of interest](#) by 31 May. The privacy statement can be downloaded [online](#).

Further information on the SEMIC program is available at the following link: [Semantic Interoperability Centre Europe \(SEMIC.EU\)](#)

Venue: Jolly Hotel du Grand Sablon
Rue Bodenbroekstraat 2/4
Brussels

Event website: http://www.semic.eu/events_conferences.html

Event email: conference@semic.eu

SI: 21st Bled eConference on ‘eCollaboration’

15 - 18 June 2008

‘eCollaboration: Overcoming Boundaries Through Multi-Channel interaction’

The 21st edition of the Bled eConference will be held during the Slovenian Presidency of the European Union. It will address all aspects of eCollaboration among all the “e” actors, featuring the following sessions:

- May 15: Pre-conference event on eParliament, with “eEU panels” focused on bridging the gap in the EU and between decision-makers and citizens in the Parliaments, with the participation of members of the European Parliament;
- May 16: Plenary session I - Overcoming Boundaries by eCollaboration: Government, Parliament, and University;
- May 16: Plenary session II – Overcoming Boundaries by eCollaboration: eInteroperability, eBusiness, eInclusion and eUniversity;
- May 18: Plenary session III – eGovernance: Coordinating and Managing the Digital Economy:
- Several panels and workshops addressing a wide range of topics, among which interoperability, eProcurement, eBusiness and eMarketplaces, user-centric services convergence, mobile value services, etc.
- "Connecting Public Services Communities" Roundtable, which will gather key stakeholders from the public and private sectors as well as from the academia, with the aim to stimulate the exchange of good practices in the field of cross-border interoperability across the European Union.

The conference attracts speakers and delegates from business, government, information technology providers, as well as researchers working in all aspects of “e”. There will be a variety of keynote speakers from industry, government and Academia.

The full participation fee amounts to €450 in case of early registration, until May 5 (€225 for students) and to €500 for registrations performed after that date (€250 for students).

Those interested in attending are requested to complete the [online registration form](#)

Venue: Golf Hotel Bled
Cankarjeva 4
4260 Bled (Slovenia)

Event website: <http://bledconference.org>

Contact Email: neja@albatros-bled.com

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