



<http://epractice.eu/>

European ePractice Newsletter

N. 212 - 20 November 2007

>> Call for papers: European Journal of ePractice

ePractice.eu is launching the digital publication *European Journal of ePractice*. We invite eGovernment professionals, practitioners and academics to submit position papers on research findings, case experiences, challenges and factors contributing to a successful implementation of eGovernment, eHealth or eInclusion services in Europe and beyond. The deadline for submissions is December 17, 2007. For more information visit epractice.eu/journal or contact us at editorial@epractice.eu

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

- [eDialogos](#) 16 November 2007 | Greece
 - [ECDL for kids suffering cancer](#) 15 November 2007 | Austria
 - [ECDL barrierefrei- accessible IT-Certification](#) 15 November 2007 | Austria
 - [Internal Market Information System \(IMI\)](#) 15 November 2007 | EU Institutions
 - [CD-ROM presenting e-Health, e-Outreach & e-Counselling](#) 15 November 2007 | Netherlands
 - [Best practices handbooks for e-inclusion professionnals](#) 14 November 2007 | France
 - [Video relay service for deaf and hard of hearing](#) 14 November 2007 | Denmark
 - [VSNG, Flemish Centre for New Literacy](#) 14 November 2007 | Belgium
-

eDialogos

The innovative e-Dialogos project at the Greek municipality of Trikala is funded through the Politeia Programme of the Ministry of Interior and the Region of Thessaly, and it is championed by the Mayor of Trikala himself. The project is about providing an innovative and fully fledged eDemocracy methodology and platform for citizens of Trikala to participate in the decision making processes of the municipality, combining online deliberative and voting processes.

ECDL for kids suffering cancer

The diagnosis of cancer produces a flood of feelings and fears in the patients and the involved surrounding persons. To overcome this hard time, it is necessary to support the self esteem of the patients and give them a perspective for their future lives. With every of the seven successfully passed

ECDL modules, the young patients get a little success and a motivation to go on with their learning activities.

ECDL barrierefrei- accessible IT-Certification

The ECDL (European Computer Driving Licence) is the largest (more than 7 Mio. participants) and internationally recognized program for certification of IT competence. The ECDL barrierfree project achieved accessibility for people with special needs. Based on successful e-Learning material, all 7 Modules of the ECDL are now available as an interactive learning platform which meets the needs of people with disabilities. The goal is to enhance the education of people with disabilities and thereby ease their entry into the job market through the acquisition of the internationally recognised IT certificate ECDL and to rise public awareness.

Internal Market Information System (IMI)

The Internal Market Information (IMI) system is being developed to improve communication between Member States' administrations. Effective cooperation based on confidence and trust is increasingly recognised as an important enabling factor in the efficient implementation of EU legislation related to the internal market. IMI is an electronic tool that provides a multilingual, secure and fast system for the exchange of information so that Member States can engage in more effective day-to-day cooperation in the implementation of Internal Market Legislation in general and the revised Professional Qualifications Directive (2005/36/EC) and the Services Directive (2006/123/EC) in particular.

CD-ROM presenting e-Health, e-Outreach & e-Counselling

Online venues are becoming one of the preferred locations for service users who are difficult to recruit into health-services. Therefore, an increasing number of service providers would like to approach their service users directly through the internet. However, many services lack financial resources and the knowledge. The CD-ROM contains new strategies for e-Health, examples, guidelines and methodologies, information about software and best practices. With the 'Ten Golden Rules' we stimulate service providers to start electronic-Outreach and e-Counselling to serve groups that are difficult to locate, difficult to recruit into services or difficult to retain within a service.

Best practices handbooks for e-inclusion professionnals

CREATIF, a french non-governemental organisation, federates persons involved in promoting "Access for all" to ICT's. We aim at improving digital literacy and social uses of ICT's by promoting best practices exchange, networking of telecentres & PIAPs professionnals, support to projects, monitoring and assessment of uses and promotion of an active participation of concerned population. We have created a serie of «best practices» handbooks (also available online) specially dedicated to eInclusion professionnals. Using collaborative writing in an open editorial board, this project contributes to share experiences and to promote local best practices at a national level.

Video relay service for deaf and hard of hearing

The national Danish video relay service for deaf and hard of hearing people is provided by The Labourmarket Centre North ("Arbejdsmarkedscenter Nord"), an organisation managed by the municipality of Aarhus. The service has been developed in 2005-2007. In 2008-2009 the service is estimated to be offered to all deaf and hard of hearing employees in Denmark. The video relay service for deaf and hard of hearing people is funded by the Ministry of Employment.

VSNG, Flemish Centre for New Literacy

VSNG is an initiative of LINC vzw. It regroups Flemish organisations that are active in the field of eInclusion. VSNG pursues three main objectives: to promote local initiatives in the field of eInclusion, particularly for vulnerable social groups; to be a centre of excellence where good ePractices can be exchanged; to be a partner of the public authorities in the development of public policies in the field of eInclusion. Since 2006 VSNG is the organiser of the Digitale Week (www.digitaleweek.be) and co-organiser of La fête de l'Internet.

Latest News

- [CH: Two cantons go Open Source](#) 20 November 2007 | Switzerland
 - [ES: Accessibility decree](#) 20 November 2007 | Spain
 - [LV: Latvian National Visa Information System enters the pilot phase](#) 19 November 2007 | Latvia
 - [FR: Gallica digital library turns a new page](#) 19 November 2007 | France
 - [EE: 'M-CLASS Teacher' project gets top marks](#) 19 November 2007 | Estonia
 - [UK: High cost for UK eID card](#) 19 November 2007 | United Kingdom
 - [NL: Dutch Road Traffic Board introduces digital protection proof](#) 14 November 2007 | Netherlands
 - [NL: Citizen Service Code wins European eDemocracy Award 2007](#) 14 November 2007 | Netherlands
 - [NL: New area database on Dutch ministry website](#) 14 November 2007 | Netherlands
 - [NL: Civil Service Number in use as from 26 November](#) 14 November 2007 | Netherlands
 - [NL: Basic Training Answer© Agent starts](#) 14 November 2007 | Netherlands
-

CH: Two cantons go Open Source

Two Swiss cantonal administrations have opted for Open Source solutions, using Fabasoft eGovernment Suite.

The canton of Basel-Landschaft will, amongst other things, be running Fabasoft eGov Suite 7.0 on the Open Source database PostgreSQL 8.2. The operating system will be SUSE Linux Enterprise 10.

The Directorate for Justice, Police and the Military has also decided to delegate the operation of Fabasoft eGov Suite to the canton's Central IT Service. This means that other administrative units within the canton will be able to link in efficiently and cost-effectively if they wish. The directorate signed a framework agreement with Fabasoft in December 2006, following a public tendering procedure. Basel-Landschaft is the second Swiss canton to use Fabasoft eGov Suite with Open Source. The first to do so was Thurgau, which migrated its electronic filing to Open Source between 2005 and 2006, using eGov Suite 6.1.

Fabasoft supplies eGov Suite for use both with Windows and with Linux. According to the company, it can handle records management (including filing and processing, document creation and dispatch, secure archiving, schedule tracking and electronic authorisation); content management (authoring, editing, intranet and internet publishing); knowledge management (structured knowledge bases and networks); integrated eGovernment (ensuring legal compliance, data exchange with other authorities by means of national standards, integrated systems for digital signature and time stamp services); citizen relationship management ("one-stop government and citizen-centric service", including "personalised services via the internet"); and new public management ("controlling business processes based on real-time data, reporting and controlling tools for executives and data warehouse integration for defining key data to evaluate performance indicators").

Further information:

- [Fabasoft.de – Press release \(in German\)](#)
- [Fabasoft eGov Suite](#)

ES: Accessibility decree

A new Spanish Royal Decree sets the criteria for guaranteeing accessibility and non-discrimination in telecommunications, the information society and social communications media.

Measures affecting IT services include a requirement that the websites of public administrations, and other publicly financed sites, should be fully accessible. Concretely, they should comply with priorities 1 and 2 of the Spanish standard [UNE 139803:2004](#). The sites must be compliant by 31 December 2008. There are also accessibility criteria for IT hardware and software, on-line services and electronic signatures.

On the accessibility of telecommunications, the decree broadens the existing universal service requirements. Telephone directories must be available on-line, and the sites concerned must apply the same accessibility standards as those of the public administration. Stricter criteria for the design of public pay-phones will ensure greater accessibility. Operators will be required to offer a sufficient range of fixed-line phones catering for the various types of disability.

On social communication, the text includes provisions on the use of subtitling, audio descriptions and sign language in the audio-visual media, on accessible design of digital TV sets and on the accessibility of public information campaigns.

The decree follows up on Spain's Law on Equality of Opportunity, Non-Discrimination and Universal Accessibility which stipulated that the government should set the basic conditions for accessibility.

Further information:

- [Ministry of Industry, Tourism and Trade – Press release \(in Spanish\)](#)
- [Spanish standard UNE 139803:2004 \(in Spanish\)](#)

LV: Latvian National Visa Information System enters the pilot phase

Latvia has successfully completed the development stage of its national Visa Information System (VIS) and the beta system is now available for users.

Thanks to the new information system, officials in the Ministry of Foreign Affairs, the [Office of Citizenship and Migration Affairs](#) (OCMA) and the Border Control can now easily process visa applications, personal and biometric data, give advice, and make decisions on issuing visas. The system will be fully functional once Latvia joins the Schengen area.

The system was developed by OCMA, in co-operation with [Rix technologies](#), within the framework of a Schengen Facility programme. The objective of the project was to develop a national visa information system that would, for example, ensure the processing of biometric data (facial and fingerprint images), data exchange with the EU Central Visa Information System and other IT systems (e.g. the Schengen Information System), and internal and international consultations on visa issuance. This aim is in accordance with the broader EU objective to create a single area of freedom, security and justice, ensuring the free movement of people and, at the same time, a high level of security.

The OCMA has also created a new high-security data centre that will ensure the safe and smooth operation of the new system and prevent any illegal access to or manipulation of the data.

Further information:

- [Office of Citizenship and Migration Affairs \(OCMA\)](#)
- [OCMA - Press release \(in Latvian\)](#)
- [Rix technologies](#)

FR: Gallica digital library turns a new page

The [National Library of France](#) (BNF) has launched a test version of [Gallica 2](#), its new, improved on-line digital library.

The BNF's existing digital library – [Gallica](#) – was first made available to on-line users in 1997. Providing access to around 90 000 digital works (press documents included), over 80 000 images and many hours of audio material, it is already one of the most important digital libraries freely available through the Internet. It opens up access to rare or original documents, and to works that are either out of print or very difficult to obtain.

Up until 2005, the BNF was increasing its on-line stock by around 5 000 to 6 000 documents per year. Thanks to a three-year contract signed this year with the company [SAFIG](#), the BNF is now looking to increase its rate of digitalisation to 100 000 new text and/or image files every year.

Initially, only copyright-free documents will be available. However, discussions are under way with major French publishing companies regarding the possible on-line availability of more recent works. In general, works are made available in French, but some documents are in English, Italian, German, Latin or Greek.

Gallica2 is an ongoing project which will continue to evolve over the coming months in terms of both content and tools and is expected to replace the existing Gallica in the course of 2008.

Further information:

- [Service-Public.fr – Press release \(in French\)](#)
 - [BNF's website \(in French\)](#)
 - [Gallica 2](#)
 - [Gallica \(in French\)](#)
 - [SAFIG \(in French\)](#)
-

EE: 'M-CLASS Teacher' project gets top marks

The Estonian M-CLASS Teacher project, launched two years ago by the Tartu city authorities, has once again received international recognition, having been selected as one of the finalists in this year's Baltic Challenge Award contest.

The M-CLASS Teacher project was developed by the Estonian company [Mobi Solutions](#) in collaboration with the Tartu city authorities to provide parents, teachers and students of the city with an alternative – and more effective – means of communication. Thanks to this project, teachers in the participating schools are able to send SMS text messages to the mobile phones of parents and/or students using a simple computer programme. The teacher can choose whether to send to all parents, a selected group of parents or just one depending on the message.

The system has the advantage of enabling teachers to communicate with parents quickly and reliably and to reach all parents, even those without regular access to email. Whilst most people now have mobile phones, some still do not have internet connections or do not check their mails regularly.

Joining the project is free of charge and optional for parents, although clearly the more parents who join, the more effective the project can be. The nature of messages sent may vary from invitations to parents' meetings or school events, informing a parent of a child's absence or bad grades, to congratulating parents on their children's success. The number of SMS messages is approximately three to five a month, and they are not sent spam.

According to Rain Rannu of Mobi Solutions, 20 schools in Tartu have currently joined the programme and others, both in Estonia and abroad, have expressed interest in it. "The feedback from both teachers and parents at schools participating in the project has been extremely positive," says Rannu.

M-CLASS Teacher is a part of an umbrella project called M-Tartu which aims to test the use of mobile services in various fields – medicine, education, city administration, transport – to identify the areas where it can be of most value.

Further information:

- [City of Tartu – Press release \(in Estonian\)](#)
 - [M-CLASS \(in Estonian\)](#)
 - [Mobi Solutions](#)
-

UK: High cost for UK eID card

According to the UK Home Office's latest estimate, the introduction of an electronic identity card in the UK is likely to cost £5.6 billion (€8.04 billion) over the next ten years.

The UK passed a law to introduce an electronic identity card in 2006. Unlike many European countries, it does not have a paper-based identity card scheme, and the electronic scheme will therefore involve the introduction of an identity card -- unpopular with many UK citizens – from scratch.

Under the scheme, foreign nationals living in the UK will receive identity cards with biometric identifiers from 2008, with British citizens receiving them from 2010 on a progressive basis.

The UK scheme was initially to be based on a national register that would gather together a wide range of data on individuals. However, this idea was scrapped in late 2006, and data will now be stored across three locations: with the UK Department of Work and Pensions for biographical information; with the Identity and Passport Service for information on the issue and use of ID cards; and with an existing database used for asylum seekers' data for biometric identification information.

Under the UK ID Cards Act, 49 fields of information will be linked to the ID scheme including photographic and fingerprint data, personal reference numbers such as passport and social security numbers, and personal information.

The government says that ID cards will help protect people from identity fraud, will tackle illegal working and illegal immigration, disrupt criminals' and terrorists' use of false identities, and ensure that free public services are only used by those who are entitled to them.

Further information:

- [E-Forum website](#)
 - [BBC news online](#)
 - [UK's Home Office](#)
-

NL: Dutch Road Traffic Board introduces digital protection proof

Since this October, Dutch registered vehicle traders and garages can provide their customers with a digital protection proof.

The protection proof clears the seller from all responsibility for the vehicle. It is the only document that is accepted by the state, garages, insurance companies etc. The proof had to be filled out by hand until recently, but now it has become possible to fill out the form online and print it directly.

This means the document can be given out quicker; it also means the Dutch Road Traffic Board can check if the change of licence mentioned in the proof has also been registered in the official registry of licences.

Further information:

- [Website of the Dutch Road Traffic Board \(in Dutch\)](#)

NL: Citizen Service Code wins European eDemocracy Award 2007

The Dutch Citizen Service Code, an instrument for government agents to improve their service to citizens, has won the European eDemocracy Award 2007.

Using the [Citizen Service Code](#) keeps civil servants aware of their duties towards citizens and helps them to see the results of (e)Government efforts through the eyes of citizens.

Out of fifty projects, the Code was selected as the one to most likely promote transparency and citizens' participation in the democratic processes.

The award ceremony took place on 3 October at the World eDemocracy Forum in Paris. The Citizen Service Code is a product of Burger@Overheid, an initiative of the Dutch eGovernment execution body ICTU.

Further information:

- [Burger@Overheid website](#)
 - [ePractice Library](#)
-

NL: New area database on Dutch ministry website

The Dutch Ministry of Agriculture, Nature and Food Quality have renewed the Area Database on their website (www.minlnv.nl).

All kinds of ecological and administrative information about the protected areas is available in this new database. Visitors can access lists of protected landscape areas, wetlands, national parks, among others.

Central to the database is the information on Natura 2000 areas. These are areas that are protected under European law.

A Google Maps application makes it possible for visitors to see exactly where areas are (in relation to one another), which areas are protected and why.

Further information:

- [Press release from the Ministry of Agriculture, Nature and Food Quality](#)
-

NL: Civil Service Number in use as from 26 November

The Dutch Government has decided to officially start using the Civil Service Number on 26 November 2007.

The agency responsible for preparing processes and systems to facilitate the introduction has notified the Dutch Society for Municipal Civil Servants that the so-called Civil Service Number Centre will be operational as of that date.

The Centre will provide information and tools to municipalities, so that they can incorporate the new identification number for citizens in their systems.

Further information:

- [Newsletter of the Dutch Society for Municipal Civil Servants \(in Dutch\)](#)
-

NL: Basic Training Answer© Agent starts

A basic training in answering all sorts of governmental questions, the first of its kind, was given to a group of municipal workers in September.

Dutch municipalities should be able to provide answers to all questions related to governmental issues, be they of a municipal or provincial nature, pertain to water boards or one of the ministries. A citizen or company should not have to search for a place to ask his question before even being able to ask it.

This is the main goal of the eGovernment initiative 'Overheid heeft Antwoord©' (Government has the Answer©) and one they hope to achieve in the coming years by encouraging municipalities to found Customer Contact Centres and offering basic trainings such as the one just started.

At the present time, citizens and companies often don't know where to go with their question: in fact, one of the questions most frequently asked of the Dutch government is 'Who should I address?'. Overheid heeft Antwoord© hopes to improve this situation. The basic training for municipal workers will take place on a monthly basis.

Further information:

- [Advies Overheid.nl \(in Dutch\)](#)

New Factsheets

The 8th Edition of the eGovernment factsheet for the Czech Republic as well as the 3rd Edition for Romania 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

- [NL: NORA explained](#) 18 October 2007 | Netherlands
- [EU: e-Governance: Transforming Government to Build Trust and Quality – 2007](#) 8 October 2007 | Pan European
- [NL: Open Doors – Programming Civil Society Media in the Netherlands](#) 28 September 2007 | Netherlands

NL: NORA explained

Complete title:

NORA explained

Brief explanation of the Dutch Government Reference Architecture [NORA]

Version 1.0

Authors: ICTU, Kenniscentrum, Architecture department

Description (short summary):

Almost all government organisations are busily engaged in contributing to eGovernment. In so doing it is important to establish principles concerning the way in which it is possible to collaborate, to link processes smoothly to one another and exchange data. These principles are to be found in the Nederlandse Overheid Referentie Architectuur (NORA) [Dutch Government Reference Architecture].

The present document is a shorter version of NORA. It gives a brief, non-technical overview of the developments in the field of reference architecture.

Original URL: <http://www.e-overheid.nl/sites/english>

Languages available: EN

Number of pages: 18

EU: e-Governance: Transforming Government to Build Trust and Quality – 2007

Complete title:

**E-governance: transforming Government to build trust and quality
2007 Edition**

Authors: EuroSpace S.r.l.

Description (short summary):

This new volume from EuroSpace S.r.l was presented at the Conference 'e-Governance: transforming Government to Built Trust and Quality' that was held in Vilnius, Lithuania, on 8 October 2007. The publication is supported by the European Union and many EU member states.

The volume is an annual free publication aimed at EU member states institutions and economic players, containing the most successful e-governance projects. It provides an overview of the current state of European eGovernment and the possible future developments that will transform the involvement and immediate use of electronic services by citizens and orient technological performance towards quality and functionality.

Related articles(s): [LT: e-Governance: transforming Government to Built Trust and Quality](#)

Copyright information: EuroSpace S.r.l.

All unauthorized reproduction, in whole or in part, in any medium is forbidden

Original URL: <http://www.egovernance2007.eu/web/egovernance2007/english/publications>

Languages available: EN

Number of pages: 322

NL: Open Doors – Programming Civil Society Media in the Netherlands

Complete title:

**Open Doors – Programming Civil Society Media in the Netherlands
An Exemplary Guide**

Authors:

Syb Groeneveld

Description (short summary):

This book builds on the Digital Pioneers Fund that gives financial and organisational support to civil society initiatives on the Internet the Netherlands. Since December 2002 the fund has supported 136 projects out of 938 applications in the country.

The book first analyses how civil society enters and opens the landscape of commercial and public service media. The following chapters describe and look into 22 civil society media projects that are supported by the Digital Pioneers Fund, showing how substantial the impact of the combined activities of small-scale organisations on the Internet can be.

The author introduces the 'Civil e-services' expression, which refers to services that are not market- or profit- driven but intended to have value for specific communities of users. It turns out that many Civil Society Media projects transform to 'social entrepreneurs' which develop, implement and market successful civil e-services.

The book concludes by proposing a vision of what is needed to nurture the development of a strong, independent and multi-form media landscape that acknowledges the role of small-scale civil society media (CSM) initiatives.

Original URL: <http://www.digitalpioneers.org/OpenDoors>

Languages available: EN

Number of pages: 99

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.

[eldentity workshop](#) 14 February 2008 | Brussels (Belgium)
[eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)
[Management - eHealth](#) 6 March 2008 | Brussels (Belgium)
[eInclusion: Ageing well](#) 14 April 2008 | Brussels (Belgium)
[ePractice](#) 19 May 2008 | Brussels (Belgium)
[eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
[Municipal eGovernment](#) 10 July 2008 | Brussels (Belgium)
[eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
[Administrative burden](#) 23 October 2008 | Bremen (Germany)
[eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)

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

Upcoming Events

- [IE: Cities of Knowledge Conference](#) 20 November 2007 | Ireland
 - [UK: Forum on Privacy Enhancing Technologies \(PETS\)](#) 21 November 2007 | United Kingdom
 - [ES: 1st International Conference on 'eGovernment and New Human Rights'](#) 21 - 22 November 2007 | Spain
 - [BE: Workshop on eGovernment Research](#) 23 November 2007 | Belgium
 - [LV: International Conference Regno 2007](#) 26 - 27 November 2007 | Latvia
 - [ES: Tecnimap Gijón 2007](#) 27 - 30 November 2007 | Spain
 - [NL: Conference on EU Information and Communication in the Enlarged Europe](#) 29 - 30 November 2007 | Netherlands
 - [SI: Mid-term IDABC Conference 2008](#) 12 - 13 February 2008 | Slovenia
 - [FI: Seminar "Promoting eInclusion at local and regional level in the EU"](#) 12 December 2007 | Finland
 - [ES: Second European Observatories Summit](#) 24 - 25 January 2008 | Spain
-

IE: Cities of Knowledge Conference

An International eGovernment/Public Sector Knowledge Management event

This Cities of Knowledge Conference will take place in Dublin on 20 November. The event is associated with the dissemination work of the "Innovative Cities for the Next Generation ([ICiNG](#))" project which is funded through the European 6th Framework Research programme. The Dublin City Council and Dublin Institute of Technology co-organise the event with the collaboration of the ICiNG consortium.

The ICiNG project aims to develop effective e-communities and e-access to city administration. The project is based in Dublin, Barcelona, and Helsinki. Each city is providing 'City Laboratory' test-bed sites in strategic development/city regeneration locations where users will trial and evaluate technologies and services.

This conference will attract strategic thinkers from local government around Europe to interact with leading edge speakers including those from innovative cities like Barcelona, Helsinki, Dublin, Tallinn, Derry, Liverpool, and San Jose (USA), as well as thought leaders from global technology companies and the European Commission.

Early booking is recommended as spaces are limited. Registration can be performed online at <http://www.bookyourplace.ie/> or by phone +353 1 668 0600

Event website: <http://idt.uab.es/events/events.htm>

Venue:

Clontarf Castle
Castle Avenue
Clontarf
Dublin 3
Ireland

Contact: E-mail: jbattle@bcn.cat

UK: Forum on Privacy Enhancing Technologies (PETs)

A Fine Balance 2007 – Privacy enhancing technologies: How to create a trusted information society

Organised by three of the UK's Knowledge Transfer Networks (KTN), and supported by the European Commission, 'A Fine Balance 2007' is an independent forum for discussing privacy in relation to the development of new technology.

On 2 May, the European Commission adopted a Communication "[Promoting Data Protection by Privacy enhancing Technologies \(PETs\)](#)" in which it calls for stepping up research in and development of PETs. In this context, the outcomes of this event will be taken under consideration by the European Commission in its formulation of upcoming work programmes for funding calls in this area of the FP7 - ICT programme and will influence the direction of future research in the fields of privacy and technology.

Various working group sessions will take place in the afternoon. Those will focus among others on Web 2.0, eHealth and assisted living, as well as Biometrics and privacy.

About 110 delegates are expected to participate. Registration can be performed online at the event website or by email sent to privacy@locationktn.com stating your name, address, contact details and the working group session which you would like to attend during the afternoon. Attendance requires the payments of a £251.06 fee (approx. € 356.26).

Event website: <http://www.petsfinebalance.com/index.php>

Venue:

Church House
Dean's Yard
Westminster

London SW1P 3NZ
United Kingdom

Contact: E-mail: privacy@locationktn.com

ES: 1st International Conference on 'eGovernment and New Human Rights'

'Citizenship and digital rights: Cyber-citizenship 2.0'

The Investigation and Participative Action Forum (FIAP), along with the Municipality of Rivas Vaciamadrid, the Spanish Telecommunications and Information Society Observatory 'red.es' and the Spanish Ministry of Public Administration are organising the 1st International Conference on eGovernment and New Human Rights, entitled 'Citizenship and digital rights: Cyber-citizenship 2.0'.

The Conference will be held in the Municipality of Rivas Vaciamadrid, Madrid, on 21-22 November.

The main objectives of the event are the following:

- Explore the relationship between citizenship and cyberspace;
- Analyse the new needs of citizenship and nationality in the virtual society;
- Elaborate on cases and experiences related to the Society of Information and Knowledge (SIC) development, such as eGovernment and digital inclusion policies, eAdministration, eParticipation, cyber-citizenship and new digital rights.

Prestigious national and international speakers from the Academia, the public and private sectors as well as civil society representatives will participate in this conference.

Participation to this free event is open, but prior online registration is required.

Event website:

http://fiap.querytek.com/index.php?option=com_content&task=view&id=212&Itemid=108&num_menu=5&id_pestana=213

Venue:

Salón de Actos del Ayuntamiento de Rivas Vaciamadrid
Plaza de la Constitución
Rivas Vaciamadrid
Madrid
Spain

Contact: E-mail: comunicacion@fiap.org.es

BE: Workshop on eGovernment Research

"eGovernment research: the making of a success story"

Organised by the General Directorate for Information Society and the Media of the European Commission (unit H2) together with the "Bringing Together and Accelerating eGovernment Research in the EU" study ([eGovR study](#)), this workshop will be held in Brussels, Belgium, on 23 November.

Several success stories of eGovernment research in FP6 will be presented and discussed. A general discussion on "what makes a success story?" will take place afterwards. The role of the eGovR study in bringing out a success story will also be addressed.

The workshop is open to all eGovernment stakeholders and in particular to representatives of eGovernment research projects in FP6, as well as researchers, interested practitioners and promotion experts.

Places are limited to 25 participants. Registration is mandatory by sending a message with name and affiliation to: eGovR@eurodyn.com. Places will be allocated on a first come, first served basis. Presentations will be selected by the organisers on the basis of short submitted abstracts.

Event website: N/A

Venue:

European Dynamics
123 A, Chaussée de Charleroi
1060 Brussels
Belgium

Contact: E-mail: eGovR@eurodyn.com

LV: International Conference Regno 2007

Sixth Regno Conference

The Regno Conference, now in its 6th edition, is organised by the Secretariat of Special Assignments Minister for Electronic Government Affairs of Latvia together with the Population Register Centre of Finland. The event is supported by the IDABC programme of the General Directorate for Informatics of the European Commission.

The purpose of the Regno Conference is to provide participants from over 25 countries with an opportunity to exchange information about the situation of base registers and public eServices development in different countries and to discuss about future strategies in that area as a part of eGovernment. Around 200 participants are expected to attend, including ministers, leading specialists of the registers, eGovernment policy makers, eService providers, as well as representatives of the academic sector, businesses and representatives of NGOs.

The 2007 edition of Regno will cover the following topics:

- All aspects related to the role of Registers in the provision of qualitative and modernised eServices for administrations, citizens and business;
- Use of registers data, integration of state registers, development of eArchives, implementation of eSignature, legislation on eDocuments, validity of electronic data; business process rearrangements, and other similar issues;
- EU-wide possibilities with regard to the improvement and development of collaboration, such as Interoperability, secure exchange of information between registers and service providers, trust and security of public eServices provided by Registers.

Moreover, a thematic meeting on 'Information management, standards and data quality' will be held during the conference. This meeting is organised in the frame of the ePSIplus Thematic Network, funded by the eContentplus programme, to support the implementation of the European Directive on Public Sector Information (PSI) Re-use, in the period leading up to its review in 2008.

Attendance is free and registration can be performed online at the event website.

Event website: <http://www.regno2007.lv/eng/index.php?p=0>

Venue:

Reval Hotel Latvia
55 Elizabetes Street
Riga
Latvia

Contact: E-mail: toms.celmlers@eps.gov.lv

ES: Tecnimap Gijón 2007

10th Congress on Information Society for the Modernisation of Civil Services – ‘Administration 2.0: New services, New rights’

The 10th edition of Tecnimap will take place over four days in Gijón, Spain. It is organised by the government of the Principality of Asturias and Gijón City Council in association with the Spanish Ministry of Public Administrations. Every year, this event brings IT representatives from different levels of public administration together with eGovernment experts and the industry for those to exchange experiences, ideas and projects in the field of information technologies and public services.

Over 5 000 participants are expected to attend this edition together with 250 companies and news agencies. During four days of lectures, roundtables and workshops, eGovernment issues will be addressed and discussed. This year’s edition theme is ‘Administration 2.0: New services, New rights’. Focus will be placed among others on laying down the foundations of Spain’s recently adopted Law on Citizen’s access to public services. The exhibition area will again feature demonstrations of concrete solutions to problems facing public authorities.

For the first time, a forum will be held at Tecnimap for citizens to present their opinions and suggestions regarding the electronic modernisation process of public administrations. Another novelty in this year’s edition is the granting of three awards; one for each level of government in Spain. The awards winners will be the most outstanding initiatives that enable communications between citizens and administration, promote and simplify access to public services and allow for citizen participation.

Participation is free-of-charge both for Spanish civil servants at any level of government and for public sector representatives from other countries. The deadline for papers submissions will be announced in due time.

Event website: <http://www.tecnimap.es/Tecnimap/default.aspx>

Venue:

Gijón Trade Fair
Paseo del Doctor Fleming, no. 481
33203 Gijón
Spain

Contact: E-mail: secretaria.tecnimap@gijon.es

NL: Conference on EU Information and Communication in the Enlarged Europe

Keep Ahead with EU Information and Communication in the Enlarged Europe: EU Information and Communication Strategies - Communicating Europe, Openness, Transparency and Access to Documents

This conference is organised by the European Institute of Public Administration (EIPA) and will take place in Maastricht, the Netherlands, on 29-30 November. It will address the information implications of the evolving policy-making processes in the EU and the role of information and communication in the debate on improving European governance, as well as the latest developments regarding access to documents (acts of the community institutions and other bodies such as agencies).

Furthermore the event will discuss the new developments in the area of products and services related to European information (EUR-lex, EU publications, Eclax database, Ipex) by scrutinising these initiatives and analysing their strengths and drawbacks. The conference will also explore which issues need further

attention in the near future. To this end, new initiatives regarding new dialogue methods and technology (i.e. eParticipation and eConsultation) such as EU-Tube, will be discussed.

This conference is aimed at those working in the field of European affairs within the EU institutions and other international organisations, but also national, regional and local government, academia, research organisations and think-tanks, NGOs, professional and trade associations, as well as information professionals, documentalists and business representatives. About 100 participants are expected to attend.

Attending requires the payment of a €700 fee and registration can be performed online.

Event website: <http://www.eipa.eu/en/activities/show/&tid=1837>

Venue:

European Institute of Public Administration
Green conference room (1.45)
O.L. Vrouweplein 22
6211 HE Maastricht
The Netherlands

Contact: E-mail: j.groneschild@eipa-nl.com

SI: Mid-term IDABC Conference 2008

European eGovernment Services Conference: IDABC and beyond

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

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

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

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

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

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

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

Venue:

Brdo
Slovenia

Contact: E-mail: N/A

FI: Seminar “Promoting eInclusion at local and regional level in the EU”

International Seminar on Promoting eInclusion at local and regional level in the EU

Jointly organised by the EU’s Committee of the Regions (CoR) and the City of Lahti (Finland) in association with the Council of European Municipalities and Regions (CEMR), this seminar will take place on 12 December in Lahti.

With the European Strategy for eInclusion to be launched in autumn 2007, the event will showcase the local and regional dimension of eInclusion in Europe. It will focus on the opportunities to deliver real benefits for all groups in society and on the potential for the development of ICT services.

The seminar will look at the lessons learnt from innovative inclusive ICT projects and best practices from EU regions and municipalities in social and geographical eInclusion and inclusive eGovernment. A draft of the seminar programme is already available [online](#).

This free event is addressed to members of the Commission for Culture, education and research (EDUC) of the CoR (view [invitation](#)) and of the CEMR, as well as Finnish participants and external guests. External guests have to register via educ@cor.europa.eu.

Event website: <http://www.cor.europa.eu/en/presentation/educ.asp>

Venue:

Sibelius Hall
Ankkurikatu 7
Lahti
Finland

Contact: E-mail: educ@cor.europa.eu

ES: Second European Observatories Summit

Measuring the Information Society

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

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

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

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

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

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

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

Venue:

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

Contact: E-mail: observatorio@red.es

The European ePractice Newsletter is published under a contract with the European Commission. The views expressed may not in any circumstances be regarded as stating an official position. Neither the European Commission nor any person acting on its behalf is responsible for the use that might be made of the information provided.

© European Communities, 2007. Reproduction is authorised, except for commercial purposes, provided the source is acknowledged