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European ePractice Newsletter

N. 253 - 21 October 2008

>> Win a webcam with ePractice.eu!

ePractice.eu invites all registered members to increase their involvement in the activities of the portal and gain the opportunity to participate in the prize draw of five webcams. During the campaign, every week the ePractice.eu team will choose randomly one person among the users according to the prize draw conditions and will award him/her with a webcam. For more information please visit epractice.eu/info/86

>> Register for the eInclusion of Immigrants and Ethnic Minorities workshop

The knowledge base on immigrant and ethnic minority use of ICTs is poorly developed and portrays different pictures. Although there is a prevailing view that immigrants and ethnic minorities face particular problems in accessing and using ICTs, this assertion is by no means supported by the evidence. The picture is complex, and it will be analysed in the ePractice.eu "eInclusion of immigrants and ethnic minorities" workshop of November 13th in Brussels. This hands-on seminar will explore several key themes related to eInclusion and immigration in the EU, which will be illustrated with relevant case studies presentations and interactive discussion groups. If you are interested in this free event, you may register now at epractice.eu/workshop/einclusionresults

>> Workshop on Administrative Burden

ePractice encourages its members to participate in the workshop on administrative burden which will take place in Brussels on November 25. During this free event, participants will learn about the actions undertaken by the EC for measuring and reducing administrative burden and will be provided with an up to date overview of the latest activities of the Standard Cost Model Network. The workshop will also analyse several good practice cases showing how administrative burden is successfully being reduced for business, citizens and governments along Europe. Registration open at epractice.eu/workshop/adminburden

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

- [Multikulti project](#) 17 October 2008 |
- [One-stop-shops in the service of citizens - Cyprus Public Administration](#) 16 October 2008 |
- [NemHandel - Open Infrastructure for E-Business](#) 14 October 2008 |

Editor's Choice of the week: [Sotiria Hospital eHealth Unit](#)

Multikulti project

There is a lack of information for people whose first language is not English. Many BME communities including immigrants suffer as they need to access information on their rights and how they can take appropriate action to help themselves into employment and for other social welfare rights. Our aim is to improve the social inclusion and community participation of BME groups by raising awareness of their rights under, welfare, health, education and employment legislation. Multikulti is unique in tackling translation problems that avoid the twin traps of literal

or literary translation; its culturally appropriate translations (worked on by translators from the language community and engaged in advice work with that community) can be readily understood and acted on by ordinary members of the community.

One-stop-shops in the service of citizens - Cyprus Public Administration

The need for more efficient, effective and qualitative provision of services to citizens, is nowadays of utmost importance in all modern states. The inability of the traditional, bureaucratic public administration to effectively meet citizens' needs, has led us to search for new methods with regards to the structure and operation of the public service. To this direction, a strategy plan has been prepared for establishing Citizen Service Centers (CSCs) all over Cyprus, with the aim to provide multiple services from one point of contact/ location, thus offering citizens the convenience of meeting their requirements in one stop. The ultimate goal is to have a citizen-centric public service which does not engage its citizens in long-winded, time-consuming and frustrating procedures, but is in a position to effectively meet citizens' needs in a timely manner. Despite the small geographic distribution of the island, the impact on citizens has been remarkable. In less than 3 years from the operation of the first CSC in Nicosia, the 5 CSCs now operating on the island have offered more than 550,000 services and have given information over the phone to 282,088 citizens. At present, the five CSCs operating on the island act as an alternative channel for citizens to deal with the public administration. Further to the continuous expansion of the CSC network, the Public Administration and Personnel Department (PAPD - the competent authority for the CSCs), following a Council of Ministers' decision, is now in the process of establishing a mobile CSC which will be used to provide eGovernment services to citizens residing in the rural areas, thus reducing geographic exclusion.

NemHandel - Open Infrastructure for E-Business

In 2007 the Danish National IT & Telecom Agency (NITA) launched a national open e-business framework 'NemHandel' (literally 'EasyTrade'), based on a new national service-oriented infrastructure and utilizing state-of-the-art open standards to do e-business transactions business to government and business to business via the internet. The national open e-business framework supports reliable, secure and asynchronous exchange of business messages, e.g. invoices, across heterogeneous networks, including the internet. Since 2005 suppliers to the Danish public sector have been required by law to send invoices electronically, which affects approximately 70% of all Danish businesses, and thus electronic invoicing in the public sector is a key driver for the initiative. However the 'NemHandel' initiative also aims more widely in a business-to-business context to replace less cost-effective solutions, such as the scanning-based digitalisation of paper invoices, as well as to pave the way for more comprehensive digitisation of a range of e-business processes to reduce administrative burdens in Danish businesses. Please see the Danish eInvoice Solution. As part of the 'NemHandel' initiative, NITA has developed a basic open source 'NemHandel' application for the exchange of e-business documents, e.g. electronic invoices, via the internet. The open source application is freely available through the 'Softwarebørsen' open source software exchange to public sector institutions, private businesses, and to IT vendors who may incorporate the technology in their own commercial products. A number of commercial IT vendors have already and others are in the process of integrating the 'NemHandel' technology into their products so that documents may be exchanged directly between existing IT solutions. Likewise a range of existing commercial service providers, e.g. banks and operators of value added networks (VAN) and other proprietary solutions, are looking to connect their individual networks to the NemHandel infrastructure.

Latest News

- [INT/EU: 14th conference of the international Porvoo Group – 'Interoperable electronic identity will benefit us all'](#) 21 October 2008 | International Organizations, Pan European
- [IE: Ireland launches new geographic portal](#) 21 October 2008 | Ireland
- [NO: Digital competence challenges in Norway](#) 21 October 2008 | Norway
- [UK: ICT Accessibility – Awareness and Practice Survey](#) 20 October 2008 | United Kingdom
- [NL: Official documentation to officially become 'paper-free'](#) 20 October 2008 | Netherlands
- [FR: Poitou-Charentes gives eInclusion a boost](#) 20 October 2008 | France
- [DE: eParticipation survey - now available in English](#) 17 October 2008 | Germany
- [CZ: eJustice information service to improve court transparency](#) 17 October 2008 | Czech Republic
- [EU: Launch of the Financial Transparency System](#) 16 October 2008 | EU Institutions

- [SI: Promoting eParticipation among the visually impaired](#) 16 October 2008 | Slovenia
 - [EU: European e-Inclusion Awards 2008 – Shortlist announced](#) 16 October 2008 | EU Institutions
-

INT/EU: 14th conference of the international Porvoo Group – ‘Interoperable electronic identity will benefit us all’ - 21 October 2008

The international Porvoo Group will convene in the United Kingdom on 23-24 October 2008 to review eID and its interoperability, as well as the development of eServices in Europe.

Delegates from several European countries as well as the US, Japan and Saudi Arabia will attend the conference which will be held in Cardiff, Wales. The main organisers of the 14th Porvoo Group conference are the UK's Driver and Vehicle Licensing Agency and the Population Register Centre of Finland.

Among other things, issues relating to identity management and the population registers required for identification, usability aspects, barriers to development and methods of overcoming them, organisation certificates, mobile identification, electronic signature, preparation underway in the EU, standardisation and biometrics (e.g. the standards of the International Civil Aviation Organization ICAO for biometric passports) will be addressed at the conference.

Furthermore, national eID development projects will be presented from Belgium, Estonia and Turkey, as well as from the US and Japan. Within the horizontal measure "eID Interoperability for pan-European eGovernment Services" a multi-level authentication mechanism and a first draft for common specifications for interoperable eID solutions will be proposed by the European Commission during the conference. Further work on this will take place within the framework of the Large Scale Pilot on eID (STORK) under the European Commission's Competitiveness and Innovation framework Programme (CIP).

The conference will also address the above-mentioned STORK pilot project with the aim of ensuring cross-border recognition of national eID systems, thereby enabling easy trans-border access to eServices utilising national existing systems. The aim is to enable businesses, citizens and government employees to use their national eID in various EU countries. Development work on an eID including Biometric Residence Permit, i.e. ID card for foreigners will be presented as local examples of electronic identification in the UK. The keynote address will be delivered by Ms Meg Hillier, Parliamentary Under Secretary of State for Identity, Home Office, on the topic "Safeguarding Identity and Recognising Entitlement for Citizens".

The Porvoo Group is an international cooperation network coordinated by the Population Register Centre of Finland and established in the Finnish city of Porvoo, as the name suggests, in spring 2002 in connection with the eEurope 2002 programme. The primary goal of the Group is to promote a trans-national, interoperable electronic identity based on PKI technology (Public Key Infrastructure) and smart cards and chip ID cards, as well as secure eServices in Europe.

The Porvoo Group is widely recognised as a significant actor and relevant contributor to informed public dialogue in this area. The Group has seen constant expansion. The majority of its members represent their respective national authorities, but representatives of the business community, as well as the European Commission and the UN, have also contributed to its work. The US and Japan are closely involved in the Group alongside some thirty European nations. Porvoo Group conferences have been attended by as many as approximately one hundred delegates. The Porvoo Group's conferences have been held every six months in different European countries.

Further information:

- [Porvoo 14 Conference website](#)
- [ePractice event notice for the Porvoo 14 Conference](#)
- Contact irene.rissanen@vrk.fi

IE: Ireland launches new geographic portal - 21 October 2008

On 15 October 2008, the Government of Ireland launched a new online portal that will allow the public to consult multiple geographic databases.

The [Irish Spatial Data Exchange](#) (ISDE) portal will operate as an inter-departmental and cross-agency online service providing access to geographic mapping data held across a number of different organisations. This portal is expected to be of particular interest, not only to students and scientists, including geologists, archeologists, marine scientists and researchers, but also to a wide range of related businesses. In particular, it will also constitute a vital service for the construction industry.

The ISDE portal makes it possible to search meta-data catalogues operated by each of the partner organisations. To this end, the portal takes advantage of a distributed exchange architecture with a light central mediation service. The exchange is based on ISO standards and standards set out by the Irish Office of Government Commerce (OGC). This architecture allows it to be independent of any catalogue implementation technologies.

ISDE is a multi agency-initiative supported by a broad spectrum of organizations including: the Marine Institute; the Environmental Protection Agency; the Geological Survey of Ireland, Exploration and Mining Division and Petroleum Affairs Division of the Department of Communications, Energy and Natural Resources; the National Parks and Wildlife Division of the Department of Environment, Heritage and Local Government; and the Coastal Marine Research Centre of University College Cork.

Further information:

- [Department of Communications, Energy and Natural Resources – Press release](#)
 - [Marine Institute - News](#)
 - [ISDE - Irish Spatial Data Exchange](#)
-

NO: Digital competence challenges in Norway - 21 October 2008

VOX, the Norwegian Institute for Adult Learning, disclosed the results of the “Citizen and user” survey on the digital competence of the Norwegian population.

The analysis is based on an interrogative survey that was carried out as a representative population study in 2007. The respondents were asked about their experience with specific digital operations. The aim was to learn more about digital competence in Norway while determining the extent of the digital divide in the population.

The main findings of the survey are as follows:

- 27 % of the Norwegians are non-users or weak users of digital tools. Most of these neither feel a need to improve their skills, nor have an interest in doing so.
- The use of PCs diminishes with age, but the lack of digital skills is not restricted to the elderly. Adults who do not use a PC at work on a daily basis are more likely to lack digital competence. This may mean an increased risk for adults who are outside of the working life.
- There are several digital divides: Men have better digital competence than women, and this difference increases with age. The most obvious digital divide appears between the weak users and the fairly good users. If in the past the priority was to make non-users start using a PC, today’s challenge consists of improving the skills of those considered as weak users.

Further information:

- [Press release – VOX website](#)
-

UK: ICT Accessibility – Awareness and Practice Survey - 20 October 2008

A taskforce of British charities and associations is carrying out an [online survey](#) to gather information from companies and organisations in the UK to determine the current status of Information and Communication Technology (ICT) Accessibility Awareness and Practice.

The ultimate objective of this survey is “to provide companies and organisations with a hub of tools/guidance/information they require, initially in the form of an ICT Accessibility Business Case incorporating Case Studies and an Implementation Plan.”

Those interested are invited to answer 14 questions online **by 1 November 2008**. No prior knowledge of ICT Accessibility is required. Participants can opt in to receive the results of the survey and/or a free copy of the ‘UK ICT Accessibility Business Case’ when it is published in March 2009.

The future UK ICT Accessibility Business Case is intended “to provide sound business rationale for ICT Accessibility and Case Studies of Best Practice from those leading in the field, in addition to guidance on how to incorporate ICT Accessibility into your company/organisation.”

The taskforce conducting the survey is made up of the following entities:

- AbilityNet, a registered UK charity helping people adapt and adjust their information and communications technology (ICT)

- British Computer Society (BCS)
- City University
- Employer's Forum on Disability (EFD)
- Intellect UK - Representing the UK Technology Industry
- Leonard Cheshire Disability
- Radar - The Disability Network
- Society of Information Technology Management (SOCITM)
- Worshipful Company of Information Technologists (WCIT)

Further information:

- [AbilityNet – News article](#)
- [Direct link to the online survey](#)

NL: Official documentation to officially become ‘paper-free’ - 20 October 2008

Public authorities, ministries, firms and other organisations in the Netherlands will soon no longer need to publish their decisions in paper format as long as they publish them online.

The Dutch cabinet's decision to permit such paper-free documentation extends from the new electronic disclosures law which is due to enter into force early next year.

Under the new legislation, laws and regulations will only need to appear online and will not have to be printed in the Dutch Government Gazette or in the Bulletin of Acts, Orders and Decrees.

In the coming years, it is expected that such decentralised digital disclosure will become obligatory.

Further information:

- [Press release – e.overheid \(in Dutch\)](#)

FR: Poitou-Charentes gives eInclusion a boost - 20 October 2008

The French region of Poitou-Charentes has launched a new initiative aimed at improving access to the Internet for disadvantaged sections of the population.

As part of its regional 'Digital plan', the local authorities are intending to provide assistance to low-income households through subsidised Internet access and assistance in the purchase of a computer.

Residents in social housing in Poitiers and Chatellerault will be able to access the Internet at a reduced cost thanks to regional subsidies. For just €15 per month, the households concerned will be able to subscribe to Internet access of 1 Mbit/sec, combined with unlimited IP telephone access for France, as well as for a large number of foreign countries.

This compares with a current cost of €16 for a telephone line with France Telecom and Internet access at €30. They will also be able to take out a subscription to Internet only (without the IP telephone service) at an even lower cost, or a 2 Mbit/sec access for a small supplement. From a technical point of view, this initiative has been made possible thanks to the installation of a broadband over power line (BPL) network underneath the buildings concerned.

In addition, the region has established a partnership with a local company to propose reconditioned computers, with screens, to disadvantaged households for a price of between €120 and €150, including one year's guarantee and home installation. In order to further reduce the cost of installing a computer, the region will also offer an 'Internet equality cheque' worth €100 to assist with the purchase.

Various training programmes and support actions will be put in place to reinforce the impact of the initiative. If successful, it is planned to extend the operation to other towns in the region, including La Rochelle and Angoulême.

Further information:

- [News article – 01net.com \(in French\)](#)

DE: eParticipation survey - now available in English - 17 October 2008

The [German eParticipation study](#) – carried out by the Institute for Information Management Bremen and Zebralog – focuses on the possibilities for citizens and the main business and social actors to use and develop eParticipation in political and administrative decision-making.

Beside examples from Germany, experiences from other European countries went into the evaluation. The study thus draws conclusions which are relevant for any European Member State.

The aim of the study was to survey and describe the stage of development reached by German eParticipation while drawing European comparisons. Recommendations for promoting eParticipation within the framework of the German federal government's programme eGovernment 2.0 have been produced. Both national and international eGovernment projects were analysed and best practices identified.

Two questionnaires were drawn up. One for business associations and non-governmental organisations, the other for private citizens, more particularly "Internet users who have already, through this medium or other new communications technologies, taken part in political processes".

Discussion forums on local policy or planning issues, petitions and questions to members of parliament are among the examples provided. Survey participants were also asked about their expectations of federal eGovernment.

Further information:

- [Blog of the Institute for Information Management Bremen \(ifib\)](#)
- [German eParticipation study \(EN version\)](#)

CZ: eJustice information service to improve court transparency - 17 October 2008

The Czech Minister of Justice, Jiří Pospíšil, has recently launched a new eJustice information service aimed at improving citizens' access to information on court proceedings.

The new system is already in operation in all district courts in the Czech Republic and should be extended to all regional and high courts by the end of the year. It is a continuation of the existing InfoCourt service, but significantly extends the amount of information made available to citizens over the Internet.

By using the eJustice service, the general public will now be able to be access a whole range of information on local court proceedings from the comfort of their home or office, including: the time and place of the judicial proceedings, the name of the judge, the subject of the proceedings and participants in the proceedings. They will also be informed whether the proceedings are public or not.

"This information is taken from the court's information systems. The data will be available for 30 days due to the protection of personal data," specified Minister Pospíšil. "I am satisfied that the eJustice project provides a maximum of information to the Czech citizens whilst retaining high security standards," he added.

In addition to improving access to information for citizens, the eJustice project aims to facilitate the work of judges, attorneys and other department workers, and to accelerate and simplify court proceedings, whilst increasing transparency. Costs should also be reduced. Annual postage costs for the ministry amount to some CZK 350 million (+ €14 million). This is expected to decrease significantly, thanks to the availability of online information. Copying and printing costs will also go down.

Further information:

- [News article – Newstin](#)
- [Press release – BVV](#)

EU: Launch of the Financial Transparency System - 16 October 2008

The newly launched "Financial Transparency system" website and search engine will allow, for the first time ever, free access to the details of those receiving the EU funds directly managed by the European Commission and its executive agencies.

Currently under the test phase, the [Financial Transparency System \(FTS\) website](#) is one of the building blocks in the Commission's wider European Transparency Initiative (ETI). The FTS focuses on the beneficiaries of budget

lines directly managed by the Commission and the executive agencies set up to manage certain EU programmes, as well as other forms of operational support.

The data can be accessed through a web-based search engine providing various search criteria such as the country of the beneficiary, the Commission department which administered the grant or contract, the relevant budget line or the amount. This new search engine will thus allow users to analyse and compare information on beneficiaries and policy areas more easily.

The FTS information is extracted from the Commission's accounts of the previous year and provides the financial amounts comprised in the budget regarding these activities. The first year covered is 2007. The beneficiaries of 2008 will be published in 2009 and in 2010, the system will be enhanced, so as to include the procurement contracts provided by the Commission for its day-to-day administration.

It is worth noting in parallel that Member States have to put in place by 30 September 2008 a website containing information on the payments from the European Agricultural Fund for Rural Development (EAFRD), made between 1 January and 15 October 2007. Each website shall, for all beneficiaries, provide details such as the name of the beneficiary, the municipality of residence and the total amount of all public funding received (Community and national).

The Commission has set up a [web portal](#) which provides access to these national websites. By 30 April 2009, Member States must have published the details of the recipients of all other agricultural payments.

Further information:

- [Official press release on the Europa Press Room \(Rapid\)](#)
- [Website of the Financial Transparency System \(FTS\)](#)
- [Website of the European Transparency Initiative \(ETI\)](#)
- [EC Web portal on the Member State's websites providing information on beneficiaries of Common Agricultural Policy payments](#)

SI: Promoting eParticipation among the visually impaired - 16 October 2008

A new pilot service targeted at blind and partially sighted users is being tested on Slovenia's [eDemocracy portal](#).

Called [Govorec](#), the service is intended to provide speech synthesis of the content of the eGovernment portal 'eUprava'. During the first phase, the service will be made available on static pages. At a later stage, it will offer a vocal version of all the information relating to citizen's life events which is currently displayed on the eUprava portal in text version.

Since July 2008, Govorec has been piloted on the recently launched 'eDemocracy sub-portal' of eUprava. By activating the speech synthesiser, the users can have the content of the portal read out, thus gaining access to a range of information pertaining to:

- how to participate in the elimination of administrative barriers;
- how to suggest changes to the existing legislation;
- how to contact elected representatives;
- the democratic processes and the adoption of laws and regulations, at both national and EU levels.

This project is the result of mutual cooperation between the Slovene Ministry of Public Administration, the scientific research institute 'Jožef Stefan' and several contractors.

Further information:

- [Press release – eGovernment portal 'eUprava' \(in Slovenian\)](#)
- [eDemocracy portal \(in Slovenian\)](#)
- [About Govorec \(in Slovenian\)](#)

EU: European e-Inclusion Awards 2008 – Shortlist announced - 16 October 2008

Thirty-five initiatives from public, private, non-profit and community organisations across Europe have been short-listed as finalists for the 2008 European e-Inclusion Awards. The overall winners will be announced on 1 December 2008, during the Vienna Ministerial Conference on e-Inclusion.

The finalists are, per award category:

Ageing Well Award

- Inforum (Hungary)
- Kommunförbundet (Sweden)
- London Borough of NEWHAM (United Kingdom)
- Seniormedia Marketing (Austria)
- Seniornett Norge (Norway)

Marginalised Young People Award

- A-Clinic Foundation (Finland)
- CSV TEN (United Kingdom)
- Cyberhus (Denmark)
- Fundación Tomillo (Spain)
- KPN (Netherlands)

Geographic Inclusion Award

- Kyyjärven kunta (Finland)
- Ministry of Communications and IT – PMU Knowledge Economy (Romania)
- Welsh Assembly Government (United Kingdom)
- Youth Association for Habitat (Turkey)
- South Witham Broadband (United Kingdom)

Cultural Diversity Award

- Erudis,o.p.s (Czech Republic)
- Focus-5 TV (Switzerland)
- ITpreneurs (Netherlands)
- Milton Keynes Council (United Kingdom)
- Municipality of the Hague Public Library (Netherlands)

Digital Literacy Award

- Association 'Langas i ateiti' (Lithuania)
- Les Ateliers du Bocage (AdB) on behalf of TechSoup Europe (France)
- Sonovista (Austria)
- Swedish Disability Federation (Sweden)
- Tampere City Library, Sampola Library, Netsquare (Finland)

eAccessibility Award

- Apex (Czech Republic)
- Enable Ireland (Ireland)
- IAM-Ayuntamiento de Madrid (Spain)
- Medicton Group (Czech Republic)
- Synscenter Refsnæs (Denmark)

Inclusive Public Services Award

- Centre of Registers and Information Systems (Estonia)
- Sotiria Hospital (Greece)
- eHungary Project (Hungary)
- Mid-West Regional Authority (Ireland)
- Significan't (United Kingdom)

The five finalists in each category will be invited to exhibit at the [Ministerial Conference on e-Inclusion](#) to be held from 30 November to 2 December 2008 in Vienna, Austria. The overall awards winners will be announced during the conference's awards ceremony on 1 December 2008.

Further information:

- [Full press release on Europe's Information Society Portal](#)

- [ePractice news – EU: European e-Inclusion awards: 469 submissions received \(September 2008\)](#)
 - [Website of the European e-Inclusion Awards 2008](#)
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Latest Publications

- [EU: Improving Performance and Innovation in Public Administration – 2008](#) 14 October 2008 | Pan European
 - [ES: Survey on the equipment and use of ICT in Households – 2008](#) 2 October 2008 | Spain
 - [ES: Study on the ICT Security sector](#) 29 September 2008 | Spain
 - [IS: Policy on Free and Open Source Software](#) 13 March 2008 |
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EU: Improving Performance and Innovation in Public Administration – 2008 - 14 October 2008

Complete title:

Improving Performance and Innovation in Public Administration: Analyses and researches among European e-Government experiences

Description (short summary): This publication collects the main experiences gained by European Public Administrations in creating information procedures and online services for citizens. It is the 6th Edition of the EuroSpace Group's Volume "e-Governance: transforming Government to build trust and quality" on the current state of eGovernment in Europe. It aims to become an annual point of reference for all European Public Administrations by addressing the latest developments obtained in the eGovernment field.

The project structure of the Volume has undergone an evolution this year. It focuses on the performance of European Public Administrations with particular regard to three specific topics, as follows:

- Document Data Flow Management and Public Administration Process Review;
- Innovation in Business and Citizen Services;
- New perspectives and opportunities coming from an integrated eGovernment platform.

It is worth noting that this reporting initiative has been carried out this year in cooperation with the Council of Europe, the European Commission, the European Institute of Public Administration, as well as a number of national bodies, including: the Ministry of Finance of Cyprus, the Slovenian Ministry of the Public Administration, the Belgian Agency for Administrative Simplification (ASA), the Belgian Federal Department for Information and Communications Technologies (Fedict), the Latvian Ministry of the Public Administration, the Danish Ministry of Science, Technology and Innovation, the City of Madrid, the Ministry of Public Sector Affairs and Administrative Reforms of Luxemburg, the Ministry responsible for the Office of the Hungarian Prime Minister, Digital Austria, and the Italian Ministry of Foreign Affairs.

The document was presented at the '[Conference Improving Performance and Innovation in Public Administration](#)' held in Sofia, Bulgaria, on 1-2 October 2008, in cooperation with the Bulgarian Ministry of State Administration and Administrative Reform and the Italian Ministry for Public Administration and Innovation.

The previous edition (2007) of this volume is available in the ePractice Library at the following page: <http://www.epractice.eu/document/4061>

Original URL: http://www.eurospacegroup.com/eng/pubblicazioni_news.php

Number of pages: 280

ES: Survey on the equipment and use of ICT in Households – 2008 - 2 October 2008

Complete title:

Survey on the equipment and use of Information and Communication Technology in Households. Year 2008

Encuesta sobre Equipamiento y Uso de Tecnologías de Información y Comunicación en los Hogares. Año 2008

Description (short summary): The aspects which have been analysed in this survey include: ICT equipment in households, users of ICT in the Autonomous Communities (regional governments) and by nationality (Spanish or foreigners) and the digital divide.

Original URL: <http://www.ine.es/rss/rssine.htm>

Number of pages: 9

ES: Study on the ICT Security sector - 29 September 2008

Complete title:

Study on the ICT Security sector in Spain – 1st report of the Analysis and Study Group on Information Security and e-Trust

Estudio sobre el sector de la seguridad TIC en España – 1er Informe del Grupo de Análisis y Estudio de la Seguridad de la Información y la e-Confianza

Description (short summary): The study provides a detailed and updated overview of the information security market in Spain while echoing its tendencies, needs and opportunities. It aims to give actors involved in this field all the necessary information for boosting and developing security and e-Trust in the country.

This first report of the 'Analysis and Study Group on Information Security and e-Trust' stems from an initiative promoted by the Spanish National Institute for Communication Technologies (Instituto Nacional de Tecnologías de la Comunicación – INTECO). This initiative required the constitution of a group of security experts representing the main actors of ICT Security in Spain, namely: Public Administration, the industry, universities and other organisations active in the field.

Original URL: http://www.inteco.es/Prensa/Actualidad_INTECO/noticia_Estudio_sector_seg_tic_espana

Number of pages: 100

IS: Policy on Free and Open Source Software - 13 March 2008

Complete title:

Policy on Free and Open-source Software – Government Policy of Iceland

Description (short summary): Among other provisions, this policy document states that when purchasing new software, free/open-source software and proprietary software are to be considered on an equal footing, with the objective of always selecting the most favourable purchase.

Original URL: <http://eng.forsaetisraduneyti.is/information-society/English/nr/2882>

Number of pages: 5

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.

- [eInclusion, immigrant and ethnic minority groups](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Administrative burden](#) 25 November 2008 | Brussels (Belgium)
- [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

- [ES: Innovation and Technology in the Public Administrations of Castile and León](#) 21 October 2008 | Spain
- [CZ: Assistive Technologies and the Labour Market](#) 23 - 24 October 2008 | Czech Republic
- [BE: ICT BIO 2008](#) 23 - 24 October 2008 | Belgium
- [UK: Porvoo 14 Conference](#) 23 - 24 October 2008 | United Kingdom
- [PL: 1st International Conference 'Advances in eHealth and Telemedicine'](#) 23 - 26 October 2008 | Poland

- [GR: ICT4JUSTICE - ICT solutions for criminal justice](#) 24 October 2008 | Greece
- [DK: World of Health IT 08 – Conference & Exhibition](#) 4 - 6 November 2008 | Denmark
- [BE: The Power of Procurement](#) 6 - 7 November 2008 | Belgium
- [PT: 3rd International Strategic Procurement Conference](#) 12 November 2008 | Portugal
- [BE: IMI Training and Awareness-Raising Days](#) 25 - 26 November 2008 | Belgium
- [FR: ICT Forum 2008](#) 25 - 27 November 2008 | France
- [FR: Open World Forum – Paris 2008](#) 1 - 2 December 2008 | France
- [ES: ableTech'08](#) 10 - 11 December 2008 | Spain

ES: Innovation and Technology in the Public Administrations of Castile and León

21 October 2008

Innovation and Technology in the Public Administrations of Spain's Castile and León region

Attendees will be able to gain first-hand knowledge of those good, innovative practices and projects developed by different government levels in the public sector of Spain's Castile and León region.

This event aims to be a forum where stakeholders from the sector of new technologies can exchange their experiences in order to learn from the best practices of authorities and companies.

The following issues will be addressed:

- To provide a vision of the current situation and trends of innovation in the public sector in Castile and León;
- To bring the different agents together in order to be able to exchange experiences and contrast actual needs with the existing products and systems;
- To identify administrations and companies' needs in order to promote innovation through the public sector;
- To create a good practices database online in the region.

There will be speakers from:

- Regional Governments: Castile and León Government and Basque Parliament;
- Local Councils: Getafe, Segovia and Bristol (UK);
- Provincial governments of Soria and Burgos;
- Institutions: ANEI, CyL Municipalities and Provinces Federation, Segovia Chamber of Commerce, Circle of Arts and Technology (Segovia Council) and Centro Internacional de Tecnologías Avanzadas para el Medio Rural (Salamanca);
- The private sector.

Registration is free of charge and open to all those interested. It is to be performed by email sent to eventos@a-nei.org. More details of this event can be found on the [dedicated brochure](#) (in Spanish).

Country: Spain

City/Location: Segovia

Organiser: Circle of Arts and Technologies (CAT) of the Segovia Council and the 'National Internet Companies Association' (ANEI)

Event website: <http://www.a-nei.org/noticias/jornada--innovacion-y-tecnologia-en.html>

Event email: eventos@a-nei.org

CZ: Assistive Technologies and the Labour Market

23 - 24 October 2008

'Thinking beyond access: the benefits and limits of Assistive Technologies for people with disabilities'

This conference intends to have a look "beyond access" and discuss the benefits and limits of assistive technologies for people with disabilities. It will explore the technological, political, socio-economic and psychological dimensions of successful labour market integration based on Assistive Technologies (AT).

Although great advances have been made in the past, still much needs to be done in order to avoid situations of disablement in the workplace: from finding the "right device", via adequate funding, providing incentives and appropriate legal frameworks to barrier-free infrastructure and much more. One of the difficulties concerns the flow of information and opportunity for exchange for those concerned on diverse levels of society and across regions in Europe. This is why Diakonie in its development partnership with ERSTE Foundation initiated this networking conference.

The event is open to the participation of all those interested. Targeted in particular at participants from Central and Eastern Europe, it welcomes stakeholders from various levels of society, be it government bodies, civil society, interest groups, companies or researchers, so as to facilitate networking on diverse levels.

The programme includes plenary lectures and discussions on the morning of 23 October, followed by open space type interactive sessions. During the interactive sessions, participants are invited to propose topics for discussion and projects for elaboration: discussions on pertinent topics, the elaboration of political demands, or the development of supra-regional project ideas. The final plenary session will present the results of the workshop sessions. The best supra-regional project ideas will receive an award.

Attendance is free of charge. Those willing to register are requested to send an email to conference@diakonie.at.

Country: Czech Republic

City/Location: Prague

Organiser: NGOs Diakonie in Austria and the Czech Republic together with non profit Assistive Technologies developer LifeTool and the ERSTE Foundation. The event co-funded by the European Union

Event website: <http://www.atlm.eu/Conference2008>

Event email: conference@diakonie.at

BE: ICT BIO 2008

23 - 24 October 2008

ICT BIO 2008 – Computer Modelling and Simulation for Improving Human Health

This two-day conference will provide an insight into existing and future prospects of the computer modelling and simulation in medicine and biology.

Major diseases are complex in nature involving environmental, life style, ageing and genetic components. One of the future challenges is to integrate the knowledge of all these different components into computer models and "in silico" environments that will help the development and testing of new therapies for better prediction and prevention tools in healthcare. An integrative research approach is therefore required to better understand the complex mechanisms behind human diseases.

The objectives of the conference will be:

- to communicate the opportunities and challenges of the Virtual Physiological Human and Integrative System Biology and other topics that lie at the crossroads of ICT, Biology and Medicine;
- to provide the possibility for discussions on progress beyond the current state of the art and to promote international cooperation and networking;
- to provide an overview about the current activities in these domains not only in EU but also in US and other countries, and to examine opportunities for closer cooperation between EU and US funding agencies.

Two satellite events will occur at the side of the conference (same venue):

- The [First Transatlantic workshop on Multi-scale Cancer Modelling](#) supported by the European Commission and the NIH National Cancer Institute. The workshop will focus on topics related to computational and mathematical cancer modelling.
- The concertation meeting of projects supported by the European Commission.

Registration to this free-of-charge event can be performed [online](#).

More information is available at the [Europa eHealth newsroom](#).

Country: Belgium

City/Location: Brussels

Organiser: Directorate-General Information Society and Media (INFOS) and Research Directorate-General (RTD) of the European Commission along with the National Institutes of Health (NIH)

Event website: http://ec.europa.eu/information_society/events/ict_bio/2008/index_en.htm

Event email: info-ictbio2008@ec.europa.eu

UK: Porvoo 14 Conference

23 - 24 October 2008

Porvoo 14 Conference

The [Porvoo Group](#) is an international cooperative network whose primary goal is to promote a trans-national, interoperable electronic identity based on PKI technology (Public Key Infrastructure) and smart cards and chip ID cards, in order to help ensure secure public and private sector e-transactions in Europe. The Group also promotes the introduction of interoperable certificates and technical specifications, the mutual, cross-border acceptance of identification and authentication mechanisms, as well as cross-border, online access to administrative services.

The majority of the Porvoo Group members represent their respective national authorities but representatives of the business community as well as the European Commission and the UN have also contributed to its work. At present, some 30 countries from Europe, the United States, Canada and Asia have representatives in the Group.

The Porvoo Group's two-day conferences are held every six months. The primary objective of the conferences is to bring under discussion "Best practices" in the PKI technology, present on-going PKI projects, follow the progress of standardisation and biometrics in the field of electronic identity, discuss various studies concerning the EU Directive governing electronic signatures as well as draft statements and proposals to the European Commission when deemed necessary.

Themes of the Porvoo 14 Conference include presentations of:

- the situation in the United Kingdom;
- the STORK Project;
- the status of ICAO document 9303 (Part 3);
- the European Citizen Card;
- Mobile signature;
- Cases on the use of biometrics.

Registration to this free and open event is to be performed [online](#).

Country: United Kingdom

City/Location: Cardiff, Wales

Organiser: The Driver and Vehicle Licensing Agency (DVLA), supported by the Department for Work and Pensions (DWP); Cabinet Office and the UK Border Agency (UKBA) and the Finnish Population Register Centre

Event website: <http://porvoo14.dvla.gov.uk/>

Event email: porvoo14@dvla.gsi.gov.uk

PL: 1st International Conference 'Advances in eHealth and Telemedicine'

23 - 26 October 2008

A@HTI – 1st Advances in eHealth and Telemedicine International Conference

The first A@HTI conference will celebrate the 10th Anniversary of the Polish Telemedicine Society. At the same time, it aims to actively promote telemedicine solutions for health care professionals, thus placing focus on the experiences and new ideas of services for the benefit of patients.

A wide range of topics will be addressed. These include:

- Telecare of chronic diseases;
- Mobile Telemedicine;
- TeleRadiology and technologies supporting diagnosis;
- Telecare;
- Evidence Based Telemedicine and eHealth;
- Electronic Health Record (EHR);
- Personal Health Record (PHR);
- Healthcare Information Systems;
- Patient Care Devices;
- IHE Interoperability;
- e-Health Challenges;
- eClinical Decision Support Systems;
- HealthCare IT;
- ePrescribing;
- Implementation of a Fully Integrated HIS/RIS/PACS Systems;
- Telemedicine eHealth Standards;
- Preparedness for telemedicine and eHealth in societies;
- Best Practice Models in Telemedicine and eHealth;
- Medical Simulation and Gaming over the Net;
- Consumer Services: Patient Education and Information;
- Trials using the eHealth and Telemedicine eTechnologies for clinical trials;
- Web-based medical education;
- Internet publishing in medicine.

It is to be noted that students' papers will also be presented at a special session.

The event has been designed by and for an audience of international health care and ICT professionals, including: Clinicians and health professionals; Health information technology users and buyers; Directors, managers and administrators; Health informatics professionals; Academics; Relevant regional and national public authorities and policymakers; Regional and national standardization authorities; Vendors.

Registration is to be performed [online](#) at the event's website. Participation in the conference is free of charge.

Country: Poland

City/Location: Warsaw

Organiser: the Polish Telemedicine Society and the Centre of Excellence "TeleOrto"

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

GR: ICT4JUSTICE - ICT solutions for criminal justice

24 October 2008

ICT4JUSTICE - ICT solutions for criminal justice

Increase and reshaping of criminal phenomena in the last years pose new challenges to national criminal justice systems: international terrorism, illegal immigration, rise in violent crimes, and the "globalisation" of organised crime are significant examples.

ICT deployment in European judicial systems is a key element to face these challenges and to improve significantly the administration of criminal justice. ICT support to criminal justice opens new possibilities for supporting investigations, prosecution activities, national and international cooperation, trials and management of judicial cases, posing on the counterpart relevant challenges related to privacy, information security, non repudiation and usability of the electronic folders.

The ICT4JUSTICE event aims to give a European-wide view of the present and future synergies between criminal justice and ICT technologies, by bringing together experiences, best practices and perspective activities of judicial and technological actors.

The major topics of interest include but are not limited to:

- Cross-border communication between parties to judicial proceedings and integration of registers and records at the EU level;
- Systems supporting lawyers, in legal reasoning, document drafting, negotiation;
- Systems supporting prosecutor offices, judicial police, and judicial cooperation;
- Video-conference in trials and investigations: legal and technological perspectives;
- Introduction of IT in courts and consequent changes in business processes;
- Improvement in communications between courts, citizens and organizations;
- eSubmission and eService;
- Interoperability of judicial services in the EU.

Registration is free and must be performed [online](#).

Country: Greece

City/Location: Thessaloniki

Organiser: SEERC and partners of JWEB and JUMAS projects consortia

Event website: <http://www.seerc.org/ict4justice>

Event email: jweb@seerc.org

DK: World of Health IT 08 – Conference & Exhibition

4 - 6 November 2008

Connecting Leaders in Technology and Healthcare

Because the adoption of IT in healthcare is a global initiative, this conference will focus on the role and impact of Health IT on the health sector in Europe and other parts of the world, including the Middle East and Africa (EMEA).

The event is being designed by and for clinicians and other health professionals; health IT users and buyers; directors and administrators; informatics professionals; academicians; relevant standardisation and competent authorities on an international level and national level, and vendors such as software and hardware development companies and professional services firms.

Topics to be addressed in the conference include:

- eHealth as a Key Enabler in Integrated Healthcare and Citizen Empowerment;
- Organisational Readiness for Transformation in Healthcare;
- Investing for eHealth Deployment;
- Innovation and eHealth.

The conference will offer the following:

- Keynote addresses by leading healthcare experts, practitioners, and officials from EU and national governments;
- Education sessions about timely healthcare IT trends and issues;
- Best practices and real-world case studies from throughout the EMEA region;
- A trade exhibition where companies can showcase their products/services.

The educational sessions will primarily address experiences from deployed services, and focus on proven benefits in quality and efficiency. The demonstration activities and exhibition will give insight into the practical aspects of IT systems and their connectivity.

All proposals for the call for papers must be submitted [online](#) by Monday, 11 February at 17:00 CET.

Country: Denmark

City/Location: Copenhagen

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

Contact Email: jbartley@himss.org

Event email: jbartley@himss.org

Organisers: European Commission's General-Directorate for Information Society and Media together with the Healthcare Information and Management Systems Society (HIMSS), the European Institute for Health records (EuroRec), the European Health Telematics Association (EHTEL), the European Coordination Committee of the Radiological, Electromedical and Healthcare IT Industry (COCIR) and the Health Information Network Europe (HINE).

BE: The Power of Procurement

6 - 7 November 2008

The Power of Procurement

The **Power of Procurement** is an informative and interactive event which will focus on how procurement policies and practices will and should affect the future use of information and communications technology (ICT) and the ability to access and share information. It is critical to address these issues now as governments, businesses, and citizens build the infrastructure that can promote social and economic growth. These efforts can be threatened by:

- Ineffective ICT standardization
- Vendor lock-in
- Weak conformance testing and enforcement
- Ineffective strategy coordination across companies, governments, and regions
- Uninformed technological choices
- Out of date government procurement policies and legislation

At this forum, experts in public policy, procurement trade, standardization, and information and communications technology will address these threats. The conference will focus on identifying ICT standardization and government procurement policies that can be used to formulate strategies and implementation plans. Emphasis will be on identifying effective procurement policies, implementing those policies successfully, and on case studies that demonstrate the results of these actions. Based on forum discussions, recommendations will be made for how government can drive economic and social growth through procurement policies that foster the use of ICT standards.

The goal is to provide a forum that brings together decision makers from across geographical and industrial boundaries to discuss how the digital world can evolve with the help of a strengthened ICT standardization system. The speaker expertise featured in this conference series provides an opportunity for attendees to learn about key topics around standardization.

The agenda of the event can be found [here](#).

Registration is limited and available on a first come, first served basis; it can be performed online at: <http://www.thebolingroup.com/procurementpower/registration.html>

There is no attendance fee.

Country: Belgium

City/Location: Brussels

Organiser: The Bolin Group

Event website: <http://www.thebolingroup.com/procurementpower/index.html>

Contact Email: sharon@thebolingroup.com

Event email: standardsedge@thebolingroup.com

PT: 3rd International Strategic Procurement Conference

12 November 2008

3rd International Strategic Procurement Conference – Compras 2008

The objectives of the 3rd International Strategic Procurement Conference are as follows:

- To present new concepts and operational tools of strategic procurement;
- To share the most recent practices and trends of strategic sourcing and eProcurement;
- To highlight winning experiences and their key success factors;
- To present the global trends of strategic procurement;
- To identify the procurement competitiveness factors in the private sector;
- To debate the challenges related to the new Public Procurement Code of Portugal (DI n° 18/2008 of 29 of January 2008);
- To promote a commercial relationship platform with the Angolan market.

The event is free of charge and open to the participation of all interested persons, but the number of seats is limited. Therefore, those interested are requested to confirm their participation by 7 November 2008, by email sent to info@leadership-bc.com or by phone at +351 213 581 060. Registration can otherwise be performed via the [online form](#) (only available in Portuguese currently).

More details on this conference will soon be made available in English on a dedicated website.

Country: Portugal

City/Location: Lisbon

Organiser: Leadership Business Consulting

Event website: <http://www.conferencia-compras.com/>

Contact Email: info@leadership-bc.com

Event email: info@leadership-bc.com

BE: IMI Training and Awareness-Raising Days

25 - 26 November 2008

IMI Training and Awareness-Raising Days – Towards a smooth administrative collaboration among the Member States

The Internal Market Information System (IMI) is an electronic, multilingual and flexible tool that provides a system for the exchange of information allowing Member States for more efficient and effective co-operation in the implementation of Internal Market legislation. In an enlarged, multilingual European Union where many authorities at local, regional and national level are involved in the implementation of community legislation, tools such as IMI are of particular importance.

Thanks to IMI, important barriers to communication caused by different administrative cultures, structures and languages can be overcome, cross-border activities enhanced and an environment of trust and confidence can be created. IMI will contribute to alleviate many of the present enforcement problems in the Internal Market and will ease administrative burden for everyone involved. Therefore, both citizens and businesses will be able to take advantage of the opportunities offered by the Internal Market, as the system will contribute to its smooth functioning.

IMI is funded by the IDABC programme (Interoperable delivery of pan-European eGovernment services to public administrations, businesses and citizens), which promotes European eGovernment services.

IMI has already supported information exchanges related to four professions (doctors, physiotherapists, pharmacists and accountants), within the framework of the IMI Professional Qualifications Pilot project which has been running since the beginning of 2008.

The "IMI Training and Awareness Days" take place at a key point in time for the project, when it is intended to extend the IMI system to support information exchanges for additional professions under the Professional

Qualifications Directive, notably nurses, dental practitioners, midwives, architects, veterinary surgeons, radiographers and secondary school teachers. The event pursues the following aims:

- To raise awareness of the system amongst stakeholders and future users;
- To train groups of key users who can provide all this know-how to other end-users in their Member State;
- To inform of the progress made in the IMI project;
- To offer networking opportunities.

Participation to this event is free of charge. Those wishing to express their interest in participating are invited to use the following link: <http://ec.europa.eu/yourvoice/ipm/forms/dispatch?form=IMI2008B>. It is to be noted that registration will close on 23 October 2008.

Country: Belgium

City/Location: Brussels

Organiser: European Commission's Directorate General for Internal Market and Services

Event website: http://ec.europa.eu/internal_market/imi-net/imi_awareness_days_main_en.html

Contact Email: IMI-conference2008@eurodyn.com

Event email: IMI-conference2008@eurodyn.com

FR: ICT Forum 2008

25 - 27 November 2008

"I's to the Future – invention, innovation, impact – An event organised by the European Commission and hosted by the French Presidency of the European Union

The biennial ICT Event (formerly called the "IST Event") organised by the European Commission and hosted by the country presiding the European Union is the most important forum for discussing research and public policy in information and communication technologies at European level. The previous edition of the event took place in 2006 in Helsinki (Finland).

The next ten years will see major transformations in the technological, industrial and business landscapes surrounding information and communication technologies (ICTs). The 2008 edition will set the agenda for ICT research and innovation in Europe during this crucial decade.

The event will bring together researchers, innovators, engineers, policy and business decision-makers and will address topics as diverse as Europe's role in shaping the future internet, ICT's contribution to advancing the sustainability agenda and alternative research paths for future ICT components and systems. These and many other cutting-edge themes will be explored in depth.

In particular, ICT 2008 will examine:

- European Union priorities in ICT research for over €2 billion of funding available in 2009-2010;
- The major current technological trends which impact upon strategic research planning;
- Public research policies to stimulate research and innovation.

The event will feature a conference, an exhibition and networking sessions.

Registration is to be performed [online](#) at the event's website. The early bid registration fee, applicable to payments received prior to 31 October 2008, is €450. For payments received between 1 November and 20 November 2008, the registration fee is €550.

Country: France

City/Location: Lyon

Organiser: European Commission's Directorate General Information Society and Media

Event website: http://ec.europa.eu/information_society/events/ict/2008

FR: Open World Forum – Paris 2008

1 - 2 December 2008

FLOSS, Innovation and Competitiveness

The Open World Forum aims to bring together the best of Free, Libre and Open Source Software (FLOSS) at an international level, with keynote presentations, community and technical seminar tracks, covering a wide range of issues, from high-level business strategies to profound technical insights.

The Forum will also play host to a number of associated events and meetings: opportunities for international communities and experts on the use of Open Source to explore business models, public policies, competence centers, governance and legal issues, interoperability, quality metrics, R&D initiatives and next-generation software forges. A special session will feature Brazil as a special guest.

Bringing together international experts working on future planning, scenarios and recommendations, the event will deliver the 2020 FLOSS Roadmap covering all these areas. The first ever worldwide initiative of its kind, the Roadmap will be delivered and debated at the Forum.

More details on the Forum's programme are available in the provisional agenda at the following page <http://www.openworldforum.org/en/program/>. This agenda is currently being finalised and will be made final by 30 September 2008.

The Open World Forum is supported by two worldwide consortiums (OW2 and QualiPSo), several European and French associations, public organisations and competitiveness clusters (Adullact, AFUL, April, Silicon Sentier, Cap Digital and System@tic Paris Region).

Participation to the Forum is open and free of charge. Registration is to be performed [online](#).

Country: France

Event website: www.openworldforum.org

Event email: fml@items-int.eu

ES: ableTech'08

10 - 11 December 2008

ableTech'08 – First International Conference on accessible and assistive technologies for dependent people

After four successful editions, ableTech has taken a qualitative leap by going international, with the aim of becoming a key event for sector players. Attendees will be able to gain first-hand knowledge of those international innovative projects breaking ground in the social and technological spheres.

This event aims to be a forum where international stakeholders from the sector of accessible and assistive technologies can exchange their experiences in order to learn from the best practices of other countries. During the two days conference, delegates will debate the following issues:

- To provide a vision of the current situation and trends of the Assistive Technologies Sector and the ageing economy;
- To bring together the different agents in order to be able to exchange experiences and contrast the needs with the existing products and systems;
- To identify the needs of people with disabilities and elderly people for their everyday lives and for improving their quality of life.

Furthermore, within the main conference, the European Project CompanionAble will organise a workshop aimed at sharing experience with other European projects involved in Cognitive Robotics and Ambient Intelligence Technologies and developing a closer collaboration between the various Consortia Partners involved in Research and Innovation on such technologies.

Over 350 participants are expected. Registration has started since 15 September 2008. Participation is free of charge for people with disabilities (in case of early registration, i.e. prior to 31 October) and students. For other interested persons, the attendance fee ranges from €150 to €250. Registration is to be performed by sending an email to abletech08@marsans.es.

More details on this event can be found on the dedicated [brochure](#).

This Conference has been organised with the support of Public Administrations, Technology oriented organisations, as well as Professional and user organisations. Cooperation efforts have been done with relevant European Projects related.

Event email: abletech08@robotiker.es

Country: Spain

City/Location: Bilbao

Organiser: TECNALIA

Event website: www.abletech.org

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