



<http://www.epractice.eu/>

European ePractice Newsletter

N. 231 - 22 April 2008

>> Mid-Term workshop

All professionals from public authorities and industry, academics and policy makers working in areas related to eGov, eInc and eHealth are invited to participate in a special Mid-Term workshop that ePractice.eu will celebrate in Brussels in May 19. The free event will count with the presence of high-level officials of the European Commission responsible of the eGovernment, eInclusion and eHealth EU policies and relevant experts from the private and public sectors. Participants will be invited to one of the three parallel hands-on working sessions, where six best practice cases will be analysed and discussed. For registrations and detailed information about the speakers and the agenda please visit epractice.eu/workshop/ePracticeMidTerm

You can also download the latest publications - news, events, library items and factsheets - in one PDF document: [European ePractice Newsletter - 22 April 2008 \(PDF\)](#).

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

- [IRISbox, the Brussels-Capital Region One-Stop Shop](#) 18 April 2008 | Belgium
- [ICThelpt](#) 18 April 2008 | Belgium
- [One-off Parcel Registration for farmers](#) 16 April 2008 | Belgium

Editor's Choice of the week: [A credit card to combat youth unemployment through eLearning](#)

IRISbox, the Brussels-Capital Region One-Stop Shop

IRISbox is the one-stop shop of the Brussels-Capital Region. It supports the fast and easy creation of forms that can be filled on-line and signed using the Belgian electronic identification card (eID). Some

fields can be pre-filled by data read from the eID. IRISbox also supports on-line payments and strong identification using the eID where necessary. Finally, it supports publication of administrative documents that can be made available either to a broad audience or to a limited users group (typically deputy-mayors).

ICThelpt

ICThelpt (ICT helps) is a meeting point for those looking for and sharing information on the use of adopted ICT, software, hardware and tools that support the integration youngsters with disabilities in education. The website is currently only available in Dutch. ICThelpt calls upon everybody that wants to share good practice in using ICT to support inclusion of youngsters with disabilities in education. ICThelpt started off with a team of about 10 experts, bringing together information on the topic in a searchable website. Today, the project is moving to a larger scale: on the 5th of May 08 the project integrates into Klascement, (www.klascement.net) the largest portal for education in Flanders. With over 30.000 members, Klascement will open up ICThelpt to the majority of teachers in Flanders. Teachers will be able to share good practice through the website where quality of inputs are monitored by experts. The project first was driven by existing well established organisations in Flanders (Belgium) that were specialised in supporting different target groups with visual, auditive, physical, intellectual handicap: KOC (knowledge and support centre for people with disabilities of the Flemish community), Blindenzorg Licht en Liefde (services for people with visual impairment), Fevlado (federation of Flemish deaf associations), Modem (support and advise centre for people with a handicap), WAI-NOT (foundation supporting ICT for people with intellectual disabilities), Die-s-lektikus (learning disabilities). The project was coordinated by K-point, the research center of KHKempen, and supported by CERA, a cooperative association that funds social initiatives in Belgium.

One-off Parcel Registration for farmers

The average farmer has a lot of paperwork to do each year in order to complete the necessary reports and to obtain the necessary subsidies. Therefore the Environment and Agriculture Administrations provided the one-off parcel registration (EPR) and an e-window for farmers where they can register their parcels, follow up milk quotas and fill out (European) support applications. Together, EPR and e-window halve the farmer's paperwork. In addition, the automatic checks ensure an exponential reduction of the percentage of errors, which in turn reduces the risk for the farmer of incurring European sanctions if he should unintentionally violate the rules. The farmer logs on using his electronic identity card. Via the MAGDA platform, the application obtains all useful basic information from the Flemish Crossroads Bank for Enterprises (VKBO) and the State Register. In a next step, he arrives at the platform which the ministries for agriculture and environment jointly developed. There, he has all relevant data recorded since 1996 at his disposal, and he can start work at once. The requirements of this European blueprint were incorporated in the application. At each step in the procedure, sufficient checks are performed and if necessary the user receives an instant error message or suggestion. This avoids many mistakes and contradictory information, as well as possible fines or non-payments.

Latest News

- [SI: Plans for new Slovenian eID card meet opposition](#) 22 April 2008 | Slovenia
- [AT: eAuctions for boroughs](#) 22 April 2008 | Austria
- [LV: New eService for electricity consumers](#) 21 April 2008 | Latvia
- [PL: Progress towards ePoland](#) 21 April 2008 | Poland
- [SI: New eDemocracy service involves citizens in legislative process](#) 21 April 2008 | Slovenia
- [PT: eRoutes to better transport](#) 21 April 2008 | Portugal
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- [HU: Hungary launches database of NGOs](#) 18 April 2008 | Hungary
 - [HU: 'Burostop' – the end of the line for red tape](#) 18 April 2008 | Hungary
 - [BG: Pilot run for Local Council watchdog](#) 18 April 2008 | Bulgaria
 - [EE: eParking eases the road for residents of Tallinn](#) 18 April 2008 | Estonia
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SI: Plans for new Slovenian eID card meet opposition

Proposals to introduce a new eID card, incorporating several different functions on just one card, have met with opposition in Slovenia.

The Slovene Information Officer, as well as many other interested parties in Slovenia, is challenging plans for a new eID card which would combine several sensitive datasets on just one card. The new card will include, in addition to the person's name and address, their Personal Tax Number, their unique Personal Identification Number (PIN), their Healthcare Insurance Number, and possibly also a digital eCertificate providing access to eGovernment services.

The proposals, once implemented, would be a first in Europe and critics are concerned that they pose a potential threat to the protection of personal data. Public information professionals also complain that there was insufficient consultation on the proposals.

The Slovenian Government, which put forward the proposals, has announced that the new multifunctional card will be available by the end of 2008. It is believed that the new card will contain two digital certificates on it: one for accessing eGovernment services and one for confirming healthcare insurance rights. The Health Insurance Institute of Slovenia (ZZZS) is currently developing on-line access to healthcare data, such as the status of a person's healthcare insurance, prescriptions issued, general practitioner, etc. This information would not, therefore, be carried on the card itself.

Further information:

- [Information Commissioner website – Press release \(in Slovenian\)](#)
 - [Health Insurance Institute of Slovenia](#)
-

AT: eAuctions for boroughs

Austria's new [e-Auktion](#) site is set to revolutionise local authority procurement – and cut costs.

Boroughs can now put their building, supply and service needs up for electronic auction via a new portal, which also permits further bargaining before a contract is signed. Average savings to local taxpayers should be around 10 %.

Austrian law regulates local authority procurement rather strictly. At the end of a procurement process, the contract must go either to the cheapest or to the best current bid, and further bargaining is generally prohibited. But electronic auctions are specifically excluded from this rule. Further offers from, and bargaining with, all participants may take place on-line. EU-wide studies suggest that the savings achieved by local authorities through procedures of this kind will average between 8 % and 12 %.

Apart from these regulatory and financial advantages, fans of the new system point to its user-friendliness. It also promotes transparency in local government procurement, while opening up municipal contracts to a geographically wider range of potential bidders. And once in place, an eAuction system can of course also be used for other, more minor purchases which are not subject to statutory tendering requirements.

The new eAuction facility was developed by Joachim Grießer of Austria's Kufgem Kommunal Consulting, who drew on his 18 years of experience as a local mayor. No licensing or registration costs are involved.

Further information:

- [e-Auktion website](#)
-

LV: New eService for electricity consumers

[Latvenergo](#), the national electricity company of Latvia, has created a new web portal providing a whole new range of on-line services for its clients.

The new portal has been created in order to facilitate communication between Latvenergo and its clients, at any time of day or night. Once the client has registered on the portal, they will be able to access all information concerning their account via the on-line service, which is available 24 hours a day. The answers to the majority of questions posed can also be found on-line, reducing the need to visit or call the customer service centre.

One of the key services of the new portal is the possibility to apply for automated average billing (AAB). With AAB, clients are charged the same amount every month based on an average of their consumption over the past six months. The test version of this option has been available since the beginning of the year and the data shows that more than a thousand AAB contracts have already been concluded. This service in particular is expected to become very popular with internet users.

In order to access the new portal, the client can either connect using the internet banking services of two major Latvian banks (Hansabanka and SEB Unibanka), or create a portal user profile and receive a user name and password. Latvenergo's objective was to provide customers with easy and comfortable access to their services, and it expects the portal to continue expanding its services over time.

Further information:

- [e-pārvalde news item \(in Latvian\)](#)
 - [Latvenergo website](#)
 - [e-Latvenergo web portal \(in Latvian\)](#)
-

PL: Progress towards ePoland

The Polish [Ministry of the Interior and Administration](#) (MSWIA) has recently published an update on the implementation of the ePoland strategy, initially adopted by the Council of Ministers in January 2004.

The ePoland Strategy set out a number of objectives for the development of eGovernment and the growth of computerisation in Poland. The Ministry recognises that, whilst there has been significant investment in infrastructure in several areas, there has been insufficient progress on the provision of eServices to the public. It also notes that solutions tend to be limited in scope, addressing the immediate area of interest of the administration concerned.

The Ministry of Science and Higher Education, for example, developed the PIONIER network for scientists, and the Ministry of National Education provided schools with computers. The Integrated Regional Development Operational Programme saw investment in the development of broadband internet access and the creation of free internet access spots. The Ministry of Science and

Computerisation managed the IKONKA programme, which financed the purchase of equipment for the provision of free internet access spots in district libraries. Government administrative offices have also invested heavily in improving their websites. Each office now has its own website, in both Polish and English.

Despite all the efforts made, however, there are still not enough eServices available to the general public. This is in part due to the delays in implementing the ePUAP project which will electronically integrate all public registers and provide the platform needed for the development of integrated eServices. The Ministry also commented on the slow development of eHealth initiatives and on the insufficient progress in the legislative field.

The National Computerisation Plan for the period 2007–2010 now constitutes the basis for the coordination and monitoring of activities for the development of the Information Society in Poland and the provision of eServices. This plan is being coordinated and monitored by the Council of Ministers' Committee for Computerisation and Communications, established in March 2007.

Further information:

- [eGov.pl \(in Polish\)](#)
- [Polish Ministry of the Interior and Administration](#)

SI: New eDemocracy service involves citizens in legislative process

Slovenia's national government portal [eUprava](#) has introduced a new eDemocracy service, which will allow citizens to follow closely the preparation and adoption of regulations, and co-operate in the elimination of administrative barriers.

The new service offers the public the opportunity to influence changes in existing legislation, by contributing their suggestions, comments and opinions. Citizens may electronically submit concrete proposals for change, and suggestions on how to help eliminate administrative barriers – which may often also involve changes in rules or regulations.

In addition, the portal provides a direct link to elected representatives, thus contributing to greater efficiency in the democratic process, and to improved communication between the general public and public administrations. The eDemocracy service is also intended to help citizens improve their understanding of the system and how it works, by providing general information on the public administration, democratic processes, and the adoption of laws and regulations at both national and EU level.

The eDemocracy service is broken down into four main parts: [eliminating administrative barriers](#); [contacting elected representatives](#); [democratic processes](#), and [legislation, legal rules in the EU, public information or elections](#).

Further information:

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

PT: eRoutes to better transport

Costs, times and routes for different transport options can be compared on a new site backed by Portugal's [Agency for Administrative Modernisation](#) (AMA).

Currently, the [transPOR](#) site gives information on long-distance public transport. Express and high-quality road services are included, as are all rail connections except the local urban networks in Lisbon and Porto. Internal air services within the Portuguese mainland are also covered, together with river transport between major towns.

Site users can select one or several modes of transport, or they can check all possibilities between two given points. The site has four main sections:

- The route optimiser checks for the best itineraries between two places, within the options defined by the user;
- The timetable and tariff page enables comparisons of costs and journey times;
- Maps give an individualised geographical view of each option, as well as general plans of the various public transport networks;
- A contacts section provides details of each transport operator.

Once the traveller has chosen a route, other useful information is offered, such as the opening hours of the ticket offices and stations involved, restaurants and tourist attractions at the destination, and alternative departure times for the same route. The site also flashes up news of transport delays. An onward link to the local transport site in Lisbon is available, and a similar link to Porto will follow soon.

TransPOR is supported by the European Regional Development Fund.

Further information:

- [transPOR website](#)
- [Agency for Administrative Modernisation](#)

FR: French health websites obtain quality certification

348 French websites providing information about health have obtained the “HONcode” certification by the Swiss foundation “Health On the Net”.

This is the outcome of an evaluation commissioned by the French High Authority for Health (Haute Autorité de Santé) to the foundation ‘Health On the Net’. The purpose of the assessment is to help Internet users to identify reliable online information in the field of health.

The ‘Health On the Net’ Foundation evaluates health websites based on eight different criteria. Assessors take into account among other:., privacy of personal data conveyed by the users, acknowledgement of the information sources, skills of the the editorial board, transparency of funding as well as the respect of the principle of separation between advertisement and editorial activities.

The HONcode certification is valid for a year. Each website is systematically re-assessed every year while being monitored during the whole period of validity of the certification.

Further information:

- [Service-public.fr – Press release \(in French\)](#)
- [Health On the Net Foundation](#)

HU: Hungary launches database of NGOs

Hungary has launched an [on-line database of non-governmental organisations](#) in Hungary, in a bid to enhance links between government and civil society.

An August 2007 Hungarian government decree aimed at improving relations between the state and NGOs stipulated that a public database containing information on NGOs should be developed. To achieve this, the Hungarian National Council of Justice (HNCJ) and the Ministry of Labour and Social Affairs agreed to collaborate on developing the database.

This civil society database went live on 8 April 2008. Relying on data fed into the system by the courts, the database is updated on a daily basis. At the moment, there are around 50 000 social organisations and nearly 29 000 foundations in the system. For the time being, only legal information (such as official name, headquarters and branches, type of organisation, activity area, etc.) is available in the system. However, the government decree also makes provision for the updating and addition of extra information to the databases.

According to the chair of HNCJ, annual funds available to Hungarian NGOs amount to some €1-€2 billion. However, the majority of these funds goes to only 5 % of these organisations, so the ideal solution would be to develop a dedicated database covering only these mega-NGOs.

The Non-Profit Information and Training Centre (NIOK) welcomed the launch of the database but noted that they have long maintained their own database, which provides much more information on some 11 500 NGOs including their activities, objectives and achievements.

Further information:

- [Prim online](#)
- [Jogi Fórum](#)
- [Sg.hu](#)

HU: 'Burostop' – the end of the line for red tape

Hungary has launched 'Burostop', a website to inform citizens and allow them to voice their opinions about efforts to streamline government procedures. It is part of a general, Europe-wide drive to cut red tape.

The Hungarian prime minister's office set up [Burostop](#) to provide information about a new programme it launched last summer to cut red tape by 15-25 % within four years. This programme operates in the context of the European Commission's EU-wide 'better regulation' initiative. Nearly every Member State has also embarked on a similar programme.

In its first phase, the Hungarian scheme focuses on reviewing legislation concerning personal documents (such as those relating to birth, marriage, death and vehicles), national health service procedures, and the issuance of site permits for businesses.

Burostop also invites Hungarians to express their views on public administration and eGovernment services. A 14-point [questionnaire](#) surveys citizens' views on such issues as web-based reporting systems, an eSystem for paying traffic fines, an electronic student loan system, electronic land registry services, electronic ID cards, eGov services on mobile phones, etc. Answers can be provided anonymously and no registration is needed. The survey was released in mid-March and runs until the end of April 2008. Currently, some 27 eGov services are operating in Hungary.

Further information:

- [Prim online](#)
- [Burostop](#)
- [Burostop questionnaire](#)

BG: Pilot run for Local Council watchdog

The Bulgarian town of Sopot is carrying out a pilot trial of RRObserver – an application for monitoring regulatory regimes.

The RRObserver application was developed by the [Bulgarian Industrial Association](#) (BIA) in an effort to help businesses navigate the country's numerous regulatory regimes. The project is also being supported by the Bulgarian [Ministry of State Administration and Administrative Reform](#) (MSAAR), which is keen to ensure that businesses benefit from increased transparency and are able to keep a close eye on how their cases are being processed by municipal administrations.

The RRObserver application supports real-time queries on the progress of various regulatory procedures, including licences, registrations, permits, etc. The application uses data held in the town council's document management system to check whether administrations are completing procedures within the statutory deadlines. RRObserver seamlessly integrates existing document management systems, as well as upgrading them.

In addition to final deadlines, RRObserver also tracks other procedural milestones. For example, if the original set of documents submitted by the applicant is incomplete or incorrect, they are allowed additional time to remedy the situation. These adjusted timelines are also monitored.

Information can be tracked at several levels: municipal, district, regional and national. A very important functionality of the product is that it allows for the evaluation of efficiency – both of the administrative procedures and of the municipal administrations concerned. Following the pilot project in Sopot, it is planned to implement the system in all Bulgarian municipalities.

Further information:

- [Ministry of State Administration and Administrative Reform](#)
- [Top.bg](#)
- [Bulgarian Industrial Association](#)

EE: eParking eases the road for residents of Tallinn

Residents of the Estonian capital city, Tallinn, can now apply for parking permits electronically. Car owners living in the centre of Tallinn must apply for an annual parking permit in order to be able to park their cars on the street in front of their home. Permits are valid for one year and allow residents to park for a discounted rate. They must, however, be renewed every year. Now, thanks to the www.parkimine.ee on-line system, this can be done electronically. Users can access the system using their eID card, mobile ID or internet banking authorisation codes.

New residents can also carry out the initial application procedure on-line. For new applicants, the system will access information from the national population register and from the national motor vehicle register in order to verify the claim to a resident's permit. Once this procedure has been completed, the applicant will receive either an e-mail or a text message informing them whether or not their application has been accepted. In order to obtain the permit, the applicant then simply returns to the website to make the on-line payment.

Permits are granted to people who have lived at least one year in Tallinn, whose place of residence is within the paid parking area, and who have their name entered on the vehicle registration certificate. Every resident has the right to one annual parking card.

Further information:

- [Delfi](#)
 - [PARKIMINE.EE](#)
-

Latest Publications

- ☐ [EU: eHealth video-Brochure: How do ICTs improve health care](#) 5 March 2008 | EU Institutions
 - ☐ [ES: E-Health and Society – An Empirical Study of Catalonia](#) 15 December 2007 | Spain
 - ☐ [FI: National Knowledge Society Strategy 2007–2015](#) 30 September 2007 | Finland
 - ☐ [IT: QoS in Multichannel IS: the MAIS approach](#) 31 January 2006 | Italy
 - ☐ [UK: People & Participation: How to put citizens at the heart of decision-making](#) 30 October 2005 | United Kingdom
 - ☐ [INT/EU: Recommendations on the more effective use of electronic information tools to provide public access to environmental information](#) 30 June 2005 | International Organizations, Pan European
-

EU: eHealth video-Brochure: How do ICTs improve health care

Complete title:

eHealth video-Brochure: How do ICTs improve health care

Description (short summary):

eHealth aims to improve the exchange of information between patients and health care professionals as well as between health care professionals

Original URL:

http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=3957

ES: E-Health and Society – An Empirical Study of Catalonia

Complete title:

E-Health and Society – An Empirical Study of Catalonia

Summary of the final research report

Project Internet Catalonia (PIC)

Description (short summary):

The study “E-Health and Society – An Empirical Study of Catalonia” analyzed the interaction between organizational change, cultural values and technological change in the Catalan health system.

The study is subdivided in five distinct parts. The first one is a content analysis of the web related to health in Catalonia. The second is a study of the uses of the Internet in health-related issues among the population at large, the patients’ associations, and the health professionals, on the basis of an Internet survey adapted to each one of these groups. The third is a field work study of the experimental programs conducted by the Catalan government in several local areas and hospitals to integrate electronically the patients’ clinical history. The fourth is a study of the organizational implications of the introduction of information systems in the management of hospitals and primary care centers in the Catalan Institute of Health, the major public health provider in Catalonia, on the basis of an Internet survey and in-depth interviewing. The fifth is a case study of the organizational

and social effects of the introduction of information and communication technologies in one of the leading hospitals of Catalonia, the Clinic Hospital of Barcelona. The study was conducted between May 2005 and July 2007.

Original URL:

<http://www.uoc.edu/in3/pic/eng/health/report.html>

Number of pages:

22

FI: National Knowledge Society Strategy 2007–2015

Complete title:

**A renewing, human-centric and competitive Finland
The National Knowledge Society Strategy 2007–2015**

Description (short summary):

During 2006, the National Knowledge Society Strategy for 2007-2015 was drafted as part of the implementation of Finnish Government's Information Society Programme.

The National Knowledge Society Strategy 2007-2015 aims to support the emergence of a 'Finland phenomenon' – in other words, to turn Finland into an internationally attractive, humane and competitive service society by the year 2015. In order to achieve this vision, the strategy focuses on four priority-specific strategic intents and aims, and proposes 72 related measures, including possible responsible parties. Particular importance is given to measures aimed at promoting the reform of the service sector, citizens' well-being and the nation's and companies' competitiveness.

Original URL:

http://www.tietoyhteiskuntaohjelma.fi/esittely/en_GB/introduction/

Number of pages:

46

IT: QoS in Multichannel IS: the MAIS approach

Complete title:

QoS in Multichannel IS: the MAIS approach

Description (short summary):

Multichannel adaptive information systems can deliver services over different types of networks and access devices. Since different providers may offer either functionally equivalent or similar services, the quality of service (QoS) is a fundamental element of the service selection and the subsequent negotiation. This paper presents a taxonomy for quality dimensions, its application to different models of a multichannel information systems, and outlines requirements for a language to describe quality elements in a multichannel environment as modeled in the MAIS (Multichannel Adaptive Information System) Project.

Original URL:

<http://conferenze.dei.polimi.it/wq04/>

Number of pages:

13

UK: People & Participation: How to put citizens at the heart of decision-making

Complete title:
People & Participation
How to put citizens at the heart of decision-making
Description (short summary):

People & Participation is Involve's first publication, launched in 2005.

There have been many books and pamphlets about democratic reform. What is unusual about this publication is that it provides much needed practical detail, drawing on the experiences of many hundreds of practitioners who have used new methods to involve the public in issues ranging from local planning to nanotechnology. Its starting point is that deepening and strengthening democracy depends on success in learning lessons about why some kinds of participation lead to better and more legitimate decisions, while others do not.

The book shows that greater public involvement can greatly help in addressing some of our most pressing problems, and countering the risks of distrust and alienation. But it also warns that too much participation today is superficial, an exercise in ticking boxes as opposed to good democratic governance, or using public consultation to justify decisions that have already been made.

To their credit, hundreds of public agencies have taken the lead in trying to involve the public more actively. The priority now is to build on that experience and to build confidence that public involvement can lead to better, and more legitimate, decisions.

Original URL:
<http://www.involve.org.uk/index.cfm?fuseaction=main.viewSection&intSectionID=400>

Number of pages:
61

INT/EU: Recommendations on the more effective use of electronic information tools to provide public access to environmental information

Complete title:
Recommendations on the more effective use of electronic information tools to provide public access to environmental information

Recommandations sur l'utilisation plus efficace des outils d'information électroniques afin de donner au public accès aux informations dans le domaine de l'environnement
РЕКОМЕНДАЦИИ ПО ПОВЫШЕНИЮ ЭФФЕКТИВНОСТИ ИСПОЛЬЗОВАНИЯ ЭЛЕКТРОННЫХ СРЕДСТВ ИНФОРМАЦИИ ДЛЯ ОБЕСПЕЧЕНИЯ ДОСТУПА ОБЩЕСТВЕННОСТИ К ЭКОЛОГИЧЕСКОЙ ИНФОРМАЦИИ

Description (short summary):
These policy recommendations, adopted by the Parties to the Aarhus Convention in 2005, address four areas of eAccess to environmental information: (1) general policy, (2) priority categories of information, (3) institutional development and capacity-building, and (4) the clearing-house mechanism.

They are intended to guide the implementation of the UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice (Aarhus Convention)'s provisions on electronic access and participation at national level.

The chapter on priority categories lists the types of information that should be made available on the Internet, in line with user needs. The recommendations appear in the annex to decision II/3 on electronic information tools and the clearing-house mechanism (ECE/MP.PP/2005/2/Add.4).

Original URL:

<http://www.unece.org/env/pp/mop2/mop2.decisions.htm>

Number of pages:

4 (EN version)

5 (FR and RU versions)

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.

[Linking up eGovernment: Building a Digital Europe](#) 6 May 2008 | Brussels (Belgium)

[ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)

[eHealth Management](#) 9 June 2008 | Barcelona (Spain)

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

[ICING workshop](#) 26 June 2008 | Barcelona (Spain)

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

[FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)

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

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

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

[Service Deployment](#) 9 February 2009 | Brussels (Belgium)

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

epractice.eu/workshops

Upcoming Events

- [UK: e-Access'08 – Conference & Exhibition](#) 23 April 2008 | United Kingdom
 - [ES: 3rd International Public eProcurement Seminar](#) 23 - 24 April 2008 | Spain
 - [PL: Seminar “Local problems of eInclusion in Poland – National Challenge”](#) 23 April 2008 | Poland
 - [ES: e-STAS – 3rd Symposium on Technologies for Social Action](#) 24 - 25 April 2008 | Spain
 - [UK: Accessibility 2.0: a million flowers bloom](#) 25 April 2008 | United Kingdom
 - [BE: FP 7 consultation meeting on ICT for Inclusion](#) 28 - 29 April 2008 | Belgium
 - [UK: Purchasing Card Forum meeting](#) 30 April 2008 | United Kingdom
 - [SI: International Conference e-Justice & e-Law 2008](#) 1 - 3 June 2008 | Slovenia
 - [BE: Consultation meeting on FP7 'ICT for governance and policy modelling'](#) 28 May 2008 | Belgium
-

UK: e-Access'08 – Conference & Exhibition

23 April 2008 | United Kingdom

e-Access'08 – Technology for All

The fourth edition of the annual e-Access conference & Exhibition is a one-day event aimed at highlighting the role of technology in the lives of people with disabilities.

The event has been designed for public sector bodies, suppliers of information technology, educational institutions, private sectors provider of goods or services and organisations that provide

at least some of their information or services digitally.

Participants will find out more about how to comply with the law, what elements to include in access policies and strategies, and about the latest developments in access technology.

Registration can be performed [online](#). Participating requires the payment of a £195 (approx. €257) +VAT fee for public sector delegates, and £295 (approx. €388) +VAT for private sector representatives.

Discounted rates are available in case of early registration until 8 February: £145 (approx. €191) +VAT for public sector participants, and £245 (approx. €322) +VAT for private sector delegates.

Event email: nicola@entevents.co.uk

The fourth edition of the annual e-Access conference & Exhibition is a one-day event aimed at highlighting the role of technology in the lives of people with disabilities.

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Event email: nicola@entevents.co.uk

ES: 3rd International Public eProcurement Seminar

23 - 24 April 2008 | Spain

Third International Public eProcurement Seminar, financed by the Basque Government

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

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

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

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

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

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

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

Event email: n.domenech@eipa-ecr.com

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Event email: n.domenech@eipa-ecr.com

PL: Seminar “Local problems of eInclusion in Poland – National Challenge”

23 April 2008 | Poland

Seminar “Local problems of eInclusion in Poland – National Challenge”

The seminar “Local problems of eInclusion in Poland – national challenge” will present good practices and concepts of the projects dedicated to socially excluded people (rural dwellers, disabled people, women or old people), who want to take part in developing the information society on a local level.

The main aim of this conference is to broaden the knowledge on innovative and effective methods of

work with the socially excluded and endangered groups in the context of the use of ICT tools. During the meeting, eInclusion actions will be presented - such as mechanisms dealing with social exclusion groups in the poorly developed areas.

Experts will showcase eBank for disabled people, e-accessibility of public administration web sites, training for elderly people and aspects of the exclusion from the information society vs. accessibility to channelised Internet.

The seminar is aimed at non-government organizations experts, public administration and private firms ICT, as well as individual participants (technical and academic communities interested in the innovations taking place worldwide in the field of eInclusion).

Registration to the seminar is open and participation is free of charge. Participation can be submitted by filling in the online registration form at <http://konferencja.mwi.pl/konf2/formularz.php> or by sending an email to s.wilk@mwi.pl. Registration forms have to be submitted by 21 April 2008.

Event email: s.wilk@mwi.pl

The seminar "Local problems of eInclusion in Poland – national challenge" will present good practices and concepts of the projects dedicated to socially excluded people (rural dwellers, disabled people, women or old people), who want to take part in developing the information society on a local level.

The main aim of this conference is to broaden the knowledge on innovative and effective methods of work with the socially excluded and endangered groups in the context of the use of ICT tools. During the meeting, eInclusion actions will be presented - such as mechanisms dealing with social exclusion groups in the poorly developed areas.

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Event email: s.wilk@mwi.pl

ES: e-STAS – 3rd Symposium on Technologies for Social Action

24 - 25 April 2008 | Spain

e-STAS – 3rd Symposium on Technologies for Social Action

The e-STAS Symposium focuses on Technologies for Social Action from an international and multi-stakeholder perspective. By providing grounds for all actors involved in the development and implementation of ICTs to exchange experiences and knowledge, it is intended to contribute to putting an end to the digital divide. The Symposium's main aim is to promote, foster and adapt the use of ICTs for social action.

The 3rd edition of the event will feature magisterial lectures breaking down into two main parts:

- 5 themes, as follows: Infrastructures and low-cost tools; Services and contents; The ICT and the Objectives of the Millennium; Corporate Social Responsibility NGO's, Volunteers and

ICT; Programmes of access and use of the ICT in groups / areas with the lesser chances for access.

- Geographic Situation: Europe, South America, North America, Asia, and Africa.

The first edition of the Symposium was held in May 2006 and attracted over 200 attendees, with at least a 20% of representatives from international entities.

Targeted attendees range from entities to individuals, including local authorities, companies, NGOs and universities, and all of those involved in the development and implementation of the ICT, by means of social projects.

Both the population with the lesser chances of access to the Information Society and volunteers indirectly benefit from e-STAS, so that the promotion of the use of the New Technologies reaches NGOs and those groups with the higher risk of digital exclusion.

Participation to the event is open and free-of-charge. Registration is to be performed [online](#) at the event website. The number of seats is limited to 250.

Event email: e-stas@cibervoluntarios.org

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Event email: e-stas@cibervoluntarios.org

UK: Accessibility 2.0: a million flowers bloom

25 April 2008 | United Kingdom

Accessibility 2.0: a million flowers bloom

This one-day conference is focused on web accessibility and Web 2.0.

Speakers from leading web development companies and organisations such as the RNIB (a British charity offering information, support and advice to over two million people with sight loss) will equip web developers, web managers and technical designers with an in-depth understanding of accessibility issues and provide a host of practical solutions.

There will also be an opportunity to take part in a debate during a round table session for wider discussion.

Topics covered include the following:

- Open Data;
- Assistive Technologies and AJAX;
- Fencing in the Habitat;
- Rich Media and Web applications for people with learning disabilities;
- User generated content;
- A case study: Building a social network for disabled users;
- Tools & Technologies to watch or to avoid;
- Accessibility 2.0.

The regular attendance fee is £195 (approx. €242) and it is £150 (approx. €196) for registered charities and £95 (approx. €118) for students. Over 150 participants are expected.

Registration can be performed [online](#) at the event website or by email sent to accessibility@abilitynet.org.uk in order to arrange payment via credit card, invoice or cheque.

Event email: accessibility@abilitynet.org.uk

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BE: FP 7 consultation meeting on ICT for Inclusion

28 - 29 April 2008 | Belgium

Two-days FP 7 consultation meeting on ICT for Inclusion

FP7 Consultation meeting will bring together experts from all over Europe. The objective of the two-day meeting is to review current trends in research and applications and provide strategic guidance for drafting the ICT Work Programme 2009/10.

The following topics will be discussed:

- Augmenting human capabilities through brain/neural computer interaction;
- Methods and tools for accessibility simulation and validation;
- Service robotics for Ageing Well.

Participants are expected to contribute to the discussions and to elaborate on the structure and content of possible future RTD work related to the above areas. The outcome should provide valuable input to the new WP2009/10, which will be published at the [ICT 2008 conference](#) in Lyon, France, to be held from 25 to 27 November 2008.

Registration is free-of-charge and necessary as space is limited. Those wishing to participate shall fill in the dedicated registration form available at the event website and return it by email to paula.ranne@ec.europa.eu not later than 21 April.

Event email: einclusion@ec.europa.eu

FP7 Consultation meeting will bring together experts from all over Europe. The objective of the two-day meeting is to review current trends in research and applications and provide strategic guidance for drafting the ICT Work Programme 2009/10.

The following topics will be discussed:

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UK: Purchasing Card Forum meeting

30 April 2008 | United Kingdom

2nd Meeting of the Purchasing Card Forum: "eProcurement - a European Perspective"

The Purchasing Card Forum (PCF) is an independent business forum focusing on the smart card, purchasing card, eProcurement and marketplaces. Its members range from the major banks and issuers to government agencies and suppliers.

The PCF holds regular meetings at which members discuss varying topics relating to P-cards, eProcurement, eInvoicing and their related technologies.

The main topics addressed by the meeting of next April, 30 are:

- Presentation of the eProcurement Forum community and other relevant eProcurement initiatives running across Europe;
- The Invapay ePayment Exchange and its relevance to streamlining purchasing card payments;
- A round table discussion on the potential threat of e-invoicing to purchasing cards and how the two technologies can be integrated;
- Purchasing card schemes – a European footprint (Updates from all three acquirers, Mastercard, Visa, American Express and scheme operators on European initiatives and growth);
- Issues for suppliers signing up to a P-card scheme;
- European P-card case study.

The official agenda of the meeting will be published soon at the Purchasing Card Forum website.

Meeting attendance is traditionally reserved to members of the Purchasing Card Forum, which pay an annual membership fee. However, for this edition of the meeting, two places have been made freely available for eProcurement experts from ePractice. The eProcurement Forum team will assign these two places to people fulfilling the following conditions:

- Have a complete profile on ePractice
- Be members of the eProcurement community
- Have expertise related to the following topics: ePayment, purchasing card and eInvoicing

A first-come first-served policy will be applied if several people are selectable.

ePractice members interested in the free spaces should send a request by e-mail to: eprocurement@epractice.eu by **14 April 2008**, providing explanations on how they fulfill the above conditions.

Event email: tim@smartex.com

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Event email: tim@smartex.com

SI: International Conference e-Justice & e-Law 2008

1 - 3 June 2008 | Slovenia

International Conference e-Justice & e-Law 2008 - Slovene Presidency of the European Union

This two-day conference is organised by the Ministry of Justice of the Republic of Slovenia during the Slovene Presidency of the European Union.

The conference will focus on the following aspects:

- exchanging opinions concerning the increased efficiency of judicial systems;
- exchanging experience in relation to the latest trends in the world;
- interconnecting services and systems of eJustice at the EU level;
- presenting the latest legal services supported by ICT;
- sharing experience in the management of legal information (eLaw).

More details on the programme are available [here](#).

The event is open. Registration for all those wishing to participate is available [online](#) until 15 May 2008.

Event email: helena.jaklitsch@gov.si

This two-day conference is organised by the Ministry of Justice of the Republic of Slovenia during the Slovene Presidency of the European Union.

The conference will focus on the following aspects:

- exchanging opinions concerning the increased efficiency of judicial systems;
- exchanging experience in relation to the latest trends in the world;
- interconnecting services and systems of eJustice at the EU level;
- presenting the latest legal services supported by ICT;
- sharing experience in the management of legal information (eLaw).

More details on the programme are available [here](#).

The event is open. Registration for all those wishing to participate is available [online](#) until 15 May 2008.

Event email: helena.jaklitsch@gov.si

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

28 May 2008 | Belgium

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

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

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

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

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

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

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