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European ePractice Newsletter

N. 198 – 24 July 2007

Breaking News: European Observatories Network

The European Commission is interested in creating a network of organisations interested in the analysis, measurement and spread of good practice in Europe, particularly in the field of eGovernment. The initiative is part of the new epractice.eu portal, the successor of the eGovernment Observatory.

The objective of the observatories network is to ensure that any organisation involved in these activities is in contact with related partners.

If you are interested in becoming part of such a network, please fill in the survey under <http://eppractice.eu/index.php?page=fix&p=27>.

Latest eGovernment News

[DE: Federal IT concept stresses interoperability](#) [24 July 2007]

[DE: Savings through eGovernment overhaul in Rheinland-Pfalz](#) [24 July 2007]

[ES: Protecting children on-line](#) [24 July 2007]

[CH: New eGovernment standards](#) [24 July 2007]

[UK: Government eAudit concludes public websites improved 'only slightly' since 2002](#) [24 July 2007]

[NL: Citizen Service Number gets green light](#) [24 July 2007]

[GL: ODF is progressing in Europe and beyond](#) [19 July 2007]

[EU: EU channel launched on YouTube](#) [19 July 2007]

DE: Federal IT concept stresses interoperability

eGovernment News – 24 July 2007 – Germany – Infrastructure and Interoperability

Interoperability, scalability and reusability are key elements of a new IT architecture concept for the German federal administration.

Version 1.0 of 'IT Architecture Concept for the Federal Administration' came out this July. It aims to create a basis for the formation of a flexible and economically viable IT infrastructure for the operation of specialised applications and central services. Drawn up by Germany's Federal Government Coordination and Advisory Agency for IT in the Federal Administration (KBSt), the document sets out principles that will "ensure the interoperability and scalability of the various IT systems and the reusability of their services and components".

Concentrating mainly on software architecture, the document is aimed at those responsible for the technical implementation of eGovernment projects. It assumes a fair amount of specialised knowledge. After reviewing the demands made on the German federal administration's IT systems, it maps out an appropriate basic architecture and explains the decisions involved. From there, it moves into case-by-case decision-making on the architecture for individual projects. Advice is then given on the introduction of service-oriented architectures.

The emphasis is on integration: "Particularly in view of the demands for needs-oriented and citizen-oriented provision, as formulated in the federal eGovernment strategy and the EU services directive, the administration's divided and heterogeneous IT systems must be tied into overarching processes."

Further information:

- http://www.kbst.bund.de/cln_047/nn_837392/Content/Home/homepage.html__nnn=true
-

DE: Savings through eGovernment overhaul in Rheinland-Pfalz

eGovernment News – 24 July 2007 – Germany – Policy and Strategy / Regional and Local

Over the past year, the German state of Rheinland-Pfalz has restructured the whole of its ICT system. And the changes are already paying dividends.

The new structure is designed to identify cross-cutting tasks, so freeing up staff capacity for more specialised work within the different services. At the same time, a centralised ordering system means that the state administration can group its purchasing power, putting it in a better position to negotiate savings.

Of the roughly €102 million that the Rheinland-Pfalz administration invests in IT each year, some €60 million are now administered by the new Central Office for IT Management, Multimedia, eGovernment and Administrative Modernisation.

"There are already indications that the savings made in 2007 will be between €600 000 and €1 million," said the Rheinland-Pfalz Secretary of State for Internal Affairs Roger Lewentz. He expects further cost reductions from measures now underway.

Two licensing deals for standard software negotiated by the Central Office are likely to have saved more than €1 million. Further projects cited by Central Office manager Jürgen Häfner include a framework agreement on hardware acquisition. Also in the pipeline is a state-wide IT security concept, notably a fallback computing centre for emergencies. And eKIS, a new electronic information system for the state cabinet, will streamline government decision-making.

The Central Office is co-operating with other state and federal bodies to prepare for the IT aspects of implementing the EU services directive. This will provide new impulses for eGovernment development throughout Germany, Häfner said.

Further information:

- <http://www.rlp.de/rlp/broker?uMen=fbe70fff-5cb3-27fd-35a3-115f96529772>
-

ES: Protecting children on-line

eGovernment News – 24 July 2007 – Spain – Other

Spain's Industry Ministry is to become involved in action to protect minors on the internet and combat illicit and harmful material, under a new national agreement. The ministry is already co-operating with EU programmes in this field.

The Spanish accord will bring the ministry into a whole range of information, training and awareness-raising activities. It will run until the end of 2010. The Spanish government is already involved in campaigns to promote safe internet use, to which the ministry is contributing €5 million this year. This goes towards:

- Pilot projects aimed at promoting the use of sustainable ICT tools for the systematic gathering, management and processing of data that assist the analysis and diagnosis of systems to assist children and adolescents
- Awareness-building and training for professionals whose work brings them into contact with children and adolescents
- Prevention, assistance, education and guidance services, via fixed-line and mobile phones, the internet, etc., concerning children and adolescents
- Information campaigns on safe internet use.

Take-up has been encouraging and the results will be published shortly.

Spain is also active in EU-level campaigns to protect children on the web, notably Safer Internet Plus. As part of that drive, the ministry supports the Spanish portal www.protegeles.com which includes a facility for reporting child pornography. This links up with INHOPE, a worldwide network of internet anti-abuse hotlines launched by the EU in 1999.

Further information:

- <http://www.mityc.es/es-ES/Servicios/GabinetePrensa/NotasPrensa/ListadoNoticias.htm>
 - http://ec.europa.eu/information_society/activities/sip/programme/index_en.htm
 - <http://www.inhope.org/>
-

CH: New eGovernment standards

eGovernment News – 24 July 2007 – Switzerland – Policy and Strategy / Infrastructure and Interoperability

Two new Swiss eGovernment standards emphasize user-friendliness: eCH-0049 is a topic catalogue for eGovernment portals, while eCH-0014 contains updated technical guidelines for eGovernment applications.

The standards were approved by the experts' committee of the Swiss eGovernment standards agency eCH after a public hearing.

The topic catalogue structures eGovernment services on offer for the two main target groups, private citizens and business, on the basis of their needs. The aim is to enable them to locate a particular service without having any prior knowledge of how competences are distributed across and within the various public bodies involved.

SAGA.ch V4-0 (eCH-0014) lays down the basic formats and protocols for the electronic exchange of information and the electronic conduct of transactions between public authorities themselves, as well as between authorities and citizens, enterprises and organisations. The standards aim to provide a stable, reliable basic architecture for Swiss eGovernment solutions. SAGA.ch recommends them for use both with Open Document Format (ODF) and Office Open XML.

SAGA.ch (Standards Architectures for eGovernment Applications in Switzerland) is eCH's basic technical standards guideline. It draws on international standards that have proved their worth in the marketplace. The Swiss federal authorities and a number of cantons have made compliance with SAGA.ch compulsory for public tendering.

Further information:

- http://www.ech.ch/index.php?option=com_frontpage&Itemid=1&lang=de
-

UK: Government eAudit concludes public websites improved 'only slightly' since 2002

eGovernment News – 24 July 2007 – United Kingdom – Benchmarking / eGovernment Services for Citizens / eGovernment Services for Businesses

A report by the National Audit Office shows that UK government websites have improved only slightly since 2002.

Government organisations spend around £208 million on websites each year. Though they are widely used – for instance, 78 % of Jobcentre Plus on-line service users visited its sites at least once a week - many sites tend to be text-heavy and difficult to navigate. Users report that it is hard to find what they need, amid much irrelevant policy material.

The government now plans to move information into two main 'supersites' – Directgov and businesslink.gov.uk, to give the public and businesses a simple pathway to information and services. Directgov content and presentation have been tested and approved by sample groups. The report also shows that information on the cost of providing on-line data needs improvement, with a third of departments and agencies having very little knowledge about users or costs of on-line services.

Usage data should also be fed into government website design, and the websites should be made prominent on search engines. Directgov and businesslink.gov.uk currently follow these principles and, as the website content is consolidated on these sites, citizens and businesses should be better served.

Sir John Bourn, head of the National Audit Office, said: "In 2002, I reported weaknesses in information across government on the cost and usage of its websites. Today's report highlights that little improvement has been made in these areas. Departments need to focus on understanding the cost effectiveness of their websites and who uses them and why, so that they can better meet the needs of citizens."

Further information:

- <http://www.nao.org.uk/home.htm>
 - <http://www.direct.gov.uk/en/index.htm>
 - <http://www.businesslink.gov.uk/>
-

NL: Citizen Service Number gets green light

eGovernment News – 24 July 2007 – The Netherlands – eGovernment Services for Citizens / eIdentity and eSecurity

The Citizen Service Number, which will facilitate interactions between the government and Dutch citizens, has been given the go-ahead by the Dutch Senate.

The Citizen Service Number (CSN) – a unique identification number assigned to each individual resident in the Netherlands – will improve the delivery of government services, facilitate data sharing and help fight fraudulent access to public services, Dutch authorities say. The CSN has been in the pipeline since the government first approved plans for it in 2004.

Despite a certain amount of privacy concerns earlier on, the Dutch government believes that the new number will simplify the identification of individuals in their dealings with public bodies, including for accessing e-government services. It also expects that the number will contribute to facilitate data sharing and combat fraudulent access to public services.

The CSN should also simplify the internal procedures of public administrations and therefore generate savings in time and money. Prior to the adoption of this system, Dutch citizens were identified by a variety of systems and numbers, depending on the government departments and public services concerned.

Burger@Overheid.nl, a Dutch eGovernment forum, welcomed the Senate's decision. It noted that the First Chamber had introduced important amendments to improve the transparency of the system.

Further information:

- http://www.burger.overheid.nl/wat_doen_we_nu/nieuws?itemID=79
-

GL: ODF is progressing in Europe and beyond

eGovernment News – 19 July 2007 – Belgium, Denmark, France, Germany, Italy, Asia – Infrastructure and Interoperability / Open Source Software

The OpenDocument Format (ODF) can prove particularly useful to the public sector where the interoperability of information systems is more than essential to eGovernment. The unanimous adoption of the ODF as an International Standard (ISO/IEC 26300) last year served as a springboard for ODF adoption and use by governments worldwide.

All the on-line documents of the Ministry of Science, Technology and Innovation of Denmark have been in ODF since September 2006. Moreover, from January 2008 all electronic document exchanged between Danish public authorities and citizens will be available in formats based on open standards.

Other significant examples can be found in the EU. For instance, the Council of Ministers of Belgium decided that from September 2008, ODF will be the only standard in use within public administration. From its side, the German government announced that it intends to draw up a plan for the introduction of ODF into the German federal administration.

In France, the future interoperability framework for public information systems ('RGI') recommends the use of ODF as the standard format for office automation documents. It also makes it compulsory for the authorities to accept any file in ODF for the exchange of such documents. Lastly, the text forbids migrations from the commonly used office automation format to any other format than ODF.

In Italy as well, ODF is seen as a means to guarantee the efficiency and flexibility of transactions between public authorities and citizens. Therefore the country's standardisation body (UNI) published the national standard UNI CEI ISO/IEC 26300 as an adoption of ODF.

But the enthusiasm for open format standards is also spreading outside Europe, like in Japan, where the government recently adopted an interoperability framework which states that ministries and agencies will give preference to bids from software vendors whose products support internationally recognised open standards.

Further information:

- <http://www.epractice.eu/document/230>
 - <http://www.uni.com/uni/controller/en/>
 - <http://webstore.uni.com/unistore/public/productdetails?productId=UNIC12630000!EEN>
 - http://www.uni.com/uni/controller/it/comunicare/articoli/2007_1/odf_26300.htm
 - <http://www.govtech.com/gt/126612?topic=117674>
-

EU: EU channel launched on YouTube

eGovernment News – 19 July 2007 – EU Institutions – eDemocracy / Other

'EUtube', the European Commission's new channel on YouTube, was officially launched on 29 June. By offering an innovative way of communicating Europe to its citizens, EUtube proves that the European Institutions are keeping up to pace with the latest developments on the Internet. EUtube is one new example of the use of the 'Web 2.0' communication technologies at EU policy level.

YouTube is a popular video-sharing website where users can upload, view, share, and rate video clips. Both the average ratings and the number of viewings are made public. As such, YouTube is a typical 'Web 2.0' communication IT tool, allowing viewers not only to receive information but also to publicly comment it, react and confront points of view. About 50 % of YouTube users are under 20 years old.

Following the conclusion of a non-exclusive arrangement between the EU Commission and YouTube, the EUtube channel now offers approximately 50 video clips on a wide range of topics that explain EU workings on main issues from across the 27 Member States. Topics covered by EUtube stretch from the EU's first post-war historical steps to current environment concerns or even the EU's 'Help!' campaign against smoking.

As for the regular YouTube contents, EUtube users can post comments and rate the video clips. At present, much of the content is in English, but French and German videos are also being added, with plans to add more languages wherever possible.

In presenting the main reasons for setting-up the channel, Commission spokesman Mikolaj Dowgielewicz stated: "We have audiovisual material on our own website, [...] but people don't know it exists. [...] It's part of our strategy to use the tools that people use," he added.

This is not the first of the EU's moves towards 'Web 2.0' communication technologies. Already implemented is the practice of blogging, which was adopted by several EU Commissioners. Margot Wällstrom, the Commissioner responsible for Institutional Relations and Communication Strategy, has her own blog. Blog users can comment on the Commissioners' posts but also download webcasts, subscribe to RSS feeds and find links to relevant documents in various media formats.

Further information:

- <http://www.youtube.com/eutube>
- <http://www.pcadvisor.co.uk/news/index.cfm?newsid=9927>
- <http://blogs.ec.europa.eu/>

Latest eGovernment Publications

[EU: Study on Interoperability at Local and Regional Level](#) [20 April 2007]

EU: Study on Interoperability at Local and Regional Level. Final Version

This document is the final version of the report "Interoperability Study" conducted by the project "Study on Interoperability at Local and Regional Level" funded by the European Commission under the MODINIS programme.

The aim of this Study is to improve stakeholders' understanding of interoperability (IOP) at the local and regional level. This report is based on the analysis of stakeholders' needs, IOP good practice cases in Europe, relevant literature and the feedback of stakeholders.

The overall objective of the study on local and regional interoperability is to address the following:

- Status of local and regional interoperability in member states
- Key success factors of local and regional interoperability
- Key barriers of local and regional interoperability
- Recommendations to different stakeholders.

See the Executive Summary with valuable final recommendations under <http://www.epractice.eu/files/media/media1306.pdf>

See also Good practise cases under http://www.egov-iop.ifib.de/iop_auswahl_send.php

Document(s) for download:

<http://www.epractice.eu/files/media/media1309.pdf> EN (PDF – 2.14 Mb)

<http://www.epractice.eu/files/media/media1306.pdf> EN (PDF – 143.14 Kb)

Upcoming eGovernment Events

[DE: 6th International EGOV Conference 2007](#) [3 September 2007]

[FR: Smart Event '07 - Smart University 2007](#) [17 September 2007]

[FR: Smart Event '07 - Aml.d Conference and Demos 2007](#) [17 September 2007]

[PT: 4th Ministerial eGovernment Conference – European eGovernment Awards 2007](#)
[19 September 2007]

[FR: Smart Event '07 – e-Smart Conference and demos 2007](#) [19 September 2007]

[FR: Smart Event '07 – World e-ID Conference and demos 2007](#) [19 September 2007]

DE: 6th International EGOV Conference 2007

3-7 September 2007, Regensburg, Germany

EGOV 2007 - the International Conference of the EGOV-Society

The 6th edition of the international EGOV conference series will take place from 3 to 7 September in Regensburg, Germany. Bringing together numerous leading academics and eGovernment professionals from across the world, it will assess the state of the art in the fast-moving field of eGovernment and eGovernance and provide guidance for future research and development.

The call for papers for this year's conference has been published. The deadline for the submission of research papers and communications is 15 February 2007, while the deadline for the submission of workshop and panel proposals is 15 April 2007.

The EGOV conference is looking for four distinct types of contribution: completed research and ongoing research scientific papers, workshops, and panel discussions. They encourage scientific rigor and discussions on state of the art in the field, but also welcome innovative research work in progress, and studies on practical eGovernment projects and systems implementation.

The series also includes a PhD student colloquium (2-3 September) which provides doctoral students with a forum for presenting their work and for networking with students working in other disciplines.

The list of topics to be addressed at EGOV 2007 includes the following:

- Strategies and frameworks, motivators, contextual biases
- eDemocracy and eParticipation challenges
- Assessment of eGovernment and eParticipation
- eGovernment and development (ICT4D)
- eGovernment research
- Training courses and teaching eGovernment
- Conceptual design and frames
- Implementation aspects
- mGovernment and emerging technologies for eGovernment and eParticipation

Event website:

<http://www.egov-society.org/>

FR: Smart Event '07 - Smart University 2007

17-20 September 2007, Sophia Antipolis, France

Advanced educational programme, 3rd edition – Sharpening skills in Smart Card, e-ID, Mobile Telecoms and Aml Technologies

"Smart University" 2007 is the third edition of an educational programme dedicated to advanced technologies of Smart Card, e-ID, Mobile Telecoms and Ambient Intelligence (Aml). The event relies on the strong academic background provided by some of the best European universities, schools, institutes and Labs such as CNAM (France), INRIA (France), Institute for Prospective Technological Studies of Seville JRC, European Commission, Katholieke Universiteit Leuven (Belgium), University of Twente (Netherlands)...

"Smart University" addresses young engineers - researchers as well as executives - willing to widen and deepen the scope of their knowledge on new technological and strategic issues of Smart Cards, e-ID, Mobile Telecoms and Aml.

The programme consists of 8 tracks of 2 days according to a workshop format which enables time for Q&A and for discussions, and a large interactivity between participants, teachers and lecturers. The 8 educational modules are as follows:

- Smart Card Software;
- Smart Card & Mobile Telecoms;
- Identity Management and eServices;
- Near Field Communication (NFC);
- Smart Card and RFID Security;
- Biometrics;
- Ubiquitous Computing;
- Digital Rights Management (DRM)

Smart University is part of the "Smart Event '07" that will also host 3 other co-located international events, namely:

- World e-ID (Sept. 19-21, 2007);
- e-Smart, the leading smart card industry conference (Sept. 19-21, 2007);
- Aml.d, conference dedicated to Ambient Intelligence Developments (Sept. 17-19, 2007).

Early bird registration for Smart University 2007 closes on 10 June.

Event website:

<http://www.strategiestm.com/conferences/smartuniv/07/index.htm>

FR: Smart Event '07 - Aml.d Conference and Demos 2007

17-19 September 2007, Sophia Antipolis, France

Developing Ambient Intelligence, 2nd edition

The focus of the second edition of the conference devoted to Ambient Intelligence Development (Aml.d) will be on software engineering and security engineering practices especially adapted to the new challenges introduced by Aml ecosystems. The conference will be structured around two tracks:

- A Research track offering the opportunity to experience live research and participate in presentations on the latest research issues by high level academic speakers;
- An open track consisting of a presentation of Aml works and strategies in Europe.

The topics that are likely to be covered by the conference include:

- Software engineering;
- Security and Dependability;
- Integrated security and software engineering;
- Distributed architectures for Aml;
- Interaction mechanisms;
- Communication protocols;
- Experiences and case studies;
- Automated configuration and monitoring;
- Context awareness;
- Models and tools for simulation and validation;
- Attack models for Aml systems;
- Aml applications.

"Aml.d" is part of the "Smart Event '07" that will also host 3 other co-located international events, namely:

- World e-ID (Sept. 19-21, 2007);
- e-Smart, the leading smart card industry conference (Sept. 19-21, 2007);
- Smart University, educational program in smart card, ID and Aml technologies, designed and delivered by high level academics (Sept. 17-20, 2007).

Event website:

<http://www.strategiestm.com/conferences/amid/07/index.htm>

PT: 4th Ministerial eGovernment Conference – European eGovernment Awards 2007

19-21 September 2007, Lisbon, Portugal

4th Ministerial eGovernment Conference in Portugal and European eGovernment Awards 2007 – Reaping the Benefits of eGovernment

The Portuguese Government and the European Commission are jointly organising the fourth Ministerial eGovernment Conference entitled "Reaping the Benefits of eGovernment". The conference will take place during the Portuguese Presidency of the European Union.

On the eve of the conference, 19 September, a Ministerial meeting will take place for EU Member States' Ministers to take stock of progress since the 2005 Manchester Ministerial Declaration and the i2010 eGovernment Action Plan. Ministers will also seek to reconfirm the Member States' commitment to the targets set and to identify/assess emerging policy priorities towards 2020, both at national and EU-level.

While providing a platform for high-level political debate and the exchange of ideas, the conference will highlight the direct impact of eGovernment on economies and citizens as well as its contribution to achieving the goals set out in the Lisbon Strategy. In this light, focus will be placed on four main themes relating to ICT and Public Services, namely:

- Better public services for growth and jobs;
- Participation and transparency;

- Social impact and cohesion;
- Effective and efficient administration, with special emphasis on the local and regional level.

The conference will also host the European eGovernment Awards 2007 (20 September) and the winning practices are expected to be presented by Viviane Reding, European Commissioner for Information Society and Media. The awards categories correspond to the four main themes of the Ministerial Conference.

Case submission for the Awards is open until 11 June! Online Submission, Guidance Notes and additional information are available on <http://www.epractice.eu/awards>.

Event website:

<http://www.megovconf-lisbon.gov.pt/>

FR: Smart Event '07 – e-Smart Conference and demos 2007

19-21 September, Sophia Antipolis, France

8th e-Smart Conference – Designing the future of digital security, smart cards and trusted devices

Over three days, the e-Smart Conference will bring speakers of the industry to give presentation of new ideas, new technological and strategic trends in the field of digital security, smart card and trusted devices. Attendees will get the occasion to have fruitful exchanges and share visions of the smart card future with their peers.

The conference's programme will include three plenary sessions or debates focusing respectively on:

- Smart Security, The new frontier;
- Cyber Security Europe & US: Meet the pathfinders of our future;
- A New Mobile Eco-system: SIM, USIM, or no SIM?

Moreover, participants are offered to possibility to attend various parallel workshops and meetings, including:

- The Future of IDentity in the Information Society (FIDIS) workshop, focusing on the theme 'Identity in the e-Society: which future?';
- The Onom@topic workshop – Designing and mastering together the European platform for eID interoperability.

e-Smart 2007 is part of the "Smart Event '07" that will also host 3 other co-located international events, namely:

- World e-ID (Sept. 19-21, 2007);
- Smart University, educational program in smart card, ID and Aml technologies, designed and delivered by high level academics (Sept. 17-20, 2007).
- Aml.d, conference dedicated to Ambient Intelligence Developments (Sept. 17-19, 2007).

Event website:

<http://www.strategiestm.com/conferences/esmart/07/index.htm>

FR: Smart Event '07 – World e-ID Conference and demos 2007

19-21 September 2007, Sophia Antipolis, France

4th annual World e-ID Conference – Electronic ID management and applications, now coming to you!

"World e-ID" is part of the well established "Smart Event"; a forum on smart card, e-ID and Ambient Intelligence. World e-ID is a two and a half day conference designed for those interested in the electronic ID management and applications. The quest for pan European interoperable eID is now high on the EU political agenda, and no sector is exempt: telecommunications, banking and finance, health and social welfare, public transport, and government in general are increasingly heavy users of the eID features in combination with contact and contactless chip technology vendors.

Against this background, World e-ID 2007 will bring together top experts on e-ID to share knowledge and expertise on the near future of eID, and to give participants an insight in how to cope with it. Two plenary panel debates will respectively address the following topics:

- "Cyber Security in Europe & US: Meet the pathfinders of our future":
- What is the best in class biometric modality for (remote) eServices access?

Numerous parallel strands will also be held, including: Large Scale eIDM projects at European level, National level, Local Government solutions, and in eHealth and Public transport; Large Scale eIDM systems in Latin America, cross Europe programs, EU member states roll outs; Best eID practices and systems solutions; Digital signature, the key for eID deployment; Standardisation, a must for interoperability and reliable systems; New emerging technologies, research and development, security aspects, RFID; and more.

Moreover, several parallel workshops are proposed on the day before the opening or during the conference. Among those are the following:

- FIDIS (Future of IDentity in the Information Society) workshop: Identity in the e-Society: which future?
- Onom@topic workshop: Designing and mastering together the European platform for eID interoperability.

Beside the World e-ID, the "Smart Event '07" will also host 3 other co-located international events:

- e-Smart, the leading smart card industry conference (Sept. 19-21, 2007);
- Aml.d, conference dedicated to Ambient Intelligence Developments (Sept. 17-19, 2007);
- Smart University, educational program in smart card, ID and Aml technologies, designed and delivered by high level academics (Sept. 17-20, 2007).

Event website:

<http://www.strategiestm.com/conferences/we-id/07/index.htm>

Latest Cases

The latest eGovernment case studies are available under:

<http://epractice.eu/cases>

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