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European ePractice Newsletter N. 240 25 June 2008

>> We want to know your opinion

ePractice.eu wants to know your opinion! We invite all our users to participate in our online survey and provide us important feedback which will help us to improve the portal's services. To fill the survey will not take you more than 10 minutes. To participate, [click here](#).

>> Article - EU Principles in modernisation of Justice and the Turkish IT project UYAP

An important area, namely the role of technology in the modernisation of legal and judicial systems, is raised in Ali Riza Cam's article. He describes a project launched in Turkey in 2001 as part of its EU accession programme. Through this comprehensive and ambitious national programme, Turkey is now ahead of many EU member states in its use of technology in the legal system. The full article is available in the [European Journal of ePractice](#).

>> Participate in our Blog!

ePractice.eu would like to encourage all members to participate in [our Blog](#) and share opinions and links. Your point of view is what makes ePractice.eu relevant to other public administrators all over Europe, so we strongly encourage you to post and comment.

Please feel free to forward [epractice.eu/newsletter](mailto:eu@epractice.eu) 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

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Editor's Choice of the week: [Kyosei-Polis](#)

Seniorkom.at

The Seniorkom.at initiative integrates different generations and facilitates access to the Internet for elderly people. The politically independent initiative works against the digital divide in Austria and is supported by all the senior citizens organisations and the Austrian Senior Council.

The consequences of digital divide are exclusion, training in isolation, a growing incomprehension between young and old and a lack of access of elderly people to eGovernment services. The intended long-term impact of the initiative is on the one hand an increased awareness of this digital divide, on the other hand an increased number of elderly people interested and trained in IT-skills. Constantly, information events and training sessions take place with the aid of volunteers from senior citizens groups. So far, 40,000 elderly people in Austria have been familiarized with the computer

and the Internet by means of various schooling programs (including eGovernment). During fairs by now 350,000 elderly people could be reached.

At these fairs, Internet Cafes were set up and councillors offered the elderly people advice and help in Internet Cafes. The web platform www.seniorkom.at provides relevant information on different themes for older people. Users can create their own content, communicate via weblogs, chats and participate in creativity contests. This year, Seniorkom.at offers for the first time the „Seniorkom school project 2008“.

Seniorkom.at tries to interconnect people young and elderly contributing to the mutual understanding between the generations. Internet access is available in schools all over Austria and pupils grow up with new technologies and use them in their everyday school life. On the other hand many elderly persons are interested in the possibilities the Internet provides. The well-known principle "learn from those who are older than you are" is inverted; the pupils this time become the teachers.

Croatian Web portal: My Administration

Web portal "Moja uprava" (My Administration) is the Internet communication system connecting the citizens and legal subjects with administration where for the first time the information is available in one place and in a user-friendly manner. Development of this portal is based on the experiences of the countries successful in this field such as Great Britain, Singapore, Hong Kong and others.

Government of the Republic of Croatia initiated this portal in hope to build and maintain a system that will offer to the citizens, businesses and other users, governmental services with a full, trustworthy and competent information and service using suitable means of communication. Content is easy to navigate through since it is organized thematically while content publicized in this first phase has been verified by the citizens through market research.

e-Customs: NCTS Twinning Project

One of the e-Customs projects, with the goal to achieve full compatibility and interoperability of the Croatian Customs with EU, is the New Computerised Transit System – NCTS. The purpose of this twinning project is to assist the Croatian Customs Administration to set up Community Transit conform business structures and to prepare for the implementation of an NCTS-compatible automated transit system, based on the MCC (Minimal Common Core). It has been decided that the existing transit application system will be upgraded to an NCTS-compatible system.

The project is being implemented jointly by the administration of Croatia (Customs Administration of the Ministry of Finance of the Republic of Croatia, Customs Directorate) and the administration of Austria (Agency for European Integration and Economic Development at Federal Ministry of Finance – Customs Administration).

E-invoicing in Swedish central government by July 1st 2008

The Swedish government has decided that all government agencies shall handle invoices electronically by July 1 2008. This will generate government savings of € 400 million over the coming five years. The Swedish National Financial Management Authority (ESV) sees that the government agencies will be ready on time with the implementation. ESV is leading and coordinating the introduction of e-invoicing in the central government.

The follow-up for June 1 show that 205 out of 222 agencies can send and receive e-invoices. 17 agencies are scheduled to finalise implementation on time before July 1, but some 5-10 of these might not make it on time regarding all parts. Furthermore 21 agencies are excluded from the obligation to introduce e-invoicing, mainly due to major re-organisations. The mandatory introduction of e-invoicing in government is a very large and unique project carried out with short time frames. This has required hard work from all parties involved – government agencies, ESV and the system providers. - The well functioning collaboration between all involved parties has been an important success factor for our good results this far.

Now it is important that private companies start invoicing the government electronically on a large scale to reach the full potential for both buyers and sellers, says Ms Yvonne Gustafsson, Director General at ESV. ESV has received a positive response in contacts with the 100 largest suppliers for the government. A number of companies have already started sending e-invoices to the government and more are about to start. - For the companies it is a great advantage that the standard Svefaktura can be used for all the government agencies and several local authorities and regions, states Mr Peter Norén who is responsible for the work on e-business at ESV.

Latest News

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- [SK/EU: Slovakia backs the eCall road accident reporting system](#) 19 June 2008 | EU Institutions, Slovakia
- [EU: eGovernment Support Service SEMIC.EU launched](#) 19 June 2008 | EU Institutions
- [EU: Call for Tender – Study on monitoring eAccessibility](#) 18 June 2008 | EU Institutions
- [EU: Call for Tender – Study analysis of eInclusion impact](#) 18 June 2008 | EU Institutions

DE: eHealth cards soon - 25 June 2008

Government, health insurers and medical practitioner representatives in the German state of Nordrhein-Westfalen have agreed to press ahead with the provision of electronic health cards. But the move remains controversial.

The North Rhine region is to be the first in Germany to distribute eHealth cards, following an agreement between the state government and federations representing health insurance funds, doctors, dentists and hospitals. They approved the card scheme during a meeting at the state's health ministry. However, the ICT news service Heise Online says the roll-out will not be possible before 2009, as the distribution of card-reading terminals will not begin until the last quarter of 2008 at the earliest.

Welcoming the agreement, the state's health minister said the move would strengthen the "pioneering role of Nordrhein-Westfalen in introducing telematics applications into the health services". But in what Heise Online termed a "rather hazy formulation", the federations said they will create the organisational preconditions for launching the project as soon as the technical preconditions have been fulfilled.

According to the news service, the arrival of the terminals will have to be followed by quality tests before the funds can start distributing the cards. Acceptance of the cards by the public and medical practitioners is another fraught issue. For the first time, a regional dentists' federation has joined the "Stop the eCard" campaign.

Further information:

- [heise online – News article \(in German\)](#)

IE: Personal injuries assessment online - 25 June 2008

The Personal Injuries Assessment Board (PIAB), Ireland's independent government body in charge of assessing the amount of compensation due to those who have suffered a personal injury, has become 'InjuriesBoard.ie', a new, user-friendly brand.

Since 2004, PIAB has been providing "independent assessment of personal injury compensation for victims of Workplace, Motor and Public Liability accidents." This assessment is provided "without the need for the majority of current litigation costs, such as Solicitors, Barristers and Experts' fees, associated with such claims".

The underlying system allows for considerable time reduction in claims settling. Indeed, nine months are required in general via this service, against an average of three years through the court system.

The website InjuriesBoard.ie now provides a comprehensive range of new and enhanced services available 24 hours, 7 days a week. These services include online applications, an interactive claim estimator which is a guide to compensation values dependent on the nature and extent of an injury, as well as multilingual guides and assistance (Irish, English, Polish, Russian, Mandarin and Arabic).

The portal furthermore features value added services in relation to health matters, proposing advice on health and well-being aimed at assisting recovery and rehabilitation, but also web pages specifically designed for the medical community.

"Under our new brand, InjuriesBoard.ie, we aim to increase public awareness and accessibility and to widen the focus to both compensation and effective recovery. By accommodating online applications from the comfort of a claimant's home, our online service enables injured parties or anyone requiring information to do so within a sensitive and confidential environment" said Patricia Byron, CEO of InjuriesBoard.ie on the occasion of the launch of the brand.

Further information:

- [InjuriesBoard.ie – Homepage](#)
- [InjuriesBoard.ie – Official Press release](#)

HU: Extension of eServices – the citizen in focus - 24 June 2008

The Electronic Government Centre (EGC) of the Hungarian Prime Minister's Office (PMO) conducted an online survey among the Internet users regarding the extension of the electronic public services available to Hungarians. The results show that respondents support a wide range of potential new services.

Being in favour of transparent and effective governmental operation, the Hungarian Electronic Government Centre makes increased efforts to channel the citizens' opinions. The survey on the extension of the electronic services has been implemented in this aim. Hungarian citizens were asked about solutions which are already tested in Europe and could be possibly used in Hungary in the future. The survey was conducted online in March and April 2008.

The questionnaire 'kérdőív', which was available on the Burostop home page, was filled in by approx. 300 people. In general, the respondents evaluated the possible new services positively. Of the possible applications, most of the concerned users (those actually interested in the use of specific services) would use, among others:

- the online monitoring of procedures relating to building permissions (96 %);
- the system giving proactive information to enterprises relying on a preliminary questionnaire (94 %);
- the online request of students' loans (93 %);
- the solution allowing for the electronic registration of data change at the Land Office (91 %);
- the electronic payment of the fees relating to road traffic offences (90 %);
- the address change registration system accessible through the Internet.

In addition, 90 % of those surveyed are willing to express their opinions on their local government's homepage for matters relating to their living environment, and 74 % of them would welcome the introduction of the electronic identity card.

61 % of those having filled in the questionnaire would use their mobile phones for accessing public eServices. The other 39 %, however, absolutely refused this possibility. Furthermore, 89 % of the respondents think that a virtual supporter (chatbot) could be of assistance in the use of eServices, while 63 % of them would be glad to make contacts with the public administration on a personalised and customisable surface.

Besides evaluating the services, the respondents also formulated valuable suggestions. Several of them urged the development of the community access points and the improvement of the connecting help desk service. The provision of greater publicity has also been a frequent topic, especially in relation to local governments.

Hence the results of the survey reveal that the Internet users are ready to use electronic public services. However, these positive attitudes are often attended by negative feelings too, in relation to data safety and usability mainly.

Further information:

- [Electronic Government Centre of the Hungarian Prime Minister's Office \(in Hungarian\)](#)

HU: National Interoperability Framework on its way - 24 June 2008

The Hungarian National Interoperability Framework (HNIF) is planned to be completed by the end of 2008.

After having created the high standard electronic accessibility of the most frequently used public services, a serious challenge will face Hungary on its way forward, as the new systems do not allow for further development. This is mainly due to the lack of interoperability between the sectoral solutions.

Therefore, the country's eGovernment strategy gives high priority to the establishment of interoperability, traversability and cooperation. The target is for each organisation of the Hungarian Public Administration to develop and operate systems built on united principles and standards, this is an efficient and safe manner. An important aspect of these systems and eServices is to be able to cooperate with the connecting European systems and services, thus allowing the establishment of Pan-European eServices.

A major step within this process is the completion of the Hungarian National Interoperability Framework that is expected to occur by the end of 2008 in the frame of the priority project of the State reform Operative Program entitled 'Establishment of the electronic public administration framework system'.

Standards, frameworks, methodological directives and eGovernment procedures are to be elaborated under this project in order to place the development of eGovernment services on very new bases in parallel with the implementation public administration reform, while replacing the management of various procedures operating independently with services connecting to life situations.

The Hungarian Interoperability Framework, in accordance with the relating EU requirements but with consideration to the national peculiarities, requires a number of tasks to be implemented, as follows:

- Elaboration of a procedure methodology and tool park;

- Definition of technical and semantic interoperability requirements;
- Description of applications depending on IT safety requirements;
- Development methodology and application development framework;
- Establishment of the operation and management system of a standard store;
- Elaboration of a project management methodology and professional monitoring.

The application of the framework system will become obligatory for 140 public administration institutions in the course of the IT developments, while serving as an example to 2 000 municipalities. The framework is elaborated by a consortium led by the Centre of Information Technology of the Budapest University of Technology and Economics. The project's budget, which is partly EU-funded, amounts to HUF 897 million (approx. €3.8 million).

Further information:

- [Hungary's eGovernment portal – Press release \(in Hungarian\)](#)
- [Project 'Establishment of the electronic public administration framework system' \(in Hungarian\)](#)

CH: Biometric ID - 24 June 2008

Swiss identity cards are to go biometric by 2010

As a signatory to the Schengen Agreement on external border controls, Switzerland is committed to introducing biometric passports by 2010. These will include an electronically encoded photo and fingerprints on a chip. Now, the National Council, the lower house of the federal parliament, has decided that Switzerland's national identity card should include a similar chip with the same data.

This is a reversal of the National Council's vote earlier this year to maintain chip-less ID cards alongside the biometric passports. The upper house subsequently supported the introduction of biometric ID. A majority within a committee of the lower house then also backed the idea of bringing in biometric national ID at the same time as biometric passports – reportedly for reasons of cost. So the draft legislation on biometric ID came back to the National Council for a second vote. This time, it secured a big majority (117 to 67).

The new cards will be in the "credit card" format already used for Swiss ID documents. They are to be provided at "family-friendly" prices. While the new biometric passport on its own will cost CHF140 (about €87), a passport plus an identity card will be priced at CHF148 (approx. €92) for adults and CHF68 (approx. €42) for children.

Further information:

- [heise online – News article \(in German\)](#)

DE: eGovernment use soars - 23 June 2008

The proportion of Germans using electronic public administrative services rose by a third in 2007.

During 2007, 43 % of Germans used the Internet for contacts with public administrations, says the ICT industry federation BITKOM. That is 34 % more than in 2006.

Germany became Europe's sixth-biggest eGovernment user last year – up from its previous seventh place. Topping the table were Norway (60 %) and Denmark (58 %). The growing German demand for eGovernment is apparently due to better supply. According to a Eurostat study, 15 out of 20 administrative services that are particularly important to citizens and firms were available on-line in Germany last year, as against only nine in 2006.

"The trend towards expanded eGovernment is to be welcomed," commented BITKOM President August-Wilhelm Scheer. "Electronic public administration means better service for the citizens and, due to its high efficiency, it helps to save taxpayers' money." But there is still a long way to go, he warned. Administrations often require downloadable forms to be sent back by post or even brought back by hand. "Real interaction between citizens and administrations over the Internet is still far too rare," Scheer said.

BITKOM particularly praised the electronic tax-declaration system ELSTER. Some 6.3 million people across Germany made their declarations on-line last year, the industry federation estimates.

Further information:

- [BITKOM – Press release \(in German\)](#)

AT: eGovernment aims - 23 June 2008

Austria has taken the lead in eGovernment, but still needs to boost its use in some fields, the country's vice-chancellor says.

Austria is leading Europe in the use of eGovernment techniques within the public administration, Vice-Chancellor Wilhelm Molterer told the "eGovernment goes Europe" conference. But his country would still need to "step on the gas" for applications in the fields of health, climate protection (CO2 reductions) and education. The potential does exist, he said, for further financial savings through eGovernment in these fields. He announced a 5 % cut in the Austrian federal administration's ICT costs this year. The saving, which amounts to about €13m, will be achieved through shared services.

Christian Rupp, from the IT department of the Federal Chancellor's Office, also felt that Austria is leading the field in eGovernment, "but unfortunately that is happening without the population". The administration could provide the services, but it was up to the citizens to use them. The core task in the coming years will be to take advantage of the "networking opportunities" in Europe, Vice-Chancellor Molterer insisted.

Roland Jabkowski, from Austria's Federal Computing Centre (BRZ), said cross-border co-operation on eGovernment should be intensified. The EU Services Directive, due to take effect at the end of 2009, would require the standardisation of technologies. The European Commission's Jean-François Junger agreed that standard-setting at the European level will be important for the future of eGovernment.

Further information:

- [derStandard.at/Web – News article \(in German\)](#)

ES: eHealthy outlook - 20 June 2008

eHealth and eInclusion will provide some of the best growth opportunities for the Spanish electronic and ICT sectors, an industry observatory report says.

Spain needs to develop a catalogue of "technological and service applications" enabling the "development of eHealth and eInclusion as a means of achieving health and social assistance systems capable of reacting to citizens' needs in an intelligent and personalised way". So says the country's Industrial Observatory for the Electronic, Information Technology and Telecommunications Sector.

It points in particular to Spain's Law on Dependency. This lays the foundations of a National Dependency Care System which will finance services to those who are dependent on others due to illness, accidents or old age. Amongst other things, the law provides for a "teleassistance" service which is to "care for beneficiaries through the use of information and communication technologies supported by the necessary personal measures", as "an immediate response to situations of emergency, insecurity, loneliness or isolation, with the aim of helping the users to remain in their habitual surroundings".

To promote eHealth and eInclusion, the observatory calls for the strengthening of eVia, Spain's technological platform for independent living and accessibility. It says eVia achieves a good public-private balance and boosts co-operation between industry, social organisations and the public authorities.

Further information:

- [Press release of the Ministry of Industry, Tourism and Trade \(in Spanish\)](#)
- [eVia \(in Spanish\)](#)

EU: European CIOs agree to develop a European Interoperability Strategy - 20 June 2008

In the 2nd European CIO meeting held in Brussels on 13 June 2008, CIOs and national representatives from 25 European countries agreed to develop a European Interoperability Strategy and to steer its preparation.

Held under the chairmanship of the European Commission's Director General for Informatics, Franciso García Morán, the meeting allowed European CIOs to share experiences and discuss common challenges.

Siiim Kallas, Vice President of the European Commission - speaking at the lunch with CIOs - stressed the vital importance of agreeing on the European Interoperability Strategy and encouraged CIOs to pursue the common efforts.

The upcoming French Presidency of the European Union also expressed their support to the European Interoperability Strategy, indicating that it is a priority for their mandate starting on 1 July 2008.

Further information:

- [Agenda of the 2nd European CIOs meeting](#)
- [Presentations of the 2nd European CIOs meeting](#)

SK/EU: Slovakia backs the eCall road accident reporting system - 19 June 2008

On 13 June, Slovakia became the 14th EU Member State to sign the eCall Memorandum of Understanding (MoU).

"eCall", is an in-vehicle system that automatically calls the nearest emergency centre in the event of a serious traffic accident. During the call the exact location of the accident scene is transmitted to the centre, even if there is no voice connection, for instance, when all passengers have lost consciousness. Knowledge of the exact location reduces the response time of the rescue teams by 40 % in built-up areas and by 50 % in rural environments.

Released in 2004 by the 'Driving Group eCall', a working group established by the European Commission, the MoU details the implementation steps of the accident reporting device, setting out the measures to be taken by the European Commission, the Member States, as well as the automotive, telecoms and insurance industries respectively.

As reports the eSafetySupport project "The MoU's key message is that eCall should work in any EU Member State and that eCall should be based on the single pan-European emergency call number 112."

Present on the occasion of the Slovakian signature, Commissioner for Information Society and Media Viviane Reding expressed her satisfaction: "I am pleased that Slovakia gives its support to the deployment of this technology, which could save up to 2 500 lives a year".

"Slovakia's signature is a milestone, because now more than half of the EU Member States have committed to eCall. I call on the remaining EU Member States, as well as on other European countries, to take this signature as an example, and to follow suit. We cannot wait any longer: lives are at stake here", the Commissioner concluded.

Further information:

- [eCall Memorandum of Understanding](#)
- [Full Press release – Europe's Information Society Thematic Portal](#)
- [eCall toolbox – eSafetySupport project](#)

EU: eGovernment Support Service SEMIC.EU launched - 19 June 2008

On 17 June 2008, in Brussels, the European Commission launched SEMIC.EU, the Semantic Interoperability Centre Europe as the single point of reference to promote semantic interoperability in Europe

Semantic interoperability is a major challenge for public administrations. SEMIC.EU is an initiative under the IDABC programme of the European Commission with the aim to provide a valuable range of services and a collaboration platform for pan-European eGovernment projects.

The SEMIC.EU portal constitutes a repository of interoperability assets as resources that enable data exchange in distributed information systems (i.e. data models, mapping tables, documentation and other items which enable meaningful data exchange between independent systems). SEMIC.EU users will have the option to manage and share interoperability assets online and be encouraged to participate in virtual communities to develop interoperability solutions or request help, training and information.

"SEMIC.EU is crucial in achieving the first steps towards semantic interoperability, as it facilitates the process by which the actual meaning of content can be exchanged, understood and finally reused. This is currently a major difficulty, and is precisely this sort of problem that SEMIC.EU will address", said Siim Kallas, Commission Vice-President with responsibility for administrative affairs.

Further information:

- [Europe's Information Society Newsroom](#)
- [SEMIC.EU \(Semantic Interoperability Centre Europe\)](#)
- [IDABC programme - Interoperability](#)

EU: Call for Tender – Study on monitoring eAccessibility - 18 June 2008

The European Commission has published a call for tender for a study on the monitoring of both the status and progress of eAccessibility. The deadline for submission is 1 August 2008, 4 p.m. CET.

The main tasks pertaining to this study are as follows:

- Task 1: Provide an "eAccessibility implementation report" on the current status of eAccessibility in selected countries based on both the legislative and the non-legislative environments. This task includes an annual reporting of the active status of eAccessibility;
- Task 2: Ensure a direct and active interaction with relevant actors involved in implementing and monitoring eAccessibility in practice. This task comprises the organisation of workshops to collect information for task 1

and task 3 from correspondents and to stimulate the exchange of experience among decision makers in selected countries building on the findings of task 3;

- Task 3: Define, develop and apply a benchmarking framework for monitoring and comparing progress over time and between countries on eAccessibility through the approaches and mechanisms cited above.

Further clarification regarding the tender specifications and/or the model contract can be requested by email to INCLUSION-TENDERS@ec.europa.eu.

Further information:

- [Tenders Electronic Daily database](#)
- [Details of the Call for Tender \(SMART 2008-0066\)](#)

EU: Call for Tender – Study analysis of eInclusion impact - 18 June 2008

The European Commission has published a call for tender whose purpose is to assess how investments in inclusive Information Society technologies and services have the potential to contribute to sustainable and cohesive growth. The deadline for submission is 1 September 2008, 4 p.m. CET.

In order to achieve this objective, the tenderer will select (and improve, if necessary) existing macro-economic models and datasets to capture the impact of inclusive ICT on employability, productivity growth and human capital as factors of economic growth.

The tenderer will furthermore assess – within current eInclusion policies – which implementation measures have the potential to best deliver economic growth and social cohesion. It will moreover examine the associated costs for pursuing investments for eInclusion at both EU and national levels and assess their macro-economic outcomes.

The official title of the contract is 'Study Analysis of e-Inclusion Impact Resulting from R&D Based on Economic Modelling in Relation to Innovation Capacity, Capital Formation, Productivity, and Empowerment (SMART 2008-0065)'.

Further clarification regarding the tender specifications and/or the model contract can be requested by email to INCLUSION-TENDERS@ec.europa.eu.

Further information:

- [Tenders Electronic Daily Database](#)
- [Details of the Call for Tender \(SMART 2008-0065\)](#)

Latest Publications

- [EU/GL: ENISA report on Secure USB Flash Drives](#) 19 June 2008 | Africa, Asia, Central and South America, EU Institutions, North America, Oceania, Other European countries, Pan European
- [INT: UNESCO's Basic Texts on the Information Society](#) 30 November 2003 | International Organizations

EU/GL: ENISA report on Secure USB Flash Drives - 19 June 2008

Complete title:

Secure USB Flash Drives

Description (short summary):

Over recent years, corporate end-users have increasingly needed to be fully mobile and connected, taking work home or out of the office to keep up their productivity. Staff needs to be able to synchronise files between a computer and the drive to allow key data to be backed up and available for use on the road or on other PCs. Thus, the use of mobile devices such as laptops, notebooks, universal serial bus (USB) flash drives, personal digital assistants (PDAs), advanced mobile phones and other mobile devices have proliferated in recent years.

In particular, personal storage devices such as USB flash drives have gained in capacity and have become ubiquitous in the enterprise environment. However, these devices are usually lacking in security, control and management tools and, in most cases, their use is not covered by a corporate policy foreseeing audit, backup, encryption or asset management.

Recent events have raised concern, leading organisations to understand that to secure corporate information stored on personal USB drives, new policies and technologies must be put in place. Often the measures organisations take to secure information stored on mobile devices are inadequate. Enterprises with highly regulated or sensitive data should consider controlling the use of plug-and-play devices. However, awareness of the risks and available safeguards is the

first line of defence for security.

This document gives a brief outline of the corporate data which is susceptible to security breaches/incidents, and highlights potential risks associated with the innocent use of USB flash drives by employees of enterprises and also other less legitimate purposes such as smuggling information out of the company. Furthermore, it lists good practice guidelines which aim at helping readers to overcome obstacles within their organisations. The first step is to set clear security policies and make employees aware of them.

This paper targets IT departments, in particular IT managers and professionals, to ensure the ability to secure information on the network as well as the opportunity to manage data which enter and leave the company via these mobile devices. It also targets corporate end-users in general, to raise awareness of the risks related to the use of USB flash drives.

Original URL:

http://www.enisa.europa.eu/pages/05_01.htm

Number of pages:

31

INT: UNESCO's Basic Texts on the Information Society - 30 November 2003

Complete title:

UNESCO's Basic Texts on the Information Society

Description (short summary):

This publication of the United Nations Educational, Scientific and Cultural Organization (UNESCO) was produced on the occasion of the World Summit on the Information Society whose first and second phases were respectively held in Geneva in December 2003 and in Tunis in November 2005.

This present book is part of a series of titles summarising some of the most essential issues related to the development of the Information Society. As such, it is intended to take the measure of the upheavals brought about by the emergence of ICT, and deal with its potential for development, the difficulties encountered, possible solutions, and the various projects implemented by UNESCO and its partners.

This book is composed of samples of the UNESCO's official texts (including congresses declarations) which contribute to defining what the Information Society ought to be, in line with the organisation's mandate which leads it to promote the concept of 'knowledge societies'. The debate goes beyond purely technical issues. The structure of the document follows four subject areas, namely education, science, culture and communication.

Original URL:

http://portal.unesco.org/ci/en/ev.php-URL_ID=12845&URL_DO=DO_TOPIC&URL_SECTION=201.html

Number of pages:

English version: 116

Russian version: 120

ePractice Workshops | [View all workshops](#) | [Watch ePractice TV](#)

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.

[Innovative Cities for the Next Generation - ICING final event](#) 26 June 2008 | Barcelona (Spain)

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

[Administrative burden](#) 8 October 2008 | Bremen (Germany)

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

[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

- [BE: Info Day on the new European Interoperability Framework](#) 25 June 2008 | Belgium

- [BE: 1st R4eGov Master Class in cross-border interoperability](#) 26 June 2008 | Belgium

- [FR: Smart Event '08 - Smart University 2008](#) 16 - 19 September 2008 | France
- [FR: Smart Event '08 – World e-ID Conference & demos 2008](#) 17 - 19 September 2008 | France
- [FR: Smart Event '08 - e-Smart conference & demos 2008](#) 17 - 19 September 2008 | France
- [FR: Smart Event '08 - Smart mobility Conference & demos 2008](#) 17 - 19 September 2008 | France
- [DK: World of Health IT 08 – Conference & Exhibition](#) 4 - 6 November 2008 | Denmark

BE: Info Day on the new European Interoperability Framework - 25 June 2008

Info Day on the new European Interoperability Framework (EIF)

The European Interoperability Framework (EIF) supports the European Union's strategy of providing user-centred eGovernment services by facilitating, at a pan-European level, the interoperability of services and systems between public administrations, as well as between administrations and the public (citizens, businesses).

The EIF document defines the general rules and principles for collaboration on interoperability between Member States and European Institutions.

The IDABC unit of the European Commission is currently preparing a revised version of the EIF.

In this context, the EIF Info Day will focus on the novelties of the upcoming revised version, aiming to inform on the developments implemented since the original version.

The draft of the new version of the EIF will be available on the IDABC website July 2008, for external stakeholders to comment on it.

The new EIF will represent an official Commission position with the publication of a Communication from the Commission to the Council and to the Parliament.

Those interested in attending the Info Day must fill in the dedicated form online by 13 June 2008.

Further details, as well as the draft agenda of the event, will be made available shortly at the event website.

Country: Belgium

City/Location: Brussels

Event website: <http://ec.europa.eu/idabc/en/document/7649>

Contact Email: Serge.novaretti@ec.europa.eu

BE: 1st R4eGov Master Class in cross-border interoperability - 26 June 2008

1st R4eGov Master Class in cross-border interoperability – Interopera Master Class

R4eGov is a project supported by the European Commission in the aim to help to tackle one of the major challenges facing eGovernment in Europe today - the ever increasing mobility of people and transactions across and within national boundaries (www.r4egov.eu).

The Interopera Master Class provides an opportunity to discuss common concerns with European specialists from the following policy sectors: Justice, Procurement, Consular collaboration, Education and inter-Parliamentary collaboration.

Joining the R4eGov User Group and participating in Interopera gives the opportunity to network, share expertise and knowledge, participate in events, provide feedback on R4eGov research results and solutions while enabling to meet senior officials from, among others, Europol, Eurojust, the Belgian Federal Public Service of Information Technology and Communication (Fedict), and the Federal Chancellery of Austria.

Participants to the Interopera Master Class will:

- Have access to project results, which will be distributed through newsletters to the User Group members electronically;
- Be able to evaluate project results, offering their feedback and sharing their experiences from the point of view of their area of expertise in eGovernment;
- Take advantage of peer-to-peer learning opportunities, discuss issues with peers from other Member States sharing the same concerns, thus contributing significantly to knowledge and experience-sharing in the area of pan-European eGovernment.

Those willing to participate in this free-of-charge MasterClass are invited to confirm their interest by email to usergroup@r4egov.eu or through http://www.r4egov.eu/events/event_details.php?id_event=38. The registration deadline is **Monday, 23 June**.

Country: Belgium
City/Location: Brussels
Event website: http://www.r4egov.eu/news/newsdetail.php?id_news=62
Contact Email: user.group@r4egov.eu

FR: Smart Event '08 - Smart University 2008 - 16 - 19 September 2008

Smart University 2008 Advanced educational programme – ‘Sharpening Skills in Smart Card, eID, Mobile Telecoms and Aml Technologies’.

‘Smart University Advanced educational programme 2008’ is part of the well established ‘Smart Event’, the European Forum for Mobility and Trusted Technologies & Services. The 5th edition of ‘Smart University’, takes place within ‘Smart Event ‘08’ on 16-19 September.

The event program 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, and Mobile Telecoms.

The program consists of 6 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 schedule of these modules allows participants to attend successively 2 modules of their choice.

For each track participants will receive at the end a diploma signed by the teachers and certifying of their active participation to the course.

The 6 educational modules are as follows:

- The art of Java Card 3.0 Programming (Sept. 16-17);
- Identity Management (Sept. 16-17);
- Smart Card & Mobile Telecoms (Sept. 16-17);
- Secure devices: Smart Cards, RFID Tags and Pufs (Sept. 16-17);
- Security Certifications of Software Systems (Sept. 18-19);
- NFC - Near Field Communication (Sept. 18-19).

Registration can be performed online. The participation fees range from €250 to €1320 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

‘Smart Event’ encompasses 3 other co-located events:

- e-Smart Conference & demos 2008 – The future of digital security technologies (17-19 September 2008) – 9th edition
- World e-ID Conference & demos 2008 – The next e-ID management technologies and services (17-19 September 2008) – 5th edition
- Smart Mobility Conference & demos 2008 –The emergence of trusted mobile applications (17-19 September 2008) – 1st edition

Country: France
City/Location: Sophia Antipolis
Event website: <http://www.strategiestm.com/conferences/smartuniv/08/index.htm>
Contact Email: info@strategiestm.com

FR: Smart Event '08 – World e-ID Conference & demos 2008 - 17 - 19 September 2008

World e-ID Conference & demos 2008 – ‘The next e-ID Management Technologies & Services’

‘World eID Conference & demos’ is part of the well established ‘Smart Event’, the European Forum for Mobility and Trusted Technologies & Services. The 5th edition of World e-ID takes place within ‘Smart Event ‘08’ on 17-19 September.

The 2008 edition of ‘World e-ID’, aims to be an opportunity to share vision, see new perspectives and opportunities in the field of eID based on new application standards such as ISO 18013, CEN TC 224, ISO 24727 and new technologies, identify new programs on national and international level and show lessons learned from implementations and projects running. The conference extends the network into the high security community, with all relevant

stakeholders, like governments, industries and consultancies.

Again this year, the event features eGovernment representatives and cases from all over the EU. On the opening session, Research and Industry Leaders will address their vision and perspectives.

The event programme includes the following parallel tracks:

- Regional Strategies & Developments;
- eID Standardisation;
- eID Applications;
- Architectural Models & Solutions;
- Border Management Solutions;
- Biometrics.

Moreover, a panel discussion will focus on 'New prospects on European eID interoperability'. EU funded projects (PrimeLife, STORK) will furthermore be presented by EU Institutions officials.

Registration can be performed online. The participation fees range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

Smart Event '08 encompasses 3 other co-located events:

- e-Smart Conference & demos 2008 – The future of digital security technologies (17-19 September 2008) – 9th edition
- Smart Mobility Conference & demos 2008 – The emergence of trusted mobile applications (17-19 September 2008) – 1st edition
- Smart University 2008 – Advanced educational program on smart card, mobile telecoms, e-ID, designed by high level academics (16-19 September 2008) – 4th edition

Country: France

City/Location: Sophia Antipolis

Event website: <http://www.strategiestm.com/conferences/we-id/08/index.htm>

Contact Email: info@strategiestm.com

FR: Smart Event '08 - e-Smart conference & demos 2008 - 17 - 19 September 2008

e-Smart Conference & demos 2008 – 'The future of Digital Security Technologies'

'e-Smart Conference & demos', is part of the well established 'Smart Event', the European Forum for Mobility and Trusted Technologies & Services. The 9th edition of 'e-Smart Conference' takes place within 'Smart Event '08' on 17-19 September.

In the recent years, 'e-Smart' has been enlarged in such a way to embrace the changing landscape of the Smart Card market to cover the entire Smart Security domain. This ensures that the 'e-Smart Conference' platform will be dedicated to reflecting Industry trends.

In particular, the event is open to the participation of world-class security and technology experts from the wireless and contact-less industry leaders, research laboratories and universities, industry associations, international standardisation organisations, and governmental bodies.

The event agenda reflects the enlarging scope of the Smart Security Industry. It features a wide range of parallel sessions focused on the following aspects:

- Trusted Personal Devices;
- Smart Security Software Platforms;
- NFC & RFIDs;
- Evaluation Tools, Methodologies & Penetration Testing;
- Beyond Smart Security;
- Java Card
- Smart Security Breakthrough Innovations.

Moreover, a Common Panel Debate e-Smart & Smart Mobility will be held on the topic 'Towards trusted convergence?'

Registration can be performed online. The participation fees range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

'Smart Event 08' encompasses 3 other co-located events:

- Smart Mobility Conference & demos 2008 –The emergence of trusted mobile applications (17-19 September 2008) – 1st edition
- World e-ID Conference & demos 2008 – The next e-ID management technologies and services (17-19 September 2008) – 5th edition
- Smart University 2008 - Advanced educational program on smart card, mobile telecoms, e-ID, designed by high level academics (16-19 September 2008) – 4th edition

Country: France

City/Location: Sophia Antipolis

Event website: <http://www.strategiestm.com/conferences/esmart08/index.htm>

Contact Email: info@strategiestm.com

FR: Smart Event '08 - Smart mobility Conference & demos 2008 - 17 - 19 September 2008

Smart mobility Conference & demos 2008 – 'The Emergence of Trusted Mobile Applications'

'Smart mobility Conference & demos 2008' is part of the well established 'Smart Event', the European Forum for Mobility and Trusted Technologies & Services. The 1st edition of 'Smart Mobility' takes place within 'Smart Event '08' on 17-19 September.

'Smart Mobility' has been established to focus on the emergence of Trusted Mobile Applications. since by 2010 and beyond, mobile and wireless communications, services and appliances will play a major role in all aspect of citizens and consumers existence, with the scope to improve their personal and professional quality of life. Smart Mobility platform will be dedicated to reflecting Markets and Industry trends at the cutting edge of this new application domain.

In particular, the event is now open to the participation of world-class trustworthy mobility and e-mobility applications, R&D, business & marketing experts from the mobile telecommunication, finance, entertainment, health and transport industry leaders.

During 2 and a half days, over 30 researchers and experts from the whole mobility and security value chain will present the latest technology innovations, share the lessons from trials and live roll-outs, and address their vision for consumers-centric transactions and services that combine:

- Security: Trust+Risks Management+Privacy;
- Mobility: Infrastructure+Protocols+Appliances;
- Convenience: Anything+Anytime+Anywhere.

The Smart Mobility program adopts a dual approach, technologies AND applications issues, thanks to 2 complementary parallel streams, namely 'Smart Mobility Ecosystem' and 'Smart Mobility Applications'.

Registration can be performed online. The participation fees range from €375 to €1050 depending on the participation option selected. Early Bird rates are available for registrations performed by 10 July.

'Smart Event '08' encompasses 3 other co-located events:

- e-Smart Conference & demos 2008 – The future of digital security technologies (17-19 September 2008) – 9th edition
- World e-ID Conference & demos 2008 – The next e-ID management technologies and services (17-19 September 2008) – 5th edition
- Smart University 2008 – Advanced educational program on smart card, mobile telecoms, e-ID, designed by high level academics (16-19 September 2008) – 4th edition

Country: France

City/Location: Sophia Antipolis

Event website: <http://www.strategiestm.com/conferences/smart-mobility08/index.htm>

Contact Email: info@strategiestm.com

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.

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).

Country: Denmark

City/Location: Copenhagen

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

Contact Email: jbartley@himss.org

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