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European ePractice Newsletter N. 258 - 25 November 2008

>> ePractice.eu reaches 1,000 cases

The ePractice.eu portal has reached the milestone of 1,000 good practice cases published online. This important mark has been achieved in only 16 months after the launch of the portal in June 2007 and proves the growing interest of European professionals in sharing practices and being informed about the latest developments in the eGovernment, eInclusion and eHealth domains. The case number 1,000 is "[eParticipation, eVoting and eDemocracy in Denmark](#)", submitted by Ms. Lisbeth Hvingtoft, from the Danish National IT and Telecom Agency.

>> ePractice and the eInclusion Ministerial Conference in Vienna

The European Ministerial eInclusion Conference will acknowledge next week in Vienna the many actions that are taking place all over Europe during 2008 and that contribute to the EU eInclusion Initiative. The conference will be attended by eInclusion leaders and European Ministers, who will come together to measure progress, refresh the Riga vision, and gain valuable insights from cutting-edge initiatives. As a instrumental piece in the European Commission's broad campaign "eInclusion: Be part of it!" deployed during 2008, ePractice.eu has prepared the special report "Sharing of eInclusion good practices" which will be distributed during the ministerial conference. The document provides the current snapshot of eInclusion at the ePractice.eu community, sharing relevant statistical, good practice cases and workshop conclusions. You may [download the report here](#)

>> Call for Papers on eParticipation

eParticipation is arguably one of the fastest growing areas in the eGovernment domain. Featuring as one of the eGovernment i2010 Action Plan's five main objectives, a number of initiatives and trials have mushroomed over the last few years. Against this background the *European Journal of ePractice* invites contributions of both an empirical and theoretical nature, from a policy and/or technical perspective, and/or which address current issues or look into the medium term of mass collaboration and the use of Web 2.0 and even Web 3.0 tools. The deadline for article submissions is 8 December, 2008. [More information here.](#)

>> How do you experience the impact of this website?

TNO Research Institute invites you to take part in a quick survey on the user experience and impact of ePractice.eu. Why did you join this community? How did the participation impact your work? This survey contributes to a study that helps policy makers and researchers to better understand the impact of such websites on the public domain (i.e. health, government and education). The survey only contains 10 questions and will take a few minutes. [Click here to start.](#)

Please feel free to forward [epractice.eu/newsletter](mailto:enewsletter@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: [Regelhulp - Simplifying online applications for social services](#)

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e-Procurement System of the Republic of Cyprus

The scope of the project is the introduction, application and deployment of a total solution for conducting public procurement competitions in Cyprus using electronic means. The project is carried out under the responsibility of the Public Procurement Directorate (PPD) of the Treasury of the Republic of Cyprus which is the Competent Authority for Public Procurement. The PPD, headed by the Deputy Accountant General, comprises professional accountants, accounting officers, engineers and clerical staff. The Beneficiary of the contract is the Republic of Cyprus. Cyprus, as an EU Member State, is deploying a system in order to support the electronic preparation and execution of public procurement competitions. The system will be in a position to be accredited by a competent organisation as being transparent, non-discriminatory, reliable, interoperable, unhindered, secure, easily accessible, supportive of fair competition and facilitative for equal market access. The system will cover the full range of Public Procurement in Cyprus, while it will also support the electronic submission of notices to the EU Publications Office as an e-Sender. The Contractor of the project is EUROPEAN DYNAMICS S.A. (ED) with its headquarters located in Athens, Greece.

The Turkish Pardus Linux Distribution

Pardus is the first Linux distribution specifically targeted at Turkish GNU/Linux users. In December, 2005, a group of software developers, sponsored by the Turkish National Research Institute for Electronics and Cryptology (UEKAE), an affiliate of the Scientific and Technological Research Council of Turkey (TÜBİTAK) got together to create and release the first stable version, Pardus 1.0. Since then the project has made several releases, expanded its user-base, and steadily became popular with Linux users all over the world. Pardus is known for its simplified and fast boot process, its customized YALI installer and the PiSi package manager.

The Mancomún project in Galicia

Started in May 2006 as an initiative of the Xunta government, Mancomún is designed to support Galicia's progress towards the information society. The project promotes growth in the regional ICT sector through the advantages of free software and open standards. For the past two years, the Mancomún portal has been spreading knowledge about open source. The initiative has organised numerous projects such as the translation of free software applications into the local language. Now Mancomún is taking the next step, transforming itself into a regional reference centre for open source.

The LiMux Project in Munich

The German city of Munich is migrating its computers to open source and GNU/Linux, both on desktops and servers. Rather than lowering IT costs, the main motive is the desire for strategic independence from software suppliers. A soft migration was chosen over an abrupt transition, and by 2012 more than 80% workstations will be migrated to GNU/Linux. In May 2008, the city released its Wollmux template management system as open source software under the EUPL on the OSOR platform, which is perhaps its most widely acclaimed success so far.

It-barometeret - eSkills-barometer for all citizens

It-barometeret is an annual survey on the level of digital literacy among the Danish population. The questions highlight the degree to which the respondent is able to define information needs, gain access to relevant information, manage and integrate information, evaluate information (timeliness, credibility), create new information, communicate and interact (via mail and the Internet) as well as whether the individual is technologically self-sufficient. This means not only having the technological skills but also being able to process information. The population is divided in four groups according to their level of digital literacy. This annual survey is supplemented by a webbased test on digital literacy, using the same questions as in the annual survey. After receiving the result, respondents get specific advice on how to further increase their level of digital literacy.

A Service to facilitate the IM Enabling of eGovernment Services

This project undertook the market validation of trans-European Instant Messaging (IM) services for eGovernment called Zimbie. Zimbie lets eGovernment service providers present their eServices over IM provider networks, thus improving take-up of public eServices by citizens and businesses alike. Zimbie has a broad application across the European economy, but to support initial market validation of the technology, it is focussed on validation with eGovernment service providers so that they can rapidly and cost effectively create IM Enabled eGovernment services to improve the effectiveness and efficiency of public administrations. Similarly services can utilise the inherent features of IM to alert users whenever and wherever they are online (e.g. notify them about important city events) and notify users of their current status via the contact list e.g. recyclable refuse collection is symbolised by a "green" status. This project focussed on a trans-European validation of the service for public administrations. The validation of the service was supported by trials in Ireland, Germany, and Italy. The project began with a market analysis and initial business plan preparation, which included an analysis of the legal and regulatory issues for trans-European value added communications services. The service was then be adapted for the local conditions that exist in each of the member states who carried out the trials. The service was validated and evaluated through two iterations of the trans-European trials. The first trial involved IM enabling of several existing eGovernment services and the provisioning of IM portals. The second trial validated the IM Enabled services from the end user's perspective. As part of this project the results of both trials were documented and used to create a final business plan for the initial deployment phase.

Rostra - eParticipation, eVoting and eDemocracy in Denmark

ROSTRA is an online system for public debate and expression of opinions through voting facilities based on the Danish Digital Signature. The tool is a part (called afstemning og debat) of the Danish citizens portal borger.dk developed by the Danish National IT and Telecom Agency. It functions as a national "debate and voting portal" allowing citizens, businesses, politicians and journalists to participate in debates and votes

organised by levels of government, subject, etc. The tool can handle debates and votes at the local, regional and national levels and it is possible to authenticate your identity through login with the Danish Digital Signature.

Latest News

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PT: Online information on the state of issuance of driving licenses - 24 November 2008

Country: Portugal

The Institute for Mobility and Inland Transport (Instituto da Mobilidade e Transportes Terrestres -IMTT) has made [online](#) information available to all citizens interested in knowing the state of issuance of their driver's licenses.

The data, updated once a week, represent the totality of requests and emissions as well as the total production in its different stages: pending, in process of registration, registered awaiting imaging, in process of production by the responsible National Issuing Entity – Mint (Imprensa Nacional – Casa de Moeda).

Apart from the weekly figures of production in its different stages, a chart is also available online, highlighting the progress made in the issuance of the licenses by presenting the figures of the applications filed and those of the licenses actually issued. The Institute declares that these comparative figures represent the recuperation that has been observed in the field in question since September 2008.

The first advanced data refer to the period between 11 and 15 November 2008 and reveal that 18 123 licenses were requested, 28 980 dispatched to their owners within the week in question while on 16 November, 69 373 titles were in stage of production. As for the first chart, it presents the [weekly evolution since September 2008](#).

Further information:

- [Original Press release – Citizen Portal](#) (in Portuguese)
 - [Official website of IMTT](#)
 - [Chart of weekly evolution since September 2008](#)
-

CY: eProcurement system evolves to include eCatalogues and eOrders - 21 November 2008

Country: Cyprus

The Public Procurement Directorate (PPD) of the Treasury of the Republic of Cyprus has recently decided to extend its eProcurement project (ePS) for the inclusion of additional functionality through the use of electronic catalogues and electronic ordering.

The integrated ePS will be compliant with the provisions of the European and national legislation on Public Procurement and shall be completed within the initial time-plan which is consistent with the EU Action Plan for Public Procurement.

The complementary modules will assist the participants in public procurement competitions (Contracting Authorities and Economic Operators) to maximise the efficiency and effectiveness gains from the use of the electronic means in conducting public procurement competitions. The modules are furthermore expected to streamline the procurement of low-value items. In parallel, the use of electronic catalogues and electronic orders is expected to prepare the ground for further modernising the public procurement environment in the Republic of Cyprus.

In this direction, the project is supported by a team of procurement experts with experience in carrying out the full cycle for the establishment of Framework Agreements (FAs) and the operation of electronic catalogues within FAs. These complementary services of the experts will result in the establishment of a number of real FAs based on which electronic catalogues will be set up and operated.

Further information:

- [Cyprus eProcurement project](#)

PT: Application for the Citizen Card has been made simpler - 21 November 2008

Country: Portugal

Citizens residing in the areas of Odivelas, Laranjeiras and Restauradores in Lisbon are now able to schedule an appointment in advance when applying for a Citizen Card at their local Citizen Shop (Lojas do Cidadão).

To avoid lining up, citizens can contact the Citizen Shops being certain that their request will be addressed at the time desired; to that end, a service has therefore been created whose task is to schedule requests for issuing a Citizen Card.

Those who need the document may schedule the day, time and place by calling 217231237 (weekdays from 9:00 to 18:00), or by email sent to agendamento.cc@lojadocidadao.pt. A confirmation note will be provided to the public by email or phone, up to 24 hours past the reception of the request.

For queries on the Citizen Card, those interested may contact the [Customer Services](#), or consult the relevant information on the [Citizen's Portal](#).

The Citizen Card is the Portuguese eIdentity Card (eID); a smart card providing visual identity authentication with increased security, as well as electronic identity authentication using biometrics (photo and fingerprint) and electronic signatures.

As a technological document, it allows the owner to identify him/herself when dealing with computerised services and to authenticate electronic documents.

Further Information:

- [Official press release – Enterprise's portal \(in Portuguese\)](#)
- [Citizen Card Customer Services \(in Portuguese\)](#)
- [Citizen's Portal \(in Portuguese\)](#)

BE/INT: OECD e-Gov Studies – Belgium peer review available - 20 November 2008

Country: Belgium, International Organizations

The report '[OECD e-Government Studies - Belgium](#)' has been made available online on the website of Belgium's Federal Department for ICT (FEDICT).

This report is one in a series of country reviews undertaken by the Organisation for Economic Co-operation and Development (OECD) to analyse the successes and challenges of eGovernment in a national context, and to make proposals for action that can help countries improve their eGovernment efforts. By placing eGovernment in the context of national public management reform and good governance initiatives, this review is aimed at helping countries identify how eGovernment can best support overall government objectives and performance.

The report, which was financed by the Belgian governments, was completed in January 2008. It was drafted with the participation of peer reviewers from the governments of the Netherlands, Switzerland and Quebec (Canada). These eGovernment practitioners played a valuable role by participating in interviews and contributing to the drafting of the report. **Further information:**

- [OECD e-Government Studies – Belgium – Full report](#)

UK: People show government a better way - 20 November 2008

Country: United Kingdom

Recycling will become much easier for millions of people thanks to the winner of the British Government's "Show Us A Better Way" competition.

The winning idea, Can I Recycle It, will tell people what the recycling facilities are in their area, based on their postcode.

The competition asked people to invent a website that provides a useful public service using information already held by the Government.

Cabinet Office minister Tom Watson, who spearheaded the competition, said:

"This is a world-leading competition that has attracted entries and praise from as far away as Australia, India and the USA. Show Us A Better Way has really captured the imagination of people in their own communities. This is about taking service design out of Whitehall and to the people who use it.

"By trusting the public and throwing it open to them to put forward their ideas, the solutions are of real, practical use. Ultimately, this is about building something from the bottom up rather than having Whitehall dictate from the centre.

"The winning entry will now be taken forward by a team of developers funded from part of a £60,000 prize fund. Four runners-up ideas to plan cycling routes, show the boundaries of school catchment areas and find the nearest postbox and public toilets, will also be built.

Five other entries will be given help developing their ideas and making a website, with funding supplied by Communities and Local Government. Four other ideas will share £20,000 for not only coming up with an innovative website, but also for building it themselves.

Cabinet Office Minister Tom Watson said:

"I am delighted by the winning site, Can I Recycle It. This ingenious idea is a simple map showing you where recycling facilities are and what they will accept, so you can quickly and easily find out where to take your rubbish.

"Communities and Local Government Secretary Hazel Blears, said:

"The positive response to this competition rightly highlights the power and benefits when local people have their say, have access to good information and have the enthusiasm and the chance to make a difference locally. I am pleased that extra funding from CLG will help take some of these creative ideas forward and help encourage the use of new technologies and community media. Access to information – which these awards aim to promote – is an important part of empowering communities.

"Michael Wills, Minister for Democratic Engagement, said:

"The Government is committed to encouraging people to get involved in civic activities within their communities and across the country. Show Us A Better Way highlights the innovative ways in which people can do this.

"The winning entry was created by Adam Temple, aged 26 from London. He said:

"Each area has a different recycling scheme with different capabilities, so it is not surprising that households are unsure what can be recycled. Local information may be of some use, but there are a million and one things that people want to know about recycling.

"Having put in their postcode, the householder will get an easy-to-read version of what is recyclable and what is not in their area. After that, they could type in keywords for the specific piece of rubbish that they are concerned about. If it is in the database, the householder would get an immediate answer.

"If not, the question could be forwarded to the appropriate person in the local council. That person could then amend the database, and that way the website would gradually get more useful." Show Us A Better Way attracted more than 450 entries from around the world, with around 70,000 people visiting the website over the summer. The total prize fund was worth £80,000.

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Further Information:

- [Official Press Release from UK's Cabinet Office: People show Government a better way](#)
- [Euro foreign exchange reference rates – European Central Bank](#)

EU: Public consultation on network and information security - 20 November 2008

Country: EU Institutions

The European Commission has launched on 7 November 2008 an [online public consultation](#) entitled: "Towards a Strengthened Network and Information Security Policy in Europe".

The aim of the online consultation is to help to gather information from as many sources as possible on the potential objectives of such a policy at EU level, and on the means for achieving these objectives. The consultation will remain open until 9 January 2009.

According to the European Commission's press release, "Communication networks and information systems are rapidly becoming the nervous system of our modern society. Many services and processes in our economy and society are dependent on their well functioning. The security and resilience of electronic networks and services are of increasing concern to society."

"Network and information security challenges will require a strong, coordinated European response. Recent cyber-attacks targeting individual countries have shown that one country on its own can be very vulnerable."

The European Commissioner for Information Society and Media, Ms. Viviane Reding, has called on "the European Parliament and the Council to open, early in 2009, an intense debate on Europe's approach to network security and on how to deal with cyber-attacks, and to include the future of ENISA in those reflections."

This echoes calls that were made during the discussions on the prolongation of the European Network and Information Security Agency (ENISA) regulation, both in the European Parliament and in the Council for "a debate on the goals of a possible modernised network and information policy, and on the most adequate means to achieve them". At the time, it was explicitly stated that the prolongation of ENISA should not prejudice the outcome of that debate.

Further information:

- [Link to the online consultation](#)
- [Europe's Information Society Thematic Portal – Press release](#)
- [Website of ENISA](#)

EU: First release of OASIS UBL 2.0 IDD begins public review - 20 November 2008

Country: Pan European

The first set of UBL 2.0 data dictionary translations is now out for public review.

The first set of UBL 2.0 data dictionary can be downloaded from <http://docs.oasis-open.org/ubl/idd/UBL-2.0-idd.zip>.

Created by OASIS UBL localization subcommittees (LSCs) to aid in global UBL deployment, this package provides translations of the 1900+ standard UBL business term definitions into Japanese, Italian, and Spanish.

The International Data Dictionary (IDD) provides speakers of those languages with a key to the meanings of the standardized XML tags used in UBL 2.0 business documents. The translations are provided as ODF and Excel files using the same spreadsheet format as the data models in the OASIS UBL 2.0 Standard, as recently updated: <http://docs.oasis-open.org/ubl/os-UBL-2.0-update/mod/>.

Subsequent releases of the IDD will include corrections based on input from the international user community and translations into other languages as they become available. Persons wishing to start a UBL localization subcommittee should contact the IDD editor and chair of the UBL TC, Jon Bosak (bosak@ibiblio.org).

Further information:

- [OASIS Universal Business Language \(UBL\) TC](#)
- [Download](#)
- [Index of /ubl/os-UBL-2.0-update/mod/](#)

CY: The Cyprus Institute becomes part of the PRACE Project - 19 November 2008

Country: Cyprus

The Computation-based Science and Technology Research Center (CSTRC) of the Cyprus Institute (Cyl) officially integrated Cyprus in the Partnership for Advanced Computing in Europe (PRACE) with a relevant Memorandum recently signed in Barcelona.

Through the combined efforts of the Cyprus Institute and the Cyprus Planning Bureau, Cyprus became an active member in this important European initiative.

PRACE prepares the creation of a persistent pan-European High Performance Computing (HPC) service, consisting of several tier-0 centres providing European researchers with access to capability computers and forming the top level of the European HPC ecosystem. PRACE is a project funded in part by the EU's Seventh Research Framework Programme (FP7).

The Director of the Cyprus' Planning Bureau and President of the Research Promotion Institute Andreas Moleskis congratulated the Cyl for its recent success in this domain and expressed his certitude that these actions and the international collaborations of the Institute will make of Cyprus a peripheral centre for the development of Computer Science.

The CSTRC of the Cyprus Institute, created in collaboration with the University of Illinois (USA), already known for the development and use of high capability computers, will also contribute in the development of an efficient scientific environment where Greek-Cypriot, Turkish-Cypriot, European and neighbouring countries' scientists will be able to supply solutions to regional and international matters.

The aim of the Centre is to develop a set of "super-computers" that will serve the needs not only of Cyprus but also those of the Eastern Mediterranean in domains like: climate changes, astrophysics, high energy physics, material sciences, chemistry, biology, optical science and economic and financial sciences. Moreover educational programmes concerning calculation science and applied engineering will also be promoted.

Further information:

- [Partnership for Advanced Computer in Europe \(PRACE\)](#)
- [The Cyprus Institute](#)
- [Original article - Cyprus News Agency](#) (in Greek)

MK/EU: Significant changes in visa management procedures - 19 November 2008

Country: EU Institutions, FYR of Macedonia

The European Agency for Reconstruction's 12-month project providing technical assistance for the establishment of the National Visa Information System (N-VIS) in the Former Yugoslav Republic of Macedonia has been completed.

"An efficient and effective border management system enables the citizens to live in an area of security and freedom, where they can travel more freely and where their businesses can operate more easily across borders. These are the key prerequisites for economic growth and development of trade. Establishment of effective visa management procedures is one step further towards the liberalization of the visa regime," said Luigi Sandrin, Head of the European Agency for Reconstruction's Operational Centre in Skopje, at the event marking the completion of the technical-assistance project.

The N-VIS software was handed over on 2 September 2008 to the Head of the Directorate for Consular Affairs of the Ministry of Foreign Affairs of FYROM, Refet Hajdari. N-VIS introduces significant changes in visa issuing processes across the country, as it clearly implements defined and standardised visa issuing procedures.

The Deputy Prime Minister of FYROM, Ivica Boceviski, stressed that the N-VIS was modelled upon the Slovenian experience and best EU practices, in line with the international standards and the National Integrated Border Management Strategy. He also pointed out that the N-VIS represents a true step forward in meeting the Schengen legislation standards.

"We hope that this will contribute to the positive assessments in the EC Progress Report 2008. What is even more important is that the system fulfils conditions for complete compatibility with the Schengen Information System", Boceviski added.

The 12-month project was piloted on 11 diplomatic missions and consular posts. Through the internet-based National Visa Management System, the Visa Centre will be connected with the remaining 34 diplomatic missions and consular posts, as well as with 8 border crossing points and the Department for Foreigners of the Ministry of Interior.

The system offers easy and rapid verification of applicant data in the relevant databases, simple data acquisition for later analyses and efficient monitoring of procedures for issuing visas. In addition, it supports the verification of passport data at border crossings.

According to the European Reconstruction Agency, once operational in all diplomatic missions and consular posts, the N-VIS will significantly enhance the border control and contribute towards its aligning with the EU requirements.

The Agency adds that thanks to the EU support in setting up the new system, a faster and more transparent visa issuing process for travellers visiting the FYROM will now become reality. The €1.2 million investment for the development of the National Visa Centre - officially opened by

the former European Commissioner for Justice, Freedom and Security, Franco Frattini, and the Prime Minister of the FYROM, Nikola Gruevski, in February 2008 - is only one aspect of the EU's continuing support towards an efficient and effective border management system.

Since 2001, the EU - through the European Agency for Reconstruction - has allocated nearly €27 million to support the Government of the FYROM in improving the management of its borders.

The agreements on visa facilitation and readmission between the European Community and the Government of the FYROM entered into force on 1 January 2008.

Further information:

- [Original/full press release – European Agency for Reconstruction](#)
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EU: ePractice.eu reaches 1 000 good practice cases - 19 November 2008

Country: EU Institutions

The ePractice.eu portal has reached this week the milestone of 1 000 good practice cases published online.

This important mark has been achieved in only 16 months after the launch of the portal in June 2007. This proves the growing interest of European professionals in sharing practices and being informed about the latest developments in the eGovernment, eInclusion and eHealth domains.

The case number 1 000 is "eParticipation, eVoting and eDemocracy in Denmark" (<http://www.epractice.eu/cases/Rostra>), submitted by Ms. Lisbeth Hvingtoft, from the Danish National IT and Telecom Agency (NITA). Her contribution shares the insights of Rostra, an online system for public debate and expression of opinions through voting facilities based on the Danish Digital Signature.

The knowledge base of real-life case studies submitted by users covers 46 specialized topics on the eGovernment, eInclusion and eHealth domains, from eIdentity and eProcurement to eAccessibility and ePrescribing. These cases, provided by practitioners from all 27 Member States, EU-member candidates and EFTA countries, are freely available at www.epractice.eu/cases.

ePractice.eu is an interactive initiative of the European Commission that empowers its users to discuss and influence open government, policy-making and the way in which public administrations operate and deliver services.

ePractice.eu currently comprehends over 14 500 members, 1 000 real-life cases, 19 communities, 34 country factsheets and more than 3 000 news items. Other portal services are a weekly newsletter, a worldwide events agenda, the online publication 'European Journal of ePractice' and free off-line workshops available to all members.

Further information:

- Contact email: info@epractice.eu
 - [European Journal of ePractice](#)
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BE: Job seekers in Wallonia access their personal file online - 19 November 2008

Country: Belgium

Job seekers registered with the Regional Employment Office of Wallonia (FOREM) have been enabled to check and update their personal file online.

Registration as a job seeker with the FOREM can be fully performed online via the agency's website at www.leforem.be. For those already registered, there has been a possibility since October 2008 to check their personal file by electronic means.

In addition, through the website, users can update the data contained in their personal file. The range of concerned data cover: recently completed educational studies, professional experience gained, driver's licence, foreign languages literacy and personal details.

In order to access this functionality, users first need to identify themselves by entering:

- the ID number contained on their individual 'JOBPass'; a smart card containing a chip with one's personal details and identification number with the FOREM; and
- the personal access code requested via the website of the FOREM.

Other services accessible for logged in users include the online job search and the CV posting facility.

Further information:

- [Official press release – EASI-WAL Unit \(eAdministration – Simplification\) – Government of Wallonia \(in French\)](#)
 - [About the JOBPass \(in French\)](#)
-

UK: Open Source Assistive technology collections launched - 19 November 2008

Country: United Kingdom

The need to introduce organisations and individuals to access technologies for little cost drove the development of "AccessAT" and "AccessFun"; two collections of assistive technologies from non-profit organisation AbilityNet.

Based on work carried out by the Regional Support Centre (RSC) for Scotland, the collections seek to provide all sectors with resources that enhance Windows accessibility for little investment. Most products on the drive are distributed under General Public Licence (GPL) – many will run directly from the drive.

The "AccessAT" collection offers Open Source and freeware solutions for meeting the needs of disabled people wanting to use a computer. A range of needs are catered for including tools for the blind, for people with dyslexia, and those with physical disabilities.

The collection offers organisations and individuals crucial starting points to add access functionality to the operating system beyond those built-in features. Solutions include NonVisual Desktop Access (NVDA) and keyboard driven Screenreaders, Virtual Magnifying glass, on-screen, slotted ruler 'Vu-Bar', Screen Tinter Lite, etc, all of which have been tried and tested across many users including schools, colleges, learning centres, offices and in the home.

AbilityNet would want to acknowledge the many authors of software who have generously given permission to distribute. AbilityNet are not charging for their software, however collation, testing and distribution is not for free.

Many disabled children are unable to take part in computer gaming. To overcome this, AbilityNet have created "AccessFun", a pen drive made up of games, music, utilities and storybooks for disabled young people. The pen drive offers over 50 applications to entertain and amuse kids of any ability.

Amongst the collection are arcade games for single switch users, games for the blind, animated stories and single switch activated songs. The collection draws upon the very best of what is available on the web and makes it easily accessible through a menu system.

Whilst not all resources will work on all computers or with all switch interfaces, they cover a broad spectrum of needs. AbilityNet especially thank the authors of the software and those who helped to find the resources to make them available: Pete Wells and Priory Woods School, Richard Walters of Meldreth Manor and Barrie Ellis at One Switch.org.

Further information:

- [Press release – AbilityNet](#)
- [RSC Scotland](#)

EU: EURANET launches its on-line platform - 18 November 2008

Country: EU Institutions

EURANET, the European Radio Network, is launching its new multilingual, interactive "community on web" Internet platform: www.euranet.eu.

Mrs Margot Wallström – Commission Vice-President and Commissioner for Institutional Relations and Communication Strategy – has welcomed the support which the Commission is to make available to the consortium over the next five years.

The EURANET initiative, which is financially supported by the Commission, enjoys full editorial freedom underpinned by an Editorial Charter. The network has been launched by European radio broadcasters including Deutsche Welle, Radio France Internationale, Radio Netherlands, Polskie Radio, Punto Radio and RTBF. Its ultimate objective is to bring the European Union and its citizens closer together.

Since April 2008, 16 broadcasters and 8 associate radio stations from 15 EU countries have been co-producing and broadcasting daily European current affairs programmes in 10 languages (Bulgarian, English, French, German, Greek, Hungarian, Polish, Portuguese, Romanian and Spanish) – a number which will gradually increase and eventually include all 23 EU official languages.

The EURANET network counts a weekly audience of 19 million listeners within the European Union and a further 30 million beyond the EU's borders. It is open to radio broadcasters of all types (national, regional, local, public and private), provided that they comply with the rules set by the consortium.

Thanks to the launch of the shared Internet portal (www.euranet.eu) of EURANET, interactivity will be increased in the daily programmes (which last between 30 and 60 minutes). The portal indeed aims to render the programmes more interactive by involving members of the public, to broaden the range of viewpoints, inform opinion and enhance the quality of debates relating to European affairs, and finally, to use each individual's contribution as a source of insight into those affairs.

The exchanges between the consortium partners and their listeners will supplement and extend the network's lively, informative programmes on issues relating to Europe.

Further information:

- [Original Press Release on Europa](#)
- [EURANET portal](#)

IE/EU: 'Cities Linked' networking tool launched - 18 November 2008

Country: Ireland, Pan European

Dublin City Council have recently launched a new online networking tool, www.citieslinked.com, to facilitate social, professional and business networking between city administrations.

'citieslinked.com' is an innovative online tool developed by the International Relations Unit of Dublin City Council.

The website aims to create a professional/business and social network for city officials/administrators and the business community. 'citieslinked.com' facilitates the creation of groups of interest, sharing of resources, uploading of images and documents and notification of upcoming events. It is an opportunity to exchange ideas, share resources and network online, 24/7.

This online tool initially supports two 'channels', the Union of Capitals of the European Union (UCEU) and Cities of the Isles network (COTI) with plans to integrate further channels shortly. This is an opportunity for city professionals (e.g. planners, architects, engineers etc) to network online with their counterparts in other cities across the globe.

Those interested in getting involved can register for free, log in and start networking.

Further information:

- Contact: [Sean Fallon](#)
 - [Cities Linked website – www.citieslinked.com](http://www.citieslinked.com)
-

EU: Survey on the user experience and impact of ePractice.eu - 18 November 2008

Country: EU Institutions

How do you experience social ePractice.eu and what impact does the website have on your (professional) life?

TNO Research Institute invites ePractice.eu users to take part in a quick survey on the user experience and impact of ePractice.eu. The survey contains 10 questions which only require a few minutes to be answered to.

Research institute TNO Information and Communication Technology in the Netherlands and the Danish Technological Institute (DTI) are conducting a comprehensive study on the impact of social computing on the public sector, a research which has been commissioned by the European Union's Joint Research Centre (JRC).

The overall aim of the study is to analyse the effects of social computing trends (take-up and use of social networking websites such as MySpace, YouTube, Wikipedia) on public service sectors (e.g. healthcare and education sector).

The study consists of several research steps such as a literature study, case studies, surveys and a foresight exercise. Until the beginning of December 2008, the research is in the stage of conducting surveys on 4 types of social computing websites, namely: support communities (e.g. Endometriosis UK), professional communities (e.g. Doctors.net.uk), political communities (e.g. petities.nl) and crime watch communities (e.g. Geluidsnet).

The aim of the survey is to gain insight into the drive for users to participate in online social communities and the impact the participation has on existing services, processes and organizations.

Participation in the survey is completely anonymous. The data collected through the survey will be used only for the purposes of the social computing research. When the survey is completed, all data will be destroyed; TNO will remove all data from their computer systems and destruct all printed survey data.

The research will end in February 2009. After completion, the results of the research will be published on the ePractice.eu portal.

Further information:

- [Link to the TNO ePractice online survey](#)
-

NO: New eCitizen 2.0 report available - 18 November 2008

Country: Norway

Web users wish to spread information from public sources through Internet communities. According to a recent report by the research institution of [SINTEF](#), there is a risk that the government is slowing down this process.

The [eCitizen 2.0 report](#), commissioned by the [Ministry for Government and Administration Reform](#), recommends that the public sector to a larger extent has to regard citizens as collaborating partners rather than as passive recipients of information.

The recommendations from the researchers imply that public information should be made freely available and reusable, and that public institutions must be willing to experiment and take risks to a larger extent. The report mentions examples of innovative services from other countries, like the US and the United Kingdom.

According to Minister for Government and Administration Reform, Ms. Grande Røys, there are enormous possibilities for dialogue and distribution of information, if the government and the users of web communities are cooperating. Today's web users expect to be able to share and edit texts, pictures and videos they find on the internet. The challenge will be to create a culture of sharing, in which public information is distributed by the citizens themselves, without losing important content or trust in the process, the Minister said.

Further information:

- [Ministry for Government and Administration Reform – Press release](#)
 - [eCitizen 2.0 report \(in Norwegian\)](#)
 - [SINTEF](#)
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Latest Publications

- [UK: Evaluation of Remote Assessment Project for London \(RAPL\)](#) 21 November 2008 | United Kingdom
 - [EU: Council Resolution on the health and well being of young people](#) 21 November 2008 | EU Institutions
 - [EU: Work Programme for FP7 ICT Research 2009-10](#) 19 November 2008 | EU Institutions
 - [UK: Working beyond walls](#) 3 September 2008 | United Kingdom
-

UK: Evaluation of Remote Assessment Project for London (RAPL) - 21 November 2008

Complete title: External Evaluators Report Remote Assessment Project London, 2006-2008

Description (short summary):

This document details the independent evaluation of AbilityNet's Remote Assessment Project London (RAPL). Working across all London boroughs the project sought to provide disabled users with assessments of need to identify the most appropriate means of accessing technology. The techniques discussed can be replicated across any geography.

Original URL: <http://www.abilitynet.org.uk/rapl>

Number of pages: 36

EU: Council Resolution on the health and well being of young people - 21 November 2008

Complete title: *Council Resolution on the health and well being of young people - 2905th EDUCATION, YOUTH AND CULTURE Council meeting*

Description (short summary):

This resolution emphasises that:

- there are strong links between the health and well-being of young people and their social inclusion and level of education;
- it is necessary to assist young people in becoming more responsible for their own health and in raising their self-esteem and increasing their autonomy, in particular by raising young people's awareness of the positive effects of a healthy lifestyle and of the risks related to their health.

Original URL: <http://www.trainingvillage.gr/etv/news/default.asp?idnews=3975>

Number of pages: 4

EU: Work Programme for FP7 ICT Research 2009-10 - 19 November 2008

Complete title: **ICT –Information and Communication Technologies, Work Programme 2009-10**

Description (short summary):

This work programme for the ICT theme of the FP7 Specific Programme 'Cooperation' defines the priorities for calls for proposals closing in 2009 and 2010 and the criteria that will be used for evaluating the proposals responding to these calls.

The priorities reflect the input received from the Programme Committee, the IST Advisory Group (ISTAG), the European Technology Platforms in ICT and other preparatory activities including workshops involving the main stakeholders. The work programme is also in line with the main ICT policy priorities as defined in the i2010 initiative - a European Information Society for Growth and Employment.

The work programme will be updated on a regular basis.

Original URL: <http://cordis.europa.eu/fp7/ict/>

Number of pages: 134

UK: Working beyond walls - 3 September 2008

Complete title: **Working beyond walls. The government workplace as an agent of change**

Description (short summary):

The guide, Working Beyond Walls, outlines a series of measures to ensure the Civil Service adapts to meet the challenges of the modern age, and is set to radically enhance ways in which civil servants deliver high quality services. It paints a picture of the Civil Service in 2020 where home-working and mobile working is commonplace, and Government office workspaces are used more efficiently and operations are more sustainable.

The guide encourages new thinking on information and communication technology, styles of working, estate transformation, strategic asset management, sustainable design and human resource issues. It is intended to lead to the further development in the Civil Service of diverse workspaces and innovative ways of working that deliver greater productivity, attract talent, and ultimately provide better value for money for the taxpayer. It also considers the importance of safeguarding data security, the environment and developing a healthier work / life balance.

The publication is part of the Government's High Performing Property Strategy, led by the Office of Government Commerce (OGC), which sets out the direction for improving strategic property asset management in central government with a view to achieving up to £1.5bn (around €1.8bn) in efficiency savings annually by 2013. It sets out a series of case studies outlining current best practice, including the Department for the Environment, Food and Rural Affairs new offices in Alnwick, Northumberland, which provides both flexible working space and sustainable operations.

Original URL: http://www.ogc.gov.uk/efficiency_documents_better_asset_management.asp#wbw

Number of pages: 54

Upcoming Events

- [UK: Promoting Innovation in the Knowledge Economy](#) 25 November 2008 | United Kingdom
- [BE: IMI Training and Awareness-Raising Days](#) 25 - 26 November 2008 | Belgium

- [FR: ICT Forum 2008](#) 25 - 27 November 2008 | France
- [FR: ENEA Networking session on “An affordable and personalized health care system for an independent ageing”](#) 26 November 2008 | France
- [AT: e-Inclusion Ministerial Conference and EXPO](#) 30 November - 2 December 2008 | Austria
- [FR: Open World Forum – Paris 2008](#) 1 - 2 December 2008 | France
- [ES: ableTech'08](#) 10 - 11 December 2008 | Spain

UK: Promoting Innovation in the Knowledge Economy - 25 November 2008

Innovative ICT & E-Government Practice – Learning from European Regions

This high profile Pan European conference will bring together experts from business, the public sector, academia and the European Commission.

Its objective is to promote the environment (physical, administrative, social and economic) in which innovative practice in eGovernment, broadband and wireless technologies can be transferred throughout Europe to improve services for citizens.

The conference will profile award-winning models of best practice including:

- urban and rural planning;
- integrated aid management;
- eGovernment and wireless applications.

Business innovators will provide delegates with an insight into revolutionary technological innovations for the delivery of public services in the future.

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

Country: United Kingdom

City/Location: Londonderry - Derry (Northern Ireland)

Organiser: Derry City Council

Event website: http://www.derrycity.gov.uk/economicdevelopment/pan_european_conference3.htm

BE: IMI Training and Awareness-Raising Days - 25 - 26 November 2008

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

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

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

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

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

The "IMI Training and Awareness Days" take place at a key point in time for the project, when it is intended to extend the IMI system to support information exchanges for additional professions under the Professional Qualifications Directive, notably nurses, dental practitioners, midwives, architects, veterinary surgeons, radiographers and secondary school teachers. The event pursues the following aims:

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

Registration is now closed.

Country: Belgium

City/Location: Brussels

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

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

Contact Email: IMI-conference2008@eurodyn.com

FR: ICT Forum 2008 - 25 - 27 November 2008

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

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

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

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

In particular, ICT 2008 will examine:

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

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

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

Country: France

City/Location: Lyon

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

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

FR: ENEA Networking session on "An affordable and personalized health care system for an independent ageing" - 26 November 2008

"An affordable and personalized health care system for an independent ageing" – Future challenge for healthcare deployment: how to make it happen?

This afternoon networking session is organised in the context of the [ICT Forum 2008](#) which will be held in Lyon, France, from 25 to 27 November 2008. It is supported by the Directorate-General 'Information Society and Media' of the European Commission.

There is a social and market demand for the new, ICT based responses to care and health service provision to improve chronic disease management at home and prolong the possibility of an autonomous, safe and socially fulfilling life. Many current ICT e-health applications focus on the provision of individual clinical services. There is a need for improvement of horizontal applications and for the coordination of services from different agencies and disciplines into tailored and customized packages of provision spanning both health and social care. It is essential to understand if the national healthcare systems can integrate these innovative services and if a European cooperation could help facilitating this process.

The ENEA networking session will gather experts of the healthcare and enterprise interoperability sector. After a short overview of the EU Programmes on ICT for eHealth (FP7, CIP, AAL) and practical case studies (OLDES project, COIN project, etc..), the experts will discuss how innovative eHealth services, as the ones developed by projects like OLDES, can be integrated in healthcare systems in a sustainable manner. Issues around standards are also expected to be addressed by the panel discussion.

The objective of the session is to share experiences and common pathways between the healthcare sector and experts from the enterprise interoperability world, with the final aim of learning from each other and build possible partnerships for future activities, as well as collaborative solutions, taking into account also the eHealth standardization aspects.

The [final agenda](#) of the networking session has been made available.

Those interested in participating are invited to send their expression of interest by email to monica.ibido@bruxelles.enea.it. Registration to this session is free of charge, but requires participation in the ICT Forum in line with the normal registration rules, including the payment of the [Forum's subscription fees](#).

Country: France

City/Location: Lyon

Organiser: OLDES (older's people e-services at home) Consortium, coordinated by the Italian National Agency for New Technology, Energy and the Environment (ENEA)

Event website: http://ec.europa.eu/information_society/events/cf/item-display.cfm?id=690

Contact Email: monica.ibido@bruxelles.enea.it

AT: e-Inclusion Ministerial Conference and EXPO - 30 November - 2 December 2008

European Ministerial e-Inclusion Conference

The European Ministerial e-Inclusion Conference 2008 aims at accelerating progress towards an information society for all (digital inclusion), in order to combat social and economic exclusion. The conference will acknowledge the many actions that are taking place all over Europe during 2008 and that contribute to the European e-Inclusion Initiative. It will also take stock of future challenges and renew the commitments to achieve inclusion in the information society for all.

The conference will be attended by eInclusion leaders from industry, academia and voluntary sector and will address topics as diverse as shaping European e-Accessibility environments, investing in information technology for sustainable elderly care, digital literacy and insights into future technology perspectives. European Ministers will come together to measure progress, refresh the Riga vision, and gain valuable insights from cutting-edge initiatives.

As the draft conference programme is continually being updated, sessions and speakers may still be subject to change. A preliminary programme outline is available [online](#) as well as in [PDF](#) format.

The event will be complemented by a large scale [exhibition](#) of around 100 stands, which will be open from 30 November until 2 December 2008. The exhibition will feature among others a projects showcase, a digital story gallery, country pavilions, an experience space, commercial displays, an eInclusion theatre and the eInclusion Awards finalists village. The latter one will host the finalists of the [European eInclusion Awards](#) competition, which is organised within the framework of European Commission's "e-Inclusion: Be part of It" initiative and is aimed at celebrating the best and most imaginative uses of Information and Communications Technologies (ICTs) to reduce digital and social exclusion.

Country: Austria

Organiser: Jointly organised by the European Commission and the hosting Austrian Government, in cooperation with the French Presidency of the Council of the European Union

Event website: http://ec.europa.eu/information_society/events/e-inclusion/2008/index_en.htm

Event email: EINCLUSIONEVENT2008@ec.europa.eu

FR: Open World Forum – Paris 2008 - 1 - 2 December 2008

FLOSS, Innovation and Competitiveness

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

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

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

More details on the Forum's programme are available at the following page <http://www.openworldforum.org/en/program/>.

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

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

Country: France

Event website: www.openworldforum.org

Event email: fml@items-int.eu

ES: ableTech'08 - 10 - 11 December 2008

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

After four successful editions, ableTech has taken a qualitative leap by going international, with the aim of becoming a key event for sector players. Attendees will be able to gain first-hand knowledge of those international innovative projects breaking ground in the social and technological spheres. This event aims to be a forum where international stakeholders from the sector of accessible and assistive technologies can exchange their experiences in order to learn from the best practices of other countries. During the two days conference, delegates will debate the following issues:

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

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

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

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

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

Country: Spain

City/Location: Bilbao

Organiser: TECNALIA

Event website: www.abletech.org

Event email: abletech08@robotiker.es

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