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European ePractice Newsletter

N. 204 - 25 September 2007

>> Registration open for upcoming workshops

Registration is already open for three ePractice.eu workshops to be held in October. These hands-on events will put the focus on Services to Citizens, eInvoicing and Interoperability and will analyse several award-winning best practices with the help of recognised experts. All workshops are free to attend and are open to practitioners willing to meet other peers, share experiences and learn about first-class European epractices. For registration and specific details, please visit the following links:

[World e-Democracy Forum/ e-Democracy workshop](#) 4 October 2007 | Paris

[UBL Conference/ eInvoicing workshop](#) 5 October 2007 | Madrid

[eGovernment Interoperability /ePractice cobranded workshop](#) 11 October 2007 | Madrid

>> Winners of the European eGovernment Awards 2007

HoReCa1, One-stop-shop for Hotel Restaurants Café (Netherlands), Mypage (Norway), Besancon.clic (France) and the German Administration Services Directory each picked up one of the European eGovernment Awards 2007 announced the 20th of September in Lisbon (PT). The price for the Most Inspiring good practice, voted online by ePractice.eu registered users, went to the Online Police Station from Italy. The event, celebrated during the Ministerial eGovernment Conference, also showcased 52 finalist projects selected from among the 310 eligible cases received for this year's call.

For more information on the event visit <http://www.epractice.eu/awards>

>> Report reveals impressive achievements in eGovernment across the EU

The "National Progress Report on eGovernment in the EU27+" presented at the Ministerial eGovernment Conference on 19 September in Lisbon reveals impressive progress in transforming public administrations, thereby boosting economic growth by placing citizens and businesses at the centre of government services. The report, which has a foreword by Commissioner Viviane Reding, is based on data collected by the i2010 eGovernment subgroup representatives from EU27+ countries has been compiled by European Commission staff.

To download the report please visit <http://www.epractice.eu/document/3915>

Please feel free to forward epractice.eu/newsletter to whom it may be of use. You are welcome to send suggestions that may help us to improve the portal and enrich its content. We invite you to [become a member](#) of ePractice.eu in order to use all our services.

Latest Cases

- [CBSS, the eGov Program of the Belgian Social Sector](#) 6 October 2005 | Belgium
- [E-Declaration System in Lithuania](#) 17 September 2007 | Lithuania

CBSS, the eGov Program of the Belgian Social Sector

In Belgium, there are a lot of partners in the social sector. A major business process re-engineering and computerization was carried out during the past 16 years by about 2,000 Belgian public and private actors in the social sector from different levels, under coordination of the Crossroads Bank for Social Security (CBSS). Their close collaboration firstly led to the implementation of a network for mutual electronic service delivery. All actors connected to the network can mutually consult their databases. Following the business process re-engineering, an integrated electronic work flow has been developed between companies and actors in the social sector.

E-Declaration System in Lithuania

The E-Declaration System in Lithuania provides an option for taxpayers to submit electronically the State Tax Inspectorate administered tax returns and other related documents, and receive information regarding the acceptance of such documents from the STI. For tax administrators, it allows to process tax return data more effectively. With the implementation of the EDS, tax procedures have become less complicated and less time and resource consuming. Now taxpayers in Lithuania deliver a number of procedures on the basis of the one-counter principle and without having to leave their place of work.

Latest News

- [HU: eHungary gives new priority to knowledge development](#) 24 September 2007 | Hungary
 - [FR: Promoting eProcurement take-off](#) 24 September 2007 | France
 - [PL: Advent of eCustoms speeds up customs formalities in Poland](#) 24 September 2007 | Poland
 - [LT: National statistics at your fingertips in Lithuania](#) 24 September 2007 | Lithuania
 - [BG: New website promotes greater transparency](#) 21 September 2007 | Bulgaria
 - [PT: Car registrations on-line](#) 21 September 2007 | Portugal
 - [EU: Innovative public services: European eGovernment Award winners from the Netherlands, Norway, France, Germany and Italy](#) 21 September 2007 | EU Institutions
 - [EU: Making paying easier with EU-Pay](#) 21 September 2007 | EU Institutions
 - [DE: Digital picture archive](#) 21 September 2007 | Germany
 - [BE: On-line politics gives citizens a say](#) 21 September 2007 | Belgium
 - [EU: National Progress Report reveals impressive achievements in eGovernment across the EU](#) 20 September 2007 |
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HU: eHungary gives new priority to knowledge development

The Hungarian Ministry of Economy and Transport has reviewed the first three years of the eHungary programme, concluding that there is a clear need for its continuation and further development, in particular with regard to knowledge development.

The eHungary programme was initially launched by the Ministry of Informatics and Communication in 2003. In the first phase of the programme, priority was given to increasing access to new technologies and several thousand community internet access points were established.

Now under the responsibility of the Ministry of Economy and Transport, the second phase of the eHungary programme – eHungary 2.0 – intends to put greater emphasis on knowledge development which the Ministry recognises as one of the key elements of modern economic and social development. One element of this will be the introduction of the eConsultant system.

The Ministry will also continue to operate the eHungary points which will, in addition to supporting State eServices, also support local non-governmental and business eService initiatives. A call for tender has been issued for the further development of the eHungary points. This may be consulted at www.emagyarorszag.hu, www.gkm.gov.hu or www.lendulet.hu.

Further information:

- [PRIM online \(in Hungarian\)](#)
-

FR: Promoting eProcurement take-off

The latest version of the French Public Procurement Code states that as from 1 January 2010, the French contracting authorities will have the right to require the transmission of applications and tenders in electronic format only. Experimentation measures are being conducted for the operators to be well prepared to this term. Another noteworthy initiative for promoting a full dematerialisation of public contracts in the country is the certification of eProcurement platforms with the DEM@PE label.

The French Ministry for the Economy, Finance and Employment ('Minefi', now 'Minefe') launched last March an experimentation in the aim to help economic operators getting familiar with the electronic transmission of applications and tenders. The experimentation is being conducted until 31 December 2009.

Within this timeframe, contracting authorities and entities wishing to join the experimentation can require that answers to their notifications are compulsorily electronic. The experimentation is limited to one contract only but it can be expanded to more contracts for a period to be defined by the contracting authority. The experimentation period itself can also be renewed.

Contracting authorities wishing to take part in the experimentation shall first publish a preliminary declaration and produce a specific report at the end of each procurement procedure. Once the experimentation period is over, this same authority will provide a global evaluation of the whole process. Other contracting authorities and entities involved in the experimentation will have access to those evaluations. Public authorities such as the General Council of the Moselle region and the Minefe itself are currently participating in this experimentation for specific contracts.

Another measure for stimulating the dematerialisation's take-off is the certification of eProcurement platforms with the DEM@PE label. A joint initiative of Minefe and association EdiBuild France together with the National Federation of Public Works (FNTP), the objective of DEM@PE is to raise confidence among economic operators. The label is indeed awarded to platforms complying with technical and organisational requirements in terms of security, ergonomics and efficiency. Examples of platforms having received the label are the [EDISYS](#) and achatpublic.com.

Further information:

- [Public procurement portal of the General Council of Moselle region \(in French\)](#)
 - telecom.gouv.fr (in French)
 - [Government-wide eProcurement platform \(in French\)](#)
 - [Ministry of the Economy, Finance and Employment \(in French\)](#)
 - [Label DEM@PE \(in French\)](#)
-

PL: Advent of eCustoms speeds up customs formalities in Poland

The Polish customs authorities have launched a new Export Control System (ECS) which will allow the electronic handling of export customs declarations.

The new system is expected to result in the rationalisation and acceleration of customs formalities. It will also make it possible to track exporters' operations and ensure greater security in the transportation of merchandise.

The authenticity of customs declarations submitted electronically is ensured by an eSignature system which incorporates technology that makes it possible to detect if any changes are made to the original document. The legal basis of the new system is EC Regulation No. 648/2005 establishing the Community Customs Code.

In cases where an export declaration is handled through the ECS, the customs office concerned will issue an official confirmation of the export that taxpayers can use to justify claims for a 0 % VAT rate. In this way, it is expected that the ECS will not only contribute to an overall rationalisation of customs work, and an increase in efficiency, but will also help to eliminate tax fraud related to the application of VAT rates to exported goods.

Further information:

- [eGov.pl \(in Polish\)](#)
 - [Polish Customs Service \(in Polish\)](#)
 - [EC Regulation No. 648/2005](#)
-

LT: National statistics at your fingertips in Lithuania

The Department of Statistics of the Government of the Republic of Lithuania has officially launched its updated user-friendly [Database of Indicators](#) which provides open access to a wealth of statistical information.

Anyone who is interested can now access this information, following a simple registration procedure. The new database is a significant step forward as it now contains all national and regional statistical information in one place, and presented in the same format. It also includes an expanded range of services for regular users of statistical information. All the information and services provided to the users are free of charge.

Registered users may customise the layout of the site, the format and grouping of the statistical data. They can also save the selected tables for later use, change their headings, create folders and manage the data. Moreover, the Department of Statistics offers users an email notification service informing them of updates made to the tables they have saved in their profiles.

Updated daily, the data included covers six areas of statistical information: geographical data; environment and population; social statistics; economic entities; agriculture, hunting, forestry and fisheries; business and macroeconomics.

Further information:

- [vty.lt \(in Lithuanian\)](#)
 - [Database of Indicators](#)
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BG: New website promotes greater transparency

Bulgaria's Minister for European Affairs, Gergana Grancharova, has launched a new website aimed at promoting greater transparency and enhancing communication between government and citizens.

Grancharova launched her new website, www.gerganagrancharova.eu, at the end of August. The site features sections on 'European Union', 'Good Practices', 'Ideas and Debate', 'Public Opinion' and Grancharova's personal blog entitled 'Transparency – one can always go further'. Comments have already started to come in on the first two themes published in the blog – 'Local elections –more local or more elections' and 'Of mice and men in politics'.

Visitors to the site will discover referrals to the websites of other politicians and cabinet ministers as well as a link to the EC SOLVIT network. The website also contains key EU documents and information on its bodies, examples of transparency in Bulgaria, a poll on transparency, and offers a space for readers' correspondence.

In an interview with [Radio Bulgaria](#), Grancharova stated that her website was intended to encourage better working dialogue with citizens and that she hoped that it would have a healing effect on the political environment in Bulgaria and boost public trust in national and European institutions.

Grancharova's website is funded by the European Commission's Communication Strategy funds and is in line with the EU's [European Transparency Initiative](#), aimed at promoting public involvement in the decision-taking process. The site was set up and will be run on Ministry of Foreign Affairs Communication Strategy funding.

Further information:

- [BIRN](#)
 - [Radio Bulgaria](#)
 - [Gergana Grancharova's website \(in Bulgarian\)](#)
 - [European Transparency Initiative](#)
-

PT: Car registrations on-line

A new electronic system for buying, selling and registering cars has been presented by Portugal's justice ministry.

The 'automóvel on-line' project can be visited at automovelonline.mj.pt. An all-electronic car registration costs €15 less than the paper-based equivalent. The facility can be used by anyone who has one of Portugal's new eID cards, and can also be accessed by lawyers and notaries.

The system makes it possible to obtain current registration data for a car over the internet, but also to get it registered in a new owner's name after a purchase. Authentication is via the digital certificate on the eID card.

On-line registration has to be initiated within 60 days of reaching a verbal contract for the sale of a vehicle. No paper documentation is required unless the seller fails to confirm the deal on-line, in which case the buyer has to produce written proof of the sale.

To register a vehicle on-line, the new owner goes through a five-step process:

- Go to the site, fill in an electronic form about the vehicle, the buyer and the seller, then send the registration application off electronically;
- Wait for the seller to confirm the data. When this has been done, the buyer receives an e-mail;
- Pay the registration fee via eBanking;

- Both the buyer and the seller receive an e-mail or text message confirming the registration, which is completed within two days of confirmation of payment;
- The paper immatriculation certificate is sent to the new owner's residence or office.

Further information:

- [Plano Tecnológico \(in Portuguese\)](#)
- [automóvel on-line \(in Portuguese\)](#)

EU: Innovative public services: European eGovernment Award winners from the Netherlands, Norway, France, Germany and Italy

The best of the best in European eGovernment were announced 20 September 2007 at the Ministerial eGovernment Conference in Lisbon.

HoReCa1 – One-stop-shop for Hotel Restaurants Café from the Netherlands, **Mypage** from Norway, **Besancon.clic** from France and the **German Administration Services Directory** each picked up one of the prestigious awards celebrating Europe's most innovation public services. The price for the "most inspiring good practice" went to the **Online Police Station** from Italy as a result of the public vote. The winners were each presented with the prestigious European eGovernment Award Trophy by Vice President and Commissioner of the European Commission Siim Kallas and Minister Silva Pereira of the Portuguese Presidency. The event also showcased 52 finalist projects, selected from among the 310 eligible cases received for this years Award.

The fourth Ministerial eGovernment Conference and Exhibition 19-21 September is the main European eGovernment event in 2007. It features achievements from across European Member States and showcases 52 good practices while keeping a look towards the future. The Conference revolves around four main themes relating to ICT: "Better public services for growth and jobs"; "Participation and transparency"; "Social impact and cohesion" and "Effective and efficient administration".

Award candidate projects were assessed for innovativeness and effective management, real practice results and impact, and relevance and transferability in four thematic categories:

- **Better public services for growth and jobs** - online public services directly contributing to the economic growth and jobs creation strategy of the European Union (known as Lisbon Agenda). Won by: ***HoReCa1 – One-stop-shop for Hotel Restaurants Café licences submitted by Economic Development Department of the City of Amsterdam (NL)***

[HoReCa1](#) is a one-stop-shop for hotel, restaurant, café and bar licences necessary in Amsterdam. Through HoReCa1, entrepreneurs can easily find out which selection of 40 governmental documents have to be obtained by answering 20 questions and filling out a single form for seven local licences required in the City resulting in € 1,506 in savings per applicant. This project is an excellent example of how to promote new SMEs in the service sector through the integration of 18 different national procedures governing business development. Start-up costs for the project in 2006 were €350,000.

See the case description at ePractice.eu: <http://www.epractice.eu/cases/horeca1>

- **Participation and transparency** - interactive initiatives that empower citizens and business to influence open government, policy-making and the way public administrations operate and deliver services. Won by: ***Mypage submitted by Norge.no (NO)***

[Mypage](#) is a self-service citizen portal. It currently offers more than 200 services for citizens and more than 200,000 users had registered on the portal with in 4 months of its launch in

December 2006. It is a user-defined and secured citizen portal, on which users can carry out personalised public eServices in one place and on demand. Citizens can also control information about themselves held by various public authorities. The two most popular transaction services had approximately 60,000 users each, with 'address information' and 'property information' receiving more than 500,000 and 230,000 visitors respectively. The goal is to have all relevant services from all levels of administration available through Mypage by the end of 2009. Mypage is a good example of interoperable architecture that supports a self-service solution.

See the case description at ePractice.eu: <http://www.epractice.eu/cases/mypage>

- **Social impact and cohesion** - public service initiatives contributing to improve the social environment and social cohesion. Services can be local, national, or European; user-oriented, inclusive, and interoperable. Won by: ***Besancon.clic submitted by the City of Besançon (FR)***

[Besancon.clic](#) have been reducing the digital gap by financing IT equipment in the region. Computers donated by firms have been rebuilt in a centre for disabled workers. Recipients have included primary schools and hospitals, associations, retirement homes and, since 2006, some schools in Senegal, through the distribution of an eBook pack to all of the pupils in the third year of primary school (CE2). Common training courses between Besançon and Dakar universities are currently being considered, as well as an exchange network. The eBook pack consists of a computer with a digital workspace and the installation of public multimedia access points in every neighbourhood. Computers use open source software, which is downloaded from servers located either in the data processing department of the city council or in schools for external sites. The project has so far cost €350,000.

See the case description at ePractice.eu: <http://www.epractice.eu/cases/besaccllc>

- **Effective and efficient administration** - innovations or re-organisations in services and processes, which make administrations more efficient and effective and reduce administrative burden. Won by: ***The German Administration Services Directory submitted by the Senator for Finances in the Free Hanseatic City of Bremen (DE)***

The [German Administration Services Directory](#) lists electronically available eGovernment services. This fulfils an important need in terms of creating a secure and reliable communication infrastructure, based exclusively on open Internet protocols and allowing for cross-organisational, paperless processes. Since 1 January it has helped more than 5,200 German civil registration agencies to save more than €1 million per month. Worldwide, it is one of the first and largest standardised Service Oriented Architecture (SOA) implementations in the government area, and was made possible through unique cooperation between the various levels of government and sectors in Germany. In addition, a nationwide standardised infrastructure with three new services is being implemented, with 11 more services in the pipeline. Effectiveness has improved through the automation of the processes, thereby saving citizens a second trip to the registration office and reducing the number of errors. Return on investment is good, with €1.3 million in cashable financial gains per month on a €300.000 investment over three years and €250.000 in annual operational costs.

See the case description at ePractice.eu: <http://www.epractice.eu/cases/dvvd>

- **Most inspiring good practice** - initiatives that provide creative solutions to common challenges and inspire others. Won by: ***The Online Police Station submitted by the Italian State Police (IT)***

[The Online Police Station](#) was launched on 15 February 2006 as the world's first online police station. The website allows citizens to seek general information, download forms and make

online complaints about computer crimes. In addition, it is possible to receive valuable advice, interact with experts and report illegal conduct and events directly on the web. The police station is the point of reference in the event of difficulties. To date over 700,000 Italians, 38,000 Europeans and 21,000 visitors from the rest of the world have used the Online Police Station and members of Interpol and other EU police forces, have shown resounding interest in developing the model further.

See the case description at ePractice.eu: <http://www.epractice.eu/cases/olps>

The winners were each presented with the prestigious European eGovernment Award Trophy by Siim Kallas, European Commission Vice President, Commissioner for Administrative Affairs, Audit and Anti-Fraud, Minister Silva Pereira of the Portuguese Presidency, Chairperson of the this year's Awards Jury Rector Heinrich Kern from Danube University Krems (AT) and Chair of the online voting committee Christine Leitner from the European Awards Consortium (Center for European Public Administration, Danube University Krems).

Close to 1200 participants attended the EU Ministerial eGovernment Conference. The fourth conference in a series has brought together ministers and senior officials responsible for eGovernment in EU Member States, leading academics, CEOs and senior managers from European industry to share ideas, experiences, and lessons learned.

FURTHER INFORMATION

For further information on the ePractice.eu community or the European eGovernment Awards please visit ePractice.eu or contact the Helpdesk: info@epractice.eu

For press information please consult the European eGovernment Awards [Media Kit](#) which is updated regularly or contact Morten Meyerhoff Nielsen (morten.meyerhoff.nielsen@teknologisk.dk)

LINKS

- ePractice.eu: www.epractice.eu
- European eGovernment Awards: www.epractice.eu/awards
- Ministerial eGovernment Conference and Exhibition: www.megovconf-lisbon.gov.pt
- European Commission, DG Information Society and Media: www.ec.europa.eu/egovernment
- Portuguese Presidency: www.eu2007.pt

EU: Making paying easier with EU-Pay

Elected 'Project of the month' (September 2007) by the EU's [eTEN](#) programme, [EU-Pay](#) aims to revolutionise the way we settle our bills with European public authorities, in line with the goals of the [proposal for a European Payments Services Directive](#) (PSD) and the [Single European Payments Area](#) (SEPA).

The EU-Pay project (European multi-channel and multi-purpose integrated European payment circuit) aims to develop a simple, multi-channel payment collection mechanism for public authorities across Europe. It is especially targeted at citizens who do not have credit cards or bank accounts.

Pilot projects are currently under way in selected cities to implement and validate a variety of new payment channels for public authorities (sms, supermarkets, etc). In Sheffield (UK) and Prato (Italy), for example, citizens have been able to settle their parking fines or pay their school fees whilst doing the shopping at the local supermarket. Using a bar-code system, the payment of municipal bills is as easy as paying for a can of beans. In the Perigourd region (France), parents are able to pay for the school bus service on-line or by simple sms.

The EU-Pay mechanism for public authorities is intended to be integrated seamlessly with the existing payment systems already in place. Following the validation period, the consortium plans to set up an EU-wide company to provide the services across Europe, with local agencies being planned in each European country.

Further information:

- [eTEN](#)
 - [EU-Pay](#)
 - [Proposal for a European Payments Services Directive](#)
 - [About the Single European Payment Area](#)
-

DE: Digital picture archive

The German government has put its collection of historical pictures on-line.

For the first time, government archive pictures ranging from the 19th century wars of unification up to reunification in 1990 are available on the internet. The picture site www.bild.bundesarchiv.de went live on 11 September. The images are from the Federal Archive and can be downloaded in high resolution. A 'web shop' provides full on-line payment facilities.

The Digital Picture Archive is one of the model projects in the 2007 implementation plan for Germany's E-Government 2.0 programme. The German authorities see the archive as a "real eGovernment service by the federal administration, and one that will have a particularly wide impact". The picture archive's extensive collections are used by scholars, publishers and journalists as well as private individuals. Initially, some 60 000 photos, aerial views and posters will be accessible on-line. But the eventual aim is to have about 250 000 digitalised documents available.

High-resolution downloads take just a few minutes, making the archive an ideal resource for news media. Fast delivery is assisted by the on-line payments platform which is a basic component produced under the federal government's BundOnline 2005 programme. A specially developed interface with another authority's system has made it possible for the Federal Archive to use this payment facility. All stages of the payment process, from billing to bookkeeping, are fully automated. This has led to considerable improvements in the Federal Archive's internal work processes.

Further information:

- [KBSt \(in German\)](#)
 - [Picture Archives of the Federal Archives](#)
-

BE: On-line politics gives citizens a say

With the intention of injecting new life into the political debate, a new website recently launched in Belgium provides citizens with an on-line forum in which to air and exchange their political views.

The [maPolitique](#) site is a private initiative aimed at inciting citizens to take a more active interest in the political life of the country, and providing them with a channel through which they can make their views heard. "Faced with a growing disinterest in politics, the web opens up the political debate and brings it much closer to people, announcing a real democratic revolution – a 'new-look' democracy is being born on the web," note the site's creators.

The eDemocracy tools being proposed on [mapolitique.be](#) are intended to help promote a better dialogue between elected representatives and voters: interactive debates, on-line petitions, open letters and blogs. Other features are in the pipeline too.

In Belgium, eDemocracy is still in the early stages but more and more politicians are beginning to use the new communication possibilities offered by the web (blogs, internet sites, web TVs). The general public too are increasingly active in cyberspace. Internet use is very high, as is involvement in on-line communities, chat rooms and open forums.

Some are predicting the birth of a 'fifth power': after the executive, legislative, judicial and the medias, the power of citizens united thanks to new communication technologies. In contrast to the traditional political debate, the Internet has some strong attractions: it is easy to use, interactive and very accessible, even for those generally excluded from the political debate.

Further information:

- [Commissariat EASI-WAL \(in French\)](#)
 - [maPolitique.be \(in French\)](#)
 - [lalibre.be \(in French\)](#)
-

EU: National Progress Report reveals impressive achievements in eGovernment across the EU

A "National Progress Report on eGovernment in the EU27+", was presented at the Ministerial eGovernment Conference on 19 September in Lisbon.

A meeting attended by 22 eGovernment Ministers reviewed progress made since the launch of the European Commission's i2010 initiative for Growth and Jobs (2003), the Manchester Ministerial Declaration (2005) and the i2010 eGovernment Action Plan agreed by Council in June 2006. The National Progress Report revealed impressive progress in transforming public administrations, thereby boosting economic growth by placing citizens and businesses at the centre of government services.

Most Member States policies and implementation actions are now in place and aligned with the goals of the Action Plan. Services are becoming more effective nationally and more interoperable at European level; delivering higher quality, saving billions of euros through efficiency gains, and increasing transparency and accountability of administrations.

Member States have developed and agreed roadmaps for mutual recognition and authentication of electronic identities, for cross-border eProcurement and for inclusive eGovernment. Equally important is the effort to reduce administrative burdens for both citizens and businesses, the increasing level of eParticipation activity, and the willingness of public administrations to share good practices.

While progress has been impressive, work needs to continue. Stock will be taken again at the next Ministerial eGovernment Conference in Stockholm in 2009, during the Swedish Presidency. In the meantime, the forthcoming Slovenian Presidency will be organising the next the e-Government conference on 11 February 2008.

Latest Publications

- [EU: National Progress Report reveals impressive achievements in eGovernment across the EU](#) 20 September 2007 | EU Institutions
 - [EU: Meet, share and learn. Selected articles from 16 European eGovernment Awards 2007 Finalists](#) 20 September 2007 | EU Institutions
 - [EU: European eGovernment 2005-2007](#) 19 September 2007 | EU Institutions
-

EU: National Progress Report reveals impressive achievements in eGovernment across the EU

A "National Progress Report on eGovernment in the EU27+" presented at the Ministerial eGovernment Conference on 19 September in Lisbon.

Complete title:

eGovernment Progress in EU27+. Reaping the benefits

Authors:

The report has been compiled by European Commission staff and was edited by Trond Arne Undheim.

Description (short summary):

The report, which has a foreword by Commissioner Viviane Reding, is based on data collected by the i2010 eGovernment subgroup representatives from EU27+ countries. It has been compiled by European Commission staff.

The National Progress Report reveals impressive progress in transforming public administrations, thereby boosting economic growth by placing citizens and businesses at the centre of government services. Most Member States policies and implementation actions are now in place and aligned with the goals of the Action Plan. Services are becoming more effective nationally and more interoperable at European level; delivering higher quality, saving billions of euros through efficiency gains, and increasing transparency and accountability of administrations.

Original URL: http://ec.europa.eu/information_society/newsroom/cf/itemlongdetail.cfm?item_id=3635

Languages available:

EN

Number of pages:

23

EU: Meet, share and learn. Selected articles from 16 European eGovernment Awards 2007 Finalists

This report contains a number of randomly selected articles from amongst the 52 Finalists of the European eGovernment Awards 2007. The projects have been submitted under four different but interconnected themes.

Complete title:

Meet, share and learn. Selected articles from 16 European eGovernment Awards 2007 Finalists

Authors:

European eGovernment Awards Consortium

Description (short summary):

Each of the projects featured in this report has a number of merits and illustrates good practice from which lessons can be learned from the huge number of eGovernment solutions, and not least their impact on the daily lives of citizens, business as well as the users within public administrations. The articles also serve to illustrate the rationale for the European eGovernment Awards in promoting good practice among European Union Member States, the Candidate Countries as well as EFTA nations, in particular facilitating mutual learning from the experience of others in order to meet the Lisbon targets and make Europe the most competitive knowledge-based economy by 2010.

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Original URL: <http://www.epractice.eu/files/download/awards/ArticlesPublicationFinal.pdf>

Languages available:
EN

Number of pages:
20

EU: European eGovernment 2005-2007

European eGovernment 2005-2007: Taking stock of good practice and progress towards implementation of the i2010 eGovernment Action Plan. September 2007

Authors:

Jeremy Millard (Danish Technological Institute) for the General Directorate Information Society and Media of the European Commission

Description (short summary):

The report takes stock of good practices in 2007 based inter alia on the cases submitted for the European eGovernment Awards 2007 competition, the winners of which were announced during the fourth Ministerial eGovernment Conference which took place from 19 to 21 September in Lisbon, Portugal.

The document also describes the progress made in the period 2005-2007 towards the implementation of the i2010 eGovernment Action Plan in the following five areas: inclusive eGovernment, efficient and effective eGovernment, high impact services, key enablers and eParticipation.

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EN

Number of pages:
80

Upcoming Events

- [FR: 2nd Annual Wireless & Digital Cities Congress](#) 26 - 28 September 2007 | France
 - [IT: 1st International Conference MeTTeG07](#) 27 - 28 September 2007 | Italy
 - [IT: Conference on eProcurement within Public Administration](#) 28 September 2007 | Italy
 - [ES: UBL International 2007](#) 1 - 5 October 2007 | Spain
 - [FR: World e-Democracy Forum](#) 3 - 4 October 2007 | France
 - [UK: Techshare 2007](#) 4 - 5 October 2007 | United Kingdom
 - [LT: e-Governance: transforming Government to Built Trust and Quality](#) 8 October 2007 | Lithuania
 - [FR: eGovINTEROP'07](#) 9 - 11 October 2007 | France
 - [IT: Interim Conference on Interoperability in the iGovernment](#) 11 - 12 October 2007 | Italy
 - [DE: e-Gov Summit 2007](#) 11 - 12 October 2007 | Germany
-

FR: 2nd Annual Wireless & Digital Cities Congress

Wireless & Digital Cities 2007

This event has been designed for municipal authorities planning, evaluating or deploying wireless networks.

This is the most comprehensive conference for cities and local authorities where delegates will be able to hear from 30+ European Practitioners from France, Belgium, Italy, Spain, Germany, Netherlands, UK, Greece, Norway, Iceland, Sweden, Finland, Turkey, Estonia, Czech Republic and USA.

Special rates are available for city authorities & public sector organisations.

Event Website: <http://www.wirelesscitiescongress.eu>

Contact: samantha.evans@imago-group.com

IT: 1st International Conference MeTTeG07

1st International Conference on Methodologies, Technologies and Tools enabling e-Government – MeTTeG07

The first International MeTTeG07 Conference is organised by the Department of Mathematics and Computer Sciences of the University of Camerino, Italy. The event intends to bring together researchers, teachers and practitioners active in the area of electronic government from different perspectives and disciplines with a focus on the role played by the information and communication technologies.

The conference programme is now available, and it will cover the following keynote sessions:

- eParticipation;
- re-Engineering in Public Administration;
- eGovernment services;
- eVoting;
- Social aspects.

The on-line registration is now open at the conference website:

<http://conferences.cs.unicam.it/metteg07/conftool/>.

On-site registration (at the conference venue) will still be possible.

Event website: <http://conferences.cs.unicam.it/metteg07/>

Venue:

Informatics Pole of the University of Camerino
Via S. Agostino 1
Piazza Cavour
Camerino 62032
Italy

Contact:

E-mail: metteg07@cs.unicam.it

IT: Conference on eProcurement within Public Administration

eProcurement within Public Administration – the Big Jump

This Italian conference on eProcurement within Public Administration is organised by the Observatory on eProcurement within Public Administration - an entity of the Politecnico Management School of Milan (MIP). It will take place on 28 September 2007 in the premises of the MIP.

The aim of the event is to present the results of the study conducted by the Observatory in 2006 and 2007 on the spreading of eProcurement applications in the Italian public administration based on 150 case studies of public authorities, their suppliers and technological solutions providers.

The results of this study will be commented and discussed during the conference by pre-eminent representatives of: the Italian Association for Purchasing Management (ACADI); CONSIP - a company owned by the Ministry of Finance and that acts as an internal government consultancy for IT and eProcurement projects; the Ministry of Economy and Finance.

The event will close with a comprehensive roundtable at which significant Italian public procurement actors will participate. A report containing the main findings of the study will be distributed for free to the participants at the end of the conference. Participation to the event is also free-of-charge but requires online pre-registration.

Event website: <http://www.osservatori.dig.polimi.it/dettaglioEvento2.php>

Venue:

Aula S.01
Politecnico di Milano
Piazza Leonardo da Vinci 32
Milan

Contact:

E-mail: info@osservatori.net

ES: UBL International 2007

UBL International – Symposium and courses

UBL International 2007 will take place in Madrid, Spain the week of October 1-5, 2007. The inaugural event was held in 2006 in Copenhagen, Denmark. The event is organised by Atenea Interactiva in cooperation with the UBL Spanish Localisation Subcommittee, Invinet Sistemas (Spain), Eurobits (Spain), Crane Softwrights Ltd. (Canada).

UBL International is a training summit bringing together worldwide Universal Business Language expertise to deliver:

- October 4: a full day of free symposium presentations
- October 1-3 and 5: full-day and half-day lectures and hands-on courses from commercial training companies on Practical Universal Business Language Deployment

Information about UBL International 2007 is also available in Spanish at <http://www.ubl.org.es/>.

Event website: <http://www.ublconference.com/200710/index.html>

Venue

Madrid
Spain

Contact

E-mail: oriol@invinet.org

FR: World e-Democracy Forum

Digital society in the era of citizen 2.0

Its aim is to allow public and private stakeholders of public services and political life to debate on strategical, political and economical issues of the digital society.

Last year, 1.800 people from 43 different countries had attended to the Forum.

The Special Guest 2007 is United Kingdom, because a lot of british experiences will be able to be useful for participants.

Guests and speakers from everywhere in the world will debate on several topics, around question about confidence in e-public services, users 2.0, innovative SME, digital divide, e-petitions, mobile public services, e-voting or democracy 2.0 from blogosphere to Second Life.

Event website: http://www.forum-edemo.org/article.php3?id_article=1413

Venue

Palais des Sports of Issy les Moulineaux (Paris, France)

UK: Techshare 2007

Techshare 2007 Conference and Expo – Learning, working, playing, on the move - technology is for everyone.

The 2007 edition of Techshare conference, to be held in London on 4-5 October, will address the role of technology in the everyday life of people with disabilities. The event is co-organised by RNIB, a British non profit organisation providing a information for blind or partially sighted people.

The conference is aimed at professionals concerned with all disabilities, or have an interest in technology. Featured presentations will cover a wide range of topics, from the Internet to eLearning, user experiences of technology (web, software, mobiles standards, compliance, etc), technical advances in technology, eBooks and more. Alongside introductions to aspects of technology, various case studies, good practice and cutting edge developments will be introduced by key speakers from Europe and beyond.

Pre-conference workshops will be held at the same venue on 3 October. Registration for the conference and workshops can be performed online and closes on 30 September.

In parallel to the conference, Techshare Expo 2007 will showcase products, services and organisations working to ensure that people with disabilities can participate fully in the information age. The exhibition is free to attend and open to public access.

Event website: http://www.rnib.org.uk/xpedio/groups/public/documents/code/public_rnib004057.hcsp

Venue:

Novotel London West
One Shortlands
London W6 8DR
United Kingdom

Contact:

E-mail: techshare@rnib.org.uk

LT: e-Governance: transforming Government to Built Trust and Quality

Conference “e-Governance: transforming Government to Built Trust and Quality”

In collaboration with the Lithuanian Government and the State Tax Inspectorate as well as the Italian Ministry of Reform and Innovation in Public Administration, Eurospace is organising this one-day conference to present the 2007 edition Volume, “e-Governance: transforming Government to Built Trust and Quality”. The event will take place in Vilnius, Lithuania, on 8 October.

The aim of the conference is to provide public institutions and companies with the opportunity to be in Europe as part of an Integrating System; an example of collaboration and cooperation between public and private sectors.

The conference will break down into two sessions:

- A Plenary Session featuring presentations from politicians, researchers, and eGovernance experts on political aspects pertaining to the development of the eGovernance concept and the relation between eGovernance and eEurope;
- A Technical Session including two workshops; the first one focusing on eFinance and the second dedicated to the theme ‘Improving Quality of Decision Making’ (Projects in the Public Administration Sector- Services and Products of Private Firms)

Italian Minister for Reform and Innovation in Public Administration, Luigi Nicolais, and the Lithuanian Prime Minister, Gediminas Kirkilas will be present at the conference.

The event is free to attend and registration can be performed online.

Event website: <http://www.egovernance2007.eu/web/egovernance2007/>

Venue:

Reval Hotel Lietuva
Konstitucijos 20
LT-09308 Vilnius
Lithuania

Contact:

E-mail: progetti@eurospacegroup.com

FR: eGovINTEROP'07

eGovernment Interoperability Campus 2007 – An eGovInterop Observatory event

The ‘eGovInterop Observatory’, which has been set-up for the period 2004-2007 with the support of the European Commission in the frame of the FP6/IST Integrated Project TERREGOV, co-organises with the team of Conviction the third edition of the eGovINTEROP'07 Campus.

The aim of the conference is to create a forum for discussion between the research community, technology players and public institutions on all aspects of interoperability in eGovernment, from technical as well as from semantic, organisational and socioeconomic perspectives. The progress of the various European initiatives in the field will also be discussed.

The event is supported by the European Commission, the IDABC programme, Terregov, The European Regional Information Society Association (eris@), e-Forum, R4eGov and the French Ministry for the Budget (DGME).

About 500 attendees who are mainly from the European Union are expected to participate to the Campus. Pre-conference Tutorials and Workshops will take place on 9 October. The conference itself will feature four plenary sessions as follows:

- eGov Interoperability: Regions, States and the EU
- eGov Interoperability: a market for product or services?
- Status of eGovernment interoperability in Europe
- EU funding opportunities for eGov interoperability.

Furthermore, the conference will host 16 workshops including three special sessions, namely: the [ePractice.eu workshop on interoperability](#), the national eGovernment agencies workshop and the design issues workshop.

Participation to the event requires the payment of a registration fee of €150 for Local, regional or central administrations delegates and of €500 for other attendees. A registration form is available online at the event website.

Event website: <http://egovinterop.eu/public/page.tpl?rub=9600>

Venue:

Cité Internationale Universitaire
Paris
France

Contact:

E-mail: pilicer@conviction.fr

IT: Interim Conference on Interoperability in the iGovernment

A middle step between ESIIG I (Valencia, 2006) and ESIIG II (Rome, 2008)

[ESIIG I](#), the first Summit on Interoperability in the iGovernment which took place last November 2006 in Valencia (Spain) will take a step forward in Rome next 11 and 12 October with the Interim Conference on Interoperability in the iGovernment. The event is organised by the Regional Ministry for Consumer Protection and Administrative Simplification of the Italian Region of Lazio.

The main objectives of the Conference are the following:

- Enhancing and supporting good practices and knowledge sharing in the field of Interoperability in the iGovernment according to the priorities expressed in the Interoperability Declaration of Valencia presented during the First ESIIG;
- Analysing the state of the art of the initiatives promoted in the Interoperability Declaration of Valencia, especially the creation of the European Regional Network for Interoperability (ERNI);
- Involving national, European and international stakeholders and administrations in the organisation of the Second Summit on Interoperability in the iGovernment, expected to be organised by the Lazio Region in 2008, in order to represent as much as possible the reflection of European Regions needs in the field of Interoperability.

The Interim Conference will bring together a high-qualified institutional audience from Public Administrations across Europe together with experts and academics in the field of interoperability.

It will be a unique opportunity for best practices sharing and an advantageous chance to submit successful initiatives to the attention of European Public Administrations and to those European Commission bodies competent in the field of interoperability. The event will also be an unrivalled chance to discuss and share common objectives together with representatives from European Institutions competent in the field.

Participation in the Interim Conference on Interoperability in the iGovernment is free of charge and on-line registration is now possible.

Event website: http://www.towardsesiig2.it/conf_interop/

Venue:

Villa Piccolomini
Via Aurelia Antica, 164
00165 Rome
Italy

Contact:

E-mail: towardsesiig2@regione.lazio.it

DE: e-Gov Summit 2007

Knowledge makes the Economy

The e-Gov Summit 2007 will be held over two days in Berlin, Germany, under the slogan "Knowledge makes the Economy". The event is organised by Amt24, a network composed of IT specialists and research institutes from Germany's regions of Berlin and Brandenburg. Amt24 is committed to promote a modern and innovative eGovernment.

The objective of the conference is to provide a collaboration forum for the development of eGovernment between researchers, businesses and public administrations. Among other topics, the event will address the issue of IT-architectures and their management for interoperability in federal systems.

The event will be held in German. Participation requires the payment of a €150 fee. Members of universities and Non profit organisations may be proposed a reduced participation fee in justified cases. Registration can be performed online.

Participants are invited to make their own topics suggestions at <http://summit.amt24.de/>, since the event will incorporate elements of Open Space. The aim is to initiate an alleviated knowledge transfer and collaboration process.

Event website: <http://summit.amt24.de/index.html>

Venue:

Tagungszentrum Französischer Dom
Gendarmenmarkt 5
10117 Berlin
Germany

Contact:

E-mail: markus.ermert@amt24

ePractice/ Workshops

ePractice.eu combines online and offline activities. Workshops are held on a monthly basis, giving participants the opportunity to discuss the latest issues and cases face-to-face. Registration, agenda and participant bios are available online before each workshop.

[World e-Democracy Forum/ e-Democracy workshop](#) 4 October 2007 | Paris

[UBL Conference/ eInvoicing workshop](#) 5 October 2007 | Madrid

[eGovernment Interoperability /ePractice cobranded workshop](#) 11 October 2007 | Madrid

ePractice / People

>> New ePractice Blog

We are proud to announce the launch of the new ePractice.eu Blog. This new service provides more means to our community members to exchange points of view, information and discuss cases on eGovernment. We invite you to visit the Blog and share your 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.

Share your opinions at <http://www.epractice.eu/blog>

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