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European ePractice Newsletter

N. 213 - 27 November 2007

>> New template for good practice cases

As many users might have realised, ePractice.eu has just launched a new template for the good practice cases. Besides design changes, the enhanced version of the template offers authors new text fields and pull-down menus to provide relevant information about their eGovernment, eInclusion and eHealth projects. The new format of the ePractice.eu cases also gives more relevance to the by-line of the authors, including a picture and a link to their profile page. We encourage all members of the community to take advantage of these improvements and [log-in the portal](#) to update their personal data and their cases attending to the new requirements. If you have any doubts, you may contact our [Help Desk](#) at any time.

>> Co-branded workshop at the eGovernment Summit

As part of the eGovernment Summit in Brussels, ePractice.eu will celebrate next Tuesday, December 4th, the co-branded workshop "Effective and efficient administration in Europe - Cross-practice exchange". The one hour workshop will introduce Belgian experiences regarding eGovernment, with emphasis on the innovations and reorganisation in services and processes which have led to more effective and efficient public services and a reduction of administrative burden.

For more information, please visit <http://www.eppractice.eu/workshop/effectiveadmin>

>> European Commission eSignature workshop

Directorates-General for Informatics (IDABC Unit) and for Information Society and Media of the European Commission are jointly organising a workshop on eSignature Interoperability on December 12 in Brussels. The workshop will focus on the ways to achieve interoperability and mutual recognition of eSignatures within the Single Market. Two major studies covering interoperability issues in eGovernment applications and standardisation respectively will be presented to stakeholders and national representatives, with a view to collect their feedback and comments. [Email registration](#) is open until December 3.

More information at <http://ec.europa.eu/idabc/en/document/7277>

Please feel free to forward eppractice.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.

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Accessibility of Devices & Applications in Mobile environment

Project ADAMO was launched with the key objective to promote the access and use of mobile technologies and their applications to people with disabilities, assuming that this will benefit everyone. Participants are the 4 carriers of mobile networks in Italy (Telecom-Vodafone-Wind-H3G); Politecnico di Milano (Dept of Electronics & Information Science - School of Management); Fondazione ASPHI onlus, coordinating the project. The project players bring their knowledge of the mobile business market-place and available services, technical and scientific competence, deep understanding of the people with disabilities environment. Project objectives are: to evaluate the state of art for the accessibility of mobile devices/services currently available in the market; to promote innovative solutions, developing researches on selected topics; to survey the mobile market, investigating the level of awareness of the disability issues; to increase the awareness of the market and institutions about the importance of the subject and its effect on e-inclusion. Status/ongoing activities: accessibility testing is in progress, addressing different types of mobile services, mobile devices and technologies (browsing, downloading, video streaming, video on demand, community, dot.mobi websites) and with the direct involvement of people with disabilities. The results will be a global assessment of the real usability of the services/devices, with evidence of the problems and suggestions for improvement. Several research topics have been assigned to students of Politecnico for their final dissertation before graduation. A contest has been funded to give an award to the two best dissertations. An observatory on "ICT and disability" has been activated. Surveys and interviews to a large number of players in the mobile business market and on their offers to consumers are in progress. The results will be summarized in a report presented in a national conference.

E-inclusion of Visually Impaired People

ICT enables visually impaired persons to perform by themselves the activities they were not able to do before and which are very important for their daily personal and professional life. For this purpose they have to be well trained to use ICT. On the other hand they need to be equipped with some special assistive devices and software for training four different groups: blind from birth, partially sighted from birth, blinded adults, partially sighted adults. For those we have to define unified learning standards. They should simplify learning process and improve ICT literacy of candidates to achieve the e-Citizen Certificate.

Sámi Network Connectivity

The SNC process began with a project for the promotion of gender equality and women's entrepreneurial capacities within the Sámi villages and reindeer husbandry. In key Sámi areas access is limited and unpredictable as there is no wired infrastructure, only inconsistent wireless infrastructure, low telecom coverage and satellite coverage is expensive and intermittent. A solution has to address topographic circumstances (mountains), the fact that major areas are environmentally protected (which puts constraints on installing fixed infrastructure such as antenna towers and limits the availability of power sources), and the semi-nomadic nature of reindeer herding. It must also be accessible at an affordable

and maintainable cost. The SNC approach is based on Delay Tolerant Networks, realized by an Opportunistic Routing system using a mix of 802.11 hotspots and mobile relays. The basic premise is that, in a solution that includes a hybrid of the SNC realization of DTN and current Internet technologies, basic access to Internet communication services can be delivered to remote and nomadic communities. This is technically challenging as semi nomadism brings the notion of probability to the design. Until now the SNC system has been tested in two field trials in summer and one in winter conditions within the Sámi village's grazing district, generated cached web, e-mail and additional messaging software for DTN and – as basis for all of this – a routing algorithm (PRoPHET) with an Internet draft by Lindgren and Doria (2005), all downloadable on free and open software terms at the SNC web page. After the SNC pilot project was completed successfully in the summer of 2006 and confirmed with improved e-mail and cached web installations in 2007, the SNC project proved that a network that delivers basic Internet services can be built for the remote populations using DTN technology.

Hub@blackwell

The Hub@Blackwell was set up to enable wider access and use of the equipment that is in place for Blackwell Youth Club. Members of the community had asked about possible broader uses of the equipment, and the hub identified several main areas to promote. These included: promoting adult learning; building self esteem; reducing rural isolation; reducing social exclusion; enabling people to re-skill; to build confidence and learn new skills; to meet new friends; to return to work; increase volunteering opportunism; promote sustainability; increase participation; effective partnership working; improve service provision and access to all; promote the empowerment of community. It has developed good links with agencies and has built a positive rapport with them. The project has proved to be a success not only for the users, but for the hall, the community and the agencies. It also promotes good and effective partnership working. Although the project was only funded for an initial 3 month period, it has resourced further funding, and is now seeking to make the project a self-sustaining one. Blackwell Village Hall has benefited greatly from the hire of the hall, with the hub filling "day" bookings that are an issue for most halls.

GovWorks

Govworks offers expertise in centrally managed internet sites and information on digital screens. We make information accessible to everyone through using the latest technology, a unique and specially developed system employing the simultaneous use of pictograms and other media. The system can be used by the functionally illiterate, handicapped people, the elderly and immigrants.

Participatory Urban Planning

The Municipality of Massa (Italy) has launched an internet portal allowing moderated online discourses among the citizens on the definition of the main guidelines for the new structural plan which will be adopted in the next months by the City Council. The original character of this case is threefold: 1) on the content side: while several experiences already exist of participatory urban planning with respect to specific and limited issues (e.g. new roads, green areas etc.), this is the first time that an online discussion forum concerning a municipality act of such importance takes place well before, instead of after, the publication of the plan draft, 2) on the methodology side: the adoption of the Living Labs configuration methodology in the context of eParticipation has ensured codification of a structured and replicable approach and an easier evaluation of the trial results, 3) on the technical side: the customisation of an existing platform already implemented in other countries of Europe (Germany, Greece, UK...) has allowed to further refine and improve this technology and to enlarge its track record of successful applications. The project is framed in the context of the EU Pilot Actions 2006 in the topic of eParticipation.

EASPD Interest Group on ICT & Assistive Technologies

In 2006, EASPD (the European Association of Service providers for Persons with Disabilities) has set up an interest group on ICT & Assistive Technologies. EASPD promotes the equalisation of opportunities for people with disabilities through effective and high quality service systems in Europe. The organisation represents close to 8,000 service provider organisations across Europe and across disability. The intention is to bring together service providers with a specific expertise in ICT & Assistive Technologies to exchange models of good practice and to learn from each other. Person Centred Technologies can significantly enhance the independence and social skills of people with disabilities and their families, to enable them to fully participate in society.

Project A.P.Ri.Co

The project articulates in two actions. The plans of the first action are: 1) To increase in the school the degree of awareness and acceptance of the problem; 2) To create inside the nucleus of the class a suitable environment, both from the emotional and the psychological point of view, for the subjects with difficulty of learning; 3) To introduce in the school adequate competences on the computer compensatory instruments through the activation of laboratories and courses of computer science addressed to both young people with DSA and DSA teacher-referents. Action number two articulates in the followings footsteps: 1) To set up and to administer tests of screening addressed to children; 2) To analyse the information which support the diagnosis; 3) To realize routes of re-education, by using computer devices, which will be addressed to those children who have resulted positive to the first level of investigation.

Easy E space

Easy-E-Space is a computer network of 5 PC's, all linked with a powerful server. The network also includes a printer & a scanner. Major particularities of our solution are that all the materials (except the server) are refurbished second hands; and the software environment is open source (Edubuntu). This makes it a non-expensive solution and, obviously, a very ecological one too. On the software side, we find all what is commonly used (text editing, spreadsheet, database, sound & images) as well as an active Internet connexion. The Ministry of Social Integration supported Oxfam's initiative to install such networks in several social centres (more over these centres below in "target group description"). This financial support enabled us to install a certain amount of networks in key places, totally free of charge! In the package we offered these centres, we find the following: installation of the network, 1 year guarantee on all included material, help desk (by phone or on the spot if necessary), proper trainings (Linux & OpenOffice), Internet connexion: Oxfam pays the installation costs, and even the connexion charges for the first 12 months. Hence, the only real expense these centres had to face was to hire a person (often through a well subsidised contract) that will be responsible for the good use of the network in the centre.

My Zone

Interactive communication resources have a positive effect on children with long-term illness, who often have to remain in hospital for long periods. Thanks to computer and internet, they can keep in touch with family and friends. This contact provides a positive impulse, breaks down the isolation from the outside world and is the ideal means of combating boredom. Telenet started My Zone in co-operation with Simon&Odil, the interactive platform for sick children, the Belgian Kids' Fund, Cliniclowns and Fujitsu Siemens. Via the My Zone project, laptops and wireless internet are made available to sick children who are in hospital for short or long periods.

Telecentres.Europe

Telecenters.Europe is a network of 19 organizations working across Europe on e-inclusion. By 2010, Telecenters.Europe will be a network of viable European Telecenter projects collaborating at international level in Europe and worldwide. It will be a recognized competent organization to advise the European Union decision-makers on their strategies including e-Inclusion, e-Skills, and IT social business. By

impact, it will be a leading European Project on developing citizens' e-Skills, employing large scale information technologies for e-Inclusion, quality of life and social business.

TATE - Through Assistive Technology to Employment

TATE is a project funded through the second round of the Equal Community Programme. The project has demonstrated that by bringing two existing technologies together: assistive technology and telecare, people with a learning disability can be supported in ways not previously explored. The project has captured the imagination of the UK market. The lessons learnt from the project are being used by commissioners, providers, policy makers, family and formal carers and people with a learning disability to develop new ways of support. Using technology in this innovative way is supporting people to have more opportunities in: independence, social coherence and inclusion, virtual communities, safety, mobility, employability and employment. Clearly if a person with a learning disability is more independent and safe then their family carers also benefit in having more time to pursue their employment and leisure interests.

Communities @One

Communities @One helps people in the most disadvantaged communities in Wales get access to new technologies so they can fulfil their social, economic and cultural potential. Based in "Communities First"* areas across Wales, a team of Community Brokers works with community groups to help people engage with ICT (information and communication technologies). A grant fund was made available to voluntary and community groups to help them build projects to improve their ICT skills and ultimately their communities. The initiative aims to reach out to the people most excluded from new technologies and give them the opportunity to see what it can do for them. Grants have funded support staff, such as mentors, and equipment to make an ICT project work successfully. *Communities First is the Welsh Assembly Government's programme for targeting poverty and deprivation in the most deprived areas across Wales.

Loom web framework

Loom is a framework to develop web applications with a high degree of accessibility using the Java Programming Language. It is oriented to web developers that intend to provide a usable interface for disabled users. Loom was developed by Extrema Sistemas as a tool to develop some of our eBanking and eGovernment projects. It was open-sourced in 2007 to give others the opportunity to benefit from it for developing their own applications.

Graduate Entrepreneurship Training through IT

GET-IT (Graduate Entrepreneurship Training through IT) is a social investment program HP has rolled out in Europe Middle East and Africa in 2007 to provide young unemployed graduates (age 16-25) with IT skills to enable them to set up their own business. The programme provides IT equipment for NGOs as well as professional guidance courses for their trainers. It will enable them to offer interactive courses specifically designed to improve business IT skills of young unemployed school leavers and graduates. GET-IT will be integrated into the existing training initiatives of up to 35 non-profit organisations throughout Europe, the Middle East and Africa (EMEA) in 2007 that are already active in education and job creation. Additional 35 training centres across Europe are planned for 2008. GET-IT training courses deal with practical IT solutions for daily business challenges faced in areas such as finance, management, marketing and technology management. Each organisation will receive the IT equipment needed for the training, in addition to the learning material and professional guidance courses for trainers. The grants are worth \$40,000 per organisation.

Plain-e: Accessibility for Everyone

Plain-e-project was launched in January 2003 under the title "Plain-e: Accessibility for Everyone" with the purpose to promote accessibility of public web-services for people with learning disabilities. Plain-e especially promotes accessibility to the content and the use of plain-language. The goal is achieved educating both users and those who decide on and design public web-services; gathering information from usability tests and training for basic users with learning disabilities and distributing it to web-professionals; making statements concerning accessibility issues and web-services; publishing free guides for end users and networking with other accessibility related activities.

Sysper2 - the European Commission's Human Resource Management System

Sysper2 is the Human Resource Management information system of the European Commission. It not only supports traditional personnel administration (recruitment, career management, organisation chart, time management). Also job descriptions, performance assessments and promotions are managed. Even the matching process between staff and job vacancies is facilitated thanks to a competency management module. All 30000+ Commission staff members are users and stakeholders as Sysper2 is one of the cornerstones for staff empowerment and administrative simplification in the European Commission.

Latest News

- [AT: New eHealth cards to go national](#) 27 November 2007 | Austria
 - [PT: Schools LAN contract out to international tender](#) 27 November 2007 | Portugal
 - [CH: Records management standard](#) 27 November 2007 | Switzerland
 - [AT/EU: Open standards better for eGovernment?](#) 27 November 2007 | Austria, EU Institutions
 - [EU: New eResidence permits for Europe by 2010](#) 23 November 2007 | EU Institutions
 - [IE: Growing returns for eTaxes](#) 23 November 2007 | Ireland
 - [SI: On-line company registration for SMEs](#) 19 November 2007 | Slovenia
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AT: New eHealth cards to go national

Austria's second generation of electronic health cards will be distributed nationwide by 2010, and will include new functions.

More than half of Austria's citizens will receive a new eCard within two years. And by 2010, more than 4.6 million cards will be exchanged for new versions. First-generation cards are currently held by people who were registered as employed in 2005. The cards have to be replaced because they also include the European health insurance card for workers, which loses its validity after five years.

Use of eCards in connection with prescribed medicines will be extended to the whole of Austria next year. This 'medicine safety belt' has already been piloted by pharmacies in Salzburg as a means of monitoring mutually incompatible medicines – 138 'serious interactions' between prescribed medicines were noted during the Salzburg experiment. The use of the cards in hospitals is also set to increase.

Among the new functions on the next generation of eCards will be an electronic vaccination certificate. This will automatically remind the holder when a vaccination needs to be renewed. Paperless prescription of medicines will also be possible. Patients with conditions such as high blood pressure or diabetes will be able to use the cards to enrol in the Disease Management Programme, so that their data are always readily available.

The new cards will contain a scanned photo, probably provided by the interior ministry from its passport photo archive. However, there are no plans to include biometrics.

Further information:

- [ORF.at – Press release \(in German\)](#)

PT: Schools LAN contract out to international tender

Portugal has launched an international call for offers to equip 1 200 schools with local area networks (LANs).

The international competition to supply goods and services for the installation, maintenance, operation and management of LANs in schools was announced in the official journal, the *Diário da República*. Both primary and secondary schools will benefit from the purchases, which are a key element in Portugal's Technological Plan for Education.

Initially, bids are being sought for the provision of ready-to-run LANs and related equipment, and for three-year management, operation and maintenance packages. The Portuguese government says the networks will mean "an enormous development of schools' technological capacities". The internet "will finally arrive in every classroom" and it will be possible "to integrate it into teaching and learning, thus boosting interactivity". At the same time, the LANs will "facilitate the computerisation of school management, which will become faster and more secure".

The Technological Plan for Education consists of three main action points – technology, content and training. These "cover, in an integrated, cross-cutting way, all the fields related to the modernisation of the education system in Portugal". The aim is to "modernise and improve schools, teaching methods and the results achieved by the students".

Further information:

- [Plano Tecnológico – Press release \(in Portuguese\)](#)

CH: Records management standard

The Swiss federal administration has adopted the eCH-0038-Records Management Framework model as a federal standard for eGovernment.

The standard treats records management as a process-oriented approach to information management. Using a reference model, it demonstrates the strong linkage between records management and process management – "administrative work is essentially information work". So information management is essential to the guidance, coordination and control of eGovernment activities. The reference model promotes a holistic view of organisation, processes and technologies. Decisions on an administration's information management can be reached and implemented on the basis of mutual understanding.

There is a strong emphasis on the reliability of information. "eGovernment needs a unified, action-oriented definition of information quality." Once the criteria for information quality have been set, appropriate processes and measures for document handling should be derived from them. Records management should accompany the entire life cycle of an administrative process, right up to the archiving or destruction of the documents.

Records management "concerns both structured and unstructured information in the form of electronic data or documents (e.g. internal databases for finance and accounting services, specialised applications, Office applications, e-mail, etc.)". The reference model is a Swiss adaptation of ISO 15489.

Further information:

- [eCH Press release \(in German\)](#)

AT/EU: Open standards better for eGovernment?

At a conference in Vienna, experts from Austria and the EU pointed to the problems that can arise when proprietary document formats are used in public administrations.

According to the Austrian public service broadcaster, ORF, participants at a meeting of the Specialist Group on Company Consultancy and IT (UBIT) warned of long-term risks if different formats are used for the processing and storage of data. They said that administrations should use open, standardised formats in order to ensure that documents are generally accessible. A standard format would facilitate citizens' use of documents downloaded from municipal websites and would avoid communication problems between companies and public administrations.

Barbara Held, a Second National Expert at the European Commission, is quoted as recommending the Open Document Format (ODF) which "already has the blessing of the International Organisation for Standardisation (ISO)". In that way, citizens would no longer be obliged to buy certain products.

The ORF reports that Microsoft, with the assistance of the computer standardisation organisation ECMA, is also seeking the ISO's blessing for its XML-based format Office Open XML (OOXML). However, the ECMA "recently failed" in a bid to secure fast-track approval, after "tough struggles" within the relevant bodies. A decision on the future of the OOXML standardisation process will be taken "in the spring of 2008".

"At present, the power of installed software is on Microsoft's side," Austria's head of federal ICT strategy Roland Lediger pointed out. "A few years ago, the Federal Chancellor's Office was still receiving 150 000 paper documents per month. Now, it's down to just a fraction of that. But in the meantime, we're getting 200 000 documents a month in electronic form. The question is how we are going to receive and protect the data in future." Erwin Gillich, head of computing for the city of Vienna, added that ODF enables software firms to offer interoperable products, thus ensuring a wider range of choice.

Further information:

- [ORF.at – Press release \(in German\)](#)

EU: New eResidence permits for Europe by 2010

Plans are under way to introduce a new uniform eResidence permit for all 27 EU Member States. The new cards are expected to use the latest smart card technology, allowing them to store biometric data securely.

The European Union is scheduled to adopt a new Regulation before the end of the year that will introduce a uniform eResidence permit for all 27 Member States. The harmonisation is intended to improve document security and make it easier to verify the entitlement to residence of third-country nationals.

A technical specification is due to be published by 2008 that will ensure compatibility between all electronic residence cards, EU-wide. The new European eResidence permit will then be rolled out in all Member States within a two-year period following release of the specification. The specification will include two biometric identifiers – a facial image and two fingerprints. Data stored on the chip integrated into the electronic residence card will be encrypted and can be transmitted either via the contacts on the chip surface or 'contactlessly'.

A working model of the future EU eResidence Permit has recently been unveiled by [Giesecke & Devrient](#) (G&D), a leading global provider of smart cards and ID documents. "The card we are unveiling (...) shows that our solutions already meet all the requirements of the EU Commission," said Hans Wolfgang Kunz of G&D. Depending on country-specific requirements, the chip proposed by G&D can also incorporate other applications which could, for example, allow cardholders to access eServices or provide on-line authentication of their identity.

Scheduled for introduction from 2010, the eResidence permit could act as a temporary entitlement to residence, permanent residency permit, or a visa. It is estimated that 20 million people within the EU require such a permit. The new eResidence permit will replace the labels used to date, which no longer meet increasing security demands.

Further information:

- [PublicTechnology.net](#)
 - [SecurityDocumentWorld.com](#)
 - [Giesecke & Devrient](#)
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IE: Growing returns for eTaxes

The [Irish Revenue Commissioners](#) office has announced another substantial increase in the number of tax returns submitted on-line through its [Revenue On-line Service](#) (ROS).

The Revenue Commissioners' on-line service is winning over more and more converts with over a quarter of a million Irish citizens opting to file their tax returns electronically this year through ROS. By midnight on 15 November, the tax deadline for electronic submission, a total of 279 020 income tax returns had been filed through ROS – an increase of 14 % on last year when 244 114 returns were processed on-line.

A record number of returns were successfully filed on the last day when 37 000 people logged on to send in their returns. This provided a challenge for the ROS Helpdesk which remained open until midnight on the last day and took over 1 750 calls from members of the public regarding the on-line filing of tax returns.

On-line payment of taxes also saw a significant increase, with 99 000 payments made on-line this year as compared to 86 000 last year. The total payment of tax via the web for 2007 is estimated at over €2.28 billion, up from €2.2 billion last year and €1.4 billion in 2005.

ROS is one of the Irish government's flagship eGovernment services and has won a number of awards since going live in September 2000. In July 2003, it was awarded a European eGovernment 'label' and in November 2005 it won the 'Impact' award at the eEurope Awards for eGovernment. The ROS system is continuing to expand and develop. New services in the pipeline include eStamping and eRegistration.

Further information:

- [ENN News article](#)
 - [Irish Revenue Commissioners office](#)
 - [Revenue On-line Service \(ROS\)](#)
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SI: On-line company registration for SMEs

A recent change in legislation in Slovenia has opened the doors to on-line registration for certain small and medium-sized companies (SMEs).

The Slovenian Parliament has recently adopted an amendment to the act on company registration which will make it possible, as of February 2008, for sole proprietor limited liability companies to apply for company registration on-line.

All procedures for establishing and applying for registration in the national company register will be possible through the [e-VEM](#) national portal (one-stop-shop portal) using a qualified digital certificate. All other types of company will still need to ask a notary to carry out the on-line application for registration on their behalf.

Companies will be able to complete a variety of official procedures electronically through the e-VEM portal, including application for a tax identification number, registration and deregistration of employees in the compulsory social security scheme, requests for modifications in the company register, applications for permits, and submission of official documents and tax data.

Further information:

- [e-VEM portal \(in Slovenian\)](#)
 - [e-VEM news \(in Slovenian\)](#)
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Latest Publications

- [EU/GL: Report on the Advancement of the knowledge society](#) 6 May 2005 | Asia, EU Institutions, North America, Switzerland
 - [EU: An Information Society Open to All](#) 14 September 2005 | EU Institutions
 - [EU: Thematic Study on Combating Social Exclusion](#) 28 February 2006 | EU Institutions
 - [EU: Administrative reform in EU countries – Fact sheets on E-Government](#) 30 March 2006 | Pan European
 - [EU: eGovernment City Models](#) 9 July 2007 | Pan European
 - [UK: Digital Dialogues – Second Phase Report](#) 2 August 2007 | United Kingdom
 - [EU: Preliminary Study on Mutual Recognition of eSignatures for eGovernment applications](#) 22 November 2007 | Croatia, EU Institutions, Turkey
-

EU/GL: Report on the Advancement of the knowledge society

Complete title:

**Advancement of the knowledge society
Comparing Europe, the US and Japan**

Authors: L. Ellermann; I. Meyer; D. Roncoszek; W.B. Korte

Description (short summary):

The report provides results on the advancement indicators of the knowledge society generated as part of the EUFORIA project. The EUFORIA project was commissioned by the European Foundation for the Improvement of Living and Working Conditions ([Eurofound](#)) in the context of its four-year research programme, 'Analysing and anticipating change to support socio-economic progress 2001-2004'.

The results provided are those of the Member States of the former EU-15. They are enhanced where possible by data from the previously acceding and candidate countries, as well as from the United States and Japan.

Copyright information:

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Original URL: <http://www.eurofound.europa.eu/publications/htmlfiles/ef0403.htm>

Languages available: EN

Number of pages: 46

EU: An Information Society Open to All

Complete title:

**An Information Society Open to All
Factsheet 12**

Authors: Directorate-General for Information Society and the Media of the European Commission

Description (short summary):

A factsheet published by the Directorate-General for Information Society and the Media of the European Commission, the present document focuses on the theme of 'eAccessibility for all' by asking the following question: Will information and communication technologies enrich and empower the lives of vulnerable groups or become an additional obstacle for them?

Issued the day after the adoption of the European Commission's Communication on eAccessibility on 13

September 2005, the factsheet gives an general overview of the European and national projects and achievements in this area.

Original URL: http://ec.europa.eu/information_society/newsroom/cf/itemlongdetail.cfm?item_id=2133

Languages available: EN

Number of pages: 2

EU: Thematic Study on Combating Social Exclusion

Complete title:

**Thematic Study to Analyse Policy Measures to Promote Access to Information Technologies as a Means of Combating Social Exclusion
Final Report**

Authors: Empirica, Gesellschaft für Kommunikations- und Technologieforschung mbH (Germany), the Work Research Centre (Ireland), and the University of Bath (United Kingdom).

Description (short summary):

The present study was commissioned by the Directorate-General for Employment, Social Affairs and Equal Opportunities of the European Commission (DGESA) with the objective to understand the developments towards a Knowledge Society, involving the widespread application of Information and Communication Technologies (ICTs).

Its specific objectives are the following:

- To identify risks and opportunities in relation to poverty and social inclusion that come with the rapid maturing of the Knowledge Society;
- To identify policy measures and programs that are successful in addressing these risks and opportunities;
- To outline the key elements necessary for the development of more coherent, strategic and integrated approaches which ensure that policies in relation to ICT reinforce other policies to promote social inclusion.

Such research was conducted notably by gathering information on successful national policies and programmes in place (developed by the national authorities, social partners or Non Governmental Organisations (NGOs) in 12 selected countries).

Copyright information:

Any reproduction or republication of this draft report as a whole or in parts without prior authorisation is strictly prohibited. Bonn, February 2006

Original URL: http://www.empirica.biz/empirica/themen/einclusion/material_en.htm

Languages available: EN

Number of pages: 222

EU: Administrative reform in EU countries – Fact sheets on E-Government

Complete title:

**Administrative reform in EU countries
Fact sheets: E-Government**

Authors: Formez

Description (short summary):

Formez is a non-profit association established by the Italian State and bringing together the Public Administration Department of the Prime Minister's Office and representatives of regional and local administrations. Tasked among others with conducting various research works, Formez aims to support the modernisation, competitiveness, efficiency of the Italian public administration at all levels of government, as well as to promote the internationalisation of public administration.

Based on a research conducted by Formez and published in 2006, the present document gives an overview of the eGovernment policies and strategies in each of the EU-25 countries.

Original URL: <http://unpan1.un.org/>

Languages available: EN

Number of pages: 15

EU: eGovernment City Models

Complete title:

e-Government City Models: Cases from European Cities

Authors: Barcelona City Council with the contribution of the e-Government Working Group of the EUROCITIES Knowledge Society Forum

Description (short summary):

This study is part of the work of the e-Government Working Group of the EUROCITIES Knowledge Society Forum (TeleCities), led by the Barcelona City Council.

The study analyses some of the most outstanding models of local eGovernment as adopted by the following European cities: Barcelona, Birmingham, Munich, Stockholm, The Hague, Turin and Vienna. The description provided covers the public services delivery models of these cities, stretching from take-up to implementation, and from organisational change to services promotion.

Copyright information:

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© author: José Ramón Rodríguez Bermúdez

Original URL: http://www.eurocities.org/include/lib/sql_document_card.php?id=5131

Languages available: EN

Number of pages: 152

UK: Digital Dialogues – Second Phase Report

Digital Dialogues

Second Phase Report, August 2006 - August 2007

Authors:

Hansard Society eDemocracy Programme's Research Team

Ross Ferguson – Director, Barry Griffiths – Project Manager, and Dr Laura Miller – Researcher

Description (short summary):

The Hansard Society, a British independent political research and education charity with expertise in the field of eDemocracy was commissioned by the UK's Ministry of Justice to carry out a review in relation to the Ministry's Digital Dialogues Project.

The Digital Dialogues Project was launched in December 2005 with several objectives: to encourage the use of information communication technology tools by central government; build the capacity of officials to conduct online public engagement exercises; measure and analyse online participation rates; and investigate the impact of government's online engagement activities.

The present report is an independent review of ways in which central government can use information and communication technology (ICT) to enable and enhance public engagement. The report is based around evaluations of 12 case studies.

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Original URL: <http://www.digitaldialogues.org.uk/secondreport>

Languages available: EN

Number of pages: Executive summary: 7; Full report: 159

EU: Preliminary Study on Mutual Recognition of eSignatures for eGovernment applications

Complete title:

Preliminary Study on Mutual Recognition of eSignatures for eGovernment applications Report

Authors: Siemens - Time.lex for the IDABC programme

Description (short summary):

The background of the present report is the European Community Programme for the Interoperable Delivery of pan-European eGovernment services to public Administrations, Businesses and Citizens ('IDABC Programme'). The report is part of a larger study whose objective is to analyse the requirements in terms of interoperability of electronic signatures for different eGovernment applications and services, taking into account the relevant provisions of Directive 1999/93/EC of 13 December 1999 on a Community framework for electronic signatures and their national implementation.

The [first phase](#) of the study provided an extensive overview of currently existing or envisaged relevant eGovernment applications making use of electronic signatures in the EU-27 Member States + Croatia and Turkey. Relevant information has been collected and a profile has been drafted per country, indicating among others the applicable technical restrictions regarding interoperability with non-national electronic signatures.

The present phase of the study analyses the national country profiles by detecting similarities and differences and, on the basis of this comparison, provides an assessment from the perspective of interoperability for cross-border eGovernment services in Europe, and includes a list of recommendations aimed at Member States and the European Commission.

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Original URL: <http://ec.europa.eu/idabc/en/document/6485>

Languages available: EN

Number of pages: 168

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.

[Effective and efficient administration in Europe](#) 4 December 2007 | Brussels (Belgium)
[eldentity workshop](#) 14 February 2008 | Brussels (Belgium)
[eInclusion: Users voice](#) 21 February 2008 | Brussels (Belgium)
[Management - eHealth](#) 6 March 2008 | Brussels (Belgium)
[eInclusion: Ageing well](#) 14 April 2008 | Brussels (Belgium)
[ePractice](#) 19 May 2008 | Brussels (Belgium)
[eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
[Municipal eGovernment](#) 10 July 2008 | Brussels (Belgium)
[eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
[Administrative burden](#) 23 October 2008 | Bremen (Germany)
[eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)

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

Upcoming Events

- [ES: Tecnimap Gijón 2007](#) 27 - 30 November 2007 | Spain
 - [NL: Conference on EU Information and Communication in the Enlarged Europe](#) 29 - 30 November 2007 | Netherlands
 - [DK: International RoboBraille Conference](#) 30 November 2007 | Denmark
 - [BE: BroadBand Europe 2007](#) 3 - 6 December 2007 | Belgium
 - [BE: European Commission eSignature Workshop](#) 12 December 2007 | Belgium
 - [IT: Congress on e-learning and e-government](#) 13 December 2007 | Italy
 - [ES: Second European Observatories Summit](#) 24 - 25 January 2008 | Spain
 - [SI: eGovernment Conference 2008](#) 11 February 2008 | Slovenia
-

ES: Tecnimap Gijón 2007

10th Congress on Information Society for the Modernisation of Civil Services – ‘Administration 2.0: New services, New rights’

The 10th edition of Tecnimap will take place over four days in Gijón, Spain. It is organised by the government of the Principality of Asturias and Gijón City Council in association with the Spanish Ministry of Public Administrations. Every year, this event brings IT representatives from different levels of public administration together with eGovernment experts and the industry for those to exchange experiences, ideas and projects in the field of information technologies and public services.

Over 5 000 participants are expected to attend this edition together with 250 companies and news agencies. During four days of lectures, roundtables and workshops, eGovernment issues will be addressed and discussed. This year’s edition theme is ‘Administration 2.0: New services, New rights’. Focus will be placed among others on laying down the foundations of Spain’s recently adopted Law on Citizen’s access to public services. The exhibition area will again feature demonstrations of concrete solutions to problems facing public authorities.

For the first time, a forum will be held at Tecnimap for citizens to present their opinions and suggestions regarding the electronic modernisation process of public administrations. Another novelty in this year’s edition is the granting of three awards; one for each level of government in Spain. The awards winners will be the most outstanding initiatives that enable communications between citizens and administration, promote and simplify access to public services and allow for citizen participation.

Participation is free-of-charge both for Spanish civil servants at any level of government and for public sector representatives from other countries. The deadline for papers submissions will be announced in due time.

Event website: <http://www.tecnimap.es/Tecnimap/default.aspx>

Venue:

Gijón Trade Fair
Paseo del Doctor Fleming, no. 481
33203 Gijón
Spain

Contact: E-mail: secretaria.tecnimap@gijon.es

NL: Conference on EU Information and Communication in the Enlarged Europe

Keep Ahead with EU Information and Communication in the Enlarged Europe: EU Information and Communication Strategies - Communicating Europe, Openness, Transparency and Access to Documents

This conference is organised by the European Institute of Public Administration (EIPA) and will take place in Maastricht, the Netherlands, on 29-30 November. It will address the information implications of the evolving policy-making processes in the EU and the role of information and communication in the debate on improving European governance, as well as the latest developments regarding access to documents (acts of the community institutions and other bodies such as agencies).

Furthermore the event will discuss the new developments in the area of products and services related to European information (EUR-lex, EU publications, Eclax database, Ipex) by scrutinising these initiatives and analysing their strengths and drawbacks. The conference will also explore which issues need further attention in the near future. To this end, new initiatives regarding new dialogue methods and technology (i.e. eParticipation and eConsultation) such as EU-Tube, will be discussed.

This conference is aimed at those working in the field of European affairs within the EU institutions and other international organisations, but also national, regional and local government, academia, research organisations and think-tanks, NGOs, professional and trade associations, as well as information professionals, documentalists and business representatives. About 100 participants are expected to attend.

Attending requires the payment of a €700 fee and registration can be performed online.

Event website: <http://www.eipa.eu/en/activities/show/&tid=1837>

Venue:

European Institute of Public Administration
Green conference room (1.45)
O.L. Vrouweplein 22
6211 HE Maastricht
The Netherlands

Contact: E-mail: j.groneschild@eipa-nl.com

DK: International RoboBraille Conference

RoboBraille – Towards an accessible and inclusive information society

An eTEN project, RoboBraille is an email-based translation service capable of translating documents to and from contracted Braille and to synthetic speech. Users submit documents (e.g., text files, Word documents, HTML pages) as email attachments. The translated results are returned to the user via email, typically within a matter of minutes. The service is available free of charge to all non-commercial users.

This conference, to take place in Sorø, Denmark, on 30 November, is organised by The RoboBraille consortium and Synscenter Refsnæs, the Danish Center for Visual Impairment for Children and Youth, with the support of the European Commission.

Following the successful validation of RoboBraille amongst visually impaired users throughout Europe, a handful of speakers will intervene at the event to give their views and perspectives on how the RoboBraille-service and similar ICT solutions can be used to create a more accessible and inclusive information society.

Participation to the conference is free. Those wishing to participate are invited to send a mail with their contact details to: conference@robobraille.org. Seats will be allocated on "first come, first served" basis.

Event website:

<http://notesnet.dk/websites/acj/robobraille.nsf/all.lookup/7ADC188D5EDE0657C125737D007A21A2?OpenDocument>

Venue:

Banquet Hall (Festsalen)
Sorø Akademis Skole
Hovedbygningen
Akademigrunden 8
4180 Sorø
Denmark

Contact: E-mail: conference@robobraille.org

BE: BroadBand Europe 2007

BBEurope 2007 Conference

BBEurope 2007 is organised with the support of the European Commission. This European Forum dedicated to broadband will take place over four days in Antwerp, Belgium from 3 to 6 December.

The event will feature exclusive scientific presentations on broadband projects research results, semi-scientific commercial presentations from agencies and municipalities, and semi-commercial presentations from companies on broadband products and services. Speakers will include representatives from the European Commission, government agencies, standardisation bodies, professional organisations, world-wide Industry representatives, R&D centres and the Academia.

The conference programme will focus on Broadband Drivers (such as eHealth and eGovernment) & Broadband Applications. Among other topics, the programme is likely to cover regulatory, legal and security issues, national broadband strategies and standardisation. The call for papers is open until 1 September 2007.

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

Venue:

Antwerp
Belgium

Contact: E-mail: peter.vandaele@intec.UGent.be

BE: European Commission eSignature Workshop

Towards Interoperability and Mutual Recognition of eSignatures

Directorates-General for Informatics (DIGIT/IDABC unit) and for Information Society and Media (INFSO) of the European Commission are jointly organising a Workshop on eSignature Interoperability on 12 December 2007 in Brussels, Belgium.

The event will focus on ways to achieve interoperability and mutual recognition of eSignatures within the Single Market in accordance with the Directive 1999/93/EC of 13 December 1999 on a Community framework for electronic signatures ('eSignatures Directive').

Aimed at the main stakeholders and representatives from the Member States, the workshop will present in detail the results of two studies that were commissioned by the European Commission, namely:

- The [Preliminary study on mutual recognition of eSignatures for eGovernment applications](#) (IDABC study) which gives a clear overview of the interoperability problems in the area of eGovernment services and contains conclusions and recommendations for addressing these issues;
- The Study on the standardisation aspects of eSignature (INFSO study), assessing the relevance of the standardisation model underpinning the eSignatures Directive. This study is available at: http://ec.europa.eu/information_society/eeurope/i2010/studies/studies_ongoing/index_en.htm.

Following both presentations, the experts participating in the workshop will be able to provide their feedback during panel discussions.

Registration to the Workshop will be open until December 3, 2007. Those wishing to participate are invited to send their details to [Registration](#) as the attendance will be limited to a maximum of 100 participants.

Event website: <http://ec.europa.eu/idabc/en/document/7277>

Venue:

Centre Borschette (CCAB)
Room AB-1A
Rue Froissart 36
1049 Brussels
Belgium

Contact: E-mail: gzim.ocakoglu@ec.europa.eu (DG DIGIT/IDABC) and Claire.sion@ec.europa.eu (DG INFSO)

IT: Congress on e-learning and e-government

Government and education strategies for the knowledge society

This one-day event is organised on behalf of the University of Teramo in the frame of project E-learning '[Share](#)' (Minerva/Socrates). It will be held Italian on the university campus.

In a knowledge society, learning processes are not anymore the monopoly of schools and universities; they are also located in the innovation processes of all organisations. Within public organisations in particular, next to traditional communication methods there is a need for eLearning processes aimed at citizens for those to be able participate in the decision making process.

In this context, the 'Congress on e-learning and e-government' will gather Italian experts of the eGovernment and eLearning fields with a view to address an essential question: Is eGovernment achievable without eLearning?

Papers can be submitted until 30 August. Participation to the event is free-of-charge and registration can already be made on-line.

Event website: <http://www.elearningeinnovazione.org/e.php?idevt=9>

Venue:

University of Teramo
Campus Coste S.Agostino
64100 Teramo
Italy

Contact: E-mail: msandrini@gmail.com

ES: Second European Observatories Summit

Measuring the Information Society

The Spanish Telecommunications and Information Society Observatory **red.es** is organising the 2nd European Observatories Summit: "Measuring the Information Society".

The Summit will be held in Madrid on 24-25 January 2008 and will host the 2nd workshop of the epractice Observatories network.

The main objective of the event is to share studies, experiences and methodological initiatives about ICT researches between Observatories and Institutions. The following topics will be covered:

- Core indicators and measurement of ICT, and best practices in coordination experiences;
- Studies on: eGovernment, eBusiness, eInclusion, eHealth, eLearning, eCommerce, eSkills, ICT Sector etc.

The goal of the event is to promote synergies between ICT Observatories and to reach an agreement regarding methodological strategies and harmonised ICT indicators.

Top-level speakers from the most representative Institutions involved in the measurement of ICT in Europe, as well as experts from ICT Observatories, research centres and other related Institutions will be present at the event.

Event website: <http://observatorio.red.es/>

Venue:

Ministry of Industry, Tourism and Trade
Paseo de la Castellana, 160
28071 Madrid
Spain

Contact: E-mail: observatorio@red.es

SI: eGovernment Conference 2008

eGovernment Conference 2008 – "Alliance with Users" – A Slovenian Presidency event

This major eGovernment Conference will take place on 11 February 2008, in Brdo, Slovenia within the frame of the "eGovernment days" (11-13 February). It is organised by the Slovenian government on the occasion of the Slovenian Presidency of the European Union.

The eGovernment days are specially designed to exchange knowledge, ideas and future plans about eGovernment between those in charge of the development of eGovernment: policy makers and high-level IT experts in Public Administration, as well as Universities and Industry.

Placed under the theme "Alliance with Users", the one-day eGovernment Conference 2008 will highlight the three policy priorities of the Slovenian Presidency in the area of eGovernment, namely: interoperability, eParticipation and eInclusion, reduction of administrative burden. In an era of highly developed information technology, those elements are essential for a better public administration. A set of plenary sessions as well as interactive and rolling on live cases presentations will revolve around those three core priorities.

The conference theme is to be understood as the need to form an alliance with users and to take steps together in the mentioned policy areas, towards the creation of a modern public administration.

On-line registration will be available at the event website just before the issuance of email invitations.

Furthermore, on the next two days following this first event, the eGovernment days will feature the mid-term IDABC conference under the auspices of the Slovenian Presidency; the [Mid-term IDABC Conference "IDABC and beyond"](#), organised by the IDABC programme of the European Commission's General Directorate for Informatics.

Event website: <http://www.egov2008.gov.si/>

Venue:

Brdo
Slovenia

Contact: E-mail: N/A

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