



<http://epractice.eu/>

European ePractice Newsletter

N. 232 - 29 April 2008

>> Last seats available for eHealth professionals at the Mid-Term workshop

The ePractice.eu portal will celebrate on May 19 a special Mid-Term workshop which aims to bring together professionals from the eGovernment, eInclusion and eHealth domains to discuss best practices in e-transformation from the European perspective. Afternoon sessions discussing cases related to eGovernment and eInclusion are already fully booked, but there are still some seats available for professionals from the eHealth domain, who are specially encouraged to participate in this unique hands-on learning and networking event. The free one-day workshop will be held in Brussels, with the presence of high-level officials responsible of the eGovernment, eInclusion and eHealth European policies and relevant experts from the private and public sectors. For registration and agenda details visit epractice.eu/workshop/ePracticeMidTerm

>> “Linking up eGovernment: Building a Digital Europe” workshop

ePractice.eu invites European eGovernment stakeholders to participate in the “Linking up eGovernment: Building a Digital Europe” workshop to be held in Brussels on May 6. The different pathways towards a European administrative sphere will be identified and discussed during the seminar, in order to identify points of leverage at which policy would be most effectively aimed. Please register online at epractice.eu/workshop/LinkingUpeGov

>> Article: “Making the clinical process safe and efficient using RFID healthcare”

Written by Elena Sini, Paolo Locatelli and Nicola Restifo, the article presents a project of implementing Radio Frequency Identification (RFID) technology in blood transfusion systems with the aim of enhancing safety, transparency and quality at the Italian National Cancer Institute. The full article is available at the [European Journal of ePractice](#).

>> IDABC event - launch of SEMIC.EU

The Semantic Interoperability Centre Europe project aims to build a platform for interoperability assets and services available to the public sector and its stakeholders in Europe, focusing on semantic (ie. content) interoperability. The official launch of the SEMIC.EU website will be in Brussels on June 17. The new virtual communication platform will facilitate the creation of expert communities, and will provide a public web repository on semantic interoperability issues. Learn more [here](#).

>> CAMSS Info Day

A special event on CAMSS will take place on 28 May 2008, in Brussels. CAMSS, an initiative of the European Commission's IDABC programme, aims at initiating, supporting and coordinating the collaboration between volunteer Member States in the definition of a "Common Assessment Method for Standards and Specifications" and sharing of the assessment study results for the development of eGovernment services. The event will focus on the presentation of CAMSS and its achievements, and will be open to discussion with the stakeholders. More information [here](#).

Latest Cases

- [ePrescript](#) 25 April 2008 |
- [Irish Government's eTenders Portal](#) 25 April 2008 |
- [Pilot for the effective health monitoring in remote areas](#) 22 April 2008 |
- [Network for Innovative development of the Mazovia Region](#) 22 April 2008 |

Editor's Choice of the week: [EUCARIS, the European car and driving licence information system](#)

ePrescript

The primary objective of ePrescript is to market validate two complementary e-Prescription prototypes (ePrescribe and eTranscript) in three European markets (Belgium, Poland and Ireland), additionally to existing prescription tools integrated in Electronic Healthcare Record systems yet used in the pilot sites.

Irish Government's eTenders Portal

In conjunction with the Department of Finance in Dublin, Millstream has developed and operates Ireland's national eProcurement portal. The portal has been extremely successful and has helped to standardise tendering processes into one online system for both purchasers and suppliers. It has engaged more suppliers in the Irish procurement market and has been an effective tool for managing both high and low value contracts. The portal delivers reliability and speed of response and is flexible in terms of introducing new modules as and when the market requires. It operates in dual language, provides essential information on legislation and regulations and is supported via email and telephone by Millstream's dedicated support team.

Pilot for the effective health monitoring in remote areas

The project introduces the provision of value-added healthcare services in the Greek rural areas. The success of the project lies on its impact on the quality of lives of the end-users, the citizens/ patients. The Mobinet GP pilot has been designed with the aim to facilitate healthcare professionals in completing every-day tasks and providing quality services to all citizens. It is being implemented by the health units that operate under the 2nd Regional Healthcare Authority of the Region of Central Macedonia so as to enhance access to specialized services in remote areas. The project generates significant social benefits and enables healthcare professionals to allocate their time in an efficient and effective manner, as they are able to manage more patients, since telemonitoring allows the simultaneous monitoring of the health status of multiple patients. Patient management and also, data management for each patient is improved, facilitating medication management and the completion of administrative tasks for the healthcare professionals.

Network for Innovative development of the Mazovia Region

The support provided within the frame of the project was a highly innovative one. For the first time in Poland attendees of the workshops and trainings had an opportunity to get familiar with current European knowledge on modern ICT utilisation in public sector. The crucial element of the knowledge transfer process were the study trips which were the response on the clear demand of the regional self – government units signalled during works on “Strategy of eDevelopment of Mazovia Region for years 2007 – 2013”. The representatives of the institutional final beneficiaries had an opportunity to get familiar with the best project carried out in Finland, Spain, Italy and Great Britain. Within the frame of support forms offered during the project realisation (workshops and study visits) the Association acquainted the final beneficiaries with European standards of IS development in leading (in that field) EU countries. Due to lack of materials and staff on IS development available in Polish, which is a serious problem in Poland, during the project realisation a set of ERIS@ and ELANET reports and guides was translated and elaborated. This documents are currently available on – line on project's website. The high quality of the trainings was guaranteed by the experts of the Association (i.a. participating in European research projects) as well as by the best Polish domain specialists. The SIRMA project allowed creating a brand new resource of knowledge on regional eDevelopment in Polish i.a. by: - transferring to Poland European methodology of strategic programming in the field of innovation and IS development at regional level - gathering unique organizational experience concerning realization of the project of such scale and subject matter.

Latest News

- [EU: Fingerprinting Passports](#) 29 April 2008 | Pan European
- [EU: i2010 is starting to deliver](#) 28 April 2008 | EU Institutions
- [FR: New website to facilitate tax declarations online](#) 28 April 2008 | France
- [DE: eCards for German civil servants](#) 28 April 2008 | Germany
- [GR: Greek municipalities going digital](#) 25 April 2008 | Greece
- [DE: Data swap norms](#) 25 April 2008 | Germany
- [UK: Welsh Assembly launches new eDemocracy services](#) 25 April 2008 | United Kingdom
- [GR: 'Smart' buses and stops give Greeks better transport system](#) 25 April 2008 | Greece
- [UK: NHS Choices and UK online centres team up to provide health information to all](#) 25 April 2008 | United Kingdom
- [INT: Digital Homecare Book – Call for Chapters](#) 24 April 2008 | International Organizations
- [HU: Electronic submission of requests for Hungarian farmers](#) 23 April 2008 | Hungary
- [HU: Accelerating court procedures](#) 23 April 2008 | Hungary

EU: Fingerprinting Passports

According to a recently published paper electronic passports with an embedded RFID (Radio Frequency Identification Device) chip are vulnerable to detection and tracking.

In their “Fingerprinting passports” paper, researchers Wojciech Mostowski and Erik Poll from [Radboud University](#), the Netherlands and Henning Richter of [Lausitz University of Applied Sciences](#), Germany, assert having been able to reliably detect the presence and identify the nationality of electronic passports.

The paper’s abstract explains that “passports issued nowadays have an embedded RFID chip that carries digitally signed biometric information. Access to this chip is wireless, which introduces a security risk, in that an attacker could access a person’s passport without the owner knowing. While there are measures in place to prevent unauthorised access to the data in the passport, we show that it is easy to remotely detect the presence of a passport and determine its nationality. Although all passports implement the same international standard, experiments with passports from ten different countries show that characteristics of each implementation provide a fingerprint that is unique to passports of a particular country”.

Proposed countermeasures are included in the conclusions.

Further information:

- [Fingerprinting passports paper](#)
- [Radboud University Nijmegen](#)
- [Lausitz University of Applied Sciences](#)

EU: i2010 is starting to deliver

More than 250 million Europeans regularly use the Internet, says the mid-term progress report of the European Commission on i2010, the European Union’s (EU) digital-led strategy for growth and jobs.

Since its adoption in 2005, i2010 has led to a firm commitment to promoting ICT at EU and national levels. As of 2007, all Member States consider ICT development as one of the main achievements in their structural reform programmes. From their side, EU institutions have encouraged the building of a single market for online services and increased research funding.

Besides the increase of the regular use of the Internet in the EU, the report “[Preparing Europe's digital future. i2010 Mid-Term Review](#)” reveals that 80 % of Europeans regularly using the Internet have broadband connections, while 60 % of public services in the EU are fully available online. Furthermore, two thirds of schools and half of doctors make use of fast Internet connections, thanks to a strong broadband growth in Europe.

The EU has the world's largest developed consumer market and 100 million broadband Internet connections and is thus well placed to reap the economic benefits of ICT. In other words, the Mid-Term review finds that i2010 is starting to deliver.

In this favourable context, the report addresses the key challenges for 2008-2010, namely:

- To boost research performance, EU-funded Joint Technology Initiatives on nanoelectronics and embedded systems, eHealth and risky high-tech research will become operational in 2008.
- To encourage use of new online technologies, the Commission will publish a Guide to EU Users' Digital Rights and Obligations later in 2008.
- To launch large-scale projects to support pan-European public services like the cross-border operation of electronic identity or electronic signatures.

Further information:

- [i2010 – Strategy for an innovative and inclusive European Information Society – General factsheet 35](#)
- [Full press release – Rapid IP/08/605](#)
- [Communication “Preparing Europe’s digital future. i2010 Mid-Term Review”](#)

FR: New website to facilitate tax declarations online

The French tax administration released a [new website](#) providing useful information to facilitate online tax declaration in 2008.

The new site includes two main areas: one designed for those who will perform the online declaration for the first time this year, the other aimed at users who already declared their income through the Internet in 2007.

New comers can create their personal subscription space at the French portal for Taxes www.impot.gouv.fr whereas last year users are requested to make sure that they still have access to their personal space.

The online pre-filled tax declaration will be made available online to both types of users as of 2 May 2008. Validation will be easy for users that will only have to check their declaration, fill in likely missing information if needed, and submit it online.

The new website also informs on the advantages of the online declaration (€20 tax discount for the first online declaration, additional time to return the document, etc) while providing a calendar to perform it.

Further information:

- [Service.public.fr – Press release \(in French\)](#)
- [New information website for the online tax declaration \(in French\)](#)
- [French tax portal \(in French\)](#)

DE: eCards for German civil servants

Germany’s federal civil servants are to receive special ‘smart’ cards for access control, work time recording and a range of other functions.

A regulation which came into force on 15 April 2008 clears the way for the introduction of electronic IDs throughout the federal administration. They will replace the paper IDs currently used, which have remained unchanged for the past 30 years. The new cards, which contain chips, will be more difficult to forge. In addition to access control, they will perform a number of internal and cross-cutting functions for which there has so far been no single standardised medium used throughout the federal administration. These facilities will include electronic signatures and the recording of work times.

Germany’s Bundesdruckerei, which also produces passports and other ID, developed the new card in co-operation with the Federal Criminal Office (BKA) and the Federal Office for IT Security (BSI). The cards

will be made of polycarbonate and the personal details will be engraved on them by laser. Security features will include guilloche patterns (geometric spirals), microinscription and copy-proof inks.

The storage of data on the chip will be up to each individual authority, which will decide which card functions are actually used and how they are built into the existing infrastructure. The bearer's authorisation will be needed in order to read off personal data that are "particularly worthy of protection".

Further information:

- [German Federal Ministry of the Interior – Press release \(in German\)](#)

GR: Greek municipalities going digital

Greek local authorities have embarked on Digital Municipalities, a project aimed at modernising their services and bringing them into the eGovernment age.

Greece is joining other European countries in its bid to revolutionise local government by providing eGovernment services to citizens. Greek municipalities have arrived at the conclusion that their current resources are not enough to cope with the needs of the future.

The fact that young voter turnout at the March municipal elections was, once again, negligible reflects a disinterest in regional government. Municipalities need to modernise in order to survive and what better way to modernise than to go digital.

The municipality of Trikala is an eGovernment trail blazer in Greece. It was the first Greek local authority to go digital. However, it is no longer necessary for municipalities to go it alone. The recently launched Digital Municipalities project, which is coordinated by both the Central Union of Municipalities and Communities of Greece and the Institute of Regional Self Government, was established in order to help this process along.

The programme has three objectives. The first objective is to familiarise municipality staff with the new technologies. Then, comes the technical part which involves learning how to use the new hardware and software. And, finally, all this knowledge is put into practice.

Some 60 seminars, at the prefecture level, are foreseen under the first phase of the programme, four of which have already taken place: on 17, 18, 20 and 21 March 2008. The second phase will be achieved with the help of specialised seminars within the municipalities. Finally, for the last phase, 15 hour-long, hands-on training sessions are planned for interested staff.

So, in concrete terms, what does going digital for municipalities actually involve? It entails the creation of municipal web portals from where all citizens will be able to request and receive certificates and official documents signed electronically. These portals will also enable them to make complaints and suggestions (and get answers to their inquiries). There is also the possibility for citizens to follow sessions of the municipal council, to participate in referenda electronically and access the eHealth system. Therefore, it could be said that going digital really means making citizens' lives easier.

Further information:

- [Digital Municipality project \(In Greek\)](#)
- [News article \(in Greek\)](#)
- [Central Union of Municipalities and Communes of Greece \(KEDKE\) - Press release \(in Greek\)](#)

DE: Data swap norms

Germany has published guidelines for the standardisation of data exchanges between administrations.

The new guide is aimed mainly at eGovernment managers and employees responsible for the planning, design, implementation and operation of IT systems for the automatic exchange of data between public administrations. It gives advice on the development and application of single XML-based data exchange points, whether specialised or transversal.

The information summarised in the guide provides the basis for the initial planning of an XÖV standardisation. The XÖV project is part of Deutschland-Online, the joint eGovernment strategy for all

levels of Germany's public administration. XÖV sets out to improve eGovernment services by ensuring trouble-free data exchange between public administrations. The guide makes for easier reading of the more detailed literature by outlining the XÖV framework and core components as well as the available tools and infrastructures, such as XGenerator 2.0 and XRepository, and explaining how they all fit together.

Another declared aim of the guide is to give companies and business organisations an overview of the data exchange standardisation efforts now underway in Germany's federal, state and local authorities. In this way, the quantity and quality of data exchanges between the private sector and public administrations can be further improved.

Further information:

- [XÖV standards \(in German\)](#)

UK: Welsh Assembly launches new eDemocracy services

The [National Assembly for Wales](#) in the UK has recently launched a new range of eDemocracy services aimed at encouraging greater dialogue between the Assembly and Welsh citizens.

The new services were officially launched in the Welsh Parliament or Senedd on 15 April 2008. They include a new ePetition system, senedd.tv (an improved webcasting service), eForums and a quick vote facility for on-line consultations for committee inquiries. The ePetition system is a permanent version of a pilot ePetition service introduced last year.

Launching the new services, the Assembly confirmed its commitment to "using the most modern and inclusive methods available to help people understand, engage and participate in Welsh democracy". In its official statement it noted that eDemocracy has a number of benefits, including the potential to engage with people who may not normally take an interest in the work of the Assembly. In addition, services such as senedd.tv makes following the proceedings of the Assembly accessible not only to Welsh citizens living in Wales but to people all over the world with an interest in the region.

Another innovation is the on-line 'Welsh Idol' contest – a quest by the Assembly to find the nation's favourite person. A shortlist of the ten most popular Welsh personalities has already been compiled and visitors to the Welsh Assembly website will be able to vote for their favourite until August 2008. The winner will be announced at the traditional annual Welsh literature, music and performance festival, the Eisteddfod, to be held in Cardiff from 2-9 August 2008.

Further information:

- [Homepage of the National Assembly for Wales](#)
- [National Assembly for Wales – Press release](#)

GR: 'Smart' buses and stops give Greeks better transport system

Greece's second city, Thessaloniki, has inaugurated its new network of 'smart' buses and stops as part of its drive to modernise its public transport system.

The new bus stops use a sophisticated ICT system to enable passengers waiting for a bus to follow its route in real time and informs them how long the wait for the next bus will be. Commuters can also keep themselves amused while they wait with up-to-the-minute information on their bus's speed and even its tyre pressure.

Once on the smart bus, a screen and a recorded voice tells passengers what the next stop is in both Greek and English. In addition, the new ICT system can provide rapid and accurate information on scheduled road works, as well as unexpected events, such as accidents and traffic jams.

"Today we cut the red ribbon for the launch of the smart bus stops of Thessaloniki," intoned Greek Minister of Public Transport Konstantino Xatzidakis at the inauguration ceremony on 10 April 2008. "What I really want is for Greece to lead the way in the European Union's public transport sector; and that is the direction of the Ministry's efforts."

Thessaloniki's Organisation for Urban Transportation implemented this ICT project in two stages. First, a system to track vehicles and handle their circulation was set up. Second, the project installed the necessary technology to enable the smart buses and stops to show of their intelligence.

The first phase was financed entirely by the Organisation itself (nearly €900 000). The second phase, which is estimated to have cost approximately €2.5 million, is co-funded by the EU and Greece's Public Investment Programme (75 % and 25 % respectively).

Further information:

- [Hellenic Ministry of Transport and Communications – Press release \(in Greek\)](#)
- [Radio station of the Municipality of Athens – News article \(in Greek\)](#)
- [Hellenic Ministry of Transport and Communications – Press release \(in Greek\)](#)

UK: NHS Choices and UK online centres team up to provide health information to all

A new partnership between the NHS Choices website (www.nhs.uk) and UK online centres seeks to increase awareness of the range of health information available, and support people without IT access or surfing skills to get to grips with both computers and the NHS Choices site.

[NHS Choices](#), the official website of the National Health System – the publicly funded healthcare system of the United Kingdom – is the single most reliable and important source of health care information for the British public online.

“NHS Choices is a response to the 21st century challenges of achieving better health and wellbeing and delivering high-quality personalised services for all.” said Beverley Bryant, Programme Director of NHS Choices.

“For its users, NHS Choices will become their personal health manager; containing information on over 700 conditions and treatments, directories of local services and lifestyle tips. It will also become their social network for health, connecting people with similar interests, whilst encouraging the exchange of healthcare experiences.” she added.

The [UK online centres](#) are more than 6 000 centres located all over the United Kingdom in high streets, libraries, internet cafés and community centres. They provide millions of people with access to technology and support in using it.

As a result of the new partnership, more than 300 UK online centres will form a network of ‘NHS Choices Community Champions’ led by a flagship centre in each region. Over the next twelve months, the aim is to reach more than 150 000 people and to drive both understanding and use of the www.nhs.uk website.

Managing Director of UK online centres, Helen Milner said: “This is the first time a public website has sought to use the UK online centres network to help it reach a wider, potentially off-line audience, and I hope we’ll be able to establish a model other government departments might adopt in the future. Meanwhile, I’m looking forward to seeing the initiative help NHS Choices find new users, and new users find out more about health, fitness and the NHS services available to them.”

Further information:

- [Official website of the NHS – ‘NHS Choices’](#)
- [Website of the UK online centres](#)
- [Full press release](#)

INT: Digital Homecare Book – Call for Chapters

This book aims to report the state-of-art developments, research and successful clinical/ trial outcomes of digital homecare. It will also cover the ethical, social and legal issues related to remote homecare delivery. The book encourages high quality chapters covering all aspects of digital homecare. The Chapter proposal submission deadline is May 15, 2008.

ICMCC (International Council on Medical & Care Compunetics - www.icmcc.org) defines itself as “an international foundation operating as the knowledge centre for medical and care compunetics, making information on medicine and care available to patients using compunetics as well as distributing information on the use of compunetics in medicine and care to patients and professionals.”

ICMCC, which sees digital homecare as one of the most important and fast growing areas in the fields of medicine, has planned to publish its Book on Digital Homecare by early 2009. This book is intended to cover all aspects of digital homecare, e.g. technologies; clinical applications; social, ethical and legal aspects; and future trends.

According to ICMCC, “Digital homecare can be defined as the use of information and communication technologies to enable delivery and management of health care services at home.”

The foundation has identified various needs that could explain why digital homecare is becoming part of mainstream healthcare delivery in most of the countries:

- Patients are being discharged from hospitals early and often require additional healthcare services and monitoring of their health status;
- Preferences for specific points of care;
- Increase of chronic diseases such as diabetes;
- Increased aged population.

Further information:

- [ICMCC website](#)
- [Call for chapters](#)

HU: Electronic submission of requests for Hungarian farmers

From this year the Hungarian farmers have the possibility to submit online their request of area-based support to the responsible Office of Agricultural and Rural Development Agency (ARDA).

The new service allows about 192 000 farmers to submit their area-based support applications. The members of the Local Farming Experts' Network, which is destined to act as a mediator between the ARDA and the farmers, will inform each of the registered farmers on the new possibility. After being informed, the farmers will have to declare whether they wish to use the electronic way of submission or the traditional paper-based one in the future.

The electronic submission needs a Client Gate registration (the electronic identification necessary for using public and state administration services). In case of electronic submission the farmers can choose the independent process, or, in lack of the necessary infrastructure or knowledge, the request can be submitted with the help of the responsible local farming expert and through his Client Gate access.

By providing the possibility of the electronic submission of requests, the ARDA intends to eliminate the numerous formal mistakes of the former years' applications. In order to make the switch over to the new system smooth, almost a thousand experts (the members of the Local Farming Experts' Network and the consultants of the Chamber of Agriculture) have been given training on the use of the system so that they will be able to help the farmers in filling in and submitting the electronic forms.

In 2007, the ARDA implemented the successful test of the system; the owners of the biggest areas, about a thousand applicants, had the possibility to submit their support requests in an electronic way.

Further information:

- [ARDA website](#)

HU: Accelerating court procedures

From July 2008, the Hungarian courts will have the possibility to summon the litigants and the suspects through the Internet, and to receive the litigious documents and check data in an electronic way. With this digitalisation, court procedures may considerably accelerate.

According to Zoltán Lomnici, President of the Supreme Court and the National Jurisdiction Council, the informatics development that are to be completed during summer 2008 will allow to considerably accelerate the operation of the Hungarian courts.

Among others, electronic summon and the electronic checking of the necessary data will become possible. Instead of sending letters with notices of receipt, the courts will be able to send summons to the litigants, the solicitors and attorneys via email. This way, not only the postal costs will be reduced but the refusal of taking over the summons can also be eliminated.

In the future the judges will be able to check data also in the session breaks. Today the procedures may be considerably protracted because in order to check data, the judge must adjourn the session, and ask the responsible authority with an official letter to obtain or check the necessary data. With the new system in place, data checking will be achieved during a short break on the judges' computers which will have direct contacts with the central data bases (personal data, address and car registers, etc.).

With careful respect to the data safety and data protection aspects, the courts will be allowed to pass a part of the litigious documents in an electronic way, and in the long run they will also be able to receive claims validated with electronic signatures.

Further information:

- [PIAC&PROFIT website \(in Hungarian\)](#)

New Factsheets

The 9th Edition of the eGovernment factsheets for **Cyprus**, **Hungary** and **Italy** is now available online. We invite you to visit [the relevant section](#) at the portal for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [EU: i2010 Mid-Term Review](#) 17 April 2008 | EU Institutions
- [EU: eHealthNews.EU Portal Research Project – Invitation for Further Collaboration](#) 6 April 2008 | Pan European
- [EU: PHS 2008 Consultation Workshop – Report](#) 1 April 2008 | EU Institutions
- [EE: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Estonia](#) 29 February 2008 | Estonia
- [NL: Email response research 2007](#) 7 January 2008 | Netherlands
- [US: The Baldrige Criteria for Performance Excellence – 2008](#) 1 January 2008 | North America
- [LT: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Lithuania](#) 31 December 2007 | Lithuania
- [SI: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Slovenia](#) 31 December 2007 | Slovenia
- [FR: Health Internet: Make the right choices](#) 27 November 2007 | France
- [FR: Searching medical information on the Internet](#) 27 November 2007 | France
- [EU: Approaches to evaluation of websites for public sector services](#) 23 July 2007 | Pan European
- [UK: Government on the Internet: progress in delivering information and services online](#) 13 July 2007 | United Kingdom
- [SE: National Strategy for eHealth](#) 5 June 2006 | Sweden
- [IT: Evaluation of e-Government Projects for Small Local Government Organisations](#) 1 June 2007 | Italy
- [EU/INT: The Web Structure of E-Government - Developing a Methodology for Quantitative Evaluation](#) 23 May 2006 | Czech Republic, North America, Oceania, Pan European, United Kingdom
- [GL/EU: The 2007 e-readiness rankings – Raising the bar](#) 26 April 2007 | Africa, Asia, Central and South America, North America, Oceania, Pan European

- [UK: The Green Book – Appraisal and Evaluation in Central Government](#) 19 February 2007 | United Kingdom
- [UK: e-Government Evaluation: Reflections on three organisational case studies](#) 6 January 2007 | United Kingdom

EU: i2010 Mid-Term Review

Complete title:

Communication “Preparing Europe’s digital future - i2010 Mid-Term Review”

Mitteilung “Vorbereitung der digitalen Zukunft Europas i2010 – Halbzeitüberprüfung”

Communication “Préparer l’avenir numérique de l’Europe - Examen à mi-parcours de l’initiative i2010”

Description (short summary): The European Commission presents the results of a review of the [i2010 strategy](#) half-way through its term. In addition, apart from outlining the i2010 agenda for 2008-2010, the review sets the ground for a longer-term discussion on how to develop the policy beyond the lifespan of the i2010 initiative.

Original URL: http://ec.europa.eu/information_society/eeurope/i2010/index_en.htm

Related article: <http://www.epractice.eu/document/4644>

Number of pages:

12 (EN version)

13 (DE and FR versions)

EU: eHealthNews.EU Portal Research Project – Invitation for Further Collaboration

Complete title:

Individual Research Project

“Developing, implementation and analysis (the role) of the advanced web based platform and communication technologies for stimulating the growth of the European eHealth Research and Industrial sectors with continuous assessment and monitoring of the International eHealth trends and opportunities”

Description (short summary): This research project is addressed to all eHealthNews.EU Portal (www.ehealthnews.eu) readers interested in strengthening the European eHealth domain.

This publication is an open invitation for further collaboration in advancing the European eHealth Research and Industrial sectors. The main project topic is "Identification and analysis of the web based platforms and communication technologies role in stimulating the growth of the European eHealth Research and Industrial sectors with continuous monitoring of the International eHealth trends and opportunities".

The present project proposes to implement in practice a novel web based “Know how” platforms and communication approaches applied to the entire eHealth domain which have been already explored in the frames of the eHealthNews.EU Portal. Additionally it will study the importance of the proposed strategies/activities in advancing the European eHealth Research and Industrial sectors.

Original URL: <http://www.ehealthnews.eu/content/view/1069/62/>

Number of pages: 12

EU: PHS 2008 Consultation Workshop – Report

Complete title:

Personal Health System 2008 Consultation Workshop – Report

Description (short summary): The Personal Health System (PHS) 2008 Consultation Workshop (30-31 January 2008, Tampere, Finland) was organised by the European Commission’s Directorate-General Information Society and Media (ICT for Health Unit). It has been the second event of its kind concerning the area of Personal Health Systems in the 7th Framework Programme (FP7).

The first event was organised in Luzern in February 2006 and provided input for the ICT Work Programmes (WP) of 2007-08. The objective of the 2008 workshop was to gather input for the ICT WP in the period 2009-2010, as far as the PHS research is concerned.

The present report includes all the presentations of PHS 2008.

Original URL: http://ec.europa.eu/information_society/newsroom

Number of pages: 23

EE: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Estonia

Complete title:

The Development of eServices in an Enlarged EU: eGovernment and eHealth in Estonia

Description (short summary): In 2005, the Institute for Prospective Technological Studies (IPTS), one of the seven scientific institutes of the European Commission's Joint Research Centre (JRC), launched a project which aimed to assess the developments in eGovernment, eHealth and eLearning in the 10 New Member States at national, and at cross-country level. At that time, the 10 New Member States were Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, and Slovakia.

The present report is that of Estonia. It describes the Government of Estonia and its health system, as well as the role played by eGovernment and eHealth in this system. The report then analyses, on the basis of desk research and expert interviews, the major achievements, shortcomings, drivers and barriers in the development of eGovernment and eHealth in Estonia. This analysis provides the basis for the identification and discussion of national policy options to address the major challenges and to suggest R&D issues relevant to the needs of Estonia.

In addition to the national monographs, the project has delivered a synthesis report, which offers an integrated view of the developments of each application domain in the New Member States. Furthermore, a prospective report looking across and beyond the development of the eGovernment, eHealth and eLearning areas has been developed to summarise policy challenges and options for the development of eServices and the Information Society towards the goals of Lisbon and i2010.

Original URL: <http://www.jrc.es/publications/pub.cfm?id=1559>

Number of pages: 120

NL: Email response research 2007

Complete title:

Email response research 2007 held amongst municipalities, provinces water regulatory authorities and ministries

E-mailresponsionderzoek 2007 onder (deel)gemeenten, provincies, waterschappen en ministeries

Description (short summary): According to the Yearly survey of government emails, conducted by Overheid heeft Antwoord, Governmental bodies respond better and faster to complex e-mail queries from citizens and companies. The percentage of complex questions answered within ten days increased by 19.1 points, yielding a score of 77.9 %. The percentage of non-response cases decreased by no less than 38.5 points, to 19.7 %. It is especially municipalities and water boards that score better in these respects. When it comes to non-complex questions, the total shows an increase in speed of response, but here credit is due to ministries, whereas municipalities, provinces and water boards show deterioration compared to 2006.

Original URL: <http://advies.overheid.nl/jaaronderzoek/>

Number of pages: 23

US: The Baldrige Criteria for Performance Excellence – 2008

Complete title:

Criteria for Performance Excellence 2008

Description (short summary): Building active partnerships in the private sector—and among the private sector and all levels of government—is fundamental to the success of the Baldrige National Quality Program in improving national competitiveness.

The Baldrige Criteria for Performance Excellence provide a systems perspective for understanding performance management. They reflect validated, leading-edge management practices against which an organization can measure itself. With their acceptance nationally and internationally as the model for performance excellence, the Criteria represent a common language for communication among organizations for sharing best practices. The Criteria are also the basis for the Malcolm Baldrige National Quality Award process.

Original URL: <http://www.baldrige.nist.gov/Criteria.htm>

Number of pages: 84

LT: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Lithuania

Complete title:

The Development of eServices in an Enlarged EU: eGovernment and eHealth in Lithuania

Description (short summary): In 2005, the Institute for Prospective Technological Studies (IPTS), one of the seven scientific institutes of the European Commission's Joint Research Centre (JRC), launched a project which aimed to assess the developments in eGovernment, eHealth and eLearning in the 10 New Member States at national, and at cross-country level. At that time, the 10 New Member States were Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, and Slovakia.

The present report is that of Lithuania. It describes the Government of Lithuania and its health system, as well as the role played by eGovernment and eHealth in this system. The report then analyses, on the basis of desk research and expert interviews, the major achievements, shortcomings, drivers and barriers in the development of eGovernment and eHealth in Lithuania. This analysis provides the basis for the identification and discussion of national policy options to address the major challenges and to suggest R&D issues relevant to the needs of Lithuania.

In addition to the national monographs, the project has delivered a synthesis report, which offers an integrated view of the developments of each application domain in the New Member States. Furthermore, a prospective report looking across and beyond the development of the eGovernment, eHealth and eLearning areas has been developed to summarise policy challenges and options for the development of eServices and the Information Society towards the goals of Lisbon and i2010.

Original URL: <http://www.jrc.es/publications/pub.cfm?id=1553>

Number of pages: 132

SI: The Development of eServices in an Enlarged EU: eGovernment and eHealth in Slovenia

Complete title:

The Development of eServices in an Enlarged EU: eGovernment and eHealth in Slovenia

Description (short summary): In 2005, the Institute for Prospective Technological Studies (IPTS), one of the seven scientific institutes of the European Commission's Joint Research Centre (JRC), launched a project which aimed to assess the developments in eGovernment, eHealth and eLearning in the 10 New Member States at national, and at cross-country level. At that time, the 10 New Member States were Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, and Slovakia.

The present report is that of Slovenia. It describes the Government of Slovenia and its health system, as well as the role played by eGovernment and eHealth in this system. The report then analyses, on the basis of desk research and expert interviews, the major achievements, shortcomings, drivers and barriers in the development of eGovernment and eHealth in Slovenia. This analysis provides the basis for the identification and discussion of national policy options to address the major challenges and to suggest R&D issues relevant to the needs of Slovenia.

In addition to the national monographs, the project has delivered a synthesis report, which offers an integrated view of the developments of each application domain in the New Member States. Furthermore, a prospective report looking across and beyond the development of the eGovernment, eHealth and eLearning areas has been developed to summarise policy challenges and options for the development of eServices and the Information Society towards the goals of Lisbon and i2010.

Original URL: <http://www.jrc.es/publications/pub.cfm?id=1555>

Number of pages: 118

FR: Health Internet: Make the right choices

Complete title:

Health Internet: Make the right choices

Internet santé: Faites les bons choix

Description (short summary): In line with its assignment to ensure that the health-related information online is of high quality, the French High Authority for Health has drawn up this user guide "Health Internet: make the right choices". Its objective is to provide Internet users with a simple method for localising and identifying reliable online information in the field of health.

Original URL: http://www.has-sante.fr/portail/display.jsp?id=c_453883

Number of pages: 1

Related article: [FR: French health websites obtain quality certification](#)

FR: Searching medical information on the Internet

Complete title:

Searching medical information on the Internet

La recherche d'informations médicales sur Internet

Description (short summary): In line with its assignment to ensure that the health-related information online is of high quality, the French High Authority for Health has drawn up this user guide.

This guide is targeted at Internet users who already know how to use a computer and a browser. It aims to orientate users willing to search medical information on the Internet by providing a number of steps to be followed, namely: starting a search with a search engine; use of other web resources such as scientific documentation websites, bibliographical databases online, French public websites with health-related information; newsletters and alerts sources. The guide also includes a glossary of IT terms.

Original URL: http://www.has-sante.fr/portail/display.jsp?id=c_453883

Number of pages: 10

Related article: [FR: French health websites obtain quality certification](#)

EU: Approaches to evaluation of websites for public sector services

Complete title:

Approaches to evaluation of websites for public sector services

Description (short summary): This is a brief review of the developments pertaining to the evaluation of eGovernment websites. The purpose is to introduce an instrument which is presently being tested for evaluating such sites, and which is available from the author. This instrument enables the assessment and comparison of websites according to criteria grouped under the following categories: Security and privacy; Usability; Content; Services; Citizen participation; and Features.

This paper was presented at the IADIS International Conference e-Society 2007 held in Lisbon, Portugal, on 3-6 July 2007.

Original URL: <http://eprints.qut.edu.au/archive/00008740/>

Number of pages: 7

UK: Government on the Internet: progress in delivering information and services online

Complete title:

**Government on the internet: progress in delivering information and services online
Report by the Comptroller and Auditor General | HC 529 Session 2006-2007 | 13 July 2007**

Description (short summary): This is one of a series of reports by the United Kingdom's National Audit Office looking at the use of technology in the delivery of public services. This report focuses on progress in the British Government's use of the Internet. It is the third report on this subject following Government on the Web in 1999 and Government on the Web II in 2002.

Original URL: <http://www.nao.org.uk/pn/06-07/0607529.htm>

Number of pages:

Executive summary: 11

Full report: 49

SE: National Strategy for eHealth

Complete title:

National Strategy for eHealth – Sweden

Description (short summary): The strategy lays down a set of basic principles for national collaboration on ICT development in the health care sector. It first establishes a common vision of how eHealth should be used to and support and improve healthcare.

The vision for eHealth in Sweden is summarised as follows:

- Citizens, patients and relatives will enjoy quick, trouble-free access to all-round information on health care, health issues and their personal health status. They will receive good-quality service and be actively involved in their care and treatment according to their abilities and circumstances;
- Health and elderly care professionals will have access to efficient, interoperable eHealth solutions that guarantee patient safety and make it easier for them to carry out their day-to-day tasks;
- Authorities and other bodies responsible for care provision will have appropriate ICT-based tools for following up patient safety and quality concerns, and to support management functions and resource distribution.

The work to be jointly undertaken is grouped into six action areas with the following objectives:

- Bring laws and regulations into line with extended use of ICT;
- Create a common information structure;
- Create a common technical infrastructure;
- Facilitate interoperable, supportive ICT systems;
- Facilitate access to information across organisational boundaries;
- Make information and services easily accessible to citizens.

Original URL: <http://www.regeringen.se/sb/d/2950/a/65070;jsessionid=aUyitAT9wWWf>

Number of pages: 36

IT: Evaluation of e-Government Projects for Small Local Government Organisations

Complete title:**The Evaluation of e-Government projects for Small Local Government Organisations**

Description (short summary): The concept of e-Government is complex and covers fields which differ a lot from each other. This heterogeneity can be a problem in the definition of a model for the evaluation of the impact e-Government projects can have. In this paper, starting from a broad definition of e-Government, the authors discuss the possibility of defining a model for the evaluation of e-Government systems based on the concept of public value. To this end the authors suggest an approach to the concept of public value that is citizen-centered and role-based, in order to distinguish different aspects of public value on the basis of the different roles citizens can have in their interaction with Public Administration. The suggested approach will be illustrated as regards the evaluation of projects aiming at the activation of Local Service Center, as requested by the Italian Action Plan for the inclusion of small municipalities in the spread of e-Government.

Original URL: <http://www.ejeg.com/volume-5/vol5-iss1/v5-i1-art3.htm>

Number of pages: 8

EU/INT: The Web Structure of E-Government - Developing a Methodology for Quantitative Evaluation**Complete title:****The Web Structure of E-Government - Developing a Methodology for Quantitative Evaluation**

Description (short summary): This paper describes preliminary work that examines whether statistical properties of the structure of websites can be an informative measure of their quality. Its aim is to develop a new method for evaluating eGovernment and to improve evaluations in this field by using a range of techniques from webmetric and social network analysis. To pilot the methodology, the authors examine the structure of government audit office sites in Canada, the USA, the United Kingdom, New Zealand and the Czech Republic.

This paper has been presented at the E-Applications Track of the [15th International World Wide Web Conference](#) in Edinburgh (23- 26 May 2006) and has also been published in the conference proceedings.

Original URL: http://www.governmentontheweb.org/access_papers.asp#J

Number of pages: 10

GL/EU: The 2007 e-readiness rankings – Raising the bar**Complete title:****The 2007 e-readiness rankings – Raising the bar****A white paper from the Economist Intelligence Unit**

Description (short summary): The Economist Intelligence Unit has published an annual e-readiness ranking of the world's largest economies since 2000. E-readiness is the "state of play" of a country's information and communications technology (ICT) infrastructure and the ability of its consumers, businesses and governments to use ICT to their benefit.

The report finds that e-readiness continues to improve around the world in 2007, but achieving it is becoming more complex. To reflect this, the Economist Intelligence Unit has "raised the bar" of e-readiness by modifying its ranking methodology. This change in methodology, along with underlying improvements in individual countries, has led to changes in the league table. Several countries, particularly in Asia, have seen their positions improve, while others have experienced (mostly slight) declines. At the same time, the fundamental tenets of e-readiness remain unchanged, and the leaders in 2006 are still leaders today—nine of last year's top ten countries remain in that bracket.

The key findings of the report are as follows:

- Strong government role in promotion and adoption of ICT propel Asian countries upward;
- Denmark, the US and Sweden remain on top; Hong Kong and Singapore move up;
- Changes in rankings methodology raise the bar of e-readiness leadership.

Original URL: http://www.eiu.com/site_info.asp?info_name=eiu_2007_e_readiness_rankings

Number of pages: 28

UK: The Green Book – Appraisal and Evaluation in Central Government

Complete title:

The Green Book – Appraisal and Evaluation in Central Government

Description (short summary): The British Government is committed to continuing improvement in the delivery of public services. A major part of this is ensuring that public funds are spent on activities that provide the greatest benefits to society, and that they are spent in the most efficient way. The Treasury has, for many years, provided guidance to other public sector bodies on how proposals should be appraised, before significant funds are committed – and how past and present activities should be evaluated. This new edition incorporates revised guidance, to encourage a more thorough, long-term and analytically robust approach to appraisal and evaluation. It is relevant to all appraisals and evaluations.

Original URL:

http://www.hm-treasury.gov.uk/economic_data_and_tools/greenbook/data_greenbook_index.cfm

Number of pages: 118

UK: e-Government Evaluation: Reflections on three organisational case studies

Complete title:

e-Government Evaluation: Reflections on three organisational case studies

Description (short summary): The deployment of eGovernment continues at a significant cost and pace in the worldwide public sector. An important area of research is that of the evaluation of eGovernment. In this paper the authors report the findings from three interpretive in-depth organisational case studies that explore eGovernment evaluation within UK public sector settings. The paper elicits insights to organisational and managerial aspects with the aim of improving knowledge and understanding of eGovernment evaluation. The findings that are extrapolated from the analysis of the three case studies are classified and mapped onto a tentative eGovernment evaluation framework and presented in terms lessons learnt. These aim to inform theory and improve eGovernment evaluation practice. The paper concludes that eGovernment evaluation is an under developed area and calls for senior executives to engage more with the eGovernment agenda and commission eGovernment evaluation exercises to improve evaluation practice.

This paper is taken from the proceedings of the 40th Hawaii International Conference on System Sciences that was held on 3-6 January 2007.

Original URL: <http://csdl2.computer.org/>

Number of pages: 8

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.

- [Linking up eGovernment: Building a Digital Europe](#) 6 May 2008 | Brussels (Belgium)
- [ePractice Mid-Term workshop](#) 19 May 2008 | Brussels (Belgium)
- [eHealth Management](#) 9 June 2008 | Barcelona (Spain)
- [eInclusion: Digital literacy](#) 16 June 2008 | Barcelona (Spain)
- [ICING workshop](#) 26 June 2008 | Barcelona (Spain)
- [eInclusion: Special needs groups](#) 25 September 2008 | Brussels (Belgium)
- [FASTeTEN secure infrastructure workshop](#) 15 October 2008 | Issy-les-Moulineaux (France)

- [Administrative burden](#) 23 October 2008 | Bremen (Germany)
- [European elnclusion initiative: results and future steps](#) 13 November 2008 | Brussels (Belgium)
- [eGov services to business: the state of the play](#) 17 November 2008 | Cork (Ireland)
- [Service Deployment](#) 9 February 2009 | Brussels (Belgium)

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

Upcoming Events

- [UK: Purchasing Card Forum meeting](#) 30 April 2008 | United Kingdom
- [SI: EuroRec Workshop on European Quality Labelling and Certification of EHRs](#) 5 May 2008 | Slovenia
- [BE: Consultation meeting on FP7 'ICT for governance and policy modelling'](#) 28 May 2008 | Belgium
- [BE: IDABC CAMSS Info Day](#) 28 May 2008 | Belgium
- [SI: International Conference e-Justice & e-Law 2008](#) 1 - 3 June 2008 | Slovenia
- [UK: Shared Services in the Public Sector 2008](#) 4 June 2008 | United Kingdom

UK: Purchasing Card Forum meeting

30 April 2008 | United Kingdom

2nd Meeting of the Purchasing Card Forum: "eProcurement - a European Perspective"

The Purchasing Card Forum (PCF) is an independent business forum focusing on the smart card, purchasing card, eProcurement and marketplaces. Its members range from the major banks and issuers to government agencies and suppliers.

The PCF holds regular meetings at which members discuss varying topics relating to P-cards, eProcurement, eInvoicing and their related technologies.

The main topics addressed by the meeting of next April, 30 are:

- Presentation of the eProcurement Forum community and other relevant eProcurement initiatives running across Europe;
- The Invapay ePayment Exchange and its relevance to streamlining purchasing card payments;
- A round table discussion on the potential threat of e-invoicing to purchasing cards and how the two technologies can be integrated;
- Purchasing card schemes – a European footprint (Updates from all three acquirers, Mastercard, Visa, American Express and scheme operators on European initiatives and growth);
- Issues for suppliers signing up to a P-card scheme;
- European P-card case study.

The official agenda of the meeting will be published soon at the Purchasing Card Forum website.

Meeting attendance is traditionally reserved to members of the Purchasing Card Forum, which pay an annual membership fee. However, for this edition of the meeting, two places have been made freely available for eProcurement experts from ePractice. The eProcurement Forum team will assign these two places to people fulfilling the following conditions:

- Have a complete profile on ePractice
- Be members of the eProcurement community
- Have expertise related to the following topics: ePayment, purchasing card and eInvoicing

A first-come first-served policy will be applied if several people are selectable.

ePractice members interested in the free spaces should send a request by e-mail to: eprocurement@epractice.eu by **14 April 2008**, providing explanations on how they fulfill the above conditions.

Venue: Hilton Green Park Hotel
Half Moon Street
Mayfair
London W1J 7BN

Event website: http://www.purchasingcardforum.com/?Meetings_%26amp%3B_Agendas

Event email: tim@smartex.com

SI: EuroRec Workshop on European Quality Labelling and Certification of EHRs

5 May 2008 | Slovenia

EuroRec Workshop – European Quality Labelling and Certification of Electronic Health Record Systems (EHRs)

Electronic Health Record Systems (EHRs) are core in eHealth.

Purchasers, Governments and Software Vendors are facing questions such as:

- Which functionalities must an EHR cover?
- Does such system meet the security and privacy requirements?
- Is the system operational for a specific domain?
- What kind of authority can assess the quality of a particular system?
- Is the EHR certified and by which body?
- What are the quality criteria?
- Is it possible to perform a self-assessment?
- What are the financial consequences?
- Where can procedures be found?

There are many issues open. In an effort to achieve optimal development within Europe, the European Institute for Health Records (EuroRec) has set up a system which enables the cross-border quality assessment of EHR systems hereby considering specific local needs and characteristics.

The workshop will present the results of the related Q-REC project. Participants will learn directly from acknowledged European experts the current standing of their efforts in Quality Labelling and Certification of EHR systems.

Registration is free-of-charge but mandatory. It is to be performed [online](#).

This workshop takes place one day prior to the eHealth 2008 Conference to be held on 6-7 May 2008 in Portoroz, Slovenia.

Venue: Convention Center Bernardin
Emerald room
Obala 2
6320 Portoroz

Event website: <http://www.eurorec.org/events.cfm?actief=events&show=upcoming&ID=248>

Event email: Martine.Vannevel@ugent.be

BE: Consultation meeting on FP7 'ICT for governance and policy modelling'

28 May 2008 | Belgium

Consultation meeting on FP7 'ICT for governance and policy modelling'

This consultation meeting is organised in the context of the preparation of the Work Programme for 2009-2010 of the 7th Research Framework Programme (FP7). It is targeted at those interested in policy modelling, opinion visualisation, mass collaborative platforms and large-scale societal simulations.

Those wishing to receive additional details may log in frequently on http://ec.europa.eu/information_society/activities/egovernment/index_en.htm where more information will be announced on this initiative and on FP7 research activities.

Event website: http://ec.europa.eu/information_society/activities/egovernment/index_en.htm

Event email: INFSO-eGOV-FP7@ec.europa.eu

BE: IDABC CAMSS Info Day

28 May 2008 | Belgium

IDABC CAMSS Info Day

[CAMSS](#), an initiative of the European Commission's [IDABC programme](#), aims at initiating, supporting and coordinating the collaboration between volunteer Member States in the definition of a 'Common Assessment Method for Standards and Specifications' and sharing the assessment study results for the development of eGovernment services.

This one day event aims to present CAMSS project and its achievements. It is organised in the frame of phase 1 of the project activities, defining a common set of guidelines for the assessment of standards and specifications based on national best practices.

The morning session will feature an introduction to the project by the European Commission and a presentation of use cases by Member States. The afternoon session will be dedicated to the presentation of the CAMSS project by the contractor, followed by panel discussions on possible future works.

The draft CAMSS will be published on the IDABC website in June 2008. External stakeholders will be invited to comment on it.

The ones interested in attending the CAMSS Info Day must fill in [a call for expression of interest](#) no later than **4 May 2008**. Participation is free-of-charge and the privacy statement is available [online](#).

Venue: Centre Albert Borschette
36 Froissart street
1040 Brussels

Event website: <http://ec.europa.eu/idabc/en/document/7572>

Event email: Serge.novaretti@ec.europa.eu

SI: International Conference e-Justice & e-Law 2008

1 - 3 June 2008 | Slovenia

International Conference e-Justice & e-Law 2008 - Slovene Presidency of the European Union

This two-day conference is organised by the Ministry of Justice of the Republic of Slovenia during the Slovene Presidency of the European Union.

The conference will focus on the following aspects:

- exchanging opinions concerning the increased efficiency of judicial systems;
- exchanging experience in relation to the latest trends in the world;
- interconnecting services and systems of eJustice at the EU level;

- presenting the latest legal services supported by ICT;
- sharing experience in the management of legal information (eLaw).

More details on the programme are available [here](#). The event is open. Registration for all those wishing to participate is available [online](#) until 15 May 2008.

Venue: Grand Hotel Bernardin
Obala 2
6320 Portorož

Event website: <http://www.ejustice2008.si/en/>

Event email: helena.jaklitsch@gov.si

UK: Shared Services in the Public Sector 2008

4 June 2008 | United Kingdom

'National Conference on Shared Services in the Public Sector 2008'

The 'Shared Services in the Public Sector 2008 Conference', to be hosted by the [eGovernment Bulletin](#), will take place following the [Shared Services Online Summit](#) (3-9 March 2008). The Conference will aim to provide insights into the benefits and challenges of sharing systems and services, to identify good practice and to provide a forum to share experience amongst those involved with planning the move towards shared services.

The Conference programme will include a wide range of roundtable discussion groups and small group presentations to enable interaction and exchange of good practice.

Topics to be addressed during the Conference will be the following among others:

- Analysing the strategic drivers for shared services in the public sector;
- Comparing different shared service and outsourcing models;
- Creating the framework for successful contracts;
- Issues to be resolved before consolidating or outsourcing services;
- Lessons learned from experience of sharing services and outsourcing;
- Practical challenges faced by organisations restructuring shared services;
- Strategic role of shared services in transformational government.

Proposals and contributions to the programme are welcome, particularly in relation to:

- Issues to be resolved before consolidating or outsourcing services;
- Lessons learned from experience of sharing services and outsourcing;
- Practical challenges faced by organisations planning or developing shared service initiatives.

Registration is available online at the following link: <http://195.40.181.94/sharedservices08/registration.asp> and prices for registration vary as follows:

- Public Sector: £295 + VAT (approx. €220) including Conference Pass, Networking, Lunch & Refreshments;
- Private Sector: £395 +VAT (approx. €295) including Conference Pass, Networking, Lunch & Refreshments;

Please note there is an Early Bird Offer of £100 (approx. €133) discount, valid until the end of February.

Venue: New Connaught Rooms
61-63 Great Queen St
London, WC2B 5DA

Event website: <http://www.headstar-events.com/shared-services08/>

Event email: claire@headstar.com

The European ePractice Newsletter is published under a contract with the European Commission. The views expressed may not in any circumstances be regarded as stating an official position. Neither the European Commission nor any person acting on its behalf is responsible for the use that might be made of the information provided.

© European Communities, 2008. Reproduction is authorised, except for commercial purposes, provided the source is acknowledged