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European ePractice Newsletter N. 343 – 28 September 2010

>>New European Journal of ePractice published - Implementing eAccessibility as a service quality factor

The tenth volume of the European Journal of ePractice highlights the challenges facing eAccessibility in practice, describing particular situations where extra motivation might be needed in order to take eAccessibility into account. You may download the publication [here](#).

>> Procurement of eHealth solutions Workshop

A workshop on Procurement of eHealth solutions, an initiative of the eHealth Procurers' forum at ePractice.eu will take place in Brussels on **7 October 2010**. This European Commission supported event will bring together high-caliber professionals, with extensive expertise and knowledge in the cross-section of the eHealth and Procurement fields. Participants will have the opportunity to share experiences and best practices on procuring eHealth services; national and regional cases will be presented and discussed in depth.

For more information and free-of-charge registration, please visit the workshop's page at: <http://epractice.eu/en/workshops/ehealth>.

>>Digital Literacy Workshop

The workshop of the Digital Literacy community at ePractice.eu will take place on **12 October 2010** in Brussels. This workshop will focus on the digital competences of the intermediaries/social actors whose job is to facilitate the economic, social and/or digital inclusion of those groups at risk of exclusion (i.e. the elderly, people with disabilities, migrants, youth, unemployed people and early school leavers). Good practices will be exchanged and ICT-enabled solutions and projects/initiatives aiming to improve the digital competences of those intermediaries/social actors for the needs of their daily work will be highlighted.

For more information and free-of-charge registration, please visit the workshop's page announcement at: <http://www.epractice.eu/en/events/2010-digital-literacy-workshop>.

>>Inclusive eGovernment Workshop

The Inclusive eGovernment Workshop, ePractice.eu will take place in Brussels on **13 October 2010**. Apart from promoting the sharing of good practices in the field of Inclusive eGovernment, the event will disseminate current research and development activities, including research initiatives within the European Union Framework Programmes. Focus will be on the necessity to improve the accessibility to ICT products and services for all, in order to create new employment, education and equal living standards while connecting all people to new forms of communication/participation and to public services.

For more information and free-of-charge registration, please visit the workshop's page announcement at: <http://www.epractice.eu/en/events/2010-inclusive-egovernment-workshop>.

Latest Cases

- [Tile-Ippokratis](#) | 28 September 2010 | Cyprus | Greece
 - [Lasa Circuit Rider Training](#) | 27 September 2010 | United Kingdom
 - [Mining Cadastre of Spain](#) | 24 September 2010 | Spain | Pan european
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Tile-Ippokratis

Tile-Ippokratis proposed an integrated platform for the provision of low-cost eHealth services to citizens in the southeast Mediterranean area (the Greek island of Chios and Cyprus). This platform is based on already evaluated state-of-the-art mobile eHealth systems and using wireless and terrestrial telecommunication networks, and is able to provide the following healthcare services: (i) telecollaboration and teleconsultation services between healthcare personnel and between healthcare personnel and patients and (ii) eHealth services for "at risk" citizens such as elderly and patients with chronic diseases (Chios) and post-surgery patients (Cyprus). The eHealth systems supported capabilities for vital signal measurements (ECG 1 lead, SPO2, HR, BP, weight, and temperature), an Electronic Patient Record (EPR) infrastructure, and video conference, along with communication gateways for data transmission over ADSL, GPRS and WLAN networks.

Lasa Circuit Rider Training

Circuit riders are mobile, independent ICT workers who provide ICT development and support work to several small voluntary sector organisations, many of whom can't afford to employ their own ICT staff. Circuit riders also work in collaboration with other circuit riders. A Circuit Rider is a cost-effective shared resource, working to a set of principles (http://www.lasa.org.uk/uploads/ict/cr_principles.pdf), and applying appropriate technologies that improve the efficiency and effectiveness of NGO service delivery. We are developing a programme of further training using vocational and distance learning to provide European NGOs with practical and strategic capacity of building ICT support. Our projects:

1. Improve the capacity of small to medium-sized NGOs in European partner countries to manage and support their ICT systems through the use of trained circuit riders,
2. Work with groups who have particular difficulties in the labour market (as defined by Leonardo) in European countries in order to train them as circuit riders and support them in finding employment.

We promote a better understanding of the importance of ICT management, and the implementation of best practice for the effective management of ICT resources.

Mining Cadastre of Spain

The INSPIRE Directive lays down general rules for the establishment of an infrastructure for spatial information in Europe based on infrastructures for spatial information established and operated by the Member States. In particular Annex III includes the aspects about area management/restriction/regulation zones and mineral resources themes.

The Mining Cadastre in Spain has been developed based on the ideas of the Inspire Directive. A Mining Cadastre is the cornerstone of a secure mineral rights system and records the geographical location, ownership and time validity of mining rights. Moreover it facilitates the compliance with the payment of fees and/or other requirements to ensure the validity of a concession. Security of tenure is very important both to large- and small-scale mining operations, both in order to ensure a return on investment over the life of a mine but also in order to avoid legal disputes over ownership. The system allows mineral rights' holders and small and large enterprises from other countries to consult and apply for these mineral rights.

In large countries like Spain, mining areas can be far away from the administrative capital city or at least in an area where communication is difficult. Decentralised offices can provide updated information on mining areas and applications to titleholders, applicants, and other interested parties; receive and register applications for mineral rights, either by specific zone or for the whole country; and grant some types of licenses, normally only for small-scale mining or preliminary exploration. In Spain, the Mining Cadastre includes information provided by the different regions and communities to publish online information of mineral rights.

Editor's Choice of the week: [RESERVOIR project](#)

Latest News

- [UK: New heart scanner in the South West Cardiac Imaging Centre in Plymouth to benefit about 1 000 patients a year](#) | 28 September 2010 | United Kingdom
- [CZ: eHealth breaks a record - eHealth records system now counts 2 million users](#) | 27 September 2010 | Czech Republic
- [RO: First electronic health cards will be issued in January 2011](#) | 24 September 2010 | Romania
- [EU: European Commission sets out common EU approach on ultra-fast broadband networks](#) | 23 September 2010 | EU Institutions
- [GR: The Insurance Organisation for the Self-employed will be the first to issue electronic prescriptions](#) | 23 September 2010 | Greece
- [FI: First national database of drugs for seniors published](#) | 23 September 2010 | Finland
- [EU: The European Commission launches a consultation on the re-use of public sector information](#) | 22 September 2010 | EU Institutions
- [EU: Europe's top experts identify major research challenges for ICT-enabled governance](#) | 21 September 2010 | Czech Republic | Germany | Greece | Spain | United Kingdom | EU Institutions

UK: New heart scanner in the South West Cardiac Imaging Centre in Plymouth to benefit about 1 000 patients a year - 28 September 2010

A new computerised tomography (CT) scanner was installed in the South West Cardiac Imaging Centre at Derriford Hospital in Plymouth (south-western England) in July 2010. It is expected to benefit about 1 000 patients a year.

The high-definition scanner is exceptional because unlike the ordinary X-ray machines that send out a single X-ray through the body, the new scanner sends several beams simultaneously from different angles; at the same time it

produces a higher quality of radiographic images. Thus, it allows doctors to spot problems well before a patient suffers a heart attack or even shows any symptoms, while patients will be less likely to suffer side-effects.

The South West Cardiac Imaging Centre is one of the few hospitals in the entire country to have such an advanced piece of technology, placing [Plymouth Hospitals NHS Trust](#) at the leading edge for cardiac imaging.

The consultant radiologists who lead the South West Cardiac Imaging Centre at Plymouth Hospitals NHS Trust, Dr Carl Roobottom and Dr Gareth Morgan-Hughes, have long been recognised as pioneers in this particular field.

Dr Roobottom said: "We are very excited to announce the addition of the new cardiac CT scanner. It means a much improved service for a large number of patients and also means we can conduct more research at the South West Cardiac Imaging Centre."

He added: "It will also cement our status as a leading centre for training. We have already trained cardiologists and radiologists from all over the world - from Europe, the Middle East and as far as New Zealand. Many more will now be able to learn the latest techniques from us."

The X-rays from the beams are detected after they have passed through the body and their strength is measured. Beams that have passed through less dense tissue such as the lungs will be stronger, whereas beams that have passed through denser tissue such as bone will be weaker.

A computer can use this information to work out the relative density of the tissues examined. Each set of measurements made by the scanner is, in effect, a cross-section through the body. The computer processes the results, displaying them as a two-dimensional image shown on a monitor. CT scans give clinicians a much clearer picture of the inside of the body than an ordinary X-ray can. They can be used to produce virtual images that show what a surgeon would see during an operation.

Furthermore, they allow clinicians to inspect the inside of the body without having to operate or perform invasive examinations. CT scanning is also invaluable in pinpointing tumours and planning treatment with radiotherapy.

Source and copyright: Plymouth Hospitals NHS Trust

Further information:

- [Original news article - Plymouth Hospitals NHS Trust](#)
- [Related news article - euronews.net](#)

CZ: eHealth breaks a record - eHealth records system now counts 2 million users - 27 September 2010

eHealth is undergoing rapid development in the Czech Republic. One in five persons in the region of Bohemia currently takes advantage of the 'IZIP' system of electronic health records (eZk, in Czech). In mid-August 2010, the threshold of 2 million registered users was reached.

The service has been expanding dynamically among the community of health professionals as it enables them to communicate more effectively with patients and colleagues. The system now involves almost 15 000 physicians, i.e. more than a third of all health workers in the country.

The web-based electronic health records are a practical online partner for patients who can access their own health information. The system also allows the rapid sharing of valid health data between doctors and patients, as well as between doctors.

The eZk records are provided free-of-charge exclusively to those insured by the VZP (the largest state-owned health insurer). According to the latest statistics, every third client of the VZP has an eZk record.

It is the region of South Moravia that counts the most users of the records, with one in four residents, approx. 250 000 persons.

"During this year [2010] the eZK service has seen a very dynamic development. Compared to late 2009, the electronic health records have 60 % more users. We continued working on increasing the percentage of health workers involved - a third of them is now involved in the system and more than half of national hospitals makes use of it." said Jiří Pašek, the head of IZIP Ltd.

Background information:

IZIP was developed by the eponymous private company in cooperation with the VZP (which insured about two-thirds of all Czech citizens in 2005). The system has spread over the entire Czech Republic since 2003.

The electronic health records of the IZIP system contain the following information: anamnesis; results of examinations performed by general practitioners (GPs) and specialists; results of laboratory tests; list of prescribed and issued medicines; X-rays, scans and other images; reports on hospitalisations; vaccination history and information on other treatments.

Further information:

- [Original press release - IZIP \(in Czech\)](#)
- [Related ePractice news article - CZ: Personal health records orderable and easily accessible online](#)
- [Related ePractice news article - CZ: Karlovy Vary region inhabitants have the best overview of their health](#)

RO: First electronic health cards will be issued in January 2011 - 24 September 2010

On 8 September 2010 the Romanian Government took a decision by which it appointed the National Company 'National Printing House' as the central purchasing unit for the National Health Insurance House, with a view to achieving the national system of health insurance cards.

This decision is in accordance with the law, which states that the National Printing House is the exclusive producer and distributor of documents printed with special characters and requiring safeguards against forgery and counterfeiting - such as the national health insurance card.

The National Strategy for the Rationalisation of Hospitals 2010-2012 provides for the introduction of the health card in 2011. Health Minister Attila Cseke said that the first health cards will be issued in early January 2011 and that all insured citizens will receive one.

"We will propose that the issuance should be made primarily for employees and individuals who contribute with a sum to the National Health Insurance House, and after this stage, we will get to issue cards for other categories of persons, who by law have this quality [of insured citizens]." The cards will be issued by an integrated social health insurance information system and transmitted through the Romanian Post to the residence of around 18 million Romanian citizens.

The national health cards will be electronic health cards distinct from the European Health Insurance card. The minimum set of data that will be accessible through the health card consists of the identification data of the person (national identity and social security numbers), the proofs of payment of contributions to the social health insurance, the number of applications for medical services (by health provider code) and information on life-threatening medical diagnoses, as well as the cardholder's blood type.

"By introducing the national health insurance cards, we make an important computerisation step. We can cut red tape to prove the identity of the insured. The implementation of the national card will improve cost control in the health insurance system by introducing additional mechanisms for records, reports and statements of accounts and

ensure the rapid access of health providers to a minimum set of data necessary for decision making, in particular in cases of medical emergencies." Minister Cseke explained.

The providers of healthcare, medicines and medical devices who have a contractual relation with the health insurance funds will have to provide medical assistance to the holders of the cards, in compliance with the applicable framework contract and its implementing norms.

Further information:

- [Original press release - Romanian Government](#)
- [Related press release - Ministry of Health \(in Romanian\)](#)

EU: European Commission sets out common EU approach on ultra-fast broadband networks - 23 September 2010

The European Commission adopted on 20 September 2010 a [Recommendation on regulated access to Next Generation Access Networks \(NGA\)](#). This Recommendation sets out how national telecoms regulators should regulate third-party competitive access to ultra-fast fibre networks (also known as NGA networks) that bring high-speed broadband connections to homes and workplaces. The Recommendation forms part of a package of broadband measures presented by the Commission on the same day ([IP/10/1142](#)).

Regulators should apply the new guidance in their daily decision-making as soon as the text is published in the EU's Official Journal. Under the telecoms Framework Directive ([2002/21/EC](#)) they are obliged to take utmost account of the EC's Recommendation, justifying any departure from it. The Recommendation provides regulatory clarity to telecom operators, ensuring an appropriate balance between the need to encourage investment and the need to safeguard competition. It will help to stimulate investment in competitive high-speed broadband networks, which is a key objective of the [Commission's Digital Agenda for Europe](#) and the [Europe 2020 strategy](#).

Both well-established existing and newer telecoms operators are currently upgrading their existing copper networks to fibre by investing in 'fibre to the node' (FTTN) or 'fibre to the home' (FTTH) networks.

The NGA Recommendation gives national regulators the tools to support new entrants to the NGA market, and to support infrastructure-based investment from established market players. At the same time, the Recommendation aims to facilitate market entry and competition by alternative operators, allowing them to climb the 'ladder of investment' and gradually to deploy their own network infrastructure. More specifically, the NGA Recommendation reinforces a number of principles to be followed by the EU's regulators:

- Firstly, while there will be no 'regulatory holidays' for dominant firms, price regulation for access to fibre networks will fully reflect investment risk, and will enable investing companies to make attractive profits. Given the potential size of investments under consideration and the currently low returns in many financial asset classes, this is a propitious framework for companies willing to invest.
- Secondly, national regulators must have at their disposal a full range of access remedies from which, in the light of national market circumstances, they select the appropriate combination to drive market entry and infrastructure-based competition.
- Thirdly, *ex ante* regulation in a fibre setting should reflect differences in the conditions of competition between individual markets and areas (rural and urban) within a given market, resulting in light-touch regulation where competitive forces are strong (cable operators and future mobile internet).
- Finally, the Recommendation strongly supports arrangements for co-investment in NGA networks and allows setting lower access prices to the unbundled fibre loop in return for up-front commitments on long-term or volume contracts.

The deployment of fibre-based NGAs in the EU is still at a relatively early stage. However, an increasing number of national regulators have begun to consider questions of regulated access to NGAs as part of their regular market reviews. The Commission is being notified of a growing number of regulatory measures as part of the 'Article 7 consultation procedure' (Art. 7 of Directive [2002/21/EC](#)). Based on the scrutiny of these measures, the Commission

judged that unless it provided guidance to telecoms regulators, there was a clear danger of divergences between Member States' telecoms markets. Such a situation could lead to market distortions as a result of inconsistent regulation and lead to uncertainty for companies investing in next generation access networks.

The EC Recommendation will bring greater consistency and clarity to telecoms regulators' decisions, so as to encourage timely and efficient investment in NGAs throughout the EU Single Market, while fostering competition in the market for broadband services.

Further information:

- [Original press release - Europa Press Releases Rapid](#)
- [European Commission Recommendation of 20/09/2010 on regulated access to Next Generation Access Networks \(NGA\)](#)
- [Directive 2002/21/EC of the European Parliament and of the Council of 7 March 2002 on a common regulatory framework for electronic communications networks and services \(Framework Directive\)](#)
- [ePractice Related Publication - EU: A Digital Agenda for Europe - Commission Communication](#)
- [Europe 2020 - 'A strategy for smart, sustainable and inclusive growth'](#)

GR: The Insurance Organisation for the Self-employed will be the first to issue electronic prescriptions - 23 September 2010

On 15 October 2010, the Insurance Organisation for the Self-employed ([Οργανισμός Ασφάλισης Ελεύθερων Επαγγελματιών](#) - OAEE, in Greek) will start implementing the new rules for electronic filing and electronic prescriptions.

According to the Minister of Labour and Social Insurance, Mr. Andreas Loverdos, the measure aims to increase the income of insurance organisations by about €1 billion per year.

The General Secretary of Social Insurance, Ms. Athina Vretta stated that the implementation of electronic prescriptions starts from OAEE because the Greek Social Security 'IKA-ETAM' and Agricultural Insurance Organisations have significantly reduced their health expenditures by 20 % during the last months, whereas OAEE has not, and this has resulted in a significant loss of money.

As reported, the pharmaceutical costs of the insurance organisations reached €5 billion in 2009, which is an amount equivalent to 40 % of the annual state subsidy for them. The level of expenditure depends on several factors, such as, illegal prescribing, the use of virtual prescriptions or their use for other purposes. The share of these costs amounts to 20-25 % of the total sum.

Ms. Vretta, said that this initiative will be funded by the [National Strategic Reference Network](#) and will cost €800 000.

Furthermore, Mr. Loverdos set his Ministry's next goals, which are the creation of a single register of pensioners and the launch of an inventory that will include all pensioners.

Further information:

- [Original News Article - in.gr \(in Greek\)](#)
- [Insurance Organisation for the Self-employed \(in Greek\)](#)
- [National Strategic Reference Network \(in English and in Greek\)](#)

FI: First national database of drugs for seniors published - 23 September 2010

On 30 August 2010 Finnish Medicines Agency [Fimea](#) published a national database of medicines for seniors.

According to Paula Risikko, Finland's Minister for Health and Social Services, the database is an excellent tool for implementing safer medication. "Now it is easy for doctors to check the database to know which agents and combinations are suitable for the elderly. This will increase patient safety and ensure quality medical treatments," she said.

The previous drug database has been divided in four categories, one of which deals with the inappropriate medicines for people of or above 75 years of age. There are 91 of those unsuitable pharmaceutical substances listed. The minister believes that the best drug databases are those pruning inappropriate medicines.

"Recent studies suggest that elderly patients have used inappropriate drugs. The database can be used to verify the medications of the elderly residents of nursing homes and to make sure that they do not have access to those drugs that should be avoided in seniors. Such medicines should not be taken, but elderly patients should always consult their doctors. The drugs necessary for the treatment of elderly patients undergo a safety assessment that is carried out at least once a year", the minister explained.

Minister Risikon hopes that the database will constitute a broad knowledge development tool. "Elderly medicine relies on a number of good working practices and practical tools. The database of drugs for seniors is one of these tools."

The issue of safe medication, as the Minister pointed out, has been raised in the recommendation on the quality of services for the elderly; the latter refers to the Ministry's safe medication guide and the prescription of safe drugs.

Further information:

- [Official press release - Ministry of Social Affairs and Health \(in Finnish\)](#)
- [Fimea - Finnish Medicines Agency](#)

EU: The European Commission launches a consultation on the re-use of public sector information - 22 September 2010

The European Commission has launched a public consultation on the EU Directive on the re-use of public sector information (PSI), which will run until 30 November 2010.

PSI covers all sorts of data generated by public sector bodies - such as maps, meteorological, legal, traffic, financial and economic information - that can be re-used by anyone else in innovative products such as car navigation systems, weather forecasts, and the travel information applications ('apps') that can be downloaded on smart phones. In the EU, the re-use of PSI (for free or for a fee) generates an estimated market turnover of at least €27 billion every year, according to the 2006 [Final Report of Study on Exploitation of public sector information](#).

Contributions to the public consultation will feed into the review of the PSI Directive, part of the [Digital Agenda for Europe](#) that aims to contribute to the EU goals of increasing competitiveness, innovation and job creation. A revision of the PSI Directive is one of the key actions of the Digital Agenda for Europe (see [IP/10/581](#), [MEMO/10/199](#) and [MEMO/10/200](#)). In its policy strategy, the Commission highlighted that governments can stimulate content markets by making PSI available on transparent, effective and non-discriminatory terms. This is an important source of potential growth of innovative online services.

In the consultation, all interested parties can send their views on key issues of PSI re-use and, in particular, on possible amendments to the provisions of the current Directive. These relate to: the scope, charging fees and

licensing of PSI, the definition and digital format available to users; practical measures like the need for awareness-raising through national web portals; and the effects of changes that have taken place and/or barriers that still exist.

Commission Vice-President for the Digital Agenda, Neelie Kroes, said: "Better and more use of PSI has great potential to generate new businesses and jobs and to provide consumers with more choice and more value for money. The mobile apps market, partly based on PSI-generated data, could grow to €15 billion by 2013. However, much of Europe's PSI is insufficiently or even sometimes not exploited. We cannot lose out on this opportunity. We need to consider whether and how the EU rules on re-use of PSI should be amended to fully unlock PSI's economic potential."

Background Information:

The [EU PSI Directive](#) was adopted on 17 November 2003. It regulates the behaviour of public sector bodies participating in the market for re-use of PSI and encourages EU countries to adopt proactive re-use policies. The Directive has helped to remove some of the barriers to re-use, such as monopoly positions of public sector bodies or lack of transparency in the market for re-usable PSI.

In 2009, the [Commission reviewed](#) the way in which EU PSI rules were being applied, which confirmed that PSI re-use has been on the rise and that Member States and public sector bodies have taken measures to facilitate this. The 2003 Directive had a positive impact in several fields such as the geographical and meteorological sectors. However, the Commission also warned that to realise the full potential of PSI for the EU economy, EU Member States must remove remaining barriers to re-use. These include discrimination between potential users, excessive charges for PSI re-use and complex licensing policies. It also pointed to practical problems such as lack of awareness of what PSI is available, and public sector bodies failing to realise the economic potential of their data.

The Commission concluded that the 2003 Directive in its present form has not yet achieved its full impact and decided to run a further review at the latest in 2012, when more evidence on the impact, effects and application of EU rules on PSI will be available.

Further information:

- [Original press release - Europa Press Releases Rapid](#)
- [Online consultation on the PSI Directive](#)
- [European Commission - Information Society Thematic Portal - PSI Directive](#)
- [MEPSIR - Final Report of Study on Exploitation of public sector information - Benchmarking of EU framework conditions](#)
- [ePractice Related Publication - EU: A Digital Agenda for Europe - Commission Communication](#)

EU: Europe's top experts identify major research challenges for ICT-enabled governance - 21 September 2010

The **CROSSROAD** project announced on 20 September 2010 significant new steps towards the creation of Europe's first comprehensive research Roadmap of Future Information and Communication Technologies (ICT) on Governance and Policy Modelling, following a major international workshop at the Annual International International Federation for Information Processing (IFIP) [eGovernment conference](#) in Lausanne, Switzerland on 30 August 2010.

CROSSROAD is a European Commission FP7 Support Action that aims to identify and characterise the key research challenges appearing in the field of ICT for Governance and Policy Modelling in Europe and around the world.

Prior to the Lausanne workshop, entitled 'ICT for Governance and Policy Modelling: The Research Landscape', the project identified and validated four Grand Research Challenges as part of its wider strategic planning approach to road mapping:

- Model-based collaborative governance, reflecting the future overcoming of today's micro-level and fragmented policy modelling, while existing econometric models are unable to account for human behaviour and unexpected events;
- Data-powered behavioural change, demanding tools that allow for progressive form of citizen engagement, permitting to engage citizens who are already interested in the policy making as well as those who are not and to deal with the information overload;
- Government Service Utility, reflecting the future of government services, co-delivered, tailor-made and citizen-centric;
- Scientific base of ICT-assisted governance, concentrating on the scientific base of the research field and calling for the collaborative effort of all the stakeholders to deliver a paradigm shift.

At the workshop, CROSSROAD gathered more than 50 experts representing academia, public administration and industry from around the world to assess the originality and nature of the four Grand Research Challenges and to launch the first pan-European online consultation process to rate these challenges. Discussions during the workshop emphasised that ICT-enabled governance will have to pursue the four Grand Challenges in a broader, multidisciplinary context in order to contribute towards the achievement of ambitious societal goals, such as:

- The inclusion of all groups of society, especially the elderly, disabled, socially and economically disadvantaged;
- The participation, involvement and collaboration of all citizens, with the proper role and responsibilities;
- The establishment of an open, transparent governance as a mean to support societal change to the better;
- The promotion of sustainable growth and development, as a transparent, collaborative effort between the public and the private sector;
- The adoption of personal quality of life as a key factor for social cohesion and prosperity;
- The further promotion of democratic processes and trust among social groups, supported by ICT.

Results from a questionnaire filled in by the experts at Lausanne demonstrate strong and growing consensus about the importance of using ICT to involve citizens in the creation and delivery of government services (highlighted as Priority 1), along with the need to overcome fragmented policy modelling (highlighted as Priority 2). The multi-disciplinary aspects of the scientific effort required were stressed, especially for seven neighbouring scientific domains: public administration management, human resources, law, sociology, software engineering, complexity theory and logics.

The consolidated results of this comprehensive validation exercise will be announced at the [ICT 2010 Digitally Driven Conference](#) in Brussels (27-29 September 2010), at the [Networking Session on the Research Roadmap on ICT for Governance and Policy Modelling](#) on 27 September 2010, where the Future Research Roadmap will be presented.

Further Information:

- [Original press release - CROSSROAD project](#)
- [CROSSROAD project](#)

New Factsheets

The 2nd Edition of the inclusion factsheet for the Czech Republic is now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets

Latest Publications

- [EU: eHealth Monthly Focus on Patient Safety through Intelligent Procedures in medication](#) | 30 August 2010 | Austria | Denmark | France | Greece | Italy | Romania | EU Institutions
 - [CH: The use of the Internet by seniors](#) | 31 March 2010 | Switzerland
-

EU: eHealth Monthly Focus on Patient Safety through Intelligent Procedures in medication - 30 August 2010

Description (short summary): Adverse Drug Events harm patients and generate unproductive extra healthcare costs. It is a major public health issue. The PSIP project aims at developing innovative computer-based applications able to automatically detect situations at risk and to provide healthcare professionals and patients with relevant 'ad hoc' information helping them to prevent Adverse Drug Events.

Number of pages: 2

CH: The use of the Internet by seniors - 31 March 2010

Description (short summary): In the framework of the 'Digital inclusion in Switzerland' network, during the autumn of 2009 the University of Zurich carried out on behalf of Pro Senecute Switzerland and the Federal Office of Communications (OFCOM) a representative survey on the barriers facing seniors in their use of ICT. In the same breath, the authors set up a catalogue of measures aimed at enhancing the inclusion of this population group.

Today the Internet is of such importance that it is more difficult to access some information and services without it. Seniors are particularly affected by this 'digital divide'. The representative survey was conducted in Switzerland among 1105 persons of over 65 years-old in order to collect information on the way they use the Internet and to identify their needs, expectations, fears and competences. The respondents fall into two camps, on the one hand those who surf the web on a regular basis and on the other hand, those who generally do not use this communication means. It seems that one third of the respondents who do not use the Internet would like to use it. Clearly, due to the obstacles currently hindering web access, many persons do not dare to try using the Internet or believe that the game is not worth the candle....

The full report is in German and a summary of it is available in both French and German.

Number of pages:

Full report (in German): 86

Summary (in German): 5

Summary (in French): 5

Upcoming Workshops and Events

- [BE: Networking session on 'Identity management throughout life' in the 'ICT 2010' Conference](#) | 29 September 2010 | Belgium
- [IT: HIMSS Europe Health IT Leadership Summit 2010](#) | 29 - 1 October 2010 | Italy
- [IT: National Congress AICA 2010](#) | 29 - 1 October 2010 | Italy
- [UK: Driving Efficiencies in Public Sector IT 2010](#) | 30 September 2010 | United Kingdom
- [BE: Virtual Physiological Human Conference 2010](#) | 30 - 1 October 2010 | Belgium
- [UK: Public Sector Online 2010](#) | 4 October 2010 | United Kingdom

- [UK: AAATE 2010 workshop on Assistive Technology](#) | 4 - 5 October 2010 | United Kingdom
- [DE: ISSE & GI-SICHERHEIT 2010](#) | 5 - 7 October 2010 | Germany
- [ES: Workshop on Using the cloud to automatically personalise interfaces and materials](#) | 5 October 2010 | Spain
- [ePractice workshop: "Procurement of eHealth solutions"](#) | 6 October 2010 | Belgium
- [FR: 19th ATHOS Days](#) | 7 - 8 October 2010 | France
- [DE: European EXPP Summit 2010](#) | 11 - 12 October 2010 | Germany
- [ePractice workshop: "eInclusion days-Digital Literacy"](#) | 10 October 2010 | Belgium
- [ePractice workshop: "eInclusion days-Inclusive eGovernment"](#) | 12 October 2010 | Belgium
- [HU: Telecentre-Europe Summit 2010](#) | 13 - 14 October 2010 | Hungary
- [EE: E-Health Tallinn 2010](#) | 13 - 15 October 2010 | Estonia
- [FR: First World e-Gov Forum Event](#) | 13 - 15 October 2010 | France
- [HR: 2nd Congress on Preventive Medicine and Health Promotion](#) | 13 - 16 October 2010 | Croatia
- [FR: T-Seniority project - Second Public Workshop](#) | 18 October 2010 | France
- [PL: 10th International Multidisciplinary Conference on eCommerce and eGovernment](#) | 18 - 20 October 2010 | Poland
- [PL: International Symposium on Technologies for Social Advancement 2010](#) | 18 - 20 October 2010 | Poland
- [PL: 2nd International Workshop on Medical Informatics and Engineering](#) | 18 - 20 October 2010 | Poland
- [UK: Enabling cost-effective management of long-term conditions](#) | 19 October 2010 | United Kingdom
- [UK: Smart Cities Customer Insight Conference](#) | 21 October 2010 | United Kingdom
- [FR: INFO to DOC](#) | 20 - 21 October 2010 | France
- [DE: Global E-Health Forum - Hamburg 2010](#) | 25 - 26 October 2010 | Germany
- [NL: State of Social Media Summit](#) | 28 - 29 October 2010 | Netherlands
- [ePractice workshop: Public Services 2.0](#) | 16 November 2010 | Belgium
- [BE: Flemish Conference on Local e-Government](#) | 14 December 2010 | Belgium
- [BE: Lift-off Towards Open Government Conference](#) | 15 - 16 December 2010 | Belgium

BE: Networking session on 'Identity management throughout life' in the 'ICT 2010' Conference - 29 September 2010

Networking session on 'Identity management throughout life - Solutions, trends, side effects' in the context of the ICT 2010 - 'Digitally Driven' Conference

How does a person manage his identity throughout his life, how does he take it with him across Europe, how does one keep it safe and private?

All these questions are at the heart of the session that will be held on the third day of the [ICT 2010 conference](#) focusing on privacy-aware identity management approaches presented by five on-going research projects: [PetWEBII](#), [Picos](#), [Primelife](#), [Semiramis](#) and [Turbine](#).

From privacy to the complete lifecycle of identity management throughout life and throughout Europe, this session will highlight specific approaches proposed to handle these issues in the context of different communities, opening up the debate to the audience and working towards new research directions identified in the new Work Programme.

This 90 minute session is divided into two parts: presentations and open discussion.

First section - presentations (50')

- Chair presentation: the identity management and privacy challenges addressed by the projects;
- PrimeLife: privacy throughout life;
- PETWeb II: risks in privacy;
- Turbine: privacy of biometrics based authentication;
- PICOS: privacy in mobile communities;
- Semiramis: take your identity with you across Europe.

Second section - Open discussion, questions and answers (30')

Event email: info-ICT2010@ec.europa.eu

Event website: http://ec.europa.eu/information_society/events/cf/ict2010/item-display.cfm?id=3435

Country: Belgium

City/Location: Brussels

Organiser: European Commission, Directorate General Information Society and Media

IT: HIMSS Europe Health IT Leadership Summit 2010 - 29 - 1 October 2010

Healthcare Information and Management Systems Society (HIMSS) Europe Health IT Leadership Summit 2010

The HIMSS Europe Health IT leadership summit is a new, executive level forum for education, collaboration and dialogue. Leaders from healthcare, IT and government will convene to help advance the quality of healthcare delivery.

The event will feature conference and education sessions as well as a leadership summit designed to foster intensive knowledge exchange and networking opportunities at the most senior level. The detailed event programme may be found [here](#).

Registration can be performed [online](#).

Event website: <http://www.hitleadershipsommit.eu/>

Country: Italy

City/Location: Rome

Organiser: Healthcare Information and Management Systems Society

IT: National Congress AICA 2010 - 29 - 1 October 2010

National Congress AICA 2010 - The reconstruction of L'Aquila as a laboratory for the national ICT scientific and industrial community

Approximately one year after the earthquake in the city of L'Aquila, Abruzzo region, central Italy, the path to reconstruction has started. Information and Communication Technology (ICT) can facilitate an innovative reconstruction process, serving as a laboratory for experimenting new techniques, both in specific and multi disciplinary areas.

For the first time in Italy, there is a concrete possibility to test, in the particular national context of a historically stratified structure, the introduction of the elements of the future city landscape. In such a scenario ICT can play a dominant and pervasive part in all the disciplinary areas of reconstruction, e.g.: restoration of monuments and application of (re)constructive techniques; planning and management of resource distribution networks (water, gas, electricity); planning of intelligent buildings, resource-aware and cooperative neighborhoods/areas; management of mobility and geolocation of social activities in a multi-centric territory.

A widespread public administration needs new iGovernment solutions in its relations with the citizen, as well as for the management of health and of environmental and transport services. Those enabling technologies which can promote the social, cultural and economical rebirth of the area are singled out in the National Plan on ICT Research. They include: embedded pervasive systems, technology for networks, infrastructure and networks for services, service platforms, future media, future user/machine interaction, perceptual and cognitive robotics, security.

The main themes of AICA 2010 are the following:

- i-Government;

- Healthcare, health, ICT for person care;
- Future ICT in support of planning, culture and creativity;
- eEnergy: intelligent networks, domotics, energy savings;
- eMobility: smart cities and infrastructure;
- eEnvironment: geospatial information for environmental and land development;
- How to create and develop eSkills for the digital society.

The event programme may be found [here](#), in Italian.

Registration can be performed [online](#).

Event email: aica2010@univaq.it

Event website: <http://aica2010.univaq.it/>

Country: Italy

City/Location: L'Aquila

Organiser: Associazione Italiana per l'Informatica ed il Calcolo Automatico (AICA - the Italian Computer Association) in cooperation with the University of L'Aquila

UK: Driving Efficiencies in Public Sector IT 2010 - 30 September 2010

Driving Efficiencies in Public Sector Information Technology (IT) 2010: Meeting new demands

IT is at the heart of cost savings across the public sector, with the joint challenges of reducing costs in IT whilst enabling the organisation to deliver services more efficiently through IT. This one day conference will explore the fundamental changes needed in IT and it will challenge delegates to re-think how to plan, manage, design and deliver essential public services which exploit modern technologies.

The event is designed for senior IT professionals serious about delivering cost and efficiency savings. Attendees will hear short, sharp case studies and debate ideas in discussion sessions, working in small groups to consider how to implement ideas into their organisation.

The detailed conference programme may be found [here](#).

Registration can be performed [online](#).

Event email: ross.easterbrook@guardian.co.uk

Event website: <http://www.guardian.co.uk/drivingefficiencies>

Country: United Kingdom

City/Location: London

Organiser: Guardian Conference Team

BE: Virtual Physiological Human Conference 2010 - 30 - 1 October 2010

Virtual Physiological Human Conference 2010

The Virtual Physiological Human Network of Excellence (VPH NoE) is an umbrella project representing the [Virtual Physiological Human Initiative \(VPH-I\)](#) set up by the European Commission with a budget of approx. €350 million for the Seventh Framework Programme (FP7). VPH-I lists, as its main target outcome, patient-specific computer models for personalised and predictive healthcare and ICT-based tools for modelling and simulation of human physiology and disease-related processes.

VPH 2010 is the first one in a series of events designed to be a key resource for the VPH NoE to produce a '[VPH Vision and Strategy Document](#)' to inform the next European Commission calls for the VPH field for FP7, FP8 and for European large infrastructural actions.

The conference will be dedicated to VPH-I, bringing together key representatives from VPH groups, Industry and Clinics. It is designed to be a relatively small meeting up to a maximum of 200 participants with high profile key speakers and it will aim to contain the very best of VPH research.

Parallel sessions will be held on both days with proposed topics in five main themes; Organ Systems, Modelling Scales, Research Methodology, Application Domains and Data Access and Information Assurance.

The organisers anticipate increasing the size and scope of the VPH conference in subsequent years.

Registration will be on a first-come, first-served basis, unless applications exceed the meeting's capacity, in which case active participation (submitted abstract) will be considered. Registration can be performed [online](#).

Event email: tchapman@ulb.ac.be

Event website: <http://www.vph-noe.eu/vph2010>

Country: Belgium

City/Location: Brussels

Organiser: Virtual Physiological Human Network of Excellence (VPH NoE), with the support of the European Commission, Directorate-General for Information Society and Media

UK: Public Sector Online 2010 - 4 October 2010

Conference on Public Sector Online 2010 - 'Connecting and engaging with the public'

This conference will give delegates a clear view of how they can engage with their audience to deliver services more effectively and strategically online. It will bring together public sector professionals involved in implementing, developing and delivering web-based customer services and information.

Key topics to be discussed include:

- Efficiencies and channel shift
- Understanding public behaviour and customer web usage
- Innovation in social media
- Open data and open source
- Developing mobile content

The conference programme may be viewed [here](#).

Event email: info@kable.co.uk

Event website: <http://www.guardian.co.uk/psonline>

Country: United Kingdom

City/Location: London

Organiser: Kable

UK: AAATE 2010 workshop on Assistive Technology - 4 - 5 October 2010

Association for the Advancement of Assistive Technology in Europe (AAATE) 2010 Workshop on Assistive technology: technology transfer - 'The social model for Assistive Technology-technology transfer (AT-tt)'

The 'social model' is one that assumes that the development of AT is something that has to be driven by the goal of achieving an inclusive society - and so there are moral, financial, business and scientific issues to understand and manage.

The following topics will be discussed during the workshop:

- Contrasting commercial and social models of AT-tt
- Open development/Innovation
- Technological development and issues
- Taking account of service delivery issues
- Evidence of effectiveness or market
- Commercialisation approaches and issues
- How AT information helps technology transfer
- Reaching the AT customer
- Financing
- The role of Patient & Public Involvement
- Social and ethical implications
- Models of AT-tt and innovation

Further information about the workshop can be found in the [programme](#).

Event email: h.haigh@sheffield.ac.uk

Event website: <http://kt-equal.org.uk/calendar/56/7-Assistive-technology-technology-transfer>

Country: United Kingdom

City/Location: Sheffield

Organiser: Rehabilitation and Assistive Technology team at the University of Sheffield and KT-EQUAL

DE: ISSE & GI-SICHERHEIT 2010 - 5 - 7 October 2010

Twelfth edition of the Information Security Solutions Europe (ISSE) Conference and Exhibition and Fifth edition of SICHERHEIT Conference - Jointly organised conferences

Founded in 1999 as an initiative of the European Commission, Directorate-General for Information Society and Media, ISSE is Europe's only independent, interdisciplinary security conference and exhibition. ISSE provides a forum for sharing real life experiences and learning from experts in the field and it is renowned for its rich educational content and unbiased perspective - no sales pitches, just actionable information.

By attending ISSE 2010 delegates will benefit from the following:

- An educational programme featuring the latest developments in information security, with a special emphasis on European directions and regulations;
- Expert advice on emerging threats and the key challenges ahead;
- Bespoke itinerary allowing participants to choose from more than 80 individual sessions;
- Hands-on demonstrations of the latest solutions from specialist suppliers;
- Complimentary entry to the ISSE Networking Event;
- Networking opportunities with peers, European security experts and industry suppliers.

SICHERHEIT is the biannual congress on safety and security of the German Informatics Society. It covers the whole range of topics from this area, e.g. secure software development, biometrics, eCommerce, reliability and safety, certification, fault-tolerance, formal methods, critical infrastructure protection, cryptography, network security, privacy enhancing techniques, intrusion detection and prevention, and steganography.

This content-rich and thought-provoking conference will encourage knowledge sharing and peer-to-peer discussion through presentation sessions, debates and workshops. With special emphasis placed on case studies and innovative and robust security solutions implemented by European organisations, the event will focus on key security topics. The topics covered over three days within six daily security tracks include insights into the new German Identity Card scheme launching in November 2010. The provisional event programme may be retrieved via the conference programme page of the event website.

Registration can be performed [online](#).

Event email: nicola@revolution-events.com

Event website: <http://www.isse.eu.com/>

Country: Germany

City/Location: Berlin

Organiser: Revolution events (for ISSE 2010) and the special interest group 'Sicherheit' within the German Informatics Society (for SICHERHEIT 2010)

ES: Workshop on Using the cloud to automatically personalise interfaces and materials - 5 October 2010

International Workshop on 'Using the cloud to automatically personalise interfaces and materials for those facing difficulties due to disability, literacy or aging: the future of social clouds and inclusive infrastructures'

Participants will have the opportunity to attend the international workshop on 'Using the cloud to automatically personalise interfaces and materials for those facing difficulties due to disability, literacy or aging: the future of social clouds and inclusive infrastructures', which will be delivered by Professor Gregg C. Vanderheiden an international expert in the area of access to technology.

The **INREDIS** is a National Strategic Consortia in Technological Research and Development (CENIT) project, which is part of the Spanish government's INGENIO 2010 initiative run by the Industrial Technology Development Centre (CDTI). Its main aim is to develop basic technologies which will lead to the creation of communication channels and interaction among people with special needs and the ICT technological environment. INREDIS is carrying out basic research in the field of accessible interoperable technologies over the period 2007-2010 with a budget of €23.6 million.

Event email: info@inredis.es

Country: Spain

City/Location: Madrid

Organiser: INREDIS Project Consortium, lead by Technosite, ONCE Foundation

ePractice workshop: "Procurement of eHealth solutions" - 6 October 2010

This workshop, an initiative of the eHealth Procurers' community and supported by the European Commission will take place **October 7, 2010**.

The Procurement of eHealth solutions workshop aims to share experiences and best practices on procuring eHealth services. National and regional cases will be presented and discussed in depth.

The main objectives of the workshop are to:

- Facilitate the exchange of best practices for deploying sustainable eHealth services procurement strategies and specifications.
- Promote the creation of synergies to increase quality & interoperability of deployed solutions as well as to launch innovative services.
- Support the sharing of technical knowledge and expertise needed to deploy complex eHealth procurement tools & services.

Within the context of this event, the EC aims to bring together high-caliber professionals, with extensive expertise and knowledge in the cross-section of the eHealth and Procurement fields.

Therefore, this workshop is open to practitioners from European national and regional administrations, public and private organisations, academia and research centres. This variety of strong and diverse stakeholders will provide

differentiated contributions and points of view, thus assisting to foster generalized principles and approaches on addressing the subject of eHealth services procurement.

Possible subjects of interest include (but are not limited to):

- Legal aspects of procurement of eHealth services.
- Assessment and classification of procurement patterns in the healthcare sector.
- Procurement of eHealth services – technology state-of-art.
- Procurement of eHealth services – empirical best practices.
- European legislation on the procurement of eHealth services.
- IT platforms and technology standards for the procurement of eHealth services.
- Use Case 1 – NHS
- Use Case 2 - TBD

Registration to this workshop can be easily facilitated by visiting the following page: <http://www.epractice.eu/en/node/add/workshop-participate/305458>.

To be considered for a speaker placement, please submit your abstract to the event organisers at events@eurodyn.com. The event organiser will assist you promptly. The deadline for submission of abstracts is **September 14, 2010**.

Thank you! We are looking forward to your contributions!

Country: Belgium

City/Location: Brussels

Organiser: EUROPEAN DYNAMICS, SA

FR: 19th ATHOS Days - 7 - 8 October 2010

19th Congress of the French Association of Hospital Communication Technology (ATHOS)

The 19th Congress of the French Association of Hospital Communication Technology ('Association des Technologies de la Communication Hospitalière', ATHOS, in French) will be the occasion to celebrate the 20th anniversary of the association.

The two-day event will be focused on information systems and will address, among other themes:

- Evolution of technology over the past two decades;
- Telemedicine, teleradiology, telepsychiatry, teletraining;
- Security and confidentiality;
- Interoperability, exchange of information with third parties;
- ePrescribing;
- Mobility and ultra mobility (Personal Digital Assistants - PDA, smart phones, etc);
- Vocal and visual recognition systems;
- Information systems and sustainable development;
- Regulatory developments.

The detailed event programme may be found [here](#).

Registration is now open and can be performed [online](#).

Event email: athos@ahos.asso.fr

Event website: <http://www.athos2010.fr/>

Country: France

City/Location: Saint-Raphaël

Organiser: Association des Technologies de la Communication Hospitalière (ATHOS)

DE: European EXPP Summit 2010 - 11 - 12 October 2010

European EXPP Summit 2010 - The European Congress for E-Invoicing & E-Billing

The European EXPP Summit has, as its main theme, all electronic processing steps involved in billing and the handling of payments. It provides a networking platform for all participants from the industrial and services sector, for system and solution suppliers and for companies processing invoices.

The objective of the European EXPP Summit is to identify and discuss the areas with potential for optimisation and cost saving in billing. Participants, partners and exhibitors will gain informative, work-related and updated know-how.

The EXPP Summit mainly focuses on Europe, by taking into account the fact that business processes are already highly internationalised while providing participants with comprehensive information about supranational approaches, solutions and systems.

The European Congress on E-Invoicing & E-Billing celebrates in 2010 its sixth anniversary. More than 350 E-Invoicing experts such as: Chief Executive Officers (CEOs); Chief Financial Officers (CFOs); Chief Information Officers (CIOs); Heads of Accounts Receivable (A/R) and Accounts Payable (A/P); Procurement Invoice Management and E-Invoicing decision makers as well as interested parties from about 30 countries will thus meet in Munich to exchange views about current trends and perspectives.

Over two days, the participating speakers will talk about their experiences with E-Invoicing projects. The European EXPP Summit 2010 will offer the participants a series of success stories and best practice sessions from numerous industries across Europe. More specifically the participants will:

- Hear the latest news on market trends, perspectives, standards and initiatives;
- Discover success stories on the improvement of the Procure-to-Pay process and the Financial Supply Chain and how the latter can help to considerably reduce costs;
- Focus on the different possibilities for implementing E-Invoicing & E-Billing and for harmonising legislation in Europe.

A preliminary agenda of the event may be found [here](#).

Event email: info@expp-summit.com

Event website: <http://www.expp-summit.com>

Country: Germany

City/Location: Munich

Organiser: Vereon AG

ePractice workshop: "eInclusion days-Digital Literacy" - 10 October 2010

The Digital Literacy community announces the organisation of a workshop on **October 12, 2010** in Brussels. This workshop will aim to encourage the sharing of good practice in the area of digital competences of intermediaries and social actors working in the field of economic, social and/or digital inclusion of groups at risk of exclusion such as the elderly, disabled, migrants, youth, unemployed and low educated people.

In addition, the workshop aims to identify and disseminate: ICT-enabled solutions (training, resources, tools, etc) for digital competences of social inclusion actors; good practices and current research carried out in this area; initiatives and funding programmes at local, national or European level.

Therefore, the focus will be on the necessity to improve the accessibility of ICT products and services by intermediaries and social actors and its application to their jobs.

The topics expected to be raised at the workshop include:

- Carers' digital literacy and targeted online training and job support
- Intermediaries training/eLearning on digital competences and eInclusion
- ICT tools and e-Skills to support end users looking for a job
- ICT enabled acquisition of management and operational competences

Particular attention should be paid to two main categories of social inclusion actors/ intermediaries who support groups at risk of social exclusion or needing support (e.g. dependent people, elderly, migrants, youngsters in difficulty, unemployed, lowly educated):

a) social inclusion actors/ intermediaries providing care and assistance to the referred social groups;

b) social inclusion actors/ intermediaries facilitating the learning, skilling and/or employability of the referred social groups.

Who should attend?

The workshop is open to public and private social care organisations, digital training institutions, NGOs and "third sector" organisations working in the field of eInclusion or social inclusion, researchers, ICT developers and others involved or interested in the topics indicated above.

Call for presentations:

Those interested in speaking should register to the workshop and submit an original and concise proposal, which should be based on one or more real cases (see **call for participation** in the section 'presentations & documents' below), by September 13, 2010.

Potential speakers are encouraged to submit the case(s) of their presentation to the ePractice case repository (<http://www.epractice.eu/en/cases>), if this has not been done yet.

All proposals for presentations should be submitted to events@eurodyn.com with a copy to vassilia.orfanou@eurodyn.com. Accepted formats of presentation submission are: .ppt and .pdf. To register for this event, prior registration to ePractice is required at <http://www.epractice.eu/en/user/register>, with subsequent registration to this workshop.

Important deadlines:

- Submission of draft presentations by **September 13, 2010**
- Speaker confirmation by **September 29, 2010**
- Submission of final presentations by **October 7, 2010**

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

ePractice workshop: "eInclusion days-Inclusive eGovernment" - 12 October 2010

This workshop will take place on **October 13, 2010** and is an initiative of DG INFSO, aiming to encourage the sharing of good practice in the area of Inclusive eGovernment.

In addition, this workshop will aim to disseminate current research and development activities carried out within the two eInclusion areas as well as other research initiatives within the European Union Framework Programmes.

Therefore, the focus will be on the necessity to improve the accessibility and availability of everyone to ICT products and services, in order to create new employment, education and equal living standards for all; connecting them to jobs, new forms of communication and participation, and to public services.

Topics of interest include, but are not limited to:

- eGovernment policies targeted at groups at risk of exclusion
- User segmentation in eGovernment services
- Inclusive eGovernment in healthcare
- Multichannel delivery services
- eGovernment services: the 'value chain' dimension
- Design, production, delivery, access and use of inclusive eGovernment services
- "Inclusive by design" versus specific assistance - tailored services
- Marketing, targeting and promotion of eGovernment services for specific disadvantaged groups

Ultimately, this workshop will aim to share good practice initiatives, knowledge and experiences on the field as a means of accelerating the uptake of eInclusion solutions and improving both policy-making and research for now and the future.

Who should attend?

Researchers and ICT developers, public and private social care, business representatives should attend. Through their participation, potential presentation and discussions in the workshop session, researchers, users and stakeholders will be able to learn about the current situation in inclusive eGovernment and also transmit their points of view for now and for the future.

Non-epractice members may register to the [portal](#) and thereafter register to the workshop here. Speakers are kindly invited to download the **call for participation** that can be found in the '**presentation and documents**' section and direct any questions or clarifications to events@eurodyn.com

Call for presentations:

Those interested to speak should register to the workshop and submit an original and concise proposal (a few slides or descriptive summary).

All proposals for presentations should be submitted to events@eurodyn.com with a copy to Vassilia.orfanou@eurodyn.com by **September 24, 2010**.

Accepted formats of abstract and presentation submission are: .doc, .ppt and .pdf. Prior registration to epractice is required at <http://www.epractice.eu/en/user/register> for people that are not current ePractice members.

Important deadlines:

- Submission of draft presentations by **September 24, 2010**
- Speaker confirmation by **September 29, 2010**
- Submission of final presentations by **October 7, 2010**

Country: Belgium
City/Location: Brussels
Organiser: European Dynamics, S.A.

HU: Telecentre-Europe Summit 2010 - 13 - 14 October 2010

Telecentre-Europe Summit 2010 - 'Call to action: the digital agenda for economic recovery'

The third Telecentre-Europe Summit will bring together audience of over 100 Telecentre network leaders from across Europe. The members of the network come from more than 80 organisations, which represent around 25 000 Telecentres. Telecentres help disadvantaged people benefit from technology, reaching an estimated 12 million people each year.

The key theme of the event will be the way in which telecentres can maximize their contribution towards a successful European digital agenda.

During the summit, participants will be able to explore various topics including:

- **Achieving European eCitizenship**
National networks of telecentres are catalysts of eInclusion across the European nations. Telecentres are facilitating eGovernment and eParticipation services for communities and people that need them. Closer relationships between Governments and telecentres will increase the understanding, the acceptance, and the reach of these services.
- **eSkills for everyone**
eSkills are important for all Europeans. Telecentres help the disadvantaged improve their chances for a better quality of life, for employability, and for social inclusion. Telecentres' services rely on tools developed by Information Technology (IT) companies. Amplified cooperation between companies and telecentres would result in diversified services and increased benefits for the digitally excluded.
- **Building telecentre capacity**
Telecentres need skilful and motivated operators to perform at their best. It is estimated that around 300000 people currently work in different types of telecentres across Europe. Specific formal education opportunities could boost the chances to professionalize the telecentre/eInclusion workers.

A preliminary agenda of the event may be found [here](#).

Event email: info@telecentre-europe.org
Event website: <http://www.telecentre-europe.org/news.php?id=4>
Country: Hungary
City/Location: Budapest
Organiser: Telecentre Europe network

EE: E-Health Tallinn 2010 - 13 - 15 October 2010

E-Health in Estonia: Nationwide approach - International Conference in Tallinn 2010 - 'Have an eExperience in Tallinn'

E-Health Tallinn 2010 will provide an overview of problems and successes related to the implementation of the Estonian National Health Information System.

The event intends to bring together the Eastern and Western Europe's industry leaders and experts both from public and private sectors, senior government representatives, clinicians and IT companies for education and collaboration. The main languages of the conference will be English **and Russian**.

The Conference main programme sessions are: Vision of eServices, Impact of eServices, Patient's informed consent and the implications for care processes, and eHealth from the implementer's side.

The second day will be devoted to site visits to health and ICT related organisations so that every participant has a chance to experience the eServices that local citizens use on daily basis in Estonia. Participants can also enjoy several social and networking events and an exhibition of health ICT tools.

The detailed event programme may be found [here](#).

Registration can be performed [online](#).

Event email: info@ehealthtallinn2010.org

Event website: <http://www.ehealthtallinn2010.org/>

Country: Estonia

City/Location: Tallinn

Organiser: Estonian eHealth Foundation

FR: First World e-Gov Forum Event - 13 - 15 October 2010

First World e-Gov Forum (WeGF) Event

The World e-Gov Forum (WeGF) succeeds to the 'World e-democracy forum' founded in 2000 by the city of Issy-les-Moulineaux (France). From 2010 on, the WEGF changes its concept. At the core of this new format is the news website www.wegf.org, a tool to debate, learn and exchange, managed by a specialised editorial staff and supported by a worldwide telepresence network. Events will also be organised throughout the year by the Forum's state and non-state partners.

The present event is the first of these events. It will benefit of the patronage of French Prime Minister François Fillon and State Secretary for Forward Planning and the development of the Digital Economy, Ms. Nathalie Kosciusko-Morizet.

The event will consist of:

- several plenary conferences taking place at the headquarters of various WeGF partners;
- the hearing of the award candidates in the city of Issy-les-Moulineaux and the eDemocracy and eGovernment Awards ceremony;
- eDemocracy breakfasts and debates.

The debates and conferences will be fully international, with the possibility for remote speakers to interact in real time using a network of 800 telepresence rooms all over the world. The broadcast of all the plenary conferences on the Internet and on dedicated smart phones applications will enable people from all over the world to follow the Forum.

Registration to this first event will be made available [online](#).

Event email: <http://wegf.org/vos-contacts/?lang=fr>

Event website: <http://wegf.org/2010/04/paris-october-2010/>

Country: France

City/Location: Paris

Organiser: Acteurs publics Événements

HR: 2nd Congress on Preventive Medicine and Health Promotion - 13 - 16 October 2010

2nd Congress on Preventive Medicine and Health Promotion with international participation - 'Equal in Health'

The Congress aims to enhance the medical knowledge and state responsibility for initiating and encouraging positive changes in human lifestyle. Thus physicians, regardless of their specialty, and other experts whose knowledge and work include preventive care can participate in the Congress and make their knowledge optimally effective in improving public health.

Social inequalities in health, demographic health, ethics in public health and primary healthcare, strategy for preventive medicine in Croatia, mental health will be explored. Furthermore, the position of Croatian public health within the international public health will be examined.

The detailed congress programme can be viewed [here](#) both in Croatian and in English.

Event email: kongres@studiohrg.hr

Event website: <http://www.preventive-medicine2010.com/en/index.php>

Country: Croatia

City/Location: Zagreb

Organiser: The Croatian Society of Public Health in association with the Croatian National Institute of Public Health, County Institutes of Public Health and Andrija Štampar School of Public Health, School of Medicine, University of Zagreb

FR: T-Seniority project - Second Public Workshop - 18 October 2010

T-Seniority project - Second Public Workshop - 'New dwellings, new technologies, new older people: a new life!' - Trends and initiatives - European opportunities

Born from the meeting of [E-Seniors](#) (Network for eInclusion of Seniors and Active Aging) and [FNAQPA](#) (National Federation of the Future and Quality of Life of Older People - Fédération Nationale Avenir et Qualité de vie des Personnes Agées), both involved in some European Commission (EC) funded projects (respectively [Long Lasting Memories](#) and [T-Seniority \(Expanding the benefits of Information Society to Older People through digital TV channels\)](#), of which it will be the second workshop), this day will be an opportunity to screen trends and innovations in a fast evolving sector, with a special focus on EC projects dedicated to Information and Communication Technologies (ICT) and older people.

The organisers of the event want to make it an opportunity for projects to meet, share experience and initiate international links for all attendants, during the Blue Week (the week dedicated to older people in France). Anyone involved in projects dealing with new technologies and seniors should attend this unique event.

The workshop will consist of mini-conferences, debates and a visit to the projects showroom, concluded by a networking cocktail. The Agenda of the Workshop may be found [here](#). The mini-conferences will focus on the following themes, respectively:

- New habitats
- New technologies
- New elderly users
- New initiatives
- Sustainability

Interested participants may pre-register for the event using the [online pre-registration form](#) on the event website.

Event email: malborg@idieikon.com

Event website: <http://tsejiority.idieikon.com>

Country: France

City/Location: Paris

Organiser: E-Seniors, National Federation of the Future and Quality of Life of Older People (FNAQPA) and the T-Seniority project

PL: 10th International Multidisciplinary Conference on eCommerce and eGovernment - 18 - 20 October 2010

10th International Multidisciplinary Conference on eCommerce and eGovernment (ECOM & EGOV'10)

The conference is meant to be of interest to the academic community as well as representatives of business, industry, government, non-governmental organisations (NGOs) and the information technology sector.

Topics to be discussed include but are not limited to:

- electronic markets and electronic marketing;
- business models and processes in eCommerce and eGovernment;
- languages and models for eCommerce and eGovernment;
- artificial Intelligence in eCommerce and eGovernment;
- electronic contracting and public procurement;
- legal aspects of eCommerce and eGovernment;
- electronic interaction and negotiation;
- virtual Enterprises and Knowledge Management;
- technology for eCommerce and eGovernment;
- Internet computing, networked enterprises and networked governments;
- social aspects of eCommerce and eGovernment;
- futurology of eCommerce and eGovernment;
- eInclusion and its influence on eCommerce and eGovernment;
- national and cross-border eGovernment services;
- productivity and efficiency in eCommerce and eGovernment.

The detailed list of topics is available [here](#).

Event email: ecom-egov2010@imcsit.org

Event website: <http://www.imcsit.org/pg/347/272>

Country: Poland

City/Location: Wisla

Organiser: International Multiconference on Computer Science and Information Technology (IMCSIT) under the patronage of the Polish Minister for Science and Higher Education, Professor Michał Kleiber - the President of Polish Academy of Sciences

PL: International Symposium on Technologies for Social Advancement 2010 - 18 - 20 October 2010

International Symposium on Technologies for Social Advancement (T4SA'10)

The International Symposium on Technologies for Social Advancement will be held within the International Multiconference on Computer Science and Information Technology (IMCSIT 2010). IMCSIT is organised under the patronage of the Polish Minister of Science and Higher Education.

T4SA strives to stimulate and promote cross-disciplinary communication between researchers and developers working in different domains with the goal of developing frameworks, applications, and technology for social impact.

The type of impact can range from individuals (children, elderly, disabled, illiterate, informal businesses, etc) to communal, and in a variety of areas such as economic and social development, education, advocacy, human rights, and healthcare.

The T4SA symposium will be held as an open forum to promote discussions. The symposium will have a modified format with round table discussions and extended paper presentations.

The T4SA symposium encourages submissions of original research papers, practical applications and technology, and position papers on all aspects of computing technology connected directly or indirectly with social advancement. The organisers are also looking for ideas about ways to use, deploy, develop and promote the application and use of mobile phones and Internet Technology toward educational and social goals.

Topics include, but are not limited to:

- Applications and technology for the disabled/elderly & health care;
- Applications and technology for education;
- Social activism through mobile and Internet technology;
- Human rights and mobile and Internet technology;
- Learning and education for social and economic impact;
- Mobile technology and software for informal economies;
- Mobile software;
- Education through mobile devices;
- Open ideas on communities/groups/people and how they may benefit from computers/Internet/mobile technology.

Registration can be performed [online](#).

Event email: t4sa2010@imcsit.org

Event website: <http://www.imcsit.org/pg/341/268>

Country: Poland

City/Location: Wisła

Organiser: University of Gdansk and the Systems Research Institute of the Polish Academy of Sciences (IBS PAN)

PL: 2nd International Workshop on Medical Informatics and Engineering - 18 - 20 October 2010

2nd International Workshop on Medical Informatics and Engineering (MI&E'10)

The 2nd International Workshop on Medical Informatics and Engineering (MI&E 2010) will be held within the International Multi-conference on Computer Science and Information Technology (IMCSIT 2010). IMCSIT is organised under the patronage of the Polish Minister of Science and Higher Education.

MI&E 2010 will bring together researchers, developers, practitioners, and users to present their latest research, results, and ideas in all areas of medical informatics, engineering, and artificial intelligence in medicine and health care.

MI&E 2010 will provide a forum for the exchange of ideas between physicians and computer scientists and engineers to address the important issues in those areas. The topics to be covered are likely to include:

- Health Care Information Systems
- Clinical Information Systems
- Medical Image Processing and Techniques
- Medical Intelligent Systems for different medical tasks
- Medical Expert Systems
- Applications in Medical and Health Sciences

- Artificial Intelligence Techniques in Health Sciences
- Medical Databanks, Databases, and Knowledge Bases
- Neurocomputing in Medicine
- Ontology and Medical Information Science
- Bioethics and Health informatics
- Web-Based Medical Diagnosis
- Health Care Process Management
- Intelligent Agents

Registration is to be performed [online](#).

Event email: mie2010@imcsit.org

Event website: <http://www.imcsit.org/pg/319/259>

Country: Poland

City/Location: Wisła

Organiser: University of Gdansk and the Systems Research Institute of the Polish Academy of Sciences (IBS PAN)

UK: Enabling cost-effective management of long-term conditions - 19 October 2010

Enabling cost-effective management of long-term conditions - Mainstreaming telehealth and telecare

This half-day conference will enable participants to explore how mainstreaming telehealth and telecare could potentially provide a cost-effective way of managing long-term conditions.

More specifically the conference will:

- provide participants with the policy vision for the future of telehealth and telecare;
- feature case studies from areas that have delivered cost-savings by implementing telehealth and telecare;
- debate whether cost-savings are realistic, and if there is scope for mainstreaming telehealth and telecare across health and social care.

Event email: events@kingsfund.org.uk

Event website: <http://www.kingsfund.org.uk/events/enabling.html>

Country: United Kingdom

City/Location: London

Organiser: The King's Fund

UK: Smart Cities Customer Insight Conference - 21 October 2010

Smart Cities Customer Insight Conference - 'Customer profiling and service lists'

The Smart Cities Customer Insight Conference will focus on the identity of business customers in general and what companies need in the context of redesigning and marketing services to effectively meet customer needs but also achieve efficiency through joint working and moving people to less costly access channels.

As well as getting the first copies of the new Smart Cities Customer Insight guide, delegates will be able to hear and talk to organisations that are using the techniques effectively in order to make a difference in their area. The emphasis will be on exchanging ideas and identifying new solutions that will constitute practical business tools, rather than on just absorbing information.

Public services need to adapt to the needs of citizens. Often new eServices are technology-initiated, but Smart Cities starts with the user. Sociology, marketing and economic science have a lot to offer to the developers of

eServices. This means bringing a range of data sources together to develop accurate profiles of target customer groups.

The [Smart Cities project](#) partners are using a wide range of geographical, transactional, demographic and survey data to better understand citizen's needs and to reengineer services. This will allow partners to identify and use the most appropriate service channels for different target groups, and to proactively provide services that will meet their needs. This will ensure that services are designed and implemented in ways that recognise the specific needs of different groups of citizens.

The Smart Cities project is creating an innovation network between cities and academic partners to develop and deliver better eServices to citizens and businesses in the North Sea Region. Smart Cities is supported by the European Regional Development Fund.

The event is free of charge but priority will be given to Smart Cities partners and their guests. A booking form is now open at <http://esd.org.uk/esdtoolkit/Events/EventDetails.aspx?E=445>.

Interested parties can book overnight accommodation using this [link](#) or via www.ConferenceBookings.co.uk by entering the following event code: *CMBNORFOLK2010*.

A preliminary agenda of the event may be found [here](#).

Event email: Helen.Lee@norfolk.gov.uk

Event website: <http://www.smartcities.info/customer-insight-conference-cambridge>

Country: United Kingdom

City/Location: Cambridge

Organiser: Smart Cities project

FR: INFO to DOC - 20 - 21 October 2010

INFO to DOC - Conference and Exhibition on the Management of information and document processes

INFO to DOC is the only event in France to be dedicated to dematerialisation and Enterprise Output Management (EOM). Over two days of exchange and business, it will aim to bring answers to both public and private companies looking for solutions on issues such as:

- How to optimise the circulation of information and documents?
- How to dematerialise safely?
- How to archive and certify via electronic means?
- What about the Cloud and Saas models?
- How to optimise document management?

The event consists of an exhibition on inflows, outflows and internal flows (more than 100 exhibitors), a series of workshops with practical examples and plenary conferences focused on, for example: the dematerialisation of invoices, certification systems for electronic archiving, the synchronisation of information and documents within the organisation, multifunction and document management. The programme of the conferences may be found [here](#).

The free access badge can be ordered [online](#).

Event email: fgouache@amalthea.fr

Event website: <http://www.infotodoc.com/>

Country: France

City/Location: Paris

Organiser: ETAI Groupe Infopro Communications

DE: Global E-Health Forum - Hamburg 2010 - 25 - 26 October 2010

Global E-Health Forum - Hamburg 2010 - 'Strategies, Solutions and Services'

The primary aim of the organizers is to provide a cross-sector forum for representatives from hospitals and clinics, governments, health insurance organizations, service providers and the media.

Policymakers, users, suppliers and implementation managers will have the opportunity to learn from each other and to develop collaborative working relationships.

Some of the topics that will be discussed during the event include:

- eHealth Strategies (examples from the USA and New Zealand, overview on Europe);
- eHealth Best Practices in Hospitals Worldwide, e. g. quality management, hospital information systems, process optimization;
- Standardisation, interoperability, interconnectivity;
- Telemedicine;
- Services, e. g. healthcare relationship (patient) management and patient empowerment;
- Acceptance of eHealth and data safety/protection.

Event email: geh@common-sense.biz

Event website: <http://www.global-ehealth-forum.com/>

Country: Germany

City/Location: Hamburg

Organiser: European Health Telematics Association (EHTEL), Hamburg Chamber of Commerce and IBM in cooperation with Asklepios Clinics

NL: State of Social Media Summit - 28 - 29 October 2010

State of Social Media Summit

This two-day summit will investigate the impact of small-scale Internet organisations on society. It will reflect on how such organisations change the old media landscape of commercial and public service media. Participants will discuss - and share experiences on - the resulting challenges in social media for the future; an agenda for meeting these challenges will be presented at the end of the summit.

The event is particularly targeted at social media entrepreneurs and those interested in social innovation.

The Summit will host sessions on:

- migration & integration - access to new media can be especially empowering to migrants and marginalised groups in society. Social media projects provide these groups with platforms to communicate within their own groups and influence how majority populations perceive these groups. In collaboration with the European Bridge-IT network this session will explore social media (best) practices in the field of migration and integration;
- open governance;
- (citizen) journalism;
- urban computing;
- project/funding.

The organisers are open for other suggestions and plan to provide space for ad hoc interventions throughout the project. It is possible make a proposal for a topic for one of the sessions or to discuss the programme on the website.

Registration can be performed [online](#).

Event email: info@digitalepioniers.nl
Event website: <http://www.digitalepioniers.nl/ssms/this-summit/>
Country: Netherlands
City/Location: Amsterdam
Organiser: Digital Pioneers

ePractice workshop: Public Services 2.0 - 16 November 2010

Based on the Internet tools and platforms developed during the last few years, Web 2.0 has evolved from a trend to a business paradigm to the current status quo for business development. Governments around Europe and the EU itself have embraced and actively supported and nurtured this evolution in both financial (public funding) and legal (pertinent legislation) terms.

Beyond their active sponsoring of the relevant technologies and practices, Member States Governments are seeking to encourage actual implementation and deployment of pertinent services that can deliver considerable benefits to their citizens. In this light, the European Commission, Directorate General Information and Media is pleased to announce that a workshop on "Public Services 2.0" will take place on November 16, 2010 in Brussels, BU25 / S1 Avenue de Beaulieu 25, Brussels, 1160.

This workshop will seek to create awareness and facilitate the exchange of knowledge and experience in best practices in the field of Public Services based on Web 2.0 principles. Moving from simple linking (Web 1.0) to active participation (Web 2.0) to the Semantic Web and Open Data interconnectivity (Web 3.0) and beyond has always been the result of the efforts of motivated individuals; ePractice will aim to invite such persons to attend or present their cases and opinions in an open discussion that will stir debate and stimulate spreading of Best Practices within the EU and beyond.

Potential topics to be covered are:

- **Applications:**
 - Web 2.0 in Public Service examples (Cases)
 - Related active communities
- **Technology:**
 - Tools and technologies supporting and driving Web 2.0 initiatives
 - Bottom-up vs. Top-down development approaches
- **Policies:**
 - Best practices
 - Benefits for the citizen o Citizen involvement and empowerment o Protecting, expanding and regulating the Digital Infrastructure
 - Current and future Programmes towards supporting Web 2.0 innovation
- **The next generation: Open Data and Web 3.0**

Important deadlines to remember:

- Abstract (500 words max) & 3 slides to be submitted by October 22nd, 2010
- Speaker confirmation by November 4th, 2010
- Final presentations by November 8th, 2010

Action research, case studies, research-in-progress, and pilot programs are welcome approaches. Proposals for roundtable discussions, practitioner contributions, and product demonstrations are also invited.

For more information and submission of abstracts, please download the **call for participation** and **workshop for speakers** that may be found in the '**presentation and documents**' section below and submit to events@eurodyn.com.

Please, direct all queries to the above email address. The coordinator of the event will assist you promptly.

Country: Belgium
City/Location: Brussels
Organiser: European Dynamics, S.A.

BE: Flemish Conference on Local e-Government - 14 December 2010

Flemish Conference on Local e-Government

How can national governments and the European Union (EU) support and promote the development of ICT and eGovernment in local authorities? This interesting and often overlooked issue affects all EU Member States. Developing good eGovernment services is feasible for large cities, but a nearly impossible task for small communities.

The conference, which the Flemish government will hold during the Belgian EU Presidency in 2010 will provide answers to this question. This one day conference will be followed by the '[Lift-off towards Open Government: Putting eEurope in practice](#)' conference hosted by the Belgian federal government on 15 and 16 December 2010 in Brussels where the European Union will present its Digital Agenda Europe.

During the event, participants will have the opportunity to learn about examples from several European countries exploring the theme of 'eGovernment for local authorities'. These presentations and case studies will also be of interest to an international audience. The conference programme has been developed in association with the European 'Smart Cities' project and the Linked Organisation of Local Authority ICT Societies (LOLA).

Furthermore, a statement on the European policy on local eGovernment will also be presented and discussed.

The purpose of the conference is to exchange good practices. A key theme in the presentations will be identifying relevant 'shared services' that can be used by smaller municipalities with limited resources. A small panel consisting of representatives from local authorities will conclude the presentations by reviewing how the conference's presentations and findings may be relevant for their work.

This is an open and free-of-charge conference. However, registration is mandatory and it should be performed online via the [event's website](#), which is to be released in September 2010.

Event email: egovernment@vlaanderen.be
Event website: <http://www.opengov2010.be/>
Country: Belgium
City/Location: Ghent
Organiser: Flemish eGovernment Coordination unit (CORVE)

BE: Lift-off Towards Open Government Conference - 15 - 16 December 2010

'Lift-off Towards Open Government' - A conference hosted by the Belgian Presidency of the European Union

The first ever Ministerial eGovernment Conference was held in 2001; this Conference aims to show the achievements of past European eGovernment efforts to date and their impact for citizens and businesses. The main theme of the conference will be '**Open Government**', with an emphasis on the implementation of cross-border interoperability in practice.

The conference programme will prominently feature a number of large international projects (Secure Identity AcrOss BoaRders LinKed - [STORK](#); Simple Procedures Online for Cross-border Services - [SPOCS](#); Pan-European Public Procurement OnLine - [PEPPOL](#); and European Patient Smart Open Services - [epSOS](#)) and present the Action Plan 2015, Europe 2020 and [The Digital Agenda](#). The detailed event programme may be found [here](#).

The organisers expect that the two days full of breakout-sessions, a 'Battle of the CEO's', a gala dinner and an exhibition will ensure that this conference is an excellent networking event.

It is worth noting that a [pre-conference](#) will be held in Ghent on 14 December 2010. Registration for both the pre-conference and the main conference can be performed [online](#).

Event email: secretariat@opengov2010.be

Event website: <http://www.opengov2010.be/>

Country: Belgium

City/Location: Brussels

Organiser: Belgium's Federal Government Service for Information and Communication Technology (FedICT)

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