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## European ePractice Newsletter N. 349 – 9 November 2010

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### >> Call for articles for the next issue of the European Journal of ePractice

The eleventh edition of the European Journal of ePractice will allow all types of **eGovernment articles** but will give a particular focus on the theme '**eGovernment for the Economic Crisis**' and on how eGovernment can be used to address the current economic and financial crisis in the short and/or in the longer term. Contributions of both an empirical and theoretical nature, from policy, organisational and/or technical perspectives can be submitted at [eppractice@eurodyn.com](mailto:eppractice@eurodyn.com) or at [editorial@eppractice.eu](mailto:editorial@eppractice.eu). The submission deadline is **16 November 2010**.

For more information, please visit the call for papers at: <http://www.eppractice.eu/en/node/288847>.

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### >> Workshop on eParticipation

This ePractice.eu workshop on 'eParticipation' will be held in Brussels on **7 December 2010**, seeking to bring together experiences and practices available in the European Union. It aims to draw lessons from a variety of projects in order to engage citizens and civil society in debating top level policy issues. This event will take place at the right time to place eParticipation on the new political agenda, while taking the opportunity to explore its possible contribution to major political reforms throughout the EU. The deadline for abstract submissions is **18 November 2010** and they can be sent at [events@eurodyn.com](mailto:events@eurodyn.com).

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

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## Latest Cases

- [PADGETS - Policy Gadgets in Social Media](#) | 7 November 2010 | Bosnia and Herzegovina | Germany | Greece | Ireland | Italy | Serbia | Slovenia | United Kingdom | International Organizations
- [KleurRijker + ReadSpeaker: learning method for integration of IEM](#) | 5 November 2010 | Netherlands
- [Virtual Pathological Heart of the Virtual Physiological Human](#) | 2 November 2010 | Germany | Greece | Italy | Poland | Switzerland | United Kingdom

## **PADGETS - Policy Gadgets in Social Media**

Today the ever growing visibility of the web as a medium that exhibits the potential to attract and maintain society's involvement coupled with the need for a more citizen-centric and socially-rooted policy making, calls for novel tools with the capability to analyze society's input and forecast the possible impact of policies. Thus, citizen-centric governance arises more pressing than ever.

The PADGETS project aims at bringing together two well established domains, the smash up architectural approach of web 2.0 for creating web applications (gadgets) and the methodology of system dynamics in analyzing complex system behavior.

The objective is to design, develop and deploy a prototype toolset that will allow policy makers to graphically create web applications that will be deployed in the environment of underlying knowledge in Web 2.0 media. For this reason, the project introduces the concept of Policy Gadget (Padget) - similarly to the approach of gadget applications in web 2.0 - to represent a micro web application that combines a policy message with underlying group knowledge in social media (in the form of content and user activities) and interacts with end users in popular locations (such as social networks, blogs, forums, news sites, etc) in order to get and convey their input to policy makers.

Through the proposed platform any policy can become a reusable and communicable web application to be used in relation to underlying content and social activities over the web. Policy makers will be able to set up such applications on their own and use them to communicate their policies to the public. People can use these applications as they use everyday services and policy makers can track the results of this interaction back to their policy making process to assist them in reaching solid decisions that represent society's input and aspirations.

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## **KleurRijker + ReadSpeaker: learning method for integration of IEM**

KleurRijker and ReadSpeaker provide an online platform that is part of a blended learning method, aimed at integrating immigrants and ethnic minorities. It has been used by more than 30 000 students in the Netherlands since 2007. Its objective is to prepare the student for the integration exam as well to provide language skills and overall empowerment of the students. The platform provides a unique combination of learning content and new techniques, resulting in high scores in the integration exams and actual successful integration in the Netherlands.

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## **Virtual Pathological Heart of the Virtual Physiological Human**

VPH2 (Virtual Pathological Heart of the Virtual Physiological Human) aims to develop a patient-specific computational modelling and simulation of the human heart to assist the cardiologist and the cardiac surgeon in defining the severity and extent of disease in patient with Left Ventricular Dysfunction (LVD) , with or without Functional Mitral Regurgitation (FMR).

Heart failure accounts for almost a quarter of all admission to hospital for cardiovascular events, has a high mortality (median survival around 18 months), and places a great burden on all healthcare systems.

Specific computational methods will allow clinical decision making and planning the optimal treatment for the Heart Failure patient condition.

The associated technological aim of the project is to deliver an advanced software application framework for the development of computer-aided medicine in cardiology and cardiac surgery.

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**Editor's Choice of the week:** [UbiPOL \(Ubiquitous Participation Platform for Policy Making\)](#)

## Latest News

- [CH: SuisseID on the right track](#) | 9 November 2010 | Switzerland
  - [ES: A new biological sensor detects and analyses DNA sequences](#) | 9 November 2010 | Spain
  - [EE: New portal for ethnic minority groups](#) | 8 November 2010 | Estonia
  - [IT: Cliclavoro - a new public portal on employment issues](#) | 8 November 2010 | Italy
  - [CH/MT: Swiss funding for installing PET scanner at a Maltese public hospital](#) | 5 November 2010 | Malta | Switzerland
  - [GR: Public sector's decisions to be posted on Di@vgeia](#) | 5 November 2010 | Greece
  - [LT: National Centre of Pathology - Web-conference solution enables remote analysis of patient tissues and cells](#) | 4 November 2010 | Lithuania
  - [FR: 15 additional services and a European version for Proxima Mobile portal](#) | 4 November 2010 | France
  - [PT: Saúde 24 helpline receives user recognition for its services](#) | 3 November 2010 | Portugal
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### CH: SuisseID on the right track - 9 November 2010

The Swiss State Secretariat for Economic Affairs (SECO) issued its first progress report on [SuisseID](#) - the first electronic proof of identity at national level - since its official launch on 3 May 2010 in the frame of the third phase of the short-term stabilisation measures.

The report reveals that businesses and institutions have passed an important volume of orders since then; in September 2010 the SECO had already received 110 000 requests for a SuisseID from several big buyers - mainly organisations specialised in electronic commerce, eGovernment and eHealth. Other large-scale projects are planned to be implemented in the next months. The SECO will release a second progress report at the end of the autumn of 2010.

During September 2010, several concerns were voiced here and there as to the security of SuisseID. The SECO says that SuisseID meets high security requirements, in particular:

- SuisseID is produced in line with the high security requirements for qualified certificates contained in the Swiss law on electronic signature (SCSE).
- The identity of the SuisseID holder (the certificate) is stored on an encrypted chip (smartcard) which prevents any copying, cloning or identity alterations.
- Access to the identity data on SuisseID (on the encrypted chip) is password (PIN code) protected. Access becomes blocked for good after entering the wrong password three times. The smartcard without the password is as unusable as the password without the smartcard.

User security does not rely exclusively on the SuisseID solution; it has to be assessed using an integrated threefold approach, around the axis user/computer/Internet. Just like they have to abide by the traffic rules, users of the Internet also have to adopt behavioural rules on the web and take relevant protection measures. This is how, for instance, they should always keep their PIN code separated from their SuisseIDs, use an antivirus on their computers and visit trustful websites. By using their SuisseID in a responsible manner, they can prevent any abuse. However, careless Internet use and failure to comply with the guidelines can jeopardise security.

The issue of security is not specific to SuisseID, it is common to all known and tested identification procedures, from electronic commerce to online banking services. The SECO published on the SuisseID website a whole [set of recommendations](#) regarding the secure use of the card. If these general guidelines are followed, SuisseID may be used in multiple ways. It makes electronic transactions more efficient, creates added value thanks to the integration of web applications and simplifies relations with the public authorities and with commercial partners.

The SECO explains it will go on looking into the need and the means for reducing the risks relating to the use of smartcards. To this end, it receives the assistance of independent experts whose analysis focus mainly on interactions between a smartcard, a card reader and a computer with potential security deficiencies. The results of the experts' research will be presented shortly.

**Further information:**

- [Original press release - Swiss State Secretariat for Economic Affairs \(in French, German and Italian\)](#)
  - [SuisseID \(in French, German and Italian\)](#)
  - [Related ePractice news article - CH: Members of Steering Committee for eGovernment receive SuisseID](#)
  - [Recommendations on the secure use of SuisseID \(in French, German and Italian\)](#)
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## **ES: A new biological sensor detects and analyses DNA sequences - 9 November 2010**

**The Artificial Intelligence Group (LIA) of the IT Department of the Polytechnic University of Madrid (UPM) has recently created a new DNA-based biological sensor that has potential applications in the field of genetic diagnostics. The basic sensor design was presented at the 2010 Conference on Unconventional Computation in Tokyo (21-25 June 2010).**

The LIA group submitted a patent application for the design of this logical DNA sensor. These sensors are able to represent logical implications (or IF-THEN rules), such as, "IF symptom 1 and symptom 2 are present, THEN the disease is A", or "IF the disease is B, THEN symptoms 2 and 3 must be present." The sensors are able to use these logical rules to autonomously run logical inference processes on the genetic input signals and reach accurate diagnoses.

Using these intelligent DNA sensors as basic building blocks, the aim is to develop in vitro systems capable of autonomously detecting a set of input symptoms and output a diagnosis or release the right drug.

These biological sensors (built with DNA to process DNA) are considered bionanotechnological devices and are part of a discipline called DNA computing or biomolecular computing. This discipline aims to build and program devices manufactured with biomolecules, such as DNA strands to process information likewise encoded in other biomolecules.

In short, there is a need to develop and manufacture biological sensors capable of precisely detecting complex combinations of genetic signals and autonomously issuing the respective diagnoses. The bionanotechnological devices developed by the UPM's LIA group are a response to this need, according to the IT Department's press release.

**Further information:**

- [Original press release - Polytechnic University of Madrid - IT Department \(in Spanish\)](#)
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## **EE: New portal for ethnic minority groups - 8 November 2010**

**A new website, [Etnoweb.ee](#), designed to improve information sharing between ethnic minority groups in Estonia was presented at the [Council of Ethnic Minorities](#) meeting on 7 September 2010.**

The newly established Youth Assembly of Ethnic Minorities, whose members created the Etnoweb portal, made their presentation at the Council's regular meeting in the Parliament building. The Council of Ethnic Minorities, a group that advises the Minister of Culture on matters related to the cultural life of ethnic minorities in Estonia, meets every three months.

The purpose of this website's creation is for "improving communications between various cultural organisations and minority communities, and everyone who might be interested in this information - mass media, the government, funds or people interested in national cultures because of professional or personal interest".

Etnoweb.ee was launched on 1 September 2010, and a week later had 20 member organisations.

**Further information:**

- [Original news article - Estonian Public Broadcasting \(ERR\)](#)
  - [Etnoweb.ee \(in English, Estonian and Russian\)](#)
  - [Council of Ethnic Minorities - Estonian Ministry of Culture](#)
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## **IT: Cliclavoro - a new public portal on employment issues - 8 November 2010**

**Cliclavoro**, a portal launched by the Italian Ministry of Labour and Social Policy on 22 October 2010, aims to serve as a broker between job supply and demand and to connect together the systems formed by businesses, educational / training bodies and social policy.

The main purpose of the portal is to ensure easy and direct access to a complete and detailed catalogue of information and services relating to employment, through a shared and cooperative IT system.

Via the portal, the citizens and the businesses can, either directly or indirectly through a broker, publish job applications / offers and perform searches to get in contact with people looking for a job or offering one, thanks to a direct link to the services.

Among other innovative features, the portal has a section on job opportunities in the public sector, the databank of those benefiting from income support and an information and communication area (newsletter, regular press clippings and surveys).

Moreover, other services are planned to be made available on Cliclavoro, such as: the search and geo-referencing system for public and private services relating to employment; the Compulsory Communications service - including the sending of the informative statement on the type of employment aimed for and the communications in the maritime sector (UNIMARE); the European Job Mobility Portal ([EURES](#)) network; and the computerised management through IT tool [FLEXI](#) of the lists of foreign workers who have applied for a job in Italy.

Cliclavoro will furthermore be reachable on the main social networks and it will soon be made accessible by smart phones in mobile version.

**Further information:**

- [Original news article - Ministry of Labour and Social Policy \(in Italian\)](#)
  - [Cliclavoro \(in Italian\)](#)
  - [Related press conference - 22 October 2010 \(in Italian\)](#)
  - [EURES](#)
  - [FLEXI \(in Italian\)](#)
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## **CH/MT: Swiss funding for installing PET scanner at a Maltese public hospital - 5 November 2010**

Switzerland financially supports Malta with CHF 2.8 million (approx. €2 million) from the [Swiss Enlargement Contribution](#) funds in order to help a public hospital to acquire a Positron Emission Tomography (PET) scanner for the diagnosis of cancer.

Thanks to the project known as 'Establishing Positron Emission Tomography (PET) Scanning', a PET scanner is being financed and installed in the public [Mater Dei Hospital](#) in Malta, making sure that the Maltese population can have access to positron emission tomography for cancer diagnosis.

With this financial contribution, Malta will be able to raise part of the funds needed to purchase the scanner. The decision on which offer for the PET scanner is to be selected is expected by the end of 2010. The objective targeted is that by mid-2012 the equipment will be installed and commissioned, enabling the local population to benefit from this enhanced cancer-diagnosis technology.

The Sir Paul Boffa Hospital in Malta already possesses the infrastructure needed for cancer therapy and the majority of Maltese patients diagnosed with cancer have themselves treated in this hospital. In order to combat cancer in a sensible manner, however, one is first obliged to discover where exactly in the body and to what extent the cancerous cells are present.

In Malta, the radiological infrastructure for an early diagnosis of cancer is insufficient. While a PET scanner was recently installed in a clinic in Malta, said clinic is privately owned and hence the PET scanner is inaccessible to the majority of Maltese cancer patients. PET scanning represents a new, rapid, and precise method for the diagnosis of cancer; however, such treatment is extremely costly. Cancer patients who want to receive an in-depth diagnosis of their disease are obliged to travel abroad and have themselves treated in centres especially equipped for this purpose.

The installation of a PET scanner in a public hospital, i.e., within the domain of public health care, represents a contribution to making cancer care accessible to the Maltese population on an equal basis. No longer will the financially precarious and the elderly population segments of the population be obliged to pay all the costs for their cancer diagnostic therapy, as the costs for oncologic treatment in the Mater Dei Hospital will be reimbursed to the patients by the Maltese health service.

At the same time, Mater Dei Hospital takes its first step towards setting up a mature oncology centre of its own. For support in choosing the PET scanner and for the purpose of training its personnel in the operation of the equipment, the Hospital is working in cooperation with the Oncology Institute of Southern Switzerland (L'Istituto Oncologico della Svizzera Italiana - IOSI, in Italian) in Bellinzona.

**Further information:**

- [Official Press Release - Swiss Contribution to Malta](#)
- [Swiss Enlargement Contribution \(in English, French, German, Italian\)](#)
- [Mater Dei Hospital](#)

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## **GR: Public sector's decisions to be posted on Di@vgeia - 5 November 2010**

**Since 1 October 2010, all ministries of the Greek government and the 13 regions of the country are obliged to publish their decisions on the Internet in line with the 'Di@vgeia' (Transparency, in English) programme, which is coordinated by the Ministry of Interior, Decentralisation and eGovernment. Henceforth, such decisions are not enforceable unless they are posted at the website of [Di@vgeia](#).**

The public entities, governing bodies of public sector's institutions, independent regulatory authorities, the Legal Council of State and first and second grade of Local Government will be gradually involved in the full development of Di@vgeia.

The Di@vgeia programme introduces for the first time in Greece the mandatory publication of all government and administrative bodies' decisions on the Internet, giving special treatment to decisions related to national defence and sensitive personal data. This is a quite advanced and innovative programme - even for the European standards - aiming to grant maximum publicity to government policy and administrative actions. The use of new online communication tools ensures wide publicity and access to information, in a way to gradually contribute to changing the public administration's culture across the country.

The implementation of Di@vgeia will contribute determinatively to the creation of a new model in the citizen-to-government relationship. The citizen has now enhanced capabilities to enjoy constitutional rights, such as information and participation in the Information Society. Moreover, the mandatory publication of decisions on the Internet ensures accountability and responsibility from the part of institutions exercising public authority.

Anyone interested can search for Ministries' and Agencies' decisions simply and easily using keywords and a thematic category (metadata); each decision is registered through a search form or through the website of each organisation that issues the decision, or via the website of the National Printing Office [et.diavgeia.gov.gr](http://et.diavgeia.gov.gr).

The [diavgeia.gov.gr](http://diavgeia.gov.gr) website serves as a source of information. The Project Management Team will be in charge of replying to the information requests and answers to frequently asked questions that will be published continuously on the website. The Team is responsible for publishing the decisions of the bodies covered by the law.

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#### Further information:

- [Original News Article - Diavgeia Programme \(in Greek\)](#)
- [Diavgeia Programme - National Printing Office \(in Greek\)](#)

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## LT: National Centre of Pathology - Web-conference solution enables remote analysis of patient tissues and cells - 4 November 2010

Lithuanian doctors and pathology specialists will be able to analyse human tissues, cells and organs remotely thanks to the introduction of an innovative web conferencing solution at the [National Centre of Pathology \(Valstybiname patologijos Centre - VPC, in Lithuanian\)](#).

This is the first time in the Lithuanian healthcare system that the Information Technology (IT) solution is designed for communication with external actors. The equipment will enable the medical profession to connect to a virtual environment and to have live interaction; not only the interlocutors will see each other, but they will also be able to show presentations and analysis of samples of the microscope images.

"The new equipment will benefit our Centre and our partners in many ways. Research on tissue and cell samples is very important in that it often allows doctors to make more accurate diagnosis and to choose the most appropriate treatment. The fact that less experienced professionals perform the analysis of tissue samples or cells can create various issues, so in such case we will advise the pathologists to ask other professionals or institutions for the opinion of national or international experts. Furthermore, this software will enable comfortable communication between our customers and us to see and discuss the microscopic images and to develop remote case presentations, and so on." said Professor Arvydas Laurinavičius, the Director of the VPC.

The establishment of the web-conferencing solution at the VPC is financed by the [European Economic Area \(EEA\) Financial Mechanism / Norwegian Financial Mechanism](#).

#### Background information

The VPC, functioning since 1979, was established by the Ministry of Health as an independent institution in 1984. It performs pathology tests for the major University hospitals as well as many other public and private medical institutions in Vilnius and Eastern Lithuania. The Centre furthermore provides specialised pathology tests for most Lithuanian healthcare institutions. Altogether, the Centre serves over 200 medical institutions.

The professional and technical potential of the Centre is further enhanced by the development of quality management systems and information technologies. For the past ten years (2000-2010), the Centre has been fully accredited by the College of American Pathologists Laboratory Accreditation Program. In 2000, the Centre initiated the development of a licensing programme for pathology services in Lithuania. It is developing standards and protocols for pathology and laboratory procedures that can also be recommended for national use. The Centre has

developed information systems that support management of pathology lab workflow and quality control as well as storage of the data. Last but not least, the Centre runs educational and certification programmes for pathology and cytology technicians in Lithuania. In partnership with Vilnius University, medical students and pathology residents are trained and continuous medical education programmes for pathologists and physicians are carried out.

The project of the VPC entitled 'Strengthening of the capacities of the VPC in early cancer diagnosis' is about the introduction of new technology in pathology diagnosis, namely: real-time polymerase chain reaction, fluorescence in situ hybridisation, biobanking infrastructure and tissue microarray. The new methods render the VPC staff able to refine their professional competence and investigate the uterine cervix, breast and colorectal cancer pathology.

#### Further information:

- [Original news article - Ministry of Health \(in Lithuanian\)](#)
- [National Centre of Pathology - VPC](#)
- [EEA and Norway Grants](#)

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## FR: 15 additional services and a European version for Proxima Mobile portal - 4 November 2010

Since the launch in February 2010 of French portal [Proxima Mobile](#) - the first web portal in Europe dedicated to services of general interest made accessible for free via mobile phones - its applications catalogue has been under constant growth. On 24 September 2010, a varied set of fifteen new services covering many aspects of the citizens' daily lives has been presented. Moreover, a European version of Proxima Mobile is now available.

For the general public, 2010 will mark the year of the rise to power of the mobile phones connected to the Internet. It is likewise expected that in December 2010 France will count over 15 million mobile phone surfers. At the end of 2013, the world market of mobile applications should represent €15 billion. The Proxima Mobile portal was launched with the purpose of supporting the community of the French developers, as a pump-priming measure.

The goal of Proxima Mobile is twofold: on the one hand, to create services that facilitate the daily lives of all citizens and, on the other hand, to promote the strategic ecosystem that the mobile Internet represents for the French economy. The portal comprises services in fields as varied as law, culture, education, employment, consuming, disabilities, health, the elderly, local life, tourism, sustainable development and home help services.

The fifteen services which enlarged the catalogue in September 2010 include: [Jaccede Mobile](#) - a collaborative mobile service aimed at people with limited mobility; [Handicap.fr](#) - a service for the geo-localisation of parking spaces reserved for people with disabilities; [Légimobile](#) - the official portal of French law for mobile phones; [Infogreffe](#) - search for companies in the commerce register; [MobiPOF](#) - official professional orientation & training portal; [Métiers d'enVIE](#) - presentation in text and video format of 80 job sectors; [ADELE](#) - a geo-localised service for searching student accommodation; [UnivMobile](#) - 'my mobile digital university', the official application of the Paris Ile-de-France Digital University, providing news articles / podcasts and allows the geo-localisation of services; [iSommeil](#) - an information and detection service against sleep disorders; [Triez Facile](#) - an information service on how to sort rubbish for recycling and a service for geo-localising recycling structures; and several local services for tourists.

Proxima Mobile provides access to 50 applications and services on various mobile platforms. Over 100 mobile services are planned to be made available on Proxima Mobile by the end of 2010.

Among the success stories of Proxima Mobile is the application of the Louvre Museum, one of the most downloaded cultural applications worldwide, with two million users (60 % of which are located in the United States). The mobile service for car-sharing users, Comuto, has proved to be a genuine success at European level; it gathers over 750 000 regular users and was adopted by four countries (Spain, Belgium, Switzerland and Luxembourg). Other applications that have already been downloaded by several hundred thousand users are the Foreign Affairs Ministry's traveler advice service, Culture Clic or the Kidnapping Alert service.

Another mission of the portal consists of helping the Internet actors anticipate change in Internet access modes. Indeed the same platforms will soon be used to develop applications for mobile phones, interactive tablets and connected TVs. It will be possible for the services established on these new platforms to have the Proxima Mobile label.

The second innovation of September 2010 is the launch of the European version of Proxima Mobile: [www.proximamobile.eu](http://www.proximamobile.eu). It will make it possible for French businesses to cooperate closer with companies of other Member States of the European Union in order to achieve pan European services in sectors like tourism, transportation, health alerts or sustainable development.

"France and Europe have key assets to become the major actors of mobile Internet. I wish for the first European-level call for projects of Proxima Mobile to be focused on mobile services relating to digital cities." said Nathalie Kosciusko-Morizet, the State Secretary responsible for the Development of the Digital Economy. This first European call for projects has a €200 000 budget and it will be launched by the Delegation for Internet Usage at the end of October 2010.

#### Further information:

- [Original news article - State Modernisation Portal - Directorate-General for State Modernisation \(in French\)](#)
- [Proxima Mobile](#)
- [Proxima Mobile Europe](#)
- [Related ePractice news article - FR: Proxima Mobile portal operational](#)

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## PT: Saúde 24 helpline receives user recognition for its services - 3 November 2010

**In September 2010 an independent research reported 100 % user satisfaction with the [Saúde 24](#) service (Health 24, in English) in August 2010. S24 is a telephone-based service that offers clinical assessment, health advice and health information for the people of Portugal. Another independent report showed 94 % of awareness in June 2010.**

The efficiency and value of S24 was put to the test during the influenza pandemic of 2009 - and the service rose to the challenge. During the year covering this period, more than 1 600 000 calls were handled by a significant 1 000 health professionals at call centres in Lisbon, Porto and Coimbra who were exclusively dedicated to flu triage and referral. Research was conducted with users of the service to ask about their experience. According to the research, 98 % of users were satisfied with the service, while a further 98 % would recommend it to others. Currently, the S24 services that are provided both in Lisbon and Porto mobilise more than 500 health professionals.

The year 2010 brought additional challenges as the Portuguese population demanded more from the service. In addition a new customer oriented strategy meant a new focus on efficiency and effectiveness. From 1 January to 31 August 2010, S24 handled an average of almost 1 800 calls per day.

S24 can now offer direct access to healthcare advice to a significant number of the population who previously had limited access to it. Patients benefit from quick reassurance of their condition and advice on the best course of action to take. Being a user of S24 also guarantees immediate access to the level of care required in an emergency situation.

S24 has consistently gained the trust of the population. Set up in April 2007 and officially launched in May 2007, S24 reached in its first eight months of operation almost 1 200 calls daily. The figure rose to an average of nearly 1 400 per day in 2008, the year of its first public recognition since it won two prizes: one prize from an accounting and consulting firm, and the National Institute of Administration prize for 'Best Practice in the Public Sector'. In addition, the service has obtained a Quality Certification. The year 2010 brought new public acknowledgment as a telecommunications company and a management consulting, technology services and outsourcing firm recognised the key role of S24 during the pandemic of 2009 with a prize.

The implementation of S24 implied complex project with multi-dependency on different suppliers. This was overcome by close communication between all parties, resolving issues before these had a chance to escalate. A private company was formed to implement and operate the health helpline, responsible for ensuring that the development of the service met the requirements set out by the Portuguese Health Ministry. In order to maximise self-dependence within S24, a Clinical Solutions 'train the trainer' cascade process was also put into operation - enabling staff to provide self-support to their teams. Moreover, specialist or localised content can be adapted to suit the needs of the Portuguese Public Health System.

The top five most common ailments or symptoms registered by S24 are abdominal pain, nausea, coughing, a headache or a sore throat. The most frequent outcomes for a patient calling S24 are self care, which accounts for almost 32 % of all clinical dispositions, an immediate doctor's appointment (12 hours) in approximately 20 % of the cases, while 16 % of the users are referred to hospital.

#### Further information:

- [Original News Article - eHealthNews.eu Portal](#)
- [Saúde 24 \(in Portuguese\)](#)

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## New Factsheets

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

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## Latest Publications

- [EU: The State of the Electronic Identity Market: technologies, stakeholders' infrastructure, services and policies](#) | 31 October 2010 | EU Institutions
- [FR: Study for proposals on the generalisation of Picture archiving and communication systems \(PACS\) in Metropolitan France](#) | 27 October 2010 | France
- [EU: e-Catalogues Gap Analysis](#) | 17 September 2010 | EU Institutions
- [HR: Strategy for the development of eGovernment 2009-2012](#) | 22 January 2009 | Croatia

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## EU: The State of the Electronic Identity Market: technologies, stakeholders' infrastructure, services and policies - 31 October 2010

### Description (short summary):

The present report:

- explores the market and the economics of electronic identity, the changing infrastructural landscape, the structure of eID enabled service provision and relevant policy issues;
- finds that usability, minimum disclosure and portability, essential features of future systems, are at the margin of the market and that cross-country/cross-sector eID systems for business and public services are only in their infancy;
- provides evidence of the potential of eID for the Single Digital Market. Clear monitoring and analysis of this market is crucial for policy action on identification and authentication, eSignature and Interoperability.

Comments and enquiries can be directed to [wainer.lusoli@ec.europa.eu](mailto:wainer.lusoli@ec.europa.eu) and [ioannis.maghiros@ec.europa.eu](mailto:ioannis.maghiros@ec.europa.eu).

**Number of pages:** 84

## **FR: Study for proposals on the generalisation of Picture archiving and communication systems (PACS) in Metropolitan France - 27 October 2010**

### **Description (short summary):**

The study on the generalisation of Picture archiving and communication systems (PACS) in Metropolitan France is the result of works carried out under the aegis of the preparatory mission to the Delegation for the health information systems strategy, with the support of two private companies. The document was approved by a steering committee gathering the representatives of all actors involved. It is a work document aimed to fuel the instruction process of public decision making. It does not consist of a ministerial project and does not prejudge the orientations the authorities will be define in this field, in the frame of the governing authorities created for this aim. In this version, the Mission included the entire set of comments it received, as well as a synthesis of such comments. It also modified the document in order to take some of the comments into account.

PACS is a mature technology, which uses all the interoperability standards set out in the specifications established by the ASIP santé (French Agency for shared health information). The industry is already abundant and well structured. The use of PACS has become a necessary tool, but it is faced with two major constraints: they represent significant investments and their handling requires specific skills, above the means of health facilities and most private practice care facilities.

This technology remains expensive. Today, the deployment of PACS is very slow and limited, to the point that France has fallen behind countries (Scandinavia, UK, Canada ...) which have used a public deployment plan to implement sustainable solutions to transmit and share medical data.

There is a workaround: sharing ownership of the equipment itself, or better, the service provided by the equipment (storage, archiving, and dissemination). Indeed, unlike the current programmes of PACS equipment, it is less costly for public finances that industrials invest in the equipment and ask the institutions to pay a fee to use it (price by exams, according to an economic model called Software as a Service or SaaS).

There are three possibilities: first, the current situation goes on and the cost of storing medical imaging will remain at around €200 million per year, that is just over €4 billion in 20 years; second, institutions equip themselves, as they currently do, with low pooled PACS they own, and the cost is €160 million per year, or €3.5 billion in 20 years; third, a national programme is set up for providing institutions with mutualised equipment and on a pay-as-you-go basis. It will only cost €130 million per year or €2.8 billion over 20 years.

Mutualisation is not natural for health institutions. It is thus necessary to promote a coherent approach in order to make PACS the national base for teleradiology, which would contribute to the establishment of the personal health records (DMP, in French) and health information systems in France. Government intervention would also make possible the implementation of standards issued by the ASIP. Structuring intervention for territories in regional structure, its industrial impact would contribute to polarise and to restructure the market, by homogenising prices nationally. Finally, it would help France to catch up. The main idea of this innovative programme is to dissociate archiving (the most expensive functions), which would be mutualised at the national level, from PACS strictly speaking (storage, treatment, diffusion), which would be pooled at the regional level, thus maintaining the necessary proximity with institutions under the responsibility of the Health Regional Agencies, whose participation in the programme is essential.

**Number of pages:** 287

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## **EU: e-Catalogues Gap Analysis - 17 September 2010**

### **Description (short summary):**

The origin of this gap analysis between the pre- and post-awarding usage of e-Catalogues is the Interoperable Delivery of European eGovernment Services (IDABC) e-Invoicing and e-Ordering project, which included a pilot on e-Catalogues with a number of suppliers, in a post-awarding context. The goal of this pilot was to get real-life

experience with e-Catalogues at the Directorate General for Informatics (DIGIT). It was run on the e-PRIOR platform of the European Commission.

The e-Catalogues Feasibility Study, also delivered as part of the IDABC project above, as such already revealed that there were possibly significant gaps between the usage of e-Catalogues in a pre- or post-awarding context. The e-Catalogue serves different purposes in pre- and post-awarding and needs to comply with different requirements.

When mapping the e-Catalogue features of e-PRIOR and its Central Catalogue Management System (which are post-awarding) to the functional requirements of the e-Catalogue study vol. III drafted for the Directorate General for Internal Market and Services (DG MARKT) in 2007 (which are pre-awarding), the existence of significant gaps has been confirmed. The reason behind this is that basically the pre- and post-awarding e-Procurement processes are very different themselves.

In a pre-awarding context, the contracting authority aims at finding suitable economic operators through an e-Publication / e-Tendering process that needs to comply with the applicable legal requirements for public procurement. The end-result is an 'awarding' of one or more contracts to the economic operator. e-Catalogues in this context are supporting the e-Tendering process and hence need to comply also with those public procurement requirements.

Once awarded, we enter the post-awarding process, and a relation has been established with the economic operators. e-Catalogues in this context aim at executing the contract and relate mainly to the ordering process.

e-PRIOR is designed to work in a post-award context. However, after having performed this gap analysis, it seems like that certain components can be re-used in a pre-awarding procurement environment, interfacing the different sub-processes (e.g. an e-Tendering front-office with a back-office procurement system for e-Awarding).

This gap analysis confirms a number of significant gaps, but also some matches:

- The most significant gaps are related with everything that has to do with the core e-Tendering process, such as the submission of tenders (and e-Catalogues), the opening of tenders following the four-eyes principle or the evaluation procedures of public tenders.
- The most significant matches are related to the existence of a (standard) catalogue message, tools for technical verification and the use of classification schemes.

**Number of pages:** 44

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## **HR: Strategy for the development of eGovernment 2009-2012 - 22 January 2009**

### **Description (short summary):**

The document is intended to lay down the foundations for the building of modern, transparent, efficient and streamlined public services for citizens. Its purpose is to put public services online in order to make them more accessible to end-users. In the first stage of implementation, the following actions will be taken:

- Assessment of the current information systems, communication networks and eGovernment services;
- Implementation of the first pilot projects;
- Definition of a single methodology and standards for the functioning of the various segments of eGovernment.

In the second implementation stage of the strategy:

- The public authorities will have at their disposal a complete ICT infrastructure enabling them to communicate with each other in a unified environment.

- It will be possible to make an interactive use of eGovernment services through all available communication channels.
- Continuous education and information will be provided to those civil servants involved in the process of building eGovernment in Croatia, as well as to the users of eGovernment services.

**Number of pages:** 35

**Related ePractice news article:**

[HR: eGovernment Development Strategy 2009-2012 adopted](#)

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## Upcoming Workshops and Events

- [CH: 4th National eGovernment Symposium 2010](#) | 9 November 2010 | Switzerland
- [ES: Conference on Avilés, an integral eAdministration model in the service of the citizen](#) | 10 November 2010 | Spain
- [BR: International Workshop on e-Health in Emerging Economies 2010/2 Brazil](#) | 10 - 12 November 2010 | Central and South America
- [AU: Global Telehealth 2010](#) | 10 - 12 November 2010 | Oceania
- [UK: National Telecare & Telehealth Conference 2010](#) | 15 - 17 November 2010 | United Kingdom
- [IT: 16th International Federation of Health Records Organisations Congress](#) | 15 - 19 November 2010 | Italy
- [ePractice workshop: Public Services 2.0](#) | 16 November 2010 | Belgium
- [BE: Closing conference of the CALLIOPE Thematic Network](#) | 16 November 2010 | Belgium
- [IT: ID World International Conference 2010](#) | 16 - 18 November 2010 | Italy
- [BE: VoiceS Final Conference](#) | 17 November 2010 | Belgium
- [RO: MEDINF 2010](#) | 18 - 20 November 2010 | Romania
- [BE: Conference on 'Tensions between Intellectual Property Rights and the ICT standardisation process: reasons and remedies'](#) | 22 November 2010 | Belgium
- [BE: EHTEL Symposium on eHealth in Europe's Regions: Acting for Citizens' Health](#) | 22 - 23 November 2010 | Belgium
- [SK: epSOS Projectathon Bratislava](#) | 22 - 25 November 2010 | Slovakia
- [UK: Our Digital Future - Inclusion, skills and capabilities](#) | 23 November 2010 | United Kingdom
- [ePractice workshop: "Understanding the role of ICT in the integration of IEM"](#) | 23 November 2010 | Belgium
- [CZ: 6th International Conference 'Movement and Health 2010' and 2nd HEPA Europe Conference](#) | 24 - 26 November 2010 | Czech Republic
- [BE: Media & Learning 2010](#) | 25 - 26 November 2010 | Belgium
- [FR: The European event of the National Association of Telemedicine \(ANTEL\)](#) | 26 November 2010 | France
- [NL: Medicine 2.0'10](#) | 29 - 30 November 2010 | Netherlands
- [IT: Internet Governance Forum Italia 2010](#) | 29 - 30 November 2010 | Italy
- [CZ: First Pan-European VERITAS Workshop and User Forum](#) | 29 - 30 November 2010 | Czech Republic
- [DE: Pre-Conference Workshop at ONLINE EDUCA BERLIN 2010 - 'The European Digital Education Agenda'](#) | 1 December 2010 | Germany
- [FR: 11th Conference on European Electronic Document Management](#) | 1 - 3 December 2010 | France
- [FR: Brainstorming session - The evolution from eGovernment to Web 2.0 and open innovation](#) | 3 December 2010 | France
- [ePractice workshop: eParticipation](#) | 7 December 2010 | Belgium
- [FR: CARTES and IDentification 2010 - Exhibition and Conferences](#) | 7 - 9 December 2010 | France
- [FI: National Virtual Teaching Days](#) | 8 - 9 December 2010 | Finland
- [FI: CONFIDENCE 2010](#) | 9 - 10 December 2010 | Finland
- [BE: Flemish Conference on Local e-Government](#) | 14 December 2010 | Belgium
- [BE: Lift-off Towards Open Government Conference](#) | 15 - 16 December 2010 | Belgium

## CH: 4th National eGovernment Symposium 2010 - 9 November 2010

### 4th National eGovernment Symposium 2010 - 'Digital Identity and Social Networks in eGovernment'

The symposium will review eGovernment topics that are currently top in the agenda in Switzerland and abroad, with priority to be given to science, policy and applications. This conference is aimed at cyber-administration leaders from the federal government, cantons and municipalities, parliamentarians, representatives from science and research, interested members of the association and industry representatives.

Further information about the programme of the symposium can be found at the [event website](#).

Event email: [info@egovernment-symposium.ch](mailto:info@egovernment-symposium.ch)

Event website: [http://www.egovernment-symposium.ch/default.asp?V\\_SITE\\_ID=7](http://www.egovernment-symposium.ch/default.asp?V_SITE_ID=7)

Country: Switzerland

City/Location: Bern

Organiser: eGovernment Symposium Society - Computer science of the Federal Strategy Unit (Informatikstrategieorgan Bund-ISB), the Bern University of Applied Sciences (Berner Fachhochschule - BFH), the Association of Swiss ICT, the eCH, the parliamentary economic initiative ePower for Switzerland, the Foundation Productive Switzerland (Stiftung Produktive Schweiz - SPS), Informatics Group Romand (Groupement Romand de l'Informatique - GRI), the Swiss Graduate School of Public Administration (Institut de Hautes Études en Administration Publique - IDHEAP)

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## ES: Conference on Avilés, an integral eAdministration model in the service of the citizen - 10 November 2010

### Conference on Avilés, an integral eAdministration model in the service of the citizen

Electronic administration has been incorporated in the public administration organisations with a clear objective: to better serve the citizens.

The event in question offers the possibility of first hand learning about the degree of evolution of the national electronic administration and how it has been dealt with by different cities, aiming to become an integral service of citizenship.

The objective of this conference is to review an array of solutions established by different Spanish cities in order to satisfy more rapidly and efficiently the needs of the citizens both in the direct services offered as well as in each of the internal services of each organisation. Technology transfer solutions and know-how will be explored by the local administrations.

The targeted audience will be the public managers for service development as well as private managers that work towards the modernisation of public administrations.

The final event agenda will be made available [here](#).

Registration for the conference is free-of-charge but mandatory; it can be performed [online](#).

Event email: [eventos@clubdeinnovacion.es](mailto:eventos@clubdeinnovacion.es)

Event website: [http://www.clubdeinnovacion.es/index.php?view=article&catid=15%3Anoticias&id=1428%3Aaviles-un-modelo-de-administracion-electronica-integral-al-servicio-de-la-ciudadania&option=com\\_content&Itemid=92](http://www.clubdeinnovacion.es/index.php?view=article&catid=15%3Anoticias&id=1428%3Aaviles-un-modelo-de-administracion-electronica-integral-al-servicio-de-la-ciudadania&option=com_content&Itemid=92)

Country: Spain

City/Location: Avilés

Organiser: Municipality of Avilés

## **BR: International Workshop on e-Health in Emerging Economies 2010/2 Brazil - 10 - 12 November 2010**

### **International Workshop on e-Health in Emerging Economies (IWEEE) 2010/2 Brazil - 'eHealth for all'**

IWEEE is a biannual congress that takes place in Canary Islands, Spain and in Foz do Iguacu, Brazil. After the success of the first edition, 'The Human Factor', in Las Palmas de Gran Canaria, the slogan for the Brazilian edition this year is 'e-Health for all'.

Some of the topics that will be addressed are:

- Current efforts and role of governments in eHealth;
- The rise of Diabetes Mellitus type II in emerging societies;
- Free software in the health sector;
- eHealth and Telemedicine in rural areas;
- Epidemics prevention using Free Software;
- Working in the Least Developed Countries (LDCs).

IWEEE is not a pure technical conference. It will focus on the **human factor** and in **raising awareness** about the actual situation. The tools that can be provided today to doctors and institutions in order to improve their citizens' health and education will be discussed.

The workshop promotes **Free Software** as one of the main pillars for a sustainable framework for providing eHealth and education for the developing and least developed countries.

IWEEE 2010/2 Brazil will be held during [Latinoware 2010](#) in Itaipu. Latinoware 2010 will present the main novelties and matters of importance in the world of open source software for Latin America. So, during these two days interested people will have the opportunity to go to both events, and get the latest about Free Software. There will not be parallel conferences. All delegates will be able to **assist and participate in the workshops** that they find of interest.

Registration for IWEEE will soon be made available through the Latinoware website. Details on poster and papers submissions for IWEEE can be found [here](#).

Event email: [info@iweee.org](mailto:info@iweee.org)

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

Country: Central and South America

City/Location: Foz do Iguacu, Brazil

Organiser: GNU SOLIDARIO Foundation

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## **AU: Global Telehealth 2010 - 10 - 12 November 2010**

### **Global Telehealth 2010 (GT2010) - 15th Annual Scientific Meeting of the International Society for Telemedicine and eHealth (ISfTeH) - 1st Annual Scientific Meeting of the Australasian Telehealth Society**

The conference is expected to attract delegates and speakers from many of the 30 national societies comprising ISfTeH, as well as a large delegation from Australia and New Zealand. Members of telehealth organisations from Asia-Pacific nations will also attend the event.

The interdisciplinary nature of the telehealth community attending will ensure wide cross-section of viewpoints. International speakers will address the meeting, and papers submitted will be peer-reviewed to maintain the highest standard, with expected publication in a major international journal. The meeting will feature the largest exhibition of telehealth products ever held in Australasia. Concurrently, the 15th Annual Scientific Meeting of ISfTeH will also be the 1st Annual Scientific Meeting of the Australasian Telehealth Society, which was founded in 2008.

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

Event email: [emmat@eecw.com.au](mailto:emmat@eecw.com.au)

Event website: <http://www.aths.org.au/GT2010/home.html>

Country: Oceania

City/Location: Fremantle, Perth, Australia

Organiser: International Society for Telemedicine and eHealth (ISfTeH)

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## **UK: National Telecare & Telehealth Conference 2010 - 15 - 17 November 2010**

### **National Telecare & Telehealth Conference 2010 - 'Drivers of change within health and social care reform'**

This event will benefit:

- Commissioners of health and social care services
- Telecare service providers
- Telehealth service providers
- Health professionals, including: General Practitioners (GPs), Community Matrons and Occupational Therapists (OTs)
- Technology suppliers and developers
- Telecare and telehealth project managers
- Researchers and academics

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

Event email: [admin@telecare.org.uk](mailto:admin@telecare.org.uk)

Event website: [http://www.telecare.org.uk/information/48462/conference\\_2010/](http://www.telecare.org.uk/information/48462/conference_2010/)

Country: United Kingdom

City/Location: London

Organiser: Telecare Services Association (TSA)

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## **IT: 16th International Federation of Health Records Organisations Congress - 15 - 19 November 2010**

### **16th International Federation of Health Records Organisations (IFHRO) Congress - 'Better Information for Better Health' in collaboration with the Italian Medical Records Association (L'Associazione Italiana Documentazione Sanitaria - AIDOS)**

- Health Information Management and Patient Safety
- Electronic Health Records, Electronic Medical Records, Patient Health Records
- Privacy and Security
- Health Information Management and Scientific Research
- Management and Integration of Care
- Monitoring and Evaluation of Health
- Classification systems, Clinical Coding and Data Quality
- Management and Quality of Medical Records

The programme of the event can be viewed [here](#).

Event email: [secretariat@ifhro2010.it](mailto:secretariat@ifhro2010.it)

Event website: [http://www.ifhro2010.it/Home\\_en.html](http://www.ifhro2010.it/Home_en.html)

Country: Italy

City/Location: Milan

## ePractice workshop: Public Services 2.0 - 16 November 2010

**IMPORTANT NOTICE: This workshop will take place NOVEMBER 16! (Please, disregard the system that may cite a different date)**

### Introduction:

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, taking stock of last year's event on Public Services 2.0 and the previous Volume 9 of the ePractice Journal "eGovernment:Hype, Hope or Reality".

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
  - Citizen involvement and empowerment
  - 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 November 5, 2010
- Speaker confirmation by November 10th, 2010
- Final presentations by November 15, 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.

### Registration:

To register for this workshop, please create an ePractice account at <http://www.epractice.eu/en/user/register> if you are not a current member. Subsequently, kindly login and once you are in this page click the yellow button that reads "participate in this workshop" to activate your registration. ePractice members can simply login and click on the same page as described above.

#### **Submission of abstracts:**

To be considered for a speaker placement kindly submit an abstract (no more than 500 words) and three ppt slides of your intended presentation to [events@eurodyn.com](mailto:events@eurodyn.com). Regarding your abstract, please download and complete the "**workshop for speakers**" that may be found in the '**presentation and documents**' section below.

#### **Contact:**

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.

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## **BE: Closing conference of the CALLIOPE Thematic Network - 16 November 2010**

**Closing conference of the CALLIOPE Thematic Network (a European thematic Network for eHealth Interoperability) - 'Crossing boundaries in eHealth: the CALLIOPE think-tank and collaborative platform'**

The closing conference of the CALLIOPE Thematic Network will celebrate three years of stakeholder engagement on eHealth Interoperability.

The half-day event will be hosted by Mr. Milan Cabrnoc, Member of the European Parliament (MEP). It will feature the CALLIOPE proposal for a European eHealth Interoperability Roadmap towards Sustainable Health. The 'eHealth Governance Initiative' in charge of following-up the [Council Conclusions on eHealth of 1 December 2009](#) will take this roadmap over and will be invited for joint reflections on those achievements.

Registration can be performed [online](#).

Event email: [marc.lange@ethel.org](mailto:marc.lange@ethel.org)

Event website: <http://www.calliope-network.eu/>

Country: Belgium

City/Location: Brussels

Organiser: CALLIOPE Thematic Network (a European thematic Network for eHealth Interoperability)

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## **IT: ID World International Conference 2010 - 16 - 18 November 2010**

**Identity Document (ID) World International Conference - 'Hearing about Auto ID from those who Make it'**

The ID WORLD Conference is the most comprehensive forum for an international audience interested in advanced automatic identification. Taking advantage of the 4 lecture halls with more than 600 seats available, the ID WORLD 2010 programme will feature conferences focusing on automatic identification in a variety of sectors.

The agenda of the conference may be viewed [here](#).

Event email: [idworld@wisemedia.com](mailto:idworld@wisemedia.com)

Event website: <http://www.idworldonline.com/index.php?id=conference>

Country: Italy  
City/Location: Milan  
Organiser: Wise Media SpA

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## **BE: VoiceS Final Conference - 17 November 2010**

### **VoiceS Final Conference - 'eEngagement - How the Internet changes European Political Dialogue'**

The final conference of the [VoiceS project](#) 'eEngagement - How the Internet changes European Political Dialogue', will present the results of the VoiceS project and the chances and challenges of eParticipation will be discussed by experts in the field.

Programme points include:

- Keynote: 'eParticipation: A new Channel of political Communication? Status Quo, Potentials and Risks' by Professor Maria A. Wimmer from the University of Koblenz-Landau
- Panel: 'Politics2.0 - The Internet as new Means for political Engagement?'

'VoiceS - Integrating Semantics, Social Software and Serious Games into eParticipation' is a complementary project, integrating a serious game and a semantic search function into the existing German and Spanish VoiceS platforms. The project was launched on 1 January 2009 and will be reaching its completion at the end of 2010.

More information will soon be available at [eu-voices.eu](http://eu-voices.eu).

Registration is now open. All people interested in participating are requested to send an email with the subject 'registration' and their name, address and company to [info@bw-voice.eu](mailto:info@bw-voice.eu).

Event email: [info@bw-voice.eu](mailto:info@bw-voice.eu)  
Event website: <http://www.eu-voices.eu>  
Country: Belgium  
City/Location: Brussels  
Organiser: VoiceS project

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## **RO: MEDINF 2010 - 18 - 20 November 2010**

### **31st National Conference on Medical Informatics (MEDINF 2010) - 'The Romanian Medical Informatics European Context'**

Some of the general topics to be discussed include:

- German Strategy on eHealth
- European Strategy in eHealth - an Overview
- Information and psychic evolution

The conference consists of the following five sessions:

- Session 1: Knowledge-Based Systems, Strategies in e-Health
- Session 2: Health Information Systems, Telemedicine
- Session 3: Clinical Informatics, Medical Imaging
- Session 4: Advanced Statistics Support
- Session 5: Education and Training

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

Event email: N/A

Event website: <http://www.medinfo.umft.ro/rsmi/>

Country: Romania

City/Location: Arad

Organiser: Romanian Society of Medical Informatics together with the 'Vasile Goldiș' Western University of Arad and with the support of the Association for Electronic Health Records - Prorec Romania

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## **BE: Conference on 'Tensions between Intellectual Property Rights and the ICT standardisation process: reasons and remedies' - 22 November 2010**

### **Conference on 'Tensions between Intellectual Property Rights and the ICT standardisation process: reasons and remedies'**

Key ICT standards are generally perceived as critical technology platforms with a strong public interest dimension. However, there are growing concerns that Intellectual Property Rights (IPRs) and their exclusivity potential may hinder or prevent standardisation.

The conference in question, organised by the European Commission (EC) and the European Patent Office (EPO), intends to address specific issues and offer policy solutions on patents and ICT standards, such as whether today's IPR features are still compatible with fast moving markets and the very complex requirements of ICT standardisation in a global knowledge economy environment. The one-day event is part of an open dialogue process that the EC is undertaking with key stakeholders and the first in cooperation with the EPO in this important domain.

The conference will provide a platform to exchange ideas and suggestions on the following main topics:

- Who needs standards-related patent registers and what should they look like?
- Is there a need to improve standards-related patents quality and how can we achieve it?
- How should ex-ante commitments of licensing terms be best drafted?
- How to ensure certainty on the availability and continuity of essential IP rights for licensing?
- What is the best relation between standards and open source software and freely available technologies?

For the two organisers, the conference will serve as a springboard for further events and meetings on relevant issues relating to IPR and ICT standards to improve transparency and predictability in this critical field. The current conference and those to be held in the future will aim at finding policy solutions to the identified challenges.

Details on the agenda of the conference may be found [here](#). Registration for the event can be performed [online](#).

Event email: [entr-ict-standardisation@ec.europa.eu](mailto:entr-ict-standardisation@ec.europa.eu)

Event website: [http://ec.europa.eu/enterprise/sectors/ict/standards/extended/ict-ipr-conference\\_en.htm](http://ec.europa.eu/enterprise/sectors/ict/standards/extended/ict-ipr-conference_en.htm)

Country: Belgium

City/Location: Brussels

Organiser: European Commission, European Patent Office

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## **BE: EHTEL Symposium on eHealth in Europe's Regions: Acting for Citizens' Health - 22 - 23 November 2010**

### **European Health Telematics Association (EHTEL) Symposium on eHealth in Europe's Regions: Acting for Citizens' Health**

The event celebrates the launch of the mutual cooperation for eHealth in Europe's regions and aims to:

- Open up practical potentials of eHealth for the Regions and vice versa of the Regions for eHealth deployment.

- Stimulate transregional and cross-border collaboration in healthcare and in eHealth.
- Highlight the role of Europe's Regions for maintaining the health of their citizens, e.g. by stimulating health education and prevention, by providing healthcare and by organising support for the independent living of chronically ill and disabled persons.
- Highlight potential clusters of requirements e.g. in a) cross-border b) remote regions.
- Provide an update on eHealth and Telemedicine deployment in Europe and what is suitable for fulfilling the aims and needs of the Regions.
- Share lessons on deployment / Inform on the eHealth and telemedicine deployment in the regions and how this may contribute of a concept Healthy European Regions and the new Digital Agenda.
- Demonstrate challenges and support factors for eHealth in the Regions and how Regions are better suited for eHealth deployment than National states.

Registration is free-of-charge but mandatory; it can be performed [online](#).

Event email: [conference@ehtel.org](mailto:conference@ehtel.org)

Event website: <http://www.ehtel.org/forum/featured-events/2010-ehtel-aer-euregha-symposium>

Country: Belgium

City/Location: Brussels

Organiser: European Health Telematics Association (EHTEL), in collaboration with Assembly of European Regions (AER) and European Regions and Local Health Authorities (EUREGHA)

## **SK: epSOS Projectathon Bratislava - 22 - 25 November 2010**

### **epSOS Projectathon Bratislava**

The Projectathon is a Connectathon-inspired event to test if information systems are ready to meet the specifications of the Smart Open Services for European Patients ([epSOS](#)) project. The epSOS project is Europe-wide project organised by 27 beneficiaries representing twelve EU-member states, including ministries of health, national competence centres and numerous companies. The overarching goal of epSOS is to develop a practical eHealth framework and an Information & Communication Technology (ICT) infrastructure that will enable secure access to patient health information, particularly with respect to basic patient summaries and ePrescriptions between different European healthcare systems.

The Projectathon will be open to all epSOS Member States, the epSOS Industry Team, the epSOS II Enlarged Team and all interested vendors.

For practical reasons the period for submitting the pre-testing results is set from 1 November to 15 November 2010 for epSOS Member States and from 1 November to 8 November 2010 for other participants.

On 24 November 2010, there will be a full day of presentations and updates for epSOS joining Member States and other groups.

Registration is open until 11 October 2010. It can be performed [online](#).

For those unable to join this event the epSOS project planning to hold a second testing event in connection to the [Connectathon in Pisa](#) beginning on 11 April 2011.

Event email: <http://www.epsos.eu/about-epsos/contact.html>

Event website: <http://www.epsos.eu/news-events.html>

Country: Slovakia

City/Location: Bratislava

Organiser: Smart Open Services for European Patients (epSOS) project

## UK: Our Digital Future - Inclusion, skills and capabilities - 23 November 2010

### Our Digital Future - Inclusion, skills and capabilities

As the United Kingdom gears up to 'race online by 2012' digital technologies will play an increasing role in people's lives and learning. The Independent Inquiry into the Future for Lifelong Learning (2009) recognised the importance of digital skills, to enable people to maximise their use of the digital world.

This conference offers the opportunity to consider and discuss:

- what digital skills are currently being delivered and how?
- how do we make sure no one misses out?
- what is the next generation of digital skills?
- how could they be delivered?

Presenters and delegates will join a dialogue over what digital skills should mean for citizens, learners, teachers and organisations in the next decade. Contributors to the event will include: representatives from government, community and voluntary organisations, local authorities, learning organisations, Transformation Fund projects, the private sector and eminent speakers who will play an integral role in delivering and supporting the digital skills of the future.

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

Registration can be performed [online](#).

Event email: <http://www.niace.org.uk/contact>

Event website: <http://www.niace.org.uk/campaigns-events/events/our-digital-future>

Country: United Kingdom

City/Location: London

Organiser: National Institute of Adult Continuing Education (NIACE)

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## ePractice workshop: "Understanding the role of ICT in the integration of IEM" - 23 November 2010

### In a nutshell (Workshop Description)

The European Commission is pleased to announce the organisation of the workshop on ***Understanding the role of ICT in the integration of Immigrant and Ethnic Minorities (IEM)***, on November 23rd, 2010, in Brussels, which aims to encourage the sharing of good practices and research studies in the area of ***ICT-enabled or supported IEM participation in lifelong learning, improved employability and social integration***.

The theme of this workshop is on the cross road of different key priorities of the Europe 2020 policy:

- To promote digital inclusion and empowerment of all European citizens, especially through actions in support of digital and media literacy/skilling for employability, learning, creating, participating, being confident and discerning in the use of digital media (Flagship initiative: Digital Agenda for Europe);
- To support migrants better integration in the workforce (Flagship initiative: European Platform against Poverty);
- To modernise labour markets by facilitating labour mobility and the development of skills throughout the lifecycle with a view to increase labour participation and better match labour supply and demand (Flagship initiative: An agenda for new skills and jobs);
- To promote the recognition of non-formal and informal learning (Flagship initiative: Youth on the Move).

Besides, it is also in line with the objectives of the Stockholm Programme on Integration, which aims to provide modules on three topics: 1) introductory courses including language classes; 2) strong commitment by the host community; and 3) active participation of immigrants in all aspects of collective life.

Recent research has shown the importance of ICT (among which social computing applications seems to play a specifically important role) in the process of enabling the socio-economic integration of IEM people and fostering cultural diversity in our European knowledge societies. Different types of integration where ICT play a role can be distinguished, as *top-down* and *mediated integration*, which relies upon online welcoming and integration services provided by public or third sector social organisations which are increasingly taking advantage of ICT to facilitate the integration of IEM; or *bottom-up integration*, which relies on informal hospitality and is directly linked to social networking processes between migrants and members of the host society. But there is still little evidence on the digital patterns of IEM people, their digital competences, ICT access and use, and how they are benefiting from ICT-enabled or supported initiatives to increase their autonomy, integration and contribution to the development of their hosting societies.

## Topics

The topics to be covered by the ICT-enabled initiatives and research studies at the workshop include:

- ICT-enabled participation of IEM to Lifelong learning;
- ICT-enhanced employability of IEM, including entrepreneurship;
- ICT-enabled social integration of IEM.

Each topic will be addressed considering these aspects:

- Access to IEM and identification of their needs;
- Empowerment of IEM through ICT;
- Impact measurement: aspects to consider and appropriate methodologies/tools (i.e. what is measured and how).

The overall objective of this workshop is to exchange among practitioners and field researchers current initiatives and research carried out in the field of ICT and IEM in Europe.

## Who should attend?

The workshop is open to public, social and private practitioners, experts, researchers and policy makers with relevant experience in this specific field, or interested to learn about. Through their participation, potential presentation and discussions in the workshop session, practitioners, stakeholders, researchers and policy makers will be able to learn about the current situation in the socio-economic integration of IEM enabled by ICT, and also transmit their points of view for now and for the future.

## 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, by November 12<sup>th</sup>, 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](mailto:events@eurodyn.com) with a copy to [vassilia.orfanou@eurodyn.com](mailto:vassilia.orfanou@eurodyn.com) and [Gabriel.Rissola@ec.europa.eu](mailto:Gabriel.Rissola@ec.europa.eu). Accepted formats of presentation submission are: .ppt and .pdf.

## Registration

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.

Potential attendees and speakers may indicate their interest to participate in the workshop by following an easy registration process by creating an ePractice account as indicated above and activate their registration to the workshop by clicking on the yellow button that reads "participate in this workshop" to activate their registration to the workshop.

## Structure

The workshop will take place on November 23<sup>rd</sup>, 2010. The workshop will consist of presentations by project representatives, individual eInclusion practitioners, policy actors, researchers, lobbyists, alongside discussion sessions. The latter will primarily address implementation challenges and needs.

Types of activities envisaged are short presentations and working group or plenary discussions. Speakers will be selected by the event organisers in collaboration with the European Commission on the basis of short, factual and clear presentations.

Please, **notice** that the [ICT for cultural diversity and local integration community](#) has a pronounced interest in gathering significant and relevant projects/cases across Europe that may be submitted through the [ePractice case repository](#) (<http://www.epractice.eu/en/cases>). In this aim, the "*Understanding the role of ICT in the integration of Immigrant and Ethnic Minorities (IEM)*" workshop is highly interested to review presentations that are related to specific cases and welcomes all interested parties to join the community.

## Submission guidelines

The workshop is open to all and is free of any incurred charges. Interested parties to present in the workshop should primarily register online and submit a proposal for an original and concise presentation (few slides and descriptive summary) by November 5<sup>th</sup>, 2010. Proposals should also include contact information such as name, surname, and email.

All people that have submitted a proposal will be informed by November 10<sup>th</sup> whether or not they have been retained as speakers. Selected proposals should be refined and submitted in full (not exceeding 7 slides) by November 17<sup>th</sup>, 2010. Proposals should be based on one or more real cases submitted or to be submitted through the ePractice case repository (<http://www.epractice.eu/en/cases>).

For the homogenisation of the presentations, they will include the following information:

- Identity of the speaker and type of stakeholder (e.g. public authority, practitioner, academic, consultant, etc);
- Title of the presentation and whether it consists on an initiative or a study;
- Case/s that the presentation will refer to;
- Identity of those responsible for the case(s) and their profile (public authority, private entity, not-for-profit entity, etc);
- Geographical scope;
- Operational status (e.g. pilot, ongoing, finalised, expanding inside/ outside borders);
- Topic/s covered (1. ICT-enabled participation of IEM to Lifelong learning; 2. ICT-enabled IEM employability and entrepreneurship; 3. ICT-enabled social integration of IEM) and how;
- Aspect/s covered (1. Access to IEM and identification of their needs, 2. Empowerment of IEM through ICT, 3) Impact measurement: aspects to consider and appropriate methodologies/tools (i.e. what is measured and how);
- Type of ICT used to reach/engage the IEM, its purpose/s and implementation (how it worked). In the case of studies, also if a specific ICT tool was to reach them (e.g. online surveys);
- Results, impact (whenever possible quantified) and lessons learnt for the future.

The proposals for presentation will be assessed considering the relevance and clarity of the information indicated above as well characteristics of the case(s) to which the presentations refer to, notably: their potential for networking and scalability, their added-value and demonstrable impact for IEM integration and digital inclusion.

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

Following the end of the workshop sessions, the report and presentations will be available online, in the aim to follow up with an online discussion. Therefore, we would highly encourage your participation by joining the [ICT for cultural diversity and local integration community](#).

#### Important deadlines:

- Submission of draft abstracts/presentations by **November 5, 2010**.
- Speaker confirmation by **November 10, 2010**.
- Submission of final presentations by **November 17, 2010 (by 6:00 p.m. CET)**.
- Workshop date: **November 23, 2010**.
- Publication of workshop proceedings: January 2011.

#### Venue

Rue de Champs de Mars, 21 CDMA SDR2, Brussels 1050.

#### Contact

For more information, registration and abstract submissions, please direct all communication to: [events@eurodyn.com](mailto:events@eurodyn.com).

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

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## CZ: 6th International Conference 'Movement and Health 2010' and 2nd HEPA Europe Conference - 24 - 26 November 2010

**6th International Conference on Movement and Health 2010 and 2nd Conference and Annual Meeting of the European network for the promotion of health-enhancing physical activity (HEPA) Europe - 'Health-enhancing Physical Activity in the 21st century: Environmental and social influences and approaches'**

The main topics to be discussed include:

#### 1. Built environment and physical activity for transport

- Impact of environmental characteristics on physical activity
- Active transport - walking and cycling

#### 2. Physical activity preferences and existing physical activity intervention

- Physical activity preferences of different population groups and its explanation
- Physical activity interventions - evaluation, examples of good practice

#### 3. Strategies, approaches and impacts of physical activity promotion

- Strategies and approaches on international, national and regional level
- Physical activity and its economic impact on public health

#### 4. Technology in physical activity and health

- News in physical activity assessment tools
- Internet, games and mobile systems in promotion of healthy lifestyle

The conference programme can be viewed [here](#). Registration can be performed [online](#).

Event email: [mandh2010@upol.cz](mailto:mandh2010@upol.cz)

Event website: <http://mandh2010.upol.cz/www/index.php?akce=welcome>

Country: Czech Republic

City/Location: Olomouc

Organiser: The Faculty of Physical Culture at Palacky University in Olomouc, Czech Republic and The European Network for the Promotion of Health-Enhancing Physical activity (HEPA Europe)

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### **BE: Media & Learning 2010 - 25 - 26 November 2010**

#### **Media & Learning 2010 - 'Developing, Recognising and Embedding Media in Education and Training: Towards the Era of Digital Fluency'**

The topics of Media & Learning 2010 will include:

- Training and licensing of teachers, trainers and others in the education and training sector in the creation and use of media for education;
- Promotion of digital and media literacy amongst students;
- Creation of educational media resource banks and associated services;
- Measuring and recognising digital and media skills amongst the current and future work-force;
- Understanding Intellectual Property Rights in the educational media domain;
- Promoting Digital Fluency amongst the European workforce.

The conference will include:

- practical learning opportunities showing how you can apply all types of media in education and training through workshops and hands-on training sessions;
- information sessions describing lots of different initiatives and developments linked to this field supported by European and national programmes;
- sessions linked to the [MEDEA Awards 2010](#), a competition now in its third year that recognises and rewards excellence in this field. These sessions will feature winners and finalists from the MEDEA08, MEDEA09 and MEDEA10 competitions.

The programme of the event may be viewed [here](#).

Information about registration can be found [online](#).

Event email: [Contact Form](#)

Event website: <http://www.media-and-learning.eu/the-conference>

Country: Belgium

City/Location: Brussels

Organiser: Flemish Ministry of Education and the European Commission Directorate-General for Education and Culture

## **FR: The European event of the National Association of Telemedicine (ANTEL) - 26 November 2010**

### **The European event of the National Association of Telemedicine (ANTEL) - 'Telemedicine, a new organisation of healthcare - Prospects in France and in Europe'**

This event will address a wide range of aspects pertaining to telemedicine applications. Its scientific programme breaks down into the following sessions:

- Diabetes session;
- Cardiology session - in particular, a case of cross-border home-monitoring of heart failure patients in Luxembourg and North Rhine-Westphalia (Germany) will be presented;
- Medico-economical session.

A first roundtable will pose the question of whether Telemedicine and Telehealth bring new governance in the field of health; the second roundtable will be dedicated to the theme of the input of telemedicine to inter-professional collaboration between the hospital and the patient's home. Likewise, oral communications will present various experiences in the areas of neurology, anatomopathology and therapeutics.

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

Registration can be performed by completing the [registration form](#) and sending it along with the attendance fee to [Ms. Anne Capelle](#) by 10 November 2010.

Event email: [Anne Capelle](#)

Event website: <http://www.antel.fr/accueil.html>

Country: France

City/Location: Paris

Organiser: Association Nationale de Télé-médecine (ANTEL - National Association of Telemedicine, in English), under the high patronage of Ms. Roselyne Bachelot-Narquin, the French Minister for Health and Sport

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## **NL: Medicine 2.0'10 - 29 - 30 November 2010**

### **Medicine 2.0: Social Media and Web 2.0 in Health, Medicine and Biomedical Research**

Medicine 2.0 is the annual open, international conference on Web 2.0 applications in health and medicine, also known as the World Congress on Social Networking and Web 2.0 Applications in Medicine, Health, Health Care, and Biomedical Research.

This conference distinguishes itself from 'Health 2.0' tradeshows by having an academic form and focus, with an open call for presentations, published proceedings and peer-reviewed abstracts (although there is also a non-peer reviewed practice and business track).

An academic approach to the topic also means that the event aims to look 'beyond the health 2.0 hype', trying to identify the evidence on what works and what doesn't, and have open and honest discussions.

Medicine 2.0'10 will umbrella REshape (Fall edition, the Radboud University Nijmegen Medical Centre - UMCN) and the 'Supporting health by technology' (IIIrd edition) symposium series (University of Twente, National Institute for Public Health and the Environment - RIVM). Evidently, the focus is on the impact and significance of Web 2.0 on health, health care and research. This incredibly important, prospering and promising field of interest deserves an open and collaborative European forum.

The line-up comprises over 70 oral presentations and 40 poster presentations from more than twenty countries. The contributions include current trends, bioethics 2.0, infodemiology, persuasive technology, business modelling,

country reports, eMental health, self management, social networking in health, education 2.0, patient empowerment and participatory health care. The detailed event programme may be found [here](#).

The event targets in particular: academics (health professionals, social scientists, computer scientists, engineers); software and web 2.0 application developers; consultants, vendors, venture capitalists, business leaders, Chief Information Officers; end-users (health professionals, consumers, payers).

Registration can be performed [online](#).

Event email: [congres@key-cs.nl](mailto:congres@key-cs.nl)

Event website: <http://www.medicine20congress.com/ocs/index.php/med/med2010>

Country: Netherlands

City/Location: Maastricht

Organiser: Journal of Medical Internet Research, the International Medical Informatics Association, the Centre for Global eHealth Innovation, CHIRAD, and a number of other sponsoring organisations

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## **IT: Internet Governance Forum Italia 2010 - 29 - 30 November 2010**

### **Third edition of the Internet Governance Forum Italia - 'The Internet concerns all - Make your voice heard!'**

Like its previous editions, the Internet Governance Forum (IGF) Italia seeks to be the most important and participative event of the national debate on the theme of Internet in Italia. It moreover aims to promote the participation of the Italian community in the European (EuroDig) and international (IGF United Nations) fora.

The 2010 edition features a novelty, that is, the possibility of organising encounters on themes relating to Internet Governance in various cities and moments of the IGF Italia. This change stems from the belief that Internet Governance concerns all, i.e. both the stakeholders (institutions and public administrations, technical universities and communities, private companies and the civil society) and the citizens. In such context, the organisers aim to give as much space as possible to those who wish to intervene.

Over two days, the event will cover many Internet Governance aspects, which will be explored in more depth during the thematic encounters. The organisers trust that this will increase and enhance the participation in IGF, and bring new participant profiles.

On 29 November 2010, a debate will be held on the theme 'The Internet and the cultural divide' - the development of the Internet is not only dependent on the infrastructure, it is also dependent on the competences and the culture of the users of the web. The cultural divide can be as serious and harmful as the digital divide. More and more individual and social activities are being transferred on the Internet. Among other questions to be raised during this debate will be: Do people have the technical and the cultural competences to understand the substantial changes that are taking place? What measures could be taken to bridge these divides?

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

Registration can be performed [online](#).

Event email: <http://www.igf-italia.it/contatti>

Event website: <http://www.igf-italia.it/igf-italia10>

Country: Italy

City/Location: Rome

Organiser: Province of Rome and the National Research Council (Consiglio Nazionale delle Ricerche, in Italian) together with the NEXA Center for Internet and Society of the Turin Polytechnic, Internet Society (ISOC) Italia

## **CZ: First Pan-European VERITAS Workshop and User Forum - 29 - 30 November 2010**

### **First Pan-European VERITAS Workshop and User Forum**

Ensuring that all products developed in the car, home, work, healthcare and entertainment industry are accessible and designed for all, lies at the core of the Virtual and Augmented Environments and Realistic User Interactions To achieve Embedded Accessibility DesignS (VERITAS) project.

Through the development of virtual user models that can be inserted in simulation environments, any design elements that cause barriers for the beneficiaries (people with disabilities and older people) can be detected at the very beginning, thus allowing the designers to improve their initial design and make it inclusive.

The User Forum aims to bring together, on the one hand the developers and designers, and on the other hand, the beneficiaries of the developed products and services.

The Workshop aims to gain momentum among all affected stakeholders from the aforementioned industries, while offering equally a stage for all involved designers and beneficiaries to discuss their needs with the industry.

These events will also introduce already developed virtual user models, and demonstrate a first working prototype.

The preliminary agenda of the User Forum and Workshop can be found on the [event website](#).

Registration for the event is open and is available [online](#).

Event email: [info@veritas-project.eu](mailto:info@veritas-project.eu)

Event website: <http://veritas-project.eu/category/news/veritas-events/user-forum-veritas-events-news/>

Country: Czech Republic

City/Location: Prague

Organiser: VERITAS (Virtual and Augmented Environments and Realistic User Interactions To achieve Embedded Accessibility DesignS) Project

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## **DE: Pre-Conference Workshop at ONLINE EDUCA BERLIN 2010 - 'The European Digital Education Agenda' - 1 December 2010**

### **Pre-Conference Workshop at ONLINE EDUCA BERLIN 2010 - 'The European Digital Education Agenda'**

The focus of the pre-conference workshop will be on the European digital education market, which is still in an early development stage. Emerging new internet service platforms (such as social networks or workplace embedded cloud services), content distribution models, devices and massive bandwidth increases with new mobile (4G) and fixed line (Gigabit) networks offer a radically changed environment for digitizing education.

The workshop is composed by three interactive panels:

- Improving European Framework conditions for Digital Education;
- Digital Literacy and Skills;
- Policy meets the Digital Education Market.

Each panel will be composed of practitioners and policy experts. All topics will be discussed in close interaction with the workshop audience.

Event email: [info@icwe.net](mailto:info@icwe.net)

Event website: [http://www.online-educa.com/pre\\_conference.php?id=a3](http://www.online-educa.com/pre_conference.php?id=a3)

Country: Germany

City/Location: Berlin  
Organiser: ICWE GmbH

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## **FR: 11th Conference on European Electronic Document Management - 1 - 3 December 2010**

### **11th Conference on European Electronic Document Management**

Participants will get an in depth understanding of:

- Operating and implementing Emissions Data Management System (EDMS) technologies
- Leveraging technologies for quality and efficiency
- Best practices in managing the document lifecycle
- Distinctions between Electronic Document Management and Electronic Information Management
- Using metadata standards in the use and re-use of regulatory information
- XML developments and XML implementation
- Preparing electronic Common Technical Document (eCTD) filings for different European procedures
- 2010 into 2011 - Current agency experience and requirements
- Current and future submission formats

Information about registration fees is available [here](#).

Event email: [DIAEUROPE@DIAEUROPE.ORG](mailto:DIAEUROPE@DIAEUROPE.ORG)

Event website:

<http://www.diahome.org/DIAHOME/Education/FindEducationalOffering.aspx?productID=23224&eventType=Meeting>

Country: France

City/Location: Nice

Organiser: Drag Information Association (DIA Europe)

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## **FR: Brainstorming session - The evolution from eGovernment to Web 2.0 and open innovation - 3 December 2010**

### **Brainstorming session - The evolution from eGovernment to Web 2.0 and open innovation**

An event organised in the frame of exploratory research activities, this event will consist of a half-day of brainstorming on the theme of social networks in the context of eGovernment. Egovernment 2.0 is explicitly referred to in an expert group's [report on the digital relationship between the Public Administration and public services users](#) (which was transmitted to the responsible minister in February 2010) as an opportunity to improve the Administration-to-Citizen relationship and to develop new, innovative services.

The objective of the event is to confront the complementary viewpoints of experts and practitioners in an aim to collect empirical data on the prospects of evolution of eGovernment. The expected result is a set of recommendations on the stakes of open innovation in eGovernment, and the writing of a synthesis report which will be made public and serve as a starting point on this topic for researchers and public bodies. The provisional programme may be found at the event website. There will be an introduction in English to brain storming through thinklets.

The brainstorming session will be supported by an electronic tool. Anyone who is directly or indirectly involved in projects or activities related to the use or the development of eGovernment can apply, by filling in the [preregistration form](#) and return it to the event email indicated below, by 30 November 2010 at the latest.

Event email: [Saïd Assar](mailto:Saïd Assar)

Country: France

## **ePractice workshop: eParticipation - 7 December 2010**

### **Introduction:**

The “eParticipation” workshop is an initiative supported by the European Commission, Information Society and Media Directorate-General and will take place in Brussels, on 07 December 2010. The widespread use of Web 2.0 technologies has given rise to a number of civil society-driven actions, whereby key political issues at EU level are being addressed spreading from the Lisbon agenda for growth and jobs, to climate change or the institutional future of the EU. The eParticipation Preparatory Action supported real-life pilot projects to demonstrate how using modern ICT tools can make it easier for people to participate in decision-making and can contribute to better legislation. Funding under the ongoing Seventh Research Framework Programme covers ICT for governance and policy modelling, which includes the development of mass collaboration tools. At the same time, the Competitiveness and Innovation Programme (CIP) ICT Policy Support Programme is funding a network focusing on regional and local eParticipation initiatives (PEP-NET). 5 new Pilot B projects have just been launched under the CIP programme. This workshop aims to bring together experience and practices available in the EU. It aims to draw lessons from the variety of projects and engage citizens and civil society alike in debating top level policy issues for the European Union. This event will take place at the right time to place eParticipation on the new political agenda of the EU, while explore its possible contribution to major political reforms throughout the EU.

### **Workshop topics:**

- eParticipation good practice: Examples of eParticipation success stories and lessons learned, related to large scale implementations in production or pilot operation.
- eParticipation experiment design: Innovative approaches to the design of eParticipation showcases that demonstrate concrete benefits for the democratic - processes.
- Assessment of impact and comparative research. Tracking and analysis of eParticipation initiatives. MOMENTUM support action results.
- eParticipation tools and services: Practical solutions for eConsultation, ePetition, conflict resolution and mediation, eDeliberation and others.
- ICT for argumentation support: How ICT tools can support eParticipation in more dimensions than simple communication media: collaboration, content management, etc.
- Policy issues: How is the eParticipation social and legal landscape formed in Europe and elsewhere? What are the key lessons learned from the projects so far?
- Social Risk assessment: What needs to be considered in order not to undermine the fundamental social requirements associated with Democracy?
- Current eParticipation Preparatory Action project reports. The workshop welcomes announcements from the current eParticipation Preparatory Action projects (EMPOWER, EUROPETITION, U@MARENOSTRUM, VIDY, VOICES, HUWY, and WAVE). The topic list is not exhaustive. Other topics related to eParticipation are also welcome based on potential speaker proposals. Speakers from recently completed eParticipation Preparatory Action projects are especially welcome.

### **Important deadlines to remember:**

- Abstract (500 words max) & 3 slides to be submitted by 18 November 2010
- Speaker confirmation by 25 November 2010
- Final presentations by 07 December 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.

### **Registration:**

To register for this workshop, please create an ePractice account at <http://www.epractice.eu/en/user/register> if you are not a current member. Subsequently, kindly login and once you are in this page click the yellow button that reads "**participate in this workshop**" to activate your registration. ePractice members can simply login and click on the same page as described above.

#### **Submission of abstracts/ppt slides:**

To be considered for a speaker placement kindly submit an abstract (no more than 500 words) and three ppt slides of your intended presentation to [events@eurodyn.com](mailto:events@eurodyn.com). Regarding your abstract, please download and complete the "workshop for speakers" that may be found in the 'presentation and documents' section below. Final presentations should not exceed 4 power point slides and should be concise and factual. Please, don't use busy slides, too many graphics or pics and include no more than 6 bullet points per slide. The main point of your presentation is to briefly inform about the project/initiative and encourage participation, questions and overall discussion.

**Networking:** This workshop is all about networking. A few selected speakers will set the scene with a 10 minute presentation and the rest of the programme will be dedicated to a discussion and networking purposes.

#### **Contact:**

Please, direct all queries to the above [events@eurodyn.com](mailto:events@eurodyn.com). The event coordinator will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

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## **FR: CARTES and IDentification 2010 - Exhibition and Conferences - 7 - 9 December 2010**

CARTES & IDentification is a three-day event entirely dedicated to digital security and smart technology. It combines a large exhibition in the sector, an international congress and the [Sesames Awards](#), rewarding innovations which are the most globally recognised in the field.

CARTES and IDentification brings together all the players in the digital security, smart technologies, payment and contactless sector, as well as a complete international range of products, equipment and services.

A real concentration of information and expertise, the conferences bring together 1 300 delegates to discuss the latest technical developments, marketing and strategic issues and hear feedback on concrete case studies. The conferences will be structured around key topics, respectively: Payment; Security; Mobility; Internet Of Things. The programmes at a glance may be viewed [here](#).

Registration as a delegate can be performed [online](#).

Event email: [CARTES' Team](#)

Event website: <http://www.cartes.com/ExposiumCms/do/admin/visu?reqCode=accueil>

Country: France

City/Location: Paris

Organiser: CARTES & IDentification Steering Committee

## FI: National Virtual Teaching Days - 8 - 9 December 2010

### National Virtual Teaching Days - 'New times, new days'

The Finnish National Virtual Teaching Days organised under the theme 'New times, new days' aims to promote the use of ICT for teaching and learning and to introduce new possibilities and applications from the pedagogical point of view.

The target audience for this event consists of teachers, head teachers and curriculum directors, IT managers, education and training representatives, training teachers, training education staff, related professional organisation representatives and others interested in the subject.

Among other topics to be addressed is teachers' skills development. The detailed event programme may be found at the event website (in Finnish).

Registration can be performed [online](#).

Event email: [anita.varsa@oph.fi](mailto:anita.varsa@oph.fi)

Event website: <http://db3.oph.fi/koulutuskalenteri/ophtilaisuus.asp?ID1=1074>

Country: Finland

City/Location: Helsinki

Organiser: Finnish National Board of Education (FNBE)

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## FI: CONFIDENCE 2010 - 9 - 10 December 2010

### CONFIDENCE 2010 International Conference - 'Open Doors to ICT for Ageing and eInclusion'

Information and communication technologies (ICT) in the fields of ageing, eInclusion, and ambient assisted living (AAL) aim at supporting older people to remain independent for as long as possible, to maintain an active participation in society and to improve their quality of life.

The conference aims at disseminating current research and development activities carried out within the [CONFIDENCE project](#) as well as with other research projects within the European Union Framework Programmes, but is not limited to them. Most importantly, the conference will literally 'open the doors' of these research and development activities to older people, stakeholders, and society.

Participants will be able to experience first-hand the ability of the CONFIDENCE prototype to discern alarming situations, such as falls, from normal behaviours which allow the system to be silent while the user is confident that help will be summoned when it is urgently needed.

Researchers and ICT developers, public and private social care, business representatives should attend. A central role in the conference is given to the older people, formal and informal care providers, and other stakeholders. Researchers or *presenters* will disseminate their results through their participation in the conference and poster sessions. Older people, users, and stakeholders or *guests* will be able to learn about the current situation in this area. Through moderated interactive round tables and informal occasions the older people and stakeholders will be able to discuss their points of view with the researchers and to transmit their interests for now and for the future. The mission of these user-researcher interactive opportunities is to establish a compromise towards a user-driven development of ICT.

Registration for the event is needed and can be performed by filling the [registration](#) form (to be made available shortly at the event website) or calling Ms. Maria Alonso (Spain) at +34 943 21 28 00, extension 2980 or Ms. Anna Kämäräinen (Finland), at +358 (0)14 260 4611.

The Call for Abstracts is open until 4 October 2010. More details about the Call for Abstracts may be found [here](#).

Event email: [narciso.gonzalez-vega@jyu.fi](mailto:narciso.gonzalez-vega@jyu.fi)  
Event website: <http://www.jyu.fi/confidence2010>  
Country: Finland  
City/Location: Jyväskylä  
Organiser: Agora Center, University of Jyväskylä

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

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## **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](mailto: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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