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## European ePractice Newsletter N. 383 – 26 July 2011

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### Summer break

The ePractice Editorial Team wishes you a pleasant summer break!

Please, be advised that the next issue of the newsletter will be disseminated on **Tuesday 23 August 2011**. During the summer break, editorial updates and processing of members contributions will carry on regularly.

Keep visiting ePractice and enjoy your holidays!  
The ePractice Editorial Team

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### ePractice Journal – Calls for Papers & Published issues

#### >> Call for papers: 14th Edition

The 14th edition of the European Journal of ePractice will be devoted to the theme '**Policy lessons from a decade of eGovernment, eHealth & eInclusion**'. The key question of this issue is: what are the theoretical and interpretative frameworks that can help us make better sense of the evidence already collected and support new and innovative policy approaches? Given the broad scope of the Policy Lessons issue, the call for papers for this edition provides a list of non-exhaustive topics for potential authors to think about. The Issue Editor is [Cristiano Codagnone](#) and the Editor in Chief is [Trond Arne Undheim](#). Contributions of both an empirical and theoretical nature, from policy, organisational and/or technical perspectives are welcome. **The submission deadline has been extended to 25 August 2011.**

For more information, please visit the [call for papers](#). Papers may be sent to [Vassilia.Orfanou@eurodyn.com](mailto:Vassilia.Orfanou@eurodyn.com) with a copy to [epractice@eurodyn.com](mailto:epractice@eurodyn.com).

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#### >> Call for papers: 15th Edition

The 15th edition of the European Journal of ePractice will be devoted to the theme '**Surviving in the Digital Identity World**'. How can we, as individuals, survive in the digital identity world while still being able to utilise our identity information as an asset to our own advantage in a controlled way? How can society contribute to an environment where privacy and ownership to personal information are respected – by legal measures, culture and technology? The Issue Editors are [Jon Ølnes](#) and [Arne Helme](#) and the Editor in Chief is [Trond Arne Undheim](#).

Contributions of both an empirical and theoretical nature, from policy, organisational and/or technical perspectives are welcome. **The submission deadline has been extended to 25 September 2011.**

For more information, please visit the [call for papers](#). Papers may be sent to [Vassilia.Orfanou@eurodyn.com](mailto:Vassilia.Orfanou@eurodyn.com) with a copy to [epractice@eurodyn.com](mailto:epractice@eurodyn.com).

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#### >> Published issues

The 'eGovernment for the Economic Crisis' issue, Vol. 11, with [Jeremy Millard](#) acting as the guest editor and [Trond Arne Undheim](#) as the Editor in Chief, has now been published online and is available [here](#).

'The Openness of Government' issue, Vol. 12, with [Paul Waller](#) acting as the guest editor and [Trond Arne Undheim](#) as the Editor in Chief has now been published online and is available [here](#).

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#### ePractice workshops

All presentations of the eProcurement workshop that was held on 25 May 2011 are available through the 'presentation and documents' section of the [workshop's announcement](#).

#### >>ePractice.eu workshop - Efficient and Effective eGovernment

This ePractice workshop is planned to be held on **15 September 2011**. Taking stock of the 2010 workshop on effective and efficient eGovernment that focused on case studies, benchmarking and the direction towards 2015, this workshop will aim to showcase examples where stronger involvement of local administrations has been displayed. The need for quality services will be addressed, as well as the potential of eGovernment as a tool to improve the provision of public services. The necessity of measurement of and for efficiency in eGovernment will be discussed and paths leading from benchmarking results to meaningful conclusions will be explored. Registration for this event is currently open. Speakers' proposals including the title and a paragraph of their presentation may be sent to [events@eurodyn.com](mailto:events@eurodyn.com). Summaries (one page) should be submitted by **12 August 2011** and final presentations (no more than 7 slides) should be sent by **8 September 2011**.

For more information and free-of-charge registration, please visit the [workshop's announcement](#).

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#### >>ePractice.eu workshop – Reaping the benefits of eID in Sectors within the EU and beyond: NEW DATE!

The ePractice workshop 'Reaping the benefits of eID in Sectors (Health, Transport, etc) within the EU and beyond' will be held on **29 September 2011**. The European Commission is organising an event that will aim to identify commonalities and differences in the use of eID in different economic sectors, so as to identify needs and demand, but also barriers that influence the deployment of eID in Europe.

Electronic Identity (eID) is one of the main enablers of eGovernment processes, creating value for service providers and consumers alike. The European Commission is investigating ways through which government and industries can reap the benefits of eID in sectors such as safe internet access, health, transportation, justice and law enforcement as well as banking, within the EU and beyond. These benefits can come from better understanding of socio-economic and other needs and demand for eID and from sharing and reuse of ways to overcome barriers in the implementation of eID solutions.

**Potential proposals are welcome and may be sent to [events@eurodyn.com](mailto:events@eurodyn.com) by 5 August 2011 .**

For more information and free-of-charge registration, please visit the [workshop's announcement](#).

**>>ePractice.eu workshop – Addressing evolving needs for Cross-Border eGovernment Services: NEW DATE!**

The ePractice workshop 'Addressing evolving needs for Cross-Border eGovernment Services' will be held in Brussels on **11 October 2011**. This workshop is proposed to focus on the evolving needs of the European Union towards a more efficient delivery of ICT-facilitated public services for citizens and businesses across the EU. The target is to widen the scope of use of the electronic means that public administrations have at their disposal outside the local, regional or national level. A further aim is to facilitate mobility of businesses and citizens i.e. for entrepreneurs to set up and run a business anywhere in Europe and allowing individuals to study, work, reside, receive health care and retire anywhere in the European Union. **Registration for this event is currently open.** Speakers' proposals including the title and a paragraph of their presentation may be sent to [events@eurodyn.com](mailto:events@eurodyn.com). Summaries (one page) and presentations (7 slides) should be submitted by **8 September 2011**.

For more information and free-of-charge registration, please visit the [workshop's announcement](#).

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**>>ePractice.eu workshop - Collaborative Services: NEW DATE!**

The ePractice workshop 'Collaborative Services' will be held in Brussels on **27 October 2011**. Registration is now open.

The notion of collaborative production of eGovernment services refers to the modernisation of the way governments engage and work together with their citizens in developing policies and how these citizens are empowered to harness the opportunities that new technologies have to offer.

The European eGovernment Action Plan 2011-2015, recognises the significance of this collaboration and stresses the importance of finding the most suitable tools and their best applications. In this light, this workshop will discuss the achieved benefits and public value created through the joint production of services by public administrations and citizens. The effective collaboration between the private and the public sector will be discussed through the presentation of case studies. The best practices of effectively engaged businesses, civil society and individual citizens will be presented for participants to comprehend how they can be actively involved in the design and production of eGovernment services. Speakers' proposals including the title and a paragraph of their presentation may be sent to [events@eurodyn.com](mailto:events@eurodyn.com). Summaries (one page) and presentations (7 slides) should be submitted by **16 September 2011**.

For more information, please visit the [workshop's announcement](#).

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**>> ePractice.eu two-days workshop - Seamless Personalised services & Personalised User-Centric services**

ePractice is planning to hold a two-days workshop in Brussels on **24-25 November 2011**. The two sessions will focus on seamless personalised services and personalised user-centric services respectively, and we highly encourage your participation.

Speakers' proposals including the title and a paragraph of their presentation may be sent to [events@eurodyn.com](mailto:events@eurodyn.com) by **5 September 2011**. Summaries (one page) and presentations (4 slides) should be submitted by **14 October 2011**.

For more information and free-of-charge registration, please visit the two announcements online:

- [Seamless Personalised services](#)
- [Personalised User-Centric services](#)

## >> ePractice.eu workshop - Transparency and Openness

The ePractice workshop on 'Transparency and Openness' will be held in Brussels on **8 December 2011**. This workshop will aim to address the subject of transparency and openness of governments in their interaction with citizens. Redesigning governance and promoting public understanding and participation in government activities will be among the potential topics of the workshop. Presentations that aim to showcase specific good eGovernment practices against corruption, promoting greater government accountability and transparency, and electronic services that provide cost-effective means are also welcome. Potential benefits and barriers to ICT-enabled transparency efforts will also be discussed. The presentations will focus on practical examples and case studies of implemented transparency practices and the impact of current experiences in the field of eGovernment and citizen life. Apart from these topics, this workshop is intended to raise awareness, and emphasise the crucial role of good governance and multi-stakeholder partnerships in the advancement and further potential of ICT development.

Speakers' proposals including the title and a paragraph of their presentation may be sent to [events@eurodyn.com](mailto:events@eurodyn.com). Summaries (one page) and presentations (4 slides) should be submitted by **27 October 2011**.

For more information and free-of-charge registration, please visit the [workshop's announcement](#).

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## Latest Cases

- [MyUniversity: Decision making for a united higher education](#) | 8 July 2011 | Belgium | Bulgaria | Greece | Lithuania | Slovakia | Spain | Sweden
- [Ensuring Consent and Revocation](#) | 4 July 2011 | United Kingdom
- [JUDAICA Europeana](#) | 30 June 2011 | France | Germany | Greece | Hungary | Italy | Netherlands | Poland | United Kingdom

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## MyUniversity: Decision making for a united higher education

MyUniversity is a project partially funded, under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Innovation Framework Programme, by the European Community. MyUniversity is designed as a trial project that focuses on the unification of European Higher Education and its affect on university stakeholders (i.e. students, teaching and administrative staff) with the aim of creating added value from the use of certain information and communication technologies.

More specifically the project aims at designing, deploying and validating an integrated solution for empowering and involving university members and stakeholders in transparent decision-making allowing the development of appropriate recommendations and action plans, focused on EU higher education.

An advanced technological platform will be used by the universities to create the environment needed for such an interaction. MyUniversity project will equip universities from Bulgaria, Lithuania, Spain, Slovakia and Sweden with a cutting edge eParticipation platform which will provide their members and stakeholders with innovative interactive tools so they can actively participate in the higher education decision making process with valuable input towards future polices and legislation, both locally and at European level.

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## Ensuring Consent and Revocation

EnCoRe - Ensuring Consent and Revocation - is a research project, being undertaken by UK industry and academia, to give individuals more control over their personal information.

Our work aims to make an individual's consent a more powerful means for allowing them to control what happens to the personal information they disclose to organisations. We think that this control should be capable of shaping the purposes this information is used for, with which other organisations it is shared, and for how long and where it is stored. Today, the consent required of individuals for the use, sharing and storage of personal information by others will often be a one-off choice, described in vague terms or given implicitly. This type of consent gives individuals no real control over personal information, nor the ability to revoke their consent and be sure that their wishes are respected. Our work will improve the ease, reliability and rigour with which individuals can grant and, more importantly, revoke their consent to the use, storage and sharing of their personal information by others.

It is common practice for enterprises and other organisations to collect personal data (PD) and confidential information in order to provide services to individual consumers or employees and to enable business transactions. These personal data are often stored, processed, aggregated and shared with third parties. In addition to enterprises, government agencies and e-commerce sites, new Web 2.0 social networking sites (e.g., Facebook, LinkedIn, YouTube, etc.) and federated and cloud computing services are increasingly collecting and using personal information. These data can range from personally identifiable information (PII), work-related and financial information to personal pictures, videos and descriptions of personal experiences and life matters.

However, people are increasingly raising concerns about the lack of effective control over their data once they have been divulged by them, and over the fact that these data could be misused or shared with other parties without proper consent. In essence, these concerns involve security and privacy aspects. The main risks are that personally identifiable information and other personal data could be collected when not actually required to achieve an agreed goal, and later be used without authorisation, or be widely exposed. Individuals, in general, are not aware of how their personal information is actually used, for what purpose and which parties have a copy. They are not usually given the opportunity to declare their specific consents and privacy-related personal data management preferences.

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## JUDAICA Europeana

JUDAICA Europeana: Jewish Urban Digital European Integrated Cultural Archive

**Judaica Europeana** is a project and a growing network of heritage institutions, which will bring Jewish collections to Europeana - a portal of Europe's museums, archives and libraries. Judaica Europeana's main challenge is to facilitate access to a critical quantity of European Jewish cultural heritage at the level of the individual object. The project will aggregate other digital collections to reach a comprehensive coverage of Jewish life in European cities. It will reach out to university teachers and students, schools, heritage professionals, tourists and the general public - anyone interested in the history of European cities or Jewish culture.

Judaica Europeana works to identify content documenting the Jewish presence and heritage in the cities of Europe. It will digitise 10,500 photos, 1,500 postcards and 7,150 recordings as well as several million pages from books, newspapers, archives and press clippings. More content will be brought from the collections of associated partners. The digitised content will be available at [Europeana.eu](http://Europeana.eu).

Judaica Europeana is one of a series of initiatives supported by the European Commission's eContentplus programme that harvest and aggregate content for EUROPEANA, Europe's museums, libraries and archives online. A prototype which features 20 million items online can also be searched from Judaica Europeana's website using the 'Search Europeana Collections' link on the menu.

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**Editor's Choice of the week:** [Privacy Value Networks](#)

## Latest News

- [LV: eService launched to facilitate applications to ten universities](#) | 26 July 2011 | Latvia
- [DE: Automated medicine cabinet wins the national contest 'Germany - Land of ideas' in the category Science](#) | 26 July 2011 | Germany
- [DK: Hovedstaden Region to install a new RIS/PACS system](#) | 26 July 2011 | Denmark
- [CZ: New portal launched for data boxes](#) | 25 July 2011 | Czech Republic
- [RO: Mental Health Dialogue - An online forum for patients with mental illness](#) | 25 July 2011 | Romania
- [INT/EU: European Space Agency - a potential partner for PEPPOL](#) | 22 July 2011 | Austria | Denmark | Finland | France | Germany | Greece | Hungary | Norway | Portugal | Sweden | United Kingdom | EU Institutions | International Organizations
- [DE: State of Schleswig-Holstein - Telemedicine Project 'My Heart' starts](#) | 22 July 2011 | Germany
- [FR: Call for projects to assist three regions or health territories to get equipped with shared PACS](#) | 22 July 2011 | France
- [NL: Nijmegen hospital provides patient feedback online](#) | 21 July 2011 | Netherlands
- [FI: Vetuma eID and ePayment service to be updated following rapid growth](#) | 21 July 2011 | Finland
- [SE: eIdentification Board targets eID solution for mid-2013](#) | 20 July 2011 | Sweden
- [ES: Madrid - Electronic health records and ePrescription system operational at psychiatric hospital](#) | 20 July 2011 | EU Institutions
- [LU: Future eHealth developments in Luxembourg - Concept, platform and agency](#) | 20 July 2011 | Luxembourg

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### **LV: eService launched to facilitate applications to ten universities - 26 July 2011**

On 27 June 2011, Latvia's joint state and municipal eServices portal [latvija.lv](#) launched a service to facilitate the electronic application to undergraduate programmes in ten Latvian universities.

Using the service, [Electronic application for undergraduate programmes of study](#) (Elektroniska pieteikšanās studijām pamatstudiju programmās, in Latvian), has several benefits:

- It is possible to apply for any of the ten universities for more than 250 undergraduate programmes of study;
- Up to ten programmes can be specified, listed in order of preference;
- The preference order of the selected programmes can be changed;
- It is possible to follow up results for online applications;
- There is a single application fee of 20 LVL (€28, approximately), regardless of the university and the number of programmes selected.

Following the electronic submission, the candidate had to present the necessary supporting documentation and approve the application at any of the listed university admission points from 12-19 July 2011.

#### **Further information:**

- [Original news article - State Regional Development Agency \(in Latvian\)](#)
- [Access to the electronic application service - latvija.lv portal \(in Latvian\)](#)
- [Background information - ePractice eGovernment Factsheet for Latvia](#)

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### **DE: Automated medicine cabinet wins the national contest 'Germany - Land of ideas' in the category Science - 26 July 2011**

The 'automated medicine cabinet', developed by scientists at the [Institute of Industrial Automation and Software Engineering](#) at the University of Stuttgart, received the award of the 2000th Landmark in the sixth-

year old history of the nation-branding initiative '[365 Landmarks in the Land of Ideas](#)' competition. The automated medicine cabinet ensures the safe control of the medication taken by the patient by supporting them when taking their medicine.

The cabinet stores the patients' data in a microcontroller, along with the information on the medication package and the prescription. The users are notified by a voice output or by an optical signal, when, for example, they must take their medicine, or if they are intolerant to certain drugs. The communication through the so-called RFID (Radio-Frequency Identification) technology is possible. Elderly and patients who take several medications at the same time particularly benefit from the use of smart medicine cabinets. Until now, a prototype of the 'automated medicine cabinet' exists.

"The health system faces great challenges. Telemedicine developments are of fundamental importance in order to continue to ensure optimal care for patients", said Professor Peter Göhner from the Institute of Industrial Automation and Software Engineering at the University of Stuttgart.

### Background information

Under the patronage of the President of Germany, since 2006 the 'Germany - Land of Ideas' nation-branding initiative has rewarded ideas and projects that make a lasting contribution to Germany's future viability. The 365 'Selected Landmarks' represent the wealth of ideas, ability to make things happen, and passion of the people in the country and bring the innovative power of Germany to life day after day. Land of Ideas Landmarks are not towns and villages in a geographical or political sense - they are to be found wherever innovations are created and developed.

### Further information:

- [Original news article - EHEALTH-COM \(in German\)](#)
- [Land of Ideas in Germany \(in German\)](#)
- [Land of Ideas in Germany \(in English\)](#)
- [Institute of Industrial Automation and Software Engineering - University of Stuttgart \(in German\)](#)

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## DK: Hovedstaden Region to install a new RIS/PACS system - 26 July 2011

**Denmark's Hovedstaden Region (Capital Region) is to install a new radiology information system / picture archiving and communication system (RIS/PACS) in its hospitals, complemented by a region-wide image and data repository, it was announced on 13 July 2011.**

The new RIS/PACS will provide a unified system, replacing the five existing RIS and PACS platforms. Patient images and data from across the region will be stored in a consolidated and centralised image archive. This repository will accommodate images from not only radiology, but also from such departments as nuclear medicine, clinical physiology and cardiology. Interfaces will provide communication between the RIS/PACS and the region's existing hospital infrastructure.

With this new system, authorised clinicians and other healthcare staff will have secure access to their patients' data when and where they need it - at the point of care. The region's resources will be shared across all hospitals and healthcare staff will participate in the same clinical workflows, helping to achieve the region's centrally determined efficiency goals while also supporting an expected 4-5 % annual growth in diagnostic imaging studies.

Hovedstaden, which comprises Copenhagen and other parts of the islands in eastern Denmark, is one of five administrative units in Denmark providing healthcare, regional development and research for 1.6 million people, about 30 % of Denmark's population. The region has 12 hospitals, together employing 33 000 staff, which carry out 1.5 million diagnostic imaging examinations every year. After implementation, around 20 000 staff members will be accessing the RIS/PACS, and image storage requirements are expected to exceed more than one petabyte (or 1 million gigabytes) over the RIS/PACS' lifetime.

The new system was selected following an evaluation process and a project tender. Eight separate evaluation groups participated, consisting of 20 people from Hovedstaden Region (including 15 from the diagnostic imaging profession). The contract with the supplier was signed on 30 June 2011.

Mek Buhl Nielsen, Imaging Informatics Business Unit Manager at the company supplying the new system, said: "Bringing [the system] to Region Hovedstaden to meet the highly complex organisational, workflow and technology requirements will help improve its clinical processes and ultimately, the delivery of patient care."

**Further information:**

- [Original news article - eHealthServer.com](#)
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## **CZ: New portal launched for data boxes - 25 July 2011**

**A new Czech portal, [www.mojedatovaschranka.cz](http://www.mojedatovaschranka.cz), was launched on 19 June 2011 to provide a more comprehensive service to users of data boxes.**

Data boxes serve as a secure repository of official electronic communications with the public authorities. The new portal provides in one place comprehensive information on and the services on the information system of data boxes (ISDS). In addition, the portal provides users with several secure ways to login, and also makes available interactive electronic forms.

These changes are expected to significantly streamline the communication of citizens with the state. The [Ministry of the Interior](#), as the administrator, and Czech Post as the operator of the system, have introduced these changes as part of the ongoing improvement of ISDS, which since its launch in November 2009 has conveyed over 46 million messages without major issues.

There are now new options to log in to the mailbox data. One option is to login via a one-time password sent in the form of a text message, the method used, for example, in Internet banking. Another option is to keep the one-time password to set up mobile applications, without having to connect to the data network for mobile operators.

Both ways involve a login via username and password, and due to their high level of security they offer users additional options on the data box to add an additional lock. Of course, it still remains possible to use the "classic" login via name and password or certificate.

Since the portal provides a secure and guaranteed environment for electronic filing, the user does not have to comply with any further technical or administrative requirements. The aim is to create a place where citizens can find a list of authorised interactive forms from which data can be conveyed through the data boxes via a simple despatch.

However, the different public authorities themselves decide when and what form is to be provided to the public. The Ministry of the Interior is therefore engaging the individual authorities in discussions in order to provide these forms through the data box system. The provision of these forms will make things easier for citizens as well as the authorities. Citizens will benefit not only because there will be a single place to find the most frequently used forms, but also because of the certainty that the forms are genuine and will reach the correct recipient.

The portal also enables public authorities to publish their news. This section will be divided into regional journals, and the newsletters of ministries and other central authorities.

**Further information:**

- [Original news article - Ministry of the Interior \(in Czech\)](#)
- [New data box portal - Ministry of the Interior \(in Czech\)](#)
- [Related ePractice news article - CZ: Record usage of data boxes during May 2011](#)

- [Background information - ePractice eGovernment Factsheet for the Czech Republic](#)
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## **RO: Mental Health Dialogue - An online forum for patients with mental illness - 25 July 2011**

Since 29 June 2011, the online forum 'Dialog Sanatate Mintala' (Mental Health Dialogue, in English) has been available at <http://www.dialogsanatatemintala.ro>; it targets patients who were diagnosed with mental illness, providing them with a space for experience exchange and discussion on treatments.

The website was launched by the Romanian Association of Community Psychiatry (Asociația din România de Psihiatrie Comunitară - RAPC, in Romanian). One of its objectives is to increase patient adherence to treatment, i.e. to persuade patients to comply with the indications given by their doctor. The initiation and continuation of treatment is the most important and challenging part of mental illness therapy. Continuation is often an issue, since patients tend to stop taking their medications.

The website is divided in two sections - one aimed at doctors, the other one at patients. It offers specialised materials, medical information for patients taken from magazine articles and a wealth of useful links to the websites of medical industry associations, social care services providers, insurance funds, etc. But mostly, visitors will find a communication space where experiences can be shared and solutions can be found collectively. The professionals involved can thus facilitate direct exchange between treatment beneficiaries.

In Romania, the phenomenon of mental health patients stopping to take their medications is caused on the one hand by the lack of proactive healthcare professionals and, on the other hand by society's prejudice against mental illness, specialists explained at the press conference. "Healthcare professionals are not sufficiently proactive. No one picks up the phone to ask patients if they are still following their treatment or why did they not manage to have their injection performed on the planned day," said Dr. Radu Teodorescu, RAPC president.

Dr. Mugur Ciumageanu said that the reluctance of Romanians with mental illness to get treated is caused by society's prejudice, according to which such patients are considered as dangerous and to be avoided. "So they do not want to identify with this [social] image and undergoing treatment would mean acknowledging they are sick. (...)," he added.

### **Further information:**

- [Original news article - Medica Academica \(in Romanian\)](#)
  - [Dialog Sanatate Mintala Forum \(in Romanian\)](#)
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## **INT/EU: European Space Agency - a potential partner for PEPPOL - 22 July 2011**

The [European Space Agency \(ESA\)](#) has recently launched an open competition for the selection of an electronic tendering and supplier's registration tool. The Pan-European Public Procurement Online project ([PEPPOL](#)) is seeking to set up a pilot partnership with ESA, a major contracting authority in terms of Pan European procurement.

The European Space Agency (ESA) initiates every year more than 1000 development contracts for various space systems - from launchers or navigation satellites systems up to space technology studies. This is done mostly through all Europe and more than €3 billion are contracted every year.

This requires an interoperable tendering system where the PEPPOL technology - when it will be accessible in all ESA member states - would be essential, according to PEPPOL's press release.

ESA's invitation to tender (ITT) can be found on the Agency's EMITS portal following the link <http://emits.esa.int> - a registration questionnaire needs to be filled in, so as to obtain an authorisation to download the ITT document.

"A potential cooperation between the European Space Agency and PEPPOL would be a big step forward in showing that electronic procurement via PEPPOL-enabled solutions is highly attractive. So we are working very intensively to establish a PEPPOL-pilot with ESA", states Enrique Vich, PEPPOL's Public Relations and Recruitment Director.

### **Background information**

PEPPOL is a Large Scale Pilot project under the European Commission Competitiveness and Innovation Programme (CIP) ICT Policy Support Programme (ICT-PSP).

Many EU countries use electronic procurement (eProcurement) to make bidding for and satisfying public sector contracts simpler and more efficient. However, these solutions are often implemented as isolated islands within Member States, with limited communication towards other eProcurement communities and cross Member State borders. PEPPOL will enable the connection of existing eProcurement communities, which is essential to allow businesses to bid for public sector contracts and handle orders and invoices seamlessly, anywhere in the EU.

### **Further information:**

- [Original news article - PEPPOL project](#)
- [European Space Agency](#)
- [Invitation to tenders system of ESA](#)

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## **DE: State of Schleswig-Holstein - Telemedicine Project 'My Heart' starts - 22 July 2011**

**The newly launched telemedicine-project 'My Heart' is an initiative of state health insurer 'Deutsche Angestellten Krankenkasse' (DAK) and a group of private clinics in the northern German state of Schleswig-Holstein together with the home-visiting doctors and specialists that cooperate with them.**

As a result, patients will receive telecare at home through tele-diagnosis. In Schleswig-Holstein, the mortality rate due to heart failure has been 36 % above the national average. Now, with the 'My Heart' project, a unique network of specialists should significantly improve the care of those affected; the medical experts of the clinic as well as their partners are available to provide support and advice to the participants.

"The everyday home health monitoring is the core of this new initiative, which therefore may reduce the unnecessary doctor visits and the waiting hours. In addition, the patients learn more about their disease and, according to our experience, they also show an improved willingness to take the necessary medication", explained Prof. Dr. Gert Richard, Head Physician for Cardiology.

Patients will receive a sphygmomanometer, an electronic weighing scale and a 12-Canal electrocardiogram (ECG) for free. The measured vital parameters will be transferred via the patient's phone directly to the telemedicine centre of the clinics. "If the evaluation shows that the heart disease gets worse, we can act immediately. If the patient hears nothing from us, then everything is fine. This sense of security means a lot to the patients and helps them to remain healthy." Prof. Dr. Richardt said.

The personnel of the telemedicine centre will install the equipment in the private residence of the patient and show him/her how to use it. In order to ensure sustainable successful treatment and to increase patient compliance, the patient receives a weekly call from the telemedicine centre. "The feeling of always being under medical observation is what gives sick people more security and enhances their quality of life", said Cord-Eric Lubinski, the project's manager at DAK.

Mr. Lubinski added: "Our goal is to avoid unnecessary hospital admissions through early detection, or to shorten them as far as possible." Currently, the DAK in Schleswig-Holstein spends each year more than €3 million for the treatment of patients with severe heart weakness.

A benefit assessment conducted in 2008 by an independent institute has shown that telemedicine for patients with chronic heart failure resulted in a decrease of the hospital admissions by 29 %. It is worth noting that an external institution accompanies the 'My Heart' and it will examine the success and the benefits from a scientific viewpoint.

Schleswig-Holstein's Ministry of Health welcomed the new initiative. "I am pleased, that the DAK and the [...] group of clinics have invented new innovative ways for the care of patients suffering from heavy cardiac diseases", said Dr. Renée Buck, Head of the Health Department. "Especially in rural regions with relatively few medical specialists, telemedicine is an important element".

#### Further information:

- [Original news article - E-HEALTH-COM \(in German\)](#)
- [About the 'MyHeart' project \(in German\)](#)

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## FR: Call for projects to assist three regions or health territories to get equipped with shared PACS - 22 July 2011

**By the end of 2011, the General Directorate of Healthcare Provision ([Direction Générale de l'Offre de Soins](#), in French) at the French Ministry of Health, will select three projects aimed at sharing Picture Archiving and Communication Systems (PACS) at the scale of one or more health territories and regions. The DGOS will be funding parts of the project management and assessment. The deadline for applying is 31 July 2011.**

The call for tenders is contained in a Circular that was released on 30 June 2011 under the Support Programme for Costly Innovation Techniques (programme de soutien aux techniques innovantes coûteuses - Stic, in French) of the DGOS. The call is aimed at "choosing three health territories or regions that have a project for the implementation of PACS for their public or private healthcare establishments."

The proposed projects can "cover one or more health territories in one or more regions." They must be "conducted by several healthcare establishments and preferably by a cooperation grouping that is common to such establishments" and "be supported explicitly by the concerned regional health agencies."

The project proposal must target "the choice of a common solution for the implementation of PACS" integrating radiology imaging as well as other disciplines such as anatomopathology, biology, dermatology and ophthalmology.

Moreover, applicants must plan "the carrying out of a study aimed at assessing the impact of the implementation of the PACS", which will be "conducted by an external team" based on a "medico-economical evaluation protocol" devised with the support of a methodologist and an economist.

The funding allocated to the winners "will cover support to project management and impact assessment," including stock taking (resources, usage), the definition of a common PACS project (legal framework, agenda), the drafting of specifications, assistance during the consultation phase and then during the first year of the project (training, steering) as well as the project assessment.

The Circular clearly states that the "funding granted will not concern the investment related to the PACS". Likewise, this funding "will be strictly targeted at covering the cost overrun implied by innovation (...) and will not be intended to modify funding sources. The funding request should not include spending covered by the healthcare establishment", the DGOS points out.

After the deadline for submitting projects has passed (31 July 2011) each project will be "evaluated by a hospital specialist (practitioner), a public health physician and a health economist." A collegial meeting of the jury will be held in September 2011 and the winners are planned to be announced by the end of the year.

Later on, "each project coordinator will have to communicate, on 31 March 2012 the latest, a report mentioning the starting state of the works" and then a quarterly follow-up sheet, until the production of a final report "which will have to be sent on the 31 December 2013 at the latest."

**Further information:**

- [Original news article - TICsante \(in French\)](#)
- [Related ePractice news article - FR: The DGOS unveils five priorities for eHealth deployment in 2011](#)
- [Direction Générale de l'Offre de Soins \(in French\)](#)

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## **NL: Nijmegen hospital provides patient feedback online - 21 July 2011**

In June 2011, [Sint Maartenskliniek](#) in Nijmegen, a city in eastern Netherlands, became the first Dutch hospital to display patients' reviews of their treatments on its website.

Research shows that up to 50 % of patients want to read about first-hand experiences and appraisals on the hospital's website. This is one of the top three information needs for patients.

The Sint Maartenskliniek reviews are collected through an online patient satisfaction survey. Patients assess the care, communication, knowledge and facilities of the hospital and its staff, and describe their experiences in their own words. All submissions are published on the [patient review webpage](#) (Patiëntbeoordelingen, in Dutch), as long as they comply with such basic requirements as decency and privacy protection. They are grouped together according to the treatment.

Berthe de Jong of the Board of Directors of Sint Maartenskliniek said: "By publishing actual experiences, we give an insight into the quality of our care. After reading about patient experiences, future patients will understand better what awaits them. The feedback will provide us as a hospital with useful information that we can use to further enhance the care."

Currently in its pilot phase, the project is collecting reviews of orthopaedic treatments only. In the future it will be expanded to cover other treatments.

**Further information:**

- [Original news article - kiesBeter.nl \(in Dutch\)](#)
- [Sint Maartenskliniek patient review webpage \(in Dutch\)](#)

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## **FI: Vetuma eID and ePayment service to be updated following rapid growth - 21 July 2011**

[Vetuma](#), the Finnish public administration's joint service for electronic citizen identification and payment, has grown significantly during its 5 years of service, and will be updated during summer 2011, it was announced at a dedicated conference on 25 May 2011.

Tapani Puisto, Service Manager at the State Treasury's [Government IT Shared Service Centre](#) (Valtion IT-palvelukeskus - VIP, in Finnish), said: "The service was the first major project which had been launched by the Government IT Shared Service Centre. Since those first days of the service user numbers have increased 50-fold.

Whereas at the beginning there were only a few [participating] municipalities, now there are over a hundred and more are coming all the time."

To illustrate the importance of the service, he added: "Vetuma also played an important role in this spring's parliamentary elections, when election officials recorded election information using the service."

Vetuma is getting new features during summer 2011. Mr Puisto said: "In August, service interoperability between Vetuma and tunnistus.suomi.fi will be created. This will enable a single login to be made for the services of both Vetuma and tunnistus.suomi.fi, such as citizen's account, tax administration, and the national social and employment electronic services."

In addition, the Vetuma interface will be revamped during the same time period, and thereafter the layout will mirror that of the eGovernment portal for citizens [Suomi.fi](#).

Vetuma is now also integrated with other EU countries' systems. It is included in the EU-level STORK project, which enables citizens of a given country to use the identification method and tools applicable in their country to access and use the online services of another EU country. As an example, Mr Puisto cited the possibility of accessing Austria's electronic mailbox [Mein Brief.at](#) by using Vetuma to register and log in with one's Finnish eID card.

Finally, a pilot project is testing Vetuma's availability via a mobile signature service. The possibility of mobile identification for Vetuma is to be tendered in the autumn of 2011, and is planned to be operational at the turn of 2011-2012.

The Vetuma conference was organised by the Government IT Shared Service Centre to celebrate the service's fifth birthday and announce its upcoming improvements. There were approximately 30 participants from across the state administration and municipalities.

#### **Background Information:**

Vetuma (Verkkotunnistaminen ja -maksaminen, in Finnish) is the public administration's joint service for citizen electronic authentication and payment. Depending on the online service, a citizen can identify themselves with bank identifiers, a certificate card, mobile certificate or a user ID. They can also make payments from a bank account or with a credit card. The Vetuma service uses the address [tunnistus.suomi.fi](#).

The service and its development are the responsibility of the Government IT Shared Service Centre in the State Treasury.

#### **Further information:**

- [Original news article - Government IT Shared Service Centre \(in Finnish\)](#)
- [About Vetuma - Suomi.fi \(in Finnish\)](#)
- [Related ePractice case - e-Identification and payment service for public authorities in Finland](#)
- [Background information - ePractice eGovernment Factsheet for Finland](#)

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## **SE: eldentification Board targets eID solution for mid-2013 - 20 July 2011**

Following a survey of stakeholders, Sweden's [elDentification Board](#) (E-legitimationsnämnden, in Swedish) has set itself a goal of providing a mature electronic identity (eID) solution by mid-2013, it was announced in June 2011. The Board will now construct a test environment to clarify stakeholders' needs.

In the spring of 2011, the [Ministry of Enterprise, Energy and Communications](#) (Näringsdepartementet, in Swedish) distributed to stakeholders the investigations carried out in 2010 with a proposal for building a framework for future eID in Sweden. Most stakeholders responded positively to the central ideas of the proposal, although many pointed

out the importance of taking the time to ensure that the solution functioned properly, rather than rushing out a quick solution which might not.

The eidentification Board is now constructing a test environment in order to further clarify the needs of public administration in terms of eID. Through this initiative, it will be possible to test various use cases, techniques and scenarios for the actors involved. The experiences gained from these tests will inform the development of the solutions required to ensure the public management needs regarding eID and eSignatures. The Board sees the test environment as the means to discover in collaboration with the stakeholders how the current ideas can be best developed.

The Board has also decided to ensure that public management has access to solutions in eID and eSignatures, even after the current agreement in the area expires. This is the reason why the target for their introduction has been set as mid-2013. The Board is therefore working towards making this possible in concert with the Ministry of Enterprise, Energy and Communications and the European Commission.

Dialogue on a number of different issues will continue in parallel in order to develop the future model, such as to ensure that the eServices can be easily used by users in both the private and public sectors. The Board is also planning an 'e-legitimationsdag' (eID day) in autumn 2011, provisionally on 30 November 2011, to which all stakeholders will be invited.

#### **Background Information:**

The eidentification Board was formed on 1 January 2011, and is responsible for the support and coordination of public management needs regarding electronic identification and signature solutions. It is run by a committee, and its members are appointed by the Swedish Government.

#### **Further information:**

- [Original news article - E-identification Board \(in Swedish\)](#)
- [eidentification Board \(in Swedish\)](#)
- [Background information - ePractice eGovernment Factsheet for Sweden](#)

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## **ES: Madrid - Electronic health records and ePrescription system operational at psychiatric hospital - 20 July 2011**

**The José Germain Psychiatric Institute was the first psychiatric hospital in the Autonomous Community of Madrid to implement an online platform for the management of the health records of their patients.**

This has allowed the Institute to become since June 2011 part of the multiple ebooking service for primary care patients and professionals, enabling them to freely choose a doctor and a hospital.

The Institute started working on the introduction of electronic health records (EHRs) in November 2010 and the EHR management platform was installed in April 2011; it enables the management of the electronic health records of the Institute's patients, thus making the clinical information available and readable for all the professionals involved in the treatment and considerably facilitating multidisciplinary work. Moreover, the platform has rigorous security features which ensure the confidentiality of health data and control over the access to one's clinical records.

Moreover, the platform enabled the launch of electronic prescriptions which will improve the reliability of medicine and doses delivery and increase patient safety, given that ePrescription implies more checks and the transmission of the pertinent information between professionals.

In the near future, the platform will also perform the integration of the Psychiatric Institute's services with the Image Diagnosis service and the laboratories of the Severo Ochoa University Hospital. This will accelerate the process of requesting and receiving test results.

Note: Original article in Spanish published in the Health Portal of the Autonomous Community of Madrid. Translation performed by the ePractice Editorial Team.

**Further information:**

- [Original news article - Department of Health of the Autonomous Community of Madrid - \(in Spanish\)](#)
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## **LU: Future eHealth developments in Luxembourg - Concept, platform and agency - 20 July 2011**

**On 29 June 2011, the Health Ministry of Luxembourg and the Public Research Centre (CRP) Henri Tudor presented the first results of the eHealth projects that have been ongoing for the past two years as well as the concepts that will underpin the future eHealth platform and the related agency.**

The Act on the reform of the health system that was adopted in December 2010 provides for the establishment of shared health records based on an electronic platform (eHealth Platform) and the creation of a national agency for shared information in the field of health (eHealth Agency). The first results presented at the event will serve as a basis for the services provided for in the aforementioned Act. The presentations covered the following themes:

- [Towards a national eHealth platform \(in French\)](#), on the uses, added value and services of the future eHealth platform
- [Technical and Functional Components behind the eSanté \(eHealth\) Platform, by Dr. Stefan Benzschawem \(in English\)](#)
- The eHealth Agency

The association representing the hospital and clinics (Entente des Hôpitaux Luxembourgeois - EHL, in French) nation-wide co-organised the event in order to inform the participants on how hospitals can integrate into the eHealth concept. The [case study](#) was presented by Christophe Nardin.

Related discussions will follow that will be held on 21 September 2011 at a workshop at the CRP Henri Tudor. They will be an occasion for attendees to go in depth into topics such as:

- The architecture and security of the platform
- Interoperability
- The cross-institution identification of patients
- Patient consent
- The identification of health professionals, institutions, authentication and user authorisations

The registration form for the workshop of 21 September 2011 can be downloaded [here](#).

### **Background information**

The Government Council of Luxembourg adopted a National eHealth Action Plan at the end of 2006. The objectives of the plan include, among others, better data exchange/sharing between health professionals, so as to improve the quality and efficiency of healthcare and to better control health costs, by avoiding redundant tests for instance. The Action Plan is also aimed at raising patient awareness of the management of their own health by involving them further in their healthcare through the provision of pertinent information. The applications provided for in the eHealth Action Plan are being implemented gradually under a multi-annual programme. At the same time the follow-up and quality control of projects is placed under the responsibility of the Health Minister. In order to implement the joint electronic platform and consider the first applications, a feasibility study was launched in 2008.

**Further information:**

- [Original news article - Ministry of Health \(in French\)](#)

- [National eHealth Programme \(in French\)](#)
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## New Factsheets

The 14th Editions of the eGovernment factsheets of Denmark and Sweden are 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: Factsheet on eCall - Saving lives through in-vehicle communication technology](#) | 8 June 2011 | Iceland | Norway | Switzerland | Other european countries | EU Institutions
  - [GL/EU: Telemedicine: An Essential Technology for Performed Healthcare](#) | 24 May 2011 | Pan european | Africa | Asia | Central and South America | North America | Oceania
  - [EU: Eurosmart Position Paper on Generic eID](#) | 1 April 2011 | Pan european
- 

## EU: Factsheet on eCall - Saving lives through in-vehicle communication technology - 8 June 2011

### Description (short summary):

In the near future, cars will have an electronic safety system automatically calling emergency services in case of a serious accident. Even if the victim is unconscious, the system will inform rescue workers of the crash site's exact location, and the ambulance will be on its way within minutes. The system, which has been baptised eCall, is going to work all over the European Union. It will soon be rolled out across the EU plus Iceland, Norway and Switzerland. Russia's ERA-GLONASS emergency call system is based on the set of eCall standards. eCall will therefore also be working in Russia.

**Number of pages:** 2 for each linguistic version

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## GL/EU: Telemedicine: An Essential Technology for Performed Healthcare - 24 May 2011

### Description (short summary):

Healthcare reform in dozens of countries, including France, the United Kingdom, Australia, Chile, Canada, Taiwan, China and the United States, is generating dramatically new approaches to care delivery. Although the details and the level of maturity of the efforts differ across countries, the overall trends are universal. They reflect the need to contain costs while improving access and care quality, to overcome a shortage of providers, and to take care of a growing sicker and ageing population. They are all built on a foundation that puts the citizens at the centre and focuses on keeping them healthy, partly by encouraging them to become more active participants in their own health management.

The critical alignment of care practices with incentives for patients, providers, and payers/governments that each country is seeking to achieve positions telemedicine to be a key enabler of many healthcare reform goals - and for good reasons.

In this report, healthcare practices and reform programmes from different countries that are surprisingly similar are being identified. The fact that they are in different stages of maturity offers the reader the opportunity to learn from early leaders; about both the challenges and successes. Telemedicine solutions described in the report are also in various levels of maturity and use, reflecting the specific care needs and available technologies in different countries.

Starting with a brief history of telemedicine, the paper highlights a few of the staggering health-related statistics that are key drivers of the fundamental healthcare changes in progress. Matching the challenges that are driving healthcare reform with the capabilities of different telemedicine solutions, the case that this group of technologies is indeed a key set of enablers of healthcare reform is made.

**Number of pages:** 21

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## **EU: Eurosmart Position Paper on Generic eID - 1 April 2011**

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

This position paper summarises the main drivers for the change from ID to eID, describes the migration path, reviews a range of current and future applications and finishes with the new challenges facing the security industry.

**Number of pages:** 8

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## **Upcoming Workshops and Events**

- [CA: 1st Congress of the International Academy of Digital Pathology](#) | 3 August 2011 - 5 August 2011 | North America
  - [DE: FrOSCon 2011](#) | 20 August 2011 - 21 August 2011 | Germany
  - [UK: DrupalCon London 2011](#) | 22 August 2011 - 26 August 2011 | United Kingdom
  - [CH: Swiss eHealth Summit 2011](#) | 23 August 2011 - 24 August 2011 | Switzerland
  - [GR: 7th ICGS3 / 4th eDemocracy Joint Conferences](#) | 24 August 2011 - 26 August 2011 | Greece
  - [AT: 2011 Conference on Electronic Democracy](#) | 8 September 2011 - 9 September 2011 | Austria
  - [ePractice event: Effective & Efficient eGovernment Services](#) | 15 September 2011 | Belgium
  - [NEW DATE! 29 September - ePractice Event: Reaping the benefits of eID in different business sectors within the EU and beyond](#) | 29 September 2011 | Belgium
  - [NEW DATE: 11 October 2011: ePractice Event: Addressing evolving needs for cross-border eGovernment services](#) | 11 October 2011 | Belgium
  - [DE: Global E-Health Forum - Hamburg 2011](#) | 11 October 2011 - 13 October 2011 | Germany
  - [NEW DATE: 27 October 2011 - ePractice Event: Collaborative production of eGovernment services](#) | 27 October 2011 | Belgium
  - [BE: The AEGIS project Final Workshop and 2nd International Conference](#) | 28 November 2011 - 30 November 2011 | Belgium
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## **CA: 1st Congress of the International Academy of Digital Pathology - 3 August 2011 - 5 August 2011**

### **International academy of Digital Pathology (IADP) Conference**

This event is bringing together pathologists, biologists, researchers and information technology professionals (including software engineers, computer science researchers, and related biomedical informatics professionals)

from all over the world. The conference will cover pathology practices, new advances in digital pathology and its practical applications in patient care as well as in research.

Specifically IADP aims to:

- promote the standardisation of digital pathology;
- promote research, innovation, development and good practice of information and communication technologies in pathology;
- exchange information between research scientists and pathologists through establishment of digital pathology networks;
- provide education, research and development to enable the effective implementation of digital pathology in developing countries.

The conference topics include but are not limited to:

- Images, databases, telepathology
- Practical use of informatics
- On-line/offline telepathology
- Interdisciplinary telepathology
- Pathology Image processing
- Image Analysis in Pathology
- Telepathology and developing countries
- Web services for pathology
- IT standards and pathology
- Digital slides format
- Tools in Virtual pathology
- Slide scanners and technology
- Digital histology and laboratory concepts
- Tissue micro-array (TMA)
- Imaging modality
- Virtual slides, digital atlases and data sharing
- Multiphoton imaging

Further information on the conference programme may be found [here](#) while registration is available [online](#).

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

Country: North America

City/Location: Quebec, Canada

Organiser: International academy of Digital Pathology (IADP)

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## **DE: FrOSCon 2011 - 20 August 2011 - 21 August 2011**

### **6th Free and Open Source Software Conference - FrOSCon 2011**

Free Software and Open Source - these are the topics of FrOSCon. The computer science department of the University of Applied Sciences Bonn-Rhein-Sieg, supported by LUUSA and FrOSCon e.V. are yearly presenting a programme with talks, workshops and an exhibition. The social event gives the opportunity to attendees to exchange opinions with other visitors, speakers or volunteers.

The Call for Papers is open until 23 May 2011. The organisers are especially calling for presentations on the following topics:

- DevOps - Tools and Process - The DevOps movement is all about the relationship between developers and operations people. Besides questions of process and collaboration, tools from the areas of configuration

management and monitoring play an important role. The programme managers are interested in both aspects of the movement.

- Desktop Innovation - 2011 is the year of GNOME 3 and Unity. And the other camps are not standing still either. What does the future of the free desktop look like?
- 'There is an app for that' - Does the mobile revolution happen without Free Software and Open Source? The organisers are interested in all aspects of Free Software on modern Smartphones and Tablets, not just the technical ones.
- Finding new blood - For many, working in or with Open Source projects has become 'business as usual'. And yet it has become even more important to spark young people's interest in the topic. How do Open Source projects deal with this, especially the well-established ones?

Further information may be found [online](#). The start of the preregistration will be announced at the event homepage.

**Event email:** [contact@froscon.org](mailto:contact@froscon.org)

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

Country: Germany

City/Location: Sankt Augustin

Organiser: University of Applied Sciences Bonn-Rhein-Sieg, FrOSCon e.V, LUUSA

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## **UK: DrupalCon London 2011 - 22 August 2011 - 26 August 2011**

### **DrupalCon London 2011**

The Drupal Association and the European Drupal community organise the DrupalCon Europe in the United Kingdom. Thousands of Drupal users, developers, designers, evaluators and business people will meet at DrupalCon London for sessions, talks, code sprints and more.

The keynote speaker of the conference is Dries Buytaert, original creator and project lead for the Drupal open source web publishing and collaboration platform. Buytaert serves as president of the Drupal Association, a non-profit organisation formed to help Drupal flourish.

DrupalCon London will be also offering pre-conference training courses and workshops to attendees interested in gaining additional hands-on experience on a variety of topics related to Drupal development.

Session proposals can be submitted by anyone and are open until 15 May 2011. There are five session tracks:

- Administration
- Building with Drupal
- Code & Coders
- Design, UX and Theming
- Ecosystem

Further information on the schedule may be found [here](#) while registration for the event is available [online](#).

**Event email:** N/A

Event website: <http://london2011.drupal.org/>

Country: United Kingdom

City/Location: London

Organiser: Drupal Association, European Drupal community

## CH: Swiss eHealth Summit 2011 - 23 August 2011 - 24 August 2011

### Swiss eHealth Summit 2011 - 'The forum for the ICT in the Healthcare system'

This event is a forum for ICT in medicine and healthcare delivery. It is dedicated to eHealth in the key healthcare processes. The conference is aimed at policy makers, medical, nursing, and hospital staff, as well as at insurance and governmental personnel.

The conference topics include:

- Hospital Information Systems
- eHealth applications
- Process chain (Logistics-Care-Billing)

The conference programme will soon be made available at the event website while registration is available [online](#).

**Event email:** [info@ehealthsummit.ch](mailto:info@ehealthsummit.ch)

Event website: <http://www.ehealthsummit.ch/deutsch/>

Country: Switzerland

City/Location: Bern

Organiser: Swiss eHealth Institute AG

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## GR: 7th ICGS3 / 4th eDemocracy Joint Conferences - 24 August 2011 - 26 August 2011

### Joint Conferences - 7th International Conference in Global Security Safety and Sustainability (ICGS3) / 4th International Conference on eDemocracy - 'Safety, Security and Sustainability of large-scale major events'

In an era of unprecedented volatile, political and economic environment across the world, computer based systems face ever more increasing challenges, disputes and responsibilities. Their role in facilitating secure economic transactions and maintaining steady and reliable sources of information that support politically stable and sustainable socio-economic systems is becoming increasingly critical. This year's conference theme is 'Safety, Security and Sustainability of large-scale major events', due to the upcoming 30th Olympiad in London in 2012.

The list of topics includes but is not limited to:

- Cloud Computing Security
- Security Requirements Engineering
- Secure Architecture Design
- Enterprise Architecture Security
- eGovernment / mGovernment Security
- Information Security Management
- Computer forensics and anti-forensics
- Data Security
- Software Protection
- Criminal data mining
- Cybercrime detection and prevention
- Network security
- Attack pattern recognition
- Strategic approaches to security
- Security in Mobile Platforms
- E-commerce/ eBusiness security issues
- Cyber War

- Systems Safety
- Systems Sustainability
- Privacy preserving systems
- Anonymity metrics
- Privacy enhancing location and mobility management
- Transparency and accountability in data protection
- Privacy impact assessment methodologies
- Web 2.0 privacy
- E-Government Strategies

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

**Event email:** [geor@uom.gr](mailto:geor@uom.gr)

Event website: <http://www.icgs3-2011.org/>

Country: Greece

City/Location: Thessaloniki

Organiser: University of Macedonia, University of East London, Scientific Council for Information Society

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## **AT: 2011 Conference on Electronic Democracy - 8 September 2011 - 9 September 2011**

### **Conference on Electronic Democracy - EDEM 2011**

eDemocracy applications have matured covering an ever increasing range of applications, ranging from transparency and information, discussion, deliberation and consultation projects to decision-making and voting, thus encompassing the entire democratic process. A critical reflection of the experience made is indicated:

- How can eDemocracy support and enrich democracy and not leave participants disenfranchised?
- How can the Internet increase citizen participation in political decision-making?
- Where and how can eDemocracy mechanisms and systems be used in the administrative process?
- What are the limitations and the risks of eDemocracy? This not only concerns obvious technical risks, but also issues in project management, inclusion, acceptance and effectiveness.
- What and where are the interfaces, what methods can be used to integrate eParticipation in present public administration processes?
- How can it be ensured that the greatest number of people are reached and are able to use the means of participation?
- How can the modern media support political education?
- As a special topic the conference will deal with the new European Citizens' Initiative enabled by the Treaty of Lisbon, which creates a unique means for EU citizens to participate on the European level.

EDEM 2011 presents the unique opportunity to discuss these questions and find possible answers. During the conference experience will be shared, examples of good practice analysed, the State-of-the-Art and future scenarios will be presented and discussed.

**Event email:** [julia.landgraf@wu.ac.at](mailto:julia.landgraf@wu.ac.at)

Event website: <http://edem2011.ocg.at/>

Country: Austria

City/Location: Vienna

Organiser: Danube University Krems, Vienna University of Economics and Business Administration

## **ePractice event: Effective & Efficient eGovernment Services - 15 September 2011**

### **In a nutshell:**

The event on Effective and Efficient eGovernment Services is an initiative of DG INFSO, European Commission, and will take place in Brussels, on **15 September 2011**, at European Commission premises, Avenue de Beaulieu 25, 1160, Room BU25 / S1.

Following the first series of the event on efficiency and effectiveness, in March 2010 that focused on case studies, benchmarking and the direction towards 2015, the European Commission is now organising a follow-up (but stand-alone) eGovernment event with the aim to showcase the lessons-learned and examples of how enabling organisational changes have led to better, less intrusive and more sustainable delivery of public services. These organisational changes are meant to focus on reducing the administrative burden, improving organisational processes and promoting a sustainable low-carbon economy. Efficient and effective eGovernment is one of the main priorities under the recent eGovernment Action Plan.

In line with the targets set by the Commission, the intention of this event is to facilitate the exchange of experiences and re-use of best practices, solutions, approaches or applications, in the three domains of:

- Improvement of organisational processes
- Reduction of administrative burdens
- Transition to green government

Good practice examples should showcase how improving organisational processes has resulted to more efficient administrations with limited costs and reduced burdens. Presentations are encouraged to be targeted towards simplification and streamlining of processes, e.g. smart use of citizens' available information, applications of the principle of a 'one-off' data registration, cost-benefit analyses, etc.

Moreover, the event will aim to promote ideas and initiatives towards reducing carbon footprint in public administrations. Best practices on mobilising ICT to facilitate the transition to an energy-efficient, low-carbon economy will be more than welcome.

### **Event topics:**

Topics of interest that may be considered, but not limited to are:

- Examples where stronger involvement of local administrations has been displayed.
- eGovernment as a tool to improve the provision of public services.
- Staff exchanges between public administrations to disseminate good practices across EU.
- The necessity of measurement of efficiency in eGovernment.
- How can efficiency be measured in public administrations?
- Turning the evaluation of benchmarking results to yield meaningful conclusions.
- Implementation of the 'once-only' registration principle.
- Indicators and evaluation procedures for measuring the reduction of the carbon footprint.

### **Speakers/Audience:**

This is an open event intended for policy-makers and practitioners interested in effective & efficient eGovernment at European, national and local levels and anyone interested in the area of public administrations as well as businesses and/or citizens who interact with them: eGovernment project implementers; stakeholders in FP6 and FP7 research projects; researchers; businesses; European Commission officers; ePractice members etc.

## Registration:

To register for this event, please create an [ePractice account](#) if you are not a current member. Subsequently, kindly login and once you are in this page click on the yellow button reading 'Participate in this event' to activate your registration. ePractice members can simply login and click on the same page as described above.

## Submission of summaries/PPT slides:

To be considered for a speaker placement kindly submit a summary of one page and three PPT slides of your intended presentation to [events@eurodyn.com](mailto:events@eurodyn.com). To submit your summary, please download and complete the "proposal form" that may be found in the '**presentation and documents**' section below.

Final presentations should not exceed **6 power point slides** and should be concise and factual. Please, don't use busy slides, too many graphics or pics and consider that every slide should not use 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.

## Deadlines to remember:

- Submission of summaries/ presentations: **12 August 2011** Speaker confirmation: **26 August 2011**
- Submission of final presentations: **8 September 2011**
- Event date: **15 September 2011**
- Publication of event proceedings: **End of October 2011**

## Networking:

This event is all about networking. A few selected speakers will set the scene with a 15 minute presentation and the rest of the programme will be dedicated to roundtable discussions and networking purposes.

## Contact:

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

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

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## NEW DATE! 29 September - ePractice Event: Reaping the benefits of eID in different business sectors within the EU and beyond - 29 September 2011

### In a nutshell:

The European Union acknowledged the need for electronic identification early enough; however, the actual adoption in the member states did not proceed as fast as initially expected. Various reasons have influenced the slow pace, such as the fragmentation of the market of IT solutions, the lack of interoperability among different solutions, the differences in semantic, organisational and legal perspectives between member states, to state a few.

The European Commission is organising an event that will aim to identify commonalities and differences in the use of eID in different economic sectors, so as to identify **needs** and **demand**, but also **barriers** that influence the deployment of eID in Europe.

Electronic Identity (eID) is one of the main enablers of eGovernment processes, creating value for service providers and consumers alike. The European Commission is investigating ways through which government and industries can reap the benefits of eID in sectors such as safe internet access, health, transportation, justice and law enforcement as well as banking, within the EU and beyond. These benefits can come from better understanding of

socio-economic and other needs and demand for eID and from sharing and reuse of ways to overcome barriers in the implementation of eID solutions.

When on the internet, the individual must be able to securely provide identity information for a variety of reasons. A [recent Eurobarometer survey](#) reveals that most people are sceptic when they consider how their information is used and whether they do have actual control on identity information submitted by them. Could eID be used to establish a layer of trust over internet and consequently protect the most vulnerable from its threats? The STORK project has included a relevant pilot for **safer** access to the **internet** for kids.

In the **health** sector, eID relates to the establishment of electronic patient records and eEHICs; the work of the epSOS large scale pilot explores the possibility to provide seamless cross-border eHealth services. In this direction, however, current legal and organisational barriers should first be waived.

eID in the domain of **transportation** can contribute to the replacement of paper documents by electronic ones such as e-Driving Licenses and vehicle documents for cross-sector and possibly cross-border use.

In the **judicial** sector, eID can support simplification through the secure exchange of identity information in view of cross-border judicial services for businesses and citizens. The e-CODEX project that was recently launched explores this direction.

The use of eID in the **banking** sector could help financial establishments increase their offered online services and perform online services such as account opening. For this to happen, banks must rely upon (and thus share responsibility and liability with) third parties that issue and validate credentials that prove the identity of their customers. What remains to be seen is how the eID infrastructure at the national or international level can support this process.

The 2011 edition of the eID conference "**Reaping the benefits of eID in different sectors within the EU and beyond**" will comprise keynote speeches, panel & roundtable discussions and proudly welcomes you to attend and share your opinion and best practices in **Brussels**, on **29 September 2011**.

#### **Event topics:**

##### **Health**

- eID for patient records; patient and health professional perspectives.
- What is the current debate between the US and EU regarding the link of eID to eHealth?
- Controlled access to sensitive information using eEHICs in the health sector.

##### **Transport**

- Measuring effectiveness of eID and identity and access management (IAM) implementations.
- Smart transportation vs. anonymity.

##### **Justice/Law enforcement**

- Best practices on how eID currently supports the Justice/Law Enforcement sector.
- Federated eID as an enabler for eJustice cross-border applications.

##### **Banking**

- Hardware solutions to banking needs (tokens, smart cards, etc.)
- Safety and access using mobile devices.
- How can eID support the banking process?
- Sharing responsibility and liability among banks and trusted third parties.

## **Cross-sector**

- Compliance with data protection laws.
- Commonalities and dissimilarities in the way eID can affect different sectors.
- Socio-economic impact of the use of eID in different sectors.
- Considering the legal parameters of handling private data when implementing eID systems.

Additional subjects falling within the umbrella of the workshop's theme in general are also welcome based on potential speaker proposals.

## **Speakers/Audience:**

This event is intended for policy-makers and practitioners interested in eID issues at European, national and local levels and anyone interested in the area of public administrations as well as businesses and/or citizens who interact with them: eGovernment project implementers; stakeholders in FP6 and FP7 research projects; researchers; businesses; European Commission officers; ePractice members etc.

## **Registration:**

To register for this event, please create an [ePractice account](#) if you are not a current member. Subsequently, kindly login and once you are in the workshop announcement page, simply click on the yellow button that reads 'Participate in this event' to activate your registration. ePractice members can simply login and click on the same page as indicated above.

## **Submission of summaries/PPT slides:**

To be considered for a speaker placement for this event, kindly submit a summary of one page and seven slides of your intended presentation to [events@eurodyn.com](mailto:events@eurodyn.com) by 5 August, 2011.

To submit your proposal, please download and complete the "Proposal form" that may be found in the 'presentation and documents' section below.

## **Deadlines to remember:**

- Submission of summaries (one page)/ presentations (four slides): 5 August 2011
- Speaker confirmation: 12 August 2011
- Workshop date: 29 September 2011
- Publication of workshop proceedings: End of October

## **Further information:**

Please, download the call for participation that may be found under the section "presentation & documents" when scrolling down to this announcement.

## **Networking:**

This event is all about networking. A few selected speakers will set the scene with a 15 minute presentation and the rest of the programme will be dedicated to brainstorming, roundtable discussions, Q&A and networking purposes.

## **Contact:**

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

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

## **NEW DATE: 11 October 2011: ePractice Event: Addressing evolving needs for cross-border eGovernment services - 11 October 2011**

Cross-border access to public services of other European administrations by citizens and businesses is one important step closer to a truly united Europe with strengthened eGovernment services between public administrations in different Member States.

This workshop that will take place in Brussels, on **11 October** is proposed to focus on the evolving needs of the European Union towards a more efficient delivery of ICT-facilitated public services for citizens and businesses across the EU. The target is to widen the scope of use of the electronic means that public administrations have at their disposal outside the local, regional or national level. A further aim is to facilitate mobility of businesses and citizens i.e. for entrepreneurs to set up and run a business anywhere in Europe and allowing individuals to study, work, reside, receive health care and retire anywhere in the European Union.

### **Workshop topics:**

This workshop aims to discuss the following key questions:

- Which cross-border services are already in place and which ones are still missing?
- Which of these can be considered as key supporting the eGovernment Action Plan 2010-2015?
- Is there a need for cross-border services and why? - When and by whom should these services be used?

Existing and future cross-border services:

- Large scale pilots that will present the services they are providing on the basis of the “demand” side and the actual “offer”;
- European, national or local pilots, initiatives and ePractice case studies that target the deployment of cross-border public services in eGovernment, eHealth, eEnvironment, eJustice, employment, crime, education or other focus.

User experience:

- Experience of administrations, citizens and businesses with cross-border services;
- Views on the demand for cross-border services and perceived benefits.

Barriers and enablers:

- Current barriers and challenges that do not support a seamless integration and deployment of cross-border services;
- The key enablers and core conditions for the implementation of cross-border services and what is actually needed to be done including interoperability, eSignatures and eIdentification;
- Procedures and legislations in exchange of data and information across Member States.

Additional subjects falling within the umbrella of the workshop's theme in general are also welcome based on potential speaker proposals.

### **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 event" to activate your registration. ePractice members can simply login and click on the same page as described above.

### **Submission of summaries/presentation slides:**

To be considered for a speaker placement kindly submit a summary of one page and four presentation slides of your intended presentation to [events@eurodyn.com](mailto:events@eurodyn.com). Regarding your summary, please download and complete the "Workshop form for speakers" that may be found in the 'Presentation and documents' section below.

Final presentations should not exceed 7 presentation slides and should be concise and factual. 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 15 minute presentation and the rest of the programme will be dedicated to roundtable discussions 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

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## **DE: Global E-Health Forum - Hamburg 2011 - 11 October 2011 - 13 October 2011**

### **Global E-Health Forum - Hamburg 2011 - 'Designing Personalised Healthcare'**

E-Health is increasingly seen as a key enabler for the transformation of the healthcare systems and as a key enabler for the evolution process towards personalised healthcare in general.

The primary aim of the event is to provide a forum for the discussion of strategies, cross-border cooperation and collaboration, innovative economic/financing models, quality and knowledge management, standardisation, process optimisation and patient-centric way of thinking.

The first two conference days at the Hamburg Chamber of Commerce will feature speakers from all over the globe. Their strategy presentations and case studies will be complemented by discussion forums, workshops and an exhibition of solution providers.

The third day is dedicated to various breakout sessions and guided tours at different locations (hospitals, among others) targeting the individual information needs of special interest groups.

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

**Event email:** [gehf@common-sense.biz](mailto:gehf@common-sense.biz)

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

Country: Germany

City/Location: Hamburg

Organiser: Hamburg Chamber of Commerce, IBM, ICC Deutschland (International Chamber of Commerce) e.V.

## **NEW DATE: 27 October 2011 - ePractice Event: Collaborative production of eGovernment services - 27 October 2011**

This workshop that will take place on **27 October** will focus on collaborative services and will be held in Brussels, Avenue de Beaulieu 25. The notion of collaborative production of eGovernment services refers to the modernisation of the way governments engage and work together with their citizens in developing policies and how these citizens are empowered to harness the opportunities that new technologies have to offer. The European eGovernment Action Plan, 2011-2015, recognises the significance of this collaboration and stresses the importance of finding the most suitable tools and their best applications. Following the online developments in the business domains throughout Europe with the use of tools and platforms developed, now Governments have embraced and actively supported this evolution in both financial and legal terms. eGovernment services adopt the principles of openness and transparency with the use of Web 2.0 technologies in which people have active participation.

Through this interactive contribution, public administrations can achieve better services for the general public in comparison to traditional service provision. For example citizens can report tarmac damages on the motorway thus informing the Ministry of Infrastructure faster via an electronic platform. This innovative and engaging method of government, may lead to increased efficiency and effectiveness of operations, faster response rates in addition to empowered and engaged citizens. In this light, the workshop will discuss the achieved benefits and public value created through the joint production of services by public administrations and citizens.

The effective collaboration between the private and the public sector will be discussed through the presentation of case studies.

The best practices of effectively engaged businesses, civil society and individual citizens will be presented for participants to comprehend how they can be actively involved in the design and production of eGovernment services.

This workshop aims to invite and engage interested parties who will present their cases and opinions in an open discussion that will stir debate and stimulate spreading of best practices within the EU and beyond.

### **Workshop topics**

Potential topics to discuss include:

- Design and production of eGovernment services by users
- Design of eServices encouraging collaboration between public sector and customers
- Use of technology for successful and sustainable co-production of eGovernment services
- Web 2.0 services for collaborative production
- Government transformation and customer centricity
- Benefits achieved and public value created through co-production of services by public agencies and citizens
- Engagement of citizens in citizen-government collaboration: Motivation mechanisms stimulating collaboration
- Collaborative business models in eGovernment
- Social computing for public services

### **Speakers/Audience**

This is an open workshop intended for policy-makers and practitioners interested in collaborative eGovernment services at European, national and local levels and anyone interested in the area of public administrations as well as businesses and/or citizens who interact with them: eGovernment project implementers; stakeholders in FP6 and FP7 research projects; researchers; businesses; European Commission officers; ePractice members etc.

## 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 on the yellow button reading 'Participate in this event' to activate your registration. ePractice members can simply login and click on the same page as described above.

## Submission of summaries/PPT slides

To be considered for a speaker placement kindly submit a summary of one page and three PPT slides of your intended presentation to [events@eurodyn.com](mailto:events@eurodyn.com).

Regarding your summary, please download and complete the "Workshop proposal form" that may be found in the 'presentation and documents' section below. Final presentations should not exceed 6 power point slides and should be concise and factual.

Please, don't use busy slides, too many graphics or pics and consider that every slide should not use 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.

## Deadlines to remember

Submission of summaries/ presentations: **16 September 2011** Speaker confirmation: **23 September 2011**

Submission of final presentations: **14 October 2011**

Workshop date: **27 October 2011**

Publication of workshop proceedings: **Late November 2011**

## Networking

This workshop is all about networking. A few selected speakers will set the scene with a 15 minute presentation and the rest of the programme will be dedicated to roundtable discussions 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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## **BE: The AEGIS project Final Workshop and 2nd International Conference - 28 November 2011 - 30 November 2011**

### **The AEGIS project Final Workshop and 2nd International Conference: 'Accessibility Reaching Everywhere'**

The two events will bring together end-users (people with disabilities) as well as platform and application accessibility developers, representatives organisations, the Assistive Technology industry and policy makers. Since 2008, the AEGIS consortium has been developing an Open Accessibility Framework comprising open accessibility interfaces, user interface components, developer tools, end-user applications and prototype accessibility solutions for desktops, rich Internet applications and mobile devices.

The project's Final Workshop on 28 November 2011 will focus on the realisations of the AEGIS (Open Accessibility Everywhere: Groundwork, Infrastructure, Standards) project and provide attendees the opportunity to try out all outcomes of the project. The demonstrated products offer barrier-free access to desktop, mobile and web applications, are open source based and will be freely available.

The conference on 29 and 30 November 2011 will gather a wide array of experts and users in the area of Assistive Technology to discuss scientific and policy developments in accessible technology; showcase relevant projects and initiatives in the area of assistive technology.

This event comes ahead of the European Day of People with Disabilities that is marked by the European Commission via a policy conference in the first week of December each year, in close cooperation with the European Disability Forum (EDF).

An official invitation for registration, for submission of scientific papers and the participation of exhibitors will be issued in the near future.

Access to both events will be free, but places will be limited.

More information is available under [www.aegis-project.eu](http://www.aegis-project.eu).

**Event email:** [julie.buttier@epr.eu](mailto:julie.buttier@epr.eu)

Event website: <http://www.aegis-project.eu>

Country: Belgium

City/Location: Brussels

Organiser: Open Accessibility Everywhere: Groundwork, Infrastructure, Standards (AEGIS) FP7 Internation Programme

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