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European ePractice Newsletter N. 385 – 30 August 2011

ePractice Journal – Calls for Papers

>> 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 with a copy to epractice@eurodyn.com.

Assisted workshops

>>Assisted conference - Innovation for Digital Inclusion

This assisted conference is planned to be held on **5-7 October 2011**. It is organised within the framework of the official programme of the Polish Presidency of the Council of the European Union in collaboration with the Directorate General Information Society and Media of the European Commission and the 'Cities on the Internet' Association. It aims to provide an overview of the most innovative and effective eInclusion initiatives in the EU and, in a wider context, to facilitate a discussion on the importance of the eInclusion policy to the delivery of the Digital Agenda for Europe.

The main and most important topics the organisers would like to discuss during the conference are: introduction of adult Europeans into the digital world through facilitating digital literacy acquisition, national and regional eInclusion programmes as tools for the implementation of the Digital Agenda for Europe and effective models of independent living and security of the elderly, based on innovative and economically feasible eCare and eHealth solutions.

For more information and free-of-charge registration, please visit the [conference's announcement](#). Registration may be facilitated either through the above indicated announcement or through the main [event site](#).

ePractice workshops

>>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.

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

>>ePractice.eu workshop – Reaping the benefits of eID in Sectors within the EU and beyond

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.

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

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.

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

>>ePractice.eu workshop - Collaborative Services

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. Summaries (one page) and presentations (7 slides) should be submitted by **16 September 2011**.

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

>> 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 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](#)
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>> 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. 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](#).

Latest Cases

- [Open Kvarken- Bringing Open Source Know-How to the Kvarken Region](#) | 8 August 2011 | Finland | Sweden
 - [P3ITS project - Pre-commercial Public Procurement](#) | 2 August 2011 | Austria | Belgium | Czech Republic | Denmark | France | Italy
 - [Math-Bridge: European Remedial Content for Mathematics](#) | 2 August 2011 | Austria | Finland | France | Germany | Hungary | Netherlands | Spain
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Open Kvarken- Bringing Open Source Know-How to the Kvarken Region

Summary of Open Kvarken:

- OpenMeetings is a web based conference system that does not require any installation on the computers of the people using it. It runs on Open Kvarken servers in both Finland and Sweden that make it available to the public for testing purposes. JNT has participated in the development of new features and testing. Commercial versions and support can be bought from JNT.
- Eduvom is a sub-project in the municipality of Vörå where Open Kvarken has designed the complete IT infrastructure based on Open Source. Using Xen for virtual machines, the project also includes Ubuntu as desktop, OpenLDAP for authentication, NFS (Network File Server) for file sharing, OpenMeetings for web conferences and virtual classrooms. Eduvom also include Moodle as an e-learning platform linked with OpenMeetings. Zimbra is used for email, and Joomla! for their Eduvom.fi portal
- Föräldramötet is a portal for communication between teachers and parents. It allows parents to easily check up happenings, homework assignments, problems etc. concerning their children in the nursery or school. This project is developed in Sundsvall by Nordic Peak and has been commercialised in Sweden. Föräldramötet is being used in several municipalities in Sweden and will also be introduced in Finland.
- Moodle, an e-learning platform, is in use in several universities introduced to undergraduate education. Moodle in combination with OpenMeetings is a powerful tool for education purposes. This concept can be commercialised separately.
- Kaltura, a video solution, was evaluated by Open Kvarken together with the projects MediaCenter and NKW. The video solution has great potential and it is planned that in spring 2011 they will continue to develop plug-ins for several platforms such as Moodle, Drupal and Joomla. MediaCenter will then be able to offer this platform for all municipalities within Västerbotten.
- WebSurvey is a web interface and a system for online surveys and/or data collection. It has also been implemented and it is in use in Korsholm. Folk, Visitas, Open Eye, Boklådan and OpenGeoTracker are five new open source products, which have been developed in Umeå.
- OpenGeoTracker is the latest product developed by Omicron. It is a tracking device for the Android platform and a map server based on Google Maps. It can be used to track any type of object. In spring 2011, Open Kvarken will present a demonstration for this product at the homepage of its website.
- A cooperative web shop based on OsCommerce has been developed in cooperation with Anno.fi. This program is now available for commercial use. Coming soon to www.sf.net IPTV pre-study has been done on MythTV and OpenIPTV forum.
- Webapplet, a Web applet and tunnelling function, has been developed by Sesca in cooperation with JNT and the Open Kvarken project. The tunnelling function is published at the Kamailio community and will be adapted to the Ekiga community. This new function will be presented at the project's spring conference of 2011. The road to make Ekiga a High Definition telepresence tool with the help of multi-threading passing through all firewalls is shortening from day to day. This can become an affordable telepresence solution with the help of Aleksander Strange and Reynaldo H. Verdejo Pinochet at <http://gitorious.org/ffmpeg/ffmpeg-mt> with the financial support of the Open Kvarken project.
- Zimbra is an Open Source webmail server that will now be implemented in the municipality of Malax. The implementation is provided by Multitronic in Finland.
- ZoneMinder is a web-based surveillance system and it has been implemented in a local grocery store to suit their surveillance requirements. It has also been commercialised by Multitronic as one of their products.

There are even more software programs, such as Idega, LifeRay, Vtiger, SugarCRM, Projektet, MediaWiki etc. that have been tested and some of them may start new interesting projects during 2011.

P3ITS project - Pre-commercial Public Procurement

For several years, the European Commission has dedicated specific working programme topics to cooperative Intelligent Transport Systems (ITS) and Services to help advance technical research in this area. The results of these research programmes are expected to contribute to the shaping of European, national and regional public policy frameworks.

Public Authorities play a major role in making a success of cooperative ITS. In order to ensure a wide European deployment of cooperative ITS, Public Authorities should establish national cooperative infrastructure (road side equipment) that ensures cross-border interoperability and cross-brand interoperability of systems.

Pre-commercial public procurement represents an existing, but underutilised opportunity for Member States to drive innovation in this sector. Pre-commercial procurement will not only be a major tool to boost innovation, it is also considered to be an important tool to improve the conditions to move from the current Research & Development stage towards a large scale market of ITS services.

In this context, the **P3ITS project** will investigate specifically how the existing but underutilised opportunity of pre-commercial procurement can, while respecting existing legislation, stimulate innovation and help advance towards market conditions for large scale introduction of cooperative ITS services. P3ITS will establish a European network of 13 procurement experts, professionals from the ITS sector and industry and public procurement agencies.

Math-Bridge: European Remedial Content for Mathematics

Math-Bridge: European Remedial Content for Mathematics

The project MATH-BRIDGE will provide multi-lingual and multi-cultural semantic access to remedial mathematics content which adapt to the requirements of a learner and the subject of study.

Math-Bridge will provide multi-lingual and multi-cultural semantic access in a sustainable Pan-European learning service for remedial mathematics content that tailors to the prerequisites of the learner and her study-subject. It will bring together content from different European sources and offer it in a unified way. A Pan-European learning service for remedial mathematics is obtained by collecting appropriate learning resources, extending them with structure, metadata, maths semantics, interactivity, and multi-linguality where necessary. The extended formats of the content will make use of standards, and hence be re-usable and interoperable. For an adequate infrastructure we will adapt our semantic and multi-lingual search software, customize assessments, customize the ActiveMath learning environment to the remedy-scenario which includes specific diagnostic means and decision making for remedy, and determine the culturally determined incoming competencies (of students who start the remedy) and the (target) competencies required for the target study subjects. Moreover, Math-Bridge will develop a process model for collaborative authoring, determine Creative Commons license for content (IPR), and adapt tool-support for collaborative authoring that respects the semantics and metadata of content. This will support collaborative production and assembly of (educational) content, which we think is a future must. The results will be usable way beyond mathematics.

Editor's Choice of the week: [Coeliac Disease Management Monitoring and Diagnosis*](#)

Latest News

- [MT: Survey shows that 86 % of users are satisfied with eGovernment services](#) | 30 August 2011 | Malta
- [EU: Digital tachograph enhanced to support forthcoming legislation](#) | 29 August 2011 | EU Institutions
- [EU: The European Commission launches an informal eProcurement Expert Group](#) | 26 August 2011 | EU Institutions
- [FR: Hospital in southeastern France introduces emergency telemedicine initiative](#) | 26 August 2011 | France
- [DK: New digitisation strategy aims to make the public sector paperless by 2015](#) | 26 August 2011 | Denmark
- [NL: Logius and KING update eGovernment standards for data exchange](#) | 25 August 2011 | Netherlands
- [CZ: Online service launched to provide reports of healthcare events and charges](#) | 25 August 2011 | Czech Republic
- [CZ: Czech data box system has now delivered over 50 million messages](#) | 24 August 2011 | Czech Republic
- [EU: Free Customisable self-assessment tool on eInvoicing available for all](#) | 24 August 2011 | Pan european

MT: Survey shows that 86 % of users are satisfied with eGovernment services - 30 August 2011

According to two recent online surveys, 86 % of users are satisfied with the level of service they receive from Maltese eGovernment services, it was announced on 13 August 2011.

The 'eGovernment General Survey' and the 'eGovernment User Satisfaction' were conducted online by the Malta Information Technology Agency (MITA) during 2010. Their principal findings include:

eGovernment General Survey:

- 86% find eGovernment services helpful
- 54% use the Internet to communicate with the Government
- 55% make use of eGovernment services with 30.5% of them using these services at least once a week

Principal advantages when using eGovernment:

- It makes mandatory tasks, such as paying taxes or renewing driving licenses, easier to carry out (76%)
- It provides a better quality of service than the over-the-counter alternative (63%)
- It delivers cheaper and more efficient services (54%)

eGovernment User Satisfaction Survey - the characteristics of the user's favourite eGovernment service are:

- It saves a lot of time and inconvenience (28%)
- It saves money (22%)
- Language and instructions are easy to understand (19.5%)
- Excellent help is provided when problems are encountered (19.5%)
- It makes a complex task easy (11%)

The survey findings come against the background of the [eGovernment Benchmark Survey 2010](#), published in February 2011, which placed Malta among the leading providers of eGovernment services in the EU. eGovernment has been a key component of Malta's Government ICT strategy and has been a main driver in implementing change and transformation within the public sector. In recent years citizen expectations for online service delivery has increased significantly.

Commenting on the results, Claudio Grech, MITA Chairman, said: "Although statistics show that slightly more than half of the population use eGovernment, we still need to drive more people towards this delivery channel." There are currently more than 90 eGovernment services online from a variety of ministries and departments. "Through our new eGovernment platform we plan that by the end of 2012 we will have each and every single Government service available online," added Mr Grech.

The previous edition of the same survey had been published by the eGovernment Department within MITA in 2010. That survey had focused on why online users started using eGovernment services, how they became aware of the service and which means of communication they used to get in touch with the Government.

The results of such surveys are used by the eGovernment Department to better understand citizen needs and model online services based on the feedback and suggestions gathered. The Department aims to achieve more comprehensive services which offer security, reliability, efficiency, effectiveness, transparency and availability to users.

Further information:

- [Original press release - MITA](#)
- [Related ePractice publication - EU: eGovernment Benchmark Survey 2010](#)
- [Background information - ePractice eGovernment Factsheet for Malta](#)

EU: Digital tachograph enhanced to support forthcoming legislation - 29 August 2011

The European Commission's [Joint Research Centre \(JRC\)](#) has conducted studies to ascertain what improvements can be made to the digital [tachograph](#), which is a mandatory device which records professional drivers' activities, it was announced on 12 August 2011. These improvements are intended to underpin revised tachograph legislation which is expected to be in force by the end of 2011.

The revised tachograph legislation proposed by the European Commission aims to use new technological developments such as satellite positioning to inhibit fraud. These developments will also reduce the administrative burden related to the tachograph's use, which is expected to save companies about €515 million per year.

The proposed legislation takes into account the findings and recommendations emerging from several JRC studies. In this light, the JRC's [Institute for the Protection and Security of the Citizen \(IPSC\)](#) has conducted a study to identify the current and forthcoming limitations of the security mechanisms of the digital tachograph and of the provisions defined to check its proper installation and operation.

The IPSC has also provided technical scenarios for further development of the digital tachograph, which have had substantial impact on several recommendations put forward in the proposed new legislation. These recommendations include:

- location recording by satellite positioning;
- remote communication for more efficient roadside checks;
- a specific interface for integration into intelligent transport systems;
- merging the driving licence with the digital tachograph driver card.

Since 2004 the IPSC has been involved in the design and implementation of the digital tachograph. It is currently responsible for two essential services:

- the [European Root Certification Authority \(ERCA\)](#), which generates and distributes encrypted root keys to all national authorities;
- the Laboratory for Interoperability Certification (IOT), which is responsible for issuing one of the three certifications required for the digital tachograph to enter the market.

Background Information:

The digital tachograph is a device which is mandatory for professional drivers. It records the drivers' rest and driving hours, as well as the speed of their vehicle. By ensuring better compliance with laws on driving practices, drivers will be better protected, road safety will be increased and fair competition between road transport companies will be assured. The digital tachograph has been in use since 2006.

Further information:

- [Original news article - Joint Research Centre](#)
 - [Press release on the new tachograph legislation - Europa - Press Releases Rapid](#)
 - [Digital tachograph website - Joint Research Centre](#)
 - [Digital tachograph - European Commission - Mobility & Transport](#)
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EU: The European Commission launches an informal eProcurement Expert Group - 26 August 2011

On 29 July 2011, the European Commission, in the context of a series of measures to boost eProcurement, announced the setting-up of an informal eProcurement expert group, by publishing the relevant Call for Applications ending on 30 September 2011.

eProcurement, the use of electronic communications and transaction processing by governments and other public sector organisations when buying supplies and services or tendering public works, can deliver significant savings to European taxpayers. The European Commission therefore announced a series of measures to boost the take-up of eProcurement in the EU.

Firstly, the Commission is issuing a call for applications for participation in a new, informal expert group on eTendering. Secondly, it is starting to monitor the use of eProcurement across Member States, in order to promote best practices. Thirdly, it is publishing the responses to the eProcurement Green Paper ([IP/10/1347](#)) which reveal considerable support for making the use of eProcurement compulsory in the EU.

In the context of the first measure, the Commission decided to set up an informal expert group to develop a blueprint for common solutions for the electronic submission of offers. The group will issue recommendations in order to advise the Commission on Policy Initiatives relating to the architecture and design of the European eProcurement environment, and the organisation of critical procedures and functions. The Call was issued on 29 July 2011 by the Internal Market and Services Directorate General (DG MARKT) Unit C4 and the deadline for applications is 30 September 2011.

Interested applicants may find more information on the Call for Applications at http://ec.europa.eu/internal_market/publicprocurement/e-procurement/expert/index_en.htm.

Further Information:

- [Original announcement - European Commission website](#)
- [Relevant press release - Europa website](#)
- [Terms of Reference for the Expert Group on Pre-Awarding eProcurement - European Commission Website](#)
- [Call for Applications for Experts for the Expert Group on Pre-Awarding eProcurement - European Commission website](#)

FR: Hospital in southeastern France introduces emergency telemedicine initiative - 26 August 2011

On 7 July 2011, the Mende hospital of the Lozère department in southeastern France launched a telemedicine initiative for its emergency services.

The Rural Centre of Excellence (RCE) at the Mende hospital developed an innovative solution for information exchange between the various stakeholders called upon in emergency situations. Doctors affiliated with the Emergency Medical Assistance Service (Service d'Aide Médicale Urgente - SAMU, in French) will be equipped with a netbook-type portable terminal, thus enabling the sharing of highly specialised medical information with the emergency department controller and doctor during an emergency response. The emergency doctor is able to transmit in real time patient diagnosis details or information relating to actions performed during a medical intervention, such as an electrocardiogram.

A private company, which responded to a call for tenders by the RCE, developed this reliable solution for managing the exchange between the SAMU controller and the mobile units which consist of the Resuscitation and Emergency Mobile Service (Service Mobiles d'Urgence et de Réanimation - SMUR, in French) and the Lozère Medical Emergencies Association. No loss of data occurs in the information exchange, even if the communication is interrupted. Such data is encrypted so as to comply with the confidentiality decree. Furthermore, the device remains in operation even if there is no mobile phone coverage or Internet connection.

The Mende hospital unveiled this innovative scheme as part of the RCE grand opening which was attended by various stakeholders and key actors. Telemedicine initiatives as the one presented aim to support emergency services in the various departments of France.

Note: The author of the original article in French is Mr Thierry Levesque, Midi Libre.

Further information:

- [Original news article - Midi Libre \(in French\)](#)

DK: New digitisation strategy aims to make the public sector paperless by 2015 - 26 August 2011

The Danish Government published its new [digitisation strategy for 2011-2015](#) in August 2011. The central aim of the strategy is that by 2015 digital self-service solutions will be established as the normal way for citizens to interact with the public sector.

The new strategy, called 'The digital road to future prosperity', aims to phase out paper-based forms and postage. So citizens will use the Internet for all applications and notifications to the public sector, such as when they move, when they enrol a child in a nursery or when they order a new passport. In addition, all citizens and businesses will automatically be given a free digital mailbox to which all communications from the public sector will be sent. By 2015, therefore, interactions of citizens and businesses with the public sector will be entirely paperless.

Those citizens who are not proficient in IT will still be able to get help from local service centres or over the phone. Alternatively, they may choose to provide a digital power of attorney to their relatives, so that their family can easily help them, even across geographic distances.

The new digital strategy has a broad scope and aims to provide digital solutions across the public sector. It provides 60 individual initiatives, including:

- A commitment to, and investment in, IT and digital learning resources in primary schools.
- An action plan for the national dissemination of good and effective telemedicine solutions such as the monitoring of patients with diabetes or chronic obstructive pulmonary disease (COPD). This benefits

patients since they are able to stay at home in a safe environment, as well as reducing the costs to the healthcare services.

- Vocational initiatives to provide businesses with easier paths to growth. This includes fully digital written communication between the public sector and businesses from 2013.

The initiatives of the digitisation strategy have a total budget of DKK 426.4 million (€57 million, approximately). Public sector digitisation initiatives will have DKK 325 million (€44 million, approximately), of which municipalities finance 40 % and regions 20 %, and DKK 101.4 million (€14 million, approximately) is allocated to vocational education digitisation initiatives. In addition, the Government has allocated DKK 500 million (€67 million, approximately) and the municipalities up to DKK 1 billion (€134 million, approximately) for IT in schools.

Denmark published its first digital strategy for the public sector in 2001. Since then, the Government, municipalities and regions have worked closely together on digitisation, and have initiated the transfer of resources from administration into public services, and have streamlined and automated workflows across the public sector. This has resulted in digital solutions such as the citizen's gateway borger.dk, the digital signature ([NemID](#)) and electronic invoicing ([NemHandel](#)). It is hoped that the new digitisation strategy will build on these developments and cement Denmark as one of the leading nations in eGovernment.

Claus Hjort Frederiksen, Minister of Finance, said: "There will be no need to spend billions on postage and manual handling. In recent years there has been a considerable emphasis on how we in the public sector organise ourselves, and in this digitisation is an important tool. Digital self-service means that parents can in peace and quiet inform the daycare centre that their children are in bed, or register a change of address with the municipality from their laptops instead of being left with forms and stamps. Digitisation makes life easier for the Danes and frees up billions. It is common sense, and I look forward to rolling out the strategy."

Charlotte Sahl-Madsen, Minister for Science, Technology and Innovation, said: "Digitisation offers citizens a much easier life since contact with the public sector can be managed via PC or smart phone around the clock and medical treatments can be undertaken via telemedicine. Danes are generally very good at using IT in everyday life, so for most it will be quite painless to make the digital method the citizens' first choice, but we must also ensure that those who are not so able in IT and modern technology are not left behind."

Further information:

- [Original news article - Ministry of Science, Technology and Innovation \(in Danish\)](#)
- [The new government digitisation strategy 2011-2015 - Ministry of Finance \(in Danish\)](#)
- [Related ePractice news article - DK: Joint digital government strategy 2011-2015 on the way](#)
- [Background information - ePractice eGovernment Factsheet for Denmark](#)

NL: Logius and KING update eGovernment standards for data exchange - 25 August 2011

The standards of electronic data exchange in Dutch public authorities have been updated, it was announced on 1 August 2011. The new standards have been devised by [Logius](#), the digital government service of the [Ministry of the Interior and Kingdom Relations](#) (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties - BZK, in Dutch) and the [Quality Institute of Dutch Municipalities](#) (Kwaliteitsinstituut Nederlandse Gemeenten - KING, in Dutch).

Secure and reliable data exchange is a prerequisite of efficient eGovernment. As digitisation increases, Government organisations have seen the number of interactions between their information systems rise. Maintaining control over these developments has become a major challenge, but it is simplified by the standardisation of interfaces.

To this end, Logius provides a standard network between authorities (Diginetwerk) and manages a standard for secure and reliable exchange of messages (Digikoppeling). KING has standardised the content of messages and services for municipalities and for channels through which municipalities exchange information, by producing the Standard Exchange Format (*Standaard Uitwisseling Formaat* - StUF, in Dutch).

In order for municipalities to be able to use the newest features, KING and Logius have together developed how messages with the message standard StUF should utilise the Digikoppeling 2.0 standard. On 8 June 2011, the StUF Steering Group established an update of the StUF protocol binding (version 3.02) with the status 'in use'. This is especially important support for the modernisation project of the [municipal personal records database](#) (Gemeentelijke Basisadministratie Persoonsgegevens - GBA, in Dutch), since this project makes use of the additional security features of Digikoppeling 2.0. In addition, the lower network load of Digikoppeling 2.0 is also attractive.

Background Information:

Digikoppeling is a standard for electronic messaging that all Dutch public authorities are obliged to use. It provides secure and reliable communications with messages for both information system enquiries and guaranteed notifications of changes. Digikoppeling 2.0 is backwards-compatible with the previous version 1.1 and provides in addition security for individual messages and efficient addition of digital attachments. Logius is currently working on standardisation for large messages (from 20 MB to several gigabytes) which will facilitate the exchange of files that are still on tape or CD-ROM.

StUF is a universal messages standard for electronic and service-oriented exchange of data between applications. The domain of the StUF standard includes information channels between government organisations (basic registries and national facilities) and community-wide channels of information and functionalities. StUF provides both demand-response services and event-oriented data delivery. KING has conducted the management and further development of StUF since 2010.

Further information:

- [Original news article - Logius \(in Dutch\)](#)
- [Background information on data exchange between public authorities - Logius](#)
- [Protocol Bindings for StUF - KING \(in Dutch\)](#)
- [Background information - ePractice eGovernment Factsheet for the Netherlands](#)

CZ: Online service launched to provide reports of healthcare events and charges - 25 August 2011

Citizens in the Czech Republic now have online access to a record of the significant events and transactions of their healthcare, it was announced on 22 July 2011.

Via their electronic health record (EHR; elektronické zdravotní knížky - EZK, in Czech), citizens can easily obtain online a report of their healthcare, which contains a list of health procedures, tests, visits to doctors and medicines prescribed, plus the charges and payments corresponding to them. If a citizen finds any discrepancy in their report, they can contact their health insurance company to ask for a revision of the apparent irregularities.

Using their EZK, citizens can in addition easily verify that their health insurance is valid and discover if they owe on health insurance. There are also data on the course of the insurance company's business (since 2005).

Jiří Pašek, director of IZIP, said: "Newly in the [EHR] account of the policyholder is a summary of paid regulatory fees and charges for doctors and the pharmacy - any EZK user can quickly determine the amount, how much longer the charges are to be paid, and can also monitor whether the charges paid exceed the legally guaranteed maximum limit, which varies according to patient's age and which could be used subsequently to apply to their health insurance for the repayment of the excess."

The scheme is linked to the policy of increasing the transparency of the Czech healthcare system, which is one of the objectives of the health sector reform of 2011. To this end, it is important to provide citizens with an overview of the offered and available medical care. The [General Health Insurance Company](#) (Všeobecná zdravotní pojišťovna ČR - VZP ČR, in Czech), which is one of the country's not-for-profit health insurance companies, is therefore trying to provide its customers with the maximum amount of relevant information.

Background Information:

The Czech electronic health record (EZK) is a highly secure summary of patient health information in electronic form, accessible 24 hours a day via the Internet. It is a safe environment that links healthcare providers, patients and health insurers. It can be used to transmit medical information between the doctor and patient or between different doctors.

Further information:

- [Original news article - IZIP \(in Czech\)](#)
- [EZK - IZIP \(in Czech\)](#)
- [Instructions for obtaining a healthcare report - IZIP \(in Czech\)](#)
- [Related ePractice news article - CZ: One in four citizens has an electronic health record, recognising the value of their health](#)

CZ: Czech data box system has now delivered over 50 million messages - 24 August 2011

On Thursday 28 July 2011, at 13 hours 32 minutes and 8 seconds, the Czech data box system delivered the 50 millionth message of its two years of operation.

This impressive number shows that the project has overcome its teething problems:

- Every working day, users send over 130000 data messages, which is 3million per month, and this number is increasing;
- There is a delivery success login rate of 97%, which means that 97 messages out of 100 are read by the recipient within 10 days of delivery. This percentage is also still growing;
- Data boxes are used by more than 422000 public authorities, legal professionals, citizens and entrepreneurs;
- Compared to standard paper-based communications, users have saved over CZK500million (€21million, approximately), since the cost of sending the messages is borne by the State.

Pavel Kryštof, Deputy Minister of the Interior for programme management and strategy, said: "The absolute number of messages sent, along with almost the maximum number of messages actively checked out, proves that the vast majority of users do not have problems with the data boxes, and regularly use the data boxes, saving time and money."

The Information System of Data Boxes (ISDS) has fundamentally changed the way that the public authorities and citizens communicate with each other. Citizens can send or receive official correspondence anytime and anywhere, using a computer or mobile phone, in or outside office hours, from their living room or on vacation by the sea. The user can also tailor their data box according to their personal needs. They are able to filter and sort the data, choose the level of security, set their password, and send unlimited invoices or returns.

Since its launch, the system has worked without major problems, dealing with the maximum load and providing all the required functions.

Background Information:

Data boxes are designed to store electronic communications of citizens and companies with the state, of citizens with companies, and between different public authorities. Sending data box messages is free of charge to users, and the cost of sending data messages by public authorities is covered by the state budget. The data box system is managed by the [Ministry of the Interior](#) (Ministerstvo Vnitra, in Czech) and operated by Czech Post (Česká pošta, in Czech).

Each Data Box is password protected and accessible only with a certified eSignature. The Data Boxes Information System is fast (the message data is delivered almost immediately), reliable (the data cannot be lost) and simple to use, while offering the advantage of authenticating the sender and the receiver.

Further information:

- [Original news article - Ministry of the Interior \(in Czech\)](#)
- [Related ePractice news article - CZ: Record usage of data boxes during May 2011](#)
- [Related ePractice news article - CZ: New portal launched for data boxes](#)
- [Background information - ePractice eGovernment Factsheet for the Czech Republic](#)

EU: Free Customisable self-assessment tool on eInvoicing available for all - 24 August 2011

The eInvoicing Checklist, a free custom made self-assessment tool with more than a hundred of practical hints and tips, was officially launched on 22 August 2011. The tool will help organisations of all sorts and sizes to pinpoint actions required when sending or receiving electronic invoices.

The tool will deal with not just the fiscal actions of eInvoicing, but also with the essential communication actions, supporting an organisation with their practical eInvoicing adoption.

The eInvoicing Checklist contains 15 relevant topics. They provide answers to relevant questions like:

- Current EU eInvoicing basics: "How does the Internal Revenue Service (IRS) currently approach eInvoicing?"
- The new EU Directive: "What will be different as from 1 January 2013?"
- Tax requirements: "What information must be part of an invoice?"
- The simple invoice: "What is a simplified invoice? When can I start using it?"
- Be clear and understandable: "Does my customer really understand my invoice?"
- Payment instructions: "Does my customer know how to pay my invoice?"
- Create your eInvoice: "What to look after when generating my e-invoice?"
- Issuing time: "How do I engage with my customers?"
- Receiving eInvoices: "An Account Receivable (AR) invoice has now become my Accounts Payable (AP) invoice. Now what?"
- Verify your data: "How can I verify an electronic invoice?"
- Manage your master data: "What are master data and how do I manage them?"
- Let's archive: "How do I prevent myself from getting digital Alzheimer's?"
- Ensure controllability: "How do I stay in control?"
- Adoption tactics: "How do I achieve massive adoption?"
- Acquisition fraud: "Avoid paying fake invoices!"

The website <http://www.einvoicingchecklist.com>, contains some popular pre-selections based on target groups (freelancer, SME, corporate or outsourced), on a theme (sending invoices, processing inbound invoices, exchanging structured data) or compliance. A user can alternatively go 'a la carte' and select all or only the relevant topics in his case. The choices made are then combined into a personal custom made and free eInvoicing Checklist, which is sent as a PDF document by e-mail.

The eInvoicing Checklist is an initiative of the Dutch-based eInvoicing Trust Foundation that focuses on the durable adoption of eInvoicing. The E-invoicing Trust Foundation currently facilitates the:

- [eInvoicing Platform](#) (also known as the [EEI Platform](#))
- [eInvoicing Trend Map](#) (coming soon)
- [eInvoicing Toolbox](#)
- [eInvoicing Checklist](#)

- [eInvoicing Newsletter](#)

Further Information:

- [Original news article - eInvoicing Checklist Official Website](#)
-

Latest Publications

- [EU: RT3S - Real Time Simulation for Safer vascular Stenting](#) | 31 March 2011 | France | Greece | Italy | Spain | United Kingdom | EU Institutions
 - [CH: Factsheet on the implementation of the eHealth Strategy, 2010-2011](#) | 28 March 2011 | Switzerland
 - [CH: Factsheet on the importance of eHealth for healthcare reform](#) | 28 March 2011 | Switzerland
 - [SK: The National Concept of eGovernment](#) | 30 November 2008 | Slovakia
-

EU: RT3S - Real Time Simulation for Safer vascular Stenting - 31 March 2011

Description (short summary):

Real Time Simulation for Safer vascular Stenting (RT3S) will develop a patient-specific, probabilistic model for peripheral stent fatigue-fracture, integrated in a real-time, computer-aided surgery planning application. RT3S will provide advice on fracture-risk and help to both trainee vascular surgeons and engineers in medical device companies.

Number of pages: 2

CH: Factsheet on the implementation of the eHealth Strategy, 2010-2011 - 28 March 2011

Description (short summary):

Introducing eHealth means, in the first place, to provide by 2015 an electronic health record for every resident in Switzerland, and it requires the creation of the political, organisational, technical and economic conditions. The coordination body for this is a common platform of the federal government, the cantons and the industries that will promote the introduction of eHealth. For the project phase 2010 - 2011, the core elements are the development of technical standards for eHealth as well as the evaluation, planning and implementation of cantonal pilot schemes.

Number of pages: 2

CH: Factsheet on the importance of eHealth for healthcare reform - 28 March 2011

Description (short summary):

The implementation of eHealth is an important prerequisite for the achievement of the health policy goals of Switzerland during the next few years. Without the electronic health records, the core element of eHealth, the achievement of health objectives and reforms would be hard to complete. These include the new hospital financing

model based on the provision of care with case fixed rates, the introduction of managed care models (integrated care networks) as well as an improvement of the interfaces along the treatment chain between providers, payers and patients.

Number of pages: 2

SK: The National Concept of eGovernment - 30 November 2008

Description (short summary):

The National Concept of eGovernment is a strategic document drafted by the Finance Ministry, which addresses the principles for the building of eGovernment and introduction of electronic services in Slovakia. The document builds on the National eGovernment Strategy and lays down the principles, priorities and architecture of integrated information systems in public administration in order to safeguard their flawless interoperability and independence from technology platforms. The National Concept of eGovernment was approved by the Government at its 97th session held on 21 May 2008.

More specifically the document:

- Defines the eGovernment framework for the public sector processes to be efficiently digitalised throughout the entire public administration structure;
- Defines eGovernment principles for the activities of public administration entities implying ICT use to follow a concept resulting in the digitalisation of public sector processes and the provision of efficient public eServices;
- Defines the architecture of integrated Public *Administration* Institutions (PAIS) for public administration to provide the public with all types of information, communication and transaction eServices via various access channels, and to also establish conditions for their efficient provision;
- Describes the policy approach that PAIS administrators should apply in the development of eGovernment services in areas under their responsibility;
- Defines a framework of priorities, which will launch the process of efficient eGovernment.

Number of pages: 57

Related ePractice publication:

[SK: Government Strategy of the Slovak Republic](#)

Upcoming Workshops and Events

- [NL: 11th European AAATE Conference](#) | 31 August 2011 - 2 September 2011 | Netherlands
- [UK: TransferSummit 2011](#) | 5 September 2011 - 8 September 2011 | United Kingdom
- [AT: 2011 Conference on Electronic Democracy](#) | 8 September 2011 - 9 September 2011 | Austria
- [US: FOSS4G 2011](#) | 12 September 2011 - 16 September 2011 | North America
- [UK: Health Informatics Scotland Conference 2011](#) | 12 September 2011 - 13 September 2011 | United Kingdom
- [ZA: 2nd Southern African Telemedicine Conference and the 16th ISfTeH International Conference](#) | 14 September 2011 - 15 September 2011 | Africa
- [ePractice event: Effective & Efficient eGovernment Services](#) | 15 September 2011 | Belgium
- [BE: DEEPER project Final Conference](#) | 15 September 2011 - 16 September 2011 | Belgium
- [GL: Software Freedom Day 2011](#) | 17 September 2011 | International Organizations
- [RO: MedDecSup 2011](#) | 18 September 2011 - 19 September 2011 | Romania
- [FR: Conference on digital mediation](#) | 19 September 2011 - 21 September 2011 | France

- [CY: 2011 IAITL Conference](#) | 19 September 2011 - 22 September 2011 | Cyprus
- [UK: Workshop at EC-TEL 2011 – ‘Augmenting the Learning Experience with Collaborative Reflection’](#) | 20 September 2011 | Italy
- [UK: VERITAS 2nd Pan-European User Forum](#) | 20 September 2011 | United Kingdom
- [BE: Mobile Healthcare Industry 2011](#) | 20 September 2011 - 21 September 2011 | Belgium
- [UK: Innovations in E-Health & Informatics Europe Conference](#) | 20 September 2011 - 22 September 2011 | United Kingdom
- [UK: eWorld Purchasing and Supply 2011](#) | 21 September 2011 | United Kingdom
- [UK: Workshop ‘Accessibility Engineering with User Models, Simulation and VR’](#) | 21 September 2011 | United Kingdom
- [CH: Swiss eHealthcare Congress](#) | 21 September 2011 - 22 September 2011 | Switzerland
- [FR: SMART EVENT 2011](#) | 21 September 2011 - 23 September 2011 | France
- [ES: 7th EXPP Summit 2011](#) | 26 September 2011 - 27 September 2011 | Spain
- [EE: ICEGOV 2011](#) | 26 September 2011 - 28 September 2011 | Estonia
- [FR: Thematic Day on Information Technology and Health](#) | 29 September 2011 | France
- [BE: Regional governments against the digital divide - DIEGO, a replicable model of inclusive eGovernment](#) | 29 September 2011 | Belgium
- [ePractice Event: Reaping the benefits of eID in different business sectors within the EU and beyond](#) | 29 September 2011 | Belgium
- [Assisted event: "Innovation for Digital Inclusion"](#) | 5 October 2011 - 7 October 2011 | Poland
- [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
- [Assisted workshop: “Open Source in European Public Administrations: a palette of Best Practices”](#) | 18 October 2011 | Belgium
- [ePractice Event: Collaborative production of eGovernment services](#) | 27 October 2011 | Belgium
- [Assisted Conference: ISSE 2011](#) | 22 November 2011 - 23 November 2011 | Czech Republic
- [ePractice Event: Personalised User-Centric services](#) | 24 November 2011 - 25 November 2011 | Belgium
- [ePractice Event: Seamless Personalised services](#) | 24 November 2011 - 25 November 2011 | Belgium
- [BE: The AEGIS project Final Workshop and 2nd International Conference](#) | 28 November 2011 - 30 November 2011 | Belgium

NL: 11th European AAATE Conference - 31 August 2011 - 2 September 2011

11th Association for the Advancement of Assistive Technology in Europe (AAATE) Conference - 'Everyday Technology for Independence and Care'

AAATE aims to stimulate the advancement of assistive technology for the benefit of people with disabilities, including elderly people. Given the demographic developments the potential of technology is increasing. There is a wide variety of technology available to be applied in many applications supporting not only individuals with a disability in their daily life and independence but also supporting the people providing care.

This conference offers the opportunity for the AAATE community to share their expertise, what has been achieved and what is further needed to advance the position of Assistive Technology (AT) in Europe.

The conference approaches AT from three sides:

- A changing society asks for more and better suitable solutions
- A growing number of people who rely on technological support and care
- The need to involve the end-users/consumers of care and technology users in the developments for a better future.

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

Event email: aaate2011@hszuyd.nl

Event website: <http://www.aaate2011.eu/>

Country: Netherlands

City/Location: Maastricht

Organiser: Association for the Advancement of Assistive Technology in Europe (AAATE), Zuyd University, Vilans

UK: TransferSummit 2011 - 5 September 2011 - 8 September 2011

TransferSummit 2011 - Open Innovation Everywhere

TransferSummit is the forum to discuss requirements, challenges, and opportunities in the use, development, licensing, and future of Open Source technology. With a focus on networking, open development, collaboration, and open innovation in software, TransferSummit 2011 also deals with enterprise mobility, addressing due diligence, procurement, and total cost of ownership of Open Source mobile solutions. The event will feature:

- 2 days' trainings
- 2-day conference across three tracks (Open Innovation, Open Development, Case Studies)
- Mobile focus, virtual track
- Government summit
- Hands-on learning and break-out sessions
- Gadget playtime
- Gala dinner
- On-site housing
- Intimate setting, limited to 300 participants

TransferSummit attracts attendees from the administrative, academic, government, and private sectors who are seeking to leverage Open Source software to improve their offerings and services.

- Technically oriented participants include software developers/engineers, research directors, product managers, project managers/leads, technical strategists, software and solution planners/evaluators/architects/designers, and technical community managers/liaisons.
- Business-oriented participants include programme managers, strategic advisors, operations planners, policy/governance overseers, market researchers, business strategists, product marketers, and funders.
- Academic/research-oriented participants include principal investigators, senior researchers, technology transfer officers, strategic planners, technology licensing administrators, industry liaison officers, and funding programme directors.

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

Event email: info@opendirective.com

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

Country: United Kingdom

City/Location: Oxford

Organiser: OpenDirective

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

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

Country: Austria

City/Location: Vienna

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

US: FOSS4G 2011 - 12 September 2011 - 16 September 2011

FOSS4G 2011 - Free and Open Source Software for Geospatial

Recent years have seen substantial changes in the geospatial industry. One of those changes has been the growth in maturity and adoption of free and open source solutions. In many cases organisations are using a mixture of open and closed source solutions.

FOSS4G gathers developers and users of open source geospatial software as well as managers and decision-makers from around the world to discuss new directions, implementations and growing business opportunities in this space.

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

Event email: peter@ebatty.com

Event website: <http://2011.foss4g.org/>

Country: North America

City/Location: Denver, Colorado, United States

Organiser: Open Source Geospatial Foundation (OSGeo)

UK: Health Informatics Scotland Conference 2011 - 12 September 2011 - 13 September 2011

Health Informatics Scotland Conference 2011

Day one of the conference starts with three Masterclasses:

- Patient involved eHealth including a Masterclass on patient portals.
- Medications including a masterclass on ePrescribing lead by Peter Murphy, clinical lead for ePrescribing for the Department of Health.
- Telehealthcare including a masterclass on mobile health involving two of the leading mHealth practitioners in Europe.

Day two starts with more parallel streams including one on 'Open Source in healthcare', 'Social Networks for patients' and 'Clinical Informatics'. The event will close with the NHS Scotland eHealth Awards 2011.

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

Event email: <http://www.knowledge.scot.nhs.uk/his/contact-us.aspx>

Event website: <http://www.knowledge.scot.nhs.uk/his/events/health-informatics-scotland-conference-2011.aspx>

Country: United Kingdom

City/Location: Edinburgh

Organiser: BCS Health Scotland

ZA: 2nd Southern African Telemedicine Conference and the 16th ISfTeH International Conference - 14 September 2011 - 15 September 2011

2nd Southern African Telemedicine Conference and the 16th ISfTeH International Conference - 'Prove your Hypothesis!'

The conference will focus on the evidence and proving whether telemedicine actually has a pivotal role to play. In addition the focus will not be on telemedicine only but on eHealth as well which includes medical device, mHealth and Health informatics.

This event aims to bring together a diverse group of people with a key interest in information, communication and technologies in health, such as:

- Healthcare practitioners that deliver healthcare or training where distance is an issue
- Medical device developers
- ICT infrastructure providers
- Academics, researchers and policy makers in related fields.

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

Event email: mandy.salomo@mrc.ac.za

Event website: <http://www.satelemedicine.co.za/conference.asp>

Country: Africa

City/Location: Cape Town, South Africa

Organiser: South African Medical Research Council (SA MRC), Stellenbosch University, International Society for Telemedicine and eHealth (ISfTeH)

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.

This event begins at 09:30am and finishes at 5:30pm.

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-learnt 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. 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. The event officers will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

BE: DEEPER project Final Conference - 15 September 2011 - 16 September 2011

DEEPER project Final Conference

Deeper Project, with the collaboration of its whole partnership, is organising its Final Conference in Brussels, a moment of reflection and comparison between different realities and discussion on the ' Training System for Refugees and Asylum Seekers'.

DEEPER project is intended to design an integrated and EU based innovative program for refugees and trainers. More specifically it aims to:

- research activities carried on by a trans-national group;
- transfer innovative methodologies, results and practices;
- implement and evaluate all actions in the national context to better monitor all variables involved in setting an effective training program.

Results will improve trainers teaching skills, tools and practices. Building and promoting the trainers network will allow enhancing, in the long-run, the continuous upgrading of competences and services delivery schema.

Interested participants are invited to download the invitation on the [event website](#) and send their reply at deeper@gruppodida.it.

Event email: deeper@gruppodida.it

Event website: <http://www.deeperproject.eu/EN/newsroom.html>

Country: Belgium

City/Location: Brussels

Organiser: Dida Network S.r.l.

GL: Software Freedom Day 2011 - 17 September 2011

Software Freedom Day 2011

Software Freedom Day (SFD) is an annual worldwide event which aims to educate the public about the benefits of using high quality Free and Open Source Software (FOSS) in education, in government, at home and in business. Hundreds of teams from all around the world will be running local events to help their communities understand Software Freedom.

The objectives of the event are:

- To celebrate software freedom and the people behind it
- To foster a general understanding of software freedom, and encourage adoption of free software and open standards
- To create more equal access to opportunities through the use of participatory technologies
- To promote constructive dialogue on responsibilities and rights in the information society
- To be inclusive of organisations and individuals that share the vision of FOSS
- To be pragmatic, transparent, and responsible as an organisation

Each event is left to local volunteer teams around the world to organise. Events on the day vary from team to team and usually include informational seminars, software demonstrations and training, and product giveaways.

Event email: <http://www.softwarefreedomday.org/en/contact-us>

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

Country: International Organizations

City/Location: Various locations worldwide

Organiser: Software Freedom International

RO: MedDecSup 2011 - 18 September 2011 - 19 September 2011

International Workshop on Next Generation Intelligent Medical Decision Support Systems - MedDecSup 2011

The purpose of the workshop is to bring together researchers working in the main areas of Applications in the Medical Domain and the Healthcare Domain in order to present their recently achieved results, exchange ideas and cooperate in a friendly framework.

The workshop will cover, among other themes: Medical Decision Support Systems; Medical Informatics; Efficient archiving of visual medical information; Archiving of biomedical signals; Management of large medical databases; Complex Systems; Biostatistics; Artificial Intelligence Applied in Medicine; Intelligent Medical Systems, etc.

MedDecSup 2011 is organised under the frame of the bilateral Romanian-Bulgarian cooperation research project with a duration of two years and entitled 'Electronic Health Records for the Next Generation Medical Decision Support in Romanian and Bulgarian National Healthcare Systems', abbreviated as: NextGenElectroMedSupport. The project is financed by the National Authority for Scientific Research (ANCS), Romania and the Ministry of Education, Youth and Science, Bulgaria.

The workshop programme will be made available shortly [here](#).

Event email: meddecsup2011@easychair.org

Event website: <http://ncscs.upm.ro/>

Country: Romania

City/Location: Targu Mures

Organiser: Petru Maior University of Targu Mures (Romania) and Technical University of Sofia (Bulgaria)

FR: Conference on digital mediation - 19 September 2011 - 21 September 2011

Conference on digital mediation

For more than 15 years, elected bodies, professionals from all fields: social action, education, culture, life-long learning, territorial development, facilitators (digital), live and experience the increasing and far reaching impact of digital uses in the life of people, in their respective professional fields as much as in the dynamic of the geographical territories they work on. They are confronted to the persistent inequalities of access and uses and, at the same time face the necessity to develop adapted accompaniments to fit the needs of all targeted individuals. They have to facilitate, encourage, support the cultural, social, educational, political and economic changes brought by the digital tools and networks in a perspective of open access to information, collaborative practices and networking approaches.

The conference is open to a wide range of stake-holder's, concerned by the proposed themes and aims at facilitating a movement of mutualisation, questioning and definition of new directions for action.

This conference's output is geared at providing stake holders with a renovated and shared vision of their missions and identifies relevant resources, directions for significant evolutions and tracks for implementation.

It is held in a three-steps process:

- an online collaborative work, previous to the conference, open to all,
- a gathering, in Ajaccio or online from the 19 to the 21 September 2011,
- the co-writing of an interactive white paper, roadmap for digital mediation.

Parties concerned and willing to get involved are [invited to connect themselves on the collaborative platform](#) to interact with other participants about the program and the issues raised.

This first phase will end up with a fixed program being published by the end of June.

On the 19, 20 and 21 June, the conference will present itself in the form of interactive workshops, short plenary sessions, use of social networking tools both live and online, each participant being considered as a full contributor to the content produced.

Interested participants can register [here](#).

Event email: eric.ferrari@mitic.corse.fr

Event website: <http://assmednum.corse.fr/>

Country: France

City/Location: Ajaccio
Organiser: Corsican territorial collectivity (CTC)

CY: 2011 IAITL Conference - 19 September 2011 - 22 September 2011

The 2011 International Association of IT Lawyers (IAITL) Legal Conference

The IAITL Conference series is the first international conference of its kind, gathering experts from academia, government and industry to discuss key legal issues related to Legal, Security and Privacy Issues in IT, Private and Public Law and the intersection between economics and law.

The Conference features six events:

- 6th International Conference on Legal, Security and Privacy Issues in IT Law (LSPI)
- EU Workshop on eIdentity
- 5th International Law and Trade Conference (ILTC)
- 2nd International Private Law Conference (IPL)
- 1st International Public Law Conference (IPLC)
- Cypriot Law Workshop

The LSPI Conference and the EU Workshop on eIdentity are particularly relevant to eGovernment and include topics such as:

- eSignatures
- eForensics and Evidence
- Email monitoring and privacy issues in the workplace
- Data retention and protection
- Intellectual Property Rights
- eGovernment and eDemocracy
- eTrade
- Virtual worlds: regulation and taxation issues
- Cloud computing
- Content Regulation and Liability Issues
- Telecommunication law and technology
- Licensing and franchising IT Outsourcing
- Taxation of cross-border transactions
- Jurisdictional barriers to regulation and enforcement

The workshop on Electronic Identity for Europe, based on work developed previously by the Institute for Prospective Technological Studies (IPTS, one of the eight research institutes of the European Commission) in this area, aims at raising consensus on the adoption of a broader perspective in framing the debate on the regulation of eID in Europe. In arguing that eSignatures, formal identities and public sector applications constitute only a part of a larger identity ecosystem for which there is no current regulatory framework, the workshop aims at proposing the idea of a specific and dedicated European legal framework for eID as the central theme for discussion.

The objective of the eID workshop is to focus on a broader picture, looking at how a full-scale European legal framework could regulate a cross-border, mutual recognition system of eIdentification and eAuthentication in the EU.

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

Event email: contact@iaitl.org

Country: Cyprus
City/Location: Nicosia

Organiser: International Association of IT Lawyers (IAITL) and, for the eID Workshop, the Joint Research Centre of the European Commission

UK: Workshop at EC-TEL 2011 – ‘Augmenting the Learning Experience with Collaborative Reflection’ - 20 September 2011

Workshop at EC-TEL 2011 - 'Augmenting the Learning Experience with Collaborative Reflection'

The workshop on 'Augmenting the Learning Experience with Collaborative Reflection' is organised within [EC-TEL 2011](#), taking place in Palermo (Italy), on 20-23 September 2011, by the MIRROR and ImREAL FP7 projects.

[MIRROR](#) is an IP project about 'Reflective Learning at the Workplace', where several methods and tools to support individual, collaborative and organisational reflection are studied, while [ImREAL](#) is a Specific Targeted Research Project (STREP) dedicated to 'Immersive Reflective Experience-based Adaptive Learning'.

Starting from presenting state of the art research around the concept of reflective learning, with the presentation of 6 papers, following a Call for Papers, the workshop will be investigating how to shape a meaningful learning scenario around simulation, and how to augment the simulated content in order for it to map changing and complex real-world environments in a realistic manner, as well as train learners.

Creative techniques taken from MIRROR are used to reflect on the learning context of a simulation and to envisage an appropriate, meaningful learning scenario to embed it. The specific objective that MIRROR brings to this workshop is looking at how an individual reflection can be turned into a collaborative reflection with the use of social spaces around the simulation. For its part, ImREAL provides the simulation that will be the beginning of the whole series of interactive workshop activities: that of a job interview in a multicultural scenario. Also originating in ImREAL is a learning buddy to take learners through the simulation, providing appropriate support.

One project is thus supporting the other one: ImREAL brings the starting context and activities as well as a broad set of concepts and tools to reflect on a complex learning experience. MIRROR will profit from this by studying how the reflection process changes cognitive dimensions and at the same time achieves its aims by feeding back into ImREAL very interesting inputs on how to make the learning experience more valuable and augment it with a social dimension.

The workshop will be divided in a morning session - dedicated to facilitating knowledge exchange among researchers interested in collaborative reflection, and an afternoon session - a set of interactive activities, from interacting with a simulation, to discussion, to using creative techniques for participatory design around the augmentation of the training experience.

Interested participants may register [here](#).

Event email: ectel2011-workshop-augm-learning-exp@googlegroups.com

Event website: <http://www.i-maginary.it/ectel2011/index.html>

Country: Italy

City/Location: Palermo

Organiser: MIRROR and ImREAL (Immersive Reflective Experience-based Adaptive Learning) projects

UK: VERITAS 2nd Pan-European User Forum - 20 September 2011

VERITAS 2nd Pan-European User Forum - 'Defining simulation task models for everyday solutions, designed for all'

Virtual and Augmented Environments and Realistic User Interactions To achieve Embedded Accessibility DesignS ([VERITAS](#)), the European project aiming to improve the design of smart and accessible living spaces through virtual

user and task models, foresees the organisation of User Fora which aim to bring together, on the one hand, the developers and designers, and, on the other hand, the beneficiaries of the developed products and services, namely people with disabilities and older people.

The 2nd VERITAS User Forum will take place ahead of the Joint Virtual Reality Conference (JVRC 2011). This event will build on the outcomes of the 1st VERITAS User Forum which took place in Prague in November 2010 and refined the VERITAS use cases.

This event targets:

- End-users (people with disabilities, older people);
- Designers from the automotive, home and working environment, eHealth, and infotainment area;
- Representatives from end-user organisations;
- Policy makers.

During this participative workshop participants will be introduced to the VERITAS project and follow a first demonstration of how accessible design can be simulated in the automotive, working and home environment. Participants will thus co-influence the project development and, through their input, expertise and feedback as users and designers of accessible solutions, ensure that the developed applications respond to real user needs

The preliminary agenda of the Forum can be downloaded on the [event website](#).

Access to the event is free of charge but places are limited. Interested participants are therefore kindly asked to register [here](#).

Event email: Nena.georgantzi@age-platform.eu

Event website: <http://veritas-project.eu/2011/07/veritas-2nd-pan-european-user-forum/>

Country: United Kingdom

City/Location: Nottingham

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

BE: Mobile Healthcare Industry 2011 - 20 September 2011 - 21 September 2011

3rd Mobile Healthcare Industry 2011 - 'Bringing Knowledge to Life'

This event is co-located with the European mHealth Alliance (EuMHA) meet and workshop. The conference develops to accommodate separate discussions for mature/growth markets. It aims to gather healthcare providers, pharmaceuticals, global health insurers, leading associations, clinical groups (Europe and US), systems integrators and innovators as well as operators and device manufacturers working to realise the opportunity of mobile healthcare.

There will be cost saving and patient benefit case studies to show new entrants to mobile healthcare, the benefits and ways of implementation.

Further information for the conference programme may be downloaded [here](#) while registration for the event is available [online](#).

Event email: telebookings@informa.com

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

Country: Belgium

City/Location: Brussels

Organiser: Informa

UK: Innovations in E-Health & Informatics Europe Conference - 20 September 2011 - 22 September 2011

Innovations in E-Health & Informatics Europe Conference

This conference is specifically designed to address the concerns and challenges of the European market and to enable EU healthcare and IT professionals to implement interoperable informatics and EHR systems securely, efficiently and cost-effectively.

Healthcare providers across the continent are looking forward to the day when EU-wide e-health collaboration is a reality, when data can flow freely yet securely across institutional and international boundaries, thus increasing efficiency and improving patient outcomes - and healthcare IT personnel are working toward this goal by the careful selection, implementation and improvement of informatics.

The conference aims to gather decision-makers and key end users of informatics within healthcare provider organisations such as hospitals and clinics, health ministries, and research institutes and foundations.

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

Event email: enquire@iqpc.co.uk

Event website: <http://www.ehealthinformatics.eu/Event.aspx?id=513292>

Country: United Kingdom

City/Location: London

Organiser: International Quality and Productivity Center (IQPC)

UK: eWorld Purchasing and Supply 2011 - 21 September 2011

eWorld Purchasing and Supply 2011

The event will be focusing on the use of leading-edge technologies and techniques within the procurement and supply chain functions. The topics of the event include but are not limited to:

- eSourcing and Supplier Selection
- Sustainable Procurement and Reporting
- Supplier Relationship Management (SRM)
- Outsourcing and Contract Management
- Global Supplier Development
- On-demand and Cloud-based Services
- Implementation and Change Management

The event is targeted at senior business executives from the corporate and public sector, with responsibility for implementing web-enabled procurement and supply chain strategies, sourcing technology partners and using/joining electronic marketplaces. Delegates may be from large corporate or small to medium sized business; from the private or public sector; targeting B2B as well as B2C customers.

Typical job titles include:

- supply chain, procurement and purchasing directors and managers
- operations / production / manufacturing directors and managers
- general managers
- line-of-business managers
- sales and marketing directors and managers

- financial directors
- management consultants
- project managers
- IT/MIS directors and managers.

Further information on the conference programme may be found [here](#) while registration is available [online](#). Attendance is free-of-charge for senior executives from the commercial, public and third sectors.

Event email: eworldps@revolution-events.com

Country: United Kingdom
City/Location: London
Organiser: Revolution event

UK: Workshop 'Accessibility Engineering with User Models, Simulation and VR' - 21 September 2011

Workshop 'Accessibility Engineering with User Models, Simulation and Virtual Reality (VR)'

The workshop is being organised in the context of the two-day [2011 Joint Virtual Reality Conference](#).

The workshop will gather a wide array of experts and users in the area of Simulation and Virtual Reality, and showcase relevant projects and initiatives in the area of accessible design and simulation in the areas of automotive, home, working environment, infotainment and eHealth design.

A call for papers has been launched for scientific and technical papers in the following topics:

Virtual Reality and Digital Human Modelling; Virtual Reality Hardware and Modelling; VR Interfaces for Avatar Control; VR Interfaces for Object Manipulation; VR Applications in Accessibility Assessment; Assistive Technologies in VR; Scene interpretation and cognition in VR; Geometric Algorithms for Physical Simulation; Collision Avoidance in Virtual Reality Environments; Haptic Control Methods for VR; Anthropometry and Human Functionality Modelling and Simulation; User Modelling, Adaptation and Personalization; Verification and validation of Digital Human Modelling (DHM); Ergonomics tools and techniques; Virtual interactive design and assessment; 3D Human Body Modelling; Human Body Motion Planning and Simulation; Special (older, impaired) Populations Data Collection and Modelling; Biomechanics and Comfort Factors; Accessibility and Usability in VR; VR and Design for All.

Abstracts and Final Papers should be submitted at veritas@marie-curie-bg.org and the [Guidelines for Final Papers](#) are also available online.

The event's important dates are the following:

- Abstract submission deadline: 31 July 2011
- Notification of acceptance of abstract submission: 15 August 2011
- Paper submission deadline: 10 September 2011
- Notification of acceptance and outcome of review process: 15 September 2011
- Registration by 15 September 2011

Interested participants may register [online](#).

Event email: veritas@marie-curie-bg.org

Event website: <http://veritas-project.eu/2011/06/workshop-accessibility-engineering-with-user-models-simulation-and-vr-at-jvrc-2011/>

Country: United Kingdom
City/Location: Nottingham

CH: Swiss eHealthcare Congress - 21 September 2011 - 22 September 2011

11th Swiss eHealthcare Congress - eHealth in the focus of integrated care and SwissDRG

The conference will deal with ICT-related and political/strategic issues. The topics include but are not limited to:

- Hospital financing
- ePatient
- Standardisation
- Rationalisation
- Personalised care
- Extensive care
- Home care
- Rehabilitation

The conference aims to gather decision makers of the hospitals, doctors, insurers, nursing staff, as well as politicians and managers from the pharmaceutical and medical technology field. It will also be accompanied by an exhibition of about 100 exhibitors.

Registration for the conference is available [online](#) while further information on the conference may be found [here](#).

Event email: info@ehealthcare.ch

Event website: <http://www.ehealthcare.ch/ehealthcare/kongress-austellung.aspx>

Country: Switzerland

City/Location: Nottwil

Organiser: Trend Care AG

FR: SMART EVENT 2011 - 21 September 2011 - 23 September 2011

SMART Event 2011 - The Innovation Forum for Mobility and Trusted Technologies & Services

Smart Event is as an international forum of knowledge-sharing, learning and networking in the fields of eID, eMobility and Smart Security. It features contents combining scientific and strategic presentations of Industry experts, researchers and academics, as well as governmental and institutional representatives.

Smart Event'11 combines 3 complementary international tech conferences:

- e-Smart, 'The Future of Digital Security Technologies' covering Digital Security, Smart Cards and Embedded Devices, Cryptography etc
- Smart Mobility, 'Building Trusted Mobile Applications' covering Secure Mobile Devices and Applications, Trusted Mobile Computing, MtoM, NFC etc
- World eID, 'The Next eID Generation of Management Technologies and Services' covering e-Gov Services and Applications, eID Management, Biometrics, eHealth, Corporate ID etc

These international conferences are built by 3 Program Committees, whose task is to keep a balance between technology, Research and Development and strategy to cover:

- The latest trends and technology innovations
- New usages and new market opportunities

- The lessons learned from trials and live roll-outs

Smart Event conferences are held in parallel allowing the choice among up to 6 parallel tracks and 30 sessions over the 2.5 days.

Registration is now open and may be done [online](#).

Event email: rbricaire@strategiestm.com

Event website: <http://www.smart-event.eu/>

Country: France

City/Location: Nice

Organiser: Strategies Telecoms and Media

ES: 7th EXPP Summit 2011 - 26 September 2011 - 27 September 2011

7th EXPP Summit 2011 - The Congress for E-Invoicing / E-Billing

The objective of the congress is to identify and discuss the areas with potential for optimisation and cost savings in billing. The main theme will focus on all electronic processing steps involved in billing and the handling of payments.

A feature of the two-day event is its international focus. It will take account of the fact that business processes are already highly internationalised, while offering participants comprehensive information about supranational approaches, solutions and systems.

It will provide a networking platform for all participants from the industrial and services sector, for system and solution suppliers and for companies processing invoices.

E-Invoicing /E-Billing users meet experts:

- Over 350 E-Invoicing, E-Billing and E-Documents specialists and end-users from more than 40 different countries expected.
- Around 30 solution and service providers in the exhibition area will present E-Billing, E-Invoicing and Electronic Statement Presentment solutions.

Network with CFOs, Heads of A/R and A/P, Procurement and Invoice Management:

- The EXPP Summit brings together E-Invoicing, E-Billing and eProcurement end-users and experts.
- This year will see another 1.6 million or so companies in Europe benefiting from E-Invoicing.
- Large range of services for electronic invoice processing and Statement Presentment on offer.
- The latest news about national initiatives such as Online Rechnung, efacture, e-faktura and facturacion electronica.

Procure-to-Pay and Financial Supply Chain:

- Success stories outlining how the Procure-to-Pay process and the Financial Supply Chain have been improved and how they can help to reduce costs considerably.
- Focus on the different possibilities for implementing E-Invoicing and E-Billing and for harmonising legislation in Europe.

Further information about the conference will be made available [here](#).

Registration can be performed by filling in the respective [booking form](#).

Event email: info@expp-summit.com

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

Country: Spain

City/Location: Barcelona

Organiser: Billentis, Vereon AG

EE: ICEGOV 2011 - 26 September 2011 - 28 September 2011

5th International Conference on Theory and Practice of Electronic Governance - ICEGOV 2011

The ICEGOV series focuses on the use of technology to transform relationships between government and citizens, businesses, civil society and other parts of government (Electronic Governance). The Series looks beyond the traditional focus on technology-enabled transformation in government (Electronic Government), towards establishing foundations for good governance and for sustainable national development.

This edition is organised under the patronage of the Estonian Ministry of Economic Affairs and Communications. The preliminary programme may be found [here](#).

ICEGOV will be held in the framework of Nordic IT Week, and there will be many eGovernment related seminars, conferences and meetings on 29 September. The list of side events has been made [available](#).

Registration can be performed offline and online, via this [link](#).

Event email: icegov@icegov.org

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

Country: Estonia

City/Location: Tallinn

Organiser: e-Governance Academy Foundation; Center for Technology in Government; EAS Estonia; and the European Social Fund

FR: Thematic Day on Information Technology and Health - 29 September 2011

Thematic Day on Information Technology and Health - 'When IT companies meet health companies'

This event is intended to:

- Promote collaboration opportunities between health and IT companies
- Familiarise the audience with new technology
- Facilitate experience sharing and exchange with experts

Among other themes, it will cover:

- Sensors and miniaturisation
- RFID and traceability
- Medical devices and legal regulations

The full programme can be found [here](#) and preregistration can be performed [online](#).

Event email: cluster@lea-valley.fr

Event website: http://reseaulia.com/space/lea-valley/content/les-inscriptions-sont-ouvertes---journee-thematique-electronique--amp--sante---29-09-11_946C18C9-C08F-4242-8475-F8AD69A793A0

Country: France

City/Location: Carquefou, Nantes

Organiser: Atlanpole, Atlanpole Biothérapies, CAP'TRONIC, Loire Electronic Applications Valley and the Public regional health company of Pays de la Loire

BE: Regional governments against the digital divide - DIEGO, a replicable model of inclusive eGovernment - 29 September 2011

DIEGO 1st International Workshop

The public authorities look forward to be in direct contact with their citizens, expanding communication channels and promoting the inclusion of all social groups and sectors.

This claim of the European regional and local authorities is supported by the guidelines set by the European Commission in the Digital Agenda for Europe, whose main purpose is to define the role to be played by information and communication technology (ICT s) in Europe 2020.

DIEGO is organising this seminar to present policies and trends of the European Digital Agenda affecting European public administrations, aiming to create a direct contact with their citizens, taking into account digital inclusion.

During the seminar, tools and strategies will be explained in order to help public administrations in the economic and technologic effort which is necessary to establish and maintain digital platforms.

From this perspective, SMEs can be great allies for the development and implementation of eGovernment virtual platforms, as shown in the European project DIEGO, which will be presented as an effective method to promote inclusion through the use of new technologies.

The workshop is addressed to:

- Administrative entities: local, regional and national authorities; associations and platforms related to administration.
- User associations: associations of citizens, particularly those interested in digital inclusion and in the relationship between citizens and administrations.
- Companies and business associations whose activities are related to the development of ICTs.

A preliminary agenda for the event can be downloaded [here](#).

Interested participants may register for this free of charge and open event on the [event website](#).

Event email: monros_cel@gva.es

Event website: http://www.diego-project.eu/index.php?option=com_content&view=article&id=134&Itemid=125

Country: Belgium

City/Location: Brussels

Organiser: Digital Inclusive eGovernment (DIEGO) Project

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 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): 19 August 2011
- Speaker confirmation: 26 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. The event officers will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

Assisted event: "Innovation for Digital Inclusion" - 5 October 2011 - 7 October 2011

The Conference "Innovation for Digital Inclusion", is organized within the framework of the official programme of the Polish Presidency of the EU Council in collaboration with the Directorate General Information Society and Media of the European Commission and the "Cities on the Internet" Association. It is meant to provide an overview of the most innovative and effective e-Inclusion initiatives in the EU and, in a wider context, to facilitate a discussion on the importance of the e-Inclusion policy to the delivery of the Digital Agenda for Europe.

The main and most important topics we would like to discuss during the conference are: introduction of adult Europeans into the digital world through facilitating digital literacy acquisition, national and regional e-inclusion programmes as tools for the implementation of the Digital Agenda for Europe and effective models of independent living and security of the elderly, based on innovative and economically feasible e-care and e-health solutions.

The conference aims to review key innovative e-Inclusion projects and initiatives in the EU, as well as facilitate debate on their place in the wider context of the Digital Agenda for Europe. The major goal is to provide models and tools benefiting millions of digitally excluded Europeans by introducing them to the digital world and by demonstrating innovative uses of ICT for independent living of adults and the elderly, their health security and participation in cultural and social life.

The event is a great opportunity for both a practical level learning and for establishing a standard based on the good practices coming from national, regional and local levels. Our intention is to provide a brokerage event for project participants, allowing them to present European e-Inclusion good practices on national, regional and local levels.

The conference will be conducted under the patronage of Ms Neelie Kroes – Vice-President of the European Commission, responsible for digital agenda and prof. Barbara Kudrycka – Minister of Science and Higher Education of the Republic of Poland. The event will be held in Gdansk, on October 5-7 2011 and will take place at the Polish Baltic Frederick Chopin Philharmonic on the Olowianka Isle.

Event website: <http://www.innodig.eu/en/>

Country: Poland

City/Location: Gdansk

Organiser: "Cities on Internet" Association, Ministry of Science, ePractice.eu

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 event 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.

Event topics:

This event 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.

Deadlines to remember:

- Summary (1 page max) & 4 PPT slides: **8 September 2011**
- Speaker confirmation: **15 September 2011**
- Final presentations (7 slides): **22 September 2011**
- Publication of event proceedings: **End of November 2011**

Registration:

To register for this event 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. 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. The event coordinator will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics

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

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.

Assisted workshop: “Open Source in European Public Administrations: a palette of Best Practices” - 18 October 2011

FOSS represents a potential of significant competitiveness gains of its adopters, both for public administrations as well as citizens and companies. Public administrations can play a unique role as a catalyst force in demonstrating the value of FOSS and in removing legal and organisational obstacles and inhibitors by acting as early adopters.

OSEPA aims to explore this potential through interregional cooperation and exchange of experiences. This one-day event brings together a number of Best Practices : European public organisations that successfully integrated open source solutions in their ICT-environment.

The objective of this workshop is to offer a broad spectrum on valuable open source cases within European public administrations. The target audience is every public servant who is concerned about high-level e-Government services in his or her organisation : it managers, political representatives, board members, managers.

Event website: <http://epaopensource.schoten.be>

Country: Belgium

City/Location: Schoten

Organiser: Gemeente Schoten

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 first session of 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.

Furthermore, the second session of the workshop will discuss the interim findings of the study launched by DG INFSO H2. The study addresses key questions such as: "Is collaborative e-government just a hype, or a well-founded and EU-wide trend"? "Does it involve only a minority of highly engaged people"? "Does it bring actual benefits to citizens, civil servants, public administration and companies"? "What are the risks"? And last but not least: "what should European government do"?

In addition this session will complement the discussion by presenting real-life experiences of collaborative e-government from all over Europe. Furthermore, it will discuss potential policy recommendations for the European Commission, as well as for all stakeholders. The discussion will directly feed into the final report of the study.

Overall, 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.

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. The event coordinator will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

Assisted Conference: ISSE 2011 - 22 November 2011 - 23 November 2011

Information Security Solutions Europe - ISSE 2011

ISSE is an independent, interdisciplinary security conference and exhibition for the presentation and discussion of technical, commercial, organisational, legal and political concepts for information security as well as privacy and data protection.

The focus of ISSE is on security as a part of business processes and electronic transactions. One of the biggest challenges today is to manage security in applications: issues like return on investment, total cost of ownership, risk management as well as interoperability are of great importance. In 2011 ISSE will focus on submissions on implemented security solutions and case studies from specific application areas and industry sectors:

- eBusiness
- financial sector and enterprise security
- health care
- eGovernment and public sector
- private sector

The conference structure and programme is specifically aimed at:

- Senior managers directly charged with protecting their corporate infrastructure
- Technical experts who determine security requirements and implement solutions
- Policy and decision makers with overall security responsibility
- Legal/Compliance/Regulatory professionals who work with policy and decision makers in establishing security policies
- Government executives and practitioners who are responsible for protecting systems and critical infrastructures

Registration can be performed [online](#).

Event email: emma@revolution-events.com

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

Country: Czech Republic

City/Location: Prague

Organiser: ENISA - The European Network and Information Security Agency, eema - The Independent European Association for e-Business, TeleTrusT - IT Security Association, Czech Chamber of Commerce

ePractice Event: Personalised User-Centric services - 24 November 2011 - 25 November 2011

In a nutshell:

ePractice.eu, European Commission is pleased to announce the organisation of a joint workshop series, focusing on the area of eGovernment services and taking place on Thursday 24 & Friday 25 November 2011.

This two-day event is an opportunity to target the status and actions towards establishing '**Seamless personalised services**' and '**Personalised user centric services**'. In particular to the second session "Personalised user centric services", November 25th, the focus will be on user-empowerment and how modern technology can transform the way citizens communicate; and the ways that governments enabling the citizens to access services at their own convenience at a minimal cost.

Sharing public information and allowing access to citizen records can help improve transparency, thus encouraging more effective involvement of citizens and businesses in the policy-making process. Inclusive access to personal information must be available to all those who are entitled to them, nevertheless current policies and practices can make it harder for people to gain access. The impact on citizens will be discussed in order to the chances of unequal outcomes. Designing services around user needs results in increased effective eGovernment.

Current application of customised eGovernment services includes various areas of applications including enrolment in schools and universities, online requests and receipts of civil certificates, submission of online tax declarations as well as various tracking forms for allocation of benefits to interested citizens. In short, customised user-centric eGovernment services aim to become a 'one-stop-shop' which will enable citizens to save time and effort in their dealings with Governmental services.

In this light, the European Commission invites all interested parties to participate in this workshop and examine ways that governments can use technology to customise public services to meet citizen and business needs. Barriers and recommendations towards increased usability of and access to eGovernment services will be discussed so as to eventually offer improved services via multiple channels including Internet, TV, telephone, and mobile devices.

Event topics:

- How can user centric public services increase citizen empowerment and satisfaction?
- Lessons learned from best practice success stories, of eGovernment cases in Europe.
- How can technology be used in the design of customised public services?
- How can user centric personalised services cut red tape and save on governmental budgets?
- Examples of inclusive services
- Impact of services designed around users specific needs.
- Good practices in multi-channel delivery of services.
- Gaining access to personal data: battling through policy limitations.
- Identified barriers and enablers for user centric services.
- One-stop shop eGovernment paradigm: good practice cases and lessons learnt.

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

Speakers/Audience:

This is a two day event intended for policy-makers and practitioners interested in 'Seamless Personalised services' and "Personalised User-centric 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 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 described above.

Submission of summaries/PPT slides:

To be considered for a speaker placement for this two-days event, kindly submit a summary of one page and four PPT slides of your intended presentation to events@eurodyn.com by October 14th. Regarding your summary, please download and complete the "Proposal form" that may be found in the 'presentation and documents' section below. Final presentations should be submitted by November 10th and not exceed 7 power point slides.

Deadlines to remember:

- Submission of summaries (one page)/ presentations (four slides): 14 October 2011
- Speaker confirmation: 21 October 2011
- Submission of final presentations: 10 November 2011
- Workshop date: 24-25 November 2011
- Publication of workshop proceedings: End of December 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 the above events@eurodyn.com. The event officers will assist you promptly.

Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

ePractice Event: Seamless Personalised services - 24 November 2011 - 25 November 2011**In a nutshell:**

The European Commission is pleased to announce the organisation of a two day event session on Thursday 24 & Friday 25 November 2011 focusing on the area of eGovernment services. More specifically, the first event will focus on 'Seamless personalised services' and the second on 'Personalised user centric services'. It is highly recommended that participants join both sessions and benefit from a two-day event in Brussels (Avenue de Beaulieu) meeting with European Commission officials and professionals in their domain.

As most public online services do not work across borders, bureaucratic procedures still remain the main barrier to the wider development and acceptance of seamless services for citizens and businesses. Interested parties from one EU country cannot currently access public services or easily participate in the procurement of public projects in another country thus significantly inhibiting the mobility of both.

Seamless eGovernment services support the vision of a unified Single European Market by contributing at different levels to the benefit of both citizens and businesses: from setting up and running businesses, to a variety of real life cases such as studying, working, residing and retiring anywhere in the European Union. In order for businesses to

be able to trade their products and provide services across the EU to other public bodies uninhibited, easy electronic public procurement and effective implementation are essential.

Large scale pilots have been already set up to help remove administrative barriers (in the domain of eProcurement) that European businesses face when wanting to offer their services abroad, by supporting the implementation of points of single contact for all the related procedures.

This event will aim to discuss seamless eGovernment services that have the characteristic of being open, flexible and collaborative at local, regional, national and European levels therefore empowering citizens and businesses.

Event topics:

The Seamless Personalised services event invites all eGovernment stakeholders as well as public administrations, and especially those linked to European Union funded initiatives to join us in discussing one or more of the following workshop topics:

- How seamless personalised services can cut red tape and save on governmental budgets
- Identified barriers and enablers for the personalisation of seamless services, are they common throughout all domains of eGovernment?
- Studies on best cases, success stories, and knowledge sharing activities related to eProcurement in the EU
- Case studies from the use of online transaction systems in eGovernment: has their adoption delivered what was promised?
- Reporting on the current status of seamless citizen services within the EU or/and amongst EU Member States
- Can governments employ one-stop shops successfully for their citizens? Case studies
- Seamless eGovernment services: do they provide an added value service in public administration?
- Touching the transition to ubiquitous and smart eGovernment services
- Assessing the outcomes from the two large scale pilots PEPOL and SPOCS (pending confirmation of speakers)
- Interoperability mechanisms of eProcurement at European level

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

Speakers/Audience:

This is a two day event event intended for policy-makers and practitioners interested in 'Seamless personalised 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:

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Submission of summaries/PPT slides:

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Deadlines to remember:

- Submission of summaries (one page)/ presentations (four slides): **14 October 2011**
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Networking:

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Country: Belgium

City/Location: Brussels

Organiser: European Dynamics, S.A.

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.

Event email: 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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