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European ePractice Newsletter N. 389 – 27 September 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. Papers are still accepted.

For more information, please visit the [call for papers](#). Papers may be sent to Vassilia.Orfanou@eurodyn.com with a copy to eppractice@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 – 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 – Towards Digital Agenda targets: Patients' access to their health data

This session, organised by DG INFSO of the European Commission, is bearing the title 'Towards Digital Agenda targets: Patients' access to their health data'. It will be taking place on **6 October 2011** in Gastein, Austria, as part of the 14th European Health Forum Gastein (5-8 October 2011).

This session will aim to provide an overview of the Digital Agenda for Europe with a specific focus on eHealth. The challenging target of enabling Europeans to have access to their health data (key action 13 in the Commission Communication a Digital Agenda for Europe) will be addressed in detail with experts in this area. The discussion will focus on how such action could contribute towards enhancing the empowerment and better care of patients.

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.

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 **8 October 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](#).

>> ePractice workshop - eHealth and Equity in the Global Health Communities

The workshop on 'eHealth and Equity in the Global Health Communities' is an initiative of the eHealth Unit, DG INFSO, European Commission and it will take place in Brussels, on **15 December 2011**, at the European Commission premises.

The potential of eHealth to help strengthen health systems and to improve the safety, quality and efficiency of care was recognised by the World Health Assembly in its resolution on eHealth in 2005. In addition, eHealth should improve health equity as a consequence of the ease of access to information and health services. The workshop will seek answers to questions such as: "What types of disparities does this ease of access minimise or exacerbate?" "How are health systems and their governance influenced by these eHealth solutions, policies and practices?" "What evidence is there to strengthen activities and programmes that support local, regional, national and global health communities?"

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 **21 October 2011**.

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

Latest Cases

- [eGovPoliNet Project](#) | 16 September 2011 | Belgium | Germany | Greece | Ireland | Italy | Netherlands | United Kingdom | Other european countries | Asia | Central and South America | North America | Oceania
 - [IPv6 Transition in Spanish Public Administration](#) | 18 September 2011 | Spain
 - [Xplore Health](#) | 8 September 2011 | Belgium | Spain | United Kingdom
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eGovPoliNet Project

eGovPoliNet is a project funded by the European Commission under the 7th Framework Programme. eGovPoliNet sets up an international community in ICT solutions for governance and policy modelling. The international community of researchers and practitioners will share and advance research and insights from practical cases around the world. To achieve this, eGovPoliNet will build on experiences accumulated by leading actors, bringing together the innovative knowledge of the field. Capabilities, tools and methods brought forward by academia, ICT industry, highly specialised policy consulting firms, and policy operators and governance experts from governments will be investigated and collected in an international knowledge base. Comparative analyses and descriptions of cases, tools and scientific approaches will complement this knowledge base. Therewith, the currently existing fragmentation across disciplines will be overcome.

Community building of experts from academia, industry and public organizations, and other interested stakeholders will be supported by a community portal for knowledge sharing, collaboration, dissemination, and multidisciplinary constituency building in an open environment. eGovPoliNet expertise covers a wide range of aspects for social and professional networking and multidisciplinary constituency building along the axes of technology, participative processes, governance, policy modelling, social simulation and visualisation.

Through the sharing of approaches and exposing them to the community's discussions, eGovPoliNet will advance the way research, development and practice is performed worldwide in using ICT solutions for governance and policy modelling.

IPv6 Transition in Spanish Public Administration

The 'Agreement of the Council of Ministers for approving the Development Plan for the Integration of Spain in the IPv6 Protocol' is a joint initiative of the Ministry of Industry, Tourism and Trade (MITYC) and the Ministry of Territorial Policy and Public Administration (MPTYAP). The objective is to promote and accelerate the deployment of IPv6 in infrastructure and services of the Information Society in general and eGovernment in particular.

Xplore Health

Xplore Health is a joint initiative to build and promote an online and offline interactive environment with multimedia tools and attending activities that will nurture active engagement of society with state-of-the-art science and research around health and its wider ethical, legal and social aspects (ELSA). This is done by facilitating an effective dissemination of attractive, accessible and rigorous resources at European level primarily aimed at students and patients associations.

Effective communication of science and research on health is of particular importance as there is a public, e.g. ill as their families, on the one hand, and students, on the other hand, looking for easy-access timely research presented in easily understood language. Still, it is necessary to have public discussion, as well as an active informed social debate about ELSA in areas of medical science.

The goal of this project is to create a new scientific portal called Xplore Health structured on modules that will be published regularly months, each module covering a different subject. The modules will be presented through a home area where a multimedia presentation will allow access to the interactive environment which, by the use of Web 2.0 tools, will stimulate direct feedback from users as well as the submission of new contents by qualified scientists and press officers.

Xplore Health has assembled a consortium with partners experienced in health research communication, carried out hand-in-hand with researchers, as well as European networks. They will aim to build area specifications adapted to different groups and national sensibilities. In addition, throughout the project, activities will be organised in schools and museums around Europe.

Editor's Choice of the week: [TheraEDGE: An integrated platform enabling Theranostic applications at the point of primary care](#)

Latest News

- [US/Balkans: Balkans Telemedicine Program wins award for public eHealth efforts in region](#) | 27 September 2011 | Albania | FYR of Macedonia | Montenegro | Other european countries | North America
- [SK: Almost 80 % of doctors send their statistical returns electronically](#) | 26 September 2011 | Slovakia
- [NL: First smartphone app to improve the lifestyle of asthma and COPD patients](#) | 23 September 2011 | Netherlands
- [PL: Municipality of Aleksandrów Kujawski the national leader of service provision via ePUAP](#) | 22 September 2011 | Poland
- [DK: Internet medical handbook launched for patients](#) | 22 September 2011 | Denmark
- [CH: Evaluation of eHealth pilot projects can start](#) | 21 September 2011 | Switzerland

US/Balkans: Balkans Telemedicine Program wins award for public eHealth efforts in region - 27 September 2011

On 20 June 2011, the [Balkans Telemedicine Program](#) received the 21st Century Achievement Award in the 'Health' category by the [Computerworld Honors Program](#) for developing and implementing telemedicine in the Balkans and other countries.

The 21st Century Achievement Award winners were recognised at the 23rd Annual Laureates Medal Ceremony & Gala Awards Evening held in Washington, DC. The 'Health' category recognises organisations for their innovative use of information technology to: conduct research; develop new diagnostic or treatment methods and services; improve the safety and quality of patient care; improve access to, or the affordability of, healthcare.

The Balkans Telemedicine Program was developed by the International Virtual e-Hospital (IVeH) Foundation, a not-for-profit organisation that assists in rebuilding the public healthcare system in developing countries. This is achieved by introducing and implementing telemedicine, telehealth and virtual educational programmes through the concept of the IVeH Network: Initiate-, Build-, Operate- and Transfer.

The IVeH began its development of the programme in Kosovo and Albania and it is currently expanding throughout the region. Since its launch in December 2002, the Telemedicine Program of Kosovo (TPK) has connected seven hospitals via telemedicine, provided access to an electronic medical library and established local leadership to run the regional telemedicine centres. The TPK has grown into the Balkan Telemedicine Program that now includes initiatives in Albania, the Former Yugoslav Republic of Macedonia and Montenegro. The IVeH telemedicine centres include video conferencing, tele-consultation and telemedicine training rooms.

Background Information:

Founded by International Data Group (IDG) in 1988, the Computerworld Honors Program is governed by the not-for-profit Computerworld Information Technology Awards Foundation. Computerworld Honors is the longest running global programme to honour individuals and organisations that use information technology to promote positive social, economic and educational change.

Further information:

- [Original news article - International Virtual e-Hospital Foundation](#)
- [Balkans Telemedicine Program](#)

SK: Almost 80 % of doctors send their statistical returns electronically - 26 September 2011

78.6 % of doctors in Slovakia sent their statistical returns by electronic means in 2010, it was announced on 6 September 2011. This represents an increase of almost a third on 2009's figure, and this trend is seen as positive, since electronic transmission is more efficient than its paper-based equivalents.

Doctors are legally obliged to supply statistical information to the Slovakian [National Health Information Center](#) (NHIC; Národné centrum zdravotníckych informácií - NCZI, in Slovak). The NHIC uses this information to support a system that enables healthcare professionals to inspect the statistics on diseases and treatments and to monitor the development of the health of the population. The NHIC also provides publications which monitor such issues as the number of cancer patients, the number of drug addicts, the occurrence of industrial accidents, and statistics on hospital admissions.

Currently the electronic transmission of the statistical returns can be made in two ways. The first is the completion and submission of electronic forms (spreadsheets). The second way is through the web application of the 'information system of health indicators' (Informačného systému zdravotníckych indikátorov - ISZI, in Slovak). The

main advantage of this system is that it facilitates the easy inspection of historical data, filtered according to the user's own criteria.

Andrej Orban, Director of the NHIC, said: "We are pleased that doctors are learning to communicate electronically. The significant increase in the electronic transmission of statistics will benefit the entire medical community. For doctors the main benefit will be the saving of time and for the wider medical community it is the increased quality of the data, and in particular the lower error rate compared with manual processing."

He added: "The adoption of the system of electronic reporting by doctors is also one of the indicators of the preparedness of the healthcare system for the arrival of eHealth."

Further information:

- [Original news article - National Health Information Center \(in Slovak\)](#)
-

NL: First smartphone app to improve the lifestyle of asthma and COPD patients - 23 September 2011

The Longpas app, the first Dutch smartphone application for patients with asthma and chronic obstructive pulmonary disease (COPD), was launched on 5 September 2011. It enables patients to manage their illness and inform their doctor directly of their state of health.

Using the Longpas app, patients are able to set themselves targets for a healthy lifestyle, such as climbing stairs, walking, sports and relaxation. The application registers whether their targets are met. Patients can also register their medication use and state of health. All information can also be shared with their friends, family, doctors and other caregivers via email, a social networking service, or the application itself.

The Longpas app was developed from the [BRAVO](#) exercise and lifestyle system, developed by the [Dutch Institute for Sport and Physical Activity](#) (Nederlandse Instituut voor Sport en Beweging, in Dutch). It is offered free of charge.

Background information:

Lung diseases such as asthma and COPD are chronic conditions that are not curable, and affect about one million people in the Netherlands. However, with proper medical treatment and a healthy lifestyle, the course of the disease can be mitigated or controlled.

Further information:

- [Original news article - kiesBeter \(in Dutch\)](#)
 - [Related ePractice news article - UK: Messaging service for COPD patients gains ground in NHS Greenwich](#)
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PL: Municipality of Aleksandrów Kujawski the national leader of service provision via ePUAP - 22 September 2011

Aleksandrów Kujawski, a municipality in the Kuyavian-Pomeranian province of central Poland, is the leader in terms of providing services to citizens over the Internet through the [electronic Platform of Public Administration Services \(ePUAP\)](#), it was announced on 19 August 2011. The municipality employs ePUAP - the one-stop shop that facilitates eGovernment services - to provide 157 services.

The services provided by Aleksandrów Kujawski include additions to the electoral register, renting premises, and records for nursery school, kindergarten and schools. Other municipalities providing a high number of services are

Kraków, the previous record holder with 76 services, Mińsk Mazowiecki with 63, Żmigród with 60 and Chełmek with 58.

The number of electronic services available has increased significantly since the introduction of the [trusted profile](#) (profil zaufany - PZ, in Polish) on 9 June 2011. The trusted profile makes it easier and cheaper to sort out administrative matters, since it enables citizens to complete administrative procedures easily over the Internet, without any need for a paid electronic signature, and without any need to go in person to the relevant office.

Dr Zbigniew Olejniczak, Director of the [IT Projects Centre of the Ministry of the Interior and Administration](#) (CPI MSWiA) which manages ePUAP, said: "Since the introduction of the trusted profile, constantly updated ePUAP statistics indicate that the interest of municipal offices in providing services via the platform is growing. We welcome this trend, because the activity of the municipalities in offering their services via ePUAP affects the popularity of this convenient tool to access government services offered electronically."

To obtain a trusted profile, a user needs first to be registered on the [ePUAP website](#). They then submit an application for the trusted profile and in person confirm their personal details to the relevant bodies - social security offices, tax offices, regional offices and consulates.

Further information:

- [Original news article - IT Projects Centre of the Ministry of the Interior and Administration \(in Polish\)](#)
- [What is ePUAP? - ePUAP website](#)
- [Related ePractice news article - PL: ePUAP introduces the Trusted Profile electronic identity function](#)
- [Background information - ePractice eGovernment Factsheet for Poland](#)

DK: Internet medical handbook launched for patients - 22 September 2011

Since 6 September 2011, Danes have had free access to a new online [Patient's Handbook](#) (Patienthåndbog, in Danish) on health and diseases. Since the new handbook gives citizens direct access to the same information that doctors use, it is hoped that this will lead to a more open and transparent healthcare.

The Patient's Handbook has more than 3 000 articles, written by more than 50 specialists and practicing doctors, and divided into disease articles, symptoms articles and studies. It is illustrated with over 2 000 medical drawings, x-ray images, animations and photographs, and is free of advertising and commercial interests. The handbook has been produced by a collaboration of [Danish Regions](#) (Danske Regioner, in Danish), the official Danish eHealth portal [sundhed.dk](#) and the [Danish Medical Association](#) (Lægeforeningen, in Danish). This is the first time that the public health system has launched an online handbook of this kind.

The Patient's Handbook covers the same information as the [Doctor's Handbook](#) (Lægehåndbogen, in Danish), which has previously been produced as a reference for practising doctors. However, the articles in the Patient's Handbook are adapted to ordinary citizens, and it also includes a dictionary which provides definitions of medical terms in everyday Danish.

Bent Hansen, Chairman of Danish Regions, said: "The Internet is already widely in use by Danes when conveying information about illness and health. The Regions have a goal to increase Danish knowledge in this field and give citizens the best available knowledge. A good healthcare system is an open and transparent healthcare system in which patients have access to all knowledge that can help them. Therefore, Danish Regions invested in the Patient's Handbook, in which you can find accurate, specialist and up-to-date information, which is approved by doctors who are updating the content regularly."

The Patient's Handbook is one of the Regions' 24 milestones for healthcare information technology (IT). These goals are to be realised by 2013 through the [Regions Healthcare IT](#) organisation (Regionernes Sundheds-It - RSI, in Danish), which is a forum for regional cooperation on healthcare IT.

Mr Hansen said: "With the publication of the Patient's Handbook yet another benchmark has been reached, and we are proud of this. It demonstrates the cooperation that creates healthcare IT which is effective and of high quality. One of the objectives is to make information easily accessible thereby giving citizens a good opportunity to be active patients, so that healthcare resources can be used most effectively."

Further information:

- [Original news article - sundhed.dk \(in Danish\)](#)
-

CH: Evaluation of eHealth pilot projects can start - 21 September 2011

The managers of the eHealth pilot schemes carried out in Switzerland can submit their pilots to the eHealth Suisse Secretariat in view of the assessment of their compliance with the recommendations for the implementation of pilot schemes in line with the Swiss eHealth strategy.

Recommendations for the implementation of the [Swiss eHealth Strategy](#) are continuously issued by the eHealth Suisse Steering Committee since March 2009. On 2 September 2011, the same committee published both the concept and the guidance document for the evaluation of pilot schemes, therefore evaluations can start.

The aim of such assessment is on the one hand for compliant pilot schemes to be integrated later into a national eHealth infrastructure. On the other hand, it brings transparency to the eHealth landscape and enables other projects to benefit from lessons learnt.

Based on their degree of maturity, the evaluated projects can receive one of the following certifications: 'regional', 'interregional' or 'national'. As the components coordinated at national level have not been fixed yet, the highest certification that can be awarded is 'interregional - strategy-compliant'.

The evaluation of the pilot schemes will be financed by eHealth Suisse, provided that the involved canton certifies in writing that it will provide lasting support to the strategic orientation of Swiss eHealth. Private projects can also be evaluated, using the same criteria and rules, but at their own expense.

Background information

The eHealth Suisse Coordination Body has as its mission to ensure (1) that the various eHealth projects are compliant with the Swiss eHealth Strategy, and (2) synergies between the various projects. It does so through its Secretariat.

As for the eHealth Suisse Steering Committee, it is the managing entity of the eHealth Suisse Coordination Body and is composed of representatives of the confederation and the cantons as well as of the relevant stakeholders of eHealth. It comprises eight members, that is, four representatives of the confederation, four representatives of the cantons. Based on the proposals of the Secretariat or relevant working groups, it makes decisions on the implementation of the strategy, and it is responsible for the achievement of the strategy's goals.

Further information:

- [Original news article - eHealth Suisse newsletter \(in French and in German\)](#)
- [About the pilots - eHealth Suisse](#)
- [Related ePractice publication - CH: The Swiss eHealth Strategy](#)

Latest Publications

- [EU: Introducing the NET-EUCEN network](#) | 6 September 2011 | Pan european
 - [AT: Position Paper on the potential of ICT in emergency medicine](#) | 27 July 2011 | Austria
 - [EU: 1st Digital Agenda Assembly - Report from the workshop 'ICT for the Single Market: e-Government driving innovation'](#) | 1 July 2011 | EU Institutions
 - [CH: Factsheet on quality certification of health information on the Internet](#) | 28 March 2011 | Switzerland
-

EU: Introducing the NET-EUCEN network - 6 September 2011

Description (short summary):

NET-EUCEN is a network of subjects all interested in the enhancement of the application of the user-centricity paradigm in Europe and shall be seen as a multidisciplinary eGovernment Community. It is co-funded by the European Commission under the CIP-ICT-PSP funding programme.

The network of Organisations covers the whole supply chain of the user-centered services: Users, Associations, Public Administrations, software developers, services providers, cultural facilitators, field experts. NET-EUCEN is supported by an open group of experts (NEPEG) acting as peer reviewers of the project proceedings.

The NET-EUCEN network mission is to engage organisations and citizens in defining and using innovative high added-value services enabling the fruition of public and private facilities.

The booklet in question describes the NET-EUCEN network to Organisations potentially interested in joining the network as additional members.

Number of pages: 27

AT: Position Paper on the potential of ICT in emergency medicine - 27 July 2011

Description (short summary):

The eHealth Initiative (eHI) Working Group on emergency medicine was established in 2011 for the identification of every potential use of eHealth in emergency patient care. It accomplished its work with the successful completion of the present position paper which had the following objectives:

- to outline the potential of the use of eHealth from the viewpoint of those affected (patients and their environment, Guideline Daily Amounts - GDAs).
- to define requirements for a user-oriented grouping of the technical solutions offered, in order for the solution providers to find a guideline for the formulation of their offer to this target group.

The working group itself can not provide detailed solutions, but it makes recommendations to the relevant stakeholders.

Number of pages: 28

EU: 1st Digital Agenda Assembly - Report from the workshop 'ICT for the Single Market: e-Government driving innovation' - 1 July 2011

Description (short summary):

The purpose of this workshop which was organised in the context of the 1st Digital Agenda Assembly (Brussels, 16-17 June 2011) was to raise awareness of the EU's pilots for developing cross-border public services and to identify critical factors for their full scale deployment. The Digital Agenda for Europe states that by 2015 key cross border-public services must be available online in order to reinforce the Digital Single Market.

Participants acknowledged that essential and interesting services are currently being piloted, spanning from European eProcurement and social security, and from STORK (covering European eID) to SPOCS, etc. In particular, the opportunities arising from cross border business mobility were welcomed by the workshop panel. Stakeholders committed to further analyse the agreed action points in the forthcoming EU working group, along the main lines discussed in the workshop sessions.

Number of pages: 5

Related ePractice publication:

[EU: First Digital Agenda Assembly - Final Report](#)

CH: Factsheet on quality certification of health information on the Internet - 28 March 2011

Description (short summary):

Increasingly more people use the Internet in connection with their health. They get informed for example about health topics, search a basis for decision making or manage their health data. The quality of the information offered is often bad or hardly ever controlled. In many instances, neither the source of the information is evident, nor who finances the website. Therefore, eHealth Suisse, the Confederation-Cantons Coordination body, recommends to all providers of health services to submit their websites for quality testing and certification by a generally recognised and specialised institution. The institute Health On the Net (HON), an independent and international recognised non-governmental organisation, seems to be a suitable choice. However, there are also several other trusted names.

Number of pages: 2

Upcoming Workshops and Events

- [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
- [PT: Evento Linux 2011 - IX National Meeting on Open Technology](#) | 29 September 2011 | Portugal
- [ES: VPH Institute first General Assembly](#) | 28 September 2011 | Spain
- [ePractice Event: Reaping the benefits of eID in different business sectors within the EU and beyond](#) | 29 September 2011 | Belgium
- [BE: NET-EUCEN Networking Workshop – Enabling Innovative Visions to shape the future EU services](#) | 5 October 2011 | Belgium
- [Assisted event: "Innovation for Digital Inclusion"](#) | 5 October 2011 - 7 October 2011 | Poland
- [GR: MobiHealth 2011](#) | 5 October 2011 - 7 October 2011 | Greece

- [ePractice event: Towards Digital Agenda targets: Patients' access to their health data](#) | 6 October 2011 | Austria
- [BE: Global Billing Conference](#) | 6 October 2011 | Belgium
- [DE: Privacy and ID Management for Communities - Communities for Privacy and ID Management](#) | 7 October 2011 | Germany
- [UK: International Cloud Symposium 2011](#) | 10 October 2011 - 14 October 2011 | United Kingdom
- [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
- [NL: Open Source Symposium 2011](#) | 13 October 2011 | Netherlands
- [AM: ARMTELEMED](#) | 14 October 2011 - 16 October 2011 | Other european countries
- [Assisted workshop: "Open Source in European Public Administrations: a palette of Best Practices"](#) | 18 October 2011 | Belgium
- [NL: PostgreSQL Conference Europe](#) | 18 October 2011 - 21 October 2011 | Netherlands
- [FR: eHealth Crossroads 2011](#) | 20 October 2011 | France
- [AT: eHealth for emergency cases](#) | 20 October 2011 | Austria
- [Assisted Conference: National ID & ePassport Conference](#) | 24 October 2011 - 25 October 2011 | Turkey
- [UK: Interactive Technologies and Games: Education, Health and Disability 2011](#) | 25 October 2011 - 26 October 2011 | United Kingdom
- [UK: Scottish Government Seventh National Public Procurement Conference](#) | 25 October 2011 | United Kingdom
- [IT: eChallenges e-2011 Conference](#) | 26 October 2011 - 28 October 2011 | Italy
- [PL: ServiceWave 2011](#) | 26 October 2011 - 28 October 2011 | Poland
- [SE: National eHealth Conference 2011](#) | 27 October 2011 | Sweden
- [ePractice Event: Collaborative production of eGovernment services](#) | 27 October 2011 | Belgium
- [DE: Health 2.0 Europe](#) | 27 October 2011 - 28 October 2011 | Germany
- [PL: 6th European Ministerial eGovernment Conference](#) | 17 November 2011 - 18 November 2011 | Poland
- [Assisted Conference: ISSE 2011](#) | 22 November 2011 - 23 November 2011 | Czech Republic
- [ePractice Event: Personalised User-Centric services](#) | 25 November 2011 | Belgium
- [ePractice Event: Seamless Personalised services](#) | 24 November 2011 | Belgium
- [BE: The AEGIS project Final Workshop and 2nd International Conference](#) | 28 November 2011 - 30 November 2011 | Belgium
- [ePractice Event: Transparency & Openness](#) | 8 December 2011 | Belgium
- [ePractice workshop: "eHealth and Equity in the Global Health Communities"](#) | 15 December 2011 | Belgium

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

PT: Evento Linux 2011 - IX National Meeting on Open Technology - 29 September 2011

Evento Linux 2011 - IX National Meeting on Open Technology - 'What the future holds for Cloud Computing, Linux and Mobility'

This event aims to spread technological development alternatives that rely on the use of free software. It will count with the presence of several stakeholders who reflect the broad range of products and solutions in this field. The event takes place in the context of the 20th anniversary of Linux.

Targeted at the Portuguese ICT community, the national meeting will promote and encourage open debates on new opportunities for both the industry and Public Administration, based on presentations of success stories, market trends and business experiences. It is an event that openly debates open source's biggest questions and myths whilst always maintaining a business perspective.

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

Event email: marketing@sybase.pt

Event website: <http://eventolinux.org/index.php>

Country: Portugal

City/Location: Lisbon

Organiser: Sybase SBS Software, Caixa Mágica Software

ES: VPH Institute first General Assembly - 28 September 2011

First General Assembly of the Virtual Physiological Human (VPH) Institute for Integrative Biomedical Research

The VPH Institute aims to develop a new approach, which makes possible the integration of information, and simplifies its transformation into integrated knowledge. The meeting is open to anyone interested in getting more information on the newly established Institute and its future activities.

The participation to this half-day event (afternoon) is free of charge, but due to logistic reasons, registration is mandatory.

Event email: manager@vph-institute.org

Event website: https://www.biomedtown.org/biomed_town/vphinstitute/reception/VPHI_GA/

Country: Spain

City/Location: Barcelona

Organiser: Virtual Physiological Human (VPH) Institute

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

This event begins at 9:00am and finishes at 5:30pm.

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.

BE: NET-EUCEN Networking Workshop – Enabling Innovative Visions to shape the future EU services - 5 October 2011

NET-EUCEN Networking Workshop - Enabling Innovative Visions to shape the future EU services

A networking day that aims at pointing out the actual possibilities of application of user-centricity in the development of services for citizens.

The discussion points will be:

- 1) Scenarios for new services, and
- 2) How to measure the application of user-centricity in eGovernment.

A number of user associations that will describe their outcomes and needs will be present at this informal round table but a key-date to find future cooperation for new services to citizens.

A preliminary agenda for the workshop may be found [here](#).

Interested participants for the workshop may register free of charge for this open event by sending an email to Mr. Francesco Niglia at f.niglia@innova-eu.net.

Event email: f.niglia@innova-eu.net

Event website: http://95.110.228.151/elgg/_events/event6/index.html

Country: Belgium

City/Location: Brussels

Organiser: INNOVA SpA for the Network of European Stakeholders for Enhancing User Centricity in eGovernance (NET-EUCEN)

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

GR: MobiHealth 2011 - 5 October 2011 - 7 October 2011

MobiHealth 2011 - the 2nd International ICST Conference on Wireless Mobile Communication and Healthcare

The objectives of this conference are to advance medical diagnosis, treatment, and patient care through application of wireless communications, mobile computing and sensing technologies. It aims to provide an international forum to bring together researchers and experts from academia, healthcare organisations, research institutions, and industrial enterprises working in the field of wireless communication and health care to share ideas and discuss cutting-edge research, present experience with recent developments in healthcare delivery, and to provide practical guidance to policy makers and the setting of applicable standards.

There will be four keynote sessions:

- Mobile Health: Monitoring and Security
- Telehealth/Telemedicine Evolution - Driven by Technology or Need?
- AAL (Ambient Assisted Living): The New Paradigm to Deliver and Consume Healthservices
- Antennas and Propagation for Body-Centric Wireless Communications in Healthcare

Two workshops will be held that will cover the themes of, respectively:

- Electromagnetic Issues in Advanced Mobile Healthcare Applications
- Mobile Systems and Technologies for Patient Safety, Guidance and Empowerment

The programme also features [special sessions](#), a [tutorial](#) and [Student Paper Awards](#).

Registration will be made available [here](#).

Event email: mobihealth2011@biosim.ntua.gr

Event website: <http://www.mobihealth.name/>

Country: Greece

City/Location: Helona, Kos Island

Organiser: Institute for Computer Sciences, Social Informatics and Telecommunications Engineering (ICST)

ePractice event: Towards Digital Agenda targets: Patients' access to their health data - 6 October 2011

This session, organised by DG INFSO of the European Commission, is bearing the title 'Towards Digital Agenda targets: Patients' access to their health data' and aims to provide an overview of the Digital Agenda for Europe with a specific focus on eHealth. It is taking place during the **14th European Health Forum Gastein (EHFG)** from 5-8 October in Gastein, Austria.

The challenging target of enabling Europeans to have access to their health data (key action 13 in the Commission Communication a Digital Agenda for Europe) will be addressed in detail with experts in this area. The discussion will focus on how such action could contribute towards enhancing the empowerment and better care of patients.

As stated in the Digital Agenda for Europe, the deployment of eHealth technologies in Europe can improve the quality of care, reduce medical costs and foster independent living in remote places. New telemedicine services, including online medical consultations and improved emergency care, with the help of portable devices have allowed freedom of movement that patients have not previously enjoyed until now.

As with any online service, user empowerment is a prerequisite for its success. That said, 'real' empowerment of users as citizens and patients, in the sense of being able to 'own' or to consult their own electronic medical record, and even make efforts to self-manage their own health conditions, is still pending. Within the following years, it is the European Commission's priority to cooperate with the Member States in order to equip Europeans with secure online access to their medical health data by 2015.

Deadlines to remember:

- Submission of summaries – presentations one page and seven presentation slides - **18 September 2011**
- Speaker participation confirmation - **25 September 2011**
- Submission of final presentations from selected presenters - **30 September**
- Event date - **6 October**
- Publication of event proceedings - **Late November 2011**

Registration:

Interested parties can directly register through the main [Gastein website](#) for this event.

Please click on the following link to be directed to the [14th European Health Forum - Gastein registration webpage](#).

Submission of summaries/presentation slides:

To be considered for a speaker placement kindly submit a summary of one page and seven presentation slides of your intended presentation to eleni.galyfianaki@eurodyn.com and vassilia.orfanou@eurodyn.com with events@eurodyn.com on cc.

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 seven 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.

Contact:

Please, direct all queries to the above events@eurodyn.com. The event coordinator will assist you promptly.

Event website: <http://www.ehfg.org/820.html#c1927>

Country: Austria

City/Location: Gastein

Organiser: ePractice.eu

BE: Global Billing Conference - 6 October 2011

Global Billing Conference - Electronic invoicing and archiving - Business in control

This will be a one-day conference for all those who are interested in profiting from the development of eInvoicing, including tax directors and managers, finance directors, Chief Financial Officers (CFOs), IT directors, Chief Information Officers (CIOs) and compliance managers.

The event will begin with a general update on global trends and developments in the legislative framework, including government initiatives to stimulate the uptake of eInvoicing. It will then move on to detailed plenary sessions and panel discussions looking at:

- The current eInvoicing rules and how they are being implemented
- Global eInvoicing developments
- The new Directive 2010/45/EU
- Business controls
- eAuditing

The delegates may also take part in breakout sessions that will cover a variety of topics, including:

- Government initiatives to stimulate adoption of eInvoicing and its uptake by business
- Solutions to implement global, compliant eInvoicing
- A business perspective (compliance)
- Internal controls/eAuditing
- The link between eInvoicing and treasury

Finally there will be a panel discussion on eInvoicing and eArchiving with national authorities, the European Commission and business representatives.

Further information on the conference programme may be found on the event website.

As the places for this conference are limited, prompt registration is required.

Event email: [Contact form](#)

Event website: <http://www.pwc.be/en/events/global-billing-conference.jhtml>

Country: Belgium

City/Location: Brussels

Organiser: PricewaterhouseCoopers (PwC) Belgium

DE: Privacy and ID Management for Communities - Communities for Privacy and ID Management - 7 October 2011

Privacy and Identity Management for Communities - Communities for Privacy and Identity Management

Internet communities are spreading rapidly in all areas of life. For their members, they are central to their social networking and information sharing. In those communities, many elements of identity management are used for fundamental functions. For example, a cross-domain identity management infrastructure is often used to exchange (partial) identities with third party providers in order to generate benefits for those involved. However, this also implies privacy risks, due to the cross-domain exchange of identity information, or due to centralised data processing. The Implementation of privacy friendly technologies has not kept pace with the rapid spread of communities.

On the other hand, communities can as well be utilised for improving data privacy. Many successful privacy-enhancing technologies are provided by communities of enthusiasts. They often gather for ideological reasons, to jointly contribute to a better privacy on the Web.

This workshop is taking place as part of the Informatik 2011 Conference in Berlin. Its goal is to attract scientists, practitioners, representatives of communities and providers of community platforms to enable an interdisciplinary discussion illuminating this vibrant field of Internet culture.

The conference topics are:

- Identity management systems for community platforms
- Privacy-friendly and -promoting implementation of community functions
- Communities in the Identity Management Ecosystem
- Privacy-enhancing systems and their surrounding communities
- Commercialisation of (partial)identities by providers of community platforms
- Privacy and user-generated content
- Cross-organisational identity management in business communities
- Evaluation of Identity Management within or through Communities
- Usability, Accessibility and eInclusion aspects of identity management in communities and their platforms
- Data security and risk assessment in the selection of identity management system for communities
- Legal, economic and social aspects of data protection and identity management in communities
- User communities for anonymity and privacy protection

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

Event email: gs@gi-ev.de

Event website: <http://identity-management.eu/>

Country: Germany

City/Location: Berlin

Organiser: Fraunhofer IAO, iDev GmbH, Independent Centre for Privacy Protection Schleswig-Holstein

UK: International Cloud Symposium 2011 - 10 October 2011 - 14 October 2011

International Cloud Symposium 2011 (ISC 2011) - 'The Intersection of Policies, Standards & Best Practices for Robust Trusted Public Sector Cloud Deployments'

Cloud computing is predicted to revolutionise the way governments and organisations implement their information systems and applications. The cloud enables better IT resource optimisation, virtually unlimited scalability and greater flexibility all at a contained cost. Especially in developing countries, cloud computing offers the potential to spur economic growth and entrepreneurship by reducing the cost of IT.

Yet still both the public and private sectors face a number of concerns and barriers to full cloud deployment. Trust, at the core of these concerns, is identified as a critical component to allow cloud computing to reach its greatest potential.

There is a growing understanding of the specific issues that need to be tackled to ensure a greater trust in the cloud. Solutions for security, privacy, governance, interoperability, and portability are all being advanced. A number of important initiatives, including standards development are underway in each of these areas, and they will be vital in support of trusted cloud computing environments.

ISC 2011 is the first in a series of events that will bring together participants from around the world to exchange experiences and explore new ways to accelerate robust and trusted Cloud deployments for the public sector. It is designed to generate dialogue across government and the business community to stimulate fresh thinking, address gaps and identify real solutions.

The International Cloud Symposium focuses on the unique attributes of cloud computing, and the important business and policy considerations they raise. The Symposium will examine the ways individuals and organisations handle information and interact with cloud providers. The effectiveness of current international roadmapping projects and standardisation will be explored. Together, delegates and presenters will chart the progress and define a path to enable robust trusted cloud deployments.

The programme combines keynote speakers, interactive roundtable sessions, moderated debates and interoperability demonstrations. Additional networking events will complement each day's agenda, offering opportunities for real-time collaboration. The detailed event programme may be found [here](#).

Professionals responsible for developing, influencing or managing policy from public, private or academic sectors will find value in attending. Registration can be performed [online](#).

Event email: jane.harnad@oasis-open.org

Event website: <http://events.oasis-open.org/home/cloud/2011/>

Country: United Kingdom

City/Location: Slough Berkshire, near London

Organiser: Organization for advancing standards for the information society (OASIS) in collaboration with EU-funded Siena Initiative and the Cloud Best Practice Network

ePractice Event: Addressing evolving needs for cross-border eGovernment services - 11 October 2011

This event begins at 9:00am and finishes at 5:30pm.

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.

NL: Open Source Symposium 2011 - 13 October 2011

Open Source Symposium 2011 - 'Building a successful IT strategy'

The objective of this symposium is to give participants insight in the latest open source software (OSS) developments and practical applications. Special attention is paid to the contribution open source software can offer to integrated business solutions.

The following topics will be addressed:

- The surplus value of open source: more than just cost savings
- Tips to successfully select and implement open source software
- Challenges and preventing problems
- Communities and controlling and managing open source software
- Business cases: learn from other organisations
- OSS tools

The Open Source Symposium is targeted at Business Management (CXOs, Business Development, Project and Portfolio management, Business Process management), IT Management (CIOs, IT-management, Team leaders) as well as IT Professionals (IT architects, Analysts & Researchers, IT and Business Process Consultants, Software and Application Developers, Integration specialists) from both business and government.

Event email: jessicabax@ckc-seminars.nl

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

Country: Netherlands

City/Location: Rotterdam

Organiser: CKC Seminars and Holland Open Foundation

AM: ARMTELEMED - 14 October 2011 - 16 October 2011

1st Armenian International Congress on Telemedicine and eHealth - ARMTELEMED - 'Road to the Future'

The use of Information and Communication Technologies is transforming healthcare delivery to such extent as to allow many speaking of a Healthcare Revolution, or of the Future of Medicine. The congress will feature two days of plenary and scientific sessions, panel discussions and round tables, with keynote presentations by experts in telehealth and related technologies, as well as an educational track (one-day seminar of the International School of Telemedicine and eHealth), and an exposition of local and international companies.

The topics of the congress include but are not limited to:

- Information and Communication Technologies in medicine and healthcare;
- Modern telehealth;
- Clinical telemedicine services and their applicability in various medical specialties;
- Development, operation and maintenance of contemporary telemedicine networks;
- eHealth: global experience and perspectives or development;
- Implementation of eHealth in developing countries, local perspectives;
- Electronic Health Records and Health Information Networks;
- Remote patient monitoring (Home Telehealth) and allied techniques;
- Mobile / wireless applications in medicine and healthcare (Mobile Telehealth, mHealth);
- Distance learning in medicine and public health;
- Development of commercial telehealth programs
- Research and development in telemedicine, eHealth and Health ICT;
- Educational programs in telemedicine, eHealth and Health ICT;
- Ethical, liability and reimbursement issues in telemedicine and eHealth;
- Issues of standardisation, interoperability and compatibility in telemedicine and eHealth;
- Biological and Medical Informatics and Telematics;

The congress aims to bring together:

- Representatives of governmental bodies and other regulatory agencies in the field;
- Representatives of local and international investment funds;
- High level executive, managers and staff of major healthcare institutions, hospitals, clinics, other healthcare providers, health insurers, IT and telecom companies, etc.;
- Healthcare practitioners, physicians in training, nurses, other healthcare personnel;
- Representatives of major academic institutions, research and development institutes in medicine, public health, information and communication technologies;
- Students of medicine, public health, biology, information technology, applied informatics;
- Everyone interested in information and communication technologies in healthcare.

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

Event email: info@armtelemed.org

Event website: <http://congress.armtelemed.org/>

Country: Other european countries

City/Location: Yerevan, Armenia

Organiser: Armenian Association of Telemedicine (AATM), Russian-Armenian (Slavonic) University (RAU), Union of Information Technology Enterprises (UITE)

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: Gemmeente Schoten

NL: PostgreSQL Conference Europe - 18 October 2011 - 21 October 2011

PostgreSQL Conference Europe 2011

This conference is a chance for European PostgreSQL users and developers to gather, learn, build relationships, get to know each other and consolidate a real network of professionals that use and work with PostgreSQL.

The topics of the conference include but are not limited to:

- Developing applications for PostgreSQL
- Administering large scale PostgreSQL installations
- Case studies and/or success stories of PostgreSQL deployments
- PostgreSQL tools and utilities
- PostgreSQL hacking
- Community and user groups
- Tuning the server
- Migrating from other systems
- Scaling/replication
- Benchmarking and hardware
- PostgreSQL related product

The conference is suitable for many different audiences:

- Database Administrators (DBAs) already using PostgreSQL, or considering doing so.
- Developers of any kind of application, from hobbyists to large web- and enterprise applications.
- Decision-makers interested in evaluating the open source database as an alternative to traditional proprietary products
- PostgreSQL contributors - code, documentation, support
- Open source enthusiasts in general.

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

Event email: contact@pgconf.eu

Event website: <http://2011.pgconf.eu/>
Country: Netherlands
City/Location: Amsterdam
Organiser: PostgreSQL Europe

FR: eHealth Crossroads 2011 - 20 October 2011

eHealth Crossroads 2011

eHealth Crossroads 2011 is a scientific event dedicated to technology innovation in the field of eHealth. The one-day event is organised with the support of the Directorate-General of Research and Innovation, French Ministry of Higher Education and Research, as well as the State Secretariat of Health, Ministry of Labour, Employment and Health.

The detailed event programme may be found [here](#). It consists of various plenary sessions, lessons learnt and specialised one-to-one interviews between actors from multiple disciplines. These interviews are an opportunity to meet with other eHealth stakeholders and thus explore possible joint collaboration; as well as with the event organisers.

Registration can be performed [online](#).

Event email: contact@catel.pro

Event website: <http://www.carrefourtelesante.fr/>
Country: France
City/Location: Paris
Organiser: CATEL and GdR STIC-Santé

AT: eHealth for emergency cases - 20 October 2011

eHealth for emergency cases - How can ICT contribute to emergency care and assisted living

eHealth is often associated in the public debate with administrative processes, while the term health records already creates such associations. In reality, however, eHealth and in particular Electronic Health Records (EHR) brings direct benefits to patients.

This conference demonstrates the use of emergency care and assisted living (Ambient Assisted Living - AAL), as well as the contributions that the intelligent use of ICT makes for the benefit of future patients.

The conference takes place within the e-Health-Initiative Österreich (eHI), an initiative of the Association for Data Processing and the Federal Ministry of Health.

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

Event email: office@adv.at

Event website: http://www.adv.at/veranstaltungen/20111020_eHealth_Konferenz.htm
Country: Austria
City/Location: Wien
Organiser: Austria Trend Hotel Savoyen Wien Rennweg 16 1030 Wien

Assisted Conference: National ID & ePassport Conference - 24 October 2011 - 25 October 2011

National ID and ePassport Conference

The World is witnessing the foundation of a global eID infrastructure, based on the digitalisation of citizen ID documents.

Over 80% of the European Union Member States and International Civil Aviation Organisation (ICAO) Countries have introduced or are in the process of introducing biometric-based ID documents or are at least considering doing so. The trend towards this form of technology is becoming ever more apparent and numerous countries in all the World continents are taking clear steps in this direction.

Such a revolution (based on Public Key Infrastructure (PKI), digital identity and biometrics) paves the way to a broader (and more secure) usage of these documents far beyond its initial purposes. In the Internet as in the physical world - the trend is a move towards nationally issued ID documents that can be used in an international application context (the use of PKI and biometrics is expected to enhance security by making it easier to link the eDocument with the rightful owner).

The topics that are going to be covered include:

- national eIDs,
- Border Access Control (BAC)/Extended Access Control (EAC) standards,
- travel documents,
- Knowledge Management System (KMS),
- usage of passport outside the EU,
- data protection,
- identity and privacy,
- different uses of eID (Business-to-Business / Business-to-Consumer / Citizen-to-Government), cross border eID,
- border control,
- interoperability,
- weaknesses and strengths,
- risks,
- practical experiences,
- failures versus successes,
- update on status as to where different countries are regarding eID and ePassport solutions, mobile PKI

The two-day Conference, supplemented by interactive mingle and networking activities, will gather together a panel of top-level government representatives and key players in the eID, ePassport and Mobile PKI industry, such as Governmental authorities, Police authorities, National providers of eID, EU institutions, Banks, customers, partners and other interested parties.

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

Event email: ana.ferreira@multicert.com

Event website: [http://www.eid-epass.org/index.php?option=com_content&view=frontpage&Itemid=1\(<=en](http://www.eid-epass.org/index.php?option=com_content&view=frontpage&Itemid=1(<=en)

Country: Turkey

City/Location: Instabul

Organiser: Multicert

UK: Interactive Technologies and Games: Education, Health and Disability 2011

- 25 October 2011 - 26 October 2011

Interactive Technologies and Games: Education, Health and Disability 2011

The aim of the conference is to bring together academics and practitioners working with interactive technologies to explore and innovate within the areas of Education, Health and Disability. Compulsory and post-compulsory education is included within 'education'. Disability includes physical, sensory and cognitive impairment. The impact of interactive technologies and games on health and well-being is also a focus of this conference. An emphasis will be placed on practical applications and guides to where currently available training resources and tools can be found and used. There will also be a particular focus on the use of gaming hardware and software to implement accessible solutions, interaction design using new input/output devices and the increasing impact of ubiquitous computing on everyday well being.

The conference provides an opportunity to showcase practice and to mainstream research ideas and outcomes. It will introduce a wider audience to key findings and products from research and will illustrate how practice feeds back into and informs research. The conference will create a forum for two-way communication between the academic and practitioner communities and particularly welcomes user led presentations and workshops.

The programme will include presentations of papers, workshops, a doctoral consortium and an exhibition space for demonstrations and posters. This event is held in partnership with GameCity, the World's videogame festival and delegates are welcome to attend all GameCity events including the opening drinks reception. A selection of papers will be published electronically in full, so presentations will be limited to 20 minutes for the key findings, including time for questions from the floor.

The conference encourages papers from various disciplines and examples of themes and topics could include (but are not limited to):

- **Gaming Based Learning** (social and collaborative aspects of games, efficacy of games based learning, self authored content and personalisation in games, learning theory, pedagogy and instructional design in games, motivational aspects of games etc.).
- **Game related Technology** (using contemporary games controllers to create new opportunities in health and rehabilitation applications, navigation in virtual environments using games controllers for people with visual impairments, control and interfaces to games etc.).
- **Games for Health** (serious games for clinical assessment, for rehabilitation and treatment, 'Modding' for health, assistive technologies for people with disabilities and elderly people, art and music rehabilitation in 3D multi-sensory environments, motion tracking technologies in games for health, games for children in hospital, games to increase physical activity in children etc.).
- **Social and Collaborative Aspects** (collaboration between science and art for more effective learning, issues related to vulnerable groups, games to promote the inclusion of people with disabilities, formulating serious games for adult offenders, Motivations of female gamers, impact of technology on the fusion of science and art etc.).
- **Accessibility and Design** (open source accessibility, participatory design, design for all, natural user interfaces etc.).
- **Web based technologies** (interactive learning tools and environments resources, the Internet as a communication medium for people with Asperger's Syndrome etc.).
- **Pervasive and Mobile Technologies** (pervasiveness and mobility of games, location based services, handheld learning in the classroom etc.).

More details for delegates wishing to present papers, hold a workshop or present a poster may be found [here](#). The deadline for submissions is Friday 17 June 2011 and are to be sent to karen.krelle@ntu.ac.uk.

Event email: karen.krelle@ntu.ac.uk

Event website: <http://www.ntu.ac.uk/ITAG>

Country: United Kingdom

City/Location: Nottingham

UK: Scottish Government Seventh National Public Procurement Conference - 25 October 2011

Scottish Government Seventh National Public Procurement Conference - 'Procurement in the spotlight - The time to shine'

The Scottish Government has laid out a number of strategies to secure sustainable economic growth for Scotland. Procurement will have a big part to play in supporting growth and delivering savings of £61 million (approx. €69 million) in 2011-12 and some £400 million (approx. €451 million) over the next three years.

The journey for procurement is to deliver savings while focusing on consistency and best practice across the public sector.

This conference will focus on this procurement journey and will provide an opportunity to hear from the public sector on how organisations and individuals are taking the first steps in meeting the challenges along the way.

The conference programme will include investigative interviews and live debates as well as a number of workshops tackling a range of current procurement activities.

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

Event email: info@scottishppc.co.uk

Event website: <http://www.procurexscotland.co.uk/about.php>

Country: United Kingdom

City/Location: Glasgow

Organiser: The Scottish Government

IT: eChallenges e-2011 Conference - 26 October 2011 - 28 October 2011

eChallenges e-2011 Conference

eChallenges provides an international forum to share success stories and lessons learnt from applied Information and Communications Technology (ICT) related research at European level (Frame Programme 6 and Frame Programme 7) as well as Regional, National and Commercial initiatives. International cooperation and discussion of commercialisation, exploitation and interoperability issues are key aspects of the programme. The conference aims to gather delegates from leading commercial, government and research organisations around the world.

The core themes for e-2011 are:

- eInfrastructures and Smart Grid
- Future Internet and Smart Cities
- eHealth - Services to Citizens
- eGovernment, eParticipation and eDemocracy
- eInclusion
- Digital Libraries and Cultural Heritage
- Technology Enhanced Learning and ICT Skills
- Intelligent Content and Semantics
- Living Labs
- Cloud Computing
- ICT for Networked Enterprise and Radio Frequency Identification (RFID)

- Networked, Smart and Virtual Organisations
- High Performance Computing Applications
- Mobile Applications
- Security and Identity Management
- Sustainable Environment

Related themes include but are not restricted to:

- eEurope 2020 and ICT take-up by Small and Medium Enterprises (SMEs)
- Digital Content and Digital Rights Management - issues, applications and technologies
- eVoting, eParticipation
- eInclusion and eAccessibility
- eTourism
- Future Emerging Technologies
- Knowledge management and technologies
- Interoperability and Standardisation
- Open Source Technologies and Applications

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

Event email: secretariat@eChallenges.org

Event website: <http://www.echallenges.org/e2011/>

Country: Italy

City/Location: Florence

Organiser: IIMC International Information Management Corporation Ltd

PL: ServiceWave 2011 - 26 October 2011 - 28 October 2011

Fourth Edition of the European conference ServiceWave - ServiceWave 2011

The ServiceWave conference series is a forum for practitioners, researchers, and educators to exchange and discuss the most recent innovations, trends, experiences and concerns for the Future Converged Internet of Content (IoC), Services (IoS), Things (IoT) and related underlying network technologies. ServiceWave fosters cross-community interaction by bringing together industrial and academic experts from various disciplines.

ServiceWave 2011 will be structured around the following elements:

- Scientific Track with four sub-tracks (Business Services, Cloud Computing, Security, Privacy and Trust, Service Engineering Fundamentals) in which novel ideas and current research result will be presented.
- Industry Track: Invited industrial talks will provide insight into best practices, innovations and ideas of key industrial players. Industrial panels will discuss cross-disciplinary topics from different angles.
- Demonstration Evening: The demonstration evening provides an interactive forum to present and discuss about demonstrators, tools and automation of specific aspects of topics of the Future Converged Internet and its application domains.

ServiceWave 2011, moreover, will feature six workshops which aim at bringing together different communities to discuss on emerging issues and relevant aspects of the Future Internet:

- EDBPM: 4th International Workshop on "From Event-Driven Business Process Management to Ubiquitous Complex Event Processing"
- OCS: 2nd Second Optimising Cloud Services Workshop
- CT4CS: 1st Cloud Trust for Cyber Security Workshop

- NESSOS: 1st Industry Seminar on Secure Service Engineering: From Best Practices to Scientific Excellence (and Vice Versa)
- MONA+: 4th International Workshop on "Monitoring, Adaptation and Beyond"
- WAS4FI: 1st International Workshop on Adaptive Services for the Future Internet

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

Registration has been opened and can be performed [online](#).

Event email: servicewave@paluno.uni-due.de

Event website: <http://servicewave.eu/2011/>

Country: Poland

City/Location: Poznan

Organiser: Paluno, the Ruhr Institute for Software Technology; NESSI; S-CUBE; Poznan University of Technology (PUT)

SE: National eHealth Conference 2011 - 27 October 2011

National eHealth Conference 2011 - Strategy for secure and accessible information in healthcare

During a whole day the event will cover ehealth services that have been newly deployed or that are under development, how they work and are used at county, municipal and private levels. At the Live Workshop, participants will be able to see and try a number of these services; project managers, experts and users will tell more about their experiences and answer the attendees' questions.

Current issues regarding ehealth developments will be also be discussed and debated. A number of themes will be presented in dedicated seminars. These themes include: My health pages on the web, knowledge development with the support of IT, and patient safety.

In Sweden, national eHealth is about how future healthcare as a whole can work and improve, with the support of ehealth services. The National eHealth strategy is the result of cooperation at national, regional and local levels between state, counties, municipalities, as well as private and non-profit providers. The Ministry of Social Affairs coordinates the national efforts and adapst laws and regulations to enable effective ehealth work with providers, to the benefit of patients and their safety.

The event is aimed at gathering together all ehealth stakeholders, thus connecting the different parts of the whole, "a whole that will enable greater security, availability and participation in healthcare and social services." At the same time, it is intended to describe where Sweden is going and what steps are being taken to such end. So the goal is to show the progress made, as well as how the involved parties can learn from each other, so as to make it easier to introduce and make use of the developed services.

Registration can be performed [online](#).

Event email: konferensservice@sklfs.se

Event website: <http://www.nationellehalsa.se/>

Country: Sweden

City/Location: Stockholm

Organiser: Center för eHälsa i samverkan (Centre for eHealth in Sweden)

ePractice Event: Collaborative production of eGovernment services - 27 October 2011

This event begins at 9:00am and finishes at 5:30pm.

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.

DE: Health 2.0 Europe - 27 October 2011 - 28 October 2011

Health 2.0 Europe 2011

Health 2.0 Europe integrates the European web/mobile based technologies, and compares, contrasts and contextualises them with leading examples of Health 2.0 from around the world.

This event will gather all the leaders and stakeholders in web 2.0 for health:

- IT solution providers
- health professionals,
- patient organisations,
- health authorities,
- public and private insurance organisations,
- medical devices and pharmaceutical companies,
- telecom groups,
- Venture Capital (VC) and financiers,
- policy makers,
- academics.

The conference will examine what works in the context of Europe's evolving healthcare systems, and what the boundary-less online world means for consumers and physicians working in distinct healthcare systems.

The event themes will include:

- Patient and physician social networks
- Search and content
- Communities and data production
- Consumer and provider tools
- Health promotion, behavior change and Wellness 2.0
- Data utility layer and tools
- System integration
- Health 2.0 financing
- Cloud computing and unplatforms

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

Event email: pascal@health2con.com

Event website: <http://www.health2con.com/europe/>

Country: Germany

City/Location: Berlin

Organiser: Health 2.0 Accelerator, Health 2.0 Advisors, K.I.T. Group

PL: 6th European Ministerial eGovernment Conference - 17 November 2011 - 18 November 2011

6th European Ministerial eGovernment Conference - 'Borderless eGovernment Services for Europeans'

The Polish Presidency of the Council of the European Union and the European Commission are organising in close co-operation the sixth Ministerial eGovernment Conference with the theme 'Borderless eGovernment Services for Europeans'.

The conference will attract approximately 900 stakeholders from around the world: ministers from EU Member States, officials from national, regional and local administrations, industry representatives, civil society and experts.

The three plenary and the fifteen parallel sessions of the Conference will address:

- 'Policy Issues' related to the development of eGovernment services, including social and economical ones.
- 'Interoperability Strategies' to achieve wide availability of eGovernment services in the Member States for all EU citizens and enterprises.
- 'People's Concerns' for issues like the impact of eGovernment services, inclusiveness, public value, user empowerment and quality assurance.

In addition to the Conference, an Exhibition will be organised which will showcase the most recent European developments in the field of eGovernment - both at national and European level. Each EU Member State will demonstrate up to three cases according to its own priorities and approaches to eGovernment.

Emphasis will be put on cross-border projects, including pilot projects presented by the European Commission. Unlike previous editions, this year projects will be selected and submitted directly by the Member States, which will make it easier to focus on the specific needs and priorities of each country and present respective approaches to eGovernment. Over 80 projects currently being implemented across the Member States will be presented at 27 stands.

The exhibition stand of the European Commission will host the successful so-called 'Large Scale Pilot Projects' which play a very important role in the implementation of cross border services in Europe. They have already demonstrated concrete benefits for citizens, businesses and governments in Europe in areas such as eProcurement, eIdentification, eJustice, mobility of citizens and businesses.

Attendance is by invitation only and the number of participants is limited. For invitation requests a [contact form](#) should be used.

The conference programme is available [online](#).

Event email: contact@egov2011.pl

Event website: <http://www.egov2011.pl/egov2011/public/main/>

Country: Poland

City/Location: Poznań

Organiser: Polish Presidency of the Council of the European Union (Polish Ministry of the Interior and Administration) in cooperation with the European Commission

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 - 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 **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**' that will be taking place back to back from November 24-25, 2011. 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

ePractice Event: Seamless Personalised services - 24 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', November 24th and the second on 'Personalised user centric services', November 25th. 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 PEPPOL 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 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:

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.

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

ePractice Event: Transparency & Openness - 8 December 2011

In a nutshell:

eGovernment has primarily been considered as a smart means to achieve economical benefits and reduce the administrative burden. Higher-order objectives of eGovernment have however begun to emerge such as government transformation, yielding to more transparency and accountability.

eGovernment is considered a key driver for economic and social growth, as well as a means to establish transparent policy making and public transactions. In recent years, many comprehensive efforts have been made in eGovernment. In particular, many governments have worked to increase openness and transparency in their actions, by using ICTs as cost-effective and convenient means to promote openness and transparency, while reducing corruption and enabling freedom of information.

This event will aim to address the subject of transparency and openness of governments relating to their interaction with citizens. Emerging technologies and services currently allow users to trace their personal data stored by public administrations. Technology acts as an enabler for users who can check who accesses their administrative files thus giving them an insight in the process of decision making; one of the most demanded eGovernment services. Some Member States have set transparency targets. The EU eGovernment Action Plan states that Member States will work towards setting voluntary transparency targets at EU level and exchange experiences.

This event will also contribute towards these aims. Redesigning governance and promoting public understanding and participation in government activities will be among the potential topics of the event. Presentations that aim to showcase specific good eGovernment practices 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 event is intended to raise awareness, emphasise the crucial role of good governance and multi-stakeholder partnerships in the advancement and further potential of ICT development.

This event is supported by the European Commission and will be held in Brussels, Avenue de Beaulieu 25, on **8 December 2011**.

Event topics:

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

- Transparency and openness: how can they be measured?
- Redesigning governance to foster transparency and openness
- Public understanding and participation in governance activities
- Good eGovernment practices against corruption
- eGovernment as a cost-effective means to promote openness and transparency
- Examples of transparent procurement processes monitored by the public
- Potential barriers to ICT-enabled transparency efforts
- Initiatives building trust in eGovernment
- Use of ICT to create a sustained culture of transparency

Speakers/Audience:

This is an open event intended for policy-makers and practitioners interested in "Transparency and Openness" 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 event, 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 "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.

Deadlines to remember:

- Submission of summaries/ presentations: **27 October 2011**
- Speaker confirmation: **11 November 2011**
- Submission of final presentations: **18 November 2011**
- Workshop date: **8 December 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

ePractice workshop: "eHealth and Equity in the Global Health Communities" - 15 December 2011

Description:

The workshop on 'eHealth and Equity in the Global Health Communities' is an initiative of the eHealth Unit, DG INFSO, European Commission and will take place in Brussels, on December 15, at European Commission premises. The potential of eHealth to help strengthen health systems and to improve the safety, quality and efficiency of care was recognized by the World Health Assembly in its resolution on eHealth in 2005. In addition, eHealth should improve health equity as a consequence of the ease of access to information and health services.

The workshop will seek answers to questions such as:

- What types of disparities does this ease of access minimize or exacerbate?
- How are health systems and their governance influenced by these eHealth solutions, policies and practices?
- What evidence is there to strengthen activities and programmes that support local, regional, national and global health communities? We particularly seek experiences and lessons learnt in low-resource settings including contributors from developing countries.

This workshop will act as a means of dissemination of the key findings to high-level decision-makers; as a promoter of stronger commitment on eHealth interoperability and its wider application at global level and as a preparatory forum for selecting issues to present at the forthcoming World Health Assembly.

Provided they address the theme of the workshop, speakers are free to propose their own topics. An indicative (but not exhaustive) list is given below.

- Equal access to health related information: the role of the digital divide
- Interoperability as a means of achieving equity in healthcare
- eHealth at local, regional, national and global levels as a way to enhance equity in healthcare and services
- The role of telemedicine and remote care in reducing the healthcare divide on a global scale
- Using eHealth to widen access to information: does this promote equity in low resource areas?
- Managing Electronic Health Records for equity in care
- eHealth systems for "care at home": bypassing age and distance discrimination
- Legal issues
- Cross-border eHealth services: can they enhance equity in care?

Deadlines to remember:

- Summary (1 page max) & 4 PPT slides: 21 October 2011
- Speaker confirmation: 11 November 2011
- Final presentations (7 slides): 2 December 2011
- Publication of event proceedings: 15 December 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, S.A.

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