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## European ePractice Newsletter N. 308 – 12 January 2010

>> Happy New Year!

On the occasion of the first ePractice newsletter of 2010, the ePractice team wishes to all its members a Happy and Prosperous 2010!

>> **Just a few days left to take our users' survey**

Many of you have already taken the current user survey on [ePractice.eu](http://ePractice.eu), [Semic.eu](http://Semic.eu) and [OSOR.eu](http://OSOR.eu). For those who haven't, please take this opportunity to have your say on future services and **complete the questionnaire before January 15th**.

Survey access: [Exchange Platforms survey: User Experience and Expectations](#).

Thank you very much for your cooperation!

>> **New European Journal of ePractice published - eHealth and beyond**

The eight European Journal of ePractice volume focuses on the transition to new models of healthcare in the next decade and beyond as a response to the critical challenges facing health and social systems in Europe. You may download the publication [here](#).

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## Latest Cases

- [EPILEPSIAE](#) | 8 January 2010 | France | Germany | Italy | Portugal
- [eProcurement System of the Republic of Cyprus](#) | 8 January 2010 | Cyprus
- [On The Spot House](#) | 8 January 2010 | Portugal
- [EasyAccount for Private Companies](#) | 8 January 2010 | Denmark
- [Digital Client Dossier](#) | 8 January 2010 | Netherlands
- [Widening Setting Processes for Electronic Signatures](#) | 22 December 2009 | Germany | Italy | United Kingdom
- [BIBLIOTECA VIRTUAL DEL SISTEMA SANITARIO PÚBLICO DE ANDALUCÍA](#) | 22 December 2009 | Spain

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## EPILEPSIAE

Epilepsy is the most common serious brain disorder in every country, and probably the most universal of all medical disorders. In Europe six million people currently have epilepsy and fifteen million will have epilepsy at some time of their lives. Currently nearly 30% of these people cannot be treated by therapeutics based on pharmacological

anticonvulsive medication or respective surgery and are completely subjected to the sudden and unforeseen seizures strike that have a strong impact on their everyday life, with temporary impairments on their motor capability, perception, speech, memory or conscience.

Epilepsy costs Europe over 20 billion Euros every year, most of which accounts for the untreatable patients; an amount that could be significantly reduced if effective action was undertaken.

The project intends to develop an intelligent alarm system, transportable by the patient, measuring the brain dynamical activity, capable of predicting the seizures; allowing the patient to assess the risk of his actual situation and improving his safety. The system is based on multi-signal information (EEG, ECG and others), intelligent data processing and wireless communications.

The project will develop knowledge (in data analysis), algorithms (of seizure prediction) and technologies (of data acquisition and wireless transmission) that integrated into an intelligent system will be an important step forward in economical affordable personal healthcare systems for neurological applications. A distributed European Epilepsy Database will also be built by the project, including all the available information about epileptic patients, allowing semantic mining based on multi-modal, multi-signal and multidimensional data.

The EPILEPSIA consortium consists of seven partners from 4 countries: 3 academic, 3 clinics, 1 industrial SME company, covering the whole value chain from theoretical conception to market products and final users.

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## **eProcurement System of the Republic of Cyprus**

The scope of the project is the introduction, application and deployment of a total solution for conducting public procurement competitions in Cyprus using electronic means. The project is carried out under the responsibility of the Public Procurement Directorate (PPD) of the Treasury of the Republic of Cyprus which is the Competent Authority for Public Procurement. The PPD, headed by the Deputy Accountant General, comprises professional accountants, accounting officers, engineers and clerical staff. The Beneficiary of the contract is the Republic of Cyprus. Cyprus, as an EU Member State, is deploying a system in order to support the electronic preparation and execution of public procurement competitions. The system will be in a position to be accredited by a competent organisation as being transparent, non-discriminatory, reliable, interoperable, unhindered, secure, easily accessible, supportive of fair competition and facilitative for equal market access. The system will cover the full range of Public Procurement in Cyprus, while it will also support the electronic submission of notices to the EU Publications Office as an e-Sender.

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## **On The Spot House**

The INSTITUTO DOS REGISTOS E DO NOTARIADO, I.P., is a public institute and part of the Portuguese Ministry of Justice; on 24th July 2007, it made available a new service for citizens and business which allows performing all the necessary procedures for the transfer or encumbrance of real estate properties in a one-shot procedure to the Land Register Office.

Buying a house can be in fact a complex procedure which involves several operations/dislocations. It could be necessary, for e.g., to:

- Obtain a real estate property certificate at the real estate property registry office;
- obtain a business registry certificate at the commercial register office (if one of the seller or buyer are a company);
- obtain a civil or marital status certificate (e.g. if the seller was listed as "married" in the land register, but meanwhile he had divorced);
- obtaining the license of housing certificate in the town hall;
- request a tax administration certificate by the tax administration services;
- notify the municipality and the Office for Management of Architectural and Archaeological Heritage; these authorities can reject the request if the property is located in certain protected in areas bounded by law;
- pay the Municipal Tax to the tax administration services;
- request a deed by a notary;

- finalize the purchase and mortgage registration by the real estate properties registry office.

With "On the spot house" some of these steps were eliminated and the remaining ones can be performed at a single counter, in one-shot. The following procedures pertaining residential property may be concluded with the use of "On the Spot House":

1. Purchase and sale;
2. simple loan and other credit and financing contracts concluded by credit institutions;
3. mortgage;
4. transfer of credits.

All the procedures are carried out by the Register Offices:

1. Obtaining the documents necessary to the business conclusion;
2. payment of taxes (Municipal Transfer Tax and stamp duty);
3. performing the deed;
4. carrying out the necessary registries (e.g. Purchase and sale, mortgage);
5. additional requests: (change of tax address, obtaining the plans, Municipal Property Tax (IMI) payment remission and the Statement for the registry or the update of the property in the land registry).

"On the spot house" offers a simpler and faster procedure:

- All procedures can be completed at a single counter with elimination of acts and formalities;
- use of applications enabling electronic communication between register offices, tax revenue offices, banks and municipalities.

This procedure is also safer because is no longer monitored and therefore dispersed across several entities and the property legal status is accurately acknowledged when completing the act; finally the registry is updated immediately.

The costs are significantly reduced; for example the costs of purchase and sale operation with mortgage would be (in average) around 950€+ taxes and indirect cost with the traditional method while with "On the Spot House" it would be in average: 600€+ taxes and 400€+ taxes, with house savings account and with the elimination of indirect costs.

The main association of consumer protection - the DECO - recognized that the use of "On the spot house", provides a significant reduction in costs of formalities for the purchase of properties, claiming that the public sector would save on average «60 to 70 percent».

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## EasyAccount for Private Companies

For a number of years now, the public sector in Denmark has used digitalization to improve the efficiency of the public administration and the services offered. Digitalization today is a renowned way of improving efficiency, reducing administrative tasks and easing the interaction between citizens and public authorities. EasyAccount is a prime example of all the above.

EasyAccount is a normal bank account to which all payments from public institutions are transferred directly. This means that each individual citizen appoints one of their already existing bank accounts as the one they want all payments from public institutions to be transferred to - this being their EasyAccount. Since its implementation in 2005, Easy Account has facilitated all public payments to the citizens of Denmark.

Technically speaking, EasyAccount is a database that matches each individual citizen's Social Security number with the bank account chosen, by each individual, to function as their EasyAccount.

A typical example of a public payment is for instance the tax-refunds. Before the implementation of Easy Account, the state had to issue over 3 million checks annually to its citizens, who then had to show up in person at their bank in order to cash the check. The banks then had to use extra resources to handle all the checks; all this is now digitalized.

The instant success of EasyAccount quickly spawned suggestions and enquiries from the private sector who wanted access to the EasyAccount database in order to reap the same benefits as the public sector.

In 2007 the Danish parliament passed a law permitting the use of the EasyAccount database to facilitate payments from private companies via EasyAccount directly to their customers, employees etc.

Since EasyAccount for Private Companies became operational over a year ago, the private companies have asked to connect to the database, either directly or through their existing private payment intermediary, depending on the size and number of payment transactions from each individual company.

The Danish public sector has been offering the use of Easy Account for Private at irrelevant costs, charging the companies only what strictly necessary to cover the expense imposed from the system supplier.

Furthermore, in line with the Danish E-government Strategy, the main goal of EasyAccount for Private Companies is to use digitalization to ensure a better service for all citizens in Denmark; cashing checks is time consuming and with the diffusion of EasyAccount into the private sector has drastically reduced the time waste as the checks have been replaced with digital money transfer, directly to each individual citizen's EasyAccount. Examples of companies that already reap the benefits of EasyAccount are major Danish banks, the largest pension companies and the biggest insurance firms. These are all companies that most Danish citizens are used to receive check from

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## Digital Client Dossier

The Digital Client Dossier (DKD) is a specialized database designed to collate information about the unemployed from the different local authorities and social services involved in getting people back to work. DKD negates the need for repeated requests for the same data and ensures correct data is available for both professionals and clients. Since the introduction of DKD profoundly changes the way professionals have to approach clients, there is a large emphasis on the programme for the implementation and anchoring of the results within the different participating organisations.

The Ultimate goal is that the professionals of the Centre for Work and Income (CWI), the Employee Insurance Administration Institution (UWV) the Municipal Social Services (GSD) and the Social Security Bank (SVB) do not have to ask clients any more about information that already has been submitted. The DKD provides professionals with the information that otherwise would have been inaccessible due to secured back office systems of the involved institutions. Because of DKD professionals will be able to take over each others jobs more easily when it comes to assisting a client in the process of reintegration into a job.

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## Widening Setting Processes for Electronic Signatures

For the public and private sector alike, there is a necessity to identify and prove which customers and when are carrying out secure transactions online. By using "digital certificates" a citizen can prove their identity when dealing with a Council or Business, as effectively as though they were face-to-face in an office. The technology behind this is proven, mature and is known as PKI (Public Key Infrastructure). W-SPES will try to widen its use by removing some of the existing obstacles and helping establish common ways of working across the EU. There is a shortage of applications which need this technology. The partners worked together in the earlier SPES project developing such applications and these will be shared with new partners joining the team. Similarly, there is a need for a certificate issued in one city to be recognisable in another. By setting processes for how these credentials should be issued in a standardised way and by working on the technical aspects needed for such mutual recognition, progress has been made. The project partners are the cities of Prato, Saarbruecken, Sheffield, Bremerhaven, Dundee, Koper and Sunderland along with participants from Prato and Piacenza. A technical partner, Axetel, will provide valuable experience gained in the project EU-PKI.

# BIBLIOTECA VIRTUAL DEL SISTEMA SANITARIO PÚBLICO DE ANDALUCÍA

Andalusia is a Spanish region with more than 8 million inhabitants, with 92 000 health professionals.

The Andalusian Public Health System Virtual Library (Biblioteca Virtual del Sistema Sanitario Público de Andalucía/BV-SSPA). was created in June 2006, with the following objectives:

- To obtain documentary resources for health professionals;
- To help citizens to find health information;
- To coordinate the Andalusian Health Documentary centres;
- To establish strategic agreements with organizations;
- To contribute to the Knowledge Management Development.

It acquires all of the information resources for the Andalusian Public Health System and offers services for all its professionals, such as: Document Supply Services, Online Learning, User Service.

Since June 2006, these 92 000 health professionals have access to this Virtual Library from their workplace, but in February 2008, the BV-SSPA achieved to offer remote access to its resources, and the Andalusian Health Professionals can access to it worldwide, requiring only an internet connection.

Since the beginning, a Communication and marketing plan was established which allowed the knowledge and use of the BV-SSPA by the Andalusian Health Professionals, but also it takes part in National, International Congresses and Conferences. The institutional presence in scientific health events with our own stand and computers to show attendants how to use it has been a remarkable fact.

Only with three years of operation, we already have a number of great achievements:

Andalusian Health Professionals have access to the greatest Health Science Electronic Resources Collection in Spain, and the BV-SSPA has become the undisputed medium for the Health Research and Clinical healthcare in our region, being consolidated as the Knowledge Manager into the Andalusian Public Health System.

For next year, it faces new projects such as the institutional repository creation, HypatiaSalud; the analysis of our research activity; and the drafting of a normalised licence model for the contracting of electronic resources.

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**Editor's Choice of the week:** [u2010](#)

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## Latest News

- [UK: The Orchard Medical Centre wins award for telehealth system](#) | 12 January 2010 | United Kingdom
- [EU: Next ePractice Journal issue - Call for papers on Government 2.0](#) | 11 January 2010 | EU Institutions
- [IT: Outcomes of the 'EHR Infrastructure and Networked Health' project meeting](#) | 11 January 2010 | Italy
- [EU/INT: 'Environmental Atlas of Europe' unveiled at COP15](#) | 7 January 2010 | EU Institutions | International Organizations
- [EU/INT: Online European pollutants map demonstrated at Copenhagen Climate Change Conference](#) | 6 January 2010 | pan European | International Organizations
- [EU: Eight issue of European Journal of ePractice published: 'eHealth and beyond'](#) | 5 January 2010 | EU Institutions
- [PT: Surgical waiting list available online](#) | 5 January 2010 | Portugal
- [EE: Company registration portal is the fastest in the world](#) | 4 January 2010 | Estonia
- [EU: The eYouGuide now speaks 10 languages](#) | 29 December 2009 | EU Institutions
- [ES: Two hospitals jointly start working group on surgical technology innovation](#) | 29 December 2009 | Spain
- [LT: The Rural Area Information Technology Broadband Network 2 was signed](#) | 23 December 2009 | Lithuania

- [MK/EU: Internet as a tool to achieve greater government transparency and facilitate EU integration](#) | 23 December 2009 | FYR of Macedonia | EU Institutions
- [LV: Regulations for the protection of state information systems](#) | 23 December 2009 | Latvia
- [FR: New portal to prevent domestic fires](#) | 22 December 2009 | France
- [EU: Commission facilitates cross-border use of electronic signatures](#) | 22 December 2009 | EU Institutions
- [SE: Report on the introduction of eOrders in the State presented](#) | 18 December 2009 | Sweden
- [IE: Birth, marriage and death certificates can be purchased online via Certificate.ie](#) | 18 December 2009 | Ireland
- [EU: Sentinel data policy principles have been approved](#) | 18 December 2009 | Pan european
- [IT: A new portal on the accessibility of Internet services provided by the Public Administration](#) | 18 December 2009 | Italy
- [EU: Launching of the third generation GÉANT data network](#) | 18 December 2009 | EU Institutions
- [HU: Municipal Application Service Provider centres to be established](#) | 17 December 2009 | Hungary
- [UK: New online game to help children develop safety skills](#) | 17 December 2009 | United Kingdom
- [UK: Free geological data online via OpenGeoscience](#) | 17 December 2009 | United Kingdom
- [PT: Launch of web portal dedicated to working for the public service](#) | 16 December 2009 | Portugal
- [FR: A new Health portal for Youth aged 16 to 25](#) | 16 December 2009 | France
- [CH: Web-based questionnaire developed for assessing the environmental impacts of biofuels](#) | 15 December 2009 | Switzerland
- [UK: Action plan to improve frontline services by making government 'smarter'](#) | 15 December 2009 | United Kingdom
- [UK: Online toolkit for Muslims](#) | 15 December 2009 | United Kingdom
- [EU: e-Forum opens multimedia screens for eGov survey](#) | 15 December 2009 | Pan european
- [UK: Introducing fingerprint checks at the border](#) | 15 December 2009 | United Kingdom

## UK: The Orchard Medical Centre wins award for telehealth system - 12 January 2010

On 10 December 2009 the [Orchard Medical Centre](#) received a healthcare industry award for its successful use of telehealth services towards the improvement of care for patients with Chronic Heart Failure (CHF).

The [Health Business Telehealth Award](#) - demonstrated by the BBC News presenter Nicholas Owen at the award ceremony held at Arsenal's Emirates Stadium - recognises the achievements, innovation and dedication of staff in improving and transforming healthcare delivery and patient outcomes.

General Practitioners (GPs) and nurses at the Orchard Medical Centre in Bristol have successfully integrated telehealth solutions into their CHF service, to provide more preventative support within the community setting, keeping patients independent and out of emergency care, and promoting greater self-management.

The main advantages of the telehealth use is the decrease of hospital admissions and of some of the burden on secondary care providers; at the same time, telehealth solutions provide a cost-effective model of care for the management of the condition and liberate valuable resources. In addition, telehealth has proven valuable in identifying trends, such as changes in body weight at an early stage to enable early intervention, and also in providing support to patients, who find it difficult to visit the GP practice or hospital. Patients have found the telehealth equipment easy to use and this, in turn, has resulted in increased medication compliance and in improving patients' health and lifestyle.

The GP practice deployed telehealth solutions from a telehealthcare provider to carry out remote health monitoring; this is where the telehealth solution incites patients to take their vital signs and to answer health-related questions at a pre-set time each day.

The monitors of the telehealthcare solutions provider are used with medical devices including weighing scales, blood pressure monitors, peak flow meters and electrocardiogram (ECG) monitors that connect to the provider's health monitor and transmit the patient's vital signs and related health information. The District Nurses at the practice then securely access the data to make informed and timely decisions about patient health and well-being, working closely with the doctors.

According to the clinical lead of the telehealth project, Dr Richard Berkley: "Telehealth keeps people where they want to be, and that's at home with their family. Patient acceptance of telehealth is high; daily monitoring has enabled more accurate titration of patient medication, and also gives patients valuable reassurance, keeping them calm and reducing the risks of exacerbation and of hospital admission."

**Further information:**

- [Original news article - eHealthNews.eu Portal](#)
  - [The Orchard Medical Centre Website](#)
  - [The Health Business Telehealth Award Website](#)
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## **EU: Next ePractice Journal issue - Call for papers on Government 2.0 - 11 January 2010**

**The objective of the forthcoming edition of the ePractice Journal (ninth edition) is to conduct an in-depth critical reflection on government 2.0, taking stock of the lessons learnt from the implementation so far and designing the emerging trends. The deadline for article submissions is 29 January 2010.**

Journal article contributions are welcome on government 2.0 of both an empirical and theoretical nature, from a policy or technical perspective, from different disciplines, and particularly as relevant input in the definition of European policies on eGovernment.

By government 2.0 the Journal team does not refer only to the adoption of social tools (blog, wiki, social networks etc) in the government context, but to the overall change of values towards a more open and collaborative government. Relevant issues include transparency, re-use of public sector information, public decision-making, open innovation, social media adoption, collective intelligence, and user-generated public services. The application domains cover not only eParticipation, but all areas of government, including both back office and front-office, with particular emphasis on the role of citizens and civil servants.

The invited editor for the ninth edition of the ePractice Journal is [David Osimo](#).

Since its emergence in 2004, web 2.0 has rapidly moved from a purely socialising tool to a key professional application. In the government context the so-called government 2.0 is now moving from a set of sparse bottom-up initiatives for opening up government from the outside, to a high priority in the government agenda. The victory of Barack Obama and the first actions of his administration made clear that government 2.0 can be a strong driver for government reform.

In the European context, this new emphasis is evident in the priority given to research funding in [FP7 \(ICT for governance and policy modelling\)](#) and in the [eParticipation preparatory action](#). It will probably also be one priority of the forthcoming eGovernment Action Plan, in view of the emphasis given in the latest [Ministerial Declaration in Malmö](#), which was accompanied by an [Open Declaration](#).

But despite the progress made by government 2.0 in the policy agenda, much of the debate is still on the potential opportunities and risks, with government 2.0 evangelists emphasising the great benefits of crowdsourcing and leveraging collective intelligence, and sceptics pointing to the risks of wishful thinking, to the limits of transparency, and to the hype about its impact. It's due time therefore for an in-depth critical reflection on government 2.0.

**Further information:**

- [European Journal of ePractice - Call for papers: "Government 2.0: Hype, Hope, or Reality?"](#)
  - [Article submission guidelines](#)
  - [Contact for further information on article submission](#)
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## **IT: Outcomes of the 'EHR Infrastructure and Networked Health' project meeting - 11 January 2010**

**The meeting of the project 'Electronic Health Record (EHR) Infrastructure and Networked Health' took place on 10 and 11 December 2009 in Sorrento, Campania (southern Italy).**

The meeting was organised by the National Research Council (CNR) and the 'Department for Digitisation of Public Administration and Technological Innovation' of the Ministry of Public Administration and Innovation (hereafter referred to as 'the Ministry's Department').

The initiatives implemented under an agreement - concluded between the Ministry's Department and the ICT Department of the CNR - for the operation of joint digital innovation actions in the field of healthcare were introduced.

The meeting attendees (over 20 persons) representing the working groups of various organisations belonging to the CNR, presented the ongoing activities and discussed their progress status.

Special attention was paid to the recent initiatives launched in the framework of inter-ministry negotiation talks dedicated to eHealth. In particular, the participants analysed the technical proposal for the achievement of a new Electronic Health Record (\*) infrastructure model; it is expected to provide advanced functionalities for the localisation and management of the health documents constituting the EHR and for managing the changes of status during the health procedures.

Among other objectives, the proposed infrastructure seeks to be compatible with local architectural solutions with a view to reach a unique model of federated infrastructure that is shared at national level and aligned with the international scenario.

Lastly, the participants widely debated possible scenarios for the development of networked health services, especially ePrescribing.

(\*) *"Fascicolo sanitario elettronico" in Italian.*

### **Further information:**

- [Official press release - Ministry of Public Administration and Innovation \(in Italian\)](#)

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## **EU/INT: 'Environmental Atlas of Europe' unveiled at COP15 - 7 January 2010**

**In support of the United Nations Framework Convention on Climate Change (COP15) which took place in Copenhagen last December 2009, the European Environment Agency hosted the 'Bend the Trend' event on 13 December to provide a global climate networking platform and premiere the screening of the new 'Environmental Atlas of Europe'.**

The 'Environmental Atlas of Europe', a joint project of the European Environment Agency (EEA), the UN Environment Programme (UNEP) and the European Space Agency (ESA), is a series of short films showing the significance of environmental change depicted in comparisons of stunning satellite images through the years and the different ways people are responding to these changes.

ESA provided a variety of up-to-date satellite images and products from various European satellites. These range from ship ice roads in the Baltic Sea to the river systems of Albania, from a gigantic plankton bloom off the Irish coast to the reduction of agricultural land in south-east Georgia. Each of these images will help to make the viewer understand the environmental, scientific and political issues of today.

It is important for various institutions and actors to work together to team efforts to match space-based data with local, or in-situ, data. Combining space-based measurements with in-situ measurements and other sources like historic weather records and maps help to understand better climate change and to raise awareness.

EEA is associated with the service development activities in the GMES (Global Monitoring for Environment and Security) programme. GMES is a joint programme run by the European Commission and ESA to develop European Earth-observation capacities and monitor climate change. ESA is responsible for the space component of GMES, and EEA is responsible for the in-situ component.

**Further information:**

- [Official, full news article - European Space Agency](#)
- ['Bend the Trend'](#)
- [GMES](#)

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## **EU/INT: Online European pollutants map demonstrated at Copenhagen Climate Change Conference - 6 January 2010**

**At the Republic of Armenia side event to the United Nations Climate Change Conference Copenhagen 2009 (UNFCCC CoP-15) the United Nations Economic Commission for Europe (UNECE) launched an online map showing more than 40 000 facilities emitting greenhouse gases and other major pollutants.**

The UNECE and the United Nations Environment Programme (UNEP) demonstrated an online map, using Google, showing European industries and other sources which emit greenhouse gases and other major pollutants at an official side event to the Climate Change Conference, held in Copenhagen, on 15 December 2009.

The demonstration map can be viewed at <http://unece.unog.ch/enhs/pp/demo3/trymap.asp>.

The information presented in the online map was produced using data publicly available and downloaded from the European Pollutant Release and Transfer Register (PRTR) portal - <http://prtr.ec.europa.eu/>. The European PRTR contains data collected from 30 countries in line with the requirements of the European PRTR Regulation and the Kiev Protocol on PRTRs to the UNECE Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters.

"The demonstration shows how the public and other third party users of environmental information can access and mash pollutant release and transfer data obtained through the Kiev Protocol and its sister regulation, the European PRTR" said Laura Altinger, PhD, UNECE Economic Affairs Officer.

Dr. Altinger met in Copenhagen with Christiaan Adams, PhD, Google Earth and Maps Specialist, Google's top expert in web mapping, to discuss possible partnerships between UNECE and Google.

The PRTR side event was organised by the Republic of Armenia in cooperation with the International Pollutant Release and Transfer Registers (PRTR) Coordinating Group, a United Nations interagency body serviced by UNECE.

**Further information:**

- [Side event announcement - "Cutting the Carbon Knot: Pollutant Release and Transfer Registers as a Tool for Strengthening Greenhouse Gas Reporting and Raising Awareness to Promote GHG Emission Cuts"](#)
- [Original press release - United Nations Economic Commission for Europe](#)
- [PRTR demonstration map](#)
- [European Pollutant Release and Transfer Register \(PRTR\) portal](#)

## EU: Eight issue of European Journal of ePractice published: 'eHealth and beyond' - 5 January 2010

The latest European Journal of ePractice volume has been published under the title 'eHealth and beyond'. It focuses on the transition to new models of healthcare in the next decade and beyond as a response to the critical challenges facing health and social systems in Europe.

Today, citizens aged 65+ make up close to 18 % of the total population in all EU countries and the percentage of elderly will increase further in the following years. The most dramatic raise is expected in the 80+ age range. Ageing of the population together with unhealthy life styles are generating an increased prevalence of chronic conditions that place additional strains on both health and social support systems. In this scenario, existing health systems must make the transition to new models of care, with a shift towards integrated patient management

The consolidated results of over 10 years of research on information and communication technologies (ICT) have generated evidence of the enabling role of ICT on the whole range of services, from life style and self health management, to improving health related quality of lives of patients and citizens, as well as managing chronic disease conditions such as asthma, chronic obstructive pulmonary disease (COPD), chronic heart disease (CHD) and mental health. Moreover, it is suggested that properly designed innovative health services supported by ICT may have a positive impact on chronic disease modulation and prognosis.

Despite the many advances in technology, deployment has lagged behind. The barriers originate at different levels and are associated to a multitude of technological, cultural, legal, political and market related factors.

The articles contained in the present issue of the Journal are:

- 'Deploying Connected Health among the Actors on Chronic Conditions' - Authors: Angelo Rossi Mori, Marta Mazzeo and Simona D'Auria
- 'Six Steps to Electronic Health Records Interoperability' - Authors: Dr. Georg Heidenreich & Dr. Pantelis Angelidis
- 'Reflections on a Decade of eHealth The Second Stage in Healthcare Transformation' - Authors: David Lloyd Williams & Dr. Martin D. Denz
- 'Medical Informatics 2040: Reengineering & Transforming Healthcare in the 21st Century' - Authors: Peter J. Groen & Douglas Goldstein
- 'Decision Support Systems in Health Care: towards a Simulated Health System' - Authors: Efthymios Altsitsiadis, Birgit Hinrichs, Dr. Fotis Topouzis, Dr. Eggert Stockfleth & Dr. Konstantinos Pappas
- 'Cameras in your living room, the next step in e-homecare?' - Author: Griet Verhenneman
- 'Acceptance of Virus Radar' - Authors: David. S. Stodolsky & C. N. Zaharia

### Further information:

- [Volume 8 of the European Journal of ePractice](#)

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## PT: Surgical waiting list available online - 5 January 2010

Since 23 December 2009, people who are on a waiting list for surgical intervention in Portugal have been able to find out via the Internet their place on the list as well as the waiting time until the operation. To access this information, they only need to register through the [Health Portal](#).

The Ministry of Health declared in a statement that this service has been made available via the [Integrated System for the Management of Surgical Patient Lists \(e-SIGIC\)](#). To access the system, patients must create an account by simply completing a brief form and filling in their Social Security number (SNS).

At the beginning of December 2009, Minister for Health Ana Jorge announced during a Health Parliamentary Committee session that the surgical waiting list would be available online by the 2009.

By achieving this target, the Government thus reached one more measure among those envisaged in the Simplex 2009 Programme. The Simplex Programme incorporates a vast Administrative and Legislative Simplification Programme designed to reduce bureaucracy, increase the State's transparency and the Public Administration's efficiency, and ultimately improve people's relationship with public departments.

The Minister said that approx. 170 thousand patients have been placed on the surgical intervention list.

**Further information:**

- [Official press release - Citizen's Portal \(in Portuguese\)](#)
  - [Integrated System for the Management of Surgical Patient Lists - e-SIGIC \(in Portuguese\)](#)
  - [Portuguese Health Portal \(in Portuguese\)](#)
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## **EE: Company registration portal is the fastest in the world - 4 January 2010**

**The World Record of the fastest establishment of a company via the Internet has been reached using the [eCommercial Register of the Company Registration Portal \(CReP\)](#) of the Centre of Registers and Information Systems of the Estonian Ministry of Justice.**

According to Ando Rehemaa, Director of the Centre of Registers and Information Systems, the goal of the World Record was to show that Estonia has made it extremely easy for an entrepreneur to establish a company. "The State has reduced bureaucracy and created the world's fastest online solutions, so that entrepreneurs can start their business activities as comfortable as possible."

Raivo Keskra, an entrepreneur, established the private limited enterprise Hankeabi OÜ in front of the participants of the InnoEstonia 2009 conference; the entire registration process of the enterprise took exactly 18 minutes and 3.05 seconds.

Keskra indicated that he has been using the Estonian ID card since year 2005. "I have also given my vote on elections with the ID card, I have filed annual reports of enterprises and now I registered my first enterprise in the eCommercial Register Company Registration Portal with the ID card."

This World Record will be registered in the Universal Record Database. "The Universal Record Database has confirmed that the category of the fastest private limited enterprise established via an online portal conforms to the standards of their organisation and as soon as we have entered the data of the record at their website, it will be confirmed as an official World Record," explained Rehemaa.

The target of the World Record was to establish a completely new private limited enterprise with a new name and a new Commercial Registry code, with the founder and the Board Member being a natural person. The enterprise was registered in everyday conditions, using the usual procedure.

The application forms for registering the enterprise were not pre-filled and the entire process of registration, opening the starting eAccount and transferring the share capital payment to that account, paying the state fee and filling in the application was included in the time result of the World Record. Time was measured with the accuracy of a hundredth of a second, from the start to the moment of the record appearing in the database of the eCommercial Register.

"We are happy to have made a World Record with such an impressive time result and now we will wait whether there are any competitors from other countries who will accept the challenge of improving on this record time," said Rehemaa. "At the same time, we will continue the work for enhancing our system further to have better results than all competitors."

The eCommercial Register Company Registration Portal can be used by any citizen who has an Estonian, Portuguese, Belgian or Finnish ID card, or an Estonian or Lithuanian Mobile ID. The online portal allows an entrepreneur to perform many activities without leaving the office. For example, it is possible to establish a new enterprise or to change the register data of an existing enterprise.

The eCommercial Register Company Registration Portal has made the process of establishing a legal person simple and comprehensible, in order to facilitate the completion of this otherwise complex process. By using standard solutions, it is possible to register an enterprise without the help of a notary, and this allows a new enterprise to be established in no more than a single day.

The official name of the new World Record is "Fastest Time To Register A Private Limited Company Via The Internet".

**Further information:**

- [Official press release - Centre of Registers and Information Systems \(RIK\) of the Estonian Ministry of Justice](#)
  - [eCommercial Register of the Company Registration Portal \(CreP\)](#)
  - [Link to the record registrar and record attempt](#)
  - [CReP - ePractice case](#)
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## **EU: The eYouGuide now speaks 10 languages - 29 December 2009**

**eYouGuide, Europe's first online tool giving consumers practical advice on their "digital rights" under EU law is now available in 10 languages.**

The languages available are: Bulgarian, Czech, Dutch, English, French, German, Italian, Polish, Spanish and Swedish. The website will be updated and extended to more EU languages at the beginning of 2010.

The eYouGuide was launched on 5 May 2009. It provides information on a number of issues related to online activities, such as online shopping, networking, uploading and downloading content and making online payments, and many more. It is meant as a tool to improve consumers' awareness and confidence in the digital environment.

**Further information:**

- [Original news article - Europa - Europe's Information Society thematic portal](#)
  - [eYouGuide website](#)
  - [Previous ePractice news item - eYouGuide: a new website on Internet users' rights is launched](#)
- 

## **ES: Two hospitals jointly start working group on surgical technology innovation - 29 December 2009**

**The General Surgery Service of the Hospital 'Virgen del Rocío' of Seville and the Image-guided Surgery Unit of the 'Hospital Clínico' of Madrid have created a working group whose aim is to boost innovation in surgical technology.**

Engineers from the Superior Polytechnic Schools of the University of Seville and the Miguel Hernández de Elche University are also collaborating in this unique and pioneer initiative along with the Spanish Federation of Health Technology Companies.

On the occasion of the first meeting of the working group, several examples of progress in various areas of surgical technology development and innovation were presented, such as:

- computer-assisted surgery (robotics and mini-robot design projects);
- image and navigation (interventional oncology, real time lymph node navigation and image analysis applied to the hepatic transplantation process);
- process and system engineering (home hospitalisation and use of magnets in minimally invasive surgery);
- biomaterials for surgical use (perianal fistulas sealing system, prosthesis and new suture)

**Further information:**

- [Original news article - Saludinnova \(in Spanish\)](#)
- 

## **LT: The Rural Area Information Technology Broadband Network 2 was signed - 23 December 2009**

**On 7 December 2009 a financial agreement of the Second Phase of the Rural Area Information Technology Broadband Network (RAIN-2) was signed.**

The agreement was signed by the Director of the Information Society Development Committee, Aurimas Matulis, the Chancellor of the Ministry of Transport and Communications of the Republic of Lithuania, Alminas Maciulis and the Deputy Director of the Central Project Management Agency, Mindaugas Keizeris.

The RAIN-2 is planned to create an opportunity for financially assist public institutions in connecting to RAIN network and also in building the infrastructure that is needed for private companies to provide broadband internet service in rural and remote areas. The results the RAIN-2 is expected to bring, are the following:

- Residents and organizations in 98 % of the territory of rural areas will have the possibility to use broadband communications services.
- A competitive environment for the provision of broadband communications will be created; therefore, users will have the opportunity to choose a service provider.
- General knowledge centres in rural areas are the following: schools, libraries and public internet centres, as well as state authorities. They all will be connected to broadband connections networks.

According to the 2007-2013 Economic Growth Action priority 'Information Society for All' under the EU's structural support, the project is expected to be implemented during a period of 40 months and its total value will be 208.9 million litas (approx. €60 500).

**Background**

The Rural Area Information Technology Broadband Network (RAIN) is a phased broadband infrastructure development, whose primary aim is to bring broadband access to the Lithuanian municipal offices, citizens and enterprises in the under-served rural areas. The purpose of RAIN is to improve the possibilities of the inhabitants in the rural areas to use information technology in order to improve their conditions of life. The objectives of the project are to:

- improve, in essence, the possibilities for the inhabitants of rural areas to employ modern ICT instruments for the purposes of education and development of skills, creativity and entrepreneurship;
- develop a model for Central and Eastern Europe countries presenting the practical way of involving the rural areas' inhabitants into modernization of their activities by the use of ICT instruments.

The project aims to set up fibre-optics broadband network channels in all the rural local administration centres that currently do not have such access.

**Further information:**

- [Official Press Release -Information Society Development Committee of the Republic of Lithuania - Website \(in Lithuanian\)](#)
  - [Related ePractice Case: RAIN](#)
  - [Infobalt Association-Digital Lithuania -Website](#)
-

## MK/EU: Internet as a tool to achieve greater government transparency and facilitate EU integration - 23 December 2009

"The application of the Internet and other new information technologies on top of traditional media enables greater transparency in the government operation and the democratisation of society by opening new channels for the involvement of citizens in the decision-making process." This is the statement made on the final day of the Fifth International Conference 'e-Society.Mk' (3 December 2009).

The Fifth International Conference 'e-Society.Mk' was held under the theme 'I Media' on 2-3 December 2009. It focused on the role of new media in supporting debate, dialogue, participation and social change in the former Yugoslav Republic of Macedonia.

In his address, Minister for Information Society Ivo Ivanovski said that the citizens of the *former Yugoslav Republic of Macedonia* enjoy an open access to government information and services and that they can participate in building a democratic society through the establishment of the eGovernment concept, which is already up and produces its first successes. Ivanovski however added that much remains to be written; the Government will develop tools for an effective public debate and participation in the democratic decision-making process.

"Reduced corruption, greater transparency and increased information security for the exercise of rights and obligations are expected results" he said. "In this way, the concept of eGovernment is to be understood not only as supporting the work of the Public Administration, but also as an important factor for the sustainable development of the whole society."

For Isabelle Ginel, Premier Conseiller of the French Embassy in Skopje, there are three possible development paths in the application of new communication technologies:

- Reconstructing traditional media and orientating them towards the Internet;
- The explosion of web radio, which offers real-time information and greatly increases reliance on government;
- Compelling the public institutions to use new media and adapt their strategies and ways of working to meet the needs of today's times.

The Internet is especially adapted, according to Ginel, to specific debates on local or global issues and it enables the exchange of ideas in a short amount of time. The application of new technologies also represents a particular challenge in terms of fundamental rights and freedoms and for the enlargement of the European Union to the Western Balkan countries.

For those Western Balkan countries that are currently in the process of integrating into the EU, the monitoring of progress in technical chapters in the framework of the negotiations will imply changes in practical procedures. It will raise the question of Internet access and blogging will gain a specific meaning. Ginel pointed out that the European Commission has already had a series of tools available, such as panels for consultation with European citizens, which are of significant importance to the enlargement process.

### Further information:

- [Original press release - Ministry of Information Society \(in Macedonian\)](#)
- [Metamorphosis Foundation](#)

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## LV: Regulations for the protection of state information systems - 23 December 2009

The [Latvian Cabinet of Ministers](#) approved on 15 December 2009 regulations that govern the protection of critical state information systems and information systems' integrators.

The regulations include requirements for state information systems such as power supply and provision, data exchange, physical and logical data protection, monitoring, data backup and storage systems, software update as well as support personnel.

The regulations were issued considering the Law on State Information Systems, which exclusively determines features of state information system, while requirements for protection of critical state information systems and information systems' integrators were not determined.

**Further information:**

- [Official Press Release - Latvian Cabinet of Ministers - Website \(in Latvian\)](#)
- 

## **FR: New portal to prevent domestic fires - 22 December 2009**

The French State Secretary for Housing and Town Planning, Benoist Apparu, has recently presented the '[prevention-incendie.gouv.fr](#)' portal whose purpose is to help citizens to anticipate domestic fire risks.

A prevention guide along with two sections entitled 'measuring risks' and 'anticipate fires' lists all the decisive actions that can save lives.

For people to check the safety of their home, the websites provides practical advice for each room of the house. Pedagogic videos show how to avoid a fire and how to react when it breaks out.

In order to prompt citizens to install fire detectors at home, a video explains how to do so.

**Further information:**

- [Official press release - Government portal \(in French\)](#)
  - '[prevention-incendie.gouv.fr](#)' portal (in French)
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## **EU: Commission facilitates cross-border use of electronic signatures - 22 December 2009**

**In order to improve the interoperability of electronic signatures and to facilitate their cross border use, initially in the framework of the Services Directive, the European Commission has published a central list with links to national "trusted lists" of certification-service providers issuing qualified certificates.**

In the framework of the [Services Directive](#) (2006/123/EC), Member States had to establish and publish by 28 December 2009 the so-called "trusted lists" of certification-service providers issuing qualified certificates in accordance with the eSignature Directive (1999/93/EC). This obligation is part of the implementation measures adopted by Commission Decision 2009/767/EC. It aims at enhancing the cross-border use of electronic signatures.

The national trusted lists make available information about certification-service providers active in the Member States who are entitled to issue certificates that allow citizens and businesses to electronically sign documents. The information provided is necessary for the validation of electronic signatures, which so far has been difficult to find.

This lack of information has in the past undermined trust in and acceptance of eSignatures from other Member States.

In his speech at the 5th Ministerial eGovernment Conference in Malmö, Vice-President of the European Commission Siim Kallas underlined the importance of the trusted lists which he qualified as one of the major steps forward to ensure the interoperability of eSignatures. He expects that even if initiated under the Services Directive, the positive effect of these lists will go well beyond the Directive and enhance the cross-border use of electronic signatures in general.

In order to allow access to the trusted lists of all Member States in an easy manner, the European Commission has published a central list with links to national "trusted lists". This central list has been created by the Directorate General for Informatics under the IDABC-programme in close collaboration with Directorates-General Internal Market and Services and Information Society and Media.

In accordance with the ETSI TS 102 231, the central list is available on a secure website in two formats:

- A human readable format: [https://ec.europa.eu/information\\_society/policy/esignature/trusted-list/tl-hr.pdf](https://ec.europa.eu/information_society/policy/esignature/trusted-list/tl-hr.pdf)
- A format suitable for automated (machine) processing:  
[https://ec.europa.eu/information\\_society/policy/esignature/trusted-list/tl-mp.xml](https://ec.europa.eu/information_society/policy/esignature/trusted-list/tl-mp.xml)

**Further information:**

- [Official news article - IDABC](#)
  - [Commission Decision 2009/767/EC](#)
  - [Action Plan on eSignatures and identification to facilitate the provision of cross-border public services in the Single Market - ePractice library](#)
  - [Trusted List](#)
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## **SE: Report on the introduction of eOrders in the State presented - 18 December 2009**

The Swedish 'National Financial Management Authority' (ESV) released on 11 December 2009 its report on the introduction of eOrders in the State.

The ESV has been mandated by the Government to lead and coordinate the implementation of electronic orders in the Public Administration. The goal is for government authorities to be able to manage their outgoing orders electronically by the end of 2013.

The report describes the work done by ESV from June to December 2009. It contains proposals for rules and regulations, future actions and draft implementation plan in three phases. All the proposals must be endorsed by the Government in order to take effect.

The ESV liaised with the E-Government Delegation to draft the relevant regulations.

Otherwise, an important issue in the future is to coordinate the transition to eOrders with the upcoming transition to joint operations support, as suggested by the E-Government Delegation. The delegation has proposed interaction with the ESV in the process of joint activities support, which ESV welcomes.

**Further information:**

- [Original news article - E-Government Delegation \(in Swedish\)](#)
  - [Report on the introduction of eOrders in the State - ePractice library](#)
- 

## **IE: Birth, marriage and death certificates can be purchased online via Certificate.ie - 18 December 2009**

In November 2009, the Health Service Executive (HSE) launched [www.certificates.ie](http://www.certificates.ie); this service allows citizens to purchase birth, marriage and death certificates online, using a secure payment facility.

The registers of Births, Deaths and Marriages are public records, and where sufficient relevant information is given by the applicant, a copy of a certificate can be purchased for a statutory fee. The information required varies according to the type of certificates applied for, but anyone who provides this information can buy anyone else's certificate.

Applicants will thus be asked to confirm online certain details of the life event they wish to get a certificate for as well as their name and address for delivery, and to enter their card details for payment.

To ensure the security of the applicants' credit or Laser card information when they pay using this site, the HSE uses Secure Socket Layer (SSL) technology. Laser and credit card information is not retained on Certificate.ie, rather it is securely transferred to a Secure Data Processor.

Each certificate costs €8, with a fee of €2 for searching. An additional certificate for the same record costs €8. There is an additional fee of €1 for postage within the Republic of Ireland and United Kingdom and €2 for postage elsewhere.

### **Background information**

The Civil Registration Service (CRS) maintains all records of births, deaths and marriages in the Irish state. The Civil Registration Service is part of the Health Service Executive and was previously known as Births, Deaths and Marriages.

### **Further information:**

- [Official press release - Citizens Information](#)
- [Certificates.ie website](#)

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## **EU: Sentinel data policy principles have been approved - 18 December 2009**

**In November 2009, the European Space Agency (ESA) Member States approved a set of new principles for the Sentinel Data Policy that establishes full and open access to data acquired by the upcoming Sentinel satellite missions.**

The Sentinels comprise five new missions ([Sentinel-1](#), [Sentinel-2](#), [Sentinel 3](#), [Sentinel 4 and 5](#)) that are developed by ESA specifically for the operational needs of the Global Monitoring for Environment and Security programme (GMES). As part of the ESA-led GMES Space Component, which guarantees access to a variety of Earth Observation (EO) data, ESA and the European Commission worked together to define the principles and implementation scheme of the Sentinel Data Policy. The policy is part of a more overarching GMES data and information policy that aims to strengthen EO markets in Europe, enabling growth and job creation, and to support European research communities.

The new data policy ensures free-of-charge access to all Sentinel data as well as the products generated via the Internet to anyone interested in using them, mainly for GMES data use but also for scientific and commercial use. Other access modes and the delivery of additional products will be tailored to specific user requests, but not necessarily within ESA's responsibility. The policy continues the international trend for full and open access to EO data, in line with the intergovernmental Group on Earth Observations (GEO) data sharing principles. Furthermore, it responds directly to the increasing demand of EO data in the context of climate change initiatives and in support for the implementation of environmental policies.

### **Further information:**

- [Official Press Release -European Space Agency- Website](#)

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## **IT: A new portal on the accessibility of Internet services provided by the Public Administration - 18 December 2009**

**[www.accessibile.gov.it](http://www.accessibile.gov.it) is a portal dedicated to the Observatory on the accessibility of Internet services provided by the Public Administration.**

One of the main requirements and also a primary objective of online communication in Public Administration is to provide greater accessibility to information and full usability of the services offered. This website powered by Formez at the initiative of the Italian Ministry of Public Administration and Innovation, is intended to become the meeting point between citizens and the Public Administration in order to improve the quality of the public services provided online.

This portal is meant for all Italian citizens, Italians abroad, foreigners in Italy, people with disabilities, or less experienced individuals, for anyone having trouble using online services and accessing information made available from the Public Administration.

There are two priority goals in this initiative. The first goal concerns the constant updating of the national legislation on access, following the adoption of the Web Content Accessibility Guidelines (WCAG) 2.0 - the new international recommendations - and the second goal regards the management of alerts for the citizens experiencing difficulties in enjoying the services provided through public websites.

This is how the system operates. The users encountering difficulties when using a specific public website expose a complaint or offer a suggestion, by accessing the "Messages" section, filling out a form and sending it. At first, the comments are analysed from the back office of the observatory and are assigned to accessibility experts. Once the adequacy of the report is verified, it is published on the website and sent to the administration concerned (first phase is signalled by a sad red face indicating the status of "received"). In the second stage, the administration welcomes the report of the observatory and takes over the issue (the second stage is signalled by a normal yellow smiley face indicating the status "in process"). Finally, the institution involved - possibly assisted by the expert - will remove the difficulties facing the user and will in turn notify the back office of the observatory which will update the status of the alerts (the third stage is signalled by a green smiley face indicating the state "resolved").

The user can be aware of the status of a report by accessing the 'Records' List'. Each report is listed and accompanied by an emoticon according to the current status of the report. In the section 'Examples and guides', achievements on samples are presented in text, video tutorials and articles, among other. The aim of the collection is to propose solutions that can be replicated and that particularly please the user, as well as support material for those who prepare the content.

#### Further information:

- [Official press release of the portal of 'Formez'](#) (in Italian)
- [Official website of the Ministry of Public Administration and Innovation - 'Accessible: Observatory of services' accessibility of the Public Administration'](#) (in Italian)

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## EU: Launching of the third generation GÉANT data network - 18 December 2009

The third generation of **GÉANT** -the pan-European data network dedicated to the research and education community- was **officially launched in Stockholm** on 1 December 2009.

**GÉANT** is a high-bandwidth network that provides advanced interconnectivity between Europe's National Research and Education Networks (NRENs) through 50 000 kilometres of mostly optical fibre. 40 million researchers and students across Europe, who use GÉANT, will be able to better tackle the new science challenges thanks to networking innovation and advanced user services. From 2012 researchers from all over the world will enjoy connection speeds of up to 100 Gigabits per second, ten times higher than previously. Faster speeds will, for example help scientists to work better together and will also enable them to process massive amounts of data that come from other projects. GÉANT 3 is receiving €93 million in funding from the European Union's Seventh Framework Programme (FP7) and a similar amount from NRENs and will run until 2012.

The GÉANT 3 project is developing a portfolio of advanced services like bandwidth on demand for specific project requirements. This means that, for example, astronomers exploring the universe can combine data gathered from radio telescopes over GÉANT with a special "on demand" connection rather than needing a specific, "always on" data transmission line allowing an optimized usage of the resource. By investing in advanced technologies, the new generation of the GÉANT project aims at keeping Europe at the forefront of research networking and e-Science that rely on advanced use of ICT tools, as well as in the lead of shaping the internet of the future. GÉANT 3, building on the successes of its predecessors, also seeks to address the digital divide faced by the research and education community, by working towards matching the cost of connectivity and improving network links across Europe.

**Further information:**

- [Official Press Release -European Commission-Information Society and Media Directorate General- Website](#)
  - [GÉANT Project - Website](#)
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## **HU: Municipal Application Service Provider centres to be established - 17 December 2009**

**The Hungarian Government has launched a call for tender for the establishment of seven municipal Application Service Provider (ASP) centres.**

Municipal eServices in Hungary are scarce and have low-quality standards. In addition, the differences between the municipalities are sometimes considerable; the bigger municipalities have created insular solutions resulting from calls for tenders, while in the smaller localities - villages of nearly 2 900 inhabitants - the conditions for starting eServices are still lacking.

Only 30 percent of the Hungarian population can benefit from municipal eServices. Most of the municipalities are unable to give adequate answers to the challenges of eGovernment and the changing environment.

The creation of the seven municipal ASP centres aims to solve these problems by enabling a wide range of local authorities to provide eGovernment services. Taking into account the results of the surveys implemented prior to announcing the call for tenders, the ASP centres will offer at least the following services:

1. Document management and workflow system
2. Municipal portal system
3. Social administration system
4. Tax application
5. Industrial and trade management system
6. Building authority system
7. Economic management system
8. Guardianship system
9. Corporate work support system

The programme is primarily intended to support small and medium sized local authorities since these are those where financial resources are most needed. However, the applicants must undertake to maintain the system in the long run under market conditions, so the villages of less than 5 000 people try to take up the above mentioned challenges by forming consortia.

**Further information:**

- [Official information - Senior State Secretariat for Infocommunication - Electronic Government Centre \(in Hungarian\)](#)
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## **UK: New online game to help children develop safety skills - 17 December 2009**

**The British Road Safety Minister, Paul Clark, launched, on 19 November 2009, an innovative online game to help reduce the number of children killed and injured on Britain's roads.**

Paul Clark said: "Our roads are among the safest in the world but the death of any child is one death too many".

This multi-player online game, 'The Code of Everand', uses a virtual world to help children develop skills - for instance, finding a safe place and planning ahead - which will help them to stay safe in the real world. These skills are particularly vital for children as they make the transition from primary to secondary school and start making longer journeys on their own.

Created in the context of the latest THINK! Campaigns of the Road Safety Ministry, the game is set in the fantasy land of Everand which is criss-crossed by spirit channels, inhabited by dangerous creatures. Players are 'Pathfinders', the heroes of the society, who travel about the land and are trained to cross the spirit channels safely. The game uses real road data so players confront hazards based on the real situations that children face on the roads.

Paul Clark continues: "Today's young people have access to more media than any before and their attitudes to communications have become much more sophisticated. 'The Code of Everand' reflects this sophistication and by communicating with children through a medium they already enjoy using, we hope to improve their understanding of the importance of safe road behaviour".

Research has shown that computer games can help children develop essential skills such as logical thinking, planning ahead and cooperation.

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#### Further information:

- [Official press release of the website of the Central Office of Information \(COI\) - News Distribution Service for Government and the Public Sector](#)
- ["The Code Everand" website](#)

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## UK: Free geological data online via OpenGeoscience - 17 December 2009

The British Geological Survey (BGS) has recently launched [OpenGeoscience](#), an online service where one can view maps, download photographs and other geological information.

The use of the OpenGeoscience material is free-of-charge for non-commercial private study, research and educational activities.

OpenGeoscience is structured around six sections:

1. **Data:** Many of the BGS's most popular datasets are available to search and view in this section which comprises: [GeoIndex](#) - map-based index of the data BGS holds; [Lexicon of Named Rock Units](#) - BGS definitions of terms that appear on the Survey's maps and publications; [Rock Classification Scheme](#) - system for classifying and naming geological materials; [Rock Collections](#) - a million plus samples in mineralogy & petrology collections.
2. **Maps:** to view the geology of Great Britain from one's web browser (simple view), a geobrowser (intermediate view) or GIS systems (advanced data - 625k - and view - 50k).
3. **Images:** [GeoScenic](#) allows viewing and downloading images from the vast collections of geological photographs held in the National Archive of Geological Photographs. The download of 1000 X 1000 pixel images is free, for non-commercial use.
4. **Education:** Information and resources for schools and colleges, lifelong learners or anyone with an interest in geology. Among other free resources is [GeoScholar](#), a set of free geological data - available in GIS format - for UK universities and the higher education sector, to support teaching and learning within the geosciences.
5. **Reports:** Free pdfs downloads.
6. **Software:** Mapping and pumping tests software downloads.

#### Background information

The British Geological Survey (BGS) is the world's oldest national geological survey and the United Kingdom's premier centre for earth science information and expertise. As a public sector organisation, it is responsible for advising the UK government on all aspects of geoscience.

#### Further information:

- [OpenGeoscience portal](#)
- [British Geological Survey](#)

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## PT: Launch of web portal dedicated to working for the public service - 16 December 2009

Called '[Working in the Public Administration](#)', the portal went live on 7 December 2009. It has been created under the 'Simplex 09' programme.

A sub-site of the Directorate-General for Administration and Public Employment (DGAEP) website, the portal consists of a set of systematic information on the legal framework governing public employment.

The Ministry of Finance and Public Administration said in a press release that the portal provides all stakeholders and public administration employees with a pragmatic and utilitarian approach to the rules pertaining to the public service.

The information available breaks into three sections - 'Career start', 'Performing functions' and 'End of career' respectively - each of which consists of a wide range of topics such as recruitment, collective bargaining, remuneration, mobility, social protection and much more.

Each theme is compiled in a synthetic sheet outlining the key aspects of the applicable rules and featuring links to legal texts, clarifications and complementary jurisprudence, as well as the forms for exercising the relating rights, which may be completed by electronic means.

The Finance Ministry informed that the portal's scope and tools are scalable and upgradable. Some sub-sections are still under development but they are planned to be available soon. Those interested are invited to direct their comments and feedback to [comunicacao@dgaep.gov.pt](mailto:comunicacao@dgaep.gov.pt).

### Background information

The Simplex Programme incorporates a vast Administrative and Legislative Simplification Programme designed to reduce bureaucracy, increase the State's transparency and the Public Administration's efficiency, and ultimately improve people's relationship with public departments.

### Further information:

- [Official press release - Citizen's Portal \(in Portuguese\)](#)
- ['Working in the Public Administration' portal \(in Portuguese\)](#)

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## FR: A new Health portal for Youth aged 16 to 25 - 16 December 2009

The French Ministry of Health and Sport has launched a new health portal: [www.portailsantejeunes.com](http://www.portailsantejeunes.com).

Through this portal, young people (aged 16-25) will be able to find answers in a variety of health issues that trouble them, namely, sexually transmitted infections/diseases, contraception, alcohol, smoking, substance abuse, depression and nutrition, among other.

To inform the youth and direct them to confidential aid facilities, four sections have been created:

- the section 'Inform yourself' (*T'informer*) which refers to the thematic information websites developed by [Inpes](http://onsexprime.fr) ([onsexprime.fr](http://onsexprime.fr), [choisirscontraception.fr](http://choisirscontraception.fr), [mangerbouger.fr](http://mangerbouger.fr), etc.);
- the section 'Lets discuss it' (*En parler*) which is a directory of telephone lines, website addresses and fora to exchange views with health professionals or share their experience (Youth Health Forum, HIV / AIDS Information Service, Tobacco Information Service, etc.);
- the section 'Doc to download' (*La doc à télécharger*) which makes available [Inpes](http://Inpes) information materials (brochures, leaflets, ...) on each theme, free of charge;

- the section 'Relevant videos' (*Les vidéos sur le sujet*) which regroups the [Inpes](#) prevention campaigns since 2007.

The link [www.marvellousmobile.fr/inpes\\_portail](http://www.marvellousmobile.fr/inpes_portail) allows access to the portal from a mobile telephone. Another solution is to enter the person's telephone number on the portal; the link is then sent by SMS. The portal is also accessible from the [Inpes](#) website.

**Further information:**

- [Original article of the 'Artesi' website](#) (in French)
- [Official website of the 'Health portal for the Youth'](#) (in French)

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## **CH: Web-based questionnaire developed for assessing the environmental impacts of biofuels - 15 December 2009**

**A web-based questionnaire, '[Sustainability Quick Check for Biofuels](#)' (SQCB), has been created based on the environmental impacts of various production chains of biofuels and feedstocks.**

Biofuels are often considered as favorable alternatives to fossil fuels which would help achieving the target of a CO<sub>2</sub>-neutral and eco-friendly mobility. However, according to the results of a study carried out by [Empa](#) two years ago, not all biofuels are really sustainable. Small producers of biofuels can only enter the global market of sustainable biofuels if the tools to assess the environmental impact of their biofuels are affordable. Therefore, certification schemes bear the risk that such small and independent producers will be locked out and that only international investors and large-scale plantations will dominate the market for sustainable biofuels.

The SQCB initiated by the Swiss State Secretary for Economic Affairs (Secrétariat d'Etat à l'Economie, SECO) and developed by Empa - is worldwide the first web tool for this kind of assessment and freely accessible. Users only have to enter the most relevant and best-known parameters of the biofuel production chain. Based on this input, a specific inventory is automatically modeled and linked to background data. The SQCB then calculates the greenhouse gas balance and a total environmental impact assessment and checks the results against sustainability criteria.

The environmental impacts of biofuels can be assessed in only six steps:

- Basic Data
- Cultivation Data
- Processing Data
- Social Criteria
- Validation Calculation
- Results

### **Background**

Empa - in collaboration with Prof. Volker Wohlgemuth, HTW Berlin, university of applied sciences (technical implementation) and Agroscope Reckenholz-Tänikon Research Station ART (nutrient modeling) - developed and implemented the SQCB which had been initiated and founded by the Division for Economic Cooperation and Development of the Swiss State Secretariat for Economic Affairs SECO. It is currently focused on the Swiss criteria of the ordinance on mineral oil tax. Other sustainability standards like sustainability criteria of the international initiative 'Roundtable on Sustainable Biofuels' will be implemented soon.

**Further information:**

- [Original source - EMPA Website](#)
- [Sustainability Quick Check for Biofuels \(SQCB\) Website](#)

## UK: Action plan to improve frontline services by making government 'smarter' - 15 December 2009

The Prime Minister announced on 7 December 2009 the publication of an action plan entitled [Putting the Frontline First: Smarter Government](#) that sets out the priorities for the government to improve public services outcome, while reducing public expenditures.

The '[Putting the Frontline First: Smarter Government](#)' programme was launched in a major speech by the Prime Minister to the Institute for Government, explaining how government would tackle the challenges and opportunities of the next decade, when the public will expect more accountability and openness and an active participation in the decisions that affect their daily lives. He added that the rise of the digital age has given people unprecedented freedom and control over their lives, and they expect the same personalised, round-the-clock services from the public sector.

The proposals build on the Government's track record in delivering efficiencies, promising savings of £35 billion (approx. €39 billion) a year by 2011 on top of the £26.5 billion (approx. €29 billion) a year already delivered through the Gershon Efficiency Review.

The plans of the '[Putting the Frontline First: Smarter Government](#)' programme include:

- Streamlining the Senior Civil Service to save £100 million (approx. €111 million) a year and putting in place radical reforms to senior pay across the wider public sector.
- Merging or abolishing arm's-length bodies, integrating back office functions and selling off government assets.
- Reducing spending on consultancy by 50 % and marketing and communications by 25 %.
- Investing £30 million (approx. €33 million) over three years to get a further one million people online; and increasing the number of services available via the internet, including some benefits claims.
- Empowering citizens by the increasing use of online service delivery and by reducing face to face contact will result in over £600 million (approx. €670 million) new savings.
- Making the 'Tell Us Once' service nationally available.
- Radically opening up data and public information, releasing thousands of public data sets - including Ordnance Survey mapping data, real-time railway timetables, data underpinning NHS Choices, and more detailed departmental spending data -and making them free for reuse.
- Harnessing the power of comparative data to improve standards, publishing public services performance data online by 2011, starting in 2010 with more detailed data on crime patterns, costs of hospital procedures and parts of the national pupil database.
- Reviewing anti-fraud work across government to ensure that data analysis techniques become embedded in standard processes.
- Reducing the bureaucratic procedure on frontline services and improving flexibility.
- Giving people guarantees over the standard of core public services and at the same time encouraging greater personal responsibility.

### Further information:

- [Official Press Release -Cabinet Office- Website](#)
- [Related ePractice Library Item - UK: Putting the Frontline First: Smarter Government](#)

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## UK: Online toolkit for Muslims - 15 December 2009

At the beginning of December 2009 an online resource pack -entitled [Young, Muslim, Citizen - Identity, Empowerment and Change](#)- was launched, aiming to serve as a useful toolkit for parents, teachers and youth leaders, who work professionally with young people of Muslim background.

It complements both mosque-based education and citizenship education programmes in mainstream schools. The [pack](#) and the [website](#) feature 18 activities organised across four key areas including:

- Identity and Belonging;
- Stories, Incidents and Experiences;
- Rights and Responsibilities; and
- News, Views and Commentary.

In addition, there are five Guiding Principles underlying this pack:

- Muslim voices
- Identity and belonging
- Duties and responsibilities
- Challenging anti-Muslim prejudice
- Taking a full part

**Further information:**

- [Official Press Release -European Website on Integration \(EWSI\)](#)
  - [Young, Muslim, Citizen - Identity, Empowerment and Change - Website](#)
  - [Young, Muslim, Citizen - Identity, Empowerment and Change - Pack](#)
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## **EU: e-Forum opens multimedia screens for eGov survey - 15 December 2009**

**e-Forum, the European non-profit eGovernment association, is conducting a survey on the use of multimedia screens as part of the communication strategy that local and regional authorities have for the dialogue with citizens.**

The use of such screens is relevant for the multi-channel delivery of eGovernment services to the widest possible range of recipients. The survey has the two following main objectives:

1. The use of multimedia screens can become a new, interesting area for innovative services for local and/or regional authorities.
2. The industry sector would like to better understand the potential needs of local and/or regional authorities.

e-Forum is calling for the input of interested parties. Completing the survey should take no more than 5-10 minutes. The survey is available in five languages:

- [English](#)
- [French](#)
- [German](#)
- [Italian](#)
- [Spanish](#)

**Important note:** e-Forum guarantees that personal data will not be used in any reports or communication on the survey results.

Any questions about the survey can be addressed to the e-Forum director, [Baudouin de Sonis](#).

**Further information:**

- [Original news article - e-Forum](#)
-

## UK: Introducing fingerprint checks at the border - 15 December 2009

On 30 November 2009, the UK Border Agency launched fingerprint checks at the border for passengers with biometric UK visas, entry clearances and identity cards for foreign nationals (ICFNs). This policy will be incrementally introduced at ports across the United Kingdom by March 2010.

Upon their arrival in the United Kingdom, those passengers will have their fingerprints scanned at border control in addition to the normal checks. Trained Officers will scan two fingerprints on an electronic fingerprint reader at border control. In the majority of cases, the right hand thumb and the first finger will be used. These will then be checked against the fingerprints captured and stored as part of the application process for the visa, entry clearance or ICFN. The use of fingerprints will enable the service to complete border checks with greater certainty.

No additional processing time should be needed for fingerprint checks for holders of visas, entry clearances and ICFNs, unless there are difficulties scanning the fingerprints. There is no ink or mess involved in the process; passengers are simply required to place their fingers one at a time on the glass plate of the fingerprint reader. Children aged 6 and over are required to provide their fingerprints for checks; however, a responsible adult must be present when fingerprints are captured from children under the age of 16. There are also certain exemptions from the fingerprint check process, namely: children aged under 6, amputees with less than two digits, holders of right of abode, passengers holding visas issued before the introduction of biometric visas and certain categories of diplomats.

The fingerprint checks are an additional tool to verify identity; passengers will still be asked standard immigration related questions upon arrival in the United Kingdom.. If the fingerprint check reveals any queries around identity, these matters may be resolved through an interview, but this will not routinely be required. If a passenger refuses to provide his/her fingerprints for checking, that person will be subject to further investigations and this may result in a delay to the scheduled journey while a decision on admission is made.

Passengers will have to provide their fingerprints each time they travel to the United Kingdom with a visa, entry clearance or ICFN. Fingerprints will be held for a maximum of 48 hours and then they will be destroyed. There is no charge for fingerprint checks.

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### Further information:

- [Official press release of the website of the UK Border Agency, Home Office](#)
- [Additional relevant article - Website of the UK Border Agency - "Entering the United Kingdom" section](#)

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## New Factsheets

The 13th Edition of the eGovernment factsheet for Spain as well as the 7th Edition of the eGovernment factsheet for Turkey are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

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## Latest Publications

- [EU: 5th Ministerial eGovernment Conference Proceedings](#) | 23 December 2009 | EU Institutions
- [EU: eInclusion in Public Policies in Europe](#) | 15 December 2009 | EU Institutions
- [SE: Report on the introduction of eOrders in the State](#) | 11 December 2009 | Sweden
- [EU: Study on Assessment Criteria for Media Literacy Levels](#) | 7 December 2009 | EU Institutions
- [EU: Council conclusions on safe and efficient healthcare through eHealth](#) | 1 December 2009 | EU Institutions
- [EU: Cloud Computing Risk Assessment](#) | 20 November 2009 | EU Institutions
- [UK: Life Support: Young people's needs in a digital age](#) | 13 October 2009 | United Kingdom
- [SE: Status report 2009 on the National Strategy for eHealth](#) | 20 April 2009 | Sweden
- [EU: Good eHealth study brochure](#) | 31 December 2007 | EU Institutions

- [EU: eHealth for Safety Report](#) | 30 September 2007 | EU Institutions
  - [EU: eHealth is Worth it](#) | 25 September 2006 | EU Institutions
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## **EU: 5th Ministerial eGovernment Conference Proceedings - 23 December 2009**

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

The conference proceedings contain detailed information and highlights of the [5th Ministerial eGovernment Conference](#) on 19-20 November 2009 in Malmö, Sweden, making it a key document to all with an interest in eGovernment. For those who could not attend the conference, the proceedings include summaries of all 22 plenary and parallel sessions, key points, speaker information and the principal ideas presented. While for the more than 1 000 delegates participating in the conference the document will be a useful reminder of key points and inspiring presentations.

The proceedings also include the [Ministerial eGovernment Declaration](#), result of the Ministerial Meeting that took place on 18 November 2009, the outcome of the 4th European eGovernment Awards 2009, and the biographies of all the speakers.

**Number of pages:** 84

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## **EU: eInclusion in Public Policies in Europe - 15 December 2009**

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

The first objective of this study report is to illustrate, thanks to the analysis of hundreds of initiatives carried out at the policy, but also at the programme and project level, where and how public intervention has made a clear difference in terms of reducing digital divide in the particular context it has been initiated. The report seeks also to classify the many possible ways for a public authority to design, launch and follow up e-Inclusion policies. It does so through the combination of two main analytical approaches. First, an exhaustive desk study made of the e-Inclusion National reports published by all Member States and of hundreds of published e-Inclusion projects. Second, a thorough and systematic exchange with key stakeholders, representing all EU27 national authorities and some regional practitioners, also including a panel of officials from six General Directorates of the European Commission.

Following on this series of findings, the second part of the report endeavours to offer some observations and practical comments by exploring two important policy making tools, i.e. the role of running and monitoring projects for optimizing the pertinence of policies, and the overarching part played by the Commission for empowering cross-sectoral public intervention, both of these tools being insufficiently recognized and tapped into today.

Finally, the study report puts forward a series of concrete recommendations to the Commission for the post-i2010 European policy on the Information Society.

**Number of pages:** 171

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## **SE: Report on the introduction of eOrders in the State - 11 December 2009**

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

The present report describes the work done from June to December 2009 by the Swedish National Financial Management Authority (ESV) under the mandate it received from the Government to lead and coordinate the implementation of eOrders in the public administration. The document contains proposals for rules and regulations, future actions and a draft implementation plan in three phases.

**Number of pages:** 44

**Related news article:**

[SE: Report on the introduction of eOrders in the State presented](#)

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## **EU: Study on Assessment Criteria for Media Literacy Levels - 7 December 2009**

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

This study aims to provide a comprehensive analysis of media literacy and a recommendation for how levels of media literacy should be assessed in Europe. It will provide the Commission with a Tool to meet its obligation to report on media literacy levels in EU Member States.

The core objectives of the study are to:

- Provide the Commission with a set of criteria to measure media literacy levels: This includes the conceptualisation of media literacy, the proposal of measurable criteria, the development of a Tool for the application of these criteria and an evaluation of the impact of the current levels of media literacy on Member States.
- Provide an assessment of the media literacy levels in the EU27: This includes an application of the assessment criteria, and an analysis and evaluation of different policy measures and choices related to media literacy, taking into account existing policies and practices in the Member States.
- Evaluate the social and economic impact of the different media literacy levels and policies, on the Member States and at European Level: This includes an impact assessment of possible scenarios of media literacy policies.
- Propose possible policy measures at the European level to support Member State actions: This includes an analysis of the necessity at the Community level for action in the field of media literacy, the scope of appropriate community level action and an analysis of the community values to link to media literacy.

**Number of pages:** 92

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## **EU: Council conclusions on safe and efficient healthcare through eHealth - 1 December 2009**

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

The conclusions recognise "the need for further political leadership and to integrate eHealth into health policy in order to develop eHealth services on the basis of public health needs".

Therefore the Council "invites" the Member States to conceive and implement initiatives aimed at enabling the deployment and use of eHealth services, and to "empower a high-level mechanism of governance at EU level".

**Number of pages:** 4

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## **EU: Cloud Computing Risk Assessment - 20 November 2009**

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

The European Network and Information Security Agency (ENISA), supported by a group of subject matter experts comprising representatives from Industries, Academia and Governmental Organisations, has conducted, in the

context of the Emerging and Future Risk Framework project, a risks assessment on cloud computing business model and technologies. This in-depth analysis explains, on concrete scenarios, what cloud computing means for network and information security, data protection and privacy. It moreover covers the security benefits of cloud computing and its risks, as well as technical, policy and legal implications that may occur. Finally, it also provides a set of practical recommendations on how to address the risks and maximise the benefits.

**Number of pages:** 125

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## **UK: Life Support: Young people's needs in a digital age - 13 October 2009**

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

The report 'Life Support: Young people's needs' in a digital age looks at how digital communications have impacted on the psychological and neurological behaviour of young people - and the challenge this poses for agencies and organisations who aim to support them.

Undertaken by Professor Michael Hulme of the Institute for Advanced Studies, Lancaster University, and commissioned by charity YouthNet, the report draws together literature and new research conducted with 994 young people aged 16 to 24 (funded by Nominet Trust). It found that of the young people surveyed:

- 75 % said that they could not live without the internet.
- 45 % said that they felt happiest, when online.
- 32 % agreed with the statement: 'I can access all the information I need online, there is no need to speak to a real person about my problems'.
- Four in five (82 %) said they had used the internet to look for advice and information for themselves and 60 % had for other people.
- 37 % said that they would use the internet to give advice to others on sensitive issues.

According to the report, they are fundamentally different to previous generations, living 'hybrid lives', communicating and networking in a more advanced way than their parents and grandparents, and have 'highly developed visual-spatial skills'.

It also describes them as the 'ever on' group, demanding immediate access to information and friends. Of those surveyed, 76 % said that the internet ensured their friends are available 'whenever they need them'. Over three quarters (76 %) of young people surveyed thought the internet was a safe place 'as long as you know what you're doing', and most believed that they were internet-literate and technologically aware, with the skills to sense check and look into the possibility of misrepresentation.

However, the report highlights the need for more guidance and support for the vulnerable 'in-between group' of 16 and 17-year-olds, who may be particularly at risk of over confidence as they feel under pressure to take on the responsibilities of adulthood. According to the report, the internet does, and will increasingly, play a vital role in the full process of advice gathering and exploration for young people. In the survey responses, the internet is consistently rated alongside family and friends as a source of advice in stressful situations. Anonymity was the single most important reason for 62 % of young people seeking advice online rather than from other sources, while ease and speed of access to information were also cited by 56 % and 53 % of respondents respectively.

**Number of pages:** 50

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## **SE: Status report 2009 on the National Strategy for eHealth - 20 April 2009**

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

Safe, accessible health and social care of high quality, based on public need, is the cornerstone of the [National Strategy for eHealth](#). The time has come to move from words to action, and take the National Strategy for eHealth from vision to reality. The national ICT solutions which have been prepared for many years are now in the final stages

of development. They have been procured and are ready to be rolled out on a broad scale. Sweden thus leaves behind a period of technological development and enters the next phase, which will be focused on organisational change.

**Number of pages:** 24

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## **EU: Good eHealth study brochure - 31 December 2007**

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

Identifying and supporting the implementation of eHealth Good Practices and assessing the economic and other impacts of sustained services - these are key topics of the European eHealth Action Plan. It allows for sharing of experience gained in the implementation and use of eHealth services across Member States. In the Good eHealth study, evaluation approaches are discussed, empirical evidence on economic and other impacts and lessons learned synthesised. Case studies and their economic results, ranging from a hospital system to crossborder services, are presented. The ultimate aim is to achieve a multiplier effect, motivating others to follow suit. This will also be supported by implementing a European Good Practice label.

Good eHealth is a three-year study (2006-2008) which was financed under the former Modinis programme in the Directorate-General of Information Society and Media, European Commission.

**Number of pages:** 2

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## **EU: eHealth for Safety Report - 30 September 2007**

**Description (short summary):** eHealth for Safety is a European study that addressed research and technology development (RTD) needs that arise from the potential contributions of information and communications technologies (ICT) applications to enhancing both patient safety and health systems' risk management. The study had two overarching goals. These were:

- Identifying the key issues, topics and challenges where ICT applications can have a high impact on improved patient safety.
- Developing recommendations for RTD measures within the European Union's 7th Framework Programme of research and other longer-term research activities.

**Number of pages:** 37

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## **EU: eHealth is Worth it - 25 September 2006**

**Description (short summary):** This study shows across a wide range of eHealth applications that clear evidence can be provided of the benefits of information and communication technology in routine healthcare settings. The benefits range from improvements in quality and better access of all citizens to care, to avoidance of unnecessary cost to the public purse. The methods used point the way to more formal certification of eHealth in future, and can support current efforts on both sides of the Atlantic to establish official certification mechanisms for electronic health record systems.

**Number of Pages:** 60

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## ePractice Workshops

- [Service Oriented Architecture pushed to the limit in eGovernment](#) | 17 February 2010 | Belgium
- [Uptake of pre-awarding phases in eProcurement](#) | 22 February 2010 | Austria
- [eProcurement in Large International Organizations](#) | 23 February 2010 | Luxembourg

Co-branding your event with ePractice.eu is possible. Please read our terms at [epractice.eu/workshops](http://epractice.eu/workshops)

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## Upcoming Events

- [SI: SEeHealth: The Road from Concept to Practice](#) | 19 - 21 January 2010 | Slovenia
  - [UK: MISC 2010 Conference](#) | 20 - 22 January 2010 | United Kingdom
  - [FR: ETSI Security Workshop 2010](#) | 20 - 22 January 2010 | France
  - [DE: CEN Workshop on 'Multilingual eCataloguing and eClassification in eBusiness'](#) | 25 January 2010 | Germany
  - [UK: Healthcare IT Exchange 2010](#) | 03 - 05 October 2010 | United Kingdom
  - [SE: Conference on Implementing eProcurement with PEPPOL](#) | 09 - 11 February 2010 | Sweden
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## SI: SEeHealth: The Road from Concept to Practice - 19 - 21 January 2010

This event is the first seminar of the eGovernance Academy 2010 series and will be dedicated to the contemporary issues of implementing eHealth in European countries, including the EU Member States and countries of South East Europe.

The two-day seminar will focus on presenting the cost-effectiveness of eHealth systems, legal regulations and policy environment necessary to successfully implement eHealth solutions, and to showcase European and regional state of the art solutions and good practice cases.

Several prominent speakers are planned to participate in the event, including representatives of the European Commission, representatives of the Government of Slovenia, and also representatives of international and regional ICT solution providers. The seminar will moreover host speakers, who will deliver presentations on cases from countries with well developed eHealth systems, such as Denmark, Portugal, Slovakia and Austria.

The objective of this seminar is to provide the participants with the knowledge, cases and solutions, which may be of assistance to their countries and organisations in creating modern ICT supported health care and thus be able to tackle the prevailing demographic, economic and social issues burdening all health care systems in Europe.

The agenda of the event can be viewed [online](#).

The event is free of charge. As seating is limited, registration is advised to be performed early by filling in a [participation form](#) and sending it to [info.cegd@cegd.eu](mailto:info.cegd@cegd.eu) until 10 January 2010.

Event email: [tina.vuga@cegd.eu](mailto:tina.vuga@cegd.eu), [tit.neubauer@cegd.eu](mailto:tit.neubauer@cegd.eu)

Event website:

<http://www.cegd.eu/Lists/Calendar/DispForm.aspx?ID=12&Source=http%3A%2F%2Fwww.cegd.eu%2Fdefault.aspx>

Country: Slovenia

City/Location: Ljubljana

Organiser: Centre for eGovernance Development (CeGD) for South East Europe (SEE)

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## UK: MISC 2010 Conference - 20 - 22 January 2010

While emerging technologies and practices are leading towards a more person-centric Internet (social networks, user generated contents, ePortfolio, personal health records, vendor relationships management systems, Web 2.0, etc.) the current Internet architecture, which is still organisation-centric, leads to increased fragmentation of personal data across an ever growing number of services and places. This fragmentation ultimately leads to loss of privacy and loss of trust in personal and business relationships.

Moreover, while legislation states that the right to rectify personal records hosted by service providers, this is rarely enforced, simply because it is impossible to keep track of all the places where we leave and abandon personal data. Furthermore, legislation does not state someone's right to personal data sharing, e.g. someone's right to share personal health record or bank credit record with the preferable service: the personal data remains under the control of organisations, not the individuals.

The objective of the conference is to explore the means to create an open and trustworthy architecture based on the strict separation between hosting of personal data and their exploitation by web services and move towards a person-centric architecture.

The MISC conference is about exploring the current changes in technologies and practices towards individualisation and socialisation through digital identity, connectivity and mobile technology in a perspective of lifelong learning and employability.

Its goal is to bring together researchers and practitioners working in a variety of fields (education, employment, healthcare, policy, technologies etc.) to facilitate exchanges and foster future collaborations. It aims at offering a forum where these researchers and practitioners can discuss theoretical as well as practical aspects, open issues, and explore the latest advances in the state of the art digital identity construction and personal data management.

The draft agenda of the event can be found [here](#).

Registration can be performed [online](#) with the payment of a fee. Expected number of participants is around 100-150.

Event email: [serge.ravet@eife-l.org](mailto:serge.ravet@eife-l.org)

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

Country: United Kingdom

City/Location: London

Organiser: European Institute for E-Learning (EifEL)

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## FR: ETSI Security Workshop 2010 - 20 - 22 January 2010

The ETSI Security Workshop has become an annual international security standardisation workshop, bringing together international Standards Developing Organisations (SDOs) and security experts to discuss recent developments, share knowledge, identify gaps and co-ordinate on future actions and work areas. The workshop will include overviews of the work being done in the area of security across standards and technical bodies, along with presentations from major organisations involved in security initiatives.

Participants in the workshop will:

- Assess and spotlight ongoing work on ICT security standards
- Localise the gaps and duplication in security standardisation
- Start to define new work areas
- Sharing ideas and proposals on security innovation, prioritisation of efforts and implementation evaluation

Presentations should have a focus on Security Innovation, in particular:

- Next Generation Networks security
- Mobile Telecommunications systems

- ICT trustworthiness and integrity
- Research and Innovation
- RFID and NFC Security issues
- Internet of Things
- Identity Management and your Privacy
- Cryptography
- Smart Cards and future trends
- Quantum Key Distribution
- Machine to Machine communication
- Standards prioritisation and evaluation

Further details on the agenda of the event are available [here](#).

Attendance to the workshop is free and open to anyone interested upon registration which can be performed [online](#).

Event email: [events@etsi.org](mailto:events@etsi.org)

Event website:

[http://www.etsi.org/WebSite/NewsandEvents/2010SECURITYWS/2010\\_SECURITYWORKSHOP\\_HOME.aspx](http://www.etsi.org/WebSite/NewsandEvents/2010SECURITYWS/2010_SECURITYWORKSHOP_HOME.aspx)

Country: France

City/Location: Sophia Antipolis

Organiser: European Telecommunications Standards Institute (ETSI)

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## **DE: CEN Workshop on 'Multilingual eCataloguing and eClassification in eBusiness' - 25 January 2010**

The event will introduce basic elements of eCI@ss, United Nations Standard Products and Services Code (UNSPSC), GS1, Common Procurement Vocabulary (CPV), mapping tools used to map among these classifications, recommendations for improvement and how businesses use the classifications in their processes. It will also present tutorial on eBusiness standards targeting Small and Medium Enterprises (SMEs), based on the experience of the [Prozeus project](#).

Launched in 2002 to address issues related to the use of electronic catalogues used for eBusiness in a multilingual environment, the scope of the Workshop eCAT was extended to include harmonisation of product classification schemes and their application to electronic catalogues. This Workshop has already produced [six CEN Workshop Agreements \(CWAs\)](#) dealing with different aspects of eBusiness Cataloguing and Classification.

In 2009 and 2010, two projects are carried out within Workshop eCAT. The first project, electronic Product Property Server (ePPS) deals with guidelines for the design, implementation and operation of a product property server. A pilot test case will be run in an industry sector (heating ventilation, air conditioning sanitary- ware). The second project, classification and catalogue systems for public and private procurement (CC3P) focuses on the basic elements of the classification systems used in Europe for public procurement (CPV) and in the private sector (UNSPSC, GPC and eCI@ss). The CC3P project will propose harmonisation, mapping methodologies and tools, recommendations on their use in electronic catalogues, as well as areas of improvement in the CPV.

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

The event is free of charge and registration can be performed [online](#).

Event email: [barbara.gatti@cen.eu](mailto:barbara.gatti@cen.eu)

Event website: [http://www.cen.eu/cenorm/sectors/sectors/isss/activity/wsecat\\_epps.asp](http://www.cen.eu/cenorm/sectors/sectors/isss/activity/wsecat_epps.asp)

Country: Germany

City/Location: Cologne

Organiser: European Committee for Standardization (Comité Européen de Normalisation, CEN)

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## UK: Healthcare IT Exchange 2010 - 03 - 05 October 2010

The Healthcare IT Exchange has been designed to showcase the leading initiatives in Healthcare Services today, combining practical discussions on cutting edge technologies. The Healthcare IT Exchange has compiled speakers with brand new case studies from some of the largest trusts and experts across the UK and Europe.

Through the conference sessions, discussions will be facilitated on a wide array of strategically driven Healthcare IT issues such as:

### Strategy:

- An update on the Department of Health's plans for the National Programme for IT
- Forward Planning: Making efficiencies and maximising cost savings
- Innovation - selling your ideas to the board
- Engineering an innovative culture within your IT department
- Health IT: Learning from Europe

### Technology:

- Connecting health professionals for a collaborative NHS
- Securing patient information
- Capitalising on legacy systems
- Implementing and realising the benefits of shared services
- Mobile technologies for a mobile work force
- Digitising patient records
- Looking to the future: Does cloud computing have a silver lining?

Senior executives responsible for providing strategic IT guidance to overall business strategy for their trusts will be invited.

The conference programme for the event is currently being developed.

Participation to the event has no cost, however, registration is mandatory and can be performed through [event's website](#). The expected number of the participants is around 150.

Event email: [exchangeinfo@iqpc.com](mailto:exchangeinfo@iqpc.com)

Event website: <http://www.healthcareitexchange.co.uk>

Country: United Kingdom

City/Location: London

Organiser: International Quality and Productivity Centre (IQPC) Exchange

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## SE: Conference on Implementing eProcurement with PEPPOL - 09 - 11 February 2010

The participants of the PEPPOL conference will have the opportunity to:

- learn how large buying organizations in the public and private sector can benefit from connecting to PEPPOL;
- discover the business applications available for eProcurement;
- see how suppliers are connected through service providers;
- get the business overview or dive into the details of the standards.

More information about the agenda of the conference can be found [here](#).

The conference is hosted by the Danish National IT and Telecom Agency under the Ministry of Science, Technology and Innovation, offering free admission to interested parties registered before December 15th. Registration can be performed [online](#). The number of participants expected to attend the event is around 250.

Event email: [conference@peppolinfrastructure.com](mailto:conference@peppolinfrastructure.com)

Event website: <http://www.peppol.eu/News/events-1/peppol-implementation-conference>

Country: Sweden

City/Location: Malmö

Organiser: Pan-European Public Procurement Online (PEPPOL) Project

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