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European ePractice Newsletter N. 304 – 24 November 2009

>> Workshop on eProcurement for SMEs

ePractice encourages its members to take part in the eProcurement for SMEs Workshop which will be held in Rome, Italy, on 4 December 2009. An event organised by CONSIP in cooperation with the eProcurement Forum of ePractice, the workshop aims to present some European eProcurement best practices to facilitate SMEs access to public eProcurement, in line with the European Commission's recommendations that are contained in the 'Code of Best Practices' and in the 'European Small Business Act' (SBA).

Registration is free-of-charge and can be performed on the workshop's page:
<http://www.eppractice.eu/en/workshops/eprocforsmes>

Latest Cases

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IT-huis

The main goal of the IT-huis is to diminish the digital divide by making technology more accessible for those groups described as victims of the digital divide. We try to reach this goal with four entangled projects:

- iSchool: we stimulate schools to organize ICT-courses for parents and grandparents and support them to establish these courses. In these courses they learn basic ICT-skills so they can support their (grand)children with their schoolwork.
- iBuurt: we support projects in different neighborhoods who work with those groups described as victims of the digital divide. We can provide free equipment (laptops, beamer, etc), train-the-trainer sessions, learning resources, etc.
- iThema: every month we translate a complex subject. We develop a brochure that shows step by step how to use certain technologies and websites (for example: Gmail, online banking, etc).
- iBib: organizations who work with those groups described as victims of the digital divide can rent equipment for free: 40 laptops, 1 beamer, 1 camera, 1 video, 10 headphones, etc.

Bread and Internet: Surf and Live with the Net

- The project "Bread and Internet" is an education and awareness-raising- initiative promoted by the regional government of Emilia Romagna in cooperation with the Provinces of Bologna, Ferrara, Forli-Cesena and Rimini and supported by AICA (Associazione Italiana per l'Informatica e il Calcolo Automatico), the Italian Computer Society.
 - The main aim of the project is to promote the use of ICT through awareness-raising initiatives and actual training courses, as well as to educate citizens to enable them to benefit from the various
 - eGovernment services made available by the Public Administration in the regional
 - territory.
 - The project is based on a network of partners bringing together their technical expertise to successfully implement the project and achieve its objectives.
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Privacy Os-European Privacy Open Space

Protecting the privacy of citizens is increasingly becoming a core challenge of the on-going dynamic evolution of the information society. With more than 60% of the population surfing the Internet and nearly all of their data being processed online in governmental and enterprise processes, the risk of discriminatory profiling, surveillance, ID-theft, and fraud, amongst others, become omnipresent.

The European commission has given this a high priority and has spent significant funds on research in this field, such as the DISCREET-Project, the OPEN-TC-Project, and the PRIME-Project in FP6, as well as its follow-up PrimeLife in FP7. The commission has also been promoting the use of Privacy-Enhancing Technologies, recommending action in a variety of areas (cf. Communication from the Commission to the European Parliament and the Council on Promoting Data Protection by Privacy Enhanced Technologies (PETs), COM(2007)228).

The European Privacy Open Space (PrivacyOS) brings together industry, SMEs, Government, Academia, and Civil Society to foster development and deployment of privacy infrastructures for Europe. It follows the Open Space Methodology, offering a flexible structure to tackle the emerging and dynamic issues of data protection in the information age. Through a series of (non-)conferences starting in April 2008 participants will exchange research and best practises, as well as developing strategies and joint projects following four core policy goals: Awareness-raising, enabling privacy on the Web, fostering privacy-friendly Identity Management, and stipulating research. Workshops will be held on Location Based Services, Electronic ID-Cards, eParticipation, Privacy Seals, and cryptographic mechanisms to name a few. New areas of work can be raised during the lifetime of the project. Outreach and consensus building will be ensured through co-locations with other conferences in related areas.

Editor's Choice of the week: [MOMENTUM Project](#)

Latest News

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- [EU: European governments help increase ODF interoperability](#) | 19 November 2009 | Belgium | Italy | Netherlands | Pan european
- [EU: European Space Agency to start a repository for open source applications](#) | 19 November 2009 | Pan european
- [FR: 150 000th personal account created on 'Mon.service-public.fr' portal](#) | 19 November 2009 | France
- [ES: New electronic notification system of court judgements in Cantabria](#) | 18 November 2009 | Spain

FR: Free Internet Access Points for job-seekers in Alsace - 24 November 2009

With the number of job seekers rising, the Centre of Employment and Training set up fourteen Internet Access Points in the Thur Doller department of the Upper-Rhine region.

The [Centre of Employment and Training \(Maison de l'Emploi et de la Formation - MEF\)](#), of the Thur Doller department has decided to improve the job hunting process in order to reduce periods of unemployment. The initial results showed that it was necessary to provide the tools in order to take steps towards effectively ameliorating this public concern. Thus, the MEF has made a call for tenders and selected a private Alsatian company to create a network of Internet points. The total network operation cost reached the amount of €71 000, with the state and the region each contributing up to €32 000, while the General Council of the Upper-Rhine added €8 000.

The choice of the location of the fourteen Internet Access Points was performed according to the number of jobseekers registered in the municipality of Thur Doller. Local councils have been preferred for the set up of the internet access points, the use of which is free of charge and only the costs of Internet connection will be borne by municipalities.

The network was activated in October 2009 and the inauguration took place at the beginning of November. Several municipalities of Alsace have also implemented the same service. The district of Plessier in Altkirch for example, has several Internet access points at its disposal for more than one year now.

All these initiatives could only be realized thanks to the broadband network established in recent years in the region and the departments of Alsace.

Further information:

- [Official Press Release - eAlsace Website](#)
- [The Centre of Employment and Training \(Maison de l'Emploi et de la Formation - MEF\) - Website](#)

AL/IT: Telemedicine consultation service - 24 November 2009

The Health Minister Mr. Petrit Vasili attended the first demonstration of a new telemedicine application that took place at the University Hospital of Obstetric and Gynaecology 'Koco Gliozheni' in the framework of cooperation with the Toscana region for the implementation of the 'Cuore Balcani/Albania' project.

This telemedicine service, installed for the first time in Albania, will enable direct consultation with the Italian doctors in order to assist in the prompt and accurate diagnosis of neonates born with anomalies related especially to heart diseases. The demonstration constitutes the starting point of a new service, whose primary aim is to help the Albanian doctors in all those specific cases, where consultations among experts about a health problem are necessary.

In the light of this demonstration, the Minister stressed the importance of the service and emphasised that any new element introduced in medical technology but also in the scientific communication is a really positive step, which contributes to a better diagnosis of health problems.

The Minister also added that this virtual consultation can provide real time diagnosis, which can be extended to other services on a national scale. Mr. Vasili thanked the partners of this project, the region of Toscana, the 'Un Cuore, Un Mondo' Association and the 'G. Monasterio Foundation' for their continuous support and assistance in the exchange of experiences among doctors of both countries through trainings.

Further information:

- [Official Press Release - Albanian Ministry of Health - Website \(in Albanian\)](#)

EU: Accessible, interactive and customised online public services in Europe by 2015 - 23 November 2009

On the eve of the Ministerial eGovernment Conference - held on 19-20 November 2009 in Malmö, Sweden - the EU ministers responsible for eGovernment committed to developing smarter online public services for citizens and businesses by 2015. The Commission has welcomed this step forward.

The declaration - signed by the EU ministers on 18 November 2009 and released the day after - outlines a joint forward-looking vision and defines policy priorities to be achieved by 2015. The key objectives that the Member States together with the Commission aim to achieve in the next five years are:

- to empower businesses and citizens through eGovernment services designed around users' needs, better access to information and their active involvement in the policy making process;
- to facilitate mobility in the single market by seamless eGovernment services for setting up business, for studying, working, residing and retiring in Europe;
- to enhance the effectiveness and efficiency of government services by reducing the administrative burden, improving organisational processes of administrations and using ICT to improve energy efficiency in public administrations which will result in a greater contribution to a sustainable low-carbon economy.

The European Commission is already working in close cooperation with Member States to set concrete targets for the eGovernment agenda in Europe and will launch an action plan in the second half of 2010 proposing concrete measures to achieve the objectives set out in the ministerial declaration.

"Today's declaration is another step in the right direction to further improve online public services for citizens and businesses. The commitment to shift from a "one-size-fits-all" to a customised approach is more likely to meet users' needs and will open the path for more interactive and demand-driven public services in Europe", said Siim Kallas, Vice-President of the European Commission in charge of Administrative Affairs, Audit and Anti-Fraud.

The empowerment of citizens and businesses is already supported today by a large number of eGovernment services. Recent figures from the eighth benchmarking report ordered by the European Commission on eGovernment in Europe, released at the fifth ministerial conference, indicate that the quality and availability of online government services have been on the rise in Europe in the last two years. The report moreover shows an increased sophistication of online services, where Europe stands at 83 %, compared to 76 % in 2007. This year's report furthermore looks at the availability of eProcurement; is now at around 60% in the EU, still far from the 100% target for 2010 set by the i2010 eGovernment action plan.

Further information:

- [Original press release - Europa website](#)
 - [Fifth Ministerial eGovernment Conference, Malmö, Sweden \(19-20 November 2009\)](#)
 - [Malmö Ministerial Declaration on eGovernment - ePractice library](#)
 - [Eighth eGovernment benchmark report \(2009\) - ePractice library](#)
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EU: STORK Completes the Framework for Electronic Identity - 23 November 2009

On 12 November 2009 the Secure idenTity acrOss boRders linKed (STORK) project announced that it has defined and completed the common framework and specifications that will be used in five pilot projects in 2010.

The model was agreed over a 12-month period and is supported by the European Commission (Competitiveness and Innovation Programme). 14 EU Member States are involved: Austria, Belgium, Estonia, France, Germany, Italy, Luxembourg, Netherlands, Portugal, Slovenia, Spain, Sweden, the UK and Iceland (as an EEA member).

The five pilot projects, which will be run on a flexible basis, with different Member States involved in each one, are the following:

- A demonstrator showing that cross-border electronic services can operate in a number of Member States. The applications include national portals from Austria ([help.gv.at](#)); Estonia ([eesti.ee](#)); Germany ([mein-service-BW](#)); Portugal ([portaldocidadao.pt](#)) and the UK; one regional portal from Catalonia in Spain and one specific service for compliance activities for working in Belgium ([limosa.be](#)).
- Safer Chat, to promote safe use of the internet by children and young people.
- Student Mobility, to help people who want to study in different Member States.
- Electronic Delivery, to develop cross-border mechanisms for secure online delivery of documents.
- Change of Address, to assist people moving across EU borders.

An overall evaluation work package will provide consistency for the assessment of pilot results. Crucial to the process of defining the common specifications within the framework was to be respectful of each Member State's organisations, legal and infrastructural limitations, as well as taking trust and scalability into account.

Launched in 2008, STORK is a three-year pan-EU initiative aiming to enable businesses, citizens and government employees to use their national electronic identities (eID) in any Member State. Such a system will simplify administrative formalities by providing secure online access to public services across EU borders.

Further information:

- [Original source - Secure idenTity acrOss boRders linKed \(STORK\), Website](#)
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IT: 'Open source key to software re-use of public administrations' - 23 November 2009

"Free and open source software enables more effective actions, with a very low cost, when financing small projects for public administrations", says Osvaldo Gervasi, president of Umbria's Open Source Competence Centre (CCOS) and professor of Computer Science at University of Perugia. "This type of software is key to the re-use of applications by public administrations."

The activities of Umbria's open source centre were presented during the OpenOffice conference in the Italian city of Orvieto, on 6 November 2009.

Among the 76 software development and implementation projects financed in 2008 and 2009 with grants from the regional administration of Umbria, many have resulted in tools being used by other administrations, said Gervasi. Examples include the use of open source firewall solutions and other security tools, the use of geographic information systems (GIS), installation of desktop PCs in school computer labs, approaches to server virtualisation, the use of e-Learning software and the implementation of content management systems.

The potential for re-use is one of the most important award criteria that CCOS uses to approve projects that are submitted for funding, Gervasi explained. Other criteria are the use of international open standards and the use of open data formats for the systems.

To qualify for the CCOS grant program, projects need to publish their code using an open source licence, promote the use of this type of software and upon completion of the project, make all code and documentation publicly available.

In Orvieto, Gervasi announced that CCOS is planning an exchange platform. This will be part of the OSOR-forge, the software development platform of the Open Source Observatory and Repository. "We plan to use the virtual forge service of the OSOR.eu; why would we create our own, if the European Commission provides us with the tools we need?"

The CCOS was established in November 2006. It was founded following the adoption that month of a law by the regional administration of Umbria on the use and sharing of open source software. It made the Umbria region the first in Italy to promote the use of free and open source software by public administrations.

Previous Italian governments adopted several laws and actions related to the promotion of open source for public administrations. "Unfortunately, recently, the government has started on a different path", says Gervasi, pointing to initiatives such as the digital school and e-Gov plan 2020, which are carried out with proprietary software.

Further information:

- [Original news article - OSOR.EU](#)

FR: Advocacy group protests government's approving of OOXML - 23 November 2009

April, a French free and open source software advocacy group, is protesting the French government's approval of proprietary license OOXML as a government document standard alongside the open document format ODF.

France on 11 November 2009 published its "*Référentiel Général d'Interopérabilité*" (General interoperability framework for public administrations and local governments, RGI). To allow public administrators to exchange documents without trouble, the RGI recommends they use an ISO-approved document format based on XML. "Two such office formats coexist today, ODF (Open Document Format) and OOXML (Office Open XML)."

For OOXML, RGI notes, there is currently no implementation. "Pending full support for both standards in the office applications that are used, there are options available that allow transformation, such as the ODF converter and the SUN ODF plugin."

April protests that the RGI does not end the confusion regarding office documents standards.

The advocacy group reasons that by not choosing for ODF, the government fails to create competition in the market for office applications. "We have just missed a historical opportunity to support openness and innovation in the software market", Frédéric Couchet, April's executive director, says in the statement.

The group worries that France's step towards allowing OOXML to be used as a document format, will damage national and European work on interoperability in public administrations.

The group is calling on members of the French parliament to clarify the RGI.

Alix Cazenave, public affairs manager at April, says that the French Government has not responded to the group's protest so far.

The French association of city mayors (Maires de Grandes Villes), commented on its IT blog on 13 November: 2009 "The RGI does not resolve the controversy between software publishers and supporters of free software. Both standards office are placed 'under observation', and their use remains at the discretion of each administrative authority."

Further information:

- [Original news article - OSOR.EU](#)

EU/SE: Best online public services in Europe awarded in Malmö - 20 November 2009

The winners of the 2009 European eGovernment Awards were announced on 19 November 2009 at the eGovernment Ministerial Conference in Malmö (Sweden). The awarded projects were selected for their innovative contribution to increasing the efficiency of public services through the use of digital technologies. In their respective categories the winners are: the European Order for Payment Application (Austria and Germany), Genvej (Denmark), the Italian Public Administration eMarketplace (Italy) and Licensing of Hunters via the "Multibanco" ATM Network (Portugal).

Commenting on the announcement, Mechthild Rohen, Head of the ICT for Government and Public Services Unit at the European Commission, said: "These Awards are a tangible result of the excellent work done by local, regional and national administrations in Europe to facilitate the life of citizens and businesses through better and easier-to-use online public services. The European Commission has been supporting the eGovernment Awards since 2003. This year's edition is particularly important in light of the new commitment set out by the EU ministers in the eGovernment Ministerial Declaration announced today in Malmö, to make online public services more accessible and in line with users' needs."

The awarded projects have been selected among 52 finalists from 17 European countries. They have been recognised for their efforts to deploy innovative online public services in their respective countries and cross-borderly.

Winners in their respective categories

- Category 1: eGovernment supporting the Single Market

The European Order for Payment Application - EU-OPA (Austria and Germany)

EU-OPA is an IT application for the electronic processing of the European order payment procedure. It simplifies, speeds up and reduces the costs of litigation in cross-border cases concerning uncontested pecuniary claims. It has proven its value in Germany and Austria by cutting processing times in courts.

<http://www.bmj.gv.at/service/content.php>

- Category 2a: eGovernment empowering Citizens

Genvej (Denmark)

Genvej provides self-service access to all relevant public sector information and services. It has been developed by the Gentofte Kommune municipality (near Copenhagen) and has been integrated with a number of regional, national and private partners. Genvej directs users to data and online services such as passport applications, school enrolment or healthcare related services.

<http://www.gentofte.dk/Genvej>

- Category 2b: eGovernment empowering Businesses

The Italian Public Administration eMarketplace - MEPA (Italy)

MEPA is an eProcurement solution in which any Italian public administration can buy goods and services purchased according to EU procurement rules. Public buyers may search for, compare and purchase the products. Suppliers, mostly SMEs, can optimise their selling strategy by specifying new price conditions or new products in real time.

<http://www.acquistinretepa.it>

- Category 3: eGovernment enabling administrative efficiency and effectiveness

Licensing of Hunters via the "Multibanco" ATM Network - AFN/MB (Portugal)

The National Forest authority of Portugal offers easy and convenient access to hunting licenses via an electronic interbank networks of ATMs. Hunters can purchase their licenses using their hunter cards and taxpayer identification numbers. The service is accessible 24/7 from anywhere in the country.

<http://www.afn.min-agricultura.pt/portal/caca/cacador/licencas-de-caca>

The selection was made by a jury of independent experts coming from all over Europe and presenting a variety of backgrounds, to ensure the broadest possible coverage in terms of specific knowledge. Key selection criteria to assess the projects were: the level of innovation; the impact and relevance in relation to the objectives of the Awards (increasing mobility and improving access to public services for businesses and citizens in the EU, making public services and administrative processes simpler and more efficient); the potential for good-practice sharing; the management and communication approach outlined.

In addition, an eGovernment prize has also been given by the public through an online voting process open to the members of the ePractice community (www.ePractice.eu).

- Public prize 2009

SMS Information System - SMS INFO (Turkey)

SMS INFO offers a subscription service for lawyers and citizens enabling them to get information on ongoing cases, dates of court hearings, as well as lawsuits or claims against them by SMS. This service does not replace official notification but allows all parties to receive information instantly so that they can take all necessary steps to prevent infringement and deprivation of their legal rights.

<http://www.adalet.gov.tr/english/sms/>

Background

The European eGovernment Awards is an initiative of the European Commission organised every two years, and coinciding with high-level EU eGovernment conferences. Launched in 2003, the Awards aim at supporting the

implementation of European eGovernment policy and strategies through the promotion of the best ICT-based solutions for public services and the facilitation of good practice exchange.

The 5th Ministerial eGovernment Conference, which takes place on 19-20 November in Malmö, has been jointly organised by the European Commission and the Swedish Presidency of the EU. At the Conference EU Ministers have committed to develop by 2015 smarter and personalised online public services for citizens and businesses. Their joint vision and policy priorities on how this should be delivered are outlined in the Ministerial Declaration announced on 19 November 2009.

Further information:

- [eGovernment Awards website](#)
- [Photo gallery of the Awards winners](#)
- [5th Ministerial eGovernment Conference](#)
- [Email contact for press queries](#)
- [Malmö Ministerial Declaration on eGovernment](#)

EU: New register gives public access to information on emissions from European industrial facilities - 20 November 2009

On 9 November 2009 the European Commission and the European Environment Agency launched the new, comprehensive [European Pollutant Release and Transfer Register \(E-PRTR\)](#).

The register contains information about the emissions of pollutants to air, water and land by industrial facilities throughout Europe in 2007. It includes annual data for 91 substances and covers more than 24 000 facilities in 65 economic activities. The information in the register covers 30% of total nitrogen oxides (NOx) emissions (i.e. most emissions from sources other than transport) and 76% of total sulphur oxides (SOx) emissions to air in the EU-27 countries and Iceland, Liechtenstein and Norway.

The website has a search engine that allows visitors to browse using one or more criteria and a map tool. For example, visitors can search the amount of hazardous and non-hazardous waste transferred from facilities in a country (waste search), or releases from a specific industrial site by name or location (facility search).

Some information that can be obtained is for example, the following:

- Often a small number of facilities make large overall contributions to the total amount of pollutants released in Europe. For instance, just five large combustion plants were collectively responsible for more than 20% of all E-PRTR SOx emissions to air in 2007. Sulphur oxides contribute to both environmental acidification and the formation of health-damaging particulate matter.
- More than 54 million tonnes of hazardous waste were transferred from E-PRTR facilities. Most hazardous waste is recovered or disposed within the country where it originates; just a small fraction of it (approximately 6%) is transported across borders.

From 2010 onwards, the information in E-PRTR will be updated in April each year.

Further information:

- [Original source - Europa, Press Release Rapid, Website](#)
- [European Pollutant Release and Transfer Register \(E-PRTR\)](#)

EU: AAL Roadmap published - 20 November 2009

The AALIANCE initiative - "The European Ambient Assisted Living Innovation Alliance" - aims to coordinate the European Ambient Assisted Living (AAL) Research & Development (R&D) community and to develop a common strategic vision for short-, mid- and long-term R&D approaches in the AAL context. An important step towards this aim is the release of the [Ambient Assisted Living Roadmap](#) for research and innovation which the project consortium has now published.

The full document of 120 pages (including a foreword from Florin Lupescu, Director of the Directorate 'ICT addressing Societal Challenges' in the Directorate-General for Information Society and Media of the European Commission) provides an in-depth look into the future of AAL application areas, concepts and technologies until 2025.

The first part of the roadmap describes the main trends for AAL, analysed from demographical, economical and technological points of view. Furthermore, existing barriers for deployment of AAL are explained in the document. Starting from the identification of potential needs of elderly people for living independently in different contexts, the field of AAL is grouped in three principal application domains:

- Ageing at home and on the move (AAL4persons)
- Ageing in society
- Ageing at work.

In the second part of the Roadmap, these application domains, potential applications and services and use cases are examined.

The third part of the document focuses on the underlying technologies, on which applications and functionalities of the previous domains are based. They are grouped in five basic groups:

- Sensing
- Reasoning
- Acting
- Communication
- Interaction

In the final chapters an outlook on questions of system integration and interoperability (i.e. ways to compose an AAL system) is given.

The AALIANCE initiative is part of the [EU action plan for Ageing Well in the Information Society](#) which aims to provide new solutions to help Europe tackle the challenges of the ageing population.

AALIANCE is funded within the specific programme "Cooperation" and the research theme "ICT" of the 7th European Framework Programme. More than 35 European companies and organisations - covering the whole AAL value chain - are currently members and partners of AALIANCE.

Further information:

- [AALIANCE Ambient Assisted Living Roadmap, August 2009](#)
 - [AALIANCE project](#)
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FR: Proxima Mobile - Results of call for mobile eServices projects announced - 20 November 2009

On 26 October 2009, French State Secretary for Forward Planning and the Development of the Digital Economy Nathalie Kosciusko-Morizet unveiled the winners of a call for projects launched under a new initiative called 'Proxima Mobile'.

Proxima Mobile is the first web portal dedicated to free and innovative services - useful applications and services of general interest - which are to be made accessible via the mobile phones connected to the Internet.

The call for projects was launched by Ms. Kosciusko-Morizet on 16 July 2009. Earmarked €10 million, the call is part of the digital chapter of the Plan for stimulating the French Economy which focuses on applications and the innovative use of the Internet.

The set of winning projects, 68 in total, aims to achieve a threefold goal:

1. To create a bunch of mobile eServices of general interest that are of use to all citizens;
2. To enable the less connected audiences (the Elderly, those with a disability, economically disadvantaged persons, etc) to benefit more widely from such services and applications;
3. To stimulate the environment of mobile eServices, a strategic stake for all the actors of the Digital Economy.

More and more French citizens access the Internet via their mobile phones. According to a recent survey, over 16 % of them owned a 'smart phone' (multimedia phone) on the second trimester of 2009, against 11 % three months earlier.

Within the two-month duration of the call for projects, more than 250 applications were made by many types of organisations (SMEs, public entities, non-profit organisations).

The 68 selected projects cover a wide range of fields of general interest, namely: Law and consumption; Culture; Sustainable Development; Education; Employment; Disability; Tools and technologies; Health; Elderly people; Personal services; Tourism; Local matters.

Further information:

- [Official press release - Proxima Mobile \(in French\)](#)

IT: A website to assist immigrants in sending money home - 20 November 2009

The "[Mando soldi a casa](#)" (I send money home) website was presented on 9 November 2009 at the Italian Ministry of Foreign Affairs in the framework of the International Conference on Remittances that was held on the same day in Rome.

This new website contains all the relevant information that Italy's immigrants need to know in order to send money to their country of origin, a major aspect of the daily life of most of the immigrants who are living and working in Italy.

The aim of this online space is to ensure the transparency and clarity of the process of sending money home - from costs to remittance timelines and the various operators.

The data provided include: the volume of remittances made from Italy and from worldwide respectively; a database of the support initiatives aimed at migrants (e.g. financing opportunities); and a section entirely dedicated to providing advice on how to manage and save money and, above all, to comparing sending costs in a fully transparent manner.

A 'roadmap' to establish the remittance timelines and to find ways of reducing the sending costs is currently being studied. The objective of the Ministry of Foreign Affairs is to lower down these costs over five years, from 10 % to 5 % of the sum that is sent.

Among other promoters of the website is the International Organization for Migration.

Further information:

- [Original news article - Ministry of the Interior \(in Italian\)](#)
- ["Mando soldi a casa" website \(in English and in Italian\)](#)

FR: Online service allows comparisons of electricity and natural gas prices - 19 November 2009

The [National Energy Ombudsman](#) and the [French Energy Regulatory Commission \(la Commission de régulation de l'énergie - CRE\)](#) have jointly created a [website](#), whose objective is to provide consumers with the prices offered by the main suppliers of electricity and gas in metropolitan France, excluding Corsica.

Published online on the 5 November, the [énergie-info website](#) is run in collaboration with the General Directorate for Competition Policy, Consumer Affairs and Fraud Control (DG CCRF) and the Directorate General for Energy and Climate (DGEC). The online service also offers information on the arrangements of complaints or disputes relating to the use of this service, but also on rates of two major suppliers, the EDF (Electricité de France-EDF) electricity and GDF (Gaz de France-GDF) - Suez natural gas. Ultimately, this service will be gradually enriched in order to present the total amount of offers made by suppliers.

This comparison service is part of the opening of energy markets, which allows -from 1 July 2007- consumers to choose the supplier of electricity or natural gas based on their needs. In this regard, it is important to note that there are two types of offers: the regulated prices that are set by the government and the market prices. The possibility for a consumer to return to the regulated by the government price, after having chosen the market prices, is subject to conditions.

Further information:

- [Official Press Release - Service-Public.fr portal \(in French\)](#)
- [énergie-info - Website \(in French\)](#)
- [National Energy Ombudsman - Website \(in French\)](#)
- [The Energy Regulatory Commission \(la Commission de régulation de l'énergie - CRE\) - Website \(in French\)](#)

SE: Internet to strengthen dialogue with citizens at local level - 19 November 2009

On 12 November 2009, the Swedish Government decided to grant 800 000 SEK (approx. €78 000) to the Swedish Association of Local Authorities and Regions (SKL) in the aim to allow it to continue developing methods and tools to facilitate citizen participation in political decision-making.

This sum complements the 2.7 million SEK (approx. €263 000) that have been already provided by the central government so far.

Examples of the tools developed under this project include the 'electronic citizen proposal', SMS query tools and instant messaging devices. These tools are currently being tested in local governments.

SKL will publish by 15 May 2010 a report on how ICT tools can support civic participation. The final report on the entire project will be issued not earlier than 31 March 2011.

According to the Government's official press release, "The ability of citizens to participate in the political process can be strengthened through new ways of using the Internet. IT tools can enhance the dialogue between citizens and institutions and make the political decision-making process more transparent and accessible. "

Further information:

- [Official press release - Swedish Government \(in Swedish\)](#)

EU/SE: Finalist exhibition launched at 5th Ministerial eGovernment Conference in Malmö - 19 November 2009

The 52 finalists for the 4th European eGovernment Awards set up their exhibition stands yesterday [18 November 2009] in full preparation for the 5th Ministerial eGovernment Conference, which starts today [19 November 2009]. The European eGovernment Awards ceremony, acknowledging the best of the best in eGovernment solutions, will take place this evening (at 18:00-18:30 CET); it is the culmination of the 4th European eGovernment Awards scheme.

Under the title "Teaming up for the eUnion", the conference expects to bring together over 1 000 prominent public and private decision-makers and experts from across Europe and further afield.

Prior to the official opening, the day of 18 November 2009 has been full of special events: the Ministerial Meeting and Declaration, the final phase of the awards evaluation and a special ministerial tour at the finalist exhibition.

European decision-makers responsible for eGovernment in Europe, as well as directors, senior managers and practitioners from public administrations, ICT industry, academia and NGOs are taking part in this fifth edition of the biennial conference.

The finalist exhibition highlights European Good Practices

The European eGovernment Awards Finalist Exhibition received special attention yesterday when participants at the Ministerial meeting - key decision-makers from the Member States and the European Commission - visited the finalists' exhibition stands. During this ministerial tour, finalists received their official certificates from the representatives of their countries' ministries responsible for eGovernment.

The **3rd and final evaluation phase** also took place yesterday, with the members of the jury visiting all 52 finalist stands.

The exhibition, hosted by the European Commission's Directorate-General for Information Society and Media and the Swedish Presidency of the EU, showcases the 52 finalists and forms an integral part of the conference. Contribution by the finalists is vital to the success of the conference, demonstrating achievements at grass-roots level since the last review in 2007 and pointing to innovations and emerging challenges for which cooperation should be encouraged at European level.

Exhibition stands are grouped according to the year's awards categories:

- Category 1: eGovernment supporting the Single Market
- Category 2a: eGovernment empowering citizens
- Category 2b: eGovernment empowering businesses
- Category 3: eGovernment enabling administrative efficiency and effectiveness

Ministerial Meeting and Declaration for future eGovernment policy

A Ministerial Meeting with EU Ministers responsible for eGovernment took place yesterday to discuss and prepare a Ministerial Declaration, which will set out a joint vision and policy programme for eGovernment for the period up to 2015.

The Ministerial Declaration will be presented jointly by the Swedish Minister for Local Government and Financial Markets, Mats Odell, and the European Commissioner for Information Society and Media, Viviane Reding today, the first day of the Conference.

Background information

The European eGovernment Awards is an initiative of the European Commission organised biennially to coincide with regular high-level EU eGovernment conferences. The purpose of the Awards is to support the implementation of European eGovernment policy and strategies and facilitate good practice exchange. In this context, since their launch in 2003, the Awards have been promoting the best ICT-based solutions for public services in Europe.

Further information:

- [European eGovernment Awards website](#)
- [Awards Helpdesk](#)
- [Picture gallery](#)

- [Email contact for press queries](#)
- Phone contact for press queries: +32-2-299 45 31 or +32-2-295 09 81
- [5th Ministerial eGovernment Conference, 19-20 November 2009, Malmö, Sweden](#)

EU: European governments help increase ODF interoperability - 19 November 2009

Representatives from three EU member states, Italy, Belgium and the Netherlands, took part in the second Open Document Format (ODF) interoperability workshop held in the Italian town of Orvieto on 2-3 November 2009.

Fabio Pistella, president of the Italian National Agency for Digital Administration (CNIPA), in his opening address told the attendees of the workshop that Italy is about to start a three-year promotion campaign on open source software, writes Roberto Gallopini, one of the organisers of the ODF workshop on his web blog.

The ODF plugfest in Orvieto brought together about thirty ODF developers and government representatives. It was the second such meeting, the first of which took place in the Netherlands in June 2009.

Bart Hanssens, interoperability expert at Fedict, the Belgian Federal Department for ICT, showed attendees how to sign ODF documents using the country's electronic identity card. He explained that Fedict wants users to be able to sign source documents, not only PDF.

The application, written in Java and at the moment only fit to be used in combination with OpenOffice, is in beta, Hanssens said. "But it is already very stable."

NOiV, the Dutch resource centre on open source and open standards, announced on 3 November 2009 its Officeshots web service, which allows users to compare the output of their ODF documents in several competing office applications. The service is available in a number of languages, including English, French, German, Chinese and Dutch.

Translation

Next to representatives and developers from large IT firms, the plugfest also attracts a number of other IT companies. Jakub Ondrušek, developer at a Slovakian IT company, discussed for instance his work on converting DocBook and ODF documents. A Hungarian IT company presented together with the University of Szeged their joint research and development work on EuroOffice, a version of OpenOffice extended with tools such as translation services and ways to display geographic data. Dirk Vollmar, from a German IT company, updated the attendees on the company's work to convert OOXML and ODF.

"This is a unique workshop where commercial vendors, governments and open source developers discuss updates to their implementations of ODF. (...)", commented Michiel Leenaars, director of the Dutch Internet Society and one of the organisers of the plugfest.

Galoppini, institutional relationship manager of the Italian OpenOffice association: "These workshops are useful to educate governments about the fact that open standards are first and foremost about participation. True interoperability demands implementers' good-will, but also more participated open standards processes and practices."

Further information:

- [Original news article - OSOR.EU](#)

EU: European Space Agency to start a repository for open source applications - 19 November 2009

The European Space Agency (ESA) wants to build a repository for hosting and developing its open source applications, including flight software, ground software and engineering tools.

On 11 November 2009, the organisation posted a call for tender to start the development of the repository. ESA wants to determine the requirements, architecture and implementation of a repository of space open source software. "We want to guide Europe's space industry to the available open source applications in our space domain", Juan Miró, head of ESA's software systems division, explained last week [week of 9-13 November 2009]. "It should help them to join collective development efforts and assist them to manage software licences and licence schemes."

Miró was one of the organisers of an ESA workshop on open source software held at the European Space Research and Technology Centre in Noordwijk, the Netherlands, on 12 November 2009. About eighty space scientists, engineers specialising in air traffic control and representatives of companies that develop software for Europe's space industry presented their open source projects and discussed possibilities and pitfalls of this type of software.

Miró says that increasing the use of open source requires a lot of explanations and communication. "In any large organisation, it is difficult to make everybody aware. Using open source is not just about technical capabilities, we also need to be aware of licences and the effects they could have on intellectual property rights."

"Contrary to rumours, ESA is not about to make open source software the default in our software procurement", said Fabio Mazzanglia, head of the ESA's procurement department, also involved in organising the workshop.

Mazzanglia suggests that ESA and commercial software developers together study the possibilities to combine applications made with open source software and others made with proprietary software. "If needed, we could for instance consider a licence that restricts the use to the EU member states, or investigate the possibilities to publish projects using a dual licence, that allow commercial software vendors more options."

The ESA tender for the repository is available on the agency's website for registered visitors.

Further information:

- [Original news article - OSOR.EU](#)
 - [European Space Agency \(ESA\)](#)
 - [ESA invitations to tender](#)
-

FR: 150 000th personal account created on 'Mon.service-public.fr' portal - 19 November 2009

On the occasion of the creation of the 150 000th account on the personalised eGovernment portal '[Mon.service-public.fr](#) on 19 October 2009, the Minister for the Budget, Public Accounts and Civil Service, Eric Woerth, and the State Secretary for Forward Planning and the Development of the Digital Economy, Nathalie Kosciusko-Morizet, presented the latest French eGovernment achievements. They introduced 15 new administrative simplification measures.

'Mon.service-public.fr' is intended to be the country's most advanced eGovernment portal by offering unified, personalised and secure access to the entire set of Government services available online. The users of the new portal first need to create a personal account which will enable these: to securely manage their administrative procedures online; to access customised information; to store their eCertificates and supporting documentation; and to register their personal data (name, surname, address, etc) only once, which will facilitate the submission of online forms.

The [15 new measures](#) form part of the first wave of decisions made under the 'Ensemble Simplifions' programme. They are the result of an eponymous nation-wide consultation conducted via a [web 2.0 portal](#) allowing all those interested to voice their opinion and make suggestions on how to simplify the dealings of citizens, businesses, local government and non-profit organisations with the French Public Administration.

The 15 simplification measures are structured around three guiding principles:

- Reduction of the amount of supporting documentation demanded (e.g. by eventually doing away with the obligation to provide an extract of one's birth entry in the civil register in view of the delivery of a passport);
- Avoiding that users provide the public authorities with the same information several times (e.g. by creating only one procedure to declare the loss, or to request the renewal, of one's papers - ID card, passport, car registration papers, driving licence, social insurance card; by enabling companies to perform a transfer of their head offices by means of a single request);
- Commitment towards service quality and timely delivery (by defining a response time for each procedure).

The Minister and the State Secretary moreover announced the establishment of a working group of public and private sector experts of the digital relationship with users; the working group has been tasked to make proposals for developing the offer of remote Government services taking the citizens' needs and new ways of life into account, by the end of 2010.

Further information:

- [Original press release - State Modernisation Portal - Directorate-General for State Modernisation \(in French\)](#)
 - ['mon.service-public.fr' portal \(in French\)](#)
 - [List of 15 simplification measures \(in French\)](#)
 - [Previous ePractice news article - 'Ensemble Simplifions - a web 2.0 portal to simplify the French Administration'](#)
-

ES: New electronic notification system of court judgements in Cantabria - 18 November 2009

At the end of 2010, the Government of Cantabria will implement a system of electronic notification of court judgements. The Department of Justice and the Bar Association, which will both collaborate in the implementation of this electronic system, have agreed on the action framework and its mode of operation.

This new information system will allow the filing of pleadings and legal documents, the transfer of copies, as well as the performance of procedural acts of communication by electronic means.

The Regional Minister for the Office of President and for Justice (consejero de Presidencia y Justicia), Vicente Mediavilla, and the dean of the College of Prosecutors (Colegio de Procuradores) of Cantabria, Dionisio Mantilla, have signed an agreement which regulates the collaboration of those two bodies and the operation of the system in legal terms. This computerised system, which allows for bilateral communication between courts and public prosecutors, will be operational 24 hours a day, 365 days a year. Regarding proceedings, however, the acts of communication will take place on weekdays, during office hours, 9.00 to 15.00.

Mediavilla has highlighted that this action, included in the project '*Vereda*' in order to modernise the Justice Department's administration, will mean the 'elimination of paper' in keeping court proceedings and its replacement by electronic means. The Regional Minister of Justice (consejero de Justicia) has also stressed the "vital role" of Public Prosecutors, the professionals who mostly use the new electronic means, as a "vehicle" for legal communications.

For his part, the Dean, Dionisio Mantilla, assured the "full cooperation" of the College to make this project succeed as this initiative will make Cantabria "the first community in Spain" to digitise its entire court records. Mantilla has thanked the Regional Minister of Justice (consejero de Justicia) for their mutual close collaboration that began during the negotiation of the transfer of the powers of the Department of Justice.

The "comprehensive digitisation" of the court records will be performed in Cantabria and that will terminate paper use thus achieving a "smooth, convenient and fast" process which will end the "slow pace of Justice."

Further information:

- [Official press release of the Spanish website of the Government of Cantabria](#) (in Spanish)

New Factsheets

The 12th Edition of the eGovernment factsheet for the Czech Republic and the 4th Edition of the eGovernment factsheet for the Former Yugoslav Republic of Macedonia are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [EU: eGovernment Benchmark Survey 2009](#) | 19 November 2009 | Croatia | Iceland | Norway | Switzerland | EU Institutions
- [EU: Malmö Ministerial Declaration 2009](#) | 19 November 2009 | EU Institutions
- [EU: 2009 Progress Study on the i2010 eGovernment Action Plan](#) | 16 November 2009 | EU Institutions

EU: eGovernment Benchmark Survey 2009 - 19 November 2009

Description (short summary): This report captures the measurement of public eServices across Europe, two years on from the [last measurement](#) in September 2007. Intended to open “a new chapter in EU eGovernment benchmarking” in the policy context of the end of the Lisbon i2010 policy timeframe, it establishes the foundations for the progressive and planned modernisation of pan-European eGovernment comparison. To participate in the survey this year were 31 countries: the 27 EU Member States as well as Croatia, Iceland, Norway and Switzerland. Like its previous editions, the report measures the online availability and the sophistication of 20 basic public Services (12 services for citizens and 8 services for businesses) in those countries. Some enhancements have however been made to the measurement system, in particular:

- A focus on high impact services. eProcurement is one such area that is included in the survey: the single data point that measured eProcurement in past years, mainly on national platforms, now evaluates 19 process data points that consider the pre-award sourcing and post-award transaction phase.
- User experience is now recognised as being an essential gauge to the take-up of online services. It is measured as a pilot in the report, using five criteria: Accessibility, Usability, User Satisfaction Monitoring, One-stop-shop approach and User-focused portal design.

The report notes a steady progress in terms of full online availability of the 20 basic services. Indeed, the overall EU27+ measure has risen to 71 % in 2009 from 59 % in 2007. In terms of sophistication, the report finds that Europe stands at 83 % in 2009, compared to 76 % in 2007. The EU27+ is presently classified at the top at the transactional 4 (of 5) eGovernment levels. The most advanced countries show saturation against both of these measures for many of the 20 services.

As in the past, there remains significant variance (20 % fully online; 12 % sophistication) between the results of services for businesses (of which there are 8) and services for citizens (of which there are 12).

A small number of countries have made very significant improvements, essentially leapfrogging their peers.

The availability of eProcurement is now at around 60 % in the EU, still far from the 100 % target for 2010 set by the i2010 eGovernment action plan.

Number of pages: 183

EU: Malmö Ministerial Declaration 2009 - 19 November 2009

Ministerial Declaration on eGovernment Authors: Ministers responsible for eGovernment policy of the European Union (EU) Member States, the Candidate Countries and the European Free Trade Area (EFTA) Countries, under the chairmanship of Minister Mr Mats Odell, representing the Swedish Presidency, and in the presence of Vice President of the Commission in charge of Administrative Affairs, Audit and Anti-fraud, Mr Siim Kallas, on the occasion of the Ministerial eGovernment Conference '[Teaming up for the eUnion](#)' of the Swedish Presidency, held in Malmö, Sweden, on 18 November 2009.

Description (short summary): The declaration signed on 18 November 2009 in Malmö by the EU ministers outlines a joint forward-looking vision and defines policy priorities to be achieved by 2015. The key objectives that Member States together with the Commission aim to achieve in the next five years are:

- to empower businesses and citizens through eGovernment services designed around users' needs, better access to information and their active involvement in the policy making process;
- to facilitate mobility in the single market by seamless eGovernment services for setting up business, for studying, working, residing and retiring in Europe;
- to enhance the effectiveness and efficiency of government services by reducing the administrative burden, improving organisational processes of administrations and using ICT to improve energy efficiency in public administrations, which will result in a greater contribution to a sustainable low-carbon economy.

Number of pages: 6

EU: 2009 Progress Study on the i2010 eGovernment Action Plan - 16 November 2009

Description (short summary): This Final Report presents the comprehensive achievements, challenges and recommendations of the study. Its strategic purpose is to undertake a qualitative progress evaluation of the i2010 eGovernment Action Plan, 2006-2010, and on this basis to make an input to Member State and European Commission planning for the eGovernment Action Plan 2010-2015. The study has two main objectives: First to undertake a qualitative analysis of progress towards achieving the goals of the Action Plan, and second to evaluate the stimulus effect of the Action Plan and the level of progress triggered by it across Member States. Three main methods have been employed to meet these objectives: desk research, a National Self Assessment Questionnaire (NSA) filled in by each country, and consultations including numerous interviews, a workshop and other feedback. The i2010 eGovernment Action Plan was agreed between the European Commission and Members States, and prepared in 2006 based largely on the Ministerial Declaration published in Manchester at the end of 2005. It was updated by the Ministerial Declaration published in Lisbon in September 2007.

In addition to some important general objectives, the Action Plan has five specific objectives relating to:

- Efficiency and Effectiveness
- High Impact Services
- Key Enablers
- eParticipation

Number of pages (Full Report): 132

ePractice Workshops

- [Applying standards in eProcurement and eInvoicing](#) | 24 November 2009 | Belgium
- [eGovernment: Innovative Measurement Approaches](#) | 30 November 2009 | Belgium
- [European Interoperability Strategy \(EIS\) Info Day](#) | 1 December 2009 | Belgium
- [Benchlearning: Final Conference](#) | 1 December 2009 | Belgium
- [eProcurement for SMEs](#) | 4 December 2009 | Italy
- [Service Oriented Architecture pushed to the limit in eGovernment](#) | 17 February 2010 | Belgium

Co-branding your event with ePractice.eu is possible. Please read our terms at epractice.eu/workshops

Upcoming Events

- [FR: Conference on the Internet in the Public Administration sector](#) | 24 November 2009 | France
 - [UK: HUWY, Young people's experience and advice on Internet Policies](#) | 03 December 2009 | United Kingdom
 - [DE: Online Educa Berlin 2009](#) | 02 - 04 December 2009 | Germany
 - [ES: gvSIG Conference 2009](#) | 02 - 04 December 2009 | Spain
 - [BE: Workshop on Self-service terminals and Assistive Technologies](#) | 07 December 2009 | Belgium
 - [FR: ETSI Security Workshop 2010](#) | 20 - 22 January 2010 | France
 - [UK: Healthcare IT Exchange 2010](#) | 31 January - 02 February 2010 | United Kingdom
-

FR: Conference on the Internet in the Public Administration sector - 24 November 2009

During the conference, important public sector players will be gathered; Directorate General for the Modernisation of the State (DGME), Health Insurance, Paris Academy, Mayor of Bordeaux, Auvergne Region, Burgundy region, Autonomous Operator of Parisian Transport (RATP), among others whose feedback and advice will provide valuable support and answers to the following issues:

- the latest and priority projects in eGovernment;
- the innovations that will allow the web to go further in the dematerialisation of services, fostering a personal relationship with the user;
- how to integrate the Web into its communication strategy;
- the appropriate context and the purpose to use participatory platforms, social networks, blogs, etc;
- how political communication should evolve on the Internet;
- how to measure the magnitude and the scope of the signals activated on the Internet.

It is a forum for public administrations, local authorities and public enterprises that wish to learn from best practices in order to improve their relationship with the users.

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

Registration can be performed [online](#). The attendance fee is €490 exc. VAT for the public sector and administrations, and €890 excl. VAT for private-owned-businesses. Expected number of participants will exceed 100.

Event email: evenements@benchmark.fr

Event website: http://www.benchmark.fr/catalogue/forum/programme/394-forum-secteur-public-sur-internet/?f_partner=em

Country: France

City/Location: Paris

Organiser: Benchmark Group

UK: HUWY, Young people's experience and advice on Internet Policies - 03 December 2009

The HUWY project is an EU-sponsored eParticipation project, aiming to gather input from young people and channel IT to policy-makers, at a national and European level. The focus of the project are policies and laws which affect the Internet, e.g. cyberbullying, child abuse and child safety, freedom of speech and censorship, privacy and phishing, security, identity, hacking, e-commerce, file-sharing and copyright.

The morning of the launch will include short presentations from HUWY partners, policy-makers (including Hille Hinsberg from the [Estonian State Chancellery](#)) and youth groups (including [Young Scot](#) and [Jugendpresse Deutschland](#)).

In the afternoon, two workshops will take place:

- [Youth Work Ireland](#) will provide young people's perspective: Young people, the Internet and HUWY;
- A Workshop organised by [UK's Ministry of Justice](#) will provide a policy-maker's perspective: Making a difference - how to translate engagement into change.

A draft agenda of the event is available [here](#).

Registration to the event is free and can be performed via the [e-Science Institute website](#).

Event email: e.taylor-smith@napier.ac.uk
Event website: <http://huwy.eu/uk/news-blog/2009/11/03/huwy-launch-3rd-december-edinburgh/>
Country: United Kingdom
City/Location: Edinburgh
Organiser: Edinburgh Napier University and the HUWY project

DE: Online Educa Berlin 2009 - 02 - 04 December 2009

ONLINE EDUCA BERLIN, a global e-learning conference for the corporate, education and public service sectors, is the key annual networking event for the international e-learning and technology-supported learning and training industry, attracting and bringing together experts in the vanguard of technology-enhanced learning from around the world. Participants forge essential cross-industry contacts and partnerships, thereby enhancing their knowledge and expertise.

Participants are high-level decision makers from education, business, and government sectors, the three areas driving e-learning adoption and innovation. The networking opportunities and quality of discussion surpass those of any other industry-related conference. The conference is aimed at anyone involved in technology-supported learning and training and also for those who want to find out more about this ever-evolving field.

More information about the programme of the event can be found [here](#).

Over 2000 delegates from more than 90 countries and every continent attend the conference to discuss the latest developments in the field. There is a registration fee for attending the event; registration can be performed [online](#).

Event email: info@online-educa.com
Event website: <http://www.online-educa.com/the-conference>
Country: Germany
City/Location: Berlin
Organiser: ICWE GmbH

ES: gvSIG Conference 2009 - 02 - 04 December 2009

In the light of the gvSIG conference, the Undersecretary of the Regional Ministry of Infrastructure and Transport stated the following: "gvSIG is a continuously evolving project that is constantly adapting to reality. As a result of this continuous process of transformation a non-profit organization, the 'Association for the promotion of free geomatics and the development of gvSIG' (Association gvSIG), has been established. [...] Using free software is not the same as adapting its philosophy of shared knowledge to the development of a new business model; a new model that opens opportunities to many companies in the sector, especially to small and medium sized companies."

The 5th edition of the gvSIG conference will also host the [eclipseDay](#). Organisations interested in collaborating in the event can find information [here](#). All presentations at the Conference will have simultaneous interpretation (Spanish-English and English-Spanish).

Registration is free of charge; however, since there is limited capacity for the conference, registration should be performed through the online [application form](#).

Event email: contacto-jornadas-gvsig@gva.es
Event website: http://jornadas.gvsig.org/home/view?set_language=en
Country: Spain
City/Location: Valencia
Organiser: Regional Ministry of Infrastructure and Transport (Conselleria de Infraestructuras y Transporte, CIT) and the gvSIG Association

BE: Workshop on Self-service terminals and Assistive Technologies - 07 December 2009

Self-service terminals (e.g. ATMs, kiosks in train stations, airports, public kiosks in postal offices etc) are rapidly taking over from humans for the delivery of basic services in today's daily life. However they can be difficult to access and use for many people, e.g. users with disabilities, those with low ICT competence, elderly users, or simply those not used to this medium. This can be improved by adapting the terminals as to their physical design, software and interfaces. Possible solutions encompass among other use of mobile devices or assistive technologies for man-machine interaction, vocal input/output, software adaptation etc.

While this is a big market concerning many people, it presents a high degree of fragmentation in Europe, which limits efficiency and affordability of solutions available to users. The internet offers new possibilities for improving this situation. First, improving the transparency and comparability of available AT products and services, thus allowing a better match between offer and demand. Secondly, supporting innovation on AT developing, enabling AT developers to share online software-based AT solutions and users to access them. As a result, quality and affordability of AT can be improved.

The purpose of this meeting is to identify grounds for possible further action at European level, notably with support from the European Commission in various possible ways: policy recommendations, stakeholder dialogue, standardisation activities, funding from EC programs, etc.

The event is free of charge; however, registration is compulsory and can be performed by sending an [email](#) with full name, job title and organisation.

Event email: eiInclusion@ec.europa.eu

Event website: http://ec.europa.eu/information_society/activities/eiInclusion/events/workshop_atm/index_en.htm

Country: Belgium

City/Location: Brussels

Organiser: European Commission, Directorate General Information Society and Media (DG INFSO)

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 website:

http://www.etsi.org/WebSite/NewsandEvents/2010SECURITYWS/2010_SECURITYWORKSHOP_HOME.aspx

Country: France

City/Location: Sophia Antipolis

Organiser: European Telecommunications Standards Institute (ETSI)

UK: Healthcare IT Exchange 2010 - 31 January - 02 February 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 not 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

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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