



<http://eppractice.eu/>

European ePractice Newsletter N. 310 – 26 January 2010

>> 'Government 2.0: Hype, Hope, or Reality?' - Call for contributions to the next issue of the European Journal of ePractice

The ninth edition of the European Journal of ePractice will 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 article contributions sought for can be of both an empirical and theoretical nature, from a policy or technical perspective and from different disciplines; in particular, they can bring relevant input in the definition of European policies on eGovernment.

The submission deadline is **8 February 2010**.

For more information, please visit the full call online: <http://www.eppractice.eu/en/node/288847>.

>> Workshop - 'Service Oriented Architecture pushed to the limit in eGovernment'

ePractice encourages its members to take part in the 'Service Oriented Architecture (SOA) pushed to the limit in eGovernment' Workshop which will be held in Brussels, Belgium, on 17 February 2010. An event organised by the European Commission, the workshop aims to promote the sharing of good practice in the area of SOA. Its main themes include the lessons learnt from the use of SOA in eGovernment, the evolution of SOA towards a Service Object Oriented Architecture and the impact of SOA on new eGovernment policy priorities.

Abstract submissions are welcomed by **9 February 2010**.

To obtain more information and/or to perform free-of-charge registration, please visit the workshop's page: <http://www.eppractice.eu/en/workshops/soa>.

Latest Cases

- [National Health Service Scotland \(NHSS\) Emergency Care Summary](#) | 21 January 2010 | United Kingdom
- [BELIEF II](#) | 20 January 2010 | Pan european
- [Online Information and Referral Services to Reduce Phone Calls](#) | 19 January 2010 | North America

National Health Service Scotland (NHSS) Emergency Care Summary

The ECS is part of the NHS Scotland eHealth strategy and part of the long-standing vision for a virtual EHR that can be accessed when it is needed for patient care in Scotland.

It should be noted that saving cash or generating cash flow is not an objective of the project. The ECS was first piloted in 2004 and launched nationally in 2006. Since then, it has grown to be a national system across all 14

Health Board areas in Scotland covering over 5.4 million patients. All of the information for ECS is currently provided from primary care GP practice information systems.

An extract from the GP patient record is sent to a national store twice a day. The dataset contains:

- Patient Demographics:
 - Name.
 - Date of Birth.
 - Address.
 - Telephone Number.
 - Patient Identifier (CHI number – a unique patient identifier in Scotland).
- Allergies and Adverse Reactions to medications.
- Medication History:
 - All Acute prescriptions in past 30 days.
 - All Repeat prescriptions in past 12 months.
- Consent Flag.
- Patient Opt-out status.

The data is then accessed by healthcare professionals treating patients outside of the GP practice. Currently, four types of care organisations have the right to access the ECS: out of hours (OOH) services, accident and emergency (A&E), the national call centre for Scotland (NHS24), and the GPs themselves. Other user groups and services have already expressed their wish to receive access to the ECS in order to ease their work and improve patient safety.

Security and confidentiality are vitally important factors for patients and clinicians. A core function of ECS is to ensure that patient information is secure and correctly used at all times by integration directly with the users clinical system, thus eliminating random searching on the database. Security is further enhanced by regular audits which check for fraudulent use.

Information is sent to ECS by implied consent from the patient. However access to ECS is only by explicit consent only and the patient must give permission to the clinician before access to ECS is allowed. GP practices can provide access to the ECS for patients by issuing print-outs when required.

There are two paths of entry to the ECS. One is a web-portal where users are required to have a specific and separate user name and password. The web services route has been developed to enable access to ECS through an interface to the users main system and does not require a separate log in or password.

All accesses made on ECS are recorded through a full audit trail that is available at all times to GP's and Health Boards.

The system is used by approximately 9000 physicians in hospital or community centres as, well as 2600 GPs for their own practice, 1000 nurses and 200 management staff. ECS connects a wide range of different organisations: over 1000 GP practices, 20 A&E departments, 20 acute receiving units with associated pharmacists, 30 OOH organisations with nursing and medical staff, and the national call centre NHS24.

BELIEF-II

BELIEF-II (Bringing Europe's eElectronic Infrastructures to Expanding Frontiers - Phase II) is an EU FP7 project aiming to support the goals of e-Infrastructure projects to maximise synergies in specific application areas between research, scientific and industrial communities.

The project builds on the success achieved in FP6 BELIEF [2005-2007] and has the strategic objective to coordinate the efficient & effective communication of results, networking and knowledge between e-Infrastructure projects and their users to promote worldwide development and exploitation.

More specifically, BELIEF-II seeks to ensure that Europe's diverse e-infrastructure projects evolve in synergy with one another to do the following:

1. Ensure common directions and efficient interaction;
2. reinforce the relevance of Europe's e-Infrastructures worldwide sustaining successful development and exploitation;
3. network a wide range of stakeholders through a coordinated mechanism to support a vibrant e-Infrastructure community;
4. synchronise e-Infrastructures priorities through easy to read e-infrastructure communication products;
5. provide a unique, communication platform for projects to manage their content, communicate activities to users and the public to learn more about e-Infrastructures.

BELIEF-II, owing to its qualified and committed international consortium of partners, is in the optimal position to address these strategic needs through a series of on-line and off-line tools, which are briefly highlighted below.

Through the organisation of events and the publication of communication products, the project maximise the overall communication of e-Infrastructures potential, and increase the visibility of EC Programmes in developing countries aiming at evolving and supporting a qualified, research and enterprise e-Infrastructures community globally.

Major results delivered by BELIEF-II are:

- Networking events:
 - 3 eConcertation meetings and related reports.
 - 2 European Brainstorming events.
 - 3 International Symposia, organised respectively in New Delhi (India) in December 2008, in Sao Paulo (Brazil) July 2009 and finally in Johannesburg (South Africa) December 2009.
- Publications:e-Infrastructures guides:
 - The global e-Infrastructure for research: pushing the boundaries of innovation.
 - Another e-Infrastructured guide is under publication.
- The Creative Connections dvd, available on the BELIEF YouTube Channel: <http://www.youtube.com/user/BeliefProject?gl=GB&hl=en-GB> & the production of a new dissemination video which will be released in April 2010
- 2 EC e-Infrastructure dissemination publications on-going, titles to be finalised:
 - Success Stories – II Towards a Sustainable European e-Infrastructure.
 - 5 issues of Zero-In eMagazine (Research Infrastructures News publications).
- Community building solutions:
 - The community portal www.beliefproject.org, the e-Infrastructures one-stop-shop made for the community by the community.
 - The Digital Library a public repository of over 15,000 e-Infrastructures related documents including videos, presentations, articles, press releases, interviews and projects deliverables.

Online Information and Referral Services to Reduce Phone Calls

Public Authorities have increasing difficulties in providing timely and accurate information in response to the wide variety of citizens' enquiries to which they are expected to respond. These often require the citizen to be redirected to elsewhere as the query refers to areas of responsibility of other Authorities. This often leads to frustration and wasted time for the citizen, who has to repeatedly explain his query, before obtaining a satisfactory answer. The Information and Referral Services (I&R) are created to help the citizen. This case demonstrates how online I&R can help to reduce the administrative burdens while improving the overall quality of service provided, increasing its availability to full 24/7, and significantly reducing the overall cost to the administration. It is shown the case of Community Answers, in Greenwich, Massachusetts, USA, where the online approach has helped to reduce by a third the required to man telephones while the number of calls increased by 25% between 2000 and 2008. That case is compared with our own experiences with the Call Centre of the city of Terrassa, Catalonia, Europe, where the service with the on-line I&R has attended a third more questions in the years 2007 and 2008 compared to 2006 without additional costs and similar satisfaction as a result of the adoption of the results of the iSAC6+ European project for the deployment of open source I&R on-line platforms.

Editor's Choice of the week: [SAKE: Semantic-enabled Agile Knowledge-based e-Government](#)

Latest News

- [NO: Geographical data download system now available](#) | 26 January 2010 | Norway
 - [EU: Call for networking proposals for ICT 2010](#) | 26 January 2010 | EU Institutions
 - [UK: NHS Wales - Health Minister approves computer systems' renovation plans](#) | 25 January 2010 | United Kingdom
 - [LV: eID card concept approved](#) | 25 January 2010 | Latvia
 - [CH: Online research at the Swiss Federal Archives](#) | 25 January 2010 | Switzerland
 - [EU: More than 400 interoperability assets in the SEMIC.EU repository](#) | 25 January 2010 | EU Institutions
 - [UK: Scotland - Launch of 'Health-e-Space' website](#) | 22 January 2010 | United Kingdom
 - [UK: Government launches one-stop shop for data](#) | 22 January 2010 | United Kingdom
 - [AT: Launch of business service portal 'USP.gv.at'](#) | 22 January 2010 | Austria
 - [PT: 'eAgenda' service goes live nation-wide](#) | 21 January 2010 | Portugal
 - [IT/EU: Wearable wireless monitoring system for fall prevention](#) | 20 January 2010 | Italy | EU Institutions
 - [EU: New project helps predict and mitigate weather-related disruption of transportation](#) | 20 January 2010 | EU Institutions
 - [TR: 'Social Assistance Information System' wins ETR Award](#) | 20 January 2010 | Turkey
 - [NO: Open standards in public sector's websites](#) | 19 January 2010 | Norway
 - [IT: Piacenza: The Drainage Consortium goes online](#) | 19 January 2010 | Italy
-

NO: Geographical data download system now available - 26 January 2010

The [geoNorge](#) portal allows users to download maps and other geographical data through the Norway WEB digital download central system.

"geoNorge", the Norwegian national site for map data and other geographic location information, has recently made available geographical data in digital format to the citizens; the data are collected in a central system, [Norway WEB digital download](#), that citizens can access via a user name and password authentication mechanism.

By accessing the system, citizens can consult and download files on elevation data, administrative boundaries, transformation formulas, as well as related topics like cultural heritage, herding and many more. The system provides both county and national data.

geoNorge is part of Norway digitally, a cooperation between public entities with responsibility for establishing and managing the data maps and other geographic information center attached or which are pertinent users of such information.

Further information:

- [Original news item – NORGE DIGITALT](#) (in Norwegian)
 - [geoNorge.no](#) (in Norwegian)
 - [Norway WEB digital download](#) (in Norwegian)
 - [Registration to Norway WEB digital download](#) (in Norwegian)
-

EU: Call for networking proposals for ICT 2010 - 26 January 2010

The European Commission published on 25 January 2010 the call for proposals for the Networking Sessions at [ICT 2010](#). The deadline for submissions is 15 April 2010 at 12:00 a.m. CET.

The ICT 2010 event, taking place in Brussels on 27-29 September 2010, will host dozens of networking sessions designed to facilitate contacts between researchers, innovators, engineers and investors from all fields of digital innovation.

That is why the networking proposals are defined and proposed by the ICT community itself. They offer the opportunity for forward-thinking ICT 2010 participants to set up collaboration initiatives that address the wide European Research Area. This is a chance to help the European Commission to focus the agenda of ICT and build future partnerships with the right people.

Proposals for networking sessions are welcome in the following areas:

- all scientific and technological subjects directly related to ICT
- all the ICT related components of the Seventh Framework Programme - FP7 (Cooperation, Ideas, People and Capacities), the ICT Policy Support programme (ICT PSP), EU ICT policies, international cooperation, technology platforms and public private partnerships.

The Networking Committee will select the most interesting proposals, in accordance with the [networking selection criteria](#), as well as the time and facilities available during the event. The Networking Committee will make all arrangements concerning the scheduling, venue, etc. of the networking sessions, which will be programmed over the three days of ICT 2010 in September 2010.

Those willing to contribute are invited to follow the [step-by-step instructions](#) to send their contribution.

Background information

Organised by the European Commission and hosted by the Belgian Presidency of the European Union, ICT 2010 is Europe's most visible forum for ICT research and innovation. A biennial event, it features a conference, an exhibition and several networking sessions. It has become a unique gathering point for researchers, business people, investors, and high level policy makers in the field of digital innovation. ICT 2010 will focus on policy priorities such as Europe's Digital Agenda and the next financial programme of the European Union for funding research and innovation in ICT.

Further information:

- [ICT 2010 Networking Sessions - Full call for proposals](#)
 - ['ICT for Governance and Policy Modelling' - ePractice Community](#)
-

UK: NHS Wales - Health Minister approves computer systems' renovation plans - 25 January 2010

The Welsh Minister for Health and Social Services, Mrs. Edwina Hart, has approved plans to renovate the computer systems of the Welsh National Health System (NHS); the purpose is to enable health professionals to access important patient information quickly and securely.

Financed by the Welsh Assembly Government with £2.5 million (approx. €2.9 million), the new system - known as the '[Welsh Clinical Portal](#)' - will give a single view of the information held about the patient, making it easier for healthcare staff to provide better care. It will bring together information held in the many hospital computer systems that doctors, nurses, clinicians and pharmacists use on a day-to-day basis.

The first phase of the portal, which has been successfully piloted at some hospitals, gives faster and secure access to existing information. Healthcare professionals at these sites are now able to request tests and view results electronically.

This latest investment comes as part of the Assembly Government's Informing Healthcare programme, whose objective is to improve patient care and the working environment for staff. As announced at the beginning of January 2010, '[My Health Online](#)' - the patient's website - is another system approved as part of this programme.

In the light of this initiative, Mrs. Hart stated: "Currently healthcare staff have to use many different computer systems throughout the day to be able to see the information they need. This can take a lot of time and may not provide the information that is needed to best treat patients."

"The portal will provide healthcare professionals with more information when they are treating their patients, helping to support their decisions and reduce the chance of inappropriate treatment or error. Getting to the final product will be a step-by-step process. As each stage of the design and development is completed it will be rolled out across Wales so any lessons can be learned and acted on, and the benefits seen quickly" she added.

The portal will help NHS Wales to work together to develop new information services and make better use of existing resources as set out in the '[One Wales](#)' commitment.

It has been designed by health professionals using the latest web technology to best help them in their day-to-day work and will be used in the same way across NHS Wales, meaning less training will be needed when healthcare staff move between hospitals

Further information:

- [Original Press Release - Welsh Assembly Government Website](#)
- [The Welsh Clinical Portal](#)
- [Informing Healthcare Website](#)
- [One Wales: A progressive agenda for Wales](#)

Note: Crown copyright material reproduced with the permission of the Controller of HMSO.

LV: eID card concept approved - 25 January 2010

On 12 January 2009, the Latvian Cabinet approved the eID card concept which provides for the introduction of a national eID card; its implementation will take place in the course of 2010.

Latvia thus aims to join the group of the European Union Member States that have already introduced an eID card system, i.e. Belgium, Estonia, Finland, Italy, Lithuania, the Netherlands, Spain and Sweden.

The concept was drafted by the Ministry of Regional Development and Local Government (MRDLG). According to the Ministry's proposal, the eID cards will not only serve for the identification of people travelling abroad or visiting public or municipal institutions, they will also enable one's authentication in the electronic environment. The Ministry perceives the future card as a key enabler of the development of national and local eGovernment services and, as a result, of Latvian eGovernment.

The document notes that, as international experience has shown, the identity card is used in most parts of the world for domestic use and as travel documents in defined situations. The countries that are currently working on new eID projects place particular focus on issues such as people's activities in the electronic environment, including the exchange of information by electronic means, Internet banking and online shopping. In this light, identity checks and digital security will become more pressing issues.

The Office of Citizenship and Migration Affairs (OCME) will be in charge of issuing the cards while a private partner selected following a tendering procedure will deliver the relevant certification services.

The MRDLG believes that the implementation of the concept will considerably boost the use of eSignature and eAuthentication, thus promoting eGovernment services.

Further information:

- [Original press release - Ministry of Regional Development and Local Government \(in Latvian\)](#)
- [Office of Citizenship and Migration Affairs \(OCME\)](#)

CH: Online research at the Swiss Federal Archives - 25 January 2010

Since the beginning of January 2010 more than a million resources have been made available online for research at the [Swiss Federal Archives](#).

1.2 million resources of the Federal Department of Justice and Police (FDJP), the Federal Department of Foreign Affairs (DFA) - apart from the Swiss Representation abroad - and the Federal Department of the Environment, Transport, Energy and Communications (DETEC) are searchable online via the search engine of the Swiss Federal Archives.

Over the course of 2010, new additional records from several other Federal Departments will be added. The material can also be ordered directly online from the Archive's website and be ready for the users' disposition upon their arrival at the Federal Archives premises.

In recent years, the Federal Archives have digitised different types of material such as the Federal Gazette (since 1848), the minutes of the Federal Council meetings (from 1848 to 1882) and, more recently, the issues of the Official Gazette dating from 1971 to 1995.

The Federal Archives allow users - regardless of where they are located - to do a research and have an overview of issues and topics covered in Federal Archives' records. Different search options are available, ranging from a simple or full search in the text to archive plan and field search. In addition, a multilingual inventory of sources thematically structured enables users to conduct background research in some 2 000 sub-resources of the federal state.

Further information:

- [Original Press Release -The Federal Authorities of the Swiss Confederation \(in French\)](#)
- [Swiss Federal Archives - Online Research](#)

EU: More than 400 interoperability assets in the SEMIC.EU repository - 25 January 2010

The corpus of interoperability assets in the repository of the Semantic Interoperability Centre Europe (SEMIC.EU) has doubled in the 2nd semester of 2009, thus bringing the count of these building blocks for meaningful data exchange at 402.

With 42 countries, 850 registered users and 11 related repositories, SEMIC.EU as a service for interoperability and its network for pan-European cooperation are arguably a success story in the strive for real pan-European eGovernment collaboration.

Among the latest contributions to the repository are a number of Norwegian, Spanish and Italian code lists, the latter from the INTERPRANA catalogue.

Other examples available on the repository are:

- The [NACE](#) classification of economic activities as well as different national implementations;
- [SDMX](#) (Eurostat's Statistical Data Exchange Formats);
- [eOrdering and eInvoicing](#) (by the IDABC programme - now "ISA", Interoperability Solutions for European Public Administrations);
- [eTendering and eAwarding](#) (by the IDABC programme - now ISA);
- HR-XML, e.g. [Competency types](#), [Assessment catalogue](#), [Enrollment](#), [Military history](#); Several "mature" [data models for natural persons](#) (from different countries);
- [MoReq2](#) (generic requirements catalogue);
- The data model for the [European Arrest Warrant](#);
- The European financial reporting taxonomies [COREP](#) and [FINREP](#);
- The [subjects classification](#) from the PLOTEUS portal.

Cooperation in research and implementation

Based on the growing body of interoperability assets, several new cooperations are currently emerging between the pan-European service and Member States initiatives, among them Spain, the Netherlands and Estonia.

The development, analysis and assessment of interoperability tools and assets have also attracted interest from academic institutions in Europe, as well as Asia and North America. SEMIC.EU is planning to maintain and extend these collaborations in order to identify and provide the best semantic interoperability solutions available in eGovernment contexts. Support by the academic community is sought in order to create suitable pan-European, if not universal, solutions. Another measure serving this cause is the linking of Related Repositories to the European centre which is SEMIC.EU.

Focus topics and the single point of contact

Aldo Laudi, the Project Officer in charge of the services and support of the SEMIC.EU network, states: "We developed a roadmap and we have started our work. The interest we experience is broad, and there's a lot of exchange with experts from all Member States. SEMIC.EU has moved forward and is right on track to becoming a reference point for issues of semantic interoperability in Europe which it is set out to be."

The current emphasis in asset acquisition and debate is laid on taxonomies (a "focus topic" of the Semantic Interoperability Centre). Contributions and questions on the topic are welcome and should be addressed to contact@semic.eu. Proposals for future focus topics should also be sent to this address.

Further information:

- [Original news article - SEMIC.EU website](#)

UK: Scotland - Launch of 'Health-e-Space' website - 22 January 2010

The ['Health-e-Space' website](#) has gone online in Moray, Scotland, aiming to encourage individuals to play an active role in personal health matters by providing them with a series of online tools and information.

The website allows anybody living in Moray to become a member and to obtain local health information, links to recommended websites and suggestions on how to live with health conditions. Its sister website, the 'Health-e-Space Community', serves as a social networking platform for people to share their health concerns and experiences among them in the Moray area.

The co-founder of Health-e-Space and consultant in obstetrics and gynaecology at Dr. Gray's hospital in Elgin, Professor Grant P. Cummings, said that according to a recent research the drive behind empowering people to take greater responsibility for their health has arisen. He also added that "We've got to start thinking about doing health differently. If we carry on doing what we're doing now, research shows that by 2020 almost every school leaver will need to be involved in the healthcare sector."

The website moreover provides users with several services such as ['visit the clinic'](#), an online tool for patients to interact with professionals of the National Health System (NHS). It also offers detailed information on health conditions and a section where clinicians can blog about specialist subjects.

Mr. Cummings compared the eHealth portal with some of the well-known social networking websites but with a distinctive difference - that of discretion - since patients' health matters can remain private.

The initial cost for the creation of the website was around £4 000 (approx. €4 500) and its development is being completed as a partnership involving the [NHS Grampian](#), the Moray Community Health & Social Care Partnership (MCHSCP), the Moray College, the Moray Council and several others.

Cummings said that he did not see Health-e-Space as a competitor to [HealthSpace](#), the English NHS website being rolled out alongside the [Summary Care Record](#) to allow patients to access elements of their patient record. In this regard, he said: "Giving people access to their records through the site may be something we look to do in the future but it's certainly a few more years down the line."

Cumming's vision is that the website will provide patients with their own patient centred medical toolkit that encompasses clinician's expertise, linked websites, information on where to go for treatment and purchases and the view of the patient to provide complete personal view of an individuals health needs. "As far as we know there is nothing out there like this. The clinician is the expert in the diagnosis but the patient is the expert in their own care."

Further information:

- [Original News Article - e-Health Insider Primary Care](#)
- [Health-e-Space](#)
- [HealthSpace NHS](#)
- [NHS Grampian](#)

UK: Government launches one-stop shop for data - 22 January 2010

A major new website launched to the public on 20 January 2010 gives anyone who wants to use it free access to UK government data in one place.

The site called ['data.gov.uk'](#) contains more than 2 500 sets of data from across the UK government. All of the data is non-personal and in a format that can be reused by any individual or business to create innovative new software tools, such as applications about house prices, local amenities and services, or access to local hospitals.

Stephen Timms, UK Minister for Digital Britain, and Sir Tim Berners-Lee, the inventor of the World Wide Web and Professor Nigel Shadbolt from the University of Southampton, worked together to launch the website.

In the run-up to its public launch, 2 400 registered developers were given access to a preview version of the site, so they could offer feedback and start experimenting with the data.

Some of the applications developed in this preview stage include:

- a video which shows traffic flows and congestion on the motorway network over the past decade;
- the 'School Finder' website which enables parents to search for schools by location and Ofsted report;
- a 'postcode newspaper' which details the different public services in a postcode area.

So that people can continue to create new products in the future, 'data.gov.uk' will be using a new, open licence, which allows government-owned data to be freely reused by anybody.

The launch of the website delivers on a major commitment in '[Putting the Frontline First: Smarter Government](#)' which the Prime Minister announced in December 2009.

Stephen Timms, UK Minister for Digital Britain, said:

"Freeing up public data will create major new opportunities for businesses. By allowing industry to use data creatively they can develop new services and generate economic value from it." "This is a tremendous opportunity for UK firms to secure better value for money in service delivery and to develop innovative services which will help to grow the economy."

Sir Tim Berners-Lee said:

"Making public data available for re-use is about increasing accountability and transparency and letting people create new, innovative ways of using it. Government data should be a public resource. By releasing it, we can unlock new ideas for delivering public services, help communities and society work better, and let talented entrepreneurs and engineers create new businesses and services. "

Professor Nigel Shadbolt, said:

"Today marks an important step forward in the work the Prime Minister asked us to lead. It gives data to the public and sets the groundwork for further progress. Over the next few weeks and months we will build on this by adding more functions. We are already working with departments, agencies and local authorities to release even more data all the time, and we want the release of public data to be 'business as usual' across public bodies as outlined in [Putting the Frontline First: Smarter Government](#). We are also going to increase the use of 'Linked Data' standards, which allows people to provide data in a way that is as flexible and easy-to-use as possible."

Further information:

- [Original press release - UK Cabinet Office Website](#)
 - [data.gov.uk website](#)
 - '[Putting the Frontline First: Smarter Government](#)' - ePractice library
-

AT: Launch of business service portal 'USP.gv.at' - 22 January 2010

On 1 January 2010, the Austrian Public Administration launched a one-stop-shop business service portal called '[Unternehmensserviceportal \(USP\)](#)'. The portal aims to serve as a single entry point to Government for businesses. By offering information and transaction services, it intends to help businesses to fulfil their information obligations and to reduce their administrative burdens.

The concept is based on two pillars: high quality 'tailor-made' information and transaction services respectively. Regulatory news will create new transparency for businesses. A special concern is to deliver up-to-date and clear information, in line with the need to find a new way of providing Public Administration content. Transaction services will include, amongst others, the filing of tax returns and the submission of statistical as well as social insurance data.

The USP will be developed in three phases:

- In 2010, a full-fledged information portal will be set up.
- By 2011, a single-sign-on-service including identity and access management will be offered and major federal eGovernment applications will be integrated.
- From 2013 onwards, special emphasis will be placed on interfaces to ERP-systems, streamlining administrative procedures and avoiding multiple reporting of the same information; regional and local eGovernment applications shall be integrated.

The USP's advantages at a glance for businesses include more efficient administrative procedures, in particular:

- A unique identification procedure: simple and uniform identity and access management.
- A one-stop-shop: a single entry point to information and transaction services.
- Time and cost efficiency through process integration.

Moreover, it is estimated that the portal will bring the business community a potential benefit of approximately €100 million per year in the short run, and of more than €300 million per year in the long run, depending on the services provided.

Offering this single gateway to Government information and transactions will significantly increase the attractiveness of doing business in Austria.

Background information:

In April 2006, the Austrian Federal Government launched an initiative to reduce administrative burdens for businesses by 25 %. The business service portal is the flagship project and one out of approximately 200 measures to reduce administrative burdens. The initiative is coordinated by the Federal Ministry of Finance and has been implemented by this same Ministry and the Federal Chancellery, in co-operation with all Federal Ministries.

Further information:

- [Original news article - Digitales Oestreich \(in German\)](#)
- [Austrian business portal - USP \(in German\)](#)
- [Website of the Austrian initiative on reducing administrative burden](#)

PT: 'eAgenda' service goes live nation-wide - 21 January 2010

'eAgenda', an online service for booking medical appointments in any of Portugal's healthcare centres, has been made available via the [portal of the Central Administration for the Health System \(ACSS\)](#) since 7 January 2010.

According to the relating statement of the ACSS, the service was first piloted in the Regional Health Administrations of the Lisbon/Tagus Valley and the Centre respectively. It is now operational in all the healthcare centres of the country.

In addition to the appointment booking facility, the service allows persons with a chronic disease to ask for the renewal of their prescription.

The Ministry of Health explained that any citizen can use the relevant platform "provided they have a valid National Health Security number" and perform a pre-registration by simply "accessing the page 'create an access' and fill out the dedicated form" (...). They will then receive a user account and a password for accessing the online services provided by the Ministry of Health via the ACSS portal.

Further information:

- [Official press release - Citizen's Portal \(in Portuguese\)](#)
- [Access to the ACSS platform \(in Portuguese\)](#)

IT/EU: Wearable wireless monitoring system for fall prevention - 20 January 2010

Italian researchers from the University of Bologna have developed a new wearable wireless sensor to monitor, detect and help patients avoid falls.

The new technology, part of the EU funded [SensAction-AAL project](#), consists of a wireless body-fixed monitor attached around the user's waist. The device uses gyroscopes and accelerometers to sense an individual's motion and position and detect any falls. In case of fall, the device can trigger an alarm and issue an alert. An alert will be then sent to the emergency services, doctors or relatives using text and email messaging or Bluetooth.

The research team developed software that can detect falls where the person has been unable to get up; it can therefore be used by those who are more prone to strokes, heart attacks or are suffering from other serious health conditions. In this regard, Lorenzo Chiari, a researcher of the project, said the following: "Falls in which a person does not get up, so called unrecovered falls, are usually a sign that they need immediate assistance" and added that "detecting them remotely is not easy. The main challenge is developing a software algorithm that can differentiate between an unrecovered fall and something less serious."

Along with minimising the risk of falling, the system can also be used to assist people who undergo rehabilitation programmes by encouraging them to perform prescribed exercises. Sensors can monitor user's movement and then translate it back as signals, such as sounds and vibrations, emitted via an audio headset or small vibrating actuators on different parts of the body.

Chiari added: "One application involves using the device as an MP3 player so the user can listen to their favourite music while exercising. If they move incorrectly the music will become distorted, change volume or tempo."

According to the research team, patients from the Netherlands, Germany and Israel suffering from Parkinson's disease who used the system during its pilot stage, have been very satisfied with it.

The device is currently being commercialised, however the consortium is interested in finding investment partners so that they can conduct more extensive clinical trial to develop a full commercial system.

Further information:

- [Original News Article - e-Health Europe](#)
 - [SensAction-AAL project](#)
-

EU: New project helps predict and mitigate weather-related disruption of transportation - 20 January 2010

The EU has recently launched a research project which studies the effects of extreme weather events on the safety and reliability of traffic systems, making it possible to both predict and mitigate disruptions in the transportation of people and goods.

The [Extreme weather impacts on European networks of transport \(EWENT\) project](#) in question, will also estimate the cost effects of weather-related disruptions. The project is motivated by the concern over the increase in extreme weather events caused by climate change. The study will focus on the safety and reliability of air, ground and water transport as well as on the cost effects of traffic disruptions.

The project will identify dangerous extreme weather events and estimate their probability and effects. It will also estimate the cost effects of traffic disruptions, such as costs associated with human casualties, material damages and discontinued supply chains. The main purpose of the project is to support adaptation to climate change.

The project results may be useful first of all to all European authorities but also to businesses, project financiers as well as insurers. The results may be used in the creation of sizing criteria of infrastructures, in the evaluation of needs for enhanced maintenance capabilities, the development of cooperation between authorities and the general preparedness for exceptional conditions. The pre-engineering of co-European and national risk management methods and processes is one of the project's key tasks.

The project will be carried out between 2010 and 2012 with a total budget of is approximately 2 million euros.

The participants of the EWENT project coordinated by VTT are: the German Aerospace Center (Germany), the Institute of Transport Economics (Norway), a private Finnish Consulting company (Finland), the Finnish Meteorological Institute (Finland), the Meteorological Service in Cyprus (Cyprus), an Austrian Company of Transportation on Waterways (Austria), the European Severe Storms Laboratory (Germany) and the World Meteorological Organisation (UN).

The Consultative Board of the project consists of representatives from the Finnish Ministry of Transport and Communications, the European Investment Bank, OECD, the Polytechnic University of Turin and a private insurance company.

Further information:

- [Original news item - Official Website of the Technical Research Center of Finland](#) (in Finnish)
 - [EWENT project website on CORDIS](#)
-

TR: 'Social Assistance Information System' wins ETR Award - 20 January 2010

On 13 January 2010, the Turkish 'Social Assistance Information System' (SAIS) project won the 'Public eServices to the public' award during the '7th eTürkiye (ETR) Awards'.

The Turkish Industrialists' and Businessmen' Association (TUSIAD) in collaboration with the Turkish Informatics Foundation (TBV) organised the 7th eTürkiye (ETR) Awards in Ankara, at the Cankaya Mansion, under the auspices of the Turkish President, Abdullah Gül.

In the category 'Public eServices to the public', the award was given to the project "Turkish Social Assistance Information System" of the Social Assistance and Solidarity General Directorate. The General Director of the Directorate, Aziz Yildirim, received the award from the hands of President Gül.

During the Awards' ceremony, President Gül gave a speech where he thanked the organisers and declared to be very impressed by the latest exciting developments that had been achieved in the field of eGovernment in the Turkish Public Administration.

The prizes were awarded following the organisation of an electronic vote.

Apart from the Social Assistance and Solidarity Directorate, the Ministry of Finance, General Directorate of Accounts and the Undersecretaries of Customs, with the "Customs GÜMKART Collection System" project and the Municipality of SOKE, with the "Smart City Automation System (Akos)" project, also received eGovernment Awards.

Further information:

- [Original news item - Social Assistance and Solidarity General Directorate](#) (in Turkish)
- [Social Assistance Information System - ePractice case](#)
- [Social Assistance Information System - The Transition from one step service to one click service - ePractice library](#)

NO: Open standards in public sector's websites - 19 January 2010

Taking effect from 1 January 2010 the content of public sector's websites will be available in open formats. This new regulation will contribute to enhancing equal accessibility of users and suppliers to the information available on the websites of both central and local government.

In the light of this initiative, the Minister of Government Administration and Reform, Ms. Rigmor Aasrud, assured that, with this new regulation, users or suppliers seeking for information in the public sector's websites will not be obliged to use a specific software anymore. This will help users to have equal access to public information, while establishing fairer competition conditions among software suppliers.

Under the new regulations, all public websites should use HTML as the primary format for publishing contents on their websites. Portable Document Format (PDF) version 1.4 or newer ones, or PDF / A - ISO 19005-1, are required to be used in case the original look of the document needs to be preserved. Open Document Format (ODF) (ISO / IEC 26300) can be used for publishing documents that contain forms that need to be filled in. Other formats can be used as a supplement to the required standards.

Since 1 January 2009, all governmental agencies are required to comply with the requirements of the [Reference Catalogue of IT standards for the public sector, version 1.0](#). According to the new regulation, the same requirements now apply to the municipal sector too. The reference catalogue is regularly updated with new IT standards. The [Reference Catalogue version 2.0](#) has already been adopted by the government and has set new mandatory IT standards for video, audio, graphics and image content available on the public sector's websites.

The new standards and the future ones that will be agreed by the government will be incorporated into the regulations through annual audits.

Further information:

- [Official Press Release - Norwegian Ministry of Government Administration, Reform and Church Affairs Website](#) (in Norwegian)
 - [Reference Catalogue of IT Standards in the Public Sector, Version 1.0 - Ministry of Government Administration and Reform Website](#) (in Norwegian)
 - [Reference Catalogue of IT Standards in the Public Sector, Version 2.0 - Ministry of Government Administration and Reform Website](#) (in Norwegian)
-

IT: Piacenza: The Drainage Consortium goes online - 19 January 2010

The Drainage Consortium of Piacenza has recently launched its new [portal](#) allowing consortium members and citizens to access updated information on the consortium activities.

The Consortium carries out functions and tasks aimed at the protection of the soil, at the balance of territorial development, the protection and enhancement of agricultural production and natural assets, with special reference to water resources and their use.

The main goal of the portal in question is the transparency of the consortium activities and the provision both to citizens and to consortium members of updated and real-time information on its main drainage initiatives. To this extent, as explained by the Consortium president, Mr Fausto Zermani, the portal has been provided with a pleasant lay-out and is easy to access even by persons having less experience with interactive online tools.

The portal offers also a wide range of online services for the consortium members, such as the possibility to transfer charges, to pay contributions, to have detailed land registry information and to modify data.

Further information:

- [Original news item – Rete Piacenza website](#) (in Italian)
 - [Piacenza Drainage Consortium official website](#) (in Italian)
-

New Factsheets

The 12th Edition of the eGovernment factsheet for Malta is now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [FR: The Digital Government - At the service of customers](#) | 30 October 2009 | France
 - [US: How providers can lower costs and improve patient care using evidence based medicine](#) | 25 August 2009 | North America
 - [GL: Leadership in Customer Service 2008](#) | 29 April 2009 | Pan european | Africa | Asia | Central and South America | North America | Oceania
 - [IE: Circular 6/2009 - Arrangements for eGovernment](#) | 19 March 2009 | Ireland
-

FR: The Digital Government - At the service of customers - 30 October 2009

Description (short summary):

On 19 October 2009 the French Minister for Minister for the Budget, Public Accounts and Civil Service, Eric Woerth, announced 15 administrative simplification measures which form part of the first wave of decisions made under the "Ensemble Simplifions" ("Together, let's simplify") 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 present document takes stock of the consultation method followed under the "Ensemble Simplifions" programme and of the implementation of the procedures that are to be simplified in priority. It furthermore describes in detail the 15 new measures that were announced by the Minister.

Number of pages: 17

Related news article: [FR: 150 000th personal account created on 'Mon.service-public.fr' portal](#)

US: How providers can lower costs and improve patient care using evidence based medicine - 25 August 2009

Description (short summary): This White Paper provides an Information Technology approach that can deliver the situational awareness and decision support necessary for the healthcare industry reform movement to meet the challenges and opportunities faced by a country with the greatest healthcare infrastructure and largest expenditures in the world to deliver more effective care delivery across a broader patient community. This paper also highlights two case studies that demonstrate how technology can serve as a key component of effective healthcare delivery by creating the necessary data framework for practicing evidence-based medicine (EBM). The theory behind EBM is one in which caregivers deliver patient-centered care in an open environment that provides access to systematic analysis of all available evidence in electronic format from an extensive, ever-changing, continually updating, reliable statistical set. Data sets may include standard clinical trial models, publications on medical protocols and their efficacy, demographic and genetic data, and day-to-day infield observations. This would allow physicians to balance their experience and training with EBM comparative data, which could provide real-time situational awareness and decision support.

Number of pages: 24

GL: Leadership in Customer Service 2008 - 29 April 2009

Description (short summary): For the past nine years, this leadership research has been conducted to help public service organisations around the world serve citizens better. Through the previous 'Leadership in Customer Service' studies, the initial and tentative steps governments took by publishing information online in the late 1990s have been identified.

For instance, they increased their efforts in early years of the present century, moving more individualised services and service transactions online. They have upped their efforts again in recent years, expanding their perspective to fulfill their aim to provide truly citizen-centric, integrated, one-stop services as well as to build citizens' trust in government through better service delivery and content.

In this report, a new imperative for governments to move beyond a focus on service transactions to develop a new kind of relationship with citizens has been identified. This relationship should foster deeper trust; improve relevance and transparency of government decision making; improve service design and delivery; and transform the

relationship between public services and customers/citizens from one of dependency to one of shared responsibility.

Number of pages: 132

IE: Circular 6/2009 - Arrangements for eGovernment - 19 March 2009

Description (short summary): Under the Circular 6/2009 of the Department of Finance, all Departments, Offices and Agencies, and all non-commercial public bodies and authorities are required to "develop a list of all ongoing, planned and potential eGovernment projects, and for each of these, develop a plan" (including organisation-specific project and projects of a sectoral or cross-organisational nature). Each plan had to be submitted to the "eGovernment Policy Unit" of the Department of Finance by the end of June 2009 for evaluation.

Number of pages: 3

ePractice Workshops

- [e-FORUM Privacy working group](#) | 8 February 2010
 - [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
 - [Telemedicine and Legal Aspects](#) | 2 March 2010 | Belgium
-

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
- [DK: Workshop on eInvoicing in Denmark](#) | 08 February 2010 | Denmark
- [BE: First meeting of the e-Forum Working Group on Privacy](#) | 08 February 2010 | Belgium
- [SE: Conference on Implementing eProcurement with PEPPOL](#) | 09 - 11 February 2010 | Sweden
- [ES: IWEEE 2010 - International Workshop on eHealth in Emerging Economies](#) | 10 - 12 February 2010 | Spain
- [PT: IADIS e-Society 2010 Conference](#) | 18 - 21 March 2010 | Portugal
- [FR: European eAccessibility Forum](#) | 12 April 2010 | France
- [UK: Healthcare IT Exchange 2010](#) | 03 - 05 October 2010 | United Kingdom

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 until 10 January 2010.

Event email: tina.vuga@cegd.eu, 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)

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

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

Country: United Kingdom

City/Location: London
Organiser: European Institute for E-Learning (EifEL)

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
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)
-

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

The event will introduce basic elements of eCl@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 eCl@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

Event website: 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)

DK: Workshop on eInvoicing in Denmark - 08 February 2010

The Danish government implemented eInvoicing by law in 2005 - making it mandatory for all suppliers to send electronic invoices to the public sector.

The present workshop aims to share the experiences gained in Denmark with other European countries.

By participating in this workshop, public sector representatives will learn about the Danish experiences and relate them to the conditions in their own country. Afterwards, the participants will have the possibility to join the [Pan European Public Procurement Online \(PEPPOL\) conference](#) (Malmö, Sweden 9 February 2010), and find out how PEPPOL can be their shortcut to many of the benefits that the Danish Government has achieved since 2005.

Since co-organizer NITA is participating actively in the PEPPOL pilot project, the workshop has been arranged in conjunction with the next PEPPOL conference, which gives the participants the possibility to join both events. Malmö is about half an hour by train from Copenhagen.

The event is open to all and free of charge. Registration can be performed by sending an e-mail to [Helle Schade-Sørensen](#).

About the organizers:

The Danish National IT and Telecom Agency (NITA) is an agency within the Ministry of Science, Technology and Innovation, which handles tasks within the area of Information and Communication Technology (ICT) in relation to citizens and businesses and the public sector. The Agency for Governmental Management is part of the Danish Ministry of Finance.)

Event email: hss@itst.dk

Event website: <http://en.itst.dk/architecture-and-standards/nemhandel/workshop-on-danish-public-sector-experiences-with-einvoicing>

Country: Denmark
City/Location: Copenhagen
Organiser: Danish National IT and Telecom Agency (NITA) and the Agency for Governmental Management

BE: First meeting of the e-Forum Working Group on Privacy - 08 February 2010

This meeting will launch and define the objectives of the e-Forum Privacy Working Group. This important initiative will be based around a crucial question: are privacy rights in the EU being left behind?

The e-Forum is asking this question in the context of the Stockholm Programme, the EU's new initiative on freedom, security and justice policy. The implementation of the Stockholm Programme will include work to establish an information management strategy that integrates data protection. But will data protection concerns be fully addressed, or is there a concern that privacy rights could be left behind, as official agencies try to get the maximum benefit they can from the huge data collection capabilities offered by current technologies?

The e-Forum Privacy Working Group will examine privacy issues related to EU justice and home affairs policy, especially as it relates to applications vital to eGovernment (e.g. electronic identity, e-authentication, retention of personal data), and to exchange of data between governments.

The working group will be a neutral meeting space for interested parties from all sides - campaign groups, companies, academics and officials. A number of organisations have already backed the initiative, and further expressions of interest are welcomed.

The overall objective of the working group will be to produce a clear statement of the principles underpinning the cross-border use of personal information in connection with the EU area of freedom, security and justice. This statement will be a contribution to the Stockholm Programme, and will help to give citizens confidence that their individual rights will be respected when their data is used by public bodies.

The event is open to all and entirely free of charge. Those interested may confirm their intention to attend by sending an email to [Baudoin de Sonis](mailto:baudoin.de.sonis@eu-forum.org).

Event email: [Baudoin de Sonis](mailto:baudoin.de.sonis@eu-forum.org)
Event website: http://www.eu-forum.org/article.php3?id_article=1020
Country: Belgium
City/Location: Brussels
Organiser: e-Forum

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@peppolinfrastucture.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

ES: IWEED 2010 - International Workshop on eHealth in Emerging Economies - 10 - 12 February 2010

IWEED 2010 brings together a multi-disciplinary team representing NGOs, Academia, Government, Church and Industry to share their experiences and to try to find ways to improve the lives of millions of human beings from the developing world.

IWEED is not a pure technical conference. It will focus on the human factor and in raising awareness about the actual situation. It will discuss the tools that can be provided today to doctors and institutions to improve their habitants' health and education.

The workshop promotes Free Software as one of the main pillars for a sustainable framework for providing eHealth and education for the developing and least developed countries.

There will not be parallel conferences. All delegates will be able to assist and participate in the workshops that they find of interest. The full event programme may be viewed [here](#).

Registration is to be made by filling out the [registration form](#) and returning it to registration@iweeed.org. The registration fees range from €120 to €190.

Event email: info@iweeed.org

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

Country: Spain

City/Location: Las Palmas de Gran Canaria

Organiser: GNU SOLIDARIO Foundation

PT: IADIS e-Society 2010 Conference - 18 - 21 March 2010

The IADIS e-Society 2010 conference aims to address and cover both the technical as well as the non-technical aspects of the Information Society.

The broad areas of interest are eSociety and Digital Divide, eBusiness/ eCommerce, eLearning, New Media and E-Society, Digital Services in eSociety, eGovernment /eGovernance, eHealth, Information Systems, and Information Management. These broad areas are divided into more detailed [areas](#).

The deadline for paper submission is 8 January 2010 and for registration 22 February 2010.

Information regarding the registration fee can be found [here](#) and registration can be performed [online](#) by filling out the respective form. The expected number of participants is around 130.

Event email: secretariat@esociety-conf.org

Event website: <http://www.esociety-conf.org/>

Country: Portugal
City/Location: Porto
Organiser: International Association for Development of the Information Society (IADIS)

FR: European eAccessibility Forum - 12 April 2010

After [three previous conferences](#), the European eAccessibility Forum is organised for the first time in Paris.

The 4th European eAccessibility Forum will provide participants the chance to discuss the complementary aspects involved in making this objective a reality in Europe. It will provide an opportunity to hear at first-hand about experiences from users with disabilities, public organisations and industry. The speakers are specialists involved in organisations representing users and consumers with disabilities, research organisations and companies operating at a European level or worldwide. Keynote speakers include -among others- Mr. Paul Timmers, the Head of Unit for eInclusion, European Commission. The conference will also consider the harmonisation of good practices over Europe.

Some topics to be discussed are the following:

- Needs of citizens with disabilities and aging citizens.
- Examples of accessible services.
- Public policies.
- Tools supporting accessibility.
- Economical aspects.
- Mobile technologies.

Registration to the event can be performed with the payment of a fee. Further information can be found [here](#). Expected participants will be around 200-250.

Event email: brailletnet@snv.jussieu.fr
Event website: <http://inova.snv.jussieu.fr/evenements/colloques/colloques/index.php?c=62&l=en>
Country: France
City/Location: Paris
Organiser: Brailletnet

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

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

Country: United Kingdom

City/Location: London

Organiser: International Quality and Productivity Centre (IQPC) Exchange

The European ePractice Newsletter is published under a contract with the European Commission. The views expressed may not in any circumstances be regarded as stating an official position. Neither the European Commission nor any person acting on its behalf is responsible for the use that might be made of the information provided.

© European Communities, 2009. Reproduction is authorised, except for commercial purposes, provided the source is acknowledged