



<http://eppractice.eu/>

European ePractice Newsletter N. 300 - 27 October 2009

>> **Public Prize of the 4th European eGovernment Awards 2009 - Online Voting is now open!**

The European eGovernment Awards, ePractice.eu and the European Commission invite members of the ePractice.eu community to vote for their favourite cases among the [52 European eGovernment Awards 2009 finalists](#). The 4th European eGovernment Awards Public Prize is awarded to the finalist receiving the highest number of votes. All voters who cast their votes before 11 November 2009 - the final online voting deadline - will have a chance at winning some USB phone chargers and computer screen cleaners.

For additional information, please read the online voting rules at www.eppractice.eu/en/awards/rules.

Latest Cases

- [CALL for InterOPERability](#) | 25 October 2009 | Austria | Belgium | Croatia | Czech Republic | Denmark | Estonia | Finland | France | Germany | Greece | Iceland | Luxembourg | Malta | Netherlands | Norway | Portugal | Slovenia | Sweden | Switzerland | United Kingdom
- [Privacy Enabled Capability in Co-operative Systems](#) | 23 October 2009 | Belgium | France | Germany
- [Eldy "Sentiamoci in Rete" brings sight impaired to the internet](#) | 22 October 2009 | Italy

CALL for InterOPERability

CALLIOPE stands for "CALL for InterOPERability" with the focus on **eHealth**.

CALLIOPE is a network of collaborating organisations mandated with the planning and implementation of eHealth. CALLIOPE has today a membership of 34 organisations representing **national governments** and eHealth **competence centres** and 11 EU-level stakeholder organisations of **health professionals, patients, health insurers** and **industry**.

By the end of 2008 the founding members have set up a network governance. The broader eHealth community is also associated to CALLIOPE through the establishment of the CALLIOPE forum and is invited to contribute to the debate and benefit of the best practice exchange

- CALLIOPE creates an open forum to support the implementation of interoperable eHealth infrastructures and services across Europe.

- CALLIOPE builds a unique cross-stakeholder platform aspiring to covering principles and supported by a communication infrastructure and knowledge management tools.
- CALLIOPE - as part of its current work plan -will review and advance the EC interoperability recommendation, add value to eHealth standardisation initiatives and propose a European roadmap for eHealth interoperability.

This collaboration aspires to create the highest possible degree of confidence in the CALLIOPE proposals and hence their potential to be adopted in national and European level eHealth strategies and implementations.

Privacy Enabled Capability in Co-operative Systems

PRECIOSA: Privacy Enabled Capability in Co-operative Systems and Safety Applications

The goal of PRECIOSA is to demonstrate that co-operative systems can comply with future privacy regulations by demonstrating that an example application can be endowed with technologies for suitable privacy protection of the location related data of individuals.

The major objectives of the PRECIOSA project are to:

- Define an approach for the privacy evaluation of co-operative systems in terms of communication privacy and data storage privacy
- Define a privacy aware architecture for co-operative systems which involves suitable trust models and ontologies, a V2V privacy verifiable architecture, and a V2I privacy verifiable architecture, and which includes the architecture components for protection, infringement detection, and auditing
- Define and validate guidelines for privacy aware co-operative systems

Investigate specific challenges for privacy.

Eldy "Sentiamoci in Rete" brings sight impaired to the internet

"Eldy-Sentiamoci in rete" is the new project promoted by Associazione Eldy Onlus. The aim of this project was to overcome virtual barriers that prevent some groups of people to use of innovative technology.

This project was the evolution of "Eldy - Keep in touch on the Net", a software, created for elderly and visually handicapped persons to allow them to learn how to use technology in an easy and funny way, thanks to intuitive interface, big buttons and guided paths.

The new software (completely free) was made especially for blind and sight impaired people, to allow them to be included in social life and to keep in touch with the Community.

The new version was made up with Eldy software and a vocal synthesizer able to read the words on the screen, and using some combinations of buttons, even this category of people can benefit from the use of internet, e-mail, chat, further reducing digital divide.

Associazione Eldy, in collaboration with the Province of Vicenza, has organized free courses to train some Volunteers to assist blind people at the beginning of their computer experience. It represented a positive chance for many young people to help people to be more integrated in this world, where the use of technology has become a basic element, creating a Community where everyone, even with handicap, can interact.

The project was indicated by the EU as innovation project directed to the reduction of the digital divide and won the Italian "Handimatica Award" for digital inclusion.

For Associazione Eldy this was an important step in order to make people understand the significance of integrating people with some handicaps, because they also have the right and the ability to play an important role in the society.

Editor's Choice of the week: [Access to eGovernment Services Employing Semantic Technologies](#)

Latest News

- [CH: ePassport introduction - Provisions to take effect on 1 March 2010](#) | 27 October 2009 | Switzerland
 - [EE: Unit for the defence of critical information systems created in national IT centre](#) | 26 October 2009 | Estonia
 - [MT: A new judiciary portal is launched](#) | 26 October 2009 | Malta
 - [EU: Open source applications provide government services using mobiles](#) | 23 October 2009 | Other european countries | Pan european
 - [NO: Moving towards safer online public services](#) | 23 October 2009 | Norway
 - [IT: 'modenaitaliancom.it': A new business portal is launched](#) | 22 October 2009 | Italy
 - [ES: Electronic Register launched in Valencia](#) | 22 October 2009 | Spain
 - [IT: The first Italian semantic digital library has been created](#) | 22 October 2009 | Italy
 - [EU: SEMIC.EU technology re-use across Europe](#) | 21 October 2009 | EU Institutions
 - [EE: Open source ID-card software for multiple operating systems](#) | 21 October 2009 | Estonia
 - [EU: Bookshop Digital Library goes live](#) | 21 October 2009 | EU Institutions
 - [UK: Patients to rate family doctor practices online in England](#) | 20 October 2009 | United Kingdom
-

CH: ePassport introduction - Provisions to take effect on 1 March 2010 - 27 October 2009

On 21 October 2009, the Swiss Federal Council gave the green light to the entry into force on 1 March 2010 of the legal provisions updating the law and the order on ID documents, thus creating the legal background for the definitive introduction of the electronic passport - the "2010 Passport" - in Switzerland.

In a supplementary order, the Federal Council moreover fixed the conditions which will govern the transition from the current passports ("03 Passport" and "06 Passport") to the 2010 Passport.

As an associated Schengen Agreement member state, Switzerland committed to comply with the European Community regulation on ID documents (Council Regulation (EC) No 2252/2004 of 13 December 2004 on standards for security features and biometrics in passports and travel documents issued by Member States). Switzerland has to introduce the ePassports by 1 March 2010 at the latest. Such a passport contains an electronic chip including the facial image and two digital fingerprints of its holder, in addition to the personal data of the latter.

A new procedure for the setup of the documents will be put in place at the time of the definitive introduction of the ePassport. The competent commune units in the cantons of residence in Switzerland and the diplomatic and consular representations abroad will be tasked with the entire delivery procedure. The persons wishing to obtain a 2010 Passport will have to go to these offices to have their identity checked and their biometric data captured.

The 2010 Passport for adults will cost CHF 140 (approx. €92) and will be valid for 10 years. Children passports will amount to CHF 60 (approx. €39) and they will have a five-year validity. In case of a simultaneous request for a passport and for an ID card, a combined price will be proposed for both documents in future: CHF 148 for adults (approx. €98) and CHF 68 for children (approx. €45). The ID card will not contain any chip.

The introduction of the 2010 Passport will furthermore require adapting the technical infrastructure, including the IT environment. As a result, for a short timeframe it will not be possible to ask for the 03 and 06 Passports, nor for the 2010 Passports.

In line with the order on the introduction of the 2010 Passport, the requests for the 03 and 06 Passports will have to be made by 15 February 2010 at the latest. Requests for a 2010 Passport will be possible from 24 February 2010 on. However, the visit to the competent offices for the capture of the biometric data cannot take place prior to 1 March 2010. The delivery of temporary passports will be ensured during this transition period.

Further information:

- [Official press release - Swiss Federal Press Office \(in French, German and Italian\)](#)
- [Swiss passport website \(in French, German and Italian\)](#)
- [Swiss Federal Police Office \(in English, French, German and Italian\)](#)

EE: Unit for the defence of critical information systems created in national IT centre - 26 October 2009

On 1 October 2009, the Estonian Informatics Centre - EIC (Riigi Infosüsteemide Arenduskeskus - RIA in Estonian) opened its Department for Critical Information Infrastructure Protection (CIIP).

CIIP aims to create the defence system for Estonia's critical information infrastructure and to run this system. The new Department will deal with the protection of important IT systems of the public and private sectors alike. CIIP will coordinate the general protective actions while the owners of each vital service concerned will remain responsible for the daily defence of their system.

The head of CIIP, Toomas Viira, explained:

"Nowadays a large part of our daily actions is supported directly or indirectly by various IT systems. When paying with our bank card, the IT systems at the bank must function; to call on the phone, the IT systems of the phone operator must function; for the traffic lights to function, their IT systems must work; IT systems are also used in electric plants and networks, air control would be unfathomable without IT systems, etc. For example, what would happen, if the IT system for your local sewage plant would stop functioning? Or how would a long-term blackout affect various systems?"

According to Mr. Viira, a central unit was needed to analyse the State's vital services and the influence of various IT systems on one another. "CIIP will analyse the threats and risks of various services and will give recommendations on improving the systems' defence. While CIIP starts to work on a strategic level, CERT Estonia will continue working on the operative level" he added.

The idea of creating the Department was born in 2007, when the compiling of the cyber defence strategy for 2008-2013 began. In 2009, two people will start work in CIIP - the head of the Department and the head of risks. There are plans to increase the number of staff in future.

Further information:

- [Original news article - Estonian Informatics Centre](#)

MT: A new judiciary portal is launched - 26 October 2009

The launch of a new judicial portal was announced, on 7 October 2009, by the Hon. Chief Justice Vincent DeGaetano, in collaboration with the Hon. Dr Austin Gatt, Minister for Infrastructure, Transport and Communication (MITC) and Hon. Dr Carmelo Mifsud Bonnici, Minister for Justice and Home Affairs.

The new [website of the Judiciary of Malta](#) aims to provide the public with extensive information resources on the Maltese Judicial System, the Judiciary, the Judges and Magistrates, as well as the courts they sit in. In addition, it offers a latest news section and an insight on the history of the Maltese Judiciary and on important judgements that have taken place.

In a live presentation, Chief Justice Vincent DeGaetano elaborated that the overall scope of this website is to provide easily accessible information for all citizens who may wish to learn more about the various functions of the Maltese judiciary system. Whilst commenting the scope of this website, Minister Austin Gatt stated that the success of any website is closely related to its users. The vision of eGovernment is to continuously enhance its services through the application of various technologies, including the use of IT for the storage of documents and electronic filing. Both Ministers observed that Malta is one of the very few countries that have all its laws and sentences online.

The judiciary website was funded by the Ministry for Infrastructure, Transport and Communication (MITC) and managed by the Malta Information Technology Agency (MITA) in collaboration with members of the Judiciary. MITA helped in establishing and keeping a continuous contact with the website supplier, handling the overall management of the project and, finally, ensuring that the website is in accordance with Government policies and standards.

Further information:

- [Official press release of MITA](#)
- [The official website of the 'Judiciary Portal' of Malta](#)

EU: Open source applications provide government services using mobiles - 23 October 2009

The Western Balkan countries could be among the world's first countries where citizens can use mobile devices to access electronic government services, reports CORDIS, the European Union's information service on science, research and development.

CORDIS has recently posted a 'Features' article on SWEB, a R&D project by a consortium involving European research institutes, universities, municipalities and others. The group developed open source software delivering secure, mobile, cross-border transport of public administration documents.

The Java applications are meant to run securely on low-budget IT infrastructures. "We have developed the software required for securely exchanging public administration documents between different countries using mobile devices", said the SWEB project coordinator Petra Hoepner, from the German Fraunhofer Fokus Institute in Berlin.

The SWEB project has built for instance a Residence Certification Service, allowing municipalities to exchange documents with their citizens. It also demonstrated an application for mobile invoicing that can handle VAT-payments in all EU-member states.

In the Western Balkans, offering these and other mobile services would allow governments "to skip electronic government and enter directly into the provision of mobile government services", Hoepner says. The number of people having access to fixed telephone lines is less than half the number of those using mobile phones.

Apart from making it easier to exchange administrative documents, the mobile access would also help strengthen government organisations, the consortium says.

The R&D project ran for two years until March 2009.

The software is published using the GPL open source licence.

Further information:

- [Original news article - OSOR.EU](#)
 - [SWEB project website](#)
 - [CORDIS 'Features' article](#)
-

NO: Moving towards safer online public services - 23 October 2009

According to the Norwegian Minister of Government Administration and Reform, the Government is planning to implement even more public services electronically. Thus 60 million kroner (approx. 7 million euro) will be invested to further develop the common eID-solution and ID port.

The Agency for Public Management and eGovernment (Direktoratet for forvaltning og IKT, DIFI), and the Tax Directorate have established a public eID-solution, the [MinID](#). MinID provides access to many public services on the Internet. It is a key that can be used for logging into Tax Administration or the municipalities' services. 1.5 million Norwegians use MinID today. In the future a secure common eID for log in will also be used, as the Minister of Government Administration and Reform Heidi Grande Røys stated.

Development of a common eID solution is perhaps the most important measure within the digital innovation for Norway in the years to come. This commitment will encourage the development of more advanced online services that require high security. As Grande Røys stated, this is a policy commitment.

The proposed measure includes apart from the further development of the MinID, the operation of the ID port. Having a high security level, the port will be used to develop solutions that will make it easier for public and private businesses to communicate electronically. Once the ID-port is fully developed, the users of public services will choose between MinID and private solutions available on the market.

Further information:

- [Original source - Ministry of Government, Administration and Reform, Website](#)
 - [MinID Website](#)
-

IT: 'modenaitaliancom.it': A new business portal is launched - 22 October 2009

A new business website, '[modenaitaliancom.it](#)' has been created in the province of Modena to further develop eCommerce activities and enlarge the business network.

This new business website makes it possible for citizens to view the proper certificate of validation. Its information is constantly updated and in order to enable foreign operators to consult it, the main stories are translated into English, Spanish, Russian and Chinese.

This website has been created within the portal '[ExpoMo](#)'. It is an initiative of the Agency for International Business Promotion of the Modena Chamber of Commerce (Promec), a public sector organisation, which with the collaboration of the Department of Foreign Affairs of the Modena Chamber of Commerce enables the Modenese businesses to use the network in order to expand eCommerce activities and the network of business relationships.

1202 Modenese companies have asked for the mechanised validation code number for the year 2008, ending in 2009, confirming that 'firms operate on a regular basis with foreign countries' according to the Circular No. 3576/C, issued by the Ministry of Economic Development.

In this phase, the companies have been invited to provide information in order to update, at national level, the new information system and database of companies, called ITALIANCOM (EX-SDOE), which is on a regular basis in business with foreign firms.

Within this website, the business database allows companies to draw up lists based on various search criteria and, successively, connect to the web page where any company has to present its proper agenda, products, sales network and the main countries of import/export.

Further information:

- [Official press release of the Italian website of the Chamber of Commerce of Italy](#) (in Italian)
- [The official website of 'modenaitaliancom'](#) (in Italian)
- [The official portal 'ExpoMo.com'](#) (in Italian)

ES: Electronic Register launched in Valencia - 22 October 2009

On 1 October 2009, a Municipal Electronic Register was launched that would allow citizens to conduct municipal transactions through the Internet.

Alfonso Grau, councillor responsible for Major Projects and for the Service, Information and Communication Technologies (SerTIC), presented the capabilities of the electronic register. He also presented the eGovernment office that will enable citizens to perform numerous procedures without having to be physically present for the registration.

Thanks to the electronic register, any application may be submitted to the City Council through the municipal website. Likewise citizens will be able to obtain certificates, carry out and amend direct debits and even access their tax data when needed. Furthermore, any neighbour can follow up his/her records to check for the municipal department where they can be found.

The only requirement for using this virtual office is to have an electronic ID. In this sense, Alfonso Grau has highlighted "the great effort required to ensuring security and privacy, in addition to making sure that documents issued through this register are valid for any other Administration". An alphanumeric code will allow any document found in this record to be authenticated by other administrative bodies.

However, the town councillor Alfonso Grau has specified that the electronic register "does not mean or should mean the abolition of the physical act of registration, as citizens have the right to present themselves and use the registration window, if they need to". In fact, the documentary support will continue to retain hard copy documents of historical interest.

This electronic record constitutes a further step towards fulfilling the new Law on Citizens' Electronic Access to Public Services, which will come into effect on 1 January 2010.

Further information:

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

IT: The first Italian semantic digital library has been created - 22 October 2009

The project "Milan ICT Wired City - Open Digital Library of the city of Milan" ("ICT Milano Città Cablata - Biblioteca Aperta di Milano"), co funded by the Lombard Interuniversity Consortium for Automatic Computation (CILEA) and the Department of Research and Innovation of the City of Milan, has created the first Italian Semantic Web Digital Library.

The technological infrastructure offers the Internet users a library of digitised cultural resources associated with data and information that determine its semantic context. In the first phase of the project, a collection of valuable documents has been selected, in print and manuscripts, relating to the nineteenth century Milanese music, owned by various institutions of the city of Milan.

The music, a universally known language, has fully represented Milan in the entire world. In particular, in the nineteenth century, Milan became a vital cultural centre thanks to its theatres, musicians and publishers. Much of the Milanese document heritage still remains unexplored on the shelves of civic institutions.

Technological innovation, whose aim is to exploit cultural heritage, is able to produce better structured systems, and to promote research and knowledge. Finally, it proposes the sounds and the atmosphere of a mid-nineteenth century music event, thus rediscovering a yet unknown, but romantic soundscape.

Further information:

- [Official press release of the Italian website of CILEA](#) (in Italian)
- [The official website of the 'Open Digital Library of the city of Milan'](#) (in Italian)

EU: SEMIC.EU technology re-use across Europe - 21 October 2009

A workshop in Brussels has shown the potential for multiple implementations of SEMIC.EU-based repositories.

At the event, held at the Centre Borschette in Brussels on 14 October 2009, representatives from 17 European countries met to exchange approaches and ideas for national, regional and domain-specific implementations of similar repositories.

SEMIC.EU's open-source technology can be downloaded under an EUPL (European Union Public Licence) from the Open Source Observatory and Repository ([OSOR.eu](#)).

Participants' motivations for attending were manifold: Some sought basic information on the opportunity of implementing a special repository based on SEMIC.EU. Others have reached near-launch completeness in the adaptation of their repositories and shared their experience during the workshop.

Similarly, not only languages from Finnish to Portuguese and from Danish to Greek differ, but so does the degree of re-use: Some participants intend to re-use the entire platform while others aim at parts of it or merely at the applied methodology for their own re-implementations.

Blackout in European quarter

A power cut during the event which affected larger parts of Brussels' European quarter forced the participants to move to a more public location. Discussions and plannings, however, moved on smoothly after a short break.

For further exchange, the evaluation of federation concepts and mutual support, a [community](#) has been set up on the issue of SEMIC.EU technology reuse.

Interested parties are invited to join and to learn about the opportunity for repository and platform implementation based on the SEMIC.EU technology.

Further information:

- [SEMIC.EU discussion space on Technology Reuse](#)
 - [SEMIC.EU Technology Re-use Community in ePractice](#)
 - [Previous ePractice news article - 'SEMIC.EU paves the way for a distributed network of repositories'](#)
-

EE: Open source ID-card software for multiple operating systems - 21 October 2009

The Estonian Government's Informatics Centre (RIA, Riigi Infosüsteemide Arenduskeskus) has last week [week from 12 to 16 October 2009] published two more versions of its open source software to enable the users of Mac OS X and GNU/Linux to have an access to their electronic identity card functionalities.

"With the help of the public test version of the new ID-card software, users of Linux and Mac can now log in to web sites, sign documents, and change the PIN-codes of their ID-cards", the RIA explained in a statement.

The newly available applications offers GNU/Linux and Mac users a graphic utility as well as a document signing tool for their ID-cards. The application is provided for users of the several common GNU/Linux distributions, Fedora, Gentoo, Debian, Ubuntu and Opensuse. The download web site moreover provides detailed installation instructions for all of these distributions. The RIA is also using open source for providing the download website itself, using the project management software Trac.

In the statement, Kalle Arula, RIA deputy director, explains that users of GNU/Linux and Mac OS X are now able to sign electronic documents and work offline with electronically signed documents. They can also manage their ID-card and authenticate themselves online. RIA expects that over time the use of the e-ID card will increase, for instances once banks and other businesses have adapted their online processes.

Estonia has been issuing ID cards starting in January 2002. The card is a mandatory ID document for all Estonian residents from the age of 15. They are issued to all Estonian citizens and to foreigners with a residence permit. The country has issued over one million cards, making it the biggest ID card roll-out in Europe.

Licence

The new e-ID card software is partly based on open source software developed in the Open Smart Card project. The development was supported by the EU Regional Development Fund. The application was developed by an Estonian IT company. One of the developers, Kalev Lember, commented: "It is an early release and work in progress, but we felt that it should receive wider testing and feedback from people who care about open source."

The e-ID card application is published under the LGPLv2.

Further information:

- [Original news article - OSOR.EU](#)
 - [Estonian Informatics Centre \(RIA\)](#)
 - [Estonian e-ID card website](#)
-

EU: Bookshop Digital Library goes live - 21 October 2009

On 16 October 2009 the EU Bookshop was launched. At the Frankfurt Book Fair 12 million scanned pages in more than 110 000 EU publications became available free of charge for download in the EU Bookshop Digital Library.

The Publications Office Digital Library was a response to a growing demand to digitise out-of-print publications. At the rate of 1 600 new publications per year, EU Bookshop is a valuable information source for citizens, journalists, education professionals, students, librarians, publishers, and anybody interested in Europe, in about 50 languages, including the possibility of ordering printed copies. At peak production, more than 1.4 million pages were scanned per month. The digital library represents more than 370 corporate EU institutional authors.

In 2007, the Publications Office launched a PDF-on-demand service, wherein users could request publications to be retrieved from the archives and scanned as needed. The demand was so high that within six months the service was saturated. To better serve the users, it was decided to scan the industrial volumes of the entire archive. The result is the electronic library.

Publications such as the address delivered at the first session of September 1952 by Jean Monnet -the President of the High Authority before the Common Assembly-, or the General Report on the activities of the Community in French from 1953, can once again see the virtual light of day through the Publications Office Digital Library.

EU Bookshop content is also to become accessible via [Europeana](#), a digitisation project of many prominent national European libraries and archives. The EU Bookshop will thus complement the national Europeana collections from the EU Institutions' point of view.

Further information:

- [Original source - Europa, Rapid Press Release, Website](#)
- [The EU Bookshop, Website](#)
- [Frankfurt Bookfair, Website](#) (in German)
- [Europeana portal](#)

UK: Patients to rate family doctor practices online in England - 20 October 2009

Patients in England can now rate and compare their family doctor (GPs) practices on a new online comparison service launched on 14 October 2009 by the British Minister for Health Services, Mike O'Brien.

The Government recently announced that it is opening up more choice for patients as they will soon be able to register with a GP practice of their choice. This new tool will help patients make that choice and is now available at www.nhs.uk to give people all the information they need to decide which of England's 8 300 practices is right for them.

Similar to the hospital comparison service launched over the summer 2009, the tool will make it easier to find key information in one place, such as opening times and additional facilities offered by the GP practice. Patients will also be able to read other people's comments about:

- How easy it is to get an appointment;
- How highly they would recommend the GP practice;
- How well patients are treated by staff; and,
- If patients felt they were involved in decisions about their care.

Health Minister Mike O'Brien said:

"As we open up real choice in primary care, it is vital we equip patients with enough information to make the right choice for them.

"We recently announced that we intend to abolish GP practice boundaries, building on success in extending GP opening hours and establishing almost 100 new GP health centres open 12 hours a day, seven days a week across the country.

"This new tool allows every single GP practice in the country to see the patient's view on what they are doing well and what needs to be improved. It will help drive up quality across the board, and is another step in ensuring we have a modern NHS which reflects the needs of the patient."

Dr. Peter Swinyard, Chairman of the Family Doctor Association, said:

"The Family Doctor Association supports this initiative and believes that patient feedback on GP services is an effective way of driving up the standards of primary care even further."

In September 2009, the Government announced its intention to abolish GP boundaries within the next year, meaning patients will be able to register with a GP practice of their choice. Under current arrangements, GP practices have catchment areas and tend only to accept patients who live within those areas.

Further information:

- [Official press release - Department of Health](#)
- [Path to the GPs rating service - National Health Service Choices website](#)

Note: Crown copyright material reproduced with the permission of the Controller of HMSO and the Queen's Printer for Scotland

New Factsheets

The 12th Editions of the eGovernment factsheets for Latvia and Spain 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: "e-Gov 2.0: pave the way for e-Participation" 2009](#) | 4 October 2009 | Pan european
 - [EU: E-invoicing: crown or catalyst of an efficient billing process?](#) | 11 August 2009 | Pan european
 - [TR: Social Assistance Information System](#) | 30 July 2009 | Turkey
-

EU: "e-Gov 2.0: pave the way for e-Participation" 2009 - 4 October 2009

Description (short summary): The new Information and Communications Technologies are gradually giving rise to a radical transformation in the current scenario. Globalisation, the new economy, the predominant role of finance in economic activity, the opening up of international markets: these are only some of the features of the epoch-making change underway. The introduction of the new digital media have resulted in a thorough transformation of communication and access to information, as well as in reorganising the way in which the production processes of

both businesses and government bodies are organised, while establishing and experimenting with new systems of training and instruction.

As far as the public sector is concerned, there is no mistake in the fact that the development of the information systems of the public administration has proven to be a formidable tool when it comes to restoring the efficiency and quality of services. The process of reorganisation and innovation aimed at improving public-sector performance still represents only one facet of the necessary adjustment of the modus operandi of democratic institutions to meet the demands of the new social context.

Political institutions are called on to respond not only to the challenge of raising levels of administrative efficiency, but also of addressing the inadequacy of the channels traditionally used to satisfy the demands of the political process. Being citizens of an information society means not only being able to access the services of a more efficient public administration, one capable of designing services that meet the needs of its users, but also being offered a new way of taking part in public life.

The previous edition (2008) of this volume is available in the [ePractice Library](#).

Number of pages: 396

EU: E-invoicing: crown or catalyst of an efficient billing process? - 11 August 2009

Description (short summary): This issue of the E-Banking Snapshot looks at the diffusion of electronic invoices across Europe. It argues in particular that the full benefits of e-invoicing come from a streamlined billing process - not by sending or receiving the bill as such. Sceptics of e-invoicing therefore say that first the billing processes should be modernised because that is where the biggest savings are. Advocates claim that once e-invoices are being introduced, they would trigger this modernisation.

Number of pages: 4

TR: Social Assistance Information System - 30 July 2009

Description text (short summary): The period of "Service at the Touch of a Button" has been launched in order to determine the neediness of poverty and to prevent reiterated assistance in the presentation of social assistance. The Social Assistance Information System is an e-state application, which aims at assuring and determining the neediness and personal information of citizens, who apply for social assistances, from central databases.

Some of the services that are being offered by SAIS are the following:

- Copies of civil-family registration and information of incident.
- Information about whether or not someone has a record in Turkish Labour Institution or/and receives Unemployment Insurance, Short-time Working Allowance and Job Loss Compensation.
- Information about whether or not someone has received Poverty or Home Care Allowance.
- Information about whether someone has benefited or not from Conditional Cash Transfer, Income Generating Projects and Other Assistances.
- Information about whether someone has Social Security or not, or/and receives benefits from health services and Allowance (assistance) according to the law no.2022.
- Information about whether or not a person has Tax Liability and a registered motor vehicle.
- Information about whether or not someone benefits from Field Property, Planted Areas Property, Agricultural Supports and information about the number of bovine/ovine are being provided.

The system is already active and 22 questions from 8 different institutions have been made in a short period of time.

Number of pages: 30

ePractice Workshops

- [Applying standards in eInvoicing](#) | 24 November 2009 | Belgium
- [Service Oriented Architecture pushed to the limit in eGovernment](#) | 2 December 2009 | Belgium
- [eProcurement for SMEs](#) | 4 December 2009 | Italy

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

Upcoming Events

- [IT: 1st International OASIS Conference](#) | 04 - 05 November 2009 | Italy
 - [BE: 4th International 3D GeolInfo Workshop](#) | 04 - 05 November 2009 | Belgium
 - [US: Electronic Government Procurement Conference](#) | 09 - 11 November 2009 | North America
 - [SE: 5th Ministerial eGovernment Conference](#) | 18 - 20 November 2009 | Sweden
 - [BE: ICT that makes the difference](#) | 22 - 25 November 2009 | Belgium
 - [DE: Online Educa Berlin 2009](#) | 02 - 04 December 2009 | Germany
 - [FR: ETSI Security Workshop 2010](#) | 20 - 22 January 2010 | France
 - [UK: Healthcare IT Exchange 2010](#) | 31 January - 02 February 2010 | United Kingdom
-

IT: 1st International OASIS Conference - 04 - 05 November 2009

OASIS introduces an innovative, Ontology-driven, Open Reference Architecture and System, which will enable and facilitate interoperability, seamless connectivity and sharing of content between different services and ontologies in domains relevant to applications for the elderly and beyond. The OASIS System is open, modular, holistic, easy to use and standards abiding. Over 12 different types of services are connected with the System for the benefit of the elderly, covering user needs and wants in terms of independent living applications and autonomous mobility and smart workplaces applications.

Open architecture for Accessible Services Integration and Standardization (OASIS) is a Large Scale Integrating Project - partially funded by the European Commission (FP7-ICT 215754) - with the aim to develop an open and innovative reference architecture, based upon ontologies and semantic services, that will allow plug and play and cost-effective interconnection of existing and newly developed services in all domains required for the independent and autonomous living of older people and their enhanced Quality of Life.

The aim of the conference is to serve as a forum to present current and future work as well as to exchange ideas in the field of Independent Living and Autonomous Mobility for elderly. After the 1st half-day Plenary Session, the Conference will be structured in parallel sessions open to the contributions from a variety of stakeholders from across Europe and beyond and addressing the following themes:

- An ontological world
- Older People in the Digital Society

- Healthy Ageing
- Who's retired?
- Mobile Elderly I (Innovative Applications)
- Home Alone
- Accessible Interfaces for All

- Mobile elderly II (making it happen beyond ICT)

The OASIS project will award two prizes, one for the best student paper received and one for the best paper from developing countries. Each prize will consist of a financial grant of € 1 000 and an awarded certificate. Participants wishing to apply for the award should indicate this with their abstract submission.

The conference exhibition area will form an integral part of the conference and will provide the companies and organisations with an opportunity to inform and display the latest products and services. More Information on the exhibition and exhibitor rates can be provided by mailing: Silvio.Bonfiglio@philips.com.

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

The event is open and approximately 200 attendees are expected to participate. Registration for the conference can be performed [online](#).

Event emails: congress@lazziworld.com , Silvio.Bonfiglio@philips.com

Event website: <http://www.oasis-project.eu/index.php/lang-en/news-topmenu-19/20-general-news/222-oasis-1st-international-conferencedetails>

Country: Italy

City/Location: Florence

Organiser: OASIS (FP7-ICT 215754) - Open architecture for Accessible Services Integration and Standardization

BE: 4th International 3D GeInfo Workshop - 04 - 05 November 2009

The workshop aims at bringing together international state-of-the-art research and facilitating the dialogue on emerging topics in the field of 3D geo-information. Participants will exchange ideas on 3D requirements and different techniques in 3D data acquisition, data model, spatial data analysis, geo-visualisation and simulation; the workshop will offer an interdisciplinary forum to researchers in the closely related fields of:

- Data Acquisition and processing: advanced approaches for 3D data collection, processing and methods for real-time data acquisition.
- Data model and management: topological, geometrical and network models for representation and maintenance of 3D geo-information in geographical multi-scales.
- Data analysis and visualization: frameworks for representing 3D spatial relationships, 3D spatial analysis and algorithms for indoor/outdoor navigation, interpolation, etc. Advanced Virtual Reality and Augmented Reality visualisation.

The event is free of charge and open.

Event email: 3dgeoinfo2009@geonet.ugent.be

Event website: <http://www.3dgeoinfo.org/>

Country: Belgium

City/Location: Ghent

Organiser: University of Ghent, Department of Geography

US: Electronic Government Procurement Conference - 09 - 11 November 2009

The Multilateral Development Banks (MDB), which jointly sponsor this Conference, promote the idea of adopting eProcurement as integral part of the public procurement reform agenda in developing countries all over the world. The conference is another learning opportunity for procurement policy makers and practitioners and offers a knowledge platform for sharing experience and lessons learned in designing and implementing eProcurement programs at government level. The event is organized in close coordination with the MDB e-GP Working Group,

members of which include the European Commission and United Nations Commission on International Trade Law (UNCITRAL).

The objective of this conference is to share best practices and challenges related to eGP implementation as part of public procurement reform programs to increase transparency and quality of public expenditure. What are the trends in the area of public procurement worldwide and what role does eGP play in this context? Leadership, planning, change management, measuring benefits, business models, building trust, interoperability - these are some of the topics for successful eGP adoption that will be addressed during the conference.

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

The event is open and free. Registration, which is open until October 16, can be performed [online](#).

Event email: e-gp@iadb.org

Event website: <http://events.iadb.org/calendar/eventDetail.aspx?lang=en&id=1457>

Country: North America

City/Location: Washington DC

Organiser: African Development Bank, Asian Development Bank, Inter-American Development Bank and World Bank, European Commission and UNCITRAL

SE: 5th Ministerial eGovernment Conference - 18 - 20 November 2009

The 5th Ministerial eGovernment Meeting and Conference will be one of the major events of the Swedish Presidency of the Council of the European Union.

It will include a Ministerial Meeting of ministers responsible for eGovernment, a Ministerial eGovernment Conference and an exhibition of the [eGovernment Awards](#) finalists.

Member State ministers responsible for eGovernment will meet on the eve of the Conference, on 18 November 2009, to agree on a Ministerial Declaration that will set out the path for eGovernment up until 2015. The Ministerial Declaration will be presented jointly by the Swedish Presidency and the European Commission on the first day of the Conference (19 November 2009).

At the Ministerial Conference (19-20 November 2009), high-level speakers and 1 000 delegates representing Member States, the European Free Trade Association (EFTA) and candidate countries, the European Commission, international and regional organisations such as the United Nations and the Organisation for Economic Cooperation and Development (OECD), leaders of the ICT industry and its main organisations, as well as academia and others, will meet in more than 20 sessions to discuss topics of particular interest to the eGovernment actors.

The five prestigious eGovernment Awards will be handed out to the winning cases on the occasion of the Awards ceremony to take place on the first evening of the Ministerial Conference.

Participation in the Conference is **upon invitation only**. It is to be noted however that the ePractice members voting online for the Public Prize of the European eGovernment Awards by 18 October 2009 might win a **free admission** to the event. In total, five free admissions will be awarded randomly to these online voters. More information on the online voting may be viewed at: <http://www.epractice.eu/en/awards/rules>.

Event email: N/A

Event website: <http://www.egov2009.se/>

Country: Sweden

City/Location: Malmö

Organiser: Swedish Presidency of the Council of the European Union along with the European Commission

BE: ICT that makes the difference - 22 - 25 November 2009

The conference provides a forum to present and discuss research results, policy plans, and new research problems and approaches.

- **The future of the computer:** Computers will become faster and more powerful. They will also become much smaller and be integrated in all objects in our environment.
- **The future of the internet:** The internet will grow and become more interactive. It will not only connect computers, but also things, tools and perhaps brains. Most objects (and human beings?) will be directly online.
- **The future of the relation between the virtual and the real:** User interfaces will become more intuitive and natural. They may also disappear to the extent that the real and the virtual will merge.
- **The future of ICT for human security:** Security is a social priority. Developments in ICT may become the best protection as well as the worst threat.

The event aims to address strategic thinkers and planners in the field of science and technology researchers in ICT, researchers in Ethical, Socio-economic, and Legal aspects (ESLA) of science, decision makers and advisors in industry and public policy, experts and other stakeholders involved in the development or analysis of biotechnology, biomedicine or other strategic developments.

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

Registration to the event is open and can be performed [online](#) with the payment of a fee. The expected number of participants will be more than 100.

Event email: info.TBM2009@theIFB.eu

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

Country: Belgium

City/Location: Brussels

Organiser: International Forum for Biophilosophy (IFB)

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

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

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