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## European ePractice Newsletter N. 336 - 27 July 2010

### Latest Cases

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### Virtualization Project in GDSAS

As the services offered by General Directorate of the Social Assistance and Solidarity (GDSAS) expand, it is needed to revise the infrastructure of the institution. Within the scope of these needs, studies have been done to find a solution to secure client / server infrastructure, to shorten and standardize the problem solving process.

In order to respond quickly to the increased needs of capacity, to minimize the disruption time and to use the idle capacity, all systems of the GDSAS were put into virtual environment. There are critical software web servers and application servers such as MS SQL 2005, MS Exchange 2007, MS Active Directory, MS SQL and MS Exchange and also open-source operating system UBUNTU running and moving between virtual servers. Using this system, GDSAS is able to serve more than 5.000 users with high performance.

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### Digital Activist Inclusion Network

The Digital Activist Inclusion Network (DAIN) is a volunteer project working across the English East Midlands. DAIN aims to promote digital inclusion by encouraging people to use technology with the help of volunteers (digital activists).

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### COCKPIT-Project

Governments are striving to deliver more efficient and effective public services in order to achieve better public service quality, with reduced waiting times, improved cost effectiveness, higher productivity and more transparency. It is an issue of doing things in new ways which requires fundamental change in the provision of public services in the future and a complete new approach for Governments to work and interact with their citizens.

Cockpit aims to define a new Governance model which actively engages and empowers citizens in Public Service delivery decision making process. Cockpit will combine the research areas of citizens' opinion mining in the context of Web 2.0, enhance Service Science Management Engineering in the context of the public sector and encourage deliberative engagement of citizens for forming informed judgments on public services delivery.

Globalization increasing automation, and the growth of Internet are change-driving forces which inevitably stimulate Governments to reconsider the way they deliver public services.

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

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## Latest News

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## EE: Grants to raise awareness of Information Technology - 27 July 2010

**On 5 July 2010 the Estonian Information Centre (Riigi Infosüsteemide Arenduskeskus, RIA) opened a call for applications designed to provide people with the necessary skills for using digital services and to raise awareness of the dangers of Internet surfing. The deadline for applications is 10 August 2010.**

Three days later an information day took place at RIA premises with the purpose of discussing what has been achieved in this field so far while enabling those interested to ask questions on how to apply for grants under this call.

Applications are called for in two domains of activities, namely:

- Projects aimed at enhancing people's knowledge and skills as to the use of digital solutions - public or private;
- Projects seeking to promote safe Internet use. The particular target group is made up of children and youngsters under 21 and the adults they are in contact with (parents, teachers, etc).

The projects that are intended to make the use of digital services easier, more user-centric and more secure are also welcome. Particularly welcome are those projects aiming to increase opportunities for people with special needs and participation in the Information Society.

Eligible applicants are non-profit organisations and foundations, municipalities and groupings of local authorities, public-law legal entities, government agencies and institutions administered by them.

The maximum amount to be allocated by project is €4 million. The whole budget for this call is €18 million.

**Further information:**

- [Original news article - Estonian Information Centre \(in Estonian\)](#)
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## **SE: ESV's status report on the Swedish participation in PEPPOL project - 27 July 2010**

On 30 June 2010, the National Financial Management Authority (ESV) published a [status report](#) giving a detailed account of its activities carried out so far in the framework of the Swedish participation in the [Pan-European Public Procurement Online \(PEPPOL\)](#) project and of the work that needs to be done.

The overall vision of PEPPOL is that any company in the European Union (EU) can communicate electronically with any EU governmental institution for all procurement processes. The project aims to establish a pan-European pilot solution, which, conjointly with the existing national ones, will facilitate an EU-wide interoperable public eProcurement process.

Sweden has been participating in the PEPPOL project since November 2009. On 18 June 2010, the ESV specifications were published for the procurement of a Swedish gateway to PEPPOL. This gateway will allow organisations from the public sector to access the PEPPOL infrastructure during the pilot projects. The objective is that a number of foreign providers of services and goods bill one or more of their customers - in the Swedish public sector - by electronic means. After the completion of the trial period and the launch of the production phase, the paper flow will be eliminated.

Since 1 July 2008, the Swedish government is mandating central government agencies to handle invoices electronically. ESV is responsible for the eInvoicing solution used by the central government agencies via framework agreements with private companies. Furthermore, ESV is currently in the process of establishing new framework agreements covering eOrdering solutions.

### **Further information:**

- [Original news article - National Financial Management Authority \(in Swedish\)](#)
- [Status Report on the Swedish participation in PEPPOL \(in Swedish\)](#)
- [Pan-European Public Procurement Online \(PEPPOL\)](#)
- [About ESV as the Swedish member of the PEPPOL Consortium](#)

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## **MT: Wi-Fi in public spaces - Pjazza Project launched - 27 July 2010**

**Close to 31 000 users have accessed the Internet via the 19 existing Wi-Fi Spots across Malta and Gozo during the first four months this year [2010].**

"In the coming months, a further 69 free Wi-Fi spots will be set up across Malta and Gozo, bringing the total number of hotspots to 88," said Ing Philip Micallef, Executive Chairman of the Malta Communications Authority (MCA) during a press conference held on 1 June 2010 together with the Department of Local Government and the Ministry for Infrastructure, Transport and Communications.

"These hotspots will be set up mainly in village squares and other public spaces. However experiences have shown that the most popular spots are those connected to public transport. It is for this reason that we shall, in due course, also extend this initiative to cover prime bus-stops as well as the terminal in Cirkewwa," he continued.

The Parliamentary Secretary for Local Councils Chris Said said that the Local Councils have been asked to identify the most frequented places in their localities for free Wi-Fi to be installed. The idea behind this is to make it easier for visitors to these particular localities to know where to find the service. Most localities will be online within a few months.

"The offering of this service falls in line with other government sponsored initiatives and strategies including the organisation of free courses in IT that are on offer at most local councils in Malta and Gozo," said Dr. Said.

The 19 free Wi-Fi spots that have already been set up are proving to be very popular with an average of 266 users accessing the Internet from such public spaces each day. The most popular sites to date are Pjazza St Anna at Sliema, Mgarr Ferry Terminal and Giovanni Curmi Higher Secondary at Naxxar.

Minister for Infrastructure, Transport and Communications, Dr. Austin Gatt said that "ICT has changed the way we live and communicate with one another, not to mention the opportunities it presents in maximising our resources. The result of effective collaboration between entities, this initiative launched today is an important step towards providing 'Internet on the Go' for members of our community." "Attracting people of all ages, these hotspots allow easy access to emails or other online services at any time of the day from either their mobile phone or a laptop and is a step closer in making Malta a leading nation in Internet accessibility," he concluded.

The contracts signed on 1 June 2010 between the Department of Local Government and the MCA, are valid for two years. The Department of Local Government is covering all recurrent costs whilst the MCA is covering the installation and infrastructural costs.

**Further information:**

- [Official press release - Ministry for Infrastructure, Transport and Communications](#)

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## **DE: A web-based virtual liver model for patient targeted medication - 26 July 2010**

In July 2010, the [Federal Minister for Education and Research](#), Annette Schavan announced the funding of a research project to create a web-based virtual model of a human liver which will help to develop and administer medicines that are best suited to patient needs.

The liver produces more than 10 000 substances on a daily basis and thus, it can be seen as a complex biochemical factory. To understand this process closely and develop, in the event of a disease, a medicine tailored to the needs of the patient, researchers will create a virtual model of a human liver. This is the first time ever that an entire human organ will be imaged in a computer.

In the next five years, the Federal Ministry for Education and Research (Bundesministerium für Bildung und Forschung - BMBF, in German) will fund - with approximately €43 million - the German Network for Systems Biology of the Liver.

"Germany holds a leading position internationally in terms of biological medical systems. With this unique network, the researchers open up new perspectives for medicine," commented the Minister. The new scientific discipline of systems explores the entire biological process: from the functioning of the individual molecules, to the interaction of various cells and finally the organs in the body. These methods of molecular biology are linked with the knowledge and technologies of mathematics, computer science, chemistry, physics and systems science.

The interdisciplinary Network for Systems Biology of the Liver currently consists of 70 research groups from 41 institutions from the scientific and industry sectors. Using the computer simulations will enable them to have a better understanding and foresee the functioning of the liver and how it is affected by various diseases. Researchers also aim to examine via simulations the way different medicines are being distributed throughout the body, which parts are attacked by the medicine and how fast it can be eliminated from the body. This initiative is expected to reduce the duration of long-lasting experiments and to develop specific drugs and dosage customised to meet each patient's needs. Hence, thanks to this development, the positive results will be maximised while the side effects will be minimised.

"Systems biology can accelerate the transfer of research on saving patients, money and on developing medicines. It is therefore a key technology and an innovative driving force for a future personalised medicine," pointed out the Minister.

The researchers can work on the virtual liver based on the promising results of the previous project named the [HepatoSys](#), which has investigated since 2004 with BMBF's support, the cellular processes of the liver. Now the processes in all cell networks studied up to the entire body.

**Further information:**

- [Official Press Release - Ministry of Education and Research \(in German\)](#)
- [HepatoSys Project \(in German\)](#)

## **UK: Office of Fair Trading launches two new tools for free consumer education** **- 23 July 2010**

Since 1 July 2010, as part of its successful '[Skilled to go](#)' consumer education programme the UK's [Office of Fair Trading](#) (OFT) has made two new educational modules available to help adult learners become confident consumers.

The 'Skilled to go' web-based toolkit is developed by education specialists for teachers working with adult learners. The programme is designed to develop literacy and numeracy skills along with consumer skills on issues such as buying a mobile phone or shopping online. 50 % of further education institutions in the UK are registered with online access to the existing 'Skilled to go' learning resources.

These newly published modules provide the tools and resources needed to educate adult learners about buying cars and to protect themselves against scams. They include games, quizzes, role plays, listening activities and delivery suggestions for teachers.

'Skilled to go' uses real-life examples to give students the skills and knowledge to deal confidently with these consumer issues; the teachers' toolkit includes:

- comprehensive downloadable teaching materials;
- free on-site training workshops for adult education providers;
- free materials for teachers willing to train other colleagues.

Evaluation of the 'Skilled to go' pilot in 2009 found that learners made significant progress, with 64 % of the courses participants feeling very or quite confident in knowing their consumer rights, compared to 20 % at the beginning of the course.

Sam Brew, the OFT Consumer Education Manager said: 'We all need to be equipped with the skills and know-how to be savvy consumers and the 'Skilled to go' toolkit can play an essential part in helping to protect consumers who may be vulnerable.'

He added: "These new modules aim to give adult learners the skills and confidence they need to make better consumer decisions. The development of consumer skills is a long term process but we have had excellent feedback from teachers and students who have told us how they have put their learning into practice in the real world."

Teachers wishing to register, download materials and to book a free training workshop can visit the OFT website at [www.oft.gov.uk/skilledtogo](http://www.oft.gov.uk/skilledtogo).

### **Further information:**

- [Original Press Release - Office of Fair Trading](#)
- [Skilled to go](#)

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## **HR: Final version of the Standard Electronic Records Management Project published - 23 July 2010**

On 30 June 2010, the Central State Administrative Office for e-Croatia, upon the consent of the Ministry of Public Administration, introduced the final version of the [Standard Electronic Records Management Project](#) (SPEUP) including recommendations for the establishment of electronic records management within state administration bodies.

This is the official version of the document (SPEUP Ver. 1.0), whose initial draft version was presented on 26 January 2010 at the Central State Administrative Office for e-Croatia for representatives of state government bodies and the financial *Information and Communications Technology* (ICT) sector.

The *Standard Electronic Records Management Project* represents the starting point on standardisation and implementation of electronic records in all state administration bodies. It also includes a unique set of specifications, i.e. a standardised group of requirements, to be met by the Croatian state and legal bodies when apply the Electronic Records Management system. Furthermore, it contains a list of all processes arising from the Regulation on Records Management, their detailed description and a diagram of activities within these processes, as well as the specification of mandatory and optional functional and non-functional requirements to be met by each system for electronic records management.

The document gives a detailed description and definition of the Extensible Markup Language (XML) structure of all elements constituting e-Document (e-Dokument), e-File (e-Predmet), and e-Delivery (e-Pošiljka). Such standardised XML structure will facilitate all state and legal bodies in the exchange of electronic documents, communication and items in a standardised manner. This is irrespective of their producer and the type of technological platform used by the individual bodies. Moreover, the document contains the methodology for Standard Project applications and describes various scenarios for its use in different state and public bodies.

In relation to the publication of the document, Igor Lučić, the State Secretary of the Central State Administrative Office for e-Croatia said: "I would like to thank all the people who, by expressing their opinions and proposals, contributed to the preparation and form of this document which, surely, represents a turning point in the development of electronic government." Mr. Lučić further added: "The main goal of this document is to offer a specification of standard requirements applied to *Standard Electronic Records Management* system, with which all existing and future systems and the alignment of all Croatian state and legal body systems. He concluded by saying that these systems will be logically inter-connected into one functional unit, thus enabling improved efficiency in the public sector and achieving considerable budget savings.

Implementing the *Standard Electronic Records Management Project* will continue through an eOffice forum which was initiated in May 2010.

#### **Further Information:**

- [Original news article - e-Croatia website \(in Croatian and in English\)](#)
- [Standard Electronic Records Management Project \(in Croatian\)](#)
- [Related Article - Standard Electronic Records Management Project Proposal Presented - e-Croatia](#)

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## **IT: A web-trip for the Elderly of Vitinia - 22 July 2010**

**Thanks to the senior digital literacy enhancement project 'Telemouse', the network of elderly centres of the 12th district of Rome is coming to life.**

Telemouse is an initiative of non-profit organisation 'Fondazione Mondo Digitale' and it is supported by an Italian telecommunications company. The project aims to promote the use of new technologies by seniors through the establishment of 'Internet Corners' in the municipal centres for the Elderly.

Under the pre-existing 'Grandparent on the Internet' project, IT courses are held in the computer labs of various schools in Rome. Each school hosts a class of approx. 25 over-sixty students registered in various elderly centres. The school students give free-of-charge classes (15 weekly lessons of 2 hours each) to the seniors under the coordination of an IT teacher. With to the Internet Corners, the Telemouse project thus takes the 'Grandparent on the Internet' initiative further; the course participants can continue practising their news skills outside of the classroom, at their municipality's elderly centre.

Cecilia Stajano from the Foundation has been touring in Rome's centres for the Elderly to check the progress on the Telemouse project. On 8 July 2010 she visited the social centre for the Elderly of Vitinia, in the 12th district of Rome. The district hosts 174 000 residents, 24 % of which are above 60 years-old.

On this occasion Mr. Sergio, Vitinia's centre manager pointed out that since the launch of the 'Internet Corner' - three networked computers - the centre has become an organisational centre of activities, including day trips, which are planned and prepared online in order to provide participants which as much information as possible.

The new challenge is the achievement of the network of elderly centres of the district, which will enable the sharing of experiences and solutions. It is worth noting that Rome's 12th district has 10 elderly centres counting over 7 500 members in total, that is, the highest percentage of over-sixty residents (24.3%).

It is worth adding that the Fondazione Mondo Digitale is a partner and the coordinator of the parties involved in a project named 'Silver' which aims to create a sustainable digital literacy life long learning programme for the adult population and to solve this new form of illiteracy to contrast the risk of a social and communication caesura between the young and the elderly. In the context of the Community Action Programme for Continuous Learning, Italy, Spain, Romania and Belgium are experimenting with a continuous learning programme for adults addressing no less than 100 seniors, 500 student tutors and 50 teachers.

**Further information:**

- [Original news article - Fondazione Mondo Digitale](#)
- [Related news article - Fondazione Mondo Digitale](#)
- [Silver project](#)

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## **SI: Anonymous electronic reporting service to combat domestic violence - 22 July 2010**

**At a press conference held on 9 June 2010, Ms. Katarina Kresal, the Slovenian Minister for the Interior introduced a service of anonymous electronic reporting of domestic violence.**

Participating in the presentation were the Project Coordinator Staš Svetek from the Directorate for Police and other security functions (MNZ) and Tatjana Mušič from the Criminal Police (GPU). Minister Kresal said that domestic violence is a **pressing social problem** perceived by everyone, but often silent, which is why the Ministry made it a high policy priority. Hence during 2009 the Ministry along with non-governmental organisations (NGOs) conducted a broad information and prevention campaign. The goal was on the one hand to encourage victims to seek help more quickly and to make offenders face liability for their actions and, on the other hand, to invite people detecting a case in their neighbourhood or having suspicions to take an active part against domestic violence.

In 2010 the Ministry of Internal Affairs together with the Police and experts in the field enhanced the ongoing campaign with the launch of the service of anonymous electronic reporting of domestic violence, which is accessible via three websites - those of the Ministry of the Interior and the Police and the [State Portal of the Republic of Slovenia](#), the national eGovernment portal. The purpose of anonymous reporting is to encourage people to notify crime, petty crime or other forms of security threats derived from domestic violence in an aim to ensure timely victim protection. Online reporting is fast, simple and accessible to a broad range of people.

Compared with anonymous phone calls this eService enables the Police to receive more thorough and precise descriptions of the situation, this without any time limit, as well as electronic attachments up to a size of 10 Mb - images or other material - in support of the declaration.

Project Coordinator Staš Svetek said that with this project, the Ministry and the Police are taking forward the police modernisation process, which forms an integral part of the move towards organising the service around people's needs. When logging in to the service users only need basic computer skills; digital certificates are not required. Mr. Svetek explained that the anonymity of the applicants is completely ensured through the technical implementation of the service; the application server of the Ministry of Public Administration does not transmit any of the applicants' data to the Police. "The only way the police can get information on the applicants is if the latter send their data." he concluded.

Ms. Tatjana Mušič, from the Criminal Police said that "many violent acts are not known by the official institutions, because of fear." It is therefore expected that this service will offer a means to reduce the number of unknown cases. Likewise, it should allow the police officers to obtain the most complete information - time and place of the incident included - to take appropriate action.

"A lot of effort has been invested in training police officers to be able to identify violent situations and to act both effectively and professionally." Minister Kresal said. Statistics show that the number of reported domestic crimes significantly increased in 2009; in 2008 the Police dealt with 4 956 such crimes whereas it handled 8 151 of them in 2009, that is, 40 % more cases of family violence. Among the major reasons the victims' and the witnesses' greater awareness; this has been positively affected by new legislation on the prevention of domestic violence, which establishes an obligation for authorities and organisations to report cases of family violence and regulates training and interoperability aspects.

**Further information:**

- [Official press release - Ministry of the Interior \(in Slovenian\)](#)
  - [State Portal of the Republic of Slovenia](#)
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## **HR: Croatian Interoperability Framework adopted - 22 July 2010**

**On 24 June 2010, the Croatian government introduced the Croatian Interoperability Framework, which enables the separate information systems of state government bodies to be connected to the government network. This improves information management processes and data exchange amongst state government bodies, while citizens carry out public services electronically in a simpler and faster manner.**

The Croatian Interoperability Framework sets forth guidelines by which inter-alignment of state government bodies' information systems will be carried out. These guidelines are seen by the Central State Administrative Office for e-Croatia as a key factor within the implementation of the Strategy for the development of e-government, in association with representatives of the academic community, all state government bodies and the local IT community.

The goal of the Croatian Interoperability Framework is to:

- create conditions for communication amongst existing systems and faster data exchange between citizens and government officials;
- enable the electronic provision of public services;
- facilitate automatic exchange and use of a large amount of data filed in state registers, also for commercial purposes.

The guidelines were presented to the Croatian Government by Igor Lučić, the State Secretary of the Central State Administrative Office for e-Croatia, who said: "As the result of intense investment into informatisation by the Croatian Government, particularly in the past few years, we have highly informatised state government bodies, an abundance of electronic projects, registers and set the foundations for further development and construction of a safety network for data exchange - HITRONet". Mr Lučić further added: "Nonetheless, the current government is automated in such a way in order for every government body to be an independent information source.. Therefore, the setting of these guidelines is necessary to enable further adoption of rules, regulations, norms, support services, resources and implementation measures for creating an electronic and networked government". He concluded by saying: "At the same time, by setting up interoperability, HRK 250 million (almost €34.5 million) will be saved annually in the State Budget, while savings to the overall economy will be even greater".

The Framework in question, which is completely aligned with the European Interoperability Framework, was prepared on the basis of analyses of best practices of European Union Member States as well as other countries with highly developed e-government practices. This will eventually enable safe and efficient data exchange not only amongst state government bodies in the Republic of Croatia, but also between the Croatian Government and the European administration. Adoption of the Croatian Interoperability Framework represents one of the main implementation activities of the Economic Recovery Programme of the Croatian Government. Its goal is to achieve considerable savings within the context of more efficient management of resources intended for the development of state government body information systems, and to decrease the costs for citizens and entrepreneurs who wish to obtain accessible state government data and acts.

**Further Information:**

- [Original news article - e-Croatia website \(in Croatian\)](#)
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## **HR: 58 % of the Croatian households switch to digital TV - 22 July 2010**

The process of switchover from analogue to digital television broadcasting has been successfully completed in a total of seven digital regions representing 16 Croatian counties. On 21 July 2010, 854 172 out of a total of 1 477 377 Croatian households, that is 58 %, are successfully digitalised, as a result of the digital switchover policy of the Government.

The implementation of the Strategy is entrusted to a team of institutions: the Central State Administrative Office for e-Croatia, the Ministry of Culture, the Croatian Post and Electronic Communications Agency, the Agency for Electronic Media, a Croatian network operator and the Ministry of the Sea, Transport and Infrastructure. Furthermore, the Government has nominated the Central State Administrative Office for e-Croatia as the coordinator of all activities of this strategy, including that of awareness rising campaign.

The switch from analogue to digital television broadcasting constitutes a complex work, particularly since it is a project of the Croatian Government of a life span of several years. It encompasses the following activities:

- Planning of the implementation;
- Supervision and application of the digital television system;
- Financing;
- Informing the public;
- Distributing vouchers, and
- Purchasing digital receivers.

Results have shown that the institutions involved in the implementation of this national project have the required readiness and effectiveness.

"The digital switchover is progressing well and in accordance with the strategy for transfer from analogue to digital broadcasting of television programmes, which foresees the beginning of broadcasting of the digital television signal on the entire territory of the Republic of Croatia by 1 January 2011. Having in mind the current pace of this process, there is no doubt that Croatia in just a few months will be among the countries which have switched to digital broadcasting", stated Igor Lučić, the State Secretary of the Central State Administrative Office for e-Croatia.

### **Further Information:**

- [Original news article - e-Croatia](#)
- [Related ePractice news article - HR: Second region switches to digital TV](#)
- [Related ePractice news article - HR: Successful implementation of switchover to digital television](#)
- [Related ePractice news article - HR: More than half of the Croatian households enjoy the benefits of digital TV](#)

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## **FI: Government proposal for roll-out of biometric residence permits in spring 2011 - 21 July 2010**

The Ministry of Home Affairs proposed amendments on the 'Aliens Act' and other related laws in order for the biometric residence permits for foreigners to be introduced in spring 2011.

On 1 July 2010, the Ministry decided on the content of the bill and the President of the Republic of Finland is expected to present it to the Parliament on 16 July 2010. The introduction of biometric residence card for foreigners is based on an EC Regulation ([No 380/2008](#)), which lays down the characteristics of the new biometric residence permits.

The residence card will contain a chip in which a facial image and two fingerprints of the cardholder will be stored. Biometric fingerprint data will be used to verify the authenticity of a residence permit and the cardholders' identity. The police can also use the fingerprint data if it is necessary to identify a victim in case of a natural disaster, major accident, a crime or any other emergency incident.

The purpose for the issuing of the biometric residence cards is to prevent and combat illegal immigration and illegal residence by creating a reliable link between the residence permit and its holders. Finland has been asking for the fingerprints of people applying for national passports, foreign passports and refugee travel documents since June 2009. For the residence permits the same procedures will be essentially followed as for the biometric passports.

**Further information:**

- [Official Press Release - Ministry of Interior \(in Finnish\)](#)
  - [Aliens Act - unofficial translation to English](#)
  - [Council Regulation \(EC\) No 380/2008 of 18 April 2008 amending Regulation \(EC\) No 1030/2002 laying down a uniform format for residence permits for third-country nationals](#)
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## New Factsheets

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

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## Latest Publications

- [GL: Revitalizing Healthcare Delivery with Mobile Communications - Part 1](#) | 3 February 2010 | Pan european | Asia | Central and South America | North America | Oceania
  - [GL: Revitalizing Healthcare Delivery with Mobile Communications - Part 2](#) | 3 February 2010 | Pan european | Asia | Central and South America | North America | Oceania
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## GL: Revitalizing Healthcare Delivery with Mobile Communications - Part 1 - 3 February 2010

**Description (short summary):** This four-part series examines the ways wireless technology and mobile communications can enhance the efficiency and quality of institutional healthcare, improving the processes through which doctors, nurses, specialists and support staff members deliver medical treatment.

Part One offers an overview of the current healthcare situation and suggests ways in which wireless technology solutions address healthcare challenges.

**Number of pages:** 7

**Related ePractice Publication:**

[GL: Revitalising Healthcare Delivery with Mobile Communications - Part 2](#)

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## GL: Revitalizing Healthcare Delivery with Mobile Communications - Part 2 - 3 February 2010

**Description (short summary):** This four-part series examines the ways wireless technology and mobile communications can enhance the efficiency and quality of institutional healthcare, improving the processes through which doctors, nurses, specialists and support staff members deliver medical treatment.

Part Two takes a closer look at popular communication devices and considers their usefulness and effectiveness within healthcare facilities.

**Number of pages:** 7

**Related ePractice Publication:**

[GL: Revitalising Healthcare Delivery with Mobile Communications - Part 1](#)

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## Upcoming Workshops and Events

- [DE: IADIS e-Commerce 2010 Conference](#) | 28 - 30 July 2010 | Germany
  - [US: The World Congress 2nd Annual Leadership Summit on mHealth](#) | 29 - 30 July 2010 | North America
  - [GR: International Conference on e-Health Services and Technologies](#) | 29 - 31 July 2010 | Greece
  - [DE: IADIS International Conference e-Health 2010](#) | 29 - 31 July 2010 | Germany
  - [PE: AGSE 2010](#) | 3 - 6 August 2010 | Central and South America
  - [DK: Danish Internet Governance Forum 2010](#) | 26 August 2010 | Denmark
  - [BE: INCLUSO 2010 Conference](#) | 13 - 14 September 2010 | Belgium
  - [CH: EGOV 2010](#) | 29 - 2 September 2010 | Switzerland
  - [ePractice workshop: "Procurement of eHealth solutions"](#) | 7 October 2010 | Belgium
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## DE: IADIS e-Commerce 2010 Conference - 28 - 30 July 2010

### IADIS International Conference e-Commerce 2010

The IADIS e-Commerce 2010 conference is a major international event for researchers, academics, industry specialists, practitioners and students interested in advances in, and applications of, eCommerce. The participants will have an opportunity to present and observe the latest research results and ideas in these areas. This conference aims to cover both technological and non-technological issues related to this new business paradigm.

'e-Commerce 2010' takes place in the context of the [IADIS Multi Conference on Computer Science and Information Systems 2010 \(MCCSIS\)](#).

The Conference invites proposals from the introductory through advanced level on all topics related to eCommerce. Proposals which address the theory, research and applications as well as describe innovative projects are encouraged. All papers submitted will be peer reviewed by at least two members of the International Program Committee.

The topics of the conference will include:

- Commerce Technology
- Global eCommerce
- Online Management
- Online Business Models
- Regulatory/Policy issues

Additional details on the topics can be found on the [event's website](#).

The interested parties who wish to submit papers can find details on submissions and all the important dates [here](#).

The conference is open to all following the payment of a fee. The organisers are expecting more than 100 participants. More information on registration and conference rates will be available in the near future.

Event email: [secretariat@ecommerce-conf.org](mailto:secretariat@ecommerce-conf.org)

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

Country: Germany

City/Location: Freiburg

Organiser: International Association for Development of the Information Society (IADIS) and the Albert-Ludwigs University of Freiburg

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## **US: The World Congress 2nd Annual Leadership Summit on mHealth - 29 - 30 July 2010**

### **The World Congress 2nd Annual Leadership Summit on mHealth - Wireless Health - Remote Patient Monitoring - Consumer Health and Wellness**

The two-day summit has the purpose of providing the emerging mHealth eco-system (i.e. providers, payers, policy-makers, device manufacturers and telecomm carriers) with insight into the clinical efficiencies and business opportunities for integrating mobile technologies into the care delivery model.

The technology is maturing. The infrastructure is in place. Consumer interest and demand is on the increase and the outcomes-based case for mHealth is growing. So if widespread adoption is to occur, the current fee-for-service reimbursement system needs adjustment or new payment models must be created that incent providers towards adoption. For some time now, the industry has identified the business model issue as the sticking point -- Who will pay for mHealth?

The organisers' message is that by attending this summit, participants will be able to:

- Understand the importance of the HITECH (Health Information Technology for Economic and Clinical Health Act) stimulus legislation and the implications for wireless health
- Assess the future of consumer connected health care, consumer engagement and remote monitoring ;
- Examine evidence from early studies and data that show the clinical impact of mobile and gaming on health outcomes;
- Determine how to successfully apply mobile technology for clinical decision support;
- Develop a market segmentation plan and mobile communication strategies targeted towards each generation's needs for successful adoption;
- Identify profiles of patients that can benefit from mHealth and the translation into cost savings.

The detailed summit agenda has been made available for [day 1](#) and [day 2](#) respectively. The Agenda-At-A-Glance may be viewed [here](#).

Registration can be performed [online](#).

Event email: [Nancy.Felsheim@worldcongress.com](mailto:Nancy.Felsheim@worldcongress.com)

Event website: <http://www.worldcongress.com/events/HL10028/>

Country: North America

City/Location: Boston, Massachusetts, United States

Organiser: The World Congress

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## **GR: International Conference on e-Health Services and Technologies - 29 - 31 July 2010**

### **International Conference on e-Health Services and Technologies - ICEHST 2010**

ICEHST 2010 - part of the [International Multi-Conference on Innovative Developments in ICT \(INNOV\)](#) - aims at bringing together researchers and practitioners whose work has an impact on the development of actual healthcare technologies. These kinds of technologies are related to advanced IT solutions and could facilitate the activities of great societal relevance.

The main focus of the conference is on e-Health services and their related technologies, with a particular stress on the modelling of complex e-Health technology-driven service-provisioning systems. The target of ICEHST is to address the fundamental modelling challenges related to e-Health services. Tele-Monitoring and Tele-Treatment are the two essential directions of supporting healthcare through advanced technology.

Further information about the conference programme can be found [here](#).

Registration can be performed [online](#).

Event website: <http://www.icehst.innov.org/home.asp>

Country: Greece

City/Location: Piraeus

Organiser: Interdisciplinary Institute for Collaboration and Research on Enterprise Systems and Technology (IICREST)

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## **DE: IADIS International Conference e-Health 2010 - 29 - 31 July 2010**

### **International Association for Development of the Information Society (IADIS): International Conference on e-Health 2010**

This conference aims to draw together information systems, practitioners and management experts from all quadrants involved in developing computer technology to improve healthcare quality. The use of Information and Communication Technologies (ICTs) in Healthcare Services is the main mechanism to improve efficiency and effectiveness.

Topics for this conference include, but are not limited to:

- Clinical Data Visualisation Standards
- Federated Electronic Health Records
- Personalized Medicine
- Health Informatics and Education
- Infrastructure and Architecture
- Internet and Medicine
- Interoperability issues
- IT and Patient Care
- e-Health Virtual Communities
- Business Process Management Systems
- e-Health Collaborative Strategies and Techniques
- e-Training
- Healthcare Management Dashboards
- Legal issues
- e-Health to improve Healthcare Quality and Patient Safety
- Healthcare Information Systems Regulatory issues
- Security in e-Health
- Data Mining and Clinical Studies
- Medical Guidelines
- e-Health Decision Support Systems
- Intelligent Medical Systems
- Patient Electronic Health Records
- Patients and Public Health
- Social Networks in Healthcare contexts
- e-Health Marketing
- e-Procurement and e-Commerce
- Telemedicine
- Web Based Applications
- e-Health 2.0

The number of participants is expected to be around 150. Conference rates will be available [online](#) soon.

Event email: [secretariat@ehealth-conf.org](mailto:secretariat@ehealth-conf.org)

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

Country: Germany

City/Location: Freiburg

Organiser: International Association for Development of the Information Society (IADIS), co-organized by the Albert-Ludwigs-University Freiburg

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## PE: AGSE 2010 - 3 - 6 August 2010

### Applied Geoinformatics for Society and Environment (AGSE) 2010 - Third Summer School and Conference

The overall scope of the AGSE conferences & summer schools is to offer an interdisciplinary, international forum for sharing knowledge about the application of Geoinformatics with focus on application and on developing countries. The content is twofold and participative. There will be professional training and workshops about current topics in the fields of Geoinformatics and Photogrammetry as well as reports (presentations) from the participants about applications and developments in their countries.

The topics around which the event will revolve are the following:

- Environmental Issues, Sustainable Development
- Millennium Development Goals
- Photogrammetry, Earth Observation Systems, Information Extraction
- Spatial Data Infrastructures
- Internet based Applications
- LIDAR Data Analysis
- GIS and Education
- Geoinformatics and Health
- Neogeography and Geovisualisation
- GI Policy and Society, e-Government
- Open Source Solutions and Tools.

There is also a preliminary list of the planned Workshops in the context of the event:

- Geo-Mashups in the Web 2.0 environment
- Open Source GIS and Tools
- Workshop on "R" for geospatial Analysis-Geodata Integration
- Remote Sensing: Sensors - Data - Value Adding
- Workshop Process Management
- Adjustment computation and robust estimation
- XML Technologies in Geoinformatics.

Interested parties have four different options for participating in the conference: simple participation, reviewed paper and participation, oral presentation and poster presentation.

Details on the Call for Papers can be found [here](#).

Registration for this open event and fee details can be found [here](#). Over 100 attendees are expected.

Event email: [conference@applied-geoinformatics.org](mailto:conference@applied-geoinformatics.org)

Event website: <http://www.applied-geoinformatics.org/>

Country: Central and South America

City/Location: Arequipa, Peru

Organiser: Applied Geoinformatics for Society and Environment (AGSE)

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## DK: Danish Internet Governance Forum 2010 - 26 August 2010

### Danish Internet Governance Forum (IGF) 2010

The Danish IGF 2010 is organised along the lines of the global [Internet Governance Forum \(IGF\)](#), where thousands of participants discuss annually a wide range of issues related to the Internet and the opportunities and challenges facing the Internet's growing importance.

The conference will focus on issues of particular relevance and timeliness in Denmark. The attendees will have the opportunity to take part in a free and open debate on these issues before the international Internet Governance Forum is held in Lithuania in September 2010.

The Forum consists of five interactive workshops:

1. Young people speak about the future Internet - hear young people's proposals for the future Internet;
2. Models of work with privacy - about how technology solutions can provide more privacy on the Internet;
3. Cloud computing - opportunities and challenges;
4. New Top Level Domains - do new Top Level Domains revolutionise the Internet?
5. eDemocracy - how does democracy on the Web work and what can it be used for?

The organisers hope that those interested will join the Forum and thus seize the opportunity to exchange views with key Danish players with interest in Internet development and to present new ideas.

The full conference programme will be made available shortly on the event website.

Registration can be performed [online](#) by 12 August 2010. Due to limited space, seats will be attributed on a first come, first served basis.

Event email: [mouh@itst.dk](mailto:mouh@itst.dk)

Event website: <http://www.itst.dk/politik-og-strategi/internationalt-samarbejde/globalt-samarbejde/fn/dansk-internet-governance-forum/dansk-igf-2010/dansk-igf-2010-2013-en-konference-om-internettets-fremtid>

Country: Denmark

City/Location: Copenhagen

Organiser: Danish Ministry of Science, Technology and Innovation in collaboration with DI ITEK, the Danish Internet Forum, Save the Children and the Media Council for Children and Young People

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## **BE: INCLUSO 2010 Conference - 13 - 14 September 2010**

### **INCLUSO 2010 Conference - 'Social Software for the Social Inclusion of Marginalised Youngsters'**

Social software can diversify the network of young people, help them acquire autonomy, contribute to increasing a positive self-image, create job opportunities, etc. This was recognised by the European Commission that organised in 2007 a special Framework Programme 7 call for projects on this subject.

The collaborative INCLUSO project (Sept. 2008- Sept. 2010) responded to this concern as it aims to deliver a verifiable proof that ICT, and more precisely, social software tools, can facilitate social inclusion of youth at risk. INCLUSO, after an initial phase of desk research, currently has four pilot projects running in 4 countries.

Nine European partners, technical experts and educational experts, studied in various practical environments of disadvantaged youngsters how to work with these social online networks and how to monitor outcomes. INCLUSO complies with action line 3.7 'ICT for independent living and inclusion' and carries out activities put forward in the call ICT-2007.7.2 'Accessible and inclusive ICT', sub item 'stronger RTD capacity through delivery of proof of concept for ICT solutions facilitating social inclusion of marginalised young people'.

The present conference will introduce the experience and the practice of scientific and educational institutions on this subject. Public and community services, schools, training centres will also be invited to give their contribution. The call for papers, along with background information about the INCLUSO project can be found [here](#).

During the conference the "White Paper on the use of Social Software with young people from difficult backgrounds" will also be presented; this book contains practical tips based on a year of fieldwork in Belgium, Scotland, Poland and Austria.

Around 120 persons are expected to take part ; registration can be performed [online](#) following the payment of a fee.

Event email: [information@incluso.org](mailto:information@incluso.org) and [Jacqueline.Debruyne@esat.kuleuven.be](mailto:Jacqueline.Debruyne@esat.kuleuven.be)

Event website: <http://www.incluso.org/conference>

Country: Belgium

City/Location: Herverlee - Leuven

Organiser: The INCLUSO project partners

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## CH: EGOV 2010 - 29 - 2 September 2010

### International Federation for Information Processing (IFIP) e-government conference - 'EGOV 2010'

The Europe-based Annual IFIP e-government conference is one of three core conferences, which present the state of the art in the study domains of eGovernment and eGovernance. Over the years, through the organisation of its conferences, the EGOV community has provided important guidance for research and development in this fast-moving domain of study.

The IFIP e-government conference brings together leading researchers and professionals from across the globe and from a number of disciplines. Over the years, the interest in this domain of study has steadily increased. The 2009 EGOV conference - within the DEXA conference cluster - has attracted more than 130 participants from 32 countries including developing countries, with 35 contributions in completed research, 25 contributions in ongoing research, 7 projects contributions and 3 workshops.

eGovernment research has demonstrated its relevance to practice and consequently has influenced and even shaped government strategies and implementations. Conversely, eGovernment practice has inspired eGovernment research. A wide range of topics has received scholarly attention. In recent years, the assessment and evaluation of eGovernment projects, the foundations of eGovernment as a research discipline, integration and interoperability in government, and the role of information and communication technology for development rank among leading topics on the research agenda.

The conference programme has been made available [here](#).

Around 200 persons are expected to participate in this event. Attendance requires the payment of a [fee](#). Further information on the registration will be available in the upcoming weeks on the event website.

In 2010, the IFIP e-government conference will be organized in parallel with [ePart, the new International Conference on eParticipation](#), which is dedicated to topics on eParticipation and eDemocracy. ePart will be held in parallel tracks to the IFIP e-government conference.

Event email: [wimmer@uni-koblenz.de](mailto:wimmer@uni-koblenz.de)

Event website: <http://www.egov-conference.org/egov-2010/>

Country: Switzerland

City/Location: Lausanne

Organiser: International Federation for Information Processing (IFIP) & Swiss Graduate School of Public Administration – IDHEAP

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## ePractice workshop: "Procurement of eHealth solutions" - 7 October 2010

This workshop, an initiative of the eHealth Procurers' community and supported by the European Commission will take place **October 7, 2010**.

The Procurement of eHealth solutions workshop aims to share experiences and best practices on procuring eHealth services. National and regional cases will be presented and discussed in depth.

The main objectives of the workshop are to:

- Facilitate the exchange of best practices for deploying sustainable eHealth services procurement strategies and specifications.
- Promote the creation of synergies to increase quality & interoperability of deployed solutions as well as to launch innovative services.
- Support the sharing of technical knowledge and expertise needed to deploy complex eHealth procurement tools & services.

Within the context of this event, the EC aims to bring together high-caliber professionals, with extensive expertise and knowledge in the cross-section of the eHealth and Procurement fields.

Therefore, this workshop is open to practitioners from European national and regional administrations, public and private organisations, academia and research centres. This variety of strong and diverse stakeholders will provide

differentiated contributions and points of view, thus assisting to foster generalized principles and approaches on addressing the subject of eHealth services procurement.

**Possible subjects of interest include (but are not limited to):**

- Legal aspects of procurement of eHealth services.
- Assessment and classification of procurement patterns in the healthcare sector.
- Procurement of eHealth services – technology state-of-art.
- Procurement of eHealth services – empirical best practices.
- European legislation on the procurement of eHealth services.
- IT platforms and technology standards for the procurement of eHealth services.
- Use Case 1 – NHS
- Use Case 2 - TBD

Registration to this workshop can be easily facilitated by visiting the following page: <http://www.epractice.eu/en/node/add/workshop-participate/305458>.

To be considered for a speaker placement, please submit your abstract to the event organisers at [events@eurodyn.com](mailto:events@eurodyn.com). The event organiser will assist you promptly.

Thank you! We are looking forward to your contributions!

Country: Belgium

City/Location: Brussels

Organiser: EUROPEAN DYNAMICS, SA

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