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## European ePractice Newsletter N. 323 - 27 April 2010

### >> "Implementing eAccessibility as a service quality factor" - Call for contributions to the next issue of the European Journal of ePractice

The tenth edition of the European Journal of ePractice will showcase the state of the art of eAccessibility implementation in the Information Society, present examples of best practice and highlight the relevant challenges. Contributions from scholars, industry, users and practitioners are invited in all areas of eAccessibility. The submission deadline is **10 May 2010**.

For more information, please visit the call for papers at: <http://www.epractice.eu/en/node/288847>.

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### >> New European Journal of ePractice published – Government 2.0 – Hype, Hope, or Reality?

The ninth volume of the European Journal of ePractice conducts an in-depth critical reflection on Government 2.0, taking stock of the lessons learnt from the implementation so far and designing the emerging trends. You may download the publication [here](#).

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## Latest Cases

- [WeGov: Where eGovernment meets eSociety](#) | 22 April 2010 | Belgium | Germany | Greece | United Kingdom
  - [euHeart - Matters of the Heart](#) | 16 April 2010 | Belgium | France | Germany | Netherlands | Spain | United Kingdom
  - [R-Bay - teleradiology](#) | 14 April 2010 | Czech Republic | Denmark | Estonia | Finland | Lithuania | Netherlands | Norway | United Kingdom
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## WeGov: Where eGovernment meets eSociety

WeGov is a recently started three-years project supported by the European Commission aiming at the development of new tools allowing policy makers to interact with citizens and to understand their opinions by using well established public SNS – Social networking Sites such as Facebook, Twitter, etc.

WeGov will harness the potential of the SNS by making it possible to introduce, detect, track and consider opinions and discussions on policy oriented topics including their origins, bias and evolution. Beyond this, WeGov will deliver

software components having the potentiality to be deployed on cloud infrastructure to drastically lower the cost of the operations.

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## euHeart - Matters of the Heart

The euHeart consortium, combining 16 industrial, clinical and academic partners, aims to develop advanced computer models of the human heart that can be personalized to patient-specific conditions using clinical data from various sources, such as imaging, measurements of blood flow, blood pressure, and electrocardiography (ECGs). These computer models integrate the behaviour of the heart and the aorta at molecular, cellular, tissue and organ-level. They also incorporate clinical knowledge about how cardiovascular disease disturbs the correct functioning of the heart at these levels. As a result, it may be possible to develop simulation tools that doctors can use to predict the outcome of different types of therapy, and since the models are personalized to individual patients, the therapy can be equally personalized.

The euHeart consortium is also working on the integration of the multi-disciplinary achievements into prototype systems for use in clinical settings. The validation studies carried out on cohorts of patients at clinical sites will facilitate the collection of evidence of clinical benefit and the quantification of potential impact.

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## R-Bay - teleradiology

The R-Bay project was aimed at establishing an online marketplace within the field of radiology, i.e. an eMarketplace for the buying and selling of imaging related to eHealth services. R-Bay paved the way for the initiation of an internal market for exchanging eHealth services that in the future can lift the sharing of healthcare resources to a new dimension within a pan-European scope. The reality in Europe today is that some regions and countries experience a shortage of radiologists while others have a surplus. This inequality can be leveled out by means of teleradiology.

Traditional teleradiology uses point-to-point connections between customers and providers. This set-up has restrictions because the number of providers, and thus the type and availability of expertise that can be accessed, is limited.

The vision of R-Bay was to extend traditional teleradiology by creating an eMarketplace, a “many-to-many” connection, which could function as a commodity brokering and exchange of radiology services. R-Bay had as its overall goal, as the first in Europe, to create a virtual and secure exchange set-up for the provision and consumption of radiology services based on market terms. In the R-Bay project, eight clinical sites validated image processing and analysis methods across European borders based on a “pay-per-click” model.

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**Editor's Choice of the week:** [Telemedicine in the mountain area of Verbano Cusio Ossola](#)

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## Latest News

- [EU: Call for proposals for the enlargement of SPOCS open until 1 June 2010](#) | 27 April 2010 | Austria | France | Germany | Greece | Italy | Netherlands | Poland | United Kingdom | EU Institutions
- [GR: Electronic filing of yearly income tax return available online since 1 April 2010](#) | 26 April 2010 | Greece
- [EU/UK: Pioneering social media tool links Britain to global debate on climate change](#) | 23 April 2010 | United Kingdom | EU Institutions
- [ES: Hospital Clinic of Barcelona introduces radiofrequency patient monitoring](#) | 23 April 2010 | Spain
- [EE: Anti-spam bill approved by Government](#) | 23 April 2010 | Estonia

- [HR/EU: Croatia joins the EU Common Emergency Communication and Information System](#) | 22 April 2010 | Croatia | EU Institutions
  - [EU: Ninth issue of European ePractice Journal published: 'Government 2.0: Hype, hope, or Reality?'](#) | 21 April 2010 | EU Institutions
  - [NL: Open source desktop installations manage services in shared offices building](#) | 21 April 2010 | Netherlands
  - [HR: Number of seniors using the Internet doubled](#) | 21 April 2010 | Croatia
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## **EU: Call for proposals for the enlargement of SPOCS open until 1 June 2010 - 27 April 2010**

The European Commission's [4th ICT PSP Call](#) which is based on the 2010 Work Programme pursues, among other objectives, the enlargement of the 'Simple Procedures Online for Cross-border Services' (SPOCS) pilot project. The call will remain open until 1 June 2010.

The ICT Policy Support Programme (ICT PSP) call for proposals targets the implementation by the SPOCS project of the EU's 'Services Directive' (Directive 2006/123/EC of 12 December 2006 on services in the internal market). The aim is to remove the administrative challenges that European businesses face before offering their services abroad. In order to do so, it will explore more professions to pilot as well as further geographic expansion.

The diversity of the pilot has become a fundamental element in proving the concept of SPOCS. Additionally, SPOCS' enlargement is an important phase for the accession process of new countries, increasing at the same time the project's footprint across Europe.

Furthermore, the enlargement of SPOCS:

- Provides a unique opportunity to create a knowledge base with a global European picture of electronic procedures.
- Enables all Member States to quickly adopt the solutions developed and allows all businesses to benefit from the reduction of the administrative burden.
- Enables the SPOCS consortium to identify the best match in terms of diversity and maturity in the field of the Services Directive.

By participating in SPOCS, the new countries will have the opportunity to provide both national and cross-border electronic procedures in the context of the Services Directive in their countries and influence EU developments in terms of: syndication, multilingual issues and glossary, eDocuments, interoperable delivery, eSafe, secure and interoperable exchanges and acknowledgement of receipt, interoperable eService Directories and experimenting with professions.

SPOCS aims to build the second generation of the Point of Single Contacts (PSCs) through the availability of high impact electronic procedures. The project builds on solutions developed in Member States as they implement the Services Directive.

In order to increase the visibility and sustainability of the project, SPOCS should bring in at least three new countries and one extra profession to be piloted; thus increasing the geographical and sectoral coverage of the project. Moreover, the enlargement should also address the scalability and sustainability of SPOCS enabled solutions to all sectors and countries.

To ensure that comparable and consistent information and commitments are made available by potential new countries, a series of criteria have been defined, as follows:

- Compliance with the Services Directive
- Minimal technical experience - strengthening the topics covered by SPOCS
- Geographical and sectoral coverage

- Development of long-term sustainability plans
- Acceptance of SPOCS *acquis*
- Commitment
- Geographical eligibility
- Number of participants per country
- Cost coverage of the extension

The expected impact of an enlarged SPOCS project is to:

- Improve the competitiveness of European businesses and particularly SMEs by providing a fully electronic and interoperable PSC across all Member States.
- Enable all Member States to quickly adopt the solutions developed and enable all businesses to benefit from the reduction of the administrative burden.

Along these lines, the consortium encourages Member States and representatives and especially Public Administration bodies to become directly involved in the project.

**Further information:**

- [Official Press Release - SPOCS Project](#)
- [4th Call of the 2010 CIP ICT PSP Work Programme](#)
- [SPOCS project](#)
- [SPOCS - ePractice case](#)
- [Services Directive](#)

## **GR: Electronic filing of yearly income tax return available online since 1 April 2010 - 26 April 2010**

The [General Secretariat for Information Systems \(GSIS\)](#) of the Greek Ministry of Finance has announced that the electronic submission of the personal income tax (Forms E1, E2 and E3) for the financial year of 2010 has been possible since 1 April 2010. Two new procedures were introduced in the submission process.

The two new procedures, launched for the electronic submission of income tax return (Form E1) financial year 2010, are as follows:

- While completing the Table 4A of the form (income from employment services), additional information (VAT Registration Number and/or the name and surname of the employers/insurance bodies) along with corresponding figures need to be filled out, based on the earnings statements;
- In case the online applicants/tax payers notice that the name of the municipality in Table 1 is incorrect, then they can modify it by selecting the county first and then the correct municipality.

This electronic service is accessible via the [GSIS website](#) by taking the following steps: select 'Online Services', then '[Services for Citizens](#)' and finally the 'E1E2E3' option. In order for the tax payer to be able to access the service, the necessary credentials from the [TAXISnet](#) system (if an applicant is already an authenticated user, then there is no need to request for new codes) are mandatory. The TAXISnet system can certify any taxpayer who completes the respective registration form. New applicants wishing to obtain a username and a password - or users that have had the access credentials in the past but lost them - should be aware that a period of 3 to 5 working days is needed from the date of the registration or of the request for credentials recovery before they receive the new codes.

By submitting the income tax electronically, citizens can benefit from:

- The extensive monitoring of possible errors, during the submission process of the declaration; therefore, the possibility of not obtaining the tax clearance certificate remains low;
- Being promptly informed about the credit or debit result of the tax clearance and having the option of printing it, if they wish so.

The income tax returns can also be electronically submitted via the [Citizen Service Centres](#), as defined in the [1048/6-3-2003](#) regulatory process. For further information and/or clarifications, interested parties can contact the taxisnet helpdesk service available at [taxisnet@taxisnet.gr](mailto:taxisnet@taxisnet.gr) or phone at +30 210 48 02 552 during working days from 8:00 to 18:00.

**Further information:**

- [Original Press Release - General Secretariat for Information Systems \(in Greek\)](#)
- [General Secretariat for Information Systems - GSIS \(in Greek\)](#)
- [Citizen Service Centres \(in Greek\)](#)

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## **EU/UK: Pioneering social media tool links Britain to global debate on climate change - 23 April 2010**

**Web 2.0 and environmental activism joined forces on Earth Day 2010 on 22 April 2010 with a pioneering new social media tool that makes it easier than ever before for UK citizens to participate in a global day of action conversations.**

For Earth Day 2010, Welcoming Argument Visualisation in Europe (WAVE), a European Commission initiative, launched a unique, visually enabled debate forum specifically dedicated to climate change. The forum, which is free of charge to all users, uses ground breaking graphical techniques to enable everyone, regardless of their level of knowledge, to exchange views on complex climate change issues.

"This is a new era for debate," said Ken Bellamy, Director of the Automatic Identification and Data Capture (AIDC) Centre of Excellence and founding partner of the WAVE project. "We are shaking up the traditional online forum to create a truly dynamic environment for discussion that allows people with opposing views to see and respond to each other's arguments." "WAVE aims to harness the power of collaborative action to help give individuals and communities a voice on the climate change issues that matter to them." he added.

The results of the discussions will be shared with politicians across Europe to help them make better informed decisions on climate change measures.

As Robert Sturdy, Member of the European Parliament (MEP) for Eastern England stated: "Climate change is not going away and we must prepare ourselves for whatever the future may hold [...] Citizens should play a central role in formulating policy". Sturdy urged project WAVE on: "I would like to encourage your work and hope that it will be of use to the Commission in particular, and the European Union in general."

### **Background information**

Project WAVE aims to improve the inclusiveness and transparency of EU decision making at the national and European level by using highly integrated, state-of-the-art Argument Visualisation techniques to make the impact of complex EU environmental legislation on climate change more accessible and easy to understand for citizens, special interest groups and decision makers alike.

Partners in the Project include the University of Macedonia (Greece), the National University of Ireland (Republic of Ireland), Thoughtgraph Ltd (United Kingdom), 21c Consultancy Ltd (United Kingdom), Politech Institute (Belgium), Sophia Antipolis Foundation (France), AIDC European Centre of Excellence (United Kingdom) and Kauni Technologijos Universitetas (Lithuania).

WAVE is supported by the European Commission under its eParticipation framework.

**Further Information:**

- [Original press release - Welcoming Argument Visualisation in Europe \(WAVE\) project](#)
  - [WAVE Platform](#)
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## **ES: Hospital Clinic of Barcelona introduces radiofrequency patient monitoring - 23 April 2010**

**After one year of development, the Hospital Clinic of Barcelona has begun implementing radiofrequency identification (RFID) in the medical treatment procedures. The system is being tested in the Major Ambulatory Surgery and the Short Stay Surgery wards of the hospital.**

The RFID technology is a remote data storage and recovery method which uses tags (chips) and radiofrequency antennas. A tag is a small device which can be fixed to or embedded in a product, a person or an animal and contains antennas which enable receiving or answering radiofrequency requests. These antennas are 12 mm thick and they have a 2.4 meters range. They are built with material that is suitable for use in the operating room.

The tags are incorporated in the identification bracelets of the patients. They are single and exclusive use wrist/ankle bracelets which allow full reception and prevent possible radiations.

So far, patient identification in hospitals has been made using active technologies which present several drawbacks, such as a lack of resolution at short distance (creating localisation issues) or the need of sterilising the tags, since they do not support procedures such as autoclaving.

The technical solution that is being implemented in the Barcelona hospital represents an innovation at international level as it is the first time that the visualisation data are based on passive RFID technology.

The system will allow, among other possibilities, tracing patients and placing their medical history at the disposal of the personnel of the Major Ambulatory Surgery and the Short Stay Surgery wards, while ensuring the traceability of blood bags and prosthesis, the management of assets/equipment or the monitoring of pharmaceuticals.

The reason behind the implementation of the pilot in the aforementioned wards is that the latter consist of physical spaces whose operation depends on manual activities, while presenting a high level of maturity in the implementation of internal processes. In addition, it is expected that the system's expansion to the remaining surgical units - and to the entire hospital eventually - will prove easier.

The main advantages of this passive RFID technology lie with the single use of the elements employed and the lower cost of the identification bracelet. The items are fungible and scalable to other units; likewise, they do not need to be sterilised and they use an international standard based on the EPCglobal UHF Class 1 Generation 2 (UHF GEN2) system. However, the passive tags do not function in contact with liquids. As passive tags are much cheaper to make and since they do not require a battery, a great majority of the existing RFID tags are passive. In spite of these benefits in terms of costs, the active tags remain more commonly used nowadays due to their accuracy, their reliability and their functioning in specific environments (e.g. close to water or to metal).

The main benefits that are expected from the application of the RFID system are increased patient safety -thanks to the correct identification of the patients and their medical history-, improved information registration and management (e.g. surgical intervention duration), the provision of reliable information to the patient's family members and the better management of surgical interventions.

**Further information:**

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

## EE: Anti-spam bill approved by Government - 23 April 2010

The Estonian Government approved on 1 April 2010 an amendment bill to the Electronic Communications Act and the Information Society Services Act. This bill regulates the use of individuals' electronic contact data for sending out commercial emails.

The approved bill prescribes that direct marketing messages, including emails, faxes, SMS and MMS can only be sent with the recipient's prior consent. Moreover, it establishes two important requirements for those who send commercial emails:

- All commercial electronic messages they send must contain clear and accurate identification of the sender of the message and information on how the recipient can contact the sender; and
- The unsolicited commercial emails should clearly indicate an 'unsubscribe facility' allowing the recipients to choose whether they want or not to receive this kind of messages in the future.

The bill does not govern direct marketing via ordinary mail or telemarketing.

### Further information:

- [Original News Article - Estonian Informatics Centre \(in Estonian\)](#)

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## HR/EU: Croatia joins the EU Common Emergency Communication and Information System - 22 April 2010

The Croatian Protection and Rescue Directorate joined the [EU Common Emergency Communication and Information System \(CECIS\)](#) whose aim is to protect citizens from natural and technical disasters and other hazards by facilitating the exchange of information and experience among the relevant authorities at European level.

The system uses 'sTESTA', the European Union's secured Trans European Services for Telematics between Administrations network. sTESTA is used for the provision of trans-European services among the public administrations of the European Union. The Republic of Croatia is connected to sTESTA via the ICT network of the Croatian public administration bodies - [HITRONet](#).

CECIS facilitates communication and data exchange between the Monitoring and Information Centre which is operated by the European Commission in Brussels and the contact points within the EU Member States in order to accelerate crisis interventions and make them more efficient.

The CECIS system aims to ensure the better protection of citizens from natural and technological disasters. Such interconnection facilitates the exchange of information and experience between the bodies responsible for civil protection and maritime pollution prevention and enhances their capacities to handle various stages of the state of emergency, such as:

- prevention;
- preparedness;
- intervention.

The end-users of the CECIS system are the Monitoring and Information Centre (MIC) and the National Contact Points (NCPs). MIC is governed by the Civil Protection Unit of the Directorate-General for Environment of the European Commission and it is available on a 24-hour basis and ready to intervene, if necessary. The operation of the NCPs is regulated under Article 3 of the [Decision of the Commission adopted on 23 October 2001](#). The NCPs also provide 24-hour availability.

The CECIS application enables the safe and reliable modification of operational data to such an extent that efficiency in the functioning of the mechanism is achieved.

In 1991, the European Union introduced the [European emergency number 112](#) as one segment of the system of protection and timely dispatch; this is a single European emergency number universally used in all 27 EU Member States, so that travellers would not have to memorise different numbers for each country. When calling 112, a person can speak the language of the country they are at the moment, although commonly all operators are fluent in English. The Republic of Croatia can offer assistance through conference calls in English, German, Hungarian, Italian and Slovakian.

**Further information:**

- [Original news article - Central State Administrative Office for e-Croatia](#)
- [Croatian Protection and Rescue Directorate \(in Croatian\)](#)
- [EU Common Emergency Communication and Information System \(CECIS\)](#)
- [sTESTA](#)
- [HITRONet](#)

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## **EU: Ninth issue of European ePractice Journal published: 'Government 2.0: Hype, hope, or Reality?' - 21 April 2010**

**The latest European Journal of ePractice [volume](#) has been published under the title 'Government 2.0: Hype, hope, or Reality?'. It conducts an in-depth critical reflection on Government 2.0.**

In the space of two years, the "2.0" meme has risen from obscurity to mainstream in Government policy, as the comparison between the EU Ministerial Declarations of 2007 and 2009 shows. Yet much of the debate is still on the potential opportunities and risks of Government 2.0, with evangelists emphasising the great benefits of crowdsourcing and of leveraging collective intelligence, and skeptics pointing to the risks of wishful thinking, to the limits of transparency, and to the hype about its impact. The question is then: has government 2.0 so far really provided visible benefits for citizens?

The articles contained in the present issue of the Journal do not present conclusive evidence. Rather, they provide relevant insights for a sober assessment of the actual implications and impacts, bringing together a diverse set of points of view and with a wide geographical scope. The very definition of government 2.0 is not commonly agreed, as some articles make reference to eParticipation, which may imply any kind of participative effort using ICT, others to Open Government initiatives, which tend to be more focused on transparency and access to a particular government's process.

The articles featured in the Journal are:

- [The Impact of Social Computing on Public Services: a Rationale for Government 2.0](#) - Authors: Tijs van den Broek, Valerie Frissen, Noor Huijboom, and Yves Punie
- [Framing Web 2.0 in the Process of Public Sector Innovation: Going Down the Participation Ladder](#) - Authors: Enrico Ferro and Francesco Molinari
- [Government 1.5 - is the bottle half full or half empty?](#) - Author: Jeremy Millard
- [ICT in politics: from peaks of inflated expectations to voids of disillusionment](#) - Author: Alina Ostling
- [Open Government - Information Flow in Web 2.0](#) - Authors: Peter Parycek and Michael Sachs
- [Asian Government Usage of Web 2.0 Social Media](#) - Author: Joanne Kuzma
- [Harnessing the unexpected: a public administration interacts with creatives on the web](#) -Authors: Alberto Cottica and Tito Bianchi

**Further information:**

- [Volume 9 of the European Journal of ePractice](#)

- [Lisbon Ministerial Declaration 2007 - ePractice library](#)
  - [Malmö Ministerial Declaration 2009 - ePractice library](#)
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## **NL: Open source desktop installations manage services in shared offices building - 21 April 2010**

**Since the beginning of April 2010, twenty desktop PCs running the Ubuntu Linux distribution have been used to manage the services at a shared office building in The Hague for all Dutch ministries.**

The shared office building, called Rijkskantoor Beatrixpark, facilitates the ministries' joint work on temporary projects and offers them extra office space when needed.

Ministry employees have to bring their own laptops or PCs. However, the service staff at the building is now using Ubuntu version 8.04. They will use the open source desktops to manage office space, keep a tab on reservation of meeting rooms, requests for catering and general maintenance.

According to Valentijn Sessink from the Dutch open source IT service provider responsible for the installation, it took a few minor tweaks to make the proprietary service management application, based on Java, run on the open source operating system. "At first the vendor stated they would not support Linux. When we showed them how easy it was to make it work, they admitted having tested it on Ubuntu. But we were the first customer to ask for it on that platform."

All Ubuntu PCs in the Beatrixpark are installed automatically from the network, explains Mr. Sessink. "We specify which applications are needed, and the PC takes care of the rest. This makes the installation independent from the PC hardware configuration and that is a big advantage. And it will allow an easy upgrade to the next Ubuntu release."

### **Further Information:**

- [Original news article - OSOR.EU](#)
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## **HR: Number of seniors using the Internet doubled - 21 April 2010**

**The number of retired people using the Internet in Croatia has doubled in 2009. It reached 39 % of the total amount of users. Likewise, 43 % of the elderly use a PC, according to the research survey published in January 2010 by the Croatian Central Bureau of Statistics.**

The preliminary findings of the research on the 'The Use of Information and Communication Technology (ICT) by households and by individual subscribers in 2009' have revealed the following major trends:

- A slight increase of ICT in households during the first quarter of 2009. There has been a 2 % increase of PC owners and a 5 % increase of Internet subscribers compared to 2008.
- A 26 % increase in broadband Internet access, with the number of households using dial-up Internet access decreasing from 37 % to 12 %. The report explains that the reasons why some households still have no broadband Internet access are the high-priced services as well as their limited availability.
- PC and Internet use remains high among the younger population (under 24 years old) of the country. What should be emphasised however is the remarkable increase of PC and Internet use among senior citizens.
- Although a small increase has been reported regarding the use of various online services, such as eBanking and eGovernment, the percentage remains low. It can be observed that individuals tend to use the Internet mostly in order to gather information on products and services (70 %), send emails (77 %) and read online newspapers and magazines (rise of 10 %). The use of the Internet for educational purposes and in order to gather health-related information has increased by 8 %.

- It has also been noticed that online shopping needs a further boost, since only 10 % of the users has purchased goods and services via the Internet during 2009 (an increase of 3 % compared to 2008).
- A large proportion of online activities are related to entertainment and education; a further increase in these fields is expected in parallel with the evolution of the ICT infrastructure.

A detailed analysis on the findings of the research study can be found [online](#) in Croatian.

#### Further information:

- [Original news article - Central State Administrative Office for e-Croatia](#)
- [Findings of the research on 'The Use of Information and Communication Technology \(ICT\) by households and individual subscribers in 2009' \(in Croatian\)](#)

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## New Factsheets

The 13th Editions of the eGovernment factsheets for Finland and Croatia as well as the 8th Edition for Bulgaria are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

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## Latest Publications

- [EU: Standards for classifying services and related information in the public sector - a Smart Cities Regional Academic Network \(SCRAN\) research brief](#) | 22 April 2010 | Belgium | Germany | Netherlands | Norway | Sweden | United Kingdom | EU Institutions
- [IT: 2009 Monitoring of institutional websites](#) | 15 January 2010 | Italy
- [IT: Report on telecardiology in the Puglia Region - January 2010](#) | 31 January 2010 | Italy
- [EU: Study report on web accessibility in European countries](#) | 30 December 2009 | EU Institutions
- [DE: eGovernment 2.0 - The Programme of the Federal Government](#) | 1 November 2006 | Germany

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## EU: Standards for classifying services and related information in the public sector - a Smart Cities Regional Academic Network (SCRAN) research brief - 22 April 2010

**Description (short summary):** This report describes the role of standards in local government. It draws on the experience of the [esd-toolkit](#) in the UK, and describes how controlled vocabularies maintained by esd-toolkit help municipalities improve their service delivery. Standards are viewed within the context of a consistent model for the public sector.

For the purposes of this report, standards are defined as:

- Data structures that are common to organisations (primarily municipalities) that share or refer to the same information;
- Controlled vocabularies which list values that are acceptable to describe a particular concept (eg a service, a citizen, a resource) according to commonly agreed definitions.

The purpose of standards is to allow different organisations to behave according to their own priorities while employing a set of uniform building blocks in different ways that suit their needs. Standards allow organisations to efficiently offer services in accordance with their own priorities while using resources that have been developed and tested elsewhere.

**Number of pages:** 12

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## **IT: 2009 Monitoring of institutional websites - 15 January 2010**

**Description (short summary):** The tenth yearly edition of the report on the monitoring of the Italian ministries' web communication points out the best and the worst practices on the main ministerial websites.

**Number of pages:** 35

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## **IT: Report on telecardiology in the Puglia Region - January 2010 - 31 January 2010**

**Description (short summary):** In the Puglia Region, telecardiology has become a cutting edge service, to the benefit of the patients and the regional health service alike. The public-private partnership 'Telecardiology for the 118 [\*] in the Puglia Region' targets the use of the telecardiology service in all the 118 ambulances and at all the emergency care points of the region.

This present report provides an update as of 31 January 2010 on the figures pertaining to the use and the users of the service in the region since October 2004, as well as on the infrastructure underlying the service and the workability of the latter.

[\*] 118 is the phone number for calling an ambulance in Italy

**Number of pages:** 23

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## **EU: Study report on web accessibility in European countries - 30 December 2009**

**Description (short summary):** This report presents the results of a study to provide data and analysis to support the European Commission in the identification of EU-level measures that can help to progress the achievement of greater levels of web accessibility across the Member States. The aim was to provide evidence and analysis to help understand and compare the approaches followed by the European countries, with a view to identifying issues and challenges, good practices and future priorities in the web accessibility field.

A core focus of the report is on the issue of transitioning to WCAG 2.0 guidelines against the current background where Member States have, in the main, been targeting their efforts towards the earlier WCAG 1.0 guidelines.

**Number of pages:**

Full report: 44

Annex I: 67

Annex II: 25

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## DE: eGovernment 2.0 - The Programme of the Federal Government - 1 November 2006

**Description (short summary):** The Federal Government has identified four areas of action that are to be developed in a targeted manner by 2010 in order to promote the modernisation process in the public administration sector and in Germany as a business location through eGovernment:

- **Portfolio:** demand-oriented expansion of the Federal eGovernment services in terms of quality and quantity.
- **Process chains:** electronic cooperation between businesses and public administration sectors through a joint process chain.
- **Identification:** introduction of an electronic identity card and development of eID concepts.
- **Communication:** a secure communications infrastructure for citizens, businesses and administrations.

**Number of pages:** 26 (for each linguistic version)

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### Upcoming Events

- [CA: Advances in Health Informatics Conference 2010](#) | 28 - 30 April 2010 | North America
  - [US: Conference on Telehealth and Remote Patient Monitoring for Hospitals and Health Systems](#) | 28 - 30 April 2010 | North America
  - [NO: eInvoice Conference 2010](#) | 29 April 2010 | Norway
  - [PT: Third Conference on Technology and Health](#) | 30 April 2010 | Portugal
  - [DE: WÜMEK Congress on Medical Techniques](#) | 03 - 05 May 2010 | Germany
  - [UK: Get Digital - Regional Launch event in Leeds](#) | 06 May 2010 | United Kingdom
  - [AT: eDemocracy Conference 2010](#) | 06 - 07 May 2010 | Austria
  - [DE: 5th Conference on eServices in European Civil Registration](#) | 06 - 07 May 2010 | Germany
  - [EE: Space Downstream Services 2010 Conference](#) | 06 - 07 May 2010 | Estonia
  - [AT: eHealth 2010 - 'Health Informatics meets eHealth'](#) | 06 - 07 May 2010 | Austria
  - [UK: Get Digital - Regional Launch event in Leicester](#) | 11 May 2010 | United Kingdom
  - [PT: AGILE Conference on Geographic Information Science](#) | 11 - 14 May 2010 | Portugal
  - [ES: Euro-Iberoamerican Congress ATEI 2010](#) | 13 - 14 May 2010 | Spain
  - [BE: 2nd ENCITE Educational Workshop 2010](#) | 18 - 19 May 2010 | Belgium
  - [ES: EISCO 2010](#) | 20 - 22 May 2010 | Spain
  - [MK: BALWOIS 2010](#) | 25 - 29 May 2010 | FYR of Macedonia
  - [NL: WCIT 2010](#) | 25 - 27 May 2010 | Netherlands
  - [ZM: eLearning Africa 2010](#) | 26 - 28 May 2010 | Africa
  - [BG: Webit e-GOV Summit 2010](#) | 26 - 27 May 2010 | Bulgaria
  - [CH: MeTTeG10](#) | 01 - 02 July 2010 | Switzerland
  - [AT: Workshop on 'Accessibility Simulation Technologies and Standards Issues'](#) | 13 July 2010 | Austria
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### CA: Advances in Health Informatics Conference 2010 - 28 - 30 April 2010

This conference will focus on Health Informatics innovation, research and education.

Some of the topics that will be discussed during this year's conference are listed below:

- Mobile eHealth for Self-Management of Diabetes: Finding the Right Procurement Solution.
- Facilitating Effective Use of a Clinical Information System.
- Agile Remote Home Healthcare System for the Elderly.

- Making Sense of Complex Electronic Patients through Patient Stories Anchored by Unstructured but Immutably Annotated Diagnostic Data.
- Lessons learned in E-Health: The need for privacy, security and interdisciplinary collaboration in a web-based patient portal research study.
- Exploring Digital Information Support for Patient-Centred Chronic Disease Management Using Qualitative Research Methods.
- Infrastructure in the Making: The Case of an Electronic Medical Record (EMR) System in a General Practice Setting.

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

Registration is open and it can be performed [online](#) with the payment of a fee. Registration fees vary depending on the chosen venue of the conference either on location or via the web.

Event email: [Enquiry Form](#)

Event website: <http://ahic.nihi.ca/>

Country: North America

City/Location: Kitchener, Ontario, Canada

Organiser: The Waterloo Institute for Health Informatics Research (WIHIR), the School of Optometry and the School of Pharmacy (University of Waterloo), the Conestoga College Institute of Technology and Advanced Learning and the National Institutes of Health Informatics (NIHI)

## **US: Conference on Telehealth and Remote Patient Monitoring for Hospitals and Health Systems - 28 - 30 April 2010**

This three-day industry forum aims to highlight the latest trends, best cases studies, hands-on experiences and innovative strategies from America's top hospitals and other organisations.

The event has been designed for all clinical practitioners, technical support staff, leadership, financial and strategic planners involved in implementing and sustaining home telehealth/remote monitoring operations.

Attendees will learn about:

- Understanding the current legal, regulatory and reimbursement issues in telehealth;
- Building a telehealth programme to deliver more convenient, accessible and efficient patient care at a lower cost;
- Identifying key clinical, administrative and technical design and support elements for implementing a successful telehealth programme;
- Identifying critical areas such as change management, organisational behavior, and buy-in from stakeholders, marketing, and recruitment that greatly impact the success or failure of telehealth programmes;
- Implementing a telehealth programme to assist in the management of chronic health problems, improve outcomes and reduce long term patient care costs;
- Developing a remote patient monitoring programme to ensure proper coverage of Intensive Care Units (ICU), Emergency Rooms (ER) and other departments, meet staffing shortages and improve overall patient care;
- Overcoming challenges to telehealth programme design, usability, interoperability and evaluation;
- Strategies for overcoming reimbursement barriers;
- Emerging telehealth technologies and their impact on clinical outcomes.

Registration can be performed [online](#).

Event email: [sprox@acius.net](mailto:sprox@acius.net)

Event website: <http://www.acius.net/wiki.aspx/Conferences/Upcoming?view=overview&id=149>

Country: North America  
City/Location: Silver Spring, Maryland, United States  
Organiser: Active Communications International, Inc. (ACI)

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## **NO: eInvoice Conference 2010 - 29 April 2010**

As from 1 July 2012 in Norway it will be mandatory for central government authorities and most probably for municipal ones to issue invoices in a standard electronic format.

This conference will focus on themes that are relevant to the work that is being performed in order to achieve effective ICT solutions for the public sector. The aim of the organisers is to hold this conference annually as a contribution to increasing the understanding of and the motivation for the use of electronic invoices.

The conference audience primarily consists of those in charge of invoicing or purchasing in the public and private sectors, as well as Enterprise Resource Planning (ERP) solutions vendors. The invitation and the programme may be viewed [here](#) (in Norwegian only).

Participation is entirely free-of-charge. Registration is to be performed [online](#) by 15 April 2010.

Event email: [elektronisk.faktura@difi.no](mailto:elektronisk.faktura@difi.no)  
Event website: <http://www.difi.no/artikkel/2010/03/konferansen-om-elektronisk-faktura-2010>  
Country: Norway  
City/Location: Oslo  
Organiser: Norwegian Ministry of Government, Administration and Church Affairs and the Agency for Public Management and eGovernment (Difi)

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## **PT: Third Conference on Technology and Health - 30 April 2010**

The event intends to bring forward the latest projects in the area of healthcare technology and to deepen the dialogue between researchers and health professionals (doctors, nurses, technicians, health and technology professionals and students).

Moreover, with this initiative the organisers seek to increase the interaction between higher education and companies that target these areas. As in the previous edition of the conference, a space for exhibitors has been allocated.

The major areas to be discussed are computing solutions for health, the role of medical mechanisms/equipment, the contribution of medical telemedicine, technologies at people's access/service and Future Medicine. The full programme may be viewed at the following link (in Portuguese): <http://www.ipg.pt/tecnologia-saude2010/programa.asp>.

The registration form may be found [here](#), either online or in PDF format.

Event email: [gic@ipg.pt](mailto:gic@ipg.pt)  
Event website: <http://www.ipg.pt/tecnologia-saude2010/index.asp>  
Country: Portugal  
City/Location: Guarda  
Organiser: Polytechnic Institute of Guarda (IPG), Superior School of Health and Superior School of Technology and Management

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## **DE: WÜMEK Congress on Medical Techniques - 03 - 05 May 2010**

The congress seeks to attract engineers, medical and hospital technicians, doctors and hospital information engineers, as well as attendees from the medical technology industry and planning sector, service companies and government agencies.

The event also includes a large industry exhibition, courses and training programmes as well as social events.

Main topics to be discussed include, but are not limited to:

- Telemedicine
- Applied Medical Technology
- Risk management
- Medical & Information Technology
- Medical Imaging

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

Registration is open and it can be performed [online](#); it requires the payment of a fee.

Event email: [Contact Form](#)

Event website: <http://wuemek.org/>

Country: Germany

City/Location: Würzburg

Organiser: Euritim, the German Association for Telemedicine (DGTelemed) and the German Association for Biomedical Engineering (DGBMT)

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## **UK: Get Digital - Regional Launch event in Leeds - 06 May 2010**

This event is one of the regional launch events of 'Get Digital', a digital inclusion project for residents of sheltered housing, aiming to enable older people living in sheltered housing to benefit from communal facilities to access the Internet and online services through access to funding and a bespoke digital literacy training programme.

The event aims to:

- Inform stakeholders of the Get Digital programme;
- Inform stakeholders how they can benefit from the programme;
- Provide guidance on how to apply to participate in the programme;
- Provide an opportunity to network and learn from other relevant regional schemes and programmes;
- Discuss the future development of the programme;
- Provide information on materials which will be developed by the programme.

Registration is free-of-charge and attendance applications can be performed [online](#) or by completing and returning the dedicated [form](#) to [events@niace.org.uk](mailto:events@niace.org.uk).

Event email: [gurjit.kaur@niace.org.uk](mailto:gurjit.kaur@niace.org.uk)

Event website: <http://www.niace.org.uk/campaigns-events/events/get-digital-2#Menu%204>

Country: United Kingdom

City/Location: Leeds

Organiser: National Institute of Adult Continuing Education (NIACE) and the Digital Unite network

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## AT: eDemocracy Conference 2010 - 06 - 07 May 2010

The new, digital generation lives and breathes new values: they collaborate, compile content together, share their ideas, create networks on social platforms and organise themselves quickly and simply. The new values held, the new behaviours adopted, the changed mindset, along with improved usability and a still-increasing use of the internet, has led to a rapid and radical change in society.

The EDem10 focuses on these changes, which can be seen occurring in different areas and which are manifest in a different way:

- **Transparency & Communication** (freedom of information, free information access, openness, information sharing, blogging, micro-blogging, social networks, data visualization, eLearning, empowering etc.).
- **Participation & Collaboration** (innovation malls, innovation communities, bottom up, top down, social networks, engagement and accountability, collaborative culture, collaboration between Consumer-to-Consumer (C2C), Government-to-Citizen (G2C), etc.).
- **Architecture, Concepts & Effects** (access and openness, user generated content, peer production, network effects, power laws, long tail, harnessing the power of the crowd, crowd sourcing, social web, semantic web, etc.).
- **Different Fields** (open government initiatives, eDemocracy, eParticipation, eVoting, eDeliberation).
- **Approaches and Disciplines** (law & legal studies, social sciences, computer sciences, political sciences, psychology, sociology, applied computer gaming and simulation, democratic theory, media and communicationsciences).
- **Multidisciplinary and Interdisciplinary Approaches.**
- **Research Methods.**

The primary aim of the conference is to bring together researchers and practitioners. Individuals from academic, applied and practitioner backgrounds as well as public administration offices, public bodies, NGO/NPOs, education institutions and independent organisations are invited to submit their research and project papers.

The main conference language is English but papers in German (with an abstract in English) will also be presented.

Registration can be performed through the [registration form](#) on the event website, following the payment of a [fee](#). Expecting number of participants is around 120.

Event email: [dieter.prokop@donau-uni.ac.at](mailto:dieter.prokop@donau-uni.ac.at)

Event website: [http://www.donau-](http://www.donau-uni.ac.at/en/departement/gpa/telematik/veranstaltungen/id/13823/index.php?URL=/en/departement/gpa/telematik/edemconferences/13823)

[uni.ac.at/en/departement/gpa/telematik/veranstaltungen/id/13823/index.php?URL=/en/departement/gpa/telematik/edemconferences/13823](http://www.donau-uni.ac.at/en/departement/gpa/telematik/veranstaltungen/id/13823/index.php?URL=/en/departement/gpa/telematik/edemconferences/13823)

Country: Austria

City/Location: Krems

Organiser: Danube University Krems and the University of Economics and Business Administration, Vienna

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## DE: 5th Conference on eServices in European Civil Registration - 06 - 07 May 2010

The 5th Conference on eServices in European Civil Registration is a platform for stakeholders within European population registration. The conference tends to debate the present and future challenges of European population registration with representatives from local, national and EU administrations and cooperating economies.

The key topics of the 2010 conference are the following:

- Privacy protection innovations in population registration;
- National eIdentity initiatives in Europe;
- eGovernment policy and efficiency across Europe;

- New developments in population and civil status registration in Europe and abroad;
- Unique identifiers in European population registration.

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

More than 150 attendees are expected. The event is open to all and registration can be performed [online](#) following the payment of a fee. The cost amounts to €269 for private sector attendees and €88 euros for public sector participants.

Event email: [conference@riserid.eu](mailto:conference@riserid.eu)

Event website: [http://www.amiando.com/riser\\_eu.html](http://www.amiando.com/riser_eu.html)

Country: Germany

City/Location: Berlin

Organiser: RISER ID Consortium

## **EE: Space Downstream Services 2010 Conference - 06 - 07 May 2010**

The event intends to stimulate new partnerships and join forces in the satellite services sector and to demonstrate how they contribute to sustainable economic development of the regions. It will bring together researchers, market specialists, business executives, government representatives and leaders of regions.

The conference agenda contains discussions and information exchange on the challenges ahead from the user perspective. Distinguished speakers will present possible solutions provided by existing and planned space applications in the areas of earth observation, satellite positioning and navigation.

The conference will also elaborate on platforms like [GMES \(Global Monitoring for Environment and Security\)](#) and how to integrate regions into the GMES Programme. The in-depth discussions will deal with LBS (Location-based services) business opportunities, understanding the needs of users, and creating revenue. Specific sessions in the conference will be devoted to benefits from the [European flagship Galileo](#) and to the collaboration with [ESA \(European Space Agency\)](#). The conference will celebrate the foundation of the Estonian Space Society, honorary member nominations, and the introduction of the Estonian Space Downstream Strategy.

The final programme may be found here" <http://www.epractice.eu/en/events/308895>. Around 200 participants are expected to take part to this open event. Registration is free of charge till 3 April 2010 and can be performed [online](#). A fee will be applied for late registration.

Event email: [info@satfuturis.com](mailto:info@satfuturis.com)

Event website: <http://www.satfuturis.com/>

Country: Estonia

City/Location: Tallin

Organiser: invent baltics, Tartu Observatory, INNO EUROPE

## **AT: eHealth 2010 - 'Health Informatics meets eHealth' - 06 - 07 May 2010**

The conference's motto and programme aim to build a bridge between ICT research and the application of ICT to healthcare. The two-day event will consist of a range of keynote speeches, scientific and poster sessions, six workshops and an interoperability showcase.

The keynote speeches will focus on the following topics:

- Healthcare focused on people: How can assistive technology be of help to health?
- Use and acceptance of ICT in German medical practices - Status and Outlook.

- Telemonitoring for chronic diseases - a must in the national health strategy!
- Personalised Mobile Health Monitoring Systems.

The workshops will be held on the morning of the first conference day. They will be dedicated to, respectively: Telemedicine; the Medical Device Directive; User-Centric Design; Ambient Assisted Living (AAL); Business Intelligence & Knowledge; Interoperability; Organisational Guidelines.

An overview of the conference's preliminary programme may be viewed [here](#). Registration is to be performed [online](#) and requires the payment of a fee.

Event email: [registry@ehealth2010.at](mailto:registry@ehealth2010.at)

Event website: <http://www.ehealth2010.at/>

Country: Austria

City/Location: Vienna

Organiser: Austrian Institute of Technology (AIT)

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## **UK: Get Digital - Regional Launch event in Leicester - 11 May 2010**

This event is one of the regional launch events of 'Get Digital', a digital inclusion project for residents of sheltered housing, aiming to enable older people living in sheltered housing to benefit from communal facilities to access the Internet and online services through access to funding and a bespoke digital literacy training programme.

The event aims to:

- Inform stakeholders of the Get Digital programme;
- Inform stakeholders how they can benefit from the programme;
- Provide guidance on how to apply to participate in the programme;
- Provide an opportunity to network and learn from other relevant regional schemes and programmes;
- Discuss the future development of the programme;
- Provide information on materials which will be developed by the programme.

Registration is free-of-charge and attendance applications can be performed [online](#) or by completing and returning the dedicated [form](#) to [events@niace.org.uk](mailto:events@niace.org.uk).

Event email: [gurjit.kaur@niace.org.uk](mailto:gurjit.kaur@niace.org.uk)

Event website: <http://www.niace.org.uk/campaigns-events/events/get-digital-2#Menu%204>

Country: United Kingdom

City/Location: Leicester

Organiser: National Institute of Adult Continuing Education (NIACE) and the Digital Unite network

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## **PT: AGILE Conference on Geographic Information Science - 11 - 14 May 2010**

The conference program will offer parallel paper presentation sessions, keynote sessions, poster sessions and pre-conference workshops to share your ideas, explore on-going research, future developments, including state-of-the-art applications, and to network with the professionals from academia, industry, and government, who are interested in promoting Geographic Information (GI) teaching and research activities among GI laboratories at the European level.

The topics of the conference include but are not limited to:

- Perception and Representation of Geographic Phenomena
- Cognitive Aspects of Human-Computer Interaction for Geographic Information Systems

- Spatial and Spatiotemporal Data Modelling and Reasoning
- Spatial and Spatiotemporal Data Analysis
- Spatial Semantics and Spatiotemporal Ontologies
- Semantic Web and GIS
- Web Services, Geospatial Systems and Real-time Applications
- Location Based Services and Mobile GI Applications
- Geospatial Decision Support Systems
- Public Participation GIS and Participatory uses of GIS Systems and Technologies
- Volunteered Geographic Information
- GIScience Education and Training
- Environmental/Ecological and Urban/Regional Modelling
- Natural Resources Management and Monitoring
- Geosensor Networks

The number of participants expected to attend the event is around 150. Information about registration can be found [here](#).

Event email: [adriano@dsi.uminho.pt](mailto:adriano@dsi.uminho.pt)

Event website: <http://agile2010.dsi.uminho.pt/index.html>

Country: Portugal

City/Location: Guimarães

Organiser: Association of Geographic Information Laboratories for Europe (AGILE)

## **ES: Euro-Iberoamerican Congress ATEI 2010 - 13 - 14 May 2010**

The International Congress on "Media literacy and digital cultures", which is being held on occasion of the Spanish Presidency of the European Union and within the framework of ATEI, aims to provide an arena for the debate, reflection and analysis of initiatives, projects, research and trends in relation to media literacy In Europe and Latin America.

The event will include the participation of professionals, researchers, theorists and teachers from the principal European and Latin American institutions and universities, who will be presenting their thoughts and perspectives regarding the state and scope of "media literacy".

The main thematic areas of the congress will be:

- Digital competences/ Media competences
- Media education Television and Media competences
- New languages and new narratives Minors, digital cultures and media
- Active population and media literacy
- Intercultural communication and media literacy
- Digital migration and educational-cultural transformations

The call for papers for the Congress is now open. The deadline for the sending of abstracts is 26 February 2010 and for the final sending of papers 18 March 2010. Additional information on the deadlines and important dates can be found on the official [event website](#).

More information of the thematic areas of the congress can be found [here](#).

The Congress is expected to have more than 300 participants and is open to all following the payment of a fee. Details about registration and fees can be found [online](#).

Event email: [g.comunicacio.educacio@uab.es](mailto:g.comunicacio.educacio@uab.es)

Event website: <http://digitalculturescongress.wordpress.com/>

Country: Spain

City/Location: Seville

Organiser: Asociación de Televisiones Educativas y Culturales Iberoamericanas (ATEI) in collaboration with the University of Seville, University of Barcelona, Mentor Association, EAVI, Comunicar and the Observatorio Internacional de Television

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## **BE: 2nd ENCITE Educational Workshop 2010 - 18 - 19 May 2010**

The European Network for Cell Imaging and Tracking Expertise (ENCITE) is a Collaborative Project related to the theme "Cooperation Health - in vivo image-guidance for cell therapy" and is funded by the European Commission within the 7th Research Framework Programme. The project is coordinated by EIBIR, the European Institute for Biomedical Imaging Research, and started in June 2009.

EIBIR is a non-profit limited liability company dedicated to the co-ordination of research. The network has the aim of co-ordinating and supporting the development of biomedical imaging technologies and the dissemination of knowledge with the ultimate goal of improving diagnosis, treatment and prevention of disease. The platform supports networking activities in research and is key to spreading good practice and to promoting common initiatives and interoperability in the field of biomedical imaging research.

The workshop is open to radiologists, medical scientists, physicists, biologists, technicians and PhD students, with expertise in Magnetic Resonance (MR), optical imaging probe development or related fields. It is organised within the framework of the [12th Bi-Annual Conference on Contrast Agents and Multimodal Molecular Imaging](#).

A preliminary agenda of the workshop can be found [online](#).

Attendance is free of charge but a pre-registration is required as places are limited. The pre-registration form must be completed and returned by 15 April 2010.

Event email: [office@eibir.org](mailto:office@eibir.org)

Event website: <http://www.encite.org/cms/website.php?id=en/index/news/2010.htm>

Country: Belgium

City/Location: Mons

Organiser: The European Institute for Biomedical Imaging Research (EIBIR)

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## **ES: EISCO 2010 - 20 - 22 May 2010**

EISCO conferences are a major European event bringing together politicians and experts from local and regional administrations to discuss on e-Government and Information Society strategies, evaluate achievements, exchange experience and learn from each other.

Since June 2005, the guiding theme of the conference is the implementation of the Digital Local Agenda (DLA), a strategic plan for good governance and local/regional development of the Information Society in European municipalities, cities and regions.

EISCO 2010 will assess the progress made by the DLA in Europe since 2005, and discuss, with the participation of the European Commission, the new challenges that public administrations must face in the future decade. The conference will also showcase different pilot implementations throughout Europe connected to the DLA and how effective they have been to modernise administrations and serve citizens using ICT-enabled solutions.

All the main European networks are invited to participate in the programme and in the discussion.

More than 400 participants are expected to attend this open conference. Details about the conference fees and the online registration form can be found [here](#).

The draft programme of EISCO 2010 can be consulted [online](#).

Event email: [conferencia@tisasa.es](mailto:conferencia@tisasa.es)

Event website: [http://www.eisco2010.eu/eisco/index\\_en.jsp](http://www.eisco2010.eu/eisco/index_en.jsp)

Country: Spain

City/Location: Bilbao

Organiser: EUDEL (Association of Basque Municipalities) and the ELANET network, with the support of the CEMR (Council of European Municipalities and Regions), EUROCITIES, IT4ALL, eris@ and eForum

Organiser: RISER ID Consortium

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## **MK: BALWOIS 2010 - 25 - 29 May 2010**

The purpose of the conference is to provide a solutions-based forum and to exchange information regarding research activities and plans for studying the relationship between climate and environment for improving the quantity and quality of water, as well as engineering, and current policies from state and federal agencies. It is organised under the patronage of the Prime Minister of the former Yugoslav Republic of Macedonia Mr. Nikola Gruevski, the Ministry of Environment and Physical Planning of the former Yugoslav Republic of Macedonia and of the French Ambassador in Skopje.

Attendees will include scientists and engineers, managers, legislators, and policy makers responsible for issues dealing with water. It is the intent of this conference to bring forward the concerns and impending problems (and offer solutions) with regards to the availability and quality of water, and the consequences to aquatic ecosystems and human environment, expanding outside the Balkan scale to a more global extent.

BALWOIS 2010 is a platform for creating partnerships for solving water scarcity problems, as well as for dealing with floods, droughts, environmental degradation and risk affecting different regions.

The conference is designed to facilitate sharing of experiences in water issues and their management through the presentation of scientific and technical papers and posters on the planification of research and the future development activities. Detailed information on the topics discussed is available [here](#); the conference program can be consulted [online](#).

About 500 persons are expected to participate to this event; registration can be performed following the payment of a fee.

Event email: [secretariat@balwois.com](mailto:secretariat@balwois.com)

Event website: <http://www.balwois.com/2010/>

Country: FYR of Macedonia

City/Location: Ohrid

Organiser: Balkan Institute for Water and Environment - IB2E, Macedonian Association of Meteorology METEO MAK, Faculty of Civil Engineering (Sts. Cyril and Methodius University - Skopje), University "St. Kliment Ohridski" - Bitola, Hydrometeorological Service of Macedonia and Hydrobiological Institute of Ohrid.

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## **NL: WCIT 2010 - 25 - 27 May 2010**

WCIT 2010 is an official event of the Spanish Presidency of the European Union. The conference's central theme is 'Challenges of Change'. This 'challenge' reflects the sense of urgency that is felt by politicians, policy makers, companies and citizens, all seeking for ways to provide a prominent role to Information and Communication Technology (ICT) in the current economic crisis and the economic recovery package in Europe and in the rest of the world.

WCIT 2010 will be the opportunity to showcase the results of the European Union's i2010 policy framework and also to look ahead to the ambitions of the then newly formed European Commission. The event offers a stage to showcase the European achievements and highlight the successes, as well as the opportunity to show the European best practices to the rest of the world and vice versa. On the agenda of WCIT 2010 will be issues of both European and global importance, such as energy, water, life and mobility.

The conference will comprise nine tracks and one special, respectively dedicated to: Creative industries, eGovernment, eHealth, eInclusion, Energy, Mobility, Security & Safety, Sharing Space, Water, and Science.

Following four themes, the twofold eGovernment track ('Government - Improved Government' and 'Government - Challenged eGovernment') acknowledges the incredible amount of work done in the area of eGovernment and the many applications and strategies that are in place. It aims to contribute, through its discussions and findings, to the strategies of countries and regions alike. By addressing many concrete examples from across the globe, participants will be equipped with inspiration, possibilities for innovation and means to assist transformation.

The programme of the three-day event may be found [here](#). The registration information will be made available online in the future on the event website.

Event email: [info@wcit2010.org](mailto:info@wcit2010.org)

Event website: <http://www.wcit2010.com/>

Country: Netherlands

City/Location: Amsterdam

Organiser: World Information Technology and Services Alliance (WITSA) - with the support of the European Commission

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## ZM: eLearning Africa 2010 - 26 - 28 May 2010

eLearning Africa is a conference organised by ICWE GmbH, that focuses on information and communication technologies (ICT) for development, education and training in Africa.

Each year, a different African country serves as the venue. Moving to Zambia in 2010, eLearning Africa continues to build and expand a worldwide network for people involved in all aspects of technology-enhanced education and training in Africa, including management and policymaking. Participants are expected to exceed 1 500, coming from 83 different countries.

Serving as a pan-African platform, eLearning Africa links a network of decision makers from governments and administrations with universities, schools, governmental and private training providers, industry and important partners in development cooperation.

This year the event will focus on the following series of themes:

- Conceptual: these themes focus on the theoretical and conceptual models which guide practical work and experience with technologies and learning.
- Sectoral: these themes focus mainly on developments in a specific sector - from education, health and security to agriculture, development and the corporate world.
- Policy, Planning & Design: these themes relate to policy at all levels, including the design and implementation of systems, policies or processes related to learning with technologies.
- Solutions & Technical Innovations: these themes draw on practical experiences with the implementation of technology solutions and with innovations.

The event will be accompanied by an [exhibition](#).

Details about the Call for Papers 2010, such as information on submission requirements and deadlines, session formats, as well as the proposal forms can be accessed [here](#).

Registration in this open event can be performed [online](#); it requires the payment of a [fee](#).

Event email: [info@elearning-africa.com](mailto:info@elearning-africa.com)

Event website: <http://www.elearning-africa.com/>

Country: Africa

City/Location: Lusaka, Zambia

Organiser: ICWE GmbH, with the support of the European Commission, Directorate-General for Information Society and Media

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## **BG: Webit e-GOV Summit 2010 - 26 - 27 May 2010**

Webit e-GOV Summit for South Eastern Europe is an event on e-governance that is supported by the Bulgarian and the Turkish governments as co-organisational partners of e-Academy. The Governments of Greece and Romania are also expected to join the conference as co-organisers.

The Conference will showcase the real-world application of contemporary technologies in government and municipal sectors and will show government employees and contractors how to apply technology best practices to government programmes, and in turn introduce new companies to the government market.

Among the visitors are: Ministers and deputy Ministers of the regional governments; heads of governmental agencies; mayors (their presence is a responsibility of the organisational partners - the local ministries); technology innovators at all levels of government; developers and IT professionals in city, municipality and state agencies; private-sector businesses in the Internet industry interested in helping government; government contractors and consultants; political activists; public policy academics; representatives of European Commission; mass media; and solution providers from the private sector.

Conference topics include:

- Government as an Enterprise;
- Government-Citizens Interactions;
- Telecom and Internet Regulatory Challenges and Opportunities;
- Innovation & Sustainable e-Health;
- EU Programmes for Local and Regional Development;
- eGov Information security and Trustworthy e-ID services;
- Economic Growth for Local Governments through ICT;
- Best Practices and Lessons Learned.

The call for papers is now open. More details on papers submission and important dates can be found [online](#).

The organisers of this open and free of charge event are expecting more than 200 participants. The registration details will be made public in the near future.

Event email: [aniela@e-acad.eu](mailto:aniela@e-acad.eu)

Event website: <http://www.webitexpo.com/en/eGov/2010/index.html>

Country: Bulgaria

City/Location: Sofia

Organiser: e-Academy eEducation Institute, the Ministry of Transport, Information Technologies and Communications of the Republic of Bulgaria and the Ministry of Justice of the Republic of Turkey

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## CH: MeTTeG10 - 01 - 02 July 2010

The MeTTeG conference intends to bring together researchers and practitioners active in the area of electronic government with a focus on the role played by the information and communication technologies. It provides a forum for participants from different perspectives and disciplines to present innovative methodologies, technologies and tools, share experiences and lessons learned from case studies, and discuss challenges.

Public administrations made great effort to provide more sophisticated eGovernment services, e.g. offering one-stop services and supporting personalisation. While strategies, methodologies and realisation of eGovernment services vary significantly between the various actors and stakeholders, the alignment of IT with the processes and objectives of the service providers plays an increasing role in service management. A further challenge is how to enhance the dissemination, accessibility and acceptance of eGovernment services by citizens and companies.

The topics of interest for the 4th International Conference on Methodologies, Technologies and Tools enabling e-Government can be found [here](#).

Event email: [info.business@fhnw.ch](mailto:info.business@fhnw.ch)

Event website: <http://conferences.cs.unicam.it/metteg10/>

Country: Switzerland

City/Location: Olten

Organiser: FHNW University of Applied Sciences Northwestern Switzerland

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## AT: Workshop on 'Accessibility Simulation Technologies and Standards Issues' - 13 July 2010

The first [ACCESSIBLE project](#)'s Workshop on 'Accessibility Simulation Technologies and Standards Issues' will take place in the frame of the [12th International Conference on Computers Helping People with Special Needs \(ICCHP\) 2010](#) in Vienna, in the context of the ICCHP pre-conference.

The ICCHP International Conference wants to highlight the progress of the issue of 'Interfacing the existing and emerging Human-Computer Interface', as well as achievements and plot a Research and Development-roadmap towards such challenges, which will ensure even higher product and service usability.

The triggering idea behind the ACCESSIBLE project is to contribute for better accessibility for all citizens, to increase the use of standards, and to develop an assessment simulation environment (including a suite of accessibility analysing tools as well as developer-aid tools) to assess efficiently, easily and rapidly the accessibility and viability of software applications for all user groups.

ACCESSIBLE will exploit the technologies behind the recent expansion of accessibility tools and standardisation methodologies, in order to provide an integrated simulation assessment environment for supporting the production of accessible software applications mobile or not.

This will enable large organisations, SMEs or individuals (developers, designers, etc.) to produce software products of superior accessibility and quality, accompanied by appropriate measures and proposals for best practice. The proposed system will be demonstrated in the four pilots of ACCESSIBLE for the assessment of:

- a) Mobile applications (including JavaFX Scripts)
- b) Web applications
- c) Web services (mainly focusing on infomobility services)
- d) Description languages (e.g. UML, SDL, etc.).

More information on the workshop and the programme will be made available soon at the [ACCESSIBLE project website](#).

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Country: Austria  
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Organiser: Accessible project

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