

eEurope Awards for eGovernment – 2003

Exhibition Catalogue







Institut Européen d'Administration Publique European Institute of Public Administration

Foreword

Europe's aim to fully reap the benefits of the Information Society has been high on the political agenda since the Lisbon Summit in March 2000. eGovernment is one of the major means to realize this objective. It is a key area of the eEurope 2005 Action Plan.

eGovernment provides governments and administrations at all levels with the opportunity to offer citizens and businesses higher quality services, in a faster way. eGovernment makes it possible to deliver more value for taxpayers' money and to strengthen democracy. The impact will be felt across Europe, from a more competitive industrial fabric to a more inclusive and participative society.

People expect *e*Government services to be quick and efficient. Providing such public services is no small challenge. It requires the combination of investment in advanced technologies with far-reaching organisational changes and acquiring new skills within administrations.

Political commitment, close cooperation with the customers – citizens and businesses – and a willingness to start small and scale fast are characteristics of successful eGovernment.

With this conference and exhibition, the European Commission and the Italian Presidency aim to encourage the development of eGovernment in Europe by demonstrating the current best practices and the practical advantages they offer.

To this end, some 66 providers of on-line services have been invited to exhibit after selection by a team of independent experts from nearly 360 proposals. The selection criteria included the degree of user interactivity, the impact on the organisation and the practical operational aspects. Many of these services will either be presented at the exhibition or the conference. They all illustrate the challenges raised and possibilities opened up by this field.

Once we have more genuine interactivity, a major reform of public services will be possible. Government will become more efficient. Old and expensive ways of delivering services will be replaced by more carefully designed and better targeted services, delivering not only major cost savings, but also increased efficiency and transparency.

We are sure that this event will make a significant contribution to that process.

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The role of eGovernment in European Competitiveness

Section I The role of eGovernment in European Competitiveness

Salzburg eGovernment portal (Austria)

Executive summary of the case:

Abstract

The project to set up the eGovernment portal of Salzburg was initiated at the end of 2000. The first phase, which ended in 2001, saw the development of 10 pilot on-line services available for the public. In the second phase, which ended in 2002, a further 50 on-line services were developed together with transactional services such as tax payments and the payment of other charges as well as the possibility to download certain important municipal documents.

The focus throughout the project has been on the requirements of the citizens – the service users. It was understood from the outset that the look and feel of the portal had to be clean and intuitive to ensure ease of navigation. In addition, the information accessed via the portal had to be ordered in a straightforward and logical way, and a life events approach was therefore adopted.

The government of Salzburg was aware that eGovernment opened up a completely new way for clients to communicate with government services. Like the economy, the public administration has had to change from the classical, passive, relatively slowmoving official bureaucratic structure to being a lean, responsive, modern, clientorientated service centre. The eGovernment strategy made it possible to take a big step for citizens in a short space of time with costs kept to the minimum. The application prerequisites for this approach were the resulting standardisation of the graphical user interface (GUI) for the citizens, the standardisation of the setting of the forms as well as an application architecture which is extensible, modular and generic.

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EDEN – Employment Data Exchange Network (Belgium)

Executive summary of the case:

Abstract

In order to improve the current EURES system, FOREM (B) proposed the setting up of EDEN in partnership with ANPE (F) and the Directorate of Labour (N), with the support of ADEM (L) and IEFP (P). EDEN has been co-financed by European Commission through Directorate-General for Employment.

The current EURES system just displays vacancies and only gives a partial view of the employment market, while EDEN seeks to provide a common platform for the display, dissemination, exchange and processing of European vacancies and CVs, using standard tools for automatic trans-coding from and to the internal formats of each PES using a common standard. The matching of CVs to vacancies gives a higher added value to individuals and employers. In addition, PES can improve the transparency of the employment market at European level, which can also improve both the flexibility and flow of the employment market.

EDEN allows direct access to users, who are able to introduce data and consult the system in their own language. The EDEN system provides users with data registered in the system in another European language, translated into their own mother tongue.

EDEN is based on XML, a relatively new, flexible standard for Electronic Data Interchange. This is the first time that such standardisation has been proposed for the European employment exchange format (vacancies and CVs).

As a result, EDEN is a web-based European employment platform for European vacancies and CVs, based on a normalised structuring of the information and allowing the display, the exchange and the processing of the information with high granularity on a multilingual basis without any modifications of the PES' current systems/databases.

Contact

FOREM

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Open digital government, North Jutland (Denmark)

Executive summary of the case:

Abstract

The goal of this project was to develop a platform for interactive government by taking advantage of the possibilities offered by Internet technologies.

The project 'Open digital government' was initiated as a means of achieving this goal. Further development and refinement of the idea was brought about through a collaborative effort between Dafolo and the communities of Frederikshavn, Skagen and Skoerping as well as the internationally acknowledged GoProGroup.

In December 1999, the Danish government invited project proposals for the improvement of public administration using the internet. The project was dubbed the 'IT Lighthouse', and the region of northern Jutland was selected as the project test area.

By November 2000 the Danish government had made its decision. The Dafolo proposal was chosen as the winner for the following reasons:

"The project is visionary, ambitious and involves many partners. The content of the project lives up to the requirements set forth by the ministries and public sector organisations in Denmark, particularly with regard to public service and the strengthening of local democracy."

Dafolo's ambition for the "IT Lighthouse" was to build it high enough to be seen by other regions and countries, and at the same time provide a source of illumination for the citizens living nearby.

The project ended in December 2003, after having successfully put in place a solution based entirely on the needs of the citizens. Using open standards, a number of forms are available for citizens to complete in order to make applications for services and report changes in circumstances. Accessed through a web portal, citizens can now successfully carry out 18 interactive procedures with the public authority via the internet.

Contact

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ETHICS Electronic Tendering (Denmark)

Executive summary of the case:

Abstract

National Procurement Ltd., Denmark (SKI), is owned by the Danish Ministry of Finance and the Danish Association of Local Authorities. Their mission is to coordinate procurement, perform tenders and negotiate framework contracts on behalf of all Danish public agencies.

Since 1995, SKI has actively developed and implemented ETHICS and concurrently trimmed workflow, procedures and organisation. Since 2002, the system has been fully operational and covers planning, the drafting and publication of tenders, the management of all processes relating to the issuing and running of on-line tenders in a secure way – based on the latest technology and digital certificates. It also assists in the team which supports the final decision making and the award process and which consists of external specialists, advisers and users.

The impact of the SKI solution has been remarkable: productivity has more than doubled, so that twice as many tenders are being run annually with the same head count. Quality and transparency have improved with the effect that there are no complaints or outstanding legal issues. Know-how and skills inherent in the organisation have been recorded and re-used even with a 50% turnover in staff.

Contact

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MINEFI au Service des Entreprises (MSE) (France)

Executive summary of the case:

Abstract

The Ministère de l'Économie, des Finances et de l'Industrie (MINEFI) service for businesses enables business organisations to obtain any information they may need via a single access point within 48 hours.

The service makes use of three major ICT-based tools:

- An easily navigable portal with an attractive look and feel, giving access to MINEFI's experts in business affairs and to information on relevant web-sites at both regional and national level.
- A management tool which regularly and automatically updates databases located in the 90 homeland departments as well as overseas territories with information from the various regional organisations.
- An intranet for MINEFI's specialists in business matters, who are available to solve problems and answer questions. This intranet has an electronic tool that can coordinate and sort questions into a single comprehensive list which can be dealt with by the experts; the answers and guidance can then be made available to anyone who has a similar problem. This network of experts in the field linked by an intranet also simplifies the process of solving complex questions and problems through discussion and collaborative thought.

The system is implemented as part of a network of services delivered across the country by MINEFI. This service is open and available to anyone who needs it.

Contact

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Bremen On-line Services (Germany)

Executive summary of the case:

Abstract

Bremen On-line Services aim to develop eGovernment and to enable on-line transactions and payments in a secure and legally binding way. Targeting all citizens, businesses and intermediaries (lawyers, tax consultants, etc.) from the outset, the latter have become the prime users. The quality of service has increased due to the elimination of paperwork from government communications. Significant savings have been achieved both by lawyers and companies on the one hand and by the administration's agencies on the other. The project has been fully operational for two years, with new services being added continuously. It uses electronic signatures for authentication and is implemented using OSCI (On-line Services Computer Interface), an open communications standard which is in line to become the de facto standard for on-line transactions in Germany.

The project is carried out in an innovative public private partnership by the Free Hanseatic City of Bremen together with regional and national partners from the private sector. It has created new jobs in the region of Bremen and stimulated eGovernment industries all over Germany. In addition, it has the potential to play a significant role in future EU-funded middleware initiatives, such as IDA's eLINK pilot.

Contact

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w3stat – Data Submission to the Federal Statistical Office (Germany)

Executive summary of the case:

Abstract

Since the internal borders within the European Union (EU) were abolished, the movement of goods between EU Member States are no longer covered by customs authorities; instead enterprises themselves transmit the data directly to the Federal Statistical Office. The respondents transmit some 7 million items per month. The w3stat system presented here is a service provided by the Federal Statistical Office which allows the submission of declarations of foreign trade statistics via the internet.

The W3stat system in intra-Community trade statistics is part of a system which produces electronic statistics without switches between media, from data collection and internal processing to the publication of results.

Within w3stat, enterprises may select between two types of declaration:

- they may either compile and transmit their foreign trade data using a form provided on-line, or
- they may transmit their data using a declaration file.

The w3stat system offers a program called IDES which enables the offline compilation of the data to be declared. The compiled data can then be transmitted on-line direct to the Federal Statistical Office as a declaration file.

Contact

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BRN – Das Bayerische Realschulnetz (Germany)

Executive summary of the case:

Abstract

The Realschule provide an education for young people with good general achievement levels but who have more practical goals in mind. As well as providing a general education, they prepare pupils for vocational training. The Bayerische Realschulnetz (BRN) is an internet-based network, linking eight Realschule via the Boards of Control responsible for overseeing the schools within their jurisdiction and ensuring continued teacher training. The overall purpose of the Realschulnetz is to provide information on Bavarian Realschule to interested parties (parents, pupils, teachers, headmasters, probationary teachers etc.).

The BRN supports the delivery of eGovernment in that it also distributes and makes available government directives, laws and decrees concerning the Realschule and education in general. The overall objective is to simplify the communication between schools and the board of control and to encourage communication between the schools themselves. To achieve this, extensive databases (e.g. address database, job database etc.) were constructed, a discussion platform was installed and an effective information and news system was created.

On-line surveys also take place based on the data published by schools reviewing and demonstrating their performance and activities e.g. the results of the entrance exams of 4th class pupils.

Contact

Bayerisches Realschulnetz

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ROS – Revenue On-Line Service (Ireland)

Executive summary of the case:

Abstract

The Revenue On-Line Service (ROS) is the central plank in Revenue's strategy in the development of quality eServices. The service provides Revenue's business customers with a quick, secure and cost efficient method for the electronic filing and payment of most business tax returns. The implementation of eFiling is tailoring Revenue's business to increase the focus on the non-compliant customer.

ROS is regarded as the leading Irish *e*Government service. The business team was appointed in September 1998 and the fully interactive service went live two years later. It was designed and developed by Accenture, and the security and authentication was provided by Baltimore Technologies. It is primarily financed from a central Information society fund, established by the Irish Government to encourage departments and agencies to embrace the internet as a means of conducting business with Irish citizens and businesses.

Since the launch in September 2000, there has been a further six major releases of new services and enhancements. Use of the service is increasing steadily and the target set for the first year was achieved within six weeks. Over 7bn euros has been paid and 500m euros repaid through ROS, illustrating the confidence that Irish business has in doing business with government over the internet. One service, vehicle registration, has already achieved over 50% filing rate within 4 months.

Revenue has set targets for 2005 for the electronic filing of 50% of all business tax returns and 75% of payments. We are confident that the delivery of a high quality electronic service, ROS, will ensure that this is achieved.

Contact

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eJPA – eJustice Point of Access (Italy)

Executive summary of the case:

Abstract

eJPA is an enabling infrastructure implemented by the Ministry of Justice in Italy. Its implementation allows interaction between citizens, businesses and other national public agencies with the services provided by the Justice Administration (eJustice services) to take place in a secure, standard and consistent way.

eJustice is a key component for European competitiveness: Currently, issues relating to justice are usually subject to processes that lead to lengthy proceedings, and there is often interoperability between different national justice systems. These factors are major barriers to European integration and to the social and economic development of European countries.

Using the internet and making documents and information available on-line in a secure and user-friendly environment will improve the overall performance and efficiency of the procedures of the justice system.

eJPA can be considered a gateway through which a party (private or public, citizens or businesses) can interact electronically with Justice, dramatically reducing the time and costs needed to perform a specific task. For example, lawyers either directly or using intermediaries such as their Council of Lawyers' Associations ("Consiglio dell'Ordine degli Avvocati") can connect to eJPA anywhere and anytime, and can submit, query and retrieve legal documents, sentences and records of a trial.

Citizens can use eJPA services with confidence when message routing is needed to forward documents between different District Courts. Finally, eJPA can enable eCooperation with the Ministry of Interior for investigative purposes or with the Ministry of Finance for legal issues relating to tax registrations.

Contact

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Utilities Project — Turin and CSI-Piemonte (Italy)

Executive summary of the case:

Abstract

Essential maintenance on utilities, which are often located beneath street level in the city, has to be carried out regularly. This work often causes serious inconvenience to the population, and can also be costly in terms of pavement replacement for example. It was decided that rationalisation of this work was urgently needed which would be based on the scheduling of the work, the monitoring of the work, the laying down of a clearer set of shared standards and regulations and an overall simplification of bureaucratic procedures.

The City of Turin, together with CSI-Piemonte, has developed a project for the gradual implementation of a more effective and efficient model for the management of utilities and related works in public streets. This has been done through the development of an information system characterised by interconnection and interoperability, and the creation of uniform shared mapping for utilities. This involved the setting up of a register of utilities through the gathering of cartographic information managed by the institutions operating in the area as providers of utilities (gas, water, telecommunications, electricity, heating etc.).

In such a model, telecommunications technology is employed both for carrying out administrative tasks related to the management of files and documents (on-line presentation, multi-level authentication systems, certification and adoption of the digital signature), and for accessing and looking up mapped data commonly accessed during network management procedures concerning control, verification and updating.

The goal of the project is to support and promote better knowledge of the maintenance programmes for street-based public utilities and to share this knowledge between operators such that it leads to a rationalisation of technical and repair work on street-based public utilities. This will lessen the impact of local street works as well as the inconvenience caused to the local population.

Contact

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Digital cartography – South Tyrol (Italy)

Executive summary of the case:

Abstract

Digital cartography out of the box – South Tyrol is opening its main Geographic Information System to everyone.

Since December 2000, the province of South Tyrol has been creating a geodata pool. The material collected has recently been enhanced by an entire 'Browser Family' of WebGis-services which enable the publishing of 20GB of data.

Using GIS, interactive maps of the area are available through web-sites to all those who may have an interest. This service provides vital information for environmental purposes, as well as being a rich source of important information for tourists and tourism companies; organisations engaged in the buying, selling and rental of local properties; students to support their studies and of course citizens from the point of view of planning issues.

This project has a real role to play in urban planning, the local urban plans being of vital importance to shaping the future urban profile of the 54 South Tyrolean municipalities that the UrbanBrowser covers.

The user-friendly browser with on-line support for those who need it also provides information about data derivation and risk assessments on such matters as earthquakes and the safety of quarry sites.

This is a multi-lingual application providing a real and valued service to the communities it covers.

Contact

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TELEMACO – Signed Electronic Filing for Business Entities (Italy)

Executive summary of the case:

Abstract

All Italian firms must enter their details on a Business Register which records detailed information on individual firms (legal status, date of establishment, company capital, tax number, sector of activity, corporate bodies and their powers of representation, number of employees etc.). It also lists firms according to a number of key indicators and provides details of the most important changes they undergo, (closure, liquidation, bankruptcy, changes in company officers and transfers). This registration process is compulsory in Italy.

The overall objective since 1999 has been to reduce the cost in time and money associated with a company's compulsory interaction with the register. There was a wish not only to speed up and simplify the process, but also to make it more transparent as well. The overall objectives can be described as:

- To reduce the total time taken to register new information.
- To remove the need to attend the Chamber of Commerce in person to make reports.
- To reduce costs of transactions.
- To give transparency to the registration process.

The TELEMACO project was designed and implemented to provide the solution. It uses electronic filing to process the registration of an organisation on the Italian Business Register using digital signatures and electronic payment systems. More than 5 million enterprises work with the Register held by the Italian Chambers of Commerce, and the service is accessible on the web irrespective of office opening times, available 24x7x52. It allows for transparency in the processing of declarations by the Chambers of Commerce, the possibility to verify progress on-line and easy payment for the electronic declarations. In addition, it also improves the quality and accuracy of data stored in the databases that are updated from the declarations, and reduces costs by limiting the need for paper document handling, scanning and electronic storage.

Contact

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Integrated Customs Duty and Tax System (Poland)

Executive summary of the case:

Abstract

This submission describes a programme to support the implementation of an Integrated Customs Duty and Tax System for Polish Customs. The programme comprises several projects, covering such activities as:

ZEFIR: A Budget Accounting and Tax/Customs Settlement System and CELINA: A Declaration Processing System, which includes Validation and Risk Analysis Modules, a Reference Data Sub-system, a Data Warehouse and a Customs Government Gateway.

The system is well-established, operates on a nation-wide scale and offers extensive functionality in supporting all customs procedures and documents as well as the financial processes relating to the collection, settlement and justification of customs duties and tax due. In addition, it supports the budgeting and accounting functions of all the customs department's activities and provides a well-used means for electronic data interchange with traders, thus bringing significant benefits to all its users and the country.

It is very important to note that the Integrated Customs Duty and Tax System has been audited by EU experts who have confirmed that it is ready to support customs processes on the new eastern border of the European Union.

Contact

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SOMCET-Net – Transport Optimisation for eBusiness (Romania)

Executive summary of the case:

Abstract

SOMCET-Net is a modern, integrated, intelligent and interactive support for vehicle monitoring, route optimisation and an interactive tool for electronic commercial transactions (requests, offers, and orders).

The project is coordinated by the National Institute for Research and Development, ICI. The CEPETET research centre for electronics in transport from Politechnica developed the system, the user is the National Union of Road Transport of Romania, representing more than 1,800 carriers.

The system has been developed by integrating GPS, GIS, GSM, SQL SERVER 2000, graphic interfaces, optimisation algorithms and ASP-NET, and provides Web services for all the actors involved in the transport sector, transport clients and transport service providers.

The system allows transport requests, as well as offers and orders management and tracing based on selection keys created dynamically by the user. It supports the negotiation process and transport contact set up between the business partners, automatic route optimisation with route visualisation on the digital map, as well as location and real time survey of the means of transport and its principal characteristics using GPS, GSM, and GIS technologies. The use of digital maps to represent the locations together with descriptive information makes the information more visible

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eMarket – Romanian virtual marketplace (Romania)

Executive summary of the case:

Abstract

eMarket is an eCommerce project initiated by the Romanian government within the European eGovernment framework, in the form of a virtual marketplace on the internet. It started as a pilot project on 4 March 2002, and shortly went nation-wide. It was intended to offer an alternative way to perform public acquisitions.

Auctions are organised by public institutions and are available to any private company with an internet connection. The bidders make their offers in an easy way and the system guarantees that the best offer wins.

The system has three major advantages:

- it consolidates more efficient and transparent processes of public acquisition by providing a single point of access through generally available means,
- it simplifies the participation in the public procurement processes via an almost paperless environment,
- it provides information about the way in which the public acquisitions are made by empowering any interested parties.

Moreover, it stimulates open competition, the development of *e*Commerce in Romania; the use of the internet, of new technologies in general – especially in the business environment; and it generates beneficial shifts in mentality and culture both in public institutions, and within society at large.

Contact

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CAT 365 citizens' portal (Spain)

Executive summary of the case:

Abstract

What have been identified as three essential ways to reinforce competitiveness in Catalonia are access to services that are available: to citizens to educate and train themselves well, to find a good job and to facilitate and foster the creation of businesses.

Currently there is a lot of information about resources and services that deal with the range of options that a citizen has for studying and training. The problem is that opportunities (although wide-ranging and of good quality) are distributed across different web-sites though the following thematic information is looked for: who provides the service, who provides the teaching and is it regulated by a qualification-awarding body or not? A similar problem is encountered when one looks for a job or when an entrepreneur wants to set up a business.

We believe that the integration of all existing services and information, based on simple thematic questions and which guide the citizen to the specific resource needed, is a product with important added value.

The CAT365 citizen's portal (www.cat365.net) integrates questions based on life events that correspond with the citizen's specific needs:

- How can I get training?
- How can I find work?
- Who can help me set up a company?

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CAT365

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AMS – Swedish National Labour Market Board (Sweden)

Executive summary of the case:

Abstract

This submission concerns the Swedish National Labour Market Board web-site and describes its services for jobseekers, employers and their businesses. In 1995 the Swedish National Labour Market Board launched "The Vacancy Bank" where all vacancies reported to the employment offices in Sweden were published on the web. The vacancies have been supplemented by a range of interactive services to support the unemployed and those seeking a change of employment in their search for new opportunities.

In addition to the advertising of vacancies, job seekers are able to upload their CVs so that potential employers can match skills and competences to their vacancies. The service also includes the setting up of a range of databases covering such specialist areas as education, art, photography and the performing arts. These serve the dual purpose of advertising vacancies as well as the details of jobseekers with these specialist skills who are seeking work.

A range of labour market information, including information about labour market conditions in different parts of the country, gives further background information together with information about job content and other details on a range of occupations.

This well-designed interactive project has allowed employment service staff to spend more time using their specialist skills of counselling and supporting the long term unemployed. It has also paved the way for an extension of the service at a pan-European level.

Contact

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The Virtual Customs Office (Sweden)

Executive summary of the case:

Abstract

The overall objective of this project was to provide a virtual customs office, offering a high level of service, available 24x7x52. Each client was to receive the same level of service, no matter what the enquiry or transaction being performed.

In order to achieve this it was necessary to map the range of transactions carried out by the customs offices and their customers and to develop bundles of services targeting the needs of these customers.

The profession of customs officer is one of the longest established professions in the world, full of traditions and values. However, the world continuously moves on and so must European Customs administrations in order to keep up with demands and adopt the working methods and levels of service delivery expected in the 21st century. This challenge must be taken seriously especially by countries that like Sweden are dependent on foreign trade and hence where Customs is big business. Increased service levels and trade facilitation has been on the agenda of the Swedish Customs for years, resulting in, among other things, sophisticated automated risk-analysis and certification of compliant operators (The Stairway®).

The project has been successfully implemented and the result is that the virtual customs office contains a number of integrated, interdepartmental *eServices* adding value to the overall foreign trade process for the Swedish business community. The project has demonstrated a high level of innovation with more than one hundred *eServices* being available. In addition to this, Swedish competitiveness is enhanced by the delivery of the service in a range of languages, currently numbering ten. The project has also increased openness and transparency and has put in place mechanisms for feedback on or complaints about any of the services provided.

Swedish Customs offers customers free supportive web-services for Customs business in order to facilitate day-to-day work and also to strengthen Swedish competitiveness through The Virtual Customs Office. Unique service options for unique customers based on modern technology increase quality and efficiency at the same time as decreasing the costs of compliance. Smart mobile solutions with high degree of scalability and a good cost/benefit will make Europe a strong global economy with a bright future. Please visit www.customs-vip.info/eGov/ for a glimpse of the future today.

Contact

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Customs administration (Turkey)

Executive summary of the case:

Abstract

The automation studies which have been carried out by the Undersecretariat of Customs aim to modernise the Customs Administration and make it more efficient and effective. The factor that accelerated this change in our country was our membership of the Customs Union with the European Union in 1996. The project aims to modernise Customs Administration using computer technologies instead of the conventional manual methods. The overall goal of the programme is to establish a modern organisation to support our exporters and importers who are competing for business inside the Customs Union.

With a strong wish to contribute to the building of a more modern society of the future, the Undersecretariat of Customs, together with its central and regional organisations, has shown its determination to be a leader for all kinds of innovations and improvements in the public sector.

To achieve this, the concept of "overall quality in Customs" has been adopted as a new model which makes use of a range of existing information technologies together with better defined, more precise and simplified customs and foreign trade legislation, to streamline services.

The strategic goals of the Turkish Customs are defined as follows:

- Adapting to developments in international trade
- Combating customs fraud and corruption
- Ensuring public security
- Efficient human resources planning
- Good governance in customs.

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The Learning Centre, Colchester (UK)

Executive summary of the case:

Abstract

The main barrier to raising standards in schools has been identified by recent research by Price Waterhouse Coopers – rising demands on teachers' time have added increasing non-teaching burdens. For example, two-thirds of a teacher's time is now spent on activities other than teaching. There is also a recruitment and retention crisis in the teaching profession, in the main because teachers are leaving the profession because of excessive workloads.

The Philip Morant School and College in Colchester, England, in partnership with the Department for Education and Skills, Microsoft, Compaq/HP and Ramesys have developed a unique solution that will raise standards of achievement, reduce teacher workload and help to solve the recruitment and retention crisis in the teaching profession. The project uses existing technologies in an innovative but completely replicable way. The Centre can also be used for training in the community.

The solution is cost-effective in that the savings more than support the project and other ICT developments. The implementation plans have been carefully thought out and involve putting in place central resources and a large chunk of the curriculum delivery using ICT.

The benefits of the Learning Centre are that: the school can guarantee no cover requirements for all teachers; every teacher has three hours per week during the working day of professional time; teachers' total term-time hours have been reduced; management time has been provided for leaders; there is time for professional development; the cost of covering lessons for absent colleagues has been reduced; the quality of learning has been increased and a solution has been developed which is replicable at a European and world level.

Contact

Philip Morant School and College

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LETS – Leeds Electronic Tendering System (UK)

Executive summary of the case:

Abstract

LETS is the electronic tendering system developed by Leeds City Council (LCC) in conjunction with its partner the State Government of Western Australia (GWA). The system enables the activation of tendering functions, as a buyer and supplier, in an electronic environment as an extension of the existing tendering process. LETS is a web-based open system and anyone with an e-mail address and access to the internet can use the system which is currently hosted in Australia by GWA.

The implementation of LETS was funded through the UK Government's Pathfinder programme, following a competitive bidding exercise. The role of Pathfinder Councils was to demonstrate the potential for service transformation, to help solve some of the technical, policy and management issues surrounding eGovernment, and to stimulate learning, innovation and the exchange of ideas across local government generally.

The setting up of the LETS system enabled a range of key issues affecting local government to be addressed, reviewed and resolved where necessary. Some of these were:

- Questioning and improving the efficiency and effectiveness of the procurement process and identifying cost-saving measures.
- Encouraging the participation of SMEs in the procurement process.
- Identifying legal issues around the electronic tendering process.
- Identifying security issues and standards ensuring integrity of information.
- Dealing with issues relating to the compatibility, accessibility and transmission of different document formats.
- Identifying specific, meaningful and measurable performance indicators for eTendering.

LETS has been operating successfully for 17 months and contracts totalling £392 million GBP have been tendered through the system (equiv: 546.06 million euro, rate 1.39300 – 01.06.03). 3,500 firms have self-registered with the system and 92% of users rate the site as "good" or "very good". Over 1,500 schemes have been placed on the site.

Contact

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A better life for European citizens

Section II A better life for European citizens

HELP – virtual guide to Austrian authorities and institutions (Austria)

Executive summary of the case:

Abstract

HELP – www.help.gv.at – is an initiative of the Federal Chancellery which has become one of the leading eGovernment applications in Europe. HELP – the virtual guide to Austrian authorities, offices and institutions, offers citizens information about official procedures, deadlines and fees, and makes forms available for downloading.

To support this initiative, a large number of services and information is available, targeted at approximately 150 life events.

For individuals with enquiries or suggestions, there is a 'question and answer' forum which is facilitated and supported by specialists with competences in ICT.

In order to be able to offer quick access to specific information, a special service is offered to the following target groups:

Entrepreneurs

Entrepreneurs get quick and straightforward information and support concerning official procedures, e.g. the setting up of a business, the registration of employees etc.

The disabled

In order to enable disabled citizens to access official procedures, information and services without barriers, HELP has been designed to conform with WAI (Web Accessibility Initiative) guidelines for disabled persons.

 Citizens from other countries HELP provides information in English to foreign citizens living and working in Austria about the most important official procedures.

Official Procedures on-line (Amtsweg on-line)

The electronic handling of procedures means that citizens can complete their business with the authorities quickly, with just a few clicks of the mouse. The information is quickly delivered via the internet directly to the appropriate department. Different registration details, such as information on a person's residence and business registration, can be delivered directly to the authorities requiring them.

Federal Chancellery

Contact

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Federal Portal – for citizens and business (Belgium)

Executive summary of the case:

Abstract

The Federal Portal for the citizens and businesses of Belgium was conceived and developed following a major modernisation of Belgian government services as a result of the Copernicus Reform, which supported the development of eGovernment.

Based on the premise that users want a seamless, all-embracing service which does not require them to deal with several government departments and repeatedly give the same information, the federal portal was devised as the solution. This enabled:

- Single access to the federal government via the internet.
- Government information and services available on-line.
- Responses to user feedback in the design and provision of services and information.
- Unique identification for users with an electronic ID card, requiring a single proof of identity even when accessing multiple services and information.
- A proactive service, providing services required to complete transactions without specific user requests.
- A portal which has no specific requirements concerning the platform used.
- A portal which has no specific software or tools needed for the different channels.
- A portal which is accessible to all, including the disabled and the visually impaired.
- A portal with multi-channel access, by telephone, via digital TV etc...in addition to via the internet.

The information portal has already been implemented and phase 2 of the project, the transactional portal, is currently completing implementation. This is part of a wide-ranging eGovernment project which is having a massive effect on service access and delivery.

Contact

FEDICT

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DanmarksDebatten – citizen participation in public debate (Denmark)

Executive summary of the case:

Abstract

DanmarksDebatten is at the heart of a plan to develop a citizen-centred approach to eGovernment. The overall objective was to establish a democratic forum where citizens, public administration and politicians could engage in debates.

A key task was to create a common platform for all public debates taking place within the public sector whether at local, regional or national level.

Using the internet and portal technology, a range of players representing citizens, institutions and government are consulted on issues affecting them. The project seeks to further enhance local democracy by allowing debates nationally as well as locally and by giving politicians the opportunity to dialogue directly with the electors.

The debate module is fully portable and can be integrated into any public web-site wishing to provide a forum for debate or to survey its users. There is also an e-mail alert service that gives information about forthcoming debates.

The system supports moderated debates as well as the conducting of opinion polls and the compilation of statistics. It also enables analysis of and views to be expressed on issues at both national and local level.

Developing communities of good practice is a major IT policy goal for the Danish Government. DanmarksDebatten is a nation-wide XML-based ASP-type of service that the National IT and Telecom Agency offers to any central and local public institutions wanting to expand their dialogue with the citizens/users.

Contact

National IT- and Telecom Agency

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Special Citizens Web Portal with Standard DB-Services (Estonia)

Executive summary of the case:

Abstract

The objective of this project is to ensure the availability of a web-based service for citizens and government staff to enable them to access one hundred government databases and registers. These include ten large registers with thousands of local interactions a day.

The set of standard services available includes answers to typical queries, such as:

- "give me my data" from the population register
- "give me my data" from the motor vehicles register

All services available through the citizens' portal have a common user interface, which is not dependent on a database management system for managing the back office. A standard authentication system for all citizens has been developed as well.

As an additional option for organisations which have data security problems, a special standard Mini InfoSystem Portal (MISP), which is very similar to the citizens' portal, has been developed. MISP was designed primarily for civil servants to use in their offices and includes one additional function, the authorisation of users. It is planned to develop a similar portal and set of standard services for private companies as well.

Contact

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http://portaal.riik.ee/x/kodanik

Handiplace (France)

Executive summary of the case:

Abstract

Handiplace.org is a portal site focusing on employment, social inclusion and professional training for disabled workers.

The project is based on three premises:

- Information is often hard to find on training availability, opportunities for work and special services for the disabled to enable their inclusion in the job market.
- There is a myriad of rules and regulations concerning employment, training and the availability of special schemes and initiatives to support the social inclusion of at risk workers, which even key workers in this area find hard to fathom.
- Employers and businesses are ill informed about the potential of disabled workers and often fight shy of considering them for jobs.

In an attempt to redress the balance, a project has been set up whose aim is to bring together information and services relating to the employment and training of the disabled and make it available through a single point of access. This information is also available to key workers and employers to support their efforts to integrate this important group into the labour market. This portal, which provides a wide range of information and services also contains:

- a database where CVs of jobseekers can be stored and accessed by key workers, training providers and employers seeking new staff. This is an entirely free service.
- Within the portal there is also access to the service that provides financial support for the adaptation of the workplace to the needs of disabled workers. Access is via a secure environment protected by authentication procedures.
- There is an information exchange service (HandiplaceInfo) and this also acts as a repository for publications and other material relating to the employment and training of the disabled as well as associated initiatives. Those wishing to download these documents, whether employers, key workers or the disabled themselves, can do so free of charge.
- There is also access to a diary of events and activities of special interest to disabled workers, employers and key workers (Handiplace Agenda).

This is an important portal which has brought together a range of vital services and information to support key workers, employers, the disabled and their families, and to enable the participation and inclusion of the disabled in working life.

Contact

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Tyoelake – Finnish Centre for Pensions (Finland)

Executive summary of the case:

Abstract

At the beginning of 2001, the Finnish Centre for Pensions together with all the authorised pension providers of the decentralised Finnish statutory earnings-related pension scheme, agreed to create a common service portal for the insured.

To this end the web service Tyoelake.fi was opened in December 2002. It comprises an extensive and informative web-site in three languages, which is open to everyone.

The web-site contains information about the earnings-related pension scheme and is accessible only to identified users.

The objective of developing the Service is to create, within the decentralised earningsrelated pension scheme, a uniform interface for electronic communication with the insured. The following services are available at the current time:

- General information relating to pensions.
- Age-profiled advice Service for all stages in life.
- A service whereby a client can check his or her contract of employment and own employment details included in the registers and make any corrections.
- A one to one advice Service.

Innovative features of the Service include the possibilities for authentication: the insured can use a card with PKI technology or the authentication technology of their own internet bank to confirm identity.

The Service already reaches approximately 80 per cent of the working population, i.e. the target group. The success of the first stage of the project has enabled the planning of the next stage, which has already started.

Contact

Finnish Centre for Pensions

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eVote: Vote for the EU YOU Want (Greece)

Executive summary of the case:

Abstract

eVote is a bold initiative of the Greek Presidency of the European Union to enhance and expand eDemocracy across the EU. This innovative on-line voting project aims to use the latest technology to give citizens new ways to participate in ongoing debates and decisions about the key issues facing the Union today as it prepares to undertake the biggest enlargement in its history.

By visiting the web-site evote.eu2003.gr any citizen can vote on the important issues that affect their everyday lives, share and compare their ideas and opinions with other Europeans in real time, and make specific suggestions about the current and future EU.

The project comprises six questionnaires, or "eVotes", on specific themes: The EU Today, The EU's Role in the World, The Future of the EU, The Lisbon Agenda and Beyond, Immigration and Asylum, and Sustainable Development. Additionally, there will be special votes on breaking news and topical issues relating to the agenda of the Greek Presidency, such as the Iraq crisis and drug policy. As of 9th April 2003, 141,000 citizens have already participated in eVote. eVote is available in all 11 official languages of the EU, and as of April 16th in all the languages of the future Member States as well.

Most importantly, the responses from citizens are incorporated into the daily activities of the Greek Presidency. George A. Papandreou, Greek Foreign Minister and EU President in office, will regularly share the results of eVote with his colleagues in the Council of Ministers, the Commission, and the European Parliament. The eVote results will also feed directly into the debate to be had by Heads of State and Government at the European Council in Thessaloniki on 21st and 22nd June.

Contact

Greek Ministry of Foreign Affairs

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SuliNet Public Education and HIK University Students (Hungary)

Executive summary of the case:

Abstract

Changes in the expectations of the Hungarian education system have been so great over the past few years that the Ministry of Education has conducted a complete reorganisation of the education system, rendering it more efficient and user-friendly. These changes have mainly come about as a result of the continuously changing characteristics of the Hungarian (and overall) labour market and its requirements. The key changes needed to address this situation were identified as the following:

- The enhancement of core Service characteristics.
- Increased use of digital tools.
- Skills to handle digital content.
- Wide use of open standards.
- The introduction of flexible, responsive learning programmes.
- The introduction of the notion of education for life (duration and scope).
- The introduction of policies and programmes to enable social inclusion.

In order to implement these changes, great use has been made of ICTs, which are already used widely at national and local government levels.

As a first step in the reorganisation, the Ministry of Education founded Educatio Kht, a public company which now provides several eTechnology-based teaching programmes, materials and related services, both for higher and secondary education. As part of its programme, it has introduced and is running the SuliNet Programme for Public Education and the Information and Service Centre for University Students (HIK).

The Kempelen Farkas Information and Service Centre for University Students offers its services to more than 10,000 university students and lecturers, including:

- Full internet-access on 300 computers
- Access to the database of the Hungarian Electronic Information Service
- Standard and electronic library services
- Assistance and consulting on issues related to higher education (scholarships, careers counselling)
- On-line and traditional bookshop
- Events centre, café, children's corner, etc.

The SuliNet programme provides internet access, as well as on-line content and advice to the whole Hungarian public education structure.

Contact

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http//:www.eisz.hu

LÍN – Icelandic Student Loan Fund (Iceland)

Executive summary of the case:

Abstract

Having the students on-line rather than in line.

The Icelandic Student Loan Fund (LÍN), a government agency, supports Icelandic students in their studies by granting loans with low interest rates. The service has around 40,000 clients, with one third of the students studying abroad. The Fund also has the role of calling in loans from some 34,000 debtors.

Students applying for funding need to submit various items of information. Before this project was launched, application forms and other forms used to be sent manually to students to be completed and would then be returned to LÍN. Now this is done electronically via the Internet, using a highly integrated citizen portal.

The clients of LIN are mostly young and computer literate and they all have access to computers and the net. Since many students are studying abroad, providing forms online is a very important addition to LIN's services for students. Because of the "Four Freedoms" decree, foreigners who have been living in Iceland for more than a year can also apply for a student loan. So, a Swede who has been living in Iceland but is now studying in the UK may be eligible for a loan and may therefore submit the application on-line. This is one of the reasons why an increasing number of clients of the service are applying from abroad and the system therefore meets a real need.

In the past, handling a case used to take 3 months; now this is more like 3 minutes.

Contact

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eEnabling Life Event Data (Ireland)

Executive summary of the case:

Abstract

The *e*Enabling Life Event Data is a civil registration involving the recording of all life events – births, stillbirths, adoptions, marriages and deaths – which occur in the State. There are approximately 104,000 life events registered, some 400,000 certificates produced and 1.2 million searches of the records per year. The service was a manual, labour-intensive paper-based system and had remained largely unchanged since the mid-19th century.

As the Irish Government is committed to ensuring that modern technologies are used to improve the way services are organised and delivered to citizens, the Department of Social and Family Affairs (DSFA) initiated three inter-linked projects:

- A Civil Registration Modernisation Programme
- A Child Benefit System Re-design
- A REACH Inter-Agency Messaging Service

The fundamental objectives underpinning the three projects are:

- the introduction of a modern civil registration service
- the sharing of life event data electronically between Agencies
- automated allocation, by the DSFA, of a Personal Public Service Number (PPS No) to a child on receipt of an electronic notification of a birth
- automated processing of child benefit claims following the allocation of the PPS No.
- delivery of integrated and eEnabled services for citizens
- the re-engineering of back office and legacy systems.

This was how a multi-task, cross-functional, intra/inter Agency initiative to deliver lifecentred services to citizens came to fruition in 2003. The focus of this submission relates to the Civil Registration Modernisation Programme and its role in the integration of Government Services and the eEnabling of Life Event Data.

Contact

Department of Social and Family Affairs

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Carta d'Identità Elettronica – electronic ID card in Parma (Italy)

Executive summary of the case:

Abstract

The electronic ID card as the key to access new on-line services and as a tool for eDemocracy.

The municipality of Parma has acted as an experimental site for the new Italian electronic identity card. This project involved technicians from Rome collaborating with those in Parma as well as a range of private sector partners in carrying out a fundamental review of local municipal service provision.

Major re-engineering of the front and back offices took place as well as the development of a citizen portal delivering a range of services and information accessed using the ID card. The project involved the introduction of a digital signature as well as the use of the electronic ID card for voting during elections.

The project involved excellent dialogue and communication between central and local government and contributed to strategies implemented to bridge the digital divide.

The electronic identity card represents Italian best practice in the application and usage of the new technologies in order to provide *e*Services to citizens.

Contact

Comune di Parma

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Italian citizen portal – italia.gov.it (Italy)

Executive summary of the case:

Abstract

The Italian citizen portal offers electronic services and information to its users, with a special emphasis on accessibility and usability. The portal is a good example of the new and more modern relationship between the Italian administrations and citizens. It also proves that when cooperative working is a key objective, great things can be achieved from relatively small resources, and organisations that are used to acting independently can transform their culture. As happened with the Italian government agencies, they can work cooperatively to share information and thus decrease individual department workloads and bureaucracy.

Following the best European practices, and mindful of Italian citizens' needs, the portal is structured into 4 areas:

- Information and eServices from government agencies.
- Portal eServices.
- News.
- Interaction with the citizens.

The portal has been well received and is much used by Italian society. It has helped the government develop a new transparency that allows questioning of the way it does things. Some of the valuable overall results are:

- An easily navigable, user-friendly portal with easily accessible information and services.
- Access to a range of important web-sites, including relevant private sector ones, through a single interface, where a broad range of issues can easily be addressed.
- Greater awareness on the part of citizens of the new role for ICT and the tools used to access services.
- An improved and enlarged supply of information and services available from the government as a response to user requests.
- An important change in focus that puts the citizen first in all government transactions.

This project has revolutionised the face of Italian government services, enabling access for and delivery to all in a secure and user-friendly environment.

Contact

Ministry of Innovation and technologies

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Digital Signature and Electronic Identity Card, Livorno (Italy)

Executive summary of the case:

Abstract

IT re-engineering of administrative procedures and the development of on-line services with secure access (digital signature and electronic identity card).

Law 59/97 gave legal support for a review of local government services and the introduction of ICT to enable more efficient, effective and better-targeted services to be delivered electronically to all municipal clients. The busy municipality of Livorno adopted this new way of working and re-organised its staff, working practices and services to deliver eGovernment locally.

The project involved major re-engineering of the front and back offices. A common platform was built and implemented which allowed the computerised management of all files. An overall review of the front office was undertaken and services were reorganised and integrated for delivery. The electronic identity card was adopted as the means for citizens to gain access to these services. A digital signature was also incorporated into the solution.

In parallel to the enhancement of on-line services, the web-site was reviewed and reorganised to allow for ease of navigation and the enhancement of its look and feel.

A range of services and information are now delivered securely using ICT and there has been a very positive feedback both from clients and local government officers who administer the system.

Contact

Comune di Livorno

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Regional Network of Piedmont Schools (Italy)

Executive summary of the case:

Abstract

The Regional Network of Piedmont Schools project supports the use of ICT in the schools of Piedmont. Its key objective is to overcome the digital divide in the educational field through the use of ICT.

The project, started in 2000 and still in progress, consists of an integrated network interconnecting all schools (including those with buildings at separate sites), in order to enable all actors of the Regional School System to use ICT in an everyday teaching and administrative context.

The programme was born out of the will and enthusiasm of local institutions and is strongly supported by a Bank Foundation. It meets the objectives of the *e*Europe Action Plan and of the Italian Government Plan for the Information Society. This innovative project in Piedmont is a model of good practice at a European level.

The initiative has involved all schools in Piedmont and has been based on a number of distinct projects, a dedicated infrastructure, and the support of a number of educational support and research centres located around the Piedmont region.

The responsibility for the operational and technological management has been given to 'CSI Piemonte', assisted by CSP. 'CSI Piemonte' is a Consortium of public bodies providing ICT and telematic support for public administrations to enable them to implement eGovernment services. CSP is an ICT research Laboratory recognised by the Ministry of Research. It supports local government in developing strategies to ensure global competitiveness.

Contact

CSP / CSI Piemonte

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Mobile Government Infrastructure (Malta)

Executive summary of the case:

Abstract

The Mobile Government Infrastructure is a service developed by Malta Information Technology and Training Services (MITTS) Ltd. for the Government of Malta under the sponsorship of the Ministry of Justice and Local Government (MJLG). This project brings together the two mobile telecoms providers in Malta with the telecoms regulator and Government's IT agencies.

Once the services are launched, mobile phone users will be able to access a number of government services and receive notifications and information via their mobile phones. In agreement with the Malta Communication Authority and the two mobile operators in Malta, a series of common numbers have been established for use by the mGovernment services.

The following mGovernment services are available to the subscribers:

- Notification of acknowledgements and status change from the Customer Care System available on a number of Government Services.
- Notifications to License holders via SMS for the renewal of their licenses.
- Notification of examination results.
- Notification of court case deferments to lawyers.

It is envisaged that the services listed below will be available at a later stage:

- Notification via SMS by the National Blood Bank to registered blood donors when there is an urgent need for blood.
- Notification of Social Security credit advice.
- Local bus schedules.
- Reporting of incidents or relevant information to the Malta Police Force.

Contact

Ministry for Justice and Local Government

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CAREMORE – support to District Nurses (Netherlands)

Executive summary of the case:

Abstract

The CareMore project's principal aims are to improve the productivity, working conditions, and quality of the administration of District Nurses making home visits. Using mobile phones or personal digital assistants (PDAs), it allows nurses to access and update patient data, improves the planning and scheduling of home visits, and provides administrative applications.

With burgeoning costs in the healthcare sector, it is vital to provide care professionals with the means and support to enable them to be as efficient as possible. CareMore uses a WAP application, GPRS and Web technologies to allow carers to access information and update records in real time while on the road.

Nurses are now better informed and can communicate with each other in real time. Patient details are kept up-to-date. Nurses save considerable time and trouble, no longer needing to drive back and forth to obtain patient records. It is no longer necessary to enter hand-written records into the system at a later date.

The mobile solution eliminates the need for storing personal patient information directly on the handset. This is an advantage for the security of private information.

The CareMore solution was the first of its kind using GPRS in Europe. Sensire uses CareMore in the Eastern Netherlands.

Contact

Sensire (CareMore) / Cap Gemini Ernst & Young

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Seixal Municipality's Web-GIS (Portugal)

Executive summary of the case:

Abstract

Seixal municipality has developed an application using Web-mapping technology in order to simplify access to GIS data. Its technicians have access via an intranet platform while all civil servants external to the authority can use an internet platform accessed via the world wide web. This application allows easy access to complex data using a user-friendly environment in a simple web browser.

The main goals of Seixal Municipality for this case are:

- the promotion of GIS data use and its take up by more users,
- the improvement of interoperability between departments and increased transparency of their work,
- the achievement of competitive advantages through the use of time and moneysaving technology.

The need to implement a system that emphasised client interactivity with GIS data, using simple everyday software was a major requirement of this project. A web-based mapping solution was chosen: Autodesk's Mapguide software, which has three key components:

- Authoring used to create maps, integrate GIS, CAD data or relational databases and optimise images.
- Viewing the application resides on the client desktop and allows browsers to read programme content beyond standard hypertext data.
- Serving the application is used to process and serve data to the map, to manage requests from client and/or authoring applications and to control access to spatial data sources.

This project's success has encouraged Seixal Municipality to aim for a future application with improved features in order to better serve its technicians and civil servants.

Contact

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Diputación Foral de Bizkaia – support for disabled access (Spain)

Executive summary of the case:

Abstract

The web-site of the Diputación Foral de Bizkaia (Regional Council of Bizkaia), www.eskuar.bizkaia.net

People now have access to the largest-ever source of knowledge (i.e. the internet), allowing for more rapid personal development than we were used to. However this source of knowledge is inaccessible to a large group of people. To rectify this situation the Diputación Foral de Bizkaia (Regional Council of Bizkaia) has created a more accessible web-site: www.eskuar.bizkaia.net.

Though discussions of "accessibility" are often centred on the blind, for this initiative, however, all those who have any form of added difficulty in browsing the internet have been taken into consideration. To achieve this, particular attention has been paid to the third and most restricting level of the WAI regulations published by the World Wide Web Consortium. Our web-site is welcoming, user-friendly, modern and innovative. We have found nothing that compares to it on the Web.

The target groups envisaged are: the blind, people with cognitive impairment, the deaf, people with limited mobility, those with limited vision and "visitors". Visitors are those people who work with people with disabilities, their families and people who have an interest in internet accessibility.

Contact

Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia)

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MISS – Multi-channel Integrated Service System, Barcelona (Spain)

Executive summary of the case:

Abstract

The multi-channel Integrated Service System known as MISS centrally manages most of the information and services that flow both from the City Council to the citizens and from the citizens to the City Council.

MISS is based on Internet technologies, and it is therefore possible to share the same information over three channels;

- the web-site, www.bcn.es
- the Call Centre (010)
- the Attention Offices (OACs staffed customer service points).

MISS therefore improves the quality of life of all citizens by offering those who do not have access to the internet the possibility of benefiting from the same information and services that the City Council offers on the internet.

The overall objective of the MISS project is to complete the integration of information systems and interactive databases in a way that improves the quality, efficiency and accountability of public services through:

- The organisation of municipal services into a network of customer service and production systems that provide personalised and adaptable responses to all citizens and review and improve the internal management systems and structures of the municipality.
- Making the information held on internal databases available on-line to all citizens, businesses and other public authorities and organisations, inviting their comments and feedback.

Contact

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Geneva Internet Voting (Switzerland)

Executive summary of the case:

Abstract

The Geneva State Internet voting application has been developed under the auspices of the Geneva State Government. It has been designed and implemented by the State IT department in partnership with Hewlett Packard and Wisekey.

In the Swiss direct democracy system, citizens have to vote four to five times a year to give their views on:

- Parliamentary laws.
- Various proposals from political parties.
- Various proposals from other citizens.

Some 60% of the Swiss population have internet access both at home and at work, and a large percentage of the voting population live outside Switzerland. It was considered important to provide these groups, as well as the disabled, with an efficient means of participation in the democratic process.

This remote eVoting application aims to:

- offer Swiss citizens living abroad and at home, as well as disabled voters, easy and effective access to the polls.
- build on the success already achieved through the postal voting programme.

Since the introduction of postal voting in 1995, the average turnout has increased by 20%. Last year, on an annual average, 95% of votes were posted remotely. These achievements convinced the Geneva State to harness the potential of ICT to increase this trend and to offer more flexibility in remote voting by introducing this new way of voting from home.

This project has acted as a catalyst and has put forward a good model for local and national government, in that it is proof that ICT can enhance and increase the efficiency and effectiveness of government service delivery.

Contact

Geneva State Chancellery

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3IP – 3 islands partnership, Islay, Jura and Colonsay (UK)

Executive summary of the case:

Abstract

This submission concerns the implementation and management of the provision of eServices to remote islands in Scotland with sparse populations. Argyll and Bute Council is a Unitary Local Authority. Situated in the south west Highlands and Islands of Scotland, it covers the second largest geographical area of any Scotlish local authority, stretching for over 100 miles from north to south and 90 miles from west to east. It boasts 26 inhabited islands and over 3,000 kilometres of coastline as well as six main centres of population, a good example of a polycentric spatial development pattern.

Although the administrative area of Argyll and Bute covers 690,900 hectares "almost a tenth of the total area of Scotland" it has a population of just 91,300, which is less than 2% of the population of Scotland. This gives Argyll and Bute an extremely low population density with a mere 13 persons per km².

The aim of 3IP is to enable people to access local, regional, national and international services without the need for extensive and expensive travel. It uses technology to overcome the disadvantages that remoteness, isolation and sparsity of population can often bring. It is customer-focused and delivers a joined-up approach to public services and indeed to private ventures, such as the ability to demonstrate goods to a distant retail market.

Contact

Argyll and Bute Council

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APLAWS – Accessible Local Authority Websites (UK)

Executive summary of the case:

Abstract

This submission describes the development of a range of standards to simplify navigation through local authority web-sites for all users, including the information-poor and the disabled.

The overall aim of the project was to define a reusable local authority web-site architecture that enables personalised access to information – and to deliver this in a way that is accessible, interoperable and freely available to any other local authority that wants to adopt it.

Project Objectives

- To define and implement a standard web information architecture (i.e. navigation and structure) for local authority web-sites.
- To develop a standard for content management that facilitates the exchange of information across local authority web-sites.
- To develop a standard web architecture that will allow for data to be entered, accessed and displayed across multiple client applications, for example, WAP, IDTV, PDA.
- To develop content management tools that will permit devolution of content entry throughout the organisation.
- To develop and implement accessibility standards that enable content to be accessible to all, including the blind and partially sighted, the elderly and non-English speakers.
- To enable citizens to create a personal portal to allow information from more than one authority to be displayed on an individual's home page.
- To link to national portals, other local authority portals and community portals.
- To make the products developed available, free of charge, to other local authorities who wish to implement them.

Geographic setting

This project was developed by 5 London local authorities (there are 33) and has since been implemented in four of them together with 9 other varied locations across the UK.

Contact

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election.com Ltd – eVoting in Sheffield (UK)

Executive summary of the case:

Abstract

In May 2002, Sheffield City Council ran an innovative eVoting pilot scheme to increase voter participation and, ultimately, act as a catalyst for wider eDemocracy initiatives such as the forthcoming city-wide deployment of multi-purpose smart cards and on-line consultations.

The project was funded by the Office of the Deputy Prime Minister (ODPM) and involved close cooperation between Central and Local Government to ensure that the broader benefits extended beyond election day itself. As a result of the initiative, Sheffield City Council is now implementing a comprehensive election/eDemocracy modernisation process that is resolving the issue of citizen authentication through smart cards and setting the stage for reinvigorated EU elections in the UK.

In order to ensure maximum social inclusion, voters in Sheffield were able to choose from the widest range of new voting technologies ever deployed:

- The internet, telephone and mobile phone text-messaging enabled busy commuters, the housebound and the disabled to cast their ballot at the time and location of their choice.
- Traditional voters were able to cast their ballot by post or at the polling place. However, the introduction of computerised voter registration lists enabled them to vote at a polling station of their choice, rather a pre-assigned one.
- The introduction of smart cards (via voluntary take up and use) for Voter Authentication represented an important milestone in the introduction of citizencentred, joined-up eGovernment.
- Specially designed public kiosks helped the elderly and others less familiar with new technologies to vote in an accessible and easy-to-use format at conveniently situated city locations.

Contact

election.com, Ltd for Sheffield City Council

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Section III European, Central and Local Government eCooperation

eSV – Austrian Social Insurance (Austria)

Executive summary of the case:

Abstract

eSV – the forward-looking initiative of all social insurance institutions for a customerfriendly service on the internet.

Customer and service orientation have always characterised social insurance in Austria. Customer requirements are essential when exploiting new technological possibilities. Taking these changes into consideration, all Austrian social insurance institutions have initiated the project "electronic social insurance" (in short eSV) under the coordinating leadership of the Main Association of Austrian Social Security Institutions. eSV uses the internet in order to establish new and forward-looking ways of offering services through a single provider and to actively include customers in the handling of their requests.

Apart from the mediation of content, eSV considers the interaction and dialogue with the insured, employers and partners as its main objectives.

As part of the public administration, eSV also considers one of its most important tasks to offer its customers secure communication and data transfer and to offer its service with certified authentication and digital signature on the basis of existing European standards and Austrian legal requirements.

Customer-oriented administration through interactive communication between customer and adviser is the medium-term goal of the project. This will, in the long run, lead to a cost reduction in the administrative sector through the streamlining of administrative tasks

Contact

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OASIS – anti-fraud datawarehouse for Belgian social security (Belgium)

Executive summary of the case:

Abstract

A datawarehouse, OASIS, has been created within the framework of a joint anti-fraud project between the inspection services of the Federal Public Social Security Service; the National Office of Social Security; the Federal Public Employment, Labour and Social Dialogue Service and the National Office of Employment.

The goal of this datawarehouse is to make it possible for those agencies representing the project partnership and the inspection services both to carry out the checks and controls necessary on the basis of indicators of potential fraud as well as to carry out analysis on related data from various sectors of the social security and the financial services.

The anticipated outcomes of the project are:

- A reduction of the time it takes to identify potential infringements and new cases.
- To enhance the knowledge base of cases already under investigation.
- The ability to initiate prompt action when 'hidden' crimes such as bankruptcy are involved.
- Swift identification of new cases.
- An increase in the rate of convictions.
- A reduction in the amount of time it takes to process a case.
- A reduction in the number of visits it takes to conclude an investigation.
- Better focused investigations, identifying the issues from the outset.

Contact

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Belgian social security (Belgium)

Executive summary of the case:

Abstract

eGovernment in Belgian social security, a successful combination of back office integration and an ePortal solution.

This case is an example of a major business process re-engineering carried out by about 2,000 social security institutions. Their close collaboration led to the implementation of a network for electronic information exchange which includes public and private institutions from different levels of government (national, regional and local). Network access is progressively extended to other departments and institutions, amongst others the institutions of the regions and communities and private companies offering services of general interest. All the institutions connected to the network can mutually consult their databases and exchange up to 169 different types of electronic messages. In 2002, 242.5 million messages were exchanged, which saved as many paper declarations or certificates.

An integrated workflow has consequently been developed between companies and social security institutions. A social security portal is available containing integrated services (information and transactions). The portal is intended for citizens, companies and public institutions. It contains numerous integrated services, over 4,000 pages of information and at the present time 16 operational transactions.

This case demonstrates the results of a strategic information management plan based on common strategic principles and on the use of common tools for data sharing and interchange. The case was cited as a best practice in the most recent web-based survey on electronic public services carried out at the request of the European Commission.

Contact

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Electronic Information System for Civil Registration and Administration (Bulgaria)

Executive summary of the case:

Abstract

This submission describes eServices provided by the Bulgarian Electronic Information System for Civil Registration and Administrative Services (CRAS). The system stores personal data for all Bulgarian citizens and constitutes the primary web access to stored data for government staff with a view to borderless government. Government employees can access this data if required by their job. Since the service uses the internet to transfer confidential personal data, the latest ICTs are combined with a high level of security. The main parts of the system are: the Public Key Infrastructure; digital certificates stored on smart cards; web access to the election rolls service helping citizens check their data in the election rolls and find their place for voting, which is a freely accessible public service available before and during elections; generalized population data is also provided for agencies and national organisations, as are eServices to help government employees do their job faster and more efficiently with lower volumes of paperwork.

The CRAS system has established itself as one of the most innovative and leading in the field of eServices in the Bulgarian public sector.

Contact

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Lomake.fi – citizen network service (Finland)

Executive summary of the case:

Abstract

This citizen network service was introduced in Finland in 1998. Using it, the authorities have made almost 1000 of their forms available to the citizens (in Word and PDF format). The service covers 17 authorities and gives users up-to-date forms, to complete on-line or by hand.

In spring 2001, a project was launched to make the network more interactive. Forms can now be obtained and completed, as well as sent to the authority electronically/online. The new service has the characteristics of the former portal, but it is, above all, an electronic service building on the concept of one-stop-shop. The service came on-line in November 2002.

The other development targets included among others, versatile possibilities to search for a given form, the improvement of the usability of the service and the development of provision tools. The aim is for the service to cover more authorities and provide more forms. The service has been extended to the whole public sector, State government, as well as the municipalities and organisations with public duties.

Extensive cooperation and advantageous technology have been used to lower the costs. The cost of the service to a participating municipality or office is 168 euros per month. For this fee, a thousand forms are transmitted from the service. If the number of forms to be transmitted is higher, they are charged according to a table where the cheapest price is 2 cents per form.

The implementation of the service has been part of the Programme of Action to Promote On-line Government in Finland.

Contact

Ministry of Finance

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Platform Service-Public Local – public sector data interexchange (France)

Executive summary of the case:

Abstract

The Platform 'Service-Public local' enhances the citizen-centred local one-stop-shop portal developed by local authorities by organising data exchange between national, regional and local public bodies.

The 'Platform service-public local' is a general co-branding and data sharing platform allowing:

- Regional and local authorities to build a unique local access point to eGovernment services on their web-site by co-branding with service-public.fr, the national onestop government portal, and
- The sharing of relevant local, regional and national data required to answer citizens' main questions (administrative information, form and on-line services).

All the data exchanges are based on XML published schemas.

This platform is very recent (operational since the last quarter of 2002) and is already used by more than 50 local authorities and cities (from Paris to Aubazine – 700 inhabitants). It is anticipated that 400 will have signed up by the end of the year.

Approved by the French Government on 15th November 2001, the project is the result of a partnership between La Documentation Française (Prime Minister's department and editor of service-public.fr) and the Caisse des Dépots (public finance body whose remit is local development).

Contact

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REACH – messaging infrastructure for intragovernmental cooperation (Ireland)

Executive summary of the case:

Abstract

Reach is an agency established by the Government of Ireland to develop the infrastructure for the integration and improvement of services to customers of the public service. In particular, Reach is mandated to build or procure the 'Public Services Broker' – an integrated set of processes, systems and procedures – designed to provide a single mechanism for access to public services.

In developing an infrastructure for the integration of services, Reach developed an Inter-Agency Messaging Service (IAMS) to support the electronic exchange of customer data among agencies in the public service. The first service launched is the exchange of birth registration data between the General Register Office (GRO), the Department of Social and Family Affairs and the Central Statistics Office (CSO). This service will soon be extended to support the capture and dissemination of death and marriage notification data among a wider range of agencies.

The IAMS enhances cooperation and information sharing across a broad range of service providers, from doctors, registrars and hospitals at local and regional administrative levels, to government agencies and departments at the national level. Lessons learned in its development have proved invaluable in informing the design and build of the Public Services Broker and in the development of XML data and message standards for use across the Public Service.

Contact

Reach

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Integrated Services for Businesses (Italy)

Executive summary of the case:

Abstract

The main objective of the initiative known as Integrated Services for Businesses consists of the simplification and reduction of the business sector's administrative obligations through of the adoption of new technologies capable of facilitating and rationalising the ways that businesses communicate with the central and local authorities regulating their activities.

In particular, the initiative has been divided into three functional components:

- the front office is represented by a web-site created for the distribution to businesses of informational and transactional services such as workers' pension contribution payments, the updating of data on openings, closings and changes in business regimes etc. This component supports the functions of identifying users and transmitting data to the authorities;
- the back office is a service infrastructure for the exchange and sharing of information between authorities. This component recognises, among all the data loaded onto the site through the front office, which authorities are assigned to the certification of individual data and which are interested in receiving the data in question only after they have been certified;
- finally, the third component consists of the so-called "stock", i.e. the adjustment of the content currently held in administrative archives to the level of quality that will be ensured by the launch of the new system. In keeping with this goal, a filtering of the data accumulated in those archives is currently being performed.

Contact

Ministry of innovation and technologies

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PolisWeb – lawyer access to case information (Italy)

Executive summary of the case:

Abstract

PolisWeb is a web-site developed for the Italian Ministry of Justice which gives lawyers full access to the basic information regarding their own civil cases and which allows full text retrieval of sentences and decisions made by the local court. These transactions are carried out in a highly secure environment with client authentication which enables experimental XML-based data transmission over the web.

PolisWeb gathers information from two systems used internally to produce, manage and classify the sentences and decisions, and to manage all the administrative information concerning cases.

The project's long-term objective is to create a two-way data and document exchange using interoperable applications to exchange documents between the Courts, the external users (lawyers, expert witnesses) and other public administrations in the event of an On-line Civil Trial, which is a feature of the Italian justice system.

The city of Bologna was selected as a pilot site for this project with the intention of gathering sufficient experience and feedback to deploy the same solution or a similar one derived from it to the whole of Italy.

Considerable effort, both technical and organisational, has gone into introducing the system into all relevant departments and organisations within the pilot site. In addition, much awareness raising has been carried out in order to inform all the key players involved in the justice service of its existence and potential benefits.

Interesting and very real positive qualitative and quantitative results have been recorded. In addition, the new system has had a very real and positive impact on the efficient and effective delivery of legal services in the city of Bologna.

Contact

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Auto e-Counter car registration (Italy)

Executive summary of the case:

Abstract

The "Auto e-Counter" is a gateway to enable access to services and information relating to car registration and ownership. It is the first comprehensive exercise of collaboration between public and private organisations in the field of *e*Government implemented on a nation-wide scale.

When operational, Auto e-Counter will have the capacity to dialogue simultaneously with the two key administrative partners in the motoring sector: the Ministry of Infrastructure and Transport and the Automobile Club Italia, ACI. It also opens up the system to the possibility of new partnerships with private agents, namely the car agencies.

Revision of the relevant legislation was a prerequisite for this project in order to streamline the roles and functions of the two key administrations mentioned above, while providing the necessary legal framework for the operation of the new range of partnerships involved in the eSolution. In addition to this, there was a need to enable direct access to information both in the databases of the Ministry and the ACI in order to simplify administrative procedures and the provision of certificates to the motoring public.

Rationalisation of the use of existing infrastructure involved a substantial re-organisation of front and back offices to enable them to face the challenge of the introduction of such a major programme involving new ICT.

Contact

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STRADA (Sistema di TRAnsito Doganale Automatizzato) (Italy)

Executive summary of the case:

Abstract

STRADA (Sistema di TRAnsito Doganale Automatizzato) is an Italian ICT application designed within the framework of the EU project which was set up to automise all customs transit operations.

Countries which have participated in the project include: the 15 EU Member States and all signatory countries – including new members – of the Visegrad and EFTA Agreements. The application which enables the inter-networking with all customs administrations has been implemented through a network of interactive protocols between the departure and destination offices and – when necessary – all other customs offices en route. The main features of the application are:

- the acquisition of the customs declarations (forwarded on paper, floppy disc or via E.D.I.) and the details of the guarantee deposited by the business operator;
- 2) the printing of customs' transit documents;
- an electronic acknowledgement that the consignment has taken place, which automatically releases the trader's guarantee.

The project involves the automation of over 3,000 customs offices throughout Europe. Italy is one of the few countries to have automated the procedures in all its offices in order to manage transit operations and is the only country currently able to manage export operations connected to transit.

Contact

Italian Customs Agency

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ENTERPRISE 51 single office for business support (Italy)

Executive summary of the case:

Abstract

The 51 municipalities of the province of Pordenone (a highly industrialised area in north-east Italy) have in agreement with the local Chamber of Commerce developed the ENTERPRISE project for the "SUAP – Sportello Unico per le Attività Produttive" (a single office providing advice and services to businesses). SUAP was instituted in Italy by two laws (DPR 112/98 and DPR 440/00), with the aim of supporting businesses in the procedures necessary for activating, transferring, and modifying their activities.

In 2001, the Friuli-Venezia Giulia Autonomous Region introduced such legislation. With SUAP, companies have access to a single office where, after getting guidance and support, they can carry out all their administrative tasks irrespective of the number of public administration offices involved.

The case is mainly focused on the front office (considered the quality component – the back office is considered the efficiency component) and, thanks to an innovative method of process (administrative procedures) re-engineering and understanding the needs of business enterprises, it can:

- identify with certainty the needs of the enterprise and translate these needs into administrative procedures;
- identify all the documentation involved, the time required for the procedures and the related costs.

Businesses can download all modules and can activate the procedures on-line, signing the request with a digital signature (level 3 of interactivity). During 2003, it will be level 4-compliant (with payment included).

Contact

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eVentspils – citizens' news, discussion and voting, Kurzeme region (Latvia)

Executive summary of the case:

Abstract

The eVentspils portal caters for the citizens of the Kurzeme region of Latvia and includes news and discussions groups, voting as well as public and private eServices. Many customised configuration options are available for users to tailor the look and feel of the site, the presented information and the functions it offers. Special care has been taken to include all social groups (minorities, the disabled, the elderly, youth, women, etc) and provide easy access using public internet access points, computers in libraries, schools, homes and mobile devices. eDemocracy is supported by providing discussions on documents and important questions. Other features include a voting system and on-line municipal budget(s). All civil servants and decision makers can be accessed using a built-in public e-mail system. Other distinctive features of the eVentspils portal are:

- Free authenticated e-mail for every citizen, providing a personal communication channel,
- Built-in messaging system and subscription to active services (automatic notification on mobile phone or e-mail when documents have been processed, when news arrives, etc.),
- User-centric information layout and customisation options,
- eLearning programmes for citizens (basic computer skills, internet, e-mail, Word, Excel, PowerPoint, etc.), and
- 24x7x365 help-desk service for users.

Contact

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Primar Stavanger, electronic navigation for sea transport (Norway)

Executive summary of the case:

Abstract

Objective:

European cooperation for the provision of a consistent, timely and reliable Electronic Navigational Chart (ENC) service for sea transport, operationally compliant with international maritime safety codes, and which meets all relevant standards and regulations issued by the International Maritime Organisation (IMO) and the International Hydrographic Organisation (IHO).

Core Aim:

Through authorised distributors, to provide the maritime community with an ENC service recognised for its quality, user-friendliness and overall contribution to maritime safety and efficiency.

The Solution:

The IHO has developed a prototype official electronic navigation chart (ENC) for use on board ships. It is based on ECDI technology and can be used as a sole means of real time navigation, without the use of updated paper charts. The product, Primar Stavanger, has been hailed as one of the major achievements for maritime safety.

Primar Stavanger started its operation in April 2002 with 5 member nations. This cooperation has now been successfully extended to include ENC information from 9 nations. Negotiations are currently taking place to include more nations from Europe and other parts of the world. The overall objective is to export the technology and expertise and experience behind it to other geographic regions worldwide and establish an integrated virtual global ENC service.

The project was established and has been implemented by the Norwegian Hydrographic Service based on bilateral agreements and coordinated through an Advisory Committee attended by cooperating Hydrographic Offices.

Contact

Norwegian Hydrographic Service

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Advertising and disposing of seized property on the internet (Spain)

Executive summary of the case:

Abstract

This submission describes the implementation in Spain of an electronic system for processing and disposing of property, goods and other items seized by customs.

The Tax Computer Systems and Collection Departments of the Tax Administration in Spain have developed a new application which enables users to participate, on the internet, in processes for the disposal of seized property nation-wide.

Under this system, anyone who wishes to participate in an on-line auction may do so without having to be physically present at the location where the auction is taking place. Users may also make enquiries about the auctions to be held at the different Collection Offices and about the property being auctioned.

This application also enables participants to deposit the amounts required to participate in the proceedings on-line and to pay the remaining balance of the auction price if they do purchase auctioned goods, or if not to obtain an on-line refund of any amounts deposited.

The application achieves two basic objectives:

- 1) It makes the system completely transparent. Any interested party may obtain information on the property being auctioned, the offers made and the actual buyer of the goods auctioned.
- It makes it possible for any citizen to participate in these proceedings, eliminating the inconvenience of having to be physically present and therefore promotes a higher rate of participation.

Contact

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Tax information between public administrations (Spain)

Executive summary of the case:

Abstract

The case presented to the *e*Europe Awards consists of the direct and massive computerised collection of tax information to other public administrations to avoid the individual submission of tax certificates by citizens.

The paper certificates which citizens must present in connection with different administrative processes are being replaced by the notification and transmission of their contents by the Tax Administration to the requesting administration, with the consent of the citizen in question.

The system uses the secure e-mail system between the Tax Administration and the requesting public administration both to channel the requests and to provide information, following receipt of a user certificate to enable the coding and signing of e-mails.

Contact

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AOC services between Catalan administrations, citizens & companies (Spain)

Executive summary of the case:

Abstract

This submission describes the transition to electronic delivery of the vast range of government and specialist services and information delivered to the businesses and people of Catalonia. The AOC project was designed to implement a new model of relationship between the Catalan administrations, their citizens and businesses.

This new model of relationship between citizens and administrations established in the project Administració Oberta de Catalunya (AOC) puts the citizen at the centre of the processes of the administration.

The principal drivers of the AOC are the Generalitat de Catalunya (Government of Catalonia) and Localret (Catalan Local Government Consortium). An agreement was reached between them and signed in the Parliament of Catalonia, giving the highest backing possible for this project.

This new relationship model has not just provided an electronic environment. It also included the enhancement of the existing communication channels between the administration and its citizens: face to face, by telephone as well as through the internet.

In this model, it was essential to ensure that the citizens would not be asked to supply documentation already available within the administration (in any department and at any level) or from other official bodies (professional associations). In order to meet this requirement, having first obtained the citizens' approval and consent, a network of agreements between the different administrative levels and other partner organisations and bodies was created to exchange any information needed and thus spare the citizens repeated presentations of certificates confirming their declarations.

Contact

CAT365

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Company registration and tax statements (Sweden)

Executive summary of the case:

Abstract

Kontakt-N and eSKD are the successful cooperation between the National Tax Board and the Patent and Registration Office in Sweden has resulted in the first full scale, multiple authority eService of its kind. In Sweden it is now possible to submit the application for a new company electronically through one single web-site. Changes for F-tax and other related procedures can also be managed on the same web-site. The applications can be signed using electronic ID.

Companies can also use a web service for their monthly VAT and PAYE returns. This saves considerable time for the companies and the statements and requests contain fewer errors, which also saves time and personnel effort in the whole procedure.

The one-stop-shop philosophy simplifies business start-ups and relieves administrative burdens.

The two projects have also paved the way for the wider use of electronic ID, which is essential for the future transformation of government.

Contact

PRV (Swedish Patent and Registration Office)

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Single Face to Industry (SFTI), eProcurement Sweden

Executive summary of the case:

Abstract

eProcurement for the public sector has the potential to make substantial savings, however, at the same time companies cannot be expected to implement different solutions for different buyers. It was realised at an early stage that a common standard would facilitate things for all parties: buyers, suppliers and IT solution providers. The local, regional and national government, under the leadership of the Swedish Association of Local Authorities, runs the SFTI project, which includes several important features:

- The development of standard business processes, messages and data for different scenarios.
- The development and implementation of a common IT solution for public authorities and businesses, achieved in partnership with the Swedish IT Companies Association.
- A programme of awareness raising with conferences, seminars, news bulletins etc. targeting local authorities, government agencies, professional and other statutory bodies etc. to ensure the dissemination the results of the project.
- A programme of seminars presenting good practice on, for example, how to move into eProcurement, management requirements etc.
- Seminars for suppliers, some of whom could implement the standard in in-house provided software.
- Activities involving the European Commission to disseminate the project and encourage replication of the model in other EU countries.

The results to date are good: 50% of local authorities are or will be using the results. None have said that they regret it, 95% of them are planning to move on and increase the volume.

The Swedish Association of local authorities

Contact

Kerstin Wiss Holmdahl Tel: +46 8 4527975 e-mail: kerstin.wiss.holmdahl@svekom.se http://www.eh.svekom.se

Wilma – Web-based Information System Linking Migration Authorities (Sweden)

Executive summary of the case:

Abstract

Wilma is a new common IT support tool for those Swedish authorities involved in processing migration cases. These authorities are the Migration Board, diplomatic missions (embassies and consulates-general), the police border units and the Aliens Appeals Board (appellate authority). Initially the system will provide support for handling cases concerning visas as well as work and residence permits that are initiated by diplomatic missions. The system will be developed further to provide support in other types of migration cases.

Wilma is expected to support the achievement of the following operational objectives:

- A coherent procedure for entry and exit checks and the processing of visa and permit cases.
- Improved quality through faster access to complete, up-to-date and verified information.
- Provide a high level of service to the applicants.
- Enable compliance with the requirements of the Schengen regulatory framework.
- Enable the creation of an IT infrastructure that facilitates a comprehensive exchange of information relating to the entire field of migration (asylum, visa and permit cases, return to previous country, return migration and citizenship).

The system has been developed in the form of a joint project with representatives from the authorities and departments involved.

The purpose of Wilma is to process information concerning individuals, cases, documents and decisions. IT support is to embrace the entire chain, from application for a visa or residence permit at the diplomatic mission to a decision in the case and any appeal. The IT support will promote more efficient monitoring of entries and exits.

At present 17 diplomatic missions have the Wilma system in operation. It is planned that a further 25 diplomatic missions should be able to bring Wilma into operation during 2003.

Contact

Swedish Migration Board

Lena Cardfelt Tel: +46 31 7746273, 46 709 639634 e-mail: lena.cardfelt@migrationsverket.se

ESD – Electronic Service Delivery Toolkit (UK)

Executive summary of the case:

Abstract

The ESD (electronic service delivery) toolkit was developed by a group of local authorities and the Improvement and Development Agency in the UK to provide a way of benchmarking, planning and tracking the development of eEnabling local authority services. By providing a core list of services which councils can customise and benchmark against on-line, it facilitates standardised approaches to eGovernment and the exchange of best practice

Contact

Improvement and Development Agency

Rosi Somerville Tel: +44 207 2966616 e-mail: rosi.somerville@idea.gov.uk http://www.esd-toolkit.org

The role of eGovernment in European Competitiveness

Annex I

The role of eGovernment in European Competitiveness

COU	NT	RY	7
TITL	E/N	IAN	ЛF

CONTACT DETAILS

DESCRIPTION

AUSTRIA

AUSTRIA		
e-Quest – a System for the Collection of Statistical Data Statistics Austria	Wolfgang Koller Tel: + 43 1 711287381 wolfgang.koller@statistik.gv.at	eQuest is a generic, metadata- driven system for the collection of statistical data by means of self-interviews with electronic questionnaires.
ELAK – Electronic File System ICT of Austrian M.o.F.A.	Gerhard Milletich Tel: + 43 1 531153591 gerhard.milletich@bmaa.gv.at	ELAK represents modernisation in the filing system of the minis- try by electronic automation, which regulates the registration and the flow of the files.
Salzburg eGovernment Portal Land Salzburg	Gerhard Walcher Tel: + 43 662 80422967 gerhard.walcher@salzburg.gv.at	The portal attempts to benefit citi- zens and to integrate the regional governments through a standar- dised, extensible, modular and generic application system.
Austrian Fiscal Administration Portal Federal Ministry of Finance	Helmut Fritsch Tel: + 43 1 711232594, + 43 664 6257761 helmut.fritsch@bmf.gv.at	24 hour service to citizens and enterprises which allows the submission of income taxes, corporation taxes and VAT, and provides other fiscal services and information.
BELGIUM		
FINPROF – Electronic System for Tax Withholding SPF Finances	Guido Dormaels Tel: + 32 2 2102539 guido.dormaels@minfin.fed.be	The "FINPROF" system is an ICT tool of the Belgian Federal Department of Finance enabling secure deposits of single or mul- tiple declarations of withholding taxes.
Electronic System for Copernicus Reform SPF Finances	Monique Peeters Tel: + 32 2 2338042 monique.peeters@minfin.fed.be	This is an intranet application of the Belgian SPF (ministry) of fi- nance, which contributes to the ongoing reform of the Coperni- cus public service programme in Belgium by helping construct a new HR system within the mi- nistry.
EDEN – Employment Data Exchange Network FOREM	Thierry Vermeeren Tel: + 32 71 206144 thierry.vermeeren@forem.be	EDEN is an improvement on the current EURES information available on vacancies by provi- ding a common platform for the display, dissemination, and ex- change and processing of Euro- pean vacancies and CVs.
Consultancy Cheque for Qualitative Training to Enterprises	Kirsten Bertrand Tel: + 32 2 5533839 kirsten.bertrand@ ewbl flaanderen be	This is a "training cheque" sys- tem providing for the qualitative training of enterprises in the

Tel: + 32 2 5533839 kirsten.bertrand@ ewbl.flaanderen.be

COUNTRY/ TITLE/NAME	CONTACT DETAILS	DESCRIPTION
Ministry of the Flemish Community (afd. Economisch Ondersteuningsbeleid)		Flemish Region. The cheque is a subsidy measure, which al- lows companies to obtain trai- ning that is financially supported by the Flemish government.
My VDAB – Portal for Labour Market VDAB	Kris Derieuw Tel: + 32 2 5061514 kderieuw@vdab.be	"My VDAB" offers an on-line recruitment tool to employers and jobseekers. It is both ser- vice-oriented and customer- focused.
Webleren What? – Project for Independent Learning Process VDAB, The Flemish Employment and Vocational Training Service	Eddy Vercammen Tel: + 32 2 5061688 evercamm@vdab.be	This project provides for on-line courses that offer a technical platform, which facilitates on- line learning, on-line coaching and on-line registration with the VDAB website.
Consultancy Cheque for Small and Medium Size Enterprises Ministry of the Flemish Community (afd. Economisch Ondersteuningsbeleid)	Kirsten Bertrand Tel: + 32 2 5533839 kirsten.bertrand@ ewbl.flaanderen.be	This is a simple web-based ap- plication, which sells "consultan- cy cheques", a subsidy measure with which companies can ob- tain external know-how at a re- duced price.
BULGARIA		
Bulgarian Public Key Infrastructure Project Information Services Plc.	Dimitar Lyubenov Nikolov Tel: + 359 2 96562044 dnikolov@egvrn.net	The Public Key Certificates, is- sued to legal and physical enti- ties involved in this project, give entities the right of access to the national registers and the possibility to fill in and submit tax and customs declarations as well as notifications to the Na- tional Insurance Institute.
CZECH REPUBLIC		
ISOP – Information System of Operation Program Industry Ministry of Finance	Jiri Roudny Tel: + 420 257042150 jiri.roudny@mfcr.cz	ISOP is a complex support tool for administering subsidies from the State budget. It was esta- blished to deal with co-financing from the EU PHARE 2003 pro- gramme.
DENMARK		
Open Digital Government, North Jutland Dafolo A/S for the Municipalities of Frederikshavn, Skagen and Skoerping	Per Bo Christensen Tel: + 45 96 206666 pbc@dafolo.dk	The Open Digital Government system helps the local munici- pality personalise its services and helps citizens by giving them 24 hour access to these services as well as their own personal data.

The role of eGovernment in European Competitiveness

COUNTRY/ TITLE/NAME

CONTACT DETAILS

DESCRIPTION

ETHICS – Electronic Tendering National Procurement Denmark Søren Jacobsen Tel: + 45 33427000 sj@ski.dk This system covers the planning, drafting and publication of tenders of public procurement; management of all concurrent processes relating to tenders; as well as issues and manages tenders in a secure way.

ESTONIA

ISSG – The Information System for Sessions of the Estonian Government State Chancellery of the Republic of Estonia Marten Kokk Tel: + 372 51 39867 martenk@wp.rk.ee ISSG as a part of the electronic document management system, allowing Estonian Cabinet of Ministers sessions to be prepared, conducted and saved electronically.

FRANCE

Cybergreffe – On-line Business Court and Trade Register Greffe du tribunal de commerce de Paris Sylvie Regnard Tel: + 33 1 44415440 sylvie.regnard@ greffe-tc-paris.fr Cybergreffe enables companies that are on-line to enrol on the trade register, register and modify data, and pay off liabilities. It also provides specialised electronic services to Paris business court judges and lawyers.

the Bavarian Realschule system in order to simplify and foster communication between

GERMANY

Bremen Online Services Senator for Finances – Department for New Media an e-Government	Gisela Schwellach Tel: + 49 421 3615520 Gisela.Schwellach@ finqnzen.bremen.de	This service provides secure and legally binding on-line trans- actions and payments. It is targeted at citizens and busi- nesses, and primarily at inter- mediates, such as lawyers and tax consultants.
DEPATIS – Portal of the German Patent and Trade Mark Office (GPTO) German Patent and Trade Mark Office	Thomas Hammer Tel: + 49 89 21952350 thomas.hammer@dpma.de	This "German Patent Informa- tion System" is intended to con- tribute to the reorganisation and modernisation of the GPTO services. It is designed to ena- ble complete electronic mana- gement of intellectual property affairs.
w3stat – Data Submission to Federal Statistical Office Federal Statistical Office Germany	Dorothee Blang Tel: + 49 611 75 2319 dorothee.blang@destatis.de	The w3 system was created to ease the transfer of data from companies to the Federal Sta- tistical Office in Germany.
BRN – Das Bayerische Realschulnetz	Kuno Messmann Tel: + 49 89 23343100	The BRN provides information and eGovernment services on

Realschulnetz Bayerisches Realschulnetz

k.messmann@t-online.de

COUNTRY/ TITLE/NAME	CONTACT DETAILS	DESCRIPTION
		parents and school authorities. It also contains an extensive database and discussion platform.
IRELAND		
Bord Biallrish Food Board's Extranet Bord Bia/Irish Food Board	Julian Smith Tel: + 35 31 6685155 julian.smith@bordbia.ie	This web-site enables Irish food and drink processors to interact with the State promotional agency for food and drink pro- ducts. The processors can search the site for documents or exchange ideas both with staff in the agency or with peers in the industry.
<i>ROS – Revenue On-Line</i> <i>Service</i> Revenue Commissioners	Margaret Whelan Tel: + 35 31 2771101 marwhela@revenue.ie	ROS is a system for the elec- tronic filing and payment of business returns. Special atten- tion is paid to non-compliant tax payers. The system aims at identifying non-compliance.
ITALY		
eJPA – eJustice Point of Access Ministry of Justice	Floretta Rolleri Tel: + 39 06 60620201 floretta.rolleri@giustizia.it	eJPA enables secure transpa- rent and fast interoperability between national justice sys- tems and access to their servi- ces for citizens and lawyers.
The e-Procurement Role in the Italian Rationalisation Programme of the Public Expenditure Consip S.p.a.	Natalia Adan Munoz Tel: + 39 067 7700214 natalia.adan@tesoro.it	This programme aims at ratio- nalising public expenditure re- garding the procurement of goods and services and at im- proving innovation and trans- parency in the relations between the public sector, enterprises and citizens.
Utilities Project – Turin and CSI-Piemonte CSI Piemonte	Alessandro Lavagna Tel: + 39 011 3168884 alessandro.lavagna@csi.it	This project enables the uniform and joint mapping and manage- ment of utilities and related works on public land through an interoperable information sys- tem.
eAutoliquidazione – Portal for Payments of Insurance Premiums I.N.A.I.L.	Marcello Sturiale Tel: + 39 06 54874370 m.sturiale@inail.it	This is a service INAIL offers – the public institution in Italy that insures all workers against acci- dents at work. It allows users – Italian employers – to electroni- cally carry out the mandatory "self-payment" of INAIL's pre- miums.

Country/ <i>TITLE</i> /NAME	CONTACT DETAILS	DESCRIPTION
GEO VISIO Mantua City Hall	Stefano Montanari Tel: + 39 037 6338405 stefano.montanari@ domino.comune.mantova.it	GEO VISIO is a territorial infor- mation system for managing and displaying items of geogra- phical information.
ENTERPRISE – Electronic Single Office for Local Enterprise WEGO s.r.l. for Chamber of Commerce and 51 municipalities in Pordenone	Sandro Vidmar Tel: + 39 043 4241201 sandro.vidmar@wego.it	This portal serving 51 munici- palities in the province of Porde- none gives local enterprises electronic access to a single of- fice, which provides administra- tive guidance and support irre- spective of the number of public administration offices involved.
Digital Cartography – South Tyrol Autonomous Province of South Tyrol – Office for spatial and statistical informatics	Massimo Torresani Tel: + 39 0471 414212 Massimo.Torresani@provinz.bz.it	This geographic information system provides services for ur- ban and landscape planning, support for environmental im- pact studies and geology.
JV and CV database – Borsa Lavoro / Arbeitsbörse Provincia Autonoma di Bolzano – Autonome Provinz Bozen	Hellmuth Ladurner Tel: + 39 0471 414900 hellmuth.ladurner@provinz.bz.it	This is a job vacancies and job applications database which serves the cross-border needs of the Province of Bolzano. Through the EURES system it also facilitates employment ex- changes with Lower Bavaria and Tyrol.
Telework – Telecottage Program's Agreement ITEA Trento	Luciano Malfer Tel: + 39 0461 803271 Iuciano.malfer@itea.tn.it	Telework is a project aimed at the promotion of teleworking. It provides for the exchange of ex- periences concerning telewor- king and technological innova- tions between corporations and firms involved.
MUDA (National Waste Database) Telematic Administration System INFOCAMERE s.c.p.a	Domenico Sartore Tel: + 39 049 8288005 domenico.sartore@infocamere.it	This project creates a centrali- sed information system ena- bling the collection and consul- tation of the MUDA Standardi- sed Environmental Declarations via web-based applications. It uses digital signature devices.
Electronic Submission of Requests for Building Authorisations Comune di Prato	Paolo Boscolo Tel: + 39 0574 615242 p.boscolo@comune.prato.it	This service mainly helps pro- fessionals assist citizens and enterprises to design and con- struct new buildings or renovate existing ones.
"Compliance Declarations" INFCAMERE s.c.p.a. for Italian Chamber of Commerce	Domenico Sartore Tel: + 39 049 8288005 domenico.sartore@infocamere.it	Through its centralised informa- tion system, this portal enables the collection and consultation of "compliance declarations" for installations.

Country/ <i>Title</i> /Name	CONTACT DETAILS	DESCRIPTION
TELEMACO – Signed Electronic Filing for Business Entities Infocamere s.c.p.a. for Italian Chamber of Commerce	Antonio Tonini Tel: + 39 049 8288254 antonio.tonini@infocamere.it	The project enables the manda- tory registration of an organisa- tion with the Italian Business Register to be carried out elec- tronically by using digital signa- tures and electronic payment systems.
Labour Exchange – Application for Job Vacancies and Job Seekers Province of Teramo – 3rd sector "Employment Policies"	Antonio Flamminj Tel: + 39 0861 249278 lavoro@provincia.teramo.it	This is an electronic instrument for managing employment dy- namics by matching employ- ment demand with offers of employment.
"Lavoro Temporaneo" I.N.A.I.L.	Marcello Sturiale Tel: + 39 06 54874370 m.sturiale@inail.it	The system helps to manage the acquisition of temporary workers. It is aimed at firms that supply temporary workers to en- terprises and contains tools for dealing with contracts as well as tax issues.
MALTA		
VAT Web-site Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22 951304 claudio.grech@gov.mt	This project improves and facili- tates VAT services to the public by offering on-line registration and the possibility to submit VAT declarations and returns and make VAT payments.
POLAND		
Integrated Customs Duty and Tax System Ministry of Science and Information Society	Miloslawa Zagloba Tel: + 48 22 5292582 mzagloba@kbn.gov.pl	This is a system for the deve- lopment and implementation of an integrated customs duty and tax system for Polish customs.
RUM-START – Electronic Medial Services Record System Ministry of Science and Information Society	Miloslawa Zagloba Tel: + 48 22 5292582 mzagloba@mnii.gov.pl	Through the authorisation given by the patients' electronic card, this system enables the accu- mulation and processing of me- dical data and reimbursement of certain drugs via public resour- ces. It is of use to medical ser- vice providers and pharmacies.
ROMANIA		
Tele-AUCTION – Goods and Services Acquisition System ICI – National Institute for Research and Development in Information	Cornel Resteanu Tel: + 40 21 2241259 ext. 162 resteanu@ici.ro	Tele-AUCTION provides eAuc- tion software enabling electronic public procurement in Romania. It is meant to equip the web- sites of any institution intending

to hold electronic auctions of expensive goods and services.

Informatics

COUNTRY/
TITLE/NAME

CONTACT DETAILS

DESCRIPTION

SOMCET-Net – Transport Optimisation for eBusiness National Institute for Research and Development

iTAXCollect – Integrated Product for Tax Collection Management City Hall – District 4 Bucharest

Product eEUROPE+ INTRAROM S.A. for Ministry of Communication and Information Technology

Electronic Public Acquisition System INTRAROM S.A.for Ministry of Communication and Information Technology

eMarket – Romanian Virtual Marketplace General Inspectorate for Communication and Information Technology

ATLAS – Local Taxes Online

Bucharest District 2 Town Hall

ATLAS – Local Taxes Online

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Dan Orlando Macarescu Tel: + 40 21 4606167 danmac@pcnet.ro

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Sorin Miritescu Tel: + 40 21 2040633 sorinm@intrarom.ro

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Anton Steiner

Anton Steiner

SOMCET-Net is a modern, integrated, electronic system for transport optimisation and for monitoring support for eBusiness in the transportation sector.

ITAXCollect is designed to manage tax collection at local administration level.

This is a pilot project that aims at monitoring and benchmarking the implementation of the Information Society.

This project enhances an eTendering system through which Romanian public institutions can acquire products, goods and services.

The Electronic Auction project presents itself as a virtual online market place that consolidates efficient and transparent processes of public acquisitions as well as stimulates open competition and the development of eCommerce in Romania.

ATLAS is an integrated system for local public administrations which offers financial administration services, urban planning registers and electronic payment options with regard to local fees and taxes.

ATLAS is an integrated system for local public administrations which offers financial administration services, urban planning registers and electronic payment options with regard to local fees and taxes.

SLOVENIA

Electronic Access to Central Register of Population (CRP) Ministry of Information Society Mirjam Sencar Tel: + 386 1 4788355 mirjam.sencar@gov.si This project provides owners of digital certificates with secure insight into the Citizen's Own Personal Data collected in the CRP. It contributes to transparency in the way the government is run and stimulates the use of digital certificates.

COUNTRY/ *TITLE*/NAME

CONTACT DETAILS

DESCRIPTION

SPAIN

Tecnologica

SFAIN		
eLearning for Government Staff of Local Organisations ACM (Associació Catalana de Municipis i Comarques)	Miquel Matavacas i Bayés Tel: + 34 93 4961616 informatica@associacio.net	This on-line training project for government staff was created to minimise transport and schedu- ling problems.
Telematic Tax Processing System of the Council of Biscay Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia	Angel Erkoreka Ezkurdia Tel: + 34 94 4068900 angel.erkoreka@bizkaia.net	The tax processing system of the Treasury Department of the Council of Biscay facilitates the citizen's compliance with the tax obligations on-line. It covers all tax documentation.
Impuesto de Transmisiones Patrimoniales de Vihículos Usados a Motor y Embarcaciones Regional Government of Murcia	Juan Jose Rios Piñera Tel: + 34 968 362537 juanj.rios@carm.es	This eAdministration initiative allows for the on-line payment and presentation of taxes rela- ted to the transfer of ownership of used vehicles and boats.
Advertising and Disposing of Seized Property on the Internet Agencia Estatal de Administracion Tributaria	Fernando de Pablo Martin Tel: + 34 91 5836216 fdepablo.dit@aeat.es	This system enables users to participate on-line in processes for the disposal of property sei- zed nation-wide. It provides for participation in auctions as well as for payment via the internet.
Traffic Information Delivery Through SMS Lantik S.A. (Public Enterprise of the Regional Government of Bizkaia)	Angel Erkoreka Ezkurdia Tel: + 34 94 4068900 angel.erkoreka@bizkaia.net	The project aims at solving traf- fic problems in the Greater Bil- bao region by delivering the in- formation on the situation to citi- zens via SMS.
Virtual One-Stop Shop for Business High Council of Spanish Chambers of Commerce, Industry and Navigation	Belén Veleiro Reboredo Tel: + 34 91 590 6954/00 informacion@ ventanillaempresarial.org	The Virtual One-Stop Shop for business is a global web service to support new entrepreneurs.
CAT 365 Citizens' Portal CAT365	Ignasi Albors Tel: + 34 93 2724000 ignasi.albors@cat365.net	This is a portal for the citizens of Catalonia that helps them with education, training and job searches, and facilitates and fosters the creation of new busi- nesses.
PLYCA-CANARIAS – Electronic Public Procurement for the Canary Island Regional Administration Gobierno de Canarias, Viceconsejeria de desarrollo Industrial e Innovacion Translegia	Eugenio Aznar Vallejo Tel: + 34 922 476560 eaznval@gobiernodecanarias.org	PLYCA-CANARIAS introduces an electronic public procure- ment support system for the management and use of cor- porate knowledge in public pro- curement.

Country/ <i>Title</i> /Name	CONTACT DETAILS	DESCRIPTION
The RED System – Remisión Electrónica de Documentos General Treasury of Social Security	Francisco Gómez Ferreiro Tel: + 34 91 5038011 francisco.gomez@ tgss.seg_social.es	The RED System, representing the electronic transmission of documents on the Social Secu- rity System in Spain, enables the electronic exchange of infor- mation between companies, citizens and the General Trea- sury of Social Security. It is managed through an internet- based platform.
ASIGNA – Management Process Integration of the Legal Representation Subsidy Foral Community of Navarra	Inaki Akerreta Tel: + 34 948 427949 iakerrec@cfnavarra.es	ASIGNA integrates public ad- ministration with private organi- sations in the Legal Represen- tation Subsidy management programme for the Autonomous Community of Navarre.
CIRCE Project for Spanish Entrepreneurs Dirección General de Política de la PYME – Ministerio de Economía	Gabriel Sánchez Dorronsoro Tel: + 34 91 5450905 gabriel@ipyme.org	The goal of CIRCE, the ICT branch of the Spanish govern- ment initiative "Nueva Empre- sa", is to connect and coordinate government bodies at all levels as well as legal bodies that are involved in the company regis- tration process.
CERES. Certificación Española FNMT-RCM-CERES	Alfonso Tomas Garcia Catalan Tel: + 34 91 5666911 atgarcia@fnmt.es	CERES is a portal that provides access to a wide range of go- vernmental services including income tax information, social security information, personal documents, information on edu- cation, elderly and disabled- related services.
SWEDEN		
AMS – Swedish National Labour Market Board Swedish National Labour Market Board	Goran Ahman Tel: + 46 8 58606394 goran.ahman@ams.amv.se	This web-site of the Swedish National Labour Market Board offers a wide variety of interac- tive services to jobseekers and employers, including educa- tional and job opportunities.
<i>E-procurement in Eskilstuna Municipality</i> Eskilstuna kommun	Mikael Jonsson Tel: + 46 16 108404 mikael.jonsson@eskilstuna.se	The project is aimed at introdu- cing eProcurement on a broad basis in all of the municipality's activities.
The Virtual Customs Office Swedish Customs	Vidar Gundersen Tel: + 46 8 4050102 vidar.gundersen@tullverket.se	This is a free support service for customs-related interactions in order to facilitate the day-to-day work and reinforce Swedish competitiveness.

COUNTRY/ TITLE/NAME	CONTACT DETAILS	DESCRIPTION
SWITSERLAND		
e-Ofcom – the Swiss Telecom Authorities e- Government Portal ELCA	Richard Schwab Tel: + 41 1 4563211 rsb@elca.ch	The e-Ofcom portal of the Swiss telecom authority watchdog (OFCOM) manages the servi- ces of specific reserved telepho- ne numbers on-line, coordina- tes different telecom operators and provides on-line reservati- on, management and invoicing.
THE NETHERLANDS		
ORS: Opdrachtnemer Registratie Systeem ProRail	Ger van der Wal Tel: + 31 30 2357161 ger.vanderwal@prorail.nl	This Contract Registration Sys- tem for Works, Services and Supplies covers the complete tendering procedure, from publi- cation of the tender to the awar- ding of the contract.
TURKYE		
Customs Administration Republic of Turkey, Prime Ministry, Undersecretariat of custom	Nurcan Ozyazici Tel: + 90 312 3068033 nurcan@gumruk.gov.tr	The project aims at adapting to developments in international trade, at fighting customs fraud and corruption and at ensuring public security, human resour- ces planning and good gover- nance in customs services.
UNITED KINGDOM		
Scottish Enterprise's Web Channel Scottish Enterprise	Marcella Boyle Tel: + 44 141 2282713 marcella.boyle@scotent.co.uk	This is a customer-oriented ser- vice, which channels customer enquiries to Scottish Enterpri- ses and offers customers the chance to get involved in deve- loping new products.
The Learning Centre, Colchester Philip Morant School and College	Russell Moon Tel: + 44 1206 545222 theschool@ philipmorant.essex.sch.uk	The Learning Centre Project helps to avoid non-teaching bur- dens on teachers' time through the delivery of learning materials to students when their teacher is away.
LETS – Leeds Electronic Tendering System Leeds City Council	Wayne Baxter Tel: + 44 113 2243353 wayne.baxter@leeds.gov.uk	The system enables the perfor- mance of tendering functions such as purchase and supply in an electronic environment.

A better life for European citizens

Annex II

A better life for European citizens

CONTACT DETAILS

DESCRIPTION

AUSTRIA		
forum.wien.at Geschäftsgruppe für Stadtentwicklung und Verkehr, Wien	Klaus Heimbuchner Tel: + 43 1400081420 hei@gsv.magwien.gv.at	This is a discussion forum on is sues such as traffic, urban de velopment, issues related to the European region of Vienna, ar chitecture and IT. It provides fast useful and unbureaucratic infor mation as well as the possibility to discuss and communicate.
Project "Online Inspection of Plans" Vienna City Administration – MD 21B	Mario Marth Tel: + 43 1400088191 mam@m21abb.magwien.gv.at	This project enables citizens to inspect draft city building plans via the internet and to download al relevant legal documents. This service offers the possibility to comment on the drafts by means of an on-line form, which can be e-mailed directly to the competent municipal department.
Baby Point Magistrat der Stadt Wien, MA 61	Joerg Hornberg Tel: + 43 1400059022 hob@m61.magwien.gv.at	Baby Point serves as a regis- tration point for new-born babies and deals with the issuing of birth certificates and offers infor- mation on other aspects, such as maternity leave, family allow- ances and health insurance.
Applications for the Establishment of Parking Zones for the Disabled Vienna City Administration – Municipal Department 46	Peter Lenz Tel: + 43 18111492611 Iep@m46.magwien.gv.at	This project is aimed at provi- ding designated zones where only disabled people with seve- re walking difficulties may park their car. It focuses on private individuals, businesses and pu- blic authorities (e.g. physicians practices, museums, theatres, federal authorities, etc.), and establishments with one or more disabled members of staff
HELP – Virtual Guide to Austrian Authorities and Institutions Federal Chancellery	Markus Nussbaum Tel: + 43 1 501907155 markus.nussbaum@bka.gv.at	HELP is a virtual guide to Aus- trian administrative authorities, offices and institutions that provides citizens with informa- tion on official proceedings, dea- lings and fees, as well as forms that can be downloaded or filled in on-line.
The Vienna Citizens' Request Management (vCRM) Vienna City Administration	Josef Wustinger Tel: + 43 1400075202 wus@mks.magwien.gv.at	This multilingual interactive plat- form is designed for all visually impaired citizens of and tourists visiting the City of Vienna. Citi- zens' comments, requests and complaints to the authorities can

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		be communicated either in the conventional form (letter, fax) or via e-mail and public access points. Citizens can follow the dossier via a workflow system in the back office which is envi- saged for this purpose.
Ediktsdatei' of the Ministry of Justice on the Internet Bundesministerium für Justiz	Martin Schneider Tel: + 43 1521522176 martin.schneider@bmj.gv.at	This database of legally binding notifications can be accessed free of charge on-line anywhere in world. It contains notifications on insolvency proceedings, judi- cial compulsory auctions and public auctions of real estate, property etc.
Internet Information- and Communication-Offer Amt der Ooe. Landesregierung- Verfassungsdienst, Ooe.	Helmut Hoertenhuber Tel: + 43 70772011170 verf.post@ooe.gv.at	Citizens are given the opportun- ity to participate in a transparent decision-making process, pu- blic consultation and consulta- tion in general. It also offers an electronic newsletter of the official law gazette.
BELGIUM		
Federal Portal – For Citizens and Business FEDICT	Jan Deprest Tel: + 32 27905101 jan.deprest@fedict.be	This public eServices portal al- lows people to request personal documents and register new companies; it also provides job search services coordinated by labour offices, information on social security contributions etc.
Belgian Electronic Identity Card FEDICT	Jan Deprest Tel: + 32 27905101 jan.deprest@fedict.be	The aim of the project is to ena- ble every Belgian citizen and resident to fully and legally par- ticipate in the electronic world. The new ID card is a "smart- card" that uniquely identifies its holder and offers electronic authentication as well as the use of an advanced digital signature through authentication.
Multichannel Contact Centre "Vlaamse Infolijn" Flemish Government – Vlaamse Infolijn	Mireille Van Pollaert Tel: + 32 25535523 mireille.vanpollaert@ coo.vlaanderen.be	This multi-channel contact cen- tre is an integrated customer care service via which Flemish citizens are provided with a variety of interaction channels, such as telephone, e-mail, chat and co-browsing. In practice, the citizen can request support while surfing on the web-site. The agent guides the citizen through the web-site by co-

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		browsing, while communication takes place via chatrooms or the telephone.
<i>WebDIV</i> SPF Mobilité et Transports – DIV	Michel Damar Tel: + 32 22331534 michel.damar@mobilit.fgov.be	WebDIV allows citizens to register their vehicles via the internet. This is designed to save time and reduce errors oc- curring in vehicle registration: the applicant receives confir- mation that the vehicle registra- tion has been completed cor- rectly and immediately knows the number plate allocated in order to arrange a duplicate.
ID+Pay Sensitive e- Government Service Delivery Cevi vzw	Guy de Pauw Tel: + 32 92640701 gdp@cevi.be	This project combines service requests, identification, pay- ment and service delivery in one single transaction using one and the same low cost terminal con- nected to a standard PC-cum- browser.
BULGARIA		
Bulgarian Government Portal "Official Pages of Governmental Institutions" www.portal.government.bg IT and Communications Directorate, Council of Minister	Nikolay Guelev Tel: + 359 29402008 N.Guelev@government.bg	The Bulgarian government por- tal "Official Pages of Govern- mental Institutions" is open to the general public and provides a single entry point to all govern- ment-related information and services available on-line. The structure of the portal defines an intuitive and easy-to-use inter- face where citizens can find what they are looking for.
CZECH REPUBLIC		
Electronic Submission of Tax Returns Ministry of finance – Central Financial and Tax Directorate	Michal Faltynek Tel: + 420 257044244 Michal.Faltynek@mfcr.cz	The electronic submission of tax returns enables citizens and bu- sinesses to submit tax-related documents via the internet in a purely electronic form. It uses advanced electronic signatures and enables the submission of VAT tax returns, road tax re- turns, real estate property tax returns and notices of an un- taxed income payment.
The Golden Crest – the Best of the Web Annual Competition of Towns, Municipalities and Regions in the Czech Republic	Jan Savicky Tel: + 420 567311772 jan.savicky@webhouse.cz	The Golden Crest hosts a com- petition between towns, muni- cipalities and regions in the Czech Republic in order to pro- mote the exchange of best

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
Golden Crest Association		practices and experiences in using information society tech- nologies to improve public on- line local government services.
DENMARK		
DanmarksDebatten – Citizen Participation in Public Debate National IT– and Telecom Agency	Arvid Bro Thuestad Tel: + 45 33379107, + 45 22402084 abt@itst.dk	This citizen-oriented project pro- vides an overview of the geo- graphy issues and institutions in Denmark. It provides the possi- bility to engage in dialogues/de- bates on public matters and of- fers a decentralised and adap- tive service to every public insti- tution and includes with a wide array of integration opportuni- ties.
The Digital County Administration County of North Jutland	Tina Archard Heide Tel: + 45 96351961 tah@nja.dk	The purpose of this project is to promote active democracy on the internet and to ensure a lar- ger degree of citizen involve- ment in the decision-making processes of the county. It will provide a 24-hour service, offer fora for debates, digital public meetings, as well as an insight into the decision-making pro- cess.
A CitizenWeb (OdderWeb) Connected with a Council Gate The Municipal of Odder/Odder Kommune	Claus Buur Rasmussen Tel: + 45 87803309 clau_buur.rasmussen@odder.dk	All citizens in the Odder muni- cipality have their own private login-secure place on the inter- net with OdderWeb. This has various practical uses, both for individuals and for the digital administration of the municipa- lity. The project gives the local authority the possibility of per- sonal contact with the citizens via the internet concerning administrative matters.
Senior Citizens Changing Residence City of Copenhagen	Jan Horskjaer Tel: + 45 33662171 jho.info@of.kk.dk	The project aims at utilising ICT to easily assess the options available to senior citizens un- able to manage their homes alone. It also helps in delicate situations by providing an easy and simple overview of accom- modation and leisure options for the elderly and disabled.

CONTACT DETAILS

DESCRIPTION

ESTONIA

Special Citizens Web Portal with Standard DB-services Department of State Information Systems	Arvo Ott Tel: + 372 693 68 40 arvo.ott@riso.ee	The purpose of this special citi- zens' web portal is to enable citi- zens to find out what personal data of theirs is stored in the va- rious government databases. Similarly, a MISP portal has been developed for civil ser- vants giving them the right to access data on a need-to-know basis.
electronic Riigi Teataja (eRT) – The Official Electronic Legislation Information System State Chancellery	Siiri Soord Tel: + 372 69 35836 siiri.soord@riigikantselei.ee	This is a user-friendly and straightforward information system intended for use by ordinary internet users. It makes published legislation accessible via the internet.
Estonian Funded Pension System Estonian Central Securities Depository	Kaidi Oone, Jaanus Erlenmann Tel: + 372 640 8802 kaidi.oone@hex.ee	This central information system and web-site were established to provide information on the pension reform. It covers the main business processes, al- lows multi-channel user access to pension register services for citizens and informs citizens of the benefits of joining the funded pension system.

FINLAND

<i>Participation Palette</i> City of Tampere	Jari Seppälä Tel: + 358 331466219, + 358 400734058 jari.seppala@tt.tampere.fi	Participation Palette offers on- line participation opportunities community training and easy access to the internet. Its custo- mers can access information or the municipal government, ob- tain contact information, access permanent channels of ePar- ticipation, partake in topical con- sultations, as well as access links to other local discussion and participation arenas.
<i>North Karelian Citizen´s</i> <i>Network System</i> Glocal Ltd. for Municipality of Valtimo	llpo Koskikallio Tel: + 358 505641033 ilpo.koskikallio@glocal.fi	The purpose of this system is to create real and equal oppor- tunities for citizens in the spar- sely populated region of North Karelia, encouraging them to become a fully-fledged member of the information society. If contains three components: a locally based citizens network

system, a dense network of

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		free-of-charge internet/intranet access points, and a "layman trainer" system offering free-of- charge training for members of the local community.
Tyoelake – Finnish Centre for Pensions Finnish Centre for Pensions	Bo Lundqvist Tel: + 358 10 7512305 bo.lundqvist@etk.fi	This is an information portal of the earnings-related pension sche- me; it also offers a service to iden- tified insured persons who use a personal authentication card to access internet banking.
Reliable Automobile Information via Mobile Phone Vehicle Administration	Mika Saarinen Tel: + 358 9 61853364 mika.saarinen@ake.fi	This project is run by the Finnish Vehicle Administration (AKE), which is responsible for promo- ting vehicle safety, environmen- tal awareness and vehicle traffic information services. The servi- ce automatically delivers the information from the database to the user's mobile phone in the form of a short message (SMS).
Online Service for Advance- Voting Polling Station Populatin Register Center	Timo Salovaara Tel: + 358 922916551 timo.salovaara@vrk.intermin.fi	This project is managed by the Population Register Centre which is in charge of maintaining a data register on polling sta- tions. It provides for a map- based on-line internet service through which voters can check the nearest polling station and the opening hours of advance- voting polling stations.
FRANCE		
"Accompagnement des mairies du Pays Basque Agence Pays basque des NTIC	Manuel De Lara Tel: + 33 5 59415394 contact@ antic-paysbasaue.net	This project aims at facilitating administrative procedures for Basque citizens, developping eAdministration in the Basque City Councils and coordinating different levels of the Basque administration to enhance the efficiency of public services.
EXPERIMENTATION DES PROCEDURES DE TELETRANSMISSION Prefecture des Alpes Maritimes	Philippe Piraux Tel: + 33 4 93722400 philippe.piraux@ alpes-maritimes.ref.gouv.fr	This project is designed for car professionals to apply for and follow up their car registration papers. This a pilot project but will aim at providing individual access to national car registra- tion numbers.
INFOVILLE – Information Portal of the Town of Alençon	Jean-Paul Genevoix Tel: + 33 2 33324174 jean-paul.genevoix@ ville-alencon.fr	This portal provides practical information to the citizens of the municipality of Alençon on its

CONTACT DETAILS

DESCRIPTION

Mairie d'Alençon Service Informatique

Suivi de l'Elaboration d'une Carte Nationale d'Identite sur le Site Internet du Ministere Prefecture des Alpes Maritimes Philippe Piraux Tel: + 33 4 93722400 philippe.piraux@ alpes-maritimes.ref.gouv.fr

Certificat de Situation d'un Vehicule Disponible sur le Site Internet du Ministere de l'interieur Prefecture des Alpes Maritimes

Borne Interactive Polyglotte pour Aider les Victimes Prefecture des Alpes Maritimes

MINEFI au Service des Entreprises (MSE) Ministère de l'Economie, des

Finances et de l'Industrie

Handiplace.org CRDI Rhône-Alpes Philippe Piraux

Tel: + 33 4 93722400 philippe.piraux@ alpes-maritimes.ref.gouv.fr

Philippe Piraux Tel: + 33 4 93722400 philippe.piraux@ alpes-maritimes.ref.gouv.fr

Isabelle Roux-Trescases Tel: + 33 1 53182980 isabelle.roux-trescases@ dpma.finances.gouv.fr

Catherine Gremaud Tel: + 33 475783811 c.gremaud@handiplace.org

EVEA (Espace de Valorisation de l'E-Administration) Fédération des Centressociaux du Bas-rhin Francois Micucci Tel: + 33 388357230 fmicucci@ fd67.centres-sociaux.org

Le SVP Corse Service Public Trésor Public Emmanuel Trarieux Tel: + 33 495235121 emmanuel.trarieux@ cp.finances.gouv.fr public services such as personal documents, certificates, education and training opportunities, information on policy development and decisionmaking procedures etc.

The web-site allows citizens to trace and follow the processing of their national identity card using a secured number allocated once citizens have registered.

The web-site of the Ministry of Internal Affairs allows applications and related administrative procedures for car registrations to be made on-line.

This project is a multilingual interactive platform for tourists who are victims of a legal offence or suffer an infringement of their rights.

MINEFI allows small and medium-sized enterprises to access and request specific information. All requests are answered within a maximum of 48 hours.

Handiplace.org is a single portal that proposes job offers, professional integration and vocational training to people with disabilities.

EVEA provides training and support on how to use public web-sites. Multimedia developers explain public web-sites to citizens and offer them step-bystep guidance through the different portals.

SVP is a virtual public service house which provides improved access to the various European, national or regional public services. It focuses on the most vulnerable groups of the population who live far inland or in remote rural zones and/or who are not internet users. The re-

COUNTRY/ <i>NAME</i> / HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		quests are either made by the user from home or from one of our Public Internet Access Points.
e-Democracy Action Plan in Issy-les-Moulineaux (France) City of Issy-les-Moulineaux	André Santini Tel: + 33 141238000 andre.santini@ville-issy.fr	The project is aimed at streng- thening local democracy and establishing more active citizen- ship by using information and communication technologies. Four specific projects have been implemented: the inter- active town council, the citizens' panel, the participatory budget and the cybervote experiment.
<i>TéléC@rteGrise</i> Ministère de l'intérieur, de la sécurité et des libertés locales	Claude Jacopin Tel: + 33 1 40579816 claude.jacopin@interieur.gouv.fr	This electronic service facilita- tes car registration procedures.
Un lien entre la communauté éducative Rectorat de l'Académie de Dijon	Marie-Ange Arnoux Tel: + 33 3 80448413 marie-ange.arnoux@ ac-dijon.fr	The project offers a wide range of services to teachers, pupils and their families. Specific ser- vices are also proposed to sick children and pupils with disabi- lities. It aims at promoting eLearning, encouraging school help and adapting teaching methods to pupils with special needs.
Réalisation du site Internet de la Direction Régionale DRAC de Haute-Normandie	Véronique Chatenay-Dolto Tel: + 33 2 35636162 veronique.chatenay- dolto@culture.gouv.fr	The portal is a single access point to information on culture, cultural activities and projects in the region of Haute Normandie.
The Tax Portal "impots.gouv.fr" COPERNIC	Etienne Effa Tel: + 33 1 49745799 etienne.effa@ dgi.finances.gouv.fr	This tax portal aims at simplify- ing access for customers to their tax accounts and provides eSer- vices such as fiscal information, tax simulations, the possibility to make on-line declarations and payments, returns, access pay- ment history and consultation forms, and the downloading of tax return forms.
GERMANY		
LORA Geschäftsstelle des Bayerischen Landespersonalausschusses	Eugen Schellakowsky Tel: + 49 8923062908 poststelle@lpa.bayern.de	LORA allows applicants for the Bavarian civil service from both Germany and the EU to search current opportunities and to sub- mit their application to the cen- tral selection system on-line for one of the 2000+ job vacancies and training placements within

CONTACT DETAILS

DESCRIPTION

e-Library-Customer Services of the Würzburg Public Library Stadtbuecherei Würzburg / Public Library Hannelore Vogt Tel: + 49 931372297 hannelore.vogt@ stadt.wuerzburg.de

Theodor Verhoeven

Tel: + 49 21186183524

WebKollegNRW – Web-Portal for New Offers in Further Education Ministerium für Wirtschaft und Arbeit des Landes Nordrhein-Westfalen

ELSTER – Elektronische Steuererklärung (Electronic Tax Declaration) Oberfinanzdirektion München (Bavarian Tax Administration) theodor.verhoeven@mwa.nrw.de

Roland Krebs Tel: + 49 89 59958320 Roland.Krebs@ofdm.bayern.de

eGovernment Meets eBusiness – The Virtual Construction-Platform Project MediaKomm Esslingen Karsten Rößler Tel: + 49 711 35123387 karsten.roessler@esslingen.de

Mobile Public Services (*MoBüD*) Land Berlin – Senatsverwaltung für Inneres Rainer Wagnitz Tel: + 49 30 90272370 wagnitz@seninn.verwaltberlin.de the Bavarian government and educational institutions. The system then processes the applicants' data and securely stores them in a central database.

The eLibrary-Customer Services of the Würzburg Public Library aim at embedding personalised information into the services of the public library. A thematical profile of interests can be enclosed via the type of media, author, title, subject or topic. Users receive notifications for reserved media by e-mail or SMS.

This web portal offers its users information on further education. It highlights innovations for organisations offering further education (and qualification) and opens up opportunities for people to participate in life-long learning.

ELSTER is a project aimed at enabling German citizens to use bank and computer cards with an electronic signature when submitting electronic tax declarations. Part of ELSTER is a software kernel, which can be used for electronic data transmission to the tax administration and for printing out an accompanying, shortened tax declaration form.

The virtual construction-platform project uses an electronic signature to develop a digitised planning and permission procedure. It is composed of three pillars: the commercial parties; the actual planning authorities with their existing electronic procedures; and a virtual planning department.

MoBüD is concerned with creating and implementing a mobile resident registration office. Its on-line availability makes administrative services more accessible to the elderly, the sick and disabled.

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
GREECE		
e-Vote: Vote for the EU YOU Want Greek Ministry of Foreign Affairs	Rachel Howard Tel: + 30 2103634411 rachel@mfa.gr	eVote is an initiative of the Greek Presidency of the European Uni- on to enhance and expand eDemocracy across the EU. This on-line voting project aims to use the latest technology in order to offer citizens new means to participate in ongoing debates and decisions about the key issues facing the EU today.
The Model Citizens' Centre of Syntagma emos interactive SA for Ministry of Internal Affairs, Public Administration and Decentralisation	Theodora Tryfon Tel: + 30 2105285222 dtryfon@emos-interactive.com	This portal focuses on dealing with citizens' requests by re- trieving the supporting docu- ments issued by various civil service agencies so citizens do not have to go from one agency to another. Citizens can also obtain prompt information, fill in application forms, and submit and receive official documents.
HUNGARY		
SuliNet Public Education and HIK University Students Kempelen Farkas Hallgatói Információs Központ	Adam Horvath Tel: + 36 1 4115702 adam.horvath@hik.hu	The SuliNet programme provides internet access and information on the entire Hungarian public education structure. The HIK University Students Project offers its services to more than 10,000 university students and teachers, including internet access on 300 computers, standard and electro- nic library services, access to Hungarian electronic information services etc.
ICELAND		
LIN – Icelandic Student Loan Fund Lánasjódur Íslenskra Námsmanna (LIN) – greater than the Student Loan Fund	Hlodver Bergmundsson Tel: + 354 5604000 hlb@lin.is	The Icelandic Student Loan Fund (LIN) is a government agency that supports Icelandic students in their studies by granting low-interest loans. Stu- dents can access application forms on-line via a highly inte- grated citizen portal.
IRELAND		
Carlow Rural Information Services Project (CRISP) Carlow County Council	Jarlath Judge Tel: + 353 50336206 jjudge@carlowcoco.ie	This project provides a range of services, information and trai- ning through the use of modern information communications

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		technology in five locations throughout County Carlow.
e-Enabling Life Event Data Department of Social and Family Affairs	Paddy Doherty Tel: + 353 1 6471642 paddy.doherty@welfare.ie	e-Enabling Life Event Data aims at improving the way public ser- vices are organised and deli- vered to the citizens. It is concer- ned with civil registration and its modernisation, a child-benefi system re-design and an Inter- Agency Messaging Service (REACH).
ITALY		
Virtual Incomes Office of the Taviano Municipality University of Lecce (Italy)	Mario A. Bochicchio Tel: + 39 0832297216 mario.bochicchio@unile.it	The project aims to provide fis- cal eServices to citizens and en- terprises. It will create an affor- dable database on citizens, es- tates and ownership. This will be available to the municipality and is an intelligent integration of tra- ditional information sources, such as paper documents, his- torical archives and live infor- mation flows.
IPERBOLE CIVIC NETWORK Comune di Bologna	Leda Guidi Tel: + 39 051 203210 com@comune.bologna.it	This is an innovative model or the integrated portal for the ter- ritory of Bologna which brings lo- cal authority public services clo- ser to the citizens and enables constructive debate.
ENTERPRISE – Advice and Services for Business and Enterprises WEGO s.r.l. for Chamber of Commerce and 51 municipalities in Pordenone	Sandro Vidmar Tel: + 39 043 4211201 sandro.vidmar@wego.it	This portal helps businesses in procedures necessary for acti- vating, transferring and modify- ing their activities, irrespective of the number of public admini- stration offices involved.
<i>Dynamic Web Pages</i> ATER	Enzo Puccinelli Tel: + 39 0583441411 e.puccinelli@ater.lucca.it	The Dynamic web pages give access to the highest possible number of dynamic informatior pages. The project was deve- loped for institutional use. It per- mits very complex data retrieva providing complete and imme- diate information, and is also ac- cessible to for users to view their own personal data.
OLLS (On Line Library System) Provincia di Brescia	Luciano Archetti Tel: + 39 0303748506 lucrac@provincia.brescia.it	OLLS is a project designed to update the original library sys tem, promote cooperation a mong 180 libraries and suppor the production, treatment and

the production, treatment and

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		fast transmission of information. The main service provided to local libraries is in the form of catalogue services based on a unique database.
ANAS 'Infotraffico' ANAS SpA	Carlo Alampi Tel: + 39 0644466213 c.alampi@enteanas.it	The first European system gi- ving access to traffic data collec- tion through a private virtual mo- bile network. Road personnel can transmit the situation on the roads in real time and store this information on the headquar- ters' database. The database can be accessed from any place via the internet, intranet, etc.
Chiamata Pubblica on line Provincia di Torino	Roberto Grillanda Tel: + 39 0118612270 roberto.grillanda@ provincia.torino.it	The "Chiamata Pubblica" pro- ject is a job search portal which enables the exchange of infor- mation and services between the local administration and regional job centres.
The Motoring Portal ACI Informatica SpA	Raimondo Semprini Tel: + 39 0652999501 r.semprini@informatica.aci.it	The Motoring Portal is a single entry point offering Italian road users an integrated and com- prehensive on-line service dra- wing on a range of databases, reference sites and information sources. Motorists are provided with eServices and elnformation related to national vehicle regis- tration, taxation and mobility.
Carta d'Identità Elettronica – Electronic ID Card in Parma Comune di Parma	Maurizio Catellani Tel: + 39 0521031880 f.ghidini@comune.parma.it	The Electronic ID Card is the key to access new on-line servi- ces for citizens and businesses, which enables the citizen to submit data and declarations, receive information about ser- vices and obtain licenses.
SuperAbile Project INAIL	Alfredo Violante Tel: + 39 0654873615 dcriabilitazioneprotesi@ inail.it	This is a "contact centre" service for the disabled. It provides in- formation and advice on tech- nical aids, architectural features that deny access to the handi- capped, laws, sport, technology and tourism via a call centre and a web-site. The call centre can be reached by dialling a toll-free number, information is then offe- red to the disabled on the most important problems they face in daily life.

A better life for European citizens

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
"Multi-channel Platform" – The Piedmont Region in the Palm of Your Hand Piedmont Region	Laura Milone Tel: + 39 0114322412 laura.milone@ regione.piemonte.it	This project aims to develop and extend services that allow tourist and cultural information to be supplied via various chan- nels, such as palmtop compu- ters, telephones with voice syn- thesis, mobile telephones (WAP) and SMS services.
A Computer in Every Home – Un Computer in Ogni Casa Regione Basilicata, Dipartimento Presidenza della Giunta	Giovanni De Costanzo Tel: + 39 0971668332 giovanni.decostanzo@ regione.basilicata.it	The project aims at financially assisting the citizens of Basilicata in purchasing computers, inclu- ding the necessary hardware and software to guarantee on-line connections, as well as at giving them the possibility to access public administration portals.
<i>e-government SISRCR</i> insiel s.p.a.	Fulvio Sbroiavacca Tel: + 39 0403737740 fulvio.sbroiavacca@insiel.it	This is an integrated system for the Regional Agency of Health and for companies offering re- gional health services, based on back-office and front-end inter- faces, through which they ma- nage and distribute health ser- vices to the citizen/internet user as well as to specialist users, e.g. doctors.
TORINO FACILE – On-line Government Services for Citizens CSI-Piemonte	Vincenzo Mania Tel: + 39 0114423921 vincenzo.mania@csi.it	The City of Turin project aims at supplying citizens and profes- sionals with on-line government services such as ticket boo- kings, payment for concerts and shows, land registry surveys, taxation assessment and pay- ment, the issue of certificates containing personal data, re- gional and municipal tax as- sessment, notification of change of address and other services.
WebLabor afa systems srl	Michele Quici Tel: + 39 0875724104, + 39 03405682495 afasystems@afasystems.it	WebLabor is an on-line internet- based system that brings to- gether all the people and organi- sations involved in the job mar- ket by providing job search func- tions for users, on-line commu- nication facilities for companies and on-line administration for employment agencies.
WEB CALL CENTER Regione Piemonte	Mario Claudio Scollo Tel: + 39 0114323470 mario.scollo@ regione.piemonte.it	The web call centre provides multi-channel access to infor- mation and services related to the business world and profes- sional training. The project con-

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		sists of a web-site, a fully auto- mated call centre and an editor for the complete and autono- mous updating of the two chan- nels by the regional editorial staff.
TOWEB Access to the City of Turin Site Based on Life Events CSI-Piemonte	Vincenzo Mania Tel: + 39 0114423921 vincenzo.mania@csi.it	TOWEB gives citizens and busi- nesses the opportunity to ac- cess the city of Turin's web-site and find out about live events. The site offers guided routes designed to provide responses to possible questions related to the citizens' needs by creating an easy-to-access virtual infor- mation counter.
<i>Giuseppe and Lina: Sanitary</i> <i>Bookings by Internet</i> Presidio ospedale di Atri (TE) ASL Teramo – Abruzzo – Italy	Marco di Ridolfo Tel: + 39 0858707465 atri1965@yahoo, marco.diridolfo@aslteramo.it	This is a project, which enables health requirements to be booked via the internet (www.aslteramo.it). Clients can choose their preferences accor- ding to the period and to the hospital, and check whether examinations can be performed on request.
IRIDE – The IRIDE Recognition and Identification Framework CSI-Piemonte	Maria Luigia Bosco Tel: + 39 0113168413 bosco@csi.it	This is an authentication and authorisation service, which in- cludes any of the following: AtoA, AtoB or AtoC. The auth- entication tools permitted are as follows: user and password, user password and PIN or digital certificate.
The PIEDMONT REGION HEALTH PORTAL (II Portale della Salute della Regione Piemonte) CSI-Piemonte	Maria Luigia Bosco Tel: + 39 0113168413 bosco@csi.it	This web service aims to cover citizen information requirements in relation to the health services in the Piedmont region. It helps citizens deal with a health pro- blem, know where to turn to and find out the prospects, proce- dures, rights and potential costs involved.
TORINO CULTURA PORTAL CSI-Piemonte	Alessandro Sala Tel: + 39 0113168284 alessandro.sala@csi.it	The public section of the Torino Cultura portal allows users to access archives on cultural events in the city and manage their appointments. The editorial web component provides edito- rial staff with a custom-made web application to edit and ma- nage portal events and publica- tions.

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VIDEO SEDUTE DEL CONSIGLIO COMUNALE CSI-Piemonte	Vincenzo Mania Tel: + 39 0114423921 vincenzo.mania@csi.it	The project provides multimedia access to the City of Turin town council meetings. The service consists of the live transmission of debates during the town coun- cil meetings, their archiving and their availability on request for further consultation. The broad- casted events are subsequently archived and made available for further consultation.
On-line City Plan Certification Comune di Prato	Gabriella Martinelli Tel: + 39 057 4615224 g.martinelli@comune.prato.it	The eServices provided to citi- zens are applications for sub- mitting requests and various certificates, such as birth, mar- riage, death and adoption certifi- cates.
Soveria.it. Common administration	Mario Caligiuri Tel: + 39 0968662006 caligiuri@soveria.it	Soveria.it aims at promoting processes of economic deve- lopment, democratic participa- tion, administrative efficiency and changes in social behaviour through the use of new tech- nologies.
Regional Network of Piedmont Schools CSP	Dario De Jaco Tel: + 39 0113168613 dario.dejaco@csi.it	The Regional Network of Pied- mont Schools supports the use of ICT in schools in Piedmont with the objective of overcoming the digital divide in the educa- tional field.
The Motorist Portal ACI Informatica SpA	Raimondo Semprini Tel: + 39 0652999501 r.semprini@informatica.aci.it	The motorist portal provides a single entry point aimed at inte- grating available data and in- creasing the automobile clientele on-line by drawing on a multiplicity of databases, reference sites and other information sources.
CIE (Carta d'Identità Elettronica) – Electronic Identity Card in Italy UCSIA – Italian Ministry of Interior	Maurizio Bruschi Tel: + 39 0646537671 mbruschi@mininterno.it	The CIE is an electronic ID card designed to replace the paper- based identity card within the next five years. This electronic ID card has two storage ele- ments: a chip to enable the se- cure use of the card on the inter- net, and an optical stripe as a passive storage medium.
The National Video- Surveillance System Ministero dell'Interno – Dipartimento della Pubblica Sicurazza – Direzione	Paolo Tiberti Tel: + 39 0646525510 p.tiberti@cprm.it	The national video surveillance system offers a detailed, secure and adaptable security infra- structure system to the railway police forces and to the Italian

police forces and to the Italian

railways.

Sicurezza – Direzione

Centrale de Specialità -

Servizio di Polizia Ferroviaria

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Welfare Contributions Statement and Pension Simulated Calculation INPS – Integrazione, Gestione ed Evoluzione delle Nuove	Vittorio Crecco Tel: + 39 0659053164 vittorio.crecco@inps.it	These on-line services offer cus- tomers information on the situa- tion regarding credited welfare contributions. The system also enables citizens to calculate estimated pension amounts.
THE TAX LOCKER (Cassetto Fiscale) Agenzia delle Entrate	Gualtiero Esposito Tel: + 39 0650545163 gualtiero.esposito@ agenziaentrate.it	The Tax Locker permits easy and secure access to personal tax information. Individuals, sole-proprietor firms and com- panies can consult and access the screen-based services of the Revenue Agency using the necessary PIN code.
<i>LexBrowser</i> Südtiroler Informatik Ag	Josef Tinkhauser Tel: + 39 047 1566026 josef.tinkhauser@siag.it	LexBrouwer permits the consul- tation of the regional laws. Users can easily search for, consult and print out any law of the region with relevant notes on-line. This free service is available in the region's two main languages – German and Italian.
www.minwelfare.gov.it – the Institutional Site of the Ministry of Welfare Ministero del Lavoro e Politiche Sociali (Ministry of Welfare)	Gianluigi Raiss Tel: + 39 6036754-508, -800 redazione.minwelfare.it	This web-site was designed as a tool for spreading information and taking a deeper look into subjects dealt with by the Minis- try of Welfare in Italy. The main information available is related to employment and social needs.
Servizio Bibliotecario Nazionale (SBN) – National Library Service ICCU Istituto Centrale per il Catalogo Unico delle Bibliotheche	Luciano Scala Tel: + 39 064989484 I.scala@iccu.sbn.it	SBN is one of the largest library networks in the world. SBN-on- line is a service available to end users (students, researchers and citizens in general). OPAC (on-line public access catalo- gue) and the Italian Digital Libra- ry put the Italian Libraries' herita- ge on-line via digitisation of the material.
www.egov.comune.venezia.it Comune di Venezia	Marzio Ceselin Tel: + 39 0412601011 portale@comune.venezia.it	www.egov.comune.venezia.it is the first city portal with <i>trans-</i> <i>active</i> services for citizens, professionals and companies, developed within the national guidelines for eGovernment. The objective is to ensure that 30% of the interactions between citizens and the Venice city council take place on-line.
Digital Dignature and Electronic Identity Card,	Paola Jarach Tel: + 39 0586820	The Digital Signature and Elec- tronic Identity Card project aims

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<i>Livorno</i> Comune di Livorno	pjarach@comune.livorno.it	at re-engineering administrative procedures and developing on- line services with secure access.
New Italian School Information System Ministry of Education-Italy	Alessandro Musumeci Tel: + 39 065849-3606/ -3608/-2918 alessandro.musumeci@ istruzione.it	This system aims at helping families to collaborate with schools and provides eLearning facilities for students and tea- chers, including on-line registra- tion and e-mail facilities. The project includes the use of broadband in schools and sup- ports the concept of life-long learning for the entire Italian population.
The Information System of National Transplant Centre (SIT) Italian Ministry of Health	Walter Bergamaschi Tel: + 39 0659942440 w.bergamaschi@sanita.it	SIT connects organ exchange organisations and allows them to share information on donors, transplants and waiting lists. The system contributes to the positive evolution of donation and transplant sectors and im- proves the efficiency and effec- tiveness of related services supplied to society.
Italian Citizen Portal – italia.gov.it Ministry of Innovation and technologies	Francesco Vargiu Tel: + 39 0685264422 f.vargiu@ctrupa.it	The Italian citizen portal offers eServices and information to its users in 4 areas: information and eServices from government agencies, portal eServices, news, and citizen interaction.
National Fire Department SkyplexNet Satellite Communication Network (SkyplexNet/VVF) Alenia Spazio Spa for Corpo Nazionale Vigili del Fuoco	Viviana Panaccia Tel: + 39 0641514130 v.panaccia@roma.alespazio.it	The SkyplexNet/VVF project contributes to safety manage- ment and optimises the National Fire Department resources in case of an emergency in Italy and offers support in other Euro- pean/Mediterranean countries in the case of an emergency.
SIAN – The National Agricultural Information System AGEA	Paolo Gulinelli Tel: + 39 649499537 am.ruscitti@agea.gov.it	SIAN – a nationwide system providing services to the public and to businesses in the agri- cultural sector – is a useful tool for regional and land manage- ment and control. Based on unique and uniform map resour- ces covering the entire country it manages the annual payment of EU subsidies.
The Comune di Como (Como Local Authority) Portal Politoggico di Milapo	Michele Benedetti Tel: + 39 223992780 michele@benedetti@polimi.it	The Comune di Como Portal al- lows users easy access to the information they require and

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Politecnico di Milano

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		provides quick responses from the local authority. Citizens, companies and professionals can access the service even if they are not sure which department is responsible for their query.
LITHUANIA		
Integration of Main State Registers as a Tool for Improving E-Service for Citizens and Companies State Enterprise Centre of Register	Romualdas Kasperavicius Tel: + 370 52688204 kasper@kada.lt	This is a national register which provides information on the ma- jor national entities in Lithuania. It aims at becoming the main source of information for public institutions as well as for busi- ness and the general public.
MALTA		
WEB Justice Services Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	The WEB Justice Services are intended to benefit the judiciary community as well as journalists and the general public by provi- ding a web interface which al- lows for searches and queries on rulings to be put forward. It offers the possibility to view details on a particular ruling and its actual text.
Examinations Registration System Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	This portal aims at providing a service that can be accessed by the general public. Through the website students can apply for, sit and pay for their exams on- line. They can view examination information, download examina- tion timetables and obtain infor- mation on examination centres.
<i>IR Services On-Line</i> Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	IR Services On-Line is an inter- net site offering Inland Revenue Services to tax practitioners and taxpayers. The project allows people to file income tax returns, effect payments of tax and so- cial security contributions and submit other inland revenue forms via the internet.
The Local Enforcement System (LES) Website Ministry for Justice & Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	LES website allows the public to pay fines via the government portal (www.gov.mt). The site also allows the user to ascertain what the minimum and maxi- mum fines are and to gather in- formation on the local courts and local councils.

COUNTRY/NAME/

Norwegian Directorate of

Taxes

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as tax procedures into pre-com-

pleted personalised paper forms combined with electronic

filing possibilities. This project is modelled on the European and Norwegian strategies for unlimi-

ted access (24x7).

HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
Mobile Government Infrastructure Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	Mobile Government Infrastruc- ture is a service that enables mobile phone users to access a number of government servi- ces and receive notifications and information via their mobile phones.
<i>MyWeb</i> Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	MyWeb is a 20-hour ICT aware- ness programme which is deli- vered by professional teachers in computer laboratories of state secondary schools after normal school hours. The practical course is offered free of charge and each attendee is provided with a course manual.
Public Internet Access Points via Web Pay Phones Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	This project increases the ac- cessibility of ICT by setting up a number of Public Internet Ac- cess Points in the form of wall- mounted pay phones with inter- net access. These web phones will be located in strategic loca- tions around the Maltese is- lands, including government de- partments and ministries, Malta International Airport and the University of Malta.
One-Stop-Shop for Citizens Ministry for Justice and Local Government	Claudio Grech Tel: + 356 22951304 claudio.grech@gov.mt	One-Stop-Shop for citizens gi- ves citizens the chance to lodge a request, complaint or sugges- tion with the local council or at home through the internet and then to track its progress. The web-site provides these servi- ces with regard to every local council, government depart- ment, authority or public body.
NORWAY		
Individual Income Tax in Multiple Channels	Karl Olav Wroldsen Tel: + 47 22077000, + 47 22077162	This project aims at transferring hard-copy forms in areas such as tay procedures into pre-com-

+ 47 22077162

karl-olav.wroldsen@

skatteetaten.no

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DESCRIPTION

POLAND		
WODGIK – Regional Centre of Geodetic and Cartographic Documentation in Cracow Marshal Office of the Malopolska Region	Pawel Hudzik Tel: + 48 126303534 phud@malopolska.mw.gov.pl	WODGIK deals with the storing, managing, updating and selling of cartographic materials of the Malopolska Region via the internet. It is possible to easily review the maps stored on WODGIK, check their symbols and scale, as well as order and pay for them via the internet.
Electronic Data Filling and Transfer System for Polish Driving Licences (EDFTS) Polish Security Printing Works plc (PWPW SA)	Adrzej Pawlak Tel: + 48 225302321 a.pawlak@pwpw.pl	This is a complete filing system for local government texts and graphical data required for the issue of driving licences (DLC). It is possible to make secure electronic transfers to the perso- nalisation centre in Polish Secu- rity Works plc (PWPW) and to submit feedback to the local government offices.
The Polish Internet Library (PIL) Ministry of Science and Information Society	Miloslawa Zagloba Tel: + 48 225292582 mzagloba@mnii.gov.pl	The Polish Internet Library (PIL) promotes new creative works and adopts existing creations to make them suitable for web publishing. Through it, a variety of publications, such as hand- books for students, archival do- cuments for researchers, musi- cal manuscripts etc. are made available on-line.
PEP Educational- Development Program for Information Society Council of PEP Clubs and PEP Educational- Development Program	Ryszard Laczynski Tel: + 48 501404131 pep@poczta.neostrada.pl	This a job search programme which also offers education and training-related services, ac- cess to conferences and work- shops, eLearning, a tele-job platform and educational mee- ting points with local authorities for citizens, NGOs, SMEs, universities and schools.
Info-Kiosks Office of Civil Service	Anita Noskowska-Piatkowska Tel: + 48 226947410 anita_noskowska@ taranis.usc.gov.pl	Info-Kiosks is a new means of communication between the Polish public administration and citizens whereby a computer with a touch screen monitor is installed for public use. The Info- citizen Service, a client-oriented portal, offers information on ser- vices that are delivered to citi- zens by public administration in ten different subject areas.

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PORTUGAL		
IEFP NETemprego: internet job search service National Institute of Public Administration	Manuel João Pereira Tel: + 35 1 214465423 mjp@ina.pt	This server of the Institute fo Employment and Vocationa Training links the demand and supply of employment and help to improve the relationship with citizens as well as the efficiency of the local employment offices
Seixal Municipality's Web- GIS Câmara Municipal do Seixal	Celia Pestana Tel: + 351 212272469 celia.pestana@cm-seixal.pt	The Seixal Municipality's Web GIS application allows eas access for civil servants an technicians to complex dat using a user-friendly environ ment in a simple web browser
Inventorying as a Means of Improving Public eServices Direcção Geral dos Edifícios e Monumentos Nacionais	Margarida Alçada Tel: + 351218817000 dirsid@dgemn.pt	The Project of the DGEMN was launched in order to develop the Architectural Heritage Inventor (IPA), which comprises digita architectural drawings, photo graphs and texts on Portugal ³ architectural heritage. It wil provide reliable accessible on line public services to students researchers, professionals and the public.
ROMANIA		
Integrated Informatics System for Local Public Administration City Hall Galati	Viorel Mancas Tel: + 40 236 307710 viorel_m@primaria.galati.ro	This portal facilitates access fo citizens to on-line public servi ces of the Galati municipality in Romania.
InfoKiosk Terminal PROMETEU INTRAROM S.A. for Ministry of Communication and Information Technology	Nicolae Marcu Tel: + 40 212040891 nicolaem@intrarom.ro	The project provides electronic information services to citizens These services include genera public information, an insight in to public administration activit ites, internet access, multimedia and commercial information as well as applications for Info Kiosk network monitoring and control.
iTaxe – Application on Local Tax Administration and Book Keeping System Ploiesti City Hall	Dumitruu Dinu Tel: + 40 244146711 dfp@ploiesti.ro	The system aims at implementing an efficient and modern system to monitor and collect locataxes and duties, control information and processes in the fiscal department, ensure higher efficiency and better quality coffered services, and improve performance in collecting locataxes and duties.

taxes and duties.

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National Regulatory Authority for Electronic Signature System INTRAROM S.A. for Ministry of Communication and Information Technology	Sorin Miritescu Tel: + 40 212040633 sorinm@intrarom.ro	The system manages the trust service providers' registry. The project was launched in order to support other services which require key public infrastructure, such as eTaxes, eProcurement, eReferendum, address change, web declarations for compa- nies, invoices on-line, eGovern- ment portal, etc.
e-Library National Institute for Research and Development in Informatics	Doina Banciu Tel: + 40 212245262 Doina.Banciu@ici.ro	The eLibrary is a centre for col- lecting electronic books in diffe- rent domains to be offered to the general public both on the inter- net and locally, on the library's own premises. Full support is given to digitise the books, to read them and to search the catalogue.
eTax@InfoKiosk National Institute for Research and Development in Informatics	Doina Banciu Tel: + 40 212245262 ici@ici.ro, Doina.Banciu@ici.ro	With the help of this portal users can easily access information through the InfoKiosks located in public places or via the inter- net. The system offers persona- lised information about the local taxes any citizen has to pay and the possibility to pay these taxes electronically. The InfoKiosk also enables fast access to ge- neral public information in areas such as education, health care and legislation.
InHand Application "Virtual Information Center for Persons with Special Needs" National Authority for Persons with Disabilities	Constantin Stoenescu Tel: + 40 212125438 stoenescu@anph.ro	This web-based application is a meeting place for persons with special needs, the elderly and disabled, who want to find and/ or display information on-line on how to improve their life. InHand is able to share and receive on- line information concerning the specific problems of people with special needs.
<i>Tax.Connect</i> City Hall of Timisoara	Orza Adrian Tel: + 40 744259732 orza@adrian.as	Tax.Connect is a real estate da- tabase and on-line property tax payment system. It allows pri- vate citizens and commercial- industrial institutions to access all of Timisoara's records regar- ding tax levies on their land, buildings and automobiles as well as to pay their taxes on-line.

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DECWEB

UTI Systems S.A., IT & C Division for Ministry of Communication and Information Technology

Gabriel Kaufmes Tel: + 40 722620439. + 40212112335 gabriel.kaufmes@uti.ro

Driver's License Renewal Portal

UTI Systems S.A. IT & C Division for Ministry of Communication and Information Technology

and Information Technology

Portal containing

Proof of Concept

Gabriel Kaufmes Tel: + 40 722620439, + 40212112335 gabriel.kaufmes@uti.ro

Adriana Ticau Administrative Forms as a Tel: + 40 214001736 adriana.ticau@mcti.ro Ministry of Communication

ePetitioner – Citizen Partitioner Service University Politehnica of Bucharest

Valentin Cristea Tel: + 4021 4029194 valentin@cs.pub.ro

Administrative Forms Portal (AdmForms) Ministry of Communication and Information Technology

Adriana Ticau Tel: + 40 214001736 adriana.ticau@mcti.ro

Public Service for Inquiring and Consulting by Phone and Internet on Local Taxes and Duties and e-Pavment Oradea City Hall

Silviu Lucuta Tel: + 40 259408852 silviul@oradea.ro

Romanian Government Gateway (RGG)

Ministry for Communication and Information Technology Adriana Ticau Tel: + 40 214001736 adriana.ticau@mcti.ro

DECWEB is an application that allows companies to submit their balance sheet via the internet. Digital certificates are used to identify the companies via the server of the Ministry of Public Finance. All files are digital in order to provide data integrity and non-repudiation.

The driver's license renewal portal provides citizens with the possibility to apply for a new driver's license via the internet. The motto of the portal is "don't stand in line, get on-line".

This is a "one-stop-shop" portal that gives access to public administrative forms frequently used in dealings between citizens or businesses and administrations. It also contains laws and regulations, public service provisions and user registrations.

The ePetitioner issues petitions that need to be signed by citizens before they are sent to public institutions for further processing. This service uses secure personal identification numbers for users and validates the signatures according to the pin number.

This is a "one-stop-shop" for the administrative forms issued by governmental agencies and public institutions. The user can select the form from a list provided, download helper applications or view the instructions for each type of form.

This is a public service for obtaining, and consulting by phone and internet, information on local taxes and dues to be paid to the city hall. ePayment is carried out in 3 ways: via an internet banking system, ATM cards and a POS card reader.

The Romanian Government Gateway provides a secure, centralised point of access for

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		all government-related services and information. The Gateway offers services within and among ministries and extends their public services to busines- ses and citizens alike.
e-Referendum Ministry of Communication and Information Technology	Diana Voicu Tel: + 40 214001701 diana.voicu@mcti.ro	The eReferendum project offers citizens a friendly and economic alternative to express their opi- nion in a referendum on a sub- ject of national interest.
Info-Kiosk Ministry of Communication and Information Technology	Diana Voicu Tel: + 40 214001701 diana.voicu@mcti.ro	This automated portal is acces- sible through the InfoKiosks located in public places or via the internet. Users can submit suggestions, send different ty- pes of forms or search for infor- mation, for example with regard to taxes.
eServices for Information and Electronic Transparency Micrositem Conect srl	Florin Finaru Tel: + 40 722650693 florin@mic.ro	This is an electronic service aimed at making local admini- stration more transparent for ci- tizens and the local community. So far it contains: eTax – an in- ternet-based system for the payment of local taxes; InfoCiti- zen, which provides information and on-line consultation, forms, news and electronic transpa- rency; eJobSearch; and InfoStat offering statistic information.
Multimedia Center for Citizens ROMSYS for Ministry of Communication and Information Technology	Laura Lazaroiu Tel: + 40 21 2300810 laural@romsys.ro	This information system is a tool used by local and central ad- ministration that makes various types of information and docu- ments available to the general public. The objectives are to provide citizens with the tech- nical means to access electro- nic information, intensify infor- mation transfer in eCommerce transactions and educate so- ciety to develop an electronic in- formation and communication- based culture.
SEI (Computer Aided Education System) Program SIVECO Romania for Ministry of Communication and Information Technology	Bagdan Neacsu Tel: + 40 212242531 bogdan.neacsu@siveco.ro	The SEI Programme supports the objectives of the education reform in conformity with the eEurope+ strategy developed by the European Union. The programme includes IT class- rooms, educational software

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		and electronic educational con- tent, automated admission to schools and universities, an educational portal and a Learning Management System (AEL).
SLOVAKIA		
Central Information System of the Chamber of Notaries of Slovak Republic Chamber of Notaries Slovak Republic	Stefan Kuteniè Tel: + 421 255574519 kutenic.notar@stonline.sk	The project provides for new, improved notarial services and new services with regard to small and medium-sized enter- prises and financial institutions. It helps to improve the quality of inheritance proceedings and the general legal environment.
SPAIN		
MISS – Multi-channel Integrated Service System, Barcelona Barcelona City Council	Marta Continente Tel: + 34 932918004 mcontinente@mail.bcn.es	MISS is an eGovernment pro- ject that goes beyond an internet portal. It complements an inter- nal network made up of a web- site, a call centre and a desig- nated office and includes a com- plex network comprised of citi- zens, other public organisations, private firms and other city authorities.
Generalitat en Red – Generalitat on-line Valencia Regional Government	Blanca Martínez de Vallejo Fuster Tel: + 34 961961061 blanca@gva.es	This project aims at bringing pu- blic authorities closer to Valen- cia's society through the use of information technologies, there by creating a catalyst for the use of the internet by citizens and businesses to access public bodies.
LinEx Centro de Fomento de Nuevas Iniciativas. Consejería de Educación, Ciencia y Technología de la Junta de Extremadura	Belén Caballero Muñoz Tel: + 34 924009003 programas14@ect.juntaex.es	LinEx represents the option to ensure the sustainability of the Regional Strategy on the Infor- mation Society and the Educa- tion System. It focuses on edu- cation, enterprises and literacy programmes.
<i>Valencia Interactiva</i> Ayuntamiento de Valencia	Melania Vázquez Pérez Tel: + 34 963525478, ext. 1280 sfiestas@ayto-valencia.es	This is a multipurpose guide aimed at providing information on the city of Valencia. It can be used as a street directory and as a tourist guide. It uses the very latest technologies as well as physical media, such as CD- ROMs.

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Zabalik: Proactive Service for promoting Participation in the Activities of the Basque Parliament Basque Parliament – President's Cabinet	Juan Antonio Romero Salazar Tel: + 34 945004012 lehen.europa@ parlam.euskadi.net	Zabalik means "open" in Bas- que. The project is an electronic mail distribution list, which offers citizens, associations and insti- tutions free information and di- rect access to all documentation contained in databases regar- ding parliamentary initiatives and debates.
<i>Correos on line</i> Sociedad Estatal Correos y Telégrafos	Mauricio Fernandez del Castillo Tel: + 34 915963598 mauricio.fernandez@correos.es	This is an on-line post office for Spain which provides for digital mail, identification of certificates and notifications, electronic pay- ment of authentication/approval, "track and trace", a tariffs calcu- lator, zip codes and branch office addresses. It facilitates universal access 24 hours a day, 365 days a year.
CAT365 and the New Model of Relationship between the Catalan Administrations and Their Citizens and Companies CAT365	Ignasi Albors Tel: + 34 932724000 ignasi.albors@cat365.net	CAT365 is committed to impro- ving and optimising the relation- ship between the citizens and the Catalan administrations. The administrations are better accessible to citizens and com- panies through integrated ser- vices, matching services to their needs, generating value-added services, providing personali- sed treatment and widening the channels of communication.
Implemntation of a Portal that boosts and improves Public Services on-line Government Aragón	Adrián Martínez Cabrera Tel: + 34 976714412 rgarza@aragob.es	Implementation of a portal that boosts and improves public ser- vices is a project that combines communication and service, with easy access for its users. It is a multi-channel and multi- media portal that has some con- trol over the management of its contents, and offers its services to citizens and businesses.
CAVI Project (Virtual Town Council) Ayuntamiento de Catarroja	Josep Gisbert Ramos Tel: + 34 961261301 interventor.catarroja@cv.gva.es	The CAVI enables citizens to carry out transactions with their town council from home, the workplace and public centres via the internet. In this respect, the internet is the main commu- nication channel between the citizens and the town council.
VIA010 – City Council at Home Jesytel S.A. (City Council Information Systems)	Juan Baquero Alonso Tel: + 34 95 6359415 gerente.jesytel@aytojerez.es	This project helps natural per- sons and legal entities access information about themselves

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		with regard to their relationship with the City Council and offers the possibility for additional processes to be included by the local administration.
Sigues accessible (a-diba.net) Diputació de Barcelona (Barcelona Provincial Council)	Joan Rangel Tarrés Tel: + 34 934022236 a.regimhp@diba.es	This portal launched by the Bar- celona Regional Council promo- tes digital access to local autho- rity and organisations via web- sites as well as private sites for a large number of citizens.
www.corunasolidaria.org and www.aytolacoruna.es Ayuntamiento de la Coruña (The Town Council of La Coruña)	José Manuel Peña Penabad Tel: + 34 981184200-11097 jpena@aytolacoruna.es	Both web-sites provide citizens and businesses with job search facilities, transport-related ser- vices, services for the elderly and disabled, a directory of companies, as well as the possi- bility to electronically pay local taxes and receive information on-line.
The ATMO – Autonomous Tax Management Organisation ORGT. Data-Processing Service	Miquel Palet Balart Tel: + 34 934022633 paletmql@diba.es	This service enables transac- tions regarding local taxes, fines, outstanding taxes, certifi- cates of payment, executive tax orders, correction of personal in- formation, presentation of ap- peals or applications and other services provided on-line 24 hours a day.
CALVIA DIGITAL CITY Ajuntament de Calvià	Margarita Nájera Aranzabal Tel: + 34 971139161 jbustamante@calvia.com	The project provides a series of web-based services, which offer citizens and businesses of the municipality of Calvia access to the internet homepages of the City Council and to media or education and training infor- mation. It develops citizen net- works and promotes tourism.
<i>"El Ciutadà" (http:// www.elciutada.net) Search Engine</i> Diputació de Barcelona (Barcelona Provincial Council)	Joan Rangel Tarrés Tel: + 34 934022236 a.regimhp@diba.es	This is a public service search engine of the local authorities in the Barcelona region that is of- fered to all citizens as a referen- ce web-site on services provi- ded by local, regional and natio- nal administrations.
Contrat@ – Communication of Labour Contracts by Internet Instituto Nacional de Empleo INEM · Ministerio de Trabajo y Asustos Sociales	Ana Cerdeira Gutierrez Tel: + 34 915859888 ana.cerdeira@inem.es	Contrat@ allows for the com- munication of vacancies via the internet. It enables companies and agencies to fulfil the legal requirement of communicating the hiring of workers and provi-

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		des for consultations on the part of companies and workers.
<i>Citizens' Advice Bureau</i> <i>(CSB)</i> Gobierno del Principado de Asturias	Belén Menéndez Bañuelos Tel: + 34 985105354 belenmb@princast.es beatrime@princast.es (assistant to Mrs Menéndez)	The portal of the principality of Asturias improves the manage- ment of relations with citizens and to provides quality services via a multi-channel system in- cluding face-to-face interaction, internet, telephone and postal services.
ACCESS: Breaking Barriers Accessibility for the Canary Citizens to the Sanitary Services Gobierno de Canarias. Dirección General de Tecnologías de la Información	Gabino Padrón Morales Tel: + 34 922476504 gpadmor@ gobiernodecanarias.org	ACCESS introduces an electro- nic system allowing any citizen to easily obtain an appointment with their doctor by using diffe- rent channels such as the tele- phone or internet.
eAdministration Initiative of the Treasury and Finance Regional Ministry of Murcia Region Autonomous Community Regional Government of Murcia	Juan Jose Rios Piñera Tel: + 34 968362537 juanj.rios@carm.es	This initiative allows the on-line payment and presentation of taxes related to the transfer of ownership of used vehicles and boats. This platform will drama- tically reduce the time of execu- tion of these transactions.
WWW and WAP Information about Biscay Beaches Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia)	Angel Erkoreka Ezkurdia Tel: + 34 944068900 angel.erkoreka@bizkaia.net	This project on the beaches of Biscay includes various types of information such as information on services provided there, equipment, activities, transport, weather and water temperature and on how crowded each beach is. The WEB platform al- so shows aerial views of the whole coast and of the location of each beach.
El Plan de Simplificación de la Gestión Administrativa de la Comunidad de Madrid ICM Informática y Comunicaciones de la Comunidad de Madrid	Antonio López-Fuensalida Tel: + 34 915804937 alf@madrid.org	The Madrid portal provides a range of services to citizens, from basic administrative information to on-line transactions aimed at facilitating administrative procedures.
Reducing Customer Waiting Time at Customer Service Counters of the Tax and Public Finance Department of the Regional Government of Bizkaia Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia)	Angel Erkoreka Ezkurdia Tel: + 34 944068900 angel.erkoreka@bizkaia.net	This service is aimed at providing information on the situation in customer service waiting areas. This information is accessible through a number of platforms, namely the web, WAP, PDA, SMS and teletext, through which clients can find out the average waiting times at counters and the number of customers within the customer service areas.

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The Autonomous Council Library of Biscay Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia)	Angel Erkoreka Ezkurdia Tel: + 34 944068900 angel.erkoreka@bizkaia.net	Through this web-site it is pos- sible to consult the library cata- logue on the existence of any text on-line. The search options are very broad, offering the pos- sibility to consult one or all cata- logues by using different search criteria and consulting the bibliographical archives virtually.
Diputación Foral de Bizkaia - Support for Disabled Access Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia)	Angel Erkoreka Ezkurdia Tel: + 34 944068900 angel.erkoreka@bizkaia.net	This project aims at making the internet, the source of knowled- ge, accessible to the blind and partially blind, people with cog- nitive impairments, the deaf, and those with limited mobility.
SWEDEN		
Maps and Real Property Information on Demand Lantmäteriet	Birgitta Ericsson Tel: + 4626633249 birgitta.ericsson@lm.se	This portal contains several pro- ducts and services, including cadastral information, informa- tion on house prices, detailed aerial photos, general maps and historical maps available which can be ordered by users, down- loaded and paid by credit card. Another service gives access to expertise concerning land own- ership and property information.
The Parental Services e- Project National Social Insurance Board	Lena Glennert Tel: + 46 8 7869616 lena.glennert@rfv.sfa.se	The aim of this project is to offer parents access to information on parental allowances and the possibility to submit their appli- cations electronically.
Sustains III County Council of Uppsala	Benny Eklund Tel: + 46 705101306 Benny.Eklund@it.ck.lul.se	The basic idea behind Sustains III is to provide the user/patient with the possibility to explore me- dical records in detail and to re- ceive complete lists of prescrip- tions and lab results. It is an easy way of exchanging written infor- mation between the doctor and the patient and ensuring an ac- ceptable level of privacy.
SWITZERLAND		
Geneva Internet Voting Geneva State Chancellery	Robert Hensler Tel: + 41 22 3272300 robert.hensler@etat.ge.ch	The purpose of this application is to offer Swiss citizens living abroad and disabled voters effective access to the polls.
The Swiss Federal Portal www.ch.ch - a Project of the	Bernard Ayer Tel: + 41 313235680	This portal has been created to provide and guarantee easy

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Confederation, the Cantons and the Communes Chancellery of the Swiss Confederation / eGovernment	bernard.ayer@bk.admin.ch	access to public authorities for clients who are not familiar with the different structures of the Swiss federal administration. The portal has been built so as to secure and guarantee access for everyone, including the blind.
THE NETHERLANDS		
D-Site Zaanstad Zaanstad	Joe Simmons Tel: + 31 756552230 j.simmons@zaanstad.nl	By using this interactive discus- sion platform Zaanstad intends to involve more citizens in the process of policy development, while being able to monitor the discussions. Citizens are more involved in the development of the city and can see the follow- up of their contributions to the platform.
CAREMORE – Support to District Nurses Sensire (CareMore) / Cap Gemini Ernst & Young	Rolf Striekwold Tel: + 31 314356401 r.striekwold@sensire.nl	The CareMore project aims at improving the productivity, wor- king conditions and quality of administration of district nurses making home visits. By using mobile phones or personal digi- tal assistants (PDAs) nurses are able to access and update pa- tient data, improve the planning and scheduling of home visits, and provide administrative applications.
Overheid.nl (dutchgovernment.nl) Advies Overheid.nl	Erik Hup Tel: + 31 70887850 erik.hup@overheid.nl	Overheid.nl (dutchgovernment.nl) is the internet portal for citizens, enterprises and civil servants to access the Dutch eGovern- ment. It provides access to all on-line information and services of national, regional and local administrations as well as access to Dutch legislation and official publications of govern- ment and parliament.
<i>Openbare Kunst' – Public</i> <i>Art</i> Centre for Visual Arts Rotterdam	Sandra Smets Tel: + 31 104360288 com@cbk.rotterdam.nl	This web-site of the Centre for Visual Arts in Rotterdam shows which works of art the people of Rotterdam can find in their sur- roundings. It contains informa- tion on the pieces of art and the artist and provides routes on themes and places. The site not only uniquely reveals all kinds of information on art in public spaces, but also makes the art

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		policies of the local government public.
<i>The IVS – the Interactive</i> <i>Safety Scorecard</i> The province of South Holland	Juul Covers Tel: + 31 704416431 covers@pzh.nl	The Interactive Safety Score- card has been developed for local governments in South Hol- land. It offers a clear insight into the quality of the public safety policy of local governments, a tool for self-assessment on safety policies, an opportunity to provide the population insight into safety policies in an infor- mative manner and an opportu- nity to benchmark.
E-Government City of Dordrecht, Netherlands Municipality of Dordrecht	Henk Wesseling Tel: + 31 786396101 hwm.wesseling@dordrecht.nl	This portal of the Dordrecht Council provides municipal in- formation on-line. It is an elec- tronic office with 24-hour on-line services offering administrative information to the Council, civil servants (BRIS) and the public.
A Bird's Eye View of the Property Valuation of The Hague Novell – The Netherlands for the City of the Hague	Jose Kemp Tel: + 31 102864444 jkemp@novell.com	The project run by the Municipal Taxes Service (MTS) makes the collection of taxes faster and more pleasant for everyone by using Net services software. To get the information to the citi- zens and organisations of The Hague, the MTS has developed the front-office WOZ-infodesk which provides separate sour-

UNITED KINGDOM

London Borough of Tower Hamlets Siebel Systems UK Ltd for the London Borough of Tower Hamlets	Stephen Johnsten Tel: + 44 7739265059 stephen.johnsten@siebel.com

election.com Ltd - eVoting in Sheffield election.com, Ltd for Sheffield City Council

Julia Glidden Tel: + 44 20 76168414 jglidden@election.com

This is an imaginative mix of a call centre, e-mail service, partner management and wireless technology which improves relations with a polyglot East End community and overcomes service inconsistencies.

ces and different kinds of data.

election.com Ltd - eVoting in Sheffield is concerned with citizen authentication through smart cards and setting the stage for reinvigorated EU elections in the UK by using the most expansive range of new voting technologies, such as the internet, telephone and mobilephone-text-messaging.

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Lingoland – The Bi-Lingual Learning Zone Liverpool City Council	Joanne Roberts Tel: + 44 1512253032 Joanne.Roberts@liverpool.gov.uk	Lingoland is a new interactive web-site designed to address the needs of Somali and Yemeni Arabic children within the Liver- pool schools area. It helps stu- dents to overcome their langua- ge barriers by creating a stimu- lating learning environment with a video conferencing teaching support facility enabling effec- tive communication between pupils and bilingual teachers.
SMS Text Messaging Service Lancashire County Council	Stuart Wrigley Tel: + 44 1772264660 stuart.wrigley@ env.lancscc.gov.uk	SMS Text Messaging Service is a new text service, which provi- des information on public trans- port. This innovative travel SMS service allows people to receive bus information via the text faci- lity on their mobile phone.
3IP – 3 ISLANDS PARTNERSHIP, Islay, Jura and Colonsay Argyll and Bute Council	Deirdre Forsyth Tel: + 44 1546 604558 deirdre.forsyth@ argyll-bute.gov.uk	The 3 Islands Partnership (3IP) provides access to local, regio- nal, national and international services without the need for extensive and expensive travel. It is intended for both citizens and businesses.
South Yorkshire Communities Online Project (SYCOP) SYCOP – South Yorkshire Communities on-line Project	Gary Simpson Tel: + 44 1709591214 g.simpson@doncaster.gov.uk	SYCOP ensures that innovative means of access to specific pu- blic information and services is made as easy as possible for those with the greatest need across South Yorkshire. Various information and services, such as health and emergency servi- ces and activities of the volun- tary sector, are provided via digi- tal television, kiosks, game con- soles and the internet.
Improving the Service available to Child Benefit Claimants by using Electronic Interaction Department for Work and Pensions	Marietta di Ciacca Tel: + 44 1132327647 mariettadiciacca@ dwp.gsi.gov.uk	Claimants of the DWP's Child Benefit can contact the DWP to fill in the necessary forms at their convenience. The transfer correspondence is secure and barriers to electronic commu- nication, such as with regard to legislation, security and cultural obstacles, are removed.
Children's Information Network (C-Net) Liverpool City Council	Joanne Roberts Tel: + 44 1512252849 joanne.roberts@liverpool.gov.uk	This is a partnership project im- proving conditions for kids and disabled children and their carers. It provides access to computers and the internet at

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DESCRIPTION

costs of service received.

home, ongoing computer and internet training and an extranet with information on local services and links to education. health, leisure etc. NorthLincsNet (NLN) was deve-The NorthLincsNet Portal Isobel Harding loped to promote eCommunity Tel: + 44 1724275005 development, eSkills and (NLN) NorthLincsNet, North isobel.harding@ broadband infrastructure. A two-Lincolnshire Council northlincsnet.org tier portal hosts free interactive services for all community users This web service addresses the 1DO3 Web Directories Atul Sharda needs of citizens by using an Department for Education and Tel: + 44 2072734912 innovative approach based on Skills atul.sharda@dfes.gsi.gov.uk user responses to the question of what they want or need. 300 everyday actions are covered under 16 subject headings, linking to 2,850 sites - governmental departments, allied services, politicians and parties, NGOs, leisure, pleasure and sports sites. APLAWS – Accessible Local API AWS defines a reusable Andrew Stephens Tel: + 44 20 79746883 local authority web-site archi-Authority Websites London Borough of Camden andrew.stephens@ tecture that enables personacamden.gov.uk lised access to information and delivers this in a way that is accessible, interoperable and freely available to any local authority that wants to adopt it. Supporter Gareth Morgan The Supporter mobile system Ferret for Herefordshire Tel: + 44 2920643333 allows officers to offer holistic County Council information in their own home gmorgan@ferret.co.uk to clients of social services departments. The system runs on small pocket PC devices and allows the user to assess the entitlement of the client to central government and local welfare benefits and tax credits. It also assesses the expenses incurred by and determines the contribution of the client to the

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DESCRIPTION

Newcastle City Council's Customer Service Strategy Lagan Limited for Newcastle City Council Grace Meehan Tel: + 44 2890509300 grace_meehan@lagan.com The goal of this initiative is to modernise Council services by providing a network of "face-toface" customer service centres and call centres with extensive use of information technology and staff training in customer services. It aims at meeting people's needs through quality, easily accessible, efficient and cost effective services.

Annex III

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AUSTRIA		
"e-Recht": Elektronische Gesetzeswerdung Bundeskanzleramt	Roman Sigmund Tel: + 43 1 531154330 roman.sigmund@bka.gv.at	e-Recht is a system of the Prime Minister's office in Germany which enables full electronic processing of proposed laws. It includes all related steps star- ting from the preparation of a law proposal through its expert evaluation, documentation, mi- nisterial justification, and a governmental statement up to the official release.
eAMA – Agricultural eServices for Farmer and Business Agrarmarkt Austria (AMA)	Harald Waitschacher Tel: + 43 1 33151357 harald.waitschacher@ama.gv.at	The eAMA portal enables far- mers and companies to handle applications, registrations, que- ries and other administrative processes electronically by us- ing identification and PIN secu- rity tools.
eJob-Room – Interactive Platform for Jobseekers and Employers Arbeitsmarktservice BetriebsgmbH & Co KG	Wolfgang Kotlan Tel: + 43 1 599059159 wolfgang.kotlan-jr@amsbg.at	This is a service for jobseekers and employers of the Public Employment Service in Austria (AMS). It provides the most ex- tensive database of jobs and job offers in the country and offers two-way on-line interaction and full transactions of data and applications.
eSV – Austrian Social Insurance Hauptverband der österreichischen Sozialversicherungsträger	Christian Schuller Tel: + 43 1 711321115 christian.schuller@hvb.sozvers.at	eSV is an initiative of the Aus- trian social insurance institutions. The main objective is to provide mediation of content as well as interaction and dialogue among the insured, employers and other social insurance partners.
BELGIUM		
"Crossroad Bank of Enterprises" – Integration of Back-offices and of Information Exchange Ministry of economic affairs	Lambert Verjus Tel: + 32 2 5065900 lambert.verjus@mineco.fgov.be	This is a unique company iden- tifier, which integrates various governmental back-offices and supports the exchange of infor- mation between government entities as it is an authentic sour- ce for all general company/en- terprise data in Belgium.
SYSEX : Système Expert Informatisé pour la Reconnaissance des Diplômes Européens des Professions de Santé	Philippe VanLangendonck Tel: + 32 2 2104747 philippe.vanlangendonck@ health.fgov.be	This "computerised expert sys- tem for the recognition of Euro- pean health profession qualifica- tions" gives access to informa- tion on relevant rules and proce-

tion on relevant rules and proce-

Professions de Santé

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Belgian Federal Public Health Ministry		dures, and facilitates exchanges between competent authorities providing recognition of profes- sional qualifications in the EU Member States' health care.
E.E.F. – Electronic Employment File Flemish Community: Department of Education	Frans Decuyper Tel: + 32 2 5539140 frans.decuyper@ ond.vlaanderen.be	This is a multi-project system, which enables simple and rapid data exchange as well as salary payment to all schools of the Flemish Community in Belgium.
JEPP (Joint Electronic Public Procurement) Belgian Ministry of Defence	Jean-Paul Vannunen Tel: + 32 2 7014011 vannunen.jp@js.mil.be	JEPP is a portal which helps procurement offices draw up their notices, forward them to the official publication agencies and simultaneously publishes them on-line. The registered companies are then automati- cally informed of newly publi- shed opportunities which meet their selection criteria.
Anti-fraud Datawarehouse for the Belgian Social Security System OASIS SPF Sécurité Sociale / Service informatique	Michaella Misko Tel: + 32 2 5098308 m.misko@minsoc.fed.be	OASIS was created to make it possible for the anti-fraud in- spection services of public insti- tutions responsible for social se- curity, employment and labour in Belgium to carry out controls of potential fraud and to analyse related data.
Belgian Social Security Crossroad Bank for Social Security / National Office for Social Security	Frank Robben / Koen Snyders Tel: + 32 2 7418402 management@ksz- bcss.fgov.be	This combination of back-office integration and an ePortal so- lution serves about 2,000 social security institutions by providing possibilities of an electronic in- formation exchange. It also in- cludes public and private insti- tutions at a national, regional and local level.
BULGARIA		
Data Acquisition System for Pension Funds National Social Security Institute (NSSI)	Marin Tzokov Kaltchev Tel: + 359 2 9261502 marin.kaltchev@nssi.bg	This system focuses on profes- sional and universal pension funds and on labour contract registration processes. It helps to handle social security contri- butions from citizens and em- ployers, offers related services to the elderly and disabled as well as facilitates the submis- sion of data to offices dealing with statistics.

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E-challenges for the Bulgarian National Statistical System National Statistical Institute	Milena Dobromirova Zaharieva Tel: + 359 2 9857660 mzaharieva@nsi.bg	The aim of the system is to pro- vide reliable and up-to-date electronic data on the develop- ment of the information society and the social and economic processes in the country. It grants easy access to all citi- zens, businesses, public admi- nistrations, Eurostat etc.
Electronic Information System for Civil Registration and Administration Department of Civil Registration and Administrative Services, Ministry of Regional Development and Public Works	Ventsislav Hristov Tel: + 359 29 863486, + 359 88 2157134 vhristov@grao.government.bg	The highly secure part of this system stores personal data on all Bulgarian citizens, which can be accessed by government employees. Its other free public services include the "web access to election rolls" used by citizens, who can check their election rolls and find their place for voting, as well as generalised population data provided for agencies and national organisations.
DENMARK		
The Infostructurebase – Database on the XML-based Information Infrastructure Ministry of Science, Technology and Innovation	Søren Hjarup Tel: + 45 33 926594 shj@vtu.dk	Infostructurebase is a nation- wide common repository of standards for the exchange of data between public authorities and public and private institu- tions in Denmark aimed at facili-

ESTONIA

The "Themis" Forum for the Law Drafting Processes Estonian Law Centre Foundation

Ülo Siivelt Tel: + 372 7 300460 vlo@lc.ee

This is an electronic law-drafting forum, which gives people an opportunity to be involved in the process of law making, getting to know the operating mechanisms of the process of law making and making their voices heard.

tating the broader adoption of XML as the communications standard in the country.

FINLAND

Lomake.fi – Citizen Network Service Ministry of Finance

The Public RandD – Selective Project Funding Tekes

Olli-Pekka Rissanen Tel: + 358 9 16032523 olli-pekka.rissanen@vm.fi

Kristiina Laurila Tel: + 358 50 5577780 kristiina.laurila@tekes.fi

To date, this electronic service enables 17 municipalities in Finland to make their updated forms available to citizens.

This pilot project implements public R&D funding electronically by using an electronic ID card. It focuses on workflow and methods demanded by such electronic processes.

CONTACT DETAILS

FRANCE		
Le Site Portail des Associations des ALPES DE HAUTE PROVENCE Prefecture des alpes de haute provence	Jackie Decroix Tel: + 33 4 92367225 jackie.decroix@alpes-de- hauteprovence.pref.gouv.fr	This portal for associations sup- ports and promotes associative life, strenghtens relations be- tween public bodies and asso- ciations and simplifies proce- dures for associations.
SLIS (Serveur de Communications Linux pour Internet Scolaire/Linux Communication Server for School Internet CARMI-Internet / Lycee Aristide Berges	Raymond Favre-Nicolin Tel: + 33 4 76235463 raymond.favre-nicolin@ ac-grenoble.fr	SLIS (Linux communication Server for School Internet) is de- signed for education proffes- sionals, teachers and pupils. SLIS is being used in several French regions and will also be implemented in other European countries. It offers comprehen- sive and integrated services as well as management tools in the education sector.
LISA Dématérialisation des Dossiers de Demandes pour l'Obtention d'Aides Économiques Financées par la Région l'État ou l'Europe DRIRE de Haute Normandie	Philippe Guignard Tel: + 33 2 35523200 philippe.guignard@ industrei.gouv.fr	The project's objectives are to facilitate public service proce- dures, reduce procedural delays and inform companies on the development of their requests.
The European Heritage Network AL_Consulting for the Council of Europe	Antoine Littler Tel: + 33 6 60656796 Antoine.Littler@wanadoo.fr	This is a permanent information system linking 30 European government departments re- sponsible for heritage conser- vation. It includes a common heritage policy database and provides policy information and advice.
Platform Service-Public Local – Public Sector Data Interexchange Caisse des dépôts et Consignations	Nicolas Conso Tel: + 33 1 58507349 nicolas.conso@ caissedesdepots.fr	This initiative enhances the citi- zen-centred local "one-stop shop" portal of local authorities by organising data exchange between national, regional and local public bodies.
Spot-PlanNet – Tool for the State Region Plan Contract Conseil Regional Provence- Alpes-Cote d'Azur	Didier Lecocq Tel: + 33 4 91575057 dlecocq@hdr.cr-paca.fr	Spot-PlanNet is a computerised tool for the follow-up and eva- luation of the State Region Plan Contract designed for the natio- nal and regional services res- ponsible for appraising the con- tract.
POLIVILLE Délégation Interministérielle à la Ville	Robert Deville Tel: + 33 149 174591, + 33 608 820155 robert.deville@ville.gouv.fr	Poliville is a web-site targeted mainly at associations for on-line application and follow-up of City Council grant-aided projects.

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Le Portail de l'Etat en Région Picardie Préfecture de la région Picardie SGAR	Patrick Crézé Tel: + 33 3 22338400 patrick.creze@picardie.	This portal provides clear and transparent information on state-supported policies in the region of Picardy. It is based on an open source platform and was designed according to citizens' needs.
Le Portail Interne du Conseil Général de la Moselle Conseil Général de la Moselle / DOSTI	Jean-Christophe Nguyen Van Sang Tel: + 33 3 87378130 jcnguyen@cg57.fr	The intranet of the Moselle de- partment provides tailored information to public employ- ees. The interface is divided into 6 themes and covers all the needs of public employees.
The Territorial Information System of the Bas-Rhin Délégation Interservice pour le Développement du SIT du Bas-Rhin (DIDSIT)	Didier Georgieff Tel: + 33 3 88767835 didier.georgieff@ agriculture.gouv.fr	SIT du Bas-Rhin is a project to modernise intergovernmental practices within the local admi- nistration. It is a government and citizen needs-driven service focused on management chan- ges, a reorganisation of the back-office and a simplification of the front-office.
Le site des Marchés Publics du Conseil Général de la Moselle Conseil Général de la Moselle / DOSTI	Jean-Christophe Nguyen Van Sang Tel: + 33 3 87378130 jcnguyen@cg57.fr	The web-site is primarly designed for private companies wishing to apply for tenders. It provides transparent information on public procurement and simplifies application procedures.
GERMANY		
Platform for Electronic Registration of Residents Bremen online services GmbH & Co. KG	Markus Ernst Tel: + 49 421 2049530 me@bos-bremen.de	This project, which establishes a platform for the electronic re- gistration of residents, is focu- sed on the electronic data inter- change between registration authorities.
Content Sharing Hannoversche Informationstechnologien; Eigenbetrieb der Region Hannover	Karl-Günter Zipfel Tel: + 49 511 61621518 kg.zipfel@hannit.de	Content Sharing promotes the multiple exploitation and ex- change of information between content management systems. The aim of this application is to promote the idea of dissemi- nating content inorder to create a new culture of cooperation on the web.
European Secure Online Academy and Collaboration Centre for Police Officers (E-SOAP) KID Magdeburg GmbH	Petra Hohlwein Tel: + 49 391 5407039 petra.hohlwein@kid- magdeburg.de	E-SOAP is a pilot project of Magdeburg and the federal police academy, which deals with on-line collaboration, web confe- rences and real-time web educa- tion in the field of police learning.

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Admin21 – Online-space for the Future. The T-Government Portal for Local Administration Landkreis Ludwigslust	Rolf Christiansen Tel: + 49 3874 6241000 christiansen@ludwigslust.de	This initiative of the district ad ministration of Ludwigslust ma kes its services available on-line to local citizens and public ser vice partners. There are both complete on-line services (was te disposal, car registration, mo ving announcements etc.) and half-way solutions integrated into the portal's administrative guide
ELBE – The Electronic Procurement Platform Bayer. Staatsministerium für Landwirtschaft und Forsten	Ronald Bachfischer Tel: + 49 89 21822322 Ronald.Bachfischer@ stmlf.bayern.de	ELBE is a project dealing with the public procurement of office supplies, and is planned for fu- ture use in the allocation trans portation equipment, lifting devi ces, camp material, sanitary ar- ticles etc.
Digitale Stadtverwaltung – Dortmund Elektronische Dienstleistungen und Produkte Dortmunder Systemhaus	Dirk Meyer-Jäkel Tel: + 49 231 5022721 dmeyer@stadtdo.de	"Digitale Stadtverwaltung" is a project of the municipality or Dortmund aimed at providing al municipal services to interna and external users on-line by the end of 2004. An electronic agen takes over the administrative procedures for citizens and do cuments them in an electronic task list.
DISCUR (Data-Information- System for Controlling and Reporting) Ministry of Economy and Labour of the State of Northrhine-Westphalia	Werner Luchs Tel: + 49 211 8372610 werner.luchs@mwa.nrw.de	DISCUR supports a team-orien ted processing of grant applica tions and contracts. It is a tool fo general grants' administratior such as supervision, projec follow-up, leadership information statistics and budgetary planning
IRELAND		
IAMS – Inter-Agency Messaging Services Reach	Seamus O'Farrell Tel: + 353 1 6384153 seamus.ofarrell@reach.ie	IAMS is an agency for the inte gration and improvement of ser- vices to customers of the public service in Ireland. It also helps to exchange customer data among agencies in the public service. In the near future i should also ensure the dissemi nation of notifications of deaths and marriages.
ITALY		
SOP – Operative System for	Gianni Mantovani	This operational system is ai

SOP – Operative System fo Financial Help A.G.R.E.A. Gianni Mantovani Tel: + 39 051 284921 gmantovani@regione.emiliaromagna.it This operational system is aimed at processing applications for financial aid in the agricultural sector.

Country/ <i>Name</i> / Head Applicant	CONTACT DETAILS	DESCRIPTION
Single Access Points for Companies Provincia di Parma	Andrea Nicolini Tel: + 39 0521 931690 a.nicolini@provincia.parma.it	This is the only office with which businesses or professionals need to communicate in order to request and obtain authorisa- tions from local public admini- stration offices. It also offers back-office procedures and re- ferences to other public orga- nisations.
Si.Co.Ge. The Financial Management Accounting System Dipartimento della Ragioneria Generale dello Stato – Ministero Economia e Finanze	Francesco Cancellaro Tel: + 39 06 47612515 francesco.cancellaro@ tesoro.it	This is a support system for all central government depart- ments and for administrations with autonomous accounting procedures. It assists in the preparation of the budget as well as in the management of expen- diture. It also provides links to banks and post offices.
Title: The IT Protocol and e- Document System of the Italian Prime Minister's Office Presidenza del Consiglio dei Ministri	Salvatore Tucci Tel: + 39 06 67794185 s.tucci@governo.it	This project improves the effi- ciency and transparency of ad- ministrative actions through an office system based on eDocu- ments.
S.I.G.e-D – Sistema Integrato di Gestione Documentale Ministero dell'Economia e delle Finanze	Stefano D'Albora Tel: + 39 06 47615796 stefano.dalbora@tesoro.it	The foreseen functions of the "Electronic Integrated Docu- ment Management System" en- visage for example the numbe- ring of documents for Italian legislation, the management and storage of digitised and electronic documents, and the interoperability between various budgetary and financial plan- ning structures of the Ministry.
CRCitalia.it – A Services System for Local Authorities Formez	Stefano Kluzer Tel: + 39 06 88292507 s.kluzer@crcitalia.it	This web domain provides an integrated set of publications communication, knowledge ma- nagement and grouped servi- ces to local authorities and on all subjects involved in the im- plementation of the national eGovernment plan in Italy.
One Stop Shop Real Estate Property Transfer Ministry of Finance – Dipartimento Politiche Fiscali - Ufficio Comunicazione Istituzion	Marco Fabio Rinforzi Tel: + 39 06 59892590/3424 dpf.comist@finanze.it	This service unifies title regis- tration, mortgage charges and charges of ownership deeds. It enables notaries to carry out their obligations relating to real estate transfer in one on-line transaction in a circle electronic

transaction in a single electronic

document.

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ADIPP – Integrated Digital Archives ELSAG spa for Soprintendenza Beni Artistoco e Storici Firenze	Giovanni Tartaglione Tel: + 39 0348 2722430 frtartag@tin.it	The ADIPP project offers the on- line visitor information on hete- rogeneous Cultural Objects (C.O.), their territory and history. It offers a dynamic model of cul- tural, economic and touristic in- terest by collecting data, images and multimedia objects already produced in the past.
Normeinrete – "Norms in the Net" Autorità per l'Informatica nella Pubblica Amministrazione (AIPA)	Caterina Lupo Tel: + 39 06 85264262 upo@aipa.it	This portal offers citizens ac- cess to Italian and European Union rules and legislation pu- blished on various institutional web-sites.
<i>On-line Supply System for Local Administrations</i> Provincia di Mantova	Renzo Bonatti Tel: + 39 03 76204225 bonatti@provincia.mantova.it	This is a telematic network for the management of the public procurement of goods and ser- vices. It presently covers the phases from the publication of the tender notice to the supply order and is available to 26 pu- blic authorities of the Province of Mantova.
Catasto-Comuni Interchange System (SICC) Tecnopolis CSATA scrl for Comune di Bari	Concetta Caroppo Tel: + 39 080 4670513 c.caroppo@tno.it	SICC provides interaction be- tween the National Cadastral In- formation System and the cada- stral services of the municipa- lities. It also enables internet ac- cess to cadastral services for professionals and technicians and web consultation of integra- ted cadastral/municipal carto- graphy and of census data.
Government Analytical Accounting System Ministero dell'Economia e delle Finanze – Dipartimento della Ragioneria Generale de Stato - Ispettorato Generale per le Politiche di Bilancio	Carlo Conte Tel: + 39 06 47614082 carlo.conte@tesoro.it	This system provides for the col- lection of economic data from other government departments and agencies by the Ministry of Economy and Finance. The da- ta is classified according to cost, the cost centre and the service delivered.
Revenue Tribunal's Database Online Inquiry Ministry of Finance – Dipartimento Politiche Fiscali – Communication Office	Marco Fabio Rinforzi Tel: + 39 06 59892590/ 3424 dpf.comist@finanze.it	This application enables autho- rised users to make on-line in- quiries from the database of the Italian Revenue Tribunal con- cerning tax litigation and claims on behalf of their clients.
Integrated Social and Health Services Information Desk Province of Parma	Andrea Nicolini Tel: + 39 0521 931690 a.nicolini@provincia.parma.it	This system is in the form of an on-line database, which collects and summarises information and questionnaires on health

COUNTRY/NAME/ HEAD APPLICANT	CONTACT DETAILS	DESCRIPTION
		services provided by different public bodies.
The Electronic Payment Order of the Province of Parma Provincia di Parma	Andrea Nicolini Tel: + 39 0521 931690 a.nicolini@provincia.parma.it	The project modernises and simplifies the management of payment order transactions be- tween the Province of Parma and its Treasurer, the bank Mon- te di Parma. After transactions have been made the informa- tion is automatically registered and filed in the Rregional Admi- nistration's accounting system.
Integrated Services for Businesses Ministry of innovation and technologies competent for eGovernment activities	Gianni Silvestri Tel: + 39 068 5264370 + 33 56 849446 silvestri@aipa.it	This initiative simplifies and faci- litates business communication with central and regulatory authorities. It enables the distri- bution of information to busines- ses as well as the exchange and sharing of information among authorities. It is also meant to act as an archive and should also include a "stock" archive component.
PolisWeb – Lawyer Access to Case Information Ministero della Giustizia – DGSIA (Italian Ministry of Justice - ICT Department)	Floretta Rolleri Tel: + 39 06 686201 floretta.rolleri@giustizia.it	PolisWeb gives lawyers in Italy full access to information on their own civil cases and allows full-text retrieval of sentences and decisions made by the local courts.
Strategic Infrastructures Monitoring Systems Ministero delle Infrastrutture e dei Trasporti (MIT)	Alessandro Focaracci Tel: + 39 06 44122102, + 39 06 44122108 elessandro.focaracci@ mail.llpp.it	This is a web-based monitoring system, which ensures the con- trol of "Strategic Public Works of National Interest" from appro- val to delivery.
Road Infrastructure System Province of Bologna	Rossella Bonora Tel: + 39 0516 598270 rossella.bonora@ provincia.bologna.it	The electronic information sys- tem for road infrastructure focu- ses on computerised road infra- structure information services both for citizens and institutions.
European Computer Driving Licence (ECDL) Distance Learning System Piedmont Region	Laura Milome Tel: + 39 011 4322412 laura.milone@ regione.piemonte.it	The objective of this distance learning project is to promote the use of basic computer skills certified by the ECDL in the small and remote municipalities of the Piedmont region.
Portale.parma Content Management System LTT Laboratorio di Telematica per il Territorio	Alessandro Riccomini Tel: + 39 0521 206030 alle@ltt.it	This portal aims to integrate all the information and services pro- vided by the local administrations and public agencies of the Parma region into one virtual site, and to

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		facilitate access to them for the citizens of the region.
Auto e-Counter Car Registration ACI Informatica SpA	Raimondo Semprini Tel: + 39 06 52999501 r.semprini@informatica.aci.it	Auto eCounter is a gateway to access services and information related to car registration and ownership.
<i>E-Veterinary (E-VET)</i> Regione Marche-Servizio Informatica	Lucio Forastieri Tel: + 39 071 8063500 lucio.forastieri@ regione.marche.it	The E-VET system aims at com- plying with the EU rules concer- ning the computerisation of the national and European register for bovine animals. Its users can simultaneously and in real time communicate with the Regional Data Bank and with the National Data Bank.
STRADA Automation of Customs Transit Operations Italian Customs Agency	Teresa Alvaro Tel: + 39 0650 246519 teresa.alvaro@agenziadogane.it	STRADA is an application de- signed to automate all customs transit operations. This project involves the 15 EU Member Sta- tes, Visegrad and EFTA countries.
ENTERPRISE 51 Single Office for Business Support WEGO s.r.l. for Chamber of Commerce and 52 municipalities of Pordenone	Sandro Vidmar Tel: + 39 043 4211201 sandro.vidmar@wego.it	ENTERPRISE 51 is the portal of a single electronic office pro- viding advice and services to Italian businesses in procedures related to activating, transferring and modifying their activities. Company administration can also be dealt with here irrespec- tive of the number of public ad- ministrations involved.
Web Call Center of the Chieti and Pescara University University of Chieti – Pescara "Gabriele d'Annunzio"	Antonio Cilli Tel: + 39 085 4537004 cilli@unich.it	The project is aimed at provi- ding telematic support to stu- dents through the web call cen- tre and the on-line reception.
<i>Portale Cartografico Nazionale</i> Ministry of Environment and Land Protection	Bruno Agricola Tel: + 39 06 57223001 agricola.bruno@ minambiente.it	The National Digital Mapping Portal offers a detailed, secure and scalable geographical infor- mation system to citizens, public administrations and private or- ganisations. It assists in the ma- nagement and monitoring of land and environmental resour-

ces and in the maintenance of official topographic maps.

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LATVIA		
eVentspils – Citizens News, Discussion and Voting, Kurzeme Region Ventspils Digital Centre	Egons Spalans Tel: + 37 1 6403082 egons.spalans@ventspils.gov.lv	This is a portal that provides news, discussions, voting and public and private electronic services to the citizens of the Kurzeme region in Latvia, with special attention to minorities, the disabled, the elderly, youth and women.
LUTHUANIA		
Public Servants Register of Lithuania ITERIJA	Gintautas Balciunaitis Tel: + 37 05 2726937 gintautas@iterija.lt	This public servants' register collects, accumulates, proces- ses, systematises, stores and provides data on public ser- vants' jobs and public servants themselves for the government institutions of Lithuania.
MALTA		
The eLicences Payment Project Ministry for Justice and Local Government	Claudio Grech Tel: + 356 2295 1304 claudio.grech@gov.mt	This service was launched with the aim of extending services relating to the payment of licenses to the general public. It also provides in- formation on any particular autho- rity governing licenses.
The Legislation On-line Ministry for Justice and Local Government	Claudio Grech Tel: + 356 2295 1304 claudio.grech@gov.mt	This government information portal provides citizens with in- formation on the laws and legal publications of Malta.
NORWAY		
Primar Stavanger, Electronic Navigaton for Sea Transport Norwegian Hydrographic Service	Frode Klepsvik Tel: + 47 51 858785 frode.klepsvik@statkart.no	Primar Stavanger is aimed at providing the maritime commu- nity with an Electronic Navigatio- nal Chart (ENC) service recogni- sed for its quality, user-friend- liness and overall contribution to maritime safety and efficiency.
POLAND		
Internet Service System for Citizens and Management of Powiat Polkowicki (ISS) Starostwo Powiatowe w Polkowicach Wydzial Geodezji i Gospodarki Nieruchomosciami	Mariusz Dzumyk Tel: + 48 76 8474950 m.dzumyk@powiatpolkowicki.pl	This project integrates data and information on decision-making processes concerning the cities and villages of the county of Pol- kowice. Data is collected from various departments and dissi- minated, thereby making it cen- trally available to citizens and businesses of the county

businesses of the county.

COUNTRY/NAME/ CONTACT DETAILS DESCRIPTION HEAD APPLICANT PORTUGAL Homebanking of the Manuel João Pereira This project contributes to the Tel: + 35 1 214 465 423 Portuguese Treasury improvement of the G2G finan-National Institute of mjp@ina.pt cial transactions of public insti-Administration tutions and to the productivity of government financial resources. **IPA Information System For** Jacinta Bugalhao This information system supports Archaeological Data Tel: + 351 21 361650 the production and management Instituto Português de jacinta@ipa.min-cultura.pt of archaeological data, helps in Arqueologia the decision-making processes and with the public dissemination of the main activities and features of the Portuguese Archaeological Institute (IPA). Implementation of a Tourism Miguel Mendes This is an electronic information Tel: + 351 21 7810000 system for investment promo-Investor Support System (SAIT) mmendes@ ters active in tourism invest-IFT – Institute of Tourism ifturismo.min-economia.pt ment. It also supports a Tourism Funding and Support Investor Support Network (RAIT) that provides specialised information to local promoters. MADRP Internal Carlos Viana de Carvalho MADRP is an internal commu-Communications Network Tel: + 35 121 3234600 nication network of the Ministry Ministry of Agriculture viana.carvalho@minof Agriculture, Rural Development and Fisheries, which proagricultura.pt vides data communication, voice communication, centralised access to the internet and videoconferencing for all parts of the Ministry's structure. ROMANIA Portal for Romanian Laura Lazaroiu This portal was designed with the aim of providing information Admission to NATO Tel: + 40 21 2300810 laural@romsys.ro ROMSYS for Ministry of about the Romanian govern-Communication and ment's policies in the process of Information Technology preparing the country for NATO membership. It enables smooth cooperation between all the institutions involved and gives the citizens access to information. Identifying Public Clerks Diana Voicu This application will supervise Through Smart Cards Tel: + 40 21 4001701 and manage the access rights Ministry of Communication diana.voicu@mcti.ro to different applications or data and Information Technology by using digital signatures and digital certificates, which will identify the employees from the Ministry of Communications and

Information Technology.

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e.JOB: Information System for Job Searching The Advantage Software Factory for Ministry of Communication and Information Technology	Vasile Radau Tel: + 40 21 2428720 vasile.radau@asf.ro	The eJob portal provides job market-related information to both jobseekers and employers. It also contributes to enhancing the role of information technolo- gies as an alternative to the common HR recruitment proce- dures in Romania.
COBRA – Information System on Aliens in Romania Ministry of Interior, Romania	Emilia Costin Tel: + 40 21 3141528 ecostin@mi.ro	This is a web-based integrated system for the management of information about aliens, inclu- ding refugees and asylum see- kers, present on Romanian territory.
SILEX – Project for Revealing Illegal Activities in the Information Society Services INTRAROM S.A for Ministry of Communication and Information Technology	Florin Filipoiu Tel: + 40 21 2040880 florinf@intrarom.ro	This project aims to help add- ress fraud committed via the internet. It serves victims of fraud as well as law enforce- ment and regulatory agencies at all levels.
SLOVENIA		
GIDS – Global Information Dissemination System Office of the Prime Minister	Peter Butoln Tel: + 386 1 4781531 peter.butoln@gov.si	GIDS is a comprehensive inter- net messaging and publication system which enables the PM office staff to enter data and do- cuments into the database via the web browser.
SPAIN		
LOCALRET – Consortium of Municipal Councils in Catalonia LOCALRET	Jordi Pericàs Tel: + 34 93 4861430 jpericas@localret.es	The Consortium LOCALRET provides for the exchange of information between almost 800 municipalities in Catalonia. Its main goal is to achieve a ba- lanced regional and social im- plementation of telecommuni- cation networks and of the in- formation society.
Advertising and Disposing of Seized Property on the Internet Agencia Tributaria. Departamento de Informática Tributaria	Fernando de Pablo Martin Tel: + 34 91 5836216 fdepablo.dit@aeat.es	This nationwide computer sys- tem has been developed to ena- ble all those who wish to make queries or to participate in auc- tions of seized property to do so electronically.
Tax Information Between Public Administrations Agencia Tributaria. Departamento de Informática Tributaria	Fernando de Pablo Martin Tel: + 34 91 5836216 fdepablo.dit@aeat.es	This system makes tax informa- tion available to other public ad- ministrations in order to avoid the individual submission of tax certificates by citizens to diffe- rent administrative units.

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SITNA – The Territorial Information System of Navarre Trabajos Catastrales, S.A.	César Arriaga Egüés Tel: + 34 948 240550 carriaga@tracasa.es	This project of the Government of Navarre electronically gath- ers, manages and disseminates information related to the terri- tory of Navarre.
AOC Services Between Catalan Administrations, Citizens & Companies CAT365	Ignasi Albors Tel: + 34 93 2724000 ignasi.albors@cat365.net	The Administracio Oberta de Catalunya (AOC) project ena- bles the exchange of informa- tion between different admini- strative levels and bodies regar- ding documentation already submitted by citizens. It works strictly on the basis of their agreement.
Integral Solution for the Use of Digital Certificates Consejeria de Admones. Públicas y Asuntos Europeos del Gobierno del Principado Asturias	Ignacio Diaz Rodriguez Tel: + 34 985 105985 ignacidr@princast.es	This is an integrated service tool enabling the local municipality front-office to deal with citizens, companies and other public ad- ministrations via the internet through the exclusive use of di- gital certificates.
INFOGOVERN – Digital Information for Local Governments Azahar Ingeniería S.L.	Esteban Llácer Tel: + 34 902 888844 ellacer@grupoazahar.com	INFOGOVERN has been deve- loped to provide selective, daily, digital information aimed at mu- nicipalities, offices and compa- nies all over Europe.
SWEDEN		
Company Registration and Tax Statements PRV (Swedish Patent and Registration Office)	Daniel Sjoberg Tel: + 46 60 184003 daniel.sjoberg@prv.se	This electronic tool enables Swedish companies to register, make changes in their registra- tions and submit monthly state- ments for VAT and PAYE returns on-line by using electronic ID.
Single Face to Industry, eProcurement Swedish Alliance for electronic business – GEA	Mikael von Otter Tel: + 46 8 7838195 mikael.vonotter@gea.ihb.se	SFTI is a project which provides a standard for eProcurement for the public sector and private bu- siness, and includes standard business processes, messages and data, conferences and news bulletins.
Wilma – Web-based Information System Linking Migration Authorities Swedish Migration Board	Lena Cardfelt Tel: + 46 31 7746273, + 46 709 639634 lena.cardfelt@ migrationsverket.se	This is a new support tool for all those involved in processing mi- gration cases in Sweden. The system will assist in the handling of cases initiated by diplomatic missions as regards visas and work and residence permits and will be further developed to deal with all other types of migration cases.

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TNE NETHERLANDS		
Personal Documents gemeente Wassenaar	Hans Klooster Tel: + 31 70 5122215 mvring@wassenaar.nl	This project provides for the on- line processing of personal do- cuments (passports, driving li- cences).
TURKYE		
Local Governments Base of Information Public Administration Institute for Turkey and the Middle East (TODAIE)	Turgay Ergun Tel: + 90 312 2318338 tergun@todaie.gov.tr	The database resulting from this project contains data on local government services and pro- vides for their exchange be- tween the local and central go- vernments respectively. Citi- zens will also be able to use the database.
YerelNet – Data and Information for Local Governments Public Administration Institute of Turkey and The Middle East	Cagdas Gumussuyu Tel: + 90 312 2317360 cgumussuyu@todaie.gov.tr	The YerelNet portal is a comple- te source of data and informa- tion for municipalities, provincial local governments and village administrations in Turkey. It gi- ves access to legislation and other tools they need in their work.
UNITED KINGDOM		
Official Internet Gateway to the NHS NHS Information Authority	Judy Aldred Tel: + 44 121 3330377 judy.aldred@nhsia.nhs.uk	This new portal represents the primary communications vehi- cle for organisational informa- tion about the National Health Service. It enables easy access to knowledge both for clinicians and patients.
Regional and National e- Procurement Partnership: Essex Marketplace Essex County Council	Adrian Gibson Tel: + 44 1245 431862 agibson@essexcc.gov.uk	This initiative enables Essex County Council to improve its purchasing and payment pro- cesses and performance by un- dertaking <i>e</i> Procurement acti- vities with small and medium- sized enterprises and the wider supplier community on-line.
Liverpool City Council Abandoned Vehicles Project Liverpool City Council	Brian Borthwick Tel: + 44 151 2252849 brian.borthwick@liverpool.gov.uk	This project was designed to tackle the social and environ- mental problems caused by abandoned vehicles. The pro- cess has developed, thereby enabling vehicles to be remo- ved within 48 hours of being

reported.

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<i>The Information Gateway</i> <i>Case</i> Barnsley Metropolitan Borough Council	lan Hobson Tel: + 44 1126 772384 ianhobson@barnsley.gov.uk	This is a partnership project within Barnsley, which helps to integrate and improve local go- vernment's social care services and health services for the citi- zens. It also provides access to knowledge on service issues and enhances communication with allied services.
ESD – Electronic Service Delivery Toolkit Improvement and Development Agency	Rosi Somerville Tel: + 44 207 2966614 rosi.somerville@idea.gov.uk	The ESD toolkit provides a way of benchmarking, planning and tracking the development of <i>e</i> Enabling local authority ser- vices.
NLIS – National Land Information Service Information House at the IDeA (Improvement and Development Agency)	Stephen Gill Tel: + 44 1591 610881 steve-g-gill@supanet.com	NLIS aims to provide an on-line one-stop shop for land and pro- perty-related information cur- rently held by different organi- sations.
The Wiltshire and Swindon Intelligence Network Wiltshire County Council	Sharon Collins Tel: + 44 1225 713113 SharonCollins@wiltshire.gov.uk	This system gives access to the shared data of public services on a community basis. It helps with a range of local initiatives by providing the essential plat- form for evidence-based inter- agency working and for commu- nity groups and individuals.
<i>The Food Standards Agency</i> <i>Portal</i> Food Standards Agency	David Payne Tel: + 44 207 2768807 david.payne@ foodstandards.gsi.gov.uk	The FSA portal is an on-line source of food safety and nutri- tional information. It contains consumer-focused information on all related topics as well as a number of interactive features including SMS text alerts and offers the possibility to subscribe to e-mail alerts covering news and press releases, updates, consultations etc.
South Yorkshire Communities Online Project (SYCOP) SYCOP	Gary Simpson Tel: + 44 1709 591214 g.simpson@doncaster.gov.uk	This project enables easy ac- cess to public information and services across South Yorkshire via a number of access mecha- nisms such as digital television, kiosks, game consoles, as well as the internet.