

EISCO 2010

Teaming up for local eGovernment

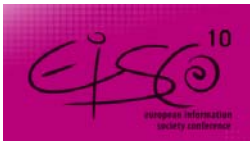
Citizen involvement and quality of services

**20 – 22 MAY 2010
BILBAO, SPAIN**

Hosted and organised by
EUDEL (Association of Basque Municipalities)
and
ELANET (European network)
with the support of the
Council of European Municipalities and Regions (CEMR)

in collaboration with the European networks:

- eris@
- EUROCITIES (Knowledge Society Forum)
- IT4ALL
- e-FORUM



Welcome to the 8th European Information Society Conference

EISCO 2010

We are pleased to welcome you at **EISCO 2010**, which takes place from the 20th to the 22th May in Bilbao, in the **Euskalduna Conference Centre and Concert Hall**, a unique building and one of the flagships of the new Bilbao of the 21st century.

EISCO conferences have become a major event for politicians and experts working at local and regional level to discuss e-Government and Information Society strategies, evaluate achievements in reducing the digital divide, exchange experience and learn from each other.

This **8th EISCO 2010** marks an important step in the implementation of the Digital Local Agenda (DLA). How do local and regional authorities communicate with their citizens and the businesses and how do they organise their decision making process? Do they organise their public services efficiently, effectively and close to the citizens by using Information and Communication Technology? How can all citizens get the opportunity to be included and involved in local life with the help of ICT?

On the one hand, the emerging of the web 2.0 society (which is defined by a different way of communication and interaction and thus results in changes of the society) and the use of ICT for eGovernment and eServices provides great potential and opportunities: ICT eases the access to information and provides new possibilities for citizens to get involved. New types of services emerge in the information society and many services are accessible ubiquitous and at any time. With the help of ICT, public services can be organised and managed more efficiently. However, the potential of ICT can only unfold if processes and organisation of local and regional government adapt and therefore changed fundamentally. Last but not least, the use of ICT can reduce the use of natural resources considerably and contribute to a greener society.

On the other hand, new challenges arise together with these opportunities: First of all, the strive for eInclusion is a crucial and permanent, but difficult task. Another related and fundamental challenge is the enhancement of democratic participation of all groups of citizens. Not only citizens have to acquire digital literacy, eCapacities and eSkills of employees in local and regional authorities are necessary in a web 2.0 society. Without security and privacy issues constantly addressed, the take up of eServices will not improve considerably, and more important, a safe and secure eSociety cannot be achieved. The lack of interoperability and of coordination between government levels (vertically) and sectors (horizontally) is another hinder for reaping the full benefits of an information society.

To discuss these and related questions, the **8th EISCO** is not only targeting ICT experts. On the contrary, it is an important event for everyone concerned about democracy, administration and services at local and regional level.



This year's conference takes place in **Bilbao**, in the Basque Country.

EISCO 2010 is organised by EUDEL, the Association of Basque Municipalities, and the European network ELANET (CEMR), supported by the Council of European Municipalities and Regions (CEMR).

As at previous conferences, EISCO 2010 enjoys the active collaboration of EU networks representing regional and local administrations: eris@, EUROCITIES' Knowledge Society Forum, e-Forum and IT4ALL.



Welcome to EISCO 2010
Connect local authorities with the web 2.0 society!



PROGRAMME

Thursday 20 May

Thursday 20 May

09.30 – 10.15 Opening session

Chair:

Mr. Javier Ossandon, Honorary Chair ELANET (CEMR)

Welcome:

Mr. Iñaki Azkuna Urreta, Mayor of the City of Bilbao
Mr. Patxi López, President of Basque Country Region
Mr. José Luis Bilbao Eguren, President of the Region of Biskay
Mr. Markel Olano, President of the Region of Gipuzkoa
Mr. Xabier Agirre, President of the Region of Araba

Mr. Jokin Bildarratz Sorron, President of EUDEL

Mr. Frédéric Vallier, Secretary General of CEMR

10.15 – 10.45 Coffee break

10.45 – 12.15 Setting the scene

Forewords by:

Mr. Maurice Paulissen and Ms. Irune Aguirrezabal Quijera
(*EISCO 2010 MC's* – Master of Ceremonies)

Chair:

Mr. Heikki Lunnas, Director Information Society, Finnish Assoc.
Of Local and Regional Authorities (Finland)

Keynotes:

The digital contribution to the EU 2020 Strategy

Mr. Francisco García Morán, Director General DG Informatics European
Commission (Brussels, Belgium)

Local Innovation Agenda: The Basque model

Mr. Bittor Oroz, Mayor of Ataun (Spain) and
Mr. Xabier Sabalza, Director of Innovation and Information Society,
Basque Government (Spain)

Our way into a web 2.0 society

Mr. Michele Vianello, Director General of VEGA (VEnice GATeway for
Science and Technologies), former Deputy Mayor of Venice (Italy)

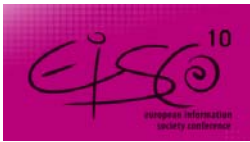
12.15 – 13.00 Moderated dialogue between the 3 speakers and the audience

Moderator:

Mr. Enrique Barón Crespo, President of European Foundation for
Information Society (Spain)

13.00 – 13.15 Roadmap EISCO 2010

Mr. Björn Björk, SALAR/CEMR (Sweden)



13.15 – 14.30 Lunch

14.30 – 16:15 **ACTIVE CITIZENS + e = BETTER SERVICES?!**
Introduction to parallel sessions (EISCO 2010 MC's)

Chair:

Mr. Roberto di Giovanni Paolo, Italian Parliament Senator and former Secretary General of AICCRE (Italy)

14.45 – 16.15 **Parallel Sessions**

Session A – Presentations on:
Participation and democracy
Efficiency and value for money
Inclusion, empowerment and capacity building

Chair:

Mr. Angel Irastorza, Gipuzkoa County Council (Spain)

One of the biggest challenges of the public sector is to get citizens actively involved. The involvement of citizens and partnerships with local organisations and groups will not only enhance democracy, but also quality and efficiency of public services. Preconditions for participation are inclusion and empowerment of citizens which requires the development of skills and capacity building.

This interactive plenary session will engage with the audience in identifying common challenges and potential opportunities.

There are notable examples of programmes which seek to address these issues:

- Harnessing the opportunities of working in strategic and local partnerships
- Benefiting from the involvement of intermediaries and citizens
- Breaking down the vertical and horizontal boundaries across and between organisations, levels of government and service providers.

After presentations illustrating some programmes across Europe, a facilitated debate between participants, divided into different round-tables, will follow. Thus, they will have the opportunity to get directly involved and, together, to develop new ideas. Round-table moderators will organise discussions and prepare conclusions according to a previously given discussion methodology.

PRESENTATIONS:

1. **Gipuzkoa Parte Hartzen. A new political culture:** The Gipuzkoa Provincial Council has decided to work and promote a new political culture that meet the strategic targets of the region and responds to

grassroots problems of the community. The new government model considers three levels of commitment:

- Shared leadership between public institutions.
- Public-private partnership between the institutions and agents of the province.
- Grassroots involvement and participation in public policies.

Ms. Paz Simon, Gipuzkoa County Council (Spain)

2. **Regional Strategy to empower the territory - Vale do Ave Região Digital:** Having several ICT projects running, the region faces two main challenges: how to manage ICT strategically, and how to involve everyone in the process. The strategy considers establishing one reliable info and communication infra-structure to empower the different targets taking into account the different profiles.

Ms. Isabel Ferreira, Vale do Ave Região Digital (Portugal)

3. **Information Impact Assessment:** as part of a broader assessment, aiming to improve the Intergovernmental Relationships Code, addressing key issues, such as: adequate administrative support, realistic implementation schemes, sufficient budgets, accountability.

Mr. Ralph Pans, VNG (Netherlands)

Session B - Roundtable session Challenges for inclusion and involvement of citizens

Chair:

Mr. Shaun Topham, President of e-Forum (UK)

This roundtable session will identify key challenges and opportunities of engaging and actively involving citizens, communities and businesses at local level. There will be a number of roundtables on relevant themes with structured discussion led by persons with knowledge and practical experience in those areas. The objective of the session is to work together to elaborate key points, to share good and bad experience, to come up with some conclusions and possible actions to be taken forward, building a base for further collaboration and peer support.

7 CASES:

1. **City of Helsinki Service Map:** The Helsinki Service Map is based on web services and retrieves info from a Data Master File of all the city's physical service points and offices. The service is provided and owned by the City of Helsinki. The Service Map contains all public services of the city and some private and third sector services. Citizens don't have any more to look into the city's organisation to find them. The information of the service point is combined with e-Services, public traffic services and web sites.

Ms. Miriam Heikkinen and Ms. Heli Rantanen from the city of Helsinki (Finland)

2. **Dinamizatics. How to enhance the inclusion of rural territories in the Information Society:** the project focuses on the figure of a person (ICT enabler) that acts as a facilitator for the proper use of ICT in rural areas, fostering inclusion of people and small enterprises digitally excluded from the benefits of the information society. Nine Local Associations for the development of rural areas are taking part.

Mr. Iker Bilbao, Spanish Network for Rural Development (Spain)

3. **Telematic S@C Citizen Service Project:** S@C aims to extend the multi-channel citizen service already provided, by developing a technologically neutral e-processing service platform. For example, an authentication system enabling citizens to access S@C services on behalf of another, thus facilitating use by people such as elderly citizens depending on their children and traders.

Mr. José Antonio Santano, Mayor of Irun (Spain)

4. **PORTUSODIOS Comunicación de Proximidad Móvil:** implements a strategy of "proximity communication mobile" using Bluetooth to establish smooth communication with citizens by sending specific videos to their mobile phones.

Mr. Javier Celaya Marcaida, City of Portugalete (Spain)

5. **Jaén Provincia Digital:** one possible model to cooperate in building the Digital Local Agenda. Digital Infrastructures, Digital citizenship, Digital Municipality, Digital County Council.

Ms. Mercedes García Serrano, City of Jaén (Spain)

6. **Lodz City Contact Center:** Building a citizens' driven society using a multichannel service approach in Lodz City. ICT solutions implementation are improving communication with and inside the city offices, rising civil servants competences, producing significant services to citizens and convincing people that the digital path is right.

Mr. Jacek Urbaniak, City of Lodz (Poland).

7. **Risk Map:** The Risk Map is an interactive map on the internet that shows risk threat objects. Objects threatened by a disaster or severe accident (i.e. accidents with hazardous materials or accidents because of flooding, forest fires, or traffic accidents). The Risk Map is also a good example of collaboration between different governmental authorities in the Netherlands.

Mr. Alexander Bouman, Interprovinciaal Overleg (Netherlands).

Session C - Roundtable session Requirements for delivering effective eServices

Chair:

Mr. Karl Philip Coenegrachts, City of Gent (Belgium)

This roundtable session will identify key challenges, critical success factors and opportunities in delivering effective eServices. Political and managerial commitment is essential for high quality and efficient services. Other preconditions are a strategy, standards in technical and data interoperability, protocols for sharing and using information wisely and a willingness to work across organisations and partnerships to benefit from an inclusive and localised approach.

There will be a number of roundtables on relevant themes with structured discussion led by persons with knowledge and practical experience in those areas. The objective of the session is to work together to elaborate key points, to share good and bad experience, to come up with some conclusions and possible actions to be taken forward, building a base for further collaboration and peer support.

7 CASES:

1. **UDALBARRIA - TOTAL TRANSFORMATION (Casa Consistorial, organización y servicios, Marca):** Important changes of the traditional administrative procedures into more modern and flexible structures tailored to serve the public according to citizens' needs.

Mr. Asier Albizua Manrique, Arrigorriaga City Council (Spain)

2. **EU-China forum:** FASTeTEN, which was supported by the European Commission through the eTEN programme, provides a secure electronic document exchange system. First developed in France, I is now being deployed for the benefit of administrations and citizens across Europe. The platform is actually being upgraded by defining a completely new and secured workflow for the relations G2G, G2C and G2B and by supporting multiple CA from different countries.

Mr. Baudouin de Sonis d'Espujos, Director General e-Forum (Belgium)

- 3. Smart Cities - what we've learned about delivering better and more effective e-government:** The Smart Cities Project is an Interreg IVb project that aims to facilitate the transfer of e-Government successful practices across national borders, by developing methodologies and a better understanding of what e-services work best and why.

Ms. Sheila Apicella, ESD-toolkit (UK), Mr. Dave Fitch, Edinburgh Napier University (UK)

- 4. A standard ICT architecture for local government: GEMMA:** The "GEMeentelijke Model Architecture" (GEMMA's ICT and Process referential architecture for municipalities) helps local governments to improve their services. The model was developed in conjunction with several municipalities. It includes appropriate systems architectures and a set of coherent standards.

Mr. Jeffrey Gortmaker, KING, Dutch Institute on Quality for Municipalities (Netherlands)

- 5. ALAVA public services:** Modernization of public services. Improving accessibility and delivery. Platform integrating legacy systems with external platforms for electronic signature verification, payment gateway, and similar.

Ms. Izaskun Martínez de la Hidalga, Director of Local Administration at the Provincial Council of Alava (Spain)

- 6. Digital Agenda Bilbao 2012:** The City of Bilbao has successfully dealt with its urban transformation process implementing strategic projects to improve the quality of life of citizens. These initiatives have consolidated the City's image globally. The Digital Agenda Bilbao 2012 is a plan for the development of the Information Society that aims at improving the access and use of new information and communication technologies by citizens and enterprises, serving as a mean for better management and delivery of municipal services.

Mr. Marcos Muro, Bilbao City Council (Spain)

- 7. GIZ-K:** Shared E-Government-Service Center for all local authorities of Carinthia. Targeting "seamless E-Government processes", the GIZ-K aims the standardisation of ICT/E-Government-services with the mid-term perspective to provide highly integrated Software as a Service (SaaS), but at low costs for the local authorities.

Mr. Manfred Wundara, Gemeindefinformatikzentrum Kärnten (Austria)

Round-table moderators (assigned to the different sessions at the conference, according to number of participants)

Mr. Jan Privarčák, SMOCR, Czech Republic
Mr. Jacek Urbaniak, city of Lodz, Poland
Mr. Herman Callens, VVSG, Belgium
Mr. Herbert Wilgers, Vitako, Germany
Mr. Tommi Karttaavi, AFLRA, Finland
Ms. Ellen Karin Larsen, NALRA, Norway
Ms. Moira Benelli, ANCI, Italy
Mr. Xabier Abaroa Ruiz, IT4ALL, Spain
Ms. Marta Almela, LOCALRET, Spain
Mr. Ramon Basanta, Negocio Galicia, Spain
Mr. Raniero Chelli, CATTID – U. Of Rome, Italy
Ms. Elisa La Gala, ANCITEL, Italy
Ms. Miranda Brugi, ANCITEL Toscana, Italy
Ms. Marta Contiente, Generalitat Catalonia, Spain
Mr. Pier Paolo Falco, ANCITEL Sardegna, Italy
Ms. Silvia Fracchia, FORMEZ, Italy
Mr. Martti Paasikallio, EFEKO, Finland
Mr. Gabriel Kougianos, KEDKE, Greece
Mr. Miguel Montesdeoca, Tenerife, Spain
Ms. Lucia Muskova, ITAPA, Slovakia
Ms. Irina Zalisova, EPMA – Vysocina R., Czech Republic
Mr. Jozsef Szabo, TOOSZ, Hungary
Mr. Peter Te Reh, STAEDTETAG, Germany
Ms. Maria Wimmer, U. Of Koblenz, Germany
Mr. Jesus Turbidi, FEMP, Spain
Mr. Joan Batlle, IMI Barcelona, Spain
Mr. Cesare Brizio, ZEA partners, Italy
Ms. Jytte Christensen, KL, Denmark
Mr. Javier Del Pozo, CIFAL Bilbao, Spain
Ms. Esther Ibarluzea, EUDEL, Spain
Mr. Georgios Famelis, EETAA, Greece
Mr. Vasilis Kouliolas, Gov2u, Greece
Ms. Riina Kutt, Assoc. Municipalities, Estonia
Mr. Jaakko Panula, Fed. Municipalities, Suupohja
Mr. Nikolaos Petropoulos, GEORAMA, Greece
Mr. Maurizio Roscani, CATTID . U. Of Rome, Italy
Mr. Simo Tanner, Kuntaliitto, Finland
Ms. Sheila Apicella, ESD-toolkit UK
Ms. Anette Vaini-Antila, MentorIT, Finland
Mr. Johannes Van Veen, HEC, Netherlands
Other participants (that have expressed their interest during registration)

16.15 – 16.45 Coffee break

16.45 – 17.30 Round-up plenary session

Chair:

Mr. Boris Tonhauser, Policy Officer on Democracy and Governance of CEMR, (Brussels, Belgium)

The chairs of the parallel sessions present results of roundtables discussion.

21.30 Gala Dinner
Atrium of the Guggenheim Museum (Bilbao)

FRIDAY 21 May

09.30 – 10.00 Digital Local Agenda: a good idea needs to become reality!

Local and regional authorities are essential actors in implementing EU strategies for the information society. One of the most important challenges is to make e-Government a reality and a part of everyday life in local and regional public administrations throughout Europe. The capacity of these administrations to effectively enable the development of local economies and better living and working conditions for European citizens has to be substantially improved.

In June 2005, at the EISCO conference in Cracow, the Digital Local Agenda was launched as a strategic instrument of e-Inclusion to react to these challenges and to overcome the digital divide, especially between larger cities and local governments located in small urban or rural areas. Since then, important progress has been made in creating political consensus, discussing policies for implementation of the Digital Local Agenda, and in creating methodologies to move forward in using ICT as a main driver for e-Inclusion, improved governance and delivery of public services. Although many local and regional authorities across Europe have made a substantial step forward there are still many challenges to overcome.

This plenary session will outline the challenges and present possible strategies to make the DLA become a reality in all parts of Europe.

Keynotes:

Implementing the DLA process and delivery of public services ICT enhanced in local areas throughout Europe

Mr. Javier Ossandon, Honorary Chair of ELANET (CEMR), Director of the Innovation Area, Ancitel (Italy)

eInclusion and community networks as drivers of innovation in European regional contexts

Mr. Hervé Le Guyader, President of eris@, Managing Director of AEC, Aquitaine Region (France)

10.00 – 10.15 eMpowered citizens and eCompetent civil servants
Introduction to parallel sessions (*EISCO 2010 MC's*)

Chair:

Ms. Antonella Galdi, Head of the Environment, Development and Innovation area of Italian Assoc. of Municipalities – ANCI (Italy)

10.15 – 11.45 Parallel sessions

Session A – Empowerment of citizens

Chair:

Mr. Marc Ribes, CTM e-Government (France)

Well functioning local democracy depends on good communication, dialogue and interaction between public authorities and citizens. Meaningful citizen involvement and participation are main challenges to local democracy today.

ICT is an obvious tool to increase involvement and participation for those who have access to the technology and the knowledge of how to use it. At the same time it can exclude citizens without access and knowledge, thus creating a digital divide also in political participation.

Empowerment of citizens' participation, particularly excluded groups, through development of skills and capacity building is thus an important task for local and regional authorities. Local partnerships with other levels of government, organisations and various intermediaries that can act on their behalf is often necessary and beneficial.

In this session four best practices will demonstrate the importance of citizen involvement and show how local and regional authorities can strengthen citizen empowerment and participation in the information society. Time space for questions, answers and direct discussion will be ensured.

4 BEST PRACTICES:

1. **Mobile Virtual Counter:** Aa en Hunze is a municipality with a strong rural profile striving for improved public services and closer relations with citizens. Through its mobile virtual counters, run by volunteers, citizens can get advice on a range of matters, from housing and the environment to welfare projects in the municipality.

Mr. Gert-Jan ten Brink, Municipality of AA en Hunze (Netherlands).

2. **e-mili@ - to promote education and access to Information society of elderly people:** The program e-mili@ targets all adults aged 60 years that reside in the municipality, as part of the municipal strategy to rise the educational level for an independent use of ICT, also comprising literacy sessions.

Ms. Cristina Ribeiro, Municipality of Sta. Maria de Feira (Portugal).

3. **Irun's World Cafe to involve young people:** The Irun 2020 strategic objectives have generated a discussion on how to guarantee the best possible results through an intelligent model of public participation. The idea of organising a World Café within the Irun Local Council reflects a new way of thinking and of doing things in a local government institution

Mr. José Antonio Santano, Mayor of Irun (Spain).

4. **EUROCITIES' Urban Broadband strategy:** EUROCITIES' statement, as the network of major European cities, makes the case

on broadband as an instrument to support cities in driving a European economy that is sustainable, inclusive and globally competitive. It also illustrates how cities can speed up 'fiber' rolling-out - as the best validated infrastructure available - in European/national frameworks.

Frits Huffnagel, Deputy Mayor for City marketing, City of The Hague (Netherlands)

Session B – eCapacity building of civil servants

Chair:

Mr. Ibon Oñate, Bizkaia County Council (Spain)

Civil servants are the most important link between a local/regional authority and citizens. Civil servants' ICT-competence is crucial for the development of a modern digital administration and for achieving the goals stipulated in EU and national eGovernment plans.

Although there is a need for ICT competence in almost all civil servants, the specificities vary between different groups of employees. Managers e.g. have to understand the effect of ICT as a strategic tool. Other employees might need to use specialised professional systems.

In order to get an overview of basic and specific ICT competences, it is necessary to assess the digital competence of employees, the minimum of ICT knowledge that all civil servants should possess, and specific knowledge requirements to be followed up with training. It is important that local and regional authorities provide internal or external training courses at the relevant level, using e-learning where appropriate.

In this session four best practices will demonstrate the importance of a strategic approach to eCapacity building and show examples of effective training methods. Time space for questions, answers and direct discussion will be ensured.

4 BEST PRACTICES:

1. **Digital Ambassador: e-capacity building among civil servants in Danish municipalities:** As part of the Danish e2012-agenda, which aims at a vast increase in the digital communication between citizens and the public sector, Local Government Denmark has initiated a national educational road show in order to strengthen the e-capacity of the civil servants in the Danish municipalities.

Mr. Bjørn Borre, Local Government Denmark (Denmark).

2. **eCapacity building for chief executive officers in Norwegian Municipalities:** KS has developed a training program for chief executive officers in Norwegian municipalities. The main objective of the program is to give CEO´s knowledge about:
 - the challenges and possibilities that ICT can offer
 - methodologies for developing ICT strategies and action plans
 - how to obtain citizen involvement and participation
 - how to develop effective and user friendly electronic services

- how to realise the potential of ICT investments through change management

Ms. Line Richardsen, Norwegian Association of Local and Regional Authorities (Norway).

3. **Biscaytik. e-Services for all municipalities in Bizkaia:** BiscayTIK is a strategic challenge put forward by the Biscay County Council. The e-administration model will bring many benefits to citizens: 24x7 availability, less trips to town councils, more transparency and effectiveness while processing, and similar.

Mr. Jon Vázquez, Biscaytik Foundation. Bizkaia County Council (Spain).

4. **iSac:** a unique European citizens' service counter based on an innovative ICT solution (iSAC) to improve the capabilities of European administrations' to respond on site to citizens' information needs regarding European issues.

Mr. Salvatore Marras, Head Information Services, FORMEZ (Italy).

Session C – Changing organisation and work processes

Chair:

Ms. Júlia López i Ventura, City of Barcelona (Spain)

Benefits linked to ICT investments, generally speaking, cannot be realised unless organisational changes take place in parallel and competences are raised. Most probably a cultural change is needed. These benefits can easily disappear when human resources participating in the innovation are immediately transferred to new or old assignments when the project or the initial funding ends. Analysing manual and electronic work processes is one way of documenting possible benefits and of anticipating changes to be implemented in the organisation, like introducing new working processes.

In this session four best practices will demonstrate the importance of an analytical approach on 'change management' based on ICT and how organisations can be transformed and work processes become more effective. Time space for questions, answers and direct discussion will be ensured.

4 BEST PRACTICES:

1. **ermu@** (open 365 days per year, 24 hours a day): Total Quality Management strategy for better e-services containing measures to improve internal communication, assume joint responsibility between different departments and develop teamwork methods to implement it.

Mr. José Antonio Fernández Celada, Municipality of Ermua (Spain)

2. **Integrated services: people in the middle, process on the side!:** New means to cooperate with people in the middle, without putting emphasis on procedures and formalities, with life events as a starting point and shared goals as its driving force.

Mr. Johan van der Waal, DIVOSA (Netherlands)

3. **Realising the benefits of ICT in a Norwegian municipality.** The municipality of Lyngdal (7800 inh.) in Southern Norway has worked systematically over several years to bring the information society into their community with an holistic approach: development of ICT strategies, definition of electronic services and work processes, change management, e-capacity building of civil servants and methods for benefits realisation. The results have been highly satisfactory with respect to local politicians, employees, citizens and the local community. The presentation will describe the strategy, process and working methods followed to obtain such good results.

Ms. Evy-Anni Evensen, Chief Executive Officer, Municipality of Lyngdal (Norway)

4. **Maintenance Service of the City of Castellón (SMC):** Multi-tool ICT enhanced for communicating urban damages.

Mr. Juan José Pérez Macián, Councilman of Modernization and Quality of Municipal Services. Castellon City Council,(Spain)

11.45 – 12.15 Coffee break

12.15 – 13.00 Round-up plenary session

Chair:

Mr. Michael Hokkeler. KGSt (Germany)

The chairs of the parallel sessions present results of discussions during presentation of best practices.

13.00 – 14.30 Lunch

14.30 – 14.45 Realising the potential of eServices

Introduction to parallel sessions (*EISCO 2010 MC's*)

Chair:

Ms. Khedija Zammouri, Prime Minister office Tunisia (Tunisia)

14.45 – 16.15 Parallel sessions

Session A - Developing a shared technical framework and a common model

Chair:

Mr. Gianpiero Zaffi-Borgetti, ANCI (Italy)

Lack of interoperability and opportunities for seamless transfer of data between different ICT-systems is one of the biggest obstacles to effective eGovernment. Interoperability is required to provide user friendly electronic self service solutions to the public and the business sector. Ensuring seamless transfer of data between different systems will also significantly increase the efficiency of public sector case management and ensure better data quality.

Common ICT-architecture and specifications for ICT-systems, based on open standards, are important prerequisites for interoperability between front and back office systems and between Government sectors and different levels of government.

In this session, four best practices will demonstrate the importance of these prerequisites and how effective and user friendly eServices can be obtained. Time space for questions, answers and direct discussion will be ensured.

4 BEST PRACTICES:

1. **Interoperable Municipal Cadastral and Tax System in Italy:**
The system has been entirely developed by experts from the over 40 cities and local governments involved. It is one of the most important collaborative eGovernment initiatives in Italy at present. On one hand, a complex interoperability model allows secure data transfer on real estate and tax between all levels of the public administration. On the other, a unique package of services, mainly addressed to local governments, has been developed to fight tax evasion, both local and national taxes, as well as measure tax impact/heaviness in a given territory and provide statistical input for improved governance in said fields. Local Tax monitoring and citizens' tax payments to local administrations are also included.

Mr. Dario Gambino, Municipality of Fabbriche di Vallico (Italy).

2. **eGovernment Reference for Austrian Cities** (Digital Cities Initiative): 17 cities and the Province of Carinthia (Kärnten) are creating a seamless E-Government architecture for administrative processes. The initiative, also supported by the Federal Chancellery of Austria, is named "E-Government-Referenzstädte" and offers a wide range of measures along the chain of public services starting from online application forms and integration of data by electronic records management (ERM) to electronic delivery of notifications.

Mr. Ronald Sallmann, Association of Austrian Cities and Towns (Austria)

3. **CROSSROAD Project** (Designing New Horizons for ICT Research in Electronic Governance and Policy Modelling in the Czech Republic): the project main objective is to drive the identification of emerging technologies, new governance models and novel application scenarios in the area of participation, electronic governance and policy modelling, leading to the structuring of a beyond the state-of-the-art research agenda, fully embraced by researchers and practitioners.

Mr. Aleš Pekárek, European Projects & Management Agency (Czech Republic)

4. **Geointegration:** the Norwegian Mapping Authority and KS have established a project to strengthen integration between geographical information system, case management systems and professional systems which are used in municipalities. The goal is to develop

standards and methodologies for interoperability between systems and to ensure that these standards are implemented. Other than the Mapping Authority and KS, municipalities and suppliers of geographical systems and case/archive systems participate as well.

Mr Kyrre Jordbakke, Norwegian Mapping Authority (Norway)

Session B - Interoperability solutions for public administrations (ISA)

In this session, the European Commission (DG Informatics) and stakeholders from the ISA committee or coordination group will present the ISA programme (the new EU-programme on interoperability in public administration, follow-up of IDABC), its implementation and the relevance for local and regional authorities.

Chair:

Mr. Karel De Vriendt, Head of Unit ISA programme, DG Informatics, European Commission

TOPICS:

- 1. ISA programme introduction:**
Mr. Karel De Vriendt, Head of Unit ISA programme, DG Informatics, European Commission
- 2. Sharing, re-use and collaboration:**
Mr. Szabolcs Szekacs, Project officer ISA programme, DG Informatics, European Commission
- 3. Local implementation:**
Mr. Miguel A. Amutio, Ministry of Public Administration, (Spain)

Time space for questions, answers and direct discussion will be ensured.

Session C - Tapping the potential of information while ensuring security and personal privacy

Chair:

Mr. Iñaki Vicuña, Director of the Basque Agency for Data Protection (Spain)

Local and regional administrations handle huge amounts of information about citizens, businesses and society in general. It is an important challenge to turn this information into intelligent services, while at the same time ensuring security and personal privacy. On the one hand, the use of mobile units, memory sticks and wireless networks implies higher security risks. Using ID or social security numbers in Internet based services increases the risk of identity theft. On the other hand, standardised electronic signatures allow a number of public services to be set up and provide opportunities for better security. It is then important that local and regional authorities carry out risk analyses to uncover potential security gaps and prepare procedures which ensure that sensitive information is not accessed or obtained by unauthorized persons. It is also important that goals and plans for information security and privacy protection are rooted in the entire organisation and that measures to ensure security and personal privacy are known to the citizens.

In this session four best practices will demonstrate how public sector information can be used to provide effective services and how a high degree

of security can be achieved at the same time. Time space for questions, answers and direct discussion will be ensured.

4 BEST PRACTICES:

1. **SGATE** (the national information system to support municipalities in administrative processes needed to grant tax reductions on energy power expenses to low income and disabled citizens): the service is part of a national action plan supporting low income citizens. The project objective is to help municipalities to improve administrative efficiency by drastically reducing the time required to complete the procedure and respond to citizens demands, striving for greater homogeneity and quality assurance in delivering this public service. It involves all Italian municipalities.

Mr. Valentino Ditoma, Ancitel S.p.A. (Italy)

2. **FASTeTEN** (a methodology for the deployment of a flexible technology in different European administrative contexts): FASTeTEN deals with the adaptation of a bundle of eGovernment services to different European contexts. The services themselves provide secure exchange of electronic documentation between government ministries and agencies. In doing so, FASTeTEN addresses relevant issues, like: authentication, authorisation, confidentiality, integrity, and non-repudiation.

Mr. Baudouin de Sonis, e-Forum (Belgium)

3. **Information Analysis and Security:** strategic model and integrated data warehouse for information security meeting the current and future needs of the Interior Department of the Catalonia Region.

Mr. Fernando Marín Gurrea, Generalitat de Catalunya (Spain)

4. **National Basic Registrations System and role of Dutch municipalities:** The Dutch government has established a system of basic registrations to improve government services to citizens and businesses, reduce administrative burden, improve fraud prevention, enforcing and monitoring, greater transparency, ensure efficient use of public money, enable careful preparation and evaluation of policies. Municipalities are co-owners of it and responsible for proper and efficient use of information sources and services. The implementation of the system of basic registrations requires adequate support and is leading to changes in municipal organisation, information management and adaptation of processes.

Mr. Han Polman, Mayor of the City of Bergen op Zoom, on behalf of the Association of Dutch Municipalities (Netherlands)

16.15 – 16.45 Coffee break

16.45 – 17.30 Round-up plenary session



Chair:

Mr. Sébastien Levy, Vice-President of Global Forum, Partner Items Int.
(France)

The chairs of the parallel sessions present results of discussions during presentation of best practices.

21.30

Informal Dinner (Cider restaurant)

Ibarra cyder shop, Zornotza (15 km away from Bilbao)

Saturday 22 May

09.30 – 10.00 Presentation of CEMR's manual for implementing strategies for local and regional e-government

The implementation of the Digital Local Agenda depends on strategic action plans. Local and regional authorities have to develop strategic ICT plans with politically set goals and continuously adapt them to technological developments and other changes in society.

National associations of local and regional authorities are important intermediaries in providing guidance for municipalities and regions on how to create strategic ICT-plans based on the DLA. The CEMR manual guides associations on how to assist municipalities and regions in developing strategic ICT plans.

The manual describes necessary preconditions for effective administration and electronic services and examples of important focus areas for the deployment of ICT. For these preconditions and focus areas associations are advised to suggest concrete goals to be adapted by municipalities and regions to local needs and circumstances. In addition associations should define concrete actions that they can carry out to support local and regional authorities in preparing and implementing the strategy.

In this session the main purpose of the manual and its content will be presented.

Keynote:

Mr. Svein-Erik Wilthil, Former Chair Policy Group on Information Society and eGovernment of CEMR, Deputy Director of Norwegian Assoc. Local and Regional Authorities –KS, (Norway)

10.00 – 10.45 Putting the strategy into action

Some concrete initiatives to put the DLA into action will be presented and discussed in this session. They are centred on the new ELANET community of practice (ELANET-CP) being launched in this session and on two new EU-funded projects: ADD ME! and CEMSDI.

In 1996 ELANET was set up as an informal network of institutions and organisations involved in helping local and regional government to meet the challenges of e-government and to identify the requirements and develop concepts for an inclusive information society.

ELANET has been a key player in EISCO conferences and has ensured that conferences are part of an ongoing process of knowledge sharing and development rather than one off events.

ELANET will now be transformed into a Community of Practice (CP) of eGovernment experts and practitioners exploring all aspects of the social web to engage with a wider audience and membership, including individuals and not only institutions or organisations. ELANET-CP aims at sharing experience

and knowledge across public, private and third sector in Europe especially in relation to further work on implementing the DLA.

ELANET-CP shall participate in European projects such as ADDME! and CEMSDI (that are carried-out by former members of ELANET and other practitioner's and academic organisations). They also serve as examples of future initiatives of ELANET-CP.

Keynotes:

Building ELANET CP (community of practice) to bring together eGov experts from all Europe

Mr. Rui Barros, Coordinator of ELANET-CP, Project Leader at INESC Porto (Portugal)

The project CEMSDI to empower local authorities in planning and monitoring inclusive eGovernment in their territories

Ms. Rosi Somerville, IDEA (UK)

ADD ME! an eCapacity building initiative for a strong international network of intermediaries against social and digital exclusion in the use of public services ICT-enabled

Mr. Carlo Maria Medaglia, CATTID – University of Rome 'Sapienza' (Italy)

10.45 – 11.15 Coffee break

11.15 – 12.15 Moderated roundtable: The way ahead !

Having discussed today's challenges and how to meet them, we need to think about the further development and how to prepare for the future: What changes take place in the ways people communicate? How will citizens and business expect public authorities to provide their services? What are the relevant skills and capacities that local and regional staff will need? Is there sufficient knowledge within local and regional authorities to handle public procurement procedures for complex concepts and software or will they depend ever more on a small number of major consultancies?

The moderator of the roundtable will invite representatives from different organisations to share their thoughts about upcoming challenges and how we can prepare to meet them.

Moderator:

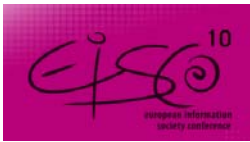
Ms. Angelika Poth-Mögele, Director of Policy CEMR (Brussels, Belgium)

Participants:

Mr. Markku Markkula, CoR – Committee of Regions of the EU (Brussels, Belgium)

Mr. Geert-Jan ten Brink, CEMR (Netherlands)

Mr. Rui Barros, Coordinator of ELANET-CP, Project Leader at INESC Porto (Portugal)



Mr. Carlos Totorica, Mayor of Ermua and member Executive Committee
EUDEL (Spain)
Mr. Hervé Le Guyader, President of eris@, AEC - Aquitaine Region
(France)
Representative of DG Information Society, European Commission
(Brussels, Belgium)

12.15 – 13.00 Final conference session – EISCO 2010 Bilbao declaration

Chair:

Ms. Rosi Somerville, ELANET-CP, IDEA (UK)

Keynotes:

Presentation of the final conference declaration

Mr. Iñigo Gómez, EUDEL (Spain)

Adoption of the declaration

**Presentation of next EISCO conference at Guimarães
(Vale do Ave Region)**

Mr. Jerónimo Silva, VARD2015 (Portugal)

Closing remarks

Ms. Mar Zabala Mardaras, EUDEL (Spain)

13.00 Close of conference

13.00 – 14.00 Lunch

14.00 – 19.00 Touristic tour: two options

- Touristic visit to the city of [Donostia-San Sebastián](#) and its surroundings
- Touristic visit to Rioja Alavesa ([Laguardia](#)) known because the quality of its wines



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