



10



European information society conference

Bilbao, Euskalduna Conference Centre and Concert Hall,

20-22 May 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 the European network ELANET  
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



9.30 – 10.15	<b>OPENING SESSION</b>
10.15 – 10.45	Coffee break
10.45 – 12.15	<b>SETTING THE SCENE</b> <ul style="list-style-type: none"><li>● The digital contribution to the EU 2020 Strategy</li><li>● Local Innovation Agenda: The Basque model</li><li>● Our way into a web 2.0 society</li></ul>
12.15 – 13.00	Moderated dialogue between the keynote speakers and the audience
13.00 – 13.15	Roadmap EISCO 2010
13.15 – 14.30	Lunch
14.30 – 16:15	<b>ACTIVE CITIZENS + e = BETTER SERVICES?!</b>
14.45 – 16.15	Parallel sessions
	<b>Session A : Presentations and debate</b> <ul style="list-style-type: none"><li>● participation and democracy</li><li>● efficiency and value for money</li><li>● inclusion, empowerment and capacity building</li></ul>
	<b>Session B : Roundtable session: Challenges for inclusion and involvement of citizens</b> <ul style="list-style-type: none"><li>● How can all groups of society participate as active citizens in the community?</li><li>● How can we promote digital inclusion?</li><li>● How can we establish structures, processes and tools involving public, private and voluntary sector?</li></ul>
	<b>Session C : Roundtable session: Requirements for delivering effective eServices</b> <ul style="list-style-type: none"><li>● Ensure political and managerial commitment</li><li>● Develop eService strategies and the necessary architecture</li><li>● Implement standards and common specifications</li><li>● Interoperability between back office and front office</li><li>● Ensure privacy protection and information security</li></ul>
16.15 – 16.45	Coffee break
16.45 – 17.30	Round-up plenary session – presentation by chairs of the parallel sessions and discussion
21.30 – 23.00	Gala Dinner

9.30 – 10.00

**DIGITAL LOCAL AGENDA: A GOOD IDEA NEEDS TO BECOME REALITY!**

10.00 – 10.15

Empowered citizens and eCompetent civil servants

10.15 – 11.45

Parallel sessions

**Session A – Empowerment of citizens – best practices**

- Mobile Virtual Counter
- e-mili@ - to promote education and access to Information society of elderly people
- Irun's World Cafe to involve young people
- EUROCITIES' Urban Broadband strategy

**Session B – eCapacity building of civil servants – best practices**

- Digital Ambassador: e-capacity building among civil servants in Danish municipalities
- eCapacity building for chief executive officers in Norwegian Municipalities
- Biscaytik. e-Services for all municipalities in Bizkaia
- iSac

**Session C – Changing organisation and work processes – best practices**

- ermu@
- Integrated services: people in the middle, process on the side!
- Realising the benefits of ICT in a Norwegian municipality
- Maintenance Service of the City of Castellón (SMC)

11.45 – 12.15

Coffee break

12.15 – 13.00

Round-up plenary session – presentation by chairs of the parallel sessions and discussion

13.00 – 14.30

Lunch

14.30 – 14.45

Realising the potential of eServices

14.45 – 16.15

Parallel sessions

**Session A - Developing a shared technical framework and a common model – best practices**

- Interoperable Municipal Cadastral and Tax System in Italy
- eGovernment Reference for Austrian Cities
- CROSSROAD Project
- Geointegration

### Session B - Interoperability solutions for public administrations (ISA)

- Administrations working together to provide better public services
- The need for interoperability
- Interoperability: from vision over strategy to action
- From community action to local implementation
- Sharing, re-use and collaboration

### Session C - Tapping the potential of information while ensuring security and personal privacy – best practices

- SGATE
- FASTeTEN
- Information Analysis and Security
- National Basic Registrations System and role of Dutch municipalities

16.15 – 16.45	Coffee break
16.45 – 17.30	Round-up plenary session
21.30 – 23.00	Informal Dinner (Cider restaurant)

## Saturday 22

9.30 – 10.00	Presentation of CEMR's manual for implementing strategies for local and regional e-government
10.00 – 10.45	Putting the strategy into action: "ELANET Community of Practice" and projects
10.45 – 11.15	Coffee break
11.15 – 12.15	Moderated roundtable: The way ahead!
12.15 – 13.00	Closing – EISCO 2010 Bilbao declaration
13.00 – 14.00	Lunch
14.30 – 19.00	Touristic tour