News from the SEE region
Slovenia’s eVem project receives UNPSA
European Foundation’s Administratetel project takes first steps in Croatia

Upcoming CeGD events in 2009
Seminar on eGovernment Solutions for Successful Regional Development, Ljubljana, Slovenia
Seminar on eHealth, Ljubljana, Slovenia
Welcome to the first CeGD newsletter. In 2009 the CeGD will publish a summer and a winter issue of its newsletter, which will contain past and recent developments, news and events from CeGD and around the region of South East Europe (SEE). The CeGD newsletter is primarily intended for end users of CeGD services, namely regional government officials working in the development of eGovernance initiatives and services, regional government experts and specialists for ICT applications in public administration, experts from private sector, business sector representatives (solution providers), NGO experts and relevant regional institutions’ representatives.

All CeGD newsletters will highlight three main topics: News, Events and Projects and a featured topic chosen by the CeGD for each issue of the newsletter.

Highlighted in the summer issue are all CeGD events (co)organized in 2009, important news topics from the field of eGovernance in the SEE and wider EU region, and projects proposals initiated with our partners. Additionally, events that will be organized or events where the CeGD will participate are also featured in the summer issue of the CeGD Newsletter. Among other items available in the Newsletter the readers will also find cases of eGovernance cases and ICT solutions. In the news section of the current issue three eGovernance cases and ICT solutions from Slovenia are featured. At the end of the first issue the initiative of LivingLabs is presented and highlighted by the CeGD. Readers are welcome to help us create the upcoming issues of the CeGD Newsletter by submitting ideas for topics, specific articles, interviews, presentations of eGovernance cases and ICT solutions, highlighted topics and provide feedback. For comments and inputs please contact the CeGD Newsletter editor at tit.neubauer@cegd.eu by 10th of December 2009.

All information featured in the newsletter is also accessible through the CeGD web site at www.cegd.eu.

A pleasant reading,

Blaz Golob, CeGD Director, and Tit Neubauer, Editor

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Featured in the current issue of the CeGD Newsletter:

**News**
- CeGD news
  - Article on CeGD published in AmCham Perspective magazine vol. 25
  - Final Declaration of the 10th Bled Forum on Europe
  - New CeGD web portal to be launched in October 2009
- News from the SEE region
  - Final version of the Policy Paper of project SCORE published
  - European Foundation’s Administratel project takes first steps in Croatia
- News from the European Union
  - CORDIS launches new national services for countries of Western Balkans
  - EU launches eYouGuide - to your rights online
- eGovernance cases and ICT solutions
  - VideoLectures.NET receives prestigious World Summit Award
  - The Ministry of Public Administration of the Government of Slovenia wins prestigious UNPSA
  - Slovenia to launch “my.suggestion.gov.si” portal in autumn

**Events**
- Events (co)organized by CeGD in 2009
  - Seminar on eGovernment Solutions for Successful Regional Development
  - 10th Bled Forum on Europe Foresight Conference and Training Seminar
  - Training week on Public Procurement
  - Series of Executive Trainings on Electronic Government by INA Academy
  - The 7th Workshop on Cross-border Disaster eResponse in the eRegion
  - International Conference on eDemocracy
  - Interoperability day 2009
  - Joint workshop: ICT and Scientific Diaspora
- Upcoming CeGD events in 2009
  - Seminar on eGovernment Solutions for Successful Regional Development, Ljubljana, Slovenia
  - Seminar on eHealth, Ljubljana, Slovenia
  - Securing Contracts Funded by the European Union, Zagreb, Croatia
- Upcoming events in the SEE region
  - Infofest 2009, Budva, Montenegro
  - MASIT conference - CeGD PSAC meeting, Ohrid, FYR Macedonia
  - DOK_SIS conference, Kranjska Gora, Slovenia

**Projects**
- Best eServices Portal - Initial announcement
- Electronic office, Administratel for SEE - general presentation
- CeGD Development Assistance projects
- Highlighted by CeGD
  - eLivingLab - The initiative that creates user-centred laboratories in the immediate environment
An article detailing CeGD activities, presenting the case of eGovernance development in Slovenia and providing key answers on how Serbia can deal with the task of developing eGovernance solutions had been published in the AmCham Perspective magazine vol. 25.

In cooperation with Mr. Branislav Čale, the Communications Manager of AmCham Serbia (American Chamber of Commerce) an article on the activities of the CeGD was published in the AmCham Perspective magazine vol. 25.

The article presents the main CeGD activities, its structure and the 7 ePillars Model of Single SEE Information Space and Inclusive Information Society. It also presents the case of Slovenia’s eGovernence development and draws on the experiences of Slovenia to make parallels with the potentials of Serbia.

The article can be accessed through the CeGD web site at www.cegd.eu or by downloading the AmCham Perspective Magazine at http://www.amcham.yu.
Final Declaration of the 10th Bled Forum on Europe on “The Role of Culture in Knowledge Society, Contribution to the European Year of Creativity and Innovation 2009”

The declaration that had been published on May 11th 2009 was a direct outcome of the 10th Bled Forum on Europe Foresight Conference, which in 2009 focused on “The Role of Culture in Knowledge Society, Contribution to the European Year of Creativity and Innovation 2009”. The theme of the conference is directly connected to the eEducation, eResearch and eCulture pillar of the CeGD seven ePillars model.

On May 11th 2009 the CeGD and other co-organizers of the 10th Bled Forum on Europe organized an exclusive kick-off event in “Galerija Kapelica”, Ljubljana, Slovenia and began with the communication activities related to the dissemination of the Bled Forum on Europe Declaration on the role of Culture and the Knowledge Society, which includes 11 points of appeal to relevant decision makers and stakeholders.

In addition to informing the relevant stakeholders, the main objective is to influence the agenda setting of relevant policies of the new European Commission in the field of knowledge based society development, RTD and future cultural policies. The writers of the declaration believe that asserting influence on think-tanks that produce background for the European institutions is of essential importance, bearing in mind close reliance of EC’s plan of work that is to be introduced in autumn of 2009.

The Final version of the declaration is available in English and Slovene through CeGD web site at www.cegd.eu and through the Bled Forum on Europe web site at www.bled-forum.org

New CeGD web portal to be launched in October 2009

In October the CeGD is expected to launch a new interactive portal, which will be of particular interest and assistance to organizations and individuals engaged in the field of eGovernance development in South East Europe.

Throughout the summer the CeGD and its stakeholder SRC have been preparing the new CeGD web portal, which is expected to launch in October 2009 and will replace the current web site available at www.cegd.eu. The web portal will offer an interactive experience to all users and is especially useful for visitors engaged in the field of eGovernance in SEE or to those who wish to expand their knowledge of the field.

All users will be invited to join the CeGD eGovernance Community, where they will be able to post comments, read and write blogs, interact with eGovernance experts, CeGD staff and each other, network for partners in EU project proposals and make recommendations on the content and subjects covered by the CeGD and our web portal.

The new portal will offer information on events and activities (co)organized by CeGD, allow easy access to materials and presentations delivered in CeGD Analytical (Knowledge Platform) and Educational activities (eGovernance Academy), offer a wide data base of relevant web addresses in the field of eGovernance at regional, European and global levels and lastly, deliver daily news from the CeGD, its stakeholders and recognized partners, and the region of South East Europe (SEE).
Final version of the Policy Paper of project SCORE published

29th of May 2009

The outcomes of project SCORE deliver the basis for a formulated EU ICT research policy for the Western Balkan region for the period 2007-2013, through identification of common EU-Western Balkans research and development priorities for co-operation.

The FP6 SCORE project officially completed its 2-year activity on 31st of January 2009 and, according to the EC review report, it successfully managed to contribute to the strengthening of the strategic cooperation between the EU and the Western Balkan countries in the ICT field through the identification of common EU-Western Balkan R&D priorities for co-operation, barriers to co-operation and recommendations for addressing these.

The aim of project SCORE was to contribute to the shaping of EU ICT research policy in the region (Western Balkans), in a way that meets the interests and actual needs of regional ICT stakeholders.

SCORE has in fact identified and defined the next key ICT Research & Development priorities of the Western Balkan region in order to induce and maximize the possibilities of scientific and technological collaboration with EU countries, with particular emphasis on FP7.

Additionally to providing the policy paper, project SCORE has also provided as one of its outputs the Strategic Research Agendas: “ICT R&D Priorities for the WB countries 2008 - 2013”.

All the documents are available through the official SCORE web site www.score-project.eu.

European Foundation’s Administratel project takes first steps in Croatia

7th of April 2009

The Western Balkans countries (Albania, Bosnia and Herzegovina, the Former Yugoslav Republic of Macedonia, Montenegro and Serbia) are one of the groups of countries in line for integration into the European Research Area (ERA) under the activities of the 7th Framework Programme.

The outcomes of the SCORE project represent the basis for a formulated EU ICT research policy for the Western Balkan region for the period 2007-2013, which had previously not existed.

Government of the Republic of Croatia expressed formal interest in Electronic Office - Service Administratel by signing a letter of interest and addressing it to the President of the European Foundation for Information Society Mr. Enrique Barón Crespo.

Republic of Croatia is the first country in the region of South East Europe to initiate activities for successful implementation of services provided by the Administratel project and the European Foundation for Information Society.

A general presentation on project Administratel for SEE can be found in the Projects section of this issue.

A representative of the Ministry of Science, Education and Sports of the Government of Republic of Croatia announced interest in the Electronic Office - Service Administratel provided by the European Foundation for Information Society a founding member of the CeGD.

The representatives of the Croatian Ministry of Science, Education and Sports aim to bring administration and new technologies closer to their citizens and have in this respect expressed interest in creating a net up to 100 “Electronic Office - Service Administratel”, which would be located and distributed all around the country.

In doing so, the Croatian government aims to create a new vision of relations between the administration and the citizens, which accords with the recommendations of the European Commission in the field.
CORDIS launches new national services for countries of Western Balkans

7th of July 2009

The national services will provide information on national policies and frameworks for research in EU and candidate countries and associated countries. The national services are accessible through the CORDIS web portal.

CORDIS, the Community Research and Development Information Service, has announced the launch of ten new National Services, which include countries of Western Balkans, Albania, Bosnia and Herzegovina, Montenegro, Serbia and FYR Macedonia.

The new national services will provide information on the national policies and frameworks for research in EU candidate countries and the countries of the Western Balkans. The CORDIS National R&D service portal provides national services portals for the following countries of the Western Balkans:

- Bosnia and Herzegovina: http://cordis.europa.eu/fetch?CALLER=MSS_BA_NEWS_HOME_EN
- Croatia: http://cordis.europa.eu/fetch?CALLER=MSS_HR_NEWS_HOME_EN

The national services also provide users with the opportunity to search for project partners in FP7 projects.

The launch of the new national services for EU candidate and associated countries is an initiative that strives to bring the countries of the Western Balkans and the SEE region closer to the level of R&D development in EU countries. It is a positive step towards bridging the gap between EU member countries and the countries of the Western Balkans.

The CORDIS National R&D service portal provides national services portals for the following countries of the Western Balkans:

- Albania
- Bosnia and Herzegovina
- Croatia
- Montenegro
- Serbia
- FYR Macedonia

The national services provide up-to-date information on events, relevant news from the field of Research and Development (R&D), projects and results in EU R&D. The national services also provide users with the opportunity to search for project partners in FP7 projects.

EU launches eYouGuide - to your rights online

5th of May 2009

The EU has launched a new online tool, which will provide consumers with relevant information on their digital rights and boost confidence in online services. The eYouGuide is available in four different languages at: http://ec.europa.eu/information_society/eyouguide/index_en.htm

The online tool comes as a response to a call made by the European Parliament in 2007 and addresses consumer issues such as the rights towards your broadband provider, shopping on the web, downloading music and protecting your personal data online and on social networking sites. Surveys of the common EU market still show, that while there is a high percentage of broadband use, most consumers still have doubts about internet safety and making financial transactions online.

In line with the facts provided by consumer surveys, the EU has decided to provide significant information and practical advice on consumer rights in use in the common EU market.


The European Commission has launched a new online tool named eYouGuide - to your rights online, which provides consumers with information and advice regarding their “digital rights”.

Source: http://ec.europa.eu/information_society/index_en.htm
VideoLectures.NET receives prestigious World Summit Award

18th of June 2009

VideoLectures.NET, the largest educational video portal in the world, which provides high definition academic videos has been awarded first prize in the field of eContent of the World Summit Award. The World Summit Award is a part of the UN Summit on Information Society.

The services of VideoLectures.NET, a global web portal for high definition academic videos, was recognized by world experts in the field of ICT and awarded first prize in the field of eContent. VideoLectures.NET is a project of the Centre for Knowledge Transfer in Information Technologies (CT3), which works under the umbrella of the Institute "Jozef Stefan" (IJS), Ljubljana, Slovenia.

The award represents great recognition and great success of the Slovenian scientific community, as it presents the opportunity for Slovenia to become one of the leading eEducation centres in the world.

The World Summit Award (WSA) is a part of the United Nations Summit on Information Society and represents a unique global competition in best eContent recognition and global creativity. For the team of CT3 the award means global acknowledgment since they have succeeded in gaining recognition that spreads beyond the EU-Slovenian environment. In the words of a representative of CT3 “the World Summit Award is a good indicator of trends, set by eEducation, and at the same time displays the boundaries that are being overcome by the development of eContents”.

From November 2008 the number of educational and academic videos available through the web portal VideoLectures.NET has risen by 50% and the portal was visited by 850,000 users. In the future their ambition is to include content that would be of interest to undergraduate and high school students, as the primary target groups at the moment are graduate and PhD students. They also wish to increase and diversify the area of expert fields being covered by the portal, which would include integrating fields of medicine, law and humanistic sciences.

VideoLectures.NET is a project that started at Institute “Jozef Stefan” in 2002 and had developed high quality video and other training materials with FP5, FP6 and FP7 European Framework Programs. Videolectures.Net is being used as an educational platform in various European countries as well as in other countries like USA, Australia and Taiwan. It provides free and open access to high quality video lectures from a variety of events in different fields of science. The VideoLectures.NET web site is the largest educational video portal in the world. At the moment it holds just over 6,000 videos of lectures and presentations given at different conferences and scientific symposia. The number of videos available grows each day.

The most important aspect of the VideoLectures.NET is the fact that access to its content is absolutely free and unrestricted. Among others the VideoLectures.NET cooperates with esteemed institutions like MIT (Massachusetts Institute of Technology), an American institute/university which ranks among ten best universities in the world. Videos of 10th Bled Forum on Europe are available at http://videolectures.net/foe09_bled/

By visiting http://videolectures.net you can experience the world’s most influential lectures, which are now just at the tip of your finger.

VideoLectures.NET gained great recognition when in October 2008 the famous Massachusetts Institute of Technology (MIT) decided to provide all their electronic educational content complemented with the video content to the Slovenian portal.

Sources and links:
http://videolectures.net/site/about/
http://aktualno20.blogspot.com/
The Ministry of Public Administration of the Government of Slovenia wins prestigious UNPSA

22nd of June 2009

The Ministry of Public Administration of the Government of Slovenia (i.e. the Ministry of Public Administration) received the UNPSA for introducing the eVem project, which introduced a One-Stop-Shop for company registration free of charge and managed to reduce the registration time for big companies from 60 days to a maximum of 4 days.

Slovenia received the award for excellence in the field of public administration for the project eVem, which targeted the business sector and companies in particular. The award, which had been presented in category 2 (Improving the delivery of Services), was awarded to Slovenia, because it managed to reduce the registration time for big companies from 60 days to a maximum of 4 days by establishing a One-Stop-Shop for company registration. Unlike the old system that charged 250 to 600 Euros for the service, the new system is free of charge. Additionally, the award presents great recognition of Slovenian knowledge and innovation in the sphere of public services, because Slovenia won the prestigious award among all participating countries from North America and Europe.

A delegation lead by the Minister of Public Administration of the Government of Slovenia, Ms. Irma Pavlinič Krebs attended the ceremonious event, which commenced by a welcome speech of the UN Secretary General, Mr. Ban Ki Moon. The Slovenian Minister, Ms. Irma Pavlinič Krebs had also addressed the participants. In her address, she highlighted the importance of the UNPSA, which is a powerful inspirational tool for those engaged in improving public service delivery. Ms. Krebs also spoke about innovation in public service delivery, citing the example of the awarded Slovenian One-Stop-Shop Portal for Companies.

The UNPSA is awarded on the UN Public Service Day, which has been declared by the UN General Assembly, in its Resolution 57/277. The UN Public Service Day intends to celebrate the value and virtue of public service to the community, highlight the contribution of public service in the development process, recognize the work of public servants, and encourage young people to pursue careers in the public sector.

The Ministry of Public Administration of the Government of Slovenia wins prestigious UNPSA

The UNPSA does not only address the narrow field of eServices but rather addresses solutions in the field of public administration as a whole and is one of the highest recognitions received by the Slovenian public administration so far. The United Nations Public Service Awards is the most prestigious international recognition of excellence in public service. It rewards the creative achievements and contributions of public service institutions that lead to a more effective and responsive public administration in countries worldwide. Through an annual competition, the UN Public Service Awards promotes the role, professionalism and visibility of public service. The first award ceremony had been organized in 2003, and since then the UN has received and increasing number of applications each year from around the world.

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Slovenia to launch “my.suggestion.gov.si” portal in autumn

5th of July 2009

The new portal will enable citizens to make official proposals, provide comments, suggestions and supplements to government decisions. The new tool will not only enhance the possibility of eParticipation and eInclusiveness, but will serve as an additional citizens’ monitoring tool that could have positive effects on the transparency of the decision making process.

The “my.suggestion.gov.si” portal (Predlagam.vladi.si) is designed as a new web tool available to Slovenian citizens, with which the Slovenian Government wishes to bolster public participation in the policy making process and encourage its citizens to get actively involved by exchange of views and submission of proposals. The reasoning behind the set up of the portal is the fact that the electronic participation of Slovenian citizens in the policy making process (as in most countries with non-electronic modes of democratic participation) is highly limited. Currently, the main modes of participation are limited to access to public information, web opinion polling and citizens’ recommendations that are usually sent through email. Slovenia, which usually ranks high among world and European countries in different eGovernance indexes, is ranked “only” 55th among 191 countries in the UN E-Participation index. Among the EU countries Slovenia was ranked 15th.

eDemocracy has been set as one of the top priorities of the Slovenian Government, in its eGovernment strategy 2006-2010. One of the objectives set forth in the strategy is to establish Slovenia among 10 most successful countries in the eDemocracy rankings. The “my.suggestion.gov.si” is a specific tool with which the government aims to achieve the goals set in the strategy. A portal on eDemocracy (http://e-uprava.gov.si/e-uprava/edemokracija.euprava) is already available and functioning in Slovenia and is planned for improvement this autumn.

The new tool “my.suggestion.gov.si” will be designed with standards similar to those used by the Estonian web portal “TID+” (Today I Decide), which had been established in 2001. The tools provided by the portal may be categorized into four steps, phases or possibilities. In the first step the users of the portal will be able to make proposals, which will be categorized and equipped with relevant terms index by the portals administrators.

In step two the proposal will be available for comments, suggestions and supplements by the general public as well as the responsible authorities. This phase will enable a wide discussion on each proposal submitted by the users.

In phase three the proposal is submitted to public vote in a timeframe of seven days. Each (registered) user may cast one vote and if the proposal receives at least 50% support from at least 5% of all the registered users, the proposal is sent to the responsible authority.

In the last phase the responsible authority must produce a response in which it determines if the proposal is suitable or unsuitable for further proceedings. The response must be publicly announced in at least 30 days.

Only registered users (registration requires only first name, surname, email address) may take active part (making proposals, commenting) in discussions, however all unregistered users may monitor the whole process in all phases of deliberation.

Sources and further reading:
RTV Slovenia
http://www.rtvslo.si/slovenija/predlagaj-vladi-po-spletu/206881
(Slovene only)
ePractice.eu
http://www.epractice.eu/en/news/292843 (English)
Events (co)organized by CeGD in 2009

Seminar on eGovernment Solutions for Successful Regional Development

28th - 30th of January 2009, Ljubljana, Slovenia

The Seminar on eGovernment organized in Ljubljana, Slovenia hosted 61 participants from 10 countries of South East Europe. Several eGovernment cases from the Slovenian public administration and business solutions had been presented at the seminar.

The participants were able to hear and discuss all major topics on the issue of eGovernment, ranging from policy framework and legal dimensions to eGovernment components and ICT business solutions. The seminar was broken down into three general Modules, that had been formulated according to the structure of the CeGD model for successful development of Information Society: Policy environment, Legal Framework and ICT business solutions.

The seminar agenda included presentations of Slovenia’s G2C services, the One-Stop-Shop G2B services and recent developments in Slovenian field of eDemocracy and interoperability. The seminar concluded with presentations...
One of the first activities to be implemented by the CeGD in 2009 had been the organization and successful realization of the first eGovernance Academy seminar. The seminar, organized between the 28th and 30th of January 2009 in Ljubljana, Slovenia, was entitled “eGovernment Solutions for Successful Regional Development”. In three days the seminar hosted 61 participants from 10 countries in the South East Europe (SEE) region.

The 10th Bled Forum on Europe Foresight Conference and Training Seminar had focused on “The Role of Culture in Knowledge Society, Contribution to the European Year of Creativity and Innovation 2009”. Together the conference and the training seminar hosted approximately 100 participants and speakers from all over Europe.

CeGD and the Bled Forum on Europe Research Association along with Austrian Science and Research Liaison Office in Ljubljana (ASO) have successfully organized the 10th Bled Forum on Europe Foresight Conference and Foresight Training Seminar for participants from the SEE region.

The 10th Bled Forum on Europe conference also hosted several speakers from different fields of expertise including, Mr. Matej Potokar, Director of Microsoft Slovenia, Mr. Franci Demšar, Director of the Slovenian Research Agency (ARRS), Ms. Danica Purg, President of the IEDC - School of Management and others. The 2009 recipients of the Bled Forum on Europe award were representatives of the European Foresight Monitoring Network (EFMN). Mr. Maurits Butter, the Project Coordinator at EFMN was presented with the award on behalf of EFMN.
Culture is the oldest substance of history!
Dr. Danilo Türk, President of the Republic of Slovenia

The theme of 10th Bled Forum on Europe conference was “The Role of Culture in Knowledge Society, Contribution to the European Year of Creativity and Innovation 2009”. The conference hosted a wide variety of respected speakers, among them highly esteemed guests such as the President of the Republic of Slovenia, Mr. Danilo Türk, the Minister of Culture of the Republic of Slovenia, Ms. Majda Sirca and the brilliant Slovenian philosopher and thinker prof.dr. Slavoj Žižek.

Prof. Dr. Žižek concluded the conference with a provocative and radical lecture on the issue of the future of Europe.

“Knowledge nowadays is more important then ever, because we can not trust capitalism, we have to be active and that is the true challenge - we have to take that challenge and use the knowledge”

In the beginning of March 2009 the CeGD and the Ministry of Public Administration hosted two representatives of the Public Procurement Agency of Bosnia and Herzegovina, who had attended the one week training on Public Procurement procedures in the Republic of Slovenia.

In the beginning of March 2009 a one week internship on Public procurement had been organized in cooperation with the Ministry of Public Administration, Republic of Slovenia and B.&S.U. - Berlin. Two representatives of the Public Procurement Agency of Bosnia and Herzegovina visited Ljubljana to get acquainted with the procedures on public procurement in effect in the Republic of Slovenia. The CeGD had organized the training week, specifically formulating the agenda (curriculum) of the training week and coordinating activities with the experts from the Ministry of Public Administration. All administrative and logistical support had been provided by CeGD, while the Ministry of Public Administration provided their dedicated experts and their time to effectively present the case of Public procurement in the Republic of Slovenia. Similar training weeks are scheduled for 2010 in other eGovernance fields as well as in the field of public procurement. The information will be made available through the CeGD web portal at www.cegd.eu. For expression of interest and all detailed information regarding the CeGD training week please contact the CeGD at info.cegd@cegd.eu.
The Series of Executive Trainings were organized under the framework of the Center for eGovernance Program at South East Europe, a decentralized network of bodies and experts originating from the public and private sector.

In middle of March 2009 CeGD stakeholder INA Academy (Greece) launched a series of five Executive Trainings on Electronic Government in five capitals of the Western Balkans. The workshops addressed ministries, authorities competent for the development of e-Government, experts of regional governments and public/private institutions of Southeast European Countries.

The activities of the CeGD had been presented at workshops in Podgorica, Belgrade and Sarajevo. The presentations and the training topics were identical in all country events. Additionally, several publications, including the Executive Training materials, had been published under the framework of the CeGD, INA Academy with the support of the Hellenic Ministry of Foreign Affairs (Hellenic Aid). All Center for eGovernance Program at South East Europe resources are available to all SEE stakeholders on the related portal at www.egovcenter.info.

The three day workshop included participants and speakers from a large variety of fields involved in creating and introducing Disaster eResponse services. The workshop addressed several key issues in the field of Disaster eResponse in the eRegion with high level of applicability to the development of eGovernance and regional cooperation in South East Europe.

The main focus and the subtitle of the workshop was the interoperability of information systems of the organizations involved. The CeGD activities were presented at the workshop by the CeGD Director, Mr. Blaž Golob, who co-chaired the session on Opportunities for eGovernance Development in the Cross-border eRegion South East Europe. The conference addressed different aspects of Disaster eResponse ranging from Exploitation of Latest ICT [solutions], involvement of health institutions, to the diplomat’s perspective on Disaster eResponse and human aspects of Disaster eResponse.
International Conference on eDemocracy

19th of May 2009, Belgrade, Serbia

The International Conference entitled “Towards Information Society in SEE: The Role of eDemocracy” hosted 78 participants from 14 SEE and other European Countries. The one day conference addressed the topic of eDemocracy from different socio-political and scientific aspects and in its conclusion the speakers and the participants agreed that eParticipation and eInclusion were fundamental parts of eDemocracy development in the SEE region.

In cooperation with its stakeholders the Regional Cooperation Council (RCC), United Nations Development Programme (UNDP BIH, through the eLeadership Programme) the CeGD had successfully organized one of the first regional conferences on eDemocracy in the region of South East Europe (SEE).

78 participants from 14 SEE and other European countries had attended the one day conference, which hosted respected speakers like, Mr. Boris Bajraktarović, State Secretary at the Ministry for Telecommunication and Information Society, Ms. Jelica Minić, Deputy Secretary General and Head of Expert Pool, (RCC) “Our Ministry is fully aware of the importance of regional cooperation for the development of information society in SEE [South East Europe], especially of the importance of eGovernance programmes in democratic, political, social and economic development. Therefore, I can say this conference has our full support”.

Mr. Boris Bajraktarović, State Secretary at the Ministry for Telecommunication and Information Society, Republic of Serbia, Mr. Goran Radman, Chairperson of Business Advisory Council for SEE, Mr. Branimir Đorđević and Mr. Miodrag Ivković both from Information Society of Serbia and Mr. Blaž Golob the Director of CeGD. The conference had been structured into three sessions, each representing different views and approaches to the concept of eDemocracy, namely The Role of eDemocracy in Policy-Making Processes - eParticipation View, Taking...
**Further: The Role of Relevant Stakeholders in the Development of Information Society - eInclusion View and Tools for Participatory and Representative (e)Democracy.**

Two case studies had also been presented at the conference. The first had been the case of Slovenia’s eGovernment State portal, presented by Ms. Tatjana Mizori Zupan (Director of Business Solutions, RRC d.d., Slovenia), while Ms. Nele Leosk the Programme Director of the Estonian eGovernance Academy presented the cases of the Estonian national portals TOM (Today I Decide, also known by the acronym TID+) and OSALE (Participate!).

In the conclusion of the conference the ‘The Belgrade Approach: Re-Thinking eDemocracy’ was introduced, which presents a balance between eParticipation and eInclusion as fundamental elements of successfully implementing eDemocracy in the SEE region. After the conference a policy paper on eDemocracy had been formulated, which highlighted the most important conclusions and theoretical outlines of the conference. The Policy paper on eDemocracy is available at the CeGD web portal at www.cegd.eu.

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**Interoperability day 2009**

3rd of June 2009, Ljubljana, Slovenia

On 3rd of June 2009 the CeGD in cooperation with its recognized partner Microsoft organized the first Interoperability day 2009, entitled Showcasing Workshop on Interoperability. The objective of the workshop was to bring together people from different fields in Slovenia, like public sector representatives (CIOs), private sector representatives (solution providers and end product users), members of research and academia as well as members of public authorities responsible for the field of information society.

The workshop had been divided into two thematic areas. The first included introductory speeches and presentations from representatives of different fields, such as the private sector, the public sector (government), and research and academia. The second part of the workshop included two presentations from representatives of companies that use and implement the available ICT solutions in everyday operations. In the debate that concluded the one day interoperability workshop many issues were addressed. In the end a clear need for similar events had been expressed by the participants, who agreed that one of the underlying issues is the lack of communication between the public and private sector, as well as lack of communication between the national and local authorities.

The final outcome of the workshop was the joint realization that future events in the field should include members of political authorities responsible for taking policy-making decisions that will effectively introduce interoperable solutions into eGovernance. A number of interoperability day events are foreseen in the SEE region for the second quarter of 2010. All information will be made available at the CeGD web portal www.cegd.eu.
Joint workshop: 
ICT and Scientific Diaspora

10th of June 2009, Sarajevo, Bosnia and Herzegovina

The event held in Sarajevo in the beginning of June 2009 was entitled “ICT and Scientific Diaspora - Using Modern Information and Communication Technologies to Harness the Potential of Southeast Europe’s Scientific Diaspora”. It addressed the highly sensitive issue of “brain drain” and outlined how ICT could be used to counter the negative impacts and create the so called brain gain effect.

In cooperation with the Austrian Science and Research Liaison Office in Ljubljana (ASO), Regional Cooperation Council and the UNESCO Venice Office Workshop, the CeGD co-organized a workshop entitled “ICT and Scientific Diaspora - Using Modern Information and Communication Technologies to Harness the Potential of Southeast Europe’s Scientific Diaspora”. The main goal of the workshop had been to strengthen the capacity, sustainability and effectiveness of Diaspora networks as a means of promoting “brain gain” through the use of new Information and Communication Technologies (ICT).

The one day workshop was attended by 27 participants from the SEE region and a number of countries from the EU. The purpose of the workshop was to get an expert overview on the status quo with regard to networking of scientific Diaspora from SEE countries as well as regarding their use of ICTs for cooperation with their countries of origin.

The Director of CeGD, Mr. Blaž Golob, who was one of the introductory and welcome speakers, also delivered a presentation on Linking RTD Governance Programmes with Diaspora Networks and Individuals through Web 2.0 Initiatives - General Remarks and Concrete Suggestions for Action, together with Mr. Miroslav Polzer, the director of ASO Ljubljana. At the workshop several initiatives had been presented and it had been established that the issue of using modern ICT to create the so called brain gain effect is an area of large interest in the region that has not yet been systematically addressed by other institutions. A clear need for taking further steps to activate scientific Diaspora from SEE countries was expressed during the workshop.
A second seminar on eGovernment Solutions will be organized for participants from the SEE region. The event will take place in the Auditorium of Center Evropa in Ljubljana, Slovenia. The seminar targets regional government officials working in the development of eGovernment initiatives and services, regional government experts and specialists for ICT applications in public administration, experts from private sector, business sector representatives (solution providers), NGO experts, relevant regional institutions representatives.

Following the commitment to disseminate information and good practices in SEE and to support and promote regional knowledge this solution driven seminar primarily focuses on eGovernment pillar, encompassing eProcurement, eCustoms and eTaxation dimension. The key objective of the seminar is to deliver an answer on how to put citizens first through implementation of electronic delivery of government services and adoption of modern public administration practices. A strong emphasis of the event will be given to interoperability of eGovernment services and the key issues preventing the implementation of truly interoperable solutions (the key question is whether the issues are of political, technical, bureaucratic nature, etc.).

Participation at the event is free of charge, but the number of participants is limited. All the participants that are obliged to arrange a visa will receive a formal invitation in order to settle the procedure. The final agenda and the registration procedures will be available at www.cegd.eu

The two day seminar will address the prevalent issue of eGovernance development capabilities and the horizontal dimension of sustainable development.

The seminar will address a wide range of participants from the SEE region, among them public sector representatives and governmental officials responsible for securing structural or other European funds in all fields of eGovernance (e.g. European Cooperation / Integration Ministries/Directorates/Agencies for European affairs and information society/ eGovernance Ministries/Directorates/Agencies), representatives of local authorities, private sector representatives, members of research and academia and NGOs.

The purpose of the seminar is to raise awareness and increase knowledge and expertise on available tenders and funding opportunities, presentation of techniques for projects proposals formulation, evaluation procedures and common praxis, reporting on project activities etc. Highly qualified speakers will present potential EU schemes in which SEE countries are eligible, methods of preparing proposals, explaining how to write a competitive project proposal, provide an overview of application and evaluation procedures and present cases of successful project proposals. The final agenda and the registration procedures will be available at www.cegd.eu
Seminar on eHealth:
Developing an Efficient, Effective and Technology Based Health Sector in South East Europe

1st-2nd December 2009, Ljubljana, Slovenia

The purpose of the seminar is twofold; first to present the outcomes and conclusions of the “eHealth Policy Analysis and Regional Policy Network Analysis in the field of eHealth that will be conducted for the CeGD in autumn of 2009; and second to present the cost-effectiveness of eHealth systems, legal regulations and policy environment necessary to successfully implement eHealth solutions, and to showcase regional solutions and good practice cases.

The objective is to deliver an answer to the participants on why, how, when and with what tools eHealth systems can be set-up in their respective countries, taking into account the specific (policy, social) environment of each individual country.

Regional and EU cases on eHealth solutions will be presented by various speakers from private sector, government officials, public health sector representatives, researchers and others. The seminar is intended for participants from the SEE and will be free of charge. All the participants that are obliged to arrange a visa will receive a formal invitation in order to settle the procedure. The final agenda and the registration procedures will be available at www.cegd.eu.
XVI\textsuperscript{th} Infofest

Infofest is an annual ICT festival with a fifteen year tradition, one of the most known ICT festivals in the SEE region. It has established itself as being one of the best organized, programmatic and exceptionally profiled events in the Western Balkans.

\textbf{27\textsuperscript{th}} of September - \textbf{3\textsuperscript{rd}} of October 2009, Budva, Montenegro (Hotel Avala)

DOK\_SIS conference, International Symposium on Document Management Systems

The DOK\_SIS conference/symposium is organized by the Slovenian association media.doc and is co-organized by the Ministry of Public Administration, Government of Slovenia and the Archives of the Republic of Slovenia at the Ministry of Culture.

DOK\_SIS 2009 is organized under the slogan DOK\_SIS - a tool to enhance productivity and process support.

\textbf{23\textsuperscript{rd}} - \textbf{25\textsuperscript{th}} of September 2009, Kranjska Gora, Slovenia (Hotel Larix)

INFOFEST

\textbf{XVI FESTIVAL INFORMATIČKIH DOSTIGNUČA}
\textbf{BUDVA 27.09.-03.10.2009.}

KRIZA

Other upcoming events

Infofest is an annual ICT festival with a fifteen year tradition, one of the most known ICT festivals in the SEE region. It has established itself as being one of the best organized, programmatic and exceptionally profiled events in the Western Balkans.

Infofest is an annual festival on ICT achievements in the SEE region. This year’s slogan of Infofest is “Crisis? That’s why!” (Kriza? Baš zato!).

The main objective of Infofest is the promotion of ICT culture in the SEE region. This year the CeGD will be promoted at the event itself. Infofest is an annual international event intended for experts, interested public as well as the general public. The programme of the event includes leading international and regional ICT companies, recognized international ICT experts, authors of best expert papers and presentations, and key end users of IC technologies.

The programme, video presentation and the registration procedure can be found at the official Infofest web site:

http://www.infofest.com/dom/program/program.htm

The symposium is divided into strategic presentations and a number of different panels. There are a number of thematic panels to chose from, namely Document Management Systems, eArchives, Information Security & Continuity Management, eGovernment and eDemocracy and System Subjects - Legislation, Standards, Economy and Organization. Some panels are also intended for showcasing business ICT solutions in the field of document management. The CeGD expert pool members Ms. Tatjana Mizori Zupan and Ms. Maja Zupančič, chairpersons of the panel, entitled eGovernment and eDemocracy, invited CeGD to present its recent activities in the afore mentioned fields.

Registration is available at:

http://www.media-doc.si/prijavnica.php

Additional information is available through the media.doc web site:

http://www.media-doc.si/doksis.html
Between the 27th and 29th of September the 7th SEEITA - 2nd SEE ICT Forum & 6th MASIT Open Days conference will be held in Ohrid, FYR Macedonia. MASIT, the Macedonian ICT Chamber of Commerce is traditionally organizing this conference, through successful gathering of all ICT players in the region, from the private sector, but with strong intention to establish an efficient dialog with all national regulatory bodies from every country participant as well. Every year, the Conference has over 180 participants from over 15 SE Europe countries. This year the CeGD Private Sector Advisory Committee (PSAC) meeting will take place during the MASIT conference.

The objective of SEEITA, SEE ICT Forum and MASIT Open Days is to foster regional cooperation and competitiveness in ICT, and to act as a platform for professionals, buyers and providers to meet and discuss challenges relevant to the industry, and build linkages.

This year the Conference is focusing on Electronic Communications and Broadband technologies, the key driver towards successful ICT markets.

Additional information is available at the MASIT web site: http://www.masit.org.mk/?seeita_2009
The draft agenda and other information can be obtained at http://seeita.org/
The registration form is available at http://seeita.org/?registration_form_2009_orig
The project proposal builds upon the experience and tradition of an international event, organized by the European Movement of Serbia in the time of Milošević’s regime, where webmasters from Serbia and Montenegro exchanged their experiences in building cities’ web portals and learned about good practice cases on the European scale.

The idea of the project captures this rich legacy, builds upon the inertia given by this forerunner event. It positions this idea in the context of contemporary increasingly important role of development of high-quality eServices of governments and self-governments in countries of South East Europe and EU in achieving sustainable level of eGovernment and eDemocracy development. The fact that web portals are the main tool of governments and self-governments in order to link available eServices with their target groups (G2G, G2C, G2B), draws additional importance to the qualitative features of such portals and therefore to the proposed project.

The Administratel project aims to provide countries in the SEE region with eGovernance services and e-offices (approximately 1-2 per 10,000 citizens), that will enable citizens of a particular country simple and easy access to their public administration’s Services. Funds in excess of 4 million Euros are secured (by European Foundation for Information Society) for the implementation of the Administratel project in SEE, thus enabling free of charge development of eServices and installation of the Administratel e-offices in interested countries. The only costs that are transferred to the host country are maintenance costs, technical maintenance costs and costs of securing an IDSL Line.

Additional information on the Administratel project, including the Administratel for SEE General Presentation, list of services and an example of a letter of interest are available at www.cegd.eu

For inquiries or express of interest in services provided by the Administratel project please contact info.cegd@cegd.eu or Mr. Francisco Delgado, representative of the European Foundation for SEE mail@franciscodelgado.es francisco.delgado@european-foundation.org
CeGD Development Assistance projects

The proposal of ODA (Official Development Assistance) Project activities of the CeGD for 2010 and 2011 follows the mission of the CeGD - to ensure organization and coordination of educational activities, transfer of knowledge and research activities with the aim of development of inclusive information society in the region of South East Europe.

Proposed Project Activities:

A Bilateral cooperation:

- Project Development of integrated national information portal EnterEurope.ME, Republic of Montenegro (uniform access to the information on EU policies and legislative, institutions, agencies following the concept of the one-stop-shop)
- Project Macedonian Parliamentary Television, FYR Macedonia (live and on-demand access to all sessions of Macedonian Parliament and its working bodies in order to assure greater transparency of public institutions and increase the participation and level of information of general public in policy making processes)
- Project Establishment of the Central Information-Administration System for Local Self-Government, FYR Macedonia (aims at the rationalisation of decision making processes on the level of local self-government and on national level and reducing/removing administrative barriers and burdens)

B Multilateral cooperation:

- Project Preparation of Strategy for the Use of Scientific Diaspora Human Capacity in Bosnia and Herzegovina, Moldova and Serbia (establishment of on-line network of scientists and researchers working abroad and further enabling their scientific contribution to the development of national research, economic and other potentials with the use of Web 2.0 in selected countries)
- Project Regional Competition for Best Three Web Portals of Local Self-Government, SEE Award: Best Portal for eServices (aims at encouraging and stimulating employment of contemporary solutions in the field of eGovernment at the level of local self-government, the selected three best portals will serve as guiding good practice cases for the region of SEE, the project will offer expert assistance in the development of portals on the level of local-self-government)
- Project of organisation of the Series of 6 Seminars on eGovernment and Interoperability in countries of SEE (the objective is transfer of knowledge, human capital capacity building in the field of eGovernment and interoperability as priority areas in the development of information society in SEE countries)
- Project of organisation of the Series of 4 Workshops on EU Funding Schemes and Opportunities in countries of SEE (the objective is transfer of knowledge on national and regional capacity building opportunities, human capital capacity building)
The LivingLab is an international initiative introduced and managed in Slovenia by the Faculty of Organizational Sciences, University of Maribor, the eCentre and its director, professor Jože Gričar. The Slovenian LivingLab is also a member of the European Networks of Living Labs.

The objective of the LivingLab is to develop a multi-disciplinary research and testing platform concentrating on the immediate environment from the user point of view. Emphasis is on new models of delivering goods or services made possible by digitalization and demanded by societal change and the increasing integration of services, products and the spatial environment. The LivingLab aims at addressing two questions: What do the users want? How it can be produced? Research activities include developing design-on-demand, mass-customization and co-configuration solutions for generating individual domestic environments. Furthermore, the challenge is to create an operational model of cooperation between companies, government agencies, and universities. The LivingLab is open to participate in an international network of several corresponding laboratories in order to better support the European diversity.

Participation in the “eLivingLab” is open to organizations in the neighbouring countries creating an emerging eRegion. The universities network “eBusiness ALADIN” - ALpe ADria INitiative of the Universities of Corvinus Budapest, Hungary; Karl-Franzens Graz, Austria; Košice, Slovakia; Maribor, Slovenia; BW München, Germany; Novi Sad, Serbia; Prague, Czech Republic; Rijeka, Croatia; and Trieste, Italy.

Innovation has three crucial elements that have to be interconnected in the right manner to achieve the optimal results of innovation.

The international initiative of LivingLabs has gained momentum in recent years and new LivingLabs are emerging all around the world. The idea of LivingLabs in Europe is closely connected to the concept of cross-border eRegion, which is a region designed on the effective use of ICT.

In recent years a new initiative has arisen in Slovenia. It is the idea of creating a LivingLab out of Slovenia, called Slovenia-LivingLab that aims to enhance the quality of life through increased innovation. Slovenia presents the perfect candidate for such an experiment, as it is small in geographical size, in number of inhabitants (i.e. it is relatively simple to connect different spheres of experts and people involved in innovation) and is positioned in the heart of Central Europe at the cross-roads of the European Transport corridors No. 5 (Lisbon-Kiev), and No. 10 (Hamburg - Istanbul & Thessaloniki).

This LivingLab would provide incentive for close(r) collaboration between researchers, developers and end users with the aim of shortening the time needed to develop a certain product and/or services in accordance with the needs of users. The initiative has been supported by a large number of prominent experts, representatives of business and representatives of the public sector.

More information on the Slovenia - LivingLab initiative is available at the official web site: http://SloveniaLivingLab.si

For more information on LivinLabs or Cross-border eRegion please visit http://elivinglab.org/ or contact prof. Jože Gričar Gricar@FOV.Uni-Mb.si

A CV of prof. Jože Gricar is available at: http://ecenter.fov.unimb.si/ecomENG/Members/eComLab/Gricar.htm

The CeGD is supported by its Stakeholders and Recognized Partners


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