



SIXTH FRAMEWORK PROGRAMME

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2.6.5.1. International cooperation for eGovernment and eParticipation

Target countries: Western Balkan



Contract for:

COORDINATION ACTION



We-Go

Enhancing Western Balkan eGovernment Expertise

*Work package 3 - Academies
Deliverable D.3.3.1. Status Reporting on
Executed Training*

Project acronym: **"We-Go"**
Project full title: **Enhancing Western Balkan eGovernment Expertise**

Proposal/Contract no.: **Contract no 045472 / Contract no**
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1. Introduction

This deliverable reports on the status of training and knowledge transfer in other forms in the participating WB countries, Austria and Estonia, in the period between 1 Dec 2006 and 31 Nov 2007 plus suspension period (up to July 2008).

The corresponding tasks as per DoW were:

- T.3.3. Train the Trainer (TTT),
- T.3.4. Knowledge transfer - Training realization, and
- T.3.5. Knowledge transfer in other forms.

Overall objective of these tasks was to conduct a high-quality knowledge transfer on e-Government related topics/applications that have been selected by each of the participating WB countries, in order to build e-Government IT and management capacity, expertise and skills. The relevant activities aimed to support and complement the objectives set in WP 1+2 and to provide under this umbrella the required workshops, training, etc. An important concern was to have maximum synergy with other activities and projects in this area in order to make the public administration aware of the possibilities offered by e-Government. Additionally,

Specifically, the objectives were:

- To organise a comprehensive TTT to individuals selected as trainees from the relevant counterpart government agencies / National Training Centres of Excellence (NTCEs), who (both the trained individuals and their organisations) will be responsible for a qualitative transfer of e-Government related knowledge in each specific WB country beyond end of project.
- To monitor and evaluate training events subsequently organised and conducted by the trained trainers to ensure the quality of knowledge transfer.
- To organise additional direct trainings of relevant stakeholders as needed, and conduct various other activities of high-impact knowledge transfer, e.g. round tables, conferences, meetings, etc. The emphasis is on attracting attention and demonstrating obvious advantages of EU e-Government solutions, and to support and complement the objectives of WPs 1 and 2.

The work described in this report was carried out by the following partners:

- Federal Chancellery (BKA), Austria
- Danube University Krems (DUK), Austria – WP Leader
- Centre for Management and Information Technologies (MITC), Bosnia and Herzegovina
- Internet Institute (ITI), Croatia
- eGovernance Academy (eGA), Estonia
- Metamorphosis (MTM), Macedonia (FYRoM)
- Univ. Sts. Cyril and Methodius, Institute of Informatics (UKIM), Macedonia (FYRoM)



- PEXIM, Serbia
- Josef Stefan Institute (JSI), Slovenia
- SRC.si (SRC), Slovenia

Activities were carried out in collaboration with the Austrian Research Centres / Research Studios Austria (ARC) and Federal Computing Centre (BRZ), Austria.

2. Overview of training activities

A necessary pre-requisite for the successful completion of the task **T.3.3 Train the Trainer (TTT)** was to have the local agreements signed about specified contributions, roles and responsibilities of the governmental organizations / National Training Centres of Excellence (NTCEs) that are to be the beneficiaries of the TTT, and that are to disseminate received knowledge through their educational activities beyond end of project.

The partners completed all the pre-requisite activities:

- Relevant counterpart governmental organisations / NTCEs in WB Countries were identified;
- Contact was established and ongoing discussions with relevant contact persons were duly maintained;
- Needs assessments were carried out and relevant training topics were identified and discussed with counterpart organisations;
- Template Letter of Interest to be signed by the counterpart organisations was prepared and verbal agreements for participation in We-Go training program were obtained;
- Country Implementation Plans concerning training implementation were prepared.

Also, WB project partners diligently and persistently pursued the commitment document issue with their relevant counterparts. But, although NTCEs expressed their interest and verbally confirmed agreement to engage in We-Go activities, due to financial, organisational and/or political circumstances that influence their decision-makers (described in detail in Chapter 3: Problems encountered and corrective actions taken), **the signature of commitment documents was completed only partially in Macedonia (FYRoM), Bosnia and Herzegovina and in Croatia** during project suspension period:

- In Macedonia (FYRoM) We-Go received a Letter of Intent from a relevant stakeholder, the Civil Servants Agency – CSA as an outcome of a training activity; see detailed overview for Macedonia (FYRoM).
- MOU between Ministry of Communications and Transport of Bosnia and Herzegovina, Austrian Federal Chancellery and United Nations Development Programme in Bosnia and Herzegovina should be signed in 3rd Quarter 2008.
- Letter of Intent from Central State Administration Office for e-Croatia is expected to be signed by the Review meeting in Belgrade.

Pending completion of the written local agreements on implementation of trainings in NTCEs, deployment of TTT had to be postponed to 2nd reporting period.

Activities planned for task **T.3.4 Knowledge transfer – Training realization** comprised two parallel lines of action:



1. Organisation and implementation of trainings by the NTCEs
2. Organisation and implementation of trainings by We-Go partners.

Absence of written commitments from NTCEs directly prevented implementation of the first line of action. Partners approached this obstacle in a productive and efficient way. Pending its resolution, we compensated by focusing strongly on action line 2, as well as on the task **T.3.5 Knowledge transfer in other forms**.

As shown by the table below, in the period from December 2006 to July 2008 (1st reporting period + suspension period) **We-Go partners organised 16 knowledge transfer events**.

	Date	PA Hi Level	PA Mid Level	Private NGO Academia	Total No. Participants	Student Days	Total Person Days	
AUSTRIA								
1	PARCO, BH	29 May - 1 Jun 2007	1	10	11	4	44	
2	MoTIS, SR	3 - 6 Dec 2007	3	6	6	15	4	60
3	UNDP, BH	7 - 8 Apr 2008		14	14	2	28	
4	CSA, MK	6 - 8 May 2008	0	13	13	3	39	
5	eCroatia, HR	15 -16 Jul 2008	1	3	2	6	2	12
	Total Austria	5	46	8	59	15	183	
CROATIA								
6	e-Croatia	15 May 2007	3	9	6	18	1	18
7	e-Croatia, CSAOA APIS IT, FINA, Zag	9 -10 Jul 2007	5	2	2	9	1	9
8	e-Administration wshp.	12 Dec 2007	2	5	10	17	1	17
	Total Croatia	11	16	18	44	1	44	
ESTONIA								
9	“ICT in local governments”	23 – 27 Apr 2007	2	14	2	18	5	90
10	„Democracy in Information Society“	29 – 31 May 2007			3	3	3	9
11	“ICT in local governments”	9 - 10 Jul 2008		15		15	5	75
12	Study tour MK	11 - 16 May 2008		9		9	4	36
	Total Estonia	2	38	5	45	17	210	
BOSNIA & HERZEGOVINA / MACEDONIA (FYROM) / SERBIA								
13	We-Go implementation workshop	11 -12 Jul 2007	2	15	15	32	2	64
14	We-Go conference and workshop	26 - 29 Sep 2007	21	56	247	324	2	648
15	Western Balkans Network for Inclusive e-Government	23 Nov 2007	6	8	20	34	1	34
16	We-Go Summit	4 Oct 2007	15	85	150	250	1	250
	Total BH/MK/SR	44	164	432	640	6	996	
Total for all activities / countries		62	264	463	789	39	1433	
Share in total		8%	33%	59%				



The overall results show that **789 participants** took part in these activities and that We-Go through these training activities **realised 1433 person training days**.

Tables below give an overview of (1) knowledge transfer topics by We-Go Courses and Curricula covered in each event, (2) list of themes covered.

AUSTRIA	Date	Topics by Courses & Curricula
PARCO, BH	29 May – 1 Jun 2007	eGovernment Organization eGovernment Technology eGovernment Legal Overview
MoTIS, SR	3 – 6 Dec 2007	eGovernment Organization eGovernment Technology eGovernment Legal Overview
UNDP, BH	7 – 8 April 2008	eGovernment Organization eGovernment Technology eGovernment Legal Overview
CSA, MK	6 – 8 May 2008	eGovernment Organization eGovernment Technology eGovernment Legal Overview
eCroatia, HR	15 – 16 Jul 2008	eGovernment Organization eGovernment Technology eGovernment Legal Overview
CROATIA	Date	Topics by Courses & Curricula
e-Croatia	15 May 2007	eGovernment Organization eGovernment Legal Overview
e-Croatia, CSAOA, APIS IT, FINA, City of Zagreb	9 – 10 Jul 2007	eGovernment Organization eGovernment Legal Overview
e-Administration workshop	9 – 10 Jul 2008	eGovernment Organization eGovernment Technology
ESTONIA	Date	Topics by Courses & Curricula
ICT in local governments	23 – 27 Apr 2007	eGovernment Organization eGovernment Technology eGovernment Legal Overview
Democracy in Information Society	29 – 31 May 2007	eGovernment Organization eGovernment Technology eGovernment Legal Overview
ICT in local governments	9 – 10 Jul 2008	eGovernment Organization eGovernment Technology eGovernment Legal Overview
Study tour MK	11 - 16 May 2008	eGovernment Organization eGovernment Technology eGovernment Legal Overview
BH / MK / SR	Date	Topics by Courses & Curricula
We-Go implementation whsp.	11 – 12 Jul 2007	eGovernment Organization eGovernment Legal Overview
We-Go conference & whsp.	26 – 29 Sep 2007	eGovernment Organization eGovernment Technology eGovernment Legal Overview
We-Go Summit	4 Oct 2007	eGovernment Organization eGovernment Technology eGovernment Legal Overview



Topics presented and discussed in knowledge transfer and training activities
Course number O1/L1: Introduction to eGovernment, Legal framework and national overview of e-Gov Act as good practice examples
Course number O2: Registers, Data Bases and WFM
Course number O3: Policies E-Services Websites
Course number T1: IOP, CommArch
Course number T2: Security, PKI, eSig, eID
Course number M1: NPM

Detailed descriptions of each of the above-listed events are prepared in Chapter 6: Detailed events descriptions by country.



3. Problems encountered and corrective actions taken

Problem in obtaining written commitments from the relevant government organisations / NTCEs was the only obstacle of significance that the project encountered within framework of this deliverable. However, this obstacle prevented successful completion of Task T.3.3 Train-the-Trainers and caused limited completion of the task T.3.4 Knowledge transfer – training realisation.

The problem was caused by financial, organisational and/or political factors:

- Financial factors

The relevant government organisations / NTCEs in WB countries have limited budgets that result in limitations to training obligations that they can assume. Not only do they limit their activities to a specific level/type of civil servants, but they are also reluctant to take over responsibility for trainings (by number and by subject) that are not originally planned in their curricula. This is irrespective of their awareness of the need for wider coverage.

For example, in **Bosnia and Herzegovina** the Civil Servants Agency limits its activities to civil servants on the national level. For lower levels of government it is impossible to provide financial assistance.

In **Croatia**, the Centre for Professional Education and Training of Public Administration has to limit the scope of its trainings, as well as number of participants in trainings, due to budgetary limitations. They also limit their activities to central government bodies' / agencies' employees, whilst education of local administration employees rests mainly on local administrations whose budgets for training are even more limited.

- Organisational factors

In addition to budgetary limitations, relevant government organisations / NTCEs in WB countries are limited by organisational factors, such as limitations in resources that they can dedicate to more advanced training programs, such as e-Government related courses. This issue is also strongly linked to the current skills levels of civil servants, and their self-perceived needs for improvement.

For example, needs assessments carried out in **Croatia** and **Macedonia (FYRoM)** reveal that basic computer and language skills amongst civil servants are still lacking, so educational institutions are naturally focusing on building capacities in these areas before they can dedicate their limited resources to more advanced training programs. Similar conclusions can be applied to **Bosnia and Herzegovina** and **Serbia**, even though these findings are not founded on hard survey data, but have been suggested by the relevant government institutions.

One additional factor at play in Croatia was that the Centre for Professional Education and Training of Public Administration only introduced e-Government related trainings during planning period at end of 2007, and plans to start with trainings only in the second half of 2008.



- Political factors

One side of this problem relates to the timing of the project within the WB regional political surrounding, as project had to cope with interruptions in processes caused by elections that happened in the course of the 1st reporting period in the participating countries. Whether the elections caused overturn of previous political option or not, the process itself carried long periods in which governmental institutions focused mainly on their internal issues. A European project, albeit admittedly significant, was perceived as less important an issue that could not capture the attention of the decision-makers whose signature was required.

The other side of the problem directly related to operative day-to-day functioning of a relevant counterpart.

For example, in **Serbia** the government that was in power at the time when the project started provided lot of support to We-Go, as their strategy was aligned with the objective of the project. This government established a Centre for Education of Public Administration and was determined to dedicate resources to development of e-Government related capacity building. However, due to subsequent political developments, the Centre de facto stopped all activities and currently it is not possible to determine whether planned activities will resume.

We-Go partners countered and compensated the encountered problem by:

1. Intensifying complementary training and knowledge activities related to Tasks 3.4 and 3.5. and thus successfully undertook knowledge transfer of xxx person days.
2. Additionally, in Serbia due to inconclusiveness of the situation the partners decided to take over TTT entirely on them selves.
4. In other countries (Bosnia and Herzegovina, Croatia and Macedonia (FYRoM)), pending signature of the Letters of Intent but not necessarily depending on it, partners have decided to divide responsibility for TTT between themselves and their counterparts.

It is planned to start with TTT events in the 4th quarter of 2008 and 1st quarter of 2009.



4. Ongoing activities and activities planned for the next reporting period

Partners are currently engaged in three main tasks:

- Translation of course and knowledge materials
- Putting materials online and preparing e-learning courses
- Preparations for TTT events starting September 2008.

In the next reporting period partners will focus on TTT and other knowledge transfer events, as well as on assessments and evaluations of activities undertaken (Quality Management, Lessons learned).

The main overview of all planned activities per country as well as overall is described in D.3.2.2. The country implementation plans a giving an overview and focuses on preparation of implementation plans for e-government related trainings in the participating West Balkan countries.

The implementation plans were, therefore, developed and finalized and their goal was to enable and facilitate smooth implementation of future training and knowledge dissemination activities.

The work was carried out jointly by:

- DUK, Austria [WP 3 Leader]
- BKA, Austria
- MITC, Bosnia and Herzegovina
- ITI, Croatia
- FOI, Croatia
- MTM, Macedonia (FYRoM)
- Civil Servants Agency, Macedonia (FYRoM)
- PEXIM, Serbia

The result of the work are clear and context-rich implementation plans for each of the participating West Balkan countries, enabling the project to proceed to the next stage of full training implementation. The Plans are attached at the end of this document.



5. Event summaries by country

Austria

5 Delegations
4 WB Countries
59 Participants
183 Person training days

	Study visits of governmental delegations	Date	PA Hi Level	PA Mid Level	Private NGO Academia	Total No. Participants	Student Days	Total Person Days
1	PARCO - Public Administration Reform Coordination Office, BH	29 May -1 Jun 07	1	10		11	4	44
2	Ministry of Telecommunication and Information Society, SR	3 – 6 Dec 07	3	6	6	15	4	60
3	UNDP - United Nations Development Program, BH	7 – 8 Apr 08		14		14	2	28
4	CSA - Civil Servants Agency, MK	6 – 8 May 08	0	13		13	3	39
5	eCroatia, Central State Office for eCroatia, HR	7 – 8 Jul 08	1	3	2	6	2	12
	Overall Sum		5	46	8	59	15	183
			8%	78%	14%			



Croatia

3 Knowledge transfer and training events

44 Participants

44 Person training days

	Conferences and workshops in Croatia	Date	PA Hi Level	PA Mid Level	Private NGO Academia	Total No. Participants	Student Days	Total Person Days
1	Introduction of We-Go training concept and opportunities	15 May 07	3	9	6	18	1	18
2	Meetings with key stakeholders relevant for Country Implementation Plan: CSAO e-Croatia, CSAO for Administration, APIS IT, FINA, City of Zagreb	9 – 10 Jul 07	5	2	2	9	1	9
3	e-Administration workshop: Document management & Workflow	12 Dec 07	2	5	10	17	1	17
	Total		10	16	18	44	1	44
			23%	36%	41%			



Estonia

4 Training Events

45 Participants

210 Person training days

	Study visits of governmental delegations	Date	PA Hi Level	PA Mid Level	Private NGO Academia	Total No. Participants	Student Days	Total Person Days
1	"ICT in local governments" for Serbian municipal	23 – 27 Apr 07	2	14	2	18	5	90
2	„Democracy in an Information Society“ Croatia	29 – 31 May 07			3	3	3	9
3	ICT in local governments" for Macedonian (FYRoM) municipal leaders	9 – 10 Jul 08		15		15	5	75
4	Study tour on Estonian Land Board Macedonian (FYRoM) Delegation	11 – 16 May 08		9		9	4	36
	Overall Sum		2	38	5	45	17	210
			4%	85%	11%			



Bosnia and Herzegovina, Macedonia (FYRoM) and Serbia

4 Knowledge transfer and training events

640 Participants

996 Person training days

	Conferences and workshops	Date	PA Hi Level	PA Mid Level	Private NGO Academia	Total No. Participants	Student Days	Total Person Days
1	We-Go implementation workshop, Sarajevo	11 – 12 Jul 07	2	15	15	32	2	64
2	We-Go conference and workshop, Skopje (organised by Stability Pact and UNDP BiH –high visibility of We-Go participation and about 10 speakers from We-Go partners)	26 – 29 Sep 07	21	56	247	324	2	648
3	Western Balkans Network for Inclusive e-Government, Skopje	23 Nov 07	6	8	20	34	1	34
4	We-Go Summit, Serbia	4 Oct 07	15	85	150	250	1	250
	Total BiH / Macedonia (FYRoM) / Serbia		44	164	432	640	6	996
			7%	26%	67%			



6. Detailed events descriptions by country

This chapter provides description of the training activities per country in a detailed form. All e-government knowledge transfer and training activities that took place are presented through their agenda, the participants list as well as further documents.

To this we also incorporated Letters of Intent (LoI) with Croatia and Macedonia (FYRoM) and a Memorandum of Understanding (MoU) with BiH that We-Go was able to agree on as an outcome to the training activities We-Go carried out until now. We-Go WP3 also received a letter from the Serbian minister for Telecommunication and Information Society Ms. Aleksandra Smiljanic where she states that a further cooperation with We-Go is desired. This will assure the further implementation of training activities in the respective countries.

6.1. Austria

The activities carried out in Austria were organised by the Austrian Federal Chancellery - BKA and in close cooperation with the Danube University Krems - DUK and local WB partners and stakeholders. The BKA hosted the training activities and financed it without using We-Go funds. All activities in Austria were prepared in cooperation with the Austrian Federal Computing Centre – BRZ and both institutions provided e-government experts for presentations of existing solutions and applications.

Study visit of Public Administration Reform Coordinators Office (PARCO), Bosnia & Herzegovina

Title / Subject of event	Study visit of Public Administration Reform Coordinators Office (PARCO) from BiH to Austria
Purpose / Objective of event	e-Administration, e-Government overview and organizational structure, existing applications as good practice examples, training of public administration employees in Austria, public administration reform in Austria, legal framework and e-Law, ...
Date / Duration	29. May – 01. June 2007 4 days
Location Facilities / Infrastructure provided by	BKA / BRZ
<u>Progress towards objective / achievements</u>	Knowledge transfer; e-Government overview; communicate the advantages and requirements of eGovernment; presentation of applications; need for training of public administration employees
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Need for training activities in e-Government on all levels of administration; presentation of existing applications is well received;
<u>Impact / Sustainability</u> (outcome of Activity,	PARCO will support We-Go training activities in BiH through coordination. Cooperation of PARCO, the We-



next steps etc.) Verifiable evidences?	Go project and UNDP BiH.
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1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Central administration	1	10		11	4	44
Overall sum	1	10		11	5	44

2. Participants List / Structure

Name	Position / Function	PA High Level	PA Mid Level	Private NGO Academia
Srdjan Arnaut	Deputy Minister of Justice BiH	1		
Nevenka Savić	PAR Coordinator BiH	1		
Suad Musić	Deputy PAR Coordinator BiH	1		
Stojanka Čulibrk	RS PAR Coordinator		1	
Anto Čavar	PAR Coordinator Federation BiH		1	
Brane Jovičić	PAR Coordinator Brko District		1	
Jasenska Perović	Reform Area Coordinator PARCO Office		1	
Jadranka Čečar	PARCO Expert Associate		1	
Dragica Lakić	Reform Area Coordinator PARCO Office		1	
Aleksandar Karišik	Reform Area Coordinator PARCO Office		1	
Folkert Milch	TL TA to PARCO		1	
Total number of participants	11	3	8	0
Total / Share		27%	73%	0%



3. Event Agenda

Day 1 – 29 May 2007

- 14:00 – 14:15 Welcome to Austrian Federal Chancellery
Dr. Manfred Matzka, Director General
- 14:15 – 15:00 e-Government – We-Go Project
Dr. Peter Parycek
Dr. Klaus Gschwendtner
Mr. Daniel Medimorec
- 15:00 – 15:15 Coffee break
- 15:15 – 17:15 Overview of e-Government – Citizen card, Electronic File and Document Management System ELAK (paperless government)
Dr. Peter Reichstaedter
- 17:15 – 17:30 Closing discussion, Q & A

Day 2 – 30 May 2007

- 10:00 – 12:00 Training activities in Austria e-Government and management on all levels of administration
Dr. Arnold Schoba
- 12:00 – 14:00 Lunch
- 14:00 – 16:00 Public Administration Reform in Austria, NPM, Quality Management, structure of programmes, lessons learned
Mr Michael Kallinger
- 16:00 – 17:00 Closing discussion, Q & A

Day 3 – 31 May 2007

- 09:00 – 12:00 Overview of legal framework of the public administration in Austria (Allgemeine Verwaltungsverfahrensgesetz – AVG); Quality control of administrative decisions
Prof.dr. Friedrich Lachmayer
- 12:00 – 14:00 Lunch
- 14:00 – 15:00 Help.gv.at (eEurope Award)
Mr Susanne Rihs



15:00 – 15:15 Coffee break

15:15 – 17:15 eLaw
Austrian legal information system "RIS" (UN Award)
Dr. Helga Stoeger

17:15 – 17:30 Closing discussion, Q & A

Day 4 – 1 June 2007

09:00 – 10:15 Federal Computing Centre (BRZ)
Electronic File and Document Management System ELAK (paperless
government)
Mr Claudia Bachcoenig

10:15 – 10:30 Coffee break

10:30 – 12:00 SAP; We-Go Project

12:00 – 14:00 Lunch

14:00 – 16:00 Wiener Rathaus – e-Government



4. Event Evaluation



I/11
gilt Ende!

Bundeskanzleramt
zH Herrn Mag. Dr. Manfred Matzka
Präsidentialchef des Bundeskanzleramtes
Ballhausplatz 2
1014 Wien

Wien, 18. Juli 2007

Betreff: Dankeschreiben an das Bundeskanzleramt im Rahmen der Studienreise des Büros für die Koordinierung der öffentlichen Verwaltungsreform in Bosnien und Herzegovina (PARCO)

Sehr geehrter Herr Mag. Dr. Manfred Matzka,

Nach erfolgreicher Beendigung unserer Studienreise im Rahmen des EU-Projektes „*Support to the Office of the Coordinator for Public Administration Reform in Bosnia and Herzegovina*“, vom 29.05. bis 02.06.2007 im Bundeskanzleramt, möchten wir uns noch einmal recht herzlichst für Ihre Zusammenarbeit und Unterstützung bedanken.

Besonders bedanken würden wir uns gerne bei jenen Ihrer Mitarbeiter, die uns aktiv während dieser Woche zur Verfügung gestanden sind. Wir bitten Sie daher Frau Dr. Helga Stöger und Frau Mag. Susanne Rihs sowie den Herren Dr. Peter Parycek, Dr. Klaus Gschwendtner, Mag. Daniel Medimorec, DI Peter Reichstädter, Dr. Arnold Schoba und Mag. Michael Kallinger unser Dankeschreiben weiterzuleiten.

Sowohl die Qualität der Vorträge als auch die organisatorische Unterstützung und die Übersetzungshilfe während der Studienreise trugen im großen Maße dazu bei, dass das Feedback aller Teilnehmer überaus positiv ausfiel. Außerdem sind wir davon überzeugt, dass die Studienreise äußerst hilfreiche und interessante Informationen für den weiteren Reformprozess in Bosnien und Herzegovina beinhaltet.

Weiters wurde uns mehrmals versichert, dass das Interesse an einer weiteren Zusammenarbeit mit dem Bundeskanzleramt sehr groß ist und es hat uns daher sehr gefreut, dass schon während der Studienreise erste Schritte in diese Richtung im Rahmen des „We Go – Projektes“ unternommen wurden.

Aufgrund unseres Interesses an diesem Projekt und unserer Erfahrung in Bosnien und Herzegovina würde es uns freuen wenn Human Dynamics weiter als Ansprechpartner für beide Parteien im Zuge der zukünftigen Zusammenarbeit fungieren könnte.

Wir hoffen, dass das Bundeskanzleramt ebenfalls von unserer Studienreise profitieren konnte und verbleiben mit den allerbesten Grüßen,


Harald Meier
Head of Institution Building, Good Governance Department

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Picture 1: Letter from Human Dynamics thanking for the study visit of the PARCO delegation from to Austria



Study visit of Ministry of Telecommunication and Information Society, Serbia

Title / Subject of event	Study visit of Serbian Governmental Delegation to Austria lead by the Ministry of Telecommunication and Information Society from Serbia
Purpose / Objective of event	e-Administration, e-Government overview and organizational structure, existing applications as good practice examples, training of public administration employees in Austria, public administration reform in Austria, legal framework and e-Law,
Date / Duration	03 - 06 December 2007 4 days
Location Facilities / Infrastructure provided by	BKA / BRZ
<u>Progress towards objective / achievements</u>	Knowledge transfer; e-Government overview; communicate the advantages and requirements of eGovernment; presentation of applications; need for training of public administration employees
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Need for training activities in e-Government on all levels of administration; presentation of existing applications is well received;
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	Ministry of Telecommunication and Information Society will support We-Go training activities in Serbia. Cooperation of We-Go project with other Ministries.

1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Central administration	3	6		9	4	36
Industry [project managers, developers]			3	3	4	12
Academia			3	3	4	12
Overall sum	3	6	6	15	4	60



2. Participants List / Structure

Name	Position / Function	PA High Level	PA Mid Level	Private NGO Academia
Aleksandra Smiljanic	Minister for Telecommunications and Information Society	1		
Nebojsa Vasiljevic	Deputy Minister for Information Society	1		
Jasmina Benmansur	Assistant Minister for Public Administration and Local Self Government	1		
Gordana Petrovic	Head of European Integration and Development Unit in the Ministry of Telecommunication and Information Society		1	
Sasa Pivalica	Special Adviser to the Minister of Public Administration and Local Self Government		1	
Bojan Perovic	Head of IT Department & Senior Advisor, Ministry of Justice		1	
Gordana Ostojic	Assistant Director, Special Unit for e-Government, Ministry of Finance - Tax Administration		1	
Nada Teodosijevic	IT specialist, Ministry of Health		1	
Ljubisa Radivojevic	Special advisor to Minister for e-Government development, Ministry of Telecommunication and Information Society		1	
Nenad Maric	CEO PEXIM CMS			1
Liljana Vodencarska	Senior Consultant - Business Intelligence solutions, PEXIM			1
Snezana Josifovska	Senior Consultant - Business Intelligence solutions, PEXIM			1
Zoran Babovic	University of Belgrade			1
Aleksandar Stanic	University of Belgrade			1
Nenad Korolja	University of Belgrade			1
Total participants	15	3	6	6
Total / Share		20%	40%	40%



3. Event Agenda

03 December 2007

- 10:00 – 11:00 Welcome to Ministry of Finance
Tax online (EU Best Practice Award)
Dr. Winter, Director General, Ministry of Finance
- 11:00 – 11:30 Break
- 11:30 – 13:00 State Budget (SAP-HV, SAP-HR)
eCustoms (European NCTS)
Federal Computing Centre (BRZ)
- 13:00 – 15:00 Lunch
- 15:00 – 18:00 Telekom Austria / Mobilkom Austria
Dr. B. Nemsic, CEO

04 December 2007

- 09:00 – 09:45 Welcome to Austrian Federal Chancellery
Information Society & European Information Space
Heidrun Silhavy, State Secretary
Christa Kranzl, State Secretary
- 09:45 – 10:30 e-Government in Austria – Digital Platform
Organisation – Implementation – Cooperation
Status and Future Perspectives
Dr. Manfred Matzka, Director General
- 10:30 – 11:00 Coffee break
- 11:00 – 12:30 Legal framework of e-Government
Peter Kustor, Austrian Federal Chancellery
- 12:30 – 14:00 Lunch
- 14:00 – 16:00 RTR – Telecommunication Regulatory Authorities
Dr. Serentschy, Managing Director
- 16:00 – 16:30 Coffee break



16:30 – 18:00 e-Health in Austria
DI Schoerghofer, Director General

05 December 2007

09:00 – 09:50 e-Services for Citizens and Businesses
Help.gv.at (eEurope Award)
Austian Federal Chancellery

09:50 – 10:40 e-Administration
Electronic File and Document Management System
Austrian Federal Chancellery / Federal Computing Centre

10:40 – 11:00 Coffee break

11:00 – 12:30 e-Law
Austrian Legal Information System "RIS" (UN Award)
Platform Digital Austria
Helga Stoeger, Austrian Federal Chancellery

12:30 – 14:00 Lunch

14:00 – 15:30 Electronic Register of Residents (EU Best Practice Award)
Dr. Oswald Kessler, Ministry of Interior

15:30 – 16:00 Coffee break

16:00 – 16:45 Electronic Identity Management
Citizen Card (World eID Award)
Austrian Federal Chancellery

16:45 – 17:30 Austrian Implementation of e-Trust / e-Certification Centre

17:30 – 18:00 Q & A

06 December 2007

09:00 – 10:30 e-Justice, Austrian Court Case Procedures (ACP)
Ministry of Justice, Federal Computing Centre

10:30 – 11:00 Coffee break

11:00 – 12:30 e-Justice
Electronic Land Register (EU Best Practice Award)



Electronic Firm Register (EU Best Practice Award)
Ministry of Justice, Federal Computing Centre

- 12:30 – 14:00 Lunch break
- 14:00 – 15:00 e-Government Training and Education
Austrian Federal Chancellery
- 15:00 – 16:00 We-Go Project Contributions – Definition of common future activities
Klaus Gschwendtner, Peter Parycek, Peter Sonntagbauer
- 16:00 Closing – End of Official Visit

4. Event Evaluation



Picture 2: Serbian Delegation and We-Go WP3 Team in the Austrian Federal Chancellery



Republic of Serbia
MINISTRY OF
TELECOMMUNICATION AND
INFORMATION SOCIETY

No: Official
Date: 25.12.2007
Belgrade

**Austrian Federal Chancellery
Daniel MEDIMOREC
Ballhausplatz 1,
1014 Vienna**

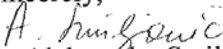
Dear Mr. Medimorec,

I would like to thank you very much for your hospitality and kindness that have made our visit to Austria so pleasant.

My collaborators and I have had really opportunity to learn a lot on the achievements and successful results of the Bundesrechenzentrum in Austria and to discuss the issues that we were interested in. We have been delighted with openness and readiness of our Austrian colleagues to share with us their experience and best practices.

I believe that our visit was just a first step of our future cooperation which, I hope, will be on mutual benefit.

Sincerely,


Dr Aleksandra Smiljanić
Minister

A. Picture 3: outcome of training activity: letter from Serbian Minister for Telecommunications and Information Society Dr. Smiljanic – received 26.12.2007



Visit of United Nations Development Program, Bosnia & Herzegovina

Title / Subject of event	Study visit of a Delegation from BiH lead by UNDP BiH to Austria
Purpose / Objective of event	e-Administration, e-Government overview and organizational structure, existing applications as good practice examples, training of public administration employees in Austria, public administration reform in Austria, legal framework and e-Law, ...
Date / Duration	07 April – 08 April 2008
Location Facilities / Infrastructure provided by	BKA / BRZ
<u>Progress towards objective / achievements</u>	Knowledge transfer; e-Government overview; communicate the advantages and requirements of eGovernment; presentation of applications; need for training of public administration employees
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Need for training activities in e-Government on all levels of administration; presentation of existing applications is well received;
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	UNDP BiH and PARCO will support We-Go training activities in BiH through coordination. Cooperation of PARCO, the We-Go project, UNDP BiH and the relevant Ministries will be institutionalised by a Memorandum of Understanding (MoU) between the involved stakeholders. Training activities will start in the 3 rd quarter 2008.

1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Central administration		14		14	2	28
Overall sum		14		14	2	28



2. Participants List / Structure

Name	Position / Function	PA High Level	PA Mid Level	Private NGO Academia
Tarik Zaimovic	eGov and ICT Portfolio Manager, UNDP BiH			1
Zlatan Sabic	eGov Specialist, UNDP BiH			1
Nera Nazecic	eLead Project Manager, UNDP BiH			1
Edissa Medunjanin	eGov IT Lead, UNDP BiH			1
Anita Pinto	eGov IT expert, UNDP BiH			1
Bozidar Skrava	Advisor to Minister, Ministry of Communication and Transport, Council of Ministers BiH		1	
Boris Drasko	Expert Advisor, Directorate for European Integration BiH		1	
Azra Busuladzic	IT Expert Advisor, Public Administration Reform Coordinator Office BiH		1	
Suad Music	Deputy State coordinator for Public Administration Reform, Public Administration Reform Coordinator Office BiH		1	
Dzenita Polic	Task Manager, European Commission Delegation to BiH		1	
Ferdinand Kopp	Head of Operations, European Commission Delegation to BiH		1	
Srdjan Nogo	Ministry of Civil Affairs, Council of Ministers BiH		1	
Jasmina Berkovac	Ministry of Civil Affairs, Council of Ministers BiH		1	
Merima Avdagic	UNDP BiH eGovernment Project Manager			
Total number of participants	14	0	9	5
Total / Share		0%	64%	36%

3. Event Agenda

07 April 2008

11:00 – 12:15 Welcome to Austrian Federal Chancellery
 e-Government in Austria – Digital Platform
 Organisation – Implementation – Cooperation – Status and Future Perspectives



Dr. Manfred Matzka, Director General

- 12:15 – 13:00 Overview of e-Government
Christian Rupp, Austrian Federal Chancellery
- 13:00 – 13:30 e-Law
Austrian Legal Information System "RIS" (UN Award)
Platform Digital Austria
Dr. Helga Stoeger, Austrian Federal Chancellery
- 13:30 – 14:30 Lunch
- 14:30 – 15:30 e-Administration
Electronic File and Document Management System
Vinzenz Wuelkits, Austrian Federal Chancellery
- 15:30 – 16:30 Presentation of We-Go Project, Current Status and Activities
Dr. Klaus Gschwendtner, Dr. Peter Parycek, Mr Daniel Medimorec
- 16:30 – 17:00 Closing discussion, Q & A

08 April 2008

- 09:00 – 09:45 e-Services for Citizens and Businesses
Help.gv.at (eEurope Award)
Mr Johannes Rund, Austrian Federal Chancellery
- 09:45 – 10:30 Legal framework of e-Government
Electronic Identity Management, Citizen Card (World eID Award)
Dr. Bernhard Karning, Austrian Federal Chancellery
- 10:30 – 10:45 Coffee break
- 10:45 – 11:45 Austrian Implementation of e-Trust / e-Certification Centre
- 11:45 – 12:15 Closing discussion, Q & A



Study visit of Civil Servants Agency, Macedonia (FYRoM)

Title / Subject of event	Study visit of Macedonian (FYRoM) Governmental Delegation to Austria lead by the Civil Servants Agency (CSA)
Purpose / Objective of event	e-Administration, e-Government overview and organizational structure, existing applications as good practice examples, training of public administration employees in Austria, public administration reform in Austria, legal framework and e-Law, ...
Date / Duration	06 – 08 May 2008
Location Facilities / Infrastructure provided by	BKA / BRZ
<u>Progress towards objective / achievements</u>	Knowledge transfer; e-Government overview; communicate the advantages and requirements of eGovernment; presentation of applications; need for training of public administration employees
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Need for training activities in e-Government on all levels of administration; presentation of existing applications is well received;
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	Civil Servants Agency (CSA) will support We-Go training activities in Macedonia (FYRoM) through coordination. Received a Letter of Intent from CSA: cooperation with other public authorities, the relevant ministries and the We-Go project is established and training activities will start in the 3 rd quarter 2008.

1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Central administration		13		13	3	39
Overall sum	0	13		13	3	39



2. Participants List / Structure

Study visit of CSA to Austria				
Name	Position / Function	PA High Level	PA Mid Level	Private NGO Academia
Aleksandar Ugrinoski	State Advisor Civil Servants Agency		1	
Saso Koteski	Ministry of Foreign Affairs		1	
Visar Fida	Ministry of Transport and Communication		1	
Goran Markoski	General Secretariat		1	
Elena Zivkova	Secretariat for European Integration		1	
Jadranka Denkova	Centre for Crisis Management		1	
Ana Pop-Taseva	Ministry of Interior		1	
Žorž Popovski	Committee for Free Access to Information		1	
Ljubica Stanojovska	Committee for Free Access to Information		1	
Gordana Ivanova	Ministry of Health		1	
Dejan Gadjovski	Ministry of Interior		1	
Ljiljana Miteva	Agency for Electronic Communication		1	
Pece Mitrevski	Agency for Electronic Communication		1	
Total number of participants	13	0	13	0
total / share		0%	100%	0%



3. Event Agenda

06 May 2007

- 10:00 – 10:15 Welcome to Austrian Federal Chancellery
Information Society & European Information Space
Dr. Manfred Matzka, Director General
- 10:15 – 11:15 e-Government in Austria – Digital Platform
Organisation – Implementation – Cooperation – Status and Future
Perspectives
Christian Rupp, Austrian Federal Chancellery
- 11:15 – 11:30 Coffee break
- 11:30 – 12:45 Legal framework of e-Government
Electronic Identity Management, Citizen card (World eID Award)
Mr Peter Kustor, Austrian Federal Chancellery
- 12:45 – 14:00 Lunch
- 14:00 – 16:00 Presentation of We-Go project, Current Status and Perspectives
Dr. Klaus Gschwendtner, Dr. Peter Parycek, Mr Daniel Medimorec
- 16:00 – 16:15 Coffee break
- 16:15 – 17:00 Closing discussion, Q & A

07 May 2007

- 09:30 – 10:30 e-Services for Citizens and Businesses
Help.gv.at (eEurope Award)
Mr Johannes Rund, Austrian Federal Chancellery
- 10:30 – 11:30 e-Administration
Electronic File and Document Management System
Vinzenz Wulkits, Austrian Federal Chancellery
- 11:30 – 11:45 Coffee break
- 11:45 – 12:45 e-Law
Austrian Legal Information System "RIS" (UN Award)
Platform Digital Austria



Dr. Helga Stoeger, Austrian Federal Chancellery

12:45 – 14:00 Lunch

14:00 – 15:30 Communication architecture
DI Peter Reichstaedter, Austrian Federal Chancellery

15:30 – 16:00 Coffee break

16:00 – 17:00 Austrian implementation of e-Trust / e-Certification Centre

17:00 – 17:30 Closing discussion, Q & A

08 May 2007

10:00 – 12:00 Welcome to the Ministry of Finance and the Federal Computing Centre
Tax online (EU Best Practice Award)

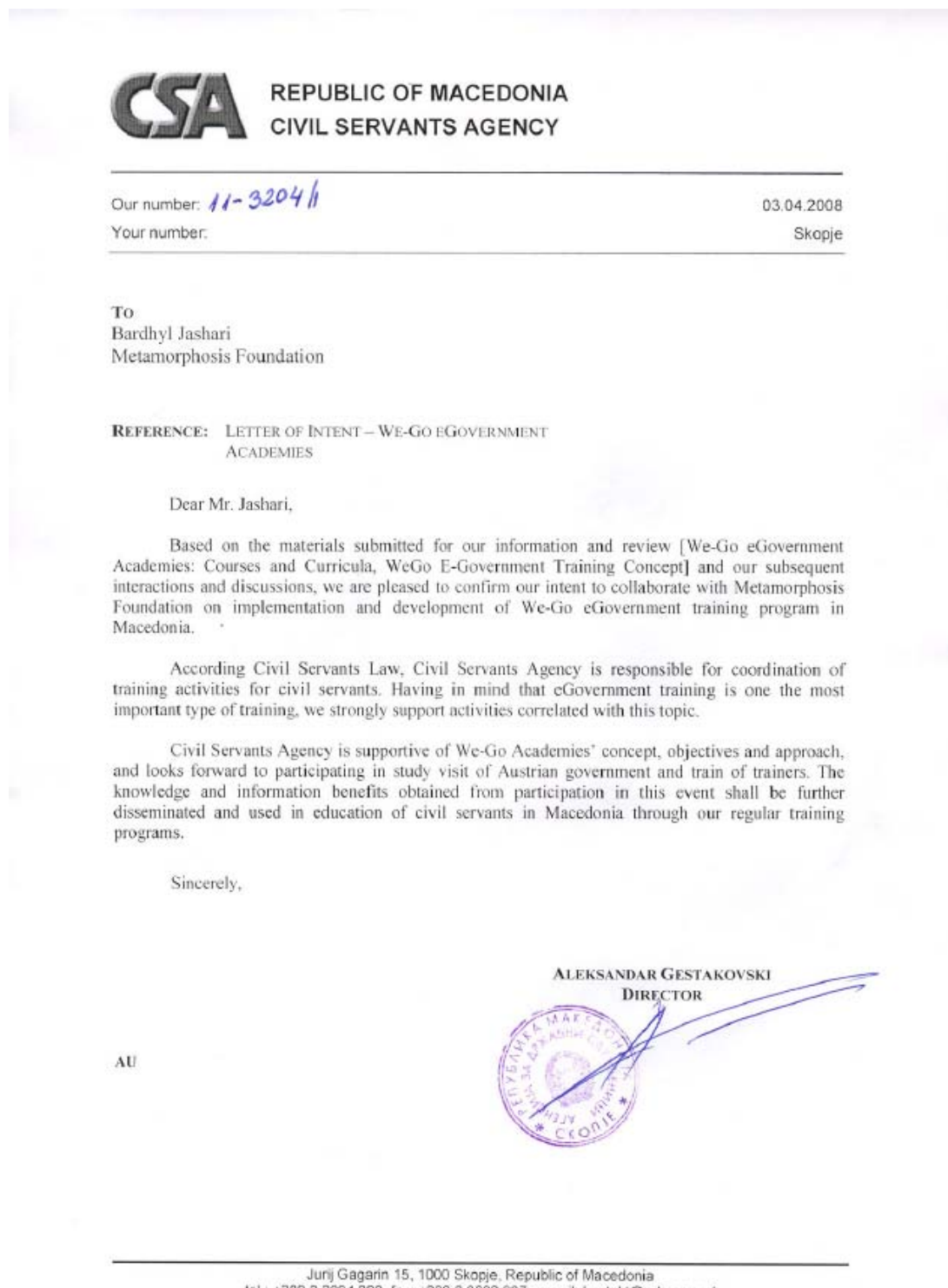
12:00 – 13:00 Lunch

13:00 – 15:00 State budget (SAP-HV, SAP-HR)

15:00 – 16:00 Closing discussion, Q & A



4. Other evidences: Letter of Intent



Picture 4: Outcome to training activity in Macedonia (FYRoM): Letter of Intent for We-Go by Civil Servants Agency.



Picture 5: Macedonian (FYRoM) Delegation and We-Go WP3 Member Daniel Medimorec (DUK) in the Austrian Federal Chancellery



Visit of eCroatia Office

Title / Subject of event	Visit of a Croatian Governmental Delegation to Austria lead by State secretary for the Central State Administration Office for E-Croatia
Purpose / Objective of event	e-Administration, e-Government overview and organizational structure, strategy, existing applications as good practice examples, training of public administration employees in Austria, public administration reform in Austria, legal framework and e-Law, ...
Date / Duration	15 – 16. July 2008
Location Facilities / Infrastructure provided by	BKA/BRZ
<u>Progress towards objective / achievements</u>	Knowledge transfer; e-Government overview; the Austrian e-Government strategy; presentation of applications; need for training of public administration employees
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Need for training activities in e-Government on all levels of administration; presentation of existing applications is well received;
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	E-Croatia office is supporting We-Go since 2007. Training activities in Croatia will start in the 3 rd quarter 2008. Will sign a Letter of Intent: cooperation with other public authorities, the relevant ministries, agencies and the We-Go project.

1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Central administration	1	3		4	2	8
Overall sum	1	3	2	6	2	12



2. Participants List / Structure

Name	Position / Function	PA High Level	PA Mid Level	Private NGO Academia
Igor Lučić	State Secretary Central State Administration Office for E-Croatia	1		
Ivana Andrijašević	Chief of the Cabinet Central State Administration Office for E-Croatia		1	
Fjodor Ružić	Counsellor of the State Secretary Central State Administration Office for E-Croatia		1	
Tomislav Vračić	Head of Department Central State Administration Office for E-Croatia		1	
Natalija Gojković	Senior Executive Officer Internet Institute - ITI			1
Krešimir Lugarić	Director Internet Institute - ITI			1
Total number of participants	4	1	3	2
total / share		17%	50%	33%

3. Event Agenda

15 July 2008

- 10:00 – 12:00 Welcome to the Federal Computing Centre
Objectives and tasks of BRZ
- 12:00 – 13:00 Lunch
- 13:00 – 15:00 Basic e-Government Applications in Austria
- 15:00 – 16:00 Closing discussion, Q & A

16 July 2008



- 10:00 – 10:30 Welcome to Austrian Federal Chancellery
Information Society and European Information Space
Heldrun Silhavy, Minister
Dr. Manfred Matzka, Director General
- 10:30 – 11:15 e-Government in Austria – Digital Platform
Organisation – Implementation – Cooperation – Status and Future
Perspectives
Christian Rupp, Austrian Federal Chancellery
- 11:15 – 11:30 Coffee break
- 11:30 – 12:00 Legal framework of e-Government
Electronic Identity Management, Citizen Card (World eID Award)
Dr. Bernhard Karning, Austrian Federal Chancellery
- 12:00 – 12:45 e-Administration
Electronic File and Document Management System
e-Government Architecture
Interoperability & Practical Experience
Vinzenz Wulkis, Austrian Federal Chancellery
- 12:45 – 14:00 Lunch
- 14:00 – 16:00 Presentation of We-Go Project – Current Status and Future Activities
Dr. Klaus Gschwendtner, Mr Daniel Medimorec
- 16:00 – 16:15 Coffee break
- 16:15 – 17:00 Closing discussion, Q & A
End of Official Visit



Any other evidences: Letter of Intent



REPUBLIKA HRVATSKA
Središnji državni ured za e-Hrvatsku

INTERNET INSTITUTE

Gundulićeva 55
10000 Zagreb
Croatia

Dear Mr. Lugaric,

Based on the materials submitted for our information and review [We-Go e-Government Academies: Courses and Curricula, WeGo E-Government Training Concept] and our subsequent interactions and discussions, we are pleased to confirm our intent to collaborate with Internet Institute on implementation and development of We-Go e-Government training program in Croatia.

One of the key elements of our 2008 program is the continuation of efforts in the transformation of public administration to the service of citizens. The most significant measure in this plan is creation of the Strategy Development of e-Management aiming to create conditions for building a united computerized space of public administration, whose framework is the information-communications platform for the exchange of data of all bodies of public administration, along with the central authorization and authenticating service based on the electronic identity of citizens.

Goals of this program cover the effort of the Croatian Government in transforming the Croatian society into an information society by taking coordinated, universal and dynamic actions for Croatia to step faster into information society. This is to enable the citizens and the Croatian economy the highest quality and the widest possible usage and transfer of information, and to therefore open an area of active participation in global trends.

Given that the objectives of We-Go project, as well as We-Go Academies' concept, objectives and approach, are complementary to the goals of the Central State Administration Office for e-Croatia, we are fully supportive of and look forward to participating in your future training and knowledge transfer events. The knowledge and information benefits obtained from participation in these events shall be further disseminated and used.

Sincerely,

STATE SECRETARY

Igor Lučić



Gajeva 4, 10000 Zagreb, Hrvatska
tel: +385 1 6303 558, fax: +385 1 6303 885; e-mail: e-hrvatska@vlada.hr
www.e-croatia.hr



6.2. Croatia

We-Go Academies Workshop

Title / Subject of event	e-Government training possibilities
Purpose / Objective of event	Introduction of We-Go training concept and opportunities
Date / Duration	15 May 2007
Location Facilities / Infrastructure provided by	Central State Administration Office for e-Croatia, Zagreb
<u>Progress towards objective / achievements</u>	This was a first We-Go public event organized in Croatia. Its purpose was to put the project on the target audience's maps and pave the way for future collaboration.
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	<ol style="list-style-type: none"> 1. There is much interest in training opportunities and collaboration in local administration middle management/operative staff. However... 2. Middle management and operative staff do not have the power for change, and are unable to initiate new activities without higher level explicit approval/support. 3. For e-Government to develop fully in Croatia it would have to have very strong support from the highest political level – a person or a body with strong enough influence to exercise pressure that would trickle down through high level and middle level management all the way to operative level, throughout all central government and, preferably, local administration bodies. 4. Employees interested in e-Government are particularly interested to develop specific e-government projects management related skills.
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	Immediately after the event we were contacted by CSAO for Administration, asking if meeting could be organized between We-Go and CSAO management staff, in order to discuss possibilities for collaboration on e-Government related trainings. As a consequence a full two-day meeting program has been organized between We-Go and key stakeholders, including CSAO for Administration.



1. Participants Statistics / Structure

Level of Participants	High Level Mgt.	Mid Level Mgt.	Oper. level	Total No. PA	Duration Days	Total Person Days
Target groups						
Central administration	1		3	4	1	4
Local and/or regional administration	1	6	3	10	1	10
Consultants for local/regional administration	1	2		3	1	2
Industry [project managers, developers]		1		1	1	1
Academia						
Overall sum	3	9	6	18	1	18

2. Participants List / Structure

Name	Institution / Organisation	Position / Function	CG*	LA*	OTH*
Miroslav Kovacic	CSAO for e-Croatia	State Secretary	✓		
Vlasta Ljubescic	Zagreb County, Economic Department	Department Manager		✓	
Bozidar Racki	Istria County	IT Advisor		✓	
Anton Devcic	Pozesko-Slavonska County	Coordinator of EU Programmes		✓	
Vjekoslav Radisic	ECORYS (at Pozesko-Slavonska County)	Advisor			✓
Mladen Kostesic	APIS IT	Programme Manager			✓
Goran Super	Licko-Senjaska County	IT Manager		✓	
Zvonimir Simic	Viroviticko-Podravaska County	County Vice-Prefect		✓	
Hrvoje Radman	Vukovarsko-Srijemska County	IT Advisor		✓	
Masa Kovacevic	UNDP	Programme Officer			✓
Yuri Afanasiev	UNDP	Resident Representative			✓
Marijo Potlacek	CSAO for Administration	IT Expert	✓		
Robert Kelemen	Varazdin County	IT Advisor		✓	
Darko Radanovic	Medimurska County	Associate Expert		✓	
Sandra Majerovic	Bjelovarsko-Bilogorska County	IT Specialist		✓	
Lidija Brkic	Bjelovarsko-Bilogorska	Officer		✓	



	County			
Tomislav Vračić	CSAO for e-Croatia	Advisor	✓	
Zeljka Vrankovecki	CSAO for e-Croatia	Project Assistant	✓	
Total participants	18		4	10
Total / share	100%		22%	56%
* CG = Central Government, LA = Local Administration, OTH = Other – Industry, NGO, Academy...				
We-Go project staff				
Manfred Matza	BKA	Head of Department		
Klaus Gschwendtner	ARC	Project Coordinator		
Peter Reichstaedter	DUK	e-Government Expert		
Daniel Medimorec	DUK	e-Government Project Officer		
Igor Starcevic	ARC			
Kresimir Lugaric	ITI	President & CEO		
Natalija Gojkovic	ITI	Snr. Executive Officer		
Franko Buneta	ITI	Member		
Dijana Plantak Vukovac	FOI	Research Assistant		
Bozidar Klicek	FOI	Professor		

3. Event Agenda

10:00 – 10:15 Welcome and overview of e-Government in Croatia
Miroslav Kovačić, State Secretary for e-Croatia

10:15 – 10:25 Opening address
Manfred Matzka, Federal Chancellery – Austria

10:25 – 10:35 We-Go project idea
Peter A. Bruck, President of the RSA/ARC Management Board

10:35 – 12:30 General part

1. Participants' introduction
2. Presentation of We-Go project, Dr. Klaus Gschwendtner, ARC, Project coordinator
3. We-Go e-Government Academies, Dr. Peter Parycek, Work Package Leader
4. Q & A

12:30 – 13:30 Working lunch

13:30 – 15:30 Workshop

1. e-Government training program in detail, dr. Peter Parycek, Work Package Leader
2. Introduction to work in groups, dr. Klaus Gschwendtner, ARC, Project coordinator



3. Work in Groups

15:30 – 15:45 Coffee break

15:45 – 16:45 Presentation of results and discussion on possibilities

16:45 – 17:00 Conclusion and end of workshop

4. Event Evaluation

BUNDESKANZLERAMT ■ **ÖSTERREICH**
SEKTIONSCHEF
DR. MANFRED MATZKA
LEITER DER PRÄSIDIALSEKTION
MAIL • MANFRED.MATZKA@BKA.GV.AT
TELEFON • 01/53115/2000

Miroslav Kovačić,
State Secretary
Central State Administrative Office for
e-Croatia,
Trg svetog Marka 2
HR-10 000 Zagreb,
CROATIA
E-Mail: e-hrvatska@vlada.hr

Antwort bitte unter Anführung der GZ an die
Abteilungsmail

Vienna, 23rd May 2007
Dear Mr. Kovačić,

First of all let me thank you personally for the very well organized We-Go meeting and workshop hosted by you and e-Croatia in Zagreb on the 15th May 2007.

Following up on the results of the workshop, we kindly ask you for **support in your capacity as coordinator of the implementation of the e-Croatia program** and as Croatian focal point to strengthen the international cooperation in the field of e-Government in order to get implemented the next steps for eGovernment academies.

During the course of the meeting we got the opportunity to discuss implementation aspects, current roles and responsibilities in the field of managerial and professional training and education of civil servants with representatives from different institutions acting on national as well as on county level in Croatia. We were supported by our Croatian We-Go partners ITI and FOI from the University of Varazdin.

With regard to the successful implementation of the We-Go e-Government academy in Croatia we need your advice and support in order to proceed with the further implementation for the We-Go academy and to get the following persons and organisations with your support involved and committed:

1. State Secretary Mr. Palarić in his capacity for the civil service training centre in the SDUU. We would like to involve the SDUU as a well established and experienced body in the



field of training of civil servants. We would offer them the well proven course programme as well as the training curricula that are based on best practice in the EU and would offer to adapt them together with your colleges to the needs of your state employees. We would offer also train-the-trainer for your future e-Government academy. The centre of professional education and training of civil servants could afterwards take over the training activities on a large scale.

2. We would also very much appreciate if **State Secretary Ms. Dalić** from the Central Office for Development Strategy and Coordination of EU Funds and **her deputy Mr. Čilić** could support this project with their knowledge and provide us with specific content., particularly in the field of public administration reform.

3. The same applies to **APIS-IT** and **FINA** with the help of **your Deputy Ms. Simić**, in order to get well synchronised the training content with respect to their services.. The successful implementation of EU programmes like PHARE and CARDS in the field of public administration reform in Croatia are showing that there is the potential to link the WeGo project with other EU programmes and to ensure a very high impact for the final implementation of the e-Government Academy in Croatia.

In order to successfully enlarge cooperation for the Croatian e-Gov Academy, we suggest that an implementation planning meeting with the leading heads of the above mentioned institutions is arranged by our Croatian WeGo partner ITI for the end of June or beginning of July with your leadership and invitation. This should be done before the holyday season starts.

Dr. Klaus Gschwendtner as the overall We-Go project coordinator (Tel: +43/664/8251204; e-mail: Klaus.gschwendtner@researchstudio.at) will drive this process and I would like to nominate Mr. Daniel Medimorec, as project officer in the Austrian Federal Chancellery (Tel.: +43(1)53115/2475; e-mail: daniel.medimorec@bka.gv.at) as additional contact person.

I am looking forward to our further collaboration in this project.
Yours sincerely,

SC Dr. Manfred Matzka
Elektronisch gefertigt



We-Go Academies Country Implementation Plan Workshop

Title / Subject of event	Meetings with key stakeholders relevant for Country Implementation Plan
Purpose / Objective of event	<ul style="list-style-type: none"> - Obtaining support for eGovernment trainings in Croatia - Post-graduate studies on eGovernment at FOI - Possibilities for study group visit to Austrian Government – eGov projects
Date / Duration	09 – 10 July 2007
Location Facilities / Infrastructure provided by	Central State Administration Office for e-Croatia, Zagreb Central State Administration Office for Administration, Zagreb APIS IT FINA City of Zagreb
<u>Progress towards objective / achievements</u>	See Impact below.
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Most importantly: Significant input concerning training needs and topics of interest for Croatia.
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	During meetings We-Go agreed with CSAO for e-Croatia and CSAO for Public Administration to jointly organize We-Go e-Administration workshop. Additionally, preliminary agreement was reached to incorporate We-Go course curricula in the program of the Centre for Professional Education and Training of Public Administration Employees.

1. Participants Statistics / Structure

Level of Participants	High Level Mgt.	Mid Level Mgt.	Oper. level	Total No. PA	Duration Days	Total Person Days
Target groups						
Central administration	4		1	5	n/a	n/a
Local and/or regional administration			1	1	n/a	n/a
Consultants for local/regional administration					n/a	n/a
Industry [project managers, developers]	1	2		3	n/a	n/a



Academia					n/a	n/a
Overall sum	5	2	2	9	n/a	n/a

2. Participants List / Structure

Name	Institution / Organisation	Position / Function	CG*	LA*	OTH*
Diana Simic	CSAO for e-Croatia	Deputy State Secretary	✓		
Antun Palaric	CSAO for Administration	State Secretary	✓		
Davor Ljubanovic	CSAO for Administration / Centre for Professional Education & Training of Civil Servants	General Manager	✓		
Leda Lepri	CSAO for Administration	Senior Advisor	✓		
Marijo Potlacek	CSAO for Administration	IT Expert	✓		
Radmila Dujmovic	APIS IT	Programme Manager			✓
Mladen Kotesic	APIS IT	Programme Manager			✓
Tomislav Vintar	Croatian Financial Agency – FINA	Executive Board Member			✓
Adrian Majher	City of Zagreb			✓	
Total participants	9		5	1	3
Total / share	100%		56%	11%	33%
* CG = Central Government, LA = Local Administration, OTH = Other – Industry, NGO, Academy...					
We-Go project staff					
Klaus Gschwendtner	ARC	Project Coordinator			
Daniel Medimorec	DUK	e-Government Project Officer			
Igor Starcevic	ARC				
Claudia Bachkoenig	BRZ				
Peter Sonntagbauer	BRZ				
Arvo Ott	eGA				
Natalija Gojkovic	ITI	Snr. Executive Officer			
Bozidar Klicek	FOI	Professor			



3. Event Agenda

9 July 2007, Monday		
10:00 – 11:00	Meeting with Ms. Diana Simic, Deputy State Secretary, Central State Administrative Office for e-Croatia	Markov trg 2
12:00 – 12:30	Meeting with Mr. Antun Palaric, State Secretary Central State Administrative Office for Public Administration [SDUU]	Maksimirska 63
12:30 – 14:30	Meeting with Mr. Davor Ljubanovic, Ms. Leda Lepri and team Center for Professional Education & Training of Civil Servants, SDUU	Maksimirska 63
15:30 – 17:00	Meeting with Ms. Radmila Dujmović and colleagues APIS IT Operative team	Paljetkova 18

10 July 2007, Tuesday		
10:00 – 12:00	Meeting with Mr. Tomislav Vintar, Executive Board Member FINA	Koturaška 43
12:30 – 13:30	City of Zagreb	Trg Stjepana Radića 1/III
14:00 – 15:00	Lunch	
Afternoon	Internal We-Go meeting – evaluation of results	ITI Office, Gunduliceva 55
Evening	Departure to Sarajevo from Zagreb Airport	

4. Event Evaluation

Meeting with Ms. Diana Simic, CSAO for e-Croatia:

Concerning We-Go Academies: Despite a lot of activities of e-Croatia and other institutions politicians and top level management are still not aware of e-Government. Issues of particular interest for training of public servants are interoperability, open systems, e-administration, e-procurement.

The following common challenges have been found (and those apply equally to all projects in the e-Administration area):

- a) Lack of Project Management and IT Management skills
- b) Lack of skilled workforce in the public sector (trained people leave the public sector)

e-Croatia is interested to assist in organisation of e-Administration workshop to be planned for end 2007. As the consequence of a) e-Croatia would be interested to have the PM of the ELAK project well covered in the planned workshop.



e-Croatia and CSAO for Public Administration are currently involved in a PHARE twining project concerning DMS and e-Procurement. Objectives of the project: training of public servants; establishing electronic file system; e-Procurement.

e-Croatia is interested to collaborate on PEPPOL project funded through CIP, but has to wait until MoU for CIP Program is signed with EU Commission (should happen until September 2007).

In September 2007 a new law will be prepared for document management. (It would be important to have a draft of it and some description of the key issues addressed.)

Advised that APIS-IT and FINA are involved in e-Government activities in Croatia, but have no responsibility for training.

Prof. Klicek (FOI) presented the MSC program for e-Government in cooperation with Danube University Krems (DUK).

Meeting with CSAO for Public Administration:

Organizational set up of the Centre for Professional Education and Training of Public Administration will be prepared with the help of the CARDS program. Training needs assessment has been completed by 1 May 2007 (CARDS project): 6 groups of trainings developed:

1. Introductory for new civil servants (ECDL and MS Office).
2. Improvement of professional skills (politics, law, office procedures, human rights, administrative procedures, legal drafting, project management, human resource management).
3. Skills development program (status Croatia and EU, project cycle management, negotiation skills, change management, presentation skills).
4. Career development program and professional improvement management (high potentials).
5. Management program.
6. Other (TTT).

CSAO plans to finish the proposal on e-Government education for 2008, with the outline of the eGovernment programs and the relevant curricula to be submitted for final decision to e-Croatia.

Plan is to train two times 30 persons (managers, service providers and IT-people); expected to start in first week of October 2008.

We-Go will send to CSAO our list of topics – WeGo handbook; the English and Croatian version (menu card). CSAO will then meet with eCroatia (SC Palaric) to discuss and coordinate, and come back with their proposals and return info which topics they are interested in.

CSAO interested to collaborate on organisation of We-Go first workshop end of 2007. Advise that the participants of the workshop should comprise mid-level representatives of key players such as federal government units, APIS and FINA, the Croatian Standards Institute and e-Croatia. It is not advisable to include top-level government officials in 2007 due to elections



in November 2007. They have to be addressed in a second stage planned for 2008 after the elections.

Apart from the topics already mentioned in the draft the following topics should be addressed:

- a) Presentation of existing document/workflow management solutions in federal government units in Croatia.
- b) Presentation of the new general administration procedure law (to be implemented in September 2007).

CSAO volunteered to get in touch with the association of cities and municipalities to include them in We-Go workshops.

Meeting with APIS-IT:

APIS-IT is in charge of the central government portal (information only, no transactions). There is no demand concerning ECTS and eJustice applications. Concerning DMS and CoE - projects have not yet been defined.

Being a service of the government, APIS-IT needs to have the approval and instructions from eCroatia before it can engage in collaboration with entities outside of government of RoC. Would be interested to receive more information on ZMR and help.gv.at. Also would be interested to be included in the study group visit to Austrian e-Government programme, but this could only be possible in cooperation with eCroatia.

APIS, as a joint data centre of the local government in Zagreb and the federal government, plans to launch a project to establish a shared service for document management covering smaller units of federal and local government. Some of the larger Ministries have already implemented their own solution.

Contact point for ZMR : Radmila Dojmovic

Contact point for portal: Mladen Kostesic

Meeting with Croatian Financial Agency – FINA:

Mr. Vintar prepared a presentation on the company and its activities. History of the company and the main focus of work:

1. Financial services
2. State services (registers, treasury)
3. Cash and transfer (ATM machines).

Services that FINA provide: 85% private sector, 12% state services, 3% law based monopolistic services.

FINA is responsible for implementation of HITRO.HR (one-stop-shop concept). Process engine for the front office. Simple and effective concept. Architecture based on business, not law (cut down the law).



Meeting with the City of Zagreb:

Interested in awareness building for politicians and top level management about eGovernment. Possibility of a study visit to Vienna (Contact person Mr. Majher).



e-Administration workshop: Document Management & Workflow

Title / Subject of event	e-Administration workshop: Document management & Workflow
Purpose / Objective of event	Providing participants with a detailed description and presentation of the Austrian Filing System as European Good practice in business process automation. Addressing issues on how to handle a multistage project with a large number of different public authorities and proponents of the economy as well as the necessary prerequisites (e.g. related systems). Covering topics of optimization and dissemination of new business processes to civil servants as well as change management. Present a similar project from Slovenia and overall achievements and current status of eGovernment in Croatia.
Date / Duration	09 – 10 July 2007
Location Facilities / Infrastructure provided by	Faculty of organization and informatics Varazdin
<u>Progress towards objective / achievements</u>	Fulfilled WP2 and WP3 objectives: - Prepare and disseminate context-rich knowledge and presentation material on relevant e-Government applications - Carry out at least one presentation/workshop per country
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	The event was organized shortly after general elections in Croatia. Majority of state institutions/bodies/agencies was focused on internal issues, which prevented wider participation in the workshop.
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	It has been, therefore, decided to organize another workshop on e-Administration issues in the second half of 2008 to enable newly appointed officials to take part in the training.



1. Participants Statistics / Structure

Level of Participants	High Level Mgt.	Mid Level Mgt.	Oper. level	Total No. PA	Duration Days	Total Person Days
Target groups						
Central administration	1	5	1	7	1	7
Local and/or regional administration						
Consultants for local/regional administration						
Industry [project managers, developers]						
Academia	1		9	10	1	10
Overall sum	2	5	10	17	1	17

2. Participants List / Structure

Name	Institution / Organisation	Position / Function	CG*	LA*	OTH*
Petar Baburić	State Inspector's Office, Central Office	Manager of Department of Informatics	✓		
Dražen Danić	State Audit Office	Manager of Department of Informatics	✓		
Krunoslav Seiwerth	Ministry of Interior	Manager of Technical Directorate	✓		
Leda Lepri	CSAO for Public Administration	Senior Advisor	✓		
Varga Marija	CSAO for Public Administration		✓		
Marija Šimunović-Filipančić	Supreme Court of the Republic of Croatia	Manager of Department of Informatics	✓		
Neda Erceg	Croatian Information Documentation Referral Agency – HIDRA	General Manager	✓		
Tihomir Hunjak	FOI	Dean			✓
Neven Vrček	FOI	eGovCRO (Tempus project)			✓
Andreja Kovačić	FOI	Lecturer			✓
Dijana Oreški	FOI,	Student			✓
Ines Hudoletnjak	FOI	Student			✓



Mirjana Horvat	FOI	Student			✓
Igor Matoša	FOI	Student			✓
Aleksandar Kordić	FOI	Student			✓
Eduard Šamec					
Luka Ljubičić					
Total participants	17		7		10
Total / share	100%		41%		59%
* CG = Central Government, LA = Local Administration, OTH = Other – Industry, NGO, Academy...					
We-Go project staff					
Peter Sonntagbauer	BRZ	We-Go WP2 Leader			
Piswanger Carl-Markus	BRZ				
Isidora Pekić	SRC.si				
Bozidar Kliček	FOI				
Dijana Plantak Vukovac	FOI				
Marijan Cingula	FOI				
Danijel Radošević	FOI				

3. Event Agenda

10:15 – 10:30 Welcome

10:30 – 11:30 Introduction – Austrian model of e-government:

- Paperless Government (5 min)
- Institutional framework in Austria - users, operational support (5 min)
- Overview of government processes and functions supported by the Austrian system (5 min)
- Overview of the software package “ELAK” + demo (35 min)
- Overview of the technical infrastructure in Austria (5 min)
- Network, servers, disaster recovery, continuity and availability (5 min)

11:30 – 12:00 Pauza za kavu

12:00 – 12:45 Overview of the implementation project in Austria

- The ELAK as a multiparty project, scope, preconditions, project organization, planning, implementation, documentation (30 min)
- Human Resources (5 min)
- Training organization (5 min)
- Rollout and experiences from operations (5 min)

12:45 – 14:00 Document management - the Slovenian example

- Milestones in paperless government (20 min)
- Reshaping governmental internal process: use cases (30 min)
- Public service for citizens: use cases (10 min)



- Public service for business sector: use cases (10 min)

14:00 – 15:00 Lunch

15:00 – 16:00 Current status of eGovernment in Croatia

- Institutional framework (5 min)
- Local situation concerning document and workflow management (by Ministry) covering current hardware and software implemented, ongoing projects) (45 min)
- Legislative and organizational aspects (10 min)

16:00 – 16:30 Coffee break

16:30 – 17:00 Presentation of the eCroGov project [program Tempus] by prof. dr. sc. Neven Vrček, Project Manager

17:00 – 17:15 Future challenges in governmental document and workflow management systems (e.g. long term archiving)

17:15 – 18:00 Next steps, future aspects of cooperation between Austrian and Croatian administration in future projects

4. Event Evaluation

The event was organized through collaborative effort of Internet Institute, Faculty of organisation and informatics in Varazdin and CSAO for e-Croatia.

At the beginning of the proceedings participants in the event were welcomed by the Dean of the Faculty of organisation and informatics, prof.dr.sc. Tihomir Hunjak, who emphasized importance of international collaborative projects for knowledge transfer in the public sector. Peter Sonntagbauer, WP2 Leader, BRZ presented and demonstrated Austrian project ELAK as European Good Practice example. Presentation included demonstration of software solution and of systems' possibilities. Optimization and dissemination of the new business processes, as well as Change Management represented an important part of the workshop.

In addition, Ms. Isidora Pekic Trcek, SRC.si presented a similar document management project from Slovenia.

Prof. dr. sc. Bozidar Klicek, FOI and mr. sc. Leda Lepri, CSAO for Public Administration, provided an overview of e-Government achievements in Croatia.

Prof. dr.sc. Neven Vrček presented eGovCRO – e-Government project financed from European TEMPUS fund, focused on education of public administration officials on creation, implementation and management of e-Government processes.

The event secured media coverage, as a brief press conference was organized during break in event's proceedings.







6.3. Estonia

Event „ICT in local governments” Serbian municipal leaders

Agenda:

23 April 2007: General ICT frameworks

- 10:00 – 11:30 Welcome to Estonia and to the e-Governance Academy!
Participants’ expectations, Introduction to the program
Hannes Astok, Member of the Estonian Parliament,
Former Deputy Mayor of Tartu
- 11.30 – 12.00 Coffee Break
- 12.00 – 13.00 Estonian ID card and PKI
Jüri Voore, Project Manager, Estonian Certification Center
- 13:00 – 14:00 Lunch
- 14.00 – 16.00 Organisational framework for ICT – ICT coordination in Estonia X-Road
Arvo Ott, Member of the Management Board, e-Governance Academy
(eGA)
- 16:00 – 16:30 Coffee Break
- 16.30 – 18:00 Legal framework for ICT regulation in Estonia
Eneken Tikk, expert, OÜ DLL

24 April 2007: ICT in local governments

- 10:30 – 13:30 Visit to Tallinn City Government
Tasks and functions of local governments in Estonia.
Regulatory framework. Relations to the central governments (funding,
responsibilities) + development and main difficulties through past years
Toomas Sepp, Head of Administration in Tallinn City
- 13:30 – 14:30 Lunch Break
- 14:30 Transfer to Rae Municipality
- 16:00 – 17:00 Citizen engagement in decision-making process. E-democracy and e-
participation
Nele Leosk, Project Manager, eGA
- The role of LG-s, Rae example
Raivo Uukkivi, Head of Rae Municipality
- 17:15 – 17:45 Visit to Public Access Point in Jüri



25 April 2007: Main ICT development projects

- 09:00 – 10:30 Visit to Lilleküla Secondary School
- ICT in Education
Meeri Sild, English teacher / expert (Tiger Leep project)
- 11:00 – 12:30 Visit to AS Datel
GIS (Geo Infosystems)
GIS-plosion @ e-Stonia – from Land Reform to e-Commerce
Villem Alango
- 13:00 – 14:00 Lunch Break
- 14:30 – 16:30 Visit to Webmedia offices (the largest software development company in Estonia)
Best practices in software development and knowledge transfer opportunities from Estonia to Serbia
- Coffee Break

26 April 2007: Visit to Tartu

- 08:30 Transfer from Tallinn to Tartu (2h)
- 11:00 – 13:00 Visit to Tartu Municipality
General intro to the work of Tartu Municipality
- Hannes Astok, Member of the Estonian Parliament,
Former Deputy Mayor of Tartu
- Main citizen-oriented ICT projects, m-government
- Example of Tartu website – „one-stop-shop” portal
Internal effectiveness – local e-document management systems
- 13:15 – 14:45 Lunch Break
- 15:00 – 16:30 Visit to Tartu City Council
- Tartu City Council meeting, Web Broadcast, Management, Election of the new Mayor of Tartu
- 16:30 Transfer back to Tallinn

27 April 2007

- 10:00 – 11:30 Visit to the Parliament of Estonia (Riigikogu)
Toivo Mängel, Adviser, Riigikogu



- 11:45 – 12:45 Visit to the State Chancellery
Electronic Document Management Systems
Aivar Rahno, Head of Government Sessions Department
The State Chancellery of the Republic of Estonia
- 13:30 – 14:30 Lunch
- 14:30 – 15:15 Visit to Northen Police Prefecture
e-Police
Virgo Riispapp, Head of IT Department
- 15:30 – 16:00 Closing Session
Arvo Ott, Member of the Management Board, eGA

List of participants:

Name	Position	Government Institution
Borislav Todorović	Chairman of the NIP IT council	National Investment Plan
Čedomir Šuljagić	Assistant-Minister	Ministry of Science
Dušan Jovanović	Mayor	Bečej
Zoran Mišćević	Mayor	Sremska Mitrovica
Boris Djurdjev	Mayor	Bela Crkva
Tihomir Petković	Mayor	Užice
Sasa Radosavljević	Mayor	Smederevo
Petar Bojović	Member of municipality Council	Stari Grad
Sasa Andjelković	Deputy Mayor	Kruševac
Skoric Miodrag	Deputy Mayor	Velika plana
Dušan Dinčić	Member of municipality Council	Savski venac
Radovan Jakovljević	Deputy Mayor	Arilje
Nenad Spasojević	IT director	Prokuplje
Vladan Marinković	Mayor	Leskovac
Karol Kermeci	Mayor	Kanjiža
Jan Sabo	Mayor	Bački Petrovac
Aleksandar Lekic	GM	Belgrade
Srdjan Seratlić	Translator	Belgrade



Training „Democracy in an Information Society“

Agenda:

29 May 2007: Information society

- 09:00– 09:45 Opening of the training: Introduction to Estonia and e-Estonia
- 09:45-10:00 Welcome to e-Governance Academy, Estonia and e-Estonia!
Hannes Astok, Member of the Parliament of the Republic of Estonia,
Programme Director of e-Governance Academy (eGA)
- Introduction to the Programme. Overview of topics and visits
Nele Leosk, e-Governance Academy (eGA)
- 10:00 – 10:30 Coffee Break
- 10:30 – 11:45 Formation of ICT Policy in Public Sector
Basic issues of ICT coordination in Public Sector
Arvo Ott, Member of the Management Board,
E-Governance Academy (eGA)
- 11:45 – 12:00 Coffee Break
- 12:00 – 13:00 e-citizen; IT services – Practical Implementation in the Local Government
Hannes Astok, MP, Programme Director of e-Governance Academy (eGA),
Former Deputy Mayor of Tartu City
- 13:15 – 14:30 Lunch
- 14:30 – 15:30 Main ICT development projects in Public Sector:
x-Road (modernisation project of the state databases)
Estonian ID Card
Estonian Digital signature
Arvo Ott, Member of the Management Board, E-Governance Academy
- 15:30 – 16:00 Transfer to Viimsi rural municipality
- 16:00-17:00 Visiting the Public Internet Access Point (PIAP)

30 May 2007: e-democracy and e-participation

- 10:00 – 11:00 Democracy in the Internet age. The concept of e-democracy and e-participation. The present state of e-participation at the Local Government Level
Nele Leosk, e-Governance Academy (eGA)
- 11:00 – 11:15 Coffee Break
- 11:15 – 12:15 The development of e-democracy and e-participation in Estonia



The present state of e-participation at the Central Government level
(Parliament, Government of the Republic, Ministries)
Eveli Illing, participation expert

- 12:15 – 12.30 Coffee Break
- 12:30 – 13:30 e- participation at the Central Government Level continues. Examples
- Direct Democracy Portal Today I Decide (TOM)
Nele Leosk, e-Governance Academy (eGA)
 - E- participation Portal: New Opportunities for Online Citizen
Participation in the Development of Policies and Drafting of Legislation
Eero Elenurm, IT manager
 - Involvement of partners in policy making process in the Ministry of
Economic Affairs and Communication
Elo Tuppits, adviser, Ministry of Economic Affairs and Communication
- 13:30 – 14.30 Lunch
- Walk to the State Chancellery of the Republic of Estonia
- 14:45 – 15:30 Visit to the State Chancellery of the Republic of Estonia (SC)
The Role of SC in citizen participation
Hille Hinsberg, State Chancellery of the Republic of Estonia
- 15:30 – 15:45 Walk to Estonian National Electoral Committee
- 15:45 – 17:15 E-voting from the user's point of view
Building public trust in e-voting. Security aspects of Estonian e-voting
project
Tarvi Martens, e-voting project manager, Estonian National Electoral
Committee

31 May 2007: e-participation; e-voting

- 08:45 Walk to Tallinn City Government
- 09:00 – 10:00 City Government and ICT
Visiting the one-stop-shop system in Tallinn City Government
Toomas Sepp, Head of Administration in Tallinn City
- 10:00 – 10:45 Estonian civil society development
Alari Rammo
- 10:45 – 11:15 Coffee Break
- Walk to the Parliament of the Republic of Estonia
- 11:15 – 12:15 Visit to the Parliament of the Republic of Estonia
Toivo Mängel, advisor



- 12:15 – 12.30 Walk to Estonian National Electoral Committee
- 12:30 – 13:30 E-voting: from the idea to practise
Political and legal aspects of Estonian e-voting project
Studies of e-voting in the 2005 local elections and in the 2007 parliamentary elections in Estonia. Comparison and lessons learnt
Epp Maaten, Secretariat of Estonian National Electoral Committee
- 13:30 – 14.30 Lunch
- Walk to e-Governance Academy (eGA)
- 14:30 – 16:00 e-participation instruments (lists, online forums, guest books, etc)
Social technologies
Peeter Marvet alias Tehnokratt, e-Governance Academy (eGA)
- 16:00 – 16:15 Break
- 16:15 – 17:00 Closing session: Conclusions. Action Planning
Arvo Ott, Nele Leosk, e-Governance Academy

List of participants:

Name	Position	Organisation
Mr. Dragan Zelic	Vice President	GONG - NGO on participation, Croatia
Ms. Suzana Jasic	President	GONG - NGO on participation, Croatia
Ms. Vanja Skoric	Legal advisor	GONG - NGO on participation, Croatia

**Training „ICT in local governments” for Macedonian (FYRoM) municipal leaders****Agenda:****4 June 2007: General ICT frameworks**

- 10:00 – 10:45 Welcome to Estonia and to the e-Governance Academy!
Hannes Astok, Member of the Estonian Parliament, Former Deputy Mayor of Tartu
- 10:50 – 11:30 Participants’ expectations, Introduction to the program
Arvo Ott, Member of the Management Board, e-Governance Academy
- 11.30 – 12.00 Coffee Break
- 12.00 – 13.30 Estonian Municipal System
Toomas Sepp, Head of Administration in Tallinn City
- 13:30 – 14:30 Lunch
- 14.30 – 15.30 Presentation of Macedonian (FYRoM) Case Studies
- 15:30 – 16:00 Coffee Break
- 16.00 – 17:00 Presentation of Macedonian (FYRoM) Case Studies, cont.
Discussion

5 June 2007: General ICT frameworks / ICT in local governments

- 10:00 – 11:00 Organisational framework for ICT
Arvo Ott, Member of the Management Board, e-Governance Academy (eGA)
- 11:00 – 11:30 Coffee Break
- 11:30 – 13:00 ICT coordination in Estonia: X-Road,
Legal Framework for ICT
Arvo Ott, Member of the Management Board, e-Governance Academy (eGA)
- 13:00 – 14:00 Lunch
- 14:15 – 15:45 Visit to AS Datel
GIS - Geographical Information Systems
GIS-plosion @ e-Stonia – from Land Reform to e-Commerce
Villem Alango, AS Datel
- 15:45 Transfer



16:00 – 17:30 Visit to the State Chancellery
Electronic Document Management Systems
Aivar Rahno, Head of Government Sessions Department
The State Chancellery of the Republic of Estonia

6 June 2007: ICT in local governments

09:45 Transfer

10:00 – 11:30 Visit to the Parliament of Estonia (Riigikogu)
Toivo Mängel, Adviser, Riigikogu

11:30 Transfer

12:00 – 13:30 Visit to Lilleküla Secondary School
ICT in Education
Meeri Sild, English teacher / expert (Tiger Leap project)

13:30 Transfer

13:45 – 15:00 Lunch

15:00 – 15:30 Transfer

15:30 – 16:30 Visit to Public Access Point in rural area
Tapa City Municipality, Teete Koitjärv

16:30 – 17:00 Transfer

7 June 2007

10:30 – 11:30 Communication with citizens on local level, using ICT-s
Kristina Reinsalu, PhD candidate at Tartu University

11:30 – 11:50 Coffee Break

11:50 Transfer

12:00 – 14:00 Visit to Tallinn City Government
Tasks and functions of local governments in Estonia. Regulatory framework.
Relations to the central governments (funding, responsibilities), development
and main challenges
Toomas Sepp, Head of Administration in Tallinn City

14:00 – 15:00 Lunch

15:00 -16:30 Mobile technologies and m-services
Rain Rannu, Mobi Solutions



16:30 – 18:00 Field visit – m-parking, ID-ticket in public transport

8 June 2007

10:30 – 12:00 Internet in media campaigns: elections, referendums
Peeter Marvet, Tehnokratt

12:00 – 13:00 Lunch

13:00 – 13:45 e-Police
Virgo Riispapp, Head of IT Department, Estonian Police Department

14:00 – 15:00 Closing Session
Arvo Ott, Member of the Management Board, eGA

List of participants:

	Name, Surname	Organisation	Function
1	Mr. Xhelal Ramadani	Municipality of Brvenica	Mayor
2	Mr. Pande Sarev	Municipality of Stip	Mayor
3	Mr. Dusko Jovanovski	Municipality of Probitip	Mayor
4	Mr. Gjorgje Arsov	Municipality of Kisela Voda	Mayor
5	Mr. Sokol Mitrovski	Municipality of Gjorce Petrov	Mayor
6	Ms. Hilda Eftimova	Municipality of Karpos	Secretary
7	Mr. Vasil Gadzovski	Municipality of Gazi Baba	Secretary
8	Mr. Dejan Durovic	Municipality of Negotino	GIS Administrator
9	Ms. Ane Laskoska	Municipality of Prilep	Chief of Mayor's Cabinet
10	Mr. Naim Etemi	ZELS	IT Administrator
11	Mr. Kliment Markovski	ZELS	IT Advisor
12	Mr. Nikola Mijakovski	IT Ministry	IT Infrastructure Asst.
13	Ms. Kristina Puceva	IT Ministry	E-Government Assistant
14	Mr. Mihajlo Drangovski	Ministry of local self-government	Head of Unit
15	Mr. Marjan Koloski	Ministry of local self-government	Assistant



Study tour on Estonian Land Board – Delegation from Macedonia (FYROM)

Agenda:

12 May 2007: General introduction

- 09:30 – 10:00 Welcome to Estonia (Hannes Astok, Member of Estonian Parliament)
- 10:00 – 11:00 Presentations of participants. Overview of the status quo of Land organization in Macedonia (FYROM)
- 11:00 – 11:15 Coffee Break
- 11:15 – 13:00 Overview of the structure of state and LGs in Estonia
Arvo Ott, Hannes Astok
- Estonian ICT politics
Arvo Ott
- 13:00 – 14:00 Lunch
- 14:00 – 15:30 Estonian ID-card, state registers and x-Road Project (Arvo Ott)
- 15:45 – 17:15 Visit to State Chancellery, introduction of e-cabinet of Estonian Government (Aivar Rahno)

13 May 2007 – General structure of Land organization in Estonia

- 09:30 – 10:30 Land Reform in Estonia – history, reasons, process
Liia Hänni
- 10:30 – 11:30 Land relations organization and its legal framework
Lee Jäetma
- 11:30 – 11:45 Coffee Break
- 11:45 – 13:15 Land relations organization in different countries
Viljar Peep, Justiitsministeerium
- Importance, role and essence of Title Book
Viljar Peep, Justiitsministeerium
- 13:15 – 14:15 Lunch
- 14:15 – 14:45 Importance, role and essence of Land Cadastre
Tõnu Kägo, Estonian Land Board
- 14:45 – 15:15 Evolution of cadastral units registration process - from paper to digital
Kristian Teiter, Estonian Land Board



15:15 – 15:30 Coffee Break

15:30 – 16.30 Latest technology solutions: Datel (Villem Alango)

14 May 2007 – Estonian Land Board Office

09:00 – 09:30 Welcome. Overview of the activities, obligations, rights, and structure of Estonian Land Board. It's transformations over the past (Raivo Vallner)

9:30 – 11:30 Land Cadastre
Tõnu Kägo

Real Property Restrictions and Restrictions Information System
Priit Kuus

Land Valuation and Real Property Transactions Database
Andres Juss

11:30 – 11:45 Coffee Break

11:45 – 13:15 Aerophotographing and photogrammetry
Peep Kirsimäe

Topographic data and map production
Lea Pauts

13:15 – 14:15 Lunch

14:15 – 15:45 Land Information System, Viljo Roolah

Web Map Server – Web Based Land Information Publishing and
Management Tool for Public Sector Institutions, Kristian Teiter

Re-use of public information related to land management, EU regulations,
Peep Krusberg, Ülle Harak

15:45 – 17.15 Visit to ELB office:

Harju Land Cadastre –working place of land registrar
Working place of photogrammetry operator
Archive
Server room

15 May 2007 - Who will win from effective digital land management?

09:30 – 11:00 Examples of digital land management in LGs – visits to Municipality of Jõelähtme

11.00 Transfer back to Tallinn



12.00 – 13.00	Visit to City Government of Tallinn
13:30 – 14:30	Lunch in National Library
14:30 – 15.30	Agricultural information systems – PRIA
15:30– 17:00	Conclusions, feedback, further cooperation

List of participants:

Name	Organisation	Function
Lidija Stojanoska	State authority for geodetic works	Department Manager
Maja Lazarevska	Municipality of Karposh	Head of Sector for Urbanism
Aleksandar Stojanov	State Authority for Geodetic Works	Manager for planning and development
Naumce Lazarevski	State Authority for Geodetic Works, Head office	Councilor
Suzana Janackova	Cabinet of the Minister for information society	Assistant
Blagica Andreeva	Cabinet of the Minister for information society	Assistant
Goran Nikolov	State Authority for Geodetic Works - Cadastre	IT engineer
Gligorco Ralev	SAGW	IT Specialist
Zdravko Lekoski	Sector for REC - Skopje	Surveyor



6.4. Bosnia and Herzegovina

Title / Subject of event	e-Government We-Go implementation workshop
Purpose / Objective of event	This workshop promoted good EU practice in e-Government area and knowledge transfer in e-Government
Date / Duration	4 October 2007
Location Facilities / Infrastructure provided by	Rector's Hall of Belgrade University
<u>Progress towards objective / achievements</u>	Participation of stakeholders from PARCO. Know how transfer and discussion on possibilities of training implementation.
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Some of the participants expressed expectation of We-Go project success, but they emphasized importance of political will for such a success
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	As a consequence of this workshop, a possible implementation is discussed. A second delegation from UNDP BiH for a officials visit to Vienna in 2008 was arranged. MoU with UNDP BiH and MTIS will be signed for implementing training in BiH

1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Central administration	2	15	15	32	2	64
Overall sum	2	15	15	32	2	64



2. Any other evidences



FEDERAL CHANCELLERY  AUSTRIA



MEMORANDUM OF UNDERSTANDING
between
MINISTRY OF COMMUNICATIONS AND TRANSPORT
OF BOSNIA AND HERZEGOVINA (MCT)
and
AUSTRIAN FEDERAL CHANCELLERY (BKA)
and
UNITED NATIONS DEVELOPMENT PROGRAMME
IN BOSNIA AND HERZEGOVINA (UNDP BiH)
Regarding the

Strategic Framework for a long-term partnership in areas of common interest

WHEREBY Bosnia and Herzegovina, along with other Western Balkan countries, has taken the historical step to move toward EU integration, which, among other factors, is leading to public sector reforms, one of its key dimensions being the government reform by strengthening the e-Governance through the use of information and communication technology (ICT);

WHEREBY the use of Information and Communication Technology (ICT) by the public sector has been recognized as a critical component of the long-term BiH development;

WHEREBY the MCT, the Austrian Federal Chancellery - BKA (Bundeskanzleramt) and the UNDP have, on the basis of their respective mandates, common aim in the furtherance of sustainable human development and growth;

WHEREBY the MCT, BKA and the UNDP agree that any common decisions shall be taken without discrimination, direct or indirect, based upon race, color of skin, gender, language, religion or creed, political or other belief, ethnic or social background, disability or any other circumstances.

ACCEPTING that partnership building is a long-term process that will involve both sides in different obligations and will consider joint planning activities, in line with the development programmes of the Council of Ministers of Bosnia and Herzegovina and United Nations in BiH, Policy for Information Society in BiH, Strategy for Information Society in Bosnia and Herzegovina and the Action Plan for implementation of the Policy and Strategy.

NOW, on the basis of mutual trust and in the spirit of friendly cooperation, MCT, BKA and the UNDP hereby enter into this Memorandum of Understanding (MoU) and undertake to fulfil, unconditionally, the respective responsibilities detailed herein.



ARTICLE 1. DEFINITIONS

For the purpose of this MoU, the following definitions shall apply:

- a) "BiH" shall refer to Bosnia and Herzegovina
- b) SEE shall refer to South Eastern Europe
- c) "Parties" shall refer to MCT, BKA and the UNDP;
- d) "MCT" shall refer to Ministry of Communications and Transport of BiH;
- e) "BKA" shall refer to Austrian Federal Chancellery of Austria;
- f) "UNDP" shall refer to United Nations Development Programme, a subsidiary organ of the United Nations, established by the General Assembly of the United Nations;
- g) "EC" shall refer to European Commission;
- h) "The MoU", "this MoU" shall refer to Memorandum of Understanding with all its annexes and all other documents agreed upon between Parties to be integral parts of the present MoU;
- i) "RAID" shall refer to Regulatory Agency for information society.
- j)

ARTICLE 2. COOPERATION PRINCIPLE

UNDP is willing to coordinate this partnership and contribute to the overall enhancement of human development and growth in the knowledge that MCT and BKA understand the responsibilities and implications of its participation in this MoU and remains committed to fully supporting the activities set hereby.

ARTICLE 2. SCOPE

This MoU sets forth the basis upon which all Parties commit themselves to take all necessary responsibilities and actions as required to facilitate the development of the policy planning and assist in the implementation of concrete activities/projects.

Through this Partnership, the MCT, BKA and UNDP express their wish to mutually benefit, develop, and structure their cooperation in areas of common concern and decide to work together towards the shared goal of establishing the solid foundations for peace and recovery from crisis and to promote the Millennium Development Goals, and particularly the development of information society in BiH.

The Partnership will be based on respect and mutual understanding of the respective strengths, organizational structures, mandates and institutional capacities, as well as of the policies of both institutions.

The Partnership will aim to enhance country ownership and the overall effectiveness of the two organizations in the areas covered by the partnership.

The objectives of the Partnership are:

- a) to foster close collaboration between MCT, BKA and UNDP on common policy approaches, and to ensure a strategic framework for cooperation at cross/border, country and regional levels;
- b) to facilitate joint identification of programmes in the areas covered by the partnership;



- c) to enhance knowledge sharing with a view to fostering improved coordination and synergies in the field, and to help support best practice;
- d) to build on the Parties' comparative advantages, particularly to advance development effectiveness of the actions of Parties.

It is anticipated that this process will lead to greater harmonization, coordination and complementarities of policy approaches, planning, and implementation. Likewise, the process will ensure a strategic and structured policy framework for cooperation, for shared analysis, for exchange of information and for identification of complementary interventions and programmes as well as maximizing the value added by each organization.

The objectives of the Partnership will be achieved through:

- Regular policy dialogue between MCT, BKA and the UNDP;
- Enhanced programme collaboration between MCT, BKA and the UNDP at the state level, including activities with neighboring countries, as well as regional cooperation;
- Operational cooperation on programme/project implementation in accordance with specific agreements and procedures;
- Financial cooperation within the UNDP's operational activities in the areas covered by the Partnership in accordance with existing agreements and procedures and where there is added value, relevant impact, common interest and adequate capacities.

ARTICLE 3. BACKGROUND

3.1 The BiH Ministry of Communication and Transport

The importance of the MCT remains very prominent in the area of ICT and information society development sector in BiH. As such, the MCT is the key stakeholder in that area, and focuses not only on policy formulation, coordination, and monitoring, but also in design and implementation of different programmes, projects, and initiatives in the domain of information society development in BiH.

While it is still uncertain which specific concrete mandate the future agency/directorate for information society will have, the MCT responsibilities include the following areas of strategic intervention, function and executive power:

- creates preconditions, prepares and is responsible for implementation of Policy, Strategy and the Action Plan for Development of Information Society (hereinafter: the IS) of BiH;
- legal and regulatory activities in the domain of information society development and information and communication technologies
- regulatory and standardization in the domain of IT and communications;
- policy and regulation of common and international communication devices, international and inter-entity transport and infrastructure;
- development of contract, agreements and other acts that fall within international and inter-entity communications and transport;
- relations with international organizations whose functioning fall within international and inter-entity communications and transport;
- preparation and development of strategic and planning documents that fall within international and inter-entity communications, transport, infrastructure and information technologies;
- issues of control of unimpeded transport in international transport; civil aviation and civil transport control.



3.1 The Austrian Federal Chancellery

.....The Austrian Federal Chancellery is responsible for coordinating general government policy, the public information activities of the Federal Government, and the Federal constitution.

The Federal Chancellery represents the Republic of Austria vis-à-vis the Constitutional Court, the

Administrative Court, and European Court of Justice.

Moreover, it has major responsibility in special fields such as arts, sports, European policy, security policy, the civil service, bioethics, data protection, media affairs, matters pertaining to

ethnic groups and ICT & eGovernment strategy.

On March 1st 2004 the eGovernment-Act" has been put into force. Austria was therefore one of

the first EU-Member-states to enact complete legislative rules for eGovernment. The Federal Chancellery of Austria is responsible for the coordination of horizontal and major Austrian eGovernment projects. With its expertise in eGovernment the BKA has reached for the second time the first place in European eGovernment Benchmarking in 2007.

3.2 The UNDP

UNDP has considerable knowledge and familiarity with the SEE region in terms of staff experience, a comprehensive network of experts and country offices (including local experts), and contacts with governments. Its network of country offices, with their specific expertise, allows for the efficient implementation of large and varied multi-country projects.

UNDP employs a human development approach with a strong social dimension that distinguishes it from any other organization in the region.

UNDP has the capacity to deal with complicated and sensitive issues and propose innovative approaches/strategies. It can serve as a source of policy advice and technical inputs as well as support to the implementation of projects and programmes — or implement them. UNDP abides by the highest standards of integrity and is considered a trustworthy organization by the public.

UNDP is also able to bridge the gaps in insufficient diagnostic and management capacities. There are good examples of combining the UNDP with EC funds with UNDP assuming the role of policy advisor to national counterparts, of service provider (manager and implementer of funds) to national governments as well as to beneficiaries, or a mixed model. In addition, UNDP is often requested by State governments inside and outside the EU to serve as a partner in implementation of programmes, particularly in areas where national capacities are in need of further development or where UNDP has particularly developed mechanisms of action. UNDP's neutrality as a multilateral organization positions it well to support the government in sensitive and complex issues.

In the area of information society development and information and communication technologies, UNDP in BiH and MCT have already developed the cooperation most prominently expressed in the following joint projects/activities, which can also be the foundation for future cooperation:

ICT STRATEGY – POLICY, STRATEGY AND THE ACTION PLAN FOR THE DEVELOPMENT OF INFORMATION SOCIETY IN BIH

The National ICT Strategy for Information Society was a joint project of Council of Ministers Bosnia and Herzegovina, primarily represented through the Office of the Prime Minister and the Ministry of



Communications and Transport, and UNDP. The project produced Policy, Strategy and the Action Plan for the IS development in BiH (adopted by CoM BiH in 2005) aiming at full takeover of responsibilities for embracing the information society by the local authorities and transformation of BiH into a genuine information society with all its social and economic implications.

E-LEGISLATION REFORM PROJECT

Following on the recommendations of the ICT Strategy, the e-Legislation Reform Project addressed the lack of legal environment conducive to realizing the full potential of Information and Communication Technology for economic development in BiH. The project provided a framework and support structure for legislative change, the training of legal professionals (including judges and prosecutors), and the collection and publication of existing legal sources in the ICT sector. Direct project outputs include a number of new or revised laws that would stimulate development of electronic commerce in the country, such as e-Business Law, e-Signature Law, e-Signature Certification Institution Law, etc.

LEGISLATION DATABASE PROJECT

The Legislation Database Project included development of a comprehensive database of BiH legislation accessible at one location and through an integrated Web portal. The legislation database provided easy access to official version of all laws of BiH, the Federation of BiH, and of Republika Srpska. All relevant laws were entered into the database and they were numbered and classified in accordance to various criteria.

Legislation database web portal also provided sophisticated search capabilities and logical links between documents.

E-READINESS ASSESSMENT REPORTS

Second eReadiness Report for Bosnia and Herzegovina has been developed in close cooperation with the MCT and has shown a significant improvement in development of information society in this country. This report aimed to present the current situation in Bosnia and Herzegovina and emphasize specific directions that the BiH society must follow.

ARTICLE 4. PROGRAMMATIC AREAS OF COOPERATION

Introduction and context

The following issues of mutual concern are set out as a starting point for the strategic partnership as well as the basis for elaborating commonly agreed multi-annual work programme for policy dialogue and programme implementation.

Particular attention will be devoted to development of information society of BiH and eGovernance programme that focus on cross-cutting public administration reform issues.

A common aim across the cooperation will be to strengthen each organization's respective coordination role with the objective of increasing aid effectiveness, and to act as agents of change and brokers of multi-stakeholder dialogue, with particular emphasis on the link between public administration reform and eGovernance, as well as on the role of information and communication technologies on overall development and job-creation processes in BiH.

Furthermore, cooperation of MCT, BKA and UNDP in eventual implementation of the [EU] Instruments for Pre-accession Assistance (IPA) in BiH should be one of the key priorities. In the explanatory Memorandum of the IPA Doc. (Item 2.2.3. Article 3: Components) among five nominated areas of intervention (Transition and Institution Building, Regional and Cross-Border Co-operation, Regional Development, Human Resources Development and Rural Development), UNDP has comparative advantage in three (Transition and Institution Building, Regional and Cross-Border Co-operation, Regional Development).



4.1 eGovernance and Public Administration Reform

Electronic Governance – or eGovernance – is rapidly emerging as a new challenge for governments, businesses and civil society. Governance institutions will need to change by absorbing modern ICTs in order to remain relevant and viable in a digital environment.

The eGovernance domain is one of the core fields of a wider concept of the Information Society that has been internationally recognized as a new global development challenge following the recent meetings of the World Summit on the Information Society (WSIS) held in Geneva (2003) and Tunis (2005). The European Union places the *Information Society for All* and *e-Inclusion* concepts at the top of its agenda in the recently adopted strategic framework *i2010 – European Information Society 2010*, laying out broad policy orientation to meet the Lisbon agenda goals. The MCT and UNDP have recently prepared a revised version of eSEE Agenda+ for governments in the Stability Pact region and have through the eSEE Secretariat set the regional ICT agenda in line with i2010.

The MCT, BKA and UNDP will enhance and further develop the cooperation in the following areas:

4.1.1 IMPLEMENTATION OF EGOVERNMENT PROGRAMME

In recognition that eGovernance is one of the key pillars of effective public administration reform as well as addressing a number of key strategic issues and equally, that key national capacities are underdeveloped on the Government side, UNDP is keen to support the MCT in building an integrated eGovernment system of BiH. The Programme itself can be divided in three major priority groups/phases:

- *1. eGovernment infrastructure (G2G systems)* as such, encompasses the use of ICTs to enhance government efficiency, transparency, accountability and service delivery. Among other components this phase will include implementation of secure common information space of CoM, basic Document Management System of the CoM, re-profiling of BiH Government presence on the Internet – Government Portals, as well as necessary reengineering of business processes in CoM administration related to further development and maintenance of CoM eGov system and finally, education and training of CoM staff, both users and ICT managers/specialist will be implemented.
- *2. Mainstreaming of eGovernment systems* into the various services such as access to justice, parliamentary cross-linkages, decentralization and local government, public administration reform and electoral processes among others. Among other components the second phase will include implementation of integrated information network of all CoM ministries, departments and agencies/directorates throughout BiH, advanced Knowledge and Document Management System of the CoM, further development of BiH Government presence on the Internet – Government Portals with introduction of two-way communication with citizens, CoM Videoconference system in major cities in BiH, and the introduction of tailored Decision Support System for CoM sessions – eSessions system that will help decision makers use communications technologies, data, documents, knowledge and models to complete decision processes' tasks.
- *3. Application of citizen-oriented eGov systems*, will address the need to focus on the institutional mechanisms that are being used and to deploy eGov systems and services that have a direct impact on citizens. Here we primarily look at the implementation of relevant e-Services defined by EU "i2010 – A European Information Society for growth and employment," programme.

Finally, it is recognized that at an early stage of implementation of eGovernment Programme would establish a strategic capacity within the Ministry and in time should develop to include the establishment and management of key programme components.



4.1.2 IMPLEMENTATION OF LEGISLATION MIS

Currently, the process of legislation preparation, adoption and publishing is relatively slow on all governance levels in BiH (state, entity and cantonal). In addition to obvious negative consequences to BiH functioning and prosperity, this will have a tremendous negative influence on process of BH-EU legislation harmonization related to EC accession. Having such inefficient legislative process as it is today, it will be hard to prepare or amend considerable amount of legal documents needed for the integration process. This intervention is aiming at serious reengineering of that process within the responsible institutions on both state and entity levels, making it more efficient, transparent and coordinated.

Related to that, at least three groups of problems can be addressed and in accordance to that, three areas of intervention can be clearly identified:

1. Inefficient and non-transparent process of legislation preparation, adoption and publishing.

The integrated system for legislation preparation, adoption and publishing shall be introduced, including the introduction of necessary reengineering and computerization within the responsible institutions (ministries, related institutions such as governmental legislative offices, commissions and workgroups that are preparing the legislation, as well as parliaments).

2. Inefficient process of BH-EC legislation harmonization.

Once introduced, the integrated system for legislation preparation, adoption and publishing shall be adapted for better coordination and control of BH-EU legislation harmonization process. The BiH Directorate for European Integration and EC shall be included into the process.

3. Judicial sector is relatively isolated from the process of legislation preparation, adoption and publishing.

The judicial sector shall be included into the process of legislation preparation and adoption in two ways. Firstly, BiH High Judicial and Prosecutorial Council (HJPC), courts and all other legal professionals from judicial sector shall have the possibility to provide their own experience from court practices to the process of legislation preparation and adoption. Secondly, the judicial sector shall have immediate access to newly adopted legislation and legislation as amended, on a consolidated basis, together with appropriate links, commentary and annotations of significant decisions. For that purpose, the continuous process of legislation consolidation shall be introduced.

4.1.3 SUPPORT TO AGENCY FOR INFORMATION SOCIETY

By looking at relevant EU practices, especially following examples of leading EU countries in development of information society, and by understanding that information and communication technologies and overall information society development puts additional competitive pressure on industries and overall development of society, UNDP will share the efforts with the MCT in establishing and development of Agency.

The functions of the Agency are to ensure the effective connection between two previously and largely disconnected areas: information and communication technologies as a tool and development of an BiH as information society; and to provide a coherent framework, within the eEurope, eEurope+ and eSEE Initiative concept, to a number of uncoordinated e-initiatives and e-policies, both international, private and public.

According to eSEE Agenda document signed by CoM, 04. October 2002 in Belgrade eSEE Stability Pact Initiative, as well as from ICT Strategy adopted by CoM on 69th session on 14 of November 2005, and finally on recently adopted PAR Strategy and Action Plan, Agency should



represent a pillar of information society development in BiH, main catalyst of ICT driven public administration reform, as well as main driving factor of overall development of BiH.

The MCT and UNDP also recognize that the structure of the Agency should include segments responsible for information systems in public administration – more precisely eGovernment systems as one of the critical development drives and citizens-oriented service main pillar, as well as knowledge-centre for e-business practices within the public administration. Also, one of main areas of the Agency, are the activities related to new legislation in the field of e-commerce and e-business in BiH.

The MCT, BKA and UNDP acknowledge that institutional setup for development of information society is a critical success factor and is necessary in order to stimulate and steer the overall process and to this end they agree to provide requested and specific support in establishment and operational activity of future Agency of information society of BiH.

4.1.4 WE-GO PROJECT

The "We-Go" project aims to transfer and to adapt successfully "eGovernment Good Practices and Knowledge" and will enable follow-up implementation projects including accompanying measures targeted to reinforce and innovate eGovernment research in WBC together with EU partners.

The "We-Go" project will enable public administration in Western Balkan Countries (WBC) to reach higher productivity and equity by establishing eGovernment training concepts for the WBC (Academies) We will identify training institutions on a national level (NTCE - National Training Centres of Excellence) and will provide guidance for setting up eGovernment course plan and programmes in a sustainable manner.

4.2. Regional ICT Initiative/Programmes

Bosnia and Herzegovina is the member state of Stability Pact Electronic South Eastern Europe (eSEE Initiative), a joint regional platform enabling the countries of South Eastern Europe to jointly employ ICT as a tool for achieving good governance, economic growth, employment rise and EU integration. eSEE Initiative is of particular importance to Bosnia and Herzegovina due to its strategic effort aimed towards the alignment of the policy, institutional, legislative, and regulatory framework with the EU requirements. In parallel, the Initiative stakeholders are engaged in preventing duplication of work, facilitating the exchange of good practices across the region, and reducing the risk of adoption of the uncoordinated and incoherent approaches to ICT development.

4.2.1 SUPPORT TO REGIONAL E-GOV INITIATIVES

United Nations Development Programme (UNDP) is providing support to the eSEE Initiative since 2002, by hosting the eSEE Secretariat. The Sarajevo-based Secretariat is an executive arm of the Initiative, whose main task is to coordinate the work of the Governments in their implementation of the objectives of the international agreements of the Initiative, eSEE Agenda and eSEE Agenda+. Moreover, UNDP works closely to support the work of the BiH Government counterpart in implementation of Initiative objectives. This close partnership between BiH Ministry of Communications and Transport and UNDP, strengthens the role of Bosnia and Herzegovina in the regional ICT arena and provides visibility to the achievements of the BiH in the ICT domain. This project has added value in light of the current transformation of the Stability Pact into the regionally owned Regional Cooperation Council with the headquarters in Sarajevo. UNDP will continue to support this initiative until full government ownership is feasible.



4.2.3 SUPPORT IN IMPLEMENTATION OF ESEE AGENDA PLUS

UNDP and the eSEE Secretariat will assist the eSEE Member States in reaching the goals outlined in international agreement for Information Society development: "eSEE Agenda Plus". The overall goal is to align national IS programmes, policies and institutional framework with the EU Plan for Information Society development: "i2010 – A European Information Society for growth and employment," within the specific environment of South Eastern Europe region. eSEE Agenda Plus has three major outcomes, namely;

- a.) Further development of a Single SEE Information Space which promotes an open and competitive internal market for Information Society and media, moving it toward a common European Information Space in terms of interoperability;
- b.) Strengthening Innovation and Investment in ICT Research and Education in South Eastern Europe, while working with the private sector to promote growth and more and better jobs;
- c.) Achieving an Inclusive Information Society across SEE that promotes growth and jobs in a manner that is consistent with sustainable development and that prioritizes better public services and quality of life.

4.3. Implementation of different Action Plans

for Information Society/ICT/eGov development in BiH

Under the umbrella of public administration reform, as well as overall development of information society in BiH, different priorities are outlined in respective strategic action plans. These priorities represent an excellent starting point for coherent and structured development of different aspects of information society and directly stimulate sustainable development of ICT industry in BiH. The appropriate implementation of these Action Plans represents an important element of overall development of BiH and is one of the priority areas for MCT, BKA and UNDP.

4.4. Organization of bi-annual International Conferences on Information Society Development

So far under the auspice of CoM and with the support of UNDP two major international events addressing the issues of information society development were organized. The first one was in 2003 and it was organized in the form of ICT Forum, followed by international conference on best practices in ICT Strategy with detailed presentation of BiH ICT Strategy in 2005. The third event was focused on eGovernance in Public Administration Reform processes, organized under the auspice of MCT, and support by UNDP, in late 2007. It is our aim to continue this important international event and to use it to present BiH as a regional knowledge-hub in ICT related issues and activities.

ARTICLE 5. AREAS OF FINANCIAL COOPERATION

UNDP will provide inputs in terms of technical advice, training, equipment, financial support and logistical support through separate MoUs or under the framework of individual projects.

In addition to the areas in which the UNDP, together with its partner, has been providing financial support to the MCT, the Partnership will provide specific opportunities for financial cooperation in areas to be covered. These areas will be defined in the context of the multi-annual work programme, based on the progress made in the policy dialogue.

ARTICLE 6. WORKING PRINCIPLES

6.1 General Principles



In all the areas covered by the Partnership, cooperation will include efforts to develop/strengthen and/or harmonize the following:

- a) Exchange of information and formal consultation on a desk-to-desk basis and between MCT, BKA and UNDP representatives at the operational level
- b) Knowledge networks
- c) Collaboration in research, studies and consulting
- d) Shared approaches and analysis, tools, indicators, performance reviews, assessments, evaluation, and methodologies for mainstreaming
- e) Field coordination
- f) Monitoring, quality control and standards
- g) Joint examination of ways to build links to Non State Actors in the areas covered by the partnership
- h) Pilot-testing policy options and pilot programmes

6.2 Types of UNDP support

The Parties agree to use their best endeavors to ensure that the fullest mutual support is provided within the terms of this MoU. All Parties agree to ensure the sustainability of the systems, mechanisms, practices that will be established through UNDP.

UNDP's principles of engagement with the Government are threefold:

- *Policy Adviser* - UNDP is recognized as a partner by national governments, having developed many contacts with the ministries and agencies at the central governmental level and, as such, it is in a good position to provide advice. As a policy adviser, UNDP is excluding itself from the role of a service provider, at least within the same programme or project round, as acting in both roles would be perceived as unfair by other players.
- *Service provider* – As a Service provider, so far UNDP has been invited to submit projects in the areas where it was felt it would bring added value. In addition, UNDP is often requested by the EC to serve as a partner in implementation of the EU programmes, particularly in areas where national capacities are in need of further development.
- The third role for UNDP to take might be *support to beneficiaries*—either directly, assisting a beneficiary with a concrete project, or indirectly, assisting to establish a more favorable institutional or legislative environment for beneficiaries.

6.2 Types of BKA support

- *Policy Adviser* – as the BKA is among other things responsible for coordinating general government policy, the public information activities of the Austrian Federal Government and ICT & eGovernment strategy it can support the MCT in policy related questions. The experiences the BKA has in the field of ICT & eGovernment will be provided through twinning projects, transfer of knowledge, good practice examples from Austria and Europe and through further possibilities.
- *Service provider* – the BKA is participating in a number of projects in the area of ICT & eGovernment on national and international level. This experience can be of special importance when it comes to supporting national efforts. This is especially through when it comes to knowledge transfer and to establish a solid basis on eGovernment trainings and educational programmes to cover the multidimensional and multidisciplinary field of eGovernment (We-Go project).



ARTICLE 7. MANAGEMENT ARRANGEMENTS

The MCT, BKA and the UNDP agree that the following arrangements for the Partnership will apply:

- a) In addition to the existing high level contacts, the MCT, BKA and UNDP will regularly hold high level meetings on strategic policy matters of common interest, in accordance with the work programme agreed in advance by the parties. Senior level meetings shall be held at least twice a year between MCT Minister or his/her Deputy, Head of BKA, and UNDP Resident Representative or his/her Deputy, with the participation of other UNDP Senior Programme Staff along with a representatives of the joint programmes.

Meetings will be held in order to:

1. review progress of work in the priority areas of cooperation;
 2. discuss policy;
 3. address technical and operational issues related to meeting the objectives of the partnership.
- b) Further bilateral policy dialogue will be set up on an ad hoc basis as deemed necessary to *address* issues, to exchange information or for purposes of policy debate on matters of common interest regarding priority themes. This dialogue may take the form of workshops or seminars.
 - c) Where one of the parties is organizing a meeting with external participation at which policy matters related to the aims of the Partnership will be discussed, the party will, as appropriate, invite the other to participate.
 - d) Representatives of the BKA and UNDP, and the relevant sector of the MCT will maintain a regular dialogue about the implementation of the Strategic Partnership and will meet on a regular basis, to assess progress made and difficulties encountered in achieving the objectives of the Partnership and if necessary to review the work progress, in its policy, organizational and technical aspects.
 - e) A focal point for the Strategic Partnership will be appointed within the MCT, BKA and UNDP with a view to ensuring coordination with other donors and national institutions
 - f) Cross-functional Joint Expert Teams will be established in order to facilitate direct implementation of specific programming activities and projects

ARTICLE 8. EFFECTIVE DATE, TIME LIMITS AND TERMINATION OF THE MoU

This MoU is valid for an initial 5 year period and shall enter into force on the date on which the parties sign it and can be extended by mutual agreement in line with operational and programmatic requirements.

This MoU may be terminated by one of the parties by giving thirty days advance written notice to the other party.

ARTICLE 9. RELATIONS WITH LAWS AND REGULATIONS OF BIH

This MoU will not supersede any laws or regulations in force in BiH.



ARTICLE 10. MODIFICATIONS

This MoU can be revised at any time upon written request of each of the parties, and the request shall be resolved within 30 days from the day of submission, with the aim of taking into consideration any further developments or in view of possible additional funding by other donors or to reflect potential changes in the institutional set-up of the parties involved.

The parties, being duly authorized thereto, have signed this MoU in the English and Croatian languages in two copies.

For the Government of Bosnia and Herzegovina:

H.E. Dr. Božo Ljubić

Minister

Ministry of Communication and Transport of BiH

Date: 2008

For the Austrian Federal Chancellery:

Mr. Manfred Matzka

Director General

Austrian Federal Chancellery

Date: 2008

For the United Nations Development Programme:

Mr. Stefan Priesner

Deputy Resident Representative

UNDP Bosnia and Herzegovina

Date: 2008



6.5. Macedonia (FYRoM)

Title / Subject of event	We-Go conference and workshop
Purpose / Objective of event	This conference and workshop promoted good EU practice in e-Government area and knowledge transfer in e-Government
Date / Duration	26 – 29 September 2007
Location Facilities / Infrastructure provided by	Hotel Aleksandar – Skopje Holiday Inn Hotel - Skopje
<u>Progress towards objective / achievements</u>	Number of national representatives from government, industry, participated in the conference and workshop. Awareness raising; e-Government overview; communicate the advantages and requirements of eGovernment; presentations of applications and best practices from the EU and WB
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Research and exchange of information indicate that WB lags 5-7 years behind the EU in e-government development (online sophistication of e-gov services), and that the respective countries have not yet established interoperability frameworks—which adversely influences the pace of development in this area—nor that they have invested significant efforts or political will into developing mechanisms for e-inclusion. Still, further multilateral exchange of best practices and lessons learned in this area between governments and stakeholders from all other sectors of the region, in combination with mobilizing the regional bodies such as the eSEE Initiative of the Stability Pact, and continual input from the EU are seen as most viable method for improvement of the situation. Participants expressed expectation of We-Go project success, but they emphasized importance of political will for such a success
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	Development of WB Network for Inclusive eGovernment; Creation of Inclusive eGovernment Roadmap for the Western Balkans, based on the input from conference participants, As a consequence of this workshop, a delegation of government officials from the Civil Servants Agency (CSA) visited Vienna in May 2008. Future cooperation and implementation of training in Macedonia (FYRoM) agreed - Received an LoI



1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Public administration	21	56		77	2	156
Industry [project managers, developers]			202	202		90
Academia			45	45	2	44
Overall sum	21	56	247	324		up to 650

2. Participants List / Structure

Name	Company/Institution	Country	PA High Level	PA Mid Level	Private NGO Academia
Adis Rahic	Macedonian Centre for International Cooperation	FYRoM			1
Afrodita Gocevska	Vizijanet	FYRoM			1
Agim Kukaj	Ministry of Transport and Telecommunications, Kosovo	Kosovo	1		
Agron Ibishi	Ministry of Public Services, Kosovo	Kosovo	1		
Manjola Hala	Comport, Albania	Albania			1
Aleksandar Avramoski	JEF	FYRoM			1
Aleksandar Balalovski	Free Software Macedonia	FYRoM			1
Aleksandar Dimitrijevic	NGO Internet Macedonia	FYRoM			1
Aleksandar Gumberovski	Independent Consultant	FYRoM			1
Aleksandar Krstevski	Enter Magazine	FYRoM			1
Aleksandar Ugrinoski	Commission for IT of the Govt. of RM & Agency for Civil Servants	FYRoM	1		
Aleksandra Gjurova	Institute for Macedonian Language, Skopje	FYRoM			1
Ana Madevska Bogdanova	Institute of Informatics, Skopje	FYRoM			1
Ana Simonovska	Enter Magazine	FYRoM			1
Ana Trpovska	Metamorphosis Foundation	FYRoM			1
Andon Stefanovski	P.E. Official Gazette of the Republic of Macedonia (FYRoM)	FYRoM		1	
Andriana Pejkovska	Faculty of Mathematics & Natural Sciences, Skopje	FYRoM			1
Andrija Aleksoski	Ministry of Finance, Republic of Macedonia (FYRoM)	FYRoM		1	
Aneta Ilievska	CIRa	FYRoM			1



Aneta Stojnich	Data Bank	FYRoM			1
Angela Ilioska	Ministry of Transport and Communications, Macedonia (FYRoM)	FYRoM		1	
Anita Vojnovska Naumovska	Common Values	FYRoM			1
Anja Bosilkova	Student @ Faculty of Economics, Skopje	FYRoM			1
Arvo Ott	e-Governance Academy, Estonia	Estonia			1
Asip Tairi	Agency for Electronic Communications	FYRoM		1	
Atdhe Demiri	Ministry of Economy of R. Macedonia (FYRoM)	FYRoM		1	
Anev Kire	AIESEC	FYRoM			1
Azir Aliu	CST	FYRoM			1
Artan Saliu	World Bank	FYRoM			1
Bardhyl Jashari	Metamorphosis Foundation	FYRoM			1
Bekim Fetaji	SEE University, Tetovo	FYRoM			1
Biljana Dukovska	Association of Housewives, Macedonia	FYRoM			1
Biljana Kochoska	Semos Multimedia	FYRoM			1
Blagica Stojanova	Faculty of Law, Skopje	FYRoM			1
Bogdan Manolea	APTI.Ro / EDRI	Romania			1
Bojan Ivanovikj	Brigada Design	FYRoM			1
Bojan Jankuloski	Faculty of Mechanical Engineering, Skopje	FYRoM			1
Boris Krumov	BlueLink Information Network, Bulgaria / APC	Bulgaria			1
Boris Mirchevski	Ministry of Foreign Affairs, Republic of Macedonia (FYRoM)	FYRoM		1	
Boris Ristovski	Macedonian Centre for International Cooperation	FYRoM			1
Boro Antovski	S&T Macedonia	FYRoM			1
Bozhidar Proevski	Faculty of Electronics and IT, Skopje	FYRoM			1
Bujar Raufi	SEE University, Tetovo	FYRoM			1
Burim Baftijari	State University in Tetovo	FYRoM			1
Bobi Badarevski		FYRoM			1
Biljana Volceska	Directorate for Personal Data Protection, Macedonia	FYRoM		1	
Christopher Deliso	Balkanalysis.com	USA			1
Damjan Dimitrioski	LUGoP - GNU/Linux User Group Prilep	FYRoM			1
Damjan Drenkovski	Art House Production, Skopje	FYRoM			1
Damjan Minovski	Information Society Macedonia	FYRoM			1
Daniel Serafimovikj	Institut of Informatics, Skopje	FYRoM			1
Danijela Babic	ZaMirNet, Croatia	Croatia			1
Darko Blazhevski	Ministry of Finance, Republic of Macedonia (FYRoM)	FYRoM		1	
Darko Buldioski	New Media Center	FYRoM			1
Darko Damjanski	Ministry of Interior	FYRoM		1	
Darko Janevski	USAID, e-Gov Project	FYRoM			1
Dean Nastovski	Ministry of Finance	FYRoM	1		



Dejan Georgievski	OneWorld Platform for SEE	FYRoM			1
Dejan Spasov	Institut of Informatics, Skopje	FYRoM			1
Dejana Vratnica Radovic	Municipality of Podgorica, Montenegro	Montenegro		1	
Despot Jakimovski	IAESTE Macedonia	FYRoM			1
Dimche Apasiev	Faculty of Law, Skopje	FYRoM			1
Dimche Dudeski	Office of State Prosecutor of Republic of Macedonia (FYRoM)	FYRoM		1	
Djemal Zenuni	SEE University, Tetovo	FYRoM			1
Dragan Andonov	FEIT Skopje	FYRoM			1
Dragan Gocevski	Faculty of Law, Skopje	FYRoM			1
Dragan Nikolikj	Ministry of Defense, Republic of Macedonia (FYRoM)	FYRoM		1	
Dusica Cuk	National Internet and IT Agency	Serbia	1		
Dragan Ivanov	World Bank	FYRoM			1
Dane Krstevski	National Bank of the Republic of Macedonia (FYRoM)	FYRoM	1		
Elena Hochevar	Anhoch	FYRoM			1
Elena Stamoska	USAID, e-Gov Project	FYRoM			1
Elizabeta Jovanovska	British Council in Macedonia	FYRoM			1
Elma Pleh	EESTEC LC Sarajevo, Bosnia & Herzegovina	Bosnia & Herzegovina			1
Emil Gjorgjieski	Municipality of Prilep, Macedonia (FYRoM)	FYRoM		1	
Enes Ismaili	SEE University, Tetovo	FYRoM			1
Erdogan Halimi		FYRoM			
Elena Stojanovka	Directorate for Personal Data Protection, Macedonia	FYRoM		1	
Fani Karanfilova- Panovska	Board President, Metamorphosis Foundation	FYRoM			1
Fatos Stavileci	ATI-KOS, Kosovo	Kosovo			1
Fikret Shabani	SEE University, Tetovo	FYRoM			1
Filip Cicevaliev	Faculty of Law, Skopje	FYRoM			1
Filip Neshkoski	Metamorphosis Foundation	FYRoM			1
Filip Stojanovski	Metamorphosis Foundation	FYRoM			1
Fisnik Marku	Ministry of Education and Science, Republic of Macedonia (FYRoM)	FYRoM	1		
Florije Ismaili	SEE University, Tetovo	FYRoM			1
Genti Ismaili	Neon Systems	FYRoM			1
Georgi Prangov	State Agency for ICT, Bulgaria	Bulgaria	1		
Gjorgji Antevski	Institute of Informatics, Skopje	FYRoM			1
Goce Armenski	Institute of Informatics, Skopje	FYRoM			1
Goce Dimovski	Digikom DOOEL Skopje	FYRoM			1
Goce Djurovski	Municipal Centre for Sustainable Development	FYRoM		1	
Goce Naumovski	Faculty of Law, Skopje	FYRoM			1
Goce Postolovski	Enter Magazine	FYRoM			1
Goran Chuchukovski	Municipality of Veles	FYRoM		1	
Goran Markoski	General Secretariat of the Government, Republic of Macedonia (FYRoM)	FYRoM	1		
Goran Petrov	Independent Consultant	FYRoM			1



Goran Stojev	Free Software Macedonia	FYRoM			1
Goran Trajanovski	Faculty of Mathematics & Natural Sciences, Skopje	FYRoM			1
Goran Dimitrovski	Prezent.com.mk	FYRoM			1
Gordana Gjorceska	BBGM	FYRoM			1
Gordana Lazarevska	ZUR Makedonski rakotvorbi (Macedonian Handcraft Association), Bitola	FYRoM			1
Grozdan Mladenovski	Ministry of Agriculture, Forestry and Water Management, Macedonia (FYRoM)	FYRoM			1
Igor Dimitrovski	Health Insurance Fund, Republic of Macedonia (FYRoM)	FYRoM	1		
Igor Krstevski	FIOOM	FYRoM			1
Igor Stamatovski	Free Software Macedonia	FYRoM			1
Igor Šterbinski	Ekotehna, Skopje	FYRoM			1
Igor Popovski	Municipality of Bitola	FYRoM		1	
Igorco Pandurski	QBE Makedonija	FYRoM			1
Ilija Bozinovski	Ministry of Agriculture, Forestry and Water Management, Macedonia	FYRoM	1		
Ilija Gligorov	Association of Reserve Army Officers	FYRoM			1
Ilija Ilijovski	Agency for Youth and Sport	FYRoM		1	
Irena Bojadjevska	Secretariat for European Affairs, Govt. of the Republic of Macedonia (FYRoM)	FYRoM		1	
Irina Shumadieva	Metamorphosis Foundation	FYRoM			1
Iskra Todorovska	e-Business Dept. Faculty of Economics, Skopje	FYRoM			1
Ismet Selimovski	Student	FYRoM			1
Ivana Tomovska	University College London	FYRoM			1
Jasmina Rajcanovska	UNDP	FYRoM			1
Jordan Angelovski	MESA	FYRoM			1
Jordan Gjorgjievski	UNDP	FYRoM			1
Jordanka Petrushevskva	OneWorld Platform for Southeast Europe	FYRoM			1
Jovan Petrov	Malina Net	FYRoM			1
Jovce Platinovski	USAID	FYRoM			1
Julijana Petrovska	"ZUR Makedonski rakotvorbi" (Macedonian Handcraft Association), Bitola	FYRoM			1
Keti Stefkova	Office of the Ombudsman, Republic of Macedonia (FYRoM)	FYRoM		1	
Kire Stojanoski	OSCE Spillover Monitor Mission to Skopje	FYRoM			1
Kire Trajkovski	Semos Multimedia	FYRoM			1
Kire Dimik	Metamorphosis Foundation	FYRoM			1
Kiril Dimeski	LUGoP - GNU/Linux User Group Prilep	FYRoM			1
Kliment Gligorov	Common Values	FYRoM			1
Kliment Markovski	ZELS	FYRoM			1
Kliment Simonchev	Genrep	FYRoM			1



Koce Dimov	Association of the Blind of the Republic of Macedonia (FYRoM)	FYRoM			1
Kosta Mijoski	Prilep Brewery AD Prilep	FYRoM			1
Kralja Chesmadjiska	USAID, e-Gov Project	FYRoM			1
Kristina Tasevska	Institute of Informatics, Skopje	FYRoM			1
Krume Krsteski	Macedonian Telecommunications	FYRoM			1
Laze Janev	Re-Aktiv	FYRoM			1
Lazo Petrushevski	City of Skopje	FYRoM		1	
Lejla Arifagić	Foundation for Creative Development, Bosnia & Herzegovina	Bosnia & Herzegovina			1
Lidija Krstevska Dojcinovska	Open the Windows	FYRoM			1
Liia Hāni	OSCE Kosovo	Estonia			1
Liljana Cvetanoska	Faculty of Law, Skopje	FYRoM			1
Liljana Joskoska	KIBS AD Skopje	FYRoM			1
Liljana Cekikj Lazorovska	Metamorphosis Foundation	FYRoM			1
Ljuben TALEV	Media Market	FYRoM			1
Ljubomir Krstevski	JU Dom na kultura Koco Racin, Skopje	FYRoM			1
Ljubomir Trajkovski	Trajkovski & Partners	FYRoM			1
Ljupcho Despotovski	PSM Incubator	FYRoM			1
Ljupcho Lazovski	Komuna AD	FYRoM			1
Ljupcho Vangelski	ISP Neotel	FYRoM			1
Ljubica Ristevska	UJP, RD - Bitola	FYRoM			1
Majlinda Fetaji	SEE University, Tetovo	FYRoM			1
Mane Necev	Assembly of Republic of Macedonia (FYRoM)	FYRoM		1	
Maria Janakievska	Faculty of Mathematics & Natural Sciences, Skopje	FYRoM			1
Marija Gochevska	State Institute for Geodesic Activity, Republic of Macedonia (FYRoM)	FYRoM		1	
Marija Janovska	IT Centre, Ministry of Justice, Republic of Macedonia (FYRoM)	FYRoM		1	
Marijana Marusic	Directorate for Personal Data Protection of the Republic of Macedonia (FYRoM)	FYRoM	1		
Marjan Gushev	Metamorphosis Foundation/Institute of Informatics, Skopje	FYRoM			1
Marjan Zakev	Ading	FYRoM			1
Marija Karajin	City of Skopje	FYRoM		1	
Marta Arsovska Tomovska	UNET	FYRoM			1
Mentor Hamiti	SEE University, Tetovo	FYRoM			1
Metodija Jancheski	Association of IT Professionals of Macedonia	FYRoM			1
Milan Mihajlov	General Secretariat of the Government of the Republic of Macedonia	FYRoM		1	
Mile Jovanov	Institute of Informatics, Skopje	FYRoM			1



Milena Nikcevic	Republic Secretariat for Development, Montenegro	Montenegro	1		
Milica Dakovic	Institute for Strategic Studies & Projections, Montenegro	Montenegro			1
Mimoza Ristova	Faculty of Mathematics & Natural Sciences, Skopje	FYRoM			1
Goran Manevski, state counselor (replacing minister Ivo Ivanovski)	Government of the Republic of Macedonia (FYRoM)	FYRoM	1		
Mirko Ristevski	SOTU Gjorgi Naumov	FYRoM			1
Misa Popovic	Free Software Macedonia	FYRoM			1
Mitko Jankuloski	JEF	FYRoM			1
Mitko Karanfilovski	Municipality of Kriva Palanka	FYRoM		1	
Mitko Panovski	Goce Delchev Primary School	FYRoM			1
Minire Bilalli	T-Systems Business Services GmbH	Austria			1
Nada Pesheva	City of Skopje	FYRoM		1	
Nadica Mitreska	Zepter Mak	FYRoM			1
Nafi Avdulai	FPIOM	FYRoM		1	
Natasa Murdzeva Buleska	USAID Macedonia	FYRoM			1
Natasa Radovic	Belgrade Open School, Serbia	Serbia			1
Natasa Aleksij	City of Skopje	FYRoM		1	
Nebojsa Angelov	Center for Intercultural Dialogue	FYRoM			1
Nebojsa Mihajlovski	E-Business Dept. Faculty of Economics, Skopje	FYRoM			1
Nele Leosk	e-Governance Academy, Estonia	Estonia			1
Nemanja Malbashic	SRC.SI	Slovenia			1
Nevena Ackovska	Institute of Informatics, Skopje	FYRoM			1
Nevenka Pop-Angelova	Dobri Daskalov High School	FYRoM			1
Nevenka Rosomanova	Foundation Open Society Institute Macedonia	FYRoM			1
Nevenka Stamenkovska	Faculty of Law, Skopje	FYRoM			1
Nikola Dimitrievski	Blue Zone Ltd - Skopje	FYRoM			1
Njomza Qerimi	SEE University, Tetovo	FYRoM			1
Norik Selimi	Forum	FYRoM			1
Novica Nakov	Free Software Macedonia	FYRoM			1
Olivera J. Trantalovska	City of Skopje	FYRoM		1	
Panche Aleksandar	General Secretariat of the Government of the Republic of Macedonia (FYRoM)	FYRoM		1	
Pavel Ristovski	FEIT, Skopje	FYRoM			1
Pavlina Jovanovska	ZUR Makedonski rakotvorbi (Macedonian Handcraft Association), Bitola	FYRoM			1
Pece Mitrevski	Technical Faculty Bitola	FYRoM			1
Petar Ratkov	Student	FYRoM			1
Peter Sonntagbauer	Federal Computing Centre Austria	Austria	1		
Peter Trninkov	Stoun Computers	FYRoM			1
Robert Atanasoski	Public Procurement Dept. Ministry of Finance of the Republic of Macedonia	FYRoM		1	



Rok Garbas	EESTEC International, Slovenia	Slovenia			1
Ruzica Ristova	Municipality of Radovich, Macedonia (FYRoM)	FYRoM		1	
Risto Saplamaev	Faculty of Economics, Skopje	FYRoM			1
Rafiz Aliti	Member of Parliament, Republic of Macedonia (FYRoM)	FYRoM	1		
Sali Emruli	Ministry of Local Self- Government, Macedonia (FYRoM)	FYRoM	1		
Sanjin Buzo	OneWorldSEE, Bosnia & Herzegovina	Bosnia & Herzegovina			1
Sasho Andonovski	Municipality of Kisela Voda	FYRoM		1	
Sasko Nedelkov	Goce Delchev Public & University Library, Shtip	FYRoM		1	
Saso Trajkovski		FYRoM			1
Sara Broughton	OSCE	USA			1
Sead Djigal	OBSE	FYRoM			1
Sime Arsenovski	Faculty of Informatics	FYRoM			1
Slave Shumanski	AIESEC	FYRoM			1
Smile Markovski	Institute of Informatics, Skopje	FYRoM			1
Snezhana Velkovska	British Council in Macedonia	FYRoM			1
Sofche Jovanovska	Agency for Electronic Communications	FYRoM	1		
Sofija Dimitrieva	Public Service Macedonian Radio and Television	FYRoM		1	
Stefan Kukovski	Government of the Republic of Macedonia (FYRoM)	FYRoM		1	
Stefan Miladinovski		FYRoM			1
Stevcho Kjosevski	Government of the Republic of Macedonia (FYRoM)	FYRoM		1	
Stojche Stamenkovski	Political Studies student	FYRoM			1
Suzana Ahmeti-Janjic	UNDP	FYRoM			1
Suzana Loshkovska	FEIT, Skopje	FYRoM			1
Svetlana Risteska	Embassy of Republic of Slovenia	Slovenia		1	
Taxhedin Selimi	SEE University, Tetovo	FYRoM			1
Timur Gadžo	Ministry of Transport and Communication, Bosnia & Herzegovina	Bosnia & Herzegovina	1		
Tome Bogdanov	T-Mobile Macedonia	FYRoM			1
Toni Pajdakov	Association of Blind People, Veles	FYRoM			1
Toni Trpkovski	Aleksandrija	FYRoM			1
Tose Misevski	UNDP	FYRoM			1
Vangel Ajanovski	Institute of Informatics, Skopje	FYRoM			1
Vanja Mirkovski	USAID, e-Gov Project	FYRoM			1
Vasil Taneski	Institute of Informatics, Skopje	FYRoM			1
Vasile Nedelkoski	Agency for Civil Servants of the Republic of Macedonia (FYRoM)	FYRoM		1	
Vasilka Dimitrovska	Arheoblog	FYRoM			1
Valentina Dimkovska	Directorate for Personal Data Protection, Macedonia (FYRoM)	FYRoM		1	
Veli Kreci	SEE University, Tetovo	FYRoM			1
Velimir Graorkoski	Z-SoftNet, Institute Of	FYRoM			1



	Informatics				
Vera Naumovska	Faculty of Economics, Skopje	FYRoM			1
Vesna Gogova	NGO Pro Media	FYRoM			1
Viktor Denkovski	Institute of Informatics, Skopje	FYRoM			1
Viktor Mancev	Open the Windows	FYRoM			1
Viktor Manchev	Open the Windows	FYRoM			1
Vineta Ivanoska	Municipality of Prilep	FYRoM		1	
Violeta Apostoloska	Ministry of Interior	FYRoM		1	
Violeta Gjorgjievska	NGO Intenet Hotline Provider	FYRoM			1
Visar Fida	Ministry of Transport and Communications, Republic of Macedonia (FYRoM)	FYRoM		1	
Vitomir-Vito Georgivski	NGO "Doverba" (Trust)	FYRoM			1
Vladimir Gerovski	G-sistem doo	FYRoM			1
Vladimir Milcin	Foundation Open Society Institute Macedonia	FYRoM			1
Vlatko Mitov	LiLi Sistemi	FYRoM			1
Yll Ferizi	ATI-KOS	Kosovo			1
Zamir Dika	SEE University, Tetovo	FYRoM			1
Zdenka Nikolovska	USAID e-Schools Project	FYRoM			1
Zdravko Andonovski	Faculty of Mathematics & Natural Sciences, Skopje	FYRoM			1
Zhivko Kostoski		FYRoM			1
Zlatko Ivanoski	Ministry of Interior, Republic of Macedonia (FYRoM)	FYRoM		1	
Zlatko Shushlevski	Akcent Kompjuteri	FYRoM			1
Zlatko Spasov	Stoun Kompjuters	FYRoM			1
Zlatko Vuevski	Stopanska Banka AD – Skopje	FYRoM			1
Zoran Blagojevikj	Macedonian Telecommunications	FYRoM			1
Zoran Dimovski	Free Software Macedonia	FYRoM			1
Zoran Janakiev	Center for Local Economic Development	FYRoM			1
Zoran Janevski	Economic Institute, Skopje	FYRoM			1
Zoran Pandev	Directorate for Personal Data Protection of R.M.	FYRoM		1	
Zoran Panov	Municipality of Sveti Nikole	FYRoM			1
Zoran Vitanovski	Ekoloshko drushtvo Zdravec 2002	FYRoM			1
Zoran Zuzarovski	Government of the Republic of Macedonia (FYRoM)	FYRoM		1	
Zoran Torbica	Centre for Internet Development, Serbia	Serbia			1
Zoran Nasev	Municipality of Bitola	FYRoM		1	
Isidora Pekich Trcek	We-Go Project	Slovenia			1
Petar Indovski	MASIT	FYRoM			1
Vasko Pavlovski	ECS	FYRoM			1
Deshiri Imeri	SEEV	FYRoM			1
Merdzivan Ismaili	SEEV	FYRoM			1
Natasha Radevska	Ministry of Justice	FYRoM		1	
Katerina Butikoska	Ministry of Justice	FYRoM		1	
Gjoko Veljanovski	SEP	FYRoM		1	
Kliment Kochovski	SEP	FYRoM		1	
Miki Atanasov	Manicipality of Shtip	FYRoM		1	



Xhemzll Zenuni	SEE University – Tetovo	FYRoM			1
Vesna Pojer	TV Sitel	FYRoM			1
Ivan Ivanovski	Semos	FYRoM			1
Sokol Haxhiu	UNDP	Albania			1
Vehap Kola	AIPR	Albania			1
Martina Topić	ZaMirNet	Croatia			1
Nikolina Vratnica Radovic	Municipality of Podgorica, Montenegro	Montenegro	1		
Karel Neuwirt	Data Pro	Czech Republic			1
Iskra Karoveshovska	A1 TV	FYRoM			1
Mite Kuzevski	New Media Center	FYRoM			1
Ivana Nikolikj	NGO	FYRoM			1
Natasha Nikolikl	TRIBINE	FYRoM			1
Tanja Markovska	USAID	FYRoM			1
Cvetanka Kuzmanoska	GOFNE-SEP	FYRoM			1
Stojna Stojanovska	Vozius	FYRoM			1
Durat Dadi	Ministry of Justice	FYRoM		1	
Neda Peshova	Ministry of Justice	FYRoM		1	
Ilija Petrov	Ministry of Justice	FYRoM		1	
Artan Luma		FYRoM			1
Tanja Chemerikikj	MK Radio	FYRoM			1
Rozalinda Stojova	UNDP	FYRoM			1
Aleksandar Markovski	FOSIM	FYRoM			1
Renata Pepeljugoska	MIA	FYRoM			1
Dejan Markoski	IOM	FYRoM			1
Galena Kostoska	Institute of Informatics, Skopje	FYRoM			1
Slobodanka Slavkovska		FYRoM			1
Meri Kuceva- Ilievska	Oracle	FYRoM			1
Zoran Lazarevski	Fujitsu - Simens Computers	FYRoM			1
Ana Dzabeska		FYRoM			1
Jovan Kolov	Sonet	FYRoM			1
Petar Topalov		FYRoM			1
Olivera Topalova		FYRoM			1
Riste Markovski	NYUS	FYRoM			1
Ivan Mitrevski	MASIT	FYRoM			1
Dao Tran	Open the Windows	USA			1
Mite Stojanovski	MEC Delchevo	FYRoM			1
Zoran Panov		FYRoM			1
Kire Anev		FYRoM			1
Borjan Soljakov	Seavus	FYRoM			1
Vasko Kronevski	MASIT	FYRoM			1
Janko Cajhen	Microsoft	Slovenia			1
Dushko Jovanovski	Municipality of Probistip	FYRoM			1
Total number of participants		324	21	56	247
Total / share			6%	17%	76%



5. Event Agenda

Day 1 - November 29, 2007

10:00-10:40 **Welcome and opening speeches**

- Ivo Ivanovski, Minister without portfolio in charge of Information Society in the Government of R. of Macedonia (FYRoM)
- Vladimir Milcin, Executive Director, Foundation Open Society Institute - Macedonia (FYRoM) (FOSIM)
- Marjan Gushev, Board member, Metamorphosis Foundation - Inclusive e-Gov
Moderator: Fani Karanfilova-Panovska, Board President, Metamorphosis Foundation

10:45-11:45 **Building an enabling environment for Inclusive e-Government**

- Tose Misevski, UNDP - Municipal e-points, FOSS in local government
- Jovce Plastinovski, e-Gov Project, USAID Macedonia (FYRoM) – Macedonian society embraces eGov
- Misa Popovik, Free Software Macedonia - Role of Public Domain, CC, FOSS in e-gov. development
- Gilles Mariey & Ms. Francine Rochefort, CTN – video presentation
Moderator: Suzana Ahmeti-Janjic, UNDP

12:00-13:00 **Usability and Accessibility Standards**

- Andon Stefanovski, Official Gazette of RM – Recommendations for ICT Standards in the Public Administration developed through Good Governance Project (www.gg.org.mk)
- Boris Krumov, BlueLink Information Network /APC – Web usability & accessibility standards
- Viktor Mancev, Open the windows - Web accessibility for blind people
- Filip Stojanovski, Metamorphosis Foundation – Web usability of e-gov applications
Moderator: Nevenka Rosomanova, Good Governance Project, FOSIM

14:30-15:30 **Safety, Security and Privacy**

- Bogdan Manolea, APTI.Ro/EDRI – State of Privacy in the EU and SEE
- Marijana Marusic, Directorate for personal data protection of R.M. - Personal data protection aspects of inclusive e-government
- Ljubomir Trajkovski, Trajkovski & Partners – Information Security Initiative (ISI)
- Ana Trpovska, Metamorphosis Foundation – CRISP (Children's Rights on the Internet – Safe and Protected)/DK
Moderator: Sarah Broughton, OSCE Mission to Skopje

15:30-16:00 **Summary of Day 1**

Moderator: Mr. Zoran Janevski, Economic Institute - Skopje



Day 2 - November 30, 2007

09:00-10:00 e-Government Policy, EU experiences

- Peter Sonntagbauer, Federal Computing Centre Austria (BRZ), Austria; We-Go Project – Austrian experiences in e-gov
 - Arvo Ott, e-Governance Academy, Estonia – Estonian experience in inclusive e-government
 - Georgi Prangov, State Agency for ICT, Bulgaria – ICT Sector in Bulgaria Prospects and Challenges
- Moderator: Bardhyl Jashari, Metamorphosis Foundation

10:05 – 11:15 e-Government policy experiences from the region (Draft Research Results by Western Balkans Network)

- Dejan Spasov, Institute of Informatics – Skopje, Macedonia (FYRoM)
 - Sanjin Buzo, OneWorld SEE, Bosnia and Herzegovina
 - Natasa Radovic, Belgrade Open School, Serbia
 - Sokol Haxiu, UNDP Albania
 - Milica Dakovic, Institute for Strategic Studies and Prognoses, Montenegro
- Moderator: Danijela Babic, ZaMirNet, Croatia

11:30-12:45 e-Government Solutions (applications and best practices examples)

- Peter Sonntagbauer, Federal Computing Centre Austria, Austria – eServices for Citizens and Businesses help.gv.at (eEurope Award); SAPAV - state treasury, e-procurement and e-invoicing - i2010
 - Nele Leosk, e-Governance Academy, Estonia – e-participation case study: Direct democracy portal "Today I Decide"
 - Nemanja Malbašič, SRC.SI – Survey to the 2. place - Best Practices and Milestones in Slovenia
 - Dejana Vratnica Radovic, Project 'Millenium', Municipality of Podgorica, Montenegro
 - Vasko Kronevski, MASIT representative – experiences from building e-Government Public Private Partnerships in Macedonia (FYRoM)
- Moderator: Aleksandar Ugrinoski, Agency for Civil Servants of R. Macedonia (FYRoM) – ApplyOnLine

14:15-16:00 Building Synergy: Bridging the Gap eEU-eSEE

Fishbowl Roundtable Final Discussion: Government, NGO and reps of the other sectors from the region and EU and Closing of the conference
 Moderator: Fani Karanfilova-Panovska, Board President, Metamorphosis Foundation



6. Event Evaluation

Conference website www.e-society.org.mk contains the materials from the conference subdivided into four types of content:

- Text (HTML format) - reports, news, announcements – available in English, Macedonian, and Albanian
- Presentations (PowerPoint and flash format) – all presentations viewable online and available for download - available in English, Macedonian, and Albanian language
- Photographs (JPG format) – downloadable photographs from all the sessions of the event, available through browsable galleries
- Video (flash format) – recordings of the presentations viewable online. The video material has subtitles in English to enable accessibility by persons with hearing handicap, and also subtitles in Macedonian language.

The screenshot shows a web browser window displaying the website www.e-society.org.mk. The page features a yellow header with the text "Inclusive e-Government Third International Conference" and the "e-society.mk" logo. The main content area displays a presentation slide titled "Enhancing Western Balkan eGovernment Expertise" with the subtitle "„We-Go“ Contributions for Macedonia". The slide credits Dr. Peter Sonntagbauer from the Federal Computing Center (BRZ), Austria. Below the slide is a video player showing a recording of Dr. Peter Sonntagbauer speaking. The video player includes a progress bar and a timestamp of 00:26 / 14:08. The website footer indicates it is powered by Joomla! and implemented by the Metamorphosis Foundation.

Picture 1: Page from the English version of the website, featuring the presentation and the video by Dr. Peter Sonntagbauer from BRZ, Austria



The screenshot shows a web browser window with the address bar displaying <http://e-society.org.mk/portal/content/view/41/lang.mk/>. The page header includes the text "Inclusive e-Government Third International Conference" and the "society.mk" logo. The main content area features a presentation slide titled "Заштита на личните податоци на Интернет" (Protection of Personal Data on the Internet) by Marijana Marusic, Director of the Directorate for Personal Data Protection. Below the slide is an embedded video player showing Ms. Marusic speaking at a conference. The page also includes a sidebar with navigation links, a language selector (Macedonian, English, Shqip), and logos for the organizing foundation and sponsors.

Picture 2: Page from the Macedonian version of the website, featuring the presentation and the video by Ms. Marijana Marusic from Directorate for Personal Data Protection, Macedonia (FYRoM)

More information available at the conference website www.e-society.org.mk, via the links included above, as well as on the website of European Digital Rights – EDRI (<http://www.edri.org/edriagram/number6.1/e-govt-western-balkans>).



Workshop “Inclusive e-Government in Macedonia”

Title / Subject of event	Workshop “Inclusive e-Government in Macedonia”
Purpose / Objective of event	Review of research results, e-Government development in WB, awareness raising and networking between stakeholders: government officials, IT and human rights experts, as well as representatives of NGOs dealing with issues of inclusion of disadvantaged groups such as people with disabilities.
Date / Duration	23 November 2007
Location Facilities / Infrastructure provided by	Economic Chamber of the Republic of Macedonia
<u>Progress towards objective / achievements</u>	Awareness raising; e-Government overview; communicate the advantages and requirements of eGovernment; presentations of applications and best practices from the EU and WB
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Research and exchange of information indicate that WB lags 5-7 years behind the EU in e-government development (online sophistication of e-gov services), and the legal and institutional framework for e-inclusion is lacking in all of them. The need for joint regional approach based on creating relations between the WB countries and sharing of their best practices was also emphasized. Low level of political will was designated as main risk factor.
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	Development of WB Network for Inclusive eGovernment; Creation of Inclusive eGovernment Roadmap for the Western Balkans, based on the input from conference participants,



1. Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Public administration	6	8		14	1	14
Industry [project managers, developers]			16	16	1	16
Academia			4	2	1	4
Overall sum	6	8	20	34		34

2. We-Go Event Participants List / Structure

Name	Position	Function	PA High Level	PA Mid Level	Private NGO Academia
Sofche Jovanovska	Comission of the Agency for Electronic Communications		1		
Pece Mitrevski	Comission of the Agency for Electronic Communications		1		
Misha Popovikj	Free Software Macedonia				1
Kliment Markovski	ZELS			1	
Strahil Sazdovski	Supreme Court		1		
Jovche Platinovski	e-Gov Project USAID				1
Ivan Mitrevski	MASIT				1
Ilija Petrovski	Ministry of Justice			1	
Igor Boshkovski	Ministry of Finance, Public Revenue Office			1	
Toni Pajdakov	Association of Blind Persons Veles				1
Goce Dlmov	Union of Blind Persons of Macedonia				1
Aleksandar Markovski	FOSIM				1
Nevenka Rosomanova	FOSIM				1
Lidija Krstevska-Dojchinovska	Open the Windows NGO				1
Viktor Manchev	Open the Windows NGO				1



Stana Jankoska	National and University Library St. Klement of Ohrid		1	
Violeta Apostoloska	Ministry of Interior of RM		1	
Aleksandar Ugrinoski	Civil Servants Agency	1		
Marija Gochevska	State Authority for Geodetic Works		1	
Zoran Pandev	Directorate for Personal Data Protection	1		
Marija Kitanski	Ministry of Finance		1	
Dejan Spasov	We-Go			1
Aco Kocevski	Municipality of Veles	1		
Sashko Ristovski	Municipality of Veles		1	
Mijalche Santa	E-Business Department, Economic Faculty, UKIM Skopje			1
Bardhyl Jashari	Metamorphosis Foundation			1
Filip Stojanovski	Metamorphosis Foundation			1
Kire Dimikj	Metamorphosis Foundation			1
Filip Neshkovski	Metamorphosis Foundation			1
Gilles Mariey	CTN, France			1
Francine Rochefort	CTN, France			1
Magali Jumelin	CTN, France			1
Marjan Gushev	Institute for Informatics, Skopje/We-Go Project			1
Goce Armenski	Institute for Informatics, Skopje/We-Go Project			1
Total number of participants	34	6	8	20
total / share		18%	23%	59%

3. Event Agenda

09:30-10:00 **Registration and coffee**

10:00-10:30 **Workshop opening**

Bardhyl Jashari, Executive Director, Metamorphosis Foundation
 Sofche Jovanovska, Head of the Commission of the Agency for Electronic Communications of RM
 Aleksandar Ugrinoski, Committee for Information Technology within the Macedonian Government
 Presentation of the project "Western Balkans Network for Inclusive e-Government"

10:30-11:15 **Presentation of the research "Growth of e-Government services in Macedonia"** by Marjan Gushev, Dejan Spasov and Goce Armenski, Institute



of Informatics, Skopje and presentation of the We-Go project research for the Republic of Macedonia

Presenting the results from the ICT component of the project “Evaluation of the potential for good governance in the Republic of Macedonia” – Filip Stojanovski, Metamorphosis Foundation

Assessibility of the government’s e-services for the blind and visually impaired persons – Viktor Manchev, NGO Open the windows

11:15-12:00 **Discussion: experiences in the development of inclusive e-Government in the Republic of Macedonia** (representatives of the government agencies and institutions will be able to share their experiences by giving 5-minute PowerPoint presentations)

12:00-12:15 Coffee break

12:15-13:30 **Continuation of the discussion** on the topic: Experiences in the development of inclusive e-Government in the Republic of Macedonia and the Western Balkans region
Conclusions and closing of the workshop

13:30 Buffet Lunch



6.6. Serbia

Title / Subject of event	We-Go Summit of Serbia
Purpose / Objective of event	This workshop promoted good EU practice in e-Government area and rose awareness of importance of e-Government
Date / Duration	4 October 2007
Location Facilities / Infrastructure provided by	Rector's Hall of Belgrade University
<u>Progress towards objective / achievements</u>	Very representative officials from government, industry, participated in the workshop. All major media covers this event
<u>Lessons learnt</u> (Assumptions, Threads, Risks)	Some of the participants expressed expectation of We-Go project success, but they emphasized importance of political will for such a success
<u>Impact / Sustainability</u> (outcome of Activity, next steps etc.) Verifiable evidences?	As a consequence of this workshop, a very representative delegation of government officials visited Vienna in December 2007, in order to exchange ideas and knowledge with Austrian experts

1. We-Go Event Participants Statistics / Structure

Level of Participants	PA High Level	PA Mid Level	Private NGO Academia	Total No. Participants	Duration in Days	Total Person Days
Target groups						
Central administration	5	50	50	105	1	105
Local and/or regional administration	5	5	30	40	1	40
Industry [project managers, developers]	5	15	40	60	1	60
Academia		15	30	45	1	45
Overall sum	15	85	150	250	1	250



2. Agenda:

1. **Serbia's IST Strategy and ICT Action Plans: Opportunities and Challenges**

10:00 **Welcome and Opening:**

Prof. Milutinovic, Fellow of the IEEE, WeGo Executive Advisor for Serbia
Rector, Prof. B. Kovacevic,
Dean of ETF, Prof. M. Popovic

10:30 **Serbian IST Strategies, Opening Keynote:**

Key Speaker: Prof. A. Smiljanic, Minister of Telecommunications and Information Society
Mgr. N. Vasiljevic, Deputy Minister for Information Society

10:45 **Serbian Focus on e-Government and strategic orientations:**

S. Pivalica, Ministry of Public Administration, Advisor for IT
Dr. D. Cirovic, Ministry of Finance, Deputy Minister
Prof. A. Zejak, Ministry of Science, Deputy Minister
Prof. J. Filipovic, Ministry of Diaspora, Secretary of State

11:15 **Short Addresses from Serbian Stakeholders:**

Prof. Z. Jovanovic, RCUB, Computing Centre of University of Belgrade
Z. Babovic, Innovation Centre of School of Electrical Engineering
Prof. Z. Konjovic, eVojvodina
D. Gligorijevic, MBA, TeleGroup
S. Lekovic, Telekom Srbija
K. Jankovic, Ericsson
A. Stojadinovic, Komercijalna banka, Beograd
D. Pleskonjic, BegSoft, Software company
B. Corluka, 3Dnet, Internet Provider company
Dr. P. Kocovic, Gartner, Consultancy group

12:00 **Moderated Dialogue**

Prof. Milutinovic + PEXIM

12:15 **Break + Press Conference**

2. **We-Go Project: Enhancing eGovernment Expertise (www.wego-project.eu)**

12:45 **Contributions from the We-Go Project:**

Dr. Klaus Gschwendtner, ARC Austrian Research Centers GmbH - Contributions from the We-Go Project

13:00 **Good Practices from Austria:**

Dr. Peter Sonntagbauer, Austrian Federal Computing Center - eGovernment Key Applications
Dr. Peter Parycek, Austrian Federal Chancellery – eGovernment Trainings

**13:30 Experiences from Estonia & Slovenia as new Member States:**

Dr. Arvo Ott, Director eGovernance Academy, Estonia

Dr. Jana Babnik-Gomiscek, SRC, Slovenia

14:00 Developments in Croatia, Macedonia (FYRoM) and Bosnia:

Prof. Bozidar Klicek, FOI, University of Zagreb @ Varazdin, Croatia

Prof. Marjan Gusev – University of Skopje, Macedonia (FYRoM)

Brano Vujicic – BAIT, Bosnia

14:15 Wrap up and Closing: Prof. Milutinovic + UoM

This workshop was opened by Prof. Aleksandra Smiljanic, Minister of Telecommunication and Information Society.

There were more than 200 registered attendances from governmental institutions, industry, academia, various organizations (US AID, World Bank, Stability Pact...). The workshop has been covered by almost all relevant media in the country.

A lot of pictures that give atmosphere from the workshop could be found on workshop web-site. Also, it could be downloaded all presentations from the workshop at the web site <http://wego.3dnet.co.yu/>.

Beside contacts with high level politicians, we have also established a lot of contacts with technical officials on middle or lower level during various meetings that we held with governmental institutions. Below is given the list of established contacts:

Name	Position	Contact via
National Information Technology and Internet Agency		
Mrs. Marija Kujacic	Manager for IS development	Meeting, phone, email
Serbian Business Registry Agency		
Mr. Branislav Dobrosavljevic	CIO	Meeting, email
Ministry of Justice		
Mr. Bojan Perovic	Head of IT department	Meeting, email
Mr. Rade Dragovic	IT consultant	Meeting, email
Ministry of Interior		
Mr. Dragan Maksimovic	Head of IT department	Phone, email
Custom Administration		
Mr. Zoran Vukotic	Assistant of IT director	Meeting, email
Mrs. Dragana Knezevic	IT manager	Email
Ministry of Finance		
Mrs. Gordana Ostojic	IT project manager	Meeting, email
Mrs. Dragana Medic	Web coordinator	Meeting, email
Mr. Rajko Jovanovic	IT manager	Meeting, email
Ministry of Public Administration and Local Governments		
Mr. Sasa Pivalica	Minister IT advisor	Meeting
Mr. Igor Stojanovski	IT Manager	Phone
US AID		
Borislav Todorovic	Project Manager	Meeting, phone, email
Marija Vukosavljevic	CCASA project consultant	Phone, email
Serbian Post Company		



Dragan Spasic	Certification Body - manager and researcher	Meeting, email
JISA – IT Magazine		
Djordje Djukic	General Manager	Meeting, email
3DNET – Internet Provider		
Borivoje Corluka	CEO & CTO	Meeting, phone, email

3. Any other evidences



Pictures: We-Go Summit of Serbia 04. 10. 2007. Belgrade, Rector's Hall of Belgrade University



7. Work Package 3 Cluster of participants

1	Austrian Federal Chancellery	BKA	Austria
2	Danube University Krems	DUK	Austria
3	Centre for Management and Information Technologies	MITC	Bosnia and Herzegovina
4	Internet Institute	ITI	Croatia
5	eGovernance Academy	eGA	Estonia
6	Metamorphosis Foundation	MTM	Macedonia (FYRoM)
7	PEXIM	PEXIM	Serbia
8	JSI Jozef Stefan Institute, University of Ljubljana	JSI	Slovenia
9	SRC.SI system integration	SRC	Slovenia