

enlarging the network of stakeholders for the definition of innovative user-centred services

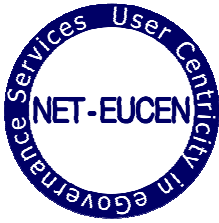
Description

NET-EUCEN is a working network of stakeholders in the governance and policy-modelling domains. The network targets at including organisations having relevant knowledge of achieving significant on-line services and e-inclusion policies, covering the entire service supply chain for users (S4U) and all the European countries. Among the network's objectives we list the assessment of innovative application scenarios and their fostered set-up all over Europe by sharing common practices and working methods.

This session aims at consolidating the S4U network procedures among participants who will include organisations that could join the network as well as software developers interested in new technologies for S4U.

A list of eGovernance best practices and successful services will be showed by the Net-Share thematic network and the EC sponsored actions eService Europa, aimed at explaining the envisaged impact in the network coming from the uptake of ICT services.

Users, Public Administrations and technicians will openly discuss about the available best practices and services, by also checking improvements needed by the user-centricity main thematic.



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Agenda draft:

Day: 28th September, 2010

Slot: 11:00 – 12:30

Room: T008

Speakers:

Francesco Niglia, Innova SpA (chairman)
European Commission, *to be confirmed*
Hugo Tamagnini Gonçalves, Innova Europe
Miguel Sousa, Inova+
Julia Glidden, 21c Consultancy
NCPs, *to be confirmed*

(11:00 – 11:20) Part 1. the NET-EUCEN network

- Network's goal and functioning
- The role of NET-EUCEN within the EC funded initiatives
- how to join the network (inclusion of additional partners)

(11:20 – 11:40) Part 2. Cooperation with other initiatives

- NET-EUCEN: plan of cooperation
- the scope of NET-SHARE Network
- Action goal and functioning of eService-Europa (incl. Supporting other initiatives)
- Other initiatives (t.b.d.)

(11:40 – 12:10) Part 3. The best practices of the enlarged network

- The S4U best practices concept (including the network portal)
- eGovernment S4U Best practices (GP booklet from NET-SHARE)
- Successful implementation of European ICT services (from NCPs)

(12:10 – 12:30) Part 4. The users and the service providers

- (speeches from NET-EUCEN enlarged network, User Associations and Public Administrations)
 - o How to define an S4U
 - o How to test and validate and S4U
- Round table: Q&A