

e-Government: The 'X-factor' for Government

Maastricht (NL), 16-17 December 2013



European Institute of Public Administration
Institut européen d'administration publique



Introduction

Target group

The seminar is intended for public officials from all levels of government, who deal with e-Government implementation.

Description

The implementation of e-Government tools and instruments has to be considered a fundamental part of the framework described in the 'Digital Agenda' for Europe. e-government solutions are considered – at EU level – to be the best and only way to face demographic ageing and global competition, as well as to realise the 'Europe 2020' objectives.

The use of information and communication technologies to provide and improve government services, transactions and interactions with citizens, businesses, and other arms of government today represents one of the biggest challenges for all EU Member States.

The seminar will focus on the contents of the 'Digital Agenda' and the European Commission requests, as well as on government performances in Europe, through a theoretical approach based on best practices from EU countries, as well as on concrete examples of successful implementation strategies.

Learning methodology

Presentations on theoretical issues and best practices will be delivered by high-level experts from public administrations, international specialised companies and academics. A plenary session will give participants the opportunity to exchange experiences and receive feedback from the experts. Furthermore, a study visit to the Municipality of Maastricht will help participants to deepen the knowledge acquired during the course. After registration, every participant will be invited to take part in the e-Campus for this seminar. The seminar will be as paperless as possible. Communication will take place by means of this tool and seminar material will be available in the e-Campus. Participants are asked to bring their own laptop or tablet to the seminar. EIPA offers free WiFi during the seminar.

Objectives

Participants will learn about the importance of e-Government implementation as an instrument to face the crisis, to realise the contents of the 'Digital Agenda' and the 'Europe 2020' strategy. They will understand the importance of new technologies in modernising and maximising the potential of public administration, with a focus on the use of important instruments as: e-Invoice, front office and back office.

Programme

MONDAY 16 DECEMBER 2013

- 08.45 **Registration of participants**
- 09.00 **Welcome and introduction to the seminar**
Harrie Scholtens, Seconded National Expert at EIPA
- 09.15 **Introduction to the Digital Agenda and European Commission requests**
Niels van der Linden, Cap-Gemini
- 10.00 **"Public services online"**
Assessing user-centric e-Government performance in Europe: eGovernment Benchmark 2012
Niels van der Linden, Cap-Gemini
- 10.45 Coffee break
- 11.00 **"Towards a paperless administration": a Spanish example**
Digitalisation of client contacts
Aleida Alcaide García, Ministry of Finance and Public Administration of Spain
- 13.00 Lunch
- 14.00 **e-Applications: e-Invoice and the coming European regulation and perspectives for 2016**
Practical example, organisational consequences and best practices
Evert-Jan Mulder, PBLQ
- 15.15 Coffee break
- 15.30 **Remaining questions and discussion**
- 16.30 **End of first day**
- 19.00 Dinner in Maastricht

TUESDAY 17 DECEMBER 2013

- 09.00 **e-Applications: open the "front door" for your clients**
Introduction to the system of front office and back office. Inclusive e-Office and presenting the Municipality without a Town Hall
Harrie Scholtens, Seconded National Expert at EIPA
- 10.30 Coffee break
- 10.45 **Study visit to Municipality of Maastricht**
- 13.00 Lunch
- 14.00 **What will the future bring?**
Brainstorming with the speakers about how Government will change through e-Government
- 15.15 Coffee break
- 15.30 **Remaining questions and discussion**
- 16.00 **Evaluation and end of the seminar**

General Information

Programme

The programme will commence on Monday at 09.00 and will finish on Tuesday at 16.00.

Seminar venue

The seminar will take place in the Bordeaux Conference Room (1.16) of the European Institute of Public Administration, O.L. Vrouweplein 22, NL-6211 HE Maastricht, tel.: +31 43 32 96 222, fax: +31 43 32 96 296.

Working language

The seminar will be conducted in English.

Fee

The participation fee is €950 and includes documentation, two lunches, one dinner and refreshments. Accommodation and travel costs are at the expense of the participants or their administration.

EIPA offers its members a reduction of 10% off the registration fee. This reduction is available to all civil servants working for one of EIPA's member countries (i.e. AT, BE, BG, CY, CZ, DK, EE, FI, FR, DE, GR, HU, IE, IT, LT, LU, MT, NL, PL, PT, ES, SE, UK), and civil servants working for an EU institution, body or agency. Officials of the EU institutions, bodies or agencies should enquire about applicable arrangements. If you are eligible for a discount, please tick the box on the registration form. Please note that reductions cannot be accumulated. For more information, please visit EIPA's website: <http://seminars.eipa.eu> (FAQ - special discounts).

Hotel reservations

The European Institute of Public Administration has special price arrangements with a number of hotels selected by us. All hotels are within 10 minutes walking distance from EIPA.

Should you wish to make use of this possibility, please book directly via the links below. Payment is to be made directly and personally to the hotel on checking out. At the time of booking, please mention in the requested field the EIPA project number **1320801**.

- **Bastion Hotel**
www.bastionhotels.nl/en/eipa.html
- **Townhouse Hotel**
www.townhousehotels.nl/eipa
- **Hotel Mabi**
www.hotelmabi.nl/eiparate
- **Hotel Beaumont**
www.beaumont.nl/eipa
- **Hotel Derlon**
www.derlon.com/business/eipa-goes-derlon

Meals

Lunches and dinner will be served at a restaurant in town. Should you require a special menu (e.g. vegetarian, diabetic), please inform the Programme Organiser so that this can be arranged.

Registration

Kindly complete the registration form and return it before the 25 November 2013 to Ms Nancy Vermeulen, Programme Organiser, European Institute of Public Administration, P.O. Box 1229, NL-6201 BE Maastricht. Tel.: +31 43 32 96 212; fax: +31 43 32 96 296; e-mail: n.vermeulen@eipa.eu.

You can also submit the online registration form which can be found on EIPA's website <http://seminars.eipa.eu>.

Your name and address will be part of EIPA's database for our mailing purpose only. If you do not want to be included in our mailing database, please tick the box on the registration form.

Confirmation

Confirmation of registration will be forwarded to participants on receipt of the completed registration form.

Payment

Prior payment is a condition for participation. Please indicate the method of payment on the registration form. For cancellations received within 15 days before the activity begins, we will have to charge an administration fee of €150 unless a replacement participant is found.

Cancellation policy

EIPA reserves the right to cancel the seminar up to two weeks before the starting date. EIPA accepts no responsibility for any costs incurred (travel, hotel, etc.). For EIPA's cancellation policy, please visit our website <http://seminars.eipa.eu> (FAQ - cancellation policy).

Registration Form

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Surname: Title: M/F
First name:
Organisation:
Department: Current position:
Work address:
Postal code & Town: Country:
Telephone number: Fax number:
E-mail address:

Invoice information

Organisation:
Department:
Address:
Postal code & Town: Country:
VAT number: Your reference number:
E-mail address:

Payment – 1320801

The fee includes participation in the seminar, documentation, two lunches, one dinner and beverages **€950**

☐ Discount of 10% (Please check first the conditions at <http://seminars.eipa.eu> (FAQ - special discounts))

Method of payment

☐ Bank transfer

☐ Credit card

☐ American Express card ☐ Eurocard/Mastercard ☐ Visa card

Card number: Expiry date: /

Name card holder: (in case this differs from above)

Address card holder: (in case this differs from above)

Postal code: Country: (in case this differs from above)

Card Validation Code: (the last three digits on the back of your card)

Exempt from VAT by virtue of Article 11, Para. 1 (o), Sub-para. 2 of the Dutch Law on VAT of 1968

Meals

☐ Vegetarian —→ ☐ Fish allowed —→ ☐ Other dietary requirement:

As the number of seats is limited, please return the completed registration form before 25 November 2013 to:

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tel.: +31 43 32 96 212, fax: +31 43 32 96 296, e-mail: n.vermeulen@eipa.eu



Your name and address will be part of EIPA's database for our mailing purpose only.
Please tick ☐ if you do not want to be included in our mailing database.