

SYMPOSIUM

TALLINN
26-27 JUNE 2014



GENERATION WEB 2.0:
USING NEW TECHNOLOGIES IN
THE PUBLIC SECTOR IN EUROPE

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MESSAGE OF THE PRESIDENT OF CESI EUROPE ACADEMY



This year, the Web will be celebrating its 25th anniversary. Never before have means of communication evolved so fast! The implementation time for technology is speeding up. Let me give you an example: it took 38 years for the radio to be accessible to 50 million listeners, 13 years for television, 2 years for Facebook and just a few days for the latest iPhone.

This digital revolution is drastically changing the world. Public administrations are keeping up with the trend by constantly adapting their online service supply in order to stay in close touch with the users.

On one hand, the impact of new technologies on public services represents many advantages (better communication with the users (both individuals and companies), better response to their demands, the dematerialisation of procedures and ensuing faster processing, high quality and continuity in public services). On the other hand, however, the usage of ICTs in public administration also involves challenges.

For instance, what are their implications in terms of the organisation of tasks in public bodies? How can public sector agents be better prepared and supported in relation to technological advances? What training programmes are in place? What is the role played by social dialogue here? These are questions that deserve to be raised and debated.

It is not surprising that CESI chose Tallinn for this Symposium. Estonia was the birthplace of Skype and is one of the most advanced countries in terms of the use of new technologies. Online services are used by practically the entire population – and this has been the case for over a decade now. Estonia is a true “e-State” and is an exemplary follower of Europe’s digital strategy. This pillar of the Europe 2020 Strategy aims to create a true digital single market, by granting priority to digital competences and culture – amongst other objectives. I wish to thank the Estonian Ministry of Economic Affairs and Communications, who gave us its support from the moment the project for this Symposium was born.

On a personal note, I am very pleased to have the opportunity to have a debate on the impact of ICTs in the various areas of the public sector. I am a fervent user of technology to fulfil my duties. For instance, I am the Director of the National Boarding School of Rome, an educational body that has been awarded the ‘Scuol@2.0’ title. This is the fruit of my efforts in collaboration with those of a highly committed team and is a reward for this innovative, newly-designed school that aims to take advantage of technological evolution in all its aspects (i.e. learning and teaching tools, organisational and HR tools). The world of education is only one example, but I believe it is highly representative of the deep changes that are taking place in the area of public services in all sectors.

I am convinced that the success of the integration of ICTs will be the product of the commitment of all agents and players concerned, which is why I want to thank every participant and speaker for their presence here today.

I wish you a successful symposium!

Emilio FATOVIC, President of CESI Europe Academy

PROGRAMME

PROGRAMME	'GENERATION WEB 2.0: USING NEW TECHNOLOGIES IN THE PUBLIC SECTOR IN EUROPE' Tallinn, 26-27 June 2014
LOCATION	Radisson Blu Hotel OLÜMPIA - Liivalaia 33, EST-10118 Tallinn, Estonia www.radissonblu.com/olumpiahotel-tallinn
INTERPRETATION	DE, FR, EN, ES, IT <i>The symposium will be led by the moderator Philippe BORREMANS. During the symposium, a Twitter wall will allow interactive exchanges: to tweet please use the hashtag #CESIweb</i>

WEDNESDAY, 25 JUNE 2014

	Arrival of the participants
18:00 – 19:00	Registration of the participants
	FREE EVENING

THURSDAY, 26 JUNE 2014

08:30	Participants' registration continues
09:00	Welcome session - Opening of the symposium. Emilio FATOVIC , President of CESI-Europe Academy - Welcome. Urve PALO , Minister of Economic Affairs and Communications of the Republic of Estonia
<hr/> PART I: NEW TECHNOLOGY IS CHANGING TOO <hr/>	
09:45	Innovation and Public Administrations in Europe <i>What stage are the Member States at in providing e-Public Services? Panorama of the situation in Europe in various countries and examination of the way citizens use these services.</i> <ul style="list-style-type: none">• Arthur MICKOLEIT, Digital government Policy Analyst, OECD
10:15	Europe for more e-Administration <i>Taking stock of the implementation and evaluation of the European Commission's Action Plan. + 'European Interoperability Framework' to encourage cross-border administrative cooperation.</i> <ul style="list-style-type: none">• Franco ACCORDINO, Head of the Task Force "Digital Futures", Directorate-General for Communications Networks, Content and Technology, European Commission
10:25-10:45	Q&A
10:45-11:15	COFFEE BREAK and NETWORKING
11:15	Public Services 2.0 : Administrations/Users interactions <i>Over the course of recent decades, we have moved from Internet 1.0 (informative portals) to Internet 2.0 which allows for more interactions between Administrations and users in both directions. This change has ushered in new ways of dealing with users.</i> A better form of communication between Administration and users
11:15	To individual users <ul style="list-style-type: none">• Robbie PARISH, Deputy Director for Online Services and Strategy for the Scottish Government

11:35 To company users
• Miquel ESTAPÉ, Deputy Director, Open Administration of Catalonia Consortium

11:55 Web 2.0: The users contribute to the improvement of public service
Examples of citizen implication in the improvement of public service
• Elisabeth GROSDHOMME LULIN, Director General, Paradigmes et caetera, France

12:15-12:45 Q&A

12:45-14:00 LUNCH BREAK

PART II: THE SPECIFIC CHALLENGES FACING THE PUBLIC SECTOR

14:00 Guaranteeing equal access to the public service for all users

Unlike some private sector structures, the Administration does not have the means to opt for going entirely digital and conducting all procedures electronically. The plurality and diversity of users and the principle of equal access require public sector structures to guarantee a presence which is both physical and virtual. How are administrations adapting to this constraint and how are they anticipating change? Are they encouraging their users to use more online administration and if so, how? Are we really moving towards a faceless administration? Three presentations will illustrate the capacities administrations have to adapt and respect the principle of equal access to public service.

14:00 Account of an administration that was able to adapt by diversifying what it offers to the public
• Carlos FERNÁNDEZ GUERRA, Social media responsible for the Spanish National Police

14:20 Use of ICT for a better service for users with a disability
• Ioannis YALLOUROS, Member of the European Disability Forum Executive Committee and IT Experts Group

14:50 Example of the way new technology is used in the field of health (E-Health)
• Elena VIO, Consortium « Arsenal.IT », Italy

15:10-15:30 Q&A

15:30 Responding to user confidence

If services want users to opt for online administrations, it is their duty to guard against any distrust of the support offered. Data protection is an important issue and electronic public services must satisfy a certain number of conditions in order to guarantee security. Citizens' expectations have also evolved. In the context of the crisis, citizens have considerable expectations vis-a-vis administration when it comes to transparency on public expenditure and decision-making procedures. How far must we go when it comes to meeting citizens' needs?

15:30 • Rauna NERELLI, Citizen Participation Coordinator, Ministry of Justice, Finland

15:50 • Sergejus MURAVJOVAS, Executive Director of Transparency International Lithuania

16:10-16:30 Q&A

16:30-16:45 COFFEE BREAK and NETWORKING

16:45 Round table discussion: Is dematerialising procedures always a good thing?

This round table aims to examine the advantages of dematerialisation (speed, continuity of public service, etc.) and the risks (investing in data security, impact on employee working time). What of the ecological footprint left by online administration?

- Françoise BERTHOUD, Director, Research group EcoInfo
- Mikko VAINIK, Project Manager, Development State Portal, Estonian State Information Systems Authority
- Ute WIEGAND-FLEISCHHACKER, CESI representative
- Q&A

17:45 End of the first Symposium Day

FRIDAY, 27 JUNE 2014

PART III: TOWARDS 2.0 OFFICIALS IN THE DIGITAL AGE: TRAINING AND CONSULTATION

09:30 ICT training

New illiteracy, 'Digital divide' within the public services. Case of top-performing countries with regard to training provided to public service employees. Raising awareness and training officials in e-skills.

09:30 The European IT skills passport: practical case of a German Public Fiscal Administration

- Ralf MARTIN, Project Manager, PC driver's license, Central Data Processing of financial management Koblenz, Germany

10:15 The new frontiers in work: the advantages but also the risks of ICTs on the agents' working conditions

Technology is altering the traditional way employees organise their time: "advanced users of ICT are more exposed to a kind of work which goes beyond the framework of typical schedules." Dematerialisation, ultra-connectivity and mobility are gradually destroying the frontier between private and professional life.

- SALIMA BENHAMOU, Economist, General Commissariat for Strategy and Forecasts/ Office of the Prime Minister, France

10:40-11:00 Q&A

11:00-11:20 COFFEE BREAK and NETWORKING

11:20 Panel with representatives of CESI's trade councils (Security / Health / Education)

In the run-up to the symposium, CESI's trade councils will work on this topic and will go through each of the issues facing their respective sectors. This module aims to present the results of their sectoral work to all members of CESI.

- Jean-Claude DELAGE, FP-CGC/Alliance PN, France
- Patrick FEY, CNV-PZ, Netherlands
- Claude HEISER, CGFP, Luxembourg

12:20 Symposium's conclusions

- KLAUS HEEGER, CESI Secretary General

12:45 Lunch followed by participants' departure

LIST OF SPEAKERS

Franco ACCORDINO

Head of the Task Force “Digital Futures”, DG CONNECT, European Commission



Franco Accordino is the Head of the Task Force “Digital Futures” within the European Commission’s

Directorate-General for Communications Networks, Content and Technology.

“Digital Futures” is a foresight embracing grassroots stakeholder engagement approaches to co-create long-term visions and generate ideas to inform the policy reflections around the renewal

of the European Parliament and the Commission in 2014. Franco has designed the policy making 3.0 model adopted by Digital Futures and reflected in the online engagement platform “Futurium” (www.futurium.eu [1]). Franco joined the European Commission in 2001 working as scientific officer and then as Director’s Assistant, mainly on the development of visions and strategies for future ICT, with particular focus on Future and Emerging Technologies (FET), e-Infrastructures, supercomputers, grid and clouds computing, Future Internet, ICT trust and security and facilities for research and experimentation. Before joining the European Commission, Franco worked at the ETHZ/CSCS National Supercomputing Centre of Switzerland, at “Consorzio Pisa Ricerche” and at the National Research Council of Italy where he conducted research on formal methods, languages and tools for concurrent systems and protocol specification.

He has a long-standing experience in several information technology fields, including formal methods and software engineering, grid and distributed systems, operating systems, interactive web based applications and services and knowledge discovery in databases.

Salima BENHAMOU

Economist at the Department for Work and Employment, Office of the Commissioner General for Strategy and Forecasts, Office of the Prime Minister, France



Salima Benhamou is an economist and holder of a doctoral degree from the Paris School of Economics. Her expertise lies mainly in the fields pertaining to Human Resources practices, organisational and technological innovation and their impact on the performance of organisations, working conditions and well-being at the workplace. Her work also focuses on corporate governance, profit-sharing systems, employee

shareholding and the link between corporate responsibility and competitiveness. After having worked as a researcher at the London School of Economics, Ms Benhamou joined the Centre for Strategic Analysis in 2008, which recently became the Office of the Commissioner General for Strategy and Forecasts, a body under the Prime Minister that carries out evaluation, forecasting and coordination tasks, with the aim of shedding light relating to the decisions of public and private decision-makers. Ms Benhamou is also co-director of the LIRH (Human Resource Innovation Laboratory), founded in partnership with the DGAFP (Directorate General for Administration and Civil Service), the IGPDE (Institute for Public Management and Economic Development) and the CFMD (Training Centre of the Ministry of Defence) in 2014. In addition to her consultancy and expertise work, she has been an Economics lecturer at the University Paris-Dauphine for several years now.

Françoise BERTHOUD

Director of the EcoInfo, LPMMC, CNRS, University Joseph Fourier Cluster, France



Ms Berthoud earned a Masters in Biomathematics from the University Paris VI in 1987 and began her career as an IT engineer in private companies. Since 1992, she has been in charge of the management of computing clusters used in research, first as a research engineer at the University Joseph Fourier, then at the CNRS (National Centre for Scientific Research). Since 2005, her experience includes the co-foundation of the CNRS EcoInfo service cluster, of which she is now the head. This cluster groups approximately twenty researchers and engineers. It aims to implement actions to reduce the negative effects of ICTs on the environment. In this context, she has organised many awareness-raising and training sessions on this issue (including on the analysis of the lifecycle of IT equipment and recommendations for the management of environmentally responsible data centres). She also coordinated the edition of a reference work on this matter (“Les impacts écologiques des TIC”, EDP Sciences, 2012). She contributes as an expert to several workgroups that do not operate under the umbrella of the CNRS and has co-authored several papers. Her fields of interest are: the analysis of the lifecycle of IT equipment, rebound effects, issues relating to WEEE (waste electrical and electronic equipment), the effects of the extraction of precious and rare metals and the environmentally responsible management of data centres.

Philippe BORREMANS

Consultant, Belgium – Symposium’s moderator



Philippe Borremans started his business communications career at Porter Novelli International, a global public relations firm, in 1995, as Public Relations Consultant. In 1997 he started to specialize in crisis communications and in - what was then called - “online PR”. His crisis communications experience covers union strikes, an airplane crash, a flame site and product recalls. Since then, applying the web and related technologies as communications and collaboration tools has been one of his favorite activities. Between October 1999 and 2009 Philippe was the Public Relations Manager at IBM Belgium & Luxembourg. During his 10 year career with the company he held a European coordination role for IBM’s online communications activities and the use of social media in the context of public relations, often speaking at international conferences. In May 2009 he accepted the role of Chief Social Media Officer at the Van Marcke Group of Companies, becoming one of the first to hold this kind of position in a European private company. Philippe is also an independent consultant working with both public and private organizations on strategic topics such as reputation management, social media communications and crisis communications. His clients include Novartis, the EU, Volvo Group and many others. He continues to give workshops and is a professional speaker at international conferences. Philippe is a founding member of the International Association of Online Communicators, a full member of the European Association of Communications Directors and is member of the board of the Belgian PR Community. He is a strong believer in sharing knowledge and experience and regularly gives

guest lectures at European universities and at the royal Military Academy of Belgium. Moreover, he is an avid blogger and comments on social media, society, history and anything in between on <http://www.conversationblog.com>.

Jean-Claude DELAGE

Vice-President of “Fonctions Publiques/CFE-CGC”, Secretary General of the “Alliance Police Nationale” and Vice-President of CESI



Jean-Claude Delage is a trained police officer and has been the Vice-President of the Confederation of Public Service Workers, “Fonctions Publiques CFE-CGC”, since October 2010. Since then, he has also been the representative of this Confederation on the CFE-CGC’s Steering Committee and Confederal Board. The Confederation represents workers from the public sector and civil servants. In France, they are divided into three categories. On the level of State Civil Service, “Fonctions Publiques CFE-CGC” represent, amongst others, personnel from the Tax Administration, senior civil servants (civil administrators), the National Education, the Post Office, Pôle emploi (the national employment agency), the Prisons Administration, the Fire Departments (officers and supporting staff), police officers (officers, senior officers and guards), defence personnel (except military personnel, because they are not allowed to unionise in France), etc. “Fonctions Publiques CFE-CGC” also represents the interests of employees in local public service and hospitals (2nd and 3rd categories of Public Service in France). Since 2005, Jean-Claude Delage has been Secretary General of the “Alliance Police Nationale”. He was nominated to this post again in October 2012. Since 2010, he has also been member of the Economic, Social and Environmental Committee (CESE) in France. At the last CESI Congress, Jean-Claude Delage was elected CESI Vice-President.

Miquel ESTAPÉ VALLS

Deputy Director of the Open Administration of Catalonia Consortium



Miquel Estapé is currently Deputy Director of the Open Administration of Catalonia Consortium. He brings over 20 years of professional experience in transforming organizations and managing the change through ICT projects. He has worked as a management and ICT consultant in several sectors and he has 18 years of executive and political experience in the Government sector. He has been Mayor and Councillor of la Roca del Valles and Vice-president of the Vallès Oriental County. He is a Telecommunications Engineer from the Polytechnic University of Catalonia and the University of London. He has also completed an executive education program (PDD) at the Institute of Higher Business Studies (IESE), University of Navarra.

Emilio FATOVIC

President of the CESI-Europe Academy



Emilio Fatovic is Vice Secretary-General of CONFESAL, where he is responsible for the private sector. He is a member of the Executive Board and coordinator of the Technical and Scientific Committee of FONARCOM for continuing education in the services and crafts sector; he is the coordinator of the Technical and Scientific Committee of CONFESALFORM (Consortium for Training, Quality and Organisation of Human Resources). His legal and economic training, chiefly in the field of employment and continuing education, has allowed him to bring a high level of skill to various management and coordination posts in the trade union field: PON supervisory committee;

IFTS national committee; Council for the ‘Mezzogiorno’ at CNEL (National Council for Economics and Labour) as well as in several working groups set up by the public authorities: working group for the reform of high schools; working group for bilingual sections (with international option) and for the Classical European High School. He was a coordinator of the Technical and Scientific Committee in charge of managing the ‘Integration’ project on best practice in the field of the professional and social integration of sons of second generation immigrants (Equal-Phase II - central theme: employability). Under his direction, the Rome National Boarding School (Convitto Nazionale di Roma) and its own school structures acquired an international dimension. It received the title ‘Aula Confucio’ and became “Scuola@2.0”. Emilio Fatovic has been a member of the European Economic and Social Committee (EESC) - Group II (Workers) since 2010. Since 2013, he has been the President of the Joint Consultative Committee (JCC) EU-Former Yugoslav Republic of Macedonia. He was elected President of CESI Europe Academy at the General Assembly on 30 May 2013.

Carlos FERNÁNDEZ GUERRA

Head of the Programme on Communication, Citizen Services, Training and Awareness-Raising concerning Security “Policía 2.0”, National Police Force, Spain

Creator, planner and head of the Programme on Communication, Citizen Services, Training and Awareness-Raising concerning Security “Policía 2.0”, which has now become a world leader in terms of Twitter users (870,000) and is a reference in the whole world for both actions and contents, studied by specialists from the globe as a management success model. His achievements alongside his team led to him being awarded the title of the best CM of Spain in the TweetAwards 2013. He has also received the Fundetec Prize, the First Forocompol Prize for the best Institutional Communication (2014) and, recently, the iRedes Prize for the Best Institution in Social Networks and the Derecho en Red (Law Online) Prize for his work in the context of the dissemination of legal knowledge aimed at citizens. The Spanish National Police Force is the leading European institution in social networks and the security body with the most followers in the world – ahead of the FBI – and the most re-tweeted public body – more than the White House itself. Most importantly though, the Police Force has known how to use the web 2.0 well and has achieved real results thanks to this. Carlos Fernández Guerra also launched and managed “Plan Contigo”, another communication and training programme set up by both the Police and the Guardia Civil on the social network Tuenti. This was the number one reference at the time for communication based on social networks in Spain, as well as an example of efficiency for governments and bodies from across the world in the fields of prevention, security and awareness-raising for the young, with over 75,000 users. He also created and currently manages the Spanish Police Force page on Facebook, which has over 120,000 fans. Moreover, Carlos has great experience in the fields of corporate communication and the launch and management of campaigns, such as the one concerning the electronic ID card, or for companies and institutions such as Renfe (the public rail company in Spain), Adif (the public rail infrastructure company), the Red Cross and Leroy Merlin. He also worked as a journalist for various magazines and economic papers before focusing on corporate communication. Carlos holds a degree in Information Sciences and a Masters in Corporate Communication. He also attended other post-graduate courses in corporate and legal management, as well as on corporate social responsibility.



Patrick FEY

General Secretary and Treasurer of CNV Publieke Zaak, Netherlands



Patrick Fey studied political sciences and started afterwards his career in the Dutch unions. At first he was treasurer of the union for conscripts in the Dutch Army (VVDM). Over the last 23 years he has been working for CNV Publieke Zaak in many different jobs. In 2009 he became member of the board of CNV Publieke Zaak. He is currently responsible for the healthcare sector.

The Dutch health care sector faces great reforms and severe budget cuts. "I think it is vital that good working conditions can be preserved and on the other hand that people find meaning and purpose in their work. It is a challenge and a pleasure that we can support both", says Patrick Fey.

Elisabeth GROSDHOMME LULIN

Director General of the company "Paradigmes et caetera", France



Elisabeth Grosdhomme Lulin is the Director General of "Paradigmes et caetera" a research and consultancy company that she founded in 1998 and which focuses on forecasting and innovation. She is also the Chair of the Board of Directors of ENSCI (National Higher Education School for Industrial Creation) and Administrator of the Safran, Bongrain and Ciments Français groups. She graduated from the Ecole Normale Supérieure, the Institut d'Etudes Politiques of Paris and the Ecole Nationale d'Administration, and holds a high-ranking teaching degree for modern literature and language ("agrégée de lettres modernes").

She began her career at the General Tax Inspection (1991-1994), then joined the staff of the Prime Minister (Edouard Balladur, then Alain Juppé) as a special advisor then as a technical consultant. She then became the head of the marketing and external communication service of INSEE (National Institute for Statistics and Economic Studies) (1996-1998). Over the past ten years, she has participated in several governmental commissions: the Council for simplification for companies (since 2014); the Juppé-Rocard Commission on the "Grand Emprunt" ("Large Loan") and national investment priorities (2009); the Balladur Commission on the reform of local communities (2008); the Lévy-Jouyet Commission on the intangible economy (2006); the Lancelot Commission on the regulation of consultations in the media (2005); the Camdessus Commission on the stimulation of the French economy (2004); and the Landau Commission on the financing of the Millennium Development Goals (2003).

Klaus HEEGER

CESI Secretary General



Klaus Heeger is the Secretary General of the European Confederation of Independent Trade Unions, holding this position since 2012. Klaus works hard in his day-to-day tasks to defend the rights and interests of millions of public sector workers, each a member of one CESI's 41 member organisations across Europe. Following his legal training which took him to Spain, France and Germany (his native country), Klaus

originally joined CESI in 1996 as a political and legal advisor. Then responsible for managing the organisation's committees and political bodies, Klaus has been engaged in the challenges facing public sector workers for many years.

In 2002, Klaus joined the European Parliament as a legal advisor to one of the political groups. This allowed him to acquire a great deal of legal and political insight into a number of EU policy areas. This

position has left him well placed to offer analysis and comment during seminars and conferences in Brussels and beyond, as he now regularly does in his role as CESI Secretary General.

From the European Parliament, Klaus moved to Estonia as a private entrepreneur. This experience broadened his horizons on the challenges facing workers on all sides, both in the private and the public sector in Europe.

In 2012, Klaus Heeger was elected as Secretary General of CESI based on his experience in defending workers' rights and his knowledge of the policies and processes of the European Union in this field. His fluency in French, English and Spanish (alongside his German mother tongue), as well as his knowledge of Estonian and Russian, and international experience leave him well placed to coordinate and promote CESI's policy positions to the European institutions.

Claude HEISER

President of the Trade Council "Education, Training, Research" (EDUC)

Claude Heiser (PhD) is a Professor of Humanities.

He grew up in the Grand-Duchy of Luxembourg and went to secondary school at the Lycée de Garçons in Esch-sur-Alzette, specialising in classical languages and literature. From 1994 to 1999, he went to the Rheinische Friedrich-Wilhelms University in Bonn, where he studied German, History and Educational Sciences. From 2004 to 2007, he earned a post-graduate degree at the University of Saarland, where he wrote his PhD thesis on the Austrian poet Ingeborg Bachmann. In 1999, he began working as a trainee teacher for German (language and literature) at the Athénée of Luxembourg, the Lycée Technique of Bonnevoie and at the National Public Administration Institute, where he taught administrative German to future State-employed editors. He was nominated as a humanities teacher at the Lycée classique of Diekirch, then as Vice-Head of the Athénée of Luxembourg. Claude Heiser became involved in trade union work by joining the Committee of the Teachers' Association that is affiliated to the CGFP (General Public Service Confederation), the FEDUSE-Enseignement/CGFP (Federation of State University Employees), of which was the Secretary General and then the President. With the aim of defending the rights of all civil servants and employees of the State, he became a member of the Executive Board of the CGFP, of which he is the first Vice-President since 2005. From 2007 to 2012, Claude Heiser taught Modern German Literature – his true passion – at the University of Saarland. Since 2011, Claude Heiser is the President of the Trade Council "Education, Training, Research" (EDUC) of CESI which unites representatives of European education trade unions and represents active workers in the field of education, all the way from primary schooling to university-level education, as well as (continuous) training for adults and vocational training.



Ralf MARTIN

Project manager, European Computer Driving Licence, Centralised Data Processing Unit of the Tax Administration in Koblenz, Germany

Ralf Martin lives in Hunsrück (south of Koblenz) with his family. He spent 12 years in the German Army, where he earned several qualifications and passed the examination to become a State-certified technician. Later, he studied electrical engineering and worked as a software developer for ten years for an engineering firm. In 2009, he accepted a job at the Oberfinanzdirektion (State Financial Management Office) in Koblenz in the Centralised Data Processing Unit (ZDFin). He manages several projects in the field of training and continuous training



in this office, in addition to his work as an applications developer and programmer in the Special Unit for Tax Investigation. He is currently at the head of the federal implementation programme to introduce the European Computer Driving Licence (ECDL). For 20 years now, he has also lectured in several programming languages and MS-Office® products. He also works part-time as a programmer in industrial quality management and has managed several related software projects.

Arthur MICKOLEIT

Digital government policy analyst at the OECD



Arthur Mickoleit is digital government policy analyst at the OECD. Since joining the OECD in 2007, Arthur has analysed technology developments in the private sector and in government. His current focus is on social media use by governments, quantitative analysis of government ICT spending and trends in open government (data). Arthur worked extensively on IT opportunities and challenges for environmental

protection. In this context he co-developed the OECD's 2010 Recommendation on ICTs and the Environment. He regularly contributes to the development of digital policy guidance to member and partner governments, recently for France, the UAE and Tunisia. Prior to the OECD, Arthur worked at global software company SAP, at FIAN International, an NGO that advocates sustainable food policies, and as research assistant on global elections and electoral policies. Arthur graduated with Distinction in European Policy Making from the University of Manchester (UK).

Sergejus MURAVJOVAS

Executive Director, Transparency International, Lithuania



Sergejus has been leading Transparency International Lithuania since 2008. In 2012, he was re-elected for his second term on Transparency International's International Board of Directors. Sergejus is a board member of Clear Wave initiative for business transparency and is a member of the Selection Commission of Candidates to Judicial Office. He also teaches Corporate Governance and Anticorruption at the International

School of Management in Vilnius. Sergejus has earned a Master's Degree from Leiden University and Bachelor's Degrees from Vilnius and Utrecht Universities.

Rauna NERELLI

Citizen Participation Coordinator, Ministry of Justice, Finland



Rauna Nerelli is a Citizen Participation Coordinator at the Ministry of Justice in Finland where she is in charge of facilitating and training especially government and municipal officials on enhancing citizen involvement and participation. For the past years she has focused specifically on e-democracy platforms created by the Ministry of Justice, www.otakantaa.fi, a channel for participation and interaction open to all, www.kansalaisaloite.fi, a system for the electronic collection of signatures for citizen's initiatives at national level, www.kuntalaisaloite.fi, a system for the electronic collection of signatures for initiatives to municipal authorities and www.lausuntopalvelu.fi, a service for responding electronically to official requests for comments.

Ms Nerelli is currently involved in planning a national e-democracy channel for youth financed by the Ministry of Education and Culture in Finland and works in close co-operation with the Finnish program for Open Government Partnership. She has previously worked to promote child and youth participa-

tion in several NGOs such as Finnish Youth Co-operation – Aliianssi, The Finnish Children's Parliament and different projects on child and youth participation at national level. As an expert on youth participation, she has been a member of Eurochild's international working group on participation and facilitated several events on youth participation both online and face to face.

Robbie PARISH

Deputy Director for Online Services & Strategy, Scottish Government



As a senior leader within the Scottish Government, Robbie Parish holds a pivotal role in building partnerships across the entire public sector in order to transform the service landscape for the people of Scotland.

As a Board level Director with experience encompassing both the Private and Public sector, Robbie utilises this experience to drive forward public sector reform, and the opportunity digital presents in delivering public services which are accessible, user-friendly and cost efficient.

A digital strategist and software engineer at heart, Robbie is recognised within the industry at both a UK and international level for his ability to build award winning applications and services across a range of sectors.

Since January 2013, Robbie has held the position of Director Online Services with responsibility for the delivery of digital service transformation for Scotland.

Robbie's vision for the Scottish Digital landscape is founded on the premise that we need to put user needs at the heart of change. Along with responsibility for Digital Service Transformation for Scotland, Robbie is also responsible for GLOW – the national platform of web services that connects parents, students and teachers in the Scottish education system. In addition, Robbie holds the position of Executive Director and Board Member at Visit Scotland. A keen golfer, Robbie is a lifelong fan of technology and innovation and is always on the lookout for ways to combine the two. So if you know any apps which improve a golf handicap or would like to discuss Digital in the public sector more generally, Robbie is contactable at The Scottish Government, Online Services Division.

Mikk VAINIK

Project Manager, Development State Portal, Estonian State Information System's Authority



Mikk Vainik works for the Estonian State Portal eesti.ee since 2012. He is among the people that help develop and manage the e-society in Estonia. As a project manager, his main tasks include coordinating a multi-channel approach, introducing and renewing applications within the portal, maintenance of the portal. He also represents the portal in the EUGO Network of Points of Single Contact throughout the EU.

Formerly Mikk worked for the Ministry of Education and Research, helping to achieve further internationalisation of Estonian R&D institutions. He has completed a MA in social sciences in 2012, his interests include europeanisation and innovation policy, psychology, interactions between technology and society. He has also been engaged in various NGO activities.

Elena VIO

Project Engineer at “Arsenal.IT” - Veneto’s Research Centre for e-Health Innovation



Elena Vio works as project engineer at Arsenal.IT - Veneto’s Research Centre for e-Health Innovation -, a voluntary consortium of the 23 Local Health Authorities and Hospital Trusts of the Veneto Region. Arsenal.IT deals with planning, development and assessment of inter-organizational e-health applications and it is involved in activities connected to standardization, systems interoperability, innovation research, procurement engineering and training. The organization and application of e-health models studied by Arsenal.IT and shared with the 23 regional Local Health Authorities and Hospital Trusts consist of a network of knowledge, competence and technology that represents a unique example in Italy. From 2010 Elena Vio has been in charge of the design of new European and regional projects for Arsenal.IT, in support of Local Health Authorities in Veneto Region. She participates in initiatives and projects about research, development and deployment in the field of e-health, with particular reference to the standardization of processes and definition of functional and technical specifications. She has been involved in projects related to neuro-surgical telecounselling, telemonitoring for chronic patients, on-line download of clinical reports, telemedicine fora and more, gaining experience in the Health Technology Assessment (HTA), in the Telecare and Telehealth solutions, as well as in application of technological standards for interoperability.

Ute WIEGAND-FLEISCHHACKER

Federal State Chair for the dbb beamtenbund und tarifunion, Hessen, Germany



Since August 2013, Ute Wiegand-Fleischhacker has been the Chair of the dbb beamtenbund und tarifunion for Hessen. Her specialised trade union is the Deutsche Steuergewerkschaft (German Tax Union). Since 1992, she has been the Vice-Chair of the Staff Council. In 2009, she was elected as Chair of the Staff Council of the Groß-Gerau Tax Office. She has been in charge of the Superior Representative Body in the Tax Administration of Hessen and the District Staff Council of the Oberfinanzdirektion Frankfurt/Main since 2003. She is exempted from her official duties.

Ms Wiegand-Fleischhacker is a member of the Federal State Staff Commission at the Ministry of the Interior and for Sport of Hessen. She is also the Chair of the Committee on Civil Service and Remuneration Law. As a member of the Federal State Staff Council, her tasks mainly include the consistent implementation of civil service regulations, the provision of incentives for personnel improvement and suggestions to resolve shortfalls in the handling of civil service regulations.

She has been at the head of dbb Hessen since 1997 in the role of the Chair of the dbb body representing women in Hessen. In 2009, she was elected as the Vice-Chair of dbb Hessen. Since 2002, she has been a member of the Management Board of the dbb’s national body for the representation of women.

She has been a member of the Board of dbb since the end of 2013 and is a member of the Policy Commission for Europe, as well as the Vice-Chair of the Policy Commission for Personnel Representation Law of the dbb.

Ioannis YALLOUROS

Member of the European Disability Forum Executive Committee



Ioannis Yallouros comes from Greece. He became deaf at the age of two years old. He is currently the President of the National Federation of the Deaf, member of the Executive Board of the National Disabled Person in Greece and member of the Executive Committee of the European Disability Forum (EDF). He holds a master in Electrical and Computer Engineering from the National Technical University of Athens and a Master in Business and Administration from the Open University of Cyprus. He represented the EDF at the Special Task Force 416 of the European Telecommunications Standards Institute for the Mandate 376/Phase II and is also member of the EDF IT Experts Group.

The symposium is chiefly financed
by European Union funds



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