SECTION II: IDA 2003 WP HORIZONTAL ACTIONS AND MEASURES

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1. INTRODUCTION

1.1. Purpose of this document

This section lists all measures which will be undertaken within the framework of the IDA Programme to provide horizontal actions and measures, in line with Decision 1720/1999/EC. The actions listed include both new actions that will benefit from budget allocations in 2003 as well as those which received financing under previously approved work programmes but that are still ongoing.

The information in this document has been much expanded over previous years' work programmes. In particular, it provides details on previous financing and a better break-down and scheduling for the actions to be undertaken in 2003. Thus, it will address one of the key recommendations of the IDA II mid-term evaluation, namely to improve the monitoring and reporting mechanisms for the HAMs.

1.2. Legal context

The projects, actions and measures described in this document concern the implementation of Decision 1719/1999/EC on a series of guidelines, including the identification of projects of common interest, and Decision 1720/1999/EC adopting a series of actions and measures in order to ensure interoperability of and access to trans-European networks for the electronic interchange of data between administrations (IDA). These Decisions were amended by Decision 2046/2002/EC and 2045/2002/EC respectively. By way of these amendments contributions to the eEurope initiative are now listed in the IDA programme's objectives, the participation of Malta and Turkey in the programme is permitted, and other non-member countries can use the IDA generic services at their own cost.

The current phase of the IDA programme (IDA II) will expire at the end of 2004.

1.3. eEurope

The eEurope Action Plan 2005 that was adopted at Sevilla Council has retained the previous actions plan's focus on eGovernment. A number of key actions are proposed in this domain, some of which are being addressed by the IDA programme. The following cross-index indicates the parts of the IDA 2003 work programme that directly relate to specific actions in the eEurope Action Plan.

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<tr>
<th>eEurope action</th>
<th>Work programme entry</th>
<th>Deliverable</th>
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<tr>
<td>Interoperability</td>
<td>Issue of interoperability framework in support of the link-up of administrative back office processes (by end of 2003). See chapter 2.2.4.2</td>
<td>Interoperability framework to facilitate the implementation of European public e-services (including the guidelines for message formats, for indexing public web sites, for the use of smart cards and other)</td>
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1 Official Journal L203, 3.8.1999
2 Official Journal L316, 29.11.2002
| **Interactive public services** | Implementation of a Portal of the EU Administration (public-services.eu).  
See chapter 2.3.5  
Improvement of Machine Translation systems  
See chapter 2.3.3.2 | Single access point for interactive public services in Europe (in support of cross-border activities of citizens and enterprises).  
Both the development of new language pairs and the enhancement of the existing tools like SYSTRAN. |
| **Public procurement** | Actions in support of eProcurement  
See chapter 2.3.2.2 | Helping a significant part of public procurement to be carried out electronically by improving interoperability, providing common specifications and raising awareness. |
| **Security** | Work programme entry | Deliverable |
| **Secure Communications Platform** | TESTA II and Accreditation action  
See chapters 2.2.1.2 and 2.2.3.2 | Create a secure communications environment for the exchange of classified government information. |
2. **HORIZONTAL ACTIONS AND MEASURES**

2.1. **Introduction**

IDA’s horizontal actions and measures aim to provide standard solutions to recurring requirements in the exchange of data between European public administrations. These actions are grouped as follows:

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<th>Programme Management</th>
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<td>Spread of Good Practice</td>
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<td>Business Applications</td>
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<td>Technology Solutions</td>
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<td>Interoperability Guidelines</td>
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<td>Security</td>
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<td>Middleware</td>
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<tr>
<td>Network Services</td>
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</table>

*Technology Solutions* provide a specific IT-related functionality, from communications to defined standards. Entries in the related sub-section of the work programme can be used as components in information systems.

*Business Applications* are turn-key applications for standard business needs of public administrations. They are ready for use.

The third category of actions are in support of the *Spread of Good Practice* in the application of information technologies to public administrations.

Finally, to support *Programme Management* a number of activities for monitoring and improving effectiveness and efficiency are proposed.

Jointly, the entries under these titles address the different elements of the Decision 1720/1999/EC on IDA horizontal actions and measures, namely the requirement to provide generic services (TESTA II, CIRCA, PKI, IDA-MT, security accreditation) and common tools and techniques (eLink, eDFMS, STATEL, eProcurement, portal toolkit, IPM, etc), address information content interoperability (Interoperability framework, ebXML, MoReq, MIReG) and define reference legal and security practices (Authentication policy, bridge CA, security studies), assure and control quality (Quality assurance, evaluation and assessments) and promote interoperability.
with national and regional initiatives (Software competence centres) and of the spread of best practice (Dissemination and eObservatory).
2.2. Technology Solutions

2.2.1. Network Services

2.2.1.1. Global objectives

The transmission of data is a basic requirement of all trans-European telematic projects, and the provision of networking services that meet the needs of the largest possible number of potential users, implemented in such a way as to maximise synergies, will continue to be the objective of IDA's actions in this field until the end of the programme.

The domain-based approach to TESTA II, the title of the current IDA network project will be maintained until the end of 2004. This foresees that IDA provides a European backbone network for administrative traffic while network coverage in the Member States is local responsibility, TESTA II needs to grow with the needs of its users and has to adapt to the evolving political context. Thus, security and reliability will be increased, and the services will be extended to the Candidate Countries and others with whom European administrations engage in data exchanges.

In parallel, work needs to be undertaken to assure that adequate solutions for transmission of data continue to be available beyond the end-date of TESTA II. The objective to secure continuity of service is all the more important in that a growing customer base relies on IDA's networking services and has developed its applications to interface with these. The dependency on the decision over a follow-up to IDA II needs to be considered.

The preparation of TESTA post-2004 has to ensure that all stakeholders are associated to the debate over options. Defining the future requirements and implementation approach will be a collaborative approach involving Member States, Candidate countries, Community Institutions, EU agencies and sectoral managers.
2.2.1.2. TESTA II

Contact

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Objectives

(1) Delivery of a secured and reliable communication platform between EU and Candidate Country administrations up until December 2004

(2) Extend the services to the Candidate Countries up until December 2004

(3) Improve availability of information about sectoral applications accessible through TESTA II

(4) Investigate access concentration to allow national IPVPN ports to be shared with several leased lines instead of one port per line

(5) Enhance the security of the communication platform as required by the security accreditation process.

(6) Implement policies and rules as a consequence of the results of the actions that are undertaken under security

(7) Define clearly the responsibilities of the sectors and the local domains

(8) Provide networking recommendations for TESTA II and Internet usage to sectoral projects.

(9) Improve quality of the organisational and assistance aspects for sectoral applications with defined security and availability demands.

(10) Position clearly the scope and target groups of the future communication platform and identify potential users and communities.

(11) Provision of consultancy, information and service desk services, as well as assistance for the establishment of service level agreements and security agreements between the European domain and national/local domains

(12) Achieve agreement on the continuation and evolution of TESTA II beyond its current phase.

(13) Identify and evaluate options for long-term, IDA-independent financing of TESTA.
(14) Prepare for the possible migration of the Council ExtraNet to TESTA II, subject to the absence of legal obstacles or others.

(15) Assess options for a migration of CCN/CSI.

Users/beneficiaries

The beneficiaries of the communication platform services are the Community Institutions and the administrations that are part of one or more of project listed in annex to decision 1719/1999/EC, revised by decision 2046/2002/EC.

Previous achievements

Roll out links to national networks

With the exception of France, all existing national networks in the EU have been connected. Sweden does not have a government secure network for the moment, but all agencies wishing to use TESTA II are connected.

Roll out links to EU administrations

All Community Institutions except ECB are connected.

Roll out links to EU agencies

All 13 EU agencies are connected. The connection to EUROPOL is planned for early 2003.

Roll out links to sectoral administration

A range of sectoral administrations has connected to TESTA II through national networks. This continues to be the preferred connection method, and efforts were renewed to find solutions where sectoral applications could not be addressed via national networks, such as in the case of EudraNet (a problem that has now been resolved). Some administrations use direct links to the TESTA II backbone, as large part of these at their own cost as of 1st of January 2003.

Extension to candidate countries

The first contacts with a few Candidate Countries (Slovenia and Poland) are taken. Establishment of the new links is planned for 1st trimester 2003.

Central web repository

A TESTA II portal pilot was set up. The final version with online updated or real time information about information sources accessible over TESTA II and technical information about configurations and network services is available since September 2002.

Central platform resiliency

A study in order to guarantee resiliency on the mission critical central platform services was finished. The implementation of the resiliency measures is planned for
the 1st trimester 2003. The resiliency is related to Mail relay, DNS and the management platform of the cipher devices.

**EuroDomain encryption**

TESTA II went through the phase of the evaluation and the selection of the TESTA II EuroDomain encryption device. A pilot phase for the complete EuroDac sector is implemented. The roll out of encryption of access to the remaining national sites, the Community Institutions and the EU Agencies is planned for the 1st semester 2003. This backbone encryption is a necessary element in the context of the accreditation of TESTA II up until the level of EU restricted.

**Studies for sectoral applications**

Several studies are done: EFSA, TESS, CARE, ECHO

Ongoing studies: ECA, Council, SOLVIT

**Assistance to the TESTA II project team**

- Improvement of the quality of the “Information and service desk” by the implementation of SLA
- Assisting in several activities like: Mail routing, TESTA II portal database requirements, data collection for the TESTA II Portal, TESTA II application guidelines, TESTA II flash presentation, intrusion detection study, accreditation documentation (phase I), directories study, assisting migration of direct connected sites.

Ongoing activities are: collecting and updating information for the TESTA II portal, “Information and Service desk”, support project officer daily operations; elaborating a TESTA II Workbook, assisting in TESTA II accreditation process

**Actions and measures**

**Actions and measures related to operational EuroDomain services**

**Action 1** (objectives 1, 2) Extension of the duration of global domain communication services from 30/06/2003 up until 30/06/2004. It concerns the EuroDomain off-net services (ports, leased lines, routers, backup and management) for connections to:

- national networks
- Community Institutions and on-net services (ports only) for
- The Candidate Countries
- all European Agencies,
- the national sites of the EuroDac project.

It also includes
– project and service management
– central site firewall services
– consultancy and one-off documentation
– IPVPN ports for direct connected sites

**Action 2** (objectives 3) Extension of the duration of TESTA II generic services from 31/12/2003 up until 30/06/2004. It concerns generic applications available on the EuroDomain like

- Mail relay, web platform, encryption services, FTP services, Resiliency on mission critical generic applications like DNS and mail relay, dialup connections, strong authentication for dial-up services.

**Actions and measures related to Local Domain services**

**Action 3** (objectives 1, 2) Extension of the duration of local domain communication services from 30/06/2003 up until 30/06/2004. It concerns the Local Domain services (leased lines, routers, backup and management) for

- all European Agencies,
- the Candidate Countries
- first year operation for direct connected sectors

**Actions and measures related to general assistance services**

**Action 4** (objectives 3, 4, 6, 7, 8, 11) Extension of the duration of assistance services from 30/06/2003 up until 30/06/2004. The assistance contract gives the possibility to carry out a number of studies and to deliver services directly to Member State administrations and sectoral projects. Currently a number of studies for the definition of baseline security standards for the EuroDomain and the local domains are ongoing. The recommendations of these studies will be implemented with the help of the assist team.

**Actions and measures in relation to the preparation of the TESTA post 2004**


**Actions and measures in relation to the migration of the Council ExtraNet**

**Action 6** (objectives 4, 14, 15) Migration of the ExtraNet network of the Council to TESTA II, including assessing options for a migration to national networks.

**Action 7** (objective 15) Assessment of migration options for the customs sector's Common Communication Network (CCN), including the alternative options of the migration to national networks and of the direct connections from the local sites.
Expected deliverables and benefits

- Secured electronic communications between public administrations in the EU and in Candidate Countries.

- Integration of new applications and to follow up and support applications integration on TESTA II.

- Improved provision of information about sectoral applications accessible via TESTA II.

- Proposal for concentration of local access lines.

- Recommendations for usage of TESTA II or Internet.

- Service level agreements between EuroDomain and national domains.

- Strategy document and technical specifications for network services after TESTA II.

- Document on options for long-term, IDA-independent financing.

- Migration road-map for the Council's ExtraNet.

- Documentation of migration options for the customs administrations' CCN network.

Project Schedule

Ongoing provision of networking services

March 2003: Improved provision of information about sectoral applications accessible via TESTA II.

June 2003: Proposal for concentration of local access lines.

       Migration road-map for the Council's ExtraNet.

July 2003: Recommendations for usage of TESTA II or Internet.

       Document on options for long-term, IDA-independent financing.

September 2003: Migration options for the customs administrations' CCN network

November 2003: Service level agreements between EuroDomain and national domains.

November 2003: Strategy document and technical specifications for network services after TESTA II.

Funding
Service until 30/06/2004 Comment
Action 1 2.500.000 incl. € 310.000 upgrade provision
Action 2; 5 1.642.370 for 65 sites
Action 3 825.000 incl. € 110.000 upgrade provision
Action 4 600.000
Action 6 1.520.000 50 sites install., IPVPN Back-up, local loops (one year)
Action 7 100.000
TOTAL 7.187.370

Previous funding

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2.2.1.3. Multi-channel delivery of services

Contact

Hans D’hooge, DG Enterprise, unit D.2 (IDA) (hans.dhooge@cec.eu.int)

Objectives

This action is a preparatory study to assess the usage of a multi-channel approach to the delivery of services and how to ensure a seamless interoperability between the different channels.

The study will examine initiatives in this field in the Member States\(^4\) to identify best practices and to issue practical guidelines and recommendations in defining channel strategies.

This action supports the eEurope 2005 action plan objective of stimulating services, applications and content covering both online public services and e-business. The provision of interactive public services, accessible for all, and offered on multiple channels is one of the key targets. Mobile technology, info-kiosks and digital tv are examples of such alternative delivery channels which should be analysed.

Users/beneficiaries

Commission Services, Member States Administrations involved in trans-European Government services and IDA sectoral projects (PCIs), notably in sectoral policy areas where there could be a higher interest to implement a multi-channel based delivery approach.

For eGovernment related services the ultimate beneficiaries are enterprises and citizens.

Previous achievements

None. This is a new initiative.

Actions and measures

The work will consist of conducting a preparatory study to assess the impact of a multi-channel approach to the delivery of user-centred services and applications.

The study will focus on the identification of user requirements with particular attention on how the emergence of alternative access platforms will facilitate e inclusion. IDA’s Portal of the EU Administration will be considered as a potential pilot for the implementation and evaluation of multi-channel services. The study may also identify other opportunities for pilot implementations within the IDA

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Programme, notably in the field of projects of common interest/eGovernment applications.

Expected deliverables and benefits

The deliverable is a report with recommendations and guidelines on how to implement a multi-channel approach to the delivery of services within the IDA Programme, taking into account the pan European dimension of applications and services offered by the IDA Programme. The result will be used in the IDA interoperability and architecture guidelines and eGovernment applications.

Project schedule

Mid-2003 : Restricted call for tender

End-2003 : Start of project

Beginning of 2004 : Final report

Funding

€ 60000

Previous funding

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2.2.2. Middleware

2.2.2.1. Global objectives

In an environment of distributed public sector information and segregation of responsibilities, the provision of eGovernment services requires middleware solutions that locate and negotiate access to the data systems at various layers of government in Europe. These middleware solutions encompass software and systems which interface with the applications that assemble composite data to a service and which enable the proper interoperability between these. While the requirements for middleware solutions exist already at national level, not all countries have developed such solutions and the provision of trans-European services necessitates an interoperability across borders.

In IDA, middleware is in particular concerned by the applications involved in the different data exchange models as defined in the architecture guidelines (data collection, dissemination, sharing, exchange and alert systems), as well as by the business processes being involved in trans-European eGovernment services.

The primary objective of IDA’s actions in the field of middleware will be to elaborate common technical specifications for back-end transaction applications for the public sector and to identify and/or develop common middleware tools to be used by IDA sectoral project and Member State administrations. In particular, solutions for one-stop-shop eGovernment services developed nationally will be assessed and reused where opportune.

The activities dealing with the middleware systems and the means to exchange data complement the activities on interoperability guidelines, which deal with the proper data content that is handled and carried over the middleware systems.
2.2.2.2. IDA e-Link

Contact

Christian Devillers, DG Enterprise, unit D.2 (IDA) (Christian.Devillers@cec.eu.int)

Objectives

In the field of middleware, the IDA activities on eLink start from a Swedish national set of generic specifications for exchange, dissemination and collection of data, primarily between authorities in the public sector, but also between Swedish citizens and the public sector, and Swedish enterprises and the public sector.

A study has been performed by IDA to consider the possibility to apply the Swedish concept in a pan-European context in IDA.

On the basis of the positive results of the eLink study, it is now envisaged to progress further in order to concretise these concepts into detailed IDA eLink specifications, IDA common tools and pilot projects.

Users/beneficiaries

Member States Administrations involved in trans-European Government services and IDA sectoral projects (PCIs)

Previous achievements

IDA has undertaken an assessment of the applicability of the Swedish Government eLink tool to IDA projects.

Actions and measures

Further assessment of the functional needs of the Swedish eLink implementation, the German OSCI solution and other available middleware approaches such as CSI (developed in the taxation sector) will be carried out in order to define specifications for an IDA eLink tool and to establish common interface recommendations.

The IDA eLink specifications will then be implemented and tested in one or more pilot(s). As a result, those specifications and tools may need to be revised in order to meet the requirements identified.

Following the first phase of the project (specifications), it may happen that additional actions for IDA will be identified.

Expected deliverables and benefits

IDA eLink technical specifications, pilot projects and IDA common tools, based on open source software.

Project schedule
Mid-2003: First release of the IDA eLink technical specifications, identification of common tools and pilot projects;

End-2003: First release of common tools

Mid-2004: Pilot(s) phase completed;

Mid-2004: Revision of the specifications, second release of common tools.

Funding

€ 0 (financed on 2002 budget)

Previous funding

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2.2.2.3. eDFMS

Contact

Michel Vlietinck, Eurostat, unit A02, (Michel.Vlietinck@cec.eu.int)

Objectives

The purpose of eDFMS is to provide a generic solution for ensuring a transparent, effective and reliable exchange of dataflow using an advanced control system with acknowledgements, reminders, notifications and processing of dataflows through a specific workflow system.

Users/beneficiaries

STADIUM is already used by two sectors, EUROSTAT and DG-AGRI. In addition, DG-FISH, DG-TAXUD, OPOCE and the EEA have also shown an interest in eDFMS developments. The tool can also be made available to interested national administrations.

Previous achievements

The “Dataflow Management System” is based on the results of two IDA projects (DCUG and DSIS). The Data Collection User Group (DCUG) was established under IDA as a forum where IDA data collection needs are presented and discussed and common solutions identified and promoted. The DCUG had the objective of:

– identifying common tools and techniques currently in use or planned in the area of data collection,

– enhancing the awareness regarding data collection issues,

– identifying and presenting data collection needs of the community of IDA data collection participants.

DCUG has met on several occasions. The latest group meeting took place in September 11th, 2002, attended by data collection project representatives of Eurostat, DG-AGRI, DG-FISH, DG-TAXUD, OPOCE and the EEA. Organisation of data collection and solutions put in place at Eurostat, DG-AGRI, OPOCE and the EEA were presented.

Meeting participants agreed that there are common issues related to data collection that should be properly addressed, including data integrity, confidentiality, workflow procedures at the ‘back office’ level. eDFMS is the practical proposal of the last meeting of the DCUG. It proposes to adapt two sectorial products (EDIFLOW and STADIUM) from DSIS to provide a complete solution for collecting, following up and managing dataflows and the associated metadata through Internet and TESTA II.

Actions and measures
Establish the technical specifications on the basis of document user requirements.

In order to realise a full generic solution based on the requirements of the participants of the last DCUG workshop this year's main objectives will be:

- to define the needs of the system by
  - analysing the current situation and defining the needed functions,
  - analysing the risks
- to initiate the adaptation of the existing systems

The system will consist of a central server installed at the data collection site. Data providers will be able to upload directly data through Internet via a system which use “signed applets” to guarantee reliable and secure data transfer. Local clients (Intranet based or standalone) will also be available.

The server will maintain management information of all the dataflows exchanged through the system. The granularity of the management information will depend on the workflow which can be defined differently for each dataflow. The client will also have a local database for easy reporting of the dataflows sent.

This project will be closely linked with the eLink project and will use the first draft of the eLink specifications foreseen in mid 2003 as a supplementary input for the analysis of the adaptations to be made to eDFMS.

Expected deliverables and benefits

- Functional requirements report
- Technical requirements report
- Implementation plan
- Human Technology Interaction:
  - user friendly web-based interface
  - online training and support facilities
- First release of the common tool for the management of dataflows.

Project schedule

June 2003 : Report about the current situation and risk analysis

September 2003 : Analysis of the required adaptations

1st quarter 2004 : First release of eDFMS

Funding

€250,000
## Previous funding

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2.2.2.4. STATEL

Contact
Michel Vlietinck, Eurostat, unit A02, (Michel.Vlietinck@cec.eu.int)

Objectives
STATEL's objective is to provide common telecommunication interfaces for trans-European applications whilst ensuring complete protocol independence to applications in their file transfer tasks.

Users/beneficiaries
Two sectors (Agriculture and Statistics) currently use STATEL in production and one other sector (Research) is studying the product for a possible use.

Achievements
Around 120 administration’s departments of Member States are connected to the Commission through STATEL.

The main achievement of 2002 are the development of a “light” version for data transmission through a web browser, improvement of the tools (Statel Robot Service, HUB, STATEL explorer) and the protocol and the addition of a new encryption algorithm.

In 2001, a Data Collection Tools Market Analysis was carried out and confirmed STATEL as the correct solution because

- there are only a few products on the market which cover the same needs (on 28 products analysed, only 3 cover most of the needs)
- these products are expensive in term of licence fee, migration costs and maintenance
- they use proprietary protocols to fulfil the complete functionalities

Given the result of this analysis and the number of STATEL installations, eLink may use STATEL as a building block for structured transmission of data.

Actions and measures
The main actions foreseen are in terms of developments:

- Review the current architecture of the product
- Adaptation and integration with new development frameworks
- Implement the STATEL protocol in XML format
– Improvement of the existing tools
– Develop a comprehensive remote management infrastructure

In terms of services, it is foreseen to
– continue providing second level of support
– Test with new or modified access points in TESTA II and Internet such as the new ones which will be installed for accessing countries
– Support to project managers who want to use STATEL in the sectorial projects

Expected deliverables and benefits

In terms of development:
– improvement in term of maintenance and evolution thanks to XML
– support of new development frameworks to have STATEL more widely available
– to facilitate the management of the nodes

In terms of services:
– increase use of the tool in the administration of Member States, eligible Candidate Countries and National Banks

Project schedule

In terms of development:

December 2003: description of the new architecture of the product and XML support
1st Quarter 2004: support of the new development architectures and remote management infrastructure

Funding

Development (see above) € 150.000
Support (see above) € 120.000

Previous IDA funding

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2.2.2.5. Toolkit for collaborating portals

Contact

Jean-Marie Weissenberger, Official Publications Office, unit AME, (Jean-Marie.Weissenberger@cec.eu.int)

Objectives

The global objectives are the support of IDA specific sectors in the development of multilingual public portal services meeting the eEurope action plan criteria through the provision of a common toolkit, by integrating, generalising and enhancing existing tools based on open source software. The toolkit will be used in operational environments, in particular by small and medium administrations willing to concentrate their limited resources on editorial and public service activities toward citizens and business without investing in a highly evolving technology.

Users/beneficiaries

The users and beneficiaries are such a toolkit will be:

– Administrations (Community Institutions, agencies, associates bodies, pan-European, state, regional, and local levels) who need to offer multilingual collaborating portals to corporate users, citizens and businesses. The toolkit will offer major improvements to editorial teams, content providers and publishers who will be able to have direct control on what is published, when and to whom. Webmasters and technical teams will be relieved from daily operations related to content and have more time to concentrate on improving the integration with other collaborating portals or offering additional features to users (authors and readers) such as notification, WAI, WAP, mobile access, ....

Several Community Institutions and Agencies have expressed\(^5\) their interest in such a toolkit for collaborating portal: DG-PRESS (representations in the Member states), DG-JAI, Publications Office, Court of Auditors, European Economic and Social Committee, Committee of the Regions, European Environment Agencies, OSHA, ....

– Citizens and businesses will benefit from better multilingual web sites, more accessible (WAI compliance), more user friendly, more consistent and homogeneous in their content and navigation.

Previous achievements

A second release of an IDA toolkit was developed in 2002. The following Portal Toolkit enhancements have been developed mainly for improving the management of syndication with other portals: use of reference portal lists; use of a reference

\(^5\) The Publications Office is leading an Interinstitutional Committee – Multimedia Publishing – Methods and tools where all these issues are discussed and validated. It is also the co-chair of the Europa 2\textsuperscript{nd} Generation – Infrastructure and services committee in charge of preparing and making available the publishing tools and services requested by author services located in the various General Directorates of the Commission to ensure that Europa is meeting the eEurope action plans (see eGovernment).
category list; easier channel generation parameters and frequency, automatic and manual construction of specific channels definition files, customisation, internet search, …

Several tests were conducted with the toolkit which lead to identify that additional functionality has been identified, mainly concerning the possibility of establishing basic authoring facilities in the portal (e.g. allowing authors to create, edit, publish, customise on their own, pages of the portal).

This work will be carried out in the first half of 2003, using budget already allocated in 2002. Demonstrations and presentations of what has been achieved will be given to all interested partners.

Actions and measures

The following actions will be undertaken

• Study on identification of users and requirements

  This study will be launched to make an inventory of potential users of such a toolkit in the Member States and the Community Institutions. This inventory will also record user requirements, timetable and priorities.

  The results will be compiled and compared with the requirements already identified since the launch of the toolkit project.

• Market analysis

  A « state of the art » and market analysis will be conducted to identify and assess the maturity of Open source and/or reusable solutions. The result of this study will be used to assess the feasibility of user requirements.

• Experiencing the use of the toolkit in real situations

  The use of the toolkit is already considered for several projects such as the websites of the Commission’s representations, JAI website, EEA website, European parliament information website. As soon as a stable version of the toolkit developed under the 2002 action is reached, the Publications Office intends to propose its usage to Community Institutions, agencies and associated bodies having to implement multilingual and collaborating portals.

• Developer’s day

  The reports on the above actions will be made available to all potential interested bodies and discussed at the « developer’s day » to be organised in June 2003. A CIRCA environment will be used to secure the involvement of those interested and willing to contribute to the project.

The outcome of the above actions and the way forward will be submitted to the WHAM group for adoption. From the experiences gained by the Publications Office as the «European Union’s publisher» acting together with the editorial teams involved in the management of the EU web sites, in particular the Europa web site (
http://europa.eu.int) an initial list of requirements for such toolkit have already been identified for potential implementation, including

- Authoring tools, publishing templates, preview interface, editorial workflow of translated, proof-read, approved and published documents, thematic management of content, metadata handling, …

- eServices such as notification, subscription, channels, profiling, customer relationship management, mailing, registration/authentication, syndication, statistics, search, interactivity tools such as forum and e-forms, search engine, …

- Management and monitoring facilities will have to be added so that a stable, secure, easily manageable operational environment could be offered to the various set of users from the authoring side (editorial teams, content providers, …), the technical side (web masters, security officers, …) and the reader side (citizens, business, corporate users).

Special attention will be given to security features (security of access, security of documents) but also to ensure the compliance with European directive on privacy (EC-2001/45 regulation).

Learning demonstrators will be developed for Member States and Community Institutions, interested in improving their own information and communication activities by implementing such web content management and portal technologies. These demonstrators could be set up in a “laboratory form” and interested partners could conduct studies and investigations of desired solutions in the framework of the laboratory.

**Expected deliverables and benefits**

- Requirement analysis and design of the eServices to be incorporated in the IDA portal toolkit,

- Survey, state of the art and market analysis of relevant open source software, relevant protocols and their reusability,

- Learning demonstrators, guidelines, assessment of the functional common specifications, identification of software components, good practices.

- Recommendations for the way forward (architecture, organisation, technical, operation, standards, security, funding).

**Project schedule**

May 2003 : Study on identification of users and requirements

Market analysis

June 2003 : Developer's day

September 2003 : Report to the WHAM
Funding

€ 200,000

Previous funding

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2.2.3. **Security**

2.2.3.1. **Global objectives**

**Introduction**

The development of eGovernment services requires the re-organisation of the administrative back-office processes and the definition and implementation of measures in support of interoperability. As processes are automated, the security of services, i.e. their availability and the confidentiality and integrity of information, must encompass the information technology systems that support them. Where before the security of government was based on common sense, general instructions and guidelines and often implemented automatically in administrative processes, in eGovernment security aspects must be broadened and deepened to cover new risks and new effects of a security breach or other failure.

As the provision of most eGovernment services is a national responsibility, so is the provision of security for these services. However, the provision of eGovernment services by national and European public administrations at the pan-European level relies to varying degrees on common solutions at the European level, such as the IDA communications platform. To fulfil its role as trusted intermediary between national infrastructures, this platform must not only be protected with security measures that are agreed by all Member States; the trustworthiness of the interconnected national infrastructures must also be verifiable and mutually recognised if the interoperability of national eGovernment services is to be assured.

There are two (non-disjoint) main areas in which to improve security and fulfil article 7 (Reference legal and security practices) of the IDA interoperability decision: In services offered directly to sectoral projects such as the communication platform and in services aiming to make national security solutions interoperable or promote interoperable security solutions. This covers not only technical measures but just as much organisational and procedural measures.

The two main objectives for the security activities in both these areas are to supply the sectors with the services needed and to harmonise offered services and build on the commonality of the sectoral networks to achieve secure and well accepted solutions.

Whenever necessary or appropriate, provided measures should be accredited against the Council's Security Regulations (COUNCIL DECISION of 19 March 2001 adopting the Council's security regulations, 2001/264/EC) or the Commission Provisions on Security (COMMISSION DECISION of 29 November 2001 amending its internal Rules of Procedure, 2001/844/EC, ECSC, Euratom). Apart from offering a service which is necessary for networks exchanging EU Classified information, the accreditation is also a way of proving through an agreed process that a system is secure up to a certain and agreed level.
2.2.3.2. Accreditation of IDA Communication platform

Contact

Fredrik Olsson Hector, DG Enterprise, unit D.2, (Fredrik.Olsson-Hector@cec.eu.int)

Objectives

The objective is to accredit the TESTA II EuroDomain and CIRCA for handling information classified up to at least EU RESTRICTED. Concerning the IDA PKI the necessity and the possibility of accrediting a PKI service will be discussed after the authentication policy has been elaborated in July 2003.

Users/beneficiaries

All sectoral networks and users who need to exchange EU Classified information or exchange information requiring agreed and approved security solutions.

The entire IDA user community -- exchanging vast amount of administrative each of which is not necessarily classified -- will also benefit from having a secure and reliable communication platform.

Previous achievements

A draft baseline security statement for TESTA II EuroDomain has been produced and is being finalised in the first quarter of 2003. An initial basic business risk analysis has been started and is scheduled to be finalised by the end of the first quarter 2003. These actions have been defined as a result of the first meeting of TESTA II security accreditation which was formed in 2002.

Implementation of encryptors (Baltimore EC20M) is ongoing. A pilot phase (where the number and locations of encryption devices were chosen to cover the needs of a sectoral network at DG Justice and Home Affairs) was implemented in November 2002. Roll-out covering all connections to national networks, Community Institutions and most directly connected sites is ongoing. (Cf. achievements under IDA Communication platform/TESTA II).

At the end of 2002 a project was launched to analyse the security services offered by CIRCA and to compare these with the needs of a sectoral network which might need to exchange EU RESTRICTED information. This work will be analysed by a security board (currently being formed in the Commission) which will give its recommendations for further actions.

Actions and measures

The exact scope of the various actions will need to be defined by the TESTA II security accreditation panel. Foreseen actions include the preparation of the system-specific security requirement statement (as defined in Council's security regulations) and more in-depth risk analysis of specific areas.
For TESTA II, the first thing will be to agree on what is to be part of the accreditation. Remaining discussion points are the possible inclusion of central platform services and the local connection points. When this is agreed within the accreditation panel and with the results from the ongoing risk analysis and analysis of current procedures, the panel can decide on what is needed for the System-specific Security Requirement Statements and the corresponding measures to be implemented.

Within the CIRCA project, new implementation and development should be driven by the need to have an accredited system to handle EU RESTRICTED information. The outcome of the ongoing study for DG Competition will give the necessary input for further actions.

Expected deliverables and benefits

An interim agreement on the accreditation of the TESTA II EuroDomain and CIRCA to handle at least information classified as EU RESTRICTED. Since the implementation of the encryption devices and the related procedures are underway, it is believed that remaining measures to fulfil an accreditation agreement for TESTA II can be implemented during 2003.

One important benefit of having TESTA II EuroDomain accredited is that there will be an officially approved level of security, which will guarantee all information traversing the TESTA II EuroDomain a high level of protection. Accreditation of the EuroDomain will also encourage accreditation of national networks, in compliance to Council's Security regulation.6

Depending on the situation in the local domain the benefits may vary for the individual projects and users. But an important benefit is that from each accredited connection point it will be possible to exchange information classified as EU RESTRICTED.

Project schedule

July 2003 : Agreement on TESTA II accreditation

December 2003 : Agreement on CIRCA accreditation

Funding

€200,000

Previous funding

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2.2.3.3. Authentication policy

Contact
Fredrik Olsson Hector, DG Enterprise unit D2, (Fredrik.Olsson-Hector@cec.eu.int)

Objectives
The objective is to establish an authentication policy, which can serve as a basic policy for establishing the appropriate authentication mechanisms in sectoral networks and in horizontal security-related projects.

Users/beneficiaries
All sectoral networks and IDA projects with authentication requirements, in particular in relation to PKI based solutions.

Previous achievements
New action.

Actions and measures
Define a project to first of all identify current authentication policies allowing administrations to carry out business electronically in Member States and based on this input establish an IDA policy (or recommendations) for authentication. In addition to input from existing policies, the project should also collect input from existing system and sectoral networks.

Expected deliverables and benefits
The expected deliverable is an IDA authentication policy. Such a policy would directly give important input to all PKI related projects within IDA, notably the Bridge CA. It would also be an important guide for sectoral IDA applications, most of which are hosted by the Commission.

Project schedule
July 2003: A first draft of IDA authentication policy.

Funding
€50,000

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2.2.3.4. PKI services

Contact

Fredrik Olsson Hector and Paul Murphy, DG Enterprise unit D.2, (Fredrik.Olsson-Hector@cec.eu.int, Paul-E.Murphy@cec.eu.int)

Objectives

Based on the authentication policy, the Commission Provision on Security/Council's security regulation and IDA best practice guidelines the objective is to support sectoral networks with PKI services such as the provision of personal and/or functional certificates within closed user groups, provision of server certificates, and related services.

Users/beneficiaries

All sectoral networks and users who need to implement/use electronic signatures, confidentiality or other services which can be enabled with X.509 certificates and a PKI.

Previous achievements

As the IDA PKI is limited to offer the PKI services, i.e. the provision of X509 certificates and associated management procedures, most potential customers want to do technical (and in some cases also procedural) testing before implementing a closed user group or signing up to an existing one. During 2002 much of the individual PKI projects were focused on PKI interoperability testing. This was the case for the European Court of Auditors, DG Fisheries, DG Justice and Home Affairs, Eurostat and the Council Secretariat. Operational closed user groups were implemented for the Council Secretariat and the Justice and Home Affairs (Eurodac). Closed user groups are being set up in the SG (Greffe 2000) and EMEA (European Agency for the Evaluation of Medicinal Products). Other activities included the connection of the new IDA PKI to the TESTA II network and the provision of server level certificates to various bodies (e.g. JRC, and DG Trade).

Actions and measures

In addition to support of existing certification services it is expected that 3-5 sectoral projects will need a PKI closed user group to be created during 2003. This estimate is based on the requests and preliminary studies/testing made in 2002.

Although the two closed user groups set up in 2002 were rather different in nature and organisation, it is planned to define procedures, Certificate polices etc for a IDA standard closed user groups which is expected to meet the needs, if not for all, for most sectoral networks wanting to use the IDA PKI. The different networks would formally belong to the same closed user group but in practice each network would manage its own user as a “subgroup” of the common closed user group. This approach would not only save money but also time in setting up and providing the services and the work could better focus on support and training.
This will not exclude that separate closed user groups are set up to meet specific needs such as for the EudraNet network where a study is ongoing to determine the exact needs (see section on security studies).

Expected deliverables and benefits

The procedures and rules for the standard closed user group (or any other closed user group that needs to be set up) is described in a certificate policy. Apart from the actual certification services, i.e. the provision of electronic certificates, revocation list etc, a specific certificate policy with related procedures is the main deliverable for each closed user group that is set up under the IDA PKI.

The expected benefits for providing the certification services is to provide sectors with an available technology which can meet security requirements, notably in the area of electronic signature and confidentiality at application level.

Project schedule

June 2003: Procedures for Standard Closed User Group

Funding

€100.000

Previous funding

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2.2.3.5. Security studies

Contact
Fredrik Olsson Hector and Paul Murphy, DG Enterprise unit D2, (Fredrik.Olsson-Hector@cec.eu.int, Paul-E.Murphy@cec.eu.int)

Objectives
Based on the authentication policy, the Commission Provision on Security/Council's Security Regulations and IDA “guidelines (best practices)” (to be developed) the objective is to support sectoral networks or IDA horizontal actions with security studies and risk analyses which can range from how a PKI can be implemented in an existing or new system to what is needed for a system to handle EU Classified information. By providing this service as a horizontal action will ensure that measures and recommendations are harmonised between various networks and that results are reused as much as possible. This type of service should be seen as a complement to security studies done at the sectoral level.

Users/beneficiaries
All sectoral networks and IDA projects needing security recommendations.

Previous achievements
To date PKI feasibility / user requirements studies have been carried out for DG Regional Policy, the Secretariat Général of the European Commission (Greffe 2000), European Council working groups, EMEA (European Agency for the Evaluation of Medicinal Products), the Eurodac network of DG Justice and Home Affairs, the SG (Greffe 2000), the Council working groups. Studies were also started for DG Competition and DG Fisheries. DG Competition need to determine how security should be implemented in a system to support the new antitrust regulation. DG Fisheries would like to know what measures need to be taken in the Fides network if data classified at EU RESTRICTED should be exchanged.

Actions and measures
The study for DG Fisheries will be followed up by an action to extract the recommendation and finding that are of general interest and complement these to have a report/guideline for sectoral networks treating information up to at least EU RESTRICTED. This report or parts thereof will also be included in the IDA Architecture Guidelines.

Like the PKI services most actions are based on demands from sectoral networks. Currently a study is expected to be carried out for a sectoral network managing structural funds for DG Regional Policy.

Expected deliverables and benefits
Report or guideline on how to treat information classified at EU RESTRICTED within a sectoral. This is a complement to the IDA architecture guideline (and will
be part of it) and should be a guide for all sectoral network that need to treat EU Classified information.

Risk analyses and other ad-hoc reports supporting sectoral networks and IDA projects.

Project schedule

July 2003: Report on recommendations for sectoral applications treating information classified at EU RESTRICTED. Other projects are defined according to sectoral needs.

Funding

€250,000

Previous funding

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2.2.3.6. Bridge CA

Contact

Paul E Murphy, DG Enterprise, unit D2, (Paul-E.Murphy@cec.eu.int)

Objectives

The basic issues of the mutual recognition and the establishment of trust between the CAs (certification authorities) of Europe’s public administrations have yet to be adequately addressed. These issues are crucial for the establishment of pan-European interactive services and for the provision in the Member States of interactive services that are open to enterprises and citizens that possess electronic certificates issued by the CAs of other national administrations.

To allow the use of electronic certificates issued by their national CAs (i.e. CAs contracted to provide certification services to public administration) in trans-European (i.e. cross-border) applications a mechanism must be found whereby trust can be established between these CAs. Such a mechanism is a ‘bridge CA’.

Users/beneficiaries

The users/beneficiaries of an IDA bridge CA would be public servants, participating in IDA networks, that would be able to use electronic certificates issued by their national CAs for authentication of identity and for the secure exchange on information at the pan-European level.

A bridge CA would also ensure the continuation of authentication and security of communications at the pan-European level on the termination of the IDA II programme in 2004.

Previous achievements

In July 2002 IDA produced a report ‘A bridge CA for Europe’s public administrations – feasibility study’\(^7\), that examined the feasibility of establishing an intermediate trust infrastructure (a ‘bridge’ CA between the certification authorities (CAs) authorised by the Member States for use by their public administrations). This report was the subject of a meeting of national security experts in June 2002 and was distributed to the TAC and made publicly available in July 2002.

One of the recommendations of the feasibility study was that trust relationships could be established by the distribution of CTLs (certificate trust lists) electronically signed by a bridge CA and that a pilot should be carried out to provide a proof of concept of the bridge CA and methods of working as proposed in the feasibility study.

However, there are certain organisational and administrative issues that will need to be agreed among the Member States before any kind of physical bridge CA could be implemented. These include agreement on a common authentication policy, certificate policy, a memorandum of understanding on acceptance of electronic certificates issued by CAs of national administrations.

certificates signed by other Member States’ certification authorities and communicated to the Member States administrations by the bridge CA.

Furthermore, as bridge CA is a new and potentially complex project it would be prudent to follow a step-by-step approach to minimise risk, to keep the Member States aware of the development of the project and to provide checkpoints at which decisions can be made on the future direction of the project.

Consequently, before a bridge CA pilot is attempted IDA will initially produce two documents for decision by the Member States. These will address organisational and administrative aspects of the bridge CA and provide a detailed technical architecture for the bridge CA. At this stage a decision can be made, perhaps within the context of the revision of the IDA work programme 2003, on proceeding or not with the bridge CA pilot.

**Actions and measures**

To take the recommendations of the bridge CA feasibility study and develop further and define in greater detail both the organisational and administrative aspects, and the technical architecture and test programme for the bridge CA.

**Expected deliverables and benefits**

Technical and organisation requirements for a bridge CA.

This to include an outline Memorandum of Understanding to be agreed by all Member States participating in the bridge CA; an outline common certificate policy; a feasibility study on the use of CTLs, including an examination of CTL standards and available software support, outline common technical requirements for participating national CAs and an outline of the envisaged test programme.

The purpose of this deliverable is to define in greater detail the responsibilities and roles of all participating in the envisaged bridge CA pilot.

**Bridge CA Technical Architecture**

This to contain a bridge CA technical architecture, a test bed architecture, a detailed description of the proposed test plans (i.e. a test of the bridge CA technical architecture and a test programme to be executed by the Member States that decide to participate in the bridge CA pilot, a description of the use of CTLs (e.g. definition, format, distribution, management, advice on CTL checking), and the completion of any documents produced in outline in the first deliverable, etc.

The purpose of this deliverable is to tell the Member States participating in the envisaged bridge CA pilot the proposed technical architecture and to allow its verification for interoperability with their existing PKI infrastructures.

The Memorandum of Understanding (the outline of which will be produced in the first deliverable and will be completed as part of the second deliverable) is linked to the requirement of the Member States that IDA should develop an authentication policy. The MoU should address, inter alia, the acceptability, in IDA projects of common interest and elsewhere, of electronic signatures, where the associated
electronic certificates are signed by CAs included on the CTLs signed by the bridge CA.

Project schedule

February 2003: Start of action.

Funding

€ 0 (financed on 2002 budget)

Previous funding

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2.2.4. Interoperability Guidelines

2.2.4.1. Global objectives

Aside from the software solutions that IDA is providing in support of interoperability (in particular in the middleware category) IDA will continue providing guidelines that address the heterogeneous environment in which telematic administrative systems are constructed. The purpose of these is to outline the organisational and technical preconditions for data exchanges between public administrations and with citizens and enterprises.

Public administrations are organisationally autonomous: they determine their own internal processes, how these are implemented and how technology is used in support. The domain-based approach, which is the guiding principle of IDA, postulates that when public administrations engage in the exchange of data with one another the impact of this on their internal IT systems should be held as low as possible. To respect organisational autonomy on the one hand and allow data to be passed and processed from administration to administration on the other requires that standards are defined regarding the way the involved parties interface to each other. To the extent that interactions with the public sector involve citizens and enterprises these, too, should conform to a set of standards and guidelines that ensure the openness, accessibility and transparency of the public service.

The subject matter addressed in IDA's guidelines on interoperability ranges from the technical to the procedural. When data is exchanged between two entities more is involved than simply the act of data transmission. The data has a structure, a format, a significance that is specific to the context in which it is generated and in which it is read. Its usefulness and validity may depend on its timeliness, its quality and integrity.

Thus, IDA's guidelines need to address these issues, too, the more so the more the provision of eGovernment services requires the linking up of business processes. With the technical standards and guidelines recommended by IDA having reached a certain stability, the focus until end 2004 will be on addressing the requirements stemming from transborder eGovernment services, building on national interoperability frameworks. It will also trial work on the harmonisation of business data formats, and where these affect industry or citizens, a major element of this will be to establish the co-ordination fora.
2.2.4.2. Interoperability Framework

Contact

Christian Devillers, DG Enterprise, unit D.2, (Christian.Devillers@cec.eu.int)

Objectives

The Swedish presidency / IDA conference 'eGovernment in the service of European citizens and enterprises - what is required at the European level', that took place in Sandhamn, in June 2001, recognised that to implement eGovernment services an agreed interoperability framework for Europe is a pre-requisite. This is required to underpin the fast and efficient development of e-services. This framework must address technology, procedures and content.

The purpose of this action is to take the existing Government interoperability frameworks, and using them as a basis, develop, in consultation with the Member States, an IDA interoperability framework for pan-European eGovernment services, to be used in the context of Administration to Administration, Administration to Business, and Administration to Citizen interactions at a pan-European level.

Users/beneficiaries

Public administrations at all layers of government in the Member States and Candidate Countries; Community Institutions and agencies.

Previous achievements

None.

Actions and measures

The IDA Interoperability Framework (IDA-IF) will consider the existing Government Interoperability Frameworks (GIFs) to deduce what needs to be tackled by the existing GIFs when opening themselves to the trans-European dimension, to identify the areas concerned when several Administrations agree to inter-operate on a trans-European level, to make recommendations on interoperability solutions for these different areas and to identify the actions to be undertaken to reach interoperability.

Expected deliverables and benefits

Interoperability framework and recommendations for additional IDA actions.

Proposal for modifications to the IDA Architecture Guidelines, which will provide an analysis of future priorities and strategic directions of the Architecture Guidelines in the light of the IDA Interoperability Framework.

Project schedule

April 2003 : Final issue of interoperability framework.
Funding

€ 0 (financed on 2002 budget)

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2.2.4.3. Architecture Guidelines

Contact

Gavino MURGIA, DG Enterprise, unit D.2 (IDA), (Gavino.Murgia@cec.eu.int)

Objectives

The IDA architecture guidelines describe concepts and references for the implementation of a Trans-European Service for telematics built on a well-defined common architecture. This architecture is the basis for a trans-European infrastructure that will enable easy and reliable interchange of data and ensure the achievement of a high interoperability within and across different administrative sectors and, also, with the private sector and the citizens.

Users/beneficiaries

The target audience for the guidelines is 3-fold: IDA project managers, MS officials involved in ICT development and procurement, ICT companies working with EU public sector.

Direct beneficiaries are the projects of common interest and other sectoral networks (as identified in Decision 1720/99).

Previous achievements

In 2002, two different releases were produced (final version 6.1 was published in July and a draft version 7.0 was distributed at end of the year). The new releases are now more focused on the real business requirements for IDA projects and actions; in particular version 6.1 has introduced detailed roadmaps covering from the analysis of business requirements to the implementation of the applications. Version 7.0 has been further streamlined and updated.

Actions and measures

In 2003, it is planned to finalise and publish version 7.0. Further work will depend on the results of the ongoing study for the IDA Interoperability Framework (foreseen by 1st quarter 2003). Nevertheless it has already been required to review the existing text to take into account the need from the sectors to have a more balanced approach on architectures based both on the use of Internet and of TESTA II as communication platform (notably when the security requirements allow so). This is the so called 2-legs approach.

Expected deliverables and benefits

Final release of version 7.0. New version to be produced (taking into account both the results from the work on the Interoperability Framework and the 2-legs approach described above). The new release will be more focused on the real business requirements for IDA projects and actions.

Project schedule
1st quarter 2003: Final release of 7.0.


Funding

100,000 EUR for the new version of the AG

Previous funding

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2.2.4.4. ebXML

Contact

Emilio Castrillejo, DG Enterprise, unit D.2 (IDA) (Emilio.Castrillejo@cec.eu.int)

Objectives

The objective of this project is to:

– obtain consultancy and advice on the use of XML and other specifications of the XML family, in particular the development of XML vocabularies and related deliverables to support the interchange of data in sectoral networks;

– software development services for the use of XML vocabularies and related XML specifications to support the interchange of data in sectoral networks

– determine the feasibility of the ebXML specifications as a standard business method for IDA and the use of message-oriented middleware as the technology of choice for IDA sectoral networks that follow the data collection, data exchange, data dissemination and data sharing models of the IDA Architectural Guidelines v6.1.

Achievements

A contract to provide services on technologies analysis and applications development on XML was been established in 2002. This contract was used to start a study on the feasibility of ebXML and other XML frameworks for IDA networks.

Actions and measures

IDA will specify XML vocabularies and related XML deliverables (e.g. schemae, etc.) for IDA sectoral networks. Distinction will be made between applications and sector-specific mark-up tags and those that could become the basis of a more generalised XML-vocabulary for European administration. IDA will also establish and chair an inter-service interest group on the use of XML in sectoral projects.

It is proposed that the relevant parts of the ebXML model will be implemented to develop and implement business messages (i.e. messages that will interchange the sectoral network’s information between the network participants) using XML and related standards, as a way to carry out business electronically.

Expected deliverables and benefits

Use of XML in IDA sectoral networks; XML vocabularies, schemae and related deliverables; implementations that use XML mark-up tags, schemae, and related specifications for the interchange of data in IDA sectoral networks, ebXML pilot action.

Project schedule

April 2003: Evaluation of XML frameworks
May 2003: Report on needs of IDA and the networks

June/September 2003: Presentation to TAC - TAC/WHAM


Funding

€ 0 (financed on 2002 budget)

Previous funding

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2.2.4.5. Model Requirements for the Management of Electronic Records (MoReq)

Contact

Paul E Murphy, DG Enterprise, unit D2, (Paul-E.Murphy@cec.eu.int)

Objectives

The objective is to update the IDA guideline MoReq (model requirements for the management of electronic records) and, in particular, to include additional guidance on non-functional requirements (e.g. handling of e-mails, electronic signatures, etc.).

Users/beneficiaries

All users in public administration that need to manage electronic information holdings. MoReq is regarded by the DLM -Network Monitoring Committee as an important reference work for the modernisation of the management of documents and archives in the Community Institutions and in the Member States, and it is this Committee which has requested an update to the guidelines.

It is difficult to judge the take up of MoReq as it is a guideline and not a standard. MoReq is widely referenced in the records management community and copies of MoReq or hyperlinks to the MoReq page on the IDA web site are available on many archives and records management web sites. Consultancy companies offering records management services (particularly in DE, IE and UK) refer to MoReq on their web sites. MoReq has been used by consultancy firms implementing records management renewal programmes in certain ministries in the Member States and in at least one European organisation.

Previous achievements

MoReq was initiated as an action in the IDA work programme 1999. The guideline had been available in electronic format since 2000, and has since been translated into Italian, Spanish and Portuguese. It has been published in paper format by OPOCE and was distributed to all participants at the 2002 DLM-Forum conference, held in Barcelona. The Portuguese version has been distributed by Portugal’s Instituto des Arquivos Nacionais.

Actions and measures

The objective of this action is to obtain the views of the Member States’ administrations, archival institutions, educational establishments and the DLM-Monitoring Committee and other interested bodies on suitable updates of MoReq and to enhance the value of MoReq and its content accordingly. The action will be cried out in close co-operation with the Historical Archives of the European Commission.

Expected deliverables and benefits

Identification of requirements. The deliverable will be an updated version of MoReq that will, inter alia, contain additional content on non-functional requirements. The benefits will be to enhance the take up of MoReq, particularly in organisations that have adopted a programmatic approach to records management.

Project schedule

June 2003: Production of MoReq v2

Funding

€75,000

Previous funding

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2.2.4.6. Managing Information Resources for e-Government (MIReG)

Contact

Paul E Murphy, DG Enterprise, unit D2, (Paul-E.Murphy@cec.eu.int)

Objectives

The objective of this action is to produce a metadata framework for government information in pan-European applications, with associated vocabulary control, ontologies and topic maps, and best practice guidelines. The project will also develop a generic tool for the management of metadata.

Users/beneficiaries

Any public administration wanting to use metadata to improve access to information provided by them.

Previous achievements

N/A.

Actions and measures

Increasing demands are being made on public sector administrations for greater electronic access to information, documents and services. A key to such access, and to the interoperability between systems necessary to deliver access, is the availability of metadata.

Most, if not all Member States and Community Institutions are developing metadata models to describe their information holdings. The development of a metadata model based on the Dublin Core metadata model and these national models will assist access to public sector information and the development of trans-border government e-services.

For standards to be accepted and used by interested parties, it is necessary that they are defined and agreed around the widest possible consensus. This action will therefore develop the MIReG metadata model and framework that can then serve as a normative reference for the use of a standardised set of metadata.

The generic tool will facilitate the user in the automatic provision of metadata. It will: (a) store definitions of metadata elements, qualifiers, as well as classification schemes, taxonomies, etc.; (b) store descriptions of resources and allows users to search the document metadata; and (c) store information about persons, enterprises and organisations and allows users to search for that information. This will allow users to determine items such as the subject of a document, its access rights, the organisation that produced it, etc. by querying a metadata registry.

The action is being overseen by IDA, in close co-operation with a team consisting of participants from the European Parliament, the Office of the E-Envoy (UK), the Dublin Core Metadata Initiative, the Danish State Information Service (Statens Information).
Expected deliverables and benefits

MIReG metadata model specification and framework, MIReG proof of concept, a report that demonstrates the value of the use of the MIReG metadata model in three business contexts, a generic tool for the management of metadata

Project Schedule

February 2003 : Delivery of final metadata model specifications and reports and schema repository.

March 2003 : Specifications validated by national representatives.

Funding

€ 0

Previous funding

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2.2.4.7. Open Source migration assessment

Contact
Bernhard Schnittger, DG Enterprise, unit D.2, (Bernhard.Schnittger@cec.eu.int)

Objectives
To examine the costs incurred in changing from a proprietary-based office IT infrastructure to Open Source Software. To define a reference OSS desktop PC environment.

Users/beneficiaries
IT Managers in public administrations.

Previous Achievements
None.

Actions and measures
The question of costs and benefits of deploying Open Source Software will be addressed in a preparatory study looking at one or more real-life cases of administrations that are contemplating a migration to OSS. The administration of the German Land Mecklenburg-Vorpommern is considering moving its 15000 desk-top PCs as well as application servers to OSS in 2-3 years' time and has volunteered to contribute actively to this study.

Expected deliverables and benefits
Recommendations

Project schedule
May 2003: Delivery of guidelines to public administrations wishing to migrate to open source software.

Funding
€ 0 (financed on 2002 budget)

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2.2.4.8. Promoting an open document exchange format

Contact
Bernhard Schnittger, DG Enterprise, unit D.2 (IDA)
(Bernhard.Schnittger@cec.eu.int)

Objectives
Interoperability between office application programmes is currently at an insufficient level for efficient e-government. This is due to the lack of support for open and standard exchange formats. Electronic documents should be exchanged among authorities and between authorities and citizens in a format that does not force the use of specific software products and that ensures the permanent readability of the documents. The purpose of this action is to prepare an IDA policy on open document formats.

Users/beneficiaries
Since this action is in preparation of a policy on open document formats, the initial target group of this action are the IDA committee (TAC). However, the comparative analysis of open document exchange formats will be made widely available and therefore will be of benefit to anyone interested in the subject matter.

Previous achievements
None. This is a new action.

Actions and measures
Actions are proposed at two levels: the technical and the policy level. At technical level, a survey of open document exchange standards, their respective functionalities and the support they receive from office applications should be conducted.

In line with the definition provided by the Dutch Programme for Open Standards and Open Source Software in Government (OSSOS), the word "open" is here meant in the sense of fulfilling the following requirements:

- the costs for the use of the standard are low and are not an obstacle to access to it;
- the standard has been published;
- the standard is adopted on the basis of an open decision-making procedure (consensus or majority decision etc);
- the intellectual property rights to the standard are vested in a not-for-profit organisation, which operates a completely free access policy;
- there are no constraints on the re-use of the standard.
At policy level, the scope for a compliance requirement for office applications should be assessed, with a view towards including this in IDA and national government interoperability recommendations. While open document exchange formats do exist, they are rarely supported by non-OSS office applications. The question is therefore whether governments can help encourage other market others to support open document exchange formats.

A subsequent step might be the consultation of market actors' views on such a compliance requirement. However, this and the question of how compliance would be verified and enforced is not at this stage part of the issues addressed within the context of this work programme entry.

Expected deliverables and benefits

Comparison of open document exchange standards.

Proposal for compliance recommendations for software vendors.

Project schedule

June 2003 : Policy debate at TAC

September 2003 : Comparative analysis of open document exchange standards

October 2003 : Recommendations for open document exchange format compliance requirements

Funding

€ 35.000

Previous funding

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2.3. Business Applications

2.3.1. Workgroup tools (CIRCA)

2.3.1.1. Global objectives

CIRCA is the IDA collaboration tool for closed user-groups. It is a generic service used by several thousands of users, that are either members of EU committees managed by the Commission or part of sectoral networks. It is used by the EIONET network and by the 6th Framework Programme and is distributed under license agreement to several Member States Administrations for their own use.

CIRCA is available as a service and as a tool. As a service, the high levels of operational quality required from a mission critical system need to be assured, user requirements need continuously to be considered and its security provisions must at least support EU-restricted documents. As a tool, CIRCA should be modular, scalable and open (standardised interface to external applications). An important question remains that of distribution and the licensing scheme that implements this. This concerns in particular the question of whether CIRCA should remain limited to EU administrations or whether it should be generally provided as open source software.

Finally, the long-term sustainability of application maintenance and support needs to be addressed and viable alternatives to continued funding by IDA need to be identified.
2.3.1.2. CIRCA

CIRCA is the collaborative software of IDA. Fully based on Open Source software, the application provides information, library, meeting, newsgroups, and further services to working groups and committees. Free software licences for Member State administrations are available.

Contact

Leonhard Maqua, ESTAT A-2 (Leonhard.Maqua@cec.eu.int)

Christian Devillers, DG Enterprise, unit D.2 (Christian.Devillers@cec.eu.int)

Objectives

To continue maintaining and improving CIRCA as a generic group-working tool to the IDA community of users. Implementation of version 4 will improve serviceability and allow modularization of developments.

Users/beneficiaries

CIRCA is used by around 400 working groups and committees with over 40000 registered users. 30 additional instances of CIRCA are being operated by the European Environment Agency and in twelve national installations.

Previous achievements

CIRCA has been running for several years as an IDA generic service and is being used by the majority of IDA sectors. The ever increasing usage of CIRCA shows the extraordinary acceptance of CIRCA. CIRCA will evolve until release 3.3 in its current architecture which is fully based on Open Source software, is stable and highly performing. A first release of a workflow service will also be available together with the version 3.3 of CIRCA.

Actions and measures

CIRCA help desk and support:

This action is aimed at continuing the support to the use of CIRCA provided to the CIRCA leaders and administrators. This covers training, manuals and quick guides for new users or new versions, bug reporting, collecting the enhancement requests from the users, promotion and help desk. In addition, an end-user satisfaction survey will be performed near specific committees and sectoral networks in order to get representative feedback on CIRCA (end-user perspective, role of CIRCA in sectoral networks, missing features) and complete the set of features to be further developed.

CIRCA development:

This concerns the development of the version 4.0, which will be a major relaunch of CIRCA. Based on the results of the architecture study (requested by IDA TAC) and
the user needs it will comprise a 4-tier architecture. An XML interface for better interfacing with legacy applications and better integration of third-party-software as well as a replication service allowing software supported load balancing and disaster recovery will be the main new features.

Further specific developments (version 4.1 and higher) to be undertaken will be determined after a representative study of the end users' needs has been carried out. Such development activities will start once the study of user requirements, validated by WHAM, has been performed.

**Evolution of CIRCA**

The sustainability of CIRCA (rendering it IDA-independent) after 2004 as a service and a common tool is a concern, and options for alternative funding scenarios, co-ordination of the developments amongst the different stakeholders, and appropriate license schemes will be proposed.

**CIRCA hosting:**

Provide a fail-over and scalable infrastructure based on open source software (LINUX), in order to increase the availability and performance of the tool.

**Expected deliverables and benefits**

- End-users survey
- Better performance of CIRCA.
- Easier interfacing with legacy applications (due to XML interface)
- Higher stability (less errors) when adding new features (due to 4-tier architecture)
- Integration of third-party software possible (due to XML interface and 4-tier architecture)
- Software-supported load balancing and disaster recovery (due to replication service)
- Fail-over and scalable infrastructure based on LINUX
- Continued helpdesk and support services
- Proposal for long-term (IDA-independent) sustainability

**Project schedule**

CIRCA is an operational generic service which must be up-and-running until the end of the IDA II programme (at least).

**Funding**
Development: € 300,000 (with the possibility of increasing up to 550,000 on the basis of budgetary flexibility per action - to be reviewed according to the results of the end-users survey)

Helpdesk and support: € 250,000 + 50,000 (end-users survey)

Hosting: € 120,000 (hardware) + 30,000 (technical support)

### Previous funding

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2.3.2. eProcurement

2.3.2.1. Global objectives

The eEurope Action Plans 2002 and 2005 have set ambitious goals concerning "Government online: electronic access to public services", requiring efforts by public administrations at all levels to exploit new technologies to make information as accessible as possible and improve their services and interaction with citizens and businesses.

Public procurement is one of the key areas where the use of electronic means can greatly improve and simplify the way government procurement operates, making it easier for businesses to identify contact opportunities and to supply their goods and services across the European Internal Market thus contributing to the strengthening of Europe’s competitiveness and economic growth. This double benefit and the pervasion of government procurement activities throughout the economy and public administrations provides IDA with a good opportunity to contribute to the eEurope objectives.

A legislative framework for electronic public procurement procedures in the EU is underway and should be adopted in 2003 as part of the legislative package of public procurement Directives now in the legislative process. It will enter into force in early 2005. By this date, procurement entities in Europe should be ready to perform procurement procedures electronically. Strong co-ordination between eProcurement policy actors and IT actors is necessary to achieve this goal, and a set of horizontal and complementary actions should be instigated, closely managed and monitored.

With the aim of facilitating the efficient introduction of eProcurement solutions in compliance with the forthcoming European public procurement regulatory framework, the objectives of IDA in line with Community policy should contribute to:

- Achieving a high degree of interoperability in electronic public procurement and assist efforts for developing concrete measures to overcome potential obstacles to the smooth functioning of electronic procurement across Europe;

- Facilitating electronic public procurement by providing common specifications, common tools or generic services for the awarding entities and also for the suppliers to enable easy access to public procurement opportunities in different Member States;

- Promoting the use of eProcurement in Europe by creating awareness of transborder eProcurement benefits and opportunities.

To reach these objectives the ongoing actions must be continued and some new ones should be launched:

1. Interoperability is not a simple issue in the eProcurement world. Different initiatives at EU and national levels are already performing interesting work in this area but differences in practices and tools or concepts could raise barriers to conducting procurement electronically across Europe. In relation to interoperability IDA actions should pursue, namely:
1.1. Common specifications or standards for developing eProcurement systems or services in line with the forthcoming legislative framework. This should help (and may prove necessary) to ensure interoperability between systems or services that procurement entities are developing in different Member States across Europe. Such common specifications should be compared with existing eProcurement systems in Europe and tested to ensure interoperability. A comparison with solutions developed by the EU’s main trading partners should complete this work. This action will be a continuation and extension of the current feasibility study.

1.2. The study and elaboration of recommendations to revise and improve the existing Community procurement classification (CPV) in order adjust it to the needs of electronic procurement and to facilitate the notification and search of procurement opportunities in the electronic age;

1.3. The identification and definition of common data formats (XML) for exchanging information and enabling effective communication between buyers, suppliers and electronic procurement systems, including actions enabling the user acceptance of such solutions (e.g. software, tools, service, benchmarking, standard compliance, quality assessment, technical support, …);

1.4. With reference to EU legislation (existing or forthcoming) and using work already done in this area, the development of a pragmatic approach to address practical issues of security, authentication and encryption affecting eProcurement.

2. eProcurement tools commonly available to European public administrations can act as catalysts for eProcurement in Europe by helping awarding authorities to develop eProcurement system for their own needs, in line with the forthcoming legislative framework. The availability of common tools or services customisable to meet specific project needs, would also be useful, especially for small awarding authorities which have not the skills or resources to put in place their own eProcurement systems.

2.1. Some services may also need to be co-ordinated at the European level (both for administrations and suppliers). Examples of this concerns key services in eProcurement (such as e-Notices, e-Tendering and the provision of supplier legal information), which ideally should be available for repetitive/simultaneous use by a supplier and where common agreements or even shared services may be required to grant the concerned administrations secure access to this information.

2.2. Demonstrators or pilots should contribute in achieving these objectives and will influence public authorities at a larger scale, in order to optimise and standardise their processes. The demonstrators or pilots will be closely integrated with other operational services, in particular SIMAP (http://simap.eu.int) and TED (Tenders electronic daily – http://ted.publications.eu.int).

3. Creating awareness is an equally contributing factor of success: it is important to communicate eProcurement benefits and opportunities, added value (both to buyer and supplier), of a clear EU transborder eProcurement strategy, and the organisational change it imposes. Workshops, eLearning programs, dissemination of best practices, and collecting cost/benefit information of existing eProcurement systems should be part of this objective.
2.3.2.2. eProcurement

Contact

Project officer: Serge Novaretti, DG Enterprise, unit D.2 (IDA), (Serge.Novaretti@cec.eu.int)

In co-ordination with:

Byron Kabarakis, DG Internal Market, (Byron.Kabarakis@cec.eu.int),

Philippe Lebaube, Publications Office, (Philippe.Lebaube@cec.eu.int)

Objectives

The global objectives are mentioned in the text before but it is important to underline that 2003 and 2004 are two years to prepare and build eProcurement systems compliant with the new legislative framework. This work aims at making the most out of the transitional period in order to avoid the development of several non-interoperable solutions across Europe which could fragment the Internal Market and would be serious obstacles to the take off of e-technologies in this key area.

Users/beneficiaries

The beneficiaries are both:

- Procurement entities (at pan-European, state, regional, and local levels) who could benefit from work already done at the European level in the implementation of their own systems, and who could have access (thanks to improved interoperability) to a broader supplier base;

- companies keen to trade across borders, who could have improved and easier access to public procurement opportunities in different Member States.

Previous achievements

- General activities

In 2001 and 2002, three workshops took place in Brussels (Dec. 2001, Feb & June 2002) for information dissemination and discussions on eProcurement activities at the European level

- WP 2001 (eProcurement was a new entry in the IDA WP at this time)

A study on transborder eProcurement barriers and enablers was carried out and provided a list of recommendations. This study is published on CIRCA. € 120.000

- WP 2002

A feasibility study was launched in November 2002 and is still ongoing, the final results are foreseen for April 2003, the pilots in MS will be performed in 2003.
This feasibility study assesses the possibility to generalise common specifications (from the German eProcurement platform) to pilot implementations in MS. € 120,000

An eNotices service is under development by the Publications Office collecting public procurement notices to be published in the Supplement of the Official Journal. € 200,000

Concerning eProcurement Interoperability, a study was foreseen on the content and structure of eProcurement exchanges (XML schema). It has been delayed to the beginning of 2003 due to the need for improved inter-departmental co-ordination and preparation and is thus included in the new WP 2003.

Actions and measures

A specific working group will be created by the Commission to co-ordinate all the IDA eProcurement actions and measures. In order to ensure a strong co-ordination in this field, DG Internal Market and the Publications Office will communicate to the TAC members the list of experts involved respectively in developing public eProcurement policy and in operational issues, in order that each TAC member nominates at least two experts, one more involved in eProcurement policy and the other one in vertical and operational matters. The first meeting of this working group is planned for mid-April 2003.

1. Interoperability

1.1. Common specifications

This study will be managed by DG MARKT in co-ordination with IDA and will be the continuation and the extension of the current feasibility study concerning the common specifications part including the review of the international dimension (i.e. non-EU countries). The aim is described in the global objectives and will focus on assessing the best translation of the forthcoming legal framework into clear functional requirements to facilitate its correct and uniform implementation across the EU. The study will provide advice on what new initiatives are necessary to supplement the legislative framework.

1.2. Coding systems used in eProcurement

This study will be managed by DG MARKT. The study will propose a revision and improvement to the common procurement vocabulary (CPV) codes in order to take advantage of e-technologies and integration with eCatalogues for example.

1.3. XML schema and forms

This study will be managed by the IDA unit in co-ordination with the users and the key players involved and will focus on the needs related to the forthcoming legislation (for example new forms). The works and the results of the ebXML study will be taken into account in this study which should analyse the scope for XML schemas for public eProcurement and then develop and promote it across Europe. It should consider:

- eProcurement initiatives in the field of XML schemas in Europe;
- The analysis of the different needs and requirements in this area based on the required eProcurement processes;

- The identification of priority areas for action;

- The feasibility for an XML schema designed collaboratively with partners from all MS Administrations and the private sector. It should also include actions enabling user acceptance (e.g. software, tools, standard compliance, quality assessment, technical support) and its regular update during the first year post-release;

- The promotion of an eProcurement XML schema and the realisation of a simple dashboard to measure its use and its success during the year after its release.

2. Common tools, generic services and pilots

2.1. eProcurement Demonstrators

Learning demonstrators will be developed for Member States and Community Institutions, interested in improving their own procurements procedures by implementing eProcurement technologies. These demonstrators could be set up in a “laboratory form” and interested partners could conduct studies and investigations of desired solutions in the framework of the laboratory.

They will allow the validation of the common specifications, guidelines, technical components, new business processes or technical functionalities of interoperable eProcurement systems used by administrations compliant with the actual and the new legislative framework on public procurements.

2.2. eTendering service pilot

The Publications Office will set up an eTendering service pilot for demonstrations and learning. This service will be used by Community Institutions, agencies and associated bodies. The service could also be used for demonstration and learning purposes in order to provide transfer of knowledge to public administrations. It should take into account the works done in the framework of the eProcurement demonstrators.

The pilot should demonstrate the following functions:

1. submitting of eNotices by procuring agencies;
2. procuring agencies directory publishing in the OJS,
3. registration, authentication and audit features necessary for ensuring the safe functioning, including the features required to ensure the compliance with public procurement procedures,
4. download by interested suppliers of terms of reference and any technical documents relating to published notices;
5. questions and answers (suppliers/procuring agencies);
submitting of tenders electronically with appropriate security features for authentication, integrity, confidentiality, time stamping, auditing;

set up of appropriate tools for compilation of tenders and analysis, in order to support the procuring agency’s evaluation of the tenders and the selection and awarding of contracts.

This project will show the outcome of other IDA projects could be put to good use (eProcurement feasibility study, portal toolkit, CIRCA, eLink, ……).

The project will consider the use of open source software wherever possible and how to integrate them in an operational environment (e.g. installation, profiling, populating, routine operation).

3. Awareness

IDA will organise at least one workshop in 2003 for administrations and the private sector to disseminate results of ongoing works, to present best practices, to collect cost/benefit information on operational eProcurement systems and to learn from private sector initiatives.

Expected deliverables and benefits

1. Interoperability

1.1. Common specifications
   – Definition of functional requirements, guide

1.2. Coding systems used in eProcurement
   – Recommendations, pilot

1.3. XML schema and forms
   – Definition of common data formats (XML).

2. Common tools, generic services and pilots

2.1. eProcurement demonstrators
   – Demonstrators, guidelines, methodology, assessment of the functional common specifications, identification of eProcurement software component, good practice.

2.2. eTendering service pilot
   – Pilot service, demonstration environment, eProcurement software components, good practice.

3. Awareness

   – Workshop(s), eLearning program, dissemination of best practices, collecting cost/benefit information of existing eProcurement system implementations.
Project schedule

April 2003: First meeting of experts
April 2003: Feasibility study
October 2003: Awareness activity
End of 2003: Completion of studies on common specifications, CPV codes and XML

eTendering service pilot, eProcurement demonstrators used by MSs

Funding

1. Interoperability
   1.1 Common specifications: € 150,000
   1.2 CPV codes: € 125,000
   1.3 XML study: € 125,000

2. Common tools, generic services and pilots
   2.1 eProcurement demonstrators: € 500,000
   2.2 eTendering service pilot: € 300,000

3. Awareness activities: 0 €

Total: € 1,200,000

Previous funding

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2.3.3. **Translation Support**

2.3.3.1. Global objectives

The accessibility of Europe and the transparency of its policies depends to a good extent on information being available in all local languages. That is one of the reasons why EU legislation must be published in all the Member States' official languages. Because it becomes national law and thus directly binding on all the EU's citizens they must be able to read and understand it in their own languages. But well before that point, proposals must be aired for the widest possible debate at all levels - European, national and local - in forms accessible to non-linguists and non-diplomats. It is a question of transparency and democracy.

At the same time, translation requires substantial resources. In 2001, close to 1.3 million pages were translated by the European Commission's Translation Service alone. Enlargement will mean that the number of official languages rises to 23. Behind this backdrop, computer support for translation could be part of the answer to the challenge, allowing not only efficiency gains but also permitting translators to concentrate on their "core business", searching for the right word in a more efficient and less time-consuming way and practising the art of translation without the drudgery of having to perform repetitive tasks.

The usage statistics of the Commission's machine translation utility indicate that translation is not only of concern to the Community Institutions but also to national administrations. Use of the machine translation system has increased sharply over the past few years, with some 800,000 pages being channelled through the system in 2001. An IDA-financed study indicated in 2002 that there is strong demand among national administrations, too, to have easy-to-use access to quality machine translation tools. IDA's objective is therefore to provide or help finance the technical solutions that can make these services more accessible to national administrations.
2.3.3.2. IDA-MT

Contact

Francine Braun-Chen, Translation Service of the European Commission, (Francine.Braun-Chen@cec.eu.int)

Objectives

The objective is to extend the machine translation system used by the Commission and other Institutions to provide services to the IDA networks and Member States Administrations.

Users/beneficiaries

IDA projects and Member State administrations.

Previous achievements

Completion of the "MT Needs" Survey of the European public administrations, i.e. Member States administrations and Community Institutions and bodies. The preliminary results of the Survey were presented to the TAC-WHAM at its September 2002 meeting.

Finalisation of the Implementation Analysis Report, describing the technical and linguistic solutions proposed for meeting the principal MT needs of Member States' public administrations, with an estimate of the financial and human resources necessary for each solution.

Actions and measures

Development of a localised user-friendly Web interface for MT access: € 95 000 committed

Thematic improvements to MT, based on Member States' feedback: € 125 000 committed.

Expected deliverables and benefits


Project schedule

September 2003 : Completion of web interface.

Funding

€ 0 (financed on 2002 budget)
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2.3.4. **Guides to Legislation**

2.3.4.1. **Policy objectives**

Since the 70-ies Member States have been developing legal databases and have provided online access to electronic information on national legislation. In parallel, the European Commission created the EUR-Lex system as a portal to European Union law, giving electronic access to the complete collections of EU legal texts in all the official languages.

After the failure of a number of attempts to simplify access to national legal information system the Council Working Party on Legal Data Processing in 2001 asked the institutions to create a directory of legal online information services in Member States and to develop a standard search interface for legal information retrieval. Important efforts have already been carried out on establishing a list of national legal databases. However, a common search interface to these database needs to be developed.
2.3.4.2. Nat-Lex

Contact

Albrecht Berger, OPOCE/DG, (Albrecht.Berger@cec.eu.int)

Objectives

Development of a single point of access (with a standard search interface) to legal online information services in Member States, as requested by the Council Working Party on Legal Data Processing.

Users/beneficiaries

Preliminary discussions concerning EULEX and general users questions on EUR-LEX / CELEX tend to show a growing interest in national law of other Member States in the framework of studies, free movements of goods, free establishment of or interest for measures implementing EU law in other Member States. Users would thus be widespread from democratic circles (citizens, national parliaments) to the commercial and industrial sectors, national administrations and universities (research).

Previous achievements

The feasibility of a standard search interface has already been shown as a by-product of the EULEX-2 project (July 1999 till April 2001) which was executed in the framework of the “Communication of official documents” part of the IDA Program. In this project a standard user interface (with a set of 11 common search criteria) had been created enabling the user to retrieve information in 4 legislative databases (Germany, France, Italy, UK) and in 2 case law databases (Italy, Germany). This part of the EULEX-2 project amounted to less than 50.000 EUR (of a total 170.000 EUR funding for the whole project).

The first stage of the Nat-Lex project (from 17/08/2002 to 23/04/2003) planned to develop the Web user interface (common search mask) to cover 6 target services of following Members States: Finland, Austria, France and United Kingdom.

The major achievements of this stage are:

- Definition of architecture for the Nat-Lex service (technical approach)
- Definition of the Nat-Lex fields to be used in the Nat-Lex search mask
- Definition of the targets services concerning the online legal documentation services to be covered in the second phase of the Nat-Lex first stage realisation project.
- Project plan for Nat-Lex phase II (developments), currently in progress.

Actions and measures

In 2003, The Publications Office intend:
– to extend the implementation of the current search interface to at least 12 more information services in other Member States,

– to study the possibility of harmonising the formats in which the search results (legal texts) are displayed by the different target services,

– if necessary, to improve and adapt the interface, according to requests of the Working party.

The work will follow the guidance of the Council Working Party on Legal Data Processing.

Expected deliverables and benefits

Technical specifications, user interface, pilot, user support

Project schedule

January/April 2003: Development of the search mask and its implementation for 6 databases in 4 Member States.

to be determined: Implementation of search interface for 12 additional information services

to be determined: Conclusion of study on possibility for harmonising display formats.

to be determined: Improvements to interface (if required).

Funding

€ 200,000

Previous funding

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2.3.5. Portal to Services of Public Administrations

2.3.5.1. Global objectives

The aim of this action is the provision to European citizens and enterprises of public online information and services with a cross-border dimension. Services should be offered to both EU citizens and enterprises in real-life situations (for example citizens wishing to work or study in another MS, or EU enterprises wanting to move or open a new branch in another MS). The portal will therefore assist EU enterprises and citizens wishing to settle in another Member State or to perform their activity in a pan-European context.
2.3.5.2. Portal of the EU Administration

Contact

Gavino.Murgia, DG Enterprise, unit D.2 (IDA) (Gavino.Murgia@cec.eu.int)

Objectives

The final objective of the Portal of the EU Administration (public-services.eu) is to implement a one-stop shop for the provision from the EU public administrations of pan-European online information and services to both EU citizens and enterprises. The final product should be **interactive, multilingual, offer user-centred services and be both reliable and complete**. In a sentence: it should become the reference portal for citizens and enterprises interested in cross-border activities. This service should be user-centric, namely the information/transactions should be made available through the introduction of the corresponding life events/business episodes.

The current phase is a pilot one, a sort of "laboratory for analysis and design", showing different solutions to users' needs. It prioritises functionality (focusing on a certain number of e-services selected with the active collaboration of the national experts). Furthermore, the pilot should facilitate the establishment of a common framework for collaboration between different initiatives undertaken at national, regional or European level.

The pilot phase will continue through year 2003.

Users/beneficiaries

Direct beneficiaries are EU citizens and enterprises, as well as citizens and enterprises from EEA countries and Candidate Countries participating to IDA. The services offered through the portal should cover real life situations in a pan-European cross-border context.

Previous achievements

In 2001 a preliminary study to assess the situation at EU level was conducted, and the type of services to be provided through the portal were identified. It was agreed that work would be centred around life events related to cross-border movements. The detailed findings of the study are published on the IDA web site (http://europa.eu.int/ISPO/ida/).

In 2002 the pilot phase was started, leading to a definition of the content for a first summer release (both in terms of topics and interface to the end-users). In this context an online dynamic demonstrator and a decentralised authoring tool were made available to the pilot's participants since June 2002.

The pilot portal was then officially launched at the IDA conference on pan-European eGovernment services on 19.9.02: URL http://europa.eu.int/public-services.

A first strategic document has been drafted in September 2002.
At the beginning of 2003, 10 MSs and one EEA country are present on the pilot Portal. There is also a rich section on European Union content.

Actions and measures

In the context of this action it has been outlined the need to elaborate a strategic vision that would ensure better focus and facilitate the commitment of all stakeholders. This is now being addressed, in parallel to the development of the pilot.

It has also been decided to extend during 2003 the participation to the pilot to all MSs, also in the context of the ex-ante evaluation being launched.

Expected deliverables and benefits

Continuation of the pilot portal during 2003 (including the operation of the back-office environment, maintenance and a centralised support offered to content providers), ex-ante evaluation report, new release of the portal platform at the end of the year 2003 (functionality subject to the recommendations of the ex-ante evaluation). In parallel the strategic document (master plan) will be constantly reviewed and updated.

Other actions will depend on the result of the ex-ante evaluation

Project schedule

March 2003 : Ex-ante Evaluation: preliminary report
April 2003 : Ex-ante Evaluation: final report
End 2003 : New release of portal platform

Funding

€ 200,000 for the content-related support activities for the pilot portal (including identification of appropriate links at EU/national level, production of guidelines for content providers, FAQ to be published in the portal, collection of feedback from end users, some limited support to creation of introductory texts and translations).

Further funding needs for the portal will be determined by the ex-ante evaluation.

Previous funding

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2.3.6.  *Interactive Policy-Making*

2.3.6.1. Global objectives

2.3.6.2. IPM

Contact

Jobst von Kirchmann, DG Internal Market, unit A.03 (Jobst.von-Kirchmann@cec.eu.int)

Paolo Brizzi, DG Personnel and Administration, unit DI.4 (Paolo.Brizzi@cec.eu.int)

Objectives

In the context of the Interactive Policy Making initiative, the Commission identified the need to develop a customisable Internet application which allows

a) the collection of spontaneous reactions in the marketplace (feedback mechanism) and

b) the build up of consultations open to participating stakeholders (on-line consultations mechanism).

Users/beneficiaries

This Internet tool will be at the disposal of the Commission and national administrations: the Commission will use this tool in the context of the Interactive Policy Making initiative on the one hand, for the collection of information from the marketplace through existing European networks of intermediaries and, on the other hand, to launch external consultations on new policy initiatives. Member States can also use this tool in order to set-up interactive consultation with the public or target groups.

Member States can also use this tool in order to set-up their own interactive consultations targeted to the public or to specific groups.

Member States and Commission can use this application jointly or independently. The data collected independently remain under the responsibility of each party.

Citizens, consumers and businesses will benefit by being more actively involved in the policy-making process, being enabled to give input to new initiatives (by participating to open consultations) and giving feedback on the application of existing legislation.

The active role of intermediaries allows people who have not direct access to Internet to express their views on the issues of their interest.

Previous achievements
The main achievement concerns the development and technical improvement of the functionalities of both IPM Feedback application (Feedback mechanism) and IPM On-line consultations application (On-line consultations mechanism).

The IPM Feedback Mechanism involves now additional EU networks (European Consumer Centres, Citizens Signpost Service), as well as an enlarged number of Euro Info Centres. So far, this has allowed collecting some 30,000 answers from European consumers, citizens and businesses. The new Commission-wide database has been recently launched and covers 25 different policy areas.

To date, the use of the IPM prototype has allowed DG MARKT to launch 16 on-line consultations (targeted to the general public) and 8 internal/restricted to DG MARKT. Two public consultations are currently open⁹ as well as one internal to DG MARKT. Several other consultations are in the pipeline.

The development of the European Business Test Panel (EBTP), a joint project European Commission/Member States, is ongoing. The application to define the participants to the Panel (“registration database”) has already been developed, including local and national country co-ordinator interfaces.

**Actions and measures**

**IPM version 2**

- Form Generator redesign, using the same technologies of the Form Runner (this will allow an easier interface so that the tool can be easily decentralised for DGs and MS).

- Form Viewer redesign (allowing more detailed statistical analysis of data) and XML generic export of statistical data from the application.

- XML utilisation (to increase the system performances)

- Functional improvements (extension from the actual 11 languages to all candidate MS)

- Data transfer from IPM to SOLVIT (to avoid the double encoding of cases to be treated by the SOLVIT network)

**European Business Test Panel**

- Development needed to run EBTP consultations (multi-languages)

- Interface redesign

**Expected deliverables and benefits**

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⁹ Consultations titled “Towards a European Action Plan for organic food and farming” and “Give your opinion on Your Voice in Europe”.
At the end of 2003, the new version 2 of IPM will be released. This will support the creation of consultations targeted to the European Business Test Panel.

Possibility to use the feedback and on-consultations tools to set up feedback mechanisms at national or local level, or to run their own consultations, as well as to exploit the data collected in the feedback database (results).

Higher participation of stakeholders in the decision making process; further decreasing of time needed to build new consultations; manage the feedback results for policy making.

Availability of the tool for general use in the Member States (including delivery of non proprietary software)

Project schedule

4th quarter 2003: Delivery of the IPM version 2

Funding

€ 300,000 for the development of version 2 (this amount doesn’t cover administrative or technical support)

Previous funding

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2.3.7. eLearning

2.3.7.1. Global objectives

The European Commission’s eLearning Action Plan sets a number of ambitious challenges to European education and training systems:

– to develop the comprehensive integration of ICT into education and training
– to create flexible infrastructures that will make eLearning available to all
– to promote universal digital literacy
– to create a culture of lifelong learning
– to develop high quality European educational content

To meet these goals, Europe rapidly needs to expand educational opportunity. It needs to ensure that the entire population achieves high educational standards, and to embed a culture of lifelong learning to respond to evolving skill requirements. The rapid pace of social, economic and technological change, together with concern over the threat to the future competitiveness of European industry, has particularly created renewed urgency to find solutions to the problems of a growing ICT skills gap.

Public administrations are no exception. They, too, need to invest in the maintaining and developing the professional skills of their workforces. Computer tools implementing eLearning can help achieve this objective, but their use in government needs to be encouraged.

IDA’s objective until 2004 is to explore the opportunities for eLearning in the context public administrations, first by assessing the functional requirements and technological solutions, then by identifying potential content (such as electronic procurement) and probing the interest for common actions at the European level.
2.3.7.2. OSS-based eLearning tools

Contact

Bernhard Schnittger, DG Enterprise, unit D.2 (IDA)
(Bernhard.Schnittger@cec.eu.int)

Objectives

The market for eLearning utilities is fast evolving and some administrations, universities and enterprises are collecting first experiences with the technologies. It is less clear to what extent standardisation is emerging, and the object of this brief assessment is to define functional requirements and to survey available open source software-based tools for eLearning.

Users/beneficiaries

TAC WHAM and TAC members and IT policy-makers in public administrations

Previous achievements

None.

Actions and measures

The project will proceed in phases with the focus first being to establish a list of functional requirements through an assessment of user needs. Subsequent phases depend on the outcome of the first phase and on sufficient interest among national participants to proceed. They could involve the selection and adaptation of an online training platform and providing adequate documentation with it and the trial deployment of the platform, including tests in national administrations.

Expected deliverables and benefits

Recommendations for functional requirements and suitable eLearning tools and for further action in support of eLearning in public administrations

Project schedule

March 2003 : Final deliverable.

Funding

€ 0 (financed on 2002 budget)

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2.4. Spread of Good Practice

2.4.1. Global objectives

The cumulative knowledge, based on experience of IT implementations in the public sector are a largely untapped resource that could be drawn upon to improve eGovernment implementations. However different the organisation of public service may be at the various level of government across Europe, everyone stands to learn from the good implementations - and the unsuccessful one - of others.

It is the objective of IDA to document such experiences and to make their descriptions broadly available. The exchange of such information is the first condition to the spread of good practice in eGovernment throughout Europe. It will help those administrations that are not at the leading edge of technology to benefit from the advances of others, it will help bring up and homogenise standards of public service in all of the EU and also Candidate Countries.

An outlet and reference point for information on eGovernment implementation has already been developed: the eGovernment Observatory. The role and richness of content of this site should be reinforced. But spread of good practice is not only encouraged through the exchange of information, providing the actual solutions themselves is equally important. That is why a substantial element of the campaign to spread good practice will be about raising awareness of IDA's actions and projects. But good solutions are not being developed by IDA alone, and encouraging the re-use of IT solutions developed at national, regional or local levels of government will be an important objective, in line with the eEurope 2005 Action Plan to provide application templates.
2.4.2. *Dissemination*

**Background**

The IDA legal decisions (1720/1999 Article 10) foresee actions to ensure general awareness of the achievements and benefits of the IDA programme. The channels for this in 2003 will be: The IDA report, the IDA web site and IDA information days and initiatives toward public media to raise the general awareness of the programme and its achievements.

**Contact**

Vemund Riiser, DG Enterprise, unit D2 (IDA), (Vemund.Riiser@cec.eu.int)

**Objectives**

To increase visibility of the IDA programme, to demonstrate its achievements and to disseminate these to the appropriate target audiences.

**Users/beneficiaries**

The main target group for this action will be Commission services and MS/EEA/CC administrations maintaining or developing trans border telematic networks. In addition, European policy makers (including in Council and Parliament) and public service administrators at senior level will also be targeted.

Although not specifically targeted, private companies, organisations and citizens with an interest in e-government issues have also access to the information at the IDA web page and can sign up for receiving information about IDA activities.

**Previous achievements**

IDA-Report 3 issues 2002, IDA conference; Catalogue of Generic Services; Catalogue of Common tools; CIRCA brochure; IDA-Web-site.

**Actions and measures**

Issue of IDA-reports, organisation of IDA information days and seminars for Candidate Countries (including one in Warsaw April 2003 in collaboration with the Northern eDimension Action Plan and one in May 2003, location to be decided).

**Expected deliverables and benefits**

Four issues of IDA-report (Issues in February, May, September and November 2003);

IDA information days/seminars for Candidate Countries (including one in Warsaw April 2003 in collaboration with Northern eDimension Action Plan and one in May 2003, location to be decided).

Continuous update of IDA Web-Site.
Production of catalogues and brochures.

Other IDA info days to be decided with MS

Project schedule

February 2003: Preparatory meeting for IDA info day seminars, IDA catalogue of projects
February 2003: IDA-Report Issue 17
February 2003: Brochure of PCIs
April 2003: IDA info day Warsaw, IDA info Day where to be decided, Redesign of IDA WEB-site
May 2003: IDA-Report Issue 18; Updated version of the IDA Web-site.
June 2003: Information pack for participating in IDA
September 2003: IDA-Report Issue 19
December 2003: IDA-Report Issue 20; Updated version of the IDA Web-site.

Funding

€ 200000

Previous funding

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2.4.3. *eObservatory*

**Contact**

Emilio Castrillejo, DG Enterprise, unit D.2 (IDA) (Emilio.Castrillejo@cec.eu.int)

**Objectives**

Disseminate initiatives and best practice related to eGovernment actions and to encourage information exchange between possible stakeholders in MS. In addition to initiate in depth studies of particular topics related to the issue.

**Users/beneficiaries**

The main target group for this action will be Commission services and MS/EEA/CC administrations maintaining or developing trans border telematic networks. In addition, policy makers at national and European level, as well as private companies, organisations and citizens with an interest in e-government issues have also access to the information at the eGovernment Observatory web page and can sign up for receiving information about the activities.

**Previous achievements**

Establishing of the eGovernment section of the IDA Web-site. Completion of one in depth study on the needs for eGovernment Services for enterprises. The second in-depth study on availability of cross border eGovernment services has been launched.

**Actions and measures**

This project will be a continuation of the work started in 2002. In 2002 the work focused on building the knowledge base and establishing the eGovernment Observatory as a reference source for information about eGovernment initiatives. This work will continue in 2003, but there will also be an increased focus on making the information easy available to potential users. Up to now the results of the initiatives in the eGovernment Observatory have been disseminated through three channels: the IDA web-site, the eGovernment News attached to the IDA-Report, and dissemination through the IDA conference September 2002. With the exception of the organisation of conferences this will be continued in 2003. In addition, there will be increased focus on presenting the findings of the eGovernment observatory at conferences organised by other than IDA.

The benefits of the Observatory will be reviewed at the end of 2003 and a decision taken on whether or not to continue with the action in 2004.

**Expected deliverables and benefits**

Reinforce the value of the eObservatory in co-operation with Member States and its contribution to the implementation of the IDA programme. Continuously updated information on the eGovernment observatory section on the IDA web-site. New editions of the eGovernment News to accomplish the IDA-report. Redesign of the eGovernment Observatory section on the IDA web-site.
Project schedule

February 2003: eGovernment news accompanying IDA-Report Issue 17

May 2003: eGovernment news accompanying IDA-Report Issue 18;

June 2003: Updated version of the eGovernment Observatory section on the IDA web-site;


December 2003: eGovernment news accompanying IDA-Report Issue 20;

Funding

60,000 € (For redesign of the eGovernment section at the IDA Web-site)

Previous funding

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2.4.4. Competence centres for OSS

Contact

Bernhard Schnittger, DG Enterprise, unit D.2 (IDA)
(Bernhard.Schnittger@cec.eu.int)

Objectives

The objective of this action is to promote the spread of good practice in the use of open source software by public administrations by establishing a systematic overview of "overview of usage of OSS products and of applications developed according to the OSS development model, making the lessons learnt in these projects available to others and providing specialist technical and economic advice on specific issues. This entry is also a response to the encouragement of greater uptake of open source software stated by the eEurope initiative and the associated 2002 and 2005 action plans.

Users/beneficiaries

While the general information on OSS deployment in European administrations will be of interest to policy makers, industry and the general public, the in-depth technical and economic assessments will as a general rule be made available to IT policy-makers and national and regional OSS competence centres only. Better information about lessons learnt elsewhere and about specific issues related to the deployment of OSS solutions will allow public administrations to make better use of their IT resources.

Previous achievements

This action follows on from the study on the feasibility of pooling open source software developed by and for administrations. The study was published in June 2002 and received widespread press coverage. More than 22,000 downloads from the IDA website were reported.

The results of the study were discussed by a group of national experts which proposed the action described below as follow-up.

Actions and measures

Primary objective is to establish a systematic overview of open source usage in European public administrations and to maintain a focal point for this under the eGovernment observatory. This should extract from descriptions of project experiences that information which is of potential interest to other administrations (lesson learned). Work on quantitative measurements of the take-up of open source software may also be undertaken and could be provided as input to the MODINIS programme.

Secondly, where specific technical or economic assessments need to be made these should be carried out as a service to public-sector IT-decision makers and to national and regional competence centres. However, the preferred route to addressing these
specific information requests is to mobilise and validate existing know-how. An indiscriminate distribution of these in-depth assessments is not envisaged.

Thirdly, the action should also lead to the creation of an inventory of government-sponsored applications and to recommendations on how to encourage re-use of these. As far as the technical implementation of such services are concerned, priority will be given to the re-use of relevant Community R&D initiatives, such as AMOS.

Finally, this action should encourage contacts between national and regional support services. In several countries, competence centres for public-sector OSS-usage are on operation, being established or considered. To allow these to benefit from each other's experiences support actions will be undertaken, including the provision of virtual bourses and the organisation of workshops.

Public administrations use standard office applications, applications that are typical of governments and applications that are specific to particular business needs. Apart from the first and second action cited above the focus will be on those applications that are primarily relevant to public administrations.

**Expected deliverables and benefits**

The most visible output of this action is an improved information base on usage of open source software in Europe's public sector. Understanding the market and its evolution will not only benefit policy-makers, it will also be of interest to industry.

Improved information will also help public administrations to base their decisions for or against open source usage on a sound basis.

The inventory of government-owned OSS applications is not part of the first set of actions under this entry but could be included at a later stage. It would allow re-use of these applications to be considered. Clearly, whether re-use occurs will depend on a range of other considerations, but the good practice guidelines to be provided under this action will help public sector bodies to consider software maintenance schemes that facilitate re-use and make possible third-party involvement in application evolution. An additional possible future benefit of an inventory of government-owned OSS applications is a better co-ordination of developments, improved understanding of the areas where solutions are still required and thus better use of development efforts (whether funded by the EU, by Member States or whether initiated by industry).

**Project schedule**

- **May 2003**: call for tenders
- **October 2003**: initialisation of action, formation of a management board
- **December 2003**: good practice guidelines for OSS-based, reusable application developments
- **December 2003**: workshop of European competence centres
- **January 2004**: inauguration of OSS information focal point
**Funding**

€ 200,000

**Previous funding**

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2.5. Programme Management

2.5.1. Global objectives

The IDA programme is composed of a multitude of individual actions that together address the objectives defined in the IDA decisions, namely to promote the efficient and effective uptake of information technologies in public administrations in support of Community policies and the provision of better European public services. The usefulness of these actions and their contribution towards the global objectives need to be monitored and assured in order to ensure that the maximum benefits are derived from the IDA programme.

The purpose of IDA's actions in support of programme management is to provide assistance for ongoing quality management in IDA projects, to establish cost/benefit assessments and to conduct evaluations of the impact of specific projects and of the overall performance of the programme. The results of these activities should lead to corrective actions at the level of the individual projects. At the level of the programme, the assessment of the benefits and drawbacks of the programme will inform the debate on the continuation of IDA actions after the expiry of the current phase of IDA at the end of 2004.
2.5.2. **Quality assurance**

The ultimate success of IDA projects is determined by the effectiveness of their results for the administrations and the other beneficiaries, namely citizens and enterprises. For this purpose, “the Community - taking into account the results of similar actions - shall define, implement, and continuously update a specific, consistent, integrated quality programme, which shall apply to the horizontal actions and measures and to the projects of common interest”.

**Contact**

Vemund Riiser, DG Enterprise, unit D.2 (IDA) (Vemund.Riiser@cec.eu.int)

**Objectives**

The goal of IDA Quality Assurance and Control is twofold: Improve the way in which project objectives and requirements are specified and improve the manner in which each project is carried out and the quality of the final project deliverables (e.g. doing the "right" thing, and doing the thing "right"). Another important aspect of the initiative is to ensure that the experiences gained are learning experiences and are disseminated through the spread of best practice.

**Users/beneficiaries**

Commission services and MS administration developing cross border telematic networks and services. Enterprises and the general public involved in developing or using eGovernment services on national or international level.

**Previous achievements**

The IDA Quality assessment guide is disseminated at the IDA web site for use by the Commission services and MS administration developing cross border telematic networks under IDA funding. They can, however, be used as reference by anyone developing or using eGovernment services on national or international level.

**Actions and measures**

Developing and refining the QA tools based on feedback from users. Increased focus on encouraging use of the QA tools.

**Expected deliverables and benefits**

Increased understanding of the legal and procedural aspects of working with IDA. More focus on planning of assessment the projects deliverables. Increased quality of reporting.

**Project schedule**

Refinement and assessment of QA tools ongoing.

**Funding**
100.000€

**Previous funding**

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2.5.3. Evaluation and assessment

Contact

Vemund Riiser, DG Enterprise, unit D.2 (IDA) (Vemund.Riiser@cec.eu.int)

Objectives

The main focus for this activity will be to prepare for the final evaluation of the IDA 2 programme in 2004 and to carry out cost benefit analysis of selected IDA PCIs and HAMs.

Users/beneficiaries

Main target group will be the IDA secretariat, Commission services developing cross border telematic networks or services and national IDA co-ordinators. The methodology and the results of the cost/benefit analyses of the specific projects may also be of interest to others wishing to apply maintaining or developing trans border telematic networks.

Previous achievements

IDAII midterm evaluation.

TESTA II User satisfaction survey

Actions and measures

CB analysis of selected PCI and HAMs

Expected deliverables and benefits

CB methodology and assessment of selected IDA projects.

Project management tool.

Project schedule

September 2003 : 1. PCI CB analysis completed

December 2003 : Start up of IDA final evaluation

Funding

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