

Conference & Exhibition

eChallenges
e-2004
Final Programme

Vienna Austria

27 - 29 October 2004

e-2004 major sponsors



Introduction

eChallenges e-2004 is the fourteenth in a series of annual conferences, which bring together delegates from commercial, government and research organisations around the world. Focusing on eBusiness, eGovernment, Organisational Knowledge, eWork, eEurope 2005 and ICT take-up by SMEs and International Collaboration on IST, the goal of e-2004 is to stimulate rapid take-up in Europe of Research and Technology Development (RTD) results and to help open up the European Research Area (ERA) to the rest of the world.

The reputation of the eChallenges Conference Series is based on its international perspective and its focus on high quality papers, discussion and networking. Opening and closing plenary sessions feature keynote government, business and research speakers sharing experience, insight and challenges for the future. Thematically focused parallel sessions provide coherence to a programme featuring an invigorating mix of business and government case studies, technical, legal and policy papers and interactive workshops. The organisation of paper and workshop sessions alike is designed to maximise knowledge sharing through focused presentations and interactive discussions.

e-2004 provides a prestigious international forum to increase awareness of exploitable research results and applications, whether funded privately or at regional, national or European level. The Conference Exhibition offers an opportunity to showcase research results and applications through technology demonstrations and posters. eChallenges provides an excellent networking environment to discuss problems and new ideas, share knowledge and experience, identify new research partners and obtain feedback from potential users. This supports the goals of the ERA by increasing Return On Investment (ROI) through better exploitation of results and better coordination of research activities.

Who will you meet at e-2004?

The eChallenges Conference Series, which is supported by the European Commission under the Information Society Technologies (IST) programme, attracts over 500 delegates each year from leading commercial, government and research organisations around the world. Unlike many research conferences, eChallenges provides the opportunity to meet with practitioners, project managers, software engineers, researchers and senior managers from industry and government as well as from research organisations. Delegates and speakers attend to share knowledge and experience and network with their peers from around the world. The eChallenges Community is open, inclusive and welcoming.

Cyber Café

e-2004 delegates may avail of the printing and Internet facilities provided by the eChallenges Cyber Café. Follow up immediately on business, research and cooperation opportunities identified through networking at the conference, make last minute changes to your conference presentation and keep in touch with the office, family and friends.

Networking Support

Networking is a key feature of the eChallenges Conference Series, and is facilitated in a number of practical ways. Paper and workshop sessions are designed to maximise knowledge sharing by providing time for interactive discussions during the conference programme itself. Coffee and lunch breaks take place in the Exhibition area to maximise exposure for technology demonstrations and posters and to facilitate one-on-one and small group discussions following paper or workshop sessions.

Social events are designed to encourage informal discussion, and the Cyber Café makes it easy to follow up on opportunities or leads immediately. A number of dedicated networking areas are provided at the venue to facilitate spontaneous meetings by small groups. Finally, the Delegate Showcase on the eChallenges Conference portal (www.eChallenges.org) allows registered delegates, speakers and exhibitors to publish their own short profile (including research interests and a photograph), to facilitate networking before, during and after the conference.

The Programme

The 3 day programme features an invigorating mix of business and government case studies, technical, legal and policy papers and interactive workshops. As well as opening and closing plenary sessions, delegates may participate in over 70 thematically focused parallel sessions on e-Business, e-Government, Knowledge Management, eDemocracy, e-Work, Smart/Virtual Organisations, Broadband and Mobility, SME Issues, eLearning, Media and eEurope. Session Chairs will ensure active discussions and facilitate participation by all delegates.

The conference programme is complemented by an exploitation-focused Exhibition, social events including a Cocktail Reception with traditional Austrian entertainment kindly hosted by the **City of Vienna** (27th October) and a Networking Reception kindly organised by the **Federal Ministry of Transport, Innovation and Technology** and **Federal Ministry of Economic Affairs and Employment** (28th October), and a partner programme as well as post conference tours.

The programme is subject to change and eChallenges Consortium reserves the right to alter the contents, venue and/or speakers.

The Venue

eChallenges e-2004 takes place in the magnificent **Hofburg Palace** located in the heart of Vienna, Austria. The Hofburg is also known as the Royal Castle, as the palace has been the residence of Austria's ruling family since the 13th century. Since 1918, it has served various purposes under the Republic of Austria, and is today the president's official seat. Its construction spread from the 13th to the 20th century. This explains the richness of its architectural influences, ranging from Gothic to Classicism through to Renaissance and Baroque.

Security, Health and Safety

Vienna is famous for its cleanliness and safety. However, it is recommended that delegates wear their name badge for all **e-2004** activities, as it is their key to access all the conference facilities on offer. Unfortunately, conferences do provide a tempting target for thieves, so please take care of bags, laptops and other personal belongings.

While security staff will be present during conference hours, the organisers cannot accept any responsibility for losses incurred or for personal health and safety. Delegates should ensure they have personal health insurance and take the usual care when exploring the city of Vienna. Any special needs or requirements, should be dealt with by contacting the conference secretariat prior to the event.

Hotel Accommodation

EuroCongress has been appointed as the official Site Agents for **e-2004**, and may be contacted to make a hotel reservation. Eurocongress is offering a selection of 3 and 4 star hotels, most of which are situated close to the city centre, and all are served very well by public transportation. A link is provided on the Conference Portal to the hotel booking form.

While EuroCongress will try to accommodate delegates' first choice, it is important to bear in mind that rooms will be allocated on a first-come first served basis and your first choice cannot be guaranteed. Delegates are strongly recommended to book their accommodation early, due to limited rooms available in Vienna during this busy period.

How to get there

Vienna International Airport has direct scheduled flights from destinations including Amsterdam, Barcelona, Brussels, Budapest, Dublin, Dusseldorf, Frankfurt, Lyon, Lisbon, London, Madrid, Rome, Paris, Prague, Tirana, Geneva and Zurich. The airport is 15 kms from the city centre and is 15 to 30 minutes away from the Hofburg Congress Centre, by shuttle service (bus & train) or taxi. Vienna is linked by motorway and by rail to major European Cities.

The most convenient form of travel is the Viennese public transport network. Frequent bus & train shuttle services are available from the airport to the city centre. Various organisations offer single or return trips ranging in the prices from €3 to €9. The South and West railway stations are 3kms away from the Hofburg, which located within a few minutes walk of the Herrengasse Metro station (U3).

A one-way taxi ride from the airport to the city centre should cost in the region of €30. You should be aware that 26th October is an Austrian National holiday, therefore, delegates who arrive in Vienna on this day are recommended to travel by public transport as roads may be congested.

eChallenges e-2004 is being held at the :

Hofburg Congress Center Vienna

Hofburg, Schweizerhof

Entrance: Botschafterstiege

A - 1014 Vienna

City Airport Transportation

City Airport Train (CAT) is pleased to support **e-2004** and is offering all delegates a discounted price for single tickets to and from the airport. Upon presentation of your **e-2004** Letter of confirmation, delegates can purchase single tickets for €7.50 from the nominated CAT employee on the train. The CAT service between Vienna International Airport and Wien Mitte station runs every 30 minutes between 05:37 - 23:36, with a journey time of 16 minutes. The CAT shuttle train offers delegates the possibility to check-in for Austrian Airlines flights at Wien Mitte station up to 75 minutes prior to flight departure.



Official Carrier

Austrian Arrows and Lauda are pleased to support **e-2004** as the Official Carriers. All **e-2004** Delegates and one accompanying person will benefit from a special discount on available fares.

Participants should contact their nearest Austrian Airlines office or travel agent to receive information on flights and fares. Each participant must present their registration information and provide the reference code: **E2004**
Participants from the USA should contact exclusively:

Lyon Travel
999 Putney Road
P. O. Box 6179 Brattleboro
Toll Free Telephone Number : 800-639-3849
E-mail: conferences@lyontravel.com





Major Places of Interest

Vienna is a very attractive city with a wide range of options for partners as well as post conference excursions for those planning to stay the weekend. Partners and delegates will have the opportunity to book tours from Vienna Sightseeing.

The historical centre of Vienna today makes up part of UNESCO'S World Cultural Heritage. St. Stephen's Cathedral and the Imperial Palace are recognized as being among the top 700 outstanding cultural and natural monuments of the world.

Along the Ringstrasse delegates may admire the Hofburg Palace, masterpiece of Austrian architecture, and other impressive buildings such as the State Opera House, National Museums, Parliament, the Burgtheater, the University, the Karlskirche (Vienna's most beautiful baroque church), and the Musikverein (Vienna Philharmonic Orchestra).

The Spanish Riding School founded in 1572, still practices classic dressage in its purest form and is located 2 minutes away from the Hofburg.

Vienna has been renowned as being one of the major music capitals of the world. Haydn, Mozart, Beethoven, Brahms, Schubert and the Strauss family all came to work here. It is also the home of the Vienna Philharmonic.



The Danube valley with its old villages and excursions, demonstrates the beauty of the Wachau. Through this romantic scenery full of history the Danube winds its way past charming village vineyards.

Other attractions include the Old City of Vienna (between St. Stephen's and the Hofburg Palace) with the 1,000 years of Jewish Tradition, the Liechtenstein Museum which marks the return of one of the world's most important private collections to the city and the very impressive gothic St Stephan's Cathedral hosting for instance the red-marble sepulcher of Emperor Frederick III or the tomb of Prince Eugene of Savoy, dating as far back as 1754.

International Programme Committee

A distinguished programme Committee has been formed to review extended abstracts and draft papers, provide feedback on papers/presentations and chair sessions for e-2004.

The e-2004 International Programme Committee includes:

- Paul Cunningham (Chair), IIMC Ltd, Ireland
- Maarten Botterman, Stichting RAND Europe, Netherlands
- Pete Bramhall, HP Laboratories, Europe, United Kingdom
- Miriam Cunningham, IIMC Ltd, Ireland
- Kim Davis, Research Council of Norway, Norway
- Prof. Asuman Dogac, Middle East Technical University, Turkey
- Prof. Joze Gricar, University of Maribor, Slovenia
- Dr Ingo Hussla, IZET, Germany
- Prof. Bernhard Katzy, CeTIM, Netherlands
- Gareth MacNaughton, HP Europe, Belgium
- Jesse B.T. Marsh, Atelier Studio Associato, Italy
- Flavia Marzano, Tangram, Italy
- Maurice Mulvena, University of Ulster, United Kingdom
- Mícheál Ó Foghlú, TSSG, WIT, Ireland
- Jonathan Sage, IBM Business Consulting Services, Belgium
- Prof. Paul Schoensleben, ETH Zurich, Switzerland
- Dr. Philip Seltsikas, University of Surrey, United Kingdom
- Prof. Dan Shunk, Arizona State University, United States
- Richard Stevens, Gruppo Formula, Italy
- Prof. Roger Wallis, Royal Institute of Technology, Sweden
- Peter Weiss, AIFB, University of Karlsruhe, Germany

Plenary Session Speakers



Alan Mottram



Christian Rupp



Joao da Silva



Rudolf Schicker



Orestis Terzidis



Jan Zadak



Rosalie Zobel

Keynote speakers already include:

- Mart Laar, Eesti Riigikogu, Estonia
- Alan Mottram, President Fixed Solutions Division, Alcatel, Belgium
- Christian Rupp, Federal Executive Secretary eGovernment, Austrian Federal Chancellery, Austria
- João da Silva, Director, Information Society Directorate-General, European Commission, Belgium
- Rudolf Schicker, Executive City Councillor for Urban Development, Traffic & Transport, City of Vienna, Austria
- Orestis Terzidis, Corporate Research, SAP AG, Germany
- Jan Zadak, VP EMEA, Hewlett Packard Europe, Czech Republic
- Rosalie Zobel, Director, Information Society Directorate-General, European Commission, Belgium

Conference Portal & Delegate Showcase

www.eChallenges.org

Organising Committee

- Silvana Muscella, METAWARE S.p.A, Italy
- Mireille Edin, Adera Service, France
- Miriam Cunningham, IIMC International Information Management Corp Ltd, Ireland



Conference Secretariat

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Site Agents

To book hotel accommodation please contact:
EuroCongress & Events
Mariahilfer Strasse 133/2/6
1150 Vienna – Austria
Tel: +43 1 867 49 44
Email: e2004@eurocongress.org
Web: www.eurocongress.org

To book social tours, please contact:
Michaela Vienna Sightseeing
Email: michaela.ulreich@viennasightseeintours.com
Web: www.viennasightseeingtours.com



Wednesday,
October 27,
2004

08:00 Registration

09:00 Opening Plenary 1a

Chair: [Joao Da Silva, European Commission, Belgium](#)

Welcome

Joao Da Silva, European Commission, Belgium

Welcome

Rudolf Schicker, City of Vienna, Austria

Transforming Research Activities to Product Offerings

Orestis Terzidis, SAP AG, SAP Research Center, Germany

Broadband and Mobility: Moving to an End-User Centric World

Alan Mottram, Alcatel, Belgium

10:30 Coffee Break: Exhibition & Networking

11:00 Session 2a: eBusiness 1: Issues

Chair: [Gérald Santucci, European Commission, Belgium](#)

Multicultural Commercial Websites: When Translating Might Not Be Enough

Jacques Nantel, HEC Montreal, Canada

Choosing Channels - Exploring the Effects of Consumers' Use of Multiple Channels

Daniel Osterlund, Stockholm School of Business, Stockholm University, Sweden

Emerging Issues at European Airports

Constanze Stockhammer, HiTec Marketing, Austria

The Analysis of Rising Private e-Money Based on Business Model: Korean Cases

Seungbong Park, Korea University, Republic of Korea

11:00 Session 2b: eGovernment 1: Adoption Issues

Chair: [Agnès Bradier, European Commission, Belgium](#)

eGovernment and the Feasibility of Going Online

Niall Monks, Department of Enterprise, Trade and Employment, Ireland

From Teleworkability to eGovernmentability - Telework in Public Administration

Ingrid Götzl, City of Vienna, Austria

New Public Management and the Use of Distance Work

Wiggo Knudsen, Norwegian Roads Authority, Norway

An Experience of Transition to Open Source Software in Local Authorities

Paolo Zuliani, Free University of Bolzano-Bozen, Italy

11:00 Session 2c: Knowledge Management 1: Issues

Chair: [Kim Davis, Research Council of Norway, Norway](#)

Facilitating Knowledge Exchange and Decision Making within Learning Networks

Soumi Papadopoulou, Planet S.A., Greece

Managing Knowledge in Networked Product Creation Organisations

Jouni Meriluoto, Nokia, Finland

ICONS based Knowledge Management in the Structural Funds Projects Preparation

Bartosz Nowicki, Rodan Systems S.A., Poland

Introduction of Value and Cost Centres in the management of European RTD Projects

Ioanna Pavlou, ALTEC S.A., Greece

11:00 Session 2d: eWork 1: Applications & Case Studies

Chair: [Teresa De Martino, European Commission, Belgium](#)

Sustainable eWork: an Online Self-assessment Tool for Organisations

Werner B. Korte, empirica GmbH, Germany

Getting Organisation and Human Ready for Information Systems

Ip-Shing Fan, Cranfield University, United Kingdom

Visiting eWorkers' Homes - Three Stories for Designing eWork Homes and Furniture

Katja Virtanen, University of Art and Design Helsinki, Finland

11:00 Session 2e: Services for Virtual Organisations

Chair: [Bernhard Katzy, CeTIM, Germany](#)

Competence Profiling and Problem Solving in Virtual Networks

Kristina Wagner, FhG IAO, Germany

e-HUBs: e-Engineering enabled by Holonomic and Universal Broker services

Godfried Augenbroe, Ga Tech, United States

e-Services for Support of Robot Application in SME-Networks

Cornelius Willnow, Fraunhofer-IPK, Germany

11:00 Session 2f: Broadband & Mobility 1: Adoption Issues

Chair: [Mícheál Ó Foghlú, TSSG, WIT, Ireland](#)

The Internet Goes Mobile – SMS Usage by Austrian Students

Astrid Dickinger, Vienna University of Economics and Business Administration, Austria

Organizational Consequences of E-mail Adoption and Diffusion: Theoretical Issues and Empirical Results

Lucio Biggiero, University Luiss Guido Carli, Italy

Mobile Technologies: Paving the Way for Achieving eInclusion

Maria Fernanda Cabrera, Universidad Politecnica de Madrid, Spain

11:00 Session 2g: eLearning 1: Education Issues

Chair: [Ingo Hussla, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany](#)

The Suitability of an Irish Third-level Blended e-Learning Programme for Lean Competitiveness Training in SMEs

Liam Brown, AMT, University of Limerick, Ireland

From Hands-on Experience to e-Learning

Iskra Popova, Mid Sweden University, Sweden

A Client-Server System for Mass Recruitment to Secondary Schools in a Metropolitan Area

Andrzej P. Urbanski, Poznan Supercomputing and Networking Center & Poznan University of Technology, Poland

PAPÁS, Advanced Services for the Educational Community

Ana Conde, SADIEL, S.A., Spain

11:00 Session 2h: eEurope 1: Digital Divide

Chair: **Peter Weiss**, AIFB, University of Karlsruhe, Germany

eEurope-plus: Digital Divide or Digital Inclusion?

Nerute Kligiene, Institute of Mathematics and Informatics, Lithuania

eInclusion of Sign Language Users

Franz Dotter, University of Klagenfurt, Austria

Mapping of Customer Needs for eEurope 2005

Marja-Liisa Viherä, TeliaSonera, Finland

The 3SI Framework: Assessing ICT Development Initiatives

Eva del Hoyo-Barbolla, UPM Universidad Politécnica de Madrid, Spain

12:30 Lunch Time: Exhibition & Networking

14:00 Session 3a: eBusiness 2: Processes

Chair: **Asuman Dogac**, Middle East Technical University, Turkey

Knowledge-Based Business Process Re-engineering for e-Business

Nikolaos Mekras, ANTER Ltd., Greece

Automating Business Process Integration - Pilot Findings

Henning Hinderer, Fraunhofer IAO, Germany

The xNAL Based Method of Postal Address Management in e-Commerce

Damir Trinic, Post Serbia, Center for e-Business, Serbia and Montenegro

14:00 Session 3b: eGovernment 2: Process Issues

Chair: **Flavia Marzano**, UPI, Italy

Systematic Design and Realization of Security-Critical Inter-Organizational Workflows

Andrea Nowak, Austrian Research Center Seibersdorf, Austria

Enterprise Workflow in a Public Sector Context

Paul Jackson, Institute of Public Finance, United Kingdom

The Virtual Dossier (from the Paper Dossier to the Virtual Dossier)

Elena Fenoglio, Region of Piedmont, Italy

QUALEG Quality of Service & Legitimacy in eGovernment

Alberto Savoldelli, Politecnico di Milano, Italy

14:00 Workshop 3c: Knowledge Management 2: Application Issues

Chair: **Jonathan Sage**, IBM Business Consulting Services, Belgium

P2P Interactions for the Support of Knowledge Sharing in Networked Enterprises

Roberto Ratti, TXT e-solutions, Italy

Johanna: A Knowledge Centered Infrastructure for Teleorganizations

Mauro Gaspari, Dipartimento Scienze dell'informazione, University of Bologna, Italy

Content Engineering for Conversational Advisory Systems

Marcello L'Abbate, Fraunhofer-IPSI, Germany

14:00 Session 3d: eWork 2: Multimodal & Collaborative Work Environments

Chair: **Philip Seltikas**, University of Surrey, United Kingdom

Natural Multimodal Interaction for Design Applications

Elisabeth den Os, Max Planck Institute for Psycholinguistics, Netherlands

COMBINE-for-PACE: Performance Assessment of a Complex Enterprise

Nadezhda Yarushkina, Ulyanovsk State Technical University, Russian Federation

Gesprecons: An eSafety and Risk Prevention Platform

Jesus Molina, AIDICO, Spain

EDEL: Developing a Second Generation Night-Vision System

Dieter Kooss, University of Karlsruhe, Germany

14:00 Workshop 3e: Towards a Trust & Contract Management Framework for Dynamic Virtual Organisations 1

Chair: **Theo Dimitrakos**, Central Laboratory of the Research Councils, United Kingdom

Towards a Trust and Contract Management Framework for Dynamic Virtual Organisations

Theo Dimitrakos, Central Laboratory of the Research Councils, United Kingdom

Reputation Systems and Data Protection Law

Tobias Mahler, Norwegian Research Center for Computers and Law, Norway

Web Services Security for Trustworthy Business Processing in Dynamic Virtual Organisations

Joris Claessens, European Microsoft Innovation Center, Germany

14:00 Session 3f: Broadband & Mobility 2: Technology Issues

Chair: **Pete Bramhall**, Hewlett-Packard Laboratories Europe, United Kingdom

Wearable Mobile Computing - a Paradigm For Future European eWork

Michael Boronowsky, Center for Computing Technologies (TZI), Germany

WiFi vs. UWB - Present and Future Hot-Spot Technologies for Open Mobile Networks

Jörg Wylegalla, TU Dresden, Germany

4G Mobile in Europe: Business Scenarios and Implications for Research Policy

Pieter Ballon, TNO Strategy, Technology and Policy, Netherlands

14:00 Session 3g: eLearning 2: Education Issues 2

Chair: **Joze Gricar**, University of Maribor, Slovenia

eChallenges in International Education

Baqun Ding, Delft University of Technology, Netherlands

Noisy Reform or Silent Revolution in the Higher Education? A Hungarian Overview

András Gábor, BUESPA, Hungary

Development and Implementation of a Collaborative Environment for Education

Manuel Castro, DIEEC/UNED, Spain

A Methodology for Developing Quality e-Learning Systems

Katerina Papanikolaou, Cyprus College, Cyprus

14:00 Workshop 3h: eEurope 2: User Issues in Online Public Service Provision

Chair: **Werner B. Korte**, empirica GmbH, Germany

Putting the User at the Centre - Implications for the Provision of Online Public Services

Karsten Gareis, empirica Gesellschaft für Kommunikations- und Technologieforschung mbH, Germany

The eUser in a Universally Accessible Information Society

Margherita Antona, FORTH - ICS, Greece

Policy Approaches to Involve Societal At-Risk Groups in European eServices

Lutz Kubitschke, empirica Gesellschaft für Kommunikations- und Technologieforschung mbH, Germany

15:30 Coffee Break: Exhibition & Networking

16:00 Session 4a:**eBusiness 3: Case Studies**Chair: [Margarita Lago](#), European Commission, Belgium**Economic Impact of E-Business***Pascal Verhoest, TNO-STB, Netherlands***Physical-Virtual Back-and-Forth: Lessons Learned from the FlyAway Travel***Solveig Wikström, Stockholm School of Business, Stockholm University, Sweden***Electronic Data Interchange: Efficient ICT Use in Agriculture***Vilija Juceviciene, Lithuanian University of Agriculture, Lithuania***Towards a Global Integration of the Portuguese Wine Cluster Information – the INFOVINI Project***Henriqueta Nóvoa, FEUP- Engineering Faculty of Porto, Portugal***16:00 Session 4b:****eGovernment 3: Service Delivery**Chair: [Paul Timmers](#), European Commission, Belgium**E-Procurement: Online Public Administration Purchasing***Adriano Leli, CSI-Piemonte, Italy***Selling an eTax Service - Revenue Commissioners, Ireland***Margaret Whelan, Revenue Commissioners, Ireland***E-Delivery – Based on the Austrian eGovernment Law***Peter Reichstaedter, Federal Chancellery of the Austrian Republic, Austria***Circuit Infrastructure for Multi-functional Card-based Citizen Services***Alessandro Battaglino, Comune Di Torino, Italy***16:00 Session 4c:****Knowledge Management 3: Content Issues**Chair: [Paul Cunningham](#), IIMC Limited, Ireland**Customisation of Information in the Manufacturing Industry***Christian Persson, Högskolen i Gjøvik, Norway***Learning User Preference Models and Business Strategies for E-Commerce***Maria João Viamonte, Instituto Superior de Engenharia do Porto, Portugal***Natural Language Access and Intelligent Service Discovery in e-Business***Mikhail Simonov, Nomos Sistema S.p.A., Italy***Experimental Design of the Text Identification Language within the ELIS Instrumental Testing System***Valery Gorbunov, Bashkir State Pedagogical University, Russian Federation***16:00 Workshop 4d: eWork 3: VR Applications & New Working Environments**Chair: [Angelos Amditis](#), Institute of Communication and Computer Systems, Greece**INTUITION: A World-leading Force in VR***Ioannis Karaseitanidis, Institute of Communications and Computer Systems, Greece***Spin 3D: A VR-Platform on Internet ADSL Network for Synchronous Collaborative Work***Dominique Pavy, France Telecom, France***Virtual Reality Applications in the Energy Industry***Ricardo Salve, TECNATOM, Spain***Crossing the Boundaries in VR/VE: Human Factors***John Wilson, University of Nottingham, United Kingdom***Workspace Challenges in the Built Environment Sector***Terrence Fernando, University of Salford, United Kingdom***16:00 Workshop 4e:****Towards a Trust & Contract Management Framework for Dynamic Virtual Organisations 2**Chair: [Theo Dimitrakos](#), Central Laboratory of the Research Councils, United Kingdom**Integrating the Hybrid PKI Model into Trust Relationship Lifecycle for Dynamic Virtual Organisations***Yücel Karabulut, SAP AG, Germany***Enabling Dynamic Security Perimeters for Virtual Collaborations***Damian Mac Randal, Central Laboratory of the Research Councils, United Kingdom***A Comprehensive XML-based Approach for Trust Negotiations***Lorenzo Martino, University of Milan, Italy***Autonomic Privilege Management - Extending PERMIS to Contribute to the TrustCoM Objectives***David Chadwick, University of Salford, United Kingdom***16:00 Session 4f:****Broadband & Mobility 3: Business Issues**Chair: [Maurice Mulvenna](#), University of Ulster, United Kingdom**Opportunities, Threats and Critical Success Factors of the ASP Business Model***Lars Hansen, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany***Supporting eBusiness Activities in Multi-Service and Network Provider Environments***Vera Stavroulaki, National Technical University of Athens, Greece***Using Dynamic Service and Network Discovery to Stimulate eBusiness over Composite Radio Environments***Nikolaos Koutsouris, National Technical University of Athens, Greece***Supporting eLearning and eHealth in a Broadband Network Environment***Gianluca Insolubile, Consorzio Pisa Ricerche/META Centre, Italy***16:00 Session 4g:****eLearning 3: Applications & Case Studies**Chair: [Ingo Hussla](#), Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany**eLearning Knowledge Representation by Interactive Formal Models & Virtual Worlds***Oleg Moukhine, Perm State Technical University, Russian Federation***The Virtual Laboratory as an Active Learning Environment***Mikhail Morozov, Mari State Technical University, Russian Federation***Adopting Groupware for Collaborative E-Learning: A Blackboard 'Groups' Case Study***Alan Hogarth, Glasgow Caledonian University, United Kingdom***16:00 Session 4h:****eEurope 3: National Case Studies**Chair: [Maarten Botterman](#), Stichting RAND Europe, Netherlands**Net Readiness Perception Index***Michal Golinski, Warsaw School of Economics, Poland***Electronic Banking in Estonia: Development Aspects and Risks***Dmitri Sokolov, Tallinn University of Technology, Estonia***The FairsNet System in the European Trade Fair Market***Mariangela Contenti, Campus Bio-Medico University, Italy*



Thursday,
October 28,
2004

09:00 Session 5a: **e-Business 4: Trust & Confidence**

Chair: **Pete Bramhall**, Hewlett-Packard Laboratories Europe, United Kingdom

Cyber-Trust

Lorenzo Valeri, RAND Europe, Germany

EUPKI, the Libre Software Public Key Infrastructure

Eduard Tric, Axetel, Romania

A Practical Solution to the Interoperability Challenge in PKI Related Online Services

Anders Krabbe Moeller, Naestved Municipality, Denmark

BioSec: Biometrics and Security Towards Trust and Security

Orestes Sanchez, Telefonica I+D, Spain

09:00 Session 5b: eGovernment 4: Services for Citizens & Business

Chair: **Agnès Bradier**, European Commission, Belgium

vCRM - Vienna Citizens' Request Management

Rainer Riedel, VCA (Vienna City Administration), Austria

The Regione Piemonte Ability Passport: A Regional Service Network for Disabled Citizens

Paolo Raviolo, CSI-Piemonte, Italy

Mapping the Law: Knowledge Support for Business Development Enquiry

Frank Wilson, Interaction Design Ltd, United Kingdom

RISER: Trans-European Access to Resident Registers for Business and Citizens

Hendrik Tamm, PSI AG, Germany

09:00 Session 5c: **Knowledge Management 4: Semantic Modelling & Applications**

Chair: **Asuman Dogac**, Middle East Technical University, Turkey

A National Programme Perspective on ERA Challenges for Semantic Systems and Services

Erich Prem, eutema Technology Management, Austria

Ontology-enabled Knowledge Asset Trading

Dimitris Apostolou, Planet SA, Greece

The Role of a Semantic Engine in an Information Management System

Anton Zamolotskikh, IIMC International Information Management Corporation, Ireland

09:00 Session 5d: **eWork 4: Ambient Intelligence**

Chair: **Bror Salmelin**, European Commission, Belgium

The Challenges of Work/Home Boundaries and User Perceptions for Ambient Intelligence

Rebecca Ellis, University of Essex, United Kingdom

Evaluation of an Aml Workplace

Andrew Harrison, DEGW, United Kingdom

Organisations as Multilayered Networks: The Space Syntax of Ambient Intelligence

Alan Penn, UCL, United Kingdom

Ambient Intelligence Vision: Exploring the Social Risks of its Construction

Irene Lopez de Vallejo, University College London, United Kingdom

09:00 Workshop 5e: Collaborative Environments & Virtual Organizations

Chair: **Hermann Loeh**, CeTIM, Germany

Managing Virtual Projects: A Benchmark Study of Collaboration Tools

Bernhard Katzy, CeTIM, Germany

The Co-Existence of Communities of Practice and Virtual Organisations

Flavius Sturm, FhG IAO - Fraunhofer Institute for Industrial Engineering, Germany

Virtual Organisations in Healthcare: Organisation, People and Technology

Marjan Grootveld, Telematica Instituut, Netherlands

Enhancing Presence and Context Awareness in Collaborative Settings

Henk de Poot, Telematica Instituut, Netherlands

09:00 Workshop 5f: Managing Smart Spaces

Chair: **Micheál Ó Foghlú**, TSSG, WIT, Ireland

Infrastructure Requirements for Smart Spaces and Managed Zones

Micheál Ó Foghlú, TSSG, WIT, Ireland

Integrated Management of Smart Spaces

Sven van der Meer, TSSG, WIT, Ireland

Managed Person-centric Adaptive Services for Smart Spaces

Dave Lewis, Trinity College Dublin, Ireland

Indoor Wireless Location Tracking Systems for Smart Space Applications

Rajiv Mathur, Cork Institute of Technology, Ireland

09:00 Session 5g: eLearning 4: Commercialisation Issues

Chair: **Marina Manzoni Brusati**, European Commission, Belgium

From Continuous Medical Education to Continuous Professional Development

Roberto Nardi, SEMG, Italy

Pilot Implementation of an Intelligent e-Learning Environment

Paul Dan Cristea, Politehnica University of Bucharest, Romania

MetaCampus Marketplace and the Challenge for Next Generation eLearning Platforms

Solenn Le Goff, Atos Origin, Spain

09:00 Workshop 5h: eEurope 4: Towards European Standards for eSkills & Qualifications 1

Chair: **Burkart Sellin**, Cedefop, Greece

Co-Chair: **Wolfgang Stucky**, CEPIS, Germany

eSkills and Qualifications for Europe

André Richier, European Commission, Belgium

Developing European eSkills and Qualifications Frameworks

Burkart Sellin, Cedefop, Greece

Main Outcomes of a European Level Study on ICT Certification and Qualification Needs

Peter Bumann, CEPIS, Germany

The Impact of Low Computer Literacy in the Information Society

Fulvia Sala, AICA, Italy

The Employability of ICT Professionals - A Study of European SMEs

Dora Scholarios, University of Strathclyde, United Kingdom

10:30 Coffee Break: Exhibition & Networking

11:00 Session 6a: eBusiness 5: Commercialisation Issues

Chair: **Dave Broster**, European Commission, Belgium

Hermes - The Trans-European Hybrid Mail Service

Sergio Zamboni, Postel SpA, Italy

Customer Relationship Management and Service of Capital Goods at Remote Locations

Kim Jansson, VTT Industrial Systems, Finland

ASP Solutions for XML Archives Management and Exploitation

Fabrizio Nahum, Regesta.exe (SOL-TEC), Italy

11:00 Workshop 6b: eGovernment 5: Regional Initiatives

Chair: **Flavia Marzano**, UPI, Italy

Uptake of eServices in Danish Municipalities

Helle Zinner Henriksen, Copenhagen Business School, Denmark

Kommunalnet.at - the Intranet for Local Authorities in Austria

Peter Parycek, Danube-University Krems, Austria

Emilia Romagna Regional Strategy on ICT

Kussai Shahin, ASTER S. Cons. p. a., Italy

SITAD: Building a Local Spatial Data Infrastructure in Piedmont within INSPIRE perspective

Piergiorgio Cipriano, CSI-Piemonte, Italy

11:00 Session 6c: Knowledge Management 5: Future Challenges

Chair: **Bror Salmelin**, European Commission, Belgium

Building Community Mirrors with Public Shared Displays

Michael Koch, Technische Universitaet Muenchen, Germany

Knowledge Transfer from Researchers to Businesses - eXperience and EUREXIS

Barbara Sigrist, University of Applied Sciences Basel, Switzerland

Knowledge Management in 2010 - Business Needs and Market Prospects

Jonathan Sage, IBM Business Consulting Services, Belgium

11:00 Workshop 6d: eWork 5: Building our Future Work Environment

Chair: **Hans Schaffers**, Telematica Instituut, Netherlands

Understanding Innovation in the Mobile Workplace

Hans Schaffers, Telematica Instituut, Netherlands

Mobile Support for Communities of Practice

Wolfgang Prinz, Fraunhofer FIT, Germany

Building Context Awareness into Physical Service Environments

Fabrizio Davide, Telecom Italia Learning Services, Italy

Mobile Work Environments for Engineering Sectors

Terrence Fernando, University of Salford, United Kingdom

Citizen-centric Value Network of Professionals: Well-being Services @ Work

Niilo Saranummi, VTT Information Technology, Finland

11:00 Session 6e: Innovation & Virtual Organisations

Chair: **Bernhard Katzy**, CeTIM, Germany

Fostering Innovation in Extended Enterprises

Mikel Sorli, LABEIN, Spain

InnovationEnterprizer: System for Evaluating and Managing Corporate Innovation

Iain Bitran, S3 International, United Kingdom

Organisational Alignment and Managing Innovation with In-Company Incubators

Alan Warr, London Business School, United Kingdom

11:00 Session 6f: Broadband & Mobility 4: Case Studies

Chair: **Maurice Mulvena**, University of Ulster, United Kingdom

Breaking the High-Speed Barrier: Inhibitors to Broadband Exploitation by SMEs

Donna March, eCommerce Innovation Centre, United Kingdom

Exploring Business Opportunities with Intelligent Mobile Redirect Service

Dominique Buyse, Alcatel, Belgium

Designing Business Models for Location Based Advertising

Bernhard Kölmel, CAS Software AG / YellowMap, Germany

Science Game: Mobile Gaming in a Scientific Exhibition

Francesco Bellotti, DIBE - University of Genoa, Italy

11:00 Session 6g: eLearning 5: Challenges

Chair: **Joze Gricar**, University of Maribor, Slovenia

Initiating Transformational Change in Dynamic Environments

Ted O'Keeffe, Waterford Institute of Technology, Ireland

ORGANIC - Continuous Organisational Learning in Innovation and Companies

Richard Messnarz, ISCN GesmbH, Austria

Future Educational Needs for Manufacturing Strategy

Asbjorn Rolstadas, Norwegian University of Science and Technology, Norway

11:00 Workshop 6h: eEurope 5: Towards European Standards for eSkills & Qualifications 2

Chair: **Burkart Sellin**, Cedefop, Greece

Co-Chair: **Wolffried Stucky**, CEPIS, Germany

The ECDL as a Voluntary Global Standard for e-Skills

Thomas Michel, DLGI, Germany

Driving Informatics Competence in Europe: the EUCIP Programme

Paolo Schgör, EUCIP Ltd, Italy

Credit Transfer & Standardisation of IT and Multimedia Skills & Qualifications in Europe

Gerald Thiel, DEKRA Akademie GmbH, Germany

eLearning in European SMEs: the Challenge for Policies and Practice

Graham Attwell, Knownet Ltd, Germany

12:30 Lunch Time: Exhibition & Networking

14:00 Session 7a: eBusiness 6: Interoperability

Chair: **Philip Seltsikas**, University of Surrey, United Kingdom

The Adoption of Standardised Technology in the Automotive Industry

Martina Gerst, University of Edinburgh, United Kingdom

An Interoperability Testing Study: Automotive Inventory Visibility and Interoperability

Nenad Ivezić, National Institute of Standards and Technology, United States

Business Model Interoperability using Enterprise Model Integration

Harald Kuehn, BOC Information Systems GmbH, Austria

Business Interoperability based on e-Documents with Embedded Workflow

Massimo Garuti, DemoCenter, Italy

14:00 Session 7b: eGovernment 6: Interoperability

Chair: **Paul Timmers**, European Commission, Belgium

Experiences from Formulating Recommendations for a National Interoperability Strategy

Efthimios Tambouris, Archetypon S.A., Greece

Towards Virtual Governance Architecture - A Perspective on Information Technology as a Transformer of Public Institutions and Governments

Thomas Zwahr, EPFL, Switzerland

A Research Roadmap for Sustainable Information Cities

Stephen Curwell, University of Salford, United Kingdom

In Principle: Towards an Open Architecture for eGovernment Identity Management

Jeroen Van Den Hoven, Delft University of Technology, Netherlands

14:00 Workshop 7c: eGovernment Learning Journeys: Knowledge Management in Action

Chair: Charles Lowe, e-Forum, United Kingdom

eGovernment Learning Journeys: Knowledge Management in Action

Charles Lowe, e-Forum, United Kingdom

Local eGovernment Excellence

David McElhinney, Liverpool City Council, United Kingdom

Local Data Sharing and Co-branding to Better Serve Citizens

Nicolas Conso, Caisse de Depots et Consignations, France

14:00 Session 7d: eWork 6: eHealth & Case Studies

Chair: Richard Stevens, Gruppo Formula, Italy

How to Speed-up the Implementation of eWork in the Health Care Sector

Uwe Kirchhoff, ATB Institut für angewandte Systemtechnik Bremen GmbH, Germany

Learning through Online Communities - A Study of Health Care Sites in Europe

Asa Smedberg, Stockholm University/KTH, Sweden

Building Knowledge Driven and Dynamically Networked Communities within European Healthcare Systems

Valentina Perdoni, Fondazione IARD, Italy

14:00 Session 7e: Virtual Products

Chair: Teresa De Martino, European Commission, Belgium

Useful Semantic Product Properties in Virtual Worlds

Rainer Malkewitz, Zentrum für Graphische Datenverarbeitung e.V., Germany

Virtual Integrated Design in an Intranet Environment

Zenobia Weiss, Poznan University of Technology Institute of Mechanical Technology, Poland

New Working Environments for Product Development - A Component Framework for CAx Application Development

Martin Richter, RPK, University of Karlsruhe, Germany

14:00 Session 7f: Broadband & Mobility 5: Case Studies 2

Chair: Mícheál Ó Foghlú, TSSG, WIT, Ireland

Implementing Adaptive Collaborative Telework in Public Administration

Mayumi Hori, Hakuoh University, Japan

Trusted eBusiness Services in Social Housing

Simon Robinson, empirica Gesellschaft für Kommunikations- und Technologieforschung mbH, Germany

Mobile Biometric Person Identification System on the Basis of Pattern Recognition Software and GSM Cellular Networks

Alexander Yudashkin, Samara State Technical University, Russian Federation

A Collaborative Framework for Distributed Winter Testing

Peter Törlind, Polhem Laboratory, Luleå University of Technology, Sweden

14:00 Session 7g: Media 1: Industry Challenges

Chair: Paul Cunningham, IIMC Limited, Ireland

The Peer-to-Peer Dilemma

Lars-Erik Eriksson, Royal Institute of Technology (KTH), Sweden

P2P, "Legal" Downloading Sites and the Future of Music Distribution

Anders Edström Frejman, Royal Institute of Technology, KTH, Sweden

Online Music and Competitive Actions in the Music Industry

Saku Mäkinen, Tampere University of Technology, Finland

The Swedish Newspaper Industry's Changing Business Strategies for Multi-Channel Publishing 1995 – 2004

Tomas Uppgard, Royal Institute of Technology (KTH), Sweden

14:00 Workshop 7h: Exploitation of Research Projects Results

Chair: Helga Bechmann, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany

TRAIN-IT: Turning e-2004 Technologies into Business

Helga Bechmann, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany

New Financial Support Strategies for eTechnology Companies

Utz Meyer-Reim, Euler Hermes Kreditversicherungs-AG, Germany

Axetel Consulting – Experience Report of a Start-up

Eduard Tric, Axetel, Romania

15:30 Coffee Break: Exhibition & Networking

16:00 Session 8a: eBusiness 7: Interoperability 2

Chair: Peter Fatelnig, European Commission, Belgium

SATINE Project: Exploiting Web Services in the Travel Industry

Asuman Dogac, Middle East Technical University, Turkey

Situation-Aware Service Selection from Large Offers

Bernhard Holtkamp, Fraunhofer Institute for Software and Systems Engineering (ISST), Germany

Semantic Integration in eCommerce

Xavier Alcalá, University of Corunna, Spain

Interoperability in the Model Accelerated Society

Jan Goossenaerts, Eindhoven University of Technology, Netherlands

16:00 Workshop 8b: eGovernment 7: Interoperability for Local and Regional Government

Chair: Norbert Benamou, Business Flow Consulting, France

Strategies Used to Reach eGovernment Interoperability: An Initial Evaluation

Alain Keravel, HEC, France

Towards Intelligent Cities

Andy Hamilton, University of Salford, United Kingdom

Enabling Interoperability between Public Administrations - A Pan-European Approach

Otmar Adam, Institute for Information Systems, Germany

TERREGOV: Collaborative Practices among Civil Servants

Stefania Filipazzi, Associazione Impresa Politecnico - Politecnico di Milano, Italy

16:00 Session 8c: eDemocracy: Issues

Chair: Gareth MacNaughton, Hewlett Packard Europe, Belgium

eVoting: Who Controls the eElectoral Process?

Alexandros Xenakis, Napier University International Teledemocracy Centre, United Kingdom

Implementing eDemocracy: eVoting and eParticipation

Maria Angela Biasiotti, ITTIG/CNR, Italy

Regulatory and Legal Challenges for eVoting and eDemocracy

Thanassis Kosmopoulos, Ministry of National Economy, Greece

A Method for Decision Support in e-Democracy

Love Ekenberg, Stockholm University, Sweden

16:00 Workshop 9d: European & US Perspectives on Interoperability

Chair: Richard Stevens, Gruppo Formula, Italy

ICT for Business 2015: Heading for the Next Challenges

Gérald Santucci, European Commission, Belgium

Interoperability and Standardization across Industry Sectors

Nenad Ivezić, National Institute of Standards and Technology, United States

The Basic Foundations of Interoperability for Enterprise Software and Applications

Jean-Paul Bourrieres, LAP - Université Bordeaux 1, France

The Role of the Community in Addressing Interoperability

Klaus-Dieter Platte, Platte.Consult, Belgium

Interoperability in the Automotive Sector

Pat Snack, AIAG - Automotive Industry Action Group, United States

16:00 Workshop 8e: Integrating Product-Process Organisation for Engineering Design

Chair: Philippe Girard, University Bordeaux 1, LAP-GRAI, France

Implementation of an Integrated Organisation and Process Tool for Engineering Design Co-ordination

Christophe Merlo, LIPSI-ESTIA, France

Enforce Engineering Collaboration

Martine Callot, EADS CCR, France

Specifications of a Collaborative Tool for Product Design

Bertrand Rose, CRAN, France

16:00 Session 8f: SME Issues 1: Collaboration

Chair: Peter Weiss, AIFB, University of Karlsruhe, Germany

Collaboration and Enterprise Networks: What about SMEs?

Manon van Leeuwen, Fundecyt, Spain

Coaching High-Growth Start-Ups: Integrating Online Intelligence Solutions and In-Depth Support

Estelle Chatard, Newcastle City Council, United Kingdom

Using Enterprise Models to Define a Web Based Collaborative eEngineering Environment for SMEs

Daniel Amaral, NUMA - Advanced Manufacturing Nucleous, Brazil

Enabling Internet-based B2B Transactions through Application Interconnection

Yannis Charalabidis, Singular Software SA, Greece.

16:00 Session 8g: Media 2: Content Challenges

Chair: Roger Wallis, Royal Institute of Technology, Sweden

Television Content Online - eBusiness Strategies for AV-Archives

Michael Grill, ORF, Austria

Customer Needs in Mobile Rich Media Markets

Torsten Brodt, University of St. Gallen, Switzerland

Electronic Content Publication, Certification and Verification System

Ivan Pigulevsky, Digt Company, Russian Federation

Bifurcation - Improving the Effectiveness of Personalized Web-based Systems

Bo Lennstrand, Gotland University, Sweden

16:00 Workshop 8h: Accelerating eGovernment: Reuse and Co-Design

Chair: Olov Forsgren, Borås University College, Sweden

eService Co-design Platforms

Olov Forsgren, Borås University College, Sweden

Born to Co-operate: New Communication Approaches for eGovernment

Jaak Tepandi, Tallinn University of Technology, Estonia

Open Applications and Solution Sharing for Governments

David Rowe, Microsoft, United Kingdom

The eCitizen Perspective - Can eGovernment Avoid Becoming Boo.Gov?

Lars Albinsson, Calistoga Springs Research Institute, Sweden



Friday,
October 29,
2004

09:00 Workshop 9a: eBusiness 8: Standards & Standardisation 1

Chair: **Kai Jakobs, Aachen University, Germany**

e-Government for Businesses: Lessons Learned from a Trajectory for Standardization of Business Information

Jack Verhoosel, ICTU, Netherlands

Effectiveness of Governance Structures for 3G Standardization and Implications for China's 3G Policy

Kai Reimers, RWTH Aachen University, Germany

The Future of Mobile Payment: Quest for Standards

Andriew Lim, Technische Universiteit Eindhoven, Netherlands

COPRAS - Improving the Interface between Research and Standardisation

Bart Brusse, CEN, Belgium

09:00 Session 9b: eGovernment 8: Identity Management

Chair: **Gareth MacNaughton, Hewlett Packard Europe, Belgium**

Resolving Interoperability Issues for eGovernment Identification Systems

Aine Ni Fhloinn, InHouse Training, Ireland

Personal Identity and Proxy Identities Austria's eGovernment

Amo Hollosi, Federal Chancellery Austria, Austria

Identity and Relationship Management: The Key to Safe, Secure ICT Infrastructure

Giampaolo Montaletti, Unioncamere Emilia-Romagna, Italy

eEpoch Interoperable Electronic Identity Management

Antonio Marqués, ETRA Research and Development, Spain

09:00 Workshop 9c: eDemocracy and eCitizenship 1

Chair: **Jesse Marsh, Atelier Studio Associato, Italy**

The Cure for the Ills of eDemocracy is more eDemocracy - Networked Governance in the Information Society

Jonathan Cave, RAND Europe, United Kingdom

Developing an ICT Research Roadmap for eDemocracy

Alvaro Oliveira, Alfamico, Lda., Portugal

Democracy in Action - Open Source in eGovernment

Stephen Simmons, Addico Cornix Ltd, United Kingdom

09:00 Workshop 8d: GRID

Chair: **Jorge Gasos, European Commission, Belgium**

Building Grid Applications & Infrastructures with the GridLab Toolkit

Jarek Nabrzyski, Poznan Supercomputing and Networking Center, Poland

Towards a Platform Enabling Grid based Application Service Provision

Stefan Wesner, High Performance Computing Centre Stuttgart, Germany

Interactive Visualization in CrossGrid - The Grid Visualization Kernel

Dieter Kranzlmüller, GUP, Joh. Kepler University Linz, Austria

GRID based Virtual Laboratory for Scientific and Industrial Collaboration

Geleyn Meijer, University of Amsterdam, Netherlands

09:00 Session 9e: Logistics in Virtual Organisations

Chair: **Paul Schoensleben, ETH Zurich, Switzerland**

The Role of ICT in Reverse Logistics: A Hypothesis of RFID Implementation to Manage the Recovery Process

Andrea Payaro, University of Padua, Italy

A B2B Architecture for Goods Distribution in Urban and Metropolitan Areas

Giorgio Ambrosino, MemEx Srl, Italy

An Evaluation Methodology for Innovative Mobility Services: the MEROPE cities

Paolo Frosini, Regione Toscana, Italy

Profiling for Supplier Selection in the Context of the Extended Enterprise

Kate Dunne, CIMRU, NUI Galway, Ireland

09:00 Session 9f: SME Issues 2

Chair: **Maarten Botterman, Stichting RAND Europe, Netherlands**

Is there an e-Business Digital Divide among Firms? Evidence from a Multinational Pilot Study

Hans Schedl, Ifo Institute for Economic Research, Germany

Results from an e-Business Strategic Framework Deployment in Micro-SMEs

Aires Duarte Silva, Digital Partners, Portugal

Traceability Service Centers Supporting Agri-Food SMEs

Paolo Onesti, DemoCenter S.c.a r.l., Italy

09:00 Session 9g: Media 3: Cultural Challenges

Chair: **Roger Wallis, Royal Institute of Technology, Sweden**

Challenging Web Design and Cultural Issues in International E-commerce Sites

Kyeong S. Kang, University of Technology Sydney, Australia

New Generation Mediation Service for the eTourism Market

Manfred Hackl, ec3, Austria

Managing Copyright on Cultural Heritage

Roberto Gagliardi, Consorzio Pisa Ricerche, Italy

09:00 Workshop 9h: ERA Activities in the IST Domain - Challenges Ahead

Chair: **Gérald Santucci, European Commission, Belgium**

Co-Chair: **Michael Wiesmüller, BMVIT - Federal Ministry of Transp., Innovation & Technology, Austria**

Structuring the European Research Area: The Role of the ERA-NET scheme

Robert-Jan Smits, European Commission, Belgium

Progress in ERA Co-ordination in IST

Peter Wintlev-Jensen, European Commission, Belgium

Realising ERA: Towards a common Vision and strategy in ICT R&D for the Enterprise

Gérald Santucci, European Commission, Belgium

ERA-NET: First experiences and strategic Options for the Future – An Austrian Viewpoint

Manfred Horvat, BIT - Bureau for International Research and Technology Cooperation, Austria

Perspectives for ERA Coordination in IST from Slovenia

Andreja Umek Venturini, Ministry of education, Science and Sport, Slovenia

CISTRANA - Co-ordination of IST Research and National Activities

Andrea Koendgen, DLR IST NCP, Germany

ETRANET - ICT in Traditional Manufacturing Industries

Erich Prem, eutema Technology Management, Austria

10:30 Coffee Break: Exhibition & Networking

11:00 Workshop 10a: eBusiness 9: Standards & Standardisation 2

Chair: Kai Jakobs, Aachen University, Germany

Towards the Development of Standards for Electronic Business in Services

Gerhard Gudergan, FIR, Germany

The Third Estate - The Role of SMEs in ICT Standards Setting

Kai Jakobs, Aachen University, Germany

A Taxonomy of Service Standards and a Modification for E-Business

Knut Blind, Fraunhofer Institute for Systems and Innovation Research, Germany

11:00 Workshop 10b: eGovernment 9: Creating a European Identity Management Architecture

Chair: Lia Borthwick, BT, United Kingdom

GUIDE's objectives and Policy Building Approach

Lia Borthwick, BT, United Kingdom

The Evolution of an eGovernment Identity Management Architecture

Andrew Critchley, GUIDE, United Kingdom

Process Management in eGovernment

Philip Seltsikas, University of Surrey, United Kingdom

Technical Challenges in IdM

Lefteris Leonaridis, Netsmart S.A., Greece

Knowledge Representation and Sharing for European Values based Identity Management

Miklós Biró, Budapest University of Economic Sciences and Public Administration, Hungary

11:00 Workshop 10c: eDemocracy and eCitizenship 2

Chair: Jesse Marsh, Atelier Studio Associato, Italy

Argument Visualisation to Support Democratic Decision-Making

Ann Macintosh, Napier University, United Kingdom

Governance Issues in SME Networks

Colin Gray, OUBS, United Kingdom

eParticipation in the Development of Barcelona's Municipal Action Plan 2004-2007

Alex Montes, Ajuntament de Barcelona, Spain

DEMOsfera: a Laboratory for eCitizenship in Sicily

Jesse Marsh, Atelier Studio Associato, Italy

11:00 Workshop 10d: ICT Implementation: Issues & Challenges

Chair: Martin Weidemann, FIR, RWTH Aachen, Germany

Guidance in SCM Configuration – The PRODCHAIN Toolbox

Andreas Nobs, ETH-Center for Enterprise Sciences (BWI), Switzerland

Enabling Business Opportunities in Post Block Exemption Era - MYCAREVENT

Heiko Dirlenbach, FIR - Forschungsinstitut für Rationalisierung, Germany

PARCELMAN - An Overview

André Quadt, Research Institute for Operations Management (FIR), Germany

Discussion

Volker Stich, FIR - Forschungsinstitut für Rationalisierung, Germany

11:00 Session 10e: Supply Chain Management

Chair: Paul Schoensleben, ETH Zurich, Switzerland

Decision Support and Strategy Formulation in Supply Chain Management

Matthias Schnetzler, ETH Center for Enterprise Sciences (BWI), Switzerland

E-Solutions for Planning Lifecycle-Oriented, Flexible Production System

Carsten Schleyer, RWTH Aachen, German

Digital Engineering and Supply Chain Management for Enhanced Toyota System

Satoshi Kuroiwa, EC Promotion Council of Japan, Japan

Applying Collaborative e-Business in the Automotive Electronics Industry

Jens Eschenbächer, BIBA, Germany

11:00 Workshop 10f: SME Issues 3: Regional Benchmarking

Chair: Kim Davis, Research Council of Norway, Norway

Understanding the Dynamics of e-Business Adoption by SMEs

Gordon Lee, Parallel 56 Limited, United Kingdom

Using eBusiness for the Development of Competitive Advantage in Lithuanian SMEs

Rimantas Gatautis, Kaunas University of Technology, Lithuania

Roadmap for SME Sustainable Profitability

Jorge Oliveira, Alfamicro, Lda., Portugal

11:00 Workshop 10g: The Single European Electronic Market Challenge

Chair: Flavio Bonfatti, University of Modena and Reggio Emilia, Italy

The SEEM Concept and the SEEM@Work Community

Flavio Bonfatti, University of Modena and Reggio Emilia, Italy

Foreseeing the Single European Electronic Market - Information Collection and Study

Ricardo Goncalves, UNINOVA, Portugal

SEEM-Enabling Technologies

Paola Daniela Monari, DEMOCENTER, Italy

12:30 Lunch Time: Exhibition & Networking

13:30 Closing Plenary 11a

Chair: Rosalie Zobel, European Commission, Belgium

European ICT Leadership in Educational Development

Jan Zadak, Hewlett Packard Europe, Czech Republic

The Role of Government in the IT Revolution

Mart Laar, Eesti Riigikogu, Estonia

The Austrian eGovernment Initiative – Good Practice in European eAdministration

Christian Rupp, Austrian Federal Chancellery, Austria

Innovation 2010 - Towards More Coherent Policies for Europe

Rosalie Zobel, European Commission, Belgium

Overview of Workshop Findings

Paul Cunningham, IIMC Limited, Ireland

e-2004 eChallenges

Annual Conference

Hofburg Centre
113, Heldenplatz
Vienna, Austria

27 – 29 October 2004

e-2004
Conference Secretariat

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To register for the conference, an individual form is needed for each person registered. Delegates and authors may register online via the portal or complete the registration form (overleaf) and send it to the Conference Secretariat by fax or postal mail or e-mail to: e2004@adera.fr

The Conference fee includes:

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- Networking & Cocktail Receptions
- Cyber Cafe facilities

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We are pleased to announce that the **City of Vienna** is kindly hosting an invitation only Cocktail Reception with traditional Austrian entertainment in the City Hall on 27th October and is sponsoring the eChallenges e-2004 pens and notepads.

The **Federal Ministry of Transport, Innovation and Technology** and **Federal Ministry of Economic Affairs and Employment** is kindly organising a Networking Reception in the Hofburg on 28th October.

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There are a few sponsorship opportunities still available for e-2004. These include:

- Lunches, coffee breaks
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Social Programme

Conference delegates often regret later that they were too busy to notice their surroundings. There is a tour programme for the following weekend, which will give delegates the opportunity to see something of Vienna and appreciate the refined and romantic Austrian Countryside. During the three days of the conference there is a full programme of tours, so why not take advantage of amazing and romantic Austria and make e-2004 a really valuable and enjoyable break for you and your partner.

Wednesday 27th October

Wednesday morning

City Walk - The Highlights of the City Centre

This tour offers an initial overview of the history and the sights of the city. The tour takes you through the most beautiful and elegant streets to the most famous sights in Vienna. Stops are made at the Hofburg, residence of the Habsburgs for nearly 650 years and St. Stephen's Cathedral, the landmark of Vienna. A colourful narration will combine this tour on tales of the Habsburgs – e.g. Sisi and Franz Joseph – the marriage and burial rites, or history surrounding the Sachertorte, coffee houses and the oldest cake shop in Vienna.

This guided tour lasts 2 hours and costs €19 per person.

Wednesday afternoon

Vienna Woods - Mayerling

A half-day excursion which shows you the most beautiful sights of the southern part of Vienna Woods. Passing the Roman City of Baden which is famous for its thermal springs, there is a drive through the romantic valley of Helenental to the former Mayerling hunting lodge, today a commemorative chapel, where Crown Prince Rudolph together with Baroness Vetsera died tragically in 1889. In the Cistercian Abbey of Heiligenkreuz (1133) there is a visit to the mediaeval cloister which houses the remains of last the Babenberger. The tour then passes the Hölzdrichsmühle and arrives at the Seegrotte. After a boatride on the largest subterranean lake in Europe partners and delegates end their tour at the Opera House.

The tour lasts 4 hours and costs €28 excluding entrance fees or €41 including entrances to Mayerling, Heiligenkreuz and Seegrotte.

Thursday 28th October

Thursday morning

Vienna Museum

The Museum of Fine Arts ranks among the richest and most important art collections in the world. At the core of the museum's unique Picture Gallery are paintings by Breugel, Rubens, Rembrandt, Vermeer, Dürer, Raphael, Titian and Velazquez.

The guided tour costs €24, including entrance to the museum.

Thursday afternoon

Giant Ferris Wheel & Danube Tower

The Giant Ferris Wheel is a symbol of Vienna's Prater district, and has become the city's trademark. Erected by the British engineer Walter B. Besset, it has withstood all the natural catastrophes and acts of war to which it has been subjected. A circular trip on one of the most significant and fascinating structures in the world including audio presentation and a diorama, and the unique view of the city of Vienna, is an absolute cultural and architectural must for every visitor to Austria's capital. To complement this tour, participants may take the express elevator up to the observation platform – 150m above ground and enjoy the fantastic view over cosmopolitan Vienna. At the end of their visit, participants may have a break in the cafe-restaurant and go shopping.

The guided tour lasts 3 hours and costs €34, which includes bus transportation and entrance fees to the Giant Wheel and Danube Tower.

Friday 29th October

Friday morning

Hop On - Hop Off Line

See Vienna in a completely new and relaxing way with a unique Hop On Hop Off bus tour. e-2004 partners may set their own pace, get on and off at any of the 13 stops, as often as they wish. Shop, see sights, have fun and create an individual tour. Enjoy the Full City Tour and see every major sightseeing attraction in Vienna accompanied by a hostess. Commentaries are in German, English, French, Italian, Spanish, Dutch, Japanese and Russian. Tickets purchased after 3 p.m. are valid the whole next day.

Costs: Short City Tour: 1 hour €12

2 hours €15 per person

1-Day Ticket: €20 per person

Pick-up every hour in front of the Hofburg Congress Centre.

Friday Afternoon:

Confiserie Heindl - Viennese Chocolate Museum Walter Heindl

A family-owned, Austrian enterprise founded in 1953 by the confectioner Walter Heindl senior and his wife Maria. They started production with liqueur-filled chocolates and confectionery products. Today their creations are famous as classical Viennese confectionery.

Classics of the Heindl Confiserie company include heart-shaped Mozart candies, crème liqueurs and violet-scented products.

The tour offers a glimpse at how these delicacies are produced and information about the progress from a cocoa bean to a sweet delight. Tastings included.

This culinary delight costs €23, which includes bus transportation, guide, entrance and all tastings.

Partners' Programme

Partners may attend luncheons, the Cocktail Reception and Networking Reception at special prices subsidised by the eChallenges consortium. €10 for each lunch and €20 for the Cocktail and Networking Reception. In addition, partners may book tours with a hostess from Vienna Sightseeing, who will be available during the conference at the Conference Registration Desk to help delegates and partners organise bookings and deal with personal requests.

Cocktail Reception

The eChallenges Consortium are pleased to announce that a Cocktail Reception sponsored by the **City of Vienna** and hosted by the Mayor of Vienna will be held on Wednesday 27th October. This Invitation Only Event will be hosted in the distinguished City Hall of Vienna located in the heart of the city.

Networking Reception

The eChallenges Consortium are pleased to announce that a Networking Reception sponsored by **the Federal Ministry of Transport, Innovation and Technology and Federal Ministry of Economic Affairs and Employment** will be held in the Hofburg Conference Centre on Thursday 28th October.

Post Conference social programme

Saturday 30th October

Romantic Danube Valley

A full-day excursion, showing off the beauty of the Wachau in all its glory. Through this romantic scenery full of history and legends the Danube winds his way past charming old villages and steep vineyards. A visit to the old castles and –Dürnsteinespecially famous, because King Richard Lionheart was imprisoned here, while waiting for his ransom to arrive from England, raised by his true minstrel Blondel. During a romantic boat-trip the history comes alive. The heart of the Wachau is the old vine-merchants town Krems. To complete this day of highlights a visit to the Melk is planned, the «Cradle of Austria», the magnificent Benedictine Abbey, a pearl of the Austrian Baroque and there is the possibility for lunch in the Abbey Restaurant at Melk. The tour finishes at the Opera House.

The tour lasts 8 hours and costs €55 (include boat trip and entrance to abbey Melk) or you can splash out an extra €19 if you would like to include lunch.



Sunday 31th October

City walk - The Highlights of the City Centre

For those of you who missed out on the Wednesday tour, it is repeated on Sunday. This tour offers an initial overview of the history and the sights of the city. The tour takes you through the most beautiful and elegant streets to the most famous sights in Vienna. Stops are made at the Hofburg, residence of the Habsburgs for nearly 650 years and St. Stephen's Cathedral, the landmark of Vienna. A colourful narration will combine this tour on tales of the Habsburgs – e.g. Sisi and Franz Joseph – the marriage and burial rites, or history surrounding the Sachertorte, coffee houses and the oldest cake shop in Vienna.

This guided tour lasts 2 hours and costs €19.



Exhibition and Posters

The **eChallenges e-2004** Exhibition showcases research results and applications through technology demonstrations and posters, whether funded commercially, or at national, or regional or European level. The Exhibition features innovative technology demonstrations and posters. Participation in the Exhibition is rewarding, as it provides an opportunity to make international contacts and to build relationships with potential partners or clients from around the world.

The eChallenges Consortium sponsors the exhibition space for suitable demonstrations and posters. These were selected on the basis of a competitive Call published in June. The Exhibition also features an Austrian ICT Village.

Demonstration Stands					
Title	Organisation	Country	Title	Organisation	Country
3D Face Recognition System	Guardia A/S	Denmark	INTEROP	LAP - Université Bordeaux 1	France
AgentLink III	University of Liverpool	U.K.	IST	European Commission	Belgium
AEL Advanced e-Learning Platform	SIVICO Romania S.A	Romania	Managed Smart Space Environment	TSSG, WIT	Ireland
Argonaute 3D	France Telecom R&D and IRCAD	France	Medical Research Networks	ARC Seibersdorf Research GmbH	Austria
Austrian Aerospace Activities	Austrian Space Agency	Austria	MONA and LoL@	FTW Telecommunications Research Center	Austria
Austrian Research Area	Federal Ministry of Transport, Innovation & Technology	Austria	Multimedia technologies for eLearning & eGovernment	CPR	Italy
BEST	Gedas	U.K.	OpenMolGRID	Forschungszentrum Juelich GmbH	Germany
Best Practice in Multimedia	ICNM	Austria	Personalised eLearning Systems	Karl Franzens University Graz	Austria
City of Vienna	City of Vienna	Austria	Public e-Procurement Solutions	Easyclick Internet	Austria
Conference Manager & Journal Manager	IIMC Ltd	Ireland	Research and Funding	BIT	Austria
CrossGrid	Institute of Informatics SAS	Slovakia	Revenue On-Line Service	Revenue Commissioners	Ireland
E-Commerce Competence Centre (EC3)	EC3	Austria	Russian research in IST	BIT	Austria
EC-Cure eCommerce Solution	Evolaris Foundation	Austria	SATINE	Middle East Technical University	Turkey
EDeAN	FORTH-ICS	Greece	Scottish SME Portal	EFP Consulting & IRC Scotland	Israel
e-Forum	e-Forum	U.K.	Semantic Ambience	UMA Information Technology AG	Austria
eLearning & Collaboration	AIVET	Austria	Smart Realtime Systems in Seibersdorf	ARC Seibersdorf Research GmbH	Austria
E-Society 2010	University of Salzburg	Austria	SpacemantiX	Zentrum für Graphische Datenverarbeitung e.V.	Germany
eTEN (SPES, RISER, ProLearn)	European Commission	Belgium	The BOC-EU-Project Trilogy	BOC	Austria
EUPKI	Axetel	Romania	Usage centred Environments	CURE	Austria
Federal Ministry of Labour & Economic Affairs	Federal Ministry of Labour & Economic Affairs	Austria	VE-Forum.org	CeTIM	Germany
GUIDE	University of Surrey	U.K.	Virtual Reality Experience	VR Vis & Imagination Computer Services GesmbH	Austria
Idealist	Institut Jozef Stefan	Slovenia	Virtual Reality Solutions	VRVis	Austria
Infrastructures supporting novel forms of collaboration	Profactor Produktions-forschungsgesmbH	Austria			

Posters					
Title	Organisation	Country	Title	Organisation	Country
Customer Needs in Mobile Rich Media Markets	University of St. Gallen	Switzerland	INTREPID	Elyros	Greece
Change Management in eGovernment Services	Planet SA	Greece	MetaCampus Marketplace	AtosOrigin	Spain
eChallenges e-2005	MetaWare spA	Italy	NETC@RDS for EHIC	Regione Lombardia	Italy
EETAH-on-line	Campus Bio-Medico University	Italy	NOESIS Platform	SESA Commerce GmbH	Italy
ENGAGE	Instituto de Biomecánica de Valencia	Spain	PRODCHAIN	ETH (BWI)	Switzerland
ETR2A	ETR2A	U.K.	TACIT	Campus Bio-Medico University	Italy
EuroSouthEastAsia 2006	MetaWare spA	Italy	Telekom Austria	Telekom Austria	Austria
Information Society in the 21st century	ENRED Consultores, S.L.	Spain	VDTC - ProDIMA	Fraunhofer Institute (IFF)	Germany
Inno-how	Fraunhofer Institute (IFF)	Germany			

The Conference Programme is subject to change at the discretion of the International Programme Committee. You should always refer to the Conference Portal (www.eChallenges.org) for the most up to date information. The International Programme Committee is sponsoring an award for the best conference paper and the Organising Committee is sponsoring an award for the best demonstration at the Exhibition.

e-2004 additional sponsors

