eChallenges e-2003

Advance Programme

Bologna *Italy*   22 - 24 October 2003

e·2003
eChallenges

Introduction

eChallenges e-2003 is the thirteenth in a series of Annual conferences, which regularly attract over 500 delegates from commercial, government and research organisations around the world. Focusing on e-Business, e-Government, organisational knowledge, e-Work and knowledge work and e-Europe 2005, the goal of e-2003 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.

This conference series is recognised as an important event in the international research calendar, attracting delegates and speakers from around the world. Formerly known as the e-Business and e-Work Conference and supported by the European Commission under the Information Society Technologies (IST) programme, the scope of eChallenges has evolved with the transition from Framework Programme Five (FP5) to Framework Programme Six (FP6).

e-2003 is a prestigious international forum to increase awareness of exploitable research results and applications, whether funded privately or at regional, national or European level. Increasingly, it is also being used as a forum for speakers from outside Europe to share their experience, as it provides an excellent networking environment to discuss problems and new ideas, share knowledge and experience and obtain feedback from potential partners and 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.

Whom will you meet at e-2003?

Unlike many research conferences, eChallenges provides the opportunity to meet with practitioners, project managers, software engineers and researchers from industry as well as research and academic organisations. This is because of eChallenges' strong focus on promoting knowledge sharing and exploitation rather than simply dissemination of research results. Delegates enjoy the opportunity to network with business owners and executives from SME support organisations, government agencies and multinational organisations as well as researchers and senior academics from around the world.

Cyber Café

e-2003 delegates may avail of the networking and internet facilities at the eChallenges Cyber Café kindly sponsored by QUALCOMM and its BREW technology, to catch up on e-mails, and keep in touch with the office, family and friends.

Networking Support

eChallenges provides a wonderful networking opportunity if you are interested in identifying potential project partners, marketing partners or joining research consortia. In many cases delegates act as technology gatekeepers for their organisations, which is beneficial for speakers and exhibitors alike.

The Delegate Showcase on the eChallenges Conference Portal (**www.eChallenges.org**) is a new innovation for e-2003, which will help you raise your profile as a delegate, speaker or exhibitor. It will also help you identify speakers and other delegates with complementary interests in advance of the conference, so that you can maximise the networking opportunities provided by the eChallenges Community.

The Programme

The 3 day programme brings together an interesting mix of case studies, technical and policy papers and interactive workshops. As well as three plenary sessions, there are parallel streams focused on broadband and mobility, e-Business, e-Europe, e-Government, e-Learning, e-Work, knowledge management, media and entertainment applications, security, smart and virtual organisations and SME related issues. The conference programme will be complemented by an exploitation-focused exhibition, social events including a Gala Reception, a partner programme & post conference tours. We are also pleased to announce that this year delegates at e-2003 will be provided with a cocktail and delegates' wallets kindly donated by our sponsors HP Laboratories Europe and the notebooks and badges will be courtesy of Gruppo Formula.

Due to unforeseen circumstances, the programme may change and eChallenges consortium reserves the right to alter the contents, venue and/or speakers.

The venue

eChallenges 2003 takes place in the beautiful, majestic building of Palazzo Re Enzo, located in the centre of Bologna, north of Italy. Built in 1200, Palazzo Re Enzo combines architectural beauty with modern IT facilities. Its name reflects the fact that following his capture by the Bolognese at the battle of Fossalta, Enzo, King of Sardinia was kept in the fortress until his death in 1271. Palazzo Re Enzo is centrally situated in Piazza del Nettuno. Located within its ancient and prestigious walls, it provides 2,500 sq. metres of attractive space over three levels, which is now regularly used for conferences and exhibitions.

Security, Health and Safety

Please wear your name badge for all e-2003 activities, as it is your identification and allows you access to the facilities on offer at e-2003 and in Palazzo Re Enzo and the Sala Farnese. Unfortunately, IT Conferences provide a tempting target for thieves, so please take care of bags, laptops and other personal belongings. While security staff will be present and the conference facilities are not open to the public, 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 Bologna. If you have any special needs or requirements, please contact the conference secretariat prior to the event.

Hotel Accommodation

Convention and Travel www.conventionandtravel.it have been appointed as official Site Agents for e-2003, and can be contacted by e-mail: info@conventionandtravel.it or sropa@conventionandtravel.it.

They will help book accommodation and social events. They offer a variety of hotels ranging from 3 to 5 star, most of which are situated in the city centre close to Palazzo Re Enzo. To assist you in selecting accommodation, the interactive map shows you the location of the hotels in Bologna.

Delegates for e-2003 will enjoy **free** transfers from and to the airport and city centre courtesy of ATC - Trasporti Pubblici Bologna. When you arrive in Bologna G Marconi airport, a hostess will be located at the e-2003 Welcome Desk in the Arrivals area.

How to get there

Bologna's G.Marconi di Bologna airport is a major international airport, with direct chartered and scheduled flights to destinations including Amsterdam, Barcelona, Brussels, Budapest, Düsseldorf, Frankfurt, Lyon, Lisbon, London, Madrid, Monaco, Paris, Prague, Tirana, Vienna and Zürich.

The airport is 6 kms from the city centre and is a 20-minute taxi or bus ride away from Palazzo Re Enzo, which is well served by public transport.

Bologna is linked by motorway and by rail to major European cities. Bologna can also be reached by flying to Milan or Florence and taking the high-speed train (Euro Star) which takes approx. 1,5 hours. Bologna Centrale, the principal railway station, is a 10-minute walk from Palazzo Re Enzo.

Official Carrier – eChallenges e-2003

ALITALIA
Official Carrier

Alitalia is pleased to support "e2003" as Official Carrier. All participants will benefit of a special discount on available fares

For further information regarding availability, bookings and ticket purchase for BOLOGNA (ITALY), foreign participants may contact their nearest Alitalia Office (see the addresses and the phone numbers on Alitalia Internet WEB Site: www.alitalia.com).

When calling Alitalia, please quote Identification Code "WU".

Participants originating from the United States may contact their nearest ALITALIA Office or call the toll-free number 1-800-223-5730 to reserve flights and receive tickets by mail directly to their address, quoting their "WU" Identification Code and credit card number to charge the corresponding amount.

Alitalia
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Major Places of Interest

In Bologna, Piazza Maggiore features architectural masterpieces including the Fontana del Nettuno, Basilica San Petronio, Palazzo Dei Banchi and the Sala Borsa. The sloping Towers built during the Middle Ages are one of the principal attractions of Bologna. Other attractions include the Santo Stefano and San Luca Basilicas, and the church of San Michele in Bosco, which is a superb example of the Bolognese Baroque style.

Bologna and the Region of Emilia-Romagna offer enchanting and attractive sightseeing opportunities to suit all tastes, encompassing architectural masterpieces, culinary treats and exquisite wines.

Bologna is closely associated with Ferrari, and automobile fans should not miss a visit to the Ferrari Gallery in Maranello. Emilia-Romagna also boasts the production of Balsamic vinegar, making a trip to Modena a must.

For those interested in travelling a little further a field, Florence, Ferrara, Faenza and Ravenna are all within an hour of Bologna by coach or train.

Italy is renowned for its wonderful climate. The weather in Bologna in October is traditionally mild.

International Programme Committee

A distinguished Programme Committee has been formed to review extended abstracts, provide feedback on papers/presentations and chair sessions.

The e-2003 Programme Committee includes

- Prof. Albert Anghern, INSEAD, France
- Pete Bramhall, HP Laboratories Europe
- Paul Cunningham, IIMC, Ireland (IPC Chair)
- Kim Davis, SINTEF, Norway
- Mireille Edin, ADERA Service, France (Secretariat)
- Peter Fatelnig, European Commission, Belgium
- Prof. Joze Gricar, University of Maribor, Slovenia
- Dr Ingo Hussla, IZET, Germany
- Prof. Bernhard Katzy, CeTIM, Netherlands
- David Kennedy, Eurescom, Germany
- Christine Leurquin, SES GLOBAL, Belgium
- 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, UK
- Prof. Dan Shunk, University of Cork, Ireland
- Thomas Staneker, Alcatel, Belgium
- Richard Stevens, Gruppo Formula, Italy
- Prof. Roger Wallis, Royal Institute of Technology, Sweden
- Peter Weiss, FZI, Germany

Organising Committee

- Silvana Muscella, METAWARE S.p.A, Italy
- Mireille Edin, Adera Service, France
- Miriam Cunningham, IIMC, Ireland

Conference Secretariat

ADERA Service
Mireille Edin
162, avenue Albert Schweitzer
BP 196 – 33608 Pessac Cedex – France
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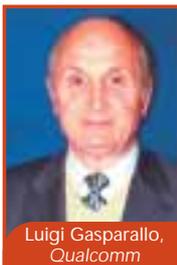e-mail: e2003@adera.fr

The site agents

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Convention and Travel website:
http://www.conventionandtravel.it
e-mail : info@conventionandtravel.it or
sropa@conventionandtravel.it

Plenary Session Speakers

Frans de Bruïne, *EC* — Luigi Gasparallo, *Qualcomm* — Robin Gallimore, *HP* — Dave Snowden, *IBM* — Mike Stone, *BT Stepchange* — Yuha Ylä-Jääski, *NOKIA* — Rosalie Zobel, *EC*

Keynote speakers already include:

- Frans de Bruïne, Director " Communications Networks, Security and software. Applications, " Information Society Directorate-General, European Commission.
- Luigi Gasparollo, Vice President and Managing Director of Qualcomm Europe
- Robin Gallimore, Director of HP Laboratories Europe
- Dave Snowden, Director of The Cynefin Centre for Organisational Complexity, IBM
- Mike Stone, Director of BT Stepchange, United Kingdom
- Yuha Ylä-Jääski, Head of Strategy Planning, Nokia Research Center
- Rosalie Zobel, Director " Components and subsystems. Applications, " Information Society Directorate-General, European Commission

Conference Portal & Delegate Showcase
http://www.eChallenges.org

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1 DAY

Wednesday, October 22, 2003

| 08:00 | Registration |

| 09:00 | Opening Plenary 1a |

Chair: Frans De Bruine, European Commission, Belgium

Welcome
Frans De Bruine, European Commission, Belgium

Complex Knowledge
Dave Snowden, Cynefin Centre for Organisational Complexity, United Kingdom

Trusting Me, Trusting You
Mike Stone, BT Stepchange, United Kingdom

e-Challenges - Considerations on End User's needs
Luigi Gasparollo, Qualcomm, Italy

| 10:30 | Coffee Break : Exhibition & Networking |

| 11:00 Session 2a: | e-Business - 1 |

Chair: Jorge Gasos, European Commission, Belgium

e-Business through Competence Profiling
Nikos Armoutis, Warwick Manufacturing Group, University of Warwick, United Kingdom

Evolving e-Business Models: Lessons Learned from Two Industries
Claudia Loebbecke, Dept. of Media Management, University of Cologne, Germany

HARMONY - «A Collaborative Platform for Networked Start-up Support»
Katrin Reschwamm, Fraunhofer IFF, Germany

CE-NET: A European Network of Excellence for Concurrent Enterprising - Lessons Learned
Johann Riedel, University of Nottingham, United Kingdom

| 11:00 Session 2b: | e-Work 1: Issues |

Chair: Mícheál Ó Foghlú, Telecommunications Software & Systems Group, Waterford Institute of Technology, Ireland

Office observations: Introducing the Concept of Technology Participation in ICT Development Projects
Kenneth Kongsvold, SINTEF Industrial Management, Norway

Model-Based Reasoning and Case-Based Reasoning Integration for Decision Support Systems
Andrew Lewis, Nemesia, France

Use of Computers at Work, Computer Skills, and Productivity
Malcolm Brynin, Institute for Social and Economic Research, United Kingdom

| 11:00 Session 2c: | Knowledge Management - 1: Market Prospects & Sustainability |

Chair: Peter Fatelnig, European Commission, Belgium

Market Prospects, Business Needs and Technological Trends for Business Knowledge Management - the results
Jonathan Sage, IBM, Belgium

Toward a Network Topology of the Knowledge Economy: Organisational Conditions of Knowledge Valorisation
Panagiotis Damaskopoulos, INSEAD, France

| 11:00 Session 2d: | e-Government - 1: Policy Issues |

Chair: Paul Timmers, European Commission, Belgium

(R)e-Balancing government
Jeremy Millard, Danish Technological Institute, Denmark

The demand side of e-Government: an international comparison
Andreas Ligtvoet, RAND Europe, Netherlands

Urban planning as an information system
Bostjan Cotic, Urban planning Institute of the Republic of Slovenia, Slovenia

e-Government and Intellectual Capital Building: A tentative modelling framework
Ahmed Bounfour, RCS- Research on Competitive Strategies, France

| 11:00 Session 2e: | Smart/Virtual Organisations - 1: Lessons |

Chair: Joël Bacquet, European Commission, Belgium

Applying Seven E'S In e-Transformation To The Manufacturing Sector
Shiromi Arunatileka, University of Western Sydney, Australia

Smartisan - Collaborative Services Enabled By Seamless Integration Of Virtual Artisans In Dynamic Networked Organisations
Jorge Oliveira, Alfamicro, Lda., Portugal

Typology, Organisation And Management Of Virtual Enterprises: Results From Case Studies In Northern Germany
Ulrich Hausner, Gesellschaft für Technologieförderung Itzehoe mbH, Germany

Towards Zero Management: A Best practice Action Learning Model
Ted O'Keeffe, Waterford Institute of Technology, Ireland

| 11:00 Session 2f: | SME Issues - 1: Lessons learnt |

Chair: Paul Cunningham, IIMC Limited, Ireland

Implementation of best practice e-Business strategies and solutions for SMEs - lessons learnt
Charlotte Pedersen, North Denmark EU-office, Belgium

Facilitating the integration of SME's to supply networks with lean IT solutions
Mikko Kärkkäinen, Helsinki University of Technology, Finland

ICT And e-Work In European SMEs.
Patrizio Di Nicola, University of Rome La Sapienza, Italy

| 11:00 Session 2g: | Broadband and mobility - 1: Business models |

Chair: Dave Broster, European Commission, Belgium

MEEST Mobile e-Commerce and e-Work Secured Transactions
Rigobert Foka, Thales Communications S.A., France

Mobile Business Modelling - The Enabling Role of New Mobile Radio Technologies (3G) for Innovative, User Centric and Location Based M-Business Models
Peter Laing, Research Institute for Operations Management (FIR), Germany

Market development of future heterogeneous mobile networks - An economic simulation of competition and strategic behaviour
Markus Lips, TU Dresden, Germany

Discussion of Outer Business Model Issues in Open Mobile Access Network (OMAN)
Anastasia Garbi, EXODUS S.A., Greece

11:00 Session 2h: **e-Learning - 1**

Chair: Albert Angehrn, INSEAD, France

Digital Inclusion: Best practices from e-Learning.
David Casacuberta, Transit Projectes, Spain

Culturally sensitive e-Learning
Erberto Sandon, Metrics, Italy

Executive Learning: the evolution of effective e-Learning architectures
Nigel Courtney, Cass Business School, City of London, United Kingdom

12:30 Lunch Time :   **Exhibition & Networking**

14:00 Session 3a: **e-Business - 2: CRM Applications**

Chair: Joze Gricar, University of Maribor, Slovenia

Innovative Customer Relationship Management application for the Romanian Pharmaceutical sector
Matteo Colombo, SINEURA S.p.A., Italy

Intelligent e-Assistance: a multiparadigm approach
Josefa Z. Hernández, Technical University of Madrid, UPM, Spain

Improving e-Business effectiveness and customer satisfaction through an integrated platform for the development of personalised on-line services.
Theodoros Kavalieros, EXODUS S.A., Greece

CRM Implementation Experiences in Europe - Findings from an Empirical Study
Michael Stender, Fraunhofer IAO, Germany

14:00 Session 3b: **Social Dynamics in Networked Organisations**

Chair: Bernhard Katzy, CeTIM, Germany

Agile supplier network configuration
Burkhard Schallock, Fraunhofer IPK, Germany

Using a network management framework to shape the management agenda of an organizational network under development
Angeliki Poulymenakou, Eltrun - Athens University of Economics and Business, Greece

Multimodal human like Computers
Elisabeth den Os, Max Planck Institute for Psycholinguistics, Netherlands

14:00 Workshop 3c: **The Future Challenges of Enterprise Knowledge Management - 1**

Chair: Kathryn Cormican, CIMRU, NUI Galway, Ireland

Preparing An Enterprise For Knowledge Management: A Question Of Culture
Manon van Leeuwen, FUNDECYT, Spain

The role of ICT in transfering experience between projects
Lars E. Onsøyen, SINTEF Industrial Management, Norway

14:00 Session 3d: **e-Government - 2**

Chair: Agnes Bradier, European Commission, Belgium

Take-up of e-Government in Europe
Charles Lowe, e-Forum, United Kingdom

Benchmarking the Success of Regions in the Information Society - the BISER Surveys
Karsten Gareis, empirica Gesellschaft für Kommunikations- und Technologieforschung mbH, Germany

Experiments with e-Voting technology experiences and lessons
Peter Van den Besselaar, Netherlands Institute of Scientific Information - Royal Netherlands Academy of Science, Netherlands

e-Forms applications for the public sector. Shifting Development effort from programmers to domain experts.
Stelios Gorilas, Archetypon S.A., Greece

14:00 Session 3e: **Smart/Virtual Organisations - 2: Lessons**

Chair: Ingo Hussla, Gesellschaft für Technologieförderung Itzehoe mbH; IZET Innovationszentrum Itzehoe, Germany

e-Business - An enabler for collaborative manufacturing in the Extended Enterprise
Sindre Bolseth, NTNU, Norway

Road map for e-business implementation in Extended Enterprises
Jörg Martinetz, University Magdeburg, Germany

Resource Sharing among Enterprises. The «e-Sharing» approach.
Lito Baxevanaki, Intracom S.A., Greece

14:00 Workshop 3f: **e-Europe - IT Skills: Challenging Europe's Economic Future - 1**

Chair: Peter Weiss, FZI Forschungszentrum Informatik Karlsruhe, Germany

E.U. initiatives, policies and research programmes in the Area of ICT Skills: overall view.
Marina Manzoni Brusati, European Commission, Belgium

DIGI-Q project, a innovative approach for introducing ICT skills in SMEs
Francesca Borga, AIP - Politecnico di Milano, Italy

14:00 Session 3g   **Broadband and mobility - 2: Applications**

Chair: Dave Broster, European Commission, Belgium

Cultural Location Based Information Services - Two Case Studies
George Kouvas, EXODUS S.A., Greece

A Mobile and Secure Ticketing Service
Ioannis Mavroudis, EXPERTNET S.A., Greece

FLAME2008 - Personalized Web Services for the Olympic Games 2008 in Beijing
Bernhard Holtkamp, Fraunhofer Institute for Software and Systems Engineering (ISST), Germany

14:00 Session 3h: **e-Learning - 2: Regional Case Studies**

Chair: Kim Davis, SINTEF, Norway

Nationwide Implementation of the Educational IT-Based System in Romania - a Success Story
Bogdan Neacsu, SIVECO Romania, Romania

The e-Xquisite Corpse: Bridging distance and cultural gaps through Web-based Collaboration. The Kolleg Satellite Cluster Caracas
Armando Montilla, Bauhaus Dessau Foundation, Venezuela

Change in Approach to Education on Czech Railways
Jiri Landa, Czech Railways, Czech Republic

15:30 Coffee Break :   **Exhibition & Networking**

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16:00 Session 4a: e-Business - 3: Application Issues

Chair: Juan Prieto, European Commission, Belgium

Applying an e-Procurement system in Healthcare - OPUS.
Case Study: Greece, Italy, Belgium
Apostolos Kontogeorgis, PC SYSTEMS SA, Greece

The role of Internet in procurement and fulfillment processes:
a comparison of case studies
Payaro Andrea, university of padua, Italy

Personalized printing used as a One-to-One enabler
Christian Persson, Framkom Verksamhetsutveckling AB, Sweden

Utilizing open-source technologies prevents vendor-
dependent business solutions
Thomas Schmidt, ACIN - TU-Vienna, Austria

16:00 Workshop 4b: The Workplace: a new environment
for global business but, will it be a human workplace?

Chair: Pete Kercher, CLAC Centro Legno Arredo Cantú srl, Italy
Co-Chair: Teresa De Martino, European Commission, Belgium

Challenges in the New Workplace
Paul Wheeler, DEGW, United Kingdom

Soft factors in the new ICT powered workspace
Irene López de Vallejo, Fundación TEKNIKER, Spain

Design for All : focusing workspace design on user needs
Pete Kercher, CLAC Centro Legno Arredo Cantú srl, Italy

16:00 Workshop 4c: The Future Challenges
of Enterprise Knowledge Management - 2

Chair: Kathryn Cormican, CIMRU, NUI Galway, Ireland

Inter-organisational Knowledge Sharing and Trading
Gregoris Mentzas, NTUA, Greece

A Visual Approach to Transform Information to Knowledge
Fiona Lettice, Cranfield University, United Kingdom

16:00 Workshop 4d: e-Government and local communities:
a challenge in the path towards
European identity and development

Chair: Giovanni Salizzoni, Municipality of Bologna, Italy

16:00 Session 4e: Smart/Virtual Organisations - 3:
Future Challenges for e-Europe

Chair: Philip Seltsikas, University of Surrey, United Kingdom

Requirement Driven Engineering in Collaborative
Environments
*Oliver Klaar, Institut fuer Rechneranwendung (RPK), University of
Karlsruhe, Germany*

Dynamic Peer-to-Peer Process Configuration in Virtual
Engineering Organisations
Axel Hahn, University of Oldenburg, Germany

Virtual Domains in Multi-Layered Structures to Foster
Competition and Service Diversity
Matthias Pohler, Dresden University of Technology, Germany

e-Product Information: The Key to Integrating Supply Chain
Activities in the Construction Process
Gudni Gudnason, Icelandic Building Research Institute, Iceland

16:00 Workshop 4f: e-Europe - IT Skills:
Challenging Europe's Economic Future - 2

Chair: Peter Weiss, FZI Forschungszentrum Informatik Karlsruhe,
Germany

DynamITe - Dynamic ICT training of SMEs.
Finn Kristensen, Inter-Service ApS, Denmark

e-PICS - European certification services for IT professionals
*Stig Arff, DND Den Norske Dataforenings Servicekontor AS,
Norway*

16:00 Session 4g: Broadband and mobility - 3:
Regional Case Studies

Chair: Joao Da Silva, European Commission, Belgium

Broadband Infrastructure and Rural Regional Development
Ottar Ohren, Molde University College, Norway

Rural Communities & Broadband: Local Appropriation Of A
Global Technology?
Sarah Skerratt, University Of Newcastle, United Kingdom

Going Mobile in the Åland Archipelago - Perceived Barriers
and Drivers
Christer Carlsson, IAMSR/Åbo Akademi University, Finland

Broadband Access In The Community Of Madrid: Could The
Market Bring On «An Information Society For All»?
*José Luis Gómez Barroso, UNED (Universidad Nacional de
Educación a Distancia), Spain*

16:00 Workshop 4h: EU-Russia co-operation under FP6

Chair: Paul Drath, Singleimage Ltd., United Kingdom
Co-Chair: Olivier Pascal, European Commission, Belgium

ADMIRE-P project: a tool for EU-Russia collaboration under
IST FP6
Olga Pekushkina, Singleimage Ltd., United Kingdom

R&D potential of Privolzhsky Federal District for participation
in IST FP6
*Alexander Ezhevskiy, University of Nizhny Novgorod, Russian
Federation*

A framework for multi-level and multi-aspect modeling of
complex objects and processes
*Igor Krivosheev, Ufa State Technical Aviation University, Russian
Federation*

Pedagogical Agents in the Educational Multimedia for
Children. Virtual Travel Around the Course of Natural
Sciences
*Mikhail Morozov, Mari State Technical University, Russian
Federation*

Knowledge representation by formal model language
and its computer interpretation by intellectual modeling
environment Stratum-2000
*Oleg Moukhine, Perm state technical university, Russian
Federation*

09:00 Session 5a: e-Business - 4: Industry Case Studies

Chair: John Nolan, European Commission, Belgium

Consolidated RTD results in Construction ICT: the ICCI achievements
Ian E. Wilson, University of Salford, United Kingdom

ROADCON: roadmapping future RTD in Construction ICT
Alain Zarli, CSTB, France

Dematerialized Pharmaceutical Prescriptions in Mobile Internet Environment
Andrzej P. Urbanski, Poznan University of Techology, Poland

Processing business in petrochemistry
Cornel Resteanu, National Institute for R&D in Informatics, Romania

09:00 Session 5b: e-Work - 2: SME Focused Solutions

Chair: Philip Seltsikas, University of Surrey, United Kingdom

Creating The Flexible Office: Lessons Learned From Past Practices
Leon Cremonini, RAND Europe, Netherlands

Promoting e-Work in Remote Regions: Lessons from FlexWork
Frank Wilson, Interaction Design Ltd, United Kingdom

Scoop - Sustained Competitiveness In Dynamic Networked Organisation Enabled By Innovative e-Work Processes
Alvaro Oliveira, Alfamicro, Portugal

09:00 Session 5c: Knowledge Management - 2: Context

Chair: Jonathan Sage, IBM, Belgium

Intercultural Communication Issues in Knowledge Management
Kim Davis, SINTEF, Norway

SERGIO - An Interface for context driven Knowledge Retrieval
Christoph Kunz, Fraunhofer IAO, Germany

Multilingual and Ontological Product Cataloguing Tool - User Experiences
Aarno Lehtola, VTT Information Technology, Finland

User Context Frameworks for Ambient Intelligence
Gökçe Banu Laleci, Middle East Technical University, Turkey

09:00 Session 5d: e-Government - 3: Regional achievements

Chair: Alejandro Moya, European Commission, Belgium

e-Government: Safeguarding regional development with ICT - qualification for a whole sector
Karin Drda-Kühn, media k GmbH for Fraunhofer IGD, Germany

e-ATC. A Local Public Transport Experience within IST
Claudio Claroni, ATC S.p.A., Italy

INFOCITIZEN
Ludovica Iarussi, Municipality of Colleferro, Italy

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e-Government Models: A Study In Greek Paradigms
Eleonora Ioulia Malama, Department of Applied Informatics, University of Macedonia, Greece

09:00 Workshop 5e: Networked Business in Virtual/ Smart Organisations Turning Knowledge Potential Into Successful Products and Sustainable Business - 1

Chair: Bernhard Katzy, CeTIM, Germany

Virtual, Smart Organisations: Market prospects, Business Needs and Technological trends
Maarten Botterman, Stichting RAND Europe, Netherlands

State-of -the -Art of Virtual Organisation Modelling
Bernhard Katzy, CeTIM, Germany

09:00 Session 5f: SME Issues - 2: Business Processes

Chair: Joze Gricar, University of Maribor, Slovenia

Modelling SME Business Processes for the Integration of Information Systems across Industry Boundaries
Deemple Tailor, University of Surrey, United Kingdom

The Application of a Process Based Model for IS Check-Up within SMEs
Paolo Faverio, Università Cattaneo - LIUC, Italy

The SMART SME Project: The establishment of Smart collaboration Forms among Inter-networked Manufacturing SMEs
George Chryssolouris, Laboratory for Manufacturing Systems and Automation (LMS), Greece

Enhanced modelling and planning for the Extended Enterprise
Paola Daniela Monari, SATA srl, Italy

09:00 Session 5g: Broadband and mobility - 4: Network Issues

Chair: Michael Ziegler, European Commission, Belgium

User Requirements for Seamless and Transparent Service Discovery
Päivi Pöyry, Helsinki University of Technology, Finland

Pricing Effect on Mobile Internet Uptake - The Free-G Trials
Charles Pangrazi, SchlumbergerSema, Netherlands

A Consumer Centric Framework for Mobile Services and Applications
Vaida Kadyte, Turku Centre for Computer Science, Abo Akademi University, Finland

Applicability of XML-based Signaling for Resource Trading in Mobile Data Networks
Daniel Kilper, Dresden University of Technology, Germany

09:00 Session 5h: e-Learning - 4: Applications & Future Challenges

Chair: Ingo Hussla, Gesellschaft für Technologieförderung Itzehoe mbH; IZET Innovationszentrum Itzehoe, Germany

Dialogic And Argumentative Negotiation Educational Software
Apostolos Kontogeorgis, PC Systems SA, Greece

Demands for flexibility in authoring and e-Learning platforms under the aspect of integrating simulation models
Jochen Wittmann, University of Hamburg, Germany

Virtual Reality Technology - A Future Training And Educational Tool
Angelos Amditis, Institute of Communication and Computer Systems, Greece

10:30 Coffee Break : Exhibition & Networking

11:00 Session 6a: e-Business - 5: Interoperability

Chair: Mícheál Ó Foghlú, Telecommunications Software & Systems Group, Waterford Institute of Technology, Ireland

Moda-ML, an experience of promotion of a sectorial interoperability framework
Nicola Gessa, Department of Computer Science, Italy

Web Service Framework for Business Process Modelling and Legacy Systems Integration
Odysseas Pyrovolakis, EXODUS S.A, Greece

Best Practice of Inter-Enterprise Collaboration - a framework based on the SCOR methodology
Herbert Heinzel, BTC Business Process Training Center Europe, Germany

On Standardisation Requirements for Distributed Simulation in Production and Logistics
Markus Rabe, Fraunhofer IPK, Germany

11:00 Session 6b: e-Work - 3: Future challenges for e-Europe

Chair: Bror Salmelin, European Commission, Belgium

e-Work Challenges The e-Society Stile: Innovative Methods To Measure The Impact Of ICT On Work And Organisation
Monique Ramioul, Higher Institute for Labour Studies- Catholic University of Leuven, Belgium

Better Enterprise Systems Implementation - easing e-Work and e-Commerce adoption
Ip-Shing Fan, Cranfield University, United Kingdom

Virtual Identities For Information Access And Delivery in Nomadic Computing
Fabio Forno, Politecnico di Torino - DAUIN, Italy

11:00 Session 6c: Knowledge Management - 4: Knowledge Workers

Chair: Paul Hearn, European Commission, Belgium

A knowledge management platform for technology intensive industries
René Bañares-Alcántara, University Rovira i Virgili, Spain

Knowledge Management in engineering: supporting analysis and design processes in innovative industries
Yvonne Barnard, EURISCO International, France

MILK: inspirational knowledge management for mobile knowledge workers
Carla Valle, Fraunhofer FIT, Germany

A Practical e-Working Application for Knowledge Product Support in SMEs
Sorli Mikel, LABEIN, Spain

11:00 Session 6d: e-Government - 4: Regional case studies

Chair: Fred Loeurng, European Commission, Belgium

e-Government in Catalonia: A Regional and European collaboration for Benchmarking
Meya Montserrat, Generalitat de Catalunya, Spain

e-Government Benchmarking: A Regional Experience
Enrico Ferro, Istituto Superiore Mario Boella, Italy

Bologna and the Citizen Card project
Carlo Pentimalli, Laboratori Fondazione G. Marconi, Italy

ClipCard : smart card based system for traffic fines
François-Pierre Le Page, CLIPCARD S.A.S, France

11:00 Workshop 6e: Networked Business in Virtual/ Smart Organisation Turning Knowledge Potential Into Successful Products and Sustainable Business - 2

Chair: Bernhard Katzy, CeTIM, Germany

Web-enabled Smart Service Business Infrastructures
Manfred Hackl, ec3, Austria

Research in Evolving Domains in Turbulent Environments: A Constructivist View and Practical Approach for Interaction between Industry and Academia
Patricia Wolf, Fraunhofer IAO, Germany

11:00 Session 6f: SME Issues - 3: Trading & Collaboration

Chair: Thomas Staneker, Alcatel, Belgium

The Elements of SME Collaboration within an Regional e-Marketplace Environment
Mark Swift, University of Warwick, United Kingdom

e-Business strategic framework for Micro-SMEs: application in a regional initiative
Aires Silva, Digital Partners, Portugal

An Innovative Global Trade Platform For SMEs
Giordana Bonini, Democenter, Italy

The ADIRA Case Study: how an industrial SME has effectively innovated by deploying advanced ICT technologies
Henriqueta Nóvoa, FEUP- Engineering Faculty of Porto, Portugal

11:00 Session 6g: Broadband and mobility - Future Challenges for e-Europe

Chair: Ragnar Bergstrom, European Commission, Belgium

Closing the Digital Divide - a Matter of Technical Equipment or Service Content?
Bo Lennstrand, Gotland University, Sweden

Support for e-Business Applications over Composite Radio Environments
Panagiotis Demestichas, National Technical University of Athens, Greece

Extreme Mobility Application Platform (X.MAP)
Francesco Catini, DMR Consulting, Italy

Solving the 3G content dilemma as a prerequisite for traffic generation
Ulf Blomqvist, Royal Institute of Technology (KTH) - Media Technology & Graphic Arts Research Group, Sweden

11:00 Session 6h: Media and entertainment - 1: Content Issues

Chair: Roger Wallis, Royal Institute of Technology, Sweden

Entertainment films for education in the age of analogue and digital televisionn
Michael Mangold, ZKM Center for Art and Media, Institute for Media and Economics, Germany

Diversity of offerings - a profit-making strategy for media content in digital networks (the example of the music industry)
Anders Edström Frejman, Royal Institute of Technology, KTH, Stockholm, Sweden, Sweden

CodeMeter: A new Digital Rights Management system for protection and measurement of use of software and digital content
Oliver Winzenried, WIBU-SYSTEMS AG, Germany

12:30 Lunch Time : Exhibition & Networking

14:00 Session 7a: e-Business - 6:
Future Challenges for e-Europe

Chair: Angelos Ktenas, European Commission, Belgium

Application of Business Process Modelling to Assess the Impact of Process Change
Radmehr Monfared, Loughborough University - UK, United Kingdom

A Market Simulator for Analysing Agent Market Strategies
Maria João Viamonte, Instituto Superior de Engenharia do Porto, Portugal

The role of business process and IT outsourcing in development of e-Commerce in Europe
Damir Trninic, Post Serbia, Center for e-Business, Yugoslavia

Challenges for economic assessment of electronic commerce
Tadas Sarapovas, Kaunas University of Technology, Economics and Management Faculty, Lithuania

14:00 Workshop 7b: Future Workplaces:
Supporting Mobile User and Worker - 1

Chair: Terrence Fernando, University of Salford, United Kingdom
Co-Chair: Teresa De Martino, European Commission, Belgium

Business Visions and Demands for Future Workplaces
Yves Baudier, EADS CCR, France

Co-operative Workplaces - Workspaces for the Future
Rolf Reinema, Fraunhofer SIT, Germany

Service Frameworks for Mobile Context-aware Applications
Johan Koolwaaij, Telematica Insituut, Luxembourg

14:00 Session 7c: Distributed Applications

Chair: Jacques Bus, European Commission, Belgium

Semantic Content Management: Problems, Concepts and Solutions
Anton Zamolotskikh, IIMC International Information Management Corporation, Ireland

A Distributed Workflow Management System for Networked Organisations
Clara Pezuela, SchlumbergerSema, Spain

Adapt Project for Automatic Data Transfer
Carla Graziani, NICA s.r.l., Italy

14:00 Workshop 7d: e-Democracy and Participation - 1:
Scenarios

Chair: Jesse Marsh, Atelier Studio Associato, Italy
Co-Chair: Guiseppe Zilioli, European Commission, Belgium

Interactive Decision Making
Auli Keskinen, Finland Futures Research Centre, Finland

The Discourse on e-Democracy: Where are we Heading?
Bernard Corbineau, DESS MITIC, France

Empowering Virtual Communities with Mobility
Olli Pihlajamaa, VTT Information Technology, Finland

14:00 Session 7e: Multimodal and collaborative
work environments

Chair: Wolfgang Boch, European Commission, Belgium

Process Modelling and e-Transformation for Small to Medium Size Enterprises
Phillip Kazanis, University of Western Sydney, Australia

Extended products in one-of-a-kind product delivery and service networks
Kim Jansson, VTT Industrial Systems, Finland

Application of the agent system method in managing design process task
Zenobia Weiss, Poznan University of Technology Institute of Mechanical Technology, Poland

14:00 Session 7f: SME Issues - 4: ASP Challenges

Chair: David Kennedy, Eurescom, Germany

A roadmap for ASPs
Sylvie Feindt, SFC, Belgium

Webhosting for SMEs, a European Wide Study
Lars Hansen, IZET Innovationszentrum Itzehoe, Gesellschaft für Technologieförderung Itzehoe mbH, Germany

When Internet 'Connectivity' does not equal e-Business 'Reactivity' - the e-Business transition and ASP challenge of the European SME.
Lisa K Brown, University of Surrey, United Kingdom

14:00 Workshop 7g: Privacy, security
and trust applications of e-Government

Chair: Maarten Botterman, Stichting RAND Europe, Netherlands
Co-Chair: Anyan Varghese, European Commission, Belgium

Identity Management Systems (IMS): challenges from their use in e-Government applications
Ioannis Maghiros, IPTS, Spain

Approaching secure and trustful e-Government applications: technology won't make it alone !
Maria A. Wimmer, University of Linz, Institute of Applied Computer Science, Austria

Technological solutions to protect privacy in e-Government
Edwin Horlings, RAND Europe, Netherlands

14:00 Session 7h: e-Logistics

Chair: Thomas Staneker, Alcatel, Belgium

An e-Business Approach to Management of Flexible Collective Transport: the Flexible Agency for Demand Responsive Collective Transport
Marco Boero, Softeco Sismat SpA, Italy

Logistic Service Manager (LSM), a SMEs focused e-Logistics service
Marina Melissari, SGL Logistica S.r.l., Italy

An EDI System for the exchange of Digitally Signed Customs Documents
Pierpaolo Baglietto, DIST, University of Genoa, Italy

15:30 Coffee Break : Exhibition & Networking

16:00 Tutorial 8a: ebXML

Chair: Asuman Dogac, Middle East Technical University, Turkey

Exploiting Semantic of Web Services through ebXML Registries
Asuman Dogac, Middle East Technical University, Turkey

openXchange - Automated Business Process Integration using ebXML
Henning Hinderer, Fraunhofer IAO, Germany

16:00 Workshop 8b: Future Workplaces: Supporting Mobile User and Worker - 2

Chair: Terrence Fernando, University of Salford, United Kingdom
Co-Chair: Teresa De Martino, European Commission, Belgium

An Architectural Perspective on the Future of Workspace
Paul Wheeler, DEGW, United Kingdom

Human Factors Challenges for Future Workspaces
John Wilson, University of Nottingham, United Kingdom

Visual Displays for Future Workplaces
Pol T. Descamps, BARCO (Projection) NV, Belgium

16:00 Workshop 8c: Devices, Desires or Distrust: encouraging the use of e-Commerce

Chair: Kathy Keeling, UMIST, United Kingdom

e-Tampere Programme: A Case Study
Maria Mäntymäki, e-Business Research Center, eBRC, Finland

Redbricks Online: A Case Study
Ben Houghton, RedbricksOnline Ltd, United Kingdom

Privacy and Security Enhancing Methods: Use, abuse, attitudes and social marketing
Kathy Keeling, UMIST, United Kingdom

16:00 Workshop 8d: e-Democracy and Participation - 2: Case studies

Chair: Auli Keskinen, Finland Futures Research Centre, Finland
Co-Chair: Grazyna Wojcieszko, European Commission, Belgium

Varkaus Mobile Panel
Marja-Liisa Vihärä, TeliaSonera, Finland

Primary Elections in Palermo: a Case Study
Jesse Marsh, Atelier Studio Associato, Italy

An Internet Radio for European Debate
Thanos Contargyris, CIED Go-On c/o Dialogos, Greece

Planning networks for local development
Marisa Cengarle, Forum Cooperazione e Tecnologia, Italy

16:00 Workshop 8e: e-Logistics: The Unified Protocol

Chair: Paul Schoensleben, ETH Zurich, Switzerland

A project of research and realisation of a Transport Unified Protocol prototype for goods to be delivered
Paolo Serra, SGL Logistica, Italy

Experiences in ebXML-based interoperability
Flavio Bonfatti, University of Modena and Reggio Emilia, Italy

16:00 Session 8f: SME Issues - 5: Regional Perspectives

Chair: Kim Davis, SINTEF, Norway

VeRDI - an e-Business programme in Norway focusing on SME sector Good practice and lessons learnt
Eivind Petershagen, The norwegian industrial and regional development fund - SND, Norway

The e-Business process in agriculture: a view of the infrastructure
Vilija Juceviciene, Lithuanian University of Agriculture, Lithuania

Regional Technology - the next step forward
Anne Waywell, CSC Computer Sciences Lts, United Kingdom

Disparities between Business-to-Business and Business-to-Consumer SME expectations and experiences of e-Commerce
Donna Black, e)Commerce Innovation Centre, United Kingdom

16:00 Workshop 8g: Experiences at the frontier of virtual marketing: e-CRM and e-Buyers in Europe

Chair: W. Edward Steinmueller, SPRU - Science and Technology Policy Research, University of Sussex, United Kingdom

Experiences at the frontier of virtual marketing: e-CRM in Europe
Gabriella Cattaneo, Databank Consulting, Italy

Emerging trends in customer relation management using ICT: financial services
Rosanna Lifonti, Databank, Italy

Employment Implications of e-CRM
Stefan Lilischkis, empirica GmbH, Germany

A European Panel Approach of the e-Consumer
David Flacher, GET/ENST - EGSH, France

09:00 Workshop 9a: Interoperability Today and Tomorrow - Vision Goals and Obstacles - 1

Chair: Richard Stevens, Gruppo Formula, Italy

Interoperability: The Public Administration Perspective
Giovanni Manca, A.I.P.A., Italy

Interoperability enabling networked businesses in the Information Society Technologies R&D programme
Joël Bacquet, European Commission, Belgium

09:00 Workshop 9b: Grid enabled, Collaborative and Multimodal Working Environments - 1

Chair: Isidro Laso, European Commission, Belgium

Collaborative Work Environments Research Challenges, Visions, Technologies
Michael Matthiesen, University of Stuttgart - IPVS, Germany

Collaborative Knowledge Management and Multimodal Consumption
Miguel Borras Merli, antara information technology s.l., Spain

Collaboration through hybrid (human and artificial) agent societies.
Sylvain Surcin, Ibermática, Spain

GRID-Collaboration in the Mobile Environment
Marcel Graf, IBM Zurich Research Laboratory, Switzerland

09:00 Session 9c: Media and entertainment - 2: Cultural Issues

Chair: Roger Wallis, Royal Institute of Technology, Sweden

Interactive immersive graphics for promoting Cultural Heritage
Antonella Guidazzoli, CINECA, Italy

How to deal with cultural heritage content: CHERI project, an example
David Luigi Fuschi, GIUNTI Interactive Labs, Italy

VeGame: ubiquitous games for improving interaction with the heritage
Francesco Bellotti, DIBE - University of Genoa, Italy

09:00 Session 9d: e-Government - 5: Regional Case Studies

Chair: Athanassios Chrissafis, European Commission, Belgium
Co-Chair: Tiziana Arcarese, European Commission, Belgium

Albacete e-Gov: A Project for e-Administration Implantation in Albacete Town-Council
Jose A. Gallud, University of Castilla-La Mancha, Spain

The DGI Portal
Lionel Ferembach, Thales-is, France

Local e-Government: how useful is a digital cities rationale
Luis Borges Gouveia, University Fernando Pessoa, Portugal

Comprehensive Networking for Research and Education in Vietnam
Oliver Popov, Mid Sweden University, Sweden

09:00 Workshop 9e: FP6 - Results of the First Call

Chair: Peter Fatelnig, European Commission, Belgium

09:00 Session 9f: SME Issues - 6: Future Challenges for e-Europe

Chair: Michael Niebel, European Commission, Belgium

INDIC@TOR 'A cross-cultural study on the measurement and development of employability of ICT-professionals in small and medium-sized companies'
Esther Van der Schoot, University of Twente, Netherlands

The STRELNET Model: A proposed for analysing and strengthening cluster relations in a territory.
Enrique Masiá Buades, Universidad Politécnica de Valencia, Spain

Towards Competitive SME Production Networks Using Intelligent Semantic-Based Brokering
Gerhard Wickler, University of Stuttgart, Germany

Self-Consulting IT Systems - A Novel Approach to Increase the Acceptance of IT Systems in SMEs
Michael Ryba, University of Stuttgart, Germany

09:00 Session 9g: Trust and Confidence

Chair: Pete Bramhall, Hewlett-Packard Laboratories, United Kingdom
Co-Chair: Andrea Servida, European Commission, Belgium

The role of increased transparency on trust: a comparative case study of b2b e-Business systems implementation
Belén Icasati-Johanson, University of Sheffield, United Kingdom

Next generation trusted third party services - Some experiences from Sweden and The ChamberSign project
Nicklas Lundblad, St Anna Research Institute, Sweden

Software and Fundamental Rights: Analysing Software Regulation in Light of the Right to Freedom of Expression.
Boris Rotenberg, European University Institute, Italy

10:30 Coffee Break : Exhibition & Networking

11:00 Workshop 10a: Interoperability Today and Tomorrow - Vision Goals and Obstacles - 2

Chair: Richard Stevens, Gruppo Formula, Italy

A Manufacturing B2B Interoperability Testbed
Nenad Ivezic, National Institute of Standards and Technology, United States

IDEAS - Interoperability for the Development of Enterprise Applications and Software
Guy Doumeingts, GRAISOFT, France

11:00 Workshop 10b: Grid Enabled, Collaborative and Multimodal Working Environments - 2

Chair: Isidro Laso, European Commission, Belgium

Collaborative Work in the Shoe Industry
Enrique Montiel, Instituto Technolgico Del Calzado Y Conexas - INESCOP, Spain

Collaboration in Virtual Engineering. Industrial Case - Automotive Development
Jivka Ovtcharova, Adam Opel AG, Germany

The GRID for e-Collaboration and Virtual Organisations
Josep Valles, SchlumbergerSema, Spain

11:00 Workshop 10c: PRODCHAIN

Chair: Paul Schoensleben, ETH Zurich, Switzerland
Co-Chair: Volker Stich, FIR RWTH-Aachen, Germany

Supporting SME participating successfully in Production Networks - PRODCHAIN
Martin Weidemann, Research Institute for Operations Management (FIR) at RWTH Aachen, Germany

Lean Benchmarking with clustered company prototypes
Andreas Sennheiser, ETH-Center for enterprise sciences (BWI), Switzerland

Identification of Performance Improvement Strategies in Production Networks
Matthias Schnetzler, ETH Center for Enterprise Sciences (BWI), Switzerland

11:00 Session 10d: e-Government - 6:
Security & Interoperability

Chair: Pete Bramhall, Hewlett-Packard Laboratories, United Kingdom
Co-Chair: Gareth MacNaughton, European Commission, Belgium

DNSSEC - A Secure Infrastructure for e-*
Peer Wichmann, Universität Karlsruhe, Germany

Trusted Identity Management - a challenge to governments and businesses
Lia Borthwick, BT, United Kingdom

An Architecture for Integrating Heterogeneous Administrative Services into One-Stop e-Government
Dimitris Gouscos, e-Government Laboratory, Univ. of Athens, Greece

11:00 Workshop 10e: FP6 - Results of the First Call

Chair: Joël Bacquet, European Commission, Belgium

11:00 Workshop 10f: Newcomers and FP6,
how can they approach EC RTD? IDEAL-IST

Chair: Roland Pleger, German Aerospace Center (DLR), Germany

How research project co-ordinators choose partners for IST proposals
Paul Drath, Singleimage Ltd., United Kingdom

Framework Partnering with a Stranger
Maria Goreczna, ASM Market Research and Analysis Centre Ltd, Poland

11:00 Workshop 10g: Ktweb.org - The Future of Semantic Web

Chair: Steve Glangé, Project KTweb, Luxembourg

Semantic Web technologies in FP6
Laurie Causton, ERIN s.a., Luxembourg

The Semantic Web in industry
V. Richard Benjamins, Intelligent Software Components, S.A., Spain

12:30 Lunch Time :   Exhibition & Networking

13:30 Closing Plenary 11a

Chair: Rosalie Zobel, European Commission, Belgium

Coping with the e-Challenges Ahead
Rosalie Zobel, European Commission, Belgium

The Information Utility - Future Challenges and Opportunities
Robin Gallimore, HP Laboratories Europe, United Kingdom

Mobility - adding value to corporate and consumer services
Yuha Ylä-Jääski, Nokia Research Center, Finland

15:00 Closing Plenary 12a: Future e-Challenges -
Discussion of workshop findings

Chair: Paul Cunningham, IIMC Limited, Ireland

e-2003 eChallenges

Annual Conference
Palazzo Re Enzo -
Piazza Nettuno
Bologna *Italy*

22 – 24 October 2003

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Registration information

To register for the conference, one form is needed for each person registered. Delegates and authors may either register online via the portal or download the form at **http://www.eChallenges.org**. Delegate and author may complete one registration form (overleaf) and send it to the Conference Secretariat by fax or postal mail or e-mail to: e2003@adera.fr

This registration form may be photocopied.

The Conference fee includes:

¬ entrance to all plenary and parallel sessions
¬ entrance to demonstrations and displays
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¬ two volume book (worth over 200 euros) with text of **all papers**
¬ three luncheons and refreshments at morning and afternoon breaks
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¬ transfers from the airport to designated hotels and from conference site to airport

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8. The registration desk will be open at the **Palazzo Re Enzo** from Tuesday 21 October 2003 from 16:00 to 20:00 and during normal conference hours
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Previous sponsors apart from the long term commitment of the European Commission, include ARM, Ericsson, Siemens, Canon, Infineon Technologies, and Telecom Italia Lab.

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Sponsorship applications are considered on a first come, first served basis. To apply for sponsorship or seek more information, please contact the conference secretariat (see back page).

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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 you the opportunity to see something of Bologna and appreciate the wonderful Italian countryside. Another benefit is that you can take advantage of cheap APEX flights, by staying over a Saturday night, and many hotels offer reasonable weekend rates. During the three days of the conference there is a full programme of tours, so why not take advantage of amazing Italy and make e-2003 a really valuable and enjoyable break for you and your partner.

Wednesday 22 October

Wednesday morning
Bologna Old Town walking tour

A walk through the streets of Bologna, with its wealth of old brick palaces and porticoed squares, to visit some of its most beautiful and famous sites including: Piazza del Nettuno, Basilica di San Petronio, Il Palazzo dell'Archiginnasio, Piazza Santo Stefano, Le Due torri.

The tour lasts 3 hours and is Free of Charge.

Wednesday afternoon
Bologna City museums walking tour

Working your way through the jungle of red terracotta tiled rooves and balconies radiating from this great central square of Piazza Maggiore, the afternoon will be spent visiting the city's museums such as the Museo Morandi, Museo Civico Archeologico and the Palazzo del Comune. A book of daily tickets will be issued, which allows the entrance to other municipal museums too.

The trip lasts 3 hours and costs €15 which includes entrance fees.

Thursday 23 October

Imola and Dozza

You will travel by bus to the Mediaeval town of Dozza renowned for its painted walls. After having visited the town you will have the chance to experience the guided wine tasting tour in the "Regional Wine-Cellar of Emilia-Romagna" located in the cellars of the Fortress. The tour continues to the ancient Roman colony of Imola, with its unique Medaieval, Renaissance and 18th Century features - Rocca Sforzesca, Palazzo Tozzoni, San Domenico church.

The trip lasts 7,5 hours and costs €55 which includes all entrance fees.

Partners' Programme

Partners may attend any buffet luncheon and the Gala Reception at special prices that are heavily subsidised to less than half price by the eChallenges consortium: €10 for each lunch and €30 for the Gala Reception. In addition they may book for a number of tours arranged especially for them by Convention and Travel, the official site agents where representatives will be taking bookings on line or at the conference secretariat area during the event.

Friday 24 October

Friday morning
Traditional Emilia-Romagnan Cookery Course

Some of the most famous worldwide Italian dishes originate in the region of Emilia Romagna, just think of spaghetti bolognese, tortellini, lasagne, etc.. This course brings you on a gastronomic tour of the region which starts with a traditional Breakfast tasting, followed by practical cookery lessons with an expert chef. You will then have the chance to taste the results of your culinary experience over lunch.

All participants will be presented with a recipe book and certificate. The course costs €80 and lasts 5 hours.

Friday afternoon

Participants may choose from two options during the afternoon

Ferrara

This magnificent renaissance city is not to be missed as it is said to be one of the most beautiful in the region. The bus trip takes you on a visit to the city's most historical sites including the city walls and the Po river. Ferrara has been classified by Unesco as a world heritage site.

The trip lasts 3,5 hours and costs €25.

Bologna Old Town walking tour

A walk through the streets of Bologna, with its wealth of old brick palaces and porticoed squares to visit some of its most beautiful and famous sites including: Piazza del Nettuno, Basilica di San Petronio, Il Palazzo dell'Archiginnasio, Piazza Santo Stefano, Le Due torri.

The tour lasts 3 hours and is Free of Charge.

All tours start from Piazza Nettuno, are accompanied by an English-speaking guide and include many entrance fees (unless otherwise stated). Prices are in euro.

Gala Reception

The e-2003 organisers are pleased to announce that a Gala Reception sponsored by the Municipality of Bologna will be held on Thursday 24 October. This event will be hosted in the atmospheric surroundings of a 16th Century Villa in the heart of the Emilia-Romagnan countryside.

Post conference social programme

Saturday 25 October

Florence

Travel by bus to the famous city of Florence in Tuscany. An English speaking guided tour of the Uffizi gallery followed by a typical Tuscan lunch in a traditional Florentine restaurant. The afternoon will be dedicated to a walking tour around the most famous sites of the city, including Ponte Vecchio, Piazza della Signoria, il Duomo, il Campanile di Giotto, Basilica di Santa Croce.

The trip lasts approximately 10 hours and costs €80.

Sunday 26 October

Sunday Morning

Maranello - Ferrari Museum

Even if you are not a motor racing fan a trip to the world famous town of Maranello home, to the Ferrari is an absoulte must for visitors. A Bus tour will take you to a visit to the Ferrari Museum where you can see images, films and real examples of Ferrari cars since its foundation to present day, including the Formula 1 cars.

The trip lasts 5 hours and costs €37 which includes the guided bus trip and the guide in the museum and gallery.

Tours start from Piazza Nettuno, are accompanied by an English-speaking guide and include most entrance fees but not lunch unless otherwise stated. Prices are in euro.

Demonstrations and Posters

eChallenges e-2003 features an Exhibition which is focused on supporting exploitation of research results, whether funded commercially, or at national, regional or European level. While some space will be offered for Posters, most of the exhibition is being reserved for technology demonstrations. Participation in the Exhibition can be very rewarding, as it provides an opportunity to make international contacts and to build collaborations and business opportunities with potential partners from around the world.

Having a poster or demonstration accepted for the eChallenges exhibition will significantly contribute towards your exploitation and dissemination obligations under national, regional and European research programmes, as it provides a valuable platform to develop market awareness and receive user feedback.

The conference organisers will sponsor exhibition space for suitable posters and demonstrations, which will be assigned on the basis of the relevance of the topic to the Conference themes. Priority will be given to accepted authors to allow them to maximise networking opportunities at the conference. In addition, a limited number of stands will be made available for the use of sponsors. Please visit the Conference Portal in July to access the Exhibition application form.

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.

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