

Conference & Exhibition

eChallenges e-2004 Advance Programme

Vienna Austria

27 - 29 October 2004

e-2004 major sponsors



City of Vienna



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, at regional, national or European level. The Conference Exhibition provides 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 supported 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 support 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 hotel reservations. Eurocongress is offering a selection of 3 and 4 star hotels, most of which are situated close to the city centre and very well served 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 less than 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 CAT shuttle train offers delegates the possibility to check-in for Austrian Airlines flight at Wien Mitte station.

The South and West railway stations are 3 kms away from the Hofburg, which is easily accessible by metro.

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. 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: Botschaffterstiege

A - 1014 Vienna

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

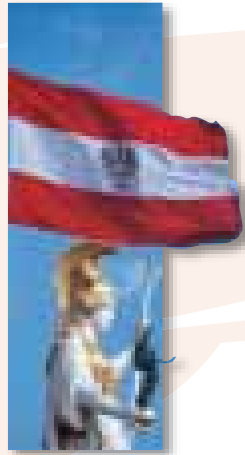
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Brattleboro

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 near the Hofburg Palace delegates may admire 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 Stephen'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 eChallenges e-2004.

The e-2004 International Programme Committee includes:

- Paul Cunningham (Chair), IIMC Ltd, Ireland
- Maarten Botterman, Stichting RAND Europe, Netherlands
- Pete Bramhall, Hewlett Packard Laboratories, 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
- Jesse B.T. Marsh, Atelier Studio Associato, Italy
- Flavia Marzano, Tangram, Italy
- Maurice Mulvenna, University of Ulster, United Kingdom
- Micheal O 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



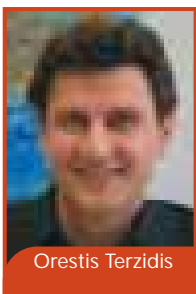
Joao da Silva



Christian Rupp



Rudolf Schicker



Orestis Terzidis



Rosalie Zobel

Keynote speakers already include:

- Joao da Silva, Director, Information Society Directorate-General, European Commission, Belgium
- Christian Rupp, Federal Executive Secretary eGovernment, Austrian Federal Chancellery, Austria
- Rudolf Schicker, Executive City Councillor for Urban Development, Traffic & Transport, City of Vienna, Austria
- Orestis Terzidis, Corporate Research, SAP AG, Germany
- Rosalie Zobel, Director, Information Society Directorate-General, European Commission, Belgium

Organising Committee

- Silvana Muscella, METAware S.p.A, Italy
- Mireille Edin, Adera Service EURL, 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
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1150 Vienna - Austria
Tel: +43 1 867 49 44
Email: e2004@eurocongress.org
Web: www.eurocongress.org

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

Conference Portal & Delegate Showcase
www.eChallenges.org



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

SAP Research – Profile, Set-up, Experiences

Orestis Terzidis, SAP AG, SAP Corporate Research, Germany

10:30 Coffee Break: Exhibition & Networking

11:00 Session 2a: [eBusiness 1: Issues](#)

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

Choice of Channel - exploring consumers use of multiple channels

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

Multicultural Commercial Websites: When Translating Might Not Be Enough

Jacques Nantel, HEC Montreal, Canada

Quality Certification in Electronic Business

João Esteves, Escola de Gestão do Porto - Univ. do Porto, Portugal

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 Zulliani, Free University of Bolzano-Bozen, Italy

11:00 Session 2c: [Knowledge Management 1: Issues](#)

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

ICONS based Knowledge Management in the Process of 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

Facilitating Knowledge Exchange and Decision Making within Learning Networks

Soumi Papadopoulou, Planet S.A., Greece

Managing Knowledge in Networked Product Organisations

Päivi Tuuli Pöyry, Helsinki University of Technology, Finland

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 System

Ip-Shing Fan, Cranfield University, United Kingdom

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

Asa Smedberg, Dep. of Computer and Systems Sciences, Stockholm University/KTH, Sweden

Visiting eWorkers' homes - three stories to guide the design of future eWork homes and furniture

Katja Virtanen, University of Art and Design Helsinki, Finland

11:00 Session 2e: [Services for Virtual Organisations](#)

Chair: [Asuman Dogac, Middle East Technical University, Turkey](#)

Competence profiling and problem solving in virtual networks

Christina Edelmann, 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: [Micheál Ó Foghlú, TSSG, WIT, Ireland](#)

Perspectives of Broadband Access and Internet Content

Stefan Lilischkis, empirica GmbH, Germany

Mobile Technologies: Paving the Way for Achieving E-Inclusion

Maria Fernanda Cabrera, Universidad Politecnica de Madrid, Spain

Organizational Consequences Of Email Adoption And Diffusion: Theoretical Issues And Empirical Results

Lucio Biggiero, University Luiss Guido Carli, Italy

The Internet Goes Mobile - Austrian Students' SMS Usage

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

11:00 Session 2g: [eLearning 1: Education Issues](#)

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

Two sides to the tale - An Irish third-level blended eLearning programme and its suitability for "Lean" competitiveness training in SMEs

Liam Brown, AMT, University of Limerick, Ireland

From Hands-on-experience Class to e-Learning

Iskra Popova, Mid Sweden University, Sweden

A Client-Server System for Fair and Efficient Mass Recruitment to all Secondary Schools from a Whole Metropolitan Area

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

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

András Gábor, BUESPA, Hungary

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

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

eEurope-plus: Digital Divide or Digital Inclusion?

Nerute Kligenė, Institute of Mathematics and Informatics, Lithuania

eInclusion of Sign Language Users

Franz Dotter, University of Klagenfurt, Austria

Map of Customer Needs eEurope 2005

Marja-Liisa Viherä, TeliaSonera, Finland

The 3SI framework: Assessing ICT-based 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: **Richard Stevens**, Gruppo Formula, Italy

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

Facing Some of the Emerging Issues at European Airports – A View Gathered in Recent International Research Projects

Constanze Stockhammer, HiTec Marketing, Austria

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

Damir Trninic, Post Serbia Center for e-Business, Serbia & 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, 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 Seltsikas**, University of Surrey, United Kingdom

Natural multimodal interaction for design applications

Elisabeth den Os, Max Planck Institute for Psycholinguistics, Netherlands

A Component-Based Integration Environment for Assessing the Performance of a Complex Enterprise

Innokenty Semoushin, Ulyanovsk State University, Russian Federation

Gesprecons: An eSafety and Risk Prevention Platform

Jesus Molina, AIDICO, Spain

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

Investigating the Web Services Security Specifications as an Enabling and Extensible Framework 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: **Maurice Mulvenna**, University of Ulster, United Kingdom

Mobismart and the Mobile Payments Blueprint. Two Parallel Approaches towards the Wider Deployment of Mobile Payment Services

Polychronis Tzerefos, Mellon Technologies, Greece

Wearable Mobile Computing – a paradigm for future European eWork

Ingrid Rügge, Center for Computing Technologies (TZI), Germany

WiFi vs. UWB - An economic comparison of present and future hot-spot technologies for open 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

Hans de Ruitter, Delft University of Technology, Netherlands

Development and Implementation of a Collaborative Environment for Education

Manuel Castro, DIEEC/UNED, Spain

Pilot Implementation of an Intelligent e-Learning Environment

Paul Dan Cristea, «Politehnica» University of Bucharest, Romania

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 - What It Means for the Provision of Online Public Services in Europe

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

The eUser in a universally accessible Information Society

Constantine Stephanidis, FORTH - ICS, Greece

Policy Approaches to Involve Societal At-risk Groups in 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

The Physical-Virtual Back-and-Forth: Lessons Learned from the FlyAway Travel Case

Solveig Wikström, Stockholm School of Business, Stockholm University, Sweden

E-Business and Firm's Performances

Pascal Verhoest, TNO-STB, Netherlands

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: [Athanasios Chrissafis](#), European Commission, Belgium

E-Delivery – based on the Austrian E-Government Law

Peter Reichstaedter, Staff Department for ICT-Strategy, Federal Chancellery of the Austrian Republic, Austria

Selling an eTax Service - Revenue Commissioners, Ireland

Margaret Whelan, Revenue Commissioners, Ireland

Creation of a Technological Infrastructure to Provide Payable Services Based on Pre-Paid Smart Cards.

Alessandro Battaglino, Comune Di Torino, Italy

E-Procurement: Online Purchase for Public Administration

Laura Milone, Region of Piedmont, Italy

16:00 Session 4c: Knowledge Management 3: Content Issues

Chair: [Paul Cunningham](#), IIMC Limited, Ireland

Customized Information, an eBusiness Tool in 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 Legacy or Web Service Discovery in eBusiness

Mikhail Simonov, Nomos Sistema spa, Italy

Experimental designing of the language of text identification within the Instrumental Testing System ELIS

Valery Gorbunov, Bashkir State Pedagogical University, Russian Federation

16:00 Session 4d: eWork 3: Ambient Intelligence

Chair: [Bror Salmelin](#), European Commission, Belgium

Evaluation of an Aml Workplace

Andrew Harrison, DEGW, United Kingdom

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

Rebecca Ellis, University of Essex, United Kingdom

Ambient Intelligence Vision: Exploring the Social Risks of its Construction

Irene López de Vallejo, UCL, United Kingdom

Organisations as Multilayered Networks: The Space Syntax of Ambient Intelligence

Alan Penn, UCL, 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

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

Extending PERMIS to Contribute to the TrustCom Objectives

David Chadwick, University of Salford, United Kingdom

Integrating the Hybrid PKI Model into Trust Relationship Lifecycle for Dynamic Virtual Organisations

Yücel Karabulut, SAP AG, Germany

16:00 Session 4f: Broadband & Mobility 3: Business Issues

Chair: [Maurice Mulvenna](#), University of Ulster, United Kingdom

E-Learning and E-Health in a Broadband Network Environment: the COBRA Experience

Valentina Chionsini, Consorzio Pisa Ricerche, Italy

A Framework to support and facilitate e-business activities in multi-service and network provider environments

Vera Stavroulaki, National Technical University of Athens, Greece

Using Dynamic Service and Network Discovery to stimulate e-business over composite radio environments

Nikolaos Koutsouris, National Technical University of Athens, Greece

16:00 Session 4g: eLearning 3: Applications & Case Studies

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

An Open Abstract Framework for Modeling Interoperability of Mobile Learning Services: developing the MOBlearn architecture

Giorgio Da Bormida, Giunti, Italy

Knowledge representation by interactive formal models and virtual worlds for e-Learning

Oleg Moukhine, Perm State Technical University, Russian Federation

Virtual Laboratory as Active Learning Environment

Mikhail Morozov, Mari State Technical University, Russian Federation

The Social and Cultural Effects of Using Groupware Technology 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

Evaluating the Net Readiness of Countries

Michal Golinski, Warsaw School of Economics, Poland

Electronic Banking in Estonia: Development Aspects and Risks

Dmitri Sokolov, Department of Economics at Tallinn University of Technology, Estonia

The FairsNet System in the European Trade Fair Market

Mariangela Contenti, Luiss Guido Carli University, Italy



Thursday,
October 28,
2004

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

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

EUPKI the Libre Software Public Key Infrastructure

Tric Eduard, Axetel, Romania

A Practical Solution to the Interoperability Challenge in PKI Related On-Line Services

Anders Krabbe Moeller, Naestved Municipality, Denmark

Cyber-Trust

Jonathan Cave, RAND Europe, United Kingdom

BioSec: Biometrics And Security Towards Trust And Security

Orestes Sanchez, Telefonica I+D, Spain

09:00 Session 5b: **eGovernment 4: Services for the Citizen**

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

vCRM - Vienna Citizens' Request Management

Rainer Riedel, VCA (Vienna City Administration), Austria

Ability Passport of Regione Piemonte: regional service network for disabled citizens

Michele Oberto Tarena, Region of Piedmont, Italy

Mapping the Law : Knowledge Support for Business Development Enquiry

Frank Wilson, Interaction Design Ltd, United Kingdom

RISER: Trans-European eGovernment 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

The Role of a Semantic Engine in an Information Management System

Anton Zamolotskikh, IIMC International Information Management Corporation, Ireland

The ERA Challenge for Semantic Systems and Services: A national programme perspective

Erich Prem, eutema Technology Management, Austria

Ontology-enabled Knowledge Asset Trading

Dimitris Apostolou, Planet Ernst & Young, Greece

09:00 Session 5d: **eWork 4: GRID**

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

GRID based virtual laboratory for scientific and industrial collaboration

Geleyn Meijer, University of Amsterdam, Netherlands

Towards a platform enabling Grid based Application Service Provision

Stefan Wesner, High Performance Computing Centre Stuttgart, Germany

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

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

Managing the Virtual Project : A Benchmark Study of Collaboration Tools

Bernhard Katzy, CeTIM, Germany

The Co-Existence of Communities of Practice and Virtual Organisations: Facing an Opportunity in Knowledge Management

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 in Collaborative Settings

Henk de Poot, Telematica Instituut, Netherlands

09:00 Session 5f: **Broadband & Mobility 4: Case Studies**

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

Designing Business Models for Location Based Advertising

Bernhard Kölmel, CAS Software AG / YellowMap, Germany

Opportunities, Threats and Critical Success Factors of the ASP Business Model

Lars Hansen, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, 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

Braking the High Speed Barrier - What's Slowing SMEs in their Drive to Realise the Benefits of Broadband?

Donna March, eCommerce Innovation Centre, United Kingdom

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

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

From Joint - IST- Projects to Joint Ventures

Kai Beer, s.team, Germany

PAPAS, Advanced Services for the Educational Community

Ana Conde, SADIEL, S.A., Spain

The METACAMPUS Marketplace: The Challenge for the Next Generation of E-Learning Platforms

Santi Ristol, Atos Origin, Spain

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

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

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

Peter Bumann, CEPIS, Germany

Driving Informatics Competence in Europe: the EUCIP Programme

Paolo Schgör, EUCIP Ltd, Italy

10:30 Coffee Break: Exhibition & Networking

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

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

Hermes

Sergio Zamboni, Postel SpA, Italy

Customer Relationship Management and Service of Capital Goods at Remote Locations

Kim Jansson, VTT Industrial Systems, Finland

ASP Solution for XML archives management and exploitation

Carlo Bruno, Sol-tec, Italy

Cross border ePurse/eCommerce transactions

Marios Melissinos, Mellon Technologies, Greece

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

Luigi Garretti, Region of Piedmont, Italy

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

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

Structured Method for Specifying Business Intelligence Systems

Cyril Brookes, BI Pathfinder, Australia

Knowledge Transfer from Researchers to Businesses - eXperience and EUREXIS

Barbara Sigrist, University of Applied Sciences Basel, Switzerland

Building Community Mirrors with Public Shared Displays

Koch Michael, Technische Universitaet Muenchen, Germany

Knowledge Management in 2010 - Business Needs and Market Prospects

Jonathan Sage, IBM Business Consulting Services, Belgium

11:00 Session 6d: eWork 5: VR Applications & New Working Environments

Chair: **Ioannis Karaseitanidis**, National Technical University of Athens, 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

11:00 Session 6e: Innovation & Virtual Organisations

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

Fostering Innovation in Concurrent Enterprising

Mikel Sorli, LABEIN, Spain

InnovationEnterprizer: System for Evaluating and Managing Corporate Innovation

Iain Bitran, S3 International, United Kingdom

Managing Innovation with In-Company Incubators

Konstadinos Kutsikos, Consultant, Greece

11:00 Session 6f: Broadband & Mobility 5: Case Studies 2

Chair: **Richard Stevens**, Gruppo Formula, Italy

Adaptive Collaborative Telework - A Proposal for its Implementation in Public Administration

Mayumi Hori, Hakuoh University, Japan

Science Game: mobile gaming in a scientific exhibition

Francesco Bellotti, DIBE - University of Genoa, Italy

Trusted eBusiness Services in Social Housing

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

A Collaborative Framework for Distributed Winter Testing

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

11:00 Session 6g: eLearning 5: Challenges

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

The Future Needs for a Manufacturing Strategy Education

Asbjorn Rolstadas, Norwegian University of Science and Technology, Norway

ORGANIC - Continuous Organisational Learning in Innovation and Companies

Richard Messnarz, ISCN GesmbH, Austria

Initiating Transformational Change in Dynamic Environments

Ted O'Keefe, Waterford Institute of Technology, Ireland

11:00 Workshop 6h: eEurope 5: Towards European Standards

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

The Cost of Ignorance 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

12:30 Lunch Time: Exhibition & Networking

14:00 Session 7a: eBusiness 6: Interoperability

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

Shaping the Standardisation Process in the Automotive Industry

Martina Gerst, University of Edinburgh, United Kingdom

An Interoperability Testing Study: Automotive Inventory Visibility and Interoperability

Nenad Ivezic, 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: **Athanassios Chrissafis**, 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 Intelligent Sustainable Cities

Stephen Curwell, University of Salford, United Kingdom

14:00 Session 7c: **eDemocracy 1: e-Voting Issues**

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

e-Voting: Who Controls the e-Electoral Process?

Alexandros Xenakis, Napier University International Teledemocracy Centre, United Kingdom

Implementing e-Democracy: e-Voting and e-Participation

Maria Angela Biasiotti, ITTIG/CNR, Italy

Challenging e-Voting - An Overview of Regulatory and Legal Implications with Regard to ICTs Impact on e-Democracy

Thanassis Kosmopoulos, Ministry of National Economy, Greece

14:00 Workshop 7d: **eWork 6: Building our Future Work Environment**

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

Understanding Innovation in Mobile Work Environments

Hans Schaffers, Telematica Instituut, Netherlands

Building Context Awareness into Physical Service Environments

Giovanni Cortese, Telecom Italia Learning Services, Italy

Mobile Support for Communities of Practice

Wolfgang Prinz, Fraunhofer FIT, Germany

Well-being, Health Sector and Social Services: Towards Citizen-Centric Value Network of Professionals

Niilo Saranummi, VTT Information Technology, Finland

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

New working environments for product development - A component Framework for CAx application development

Martin Richter, RPK, University of Karlsruhe, Germany, Germany

Virtual Integrated Design in Intranet Environment

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

14:00 Workshop 7f: **Managing Smart Spaces**

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

Infrastructure Requirements for Smart Spaces and Managed Zones

Micheál Ó Foghlú, TSSG, WIT, Ireland

Management of Smart Spaces

Sven van der Meer, TSSG, WIT, Ireland

Managed Person-centric Adaptive Services for Smart Spaces

Declan O'Sullivan, Trinity College Dublin, Ireland

Indoor Wireless Location Tracking Systems for Smart Space Applications

Dirk Pesch, Cork Institute of Technology, Ireland

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, Sweden

P2P, «Legal» Downloading Sites and the Future of Music Distribution.

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

Downloadable Music, Internet and Evolution of Music Industry:

Analysis of Competitive Actions and Co-evolution

Saku Mäkinen, Tampere University of Technology, Finland

The Swedish Newspaper Industry's Changing Business Strategies

Regarding Multi-Channel Publishing 1995 - 2004

Tomas Uppgard, Royal Institute of Technology, Sweden

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

Chair: **Charles Lowe**, *e-Forum, United Kingdom*

The Learning Journey concept

Charles Lowe, e-Forum, United Kingdom

Local Data Sharing and Co-branding to Serve Citizens Better

Nicolas Conso, Caisse de Depots et Consignations, France

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

Interoperability in the Model Accelerated Society

Jan Goossenaerts, Eindhoven University of Technology, Netherlands

Semantic Integration in e-Commerce

Xavier Alcalá, University of Corunna, Spain

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

Chair: **Norbert Benamou**, *Business Flow Consulting, France*

TERREGOV: Collaborative Practices among Civil Servants

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

Strategies Used to Reach e-Government Interoperability: a First Evaluation

Alain KRAVEL, HEC, France

Enabling Interoperability between Public Administrations. A Pan-European Approach

Otmar Adam, Institute for Information Systems, Germany

Towards Intelligent Cities

Andy Hamilton, University of Salford, United Kingdom

16:00 Session 8c: **eDemocracy 2: Issues**

Chair: **Paul Cunningham**, *IIMC Limited, Ireland*

A Method for Decision Support in e-Democracy

Mats Danielson, Örebro University, Sweden

A Coherent Approach for e-Democracy Efficiency: the

Horizontal Interaction between e-Government and e-Politics

Hubert Fabre, POLITECH Institute (European Center of Political Technologies), Belgium

Argument Visualisation to Support Democratic Decision-Making

Ann Macintosh, Napier University, United Kingdom

16:00 Session 8d: **eWork 7: eHealth Issues & Case Studies**

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

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

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

From Continuous Medical Education to Continuous Professional Development: Putting Knowledge to Practice

Karl Sussebach, Health Information Management S.A., Belgium

A Brave New Ward: Computerizing the Medical Record in the Israeli Health System

Shirly Bar-Lev, Bar-Ilan University, Israel

COCOON: Building knowledge driven and dynamically networked communities within European healthcare systems

Alberto Savoldelli, Associazione Impresa Politecnico, Italy

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

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

Engineering Design Co-ordination: Integration of Organisation and Process Points of View

Christophe Merlo, LIPSI-ESTIA, France

Enforce Engineering Collaboration

Martine Callot, EADS CCR, France

Industrial Case of Product Design: Towards Specifications of a Collaborative Design Tool

Bertrand Rose, CRAN, France

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

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

Using Enterprise Models for Defining a Web Based Collaborative e-Engineering Environment for Small and Medium Sized Enterprises

Daniel Amaral, NUMA - Nucleus of Advanced Manufacturing, Brazil

Enabling B2B Transactions over the Internet through Application Interconnection : The PRAXIS Project

Stephanos Androutsellis-Theotokis, Athens University of Economics and Business, Greece

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

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

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

Television Content Online - e-Business 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 - how to verify and improve the effectiveness of personalized web-based systems.

Bo Lennstrand, Gotland University, Sweden

16:00 Workshop 8h: **eGovernment: Promoting Digital Commons & Service Co-Design**

Chair: **Olov Forsgren**, Borås University College, Sweden

Digital Commons and e-Service Co-Design Platforms - Theory, Challenges and a Framework Model

Olov Forsgren, Borås University College, Sweden

Born to Co-operate: New Communication Approaches for e-Government

Jaak Tepandi, Tallinn University of Technology, Estonia

Open Applications and Solution Sharing for Governments

David Rowe, Microsoft, United Kingdom



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
Andrew Lim, Technische Universiteit Eindhoven, Netherlands

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

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

Successful eGovernment Identification Systems Need to Start with a Decision Regarding Degree of Identification Requirements
Aine Ni Fhloinn, InHouse Training, Ireland

Personal Identity And Proxy Identities in Austria's E-Government
Arno Hollosi, Federal Chancellery Austria, Austria

Identity and Relationship Management: the key to safe, secure ICT infrastructure.
Giampaolo Montaletti, Unioncamere Emilia-Romagna, Italy

eEpoch - Recommendations for Interoperable Electronic Identity Management
Vicente Sebastián, ETRA I+D, Spain

09:00 Workshop 9c: eDemocracy and eCitizenship 1

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

The Cure for the Ills of (e)Democracy is more (e)Democracy - Networked Governance in the Information Society
Jonathan Cave, RAND Europe, United Kingdom

Communications, Participation and Democracy
Stephen Simmons, Addico Cornix Ltd, United Kingdom

09:00 Workshop 9d European & US Perspectives on Interoperability

Chair: **Richard Stevens, Gruppo Formula, Italy**

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: The Site Demonstration in eDRUL Project
Giorgio Ambrosino, GA Consultant, Italy

An Evaluation Methodology for Innovative Mobility Services: the MEROPE cities
Paolo Frosini, MEROPE Project, Italy

Profiling for Partner Selection in an Extended Enterprise Environment
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
Rui Patrício, 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**

New Generation Mediation Service for the eTourism Market
Manfred Hackl, ec3, Austria

Challenging Web Design and Cultural Issues in International E-commerce Sites
Kyeong.S. kang, Faculty of IT, University of Technology Sydney, Australia

Managing Copyright on Cultural Heritage
Roberto Gagliardi, Consorzio Pisa Ricerche, Italy

09:00 Workshop 9h: Exploitation of Research Project Results

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

TRAIN-IT business planning: entrepreneurial exploitation of e-2004 projects and products
Helga Bechmann, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany

New Strategies of Financial Back-Up of e-Technology Exploitation: Recent Case Studies and Conclusions
Andrea Hussla, Gesellschaft für Technologieförderung Itzehoe mbH, IZET, Germany

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 the Electronic Business in Services - Results from the project "Service Standards for Global Markets" -
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**

In Principle - Towards an Open Architecture for eGovernment Identity Management
Jeroen Van Den Hoven, Delft University of Technology, Netherlands

Knowledge Representation and Sharing for Identity Management Considering European Values
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**

Local Libraries: a Democratic Gateway to the Knowledge Society
Bernard Corbineau, Université de Marne-la-Vallée DESS MITIC, France

An Arcipelago of Ethereal Shadows: the TeleStreet Initiative
Giancarlo Vitali, OrfeoTV, Italy

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
Martin Weidemann, FIR, RWTH Aachen, Germany

Enabling Business Opportunities in Post Block Exemption Era - MYCAREVENT
Amit Garg, Research Institute for Operations Management, 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 (BWL), Switzerland

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 Electronic Industry
Jens Eschenbacher, BIBA, Germany

e-Solutions for Planning Lifecycle-Oriented, Flexible Production Systems
Carsten Schleyer, RWTH Aachen, Germany

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

Chair: **Kim Davis, Research Council of Norway, Norway**

Applying Adaptive e-Commerce Zones in Less Favoured European Regions
Kostas Petropoulos, 01 PLIROFORIKI S.A., Greece

Understanding the Dynamics of e-Business Adoption by SMEs
Gordon Lee, Parallel 56 Limited, United Kingdom

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**

Foreseeing the Single European Electronic Market. Information Collection and Study on the Main SEEM-related Issues
Ricardo Goncalves, UNINOVA, Portugal

SEEM-Enabling Technologies
Stuart Campbell, TIE Global, United Kingdom

11:00 Workshop 10h: ERA

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

12:30 Lunch Time: Exhibition & Networking

13:30 Closing Plenary 11a

Chair: **Rosalie Zobel, European Commission, Belgium**

The Austrian E-Government Initiative - Good Practice in E-Administration across the EU
Christian Rupp, Austrian Federal Chancellery, Austria

Towards IST Innovation 2010 - Rationale for Industrially and Policy-Driven R&D
Rosalie Zobel, European Commission, Belgium

Overview of Workshop Findings
Paul Cunningham, IIMC Limited, Ireland

The Programme is subject to change without notice. Please view the online Programme for the most up-to-date information.

e-2004 eChallenges

Annual Conference

Hofburg Centre
113, Heldenplatz
Vienna, Austria

27 – 29 October 2004

**e-2004
Conference Secretariat**

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The Conference fee includes:

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- Cocktail reception
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1. All authors who are presenting a paper at eChallenges e-2004 must complete their payment registration by **15th July 2004**, prior to the papers going to the publisher.
2. In the case where a paper is jointly authored, the presenter of the paper is considered to be the author/presenter from a payment registration point of view. All additional co-authors are considered to be delegates.
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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 will cost: €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 finish up at the Opera House.

The tour lasts 4 hours and will cost €28 per person excluding entrance fees or €41 per person 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 will cost €24 per person, which includes 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 will cost €34 per person, which includes bus transportation and entrances 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 will cost €23, which includes bus transportation, guide, entrance and all tastings.

Partners' Programme

Partners may attend luncheon, 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 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 -Dürnstein especially 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 per person (include boat trip and entrance to abbey Melk) or you can splash out an extra €19 per person if you would like to include lunch.

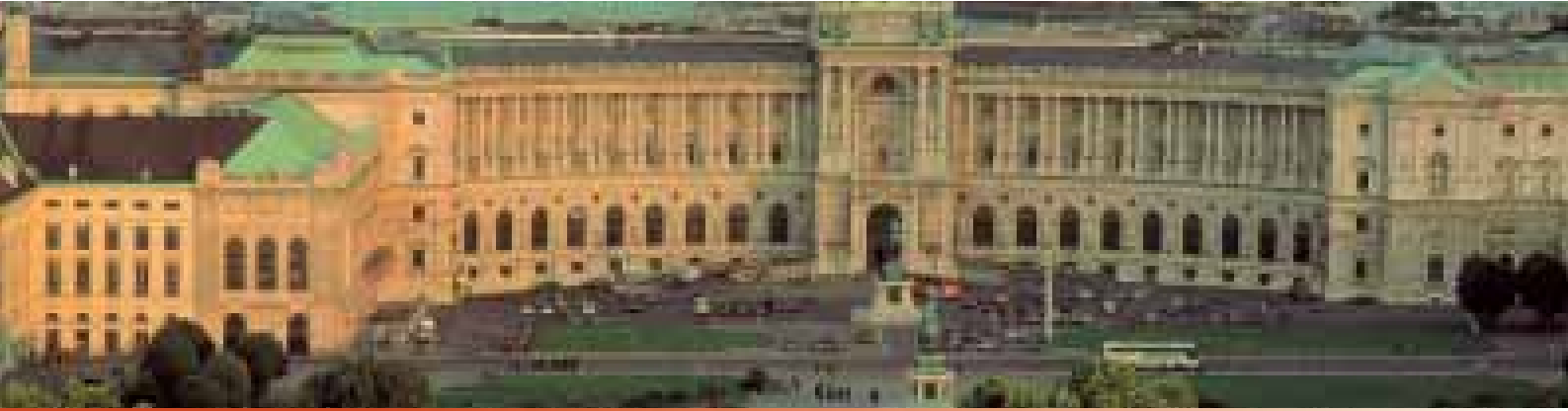


Sunday 31th October

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 will cost: €19 per person.



Exhibition and Posters

eChallenges e-2004 features an Exhibition which provides an opportunity to showcase research results and applications through technology demonstrations and posters, whether funded commercially, or at national, or regional or European level. While some space will be offered for Posters, most of the exhibition space will be reserved for innovative technology demonstrations. 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.

Having a demonstration or poster accepted for the eChallenges Exhibition will significantly contribute towards exploitation and dissemination obligations under national, regional and European research programmes. It provides an invaluable platform to develop market awareness and receive user feedback from around the world.

The eChallenges Consortium is sponsoring a limited amount of exhibition space for suitable demonstrations and posters at e-2004. A competitive Call for Exhibition will be published in June. Potential exhibitors will be selected based on the quality and relevance of their submission to the conference themes, with preference given to those presenting innovative technology demonstrations. Please visit the Conference Portal in June to access the Exhibition Application Form.

This year, there will be an Austrian ICT Village in the Exhibition area, showcasing Austrian RTD activities. Austrian organisations interested in participation will go through a different application process. Please visit the Conference Portal in June for further information.

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

