

THE SUNDAY BUSINESS POST

iQuest

the national

eGovernment

summit 2004

Creating High Performance e-Solutions for Government

November 23 & 24, The Berkeley Court Hotel, Dublin



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International Keynote Speakers



Paul Timmers, head, eGovernment Unit, DG Information Society, European Commission

Before taking up this position, Paul Timmers was a member of the Cabinet of European Commissioner for Enterprise and Information Society Erkki Liikanen, **responsible for the information society (eEurope) and the telecommunications policy portfolio.**

He was also deputy head of the unit for electronic commerce in the DG Information Society, being closely involved in policy and programme development.

Paul has held many management positions in product marketing and software development and co-founded a software start-up.

He has a PhD in theoretical physics from the University of Nijmegen in the Netherlands and an MBA from Warwick Business School in the United Kingdom. He has been a visiting professor and lecturer at various universities and business schools.

Paul Timmers has published on a range of topics, including a book on electronic commerce strategies and business models.



Dr Steven Kelman, professor of Public Management, Harvard University, US

Dr Kelman is the Weatherhead Professor of Public Management at Harvard University's John F Kennedy School of Government. A *summa cum laude* graduate of Harvard College, with a PhD in government, he is the author of many books and articles on the policymaking process and on improving the management of government organisations.

His most recently published books are a study on how to improve the government computer procurement process, entitled *Procurement and Public Management: The Fear of Discretion and the Quality of Government Performance* (AEI Press, 1990), and *Making Public Policy: A Hopeful View of American Government* (Basic Books, 1987). In 1996 he was elected a Fellow of the National Academy of Public Administration. In 2001, **he received the Herbert Roback Memorial Award**, the highest achievement award of the National Contract Management Association. In 2003 he was elected as a Director of the Procurement Roundtable.

From 1993 through 1997, Dr Kelman served as Administrator of the Office of Federal Procurement Policy in the Office of Management and Budget. During his tenure as Administrator, **he played a lead role in the Administration's "reinventing government" effort.** He led Administration efforts in support of the Federal Acquisition Streamlining Act 1994 and the Federal Acquisition Reform Act 1995.



Professor Roland Traunmüller, Linz University, Austria

Dr Roland Traunmüller is Director of the Institute for Informatics in Business and Government at Linz University, Austria. **He has worked in the field of Information Systems and applications of information technology in Government for three decades.**

He is author of 140 publications and editor of numerous books. He has held visiting professorships at several universities, including Amsterdam, Bangkok, Bonn, Budapest, Graz, Heidelberg, Paris, Prague, Speyer and Zaragoza.

Within the International Federation of Information Processing Societies (IFIP), he was founder and chairman of the working group Information Systems in Public Administration (IFIP 8.5) and served as deputy chairman of IFIP Technical Committee 8 Information Systems.

In that function, he chaired two conferences at the recent IFIP World Congresses (Telecooperation in 1988 and e-Business in 2002). **In Austria, Prof Traunmüller heads the eGovernment Forum, and in Germany, he is a member of the steering body, eGovernment within the German Computer Society (GI, Bonn).**

Prof Traunmüller also founded the EGOV conference series. In addition, **he is one of the authors of the recent State of the Art Report of the European Commission directed to the eGovernment conference 2003 in Como.**

introduction

The National eGovernment Summit has been established as a **premium source of new and crucial information on the major developments within the eGovernment arena.** This event is designed to facilitate constructive dialogue between the key parties - government, public and private bodies, service providers and end users. The conference aims to provide a broad mix of **thought-leading and practical presentations** to help us understand what is currently happening at a national and international level with eGovernment initiatives and what might be possible in the future. The Summit also aims to identify the current challenges and solutions associated with implementation, efficiency and probably most importantly, access and client uptake.

Who should attend?

- **Central and local government departments**
- **Companies supplying solutions to government**
- **Decision-makers from government and private sectors**
- **Chief executives and directors**
- **Heads of service delivery**
- **IT/IS directors**
- **Project managers**
- **Policy makers and strategists**
- **Services providers and outsourcing executives**

DAY 1

8:00 Registration and breakfast

Delegates are invited to beat the traffic by arriving early and having coffee and pastries with colleagues courtesy of iQuest and The Sunday Business Post



8:45 Opening remarks and introductions from the chair

Jim Friars, chief executive, Irish Computer Society, and chairman, ECDL Foundation

THE CURRENT AGENDA

8:50 Official opening address

The status of eGovernment in Ireland: What are the most recent notable developments in eGovernment?



Mary Hanafin, TD Government Chief Whip and Minister of State

9:15 International opening address

eGovernment in the European Union: Fulfilling the Promise



- EU eGovernment policy
- Status of eGovernment
- Delivering the benefits
- The Future

Paul Timmers, head, eGovernment Unit, DG Information Society, European Commission

BEST PRACTICE FRAMEWORKS

9:50 Keynote address

Fuelling the Knowledge-Based Economy

The success of Ireland's Celtic Tiger economy was fuelled by investments made by our government in Education. If Ireland is to be competitive as a knowledge-based economy into the future, then investing in Education needs to remain a core focus for government.

The Department of Education in Northern Ireland has recently implemented a unique e-learning project, C2K. The project is designed to connect the world's largest number of students, teachers and administrators. This 10-year government initiative will provide every child from primary school through university in Northern Ireland with an e-mail address and access to virtual classrooms.

Clifford Harris of Hewlett-Packard will discuss this remarkable project, its effects on driving social progress and its strategic value in the development of the future economic success of Northern Ireland as a knowledge-based economy.



Clifford Harris, head of Education Practice, HP, EMEA

10:30 Morning tea and exhibition viewing

11:00 International address

The Swedish Case: The Swedish Government's ICT Policy

During the 1990s, the Swedish Government put forward the country's first two bills concerning ICT. The main aim was that "Sweden will be the first country to become an information society for all". This presentation analyses the government's policy style, i.e. the government's approach to ICT. The conclusion is that it is both reactive and proactive. It is reactive in the sense that the vision and many of the goals are the same in other European states. Sweden is too small a country to be leading in all developments. The proactive approach is about the government's efforts to make use of the advantages Sweden has: a high level of education, a society driven by technological progress and technological knowledge. All political parties in Parliament are in favour of it. ICT is seen as the solution to many problems, including growth, unemployment, gender inequality and regional development. In this regard, one may conclude that ICT has created a national window of opportunity for the elite.



- Aims and goals
- Reactive or proactive policy?
- Problem or opportunity

Kerstin Kolam, senior lecturer in Political Science, Umeå University, Sweden

11:30 Case study: EU Presidency website

Ireland held the EU Presidency from January to June of this year. The Department of Foreign Affairs established an ambitious project to deliver services and information through a new website. www.eu2004.ie is probably the most sophisticated informational site launched by the Irish Government to date.

A multilingual site, its features include personalisation, extensive content from multiple sources, webcast, text alerts, online registrations and other features.

- How the website supported Ireland's EU Presidency
- How a complex project was structured and managed
- What valuable lessons it holds for other eGovernment projects



Aileen O'Toole, managing director, AMAS

PUBLIC/PRIVATE PARTNERSHIPS IN EGOVERNMENT IMPLEMENTATION

12:05 The relationship between eGovernment and the ICT industry

- The connection between the role of eGovernment services and the role business can play in assisting that service
- Creating a win-win situation for IT providers and government departments
- eGovernment value demonstrated through credible measurement
- What are the essential measurement frameworks that can overcome the challenge of evaluating service contribution and economic development produced by eGovernment?

Brendan Butler, director, ICT Ireland



12:40 Lunch and exhibition viewing

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ORACLE

2:00 Welcome back and introductions from the chair

2:05 Panel discussion

eGovernment: A tool for good governance?

- Efficiency, accountability and transparency
- Does eGovernment strategy promote social inclusion?
- Issues on coercion from a public and private perspective
- Some lessons learned from the dotcom era: eGovernment - more than just moving processes to low-cost online channels

Panelists will include leading industry figures such as:

- Professor Neil Collins, head of the Department of Government, University College Cork
- Nicky Sheridan, vice-president and managing director, Oracle Ireland
- Micheál Ó Foghlú, director of Research, Telecommunications Software and Systems Group, Waterford Institute of Technology
- Colm Butler, director of the Information Society Policy Unit, Department of An Taoiseach

INTEGRATING SYSTEMS, SERVICES AND DELIVERY CHANNELS

3:00 Raising the eGovernment Bar!

- Has eGovernment successfully increased the satisfaction level of your citizens and businesses?
- Can you reduce the costs by using effective eGovernment?
- Can eGovernment be a true enabler of a better government?

Jens Mortensen, vice-president, Oracle EMEA Public Services



3:30 Afternoon tea and exhibition viewing

3:55 eGovernment - Delivering citizen-centric services

- Putting the citizen first
- Delivering world class services
- The importance of e-inclusion

Curt Adler, Public Sector sales manager, HP Ireland



LEADERSHIP

4:20 International Locknote Address eGovernment leadership challenges

- Achieving organisational change in government
- Collaboration across organisational boundaries for eGovernment results
- Performance measurement and eGovernment
- Challenging the eGovernment vendor community

Dr Steven Kelman, Albert J Weatherhead II and Richard W Weatherhead professor of Public Management, Harvard University, John F Kennedy School of Government



5:00 - 6:30 Drinks Reception

iQuest and The Sunday Business Post would like to invite delegates and speakers to meet for refreshments to discuss the day's proceedings and network in a relaxed atmosphere

DAY 2

8:15 Registration and breakfast

Delegates are invited to beat the traffic by arriving early and having coffee and pastries with colleagues courtesy of iQuest and The Sunday Business Post



8:50 Opening remarks and introductions from the morning chair

Adrian Weckler, editor, Computers in Business Magazine

MAKING EGOVERNMENT A SUCCESS

9:00 International opening address

Improving Citizen Services through Integration and Collaboration

- The role of the 'knowledge worker' in Irish Government
- Unleashing the information in your legacy systems
- The power of collaboration
- Case study: Freedom of Information in Irish Government

Matthew Bishop, director, Government Sales and Solution Group, (EMEA) Microsoft for Europe, Middle East and Africa



9:40 Delivering Irish Government Services Online

- The Reach Public Services Broker
- Opportunities for the Public Sector
- Benefits for Business and Citizen
- Completing the proposition

Harry Goddard, managing director, Public Sector, BearingPoint



10:15 Streamlining Processes and Collaboration

- Agreeing, setting and achieving standards
- Communications across multiple organisations
- Effective government practices
- Interoperability and standardisation

Tim Willoughby, assistant director, Local Government Computer Services Board



10:45 Morning tea and exhibition viewing



BENCHMARKING AND DECENTRALISATION

11:10 Meeting the challenges of benchmarking and decentralisation through eGovernment

- The central role eGovernment has in assisting benchmarking and decentralisation processes and as a means of controlling public expenditure
- How eGovernment can assist the government in returning a quantified benefit to the taxpayer in return for forthcoming benchmarking pay awards
- The potential benefits of eGovernment to both the benchmarking and decentralisation processes and how such benefits should be assessed using cost benefit analysis

Marc Coleman, economist, Fiscal Policies Division, European Central Bank



BUILDING AN EFFECTIVE INFRASTRUCTURE

11:35 Making the Digital Networked Economy work for government

The global availability of low cost broadband connectivity and the widespread adoption of open standards have prompted the emergence of a digital networked economy and with it new opportunities and challenges for organisations. Mike Buhagiar of BT will discuss the importance of government in the Digital Networked Economy

Mike Buhagiar, general manager of Government Market Development Team, BT



LEVERAGING OF GOVERNMENT ENTERPRISE ARCHITECTURE

12:05 International Address eGovernment & Performance Management: Greater transparency for a greater future

- eGovernment and transparency - why it is important
- What are governments doing to implement eGovernment - Case Study: The Belgium Ministry for Finance
- What are governments doing to improve transparency - Case Study: US Department of Commerce & Charlotte Mecklenberg School District

● How can return on investment (ROI) be measured in terms of eGovernment programme effectiveness

Marie Lowman, regional business development manager for the Public Sector, EMEA, SAS



12:35 Lunch and exhibition viewing

1:50 Welcome back and introductions from the afternoon chair

CURRENT AND FUTURE CHALLENGES

2:00 International Keynote Address eGovernment - Vision and the construction site we live in

- High Expectations for eGovernment
- The State of Affairs in Europe
- Obstacles and Challenges Ahead
- Service Portal Creation
- Usability and Empowerment
- Process Improvement and Back-Office Integration
- Interoperability and Standards
- Security and Identity Management
- Collaboration via Multimedia
- Knowledge-Enhanced Procedures
- Change Management as Key

Professor Roland Traunmüller, director of the Institute for Informatics in Business and Government, Linz University, Austria



2:30 Keynote Address Moving towards a digital nation

- Maximising the return on IT investments
- A vision and emerging best practice examples of a Digital nation
- How to transform the Digital divide into a Digital dividend
- Disruptive technologies for a Digital Nation

Martin Curley, director IT Innovation, Information Services and Technology Group, Intel Corporation



3:10 Afternoon tea and exhibition viewing

STIMULATING DEMAND FOR ONLINE GOVERNMENT SERVICES

3:35 eGovernment is about empowerment to the Citizen - What does this really mean?

- Use the web to engage and not just to inform
- Educate and prepare government staff to use existing resources

Terry Robinson, director of Public Sector, EMEA, Macromedia



4:15 Locknote Address Improving the eGovernment experience

- Overcoming human obstacles and resistances
- The art of making eGovernment usable, accessible and compelling

Colm Butler, director of the Information Society Policy Unit, Department of An Taoiseach



5:00 Conference ends

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“CIBC requires rock-solid reliability. Our customers trust us with billions in assets, which fuel both their business and personal ambitions. Our IT has to ensure their money is secure and always available.

“We’re always looking for ways to push harder and get more out of IT. We have a mixed environment – from handhelds to mainframes – and we require a strategic partner to make it all work together, to make it invincible.

“HP Services came in, looked at our entire IT environment, and together, we designed the right outsourcing solution that cut costs, limited risk and has ultimately made us more flexible.”

Mike Woeller,

CIO, Canadian Imperial Bank of Commerce

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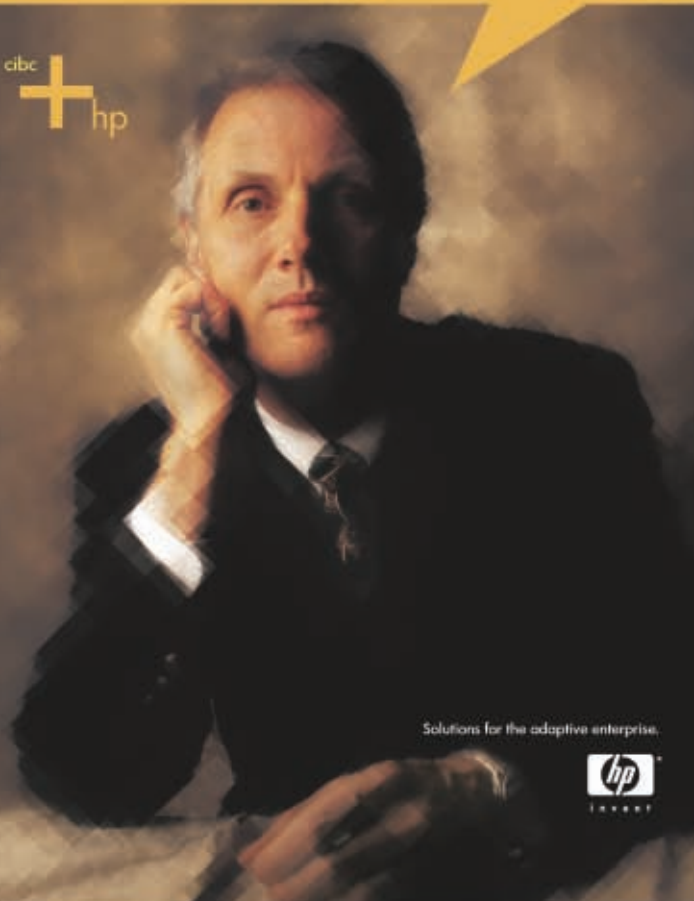
When government agencies work together, the service shows.

.NET connected software from Microsoft helps quickly connect different government agencies to better serve their citizens.

.NET connected software enables government agencies to leverage their existing systems, seamlessly connecting applications built on multiple platforms. Information can be easily shared and disseminated to the appropriate agencies, so government can achieve increased business efficiency and productivity, as well as improved citizen services.

If you would like to learn how Microsoft solutions for government agencies can benefit your organisation, please contact your Microsoft Government Team on mspsteam@microsoft.com or visit www.microsoft.com/ireland

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Hewlett-Packard (HP) is a technology solutions provider to consumers, businesses and institutions globally. The company's offerings span global services, IT infrastructure, personal computing and access devices, and imaging and printing.

HP works cooperatively with other solution providers on complex IT projects and has cultivated and sustained partnerships with leading software suppliers, systems integrators and equipment providers worldwide. Acting as prime integrator for many government projects, HP has improved the ability of governments to be responsive to citizens, businesses and other government agencies by offering technology that enables better ROI while providing greater access to government services.

Within the Irish market, HP has a heritage of more than 30 years, dating back to 1971 when Digital Equipment Corporation first entered the Irish market. Today, HP is the largest IT organisation in Ireland and a major contributor to the Irish economy.

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Microsoft in Ireland has three operations: Microsoft European Operations (EOC), Microsoft European Development Centre (EPDC) and Microsoft Ireland. Across these three operations, Microsoft employs the largest number of employees in the Irish software sector. Microsoft technologies are designed to deliver optimum business value to customers through integrated and innovative solutions that help businesses be more productive and secure.

As an industry and technology leader, Microsoft works closely with public and private sector partners throughout Europe, the Middle East and Africa (EMEA) to help enterprise customers, governments, educational institutions and nongovernmental bodies meet business, social and economic challenges and realise the potential of their organisations and their people.

Microsoft and its industry partners are a superior source for the expertise and strategic enterprise solutions that empower government leaders, agencies and other branches of government to improve public sector organisations' business operations.

Through the Partners in Learning programme, Microsoft EMEA collaborates with schools and universities to enable better integration of technology into the

curriculum. And through the Unlimited Potential programme, Microsoft EMEA partners with organisations to improve life-long learning for disadvantaged youth and adults through community-based technology and learning centres.

Microsoft's commitment to the region is also reflected by 72,000 developers in the MSDN® developer program, 280,000 resellers, 25,000 independent software vendors and millions of small and medium-sized enterprises whose goals for growth and greater business efficiency are made possible by Microsoft technology.



Esat BT is a wholly owned subsidiary of BT plc, and is the main market challenger to the incumbent operator in the Irish market. It is a fully integrated part of BT's international broadband network business, focused primarily on providing a full range of services and solutions to multi-site corporates in Ireland. Esat BT also operates in the residential and internet portal markets. The company has over 800 employees and is headquartered in Dublin with offices in Cork, Limerick, Galway and Waterford.

BT has traditionally had a strong presence within the government sector. Indeed, as an organisation that was once part of the public sector, our own experience in this area is considerable. Caught between fiscal commitments and an ever more demanding population, there has never been a greater need to control costs, manage resources better and improve operational efficiency and quality of service.



BearingPoint Inc (NYSE:BE) is one of the world's largest business consulting, systems integration and managed services firms serving Global 2000 companies, medium-sized businesses, government agencies and other organisations. We provide business and technology strategy, systems design, architecture, applications implementation, network infrastructure, systems integration and managed services.

Our service offerings are designed to help our clients generate revenue, reduce costs and access the information necessary to operate their business on a timely basis. Headquartered in McLean, Virginia, BearingPoint has been named by Fortune as one of America's Most Admired Companies in the computer and data services sector.



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Registration and payment after Nov 10

One day €250 + Vat €52.50 = €302.50

Two days €400 + Vat €84 = €484

Private sector and all other registrants

Early Bird - registration and payment before Nov 10

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Registration and payment after Nov 10

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