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<sup>1</sup> <http://www.dias-net.org/>

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<sup>4</sup> European Governance - White Paper,





- 2005. ( . . . )
- (staff working paper) 2003
- (interfaces), 2005
- 2003<sup>5</sup>,

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<sup>5</sup> \_\_\_\_\_

<sup>6</sup> The Role of eGovernment for Europe's Future, COM(2003) 567 final, 26/9/2003













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<sup>14</sup> Front-office:  
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<sup>15</sup> Back-office:  
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3.2 - 1/9/2003. 2000-06

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2	μ	<a href="http://www.cityofathens.gr/">http://www.cityofathens.gr/</a>	
	/ μ	μ	μ
3	μ	<a href="http://www.aigeira.gr/">http://www.aigeira.gr/</a>	
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4	μ		<a href="http://www.alexpolis.gr/">http://www.alexpolis.gr/</a>
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5	μ μ		<a href="http://www.ampelakia.gr/">http://www.ampelakia.gr/</a>
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6	μ		<a href="http://www.dimos-diou.gr/">http://www.dimos-diou.gr/</a>
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7	μ μ		<a href="http://www.thermaikos.gr/">http://www.thermaikos.gr/</a>
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8	μ		<a href="http://www.thessalonikicity.gr/">http://www.thessalonikicity.gr/</a>
		/ μ	μ
9	μ μ		<a href="http://www.kalamaria.gr/">http://www.kalamaria.gr/</a>
		/ μ	μ
10	μ		<a href="http://www.karditsa-city.gr/">http://www.karditsa-city.gr/</a>
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11	μ		<a href="http://www.neapoli-ait.gr/">http://www.neapoli-ait.gr/</a>
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12	μ		<a href="http://www.dne.gr/">http://www.dne.gr/</a>
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13	μ		<a href="http://www.dimos-orestidos.gr/">http://www.dimos-orestidos.gr/</a>
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14	μ	μ	<a href="http://www.salamina.gr/">http://www.salamina.gr/</a>	
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15	μ		<a href="http://www.topeiros.gr/">http://www.topeiros.gr/</a>	
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16	μ		<a href="http://www.tripolis.gr/">http://www.tripolis.gr/</a>	
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17	μ		<a href="http://www.halandri.gr/">http://www.halandri.gr/</a>	
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18	μ		<a href="http://www.chania.gr/">http://www.chania.gr/</a>	
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19	μ		<a href="http://www.lesvos.gr/">http://www.lesvos.gr/</a>	
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20	μ		<a href="http://www.magnesia.gr/">http://www.magnesia.gr/</a>	
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2	( )	μ (IKA)	<a href="https://www.ika.gr/gr/secure/home.cfm">https://www.ika.gr/gr/secure/home.cfm</a>
3	μ	μ μ μ	<a href="http://www.e-oikonomia.gr/">http://www.e-oikonomia.gr/</a>
4	Intrastat		<a href="http://intrastat.esye.gr/">http://intrastat.esye.gr/</a>
5	μ		<a href="http://www.et.gr/fek/login.htm">http://www.et.gr/fek/login.htm</a>
6	On-line	μ μ μ	<a href="http://www.ampelakia.gr/greek/aitiseisgr.htm">http://www.ampelakia.gr/greek/aitiseisgr.htm</a>
7		μ μ	<a href="http://www.oaed.gr/on-line.htm">http://www.oaed.gr/on-line.htm</a>

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<http://www.keelan.ie/roadmap/guidelines/index.htm>.

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<http://www.keelan.ie/roadmap/doctech/RM%20technology/030318%20Technology%20guidelines.doc>

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## KEeLAN

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1	Wien		<a href="http://www.wien.at">http://www.wien.at</a>	✓				
2	Antwerpen		<a href="http://www.antwerpen.be">http://www.antwerpen.be</a>					✓
3	Gent		<a href="http://www.gent.be">http://www.gent.be</a>		✓			
4	Boulogne-Billancourt		<a href="http://www.mairie-boulogne-billancourt.fr/">http://www.mairie-boulogne-billancourt.fr/</a>	✓				
5	Issy les Moulinaux		<a href="http://www.issy.com/">http://www.issy.com/</a>	✓				
6	Valenciennes		<a href="http://www.valenciennes.fr">http://www.valenciennes.fr</a>				✓	
7	Bremen	μ	<a href="http://www.bremen.de">http://www.bremen.de</a>		✓			
8	Dortmund	μ	<a href="http://www.dortmund.de">http://www.dortmund.de</a>			✓	✓	
9	Osnabrück County	μ	<a href="http://www.lkos.de">http://www.lkos.de</a>	✓				
10	Rottendorf	μ	<a href="http://www.gemeinde-rottendorf.de">http://www.gemeinde-rottendorf.de</a>		✓			

μ / μ			μμ μ	-	μ	-	-	On-line μ
11	Soest County	μ	<a href="http://www.kreis-soest.de">http://www.kreis-soest.de</a>		✓			
12	Stuttgart	μ	<a href="http://www.stuttgart.de">http://www.stuttgart.de</a>		✓			
13	Århus		<a href="http://www.aarhus.dk">http://www.aarhus.dk</a>			✓		
14	Hedensted		<a href="http://www.hedensted.dk/">http://www.hedensted.dk/</a>					✓
15	Kolding		<a href="http://www.koldingkom.dk/">http://www.koldingkom.dk/</a>				✓	✓
16	Ringsted		<a href="http://www.ringsted.dk">http://www.ringsted.dk</a>		✓			
17	μ		<a href="http://www.cityofathens.gr">http://www.cityofathens.gr</a>		✓			
18	μ		<a href="http://www.topeiros.gr">http://www.topeiros.gr</a>	✓				
19	Cork City Council		<a href="http://www.corkcorp.ie/">http://www.corkcorp.ie/</a>		✓			
20	Donegal County Council		<a href="http://www.donegal.ie">http://www.donegal.ie</a>		✓			
21	Kerry County Council		<a href="http://www.kerrycoco.ie/">http://www.kerrycoco.ie/</a>		✓			
22	Barcelona		<a href="http://www.bcn.es">http://www.bcn.es</a>				✓	✓

μ / μ			μμ μ	-	μ	-	-	On-line μ
23	Jun		<a href="http://www.ayuntamientojun.org">http://www.ayuntamientojun.org</a>	✓				
24	L'Hospitatel de Llobregat		<a href="http://canal-h.net">http://canal-h.net</a>			✓		
25	Sabadell		<a href="http://www.ajsabadell.es">http://www.ajsabadell.es</a>					✓
26	Bologna		<a href="http://www.comune.bologna.it">http://www.comune.bologna.it</a>		✓	✓		
27	Prato		<a href="http://www.comune.prato.it">http://www.comune.prato.it</a>					✓
28	Torino		<a href="http://www.comune.torino.it">http://www.comune.torino.it</a>				✓	✓
29	Manchester City Council	.	<a href="http://www.manchester.gov.uk">http://www.manchester.gov.uk</a>			✓		✓
30	Sunderland City Council	.	<a href="http://www.sunderland.gov.uk">http://www.sunderland.gov.uk</a>				✓	✓
31	Tameside Metropolitan Borough Council	.	<a href="http://www.tameside.gov.uk">http://www.tameside.gov.uk</a>					✓
32	Amsterdam		<a href="http://www.amsterdam.nl">http://www.amsterdam.nl</a>	✓				
33	Heemskerk		<a href="http://www.heemskerk.nl">http://www.heemskerk.nl</a>		✓			

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34	Câmara Municipal da Covilhã		<a href="http://www.cm-covilha.pt">http://www.cm-covilha.pt</a>		✓	✓		
35	Câmara Municipal de Lisboa		<a href="http://www.cm-lisboa.pt">http://www.cm-lisboa.pt</a>				✓	
36	Hudiksvall		<a href="http://www.hudiksvall.se">http://www.hudiksvall.se</a>			✓		
37	Kalix		<a href="http://www.kalix.se">http://www.kalix.se</a>		✓		✓	
38	Stockholm		<a href="http://www.stockholm.se">http://www.stockholm.se</a>			✓		
39	Jyväskylä		<a href="http://www.jyvaskyla.fi/">http://www.jyvaskyla.fi/</a>	✓		✓		
40	Oulu		<a href="http://www.ouka.fi/">http://www.ouka.fi/</a>		✓			
41	Rovaniemi		<a href="http://www.rovaniemi.fi">http://www.rovaniemi.fi</a>	✓				
42	Tampere		<a href="http://www.tampere.fi/">http://www.tampere.fi/</a>				✓	



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[http://europa.eu.int/information\\_society/programmes/egov\\_rd/doc/egov\\_exhibition\\_guide\\_final.pdf](http://europa.eu.int/information_society/programmes/egov_rd/doc/egov_exhibition_guide_final.pdf).



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eEurope awards

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					μ	μ	μ	μ	μ	μ	μ	μ	μ	μ	μ	μ
1	eSV – Austrian Social Insurance		<a href="http://www.sozialversicherung.at">http://www.sozialversicherung.at</a>	Hauptverband der österreichischen Sozialversicherungsträger Christian Schuller : +43 1 711321115 e-mail: <a href="mailto:christian.schuller@hvb.sozvers.at">christian.schuller@hvb.sozvers.at</a>					✓							
2	HELP – virtual guide to Austrian authorities and institutions		<a href="http://www.help.gv.at">http://www.help.gv.at</a>	Elisabeth Dearing : +43 1 531157148 e-mail: <a href="mailto:elisabeth.dearing@bka.gv.at">elisabeth.dearing@bka.gv.at</a>						✓						
3	Federal Portal for citizens and business		<a href="http://www.belgium.be">http://www.belgium.be</a>	FEDICT Martine Waeckens : +32 2 7905143 e-mail: <a href="mailto:martine.waeckens@fedict.be">martine.waeckens@fedict.be</a>									✓			

4	Electronic Information System for Civil Registration and Administration		<a href="http://nbd.grao.government.bg">http://nbd.grao.government.bg</a>	Department of Civil Registration and Administrative Services, Ministry of Regional Development and Public Works Ventsislav Hristov : +359 29 863486, 359 88 2157134 e-mail: <a href="mailto:vhristov@grao.government.bg">vhristov@grao.government.bg</a>								✓
5	MINEFI au Service des Entreprises (MSE)		<a href="http://www.entreprises.minefi.gouv.fr">http://www.entreprises.minefi.gouv.fr</a>	Ministere de l'Economie, des Finances et de l'Industrie Isabelle Roux-Trescases : +33 1 53182980 e-mail: <a href="mailto:isabelle.roux-trescases@dpma.finances.gouv.fr">isabelle.roux-trescases@dpma.finances.gouv.fr</a>			✓					
6	Platform Service-Public Local – public sector data interexchange		<a href="http://www.servicepubliclocal.net">http://www.servicepubliclocal.net</a>	Caisse des depots et Consignations/La Documentation Francaise Nicolas Conso : +33 1 58507349 e-mail: <a href="mailto:nicolas.conso@caissedesdepots.fr">nicolas.conso@caissedesdepots.fr</a>								✓
7	Bremen On-line Services	μ	<a href="http://www.bremer-onlineService.de">http://www.bremer-onlineService.de</a>	Senator for Finances – Department for New Media and eGovernment Martin Hagen : +49 421 3614746 e-mail: <a href="mailto:martin.hagen@finanzen.bremen.de">martin.hagen@finanzen.bremen.de</a>			✓				✓	

8	DanmarksDebatten – citizen participation in public debate		<a href="http://www.danmarksdebatten.dk">http://www.danmarksdebatten.dk</a>	National IT- and Telecom Agency Arvid Bro Thuestad : +45 33379107, +45 22402084 e-mail: <a href="mailto:abt@itst.dk">abt@itst.dk</a>	✓							
9	ETHICS Electronic Tendering		<a href="http://www.ski.dk">http://www.ski.dk</a>	National Procurement Ltd. Denmark (SKI) Vagn Andersen : +45 33427048 e-mail: <a href="mailto:va@ski.dk">va@ski.dk</a>		✓						
10	Geneva Internet Voting		<a href="http://www.geneve.ch/ge-vote/">http://www.geneve.ch/ge-vote/</a>	Geneva State Chancellery Michel Chevallier : + 41 22 3272049 e-mail: <a href="mailto:michel.chevallier@etat.ge.ch">michel.chevallier@etat.ge.ch</a>	✓							
11	eEnabling Life Event Data		<a href="http://www.gro.ie">http://www.gro.ie</a> ( μ μ μ - VPN )	Department of Social and Family Affairs Paddy Doherty : +353 1 6471642 e-mail: <a href="mailto:paddy.doherty@welfare.ie">paddy.doherty@welfare.ie</a>				✓				

12	REACH – messaging infrastructure for intragovernmental cooperation			Reach Pat Collins : +353 1 6384146 e-mail: <a href="mailto:pat.collins@reach.ie">pat.collins@reach.ie</a>								✓
13	CAT 365 citizens' portal		<a href="http://www.cat365.net/Inici/Default?l=2">http://www.cat365.net/Inici/Default?l=2</a>	CAT365 Ignasi Albors : +34 93 2724000 e-mail: <a href="mailto:ignasi.albors@cat365.net">ignasi.albors@cat365.net</a>					✓			✓
14	Diputacion Foral de Bizkaia – support for disabled access		<a href="http://www.eskuar.bizkaia.net">http://www.eskuar.bizkaia.net</a>	Lantik, S.A. (Public Enterprise of the Regional Government of Bizkaia) Valentin Garcia Souto : +34 944068988 e-mail: <a href="mailto:valentin.garcia@bizkaia.net">valentin.garcia@bizkaia.net</a>						✓		
15	MISS – Multi-channel Integrated Service System, Barcelona		<a href="http://www.bcn.es">http://www.bcn.es</a>	Barcelona City Council Marta Continente : +34 932918004 e-mail: <a href="mailto:mcontinente@mail.bcn.es">mcontinente@mail.bcn.es</a>						✓		
16	Tax information between public administrations		<a href="http://www.agenciatributaria.es">http://www.agenciatributaria.es</a>	Agencia Tributaria. Departamento de Informatica Tributaria Fernando de Pablo Martin : +34 91 5836216 e-mail: <a href="mailto:fdepablo.dit@aeat.es">fdepablo.dit@aeat.es</a>								✓

17	Auto e-Counter car registration	<a href="http://www.aci.it">http://www.aci.it</a>	Automobile Club d'Italia Raimondo Semprini : +39 06 52999501 e-mail: <a href="mailto:r.semprini@informatica.aci.it">r.semprini@informatica.aci.it</a>									
18	Carta d'Identita Elettronica – electronic ID card in Parma	<a href="http://www.comune.parma.it">http://www.comune.parma.it</a>	Comune di Parma Stefano Rusca : +39 05 21031881 e-mail: <a href="mailto:s.rusca@comune.parma.it">s.rusca@comune.parma.it</a>	✓			✓					
19	Digital Signature and Electronic Identity Card, Livorno	<a href="http://www.comune.livorno.it">http://www.comune.livorno.it</a>	Comune di Livorno Laurano Graziella : +39 05 86823830 e-mail: <a href="mailto:glaunaro@comune.livorno.it">glaunaro@comune.livorno.it</a>				✓					
20	ENTERPRISE 51 single office for business support	<a href="http://www.amministrazionefuturo.com">http://www.amministrazionefuturo.com</a>	WEGO s.r.l. for 51 municipalities of Pordenone and Chamber of Commerce Sandro Vidmar : +39 043 4211201 e-mail: <a href="mailto:sandro.vidmar@wego.it">sandro.vidmar@wego.it</a>			✓	✓					✓

21	Integrated Services for Businesses		<a href="http://www.impresa.gov.it">http://www.impresa.gov.it</a>	Ministry of innovation and technologies Gianni Silvestri : +39 068 5264370, 033 56 849446 e-mail: <a href="mailto:silvestri@aipa.it">silvestri@aipa.it</a>			✓					✓
22	TELEMACO – Signed Electronic Filing for Business Entities		<a href="http://web.telemaco.infocamere.it">http://web.telemaco.infocamere.it</a>	Infocamere s.c.p.a. for the Italian Chamber of Commerce Silvia Vianello : +39 049 8288355 e-mail: <a href="mailto:silvia.vianello@infocamere.it">silvia.vianello@infocamere.it</a>			✓	✓				
23	eVentspils – citizens’ news, discussion and voting, Kurzeme region		<a href="http://www.ventspils.lv">http://www.ventspils.lv</a>	Ventspils Digital Centre Egons Spalans : +37 1 6403082 e-mail: <a href="mailto:egons.spalans@ventspils.gov.lv">egons.spalans@ventspils.gov.lv</a>	✓							
24	3IP – 3 islands partnership, Islay, Jura and Colonsay		<a href="http://www.argyll-bute.gov.uk/content/technology/">http://www.argyll-bute.gov.uk/content/technology/</a> <a href="http://www.jura-development.org.uk/">http://www.jura-development.org.uk/</a>	Argyll and Bute Council Deirdre Forsyth : +44 1546 604558 e-mail: <a href="mailto:deirdre.forsyth@argyll-bute.gov.uk">deirdre.forsyth@argyll-bute.gov.uk</a>								✓

25	APLAWS – Accessible Local Authority Websites	.	<a href="http://www.aplaws.org.uk">http://www.aplaws.org.uk</a>	London Borough of Camden Jeremy Tuck : +44 20 79742399 e-mail: <a href="mailto:jeremy.tuck@camden.gov.uk">jeremy.tuck@camden.gov.uk</a>							✓	
26	election.com Ltd – eVoting in Sheffield	.	<a href="http://www.votesheffield.com">http://www.votesheffield.com</a>	election.com, Ltd for Sheffield City Council Julia Glidden : +44 20 76168414 e-mail: <a href="mailto:jglidden@election.com">jglidden@election.com</a>	✓							
27	ESD – Electronic Service Delivery Toolkit	.	<a href="http://www.esd-toolkit.org">http://www.esd-toolkit.org</a>	Improvement and Development Agency Rosi Somerville : +44 207 2966616 e-mail: <a href="mailto:rosi.somerville@idea.gov.uk">rosi.somerville@idea.gov.uk</a>								✓
28	LETS – Leeds Electronic Tendering System	.	<a href="http://ets.leeds.gov.uk">http://ets.leeds.gov.uk</a>	Leeds City Council Wayne Baxter : +44 113 2243353 e-mail: <a href="mailto:wayne.baxter@leeds.gov.uk">wayne.baxter@leeds.gov.uk</a>		✓						

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29	Mobile Government Infrastructure		<a href="http://mobile.gov.mt">http://mobile.gov.mt</a>	Ministry for Justice and Local Government Claudio Grech : +356 22951304 e-mail: <a href="mailto:claudio.grech@gov.mt">claudio.grech@gov.mt</a>						✓			
30	eMarket – Romanian virtual marketplace	μ	<a href="http://www.e-licitatie.ro">http://www.e-licitatie.ro</a>	General Inspectorate for Communications and Information Technology Ion Marcu : +40 21 3032918 e-mail: <a href="mailto:ion.marcu@e-licitatie.ro">ion.marcu@e-licitatie.ro</a>		✓							
31	Single Face to Industry (SFTI), eProcurement		<a href="http://www.eh.svekom.se">http://www.eh.svekom.se</a>	Kerstin Wiss Holmdahl : +46 8 4527975 e-mail: <a href="mailto:kerstin.wiss.holmdahl@svekom.se">kerstin.wiss.holmdahl@svekom.se</a>		✓							
32	Lomake.fi – citizen network service		<a href="http://www.lomake.fi">http://www.lomake.fi</a>	Ministry of Finance Olli-Pekka Rissanen : +358 9 16032523 e-mail: <a href="mailto:olli-pekka.rissanen@vm.fi">olli-pekka.rissanen@vm.fi</a>								✓	



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[http://europa.eu.int/information\\_society/programmes/egov\\_rd/doc/back\\_office\\_reorganisation\\_volume1\\_mainreport.pdf](http://europa.eu.int/information_society/programmes/egov_rd/doc/back_office_reorganisation_volume1_mainreport.pdf)

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1	Bremen birth and marriage certificates	μ	<a href="http://www.bremen.de/onlinedienste.html">http://www.bremen.de/onlinedienste.html</a>	Martin Hagen, unit responsible for eGovernment in the FHC Bremen, Doventorscontrescarpe 172, 28195 Bremen, : ++49 +421 / 361 4746, e-mail: <a href="mailto:Mhagen@finanzen.bremen.de">Mhagen@finanzen.bremen.de</a>				✓
2	Esslingen application for building permission	μ	<a href="http://www.bauen.esslingen.de">http://www.bauen.esslingen.de</a>	MediaKomm Esslingen, Küferstr. 13/1, 73728 Esslingen am Neckar, : 0711-3512-3323, e-mail: <a href="mailto:mediakomm@esslingen.de">mediakomm@esslingen.de</a>	✓			
3	AEAT portal for companies		<a href="http://www.aeat.es/">http://www.aeat.es/</a>	Fernando de Pablos Assistant Director of Applications Development Department : 91 583 62 16 e-mail: <a href="mailto:fdepablo@correo.aeat.es">fdepablo@correo.aeat.es</a>				✓

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4	ACI Automobile Club Italy - Auto e-Counter car registration		<a href="http://www.aci.it">http://www.aci.it</a>	Mr. Mario Punchina, Director of Information Service of ACI Informatica, Via Fiume delle Perle, 25 ROMA, : +39 06 52999525, e-mail: <a href="mailto:m.punchina@informatica.aci.it">m.punchina@informatica.aci.it</a>		✓		
5	Infocamere -registration of a new company		<a href="http://www.infocamere.it">http://www.infocamere.it</a>					✓
6	Municipality of Bologna — building permit		<a href="http://www.comune.bologna.it">http://www.comune.bologna.it</a>		✓			
7	Dutch Centre for Vehicle Technology and Information (RDW) - car registration		<a href="http://www.rdw.nl/eng/">http://www.rdw.nl/eng/</a>			✓		

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8	Swedish Tax Agency Business portal		<a href="http://www.skatteverket.se">http://www.skatteverket.se</a>	Barbro E Svensson Swedish Tax Agency Head Office SE-171 94 Solna (om adressen ska med) : +46 (0)8-764 86 97 e-mail: <a href="mailto:barbro.e.svensson@skatteverket.se">barbro.e.svensson@skatteverket.se</a>				✓





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  - Top of the web: <http://www.topoftheweb.net/>