

DRAFT ICT PSP work programme 2010  
Version approved by the CIP ICT Management Committee on 19/11/2009  
This remains subject to the formal Commission decision on the ICT-PSP WP 2010

**COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP)**

**ICT POLICY SUPPORT PROGRAMME**

**DRAFT ICT PSP WORK PROGRAMME 2010**

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## 1. INTRODUCTION

The Competitiveness and Innovation Framework Programme (CIP) was adopted on 24 October 2006 by Decision No. 1639/2006/EC of the European Parliament and of the Council (the “Programme Decision”). This Community programme runs for the years 2007-2013 and is organised around three specific programmes:

- The Entrepreneurship and Innovation Programme (EIP);
- The Information and Communication Technologies Policy Support Programme (ICT PSP);
- The Intelligent Energy-Europe Programme (IEEP).

The detailed activities to be supported by the three specific programmes each year are described in three separate Work Programmes. Further information on CIP, its specific programmes, the related work programmes and their implementation can be found on the CIP portal: [http://ec.europa.eu/cip/index\\_en.htm](http://ec.europa.eu/cip/index_en.htm)

The present document is the Work Programme (WP) of the ICT PSP defining the priorities for calls for proposals, calls for tender and other supporting actions to be launched in 2010.

For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp).

## 2. CONTEXT, OBJECTIVES AND OVERALL APPROACH

### CONTEXT: THE i2010 INITIATIVE

The EU strategic framework, i2010 – A European Information Society for growth and employment<sup>1</sup> - promotes an open, innovative and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life. As a key element of the renewed Lisbon partnership for growth and jobs, i2010 builds an integrated approach to the information society and audio-visual media policies in the EU.

i2010 proposes three priorities for Europe’s information society and media policies:

- i) The completion of a Single European Information Space which promotes an open and competitive internal market for information society and media;
- ii) Strengthening Innovation and Investment in ICT research to promote growth and more and better jobs;
- iii) Achieving an Inclusive European Information Society that is consistent with sustainable development and that prioritises better public services and quality of life.

To achieve these priorities, i2010 combines regulatory actions, policy coordination actions, and support through financial instruments at Community level. The ICT PSP in the CIP is one of the main financial instruments of i2010.

The Commission has launched in 2009 a public consultation to prepare for future policy initiative in ICT beyond 2010. The consultation includes a wide range of policy areas to be addressed including ICT 's role in the development of a knowledge-based low carbon economy ensuring sustainable growth and jobs creation, the achievement of a single market for ICT, the deployment of high speed internet, the support to creative industries and access

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<sup>1</sup> See [http://ec.europa.eu/information\\_society/eeurope/i2010/index\\_en.htm](http://ec.europa.eu/information_society/eeurope/i2010/index_en.htm)

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### **OBJECTIVES OF THE ICT PSP**

The ICT PSP aims to stimulate innovation and competitiveness and accelerate the development of a sustainable, competitive, innovative and inclusive information society. It supports activities to accelerate innovation and implementation of ICT based services and systems through the wider uptake and better use of ICT and the exploitation of digital content by citizens, governments and businesses.

The uptake of ICT in businesses is in general addressed by the private sector and public policies need to focus on creating the best conditions for business developments and on raising awareness of the benefits of the technology innovations notably to SMEs.

The uptake of ICT and exploitation of digital content in areas of public interest like health, inclusion, cultural heritage, public sector information, learning, public administrations, and energy efficiency requires more proactive policies. The major hurdles for the wider and better use of ICT in these areas include the unavailability of ICT-based services, the lack of interoperability of solutions across the Member States as well as the market fragmentation of the information space and of ICT-based solutions.

The ICT PSP helps overcome the hurdles hindering the development of an information society for all in support of the EU policy goals. It helps develop markets for innovative ICT- based solutions and digital content notably in areas of public interest. This helps open a wide range of new business opportunities in particular for innovative SMEs that provide such solutions.

The ICT PSP addresses technological and non-technological innovation that has moved beyond the final research demonstration phase. The ICT PSP does not support research activities; it may cover, when needed, technical adaptation and integration work in order to achieve the objectives.

Coordination will be also ensured between the ICT PSP and the European Regional Development Fund (ERDF) in order to maximise the impact of Community support, in particular by informing - via the existing governance structures set out for ERDF and ICT PSP - the national/regional authorities on organisations which have benefited from ICT PSP grants established in their respective territories.

ERDF funded projects of relevance for the development of synergies with ICT PSP can be found at [http://ec.europa.eu/regional\\_policy/atlas2007/index\\_en.htm](http://ec.europa.eu/regional_policy/atlas2007/index_en.htm). This concerns in particular projects in the fields of eGovernment, energy efficiency, and living labs that are addressed in the ICT PSP work programme 2010.

### **SMEs AND THE ICT PSP**

The ICT PSP offers opportunities both for innovative SMEs in the ICT sector and for SMEs that can make better use of ICT to improve their products, services and business processes. It does so by contributing to the creation of wider market opportunities and better services for SMEs. The ICT PSP will build on and complement national, regional and other EU initiatives for SMEs. In particular, the ICT PSP will:

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- accelerate the deployment of EU-wide services of public interest that are of direct benefit for all businesses and in particular for SMEs, improving and expanding their working environments;
- help avoid fragmentation of the EU market for innovative ICT based services and products notably in areas of public interest. This will open new opportunities and support the growth and development of innovative SMEs that can then benefit from wider markets for the diffusion of their innovations;
- fund the participation of SMEs supplying innovative ICT -based solutions in pilots and networking activities together with the main users of these solutions;

The ICT PSP is expected therefore to have an impact on a wide range of SMEs extending far beyond those that participate directly in the supported actions.

### **THE ICT PSP WORK PROGRAMME FOR 2010**

#### **2.4.1. WP content**

The WP 2010 describes the themes, the objectives and the types of actions that will be supported in the ICT PSP following calls for proposals and tenders in 2010. It also includes the selection criteria and the rules for participation in the programme.

For the themes addressed, the WP specifies the objectives to be reached with Community support, the targeted outcomes and the expected impact. For each objective, it also describes the types of actions (funding instruments) to be supported (chapters 3 and 4).

#### **2.4.2. Approach: Focus on a limited number of themes, complemented by horizontal actions**

In order to optimise the impact of Community support, funding is concentrated on a limited number of themes and objectives that are selected on the basis of the following criteria:

- addressing the EU policy priorities as expressed notably in the i2010 initiative, supported by the Member States and the wider set of stakeholders;
- improving the innovation capacity of the Union and facilitating the development of EU-wide markets for innovative ICT-based products and services and exploitation of digital content;
- a clear need for financial intervention at EU level;
- readiness of the stakeholders to mobilise the appropriate financial and human resources to carry out actions in support of the objective.

The recommendations resulting from the interim evaluation of the ICT PSP<sup>2</sup> completed in 2009, have been also taken into account for the WP2010.

Based on these criteria and recommendations, the WP 2010 focuses on 6 themes:

- ICT for a low carbon economy and smart mobility
- Digital Libraries
- ICT for health and inclusion
- Open innovation for future Internet-enabled services in smart cities

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<sup>2</sup> [http://ec.europa.eu/dgs/information\\_society/evaluation/non\\_rtd/programmes/cip\\_ict-bsp\\_interim\\_evaluation\\_report.pdf](http://ec.europa.eu/dgs/information_society/evaluation/non_rtd/programmes/cip_ict-bsp_interim_evaluation_report.pdf)

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- ICT for improved public services for citizens and businesses
- Multilingual Web

These themes will be supported by a limited number of high impact pilot or best practice projects, as well as thematic networks. The projects will be selected through a call for proposals.

For each of the above themes, a set of objectives has been identified. They are presented in chapter 3.

In addition, support will be given through calls for tender for general studies, analysis, benchmarking activities, conferences and events that help monitor and promote the development of the information society. These are presented in chapter 5.

### **2.4.3. Implementation**

The different nature and specificities of the objectives detailed in chapter 3 require distinctive implementation measures. Four types of funding instruments have been identified:

- Pilot (Type A) - building on initiatives in Member States (MSs) or associated countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products;
- Thematic Network (TN) - providing a forum for stakeholders for experience sharing and consensus building;
- Best Practice Network (BPN) - exclusively for the theme on "digital libraries" to support sharing of good practices in this field.

Each of the objectives described in chapter 3 indicates which funding instrument to use for addressing the objective.

Chapter 4 defines in more details these funding instruments (§4.1), and also describes the evaluation process for selecting proposals following a call for proposals (§ 4.3). This includes notably the evaluation criteria that are described in §4.3.3 and in annex 2 of this WP.

### 3. CONTENT OF THE CALL FOR PROPOSALS IN 2010

**SUMMARY TABLE: THEMES, OBJECTIVES, FUNDING INSTRUMENTS, INTENTIONS OF FUNDING**

Themes and objectives	Funding Instrument	Budget and Intended number of proposals to be funded
<b>Call for proposals (details are provided in chapter 3.1 to 3.6)</b>		
<b>Theme 1: ICT for a low carbon economy and smart mobility</b>		<b>19 M€</b>
1.1: ICT for energy and water efficiency in social housing	<i>Pilot B</i>	Several pilots EU funding up to 9,5 M€
1.2: ICT for water efficiency	<i>Thematic network</i>	1 TN EU funding up to 0,5 M€
1.3: Energy efficient co-operative transport management systems	<i>Pilot B</i>	up to 3 pilots EU funding up to 4 M€
1.4: Support to eCall implementation based on 112	<i>Pilot A</i>	1 pilot EU funding up to 5 M€
<b>Theme 2 : Digital Libraries</b>		<b>30 M€</b>
2.1: Coordinating Europeana	<i>Thematic network</i>	1 TN EU funding up to 9 M€
2.2: Enhancing/Aggregating content in Europeana	<i>Best Practice Network</i>	Several BPNs
2.3: Digitising content for Europeana	<i>Pilot B</i>	Several pilots
2.4: Access to European Rights Information / Registry of Orphan Works	<i>Best Practice Network</i>	1 BPN
2.5: Open access to scientific information	<i>Pilot B</i>	Several pilots
2.6: Statistics on cultural heritage digitisation activities	<i>Thematic network</i>	1 TN
<b>Theme 3 : ICT for health and inclusion</b>		<b>14 M€</b>
3.1: Enlargement of the Pilot "epSOS" on eHealth Interoperability for patient's summaries and ePrescription	<i>Pilot A</i>	1 pilot EU funding up to 7 M€
3.2: Scaling up of eHealth services and supporting the EU eHealth governance initiative	<i>Thematic Network</i>	2 TN EU funding up to 1 M€
3.3: e-Accessibility of Public Digital Terminals	<i>Pilot B</i>	One large or several pilots
3.4: Assistive technologies and accessibility portal	<i>Thematic network</i>	One large or several TN EU funding up to 1 M€
<b>Theme 4: Open innovation for future internet-enabled services in "smart" cities</b>		<b>15 M€</b>
4.1: Open Innovation for future Internet-enabled Services in "smart" Cities	<i>Pilot B</i>	Several pilots
<b>Theme 5: ICT for improved public services for citizens and businesses</b>		<b>13 M€</b>
5.1: Enlargement of the Pilot "SPOCS" preparing the implementation of the Services Directive	<i>Pilot A</i>	1 pilot EU funding up to 5 M€
5.2: eJustice services	<i>Pilot A</i>	1 pilot EU funding up to 7 M€
5.3: Universal ID	<i>Thematic network</i>	1 TN EU funding up to 1 M€
<b>Theme 6: Multilingual Web</b>		<b>16 M€</b>
6.1: Open linguistic infrastructure	<i>Pilot B</i>	Several pilots
6.2: Multilingual online services	<i>Pilot B</i>	Several pilots

The above actions are complemented by support measures implemented through calls for tender or grants without call for proposals. They are grouped under the two following items, details are provided in chapter 5

### **3.1 THEME 1: ICT FOR A LOW CARBON ECONOMY AND SMART MOBILITY**

#### **Introduction**

This theme proposes actions in support of the EU policy described in the Commission's Communication "on mobilising Information and Communication Technologies to facilitate the transition to an energy-efficient, low-carbon economy"<sup>3</sup>. The Communication highlights the capacity of ICT to improve energy efficiency by monitoring and directly managing energy consumption. The building sector in particular has significant untapped potential for cost-effective energy savings which, if realized, would mean an 11% reduction in the EU's final energy consumption by 2020<sup>4</sup>.

It also supports the objectives proposed in the Commission's Communication "Addressing the challenge of water scarcity and droughts in the European Union"<sup>5</sup> that presented an initial set of policy options to increase water efficiency and water savings. It is estimated that water efficiency could be improved by nearly 40% through technological improvements alone and that changes in human behaviour or production patterns could increase such savings further.<sup>6</sup>

The two first objectives within this theme aim at validating innovative ICT solutions that reduce energy/water consumption in social housing and at helping create consensus on the potential of ICT for improving the efficiency of water usage. This complements the new set of actions supported in this field as a result of the 2009 call on ICT for energy efficiency and environment.

The shift to a low carbon economy depends also, to a large extent, on our transport and mobility systems. In a 20-30 year time-frame, transport systems should be virtually carbon-neutral with a very high level of safety. This is addressed in the third objective under this theme whilst a fourth objective aims at on fostering the deployment of eCall (pan-European in vehicle emergency call services) based on the 112 emergency services.

Total funding available for this theme is 19 M€ and it is intended to fund projects under the four objectives listed below.

#### **Objective 1.1: ICT for energy and water efficiency in social housing**<sup>7</sup>

*Funding instrument: Pilot Type B -It is intended to support several pilot actions for up to 9,5 M€ of EU contribution*

#### **Focus and outcomes**

The objective is to demonstrate under real conditions that advanced ICT components and systems (e.g. smart metering, smart lighting, power electronics, etc.) can contribute directly to reducing both waste of energy and water in European social housing. For energy in particular, savings in peak and annual consumption of more than 15% should be

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<sup>3</sup> COM (2009) 111: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2009:0111:FIN:EN:PDF>

<sup>4</sup> COM (2008) 780: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2008:0780:FIN:en:PDF>

<sup>5</sup> COM (2007) 414: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2007:0414:FIN:EN:PDF>

<sup>6</sup> [http://ec.europa.eu/environment/water/quantity/scarcity\\_en.htm](http://ec.europa.eu/environment/water/quantity/scarcity_en.htm)

<sup>7</sup> In the context of this work programme, social housing refers to housing promoted by the state, by not-for-profit organizations, or by a combination of the two, with the aim of providing affordable housing.



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This remains subject to the formal Commission decision on the ICT-PSP WP 2010 demonstrated. Savings at the level of both individual users and neighbourhoods should be considered:

- Individual end-users must be informed in near real time of their actual consumption and presented with choices and incentives to modify their behaviour in relation to water and energy use.
- The neighbourhood includes collective resources (e.g. renewable energy sources, district heating, storage, etc.) that have to be managed in an optimal way via ICT.

It is intended to support several Pilot actions, each of them bringing together a set of activities addressing the above objective. These Pilot actions should aim to validate the effectiveness of ICT-based solutions, and to facilitate their wider uptake and replication.

### Conditions and characteristics

Existing ICT (off-the-shelf or mature research results) should be used to interconnect clusters of social houses incorporating tools for data-collection, database storage, safe execution of novel management and control algorithms and user friendly interaction. Particular attention should be given to privacy and data protection. A statistically significant number of end-users should be involved.

Preconditions for funding are (i) the involvement of public authorities at the appropriate (national, regional or local) level and (ii) evidence of the timely availability of the energy/water infrastructures required for the successful implementation of the pilots<sup>8</sup>. In addition:

- The approach should be clearly demand-driven, ensuring acceptance and uptake, involving end-users and/or their representatives throughout the whole duration of the project. The consortium must also include ICT providers, distribution network operators and housing corporations.
- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project lifetime.
- Validation of the solutions must be carried out in real life conditions, for a period of at least one year and result in a consolidated set of best practices (including guidelines, manuals and training materials as appropriate) to enable replication.
- The validation should provide socio-economic evidence for ICT investments in the field, including a cost-benefit analysis and user satisfaction studies. Proposals should include detailed plans for sustainability and larger-scale uptake beyond the project (that is, the funded period).
- Proposals should comply with interoperability standards and take into account best practices and relevant standardisation efforts as well as providing appropriate ethical and privacy safeguards.
- Dissemination and communication activities are to be a substantial part of the proposed work addressing not only technical experts but also public authorities and the public at large.
- Proposers should be prepared to share information with other projects resulting from this call.

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<sup>8</sup> Note that the cost of providing such infrastructures (eg, solar panels, wind turbines, etc) must be borne by the project participants.

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### Expected impact

- Empowering end-users to play a central role in increasing energy efficiency and in reducing CO<sub>2</sub> emissions,
- Enlarging the ICT market for energy efficiency.

### **Objective 1.2: ICT for water efficiency**

*Funding instruments: Thematic Network - It is intended to support one Thematic Network for up to 0,5 M€ of EU contribution*

### Focus and outcomes

The thematic network aims at providing a stakeholders forum for experience sharing and consensus building on the potential of ICT for improving water management efficiency. Both ICT and water companies should be represented as well as local and regional authorities directly responsible for water policy. The network should:

- provide a forum to exchange good practices between water providers and to share and documents knowledge and expertise in deploying innovative ICT solutions for water management;
- facilitate the development and deployment of standardised ICT solutions for more efficient water management in order to reduce costs and enable a wider uptake across the EU;
- qualify and quantify the impact of ICT on water management.

### Conditions and characteristics

- The Thematic Network should be open to water distribution companies both from public and private sectors, include regional and local authorities directly responsible for water policy, and ICT companies delivering tools and/or services for water management.
- The focus should be on gathering and sharing experiences on how to overcome barriers to the introduction of ICT solutions for innovative water management and on how to ensure their wider uptake and best use.
- Special attention should be paid to interoperability and use of common standards.

### Expected impact

- Increasing the deployment of ICT tools and services for water management,
- Raising user awareness on water scarcity, how to induce behavioural changes and achieve savings.

**Objective 1.3: Energy efficient co-operative transport management systems**

*Funding instrument: Pilot Type B -It is intended to support up to three pilot actions for up to 4 M€ of EU contribution*

*Focus and outcomes*

The aim is to facilitate the uptake and best use of co-operative mobility services in Europe. The pilots should lead to a set of specifications for cities for the procurement, testing, installation, operation and monitoring of state of the art cooperative traffic management systems and services. These should be based on vehicle-to-vehicle and vehicle-to-infrastructure communications, in view of significantly improving both the safety and energy efficiency of traffic.

Up to 3 pilots are expected to be funded.

*Conditions and characteristics*

The following characteristics are essential to achieve the expected outcomes:

- The pilots should focus on applications for energy efficiency in some of the following key technology areas: Eco-Traffic Management and Control Systems, Eco-Demand and Access Management Systems, Eco-Navigation and Travel Information Systems and Driver Behaviour Change and Eco-driving.
- All modes of transport including logistics are concerned, following Europe's Transport Policy principle of co-modality.
- The pilots should involve national ministries, authorities and operators that are responsible for transport network operations, including aspects such as safety, efficiency, sustainability, maintenance, traffic management and travel information. It is also expected that industry and user organisations participate in the pilots.
- There should be a commitment to plan for long term deployment and sustainability of the systems and services beyond the pilot phase.
- A special attention should be paid to interoperability and the use of existing commonly agreed standards.
- The pilots should be complementary to the ongoing pilots from previous projects launched under the ICT PSP<sup>9</sup> and other programmes<sup>10</sup> and clearly focus on enhancing the co-operative element of transport management systems.
- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.

*Expected impact*

- Contributing to the uptake of European innovative ICT based mobility services for sustainable and energy efficient transport systems, thereby reducing CO2 emission,

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<sup>9</sup> see "Freilot" and "In time" projects on [http://ec.europa.eu/information\\_society/apps/projects/index.cfm?prog\\_id=IPSP](http://ec.europa.eu/information_society/apps/projects/index.cfm?prog_id=IPSP)

<sup>10</sup> see [http://ec.europa.eu/information\\_society/activities/esafety/research\\_activ/index\\_en.htm](http://ec.europa.eu/information_society/activities/esafety/research_activ/index_en.htm) & <http://www.comesafety.org>

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- Improving the readiness of the Member States for investments in upgrading their ICT infrastructures (in particular communication and sensor networks) in support of mobility.

### **Objective 1.4: Support to eCall implementation based on 112**

*Funding instrument: Pilot Type A - It is intended to support one Pilot for up to 5 M€ of EU contribution*

#### *Focus and outcomes*

One large scale pilot is expected to be funded to prepare for the deployment of the necessary infrastructure to realise the pan-European in-vehicle emergency call service *eCall*. The technologies underpinning this service are mature for deployment and *eCall* has a high potential to reduce the number of fatalities and the severity of injuries on our roads.

The expected outcome of the pilot is to boost Member States investment in the infrastructure in a harmonised way in order to deploy the European *eCall* service.

The *eCall* service will also contribute to improve the incident management in the road sector, thus reducing congestion and related emissions. Furthermore, the introduction of an ICT based open platform in all vehicles in Europe, comprising GNSS location, communication and processing capabilities, is expected to foster the market of in-vehicle telematics and to allow for the deployment of new public and private added value services.

The deployment of a pan-European *eCall* service is a priority of the "Intelligent Car" flagship initiative of i2010<sup>11</sup> and one of the actions of the Intelligent Transport Systems action plan<sup>12</sup>. The objective is in line with the Communication from the Commission "*eCall: time for deployment*"<sup>13</sup> which informs on the progress achieved, and proposes new measures to begin actually deploying the *eCall* service in Europe.

#### *Conditions and characteristics*

The following characteristics are essential to achieve the expected outcomes:

- The Member States should upgrade their Public Safety Answering Points (PSAPs) infrastructure in order to handle the 112 emergency call in combination with a pan-European and standardised in-vehicle emergency call service: *eCall*.
- The pilot should include the necessary number of vehicles equipped with *eCall*. It should address the implementation of the *eCall* discriminator ("eCall flag") in the Mobile Network Operators systems to ensure the transmission of the *eCalls* to the most appropriate local emergency response centre, and the equipment of the PSAPs to receive and process all information related to *eCall*.
- The pilot can address as well the transmission of the information from the PSAPs to the Traffic Management Centres, as well as the integration of other services within the *eCall* platform.

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<sup>11</sup> [http://ec.europa.eu/information\\_society/activities/intelligentcar/index\\_en.htm](http://ec.europa.eu/information_society/activities/intelligentcar/index_en.htm)

<sup>12</sup> COM (2008) 886 'Action Plan for the Deployment of Intelligent Transport Systems in Europe'  
[http://ec.europa.eu/transport/its/road/action\\_plan\\_en.htm](http://ec.europa.eu/transport/its/road/action_plan_en.htm)

<sup>13</sup> COM(2009) 434 'eCall: Time for Deployment' of 21/08/2009  
[http://ec.europa.eu/information\\_society/activities/esafety/doc/comm\\_20090821/com\\_2009\\_0434\\_1\\_en.pdf](http://ec.europa.eu/information_society/activities/esafety/doc/comm_20090821/com_2009_0434_1_en.pdf)

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- There should be a commitment to plan for long term deployment and sustainability of the *eCall* service beyond the pilot phase.
- A special attention should be paid to interoperability and the use of existing European standards.
- The pilot should build on the work of the "European *eCall* Implementation platform", which is a coordination body already established by the Commission with representatives of the Member States and the relevant stakeholders associations.
- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.

### Expected impact

1. Accelerating the deployment of the pan-European *eCall* service, as well as of other ICT based public and private services and applications supported by the *eCall* telematics platform in the vehicles, such as electronic tolling systems, hazardous goods tracking etc.
2. Reinforcing consensus and partnerships among the stakeholders to support the roll-out of these priority services across Europe.

## **3.2 THEME 2: DIGITAL LIBRARIES**

### **Introduction**

This theme supports the digital libraries<sup>14</sup> initiative, aiming to improve the accessibility, use and preservation of Europe's rich and diverse cultural and scientific heritage in the online environment. It further supports experiments with open access to scientific information and explore new paradigms for accessing and using this information.

The present WP intends to support activities that will continue to make more cultural and scientific content available online, whilst at the same time supporting the next development phase of the central Europeana service as an access portal to this content<sup>15</sup>.

Total funding available for this theme is 30 M€ and it is intended to fund actions under the six objectives listed below.

### **Objective 2.1 – Coordinating Europeana**

*Funding instrument: Thematic Network – It is intended to support a single Thematic Network for up to 9 M€ of EU contribution, for the period 2011-2013*

*This Thematic network will be funded based on actual cost<sup>16</sup>*

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<sup>14</sup> For the purposes of this work programme *digital libraries* are organised collections of digital content made available to the public by cultural and scientific institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the EU Member States or other countries participating in the programme. They can consist of all kinds of "physical" material that has been digitised (books, audiovisual or multimedia material, photographs, documents in archives, etc.) and material originally produced in digital format.

<sup>15</sup> <http://www.europeana.eu>

<sup>16</sup> See article 5 para. 4 of Model Grant Agreement :

[http://ec.europa.eu/information\\_society/activities/ict\\_psp/participating/grant\\_agreement/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/participating/grant_agreement/index_en.htm)

## DRAFT ICT PSP work programme 2010

Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010

### Focus and outcomes

The aim of this Thematic Network is to manage the activities contributing to the enhancement of Europeana, the maintenance of its service, the development of its functionalities, improvements in the user experience and to coordinate the network of contributing organisations. This includes the ingestion of content from funded projects under the former eContentplus programme and ICT PSP contributing content to Europeana as well as the release of major new versions of the service.

### Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

- The proposals should include specific and realistic quantified indicators to monitor progress at hand and measure the envisaged improvements in availability, access and use of content to be ingested and made available/enhanced, at different stages in the project life.

### Expected impact

- Facilitating the operation and development of Europeana for enriched content and improved functionalities,
- Improving user satisfaction,
- Better coordination and enlargement of the network of contributing organisations.

## **Objective 2.2 –Enhancing/Aggregating content in Europeana**

Funding instrument: *Best Practice Network – It is intended to support several Best Practice Networks*

### Focus and outcomes

The aim is to enhance the content base by aggregating cultural heritage content and making it available through Europeana and/or enhancing the searchability of cultural content already available through Europeana. The content must be of interest to a broad public and not just a limited set of specialists. Support will go to Best Practice Networks addressing the following actions:

- Aggregation of existing digital cultural content held by cultural institutions from across Europe and other countries participating in the programme to make it accessible through Europeana;
- Alignment of metadata and mappings with the specifications of Europeana;
- Improvements in the interoperability between the content management systems of the individual content providers and the Europeana platform.

### Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

## DRAFT ICT PSP work programme 2010

Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010

- The digital content, which may include different types of material (e.g. books, audiovisual, sound, archival records, newspapers), should be held by cultural institutions from different European countries. In this sense collaboration between these institutions should be put in place contributing to the aggregation of content from one or more domains into Europeana.
- The content should be accessible and retrievable by the target users through Europeana at item level. Projects dealing only with catalogues of content will not be funded.
- The proposal should demonstrate the European added value of bringing the selected content to Europeana.
- The quality and quantity of the underlying digital content (and related metadata), must be clearly identified i.e. the content to be effectively contributed to the project by each content provider, as well as the criteria for its selection.
- The consortium and its members must ensure the necessary availability of the content to be contributed to the project. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the project.
- The consortium and its members must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) arising from the project to ensure wider use and dissemination of the project output.
- The consortium must include content providers and can also include national or domain specific aggregators.
- Specific and realistic quantified indicators should be provided to measure the envisaged improvements in availability, access and use of the underlying cultural and scientific heritage content – at different stages in the project lifetime.

### Expected impact

- Contributing to a higher quantity of quality digital content available through Europeana,
- Enhancing/aggregating cultural heritage material from across Europe and other countries participating in the programme.

### **Objective 2.3 - Digitising content for Europeana**

Funding instrument: Pilot B – It is intended to support several pilot actions

#### Focus and outcomes

The aim is to support targeted digitisation actions in synergy with and complementing collections already accessible through Europeana, in particular digitisation of masterpieces of Europe's cultural heritage. The material to be digitised should be selected through a thematic approach. The themes must be of interest to a broad public and not just to a limited set of specialists. The resulting complementary content should be made available for citizens through Europeana.

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Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

- The collections to be digitised, which may include different types of material (e.g. books, audiovisual, sound, archival records, newspapers) should be held by cultural institutions from different European countries.
- The digitisation action should result in high quality digital content to be made accessible through Europeana.
- It should demonstrate the added value of bringing the selected content to Europeana. Preference will be given to the digitisation of masterpieces of Europe's cultural heritage.
- Metadata complying with the Europeana requirements should be added to the objects after digitisation. The metadata should encompass appropriate intellectual property rights information relating to the digital objects.

Expected impact

- Providing high quality digital content and wider accessibility of European cultural heritage material, in particular masterpieces of Europe's cultural heritage, through Europeana.

**Objective 2.4 – Access to European Rights Information / Registry of Orphan Works**

Funding instrument: *Best Practice Network – It is intended to support one Best Practice Network*

Focus and outcomes

The aim is to support the i2010 Digital Libraries initiative by finding ways to clarify the rights status of orphan and out of print works so they can be cleared for digitisation and online accessibility across Europe. Building on ongoing work at national and European level, the aim of this Best Practice Network is to develop interoperable systems for the exchange of rights, the creation of a registry of orphan works and a comprehensive network of rights clearance centres.

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

- The consortium must include representatives of all relevant stakeholders, e.g. cultural institutions, publishers, and reproduction rights organisations.
- The issues addressed and the way to tackle them should have a European dimension, i.e. they should impact on a large number of users in the largest possible number of EU countries.
- The consortium and its members must ensure the availability of the necessary information on the rights status of books to be covered by the project.



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Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010

- The users and their needs, also beyond the consortium participants, must be clearly identified. Proposers must present an analysis of demand based as much as possible on quantified evidence. The users and their needs should also be at the centre of the proposed approach.

### Expected impact

- Enable the retrieval of information on the copyright status and data about European works and the identification of appropriate rights holders,
- Establish a registry of orphan works,
- Facilitate the clearance of rights for out of print works in view of their digitisation and online accessibility.

## **Objective 2.5 – Open access to scientific information**

Funding instrument: *Pilot B – It is intended to support several pilot actions*

### Focus and outcomes

For the purpose of this work programme *scientific information* refers to the results of scientists' or scholars' research work (in particular scientific articles and associated datasets, monographs) in the EU Member States or other countries participating in the programme.

The advent of the internet has triggered various experiments in new ways to disseminate and reuse scientific information. Different business models and practices are currently being tested and implemented by the different actors in this field. Over the last few years, many initiatives have been driven by and associated with the Open Access movement that aims to make scientific papers and related datasets accessible on the internet free of charge for the user.

The Council Conclusions on "scientific information in the digital age: access, dissemination and preservation" underline the importance of effective collaboration between different stakeholders (including funding agencies, researchers, research institutions, libraries and scientific publishers), in relation to access, dissemination and preservation of scientific publications and research data.

The aim is to support experiments with open access to scientific information and explore new paradigms for accessing and using this information. Experiments can relate to:

- new ways to carry out peer review,
- rendering, querying and linking scientific information and the related underlying datasets (e.g. by developing data journal experiments linked to existing publications),
- establishing initiatives to ensure the quality and trustworthiness of repositories and/or frameworks for the audit and certification of these repositories.

### Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

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Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010

- The actual content should be accessible and retrievable at item level. Projects dealing only with catalogues of content will not be funded. The results of the pilot must be accessible by the target users beyond the end of the pilot.
- The issues addressed and the way to tackle them should have a European dimension, i.e. they should impact on a large number of users in the largest possible number of EU countries.
- The quality and quantity of the digital content (and related metadata) to be effectively contributed to the pilot by each content provider, as well as the criteria for its selection, must be clearly identified. The consortium and its members must ensure the necessary availability of the content to be contributed to the pilot. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the pilot.
- Proposers should demonstrate that the underlying content constitutes the critical mass necessary to make a significant impact in terms of increasing access and use in the concerned area or that the experiments exploring new paradigms can have a considerable impact on the future development of the scientific information area.
- The consortium and its members must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) arising from the pilot to ensure wider use and dissemination of the project output.
- The users, i.e. researchers, and their needs, also beyond the consortium participants, must be clearly identified. Proposers must present an analysis of demand based as much as possible on quantified evidence. The users and their needs should also be at the centre of the proposed approach.

### Expected impact

- Opening wider access to more scientific information,
- Contributing to new ways to review, render, query and link scientific information,
- Setting up data journals and initiatives that improve the quality and trustworthiness of repositories.

## **Objective 2.6 – Statistics on cultural heritage digitisation activities**

*Funding instrument: Thematic Network – It is intended to support one Thematic Network*

### Focus and outcomes

The aim of the network is to develop and implement the collection of a series of statistics on digitisation and online accessibility of cultural material and digital preservation<sup>17</sup>.

The network will comprise representatives of the Member States. It will work to refine and agree the methodology and collect at national level the relevant statistical data on digitisation and online accessibility of cultural material and digital preservation. The

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<sup>17</sup> Council Conclusions on the Digitisation and Online Accessibility of Cultural Material, and Digital Preservation (OJ C 297, 7.12.2006, p. 1)

## DRAFT ICT PSP work programme 2010

Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010 coordination task will include the normalisation of data collection methods and harmonisation of the data received.

### Conditions and characteristics

- Specific and realistic quantified indicators should be provided to monitor progress of the collection of the data under the different series of statistics – at different stages in the project lifetime.

### Expected impact

- Collecting harmonised statistical data on digitisation and online accessibility of cultural material and digital preservation (including of orphan and out-of-print works) within the Member States based on an agreed methodology and normalised data collection methods.

## **3.3 THEME 3: ICT FOR HEALTH AND INCLUSION**

### **Introduction**

This theme supports the i2010 flagship eInclusion initiative<sup>18</sup> as well as the need for the Union to strengthen cooperation between Member States in eHealth and the lead market initiative for eHealth<sup>19</sup>.

The total funding available for this theme is 14 M€ and it is intended to fund actions under the four objectives listed below.

The ICT-PSP funded projects in this theme are expected to contribute to the European good practice exchange website (<http://www.epractice.eu>) as one of their dissemination platforms, becoming active members of the community and contributing to its overall success.

### **Objective 3.1: Enlargement of the pilot "epSOS" on eHealth Interoperability for patient's summaries and ePrescription**

*Funding instrument: Pilot Type A - It is intended to support the extension of the epSOS pilot for up to 7 M€ of EU contribution*

### Focus and outcomes

The objective is to extend the currently running epSOS<sup>20</sup> pilot by increasing the number of Member States participating in the pilot and by enlarging the scope of the proposed solutions to additional eHealth services.

epSOS is a pilot A selected in 2007 following the first CIP ICT-PSP call for proposal. The project started 1 July 2008 for a period of 3 years.

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<sup>18</sup> See [http://ec.europa.eu/information\\_society/activities/einclusion/index\\_en.htm](http://ec.europa.eu/information_society/activities/einclusion/index_en.htm)

<sup>19</sup> eHealth 2009 Ministerial Conference Declaration, Prague 20 February 2009: "eHealth for Individuals, Society and Economy" ([http://ec.europa.eu/information\\_society/activities/health/docs/events/2009/ehealth2009/prague\\_declaration.pdf](http://ec.europa.eu/information_society/activities/health/docs/events/2009/ehealth2009/prague_declaration.pdf)) and COM (2007) 860 final

<sup>20</sup> <http://www.epsos.eu>

## DRAFT ICT PSP work programme 2010

Version approved by the CIP ICT Management Committee on 19/11/2009

This remains subject to the formal Commission decision on the ICT-PSP WP 2010  
An important part of the work should be on pan-European agreements for interoperability with the aim to improve safety of eHealth services across Europe, to defragment markets and to offer better quality and cheaper eHealth solutions. It is also expected that interoperability will be addressed in a more global way by working with international organisations and considering major world markets such as that of USA.

### Conditions and characteristics

The pilot extension should have the following characteristics:

- It should include at least five additional relevant administrations (or legal entities designated to act on behalf of the national administrations) from Member States or associated countries not yet represented in the epSOS Consortium<sup>21</sup> and which are already operating or are in an advanced phase of testing, nationally or regionally the services subject of the pilot.
- It can include relevant international or non-EU organisations that play an important role in defining and implementing interoperability of eHealth systems and services.
- The additional activities covered by the extension and the way they complement the existing epSOS pilot have to be described in the proposal. In particular, the proposal should address:
  - the use of the existing building blocks<sup>22</sup> of epSOS services (for example, identification and security modules) to other services related to patient summaries and ePrescription ( for example emergency services and /or reimbursement procedures as defined by the European Health Insurance Card);
  - the assessment and testing of how 112 emergency services can be included in epSOS services and made interoperable;
  - the assessment of how the epSOS services and the related interoperability approaches are/can be consistent with approaches in other regions of the world with a view to reinforce the competitiveness of the EU industry. In particular, the relevant developments in US and Canada should be taken into account.
- Proposal for extension should not exceed 24 months and has to be submitted by the coordinator of the running epSOS project, acting on behalf of all the participants in the existing project, together with the new participants.
- Proposal should include specific and realistic quantified indicators to monitor progress at different stages in the project life.

### Expected impact

- Improving interoperability of eHealth systems for enhanced quality of care and patient safety, within the EU and beyond,

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<sup>21</sup> Member States or associated countries represented in the running epSOS are : Austria, Czech Republic, Denmark, France, Germany, Greece, Italy, Slovakia, Spain, Sweden, The Netherlands, United Kingdom.

<sup>22</sup> "Building blocks" should be understood as common modules which are essential for the deployment of interoperable services. The Work programme 2007, under which epSOS was funded, referred to building blocks as it follows: "*The pilot shall also address building blocks (i.e. identification and authentication of personnel allowed to access and modify the records, and of the patient; the necessary level of security, confidentiality, and patient consent) needed for implementation of the two sets of services (i.e. interoperable patient's summaries and of e Prescription solutions).*"

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010

- Facilitating the integration of ICT solutions supporting emergency services and healthcare services,
- Contributing to the adoption of common ICT based components/building blocks needed for the deployment of eHealth services (e.g. patients and professionals' identifiers, security modules),
- Providing practical solutions to address legal and regulatory issues relevant to the provision of eHealth services such as patient summaries, ePrescription and emergency services,
- Reducing market fragmentation in the area of ICT for health and contributing to the enlargement of the market within Europe and beyond,
- Providing new opportunities for the European ICT Industry for acting in high potential markets such as that of USA,
- Contributing to a long term sustainability plan for pan-European deployment of eHealth services.

### **Objective 3.2: Scaling up of eHealth services and supporting the EU eHealth governance initiative**

*Funding instrument: Thematic Network - It is intended to support two Thematic Networks*

#### *Focus and outcomes*

The EU has supported several initiatives for enhancing deployment of eHealth, also across national borders<sup>23</sup>. The stakeholders, including national authorities' representatives, ICT solution providers, researchers and users (such as health professionals, and patients as well as healthcare providers and insurers) have already expressed their commitment towards the deployment of eHealth solutions.

It is expected to support one thematic network for each of the following goals:

a) To support the scaling up of eHealth services:

Building on the above initiatives, the aim is to develop consensus between stakeholders around a roadmap for making interoperable eHealth services operational and deployed at a large scale in Europe. The focus will be on innovative infrastructures for affordable personalised health services and notably on how to articulate efficiently development, innovation and deployment measures.

This requires the identification of advantages and drawbacks linked to the deployment of those services, the development of technical and legal understanding as well as the readiness of key stakeholders.

#### *Conditions and characteristics*

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<sup>23</sup> E.g. epSOS, STORK, HPRO Card, Netc@rds, Internal Market Instrument (a software performed by the Commission to exchange information between governments and check validity of information delivered by professionals), Mandate 403 WG on eHealth Interoperability

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- The network should involve the key stakeholders and relevant experts that have been active in the development and large scale deployment of eHealth services across borders, at levels of public authorities, researchers, ICT industry and users.
- It should elaborate through thematic approaches, on practical steps needed at technical, semantic, legal, financial, regulatory and policy levels, for large scale deployment of eHealth systems and solutions not only for patient care but also for public health surveillance (i.e. monitoring the onset of pandemics) and patient safety (i.e. assessing the effectiveness of medical technology at European level). The work plan should build on current research and focus both on infrastructure aspects as well as specific eHealth systems and solutions to deliver innovation in healthcare.
- It should provide an operational work plan, including specific guidelines, for a large scale deployment of innovative eHealth services, addressing in particular (but not only) Electronic Health Records and Personal Health Systems based services, aimed at supporting patients in managing their health.
- This Thematic network will be up to 0,5 M€ (based on flat rate and lump sum).

### Expected impact

- Building consensus and facilitating the deployment of EU wide health information infrastructures for personalised and affordable care, for public health and patient safety.

b) To support the EU eHealth governance initiative by facilitating cooperation between Member States in deploying eHealth services:

Many Member States are today in the process of initiating or rolling out large-scale eHealth investment and implementation programs. National and regional representatives have stated their urgent need for guidance, guidelines and best practices sharing in the topic of eHealth and have requested for support actions at Community level. Some Member States have been granted financial support from European Structural or Regional Funds in order to reform their national healthcare systems, for example through investments in modern eHealth services. There is a unique window opportunity to build national solutions on common European or global standards that enables continuity of care across administrative and national borders.

### Conditions and characteristics

- The network should support the collaboration of Member States on eHealth deployment, addressing high level policy cooperation, as well as strategy and operational implementation. This concerns the identification of priorities where enhanced cooperation is needed; as well as works with stakeholders on issues including legal and organisational aspects, standardisation, semantics and terminology, identification and authentication issues.
- The network should involve national administrations and member states representatives, responsible for implementing eHealth in healthcare policy, from high level policy representatives to technical experts, according to the activities. Other stakeholders representatives and experts should also be involved. A minimum of 18 national administrations should be part of the network.

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- The network should contribute to implement the commitments expressed by State Secretaries (and their equivalents) in recent meetings which were held in 2009<sup>24</sup>, under the relevant EU Presidencies. It should support further such meetings and contribute to implement their outcomes.
- The network should benefit from lessons learned by the Large Scale Pilot epSOS and it should build on the activities of the Thematic Network CALLIOPE<sup>25</sup> (both funded under the CIP ICT PSP Programme – Call 1), as well as on other relevant EU funded initiatives<sup>26</sup>
- Reflections and actions should be developed and implemented in coordination with the activities of the Joint Action on telemedicine and eHealth<sup>27</sup>, relevant mechanisms such as a joint steering board should be foreseen.
- This Thematic Network will be up to 0,5 M€ and will be based on actual cost<sup>28</sup>.

### Expected impact

- Enhancing cooperation between Member States in implementation of eHealth services and solutions and the uptake of eHealth services in healthcare systems,
- Enhancing interoperability between national eHealth systems and quality of care within and across border situations,
- Providing support to member states and stakeholders' on how to embed eHealth in Health policies and how to implement eHealth services on large scale,
- Developing and disseminating knowledge on the main challenges and possible solutions for deploying eHealth services across Europe.

### **Objective 3.3: e-Accessibility of Public Digital Terminals (PDT)**

*Funding instrument: Pilot Type B - It is intended to support one large or several smaller pilot actions*

#### Focus and outcomes

Automatic Teller Machines (ATMs), public kiosks, public announcement systems, self service terminals, ticketing machines are rapidly taking over from humans for the delivery of basic services in today's daily life. However this presents accessibility and usability problems for disable and elderly people, but also many people who are not familiar with ICT.

The aim of the pilot is to validate in real life settings accessibility and user-friendliness of PDT. Pilots should deploy accessibility / usability features for equipment and services at relevant levels e.g. physical design and access to PDTs, software and interfaces, as

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<sup>24</sup> The reports of the meetings and other relevant material are available on:  
[http://ec.europa.eu/information\\_society/activities/health/policy/index\\_en.htm](http://ec.europa.eu/information_society/activities/health/policy/index_en.htm)

<sup>25</sup> <http://www.calliope-network.eu>

<sup>26</sup> See those listed by Calliope : <http://www.calliope-network.eu>

<sup>27</sup> The Joint action is expected to be funded under the Public Health Programme, of DG Health and Consumer protection

<sup>28</sup> See article 5 para. 4 of Model Grant Agreement :  
[http://ec.europa.eu/information\\_society/activities/ict\\_psp/participating/grant\\_agreement/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/participating/grant_agreement/index_en.htm)

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010 appropriate. Possible solutions encompass, among others, use of mobile devices or assistive technologies for man-machine interaction, vocal input / output, software adaptation etc.

The outcomes are solutions which allow all users access to a truly personalised service.

### Conditions and characteristics

The following considerations are important to achieve the expected outcomes:

- Pilots should deploy and validate on a representative scale accessibility of PDTs in relation to relevant services, e.g. financial or other commercial transactions, information of public interest, access to Internet etc. The different pilot sites may thus focus on different services, however a critical mass of comparable evidence and common assessment methodology is encouraged.
- Pilot sites should, as appropriate, validate different approaches for achieving accessible and interoperable access to services. Validation and deployment should be carried out in real life settings and be tested both by users with disabilities and the general public.
- Involvement of the full value chain should be encouraged, including: providers of ICT software and equipment (e.g. manufacturers of ATMs/ kiosks), providers of services (e.g. financial institutions, other industries / public authorities), users' associations etc.
- Commitment to long term deployment and sustainability of the services beyond the pilot phase should be considered.
- Technical specifications and guidelines enabling replication beyond the pilots on basic features that should be incorporated into accessible and interoperable kiosks must be provided as well as reference material for developers to foster accessible design of ICT solutions.
- Pilots should contribute to drawing up of a set of technical standards particularly relating to interoperability, security/privacy, accessibility and usability.
- Socio-economic evidence on the cost benefits (qualitative and quantitative) stemming from empowering people through better access to ICT products and services, testing of sustainable business models.
- Specific and realistic quantified indicators should be provided to monitor progress at different stages in the project lifetime.

### Expected Impact

- Accelerating the deployment of ICT products and services accessible to all people,
- Facilitating emergence of common approach to accessibility across Europe,
- Fostering interoperability of solutions and supporting standardisation in this field.

### **Objective 3.4: Assistive technology and accessibility portal**

*Funding instrument: Thematic Network -It is intended to support one large or several smaller Thematic Networks for up to 1M€ of EU contribution*



## DRAFT ICT PSP work programme 2010

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010

### Focus and outcomes

The aim is to establish an online European platform for Assistive Technology (AT) and accessibility devices and services<sup>29</sup>, helping to connect available schemes in various EU countries, as well as to stimulate innovative and ubiquitous software-based solutions.

The Thematic Network(s) should bring together the necessary stakeholders along the ICT AT and accessibility value chain to create a Europe-wide, single entry portal offering real-time information related to all aspects of AT (e.g. hearing aids, accessible interfaces, screen readers etc.) as well as other accessibility solutions and information (e.g. accessible maps, inventory of information on local accessible services, e-books etc.).

A single, non-static repository<sup>30</sup> of trusted (peer-reviewed / validated) information will, on the one hand, enable users to easily identify best solutions for their technology needs and, on the other, draw together the necessary stakeholders to ensure feedback on products. The project should take account of already existing solutions of this kind. The portal will also facilitate sharing of information, ideas, questions, advice and resources.

### Conditions and characteristics

The platform is to be made up of one or two main components:

- An open, collaborative portal offering information on AT ICT and accessibility products available across Europe. Information should be organised in ways relevant to users' and professionals' needs e.g. according to type of impairment, platform / ICT solution (PCs, mobile phones etc.), by life setting (education, work, tourism etc.). Information, ideas and queries should be shared among all stakeholders.
- A repository and network for open source assistive technology software, to become a tool for better AT development. It should offer downloads of software for a variety of accessibility related needs and provide a forum within which developers can take feedback from users and professionals, as well as test and trial new ideas.

The portal should offer a repository service offering trusted information on all available solutions and opportunities; allow for interaction with specialised service providers and provides a feedback loop to support development and distribution of products.

Main features should cover:

- Current AT and accessibility services and products offering across Europe
- Customisations for operating systems and applications
- Information on trends in technology and their implications for disabled users
- Information on level of innovation in AT and beta products

The proposed portal should ensure linkage to already existing on-line resources and ensure that information available is adjusted to local contexts.

There should be a commitment to long term deployment and sustainability of the services beyond the TN phase.

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<sup>29</sup> Assistive Technology (AT) is technology used by individuals, particularly those with disabilities, in order to perform functions that might otherwise be difficult or impossible. AT can include hardware, software, and peripherals that assist people with disabilities in accessing computers or other ICT

<sup>30</sup> Web based space allowing to link to available resources (websites, feeds, videos etc.) in a dynamic way (as opposed to pre-collected static information)

This remains subject to the formal Commission decision on the ICT-PSP WP 2010  
The TN should include specific and realistic quantified indicators to monitor progress at different stages in the project life.

Expected impact

- Making information on available AT and accessibility products and services offered across Europe more transparent and easily available to the users,
- Overcoming fragmentation in AT and accessibility markets thus helping to benefit from huge market potential.

**3.4 THEME 4: OPEN INNOVATION FOR FUTURE INTERNET-ENABLED SERVICES IN "SMART" CITIES**

**Introduction**

Cities (or urban areas) are constantly faced with important challenges that necessitate investment in innovative solutions (notably ICT-based) to improve the quality and efficiency of their infrastructures and services. Some anticipate and are leaders in adopting smarter development models. They play also a pioneering role in engaging the user in the innovation process.

Building on existing user-driven innovation initiatives in Europe, the aim is to ensure a wider implementation of open platforms for the provision of Internet-enabled services in cities. These platforms should help develop innovation ecosystems accelerating the move towards "smart" cities<sup>31</sup> and providing a wide range of opportunities for new, higher quality, and sustainable services for citizens and businesses.

Total funding available for this theme is 15 M€.

**Objective 4.1: Open Innovation for Future Internet-enabled services in "smart" cities**

*Funding instrument: Pilot Type B - It is intended to support several pilot actions*

Focus and outcomes

Several pilots will be supported with the aim of accelerating the uptake of innovative Internet-based technologies and services in cities. The pilots should apply user-driven open innovation methodologies across networks of smart cities.

Each pilot should therefore combine the three following elements: i) User-driven open innovation, ii) Connected smart cities, and iii) Internet-based services, as follows:

- i) User-driven open innovation ecosystems, such as Living Labs, will aim at bridge the gap between the development of Internet-based technologies and their rapid uptake in new services. These should:

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<sup>31</sup> For the purposes of this work programme, a "smart" city is a city that makes a conscious effort to uptake innovative ICT based solutions to improve conditions of living and working and support a more inclusive, and sustainable urban environment.

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- be an integral part of the local city ecosystem, while at the same time being networked across Europe,
  - engage the user early into the innovation process (e.g. rapid interaction and prototyping) allowing to better appraise new and emerging behaviours and user patterns,
  - enable "public-private " partnerships involving the citizens, and assess at an early stage, the socio-economic implications notably by validating innovative services, business models, processes and value networks.
- ii) A cross-border networking of "smart" cities should support the sharing of experiences and best practices in the implementation of open platforms for new Internet-based services in a set of key areas for cities. Examples of such areas include:
- *smart living* with participatory urban planning and co-design of smart homes or living spaces,
  - *green digital agendas* with infrastructure and urban planning supporting the development of a low carbon economy and society.
  - *improved citizen involvement* as a co-producer and consumer of content and services,
  - *open smart city platforms* for internet-based services allowing different levels of security and privacy characteristics e.g. for tourists, for local residents, for businesses and for public administrations.
- iii) Innovative Internet-based services will be based on an appropriate combination of technologies such as mobile and location based technologies, broadband and high speed networks including access to compute resources, advanced protocols and standards like IPv6, Internet of things including sensor networks and Radio Frequency Identification, security and privacy management systems, multimodal interfaces and 3D technologies as well as modelling and simulation.

While pilots can make use of various innovative technologies, it is expected that one of them will be dedicated to piloting specifically innovative Radio Frequency Identification (RFID) technologies. It will show the benefits of *Internet-of-Things* type of technologies in services of high societal value. A budget of around 3 M€ of EU funding is foreseen for such a pilot.

### Conditions and characteristics

- Proposers should adapt, integrate or extend existing open platforms/environments in cities for stimulating the development and validation in real setting of innovative Internet-based services.
- The pilots should, as far as possible, build on or link to existing or emerging initiatives, e.g. individual Living Labs or open city platform projects under national or regional funding, demonstration activities within research projects, or relevant projects supported by other EU Programmes such as the European Regional Development Funds.
- Proposers must seek (business-citizens-public authorities-academia) partnership, in which the EU funding is significantly complemented by other sources or contributions.

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- The participation of industrial stakeholders is also strongly expected. In particular, the pilots should engage SMEs with a potential for high growth and involve large user groups.
- Each pilot will include 3 to 5 cities located in different Member States or Associated Countries.. Urban regions with city focus would be considered as well as "cities". If appropriate, large cities may link as well to advanced smaller 'satellite' cities or towns.
- All pilots under this objective shall collaborate in a joint working group to exploit synergies and to disseminate their experiences. In particular, the role that the "networked Living Labs approach" is playing and can in future play in supporting innovation in ICT and Internet-based services - especially for SMEs - shall be evaluated.
- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.

### Expected impact

- Stimulating a wave of future internet-based services using innovative internet technologies,
- Wider uptake of innovation ecosystems in cities through networking and sharing of experiences in planning and implementing "smart" cities concepts.
- Reinforcing the role of the user/citizen in the innovation lifecycle, facilitating technological and also social innovation, and converging towards common "standards" and quality model and methodologies in user-driven open innovation,
- Improving capacities for SMEs, including micro-entrepreneurs, to develop, validate and integrate new ideas and rapidly scale-up for their services and products.

### **3.5 THEME 5: ICT FOR IMPROVED PUBLIC SERVICES FOR CITIZENS AND BUSINESSES**

This theme supports the EU policy for eGovernment as agreed in the eGovernment Action Plan<sup>32</sup> of 25/04/2006. It aims at:

- improving the efficiency and effectiveness of public administrations and facilitating the interactions of citizens and businesses with them;
- opening up new market opportunities for innovative ICT based solutions for governments and administrations.

In 2010, priority is given to support policy initiatives including the implementation of the Services directive by extending the currently running pilot SPOCS, the eJustice Action plan and the setting up of a European initiative on eIdM (electronic identity management) spanning from research to deployment as described in the Communication from the Commission on 'A strategy for ICT R&D and Innovation in Europe: Raising the Game'<sup>33</sup>.

In December 2008, the European eJustice Action plan was launched in which the Member States agreed to improve significantly the cross border access to the wide range of civil

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<sup>32</sup> COM(2006) 173 final: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2006:0173:FIN:FR:PDF>

<sup>33</sup> COM (2009) 116 final: [http://ec.europa.eu/information\\_society/tl/research/documents/ict-rdi-strategy.pdf](http://ec.europa.eu/information_society/tl/research/documents/ict-rdi-strategy.pdf)

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010 proceedings (more than 10 Million) in view of providing a safer environment for EU citizens and more trustful conditions for business development across the EU. In this WP support is planned for a pilot addressing the interoperability of e-Justice systems in the Member States and helping to remove the barriers hindering their implementation such as security, authentication and identity management.

The total funding available for this theme is 13 M€ and it is intended to fund projects under the three objectives listed below.

The ICT-PSP funded projects in this theme are expected to contribute to the European good practice exchange website (<http://www.epractice.eu>) as one of their dissemination platforms, becoming active members of the community and contributing to its overall success. Coordination will be also ensured with the activities developed under the newly adopted ISA programme<sup>34</sup>.

### **Objective 5.1: Enlargement of the Pilot "SPOCS" preparing the implementation of the Services Directive**

*Funding instrument: Pilot Type A - It is intended to support the extension of the Pilot SPOCS for up to 5 M€ of EU contribution*

#### *Focus and outcomes*

The objective is to extend the currently running SPOCS<sup>35</sup> pilot ( on preparing the implementation of the Services Directive<sup>36</sup>) to demonstrate the geographical and sectoral scalability and to widen the acceptance of the proposed solution to those Member States who are currently not yet participating. The extension will increase the impact of the project and facilitate the long-term deployment of the proposed solution across all Member States. This will contribute further to the impact of the 2<sup>nd</sup> generation implementation of the electronic procedure foreseen by the services directive.

The current SPOCS is a pilot A selected for funding following the CIP ICT-PSP call for proposals in 2008. The project aims at implementing the next generation of the PoSC (points of single contacts according to Art. 8 of the Services Directive) and the full electronic procedure. The project started 1 May 2009 for a period of 3 years.

The envisaged extension of the project will focus on demonstrating that the solution developed by the current SPOCS is extended to Member States which are currently not involved in the project as partners. The extension must also demonstrate the extension to further service sectors. The current SPOCS can select only two service sectors where the architecture will be implemented. The extension must develop how to extend to other sectors and will apply it to at least one more sector.

#### *Conditions and characteristics*

The pilot extension should have the following characteristics:

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<sup>34</sup> Decision n°992/2009/EC of the European Parliament and of the Council of 16 September 2009 on interoperability solutions for European public administration (ISA):

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:260:0020:0027:EN:PDF>

<sup>35</sup> <http://www.eu-spocs.eu/>

<sup>36</sup> Services Directive 2006/123/EC : [http://ec.europa.eu/internal\\_market/services/services-dir/index\\_en.htm](http://ec.europa.eu/internal_market/services/services-dir/index_en.htm)

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- It has to include at least three additional relevant administrations (or legal entities designated to act on behalf of the national administrations) from Member States or associated countries not yet in the SPOCS Consortium.
- The outcome will provide the methodology to encompass all Member States independently of the state of development of their electronic procedure and the methodology to encompass other service sectors addressed by the Services Directive.
- It will develop a long term sustainability plan for pan-European deployment.
- The additional activities addressed by the extension and the way they complement the existing SPOCS pilot will have to be described in the proposal. In particular, attention will be paid on the additional sector cases.
- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.
- The proposal has to be submitted by the coordinator of the running SPOCS project, acting on behalf of all the participants in the existing project, together with the new participants.

### Expected impact

- Improving the competitiveness of European businesses and particular SMEs by providing a fully interoperable PoSC (point of single contact) across all Member States,
- Enabling all Member States to quickly adopt the solution and enable all businesses to benefit from the reduction of the administrative burden.

### **Objective 5.2: eJustice services**

Funding instrument: Pilot Type A - It is intended to support one Pilot for up to 7 M€ of EU contribution

### Focus and outcomes

The aim of this large scale pilot is to achieve interoperability between existing national judicial systems (i.e. for the cross border transmission of judicial documents, decisions, information, etc), addressing mainly the horizontal issues on the interoperability between Member States' activities, such as a secure network for the judiciary and e-Id management of the different stakeholders (e.g. judges, courts, lawyers, etc). This will help to rationalise and simplify judicial procedures (reduction of procedural deadlines and operating costs to the benefit of citizens, undertakings, legal practitioners and the administration of justice).

As part of the launch of the European eJustice action plan<sup>37</sup> issued in December 2008 by the European Institutions (European Commission and the European Council), Member States have agreed to take actions to help improve the effectiveness and efficiency of the processing of the increasing number of cross border civil proceedings (more than 10 million cases). The scope of the plan is to modernize the judicial systems in Europe while at the same time to increase collaboration and exchange between judicial systems of the Member States. This large scale pilot is expected to support the plan with the use of ICT and notably by achieving interoperability between Member States' ICT-based systems.

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<sup>37</sup> <http://register.consilium.europa.eu/pdf/en/08/st15/st15315.en08.pdf>

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The plan includes also an eGovernment chapter which emphasises that eJustice must take into account the more general eGovernment framework (such as secure infrastructure, authentication of documents etc.). It emphasises that European work on eSignature and eIdentity is particularly relevant in judicial matters where the authentication of acts is essential.

### Conditions and characteristics

The integrated pilot solution will build on existing national e-Justice systems; it will provide cross-border access to national e-Justice solutions and should be based on:

- Common specifications for an interoperability layer and for common building blocks. The common specifications shall be agreed by the entities responsible for the national e-Justice strategies of all participating Member States or associated countries and shall be publicly available with no fees for the pan-European interoperability layer of e-Justice services;
- Building blocks for the cross-border interoperability layer of the e-Justice services reusable by all. The building blocks for the main focus points of the pilot should be modular and exchangeable (i.e. one building block can be exchanged without affecting the whole system). The building blocks aim to be easily integrated in existing systems of the Member States or associated countries;
- The pilot must collaborate and reuse results of previous CIP ICT PSP Pilots, in particular the pilot will reuse results from STORK<sup>38</sup> (large scale pilot on electronic identification which started in 2008) and expand them to match the needs of the judicial systems in Europe.
- The solution should have the following characteristics:
  - Compliance with the EU legal framework and the e-Justice action plan, being in accordance with the national implementation of that plan;
  - The chosen solutions must be non-discriminatory, generally available and interoperable;
  - Efficiency and cost reduction for all participating stakeholders;
  - Technical soundness, replicability and scalability;
  - High degree of usability and reliability.
- The participating public authorities shall operate the pilot system for at least one year.
- The scalability of the services should be tested within the pilot. Therefore, after being implemented, tested and made operational in the participating states, this will also include the evaluation of barriers such as legal and regulatory conditions and identification of the issues that need to be analysed for potential regulatory actions.
- Common specifications and building blocks have to be potentially applicable also to Member States or associated countries outside the pilot consortium and therefore the proposal should include a 'reference group', open to all relevant authorities of all MSs and associated states. The “common specifications”, the periodic progress statements and a final assessment of the pilot operation should all be in the public domain. Common building blocks must be shared under the EUPL license<sup>39</sup> (or equivalent).

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<sup>38</sup> <http://www.eid-stork.eu>

<sup>39</sup> <http://www.osor.eu/eupl>

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- The pilot project should produce reference material including guidelines, manuals, educational materials; the activities should also include dissemination actions enabling relevant authorities and bodies to implement (or replicate) interoperable solutions.
- The consortium must include the entities responsible for the definition of national implementation and systems for an e-Justice platform of the States participating in the pilot. These should ensure the creation and acceptance of the common specifications based on the results of the pilot. Participation of industry as solution providers is encouraged as well as the involvement of EU/international standardisation bodies.
- Mechanisms such as steering and/or monitoring groups could be put in place involving, in addition to the participating States and organisations, other States, industry and relevant stake holders in view of harmonising and agreeing on common specifications.
- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.

The pilot should take into account the different activities in the field of e-Justice as reported in the e-justice Action Plan<sup>37</sup>.

### Expected impact

- Enabling all Member States to work together towards a more effective judicial system in Europe, avoiding the development of non interoperable e-Justice solutions,
- Contributing to a safer environment inside the EU for citizens
- Contributing to a more trustworthy environment for businesses development and in particular for SMEs to benefit more from the internal market.

### **Objective 5.3: Universal ID**

*Funding instrument: Thematic Network - It is intended to support one thematic network for up to 1 M€ of EU contribution*

### Focus and outcomes

The aim of the network will be to provide a platform for all the stakeholders of eID (electronic identity) to work together and collaborate to prepare a strategy for the coming a large scale deployment of an electronic identity management (eIDM) infrastructure. The network will identify the actions and the timetable for the successful launch in 2013 of a European scale initiative on eIDM spanning from research to deployment.

Electronic identity management in the future digital society will be the basis for trustworthy services and interactions in domains such as e-government, e-health, e-commerce, finances, transport, travel, web 2.0 communities, and the internet of things encompassing virtual and tangible entities.

A ubiquitous eIDM infrastructure in the digital society also needs to consider multiple identity instances, from government-accredited to commercially accepted, and ranging from near-anonymity to strong and unambiguous identification. This should start from a user-controlled and privacy-protective perspective and provide the basis for accountability and innovative applications in an open and competitive market.



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There are a number of barriers such as economical, technological, legal, social and organisational for the implementation and acceptance of an eIDM infrastructure.

The outcome of the network is expected to be a roadmap for the implementation of the eIDM infrastructure including steps to overcome the barriers for its implementation.

### Conditions and characteristics

The network should involve ICT experts, and policy and administration experts as well as representatives from user organisations and researchers, having thorough knowledge of ongoing eIDM activities in Europe and also in other parts of the world.

Considerable progress is being made on the implementation and mutual recognition of interoperable electronic identity management in the EU, through the ICT PSP pilot STORK<sup>40</sup>. The network should build on results and lessons learned from STORK and regular consultation with its partners, reference group and industry group, while including also other stakeholders in particular from industry, civil society, and application sectors such as commerce, transport, health etc. Close co-operation should also be held with other large scale pilots PEPPOL<sup>41</sup> and SPOCS<sup>35</sup> which are currently supported under the ICT-PSP programme.

The network should allow open consultations and contributions of all aspects of secure identification, authentication and authorisation issues, for citizens and businesses and in particular on privacy, security, ease of use, interoperability, and legal aspects.

The network should also take into account major activities being undertaken on eIDM, in particular those identified through the IDABC programme<sup>42</sup>.

### Expected impact

- Establishing a forum involving the various stakeholders of public authorities, industries, academia, civil and non-governmental organisations, who are involved in research, development, implementation and decision making for the provision of applications and services with the use of electronic identity, authentication and authorisation,
- Establishing a framework and delivering a roadmap for the successful launch of a large scale European initiative on an electronic identity management infrastructure in the EU, in 2013,
- Better understanding of the potential impact of universal identity for citizens and businesses.

## **3.6 THEME 6: MULTILINGUAL WEB**

### **Introduction**

This theme contributes to the creation of a pan-European digital *single market* by stimulating ICT-based cross-lingual communication, collaboration and participation.

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<sup>40</sup> <http://www.eid-stork.eu>

<sup>41</sup> <http://www.peppol.eu>

<sup>42</sup> <http://ec.europa.eu/idabc/en/document/6484>

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010. Successful deployment of cross-border platforms and services depends on how effectively language barriers are overcome.

Existing systems tend to address a small number of languages and not all functionalities are available for all language communities. There is a need for a wider range of language-aware online services, and for lowering the associated development and operation costs.

The total funding available for this theme is 16 M€ and it is intended to fund projects under the two objectives listed below.

### **Objective 6.1: Open linguistic infrastructure**

*Funding instrument: Pilot type B – It is intended to support several pilot actions*

#### *Focus and main outcomes*

The overall objective is to ease and speed up the provision of online services centred around computer-based translation and, cross-lingual information access and delivery. The focus is on assembling, linking across languages, and making widely available the basic language resources (models, tools and datasets) used by developers, professionals and researchers to build specific products and applications. Emphasis is placed on less-resourced languages, including those of the twelve member states that have joined the EU in recent years<sup>43</sup>. A small number of broadly-based pilots will be supported with an EU contribution of up to 4M€ per Pilot.

Those pilots will:

- Collect, upgrade to widely recognised linguistic practices and interoperability standards, link across languages, document and make widely available in open community-based repositories, a broad range of general-purpose, reusable language resources which can be used to build, configure and evaluate specific multilingual systems, within and across different application domains.
- Cooperate between themselves and with EU sponsored actions (such as FlaReNet<sup>44</sup> and T4ME<sup>45</sup>) which are laying the methodological, organisational and technical foundations of a broad distributed infrastructure designed to gather and provide open access to the widest possible range of language resources and technologies.

#### *Conditions and characteristics*

- Emphasis is placed on the EU official working languages<sup>46</sup> and on those of the other countries participating in the programme<sup>47</sup>. Proposals must demonstrate that the intended languages and language pairs are not adequately covered by existing products and services. Any other languages must be clearly justified.
- The proposed work should build on and extend previous national or international activities. It should not duplicate ongoing activities, including FP7 projects and

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<sup>43</sup> Bulgaria, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovak Republic, Slovenia

<sup>44</sup> <http://www.flarenet.eu>

<sup>45</sup> <http://t4me.dfki.de>

<sup>46</sup> The European Union has 23 official and working languages. They are: Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish

<sup>47</sup> See [http://ec.europa.eu/information\\_society/activities/ict\\_psp/about/who\\_can\\_participate/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/about/who_can_participate/index_en.htm)

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010 networks<sup>48</sup>. Preference will be given to proposals that bring together partners that have a documented potential to mobilize their respective language community and to promote genuine cooperation between recognized national and EU activities. The support of public authorities and agencies is a definite asset to ensure long-term sustainability.

- The main purpose is to assemble existing resources and to link them across two or more languages (normally a combination of "big" and "small" languages). Monolingual resources are only relevant in so far as they are used as initial building blocks. Development work should normally be limited to upgrading data and software resources so that they comply with widely used standards or practices, thus increasing their (re)usability and interoperability.
- Project outcomes should be made widely available to all interested parties, whether language professionals, developers or researchers, through appropriate framework agreements to be defined and agreed upon between the projects resulting from this call and other groups participating in ongoing actions. The proposed business models and exploitation plans should reflect this approach.
- Proposals should address long-term viability and clearly explain how the proposed outcomes will serve the purposes of the call, in particular their suitability for building and operating large-scale online services in key socio-economic sectors, and the corresponding expected impact, including quantifiable economies of scale.
- Proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project lifecycle.
- Consortia should include or address the relevant stakeholders, such as businesses and public sector organisations; content and service providers; suppliers of translation, localisation and (tele)interpretation services; ICT vendors and digital media companies; etc.; as appropriate for the project in question.

### Expected impact

- Contributing to the creation of a comprehensive infrastructure enabling and supporting large-scale multi- and cross-lingual services and applications. Such an infrastructure should be open to new entrants and provide a fair environment for the sharing of resources of general interest.

### **Objective 6.2: Multilingual online services**

Funding instrument: *Pilot type B – It is intended to support several pilot actions*

### Focus and main outcomes

Complementing the actions supported by the objective 6.1, this objective aims to significantly enhance the linguistic coverage<sup>49</sup> of existing transnational services, typically by re-engineering the service infrastructure and the related facilities and business models, in order to support more widely and effectively multilingual access and use. A small number

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<sup>48</sup> See <http://cordis.europa.eu/fp7/ict/language-technologies/>

<sup>49</sup> Priority assistance will be given to EU official working languages (see footnote 35) and to those of the other countries participating in the programme

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- public sector: pan-European information, communication and collaboration platforms involving users and operators from a wide range of countries; and
- private sector: multi-party industrial and commercial systems serving Europe-wide or global markets, where language coverage is a key factor in connecting with customers, distributors and business partners.

### Conditions and characteristics

- Proposals must reflect the need to define, develop and operate a pilot service. The aim is to investigate and validate innovative and effective methods, processes and workflows, over and beyond mere integration of technology. Proposals should therefore describe user needs and service definitions, known or anticipated functional and technical requirements, existing services and competing approaches, perceived gaps and weaknesses of existing solutions.
- Proposals should build on, extend and/or re-engineer, as appropriate, existing online services which are not yet broadly and effectively multilingual. If the proposal envisages setting up a brand new service, it should address a widely recognised and clearly justified multi-national need arising from e.g. legislation or market failures.
- Consortia should bring together citizens, consumers, businesses and administrations, as appropriate in the context of a service platform that either implements a pan-European framework (e.g. for regulatory, legal, cultural... collaboration or participation) or supports the opening up of marketplaces by overcoming language barriers. In particular, consortia should include all the actors (public and private) that are crucial in the design, implementation, validation, acceptance and actual use of the pilot service in question.
- Proposals should cover a sufficiently broad range of EU countries and address language communities that are not adequately served by market forces. The size and composition of the current user base should be detailed, together with its anticipated evolution over time. The aim should be to address communities with a significant economic and/or social potential.
- Proposals should demonstrate long-term viability and sustainability, i.e. the consortium's ability to develop further and deploy or replicate the service after the end of the funded project.
- Proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project lifecycle.
- The proposed work should make use of existing language technologies (in particular computer-based translation, information search and retrieval, web mining and text analysis, speech dialogue and input/output) to be integrated in a multilingual setting within a clearly defined service-oriented architecture.
- Technical work will concentrate on customisation, optimisation, integration, validation etc. tasks as opposed to research and/or technology development efforts. Preference will be given to proposals adopting open architectures and widely recognised standards for data interoperability and systems interworking.

### Expected impact

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- Lowering language barriers and contributing to the achievement of the European information space,
- Stimulating new business opportunities as the language coverage of online content and services expands together with target users and markets,
- Improving the quality and effectiveness of cross-lingual communication while reducing the design, development and operation costs associated with the underlying ICT platforms.

## **4. IMPLEMENTATION OF THE CALL FOR PROPOSALS**

### **4.1 MAIN IMPLEMENTATION MEASURES AND COMMUNITY FINANCIAL CONTRIBUTION**

The different nature and specificities of the objectives detailed in chapter 3 require distinctive implementation measures. Each of these objectives will therefore be achieved through the implementation of one of the following types of instruments:

- Pilot (Type A) - building on initiatives in Member States or associated countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products and exploitation of digital content;
- Thematic Networks (TN) - providing a forum for stakeholders for experience exchange and consensus building.
- Best Practice Network (BPN) - exclusively for the theme on "digital libraries" to support sharing of best practices in this field.

The description and generic characteristics of each of the instruments is provided below, whereas Chapter 3 describes in detail the objectives that are subject to call for proposals in 2010 and which instrument(s) have to be used to achieve them.

Proposals must therefore carefully address the "focus and outcomes", the "condition and characteristics", as well as its contribution to the "expected impact" under each objective described in chapter 3. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals<sup>50</sup>. For all the types of instruments it is important that the applicants include sufficient resources in their project planning for the communication of results of their work as widely as possible, for the engagement with potential adopters in the form of workshops and seminars.. It is also important that the consortia demonstrate commitment to sharing experiences and good practices, which is considered essential for achieving full impact through wider deployment and use.

For all the types of instruments, the Community funding is granted in accordance with the principles of co-financing and non-profit for the funded activities of each individual partner and in compliance with the Community Framework for State Aid for Research and Development and Innovation<sup>51</sup>. Community grants shall be calculated on the basis of eligible costs. A detailed description on eligible costs for each of the instruments can be found in the model grant agreement.

#### **4.1.1. Pilot (Type A) - building on initiatives in Member States or associated countries**

##### ***4.1.1.1. Instrument description***

This type of pilot focuses on implementing and demonstrating interoperability by creating service operations between cooperating Member States in the context of agreed policy priorities.

Services should be already operational at national, regional or local level in the Member States or associated countries participating in the operation of the proposed pilot. Alternatively the services should be in advanced phase of national/regional testing. The

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<sup>50</sup> See section 4.3.3 Evaluation criteria

<sup>51</sup> OJ C 323, 30.12.2006, p. 1

This remains subject to the formal Commission decision on the ICT-PSP WP 2010 main outcome of this type of pilot is the implementation of an open, common interoperable service solution based on an initial common specification agreed amongst participants in the pilot. During the course of the pilot it is expected that the initial common specification will be further developed and gain a wider agreement in view of eventual scalability.

The “Common specifications”, the periodic progress statements and a final assessment of the pilot operation should all be made available in the public domain.

Type A pilot projects are expected to demonstrate service interoperability across the Member-States or associated countries participating in the pilot and to achieve a sufficient critical mass to realise significant and meaningful impact. The evaluation of proposals will make an assessment in terms of impact at EU level and give priority in terms of funding to those having the highest potential.

The participants should anticipate the eventual scalability of the proposed service with a view to wider EU deployment and include the necessary resources to enable proactive work in this respect. In particular, participants should prepare to sustain and scale the services beyond the scope and duration of the proposed pilot.

The duration of the pilot is expected to be up to 36 months within which there should be a 12 month operational phase. An operational phase is defined as the situation in which the interoperable services and technologies are functioning in a real-life setting.

#### ***4.1.1.2. Consortium Composition***

It is essential that the relevant administrations having competence and expertise on the subject are involved in the definition and execution of the pilot projects and in the development of the common specifications. The consortium should also comprise all necessary stakeholders in the value-chain (e.g. service and content providers, industries including SME's, end-user representatives, etc). The organisation proposed to manage the project should be able to demonstrate competence and experience of managing large-scale international cooperation projects.

#### ***4.1.1.3. Minimum participation requirements***

The consortia must be comprised by a minimum of **six relevant national** administrations or a legal entity designated to act on their behalf from **six different EU** Member States or associated countries.

If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to **certify** that the legal entity has been designated to act on its behalf for the purpose of the pilot<sup>52</sup>.

The minimum requirement stated above is an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>53</sup>.

Given the nature and purposes of Pilots Type A, consortia should be ideally composed by an indicative number of six –the minimum legal requirement- to ten Member States or associated countries. However there is no upper legal limit for the number of participants

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<sup>52</sup> A template is provided in the Guide for Applicants

<sup>53</sup> See section 4.4.3 Evaluation criteria

This remains subject to the formal Commission decision on the ICT-PSP WP 2010 and Member States or associated countries as long as the indicative budget provisions are respected.<sup>54</sup>

#### ***4.1.1.4. Extensibility of the consortium during implementation***

Proposals for Pilots Type A may foresee an extension of the partnership during the course of execution. The need for this extension is for specific tasks, needs to be duly justified and resources for such purpose should typically not exceed 10% to 15% of the total budget of the pilot. The budget required for such an extension should be foreseen at the proposal stage and allocated to the co-ordinator.

Mechanisms such as steering and/or monitoring groups could be put in place involving, in addition to the participating States and organisations, other States, industry and relevant stake holders in view of developing consensus and harmonising and agreeing on common specifications.

#### ***4.1.1.5 Funding for Pilots type A***

It is expected that the work will be implemented in the broader context of significant investments in national or regional services. Community funding for Type A pilots will be up to 50% of those costs exclusively related to work needed to achieve the proposed interoperability goal. The Community contribution for this type of pilot will typically range from 5 to 10 M€ per pilot unless specified otherwise within the objectives of the Work programme.

Eligible direct costs for Pilot A include personnel, subcontracting, and other specific direct costs exclusively related to interoperability carried out in the context of existing national initiatives.

Indirect costs are eligible in accordance with the provisions in the model grant agreement. Indirect costs are calculated as a flat rate of 30% of personnel costs<sup>55</sup>.

Other specific direct costs and subcontracting will be possible when it is anticipated and clearly justified in the proposal. For public entities the applicable public procurement rules and practices are to be respected.

### **4.1.2. Pilot (Type B) - stimulating uptake of innovative ICT-based services and products**

#### ***4.1.2.1. Instrument description***

Type B pilots aim at the implementation of an ICT based innovative service addressing the needs of citizens, governments and businesses. Pilot B may also address replication and wide validation of best practices where a given objective in the Work Programme explicitly requests or allows it. The pilots should be carried out under realistic conditions. The emphasis is on fostering innovation in services; consequently the pilot may need to take-up completed R&D work, may extend already tested prototype services or may combine / integrate several partial solutions to realise a new innovative approach. Whichever approach is taken, the outcome of the work shall be an operational pilot service

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<sup>54</sup> See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

<sup>55</sup> Unless beneficiaries request a lower rate when required for example by their internal rules



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This remains subject to the formal Commission decision on the ICT-PSP WP 2010 demonstrating significant impact potential. It is considered essential from the outset that the pilot will engage a complete value-chain of stakeholders in the work. The pilot should demonstrate the technical, organisational and legal feasibility of the service and assess the impact of the proposed innovative ICT-based solutions in view of their wider deployment and use.

Type B pilot projects are expected to implement their solutions in several Member States or associated countries and proposers should anticipate sustainability and scalability beyond the pilot phase, when making their proposal.

Type B pilot projects are expected to share experience and promote the outcomes of the pilot through any relevant dissemination and networking activities. This should be done for building on lessons learnt, facilitating wider deployment and use, in view of EU-wide take-up beyond the participants in the pilot. In particular networking activities with other pilot projects launched in the same areas are strongly encouraged.

The duration of the pilot is expected to be 24 to 36 months within which there should be an operational phase. An operational phase is defined as the situation in which the interoperable services and technologies are functioning in a real-life setting.

### ***4.1.2.2. Consortium Composition***

The consortia should comprise all necessary stakeholders according to the indications provided in the objective to be addressed by Pilot B in Chapter 3 of the work programme.

### ***4.1.2.3 Minimum participation requirements***

The consortia must be comprised by a minimum of **four** independent, legal entities from **four** different EU Member States or associated countries. This requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>56</sup>:

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected<sup>57</sup>.

### ***4.1.2.4 Funding for Pilots type B***

Community funding for Type B pilots will be up to 50% of total eligible costs (direct and indirect). The Community contribution for this type of pilot will typically range from 2 to 3 M€ per pilot unless specified otherwise within the objectives of the Work programme.

Eligible direct costs for pilot B will include personnel, subcontracting, and other specific direct costs including travel and subsistence. Other specific direct costs and subcontracting must be anticipated and clearly justified in the proposal. For public entities national public procurement rules and practices are to be respected.

Indirect costs are calculated as a flat rate of 30% of personnel costs<sup>58</sup>.

## **4.1.3. Thematic Networks**

### ***4.1.3.1. Instrument description***

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<sup>56</sup> See section 4.4.3 Evaluation criteria

<sup>57</sup> See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

<sup>58</sup> Unless beneficiaries request a lower rate when required for example by their internal rules

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Thematic networks address a common theme by bringing together relevant stakeholders, expertise and facilities with the objective of exploring new ways of implementing ICT-based solutions. The network may instigate working groups, workshops and exchanges of good practices with the aim of creating the necessary conditions and consensus on action plans, standards and specifications in view to ensure the widest future replication and co-deployment of innovative solutions. The network should provide guidance for ICT-enabled solutions and their roll-out and will highlight the remaining obstacles to be overcome.

The purpose of the funding for a Thematic Network is to initiate the network infrastructure amongst the founding partners. It is expected to network a larger number of contributors outside the founding partnership.

Coordination of ongoing activities and sharing of information and experience will be a key component of the network. Results and outcomes should be available in the public domain and widely disseminated (for example through publications and conferences).

Where appropriate, the thematic network may also contribute to identifying potential areas for future pilot actions in the relevant fields and in preparing for future partnerships.

Proposals should clearly explain their outcomes and expected impact and their approach to achieving their overall objective. This may include a targeted number of relevant best practices; a set of indicators against which best practices will be defined; indicators against which the uptake of solutions and their impact can be appraised; a number of awareness campaigns, qualifying and quantifying the audience and reach of these campaigns.

The usual duration of a thematic network for receiving Community support is 18 to 36 months. It is expected that after this period the network is sustainable and continues to operate without Community funding.

### ***4.1.3.2. Consortium Composition***

The consortia should comprise all necessary stakeholders according to the indications provided in the objective to be addressed by Thematic Network in Chapter 3 of the work programme.

Networks should be pro-active in involving and/or impacting other organisations than only the members.

One of the proposal participants must be designated as Network Coordinator.

### ***4.1.3.3. Minimum participation requirements***

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>59</sup>.

### ***4.1.3.4 Funding for Thematic Network***

The typical Community contribution for each Thematic Network is 300-500K€ unless specified otherwise within the objectives in Chapter 3 of the Work programme.

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<sup>59</sup> See section 4.4.3 Evaluation criteria

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The coordinator and the other beneficiaries participating in a Thematic Network are financed through flat rates (based on scale-of-unit costs) and lump sums unless specified otherwise within the objectives in Chapter 3 of the Work programme.

More details and examples for the costs are indicated in the ICT PSP model grant agreement<sup>60</sup> and in the 'Guide for applicants' for Thematic Networks<sup>61</sup>.

The Community contribution represents a grant to the network and does not aim at covering the costs implied by the work plan of the network.

### **4.1.4. Best Practice Network**

#### ***4.1.4.1. Instrument description***

Best Practice Network (BPN) is a funding instrument open only for the theme "digital libraries" for a transition period (up to 2011). The objective is to promote the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.

Each BPN tries out, on a sufficient mass of content, one or more of the implementation approaches discussed in the network in order to draw conclusions on their validity and if necessary to adapt them.

The Commission can organise, as appropriate, "clustering meetings" for different BPNs, inviting all relevant stakeholders (including representatives of other relevant projects under EU programmes, of relevant European and international bodies etc.) in order to achieve broad consensus and create the conditions for the widest possible uptake of the recommendations of the BPNs.

The final output of the BPN should therefore reflect both the results of the large scale implementations and the results and recommendations of the clustering activities.

#### ***4.1.4.2. Consortium Composition***

The consortia should comprise all necessary stakeholders according to the indications provided in the objective to be addressed by Best Practice Network in Chapter 3 of the work programme.

#### ***4.1.4.3. Minimum participation requirements***

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>62</sup>.

#### ***4.1.4.4 Funding for Best practice network***

The Community funding for BPNs is limited to 80% of direct costs. No overheads may be claimed. The Community contribution for this type of project will typically range from 3 to 5 M€ per project unless specified otherwise within the objectives of the Work programme.

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<sup>60</sup> ICT PSP Model Grant Agreement available on [http://ec.europa.eu/information\\_society/activities/ict\\_psp/library/ref\\_docs/docs/ictpsp\\_grant\\_agreement.pdf](http://ec.europa.eu/information_society/activities/ict_psp/library/ref_docs/docs/ictpsp_grant_agreement.pdf)

<sup>61</sup> Guide for Applicants for Thematic Networks on [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)

<sup>62</sup> See section 4.4.3 Evaluation criteria

Eligible direct costs for Best Practice Networks will include personnel, subcontracting, and other specific direct costs including travel and subsistence. Other specific direct costs and subcontracting must be anticipated and clearly justified in the proposal. For public entities national public procurement rules and practices are to be respected.

## **4.2. GENERAL CONDITIONS FOR PARTICIPATION**

### **4.2.1. Entities established in the Member States**

The Call for Proposals under this Work Programme is open to legal entities established in the Member States. Legal entities are:

- legal persons;
- natural persons: They may, however, participate only in so far as required by the nature or characteristics of the action. For natural persons, references to establishment are deemed to refer to habitual residence.

Exceptionally, entities which do not have legal personality under the applicable national law may participate, provided that their representatives have the capacity to undertake legal obligations on their behalf and assume financial liability. Subject to these conditions, such entities will be considered as legal entities for the purpose of this Work Programme.

### **4.2.2. Entities established in third countries**

Legal entities established in EFTA<sup>63</sup> countries which are members of the European Economic Area (EEA), in accession or candidate countries or countries of the Western Balkan, as well as other third countries, may participate on the basis of and in accordance with the conditions laid down in the relevant agreements<sup>64</sup>.

The Community may allow participation of entities from third countries which are not associated to the Programme (by means of an agreement with the Community) in individual actions on a case-by-case basis. Such entities will not receive Community funding.

### **4.2.3. European Economic Interest groups (EEIG<sup>65</sup>)**

EEIGs may participate in individual actions and they may be accepted as sole beneficiaries provided that the minimum participation requirements for the respective instrument have been met. Where the minimum participation requirements are satisfied by a number of legal entities, which together form an EEIG, the latter may be the sole participant in an action, provided that it is established in a Member State or associated country.

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<sup>63</sup> European Free Trade Association

<sup>64</sup> The list of associated countries for ICT PSP in 2010 includes: Iceland, Lichtenstein, Norway, Croatia, Turkey and Serbia (participating in ICT PSP from 2010 on). Additional countries may join the programme. Up to date information on which countries are associated to the programme will be provided to applicants on the programme website : [http://ec.europa.eu/information\\_society/activities/ict\\_psp/about/who\\_can\\_participate/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/about/who_can_participate/index_en.htm)

<sup>65</sup> EEIGs are formed upon the terms laid down in the Council Regulation n. 2137/1985 of 25 July 1985, OJ L 199

#### **4.2.4. International organisations**

International Organisations<sup>66</sup> may participate in individual actions on a case-by-case basis and provided that the minimum participation requirements for the respective instrument have been met (i.e. on top of the minimum number of participants in consortium). Such entities will not receive Community funding.

### **4.3 SUBMISSION AND EVALUATION PROCESS**

#### **4.3.1. Making a proposal**

Proposals should be submitted in accordance with the procedure defined in the call text. Guidelines for Applicants containing full details on how to make a proposal will be available from the ICT PSP website ([http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)).

#### **4.3.2. Evaluation process**

The evaluation of proposals will be based on the principles of transparency and of equal treatment. It will be carried out by the Commission with the assistance of independent experts. Three sets of criteria (eligibility, award and selection) will be applied to each submitted proposal. The descriptions of the three sets of criteria are presented below.

Only proposals meeting the requirements of the eligibility criteria shall be evaluated further.

Each of the eligible proposals will be individually assessed in accordance with the award criteria.

Proposals responding to a specific objective as defined in Chapter 3 of this Work Programme will be evaluated both individually and comparatively. The comparative assessment of proposals will be made between all those proposals responding to an objective.

Proposals that have scored greater or equal to the threshold will be ranked within the objective. These rankings will determine the order of priority for funding. Following evaluation of award criteria, the Commission establishes an implementation plan taking into account the scores and ranking of the proposals from the evaluation, the programme priorities and the available budget. This implementation plan will include those proposals to be invited for negotiation, a reserve list of proposals to be negotiated should budget become available, and a list of proposals that are to be rejected either for lack of budget or lack of quality (failure to meet one or more of the award criteria thresholds).

The coordinators of all the submitted proposals are informed in writing about the outcome of the evaluation for their proposal.

#### **4.3.3. Evaluation criteria**

##### ***4.3.3.1 Eligibility criteria***

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<sup>66</sup> For the purposes of this work programme, an international organisation is an intergovernmental organisation, other than the Community, which has legal personality under international public law, as well as any specialised agency set up by such an international organisation.

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On receipt, all proposals will be assessed in accordance with the eligibility criteria to ensure that they conform to the requirements of the call, and to the submission procedure. The eligibility criteria can be found in Annex 1 of this Work Programme. Proposals not meeting these criteria will not be accepted for evaluation.

### **4.3.3.2 Award criteria**

Award criteria are grouped in three categories (detailed description of criteria including instrument specific sub-criteria can be found in Annex 2 of this Work Programme):

A1) Relevance

A2) Impact

A3) Implementation

Normally a score will be applied to each of the three award criteria. If a proposal fails to achieve one or more of the threshold scores (see below), feedback will be provided to the consortium on the reason(s) for failure.

Proposals that are out of the scope of the Work Programme objectives will be marked '0' for the A1) Relevance criterion - with the comment "out of scope of the call"; they will not be further evaluated.

For each award criteria a score from 0 to 5 is given (half points possible):

- 0 - the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.
- 1 - Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses
- 2 - Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.
- 3 - Good: The proposal addresses the criterion well, although improvements would be necessary.
- 4 - Very Good: The proposal addresses the criterion very well, although certain improvements are still possible.
- 5 - Excellent: The proposal successfully addresses all relevant aspects of the criterion in question. Any shortcomings are minor.

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

Based on the scores of the individual award criteria, a total score will be calculated for each proposal. Proposals responding to each of the objectives of the call will be ranked in groups on that basis.

### **4.3.3.3 Selection criteria**

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This remains subject to the formal Commission decision on the ICT-PSP WP 2010 Selection criteria assess the applicant's financial and operational capacity to carry out the project (refer to S1) and S2) below).

Selection criteria are initially applied on the basis of the information supplied in the proposal. If weaknesses (e.g. in terms of their financial capacity) are identified compensating actions such as financial guarantees or other mitigating measures may be considered. Successful proposals called to negotiations will be the subject of a formal legal and financial validation as a requirement to the issuing of a grant agreement.

### S1) *Financial capacity to carry out the project*

Applicants must have stable and sufficient sources of funding to maintain their activity throughout the period during which the action is being carried out.

### S2) *operational capacity to carry out the project*

Applicants must have:

- a) Professional competencies and qualifications required to complete the proposed work in the project;
- b) The capacity to allocate adequate human resources to carry out the project in question.

#### **4.3.4. Selection of independent experts for evaluation and reviews**

The Commission will select independent experts to assist with the evaluation of proposals and with the review of project results as well as for other purposes where specific expertise might be required for the implementation of the Programme. The experts shall be identified on the basis of a call for independent experts<sup>67</sup>, leading to the establishment of a list of experts appropriate to the requirements of the Programme. Experts will be selected from this list on the basis of their ability to perform the tasks assigned to them, taking into account the thematic requirements of the call or project, and with consideration of geographical and gender balance.

#### **4.4 INDICATIVE IMPLEMENTATION CALENDAR**

The indicative calendar for the implementation of the call 2010 is as indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2010 Work Programme.

<b>Date</b>	<b>Event</b>
January 2010	Publication of call for proposals
June 2010	Call closure
June 2010	Evaluation
September 2010	Start of negotiations
December 2010 / Early 2011	Completion of negotiations, signature of grant agreements

<sup>67</sup> More information on the call for independent expert in the context of the ICT PSP can be found on [http://ec.europa.eu/information\\_society/activities/ict\\_psp/participating/calls/call\\_experts\\_07/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/participating/calls/call_experts_07/index_en.htm)

## **5. CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMENTED BY GRANTS**

The following actions are supported through calls for tender or grants awarded without call for proposal<sup>68</sup> in 2010.

### **Benchmarking the progress of the Information Society**

Support will be given to the Community surveys of Households and Enterprises and additional collection of data on the ICT sector and sub sectors. Eurostat will conduct the Households and Enterprises surveys in cooperation with the national institutes of statistics of the Member States and associated countries where appropriate. To perform these surveys, grants will be awarded to the national institutes of statistics<sup>69</sup> following a call for proposals by Eurostat that is in line with Eurostat's selection, eligibility and award criteria.

The above will be complemented by surveys or benchmarking measures addressing the following topics:

- broadband coverage
- internet access costs
- benchmarking of eGovernment
- ebusiness survey methodology
- education and skills

They will be launched in the 2<sup>nd</sup> calendar quarter of 2010.

The budget dedicated for benchmarking the progress of the Information Society is 4,37 M€ including 2 M€ allocated for grants to the national institutes of statistics of the Member States.

### **Studies, other measures, conferences and events**

#### Studies

A series of studies or actions addressing economic and social analysis of different topics concerning the development of the information society will be launched. The themes to be addressed would include:

- The impact of broadband
- Coping with an ageing population
- Web services
- Concept of identity in the future digital environment
- Relevant indicator to monitor re-use of Public Sector Information (PSI)

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<sup>68</sup> In accordance with Article 110(1) of the Financial Regulation (Council Regulation EC, Euratom No 1605/2006, OJ L 248, 16.09.2002, p. 1, as amended) and Article 168 of the Implementing Rules (Commission Regulation EC, Euratom No 2342/2002, OJ L 357, p. 1, as last amended)

<sup>69</sup> In line with Regulation (EC) No 1006/2009 of the European Parliament and of the Council of 16 September 2009 amending Regulation (EC) No 808/2004 concerning Community statistics on the information society (OJ L 286, 31.10.2009, p. 31) and REGULATION (EC) No 223/2009 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 March 2009 on European statistics (OJ L 87, 31.3.2009, p. 164)



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- Assessment of the different models for PSI
- Enhancing Procurement of ICT solutions for Healthcare
- Collaborative Production in eGovernment
- Support to the final evaluation of the ICT PSP

### Other measures

- Awareness raising campaign on the benefits of broadband
- Platform on Public Sector Information: It is intended to support the follow-up of the PSI Platform to promote a dynamic PSI re-use market across the EU in the 2011-2014 timeframe.
- Common repositories, "ePractice.EU" portal: It is intended to support the continuation and extension of the ePractice portal "ePractice.EU", which facilitates the identification, peer review and showcasing of good practices.
- Preparation and organisation of the eGovernment awards

Studies and the above other measures repositories will be entirely implemented through calls for tenders. Unless specified otherwise in the above list, the calls for tenders will be launched in the 3<sup>rd</sup> calendar quarter of 2010.

### Support to conferences and events

Financial support will go to a series of high level events and conferences. These will be distributed as indicated below:

- WCIT conference (grants for a conference organised by the Netherlands with the support of the EU Spanish presidency).

Support will go to the Dutch Government in the form of a grant for the organisation of the WCIT Conference.

The grant will be of 0,5 M€ will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the first half of 2010.

- eHealth 2011 ministerial conference (grant for a conference organised by the EU Presidency):

Support will go to the Presidency in the form of a grant for the organisation of the eHealth Ministerial Conference.

The grant will be of 0,2 M€ and will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the first half of 2011.

- eGovernment 2010 ministerial conference (grant for a conference organised by the EU Presidency):

Support will go to the Belgium Presidency in the form of a grant for the organisation of the eGovernment Ministerial Conference.

The grant will be of 0,1 M€ and will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the second half of 2010.

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In addition support will be provided to communication, and to evaluation and project reviews. The budget dedicated to "studies, other measures, conferences and events" is 4,68 M€.

From the total budget of 9,05 M€ dedicated to the activities described in chapter 5, the overall budgetary envelope for the procurement is up to 6,25 M€, 2 M€ will be allocated following call for proposals by Eurostat and up to 0,8 M€ will be awarded under "Monopole de fait" conditions.

## 6. INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2010 is estimated at 116,050 M€<sup>70</sup>. It will be used for the grants awarded following the call for proposals, other grants foreseen in this Work Programme and the calls for tender.

The indicative budget breakdown is as follows (in million euros):

<b>Indicative budget</b>			
<b>Operational budget</b>	<i>Call for proposals (see note)</i>	Theme 1 : ICT for a low carbon economy and smart mobility	19
		Theme 2 : Digital Libraries	30
		Theme 3 : ICT for health and inclusion	14
		Theme 4 : Open innovation for future internet-enabled services in smart cities	15
		Theme 5 : ICT for improved services for citizens and businesses	13
		Theme 6 : Multilingual Web	16
	<i>Calls for tender and support measure implemented by grants</i>		9,050
	<b>TOTAL</b>		<b>116,050</b>

Note : For any of the above themes that are implemented by Calls for Proposals (i.e. Themes 1 to 6), the allocated budget will be used to support the eligible proposals that have passed the thresholds of the award criteria following the indications described in Chapters 3 and 4. In case budget remains available in a specific theme, it will be distributed to the other themes pro-rata to the above indicative budget breakdown.

<sup>70</sup> This indicative amount of 116,050 includes the contributions to be received from EFTA / EEA countries and from the republic of Croatia (participating in ICT PSP since May 2008) as well as from Turkey (participating in ICT PSP since 2009) and the republic of Serbia (participating in ICT PSP from 2010 on). This amount may increase by contributions from future associated countries that may participate in the programme. These figures are based on the preliminary draft budget for 2010 and are subject to possible changes to be approved by the budgetary authority for the final budget 2010.

## 7. CALL FICHE

- Call identifier: CIP-ICT PSP-2010-4
- Date of publication: xx January 2010<sup>71</sup>
- Closure date: xx June 2010, at 17h00, Brussels local time<sup>72</sup>
- Indicative budget : 107 M€<sup>73</sup>
- Topics called:

Themes	Objectives	Funding instruments
<i>Theme 1: ICT for a low carbon economy and smart mobility</i>	1.1: ICT for energy and water efficiency in social housing	Pilot B
	1.2: ICT for water efficiency	Thematic Network
	1.3: Energy efficient co-operative transport management systems	Pilot B
	1.4: Support to eCall implementation based on 112	Pilot A
<i>Theme 2 : Digital Libraries</i>	2.1: Coordinating Europeana	Thematic Network
	2.2: Enhancing/Aggregating content in Europeana	BPN
	2.3: Digitising content for Europeana	Pilot B
	2.4: Access to European Rights Information / Registry of Orphan Works	BPN
	2.5: Open access to scientific information	Pilot B
	2.6: Statistics on cultural heritage digitisation activities	Thematic Network
<i>Theme 3: ICT for health and inclusion</i>	3.1: Enlargement of the Pilot "epSOS" on eHealth interoperability for patient summaries and ePrescription	Pilot A
	3.2: Scaling up of eHealth services and supporting the EU eHealth governance initiative	Thematic Network
	3.3: e-Accessibility for Public digital Terminals	Pilot B
	3.4: Assistive technologies and accessibility portal	Thematic Network
<i>Theme 4: Open Innovation for future Internet-enabled Services in "smart" Cities</i>	4.1: Open Innovation for future Internet-enabled Services in "smart" Cities	Pilot B
<i>Theme 5: ICT for improved services for citizens and businesses</i>	5.1: Enlargement of the Pilot "SPOCS" preparing the implementation of the Services Directive	Pilot A
	5.2: eJustice services	Pilot A
	5.3: Universal ID	Thematic Network
<i>Theme 6: Multilingual Web</i>	6.1: Open linguistic infrastructure	Pilot B
	6.2: Multilingual on line services	Pilot B

<sup>71</sup> The Director General responsible for the call may publish it up to one month prior to or after the envisaged date of publication.

<sup>72</sup> At the time of the publication of the call, the Director General responsible may delay this deadline by up to one month.

<sup>73</sup> These figures are based on the preliminary draft budget for 2010 and are subject to possible changes to be approved by the budgetary authority for the final budget 2010.

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## **8. FURTHER INFORMATION**

For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp).

## 9. ANNEXES

### ANNEX 1 – ELIGIBILITY AND EXCLUSION CRITERIA

The following must be complied with:

- E1) Timely submission as specified in the relevant Call for Proposals.
- E2) Submission of a complete proposal.
- E3) Compliance of the consortium composition to the rules set out in this Work Programme as reminded below

#### Pilot A:

The consortia must be comprised by a minimum of **six** relevant national administrations or a legal entity designated to act on their behalf from **six** different EU Member States or associated countries. If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to certify that the legal entity has been designated to act on its behalf for the purpose of the pilot<sup>74</sup>.

#### Pilot B:

The consortia must be comprised by a minimum of **four** independent, legal entities from **four** different EU Member States or associated countries.

#### Best Practice Networks and Thematic Networks:

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries.

Proposals not meeting the above criteria will not be accepted for evaluation.

#### Applicants will be excluded from participation if:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) they have been guilty of grave professional misconduct proven by any means which the Community can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the grant agreement is to be performed;

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<sup>74</sup> A template is provided in the Guide for Applicants

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- (e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) they are currently subject to an administrative penalty imposed by the Community in accordance with Article 96(1) of the Financial Regulation<sup>75</sup>;
- (g) they are subject to a conflict of interest;
- (h) they have made false declarations in supplying information required by the Community as a condition of participation in a procurement procedure or grant award procedure or fail to supply this information;

Applicants **must certify that they are not in one of the situations listed above.** Applicants making false declarations expose themselves to financial penalties and exclusion from grants and contracts<sup>76</sup>.

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<sup>75</sup> Council Regulation (EC, Euratom) No 1605/2006 of 25 June 2002 (OJ L 248, 16.09.2002, p. 1), as amended

<sup>76</sup> Art. 175 of Commission Regulation (EC, Euratom) No 2342/2002 of 23 December 2002 (OJ L 357, 31 December 2002)

**ANNEX 2 - A) - AWARD CRITERIA – PILOT A**

**Relevance**

- Alignment with the general objectives of the ICT PSP programme and with the addressed specific objective described under chapter 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level

**Impact**

- Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed
- Long term impact: viability, sustainability and scalability beyond the phases of work sponsored by the Community in view of EU-wide operations. Attention should be given to the support by public entities and the capability to build support across the EU in view of reaching EU wide consensus
- Free availability of common results in view of implementing interoperability on EU wide level (specifications of interfaces, protocols, architecture, etc, as well as – where appropriate - open source reference implementations of necessary components and building blocks for interoperability)

**Implementation**

- Quality of the approach (taking into account specificities of the participation of administrations) and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach
- Capability and commitment of the partnership to reach the objectives of the project. Attention should be given to the involvement of relevant stakeholders to achieve the objectives of the proposal
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime
- Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

<p>The criteria are applied in particular on the basis of the requirements specified in chapter 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".</p>
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## **ANNEX 2 - B) - AWARD CRITERIA – PILOT B**

### **Relevance**

- Alignment with the general objectives of the Work Programme and the addressed specific objective described under chapter 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level
- Maturity of the technical solution proposed, i.e. the research phase of the different applications involved in the realisation of the pilot is complete, and integration of the different components does not imply further research work

### **Impact**

- Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed
- Capability to survive, develop and scale-up without Community funding after the end of the project
- Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners, and optimal use of the project results, including dissemination plan and if applicable networking activities

### **Implementation**

- Capability and commitment of the consortium to reach the objectives of the project
- Quality of the approach and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime
- Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

<p>The criteria are applied in particular on the basis of the requirements specified in chapter 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".</p>
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**ANNEX 2 - C) - AWARD CRITERIA - THEMATIC NETWORKS**

**Relevance**

- Alignment with the general objectives of the Work Programme and with the addressed specific objective described under chapter 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level

**Impact**

- Capacity of the network to achieve the target outcomes and expected impact of the addressed objective.
- Viability, sustainability and scalability beyond the phases of work sponsored by the Community, including take-up beyond the partners
- Dissemination plan, free availability of common results and outcomes and the openness of the network towards relevant organisations which are not part of the network

**Implementation**

- Capability and commitment of the coordinator and the partnership to reach the objectives of the network and to build support across the EU in view of reaching EU wide consensus
- Quality of the approach and convincing work plan with clear partner roles and deliverables; effectiveness of the coordination
- Appropriateness of resource allocation in view of the achievement of the objectives of the proposal, including rationale and added value for Community contribution

<p>The criteria are applied in particular on the basis of the requirements specified in chapter 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".</p>
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**ANNEX 2 - D) - AWARD CRITERIA –BEST PRACTICE NETWORKS**

**Relevance**

- Alignment with the general objectives of the work programme and with the addressed specific objective described under chapter 3 of the work programme
- Contribution to the achievement of the objectives of the European Digital Library initiative

**Impact**

- Contribution of the project to the target outcome and expected impact as defined in the addressed objective
- Capability to survive, develop and scale-up without Community funding after the end of the project
- Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners and in particular of the dissemination plan and networking activities to ensure optimal use of the project results

**Implementation**

- Capability and commitment of the consortium to reach the objectives of the project
- Quality of the approach and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime
- Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

<p>The criteria are applied in particular on the basis of the requirements specified in chapter 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".</p>
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**ANNEX 3 – CONFORMITY WITH THE LEGAL BASE**

The themes and objectives described hereafter in chapters 3 and 5 refer to the three categories of actions that can be provided for under the ICT Policy Support Programme as defined in Art. 26(2)<sup>77</sup> of the CIP legal base:

- The WP Objectives 2.1 to 2.5; 6.1 and 6.2; as well as the support to "benchmarking of the European information society" and to "Studies, portal and/or common repositories, conferences and events" cover Point a) of Article 26.
- The WP Objectives 1.1 to 1.4; 3.1 to 3.4; 4.1 and 4.2; 5.1 to 5.3 address the objectives defined under points b) and c) of Article 26;
- The WP Objectives 4.1 and 4.2 address point b) of Article 26.

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<sup>77</sup> *Article 26* Establishment and objectives (2.) The ICT Policy Support Programme shall provide for the following actions:

- (a) development of the Single European information space and strengthening of the internal market for ICT products and services and ICT-based products and services;
- (b) stimulation of innovation through the wider adoption of and investment in ICT;
- (c) development of an inclusive information society and more efficient and effective services in areas of public interest, and improvement of quality of life.

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**ANNEX 4 – GLOSSARY**

Assistive Technologies (AT)	Assistive Technology (AT) is a generic term for technology used by individuals, particularly those with disabilities, in order to perform functions that might otherwise be difficult or impossible. AT can include hardware, software, and peripherals that assist people with disabilities in accessing computers or other ICT
Beneficiary	Signatory to a <i>grant agreement</i> with the European Commission
Building blocks	In the context of this work programme, "Building blocks" should be understood as common modules which are essential for the deployment of interoperable services.
Best Practice Network (BPN)	It is a funding instrument supporting the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.
Call for Proposals	As published in the Official Journal. Opens parts of a work programme for proposals, indicating what types of actions are required.
Call for Tender	As published in the Official Journal. Tenders are special procedures to generate competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts.
Common specifications	In the context of ICTPSP, these are a specific set of requirements that are common and necessary for the implementation or deployment of an interoperable solution between different countries. These requirements may include functional, operational, technical, legal and organisational aspects.
Co-modality	For the European Commission the "co-modality" refers to a "use of different modes on their own and in combination" in the aim to obtain "an optimal and sustainable use of resources".
Deployment	The construction and operation of the application to offer the services in a real life environment.
Digital libraries	For the purposes of this work programme <i>digital libraries</i> are organised collections of digital content made available to the public by cultural and scientific institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the EU Member States or other countries participating in the programme. They can consist of all kinds of "physical" material that has been digitised (books, audiovisual or multimedia material, photographs, documents in archives, etc.) and material originally produced in digital format.
EC	European Community
<i>eContentplus</i>	It is a 4-year programme Community programme (2005–08) to make digital content in Europe more accessible, usable and exploitable (for further details refer to <a href="http://ec.europa.eu/econtentplus">http://ec.europa.eu/econtentplus</a> ). Activities supported by the eContentplus programme until 2008 are now part of ICT PSP

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Eco-Applications	<p>In the field of energy efficient co-operative transport management systems, these are applications and systems that include an ecological dimension with measures leading to more energy efficient and lower carbon mobility:</p> <ul style="list-style-type: none"> <li>- Eco-Access Management: Taking account of emission criteria for access in specific areas, e.g. low emission zones, no heavy goods vehicles, sensitive urban environments etc.</li> <li>- Eco-Traffic and Control management: Co-ordinated Dynamic Urban Traffic Control and Traffic Management for cleaner and more efficient mobility, e.g. optimising traffic flow, leading to shorter journey times and lower average fuel consumption; fewer stop-start cycles leading to lower fuel consumption and related emissions, etc. as well as increasing the efficiency of transportation networks, by improving synchronization between logistic users, operators and control authorities.</li> <li>- Eco-driving (supported through ICT): it is about driving in a style suited to modern engine technology: smart, smooth and safe driving techniques that lead to average fuel savings, reducing greenhouse gas emissions and accident rates.</li> <li>- Eco-Demand management services: ICT support for mobility management such as car sharing or flexible public transport solutions (with collective transport services ranging from taxis through mini- and midi-bus to full-scale bus services, could be configured to help reduce greenhouse gas and other emissions, and fuel consumption).</li> <li>- Eco-Navigation and Travel Information systems: Providing the user with information on how to choose the most energy efficient route and/or transport mode.</li> </ul>
e-ID	The electronic identity card (eID) is an official electronic proof of one's identity. It also enables the possibility to sign electronic documents with a legal signature.
Eligible costs	These are costs accepted by the Commission as being reimbursable (up to the limits established in the grant agreement). The nature of these costs varies between the different instruments (Pilots Type A, Pilots Type B and Thematic Networks)
EUPL	European Union Public Licence. Further information can found at <a href="http://ec.europa.eu/idabc/en/document/6523">http://ec.europa.eu/idabc/en/document/6523</a>
e-Prescription	Electronic transfer of medical prescriptions from doctor to pharmacist as opposed to the current paper-based method
e-Procurement	Electronic Procurement is the purchase and sale of supplies and services through the Internet. The focus of ICTPSP in this workprogramme is <b>electronic public procurement (public tender processing by electronic means)</b>
EU	European Union
Evaluation	The process by which proposals are, or are not, retained with a view to selection as projects. Evaluation is conducted through the application of eligibility, award and selection criteria identified in a work programme. The evaluation is conducted by the Commission assisted by independent experts.
Grant agreement	Agreement between the Commission and the <i>beneficiaries</i> setting out the conditions of the awarding of Community <i>grants</i> .
Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the Community budget in order to finance either an action intended to help achieve an objective forming part of a European Union policy; or the functioning of a body which pursues an aim of general European interest or has an objective forming part of a European Union policy.
eTEN	The eTEN European Community programme finished at the end of 2006. eTEN was supporting the deployment of trans-European e-services in the public interest. Further information can found at <a href="http://europa.eu.int/eten/">http://europa.eu.int/eten/</a>
GNSS	Global Navigation Satellite Systems (GNSS) is the standard generic term for satellite navigation systems that provide autonomous geo-spatial positioning

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i2010	The EC strategic framework, i2010 – European Information Society 2010, laying out broad policy orientations. It promotes an open and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life.
ICT	Information and Communication Technologies.
ICT for Ageing Well	ICT can enable older people to participate fully in society and the economy. With the aging of the population, activating and empowering of these parts of the society can generate benefits for businesses, economy and society at large. ICT for aging well means maintaining a high quality, independent life for elderly people, where the specific application areas for age-friendly ICT based products and services encompass: active ageing in the work situation, living in the community, and independent living at home. <a href="http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/index_en.htm">http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/index_en.htm</a>
IDABC, IDABC eGovernment Observatory	IDABC (2005-2009) stands for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens. . Further information can be found at <a href="http://europa.eu.int/IDABC/">http://europa.eu.int/IDABC/</a>
Instruments	In the context of the ICTPSP, the instruments are the financing tools that allow achieving the objectives defined in the work programme for each of the themes. There are four types of instruments: Pilot (Type A) - Pilot (Type B), Thematic Networks and Best Practice Networks. The work programme indicates for each of the objectives the instrument that <u>must</u> be used.
Internet-of-Things	The Internet of Things refers to a network of objects, such as sensors, devices or household appliances.
Interoperability	Interoperability means the ability of information and communication (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge
IPv6	Internet Protocol version 6
ISA	ISA is a new programme for the period 2010–15 on “Interoperability Solutions for European Public Administrations”. This programme is the follow-on of IDABC which comes to an end on 31 December 2009. See Decision n°992/2009/EC of the European Parliament and of the Council of 16 September 2009 on interoperability solutions for European public administration (ISA): <a href="http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:260:0020:0027:EN:PDF">http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:260:0020:0027:EN:PDF</a>
IST	Information Society Technologies. A thematic priority for Research and Development in the Community <u>Sixth</u> Framework Programme. (FP6) Further information can be found at <a href="http://www.cordis.lu/ist/about/about.htm">http://www.cordis.lu/ist/about/about.htm</a>
Living Labs	Living Labs are user-driven open innovation ecosystems based on a business – citizens– government partnership which enables users to take an active part in the research, development and innovation process. Further information can be found at: <a href="http://ec.europa.eu/information_society/activities/livinglabs/docs/brochure_jan09_en.pdf">http://ec.europa.eu/information_society/activities/livinglabs/docs/brochure_jan09_en.pdf</a>
Multiple or multi-channel platforms	The concept of multiple platforms refers to the simultaneous accessibility of services through different networks, terminal devices and interfaces with comparable user interfaces and user friendliness. Examples of platforms are: PC’s, PDA’s, telephone (mobile and fixed), messaging services, etc.
Objectives	In the context of the ICTPSP and for each of the themes identified in 2007 (eGovernment, eHealth, eInclusion), a number of objectives have been defined and described in chapter 3 of this workprogramme. Each proposal must address <u>one</u> of these objectives.
OJ	Official Journal of the European Union
Open Source software	An open source software is a software distributed freely with its code, allowing anyone to access, to study, to redistribute and to change it. It must be distributed under a license recognised by the Open Source Initiative ( <a href="http://www.opensource.org">www.opensource.org</a> ) or the Free Software Foundation (FSF) ( <a href="http://www.fsf.org">www.fsf.org</a> ).
Open Source solutions	Open Source solutions are services based on the use of standard which have an <u>open source software</u> reference implementation.

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Open technical specification	For a technical specification to be considered open, the following must at least apply: <ul style="list-style-type: none"> <li>- The standards used within the specification are adopted and will be maintained by a not-for-profit organization, and its ongoing development occurs on the basis of an open decision-making procedure available to all interested parties (consensus or majority decision etc.).</li> <li>- The specification (including the interface's specification) has been published and is available for use, re-use, copying and distribution without constraints for free or a nominal charge.</li> <li>- The intellectual property right of the specification is made irrevocably available on a royalty-free basis.</li> </ul>
Patient's summary	In the context of the ICTPSP a patient's summary should be understood to be a minimum set of patient's data which would provide a health professional with essential information needed in case of unexpected or unscheduled care
Pilot Type A	ICTPSP instrument supporting large scale actions building on Member States or associated countries existing initiatives that will help to ensure the EU-wide interoperability of ICT-based solutions.
Pilot Type B	ICTPSP instrument supporting the implementation and uptake of and innovative service addressing the needs of citizens, governments and businesses. The pilot should be carried out under realistic conditions.
Prototype Service	In the context of ICTPSP – Pilots Type B; a <i>service</i> is considered to exist in the prototype state if it has been validated (proven) technically <u>and</u> functionally in a field trial but has not been subject to a validation in view of a wider deployment.
R&D	Research and Development
RFID	Radio Frequency Identification
SME	An enterprise that satisfies the criteria laid down in Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (OJ L 124, 20.05.2003, p. 36.) employs fewer than 250 persons; has an annual turnover not exceeding 50 million Euro, and/or an annual balance sheet total not exceeding 43 million Euro.
Social housing	In the context of this work programme, social housing refers to housing promoted by the state, by not-for-profit organizations, or by a combination of the two, with the aim of providing affordable housing.
Thematic Network	ICTPSP instrument supporting experience sharing and consensus building on ICT policy implementation around a common theme. The network may instigate working groups, workshops and exchanges of good practices
Themes	In the context of ICTPSP, the funding is concentrated on a limited set of actions in predefined themes where Community funding is needed. For 2007 the three main themes identified are eGovernment, eHealth and eInclusion, complemented by actions of a horizontal nature and addressing other themes. These themes will be revised and updated in subsequent annual work programmes.