



Minutes from the meeting in Aalborg, Denmark, 24th-26th of September, 2007

24th of September 2007, Management and Steering group meeting

Participants:

Christian Bonfré – Partner 1, Project Leader
Christina Andersson – Partner 1, Financial Manager
Jonas Widerström - Partner 1, Responsible for the awareness and dissemination plan
Mats Nermark – Partner 1, Consultant / Overdrive Consulting
Stig Berg Norsk – Partner 2, Project Leader
Camilla Langvad-Nielsen – Partner 2, Project Assistant
Christian Klüssendorf – Partner 4, Project Manager
Guido Sack – Partner 4, Team member
Juhani Talvela – Partner 7, Project Leader
Eike Gutt – Partner 9, Team member
Ulric Björck – Partner 10, Project Leader
Bertil Rolandsson – Partner 10, Project Manager

Not present: Partner 3, 5 and 6

It was decided that Mr. Stig Berg Norsk will approve the minutes.

Budget

Ms Christina Andersson showed the expenditures for all partners for MS 1, 2 and 3. After the MS 3 report some partners have exceeded the budget in a Workpackage / Budgetline. All partners **must follow the budget in each WP/BL**, otherwise we won't get any ERDF-funding even if we have not exceeded the total budget. The partners that have exceeded their budget in WP/BL, have to sign a paper that they are aware of the risk that they will lose this money after MS 4.

The secretariat has informed that there is a risk for budget cut for those projects lagging behind the spending schedule.

Reporting

- Please make sure that you report the costs in the right WP and BL, since the budget are created from the activities in each WP/BL. Each WP is described in the application form.
- Please make sure that you use the right exchange rate in MS 4. (The rate on the 31st December 2007).
- Costs reported must be exclusive of VAT, unless the partner is unable to recover the VAT. Please make sure that you follow the rules for VAT in your organisation.
- Please make sure that you on the time sheets write specific what has been performed, don't just write for example administration.
- Don't change in the reporting templates.

i-COIN 2

Mr. Christian Bonfré talked about new EU-programmes where we can apply for money. His proposal for a new project is digital archives. He asks if the other partners are interested in joining a new project.

Most of the partners were interested in some way to participate

Steering group meeting in Rehna?

It was decided that next steering group meeting will take place in Rehna; as usual on the evening before the meeting starts.



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25th of September 2007

Participants:

Christian Bonfré – Partner 1, Project Leader
Christina Andersson – Partner 1, Financial Manager
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Not present: Partner 5 and 6

Welcome speech, Christian Bonfré

Mr. Christian Bonfré welcomed everyone and talked about how to make success.

Welcome and agenda, Stig Berg Norsk

Mr. Stig Berg Norsk welcomed all participants to Aalborg and informed about the agenda for the meeting.

Speech from Aalborg Municipality concerning their e-services to the citizens, IT project manager, Tonny Andreasen

Mr. Tonny Andreasen talked about e-services for citizens in Denmark and in Aalborg.” *The main challenge is neither technological nor economical, it’s organisational: who’s responsible for the development of e-services for the citizens? We are trying to establish a cross-sector organization – coordination board - responsible of e-services for the citizens.* “

Status report from each partner

Kymenlaakso University of Applied Sciences, Mr. Juhani Talvela

i-COIN platform delivered, version 1.1

Pilot application development continued.

The platform is now in the municipality and for a laboratory booking system (based on the i-COIN platform).

Municipality of Svenljunga, Mr. Christian Bonfré and Mr. Jonas Widerström

All the terminals are installed in the rural areas.

Follow up from the panel groups.

Continuously meetings with the Parish groups.

Installing the platform.

Website

8 Newsletters

1 Magazine interview

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1 Brochure in English and Swedish.

Mr. Christian Bonfré showed the Svenljunga municipality website, Svenljunga24, where the platform shall be adapted to.

Municipality of Rehna, Mr. Christian Klüssendorf

Pilot platform implementation:

Problems: can't connect to the SOA database, depending data security and problem with Copyright.

Solutions: indirect way, minutes and invitations as generated documents, external experts.

Activities:

Contact and newsletters, preparation of articles for newspaper, updating website, questionnaire and SSI (interviews).

Cities on Internet Association, Mr. Jakub Staniewics

They shall use the i-COIN platform in education area. They have done a prototype and the customers like the prototype. They still haven't integrated it with the i-COIN platform. The customers want them to integrate all public libraries on the platform.

University College of Borås, Mr. Ulric Björck and Mr. Bertil Rolandsson

They have continued working with writing articles and reports, seminar about dissemination work and researches. One result: young people are bored with authorities e-governance and the discussion about politics. This is therefore a future risk: they can use the new technology, but they do not want to use it.

EU-office for Landkreis Osterholz, Mr. Eike Gutt

They have published "Accessibility and Usability Guidelines" on the i-COIN website. He handed out a printed version to all partners.

Mr. Christian Bonfré made a short summary of the presentations and informed about the status after MS 3 (what have been reported to the Joint Secretariat in the Activity report).

Presentation by Ellen Thomsen, project manager EUCNord, regarding the questionnaire and results used as a foundation for the Aalborg pilot platform

Ms. Ellen Thomsen talked about the interviews she has done with companies in different categories about in which areas they need assistance and information, from where they receive information today and how they get information and how they would like to get it in the future.

Pilot demonstration and discussion, Christian Broberg, Webhouse

They want to create a portal with collected information regarding SME business services and EU information. The first edition of the portal was showed, www.sme-services.eu. Users will have the ability to build a profile with a mix of personal business interests and keywords that will be used as a filter to select the correct interesting information for the user.

Small summary from pilot demonstration, Christian Bonfré and Stig Berg Norsk

What's the toolbox? It will be a white paper describing how to develop e-services.

The document produced by EU-office for Landkreis Osterholz should be a part of the toolbox (some guidelines).

Quotes from the day:

The users:

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“They don’t know what they want to search for.”

“If they know what they want they don’t know where to find it.”

“If they know where to find it, they do not know how to find it”

We have collected so much information, now we must filter it and search the answer. If we can do so we have really good answers how to set up e-services.

One of the biggest issues by producing e-services is who is responsible, Politicians, informers, IT-people or the servicing unit.

Concerning the i-COIN platform the Polish partner will do a conclusion from all pilots.

Some discussions about opinions for the toolbox.

End day 1



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26th of September 2007

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Follow up and summary day one, Christian Bonfré

Conclusion:

It's now more clear what it's all about.

We have got a working platform. Now it's just about information.

From the users point of view:

They do not **know what** they want or what they are looking for.

They do not **know where** to search.

They do not **know how to find** what they are looking for.

...And: Who is responsible for this? The source/unit, The IT-department, The Information department and/or The politicians

From the users point of view, the toolbox could contain information from:

Our surveys

Some results from workshops

The questionnaires

Our Reports

Best practices

And others that we have learned.

Status on the common IT platform, Juhani Talvela

What can we do with the platform in the future in other tasks and duties even when the i-COIN project is over? Kotka uses the platform; data from the municipality are shown to the citizens. They have use for the platform in the future.

The "Revised platform ver. 2" shall build on the request after using and testing the platform. Further development shall be based on demands from users. There are few demands regarding to the technique in the platform, more about aids in installation and testing.



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Mr. Ulric Björck:

Thinks it's a good idea with further development.

Mr. Christian Bonfré:

Svenljunga hasn't finished the installation of the platform. Sometimes it's problem to understand the documentation. We don't have to develop the platform further, we can refine the documentation.

Mr. Jakub Staniewicz:

Poland has tried to use the platform, some functionalities in the platform they can't use.

Mr. Christian Klüssendorf:

He shall check how to do further development.

Conclusion from Mr. Juhani Talvela:

The input we got from users of the I-COIN platform is not functionalities from the platform, it's more about, functionalities at the web-pages which is showing information supported by the platform and installation-aids. Therefore we don't change the SOA platform, there is no need. We must modify the web site that uses the platform so the information is in the way it shall be.

The company in Finland provides help with knowledge and installation to the partners.

We can develop the platform further if it is necessary, but right now there is no demands for further functionalities in the actual platform.

About installation-aids, Mr. Juhani Talvala make a proposal for a tool and for improvements of the documentation. For the documentation: collect the difficulties from the partners who have installed the platform and use theirs experience for a better documentation.

Discussion and workshop, Mats Nermark

What shall be included in the toolbox?

A Workshop about toolbox was carried out.

Each group shall send their answers/proposals by e-mail to Mr. Mats Nermark latest on the 5th of October.

End of the meeting

Mr. Christian Bonfré thanked the Danish partner for a good arrangement and gave a present to Mr. Stig Berg Norsk.

Christian reminded: Don't forget the logos on the reports and websites.

The EU-flag was handed over to the next host, Municipality of Rehna.

Stig Berg Norsk
Project Leader, partner 2

Christian Bonfré
Project Leader, the i-COIN project

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