

# The day today

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- **Good Practice examples (Chairman: Werner B. Korte, empirica):**
  - Dr. Wolfgang Both: [www.berlin.de](http://www.berlin.de) – from city information to government e-services
  - Keld Borup: SelfKey bv Danish Customs and Tax Administration
  - Brendan Hughes: Vhi Healthcare Portal, Ireland
  - Bob Gann, NHS Direct Online
  - Ralf Kellershohn, APOLL – Alpha Portal Literacy Learning

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- **Expert and Plenary Panel on: Future Policy Action/Intervention and Research Requirements:**
  - key challenges for the wider implementation of inclusive, interoperable and cost-effective online service provision
  - knowledge gaps and research requirements
  - priorities for policy intervention at regional and European level

**Chairperson:** Gareth Hughes, eris@

**Panelists:**

- Kevin Cullen, eInclusion Project, Work Research Centre, Dublin (Ireland)
- Werner B. Korte, eUser Project, empirica GmbH (Germany)
- Kzrszytof Glomb, Cities on the Internet Association (Poland)
- Dave Carter, Manchester Digital Development Agency (MDDA) (United Kingdom)
- Albert P. Deistler, City of Cologne, Mayor's Office - International Affairs (Germany)
- Chris Haynes, SOCITM, Senior Advisor ODPM, UK Government

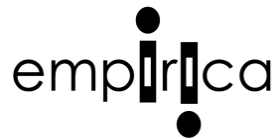
# Thank you for your attention!

## More information:



[www.euser-eu.org](http://www.euser-eu.org)

## or contact



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