

Invitation to the 2nd meeting for eGovMoNet eGovernment Monitor Network

Time: 24th-25th October 2008
Location Copenhagen Businesses School
Howitzvej 60, 6.st floor, DK2000
Frederiksberg

About the meeting

We are delighted to invite you to the second meeting of the eGovMoNet project. The purpose of the meeting is to:

- Present developments since the kick-off meeting.
- Introduce the first thoughts on how to describe the methods to compare them.
- Present methodologies in use according to the first measurement template.
- Discuss similarities and differences of the methodologies.
- Start to elaborate a set of key indicators for eGovernment impact and user satisfaction.
- Introduce a project handbook and hints on how to use the project work site.
- Summary of project status and an update project progress plans and review status of project indicators.

If you have available, please bring a laptop to the meeting to facilitate the documentation sharing and learning. To find a map for the meeting venue please refer to:

http://uk.cbs.dk/forskning_viden/institutter_centre/institutter/caict/menu__1/find_centret

For further information please send an e-mail or call.
Phone Rudolph Bryyn +47 90 52 82 79

Proposed agenda Friday 2008-10-24

Lead day 1: Stephen Jenner

1030	Introduction Welcome and overview of the meeting	Project co-ordinator, CBS
1045	Opening - who is who (1 minute each)	All
1100	Gathering data on user satisfaction measurement practice using the Template 1 (at national level – 15 minutes each, 5 slides max.)	FOV, TUKE, FEDICT, NOVA, TS
1215	Lunch	
1315	Gathering data on user satisfaction measurement practice using the Template 1 (15 minutes each, 5 slides max.)	PS, OGIS, RER, Gov2U
1415	Sum up	DTI, HIVE
1445	Break	
1500	Discussion	All
1530	Preliminary results of our eGovernment user satisfaction survey	DL
1600	Break	
1620	Groupwork Indicators for user satisfaction measurement	All
1640	Sum-up session. Pilot indicators	Group leaders
1740	ePractice, project handbook, dissemination plan, Issues for the next meeting	Project co-ordinator
1840	Break	
1900	Dinner	

Proposed agenda Saturday 2008-10-25

Lead day 1: Andrea Velazquez, Rudolph Brynn

0900	Summary of the main highlights	Project co-ordinator
0920	WIBE in India – user satisfaction measurement for an agency in the Ministry of Information	WIBE
0940	Issue to elaborate on from Friday	
1000	Break	
1010	Stakeholders perspectives	MMU
1140	End of the meeting farewell	Project co-ordinator
1200	End	

Group and session leaders for this meeting (some yet to be confirmed):

Christine Mahieu (FEDICT)
 Evika Karamagioli (Gov2u)
 Charlie Wallin (ALAV)
 Patrick Wauters (DL)
 Nacho Madrid (TS)