



# e-Forum

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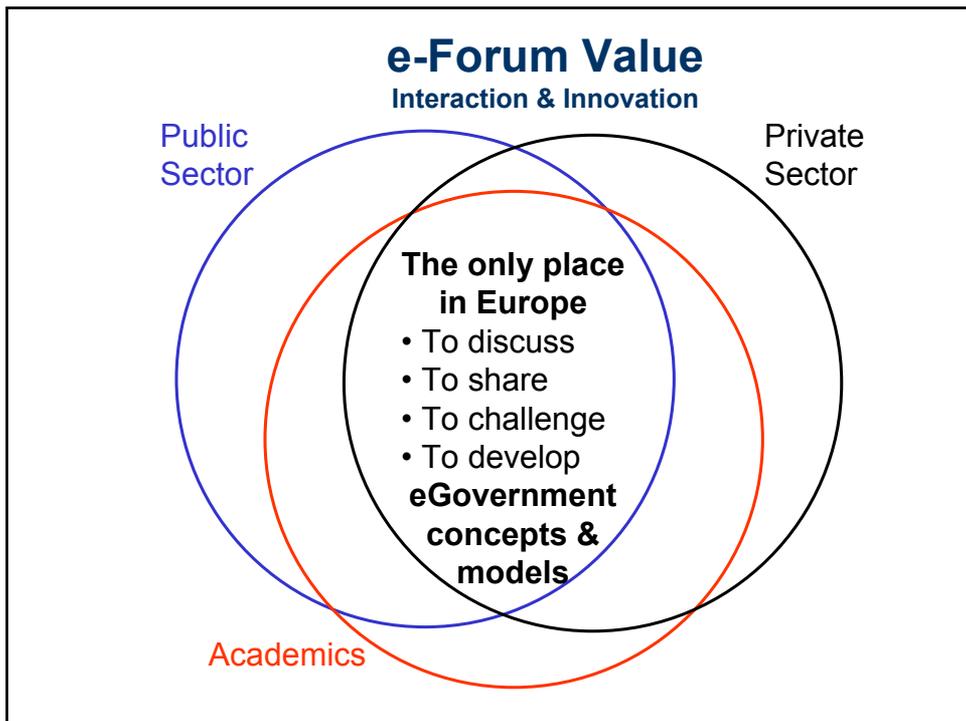


## Key Objectives

- Play a very active role in transforming local, regional & central government, adding real value to the community
- Share information on successful, leading-edge eGovernment implementations
- Establish partnerships better to serve the EU eGovernment market
- Promote the success of EU eGovernment to all
- Develop an atmosphere of professionalism that encourages EU eGovernment people to achieve their very best

## e-Forum :

- **Is the neutral reference point of contact in Europe for all eGovernment matters**
- **Debates and put forward new eGovernment proposals**
- **Focuses on priority topics through working groups and publications**
- **Is visible through a website, with rich content:**
  - Latest news and discussion groups
  - Case studies
  - Working groups “shareware”
- **Publicises the importance of eGovernment in Europe**
- **“Learning Journeys” to fasten exchange of best practices**
- **Organises major annual conferences**
  - September 2004, Sofia Antipolis, e-Gov and smart cards
  - November 2004 Brussels, e-Gov in Europe
  - December 2003 Paris, “the NGO Village on e-Government”



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## Learning Journeys: KM in Action

## Principle

**“You know more than  
you can tell.”**

**“You tell more than  
you can write”**

David Snowden, IBM

## Concept

- **Learning journeys aim to extract the maximum knowledge from a team and disseminate it to all e-Forum members by:**
  - Visiting the team in their environment
  - In-depth, one-day, sessions
  - Presentation by all key team members
  - Two-way (friendly) questioning
  - Persistent pursuit of detail
  - Encouraging narrative (vs. facts)
  - Capturing related sensory info
  - Detailed write-up reviewed with all attendees
- **15-20 participants**
- **Learning journeys benefit the hosts even more, with new thoughts & ideas, + helping them realise their tacit knowledge, converting to explicit**

## The stories so far

- **France, Caisse des Depots et Consignations (information franchising)**
- **Belgium, Crossroads Bank for Social Security + FEDICT (social security)**
- **Denmark, Told Skat (customs and tax)**
- **UK, Liverpool City Council (local eGovernment)**
- **Germany, BundOnline (transforming government)**
- **Austria, Federal Chancellery (national portal)**
- **Spain, Catalonia CAT 365 (regional portal)**
- **Denmark/Sweden, Øresunddirekt (creating a new region)**
- **Versailles FAST (secure infrastructure)**
- **Leuven (iDTV for e-Government)**

## Working Groups

- **Generated thanks to the results of the Learning Journeys**
  - analyse good practices
  - define methodology of portability
  - be usable for practitioners
  - promote generalisation
- **Feeder of future deployment projects**
  - Replication
  - Localisation (Customisation)
  - Barter place