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WISTCIS Workshop

"The IST Program and e-Government"

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TBILISI, GEORGIA

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Sixth Framework Programme of the European Union

Alexander Beriozko, Jean Bonnin (EDNES)

At the Lisbon summit in March 2000, EU governments called for a better use of European research efforts through the creation of an internal market for science and technology - a 'European Research Area' (ERA). FP6 is the financial instrument to help make ERA a reality.

Research activities

FP6 is divided into four main groups of research themes and research activities, which are eligible for funding.

Thematic Areas

Covers those areas where the EU in the medium term intends to become the most competitive and dynamic, knowledge-based economy in the world capable of sustainable economic growth with more and better jobs and greater social cohesion:

- Life sciences, genomics and biotechnology for health;
- Information society technologies;
- Nanotechnologies and nano-sciences, knowledge-based multifunctional materials and new production processes and devices;
- Aeronautics and space;
- Food quality and safety;
- Sustainable development, global change and ecosystems;
- Citizens and governance in a knowledge-based society.

Cross-cutting research activities

Activities under this heading will complement research within the 7 thematic areas:

- Research for policy support;
- New and emerging science and technology (NEST);
- Specific SME activities;
- Specific international co-operation activities;
- JRC activities.

Strengthening the foundations of ERA

To stimulate the coherent development of research and technology policy in Europe by supporting programme co-ordination and joint actions conducted at national and regional level as well as among European organisations. Activities may be implemented in any scientific and technological area:

- Co-ordination of research activities;
- Development of research/innovation policies.

Structuring the ERA

The main aim is to fight structural weaknesses of European research. By their nature and means of implementation, the activities carried out within this programme are applicable to all fields of research and technology:

- Research and innovation;
- Marie Curie Actions - Human resources and mobility;

- Research infrastructures;
- Science and society.

Nuclear energy

Aims at intensifying and deepening the already well established co-operation at European level in the field of nuclear research:

- Controlled thermonuclear fusion;
- Management of radioactive waste;
- Radiation protection;
- Other activities in the field of nuclear technologies and safety.

Instruments

FP6 will be implemented by the means of six main instruments, each of which have their own set of aims and objectives conditions for participation.

Three "new" instruments

The new instruments introduced for FP6 are driven by the concepts of the European Research Area (ERA) and are also characterised by the structuring and integrating effects that they will have on European research:

- Integrated Projects (IP);
- Networks of Excellence (NoE);
- Article 169 (for the joint implementation of national programmes).

Traditional instruments

These instruments are similar to those in FP5:

- Specific Targeted Research Projects (STREP);
- Coordination Actions (CA);
- Specific Support Actions (SSA);
- Specific projects for SMEs;
- Specific actions to promote research infrastructures;
- Marie Curie actions on mobility, training and excellence recognition.

Budget

FP6 has a total budget of 17 500 million Euro that is distributed amongst both RTD and demonstration activities, as well as Nuclear (Euratom) activities.

Participate in FP6

All FP6 activities are implemented through calls for proposals - a legal text calling interested parties to submit proposals for projects. The text defines the necessary specifications to prepare and submit a proposal, *i.e.*, thematic priorities, instruments used, address and other technical modalities for submission, deadlines, *etc*. Calls are published in the Official Journal of the EU in all Community languages. They are also published on CORDIS, together with detailed guides for proposers, submission forms and an electronic proposal submission tool (EPSS).

All the information about FP6 and latest calls can be found at the Web-site (http://www.cordis.lu/fp6).

Computerized Tools for R&D Activities Management in Georgia

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http://www.tech.org.ge)

- Concept of Georgia's scientific and technological development
- Georgian Science Index
- Concept of the structure and functioning of Georgian patent system
- Concept of information support to Georgian government and parliament
- Concept of registration (accounting) of R&D reports and dissertations accomplished in Georgia
- Concept of development of technoparks in Georgia
- Concept of the development of free economic zones in Georgia
- Draft Law on Scientific and Technological Information Science/Technology Information Tools
- Data Bases on Science and Technology
- Georgian Abstract Journal
- Georgia-Observatory
- AgroWEB Georgia
- Georgian Abstract Journal

Social sciences

- State and Law. Jurisprudence
- Sociology. Demography
- Economy
- Public Education
- Informatics
- Culture. Art
- General and Complex Problems of Social Sciences

Natural and exact sciences

- Mathematics. Mechanics. Cybernetics
- Chemistry. Biology
- Geology. Geodesy
- Geography. Cartography. Astronomy
- General and Complex Problems of Natural and Exact Sciences

Sectors of national economy. Applied sciences

- Power Industry
- Electrical Engineering. Electronics. Radio Engineering. Communications

Science/Technology DBs

- National DB on Technologies and Promising Research (500 records in 2003) –with ICST (International Center for Science and Technology)
- National DB on Agricultural Research (900 records in 2000 - 2003) – with FAO (Food and Agriculture Organization
- National DB on Human Habitat - with ICSTI (International Center for Scientific and Technical Information)

Georgian Patents - SAKPATENTI

Georgia Development Gateway – E-transparency Pilot

Nino Inasaridze

Mission

The mission of E-transparency pilot is to provide the National and International community with effective tools to fight against corruption, to provide the transparency of development activities carried out by National and International aid agencies, including the activities initiated, coordinated and in some cases monitored by the Governmental executive or legislative bodies.

Objectives

- To contribute to the process of aid effectiveness by coordinating the development activities carried out by different institutions – donors, implementers, coordinators, grant-receivers, intermediates,
- To provide the transparency of development activities, technical assistance, humanitarian aid through facilitation of access to comprehensive data and (over time) relevant documents.
- Collection, storing, development and dissemination of information on aid -financed development activities.
- To provide the transparency of International and State Policy on International Aid - or other through the facilitation of access to publicly available information.
- To support the aid agencies (national and international) to identify the special needs and problems of country audience and outline key areas of concern that require immediate action with special focus on regional and rural communities through the creation and promotion of relevant tools.
- To help the State authorities and Aid agencies to find new, ways to effectively use financial resources to meet basic human needs, such as health, education, social services, etc
- To promote dialogue around development activities and lessons for all stakeholders, with a special focus on civil society actors and official donors;
- To establish an interactive communication channels among the key players Government, Donors, and Civil Society.

eGovernment tools on Internet

Anatoly Soloviev, WISTCIS telematics expert, EDNES Association, Russia

eGovernment tools are aimed at enhancing the efficiency and effectiveness of public sector, reducing bureaucracy, bringing government services faster, easier and closer to the citizen. Most of them contribute to electronic national, regional and local government by adopting principles of knowledge management and transferring them in the area of online services. All the e-Government tools are used to bring benefit to a government function. This presentation focuses on an overview of some EU IST projects (**SmartGov**, **e-Forum** and **eEurope Awards**) and other projects devoted to eGovernment development.

The Main Trends of the EC TRISTAN-EAST Project and its Role in IT Projects Development in Georgia

Ph.D. Givi Kochoradze, Tbilisi State University

The main purpose of my speech is to give you some information about 2 years duration EC Tristan-East project, which was launched at the beginning of the current year. In 1999-2000 my organization from Tbilisi State University was involved in Idealist-East project, which was the network of excellence of European countries NCPs together with Russia, Ukraine, Belarus and Georgia NCPs in information technologies (IT). The Idealist-East project played a significant role in creation of IT network and consequently raising awareness activities by the dissemination of information in EU and NIS countries. We are still receiving the partner search and other notable information.

The Tristan-East project continues the network character of collaboration between EU and NIS countries NCPs and unites 18 countries, from which 5 are Member States countries such as (France, Germany, Italy, Greece, Austria), also Israel and the countries from former Soviet Union and Yugoslavia (Georgia, Armenia, Azerbaijan, Russia, Belarus, Ukraine, Moldova, Macedonia, Bosnia-Herzegovina, Croatia and Albania). In such way the project is well balanced with relevant technical expertise and marks out with it strong presence in Europe and in the NIS.

The overall objective of the Tristan-East project is to enable a wide participation of NIS organizations in the 6th Framework Programme and to direct them towards the e-Europe initiatives and the European Research Area.

To achieve this, Tristan-East project will enable the development of a system of capable and proficient IST multipliers within the indicated twelve Newly Independent States; to promote of self sustaining IST activities in the participating NIS countries; to establish an European style RTD structures in the IST related industrial, academic, research, governmental and public service sectors of these countries and also enhance the experience of the NIS NCPs and other public organizations, to support the IST multipliers and to set a basis for future regional networks of NCPs.

It is worth mentioning that by the coaching and mentoring of IST multipliers, they will become key players in the formation of IST project consortia.

Tristan-East project will educate and mentor IST multipliers in NIS to promote and help small and medium enterprises (SMEs) and other organizations from these countries to participate successfully in the IST programs. These multipliers will then facilitate active participation of SMEs and other organizations from the NIS in the initiation and formation of IST project consortia. A large mentoring and educational guidance effort will be required in order to increase the knowledge and proficiency of the NIS multipliers, including sharing with them the required know-how and experience of EU consultants, and assisting them in searching for appropriate EU partners to be found in the databases of the latter.

The results, which are planned to be achieved, must be the large number of approved proposals from NIS organizations in IST programs. It will be measured by comparing the proposal submissions involving participants from newly independent states.

The project also will enhance the proficiency of the NCPs in the NIS for complementing the knowledge already acquired from the Commission and facilitate the creation of two regional networks of NCPs (one in the East European region and another in South East European – Balkan - region). All these will be achieved through joined workshops and individual, twinning, one-to-one mentoring sessions, followed by continued support through the e-mentoring facility. This mentoring and education will be provided by a highly experienced EU companies and consultants involved in the project from European side.

Tristan-East project is aimed at promoting and encouraging participation of entities from the NIS in the IST program. This will be done by identifying, educating and nurturing IST multipliers in the participating NIS, who, in turn, will seek out and educate potential participant SMEs and other organizations and will assist them in their endeavors.

The entities in the NIS are currently not at the forefront of technology and are slow in adopting new technologies. It is vital that they are given every opportunity to take advantage of the IST program. This will enable more SMEs and other organizations in the NIS to create or join consortia, to put forward proposals to any of the Key Actions calls, or to the associated measures detailed in the IST work program.

Tristan-East project is planned to lead to enhanced implementation of EU priorities such as increasing employment in the NIS, increasing competitiveness and survivability of SMEs in the NIS, and enhancing social cohesion and sustainability in the information society by partners from the NIS.

Tristan-East project will coach the IST multipliers to focus their activities on assistance of entities in the NIS who will submit proposals in response to Calls for proposals within the four years (2003-2006).

The actions of project will include provision of IT service to assist NIS entities. To develop the web sites the purpose of which will be to expose NIS entities to the opportunities in the EU RTD projects and to expose the NIS entities and their capabilities to the entities in the EU member and associated states.

A significant contribution of the Tristan-East project will be further involvement of capable NIS entities in promulgating existing European policy objectives regarding developments in areas such as: Data Security, Data protections and privacy, Coherence and competition within the single market, Employment policy in the employability, entrepreneurship, adaptability, equal opportunities, social cohesion, public procurement, education and training and so forth.

Reinforcement of links to standardization and industrial consensus development by the creation of joint EU-NIS consortia shall facilitate standardization in EU-wide technology deployment as well as provide a framework for fair competition and fast innovation.

Presence Awareness Service: collaborative browsing for EU-CIS teamwork at "WISTCIS on the Web" system

Anatoly Soloviev, WISTCIS telematics expert, EDNES Association, Russia

In the framework of project WISTCIS ("New Methods of Working for Information Society Technologies Promotion to Commonwealth of Independent States", project No.: IST-1999-14106) Presence Awareness Service (former title "Virtual Presence System") was applied to an objective of collaborative browsing. It was implemented in collaboration between Centre of Geophysical Data Studies and Telematics Applications (Moscow, Russia), University of Ulm (Germany) and EDNES Association (Strasbourg, France). In the Web context Presence Awareness allows people to 'see' each other while they are browsing the same Web-page or Web-site. Within project WISTCIS it eases the getting in touch between people from EU and CIS working in research and education.

The report also focuses on an overview of a multilingual Collaborative Browsing User Agent which was implemented on basis of Presence Awareness Service in the framework of project WISTCIS and which supports Russian and English languages.

The whole system was successfully applied to WISTCIS main Web-site and to several WISTCIS IDC Web-sites – Belarusian, Moldavian, Russian, Ukrainian and Georgian. The report gives an

overview of the great activity, which was carried out to make the whole system work properly with above-mentioned Web-sites, which form "WISTCIS on the Web" system.

IST project TELEBALT

Alexander Beriozko, Jean Bonnin, Alexei Gvishiani (EDNES, France)

"Teleworking as a Tool for Information Society Technologies Programme Promotion to Baltic States (TELEBALT, IST-2001-33041)" project advertises and promotes IST Programme to three Baltic countries (Latvia, Lithuania and Estonia) by fast and efficient dissemination and awareness actions targeted on Baltic countries as states newly associated to European Union. This objective will be fulfilled using new methods of team work, such as teleworking, virtual laboratories, *etc*.

TELEBALT Newsletter Vol. 3 was published in hard copies in English and electronically, *via* TELEBALT Web-sites at EDNES, France (*http://www.ednes.org/telebalt*), INFOBALT, Lithuania (*http://www.infobalt.lt/telebalt*), "Open Latvia", Latvia (*http://www.telebalt.lv*), and Inforing AS, Estonia (*http://www.telebalt.ee*).

TELEBALT IDCs were further developed at INFOBALT (28/17-16, Vokieciu LT-2001 Vilnius Lithuania) entitled "Teleworking for Business and Partnership Promotion", at "Open Latvia" (3, Zukusalas krastmala LV-1509 Riga Latvia) entitled "Telematics for Tourism and Social Integration", and at Inforing AS (10506 Tallinn P.B. 3457 Estonia) entitled "Telematics Challenge to Employment Opportunities".

TELEBALT Web-sites has been developed and updated at INFOBALT, EDNES, "Open Latvia" and Inforing AS. Additional information has been added, *e.g.*, the detailed report on TELEBALT conference, and information about TELEBALT workshops in Riga and Tallinn, IST telematic tools. Web-site at EDNES has been installed at new high-speed Internet connection (1 GBps) server. The second part of the project "Register-searching system: registration of persons, interested in jobs searching, registration of companies looking for labour (CV-Online)" in the Baltic States has been prepared by Inforing for installation on the Internet (*http://www.cv.ee*, *http://www.cv.lv*, *http://www.cvonline.lt*).

The proceedings of TELEBALT Workshop "Information Technology, Tourism and Social Integration", Riga, Latvia, April 3-6, 2002, was published by "Open Latvia" and electronically, and was widely disseminated in hardcopies and *via* TELEBALT Web-sites.

TELEBALT Conference "Teleworking for Business, Education, Research and e-Commerce" was successfully organized in Vilnius, Lithuania, on October 21-22, 2002.

According to Annual Project Review 2002 recommendations, an additional TELEBALT Workshop entitled "IST Sixth Framework Programme - New Challenge for Baltic States" was organized in Riga, on April 2-3, 2003, within the budget frame of the project.

The preparation of TELEBALT Workshop "Telematics and New Employment Opportunities in Baltic States" in Tallinn, Estonia, on June 19-21, 2003, succeeded.

VPS demonstration Web-site was developed by EDNES telematic specialists and is available at high-speed Internet connection server at EDNES (*http://www.ednes.org/telebalt*), and was successfully used for numerous virtual working meetings of TELEBALT project participants.

The work on adaptation of Pl@za groupware developed by Teamware Group Oy, Finland, at TELEBALT main Web-site at INFOBALT is at the final stage.

TELEBALT training course on EU, Fifth and Sixth Framework Programmes (FP5 and FP6) was developed by telematics experts of EDNES headed by J-C. Marot, JCM Consultants, France, including the lectures:

- "Introductory",
- "European Union",
- "Enlarging the European Union",
- "Fifth and Sixth Framework Programmes",
- "Participating in Sixth Framework Programme: opportunities for pre-accession states".

The training course on the Information Society Technologies (IST) Priority of FP6 has been completed, including the lectures:

- "What is FP6",
- "IST Overview",
- "IST Activities",
- "Participate in IST".

The training courses have been installed at TELEBALT Web-site at EDNES.

Annual Project Review of TELEBALT was successfully held on 11 November 2002 in Brussels. The project was reviewed by S. Aguilar (France), J-P. Dorier (France), N. Rayev (Spain). The project team was presented by A. Beriozko, J. Bonnin, A. Gvishiani (EDNES, France), D. Juknys, V. Vitkauskas (INFOBALT, Lithuania), D. Mudure ("Open Latvia", Latvia). The EC was presented by J. Babot and B. Jamet. The project was positively evaluated by the reviewers.

"WISTCIS project: background, state of the art and prospectives"

J. Bonnin (EDNES, France), A. Gvishiani, T. Shuliakovskaya, A. Soloviev (EDNES, Russia)

"New Methods of Working for Information Society Technologies Promotion to Commonwealth of Independent States" (WISTCIS, IST) project ensures continuity with the EC DG XIII Telematics Applications Programme (TAP) support actions project STACCIS, SU 1116. The later was implemented by UNESCO and Earth Data Network for Education and Scientific Exchange, (EDNES) in 1996-1999. WISTCIS uses many elements of the structure of Information Demonstration Centres (IDCs) deployed in STACCIS focal organizations in Armenia, Azerbaijan, Belarus, Georgia, Moldova, Russia and Ukraine and encourages EU-CIS team teleworking for benefits of Information Society Technologies (IST) Programme. In this way WISTCIS ensures its continuity with TAP (in 1996-1999) as far as IST collaboration between EU and the European CIS countries is concerned.

The important objective of WISTCIS is to accelerate emergence and further development of telematics activities in the seven European CIS countries creating in this way a huge new potential market for IST products. Pursuing this objective WISTCIS will facilitate new working contacts between the producers of IST telematics products in the countries of European Union and participating organizations in the CIS countries. Such contacts will be deployed by the project into efficient East-West target-oriented working teams. New methods of work will be implemented for these teams to embed them into real environment of the Information Society. Thus WISTCIS is directly related with IST Programme as a whole, as well as with its key action (ii) *"New methods of work and electronic commerce"*. The project also contributes to three other key actions. WISTCIS significantly contributes to expansion of IST Programme on huge community of the seven European CIS countries: Armenia, Azerbaijan, Belarus, Georgia, Moldova, Russia and Ukraine.

At the same time, WISTCIS project is closely related with several concrete IST projects such as CoBrow collaborative browsing toolkit developed by University of Ulm, Germany, and the certification service for electronic proposal submission developed by PricewaterhouseCoopers

(PwC), The Netherlands.

UsabilityNet: Case studies and resources to support usability

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Why usability matters

There is still a popular belief among developers that usability is an optional gloss on a system – that when resources are tight usability can be ignored. Spool [9] has shown that less than 50% of attempted purchases on American retail sites are successful. Users of ebusiness applications are no longer prepared to tolerate difficult to use systems when easier to use alternatives are only a mouse click away. Usability is thus a key determinant of ebusiness success.

There are many well-established methods for improving usability, but these are still not widely adopted. How can usability be given a higher priority? Trial applications in two EU projects have demonstrated the value of using standards [2] to make usability an objective criterion in development.

The EU UsabilityNet project has built on the experience of the TRUMP and PRUE projects to produce a web site of resources and is promoting the use of these techniques to encourage the development of more usable systems.

Usability requirements and testing: PRUE project

Incorporating usability requirements in the development process will reduce the risk of developing a system that is unacceptably difficult to use.

A new Common Industry Format (CIF) for documenting usability results as part of the procurement process has been developed by a US-based group of companies coordinated by NIST [1]. The format has been approved as an American standard (ANSI/NCITS 354), and is intended to be submitted to ISO.

The EU-funded PRUE project [8] has demonstrated the value of using the Common Industry Format in four trials [1], including public and private contracts for development of a web sites. Serco worked with the Italian Ministry of Justice to introduce usability requirements into in the acquisition of a new legal information web site, and Loughborough University used the CIF to evaluate the effectiveness of an existing online shopping website to assess its acceptability and the need for improvements as part of a contractual relationship with a supplier.

User centred design and process improvement: TRUMP project

The TRUMP project [4] demonstrated how simple methods for user centred design based on ISO 13407 could be used to improve the usability capability of the development processes in two organisations: Inland Revenue/EDS (IR/EDS) and Israel Aircraft Industries (IAI). The steps taken over a period of two years were to:

1. Identify needs for usability process improvement by using the usability maturity model in ISO TR 18529 to assess the current capability of each organisation.
2. Make the identified improvements to the software development processes, by introducing simple user-based methods implementing ISO 13407.
3. Reassess the usability capability the organisation to assess the extent of the improvement.
4. Identify the cost-benefits of the improvements, and integrate the methods into the documented processes.

User centred design process: ISO 13407

ISO 13407 provides guidance on achieving usability by incorporating user centred design activities throughout the life cycle of interactive computer-based systems. It describes user centred design as a multi-disciplinary activity, which incorporates human factors and ergonomics knowledge and techniques with the objective of enhancing effectiveness and productivity, improving human working conditions, and counteracting the possible adverse effects of use on human health, safety and performance.

There are four user centred design activities that all need to start at the earliest stages of a project. These are to:

- understand and specify the context of use
- specify the user and organisational requirements
- produce design solutions
- evaluate designs against requirements.

Conclusions

The case studies show the potential benefits that can be gained by adopting user centred methods. This is particularly important when the general public are the end users, as with web and ecommerce applications.

From the experience gained in TRUMP, Serco has developed a general-purpose methodology that implements the principles of ISO 13407, and should be sufficient for many development environments. This is described on the TRUMP web site [4].

Given the demonstrated cost-benefits of user centred design, why are usability methods not more widely used? Design and development has traditionally been an activity that focuses on achieving technical excellence rather than meeting user and business needs. But ecommerce services that ignore usability are unlikely to survive, as users become increasingly intolerant of systems that are difficult to use. Development organisations urgently need to find ways to incorporate usability methods into their processes.

Building on the results of PRUE and TRUMP, the EU UsabilityNet project has established a network to disseminate information on good practice in user centred design to EU projects, managers and usability practitioners. It has produced a web site with specific information on usability for these audiences, including a wide range of cost-effective methods that can be used for user centred design [10]. The web site is being extending with the support of local groups. UsabilityNet is also establishing a Usability Forum for professional organisations, and supporting plans for the development of an educational curriculum and the accreditation of usability professionals.

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3D Modeling and Visualization

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This paper presents our experience in applying 3D modeling for processing and visualizing geoscience's information since more than 10 years. Subsurface characterization is important in a number of geological activities including petroleum industry, waste deposit, natural resources (mineral and water), geotechnical engineering and environmental applications. However, it faces a lack of information because the subsurface is usually investigated from irregular sampling points (bore hole, outcrop sampling, seismic sections) making the topology of the underlying real object unknown. This uncertainty as to real shape implies that classical CAD approaches might be irrelevant, as shown by several pioneer works. The situation can be further complicated by the presence of discontinuities such faults, fractures or folded layers. This is why the natural object approach has been developed specifically to handle complex natural 3D objects. It involves specific data structures, information system, logical and topological constraints that will be shortly presented. Implementation of such notion has been performed in gOcad using objects oriented programming. The knowledge is included in the modeling using a set of constraints. Several cases studies will be presented for illustrating the method and concepts.

Introduction

Extensive work has been done in the area of 3D Visualization and modeling using CAD approach. These methods can be selected into two categories: namely, *CAD objects* and *natural objects*.

CAD technology, usually based on the Bézier type of curves or surface (Splines, Nurs), requires the *topology* of objects at the conception and elaboration stages (i.e. the geometrical and spatial relationship between objects or part of objects). It mainly concerns manufactured or industrial goods. Triangles or tetrahedral elements are used to fit the surface or the volume of the final object using splines, Bi-splines, or Bezier interpolation methods. Several industrial CAD systems are based on such a concept and are widely used in the industry among the most popular ones AutoCAD and Strim 100. If this technology is perfectly adapted to industrial design since the early 1970's, it is irrelevant for modeling the subsurface geological objects [2]. The reason is simple: when designing an industrial good the topology of the object is perfectly known and the purpose is to manufacture a good locking product adapted to a list of functions. When building a 3D subsurface model, the aim is not to produce artistic shape but to respect the available measurements given some constraints: the *topology* is the result of this interpolation not the a priori, a more complicated task.

Natural objects are usually investigated from irregular sampling points (bore hole, sections, points), the *topology* of the underlying real object is not known.

Community Mobilization in War Affected Areas of Georgia

Julia Kharashvili, UNV Community Facilitator

Living Conditions and Livelihoods

- Poverty is the main problem
- Accommodation in collective centers (about 40%) or relatives/friends
- Exposure to social and economic disadvantages
- Unemployment rate is estimated 30%

Government Policy on Internally Displaced Persons

- Policy based on principle that IDP will return soon
- IDP regarded as passive recipient of aid
- Social and economical integration of IDP avoided
- Registration of displaced as temporary resident
- IDP status and social benefits exist in theory
- Most vulnerable not targeted
- Creation of special Ministry
- Parallel health care and education systems for IDP

Challenges

- Continuing possibility for revival of military actions, frozen peace process
- Poverty
- Lack of access to basic services
- Lack of access to proper information
- General social and political context of contemporary Georgia

Possible Solutions

- To include the IDPs in overall development process
- To guarantee that IDP will exercise their rights in full scale
- To promote safe return to the native places
- To realize programmes of self-reliance and to support integration process

IDPs Response strategies

- Many of the IDPs still require assistance, as vulnerable group of the population.
- In communal centers mainly stay elderly, multichildren family and disabled
- Migration within Georgia or emigration to the third country (Russia)
- Self-organising as IDP community within Georgian society; existing of government in exile
- Fight for equal political rights - this year was achieved participation in elections
- Actions of protest, especially in border zones
- Self-return to the native places (Gali)

What is New Approach?

- Partnership among UN Agencies and donors
- Participation of Government- transferring of ownership on the program to the

Government
- Conduct specific IDP related assessments
- The Georgian Self Reliance Fund
- Recognizes the right to safe return
- Recognizes the right to equal treatment of IDP and advocates for the same rights
- Fosters the self-sufficiency of IDP
- Integration into host community

Components of New Approach
- accommodation
- housing
- access to social services
- access to proper information
- income generation

What has been achieved so far?
- Creation of Presidential Commission
- Creation of the Georgian Self Reliance Fund
- Establishment of cooperation mechanisms
- Coordination of donor response
- Implementation of small projects
- Establishment of policy dialogue with government and reorientation of Government's IDP policy
- Focus on sustainability

Recommendations
- The New Approach initiative should provide the framework for common Government-donors efforts to ensure that IDPs will enjoy the same rights as other citizens
- The UN initiative on "new approach" to IDP assistance should be developed in comprehensive way and include not only financing of pilot projects (Georgian Self_Reliance Fund), but also advocacy actions for the IDPs rights and access to basic services and information
- Education programmes for IDPs should be developed, especially in remote regions

U.S. Free Reference Resources on the Internet

Nino Chkhenklei, Information Resource Center Director, US Embassy Tbilisi; nina@pd.state.gov

Types of Reference Sources:
- Bibliography
- Ready Reference
- Government Publications

Bibliographic Sources on the Web
- Web Directories

- Search Engines
- Subject Bibliographic Lists
- Indexes
- Abstracts
- Library Catalogs

Ready Reference Sources

- Reference as a category in the most prominent Web directories (Yahoo, Open Directory, LookSmart)
- Ready Reference on Library and Professional Sites

Electronic Journals of the Department of State http://usinfo.state.gov/journals/journals.htm

- U.S. Foreign Policy Agenda
- Economic Perspective
- Issues of Democracy
- Global Issues
- U.S. Society and Values

Electronic Journals of the Department of State as a professional bibliographic source

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Guide to Additional Reading

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Bibliography

Key Internet Sites

Access to USG publications

- Federal Depositary Library Program (FDLP) administered by Government Printing Office (GPO) – the American public's primary source of free access to federal government information
- Electronic information dissemination has become a key component of the FDLP http://www.gpo.gov/gpoaccess/
- Electronic Freedom of Information Act (E-FOIA) 1996 contributed to the making of the US federal e-government
- Post 9/11 world - Fed Web

E-Government Development Recommendations for Georgia

Konstantine Esebua, Second Secretary, Ministry of Foreign Affairs of Georgia, E-government independent expert

Transforming governments through eGovernment projects

Five Elements of Successful E-Government Transformation:

- Process Reform
- Leadership
- Strategic Investment

- Collaboration
- Civic Engagement

Process reform

- Plan Carefully-streamline and consolidate offline processes before putting them online
- Don`t automate inefficiencies-eliminate them
- Respond to Local needs-draw on the ideas of those who will use the system and enlist their support
- Try to focus projects from the user perspective
- Dispel resistance of civil servants by training and incentives to support reform
- Ensure commitment of resources for the long term.

Process Reform Models

- The Central Vigilance Commission in India: Transforming how authorities deal with corruption.
- www.cvc.nic.in
- E-Procurement System, Chile: Making government procurement more efficient and transparent by implementing comprehensive procurement reform.
- www.compraschile.cl (in Spanish)
- Case study: www.worldbank.org/publicsector/egov/eprocurement_chile.htm

Leadership

- Create an office and designate a senior official as a focal point for e-government innovation, planning and oversight.
- Signal Presidential/Prime Ministerial support for the initiative to insure that all relevant departments and agencies support it.

Leadership model

- The "TIGER LEAP" Initiative, Estonia:Mobilizing the bureaucracy with a unifying concept and Presidential leadership.
- Case study: www.wam.umd.edu/~abbate/Estonia/EestiNet/topics/tiger.html

Strategic investment

- Define clear goals.
- Catalogue available resources, ranging from funding to personnel.
- Make short and long-terms plans, with expected expenditures, income streams and deadlines.
- Designate an officer or organizing body that will oversee planning and budgets.
- Consider multi-technology approaches. Some communities may not be ready for the Internet, but other technologies like radio may better serve their needs.
- Consultations with local communities will help ensure that they benefit from technology.

Strategic Investment Examples

- Computerized Interstate Checkpoints, Gujarat, India: Generating increased revenue by automating the highway toll and fine collection system.
- Case study: www.worldbank.org/publicsector/egov/gujaratcs.htm

Collaboration recommendations

- In the planning phase, establish a consultative process that includes opportunities to hear from and speak with business, NGO`s and other government agencies. Explain the goals of the e-government initiative and solicit suggestions.
- Take private sector advice and experience into account when designing systems. Respond to identified needs.
- Create incentives for the private sector to become active participants in reform.
- Encourage cooperation and integration between departments/ministries of government.
- Local champions will help projects succeed. To decrease skepticism in local communities, directly involve local leaders by making them representatives, and by teaching them IT skills they can pass on to their communities.
- Create local ownership. In conjunction with the establishment of a local management committee or body, handover of e-government projects should occur as soon as possible.
- Federal agencies and state and municipal agencies and authorities need to partner to ensure a smooth reform services.

Collaboration models

- Online delivery of land Titles, Karnataka, India
- Case study: www.worldbank.org/publicsector/egov/bhoomi_cs.htm
- AfriAfya, Kenya: Public/private consortium using information exchange to improve health care services to the rural poor.
- Case study: www.insap.org.uk/health/hif-afriafya.html

Civic engagement recommendations

- Consult widely in designing systems.
- Design applications that are focused on the citizen.
- Combine e-government with legal reform efforts such as requiring public notice and comment in legislative and regulatory process.
- Keep in mind differences in local culture when seeking to engage citizens.
- Design engagement opportunities that build on successful models.

Civic engagement model

- State of the Environment Report, South Africa: An online environmental report, affording opportunities for continued public participation.
- Case study: www.ngo.grida.no/soesa/nsoer

Georgia Development Gateway: Implementation Phase 2003-2004

Teimuraz Kancheli

Development Gateway Foundation (DGF)

- The Development Gateway Foundation is a not-for-profit organization, currently based in Washington, DC.
- The mission of the Foundation is to reduce poverty and support sustainable development through the use of information and communication technologies (ICT).
- Each "Founding Member" of the Foundation's Board of Directors or their organizations contribute the equivalent of at least $5 million, over a period of three years.

- The governments of Australia, China, Germany, India, Italy, Japan, the Republic of Korea, the Netherlands (sponsoring a seat of the Board for Mali), Pakistan, and Rwanda, as well as the World Bank Group, have each committed $5 million over three years to the Foundation. Commitments have also been made from Michael Bloomberg, the government of Luxembourg, MphasiS, Transnational Computer Technology, and UNDP.

Georgia Development Gateway (GeDG)

- The implementing body of the GeDG program is a non-government, non-profit organization "GeDG Union" created in 2000 in accordance with the decree of the President of Georgia.
- The prototype of GeDG web-site was started in 1999 and redesigned as a portal in 2000. In 2001 the GeDG Union received the InfoDev planning grant which was completed in September 2001.
- Currently GeDG team is in the process of preparation for the implementation phase (September 2003 – 2004).

GeDG Mission and Goals

- The mission of the Georgia Development Gateway is to promote sustainable development and poverty reduction by bridging the digital divide within Georgia and between Georgia and industrialized countries.
- The goal of the GeDG project is to support E-development in Georgia, and specifically, as one of its components, create a highly integrated and comprehensive Internet portal to become a part of the Georgian IT network, including information databases, products, services and solutions for all sectors of Georgian and international communities: government, domestic private sector, donors, civil society, international organizations, and domestic constituencies.

GeDG Objectives

- Developing different e-services (e-government, e-transparency, e-learning, e-health etc.).
- Build partnerships with civil society organizations, multi-lateral agencies, government and private sector to provide access to information, products, and services related to development and poverty reduction issues.
- Arrange services common people of Georgia are looking for.
- Attracting foreign investors for doing business in Georgia.
- Reach sustainability of the GeDG by the end of 2004.

Georgia Gateway: Pilots under preparation

- E-government pilot: DG-Market Georgia
- E-transparency pilot (nucleus at http://aevec.gateway.ge)
- E-learning pilot (http://georgia-gateway.org/distance_learning)
- E-health pilot

E-learning pilot

- Medical servants qualification exam distance learning module.
- In Partnership with Georgian Foundation for Strategic and International Studies (GFSIS) the GeDG will develop distance learning course for civil servant of middle layer who are target audience for the Foundation.
- Effective, financially available, based on existing realities in Georgia Internet resource that will allow medical workers get concrete information including full texts on

qualification exams carried out in Georgia on regular basis, and simulate passing of relevant exams on-line.

- About 50 students of GFSIS will use distance E-learning courses by the end of the implementation grant project period.
- Preparation of E-learning in Georgia strategy document. It will contain major information on for how to use IT in education development in Georgia.

E-health pilot

- Off-line consulting service: how diagnose specific diseases, what to do in case of emergency, where to address in specific cases.
- The E-libraries will include: DB of medicine shops (addresses, telephones, emails etc.) in Georgia; DB of health care organizations (addresses, telephones, emails etc.) and their profiles; price lists of medicaments available at local wholesale commercial companies; descriptions of principal medicaments and sphere of their use; advise on how to distinguish imitated and counterfeit medicaments; descriptions of principal diseases, their symptomatic and ways of care; documents on the population social guarantees in health sector.
- Thematic pages will be designed and launched within the E-health portal: AIDS in Georgia, tuberculosis in Georgia (possibly).

E-health pilot Expected Results

- Creation of effective, financially available, based on existing realities in Georgia Internet resource that will allow common people in Georgia get basic information on health care and thus to improve their social conditions, to combat poverty in Georgia.
- Arranging permanent free of charge e-consultancy health services applicable for all members of community in Georgia.
- Preparation of E-health in Georgia strategy document. It will contain major information on for how to use IT in health development in Georgia.
- E-libraries in Georgian on Georgian legal acts related to health and social issues will be created.

Progress in Information Society: Dileco and DocsMan2.0

Gohar Sargsyan

Business Concept

Video and audio communication for educational and business purposes between

- Offices and educational organizations within a country
- International organizations in a country and other regions of a country (training courses, video conferencing)
- Other organizations in a country and outside (training courses, video conferencing)

e-Learning & e-Government

According to European Commission Brussels, 19.5.2003 COM(2003) 271 final report, “With regard to capacity building, the EU will focus on two priorities for the Summit: e-Learning and e-Government”.

Feasibility Decision

- E-Readiness Survey by AmDG: E-Armenina foundation in 2001 using the methodology

suggested by Center for International Development at Harvard University

- information infrastructure is - stage 3
- e-readiness - stage 2
- My own e-learning-survey in 2003
- major Armenian universities are ready technically and psychologically to start a distance learning education

Industry/Market Analysis

- Barriers to entry to the market
- Existing limitations to do distance learning in Armenia and other developing countries

Industry/Market Analysis

Target Markets

- The educational sector
- Government Officials
- Small and Medium Businesses
- International organizations
- …

- Niche
- Competitive Analysis
- Target Customers
- Distribution channels
- Entry Strategy

Founding Team

- Qualifications of Genesis Team
- Tasks to Accomplish for Team
- Gap Analysis

Product/Service Description; Video Reception & Remote Control; Unique Features

- Camera Control in Distance Learning
- Solutions provided for poor Internet bandwidth

Benefits of Dileco Package

- Elimination of Latency
- Easy to Use: Human Factors
- Low Cost
- Good Video/Audio Quality
- Operation for Poor Internet Bandwidth

Project Development Plan

- Open Source Armenia
- VoIP for audio support (training in South Korea-March)
- Instance Messenger

- Multi-client, multi-server
- Video e-mail
- Whiteboard
- Dynamic presets

DocsMan2.0 - Manage your company on-line! Business Concept

Online Management and Document Flow System - is a simple and powerful e-Management solution designed for small and medium enterprises

Whether your company activities include production, sales or service you will find DocsMan an incredibly simple and powerful tool to utilize

DocsMan2.0

The following features are implemented:

- Development and Planning
- Execution and Control
- Evaluation
- Reporting

All document management procedures as well as documents themselves are implemented in accordance with ISO900x series standards

Unique Features

- Integrated environment for Online Document
- completion
- signing
- sending

Conclusion

Information society will grow combining our efforts to develop e-Learning, e-Management solutions.

Развитие телекоммуникаций в Грузии

Л.Чобанян

Аналитики предсказывают в ближайшие два года качественный скачок в развитии коммуникационных технологий, и начало внедрения так называемых универсальных сетей нового поколения, или next-generation network (NGN). Новый стандарт сетей NGN предполагает сращивание проводных телефонных линий, беспроводных сетей и глобальной паутины в единое коммуникационное пространство. В этой связи, становится актуальным вопрос анализа развития телекоммуникаций, их готовность к внедрению новых технологий.

Сектор телекоммуникаций в Грузии представляет наиболее быстро развивающийся сектор экономики. Темпы развития лучше всего охарактеризовать ростом годового дохода в секторе: 40 млн. долларов в 1996 году, 180 млн. в 2001 году, свыше 200 млн. в 2002 году.

Наиболее активно развиваются городская телефонная сеть, где завершается переход на электронные станции, а также мобильная сотовая связь. Количество абонентов телефонной сети - 700 тысяч (600 тыс. государственных и 100 тысяч частных). Число абонентов сотовой связи увеличилось со 100 тыс. в 2000 году до 300 тыс. в 2002 году.

Около 800 спутниковых каналов связывает грузинских операторов международной связи с зарубежными сетями. Партнерами грузинских компаний являются SPRINT, AT&T, MCI, SCOTTCO и DEUTSCHE TELECOM.

Все большую роль начинают играть фибер-оптические линии связи. Общая их протяженность в настоящее время достигла 446 км (10% от всех кабельных линий) Это, в основном, грузинский сегмент магистрали Транс-Азия-Европа. Прокладываются линии Поти-Ризе и Поти-Варна, а также линии между Азербайджаном, Арменией и Грузией.

Значительно расширилось использование возможностей ИНТЕРНЕТ В настоящее время в Грузии функционируют 11 коммерческих и четыре некоммерческих провайдера. Общее количество пользователей составляет приблизительно 40 тыс. Число компьютеров, подключенных к ИНТЕРНЕТ составляло приблизительно 12 тыс. в 2002 году (5 тыс. в 2000 году). Несмотря на рост, эти показатели существенно уступают среднемировым.

Важную роль в развитии ИНТЕРНЕТ в Грузии может сыграть освоение технологии ADSL. Один из провайдеров - фирма САНЕТ предлагает доступ к ИНТЕРНЕТ по этой технологии. При этом скорость приема информации составляет до 8 мегабит в секунду, а скорость передачи - до 768 килобит в секунду.

Взаиморасчеты в сетях передачи данных

Сагиян Григорий, Григорян Левон

Введение

- Развитие ИНТЕРЕТ непрерывно ставит новые задачи перед сообществом.
- Одна из задач – каким образом организовать взаиморасчеты между операторами сетей

Обсуждаемые темы

- Отсутствие принятой системы взаиморасчетов между операторами сетей передачи данных приводит к повышению стоимости услуг
- Принципы взаиморассчетов в телефонии и в сетях ПД не могут быть одинаковыми
- Развитие ИНТЕРНЕТ технологий еще более усложняет ситуацию с взаиморассчетами
- Предлагаемые подходы к решению задачи

Традиционные операторы

- Оператор 1 собирает минуты с помощью своей сети и отсылает их Оператору 2, который доставляет эти минуты с помощью своей сети.
- Каждый из операторов оплачивает 50% стоимости связывающей линии, вне зависимости от того, какую часть он обслуживает.
- Стоимость собранных минут в у каждого из операторов на порядки превышает стоимость обслуживания линии связи
- В конце месяца или года операторы проводят взаиморасчет – кто больше минут доставил конечному пользователю через свою сеть.

Конкурирующие операторы

- В начале 90-х появились предоставители нового типа услуг – преобразования протоколов – интернет провайдеры
- Получая данные по протоколу G.703, TCP/IP, с номерацией оператора, провайдеры

предоставляют данные в формаете TCP/IP со своими номерами.

- Доступ к провайдерам может быть как по TCP/IP так и по через протоколы серии V
- Традиционные операторы используют нумерацию МСЭ, провайдеры – нумерацию IANA

Первые среди равных

- Крупные игроки пытаются заработать на перепродаже всего, что проходит через их сети, наиболее простой способ это подсчет килобайтов.
- Килобайты могут создаваться в сети крупного оператора, но могут и проходить транзитом. Перепродажа транзита источник сверхдоходов
- Создавать килобайты можно в различных сетях в неограниченном количестве и пропускать их через свои сети

IP телефония

- IP телефония привела к созданию новых отношений – взаиморассчеты производятся с помощью посредника – биржи.
- IP телефония это минуты и одновременно килобайты
- Существенное отличие от остального обмена – килобайты созданы людьми непосредственно, их количество на порядки меньше информационного обмена, сгенерированного компьютерами

Дикое сообщество

- Развитие беспроводных технологий привело к свободному сообществу пользователей, которые могут обходиться без операторов.
- IP номера с развитием Интернет-технологий будут раздаваться без ограничений, уникальная идентификация пользователя возможна без применения нумерации МСЭ.

Возможные системы взаиморассчетов

- Взаиморассчеты возможны при одинаковых единицах измерения в сетях телефонии и передачи данных.
- Такие единицы – минуты созданные человеком, их можно использовать для взаиморассчетов как по двусторонним договорам.
- Взаиморассчеты с использованием килобайтов, сгенерированных компьютерами небходимо осуществлять по другим принципам.

IDC & Web-sites

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- Information
- Dissemination
- Parliament Members Training
- Free courses for children
- Microsoft Training
- Center in Caucasus
- Tele-Bridge Yerevan-Moscow-Bishkek

- Domain names registration and am. zone administration. Using special Website clients check, reserve and after approval buy the required Domain name in am. zone
- Online monitoring and opening of new accounts for internet roaming users. As a GricAlliance member, in tight Tele-interaction with Gric we provide Internet connection and service travelers both in Armenia and overseas
- Online monitoring and opening of new accounts for IRIDIUM satellite telephony subscribers. Integration into Dutch GloCall's Distributor-Client GloBillOnline System

Telework tools and options

1. Subscription Information

1.1. Detailed Subscription Info 1 SIM-card (ICC-ID)

1.2. Basic data all subscriptions

1.3. Price Information

2. Change Subscription data

3. Activate / Suspend / Unsuspend

4. Credit Watch / Add minutes to credit

5. Call specifications & Invoices