

## **“Customer-centric service provision” workshop**

Tuesday, 22 April 2008  
CSVTS (Czech Scientific Society)  
Novotného lávka 5, 110 00, Praha 1, Prague

- 12:00**     *Arrival and Networking*
- 12:30**     **Welcome and Introductions**  
Dr. Efthimios Tambouris, University of Macedonia
- 12:40**     **Part A – Projects demonstrations**
- 12:40**     **One Stop Gov Project**  
Ilias Trochidis, University of Macedonia
- 13:00**     **LD-CAST Project**  
Alessandra Catapano, ELSAGDATAMAT
- 13:20**     **Semantic Gov Project**  
Nikos Loutas, CERTH/ITI
- 13:40**     **PLEDGE Project**  
Luis Alvarez Sabucedo, Universidade de Vigo
- 14:00**     **BRITE Project**  
Piero Milani, Infocamere, Italy & Ansgar Mondorf, University of Koblenz
- 14:20**     **R4eGov Project**  
Maria Wimmer & Ansgar Mondorf, University of Koblenz
- 14:40**     *Short break*
- 15:00**     **Part B – Discussion on topics of common interest**  
*Moderators:* Professor Konstantinos Tarabanis and Dr. Efthimios Tambouris, University of Macedonia
- 15:00**     **General organizational aspects of citizen-centric public service provision.**
- 15:30**     **Technological aspects of citizen-centric public service provision.**
- 16:00**     **Organizational models used for service provision.**
- 16:30**     **Best practices and lessons learnt**
- 17:00**     **General discussion –Cross fertilization of views**
- 17:30**     **Workshop closure**