

eCitizen II – towards citizen-centred eGovernment in European cities and regions

Component 4 joint seminar and staff exchange
14 - 16 September 2010 in Tampere, Finland



Programme

Tuesday 14 September 2010

Venue: The Baltic Institute of Finland, www.baltic.org
Address: Verkatehtaankatu 2, 2nd floor

9.00 – 9.30 Welcome & Introduction

Perttu Pesä, Deputy Mayor, City of Tampere
Ritva Salisma, Head of Decision Planning, City of Tampere
Esa Kokkonen, Director, The Baltic Institute of Finland

9.30 – 12.00 Valma – eParticipation Service

*Valma is a tool for the city administration to arrange Internet based participation for citizens.
Objective of the Valma –eService-tool is to ensure inhabitants of the municipality a better chance to
take part more directly in local decision-making.*

§ General introduction

Eija Uurtamo, Project Manager, City of Tampere
Antti Leskinen, Head of Local Democracy Unit, City of Tampere

§ Valma using experiences

Iina Ojala, Planning Officer, Promotion of Culture and Quality of Life

§ Valma using experiences

Anna-Maria Maunu, Head of Communication Unit

§ Discussion





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INNOVATION & ENVIRONMENT
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12.00 – 13.00 Lunch

Restaurant Fransmanni, Koskikeskus, Hatanpään valtatie 1

www.fransmanni.fi/tampere.html

12.30 – 14.00 Valma: Technical aspects

§ Juhani Gurney, CTO, Eduix Ltd, Finland (www.eduix.fi)

14.30 – 17.00 Component 4 meeting

19.00 Dinner

Wednesday 15th September 2010

Internet based services for different age groups

Venue: Tampere City Hall, [Aleksis Kiven katu 14 - 16 C](#), group room 2, 5th floor

9.00 – 12.30 Netari.fi-project (<http://www.netari.fi/>)

§ Project Planning Officer Marcus Lundqvist

The aim of the Netari.fi-project is to develop youth work done over the Internet and to create a coherent work model and working culture for national Internet youth work. Through multi-professional cooperation, the project aims to lower the threshold for those youths using the facility to seek social and health services when necessary. The plan is to also bring the services, through the Netari operation, straight to the Internet environments popular among young people.

In January 2010, the project includes the youth work units of as many as 24 municipalities. In each municipality, one or more youth workers perform part-time online youth work, as a part of their job description. The City of Helsinki Youth Department is the centralized unit responsible for coordinating and developing the operation with the support of the Ministry of Education and the Ministry of Social Affairs and Health.

12.00 – 13.00 Lunch, restaurant Näköala, 6th floor



Towards citizen-centered eGovernment
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Venue: Meeting room Maisema, Satamakatu 17 B, 7th floor

13.30 – 15.00 T-Seniority project (<http://tseniority.idieikon.com>)
User-centric services for elderly people

§ Project planning officer Mia Vaelma

T-Seniority offers a flexible combination of citizen-centric and personalised e-Care Services according to user's preferred or available ICT media: primarily via digital and digital interactive TV. T-Seniority's main target is to create a "user-centric" integration of services, especially focusing on assistance programs -including trans-borders services- for disadvantaged social groups. By focusing mainly in older people and people in the "early stages of getting older", T-Seniority aims to cover a diverse range of care needs in a wide range of service situations (home care, tele-assistance, mobile telecom services, tele-alarms, nursing services...).

19.00 Dinner

Thursday 16th September 2010
How the City of Tampere utilizes social media?

Venue: Tampere City Hall, Group room 1, 5th floor, [Aleksis Kiven katu 14 - 16 C](#)

9.00 – 9.20 The Social Media Strategy of the City of Tampere

§ *Anna-Maria Maunu, Head of Communications unit, City of Tampere*

9.20 – 11.00 Using Social Media Services: Cases

§ City of Tampere is on Facebook, Twitter and YouTube
Satu Aalto, Web Communications Coordinator, City of Tampere

§ Facebook case: Tampere Immigrant Advice Centre
Marjukka Hourunranta, Project Coordinator, City of Tampere
Kristiina Teiss, Project Coordinator



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- § Case Tampereen Alpumit, citizens' photos on the web
Teemu Keskinen, Cultural Counsellor, City of Tampere
www.raitit.net/alpumit/
- § Case Solmu – social museum service
Outi Penninkangas, Curator, City of Tampere
www.museosolmu.fi/
- § Discussion

11.30 – 12.30 Lunch (Restaurant Näköala, Tampere City Hall, 6th floor)

Venue: Main Library Metso, Pirkankatu 2, computer room), www.tampere.fi/kirjasto/english.htm

Tuula Haavisto, Director of Libraries Tampere City Library, Pirkanmaa Regional Library

13.00 – 13.15 Introduction of the Main Library Metso

13.15 – 14.00 New On-line Library and Web Service of the Tampere City Library

<http://kirjasto.tampere.fi>

14.00 – 14.30 Closing of the seminar

Mrs. Ritva Salisma, Head of Decision Planning, City of Tampere

Mrs. Minna Hanhijärvi, Deputy Director, The Baltic Institute of Finland

14.30 – Coffee (Metso, cafeteria, 2nd floor)



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