

The 14th Congress of Registrars in Europe

14-16 May 2014

Noordwijkerhout, The Netherlands

**Don't stop ...
thinking about tomorrow!**

The NVVB 20th anniversary jubilee conference & EVS conference is made possible by:

NVVB Jubilee partner



NVVB silver partners



NVVB bronze partners



DO YOU WANT TO BECOME A NVVB PARTNER?

Becoming a partner of NVVB is a unique opportunity to position your organization and increase your visibility in the public sector.

Ask for our partnership brochure or make an appointment with Arthur Dallau (Director NVVB) for a personal interview. Contact Vera Nugteren by phone 079-361 77 47 or by e-mail veranugteren@nvvb.nl.

Partnerships make us go forward!



No identity without a sense of history!

Already 20 years ago, a number of people made a difference, but when establishing the NVVB, they could not have imagined that 20 years later, the association would be regarded as an important and particularly reliable partner for many organizations and individuals, both nationally and internationally. This emphasises the importance to reflect on the past, the present and, especially, to look at the future.

The motto "Don't stop ... thinking about tomorrow" is therefore a conscious choice to emphasize that 2014 is a pivotal year for the NVVB. A year in which major steps are made and activities conducted to answer the questions of the (near) future, and to meet the expectations of the ever-changing society. The combination of the NVVB jubilee conference and EVS convention couldn't have come at a better time. The digitization of our society and the increasing influence of Europe on all Member States, the most relevant developments in the field of identity and services meet and directly relate to the NVVB themes: personal information management, identity management, elections, and innovation.

To provide insight into the developments in the Netherlands and Europe, the NVVB compiled an inspiring three-day program in cooperation with the EVS. Topics such as privacy, digital identity, identity fraud, eID, eGovernment, information security and the shift from the analogue to digital world are given ample attention. Speakers from the Netherlands, Estonia, Sweden, Belgium, Spain, America, Denmark, Germany, Slovenia, Slovakia and Great Britain talk about their successes, their challenges and the importance of (international) cooperation in a world where the identity of the citizen reaches beyond the national borders. You don't need not to miss a word, since all necessary facilities for interpreting into various languages are, in accordance with the general agreements within the EVS available!

As European guest, you will arrive on Wednesday May 14 and depart on Saturday May 17. To show how the NVVB has combined its Jubilee Convention and the EVS Convention, the total program consists of three full days with both a Dutch and European character. The focus of your visit is obviously on Thursday 15 and Friday, May 16, 2014.

For the NVVB, it is an honour to host the 14th EVS conference and accommodate you. We hope that you are looking forward to your visit to the Netherlands and enjoy the program offered.

In addition to the inspiring lectures and workshops, the conference also enables you to meet your Dutch, Caribbean and European colleagues, thus an excellent opportunity to expand your national and international network. Obviously, festive activities are also part of the programme, which serve as the start of an even brighter future.

Will you help shape the government of the future?
Then register now, and join us on 14, 15 and May 16, 2014 in Noordwijkerhout!



Simon Rijdsdijk,
chairman NVVB



Arthur Dallau,
director NVVB



Wednesday 14 May 2014

Wednesday 14 May 2014

9:00 to 10:00 am

Arrival of participants
and opportunity to visit the
exhibition floor

10:00 to 10:05 am



Welcome!
by *Humberto Tan*,
chairman of the day

10:05 to 10:15 am



Introduction
by *Simon Rijdsdijk*,
chairman NVVB

10:15 to 10:45 am



Opening
by *mr I.W. (Ivo) Opstelten*,
Minister of Security and Justice

10:45 to 11:15 am



**Innovative services require new
leadership**
by *Lieutenant General Dr. J.A.J.
(Hans) Leijten*, Commander Royal
Netherlands Marechaussee

11:15 to 11:45 am

Break
and opportunity to visit the
exhibition floor

11:45 to 12:00 am



Operation BRP
by *Cor Franke*,
Chief Client Operation BRP

12:00 to 12:45 pm



**Your own safe place in a digital
world**
by *Marcel van Galen*,
founder of the Qiy Foundation

12:45 to 13:45 pm

Lunch
and opportunity to visit the
exhibition floor

13:45 to 14:15 pm



**Are the basic records in order?
Address and identity fraud**
by *Siebe Sietsma*,
research reporter RTL Netherlands

14:15 to 14:45 pm

General Assembly NVVB (part 1)

- Opening and announcements
- Finalize ALV-report of 12 December 2013
- Year report 2013 and finalize year account 2013
- Suggestion to change the NVVB statutes
- Ambition: excellent local government management; signature by Association of Municipal Secretaries / Government Association Management & NVVB
- Signing knowledge partnership IDentity.Next & NVVB
- Electing the members of the board

14:45 to 15:00 pm



The identity of the Netherlands
by *Jörgen Raymann*

15:00 to 16:00 pm

Workshops (Round 1)

16:00 to 16:30 pm

Break
and opportunity to visit the
exhibition floor

16:30 to 17:30 pm

Workshops (Round 2)

17:30 to 18:00 pm

Aperitif & snack

18:00 to 19:00 pm

Checking into rooms

19:00 to 24:00 pm

**Party in NH Conference Centre
Leeuwenhorst and presenting
the annual NVVB award with
performances by:**

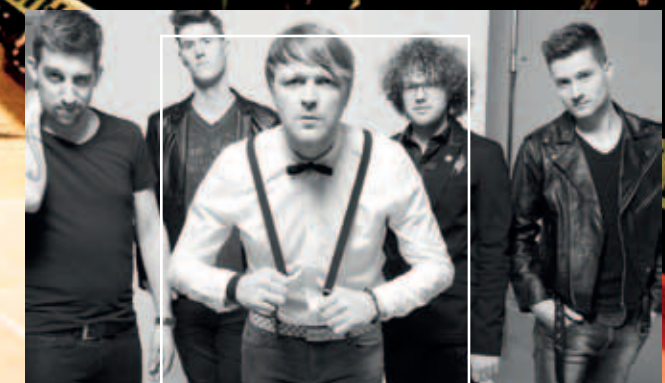
- **VanVelzen**
- **Faisal**
- **Vangrail**



VanVelzen



Faisal



Vangrail

Thursday 15 May 2014

Thursday 15 May 2014

9:00 to 10:00 am	Arrival of participants and opportunity to visit the exhibition floor
10:00 to 10:05 am	Welcome! by <i>Humberto Tan</i> , chairman of the day
10:05 to 10:20 am	Opening EVS Congress by <i>Paride Gullini</i> , president EVS
10:20 to 10:50 am	Estonian eID journey: how the small chip changed the life of millions by <i>Hannes Astok</i> eGovernment expert, Estonian eGovernance Academy
10:50 to 11:20 am	Break and opportunity to visit the exhibition floor
11:20 to 11:50 am	Swedish eID: the evolution of a national eID system by <i>Nils Fjelkegård</i> , legal expert, Swedish eidentification board
11:50 to 12:20 pm	The new European data protection package by <i>Hielke Hijmans</i> , head of policy and consultations of the European Data Protection Supervisor (EDPS)
12:20 to 13:20 pm	Lunch and opportunity to visit the exhibition floor

The international program of the NVVB 20th anniversary jubilee conference & EVS conference is also made possible by:



All presentations on Thursday, May 15th, will be given in English. The NVVB will provide translations into several languages, thus also from English to Dutch.

13:20 to 13:50 pm	Mobile digital ID for Barcelona citizens by <i>Cristina Blanca Fort</i> , Direcció d'eAdministració, Ajuntament de Barcelona and <i>Roger Olivet</i> , idBCN
13:50 to 14:20 pm	Smart Cities and the power of local governments by <i>Mark Cleverley</i> , director Public Safety Solutions, Global Government Industry, IBM (USA)
14:20 to 14:50 pm	From analog to digital: Danish eGovernment Success Factors <i>Morten Meyerhoff Nielsen</i> , Danish Agency for Digitisation
14:50 to 15:10 pm	General Assembly NVVB (part 2) • Presentation of the Advisory Board • Appointing honorary members • Presentation of the new logo
15:10 to 15:30 pm	Break and opportunity to visit the exhibition floor
15:30 to 16:30 pm	Workshops (Round 1)
16:30 to 17:00 pm	Break and opportunity to visit the exhibition floor
17:00 to 18:00 pm	Workshops (Round 2)
18:00 to 18:30 pm	Aperitif & snack
18.45 pm	Departure by bus to the party venue
19:00 to 24:00	Party Beach Club O. • Crazy Pianos on NVVB Tour



Welcome, mayors! Thursday 15 May 2014

Mayor Program

IT developments significantly change society. This also applies to the relationship between citizens and government. In the next few years, the local government faces the challenge of becoming a meaningful government for the people of the municipality.

The municipality will need to be digitally available and accessible to its residents in many ways. This is not only a technical operation, but also an administrative challenge. For this reason, there is a special program for mayors, where they exchange knowledge and experiences on a number of issues encountered by governments in the digital citizen-government relationship.

In addition to a portion of the plenary program, a workshop is organised, which zooms in on new service concepts. Dirk van der Borg, mayor of Molenwaard, talks about how the municipality of Molenwaard - established last year - deals with this.

In addition, attention is paid to the dangers resulting from digitization. Siebe Sietsma, research journalist and reporter of RTL Netherlands, talks about the impact of identity theft.

Mayors who want to participate in the Mayors program can register at <http://www.burgemeesters.nl/15mei2014>

The Mayor Program is brought to you by:



In collaboration with:



Thursday 15 May 2014

12:30 to 13:15 pm	Welcome! with lunch
Participation in the plenary conference program:	
13:20 to 13:50 pm	Mobile digital ID for Barcelona citizens by <i>Cristina Blanca Fort</i> , Direcció d'eAdministració, Ajuntament de Barcelona and <i>Roger Olivet</i> , idBCN
13:50 to 14:20 pm	Smart Cities and the power of Local Governments by <i>Mark Cleverley</i> , director of Public Safety Solutions, Global Government Industry, IBM (USA)
14:20 to 14:50 pm	From analogue to digital: Danish eGovernment Success Factors <i>Morten Meyerhoff Nielsen</i> , head of section at the Danish Agency for Digitisation
Workshop specifically for mayors:	
15:00 to 16:30 pm	Workshop 1. Innovative public services By <i>Dirk van der Borg</i> , mayor at the municipality of Molenwaard 2. Identityfraud By <i>Siebe Sietsma</i> , research journalist and reporter of RTL Netherlands
16.30 pm	End of program

Friday 16 May 2014

Friday 16 May 2014

08:00 to 09:00 am

Arrival of participants
and opportunity to visit the
exhibition floor

09:00 to 10:00 am



Opening
by *Andreas Heuser*,
Chief Inspector at Police
Wiesbaden / Hessen. Keep your
identity yours.

10:00 to 11:00 am

Workshops (Round 1)

11:00 to 11:30 am

Break
and opportunity to visit the
exhibition floor

11:30 to 12:30 pm

Workshops (Round 2)

12:30 to 12:45 pm

Closing
by Executive Board EVS and
showing the convention movie for
2015

12:45 to 13:45 pm

Lunch
and opportunity to visit the
exhibition floor

14.00

Buses depart to Amsterdam

14:45 to 17:15 pm

Excursion in Amsterdam
(Rijksmuseum or guided city tour)

17:15 to 17:45 pm

Gathering at the Rijksmuseum
for bus departure to Koepelkerk

17:45 to 21:15 pm

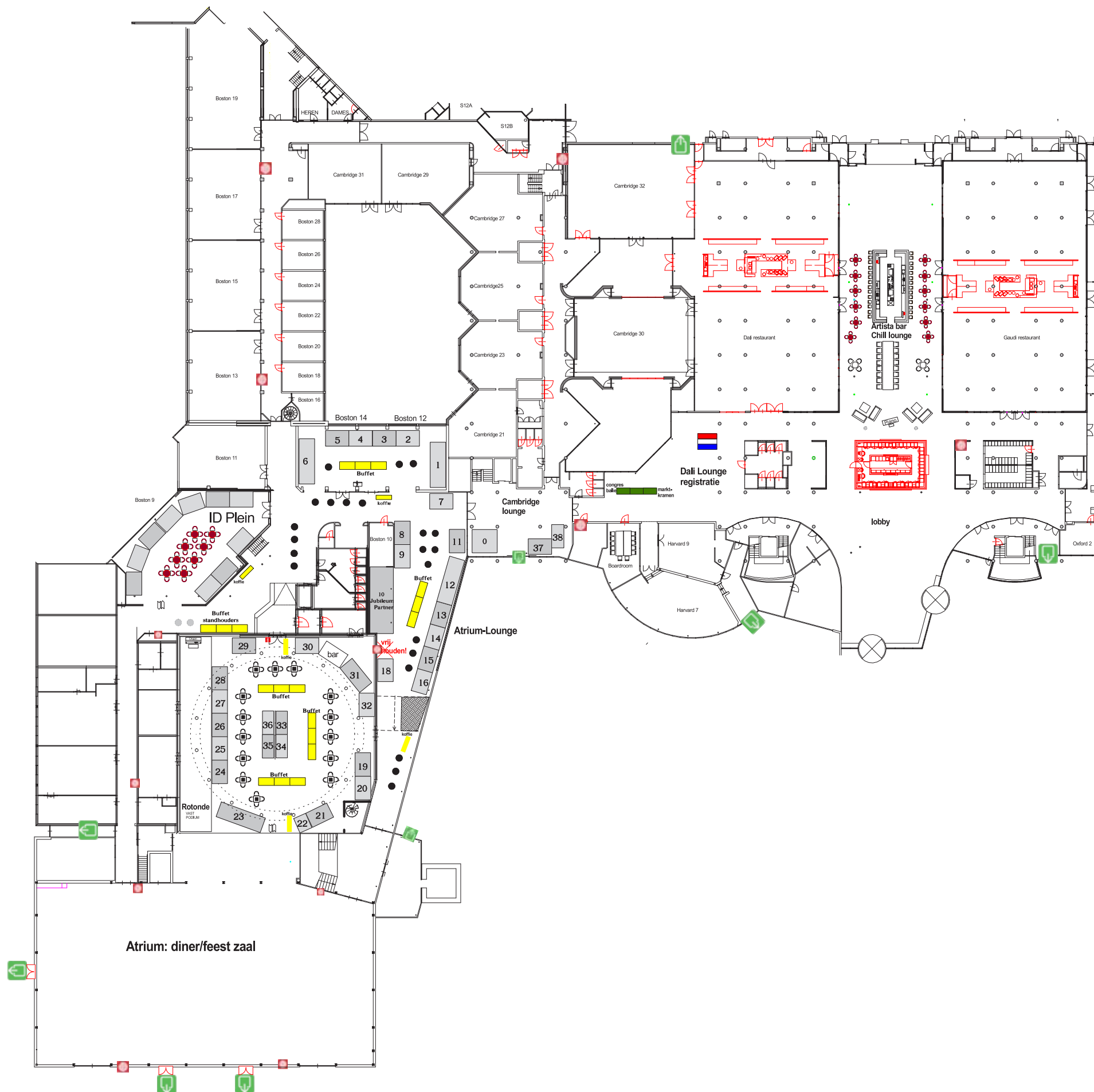
Amsterdam cruise and dinner

21:30

Buses depart to
Noordwijkerhout



Keizersgracht
Amsterdam



Legenda

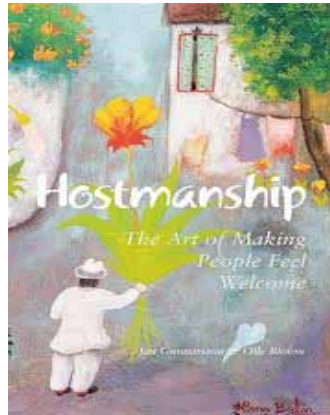
- 0 NVVB
- 1 Morpho
- 2 Qmatic
- 3 Dynalogic
- 4 Procura BV
- 5 Ministerie van Buitenlandse Zaken
- 6 BMC implementatie & Be Supported
- 7 Daerom!
- 8 Adviesbureau Burgerzaken BV
- 9 Cikam B.V.
- 10 PinkRocade Local Government
- 11 Segment Opleidingen
- 12 Centric
- 13 Aethon Publica
- 14 Excellence Public BV
- 15 Sdu Information Solution
- 16 CIB Centraal InkoopBureau B.V.
- 17 XCent
- 18 Dienst Basisinformatie Amsterdam
- 19 T:meblockr®
- 20 Bestuursacademie Nederland
- 21 Gunnebo Nederland
- 22 Vakmedianet bv
- 23 JCC Software
- 24 ORIBI id-solutions
- 25 AMP Logistics
- 26 Lamson Group
- 27 Kennisbank Burgerzaken
- 28 Agentschap BPR
- 29 Karmac Informatie & Innovatie b.v.
- 30 Osara B.V.
- 31 Swisslog
- 32 Teachers Channel
- 33 Keesing Technologies
- 34 NCOD Publiekszaken BV
- 35 Nederlandse Transplantatie Stichting
- 36 Kooyenga Groep
- 37 Censor Bestuur
- 38 NuFlex
- Typical Dutch market 15 May 2014

Legenda ID Plein

- ECID/Kmar
- IND Bureau Documenten
- JustID
- Project NBP
- RDW
- Werkgroep Tegengaan Identiteitsfraude

Thursday 15 May 2014

1. Hostmanship*



Imagine the effect of really feeling welcome somewhere.

Hostmanship addresses the aspects of municipal services that are most appreciated by citizens. Hostmanship starts on the inside of the organization, and results in enhanced cooperation and more effective use of the knowledge and dedication of employees.

This master-class unravels the concept of Hostmanship and grants you insight into how the use of Hostmanship addresses current issues within local organizations:

- internal and inter-municipal cooperation;
- involving citizens in service processes;
- society participation;
- tension between service standards and service orientation.

With the effect that:

- People feel valued and want to contribute.
- Employees truly feel involved and make a difference.
- Business operations occur noticeably more effective and more cost efficient

Are you ready to get started with Hostmanship?

Presentation

Alexander de Vries, director Hostmanship Group



2. Cross-border services: shift the boundaries*



Citizens, businesses, public organizations and governments have an increasing need to easily and securely share information within Europe. Due to high mobility, European integration, increased commercial activities and procedures with cross-border effects, this need will only increase.

e-SENS - the new European project - is aimed at strengthening the digital internal market across borders with innovative ICT solutions. The internal market needs to become reality for citizens and businesses, and much can be achieved with ICT. e-SENS will take important steps to push services to a higher level, to the digital level.

The aim of the Electronic Simplement European Networked Services project is the development of efficient, high quality public services based on a standardized European infrastructure. E-SENS will work continue the work of previous large European projects (e-CODEX, epSOS, SPOCS, STORK, PEPPOL) by developing and expanding and sharing solutions for new domains, so that access to health care, legal systems, public tenders and businesses is made simplified.

Presentation

Freek van Kevel, senior policy officer at the Ministry of Economic Affairs



* Workshops 1,2, 3, 4 and 5 are given in English.

3. The digital identity Barcelona*



Digital identity solutions are essential for online reliability. The government needs solutions that are not only easy and safe, but that do not cost too much and handle our privacy well. The Catalan identity solution idBCN enables citizens of the city of Barcelona to make themselves known online to regional administrations and businesses in a user friendly and secure way.

idBCN is an Identity & Access Management (IAM) service offered as a free public service by the city of Barcelona. Holders of idBCN identities can use it to gain access to various digital services; at this time these are the services of the city of Barcelona itself, but soon it will be possible to use other digital services of both public and private companies. idBCN identity is a mobile solution in which users install an app on their smartphone. The city council of Barcelona approved the legal framework. The solution is extensively reviewed by the legal and security departments to ensure that identification occurs in a safe and legally acceptable manner.

Presentation

Cristina Blancafort, Direcció d'Administració, Ajuntament de Barcelona
Roger Olivet, idBCN



Cristina Blancafort



Roger Olivet

4. The European Data Protection Supervisor*



The EDPS (European Data Protection Supervisor) is the independent data protection authority of the European Union. They monitor and ensure the protection of personal data and privacy in EU institutions and bodies that process personal data of individuals, and they advise the EU legislator on proposals for legislation and new policies.

Data protection is crucial for society, especially when citizens are increasingly dependent on the use of information, and personal information is collected or generated on an increasingly larger scale.

The protection of personal data is of vital importance to the citizens of the information society. As we increasingly are relying on the use of information technology (eg using on-line payments, social networks and search engines), and when personal information is collected or generated on an increasingly larger scale, it becomes more important than ever before to adequately protect our individual liberties. Data protection rules exist to protect people and to facilitate lawful processing of their personal information.

The rules embody the right not to be recorded or monitored in a faulty or uncontrolled way. The purpose of the EDPS is to enable individuals to exercise their rights and protect their legitimate interests. The fundamental right to data protection and privacy can only be achieved if the data protection rules are effectively enforced in practice.

Will you help us to create a conscious and safe environment for our citizens?

Will you help us create awareness and a safe environment for our citizens?

Presentation

Hielke Hijmans, head of policy and consultations of the European Data Protection Supervisor



* Workshops 1,2, 3, 4 and 5 are given in English.

5. eID and government services*



The European Commission wants to ensure that national electronic identity systems (eID) can be used to perform secure transactions across borders in the EU. Based on the new proposed regulation eID, member states will be able to register their national eID with the Commission. Member states should mutually recognize these registrations.

Such recognition of national eID programs enables citizens, businesses and administrations to access public services across the border. So much money and time can be saved, for example by performing e-Tendering for orders over the border completely digitally. The regulation makes the eID equally legal to the e-signature and handwritten signature.

It is expected that the greatest benefits will be achieved with the online collection of taxes, education and other social services, e-Tendering and e-Health. Of course, the introduction of the eID also greatly affects the service products and processes.



Hannes Astok



Morten Meyerhoff
Nielsen

In Estonia, Sweden and Danmark, the authorities are further with the development and introduction of eID than within our own borders. This workshop therefore focusses on the success factors of the across borders approach, and the significance of the introduction of eID for the government and particularly local authorities and all related services and products.

What challenges will we face and are we really ready for it?

Presentation

Hannes Astok, eGovernment expert, Estonian eGovernance Academy

Morten Meyerhoff Nielsen, head of section at the Danish Agency for Digitisation

* Workshops 1,2, 3, 4 and 5 are given in English.

Friday 16 May 2014

1. The impact of EU law on private international law - Exploring the law of names as an example



Dr. Anatol Dutta



Gerhard Bangert

The Court of the European Union has interfered with the law of names based on primary EU law by its decisions Konstantinidis, Garcia Avello, Grunkin-Paul, Sayn-Wittgenstein and Runevic-Vardyn. The case-law of the Court has lead to considerable legal insecurity in some Member States about how EU law has to be implemented; in some Member States the legislators have become active. Against this background the question arises, why the European legislator does not provide for a stability of names within the Union, be it by harmonising the relevant conflict rules or by introducing a principle of mutual recognition. The workshop shall address those questions and discusses recent proposals for a legislative reform.

Presentation

Dr. Anant Dutta, Senior Research Fellow of the Max-Planck-Institut für foreign and international Private Law, Hamburg

Gerhard Bangert, Director of Studies at the Academy for Civil Status, Bad Salzschlirf

2. Forged documents – who are they trying to fool?

- A brief outline of forgery techniques and motives
- A brief outline of who uses forged documents, why and how they are encountered.
- An overview of a forensic document examination process.
- A brief description of how passport control lines work.
- A demonstration of the training that front line Border Guards receive.
- What do Border Guards do and what do they know when examining documents?
- The type of forged documents that may be encountered by Registrars and how to spot them.
- Look-a-likes.
- Questions.



Adriana Jabconová



Gordon Summers

Presentation

Adriana Jabconová, head of the Document Examination Department at the Slovakian Institute of Forensic Science, Bratislava

Gordon Summers, Assistant Director Border Force North Commonwealth Games Project Team, Glasgow.

Workshops

3. The civil servant between law, practice and citizens

The lawmakers make the laws and regulations, the citizens are the ones who have to obey these laws and regulations and feel the impact on their lives every day. The civil servant is the one who stands on the pivotal position between those worlds.

With everchanging laws and regulations from multiple levels, life of the European citizens becomes more complex every day. E.G the local city council adopts a new regulation on the payment of certificates, the national government declares new rules on the burial of deceased person's ashes, and the European institutions declare all intra-european public documents free of legalization.

How is Jean from Bordeaux, Mirza from Warsaw or Giorgio from Venice to know which document, who's signature and which stamps are required just to make sure his marriage with his high school sweetheart is equally registered in his country of origin, the country where he now resides and the country where his employer will send him to in three months time?

This is the area where the civil servant, the civil registrar comes in. He translates all this complex matter into understandable phrasing and crystal clear procedures. He faces the questions of the citizens , assesses their situation and tries to apply their case into the complex procedures.

In an ideal world all this should go smoothly, practical and efficiënt. But the reality of everchanging laws and regulations pose the civil servant with several hurdles. Not every aspect of past, present and future law is equally well written and thought through by the lawmakers. On every level, rules and laws have to be interpreted and loopholes keep on existing. These challenges become greater when the civil servant is confronted with the complex reality of the citizens' lives.

The citizen nowadays is mobile, outspoken and wants a quick, efficient and correct registration process. Due to complex laws and regulations, the civil servant has to explain the why and how of his procedures on numerous occasions. And when the answer doesn't suffice the citizen, the nearest ombudsman is just a step away.

These factors make the civil servant's job not easy. He has to apply and uphold the law in the best way possible and therefore has to use his complete Legal register. He also has to make tough decisions about the administrative life of the citizen. Therefore he has to use a huge degree of his emotional intelligence.

Our aim of this workshop is not to tell the civil servant of today what to do, what to say and when to do or say it, but to empower him and learn him easy tips and tricks on how to react and respond to tough questions and difficult situations in a tough time, without losing the necessary eye and respect for the human and social factors.

Presentation

prof. Patrick Wautelet, Faculty of Law of the University of Liège, Luik
Dr. Bojana Zadavec, Leader of Slovenian Association of Registrars, Maribor
Christoph Cuypers, Civil servant at Civil Registrar, Leuven.

*prof. Patrick
Wautelet*



Dr. Bojana Zadavec



Christoph Cuypers



Beachclub O
Noordwijk aan Zee



‘When the winds of change blow,
some people build walls
and others build windmills’

Come build windmills with us!

Information

Addresses

Convention Location 14, 15 and 16 May 2014 & Party Venue 14 May 2014

NH Conference Centre Leeuwenhorst
Langelaan 3, 2211 XT Noordwijkerhout

Party Venue 15 May 2014

Beachclub O.
Koningin Wilhelmina Boulevard 20-31
Strandafrit 16-17, 2202 GV Noordwijk aan Zee

Tour & Party Venue 16 May 2014

Start visit to Rijksmuseum and city tour from 14.45
the Rijksmuseum, Museumstraat 1, 1071 XX Amsterdam.
Dock for the canal dinner
Koepelkerk, Kattengat 1 Amsterdam

Shuttle buses

Wednesday 14 May 2014

9:00 am and 9:45 pm transfer Leiden CS - NH Leeuwenhorst
17.45 and 18.15 Transfer NH Leeuwenhorst - Leiden CS

Thursday 15 May 2014

9:00 am and 9:45 pm transfer Leiden CS - NH Leeuwenhorst
17.45 and 18.15 Transfer NH Leeuwenhorst - Leiden CS
18.45 Transfer NH Leeuwenhorst - Beach Club O
Between 21.30 and 00.15 Transfer Beach Club O - NH Leeuwenhorst

Friday 16 May 2014

14:00 Noordwijkerhout at Rijksmuseum Amsterdam
17.15 Rijksmuseum to Koepelkerk, Kattengat 1 - Amsterdam
21:30 Koepelkerk, Kattengat 1 - Amsterdam to Noordwijkerhout

Costs

Participant contribution

(evening program 14 may - 16 may
incl. evening program, stays 14 may - 16 may)

€ 650,-

Partner contribution

(evening program 14 may - 16 may
incl. evening program, stays 14 may - 16 may
in same room as participant)

€ 380,-

Registration

You can register using the registration form on the website of the EVS: <http://www.evs-eu.org/>. The registration form should be send to both segreteria@anusca.nl and cynthiaprick@nvvb.nl.

Ticket

After registration, you will receive an invoice from the EVS. You shall receive a confirmation and directions by email and you can pick up your badge at the conference desk when entering NH Leeuwenhorst. You can pick up your ticket for the evening on the 14th of May and 16th of May at the stand of the NVVB (See plan for exact location). Your ticket for the eveningprogram on the 15th of May will be presented to you in a special way by Oribi ID solutions als at the NVVB stand.

Cancellation

Cancellation of registration can only be done up to 15 days before the conference. To cancel your registration, please e-mail segreteria@anusca.it and cynthiaprick@nvvb.nl.

If you are unable to attend, your place can be filled by a replacement. Inform us of the name of your replacement. If you fail to inform us of your cancellation or your inability to attend up to 15 days before the event, the full registration fee is owed.

Information

For information about your registration, program or if you have other questions, please contact Cynthia Prick, by e-mail cynthiaprick@nvvb.nl or phone at 31 79 3617747.

You can find the registration form on the EVS
Website <http://www.evs-eu.org/>