



European Institute of Public Administration  
Institut européen d'administration publique

# Programme

## European Public Sector Award 2011



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Dear EPSA Friends,

I am most honoured to welcome you in Maastricht on the occasion of the EPSA 2011 Final Event and Award Ceremony, which is being organised for the second time by the European Institute of Public Administration. During these three days you will visit three different landmarks in the city: the historic Town Hall of the City of Maastricht; the Headquarters of our Institute, where EIPA moved in already 30 years ago; and the Provincial Government Buildings on the Meuse where the Treaty of Maastricht was signed in 1992. Since then, the city of Maastricht has become known worldwide; the local authorities have also invested in the Europeanisation of the city by hosting dozens of think tanks (EIPA, European Journalism Centre, European Centre for Development Policy Management, Maastricht School of Management, Centre for European Studies, etc.) devoted to European and international affairs; all of these, together with its internationally recognised and increasingly attractive university, have solidified Maastricht's standing as a centre of excellence in Europe.

Regarding our EPSA event, the first and third days will be devoted to celebrating and rewarding the best and most innovative public sector performers in Europe; whereas on the second day, the thematic workshops at EIPA will provide an opportunity to listen to presentations of the nominated projects and learn from each other.



I wish you a pleasant stay in Maastricht and fruitful meetings and contacts.

Prof. Dr Marga Pröhl  
EIPA Director-General



**TUESDAY 15 NOVEMBER 2011**

**Venue:** The European Institute of Public Administration (EIPA)  
Onze Lieve Vrouweplein 22, 6211 HE Maastricht (NL), Conference Room 1.45

**Workshop on 'ESF support to administrative capacity building in the European Union', convened by EIPA and the ESF Coordination Unit, DG Employment, Social Affairs and Inclusion, European Commission, Brussels**

**14.45** Registration of participants

**WELCOME AND OPENING**

**15.00** Welcome

*Marga Pröhl (DE)*, Director-General, EIPA, Maastricht  
*Thomas Bender (DE)*, Head of Unit ESF Legislation and Policy,  
Financial Engineering - DG Employment, Social Affairs and  
Inclusion, European Commission, Brussels

**WORKSHOP**

**15.10** **Assessment of administrative and institutional capacity building interventions and future needs in the context of European Social Fund**

*Łukasz Wardyn (PL)*, Policy Officer, Unit of ESF Legislation and Policy, Financial Engineering - DG Employment, Social Affairs and Inclusion, European Commission, Brussels

**15.30** **The ESF and the administrative and institutional capacity building priority post 2013**

*Thomas Bender*

**15.50** **The ESF at EIPA: actions and practices**

*Marco Lopriore (IT)*, Senior Lecturer, EIPA Maastricht

**16.00** Coffee break

## PROGRAMME

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**16.20**            **Presentation of two selected EPSA 2011 cases having benefited from the ESF - Their experience and operation**  
*Chaired by: Alexander Heichlinger (AT), Expert and Manager EPSA, EIPA Barcelona*

**Case 1: Promotion of electronic democracy in Salcininkai district**

*Gžegož Jurgo (LT), Senior Specialist at Investments and Strategic Planning Division, Salcininkai District Municipality Administration*

**Case 2: Get moving towards employment**

*Lourdes Sugrañes Tena (ES), Responsible, Professional Guidance Programmes, Employment Department, Barcelona Activa SAU SPM*

**17.20**            **Questions & answers**

**17.30**            **Closure**

## EVENING PROGRAMME

**Venue:** Town Hall of Maastricht, Markt 78, 6201 BZ Maastricht (NL)

**18.00**            **Registration of participants**

### WELCOME AND OPENING

**18.30**            **Welcome**

*Onno Hoes (NL), Mayor of Maastricht*  
*Marga Pröhl (DE), Director-General, EIPA, Maastricht*  
*Huub Smeets (NL), Chairman Board Maastricht VIA2018*

### AWARDING THE EPSA 2011 BEST PRACTICE CERTIFICATES & WALKING DINNER

**Announcement and handing over of the EPSA 2011 Best Practice Certificates by:**

*Alexander Heichlinger (AT), Expert and Manager EPSA, EIPA Barcelona*  
*Onno Hoes and Marga Pröhl*

**22.00**            **End of walking dinner**

**WEDNESDAY 16 NOVEMBER 2011**

**Venue:** The European Institute of Public Administration (EIPA)  
Onze Lieve Vrouweplein 22, 6211 HE Maastricht (NL)

**09.00** Registration of participants and delivery of complete conference bag

**WELCOME AND OPENING**

**09.30** **Welcome**  
*Henning Christophersen (DK)*, Chairman of EIPA's Board of Governors, Former Vice-President of the European Commission and Member of the Presidium of the Convention on the Future of Europe

**09.45** **The EPSA 2011: key facts, figures and trends**  
*Alexander Heichlinger (AT)*, Expert and Manager EPSA, EIPA Barcelona

**PARALLEL THEMATIC WORKSHOPS**

**10.00** **Workshop Theme 1: Smart Public Service Delivery in a Cold Economic Climate**  
**Room 1.45**  
*Michael Burnett (UK)*, Expert & Theme Leader, EIPA Maastricht

**Workshop Theme 2: Opening Up the Public Sector Through Collaborative Governance**  
**Room 1.16**  
*Tore Chr. Malterud (NO)*, Senior Expert, Head of Unit & Theme Leader, EIPA Maastricht

**Workshop Theme 3: Going Green: Concrete Solutions from the Public Sector**  
**Room 0.18**  
*Martin Unfried (DE)*, Expert & Theme Leader, EIPA Maastricht

Each workshop agenda will include presentations of the five nominees, followed respectively by a brief outline of the grounds and selection for their nomination (Evaluation Summary Notes), as well as question and answer sessions. **(You will find a detailed overview of the workshops on the next page).**

Theme	<b>Theme I: Smart Public Service Delivery in a Cold Economic Climate</b>
Room	<b>Room 1.45</b>
10.00 – 10.25	<b>Introduction: Trends in Practices</b> <i>Chairmanship: Michael Burnett</i>
<b>Nominee I</b> 10.25 – 11.10	<b>Change<sup>2</sup> – Achieving More Together</b> City of Mannheim (DE). <i>Mr Ulrich Hörning</i> , Head of Administrative Reform
11.10 – 11.40	Networking coffee break
<b>Nominee II</b> 11.40 – 12.25	<b>Political Management based on Economic Stringency and Strategic Budgets.</b> Bilbao City Council (ES). <i>Mr Leandro Ardanza</i> , Special Advisor of Bilbao's Project
<b>Nominee III</b> 12.25 – 13.10	<b>Innovation in Acquisition, Development and Distribution of Digital Learning Resources.</b> Norwegian Digital Learning Arena (NO). <i>Mr Øivind Høines</i> , Chief Executive Project Manager
13.10 – 15.00	Lunch at EIPA's restaurant and visit to the EPSA 2011 Project Market Place
<b>Nominee IV</b> 15.00 – 15.45	<b>High Technology at Low Cost in the Management of CAP Subsidies in Catalonia.</b> Catalan Government (ES). <i>Mr Iban Rabasa Benavent</i> , Head of the Office of the Minister, Catalan Ministry of Agriculture and <i>Mr Joan Mier Albert</i> , Head of External Relations Unit
<b>Nominee V</b> 15.45 – 16.30	<b>Effectiveness in Healthcare – Computer System to Manage the Surgical Process</b> Morgagni-Pierantoni Hospital (IT). <i>Mr Matteo Buccioli</i> , Data Manager <i>Mr Vanni Agnoletti</i> , Anaesthetist, Medical Doctor
16.30 – 17.00	Closure



**Theme II: Opening Up the Public Sector Through Collaborative Governance**

**Room 1.16**

**Introduction: Trends in Practices**  
*Chairmanship: Tore Chr. Malterud*

**The City of Barcelona's Food Markets Remodelling Process.** Barcelona Markets Municipal Institute (ES).  
*Mr Jordi Torrades*, Manager, Municipal Institute of Markets of Barcelona

Networking coffee break

**Show Colours for Münster**  
 City of Münster (DE). *Mr Heiner Bruns*, Head of the Office for Green Spaces and Environmental Protection

**Civil Society Involvement in the Welcoming and Integration of Immigrants – The Case of Portugal**  
*Ms Rosário Farmhouse*, High Commissioner for Immigration and Intercultural Dialogue

Lunch at EIPA's restaurant and visit to the EPSA 2011 Project Market Place

**Little Bird – Introduction of an Interactive Search, Allocation and Administrative Procedure for Child Care Services.** City of Heidenau (DE).  
*Mr Steve Nitzschner*, Project team member Little Bird

**Mijn Borne 2030 – Joint Vision**  
 Municipality of Borne (NL).  
*Mr Roeland Ambting*, Project Manager

Closure

**Theme III: Going Green: Concrete Solutions from the Public Sector**

**Room 0.18**

**Introduction: Trends in Practices**  
*Chairmanship: Martin Unfried*

**Porto, a Water Sensitive City – Sustainable Management of Urban Water Cycle**  
 Águas do Porto (PT).  
*Mr Joaquim Poças Martins*, CEO

Networking coffee break

**ECO2 – Eco-efficient Tampere 2020**  
 City of Tampere (FI).  
*Ms Elli Kotakorpi*, Project Specialist

**ÖkoKauf Wien – EcoBuy Vienna**  
 City of Vienna (AT).  
*Mr Georg Patak*, Vice Leader of the Project

Lunch at EIPA's restaurant and visit to the EPSA 2011 Project Market Place

**More Forest for More Life**  
 Arad County Council (RO).  
*Mr Sabin Baniciu*, Counsellor at the Local Development and Public Utilities Monitoring Department

**The SITxell Project – Integrating Natural Values and Ecosystem Benefits into Land Planning**  
 Barcelona Provincial Government (ES).  
*Mr Carles Castell Puig*, Head of the Office for Land Analysis and Planning

Closure

### WEDNESDAY 16 NOVEMBER 2011

#### EVENING PROGRAMME

Shuttle transfer from the hotels to Château Neercanne.  
The bus timetable and bus stops are mentioned on your dinner card

#### **19.30** Festive dinner at Château Neercanne, Maastricht

##### **Keynote dinner address**

*Sławomir Brodziński (PL)*, Head of the Civil Service,  
Chancellery of the Prime Minister, Warsaw

#### **22.00** End of dinner

Shuttle transfer from Château Neercanne to the hotels



**THURSDAY 17 NOVEMBER 2011**

**Venue:** The Provincial Government Buildings on the Meuse  
Limburglaan 10, 6229 GA Randwyck-Maastricht (NL)

Shuttle transfer from the hotels to the Provincial Government Buildings on the Meuse.  
The bus timetable and bus stops are available at the hotels booked by EIPA

**09.15****Registration**

Lobby: 'Grote Staat'

**WELCOME AND OPENING**

Room: 'Statenzaal'

**09.45****Welcome**

*Theo Bovens (NL)*, Governor and Queen's Commissioner for the Province of Limburg, Maastricht

*Marga Pröhl (DE)*, Director-General, European Institute of Public Administration, Maastricht

**10.00****Video message**

*Maroš Šefčovič (SK)*, Vice-President of the European Commission, Inter-Institutional Relations and Administration, Brussels

**10.05****Keynote speech**

*Koos Richelle (NL)*, Director-General, DG Employment, Social Affairs and Inclusion, European Commission, Brussels

**10.15****Keynote speech**

*Beate Lohmann (DE)*, Head of Directorate-General Administrative Modernisation; Administrative Organisation, Federal Ministry of the Interior, Berlin

**10.25****Keynote speech**

*Bernard Bot (NL)*, Former Dutch Minister of Foreign Affairs, currently active for Meines & Partners, The Hague

**10.35****Closing remarks**

*Alexander Heichlinger (AT)*, Expert and Manager EPSA, EIPA Barcelona

**10.45**

Coffee break

### AWARD CEREMONY

**11.15**

#### **EPSA 2011 Award Ceremony**

*Master of Ceremony:* Stijn Meuris (BE), TV Director and Singer  
Belgian Flemish Television

*Accompanied by:* Christoph Haerringer (DE) and  
Walter Bialek (DE) from Art Reflection

Room: 'Feestzaal'

**Immediately following the Award Ceremony a press  
conference will take place**

Room: 'Tussenverdieping'

**12.45**

#### **Lunch**

Room: 'Feestzaal' and 'Grote Staat'

**14.00**

#### **End of the EPSA 2011 programme**

Shuttle transfer from the Provincial Government Buildings  
on the Meuse to the hotels



 **AUSTRIA**

**Ms Karin Büchl-Krammerstätter**

Head of Department, City of Vienna  
Municipal Department 22, Environmental  
Protection, Vienna, Austria  
e-mail: karin.buechl-krammerstaetter@  
wien.gv.at

**Dr Johannes Gadner**

Project Coordinator, Austrian Council  
Vienna, Austria  
e-mail: j.gadner@rat-fte.at

**Dr Ludovit Garzik**

Executive Director, Austrian Council  
Vienna, Austria  
e-mail: l.garzik@rat-fte.at

**Mag. Martina Günther**

Legal matters, Public Relations  
City of Vienna, Municipal Department 63  
Vienna, Austria  
e-mail: martina.guenther@wien.gv.at

**Mr Michael Kallinger**

Austrian Federal Chancellery  
Vienna, Austria  
e-mail: michael.kallinger@bka.gv.at

**Ms Kathrin Lipowec**

Regional Office Staff  
Municipality of Vienna, Department for  
Integration and Diversity, Vienna, Austria  
e-mail: kathrin.lipowec@wien.gv.at

**Mr Georg Patak**

Vice Leader of the Programme  
City of Vienna, Municipal Department 22  
Environmental Protection,  
Vienna, Austria  
e-mail: georg.patak@wien.gv.at

**Mag. Stefan Potyka**

Manager of the Upper Austrian  
Healthfund, Administrative Office of  
the State Government of Upper Austria  
Directorate Social Affairs and Health  
Linz, Austria  
e-mail: stefan.potyka@ooe.gv.at

 **BELGIUM**

**Ms Sonia Bogaerts**

Teamleader Strategic Planning Cell  
Federal Public Service Mobility and  
Transport, Maritime Transport  
Brussels, Belgium  
e-mail: sonia.bogaerts@mobilif.fgov.be

**Mr Bart Heylbroeck**

Teamleader Shipping at Sea, Federal  
Public Service Mobility and Transport  
Oostende, Belgium  
e-mail: bart.heyilbroeck@mobilif.fgov.be

**Mr Spyros Pappas**

Lawyer, Member of the Athens and  
Brussels Bars, Pappas & Associates  
sprl sc, Brussels, Belgium  
e-mail: pappas@pappaslaw.eu

**Ms Blanca Soler i Tobella**

Head of Brussels Office, Provincial  
Government of Barcelona, International  
Relations Department, Brussels, Belgium  
e-mail: solertb@diba.cat

## LIST OF PARTICIPANTS

---

### DENMARK

#### **Ms Pia Gjellerup**

Head of Division, Association of Danish Lawyers and Economists (DJØF)  
Political Department  
Copenhagen, Denmark  
e-mail: pgj@djoef.dk

#### **Mr Jens Qvesel**

Senior Adviser, State Employer's Authority, Ministry of Finance  
Copenhagen, Denmark  
e-mail: jqv@perst.dk

#### **Ms Louise Thule Christensen**

Rehabiliteringschef, Fredericia Municipality, Elderly Care  
Fredericia, Denmark  
e-mail: louise.thule@fredericia.dk

### ESTONIA

#### **Mr Toomas Sepp**

City Secretary, Tallinn City Government  
City Office, Tallinn, Estonia  
e-mail: toomas.sepp@tallinnlv.ee

#### **Ms Anne-Mari Vunder**

Head of General Department  
Tallinn City Office, Tallinn, Estonia  
e-mail: anne-mari.vunder@tallinnlv.ee

### FINLAND

#### **Ms Kaisu Anttonen**

Director Environmental Policy  
City of Tampere, Economic and Urban Development Group, Tampere, Finland  
e-mail: kaisu.anttonen@tampere.fi

#### **Ms Elli Kotakorpi**

Project Specialist, City of Tampere  
ECO2 Project, Tampere, Finland  
e-mail: elli.kotakorpi@tampere.fi

### GERMANY

#### **Ms Andrea Anslinger**

Project Manager, City of Mannheim  
Administrative Reform Department (FVA), Mannheim, Germany  
e-mail: andrea.anslinger@mannheim.de

#### **Mr Rainer Christian Beutel**

Vorstand, Kommunale Gemeinschaftsstelle für  
Verwaltungsmanagement (KGSt)  
Cologne, Germany  
e-mail: rainer.beutel@kgst.de

#### **Mr Heiner Bruns**

Head of Department, City of Münster  
Green Spaces and Environmental Protection Department  
Münster, Germany  
e-mail: brunsh@stadt-muenster.de

#### **Mr Wolfram Goldbeck**

Project Manager, City of Münster  
Green Spaces and Environmental Protection Department  
Münster, Germany  
e-mail: goldbeck@stadt-muenster.de

#### **Mr Ulrich Hörning**

Head of Department, Leader  
Administrative Reform project Change<sup>2</sup>  
City of Mannheim, Administrative Reform Department (FVA)  
Mannheim, Germany  
e-mail: ulrich.hoerning@mannheim.de

**Ms Cornelia Irle**

International Relations, City of Dortmund  
Department for Mayoral and City  
Council's Affairs, Dortmund, Germany  
e-mail: cirle@stadtdo.de

**Mr Michael Jacobs**

Mayor, City of Heidenau  
Heidenau, Germany  
e-mail: buergermeister@heidenau.de

**Mr Thomas Koch**

Senior Councillor - Staff of the Treasurer  
City of Solingen, Treasurer's Office  
Solingen, Germany  
e-mail: t.koch@solingen.de

**Dr Peter Kurz**

Lord Mayor, City of Mannheim  
Town Hall, Mannheim, Germany  
e-mail: ob.kurz@mannheim.de

**Mr David Linse**

Head of Department, City of Mannheim  
International Affairs Department  
Mannheim, Germany  
e-mail: david.linse@mannheim.de

**Mr Jens Löff**

Director, Nordlicht Management  
Consultants GmbH  
Hamburg, Germany  
e-mail: jl@nordlicht-mc.com

**Ms Beate Lohmann**

Head of Directorate-General,  
Administrative Modernisation;  
Administrative Organisation, Federal  
Ministry of the Interior, Berlin

**Mr Raphael Meyer-Landrut**

Nordlicht Management Consultants  
GmbH, Hamburg, Germany  
e-mail: rml@nordlicht-consultants.de

**Mr Steve Nitzschner**

CEO, Wildstyle Network GmbH, Dresden  
and Project team member Little Bird,  
Germany  
e-mail: steve.nitzschner@wildstyle-  
network.com

**Ms Anke Odrig**

CEO, Little Bird GmbH, Berlin, Germany  
e-mail: anke.odrig@little-bird.de

**Mr Thomas Paal**

City Council - Alderman, City of Münster  
Directorate V: Social Services,  
Housing, Integration, Public Health,  
Environmental and Consumer  
Protection, Münster, Germany  
e-mail: paal@stadt-muenster.de

**Ms Anke Svensson**

Staff of the Mayor, City of Solingen  
Mayor's Office, Solingen, Germany  
e-mail: a.svensson@solingen.de

 **IRELAND**

**Mr John Flanagan**

Senior Consultant, Local Government  
Computer Services Board (LGCSB)  
Dublin, Ireland  
e-mail: jflanagan@lgma.ie

**Mr Barry Moore**

Inspector, Police - An Garda Síochána  
Department of Justice, Dublin, Ireland  
e-mail: barry.c.moore@garda.ie

## LIST OF PARTICIPANTS

---

### **Mr Eddie Sheehy**

Chairman LGSCB Board, County  
Manager Wicklow County Council  
Whitegates, Wicklow, Ireland  
e-mail: manager@wicklowcoco.ie

### ITALY

#### **Dr Vanni Agnoletti**

Medical Doctor, Consultant Anaesthetist  
Morgagni-Pierantoni Hospital  
Forli, Italy  
e-mail: vanni.agnoletti@me.com

#### **Dr Matteo Buccioli**

Data Manager, Morgagni-Pierantoni  
Hospital, Forli, Italy  
e-mail: matteo.buccioli@gmail.com

#### **Ms Barbara Falcinelli**

Public Official, Automobile Club d'Italia  
DSD - Central Direction, Pescara, Italy  
e-mail: b.falcinelli@aci.it

#### **M.D. Giorgio Gambale**

Emergency Department Anaesthesia,  
ICU Head, Morgagni-Pierantoni Hospital  
Forli, Italy  
e-mail: g.gambale@ausl.fo.it

#### **Dr SSA Antonina Pennacchio**

Public Official, Automobile Club d'Italia  
Direzione Centrale Servizi Ispettivi e  
Revisione Interna - Central Direction  
Rome, Italy  
e-mail: a.pennacchio@aci.it

#### **Dr Kyriakoula Petropulacos**

Head of Hospital, Morgagni-Pierantoni  
Hospital, Forli, Italy  
e-mail: direzione.generale@ausl.fo.it

### **Dr Tiziana Rambelli**

Chief of Press Office, Morgagni-Pierantoni  
Hospital, Forli, Italy  
e-mail: t.rambelli@ausl.fo.it

### **Prof. Claudio Vicini**

Head of ENT Department Morgagni-  
Pierantoni Hospital, Forli, Italy  
e-mail: cvicini1@interfree.it

### LITHUANIA

#### **Mr Gžegož Jurgo**

Senior Specialist at Investments and  
Strategic Planning Division, Salcininkai  
District Municipality Administration

#### **Mr Valdas Zekonis**

Head of Division, State Social Insurance  
Fund Board (SODRA), Informational System  
Development Division, Vilnius, Lithuania  
e-mail: valdas.zekonis@sodra.lt

### MONTENEGRO

#### **Mr Suad Music**

Director, ReSPA - Regional School of Public  
Administration, Danilovgrad, Montenegro  
e-mail: i.bajo@respaweb.eu

#### **Mr Goran Pastrovic**

Training Manager, ReSPA - Regional  
School of Public Administration  
Danilovgrad, Montenegro  
e-mail: i.bajo@respaweb.eu





**THE NETHERLANDS**

***Mr Jan-Martin Ahrendt***

Project Officer International Affairs & Services, City of Maastricht, Department of City Planning & Economic Affairs Maastricht, the Netherlands  
e-mail: jan.ahrendt@maastricht.nl

***Mr Roeland Ambting***

Project Manager Mijn Borne 2030 Municipality of Borne, Concern Staff Borne, the Netherlands  
e-mail: r.ambting@borne.nl

***Mr Paul Beentjes***

Project Manager Improving Letters Wikiwise, Bouwen aan Brieven Amsterdam, the Netherlands  
e-mail: paul.beentjes@gmail.com

***Mr Theo Bovens***

Governor and Queen's Commissioner for the Province of Limburg, Maastricht

***Mr Bernard Bot***

Former Dutch Minister of Foreign Affairs, currently active for Meines & Partners, The Hague

***Mr Jean Bruijnzeels***

Account Manager International Organisations and Institutions Municipality of Maastricht Economic Affairs Department Maastricht, the Netherlands  
e-mail: jean.bruijnzeels@maastricht.nl

***Mr Piet Buijtels***

Gemeentesecretaris, Municipality of Maastricht, Maastricht, the Netherlands

***Ms MA Anja de Vries***

Project Manager, Ministry of Interior and Kingdom Relations, DGBK/DRI The Hague, the Netherlands  
e-mail: anja.de.vries@gmail.com

***Mr Guido Derks***

Directeur Beleid en Ontwikkeling Gemeente Maastricht Maastricht, the Netherlands

***Mr Wim Hesselink***

Bundeling Borns Ondernemers Borne, the Netherlands  
e-mail: w.a.j.hesselink@planet.nl

***Mr Onno Hoes***

Mayor of Maastricht, Municipality of Maastricht, Maastricht, the Netherlands

***Mr Harrie Jeurissen***

Senior Adviseur Internationale Betrekkingen, Gemeente Maastricht Maastricht, the Netherlands

***Drs. Ingrid Koulen***

Senior Staff Member, Ministry of Interior and Kingdom Relations, DGBK/DRI The Hague, the Netherlands  
e-mail: ingrid.koulen@minbzk.nl

***Drs. Peter Noordhoek***

Director, Northedge BV Consultancy, Training and Education Gouda, the Netherlands  
e-mail: dpn@northedge.nl

***Ms Reina Pasma***

Sector Manager SAM, Gemeente Maastricht, Maastricht, the Netherlands

## LIST OF PARTICIPANTS

---

### **Mr Bert Roona**

Teamleider Team Ondernemen  
Gemeente Maastricht  
Maastricht, the Netherlands

### **Ms Carla Ruiter**

Manager Wonen, Woonbeheer Borne  
Borne, the Netherlands  
e-mail: c.ruiter@woonbeheerborne.nl

### **Mr Gerard Scholten**

Wijkorganisatie Letterveld Kerkedennen  
Borne, the Netherlands  
e-mail: gjf.scholten@home.nl

### **Mr Huub Smeets**

Chairman Board Maastricht VIA2018,  
the Netherlands

### **Mr Ivo Specker**

Policy Officer, Ministry of the Interior and  
Kingdom Relations, Labour Affairs Public  
Sector, The Hague, the Netherlands  
e-mail: ivo.specker@minbzk.nl

### **Mr Jan Timmermans**

Policy Advisor - STORK representative,  
Ministry of the Interior and Kingdom  
Relations, Citizenship and Information  
Policy, The Hague, the Netherlands  
e-mail: jan.timmermans@minbzk.nl

### **Mr Remmelt Veldman**

PCO Borne, Borne, the Netherlands  
e-mail: remmeltveldman@gmail.com

### **Mr Rob Welten**

Mayor, Municipality of Borne  
Bestuur, Borne, the Netherlands  
e-mail: rg.welten@borne.nl

### **Ms Ann Zwep-Philip**

SG Hertme, Hertme, the Netherlands  
e-mail: ann@zwep.com

## NORWAY

### **Ms Kristin Bøhle**

Head of Editorial Office of Natural  
Science and Biology, Norwegian Digital  
Learning Arena (NDLA), Editorial Office  
Grong, Norway  
e-mail: kristinb@ndla.no

### **Mr Svein-Erik Fjeld**

Councillor in the Norwegian Directorate  
for Education and Training, Hordaland  
County Council, Bergen, Norway  
e-mail: svein-erik.fjeld@post.hfk.no

### **Mr Per Arne Godejord**

Dean, The Nord-Trøndelag University  
College (HiNT), Faculty of Economics,  
Organisation and Leadership  
Steinkjer, Norway  
e-mail: per.a.godejord@hint.no

### **Ms Mona Hellesnes**

Deputy County Council Mayor,  
Hordaland County Council, Political  
Administration, Bergen, Norway  
e-mail: mona.hellesnes@post.hfk.no

### **Ms Liv Heidrun Heskestad**

Chief Executive Coordinator,  
Norwegian Digital Learning Arena  
(NDLA), Education Department  
Stavanger, Norway  
e-mail: livhh@ndla.no

**Mr Øivind Høines**

Chief Executive Manager  
Norwegian Digital Learning Arena  
(NDLA), Hordaland County Council  
Bergen, Norway  
e-mail: oivind@ndla.no

**Ms Ingvild Kjerkol**

County Council Leader  
Nord-Trøndelag County Council  
Steinkjer, Norway  
e-mail: ingvild.kjerkol@ntfk.no

**Ms Marit Mellingen**

Assistant Director, Agency for Public  
Management and eGovernment (Difi)  
Communications Department  
Leikanger, Norway  
e-mail: mlm@difi.no

**Mr Jon Håkon Odd**

Senior Adviser, Agency for Public  
Management and eGovernment (Difi)  
Communications Department  
Leikanger, Norway  
e-mail: jod@difi.no

**Ms Elin Solvang**

Press Officer, Nord-Trøndelag County  
PR and Media Department  
Steinkjer, Norway  
e-mail: elin.solvang@ntfk.no

**Mr Even Fossum Svendsen**

Deputy Chief Education Officer  
Nord-Trøndelag County Council  
Education Department  
Steinkjer, Norway  
e-mail: even-fossum.svendsen@ntfk.no

**Mr Jan Ole Vanebo**

Professor, The Nord-Trøndelag  
University College (HiNT), Faculty  
of Economics, Organisation and  
Leadership, Steinkjer, Norway  
e-mail: jan.o.vanebo@hint.no

**Mr Thore Westermoen**

Deputy County Council Mayor,  
Vest-Agder County Council  
Political Administration  
Kristiansand, Norway  
e-mail: twe@vaf.no

 **POLAND**

**Mr Hubert Izdebski**

Professor, University of Warsaw  
Faculty of Law and Administration  
Warsaw, Poland  
e-mail: izlaw@izlaw.eu

**Mr Janusz Topolski**

Director-General, National Fund for  
Environmental Protection and Water  
Management, Warsaw, Poland  
e-mail: j.topolski@nfosigw.gov.pl

**Mr Wojciech Zieliński**

Deputy Director, Chancellery of the  
Prime Minister of the Republic of Poland  
Department of Civil Service  
Warsaw, Poland  
e-mail: wojciech.zielinski@kprm.gov.pl

## LIST OF PARTICIPANTS

---

### PORTUGAL

#### **Ms Susana Antunes**

Assistant to the High Commissioner for Immigration and Intercultural Dialogue  
High Commission for Immigration and Intercultural Dialogue (ACIDI)  
Cabinet, Lisbon, Portugal  
e-mail: susana.antunes@acidi.gov.pt

#### **Ms Rosario Farmhouse**

High Commissioner for Immigration and Intercultural Dialogue, High Commission for Immigration and Intercultural Dialogue (ACIDI), Lisbon, Portugal  
e-mail: anabela.morais@acidi.gov.pt

#### **Prof. Joaquim Poças Martins**

Águas do Porto, EEM, CEO,  
Porto, Portugal  
e-mail: pocas.martins@aguasdoporto.pt

#### **Prof. Francisco Ramos**

President, Portuguese National Institute of Administration, Oeiras, Portugal  
e-mail: fvramos@ina.pt

### ROMANIA

#### **Mr Gheorghe Acatrinei**

Legal Advisor, Prefecture of Neamt County, Legal Department  
Piatra Neamt, Romania  
e-mail: acatrineigh@yahoo.com

#### **Ms Silvia Apostol**

Counsellor, Prefecture of Neamt County  
Piatra Neamt, Romania  
e-mail: integrare@prefecturaneamt.ro

#### **Ms Gabriela-Anita Balaban**

Counsellor, Arad County Council  
Institutional Cooperation Department  
Arad, Romania  
e-mail: gabriela.balaban@cjarad.ro

#### **Ms Cristiana Balan**

Head of Department, Prefecture of Neamt County, European Affairs  
Department, Piatra Neamt, Romania  
e-mail: balan.crina@prefecturaneamt.ro

#### **Mr Sabin Baniciu**

Counsellor, Arad County Council  
Local Development and Public Utilities  
Monitoring Department, Arad, Romania  
e-mail: sbaniciu@gmail.com

#### **Ms Mihaela Bezem**

Head of Department, Prefecture of Neamt County, Financial Department  
Piatra Neamt, Romania  
e-mail: integrare@prefecturaneamt.ro

#### **Mr Ilie Dinca**

President of the National Agency for Roma, Government of Romania  
National Agency for Roma  
Bucharest, Romania

#### **Mr Vasile Dobrin Boghian**

Expert, Prefecture of Neamt County  
Financial Accounting Department  
Piatra Neamt, Romania  
e-mail: financiar1@prefecturaneamt.ro

#### **Mr Victor Druga**

Financial Manager, Ministry of Communications and Information Society, Project Management Unit  
Bucharest, Romania  
e-mail: victor.druga@mcsi.ro

**Mr Dan Ghinet**

Counsellor, Prefecture of Neamt County, Chancellery of Prefect Piatra Neamt, Romania  
e-mail: danghinet@hotmail.com

**Ms Ioana-Daniela Lăzurean**

Head of Department, Arad County Council, Local Development and Public Utilities Monitoring Department Arad, Romania  
e-mail: lazurean.ioana@cjarad.ro

**Ms Paula Mandita**

Legal Advisor, Prefecture of Neamt County, Legal Department Piatra Neamt, Romania  
e-mail: rytzu@yahoo.com

**Mr Iosif Moldovan**

State Secretary, Ministry of Communications and Information Society, Secretary of State Bucharest, Romania  
e-mail: iosif.moldovan@mcsi.ro

**Mr Gheorghe Nistor**

Counsellor, Prefecture of Neamt County Piatra Neamt, Romania  
e-mail: administrator@prefecturaneamt.ro

**Ms Amalia Penu**

Head of Office of the Prefect of Neamt County, Prefecture of Neamt County Piatra Neamt, Romania  
e-mail: office@prefecturaneamt.ro

**Ms Daniela Savu**

Counsellor, Prefecture of Neamt County European Affairs Department Piatra Neamt, Romania  
e-mail: daniela.s@prefecturaneamt.ro

**Mr Paul Ursu**

Legal Advisor, Prefecture of Neamt County, Piatra Neamt, Romania  
e-mail: ursucipri@yahoo.com

**Ms Diana Voicu**

PMU Director, Ministry of Communications and Information Society, Project Management Unit Bucharest, Romania  
e-mail: diana.voicu@mcsi.ro

**Ms Elena Zugravu**

Counsellor, Prefecture of Neamt County Human Resources Department Piatra Neamt, Romania  
e-mail: alina.bumbea@prefecturaneamt.ro



**SLOVAKIA**

**Mr Andrej Hrnčiar**

Mayor, Town of Martin Martin, Slovakia  
e-mail: hrnciar@martin.sk

**Mr Jozef Petráš**

Spokesperson, Town of Martin Martin, Slovakia  
e-mail: petras@martin.sk



**SPAIN**

**Mr Jon Andoni Aldekoa**

Delegate Councillor, Bilbao City Council Bilbao, Spain  
e-mail: bilbaonext.promocion@ayto.bilbao.net

## LIST OF PARTICIPANTS

---

### **Ms Montserrat Alomà Masana**

Head of Communications Office  
Catalan Ministry of Agriculture  
Department of Agriculture, Livestock,  
Fisheries, Food and the Environment  
(DAAM), Barcelona, Spain  
e-mail: malomam@gencat.cat

### **Mr Leandro Ardanza Marqués**

Special Advisor of Bilbao's Project  
Bilbao City Hall, Bilbao, Spain  
e-mail: bilbaonext.promocion@ayto.  
bilbao.net

### **Mr Ibon Areso**

First Deputy Mayor, Bilbao City Hall,  
Bilbao, Spain  
e-mail: bilbaonext.promocion@ayto.  
bilbao.net

### **Mr Raimond Blasi**

Councillor of Commerce of Barcelona  
Barcelona City Council, Municipal  
Institute of Barcelona Markets  
Barcelona, Spain  
e-mail: jtorrades@mercatsbcn.cat

### **Mr Carles Castell Puig**

Head of the Office for Land Analysis  
and Planning, Provincial Government  
of Barcelona, Department of Territory  
and Sustainability, Barcelona, Spain  
e-mail: castellpc@diba.cat

### **Ms Núria Costa i Galobart**

Head of Communications, Barcelona  
City Council, Municipal Institute of  
Barcelona Markets, Barcelona, Spain  
e-mail: ncosta@mercatsbcn.cat

### **Mr Carles Dalmases Llordés**

GIS Expert of the Office for Land  
Analysis and Planning, Provincial  
Government of Barcelona Department  
of Territory and Sustainability  
Barcelona, Spain  
e-mail: dalmaseslc@diba.cat

### **Ms Aurelia Garcia-Camacho**

Ramón y Cajal Hospital Madrid  
Tropical Medicine and Clinical  
Parasitology, Madrid, Spain  
e-mail: aureliagcamacho@gmail.com

### **Ms Celia Guillot**

Lawyer, Provincial Government of  
Barcelona, Public Buildings and Public  
Spaces Service, Barcelona, Spain  
e-mail: guillotrc@diba.cat

### **Mr Rogelio López-Vélez**

Head of Department, Ramón y Cajal  
Hospital Madrid, Tropical Medicine and  
Clinical Parasitology, Madrid, Spain  
e-mail: rlopezvelez.hrc@salud.madrid.org

### **Mr Valentí Marco Sanz**

Head of Integrated Control and  
Payments, Catalan Ministry of  
Agriculture, Department of Agriculture,  
Livestock, Fisheries, Food and the  
Environment (DAAM), Barcelona, Spain  
e-mail: vmarco@gencat.cat

### **Mr Òscar Martin**

Director of Studies, Barcelona City  
Council, Municipal Institute of Barcelona  
Markets, Barcelona, Spain  
e-mail: oscarmartin@mercatsbcn.cat

### **Mr Joan Mier Albert**

Head of External Relations Unit  
Catalan Ministry of Agriculture

Department of Agriculture, Livestock, Fisheries, Food and the Environment (DAAM), Barcelona, Spain  
e-mail: jmier@gencat.cat

**Prof. Dr José María Moreno-Jiménez**  
Professor Operations Research and Chair of the Zaragoza Multicriteria Decision Making Group (GDMZ) Zaragoza University, Faculty of Economy and Business, Zaragoza, Spain  
e-mail: moreno@unizar.es

**Mr Josep Ma Pelegrí i Aixut**  
Minister of Agriculture, Catalan Ministry of Agriculture, Department of Agriculture, Livestock, Fisheries, Food and the Environment (DAAM), Barcelona, Spain  
e-mail: conseller.daam@gencat.cat

**Mr Iban Rabasa Benavent**  
Head of the Office of the Minister Catalan Ministry of Agriculture Department of Agriculture, Livestock, Fisheries, Food and the Environment (DAAM), Barcelona, Spain  
e-mail: iban.rabasa@gencat.cat

**Ms Montserrat Reus**  
Technical Management of Urban Furniture Programme, Provincial Government of Barcelona Public Buildings and Public Spaces Service, Barcelona, Spain  
e-mail: reusmm@diba.cat

**Ms Mercè Rius Serra**  
Deputy Member in charge of Environment, Barcelona Provincial Council, Department of Territory and Sustainability, Barcelona, Spain  
e-mail: garciapr@diba.cat

**Mr Jordi Sala Casarramona**  
Director-General for Rural Development Catalan Ministry of Agriculture Department of Agriculture, Livestock,

Fisheries, Food and the Environment (DAAM), Barcelona, Spain  
e-mail: jordisalac@gencat.cat

**Ms Lourdes Sugrañes Tena**  
Responsible, Professional, Guidance Programmes, Employment Department, Barcelona, Activa SAU SPM

**Mr Jordi Torrades**  
Manager, Barcelona City Council Municipal Institute of Barcelona Markets Barcelona, Spain  
e-mail: jtorrades@mercatsbcn.cat

**Ms Amalia Velasco**  
International Affairs Coordinator Ministry of Finance, Directorate General for Cadastre, Madrid, Spain  
e-mail: amalia.velasco@catastro.meh.es

**Ms Lorena Ventura Calvo**  
Director of Employment, Barcelona Activa SAU SPM, Employment Department, Barcelona, Spain  
e-mail: lorena.ventura@barcelonactiva.cat

 **SWEDEN**

**Mr Kjell-Åke Eriksson**  
Senior Adviser, Swedish Association of Local Authorities and Regions (SALAR) Finance and Governance Division Stockholm, Sweden  
e-mail: kjell-ake.eriksson@skl.se

## LIST OF PARTICIPANTS

---

### **Ms Lena Langlet**

Senior Adviser, Swedish Association of Local Authorities and Regions  
Finances and Governance Division  
Stockholm, Sweden  
e-mail: lena.langlet@skl.se

### **SWITZERLAND**

### **Mr Luzolo Raoul Lembwadio**

Migration Specialist,  
Multicultural Cohesion Office,  
Economics Department,  
La-Chaux-de-Fonds, Switzerland  
e-mail: cosm.cf@ne.ch

### **UKRAINE**

### **Ms Margaryta Iurchenko**

Expert of the Council of Europe  
Programme Strengthening the Capacity  
of Local Authorities in Ukraine  
Council of Europe, Kiev Office  
Kiev, Ukraine  
e-mail: margo@auc.org.ua

### **Mr Andriy Popok**

Vice President, National Academy  
of Public Administration under the  
President of Ukraine, Kiev, Ukraine  
e-mail: kostan@academy.gov.ua

### **Ms Iryna Shaparovska**

Interpreter, Kiev, Ukraine  
e-mail: irina.shaparovska@gmail.com

### **Ms Nataliya Starostenko**

Programme Manager of the Council of  
Europe Programme Strengthening the  
Capacity of Local Authorities in Ukraine

Council of Europe, Kiev Office  
Kiev, Ukraine  
e-mail: natalia.starostenko@coe.int

### **EUROPEAN INSTITUTIONS AND ORGANISATIONS**

#### **EUROPEAN COMMISSION**

### **Mr Thomas Bender**

Head of Unit ESF Legislation and Policy,  
Financial Engineering - DG Employment,  
Social Affairs and Inclusion, European  
Commission, Brussels

### **Mr Koos Richelle**

Director-General, DG Employment,  
Social Affairs and Inclusion, European  
Commission, Brussels

### **Ms Mina Shoylekova**

Programme Manager, European  
Commission, DG Employment, Social  
Affairs and Inclusion, Brussels, Belgium  
e-mail: mina.shoylekova@ec.europa.eu

### **Mr Łukasz Wardyn**

Policy Officer, Unit of ESF Legislation  
and Policy, Financial Engineering - DG  
Employment, Social Affairs and Inclusion,  
European Commission, Brussels

#### **COUNCIL OF EUROPE**

### **Mr Frank Steketee**

Administrator, Directorate General of  
Democracy and Political Affairs  
Directorate of Democratic Institutions  
Intergovernmental Cooperation  
Council of Europe, Strasbourg, France  
e-mail: frank.steketee@coe.int



***Ms Alina Tatarenko***

Programme Administrator, Directorate General of Democracy and Political Affairs, Directorate of Democratic Institutions, Division of programmes for Democratic Stability, Council of Europe, Strasbourg, France  
e-mail: [alina.tatarenko@coe.int](mailto:alina.tatarenko@coe.int)

**EIPA**

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Chairman of EIPA's Board of Governors, Former Vice-President of the European Commission and Member of the Presidium of the Convention on the Future of Europe

***Mr Berend-Jan baron van Voorst tot Voorst***

Secretary-General of EIPA's Board of Governors and former Queen's Commissioner for the Province of Limburg, Maastricht, the Netherlands

***Mr Lucas Lombaers***

Member of EIPA's Board of Governors; Director Labour Affairs Public Sector Ministry of the Interior and Kingdom Relations, The Hague, the Netherlands  
e-mail: [lucas.lombaers@minbzk.nl](mailto:lucas.lombaers@minbzk.nl)

***Mr Angel Manuel Moreno Molina***

Member of EIPA's Board of Governors; Director, Instituto Nacional de Administración Pública (INAP) Ministerio de Política Territorial y Administración Pública, Madrid, Spain  
e-mail: [direccion@inap.es](mailto:direccion@inap.es)

***EIPA'S STAFF***

***Ms Araceli Barragan***

Programme Organiser, European Institute of Public Administration (EIPA) Programme Organisation Department Maastricht, the Netherlands  
e-mail: [a.barragan@eipa.eu](mailto:a.barragan@eipa.eu)

***Mr Edward Best***

Professor, Head of Unit European Decision-Making, European Institute of Public Administration (EIPA) Maastricht, the Netherlands  
e-mail: [e.best@eipa.eu](mailto:e.best@eipa.eu)

***Ms Lisette Borghans***

Programme Organiser, European Institute of Public Administration (EIPA) Programme Organisation Department Maastricht, the Netherlands  
e-mail: [l.borghans@eipa.eu](mailto:l.borghans@eipa.eu)

***Ms Cristina Borrell***

EPSA 2011 Student Assistant, European Institute of Public Administration (EIPA) Programme Organisation Department Barcelona, Spain  
e-mail: [c.borrell@eipa.eu](mailto:c.borrell@eipa.eu)

***Ms Daniëlle Bossaert***

Seconded National Expert, European Institute of Public Administration (EIPA) Maastricht, the Netherlands  
e-mail: [d.bossaert@eipa.eu](mailto:d.bossaert@eipa.eu)

***Ms Nicolette Brouwers***

Programme Organiser, European Institute of Public Administration (EIPA) Programme Organisation Department Maastricht, the Netherlands  
e-mail: [n.brouwers@eipa.eu](mailto:n.brouwers@eipa.eu)

## LIST OF PARTICIPANTS

---

### **Mr Michael Burnett**

Expert, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: m.burnett@eipa.eu

### **Ms Dorina Claessens**

Programme Organiser  
European Institute of Public Administration (EIPA)  
Programme Organisation Department  
Maastricht, the Netherlands  
e-mail: d.claessens@eipa.eu

### **Mr Hans Dankers**

Head Programme Organisation Department, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: h.dankers@eipa.eu

### **Ms Noëlle Debie**

Programme Organiser, European Institute of Public Administration (EIPA)  
Programme Organisation Department  
Maastricht, the Netherlands  
e-mail: n.debie@eipa.eu

### **Mr Eugène Deschaux**

Automation Department, European Institute of Public Administration (EIPA)  
Automation Department  
Maastricht, the Netherlands  
e-mail: e.deschaux@eipa.eu

### **Mr Tom Fitzgerald**

Seconded National Expert, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: t.fitzgerald@eipa.eu

### **Mr Frank Frijns**

Head Personnel Department, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: f.frijns@eipa.eu

### **Ms Joyce Groneschild**

Information & Marketing Coordinator  
European Institute of Public Administration (EIPA), Information and Marketing Department  
Maastricht, the Netherlands  
e-mail: j.groneschild@eipa.eu

### **Ms Esther Haenen**

Programme Organiser EPSA 2011  
European Institute of Public Administration (EIPA)  
Programme Organisation Department  
Maastricht, the Netherlands  
e-mail: e.haenen@eipa.eu

### **Mr Alexander Heichlinger**

Expert and EPSA Manager 2011  
European Institute of Public Administration (EIPA), Barcelona, Spain  
e-mail: a.heichlinger@eipa.eu

### **Mr Bernard Koch**

Head Automation Department, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: b.koch@eipa.eu

### **Mr Thei Leers**

Automation Department, European Institute of Public Administration (EIPA)  
Automation Department  
Maastricht, the Netherlands  
e-mail: t.leers@eipa.eu

**Mr Marco Lopriore**

Senior Lecturer, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: m.lopriore@eipa.eu

**Mr Tore Malterud**

Senior Expert and Head of European Public Management Unit  
European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: t.malterud@eipa.eu

**Ms Simone Meesters**

Graphic Designer, European Institute of Public Administration (EIPA)  
Information and Marketing Department  
Maastricht, the Netherlands  
e-mail: s.meesters@eipa.eu

**Mr Cosimo Monda**

Senior Lecturer, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: c.monda@eipa.eu

**Mr Wiel Pittie**

Head of Financial Department  
European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: w.pittie@eipa.eu

**Ms Marga Pröhl**

Director-General, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: m.proehl@eipa.eu

**Ms Claude Rongione**

Information Officer EPSA 2011  
European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: c.rongione@eipa.eu

**Ms Konstantina Sgouraki**

Seconded National Expert, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: k.sgouraki@eipa.eu

**Mr Martin Unfried**

Expert, European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: m.unfried@eipa.eu

**Mr Wim van Helden**

Director of Finance and Organisation  
European Institute of Public Administration (EIPA)  
Maastricht, the Netherlands  
e-mail: w.vanhelden@eipa.eu

**Mr Erik van Lent**

Head of Department, European Institute of Public Administration (EIPA)  
Facilities Department  
Maastricht, the Netherlands  
e-mail: e.vanlent@eipa.eu

**Mr Jeroen van Zijp**

Automation Department, European Institute of Public Administration (EIPA)  
Automation Department  
Maastricht, the Netherlands  
e-mail: j.vanzijp@eipa.eu

## LIST OF PARTICIPANTS

---

### ***Ms Nancy Vermeulen***

Programme Organiser, European  
Institute of Public Administration (EIPA)  
Programme Organisation Department  
Maastricht, the Netherlands  
e-mail: n.vermeulen@eipa.eu

### ***Mr Jef Zeegers***

Automation Department, European  
Institute of Public Administration (EIPA)  
Automation Department  
Maastricht, the Netherlands  
e-mail: j.zeegers@eipa.eu

## **MASTER OF CEREMONY AND ARTISTS**

### ***Mr Stijn Meuris***

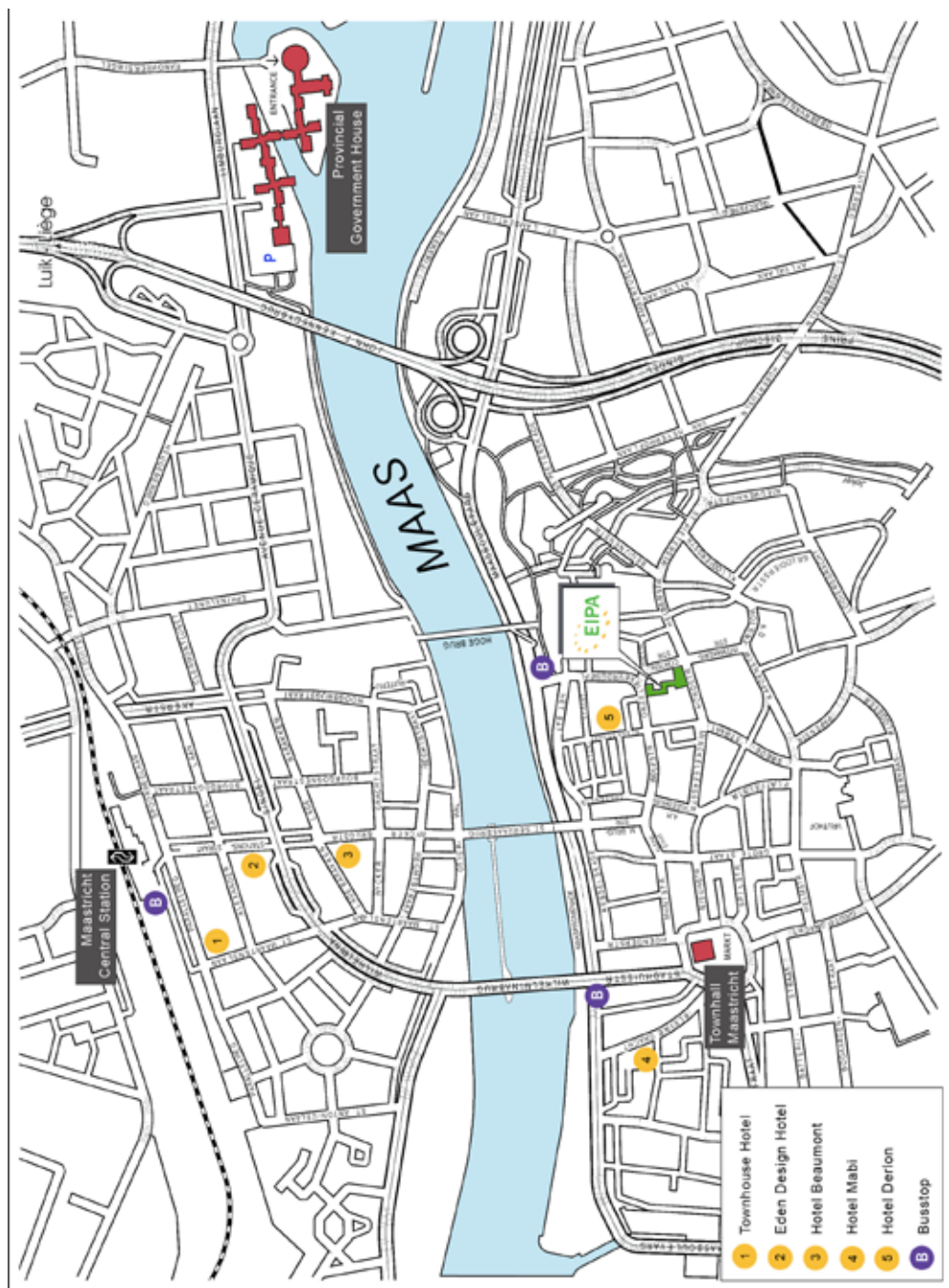
TV Director and Singer  
Belgian Flemish Television

### ***Mr Christoph Haerringer***

Art Reflection

### ***Mr Walter Bialek***

Art Reflection



## **The European Institute of Public Administration (EIPA)**

Established in 1981 on the occasion of the first European Summit held in Maastricht, and supported by all EU Member States and the European Commission, EIPA offers civil servants in European public administrations - at all levels - a unique platform where they can learn, develop, meet and exchange with colleagues from all over Europe. In that way, EIPA contributes to consolidating the European integration process by constantly updating these major players on policy developments affecting their daily practice. As a result, they are better prepared to implement and even shape European policies.

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MANAGEMENT  
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