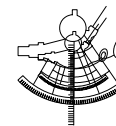


European Trend Chart on Innovation

European Trend Chart on Innovation Policy Review Workshop 6:

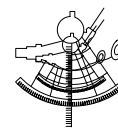
“e-Business and Innovation”

Workshop Input Report



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1. Introduction

This report forms an input to the sixth Trend Chart Innovation Policy Review Workshop and Conference (26-27 May 2005). It addresses the theme of “e-Business and Innovation”, defined by the European Commission as “the productive use of information and communication technologies (ICT) to support both internal and external business processes”¹. It examines the policy instruments employed by countries aimed at supporting the use of e-business in companies and the comparative organisation of e-business policy and innovation policy in each country. This report covers the EU Member States, Accession Countries and Associate Countries and presents an analysis of a set of structured questionnaires that were designed to elicit information from the various countries covered by the Trend Chart on Innovation. These have been completed by members of a network of national ‘correspondents’ located in each of the represented countries.

1.1 Conceptual issues

It is clear that, as defined above, the topic of e-business is concerned with the uptake of new information and communication technologies in order to develop and improve business performance and to develop new ways of doing business, either within the firm or externally with suppliers, customers, etc. However, some of the responses received in this exercise appear to have broadened the concept of e-business into far less specific areas such as research and development of ICT and the public uptake of ICTs, to name but two. Thus, broad policy initiatives into e-learning, e-governance, simplification of administration, boosting SME competences, sectoral infrastructural upgrading and the Information Society have also been included in the range of responses because many have an explicit or implicit connection with e-business issues.

In addition, several respondents quote national RTDI plans and strategies as examples of policy measures, because these also contain references to e-business, whereas these do not fall into the strict Trend Chart definition of innovation policy support measures but form examples of policy documents and are statements of intent (whether or not they contain associated budget lines). There is also a danger that to some extent, e-business has been conflated with broader IT policy initiatives.

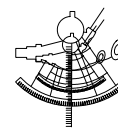
The implications of these caveats for this study are that whilst the reported levels of activity concerning the topic of e-business appear relatively high, there may be some exaggeration of the real situation.

In addition, there is the problem of defining the limits of innovation policy. On the one hand, the acquisition and use of new ICT by companies, or the public sector, does not necessarily imply an automatic increase in the innovativeness of the acquirer. On the other hand, the use of new ICTs and the attendant opportunities for new ways of ‘doing business’ by government agencies and departments, for example, may not be part of an explicit innovation policy although its application may be highly innovative and beneficial to the public sector ‘customer base’. This point is emphasised by the several examples of additional policy fields in which e-business is perceived by the respondents to be linked to innovation.

1.2 Methodological issues

As in previous exercises of this nature, it was evident from the responses obtained that the questions posed by the questionnaire were open to a broad level of interpretation by the respondents. To some extent this was a consequence of the conceptual issues outlined above. However, although the Workshop Scoping Paper attempted to set the overall context of the questions and provided some clear examples of the types of response being sought, some confusion was evident and it was apparent that a range of interpretations had been applied to the responses. To some extent, this problem was exacerbated by the questionnaire design, which exhibited some minor logical discontinuities between questions addressing similar issues. This posed

¹ <http://www.europa.eu.int/comm/enterprise/ict/policy/econ-anal/index.htm>



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some problems with regard to interpreting apparently contradictory answers when performing the analysis (see below).

Finally, the design of the questionnaire made an overall synthesis of the results difficult and the analysis has been limited to more or less a simple tabulation and listing of the responses country by country.

Note: At time of writing, the briefing reports for Belgium, Denmark and Finland were unavailable and have thus not been included in this synthesis.

2. Results

2.1 Policy instruments for the support of e-Business in companies

The first section of the questionnaire dealt with innovation policy support instruments aimed at e-business in companies. A distinction was made between six innovation policy fields relating to:

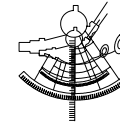
- A. R&D Funding
- B. Demonstration and test centres
- C. Technology Transfer, Partnership and Networking
- D. Provision of data, market analysis and supporting studies
- E. Demand side initiatives, and
- F. Incubators and innovation clusters

The results from the questionnaire responses are detailed in Table 1. Figures indicate the number of countries in each major group (EU15, New Members States and Associate States) that have reported the presence of relevant policy measures.

It can be seen that, across all countries, policy instruments associated with the field of Technology transfer, partnerships and networking are the most frequently employed, followed by those addressing R&D Funding. The policy area of Demonstration and test centres attracted the least policy attention. However, it should be noted that many of the instruments provided as examples (see Section 2.2) impact more than one innovation policy field, thus the total number of instruments implemented by countries is less than the sum across all the columns in Table 1.

A similar pattern was found for each of the major groupings (EU15, NMS and Associated States) which may indicate that national innovation policy development in this area is endogenous and may complement but not necessarily be driven by EU policy directions.

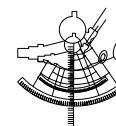
It was also noted that a number of countries have put in place e-business support instruments in policy fields other than those specified in the questionnaire, including regional policy and education and training.



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Table 1. Presence of policy instruments for e-business support

Policy field	A. R&D funding	B. Demonstration & test centres	C. Tech. transfer, partnership, networking	D. Data, market anal., support studies	E. Demand side initiatives	F. Incubators & innovation clusters	Other
AT	Y	N	Y	Y	Y	Y	Fiscal, e-tourism
BE							
DE	Y	Y	Y	?	?	?	Legal
DK							
EL	Y	N	N	Y	Y	Y	N
ES	N	N	Y	N	N	N	Education & training
IE	Y	Y	Y	Y	Y	Y	Training, Innovation policy
FI							
FR	Y	Y	Y	Y	?	?	N
IT	Y	Y	Y	Y	Y	Y	Awareness raising
LU	N	N	N	N	N	Y	N
NL	Y	Y	Y	?	Y	?	Regional policy, Research policy
PT	Y	N	Y	N	Y	Y	?
SE	Y	Y	Y	Y	Y	Y	Regional, Defence, Administration, Educ./research
UK	Y	N	Y	?	?	?	N
EU15	10	5	10	6	7	7	7
CY	Y	N	Y	Y	Y	N	Industrial policy
CZ	N	N	Y	Y	N	Y	N
EE	N	N	N	N	N	N	N
HU	Y	Y	Y	Y	Y	Y	Info. Soc., Enterprise dev., Competitiveness
LT	Y	N	Y	Y	Y	Y	e-Business training
LV	N	N	Y	N	Y	N	N
MT	Y	N	Y	Y	N	Y	?
PO	N	N	N	N	Y	N	N
SK	Y	N	Y	N	N	N	N
SV	Y	Y	Y	Y	Y	N	N
NMS	6	2	8	6	6	4	4
BG	Y	N	Y	Y	Y	Y	
CH	Y	N	Y	Y	N	N	N
IL	N	N	N	N	N	Y	Enabling priorities
IS	N	?	N	N	Y	?	International trade
LI	N	N	N	N	N	N	N
NO	Y	?	Y	Y	?	?	?
RO	Y	Y	Y	Y	Y	Y	SME policy
TU	N	N	Y	N	N	N	SME policy
AS	4	1	5	4	3	3	3



European Trend Chart on Innovation

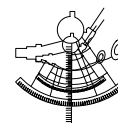
2.2 Specific examples of policy instruments for e-business

Each country correspondent was asked to provide a maximum of three examples of policy instruments for the support of e-business and innovation. These country-specific examples are detailed below in Table 2.

Table 2: Policy instrument examples in support of e-business and innovation

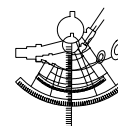
Name	Policy field ²	Organisation responsible	Description
Austria			
<i>Digital economy/ICT</i>	A,C,D, E,F	Federal Ministry of Economics and Labour	An action programme addressing producer/developer enterprises of ICT/e-business applications and ICT/e-business using enterprises.
<i>Industrial competence centres</i>	A, C	Federal Ministry of Economics and Labour	Technology-neutral action to support installation of R&D institutions to promote cooperation between businesses and research institutions.
<i>Research Studios Austria</i>	A	Federal Ministry of Economics and Labour	Small research units addressing special fields of ICT with focus on rapid prototyping.
Germany			
<i>Thematic Research Programme "Information Technologies" (DE_69)</i>	A	German Space Centre – funded by BMBF and BMWA	Large multi-annual, collaborative programme. Current 3 main programme lines cover research themes relevant to E-business: software systems, basic technologies for communication, and Internet technologies. Closely interlinked with "Information Society Germany 2006"
<i>Mcert (see DE_31)</i>	B	On the public side, the BMWA and the Federal Ministry of the Interior participate	A neutral and producer-independent competence centre for IT. Goal is to provide reliable and easy to use practices related to Internet security and use of E-business in SMEs. It is a private public partnership headed by BITKOM, the association of IT companies. Offers are specially targeted towards SMEs.
<i>Initiative D21</i>	C	Public-private initiative funded from membership fees	Founded in 1999 to facilitate Germany's way into a knowledge society, with strong emphasis on rapid use on new ICTs, including E-business. Involves over 400 representatives of enterprises, associations, parties, political institutions and other organizations. Oversees some 50 practical projects and covers Education, Qualification and Equality of Opportunity; eGovernment/ Security and Trust in the Internet; Information and Communications Technologies in Healthcare and Growth and Competitiveness
Greece			
<i>Prekas Nikolaos</i>	A	General Secretariat for Research and Technology	"Coordinated programme" of R&D on e-business, implemented by consortia of universities, research centres and enterprises (latter minimum 50% of participation).
<i>"Dyktiotheite" (Go Digital)</i>	C, E	EOMMEX, GRNET	Supports the acquisition of computers and Internet linkage by SMEs
<i>Tzikas Anastasios</i>	F	Technopolis Thessalonikis	Development of a High Tech Business and innovation Park for ICT companies in the Central Macedonia area
Spain			
<i>ARTE/PYME II</i>	C	Ministry of Industry, Tourism and Trade	To encourage the use of new telecommunication technologies and e-commerce by SMEs. Finances projects for the adoption of new technologies and use of IT for marketing purposes.
<i>FORINTEL</i>	Educ./ Train.	Ministry of Industry, Tourism and Trade	Training of professionals in Telecommunications and IT.
France			
<i>PROGSI</i>	A	DGE	Encourages services and new usage on transversal subjects and general interest on the basis of new possibilities offered by new generation high speed networks.
<i>OPPIDIUM</i>	A	DGE	Support of new commercial security solutions adapted to the future legal framework relating to cryptology and electronic signatures, with priority to development of platforms aiming at the promotion of national security.
<i>Scoreboard on electronic commerce</i>	A	DGE	National indicators on electronic commerce.

² A: R&D Funding; B: Demonstration and test centres; C: Technology transfer, partnership, networking; D: Provision of data, market analysis, supporting studies; E: Demand side initiatives, F: Incubators and clusters.



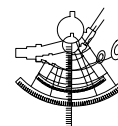
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Ireland			
<i>Informatics Research Initiative</i>	A	Enterprise Ireland	Support applied research projects of benefit to industry and the HE sector. Projects supported in areas of digital media, e-business and mobile/wireless.
<i>Webworks</i>	F	Enterprise Ireland	Established technology hubs to generate a critical mass of high potential start-ups in the regions. Webworks are office facilities that are highly "wired" flexible offices for companies. Also offer mentoring services.
<i>e-Business Solutions</i>	D	Enterprise Ireland	e-Business database of companies and e-library with case studies of good practice, self-tests, workbooks and formats. Reports on broadband security, e-work etc. Provides workshops, seminars, national conferences, business advice and a special e-business unit.
Italy			
<i>e-Commerce Call</i>	A	Ministry of Productive Activities	3rd call for the presentation of projects oriented towards the development of e-commerce activities by Italian enterprises.
<i>Action Plan for ICT innovation in enterprises</i>	A	Ministry of Innovation & Technology/Ministry of Productive Activities	Aims to increase access to technologies by a large number of Italian firms, particularly SMEs, and to promote the establishment of innovative enterprises, including ICT companies.
<i>FAR (Funds to sustain Research)</i>	A	Ministry of Innovation & Technology/Ministry of Education and Research	Financing of projects aimed at increasing the use of digital technological innovations in firms, especially SMEs. Thematic areas: Innovative ICT platforms to develop new processes and technologies for industrial districts; Intelligent logistic systems for SMEs
Luxembourg			
<i>InfoCom Cluster</i>	F	Luxinnovation	ICT cluster which aims to foster cooperation and initiate specific projects in the telecoms sector, including e-business projects.
Netherlands			
<i>Electronic Commerce Platform- ECP.nl</i>	B	Ministry of Economics/Syntens	Advice and support for SMEs on e-business
<i>Regional initiatives:</i>	Regional	Syntens and others	E.g.: "Innoveren met ICT voor Noord-Nederland", "Elektronisch zakenden Flevoland", "InnovIT! Voor MKB Utrecht" – Initiative to provide advice and support to SMEs
Portugal			
<i>Digital SME programme</i>	C, E	GGPRIME	Integrated support mechanism for SMEs – creates a restricted set of Networks of Information and Technical Aid (RIAT) and a special phase in the SIPIE (Promotion of small business initiatives)
<i>Entrepreneurial Partnerships</i>	A, E	GGPRIME	Public and private partnership projects showing a strong multiplying or growth potential, such as e-commerce or digital economy.
<i>Digital Cities/Regions</i>	A, F	POS Conhecimento	TIC Clusters/Incubators
Sweden			
<i>The 24/7 Agency</i>	B, C	Swedish Agency for the Public	Use of IT in the public sector – has established a 600+ person network related to ICT-usage (www.24-timmarsmyndigheten.se)
<i>SIBED</i>	A, B, C	VINNOVA	Sweden/Israel collaboration to support development of telecom technologies and applications using testbed facilities. (www.sibed.org)
<i>ICT-based home healthcare</i>	A, B, E	VINNOVA, KK-Foundation, Carelink	Brings together researchers, businesses and policy makers in the field of IT-based home healthcare.
United Kingdom			
<i>LINK Programme</i>	A	Department of Trade and Industry	Covers areas of "E-Science GRID Technologies" and "People at the Centre of Communications & Information Technology".
<i>Star</i>	C	Databank Consulting (Italy)	EU initiative- aims at further research and dissemination in e-commerce looking at claim that fundamentally new business models are emerging due to growing use of Internet for B2B and business to customer transactions.
<i>.ICT Carrier</i>	A	Department of Trade and Industry	Funding for feasibility and collaborative projects that aim to provide low-cost solutions to ICT-related challenges faced by industry.
Cyprus			
<i>Research for enterprise actions</i>	A, C, E	Research Promotion Foundation	Aims to stimulate research interest in Cyprus business and to provide incentives for cooperation between enterprises and research centres. Supports R&D activities aiming at exploitation of ICTs in primary, secondary and tertiary sectors of the economy.
<i>Subsidies for studies and specialised software development</i>	D, C	Cyprus Institute of Technology	Supports SMEs' market expansion and establishment of new infrastructure for exploitation of ICT. Supports market research.
<i>Thematic Actions</i>	A, C	Research Promotion Foundation	Supports research by local research institutes and promotes collaboration between local/foreign research institutes and academia



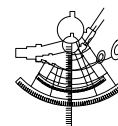
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			and industry. Areas = Technology; Information Society; Sustainability; Society; Economy; Health.
Czech Republic			
<i>INNOVATION</i>	C	Ministry of Industry and Trade	Helps introduce innovation including non-technological into industrial companies
<i>CLUSTERS</i>	F	Ministry of Industry and Trade	Helps develop clusters through provision of state aid – money includes helping members in the rational use of ICT
Hungary			
<i>ITEM</i>	A	Min. of Informatics and Communications & National Office for Research and Technology.	Aims: supports development and diffusion of innovative IS technologies and digital applications; modernisation of physical infrastructure of R&D units; adaptation and adoption of foreign R&D results; participation in eEurope and eEurope Plus projects.
<i>Promotion of Integrated Business Systems</i>	E	Ministry of Economy and Transport/Ministry of Informatics and Communications	Main aims: introduction of integrated business systems; business intelligence systems; business process control and electronic document management systems. Covers introduction of new systems, updating and extension, related analyses, planning, training, quality assurance.
<i>Application oriented cooperative RTD activity (HU_01)</i>	A, C	National Office for Research and Technology & Min. of Economy and Transport	Main aim: fostering the development of new products, services and processes in infocom technologies (among other fields) through cooperative RTD projects.
Lithuania			
<i>PHARE 2002 ESS Programme/Development of Production Sector</i>	A	Lithuanian Business Support Agency	Direct financial support for development and implementation of e-business systems in enterprises.
<i>Kaunas Regional Business Incubator</i>	F	Lithuanian Ministry of Economy	Establishment of structures to support IT and IT business and e-business development
<i>Kaunas e-Region Information Society Partnership programme</i>	regional	Kaunas County Governors' Administration	Development of Kaunas e-Region feasibility study and Information Society partnership programme. Promotion of e-business development.
Latvia			
<i>State Support Programme (LV_69)</i>	E	Latvian Investment and Development Agency	Sub-programme of the "Support to modernisation of the Business Infrastructure" programme. Includes targeted funding of telecommunications systems for businesses.
<i>Information Systems cluster</i>	C	Ministry of Economics	Facilitated through the Industrial Cluster restructuring project – brings together expert-oriented IT companies and related bodies.
Malta			
<i>National RTDI Programme</i>	A	Malta Council for Science and Technology	Aims at promoting research and innovation via research grants to academia and SMEs. In particular provides funding for SME collaborative research in any area including ICT and e-business.
<i>Innovation Relay Centre Network</i>	C	Innovation Relay Centre	Provides local SMEs with technology transfer, partnering and networking support. ICT is one of targeted areas.
<i>Kordin Business Incubation Centre Malta</i>	F	Malta Enterprise	Business development programme to assist start-ups. ICT is a key targeted area.
Poland			
<i>SME advisory service</i>	E	Ministry of Economy	Facilitates access of SMEs to specialised advisory services. Grants subsidies to cover part of costs from specialist advisory bodies.
<i>SMEs investment support</i>	E	Ministry of Economy	Provides support to SME investment projects, including application and use of e-economy technologies and ICT in enterprise management processes.
Slovakia			
<i>Strategy for Information Society & Action Plan for the Information Society</i>	C	Ministry of Transport, Post and Telecommunications	Include 6 priority development areas including: e-business, e-government and IT-infrastructure
<i>Business and Innovation Centre (BIC)</i>	C	?	Promotion of business and innovation consulting, e-business, transnational technology transfer and support under the Sixth Framework programme
Slovenia			
<i>e-SLOG</i>	E	Chamber of Industry and Trade	Promotion of e-business as an innovative business policy via network of 70+ project member companies. Now covers e-business strategy, legal and administrative issues, security, open software development, etc.
<i>e-commerce Centre</i>	B	Faculty of Organisational Science, University of Maribor	Information on innovation and collaboration including e-business perspectives.



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<i>ICT Technology Network</i>	C	University of Ljubljana	Network of over 40 key companies with interest in ICT – including priority projects in development of ICT innovative environment and e-business.
Bulgaria			
<i>National Innovation Fund</i>	A	SME Promotion Agency	Subsidises innovative projects in SMEs.
<i>Innovation Database</i>	D	National Centre for Information and Documentation	Contains information on latest ready to transfer innovative products available in a given field.
<i>Promotor Plus</i>	E	Sofia University “St Kliment Ohridski”	Transfers successful Spanish practices in gearing research and innovation through: identifying entrepreneurs, training, financing and incubation.
Switzerland			
<i>Enabling Technologies (Soft[net], ICT)</i>	C	Innovation promotion Agency (KTI)	Aims to strengthen and focus ICT (incl. software) capabilities and to help build national software industry and raise qualification of IT specialists. Joint industry/science projects.
<i>ICT-Net</i>	C	Univ. of Applied Sci. for Technics and Architecture, Freiburg	Promotes cooperation between the University and businesses in ICT area. Network comprises 26 academic partners and 11 business partners.
<i>E-cademy</i>	C	University of Applied Science, Basel	Network of excellence for e-business and e-government, which brings together partners from business, government and education and elaborates special focus topics (e.g. B2B-e-commerce, CAD, e-fulfilment, e-procurement, etc.).
Israel			
<i>Digital signature law</i>	Legal	Ministry of Justice	Law permitting the use of digital signatures
<i>e-government</i>	A	Ministry of Finance	“Shoham” Israeli Government e-payment system
<i>New generation foreign Trade system</i>	A	Ministry of Finance	?
Iceland			
<i>e-Business</i>	International trade	Trade Council of Iceland/Euro Info Office	Specialist services in the fields of export and marketing to Icelandic and assistance for overseas companies in contacting Icelandic firms. Information includes details of electronic business exchanges and legal framework for e-business.
<i>Icepro</i>	C	Icelandic Committee on Trade Procedures and e-Commerce	Forum of official bodies, businesses and individuals working on facilitating commerce and trade procedures, using EDI, ebXML and other means of Electronic Commerce. Members cover whole spectrum of economy.
Norway			
<i>BIT programme (e-business)</i>	A, C	Innovation Norway	Objective is to increase value creation in SMEs through efficient use of ICT and e-business. Supports firms’ projects aimed at development and diffusion of e-business solutions. Includes R&D, innovation, competence building, networking, internationalisation and results dissemination.
<i>ICT programme</i>	A, C	Research Council of Norway	Stimulates high-risk R&D in cooperation with leading technology developers and innovation-oriented users. Projects are: User-initiated innovation projects and competence projects with user participation.
<i>SME development, Internet and e-commerce</i>	A, D	Innovation Norway	Assists individual SMEs in mapping their possibilities for making use of the Internet and e-business. Supports development projects.
Romania			
<i>National Plan for RDI</i>	A	Ministry of Education and Research	Provides funding for projects, including those addressing e-business as a component of the technical modernisation and re-launch of traditional sectors or development of high-tech fields.
<i>National Plan for RDI</i>	C	Ministry of Education and Research	Supports e-business projects related to technology transfer, partnerships and networking.
<i>National Programme INFRA TECH</i>	F	Ministry of Education and Research	Development of Innovation and Technological Transfer Infrastructure: supports e-business projects that contribute to development of innovation and technology transfer entities.
Turkey			
<i>Information networks and e-business support scheme (TR_24)</i>	C + finance	KOSGEB (Small and Medium Industry Development Organisation)	Awareness raising among SMEs on e-commerce and e-business. Programme develops culture of e-business among SMEs. Subsidises establishment of e-commerce infrastructure and procurement of consultancy and promotion.



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Few major conclusions may be drawn from this list, primarily because the examples are a selection of “interesting” initiatives rather than a representative sample of all the relevant measures in place in each country. As noted above, several of the example measures are multi-modal and cover more than one innovation policy field, although there is a strong focus on measures that address R&D funding and Technology transfer, partnerships and networking. Indeed, a key characteristic of several measures is the promotion of networks of users of e-business technologies and processes and of ICT more generally. Projects and funding for the support of feasibility studies are also well represented, possibly as a consequence of the ongoing experimental nature of e-business and e-commerce development. Reflecting this multiplicity of modalities, it is also clear that such initiatives are operated and/or funded by a diversity of organisations from the leading ministries responsible for innovation or industry policy through various intermediary bodies and agencies down to regional actors including universities. This diversity also operates within some countries, with a range of agencies and organisations being involved in the running of relevant programmes and initiatives. In contrast, a number of countries report a single entity being responsible for the example initiatives presented. However, as the results present a potentially small sample of initiatives, this does not preclude the involvement of other agencies. Of particular interest to the EU context is the Bulgarian example of the “Promotor Plus” programme which represents the transfer of a “successful Spanish practice”.

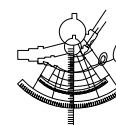
The linkage between the governance of innovation policy and e-business policy was addressed by the next set of questions, which asked:

- “Are the organisations in charge of innovation policy the same as the organisations in charge of e-business policy?”
- “Are there any policies addressing e-business and innovation in parallel?”, and
- “Which organisation(s) is/are responsible for the interlink between e-business and innovation in your country?”

Unfortunately, the wording of this question made it difficult to interpret answers where correspondents had entered “no” for the first question, and had provided examples for the third question. The outcomes of these questions are summarised in the following table (Table 3).

Table 3: Governance and coordination of e-business and innovation policy

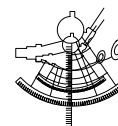
	Organisation(s) in charge of linking innovation and e-business policy (N=national, R=regional, L=local level, O=other)	Organisation(s) in charge of e-business same as those in charge of innovation?	Policies addressing e-business and innovation in parallel
AT	Federal Ministry of Economics & Labour (N) Federal Min. of Transport, Innovation & Technology (N) Chamber of Commerce (O)	same	None
BE			
DE	BMBF (N) BMWA (N)	same	Yes: e.g. Info Tech Research programme
DK			
EL	Managing Authority of the Operational Programme for the Information Society (N) General Secretariat for Research and Technology (N) EOMMEX (N)	not same	Yes: e.g. support to incubator facilities
ES	Ministry of Industry, Tourism and Trade (N)	not same	Yes: e.g. ARCO/PYME II
FI			
FR	DGE (N) ANVAR (O)	same	None
IE	Department of Enterprise, Trade and Employment (N) Forfás (State policy body) (O) Enterprise Ireland (State Development body) (N)	same	Yes: e.g. e-Business Solutions
IT	Ministry of Innovation and Technology (N) Ministry of Productive Activities (N) Ministry of Education, Universities and Research (N)	same	Yes: e.g. Action Plan for ICT innovation in Enterprises



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	Institute for Industrial Promotion (N)		
LU	Ministry of Economy and Foreign Trade (N)	same	None
NL	SYNTENS (N)	same but e-business delegated to SYNTENS	Yes:
	Ministry of Economic Affairs (N)		
	SenterNovem (N)		
	Media Plaza (N)		
PT	PRIME Managing Bureau (N)	same	Yes: e.g. Digital SME programme; TIC Clusters Incubators
	POS C Managing Bureau (N)		
	UMIC (Public Electronic Purchasing) (N)		
	ACEP – Portuguese Association for Electronic Commerce (O)		
SE	VINNOVA (N)	same	Yes: many examples, especially between IT and innovation policy.
	Swedish Institute for Growth Policy Studies (N)		
	Invest in Sweden Agency (N)		
	Swedish National Post and Telecom Agency (N)		
UK	BLOC – Creative Technology Agency of Wales (R)	same (depends on level)	Yes: see examples in previous table.
	Business Links (L)		
	Department of Trade and Industry (N)		
CY	Research Foundation Promotion (N)	same	Yes: e.g. New Industrial Policy
	Cyprus Institute of Technology (N)		
CZ	Council for Research and Development (N)	same	Yes: e.g. National Innovation Policy
	Ministry of Industry and Trade (N)		
EE	?	not same	None
HU	Ministry of Economy and Transport (N)	not same	Yes: e.g. Hungarian Information Society Strategy
	Ministry of Informatics and Communications (N)		
	National Office for Research and Technology (N)		
LT	Ministry of Economy (N)	not same	Yes: e.g. Innovation in business programme
LV	Ministry of Economics (N)	not same	None
	National Council of Information Society (N)		
MT	Ministry for Investment, Industry and Information Technology (N)	not same	Yes: e.g. National eBusiness Strategy
	Malta Council for Science and Technology (N)		
	Malta Enterprise (N)		
	University of Malta (N)		
PO	Ministry of Economy (N)	same	None
	Marshals' Offices (R)		
SK	Ministry of Transport, Post and Telecommunication (N)	not same	None
	Ministry of Economy (N)		
	VUC (R)		
SV	Ministry of Information Society (N) [now closed]	not same	None
BG	Ministry of Economy (N)	not same	None
	Ministry of Transport and Communication (N)		
	Bulgarian SMEs Promotion Agency (N)		
	ICT Development Agency		
CH	KTI (Innovation Promotion Agency) (N)	same	Yes: see previous table examples
IL	?	same	None
IS	Ministry of Education, Science and Culture (N)	not same	None
	RANNIS (N)		
LI	?	same	None
NO	Ministry of Modernisation (N)	same	Yes: eNorge (Govt's plan for ICT policies)
	Ministry of Trade and Industry (N)		
RO	Ministry of Research and Technology (N)	not same	Yes: e.g. Action Plan for Implementation of Industrial Policy, Governmental Strategy for Sustaining the Development of SMEs.
	National Network of ITT entities (O)		
	National Agency of SMEs and Cooperation (N)		
	Chambers of Trade and Industry (O)		
TU	TUBITAK (Scientific and Technical Research Council of Turkey) (N)	same	Yes: S&T policy of Turkey includes innovation policy and policy items for e-commerce uptake among enterprises
	KOSGEB (N)		

As noted above, the interpretation of the answers provided for this series of questions was problematic. The results do reinforce the view that in many countries, several agencies and bodies are involved in both



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innovation policy and e-business policy implementation. In addition, the majority of countries provide examples of policies which address innovation and e-business although many of these are broad level policies or national strategies.

Lastly, the majority of organisations in charge of linking e-business and innovation policy are national level bodies, especially ministries. Thus, although the results are largely based on examples rather than a thorough survey, it appears that the promotion and support of e-business forms at least a minor element in many national innovation policies.

3. Main conclusions

The Workshop Scoping Paper set out a series of key questions to be addressed by the workshop in May.

1. Is e-business a commodity or a driver to innovation?
2. Where is it within the innovation model that e-business can be successfully applied?
3. What type of evidence is there that e-business has improved performance and innovation?
4. Is there a causal link between company's ability to innovate and their use of e-business?
5. Where can policies and programmes be found that directly affect the e-business and innovative capabilities of firms and is this linked to specific policy fields (e.g. innovation policy)?
6. How are SMEs actively involved in such programmes?
7. Are the successful initiatives and instruments transferable to other Member States?
8. How are e-Business and Innovation promoting policies related?
9. How are local/regional and national problems being addressed and what articulation is given between the different levels
10. What added value can be achieved at the European Union level?

While the majority of these are clearly topics for broader discussion, the above synthesis may shed some light on a small number of these questions. Thus, in relation to Question 5, it is clear that, according to the responses, several examples of policies and programmes may be found that link e-business and innovation and which are linked to innovation policy fields (see Tables 1 and 2). Examples include the Irish "Webworks", the Swedish "SIBED", the UK's "ICT Carrier", the Hungarian "ITEM" and the Swiss "e-academy".

A large number of the examples provided specifically address the needs of SMEs (see Question 6). Examples here include the Italian "FAR", the Dutch "Electronic Commerce Platform", the Portuguese "Digital SME Programme" and the Polish "SME Advisory Service".

With regard to transferability between member states (Question 7), one example of such transfer is explicitly noted: the Bulgarian "Promotor Plus" which is reportedly based on a successful Spanish model.

Question 8, the relationship between (and coordination of) e-Business and Innovation promotion policies is addressed in the responses summarised in Tables 1, 2 and 3, although the conceptual interpretation of the linkage between these two types of policies needs to be explored further than is possible from the data supplied in this exercise. However, it is apparent that in many cases the same agencies are responsible for both innovation and e-business policy, although this does not imply that such policies are necessarily coordinated.

It is clear that local/regional and national problems (Question 9) are being addressed by a number of means. These may include the level of delivery of the initiative – such as by a regional university or by regional Government agencies, or the level of operation of the initiative, i.e. through regionally-based networks of stakeholders or communities of practice. National-level problems are being addressed through national programmes, which have explicit action or budget lines concerning e-business and ICT-related topics (see Table 3).