

Contents

1. Foreword	3
2. Executive Summary	4
3. The PULMAN policy conference	6
4. PULMAN Conference Workshops	10
5. PULMAN Oeiras Manifesto and Action Plan The PULMAN Agenda for e-Europe	16
6. Monitoring the PULMAN Manifesto Action Plan	18
7. Trends and Forecasts	22
8. PULMAN Country Highlights	30
9. The PULMAN Guidelines	42
10. Country Co-ordinators	62