



inclusive eGovernment

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No one left behind



eInclusion

RIGA 6/06

**eGovernment
VIENNA 2/06**

**eHealth
MALAGA 5/06**



the people

ARE IN THE CENTRE

No citizen left behind: eGovernment will only really make a difference if everyone can use it. The Commission will work with Member States to make sure that by 2010 all citizens, regardless of gender, age, nationality, income, or disability will have access to a wide range of technologies such as Digital TV, PCs and mobile phones.



inclusive eGovernment – inbuilt

NO ADD-ON

- **IN** the standard eGovernment process
- **IN** the standard documents
- **IN** the mainstream legal framework
- **IN** the standard interoperability framework



- 1. accessibility for all needs high level commitment?**
- 2. eDocuments and formats must be simple enough?**
- 3. legal validity of eDocuments must be ensured?**
- 4. inclusive standards need broad political support?**
- 5. all procedures must be accessible via a delegated proxy?**
- 6. multi-channel delivery fosters inclusiveness?**
- 7. interoperability can impose extra barriers to inclusion?**

inclusiveness requires a European-level effort!



accessibility for all needs high level commitment

- **unless national legislation imposes, inclusive solutions will only take place in the minority of implementations**
- **governments have to use industry for implementation**
- **as industry is settling their building blocks well ahead a contract, legislation also functions as guidance**
- **inclusion reaches well beyond WAI etc. since many inclusive solutions need „post processing“ (e.g. text to speech)**



eDocuments and formats must be simple enough

- **so far we tend to look at „WEB INTERFACES“**
 - eGovernment comes in interfaces, dialogues and documents
 - documents source from the paper world and are in many cases not build for the “E”
- **eDocuments need to be structured for „INCLUSABILITY“**





legal validity of eDocuments must be ensured

- **disabled can profit from electronic documents**
 - blind people
 - people not able to leave homes
 - commuters and many others...
- **whereas the eSignature directive could enable, the day to day practice is far behind**
- **due to their versatility eDOCs have the potential to compensate some disabilities if the legal validity is a given**

Informatie-Bureau van het Roode Kruis, Pretoria.
(IDENTITY DEPARTMENT OF THE TRANSVAAL BRANCH OF THE GENEVE RED CROSS SOCIETY, PRETORIA)

BEWIJS VAN IDENTITEIT.
Proof of Identity. No 7106

In geval van dood of verwonding van houder dezes wordt men dringend verzocht deze kaart ingevuld op te zenden aan bovenstaand adres.
In case of death or injury of the holder of this card, it is requested to send this card through the nearest Commanding Officer, or Responsible Official, to the Identity Department above mentioned.

Naam | *H. D. ...* | Plaats
Name | | Killed | Locality
Ouderdom | *40 jaar* | Datum
Age | | Nature of Wound |
Woonplaats | *Driefontein* | Gewest | Plaats
Residence | | Wazeler | Locality
Commando | *Waddert...* | Gewest | Plaats
The Identity Department of the Red Cross Society will forward to English authorities information about wounded English soldiers who might be made prisoners. | Datum | Date

Telegraphic and Postal Address: *Molengraaf, Pretoria.*

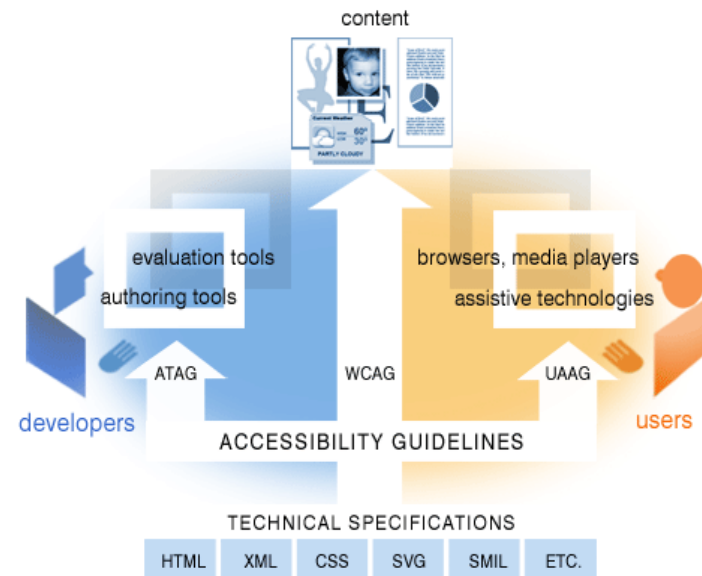
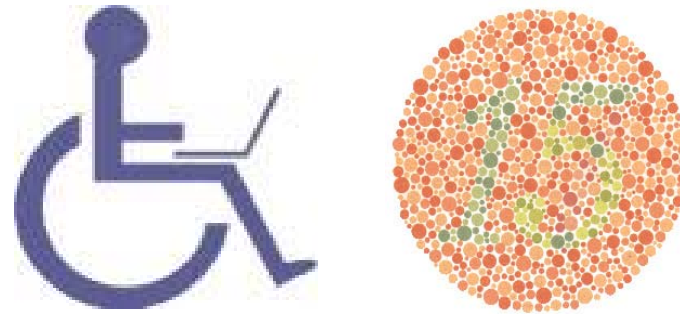
legally valid eDOC eSignature





inclusive standards need broad political support

- **user interfaces, websites etc. get more and more complex and „richer?“**
- **screen and colour resolution as well as bandwidth and processor speed are tempting to make information less inclusive**
- **cost factors are equally used as a barrier / excuse**
- **to reach inclusiveness in all sectors only broad political support of inclusive standards seems to work**





all procedures accessible via a delegated proxy

- **enabling access through proxies is a tool to train and and include the non e-affine people**
- **highly standardized access methods are needed**
 - strict adherence to the standards are a prerequisite to allow electronic proxies
- **privacy is especially at stake in this case**
 - the group in question deserves enhanced privacy





multi-channel delivery fosters inclusiveness

- **economy:** each eService should be offered through the channels where there is a business case
- **inclusiveness:** any eServices should be offered through multiple channels covering specific needs and habits with no primary focus on the economy

without special efforts economy might not drive
the needs of inclusiveness
regulation / incentives to step in ???





interoperability can impose extra barriers to inclusion

- **availability and takeup of eGovernment still has to be improved**
- **Interoperability clearly restricts on availability and still asks in many cases for specific technologies**
- **as inclusive solutions also restrict on applicable technology this results in even smaller potentials**



specific attention is needed to meet both inclusiveness and interoperability

inclusiveness requires a European-level effort!

Europa



MUMOK ▶ MALAGA ▶ RIGA

defining the legal and the business model for inclusion

