



e-Inclusion and sharing of practices

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No one left behind



e-Inclusion in Italy

- A comprehensive approach based on several enabling factors
 - Accessibility Issues
 - Law on accessibility of Public Web sites
 - Technical rules and standards
 - Inclusion of small municipalities
 - A prerequisite for inclusion of citizens
 - To overcome the territorial digital divide



e-Inclusion in Italy: specific actions

- Actions to improve inclusion (access) of citizens to public services in less developed regions
 - Centres for mediated (assisted) access to public services; ISP (Internet Social Points)
- Actions in favour of specific categories
 - Disabled people
 - Elderly people
- Multi-channel delivery of services
 - e-government services on Digital Terrestrial Television (7 million of Euro to co-finance 29 municipal projects)



“Advanced” e-Inclusion

- Country wide action to promote (by financing) e-participation projects
 - Municipality oriented action
 - Involve citizens in the decision-processes of the Public Administration
 - Focus on the organizational mechanisms rather than on technology
 - 56 projects across Italy (9,5 million Euro centrally founded – 35 million Euro of total cost)



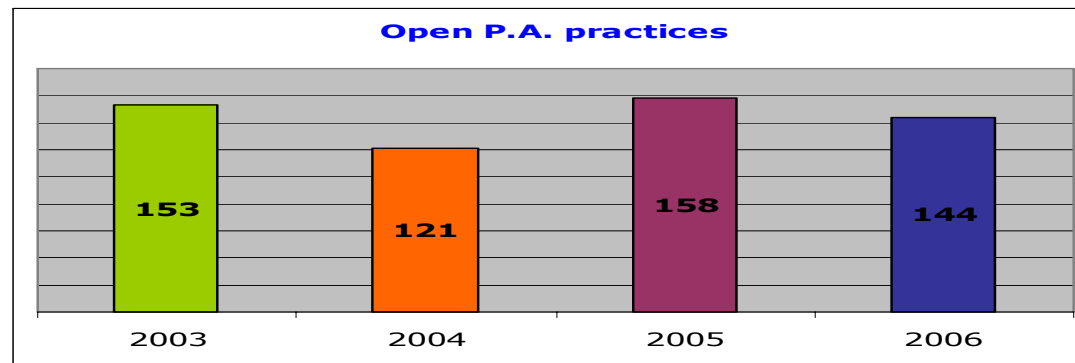
Municipalities and e-Inclusion

- Evolution of institutional architecture towards decentralised model
- Growing importance of Regional and Local level of government; they are closer to the citizens
- Small municipalities is where e-Inclusion policies can be more effective
- Customized actions (and feedback) more effective at municipal level



Sharing by promoting practices

- Example: To promote public knowledge and awareness of existing practice:
 - THE PRIZE “OPEN P.A.”
 - Organized each year since 2003
 - Objective: to gather and promote experiences of PAs that favour the access to public services for disadvantaged people.





Sharing by creating communities

- Example: Creating thematic boards on e-democracy
 - e-participation projects gathered together to create communities sharing specific aspects of implementing participation projects (legal aspects; impact measurement, etc.)
 - Knowledge produced is made available to other projects and administrations, to improve awareness and knowledge in implementing e-participation initiatives

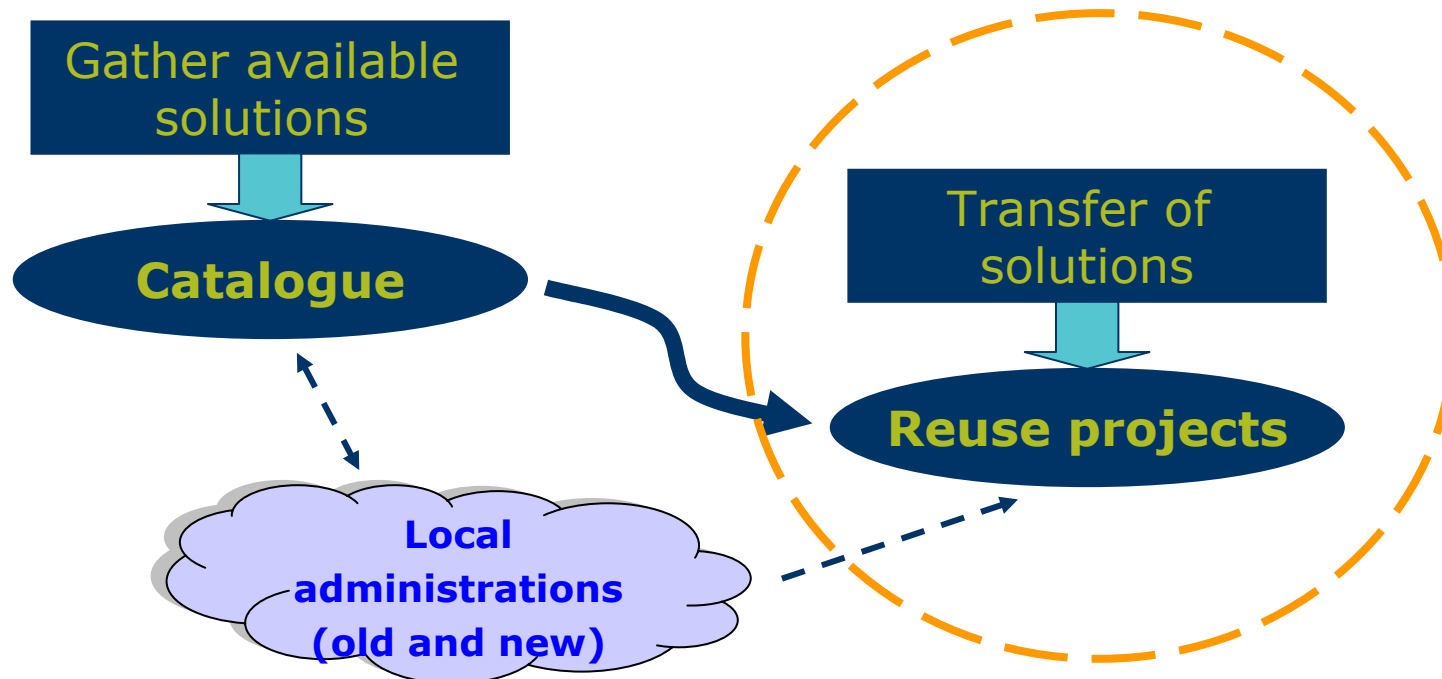


Sharing by transfer and reuse

- Transferring and reusing practices is not simply sharing “objects”
- Sharing the knowledge and the learning process
- Collaborative approach
- Improving the competencies of the Public System as a whole
- 57 million of Euro to finance reuse projects



Process for reuse





Advantage of reusing existing practice

- Economic savings
 - reduce time of implementation and reuse components
- Improving the practices
 - by evolving existing ones
- Learning from others' experience
 - by collaborating in the transfer process



Sharing practices and e-Inclusion

- Good practices can be useful for e-Inclusion?
- e-Inclusion practices imply awareness, cultural change, and political commitment
- Showing what has been done (and provide support for transfer) is a useful way to spread e-Inclusion approaches and methods
- From obligation to opportunity

e-INCLUSIION

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