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User view on policy formulation & improving ICT services

Parallel session 7
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- Public services for All”
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User view on policy formulation & improving ICT services

Introd. : Directorate general for State modernization (DGME)

- I- e-Inclusion challenge & solutions
- II- How to consider user view in e-Gov. services design ?
- III- Perspectives & new projects

Conclusion



Directorate general for State modernization (DGME)

A governmental department in charge of :

- Designing & monitoring e-gov. 2006-2010 programme

Adele « ***ADministration En LignE*** » :

370 e-gov. services / 50% are now on line

- Supplying personalized & trustable e-gov. services for all

- Elaborating e-gov. services interoperability, accessibility & security reference documents

- Auditing departments

- Monitoring relationship quality between users and Departements



I- e-Inclusion challenge & solutions

- **1- e-Accessibility : regulation & reference document**
 - Law 11 Feb. 2005 “Equality, rights, participation and citizenship for disable people” - art.47 makes compulsory for all e-Gov. websites to turn accessible for disable persons within a period of three years after the issue of an e-accessibility reference document :
 - **e-Accessibility reference document** :
 - based on international norms (WAI,WCAG),
 - will offer tools of auto evaluation
 - information and training programme at all levels (top-management <-> webmaster) to turn e-Gov services accessible
 - designed in coordination with disable users representatives
 - call for proposal now ; enforced Q4 2006



I- e-Inclusion challenge & solutions

- **2- e-Accessibility : « Signes en ligne » online service**
 - Law 11 Feb. 2005 Art. 78 is dedicated to hearing impaired people : “**Signes en ligne**” has been launched to offer a special attend to hearing impaired people
 - Using videoconference, “Signes en ligne” enable these users, at public service desks, to communicate with sign language interpreter sub-contractors
 - From local social services, now experimented in 10 local prefectures public services
 - Problematic : financial challenge vs. low audience
 - Near future :
 - at home web technologies for a larger scale use
 - value civil servants sign language interpretation abilities



I- e-Inclusion challenge & solutions

- **3- Access to public services : charte Marianne**
 - Quality requirements applied to public services access are described in a reference document **“charte Marianne”** :
 - aims today to integrating quality standards in public services facilities today
 - all users groups are targeted (including disable, elderly and socially challenged people)
 - will apply to public online services



I- e-Inclusion challenge & solutions

- **4- other frameworks & tools for e-Inclusion**

- **Public Interactive terminals Reference Guideline** :

integrated in a multi-channel approach to improve and facilitate public access for non e-equipped citizens

- **Multiservices counters** : using ICT, a counter clerk facilitates access to different public services

- **GéoPublicService Portal** : to offer geographical data and information (opening time) on public services to facilitate location and geo access

- **Learning Internet Programme** : to increase knowledge sharing between generations & reduce risks of digital divide



I- e-Inclusion challenge & solutions

- .../...

- **Public Internet Access Points** : terminals + assistants

- more than 3500 to increase ICT & e-gov. services use for all citizens

- **Organisations & associations fighting social**

- exclusion** : Emmaüs, ATD 1/4th World (Street internet project, Brest), Les restos du Cœur, Dr Souris are developing new solutions to reduce digital divide



II- How to consider user view in e-Gov. services design ?

- **«Adele» Barometer** : Twice a year, a quantitative survey about e-gov services is led to identify conditions of use and risks of no use
- **Focus groups** : For each new online service, a sample group tests new features of e-gov services (ex : MyPublicService.fr : 500 testers)
- **Users representatives group** : user representatives concerned by the problematic of access (ex : family, rurality, social exclusion, elderly, disability) to integrate citizens special needs in the design of e-gov. services



III- Perspectives & new projects

- ***Developing new projects and partnerships***
 - Implementing e-gov. services on **RATP** (Paris transportation authority) interactive terminals : **Urban** programme
 - Facilitating e-gov. services information and usage for socially excluded people by working with civil organisations and associations (ex : **Emmaüs**)
 - Taking part, with **Delegation for usages of Internet (DUI)** and **Cyber-Base network (Caisse des Dépôts et Consignations)** in the design of training programmes for Public Internet access points



To conclude...

- ***Transforming e-gouvernement services into an inclusive system contributes :***
 - to get **more efficient online services**
 - to promote **new information systems** that modernize administrative operations
 - to better meet **users' expectations** and offer modernization for all citizens
 - to take into account **all citizens and the specificities of their context of access (culture, geography, financial, age, formation,)**
 - to identify the **best channel for an efficient usage.**
(Internet, interactive terminals, telephone, counter, mail, desk)



Thank you !

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e-INCLUSION

ICT for an Inclusive Society

Ministerial Conference
Riga 11-13 June 2006

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