

Digital Single Market

Policy and legislation 11 January 2011

Report of the ePractice workshop on Inclusive eGovernment

This workshop, held on 13 October 2010, aimed to encourage the sharing of good practice in the area of Inclusive eGovernment. The report documents the presentations made during the workshop session. Topics of discussion were: eGovernment policies targeted at groups at risk of exclusion; User segmentation in eGovernment services; Inclusive eGovernment in healthcare; Multichannel delivery services; eGovernment services: the 'value chain' dimension; Design, production, delivery, access and use of inclusive eGovernment services; "Inclusive by design" versus specific assistance - tailored services; Marketing, targeting and promotion of eGovernment services for specific disadvantaged groups. (You find the report under file name SMART 0109 SC01-eInclusion Days-Inclusive eGovernment workshop report.doc).

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