ICT PSP Call 4 –2010

Theme 3: "ICT for health and _inclusion_"

Objective 3.3. e-Accessibility for Public Digital Terminals

Objective 3.4: Assistive Technologies and Accessibility Portal

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ICTPSP
ICT POLICY SUPPORT PROGRAMME

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e-inclusion in ICT PSP 2007-2009

- **Ageing and ICT**
  - 11 pilots B
    - Independent living at home and chronic disease management
    - Cognitive problems, combining assistive and independent living technologies
    - Integrated health/ social care solutions in the home
  - Thematic network on innovative ICT for ageing well

- **E-accessibility**
  - Accessible digital TV
  - Accessible "total conversation"/ emergency services
  - Thematic network on e-accessibility

- **Other topics**
  - Migrants and ICT thematic network
  - Innovative solutions for inclusive and efficient eGovernment
  - Thematic network on capacity building for inclusive public services
  - Multi-channel service delivery for the socially disadvantaged

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Obj. 3.3. e-Accessibility for Public Digital Terminals

- **Scope**: **Public digital Terminals (PDT)**
  - <u>Outlets</u>: ATMs, ticket machines, info points…
  - <u>Services</u>: financial/ commercial, tickets, info…
  - <u>Value chain</u>: physical access, interface, software, content, services, support, training…
  - <u>Actors</u>: equipment, applications, services/ content, final users

- **Context**
  - Wide-spread and growing PDT use.
  - Many people cut out because <u>barriers</u> of accessibility (e.g. visual/ tactile interfaces difficult for blind), competences (difficult to "talk to machines")

- **Aims**
  - Accessibility, <u>user-friendliness</u>, personalisation
  - <u>User profiles</u>: disabilities, elderly, low-skilled, "general public"…
  - Various possible <u>solutions</u>: multiple input/ output, configurable interfaces, interoperable personal equipment, etc.
  - <u>Interoperability</u>

Obj. 3.3. e-Accessibility for Public Digital Terminals

- **Instrument**: one or more "pilots B", in total 5M€

- Boundary **conditions**
  - <u>Real</u> life settings, relevant services with impact, representative scale
  - Involve (all/ several) relevant <u>actors</u> along value-chain, including users with disabilities and other final users
  - If appropriate, explore/ compare <u>different solutions</u>

- **Impact and sustainability**
  - Progress indicators during project life-time, <u>methodology</u> for assessing/ comparing impact
  - <u>Business</u> case, costs-benefits, risks
  - <u>Interoperability</u>, common approaches
  - Specifications, standards, <u>guidelines</u>, reference material

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Obj. 3.4. Assistive Technologies and Accessibility portal

- **Scope**: Assistive technologies (AT) and solutions for accessibility
  - Devices, applications, services, content, etc (digital or not) for <u>accessibility</u>, i.e. in principle for persons with disabilities
  - Available <u>online</u>, either
    - A)solutions for accessibility themselves, e.g. downloadable AT software, e-books, maps…
    - B)info about solutions for accessibility, digital or not, available off-line, e.g. assistive equipment, accessible locations, subsidies…
  - Various <u>stakeholders</u>: technology providers, service providers, agencies, associations, final users…

- **Context**
  - Potential <u>demand</u>: large customer base, people with impairments, ageing context
  - Varied <u>offer</u>: many AT and e-accessibility solutions available
  - But market <u>fragmentation</u>, many providers, problem of economies of scale
  - <u>Mismatch</u> offer/ demand: information, transparency, comparability (affordability)

- **Aims: EU online platform (single entry portal) for**
  - Information
  - Innovation

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Obj. 3.4. Assistive Technologies and Accessibility portal

- **Instrument**: one or more "thematic networks", up to 1M€
  - One or two <u>components</u>: information, innovation

- **Information** component
  - <u>Connect</u> existing platforms/ initiatives; EU layer while accounting for local contexts
  - Involve various <u>stakeholders</u>
  - <u>Relevant</u> + good quality information and info management
  - <u>Features</u>: available AT & services, trends, customisation, innovative solutions…
  - <u>Dynamic</u>: feedback, collaboration, web 2.0

Obj. 3.4. Assistive Technologies and Accessibility portal

- **Innovation** component (in addition the above characteristics)
  - Forum for developers: <u>collaboration</u>, discussion/ feedback (from other relevant actors), testing…
  - <u>Downloadable</u> software-based solutions

- **Both components Impact and sustainability**
  - Progress <u>indicators</u> during project life-time
  - Impact assessment, e.g. reduce market fragmentation, improve transparency, service-oriented…
  - Commitment to long term deployment, <u>sustainability</u>
  - <u>Business</u> case, costs-benefits

More information

- Contact person for this part of the call: jan.komarek@ec.europa.eu

- Unit INFSO-H3 organised a workshop on 7 December on the two topics above; report and presentations available at http://ec.europa.eu/information_society/activities/einclusion/ events/workshop_atm/index_en.htm

- For general info on e-inclusion EU policy visit

  http://ec.europa.eu/einclusion