

# ***INCLUSIVE* eGOVERNMENT**

***Bringing the benefits of ICT enabled  
Public Services to Socially  
Disadvantaged Groups through  
improved Service Delivery Channels***

# Inclusive eGovernment: rationale

**TARGET:** ~1/3 EU population in need for social support  
same 1/3 use eGovernment/public services the least  
same 1/3 huge impact on Government budget/resources

- **Socially disadvantaged/excluded Groups**
  - Are **fragmented**
  - have **complex and multiple needs**
  - live in **different environments**  
(social/economic/geographical/cultural)
- **Delivery of Services** is based on **complex and mixed value chains**  
(public/private = public local administrations, NGOs, charities, civil organisations, volunteers)



# Inclusive eGovernment: focus

## **OBJECTIVE: Achieve a wider socio-economic impact**

By improving access to public services from socially excluded groups

**Target = Practitioners** (*Public Admin. Local + Civil/NGOs, etc.*)  
throughout the Value Chain **of Delivery Channels**

**How = by Maximising efficiency and effectiveness**  
along the delivery value chains through e.g.:

- **Improvement ICT tools/processes/protocols**  
(within delivery chain)
- **Development of new service delivery profiling**  
(e.g. flexible and multichannel)
- **Application of sustainable business models**  
(for P.P.P. service delivery)



# Inclusive eGovernment : means

- **eGovernment Ministerial conference in Lisbon** will provide the Political Consensus for ...
- **Launching Pilot Projects, initiatives and actions** to analyse, develop, validate and deploy *new profiling, replicate best practices*, support the *up-take of sustainable business models* in ICT based flexible, multi-channel Public Service Delivery



# Inclusive eGovernment : examples



## A citizen & business perspective (1)

- I'm Dirk, I'm from Belgium. I worked
  - 20 years in Belgium
  - 5 years in France
  - 6 years in Luxemburg
- I came back to France and I'm about to retire in the south of France
- How do I get my pension rights?



# Inclusive eGovernment : examples

## A citizen & business perspective (2)



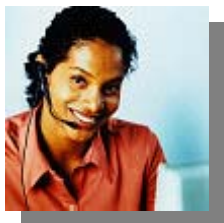
- I'm Lena from Sweden and I face difficult times ahead
  - My contract ends in 2 weeks
  - I have no savings
  - I live on my own with 2 kids
- Can I get any social support?
- How in my remote village?



# Inclusive eGovernment : actions



- **Dirk** will use his Belgian eID to apply to the pension rights portal and he is a few clicks away from getting his pension rights from 3 countries at once!



- **Lena** is able to work through a single access point in her local municipality to apply for her benefits. She is also able to access regional training programs, municipal housing schemes and examine cross-national employment schemes. She is supported by a local employee and linked to a knowledge system interconnecting administrations in Sweden and Denmark



# Inclusive eGovernment: mission

***BY 2010...***

- **Mainstream Inclusive eGovernment** (by maximising effectiveness and efficiency in the delivery chain) so that ALL citizens can benefit from ePublic services in their daily lives
- **Achieve a wider socio-economic impact** on a larger number of targeted areas through new service delivery profiling and sustainable business models for service delivery
- **Reduce the 1/3** population living in social disadvantage and not benefiting from eGovernment **down to 1/5**





# Inclusive eGovernment: timeline

