CEMSDI
Civil-servants Empowerment for Multi-media Service Delivery ICT-enabled

European Commission
Information Society and Media

ICT for Government and Public Services

CEMSDI focuses on capacity building of civil servants and other practitioners part of the service delivery chain in territories in need of active eInclusion policies to either eliminate or reduce the digital divide. The focus is on local areas where empowerment of civil servants and their administrations is vital to ensure the implementation of digital inclusion policies, targeting socially disadvantaged people. It also addresses the acquisition of skills needed to improve their own competence in the management and use of ICT, to modernise public administration organisations and to efficiently deliver eGovernment and other local services. Part of the exercise consists of running five pilot actions in Italy, Norway, Portugal, Spain and the UK to validate the training and empowerment instruments created by the CEMSDI network of eGovernment experts. This wide pilot phase will enable the extension of the methodology throughout the European Union. The pilots will focus on civil servants working in small and medium local governments serving around 8.000 inhabitants or less.

At a Glance

Project
CEMSDI

Project coordinator
Innova SPA, IT

Participants
Vysocina Kraj, CZ
Universita degli studi di roma La Sapienza, IT
Scuola Superiore della Pubblica Amministrazione Locale, IT
Ancitel SPA, IT
Comunita Montana Media Valle Del Serchio, IT
Kommunes Sentralforbund ANS, NO
Vard2015, PT
INESC Porto, PT
Fundacion Robotiker, ES
Euskadiko Udalen Elkartea, ES
electronic service delivery (esd) Limited, UK

Funding
CIP-ICT-PSP.2009.3.3 - ICT for government and governance : Inclusive eGovernance

Total Cost
€5.18m (EU Contribution: €2.59m)

Execution date
From 01/06/2010 to 31/05/2012

Project status
Running

Users adopting the service solution proposed by CEMSDI will be able to access a learning environment and a web portal specialised in training and empowerment of civil servants. They will be able to use products and eLearning objects tagged in the repository of the relevant platform, and they will have access to instruments for assessing their own situation and performance regarding inclusive eGovernment, retrieve guidelines and advise based on good practices in this field and on the results of the five pilot actions which will be running.

By joining the virtual community of practice, civil servants and other users will be able to grow not only in their knowledge and competences regarding management and usage of ICT to improve governance and service delivery, they will also have access to training and empowerment modules or services on inclusion policies towards the socially disadvantaged which will allow them to prepare projects, strategies and roadmaps for their own territories, stimulated by a European learning environment and framework where other eGovernment experts collaborate.

In order to achieve the project goals, an e-learning platform and an ad hoc web portal will be set up. This will be a place where civil servants can share their experiences and best practices, and where they can ask for information and problem solving. The platform will also be the place where the continuity of learning will be granted: next steps for the pilot actions in the learning process will be defined according to the issues which will emerge during the process of knowledge sharing in the forum spaces, and new contents and practices will be developed. Also, in a second phase, a learning path shall be designed through the use of simulation, where civil servants can experience some typical situations and learn through the interaction with the application.

Target users and their needs

The main beneficiaries of the capacity building and empowerment actions delivered by the project are:

- civil servants from local/regional governments involved in decision-making and implementation of eGovernment services who can design and implement inclusive eGovernment drawing on the socially disadvantaged;

- civil servants working in decentralised offices, institutes or agencies of national governments which are related to ICT-enabled public service delivery in local/regional areas (i.e. cadastral units and units dealing with housing problems, job centres, taxation agencies, social services state agencies, agencies focusing on young people or immigration, offices dealing with pensions, chambers of commerce, etc.);

- practitioners from associations, agencies, institutes, local networks and enterprises created by local/regional administrations as part of their strategies for governance, service delivery and inclusiveness of people in danger of social and digital exclusion in their territories;

- Practitioners from small and medium-sized enterprises and/or non-profit organisations collaborating with these administrations in multi-channel service delivery and/or addressing socially disadvantaged people to help them in using public and local services ICT-enabled, or that have the potential for using these services. This is especially true for sub-contractors of specific services and organisations promoting public services through horizontal subsidiary actions (citizens' organisations helping administrations and their territories to perform, usually in the field of social, cultural and development services).

The main targets are civil servants and relevant practitioners working with local governments in disadvantaged regional areas and/or administrations serving a population of around 8.000 inhabitants or less (especially those where the digital divide and exclusion from the benefits of the information society are a real danger).

Further information

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