European Commission
Information Society and Media

DIEGO
Highly scalable Deployment model" of Inclusive E-GOvernment

ICT for Government and Public Services

The DIEGO project aims to offer a FULL e-accesibility front-end for e-Government services, highly scalable and affordable to any European Public Authority:

1) a new "user-centric" and accessible service provision model for speeding up Inclusive e-Government & e-Governance including trans-borders services, according to preferred ICT media available (interactive TV, smart mobile devices, kiosks or PCs) to their respective citizens; and

2) a "highly scalable Deployment Model", based on a Software-as-a-Service (SaaS) approach and widely accepted web services standards (guarantee of interoperability with any back-office) and the affordability of the implementation, beyond the project (in the self-sustainability phase).

DIEGO
Digital Inclusive e-Government

At a Glance

Project
Diego

Project coordinator
Investigacion y Desarollo Informatico Eikon SL, ES

Participants
Municipality of Pafos, CY
Interfusion Services Ltd, CY
Municipality of Zografou, GR
ALTEC Software Development S.A., GR
Mid-West Regional Authority, IR
Provincia di Bergamo, IT
Associazione Regionale delle Autonomie Locali del Lazio, IT
Fundacion Comunidad Valenciana-Region Europea, ES
Diputacion Provincial de Valencia, ES
Ayuntamiento de Quart de Poblet, ES
Ayuntamiento de Paterna, ES
Cambridgeshire County Council, UK

Funding
Information and Communication Technologies - ICT-2009.7.3 -ICT for Governance and Policy Modelling

Total Cost
€5m (EU Contribution: €2.5m)

Execution date
From 01/04/2010 to 31/03/2012

Project status
Running

Contract type
The Information and Communication Technologies Policy Support Programme Pilot Type B

The main target of the DIEGO project is to provide a friendly and easy way of transforming pre-existing e-Government services, removing their ICT barriers (e-Exclusion), or creating new ones "from scratch" which are widely inclusive from the beginning, based on "open source best practice" from all over Europe.

Its final goal is to contribute to the maintenance and improvement of a Public, "Personalised" and Personal set of Service Offers for disadvantaged European citizens which puts them as a central stakeholder with needs, preferences and rights, using the preferred ICT channel (among widely available choices) and for accessing and using e-Government services (with a minimum learning curve), without having to worry about which technology is behind, because it is absolutely hidden to the users.

DIEGO emphasises the digital inclusion for ALL, in order to avoid undesirable permanent or transient e-Exclusions, and tries to understand the needs of the disadvantaged European citizens. It aims to minimize designs that are excluding these citizens from the benefits of Information Society, by thinking beyond the conventional media and by creating a better overall experience throughout any multi-channel alternative. Of course, many e-Government services which were set up without thinking about e-Inclusion, will be transformed into Inclusive e-Government Services. A rough estimate shows that about 90% of e-Government services available across Europe will benefit from the DIEGO approach, starting from the initial deployment through the follow-up, and afterwards this phase into the full deployment without interruption.

Target users and their needs

The end users of DIEGO will be:

1. mainly European "difficult-to-reach citizens" (with visual, hearing, cognitive, speech, physical and mobility impairments), who may have less access to common ways of digital technology offered by most of the running e-Government services across Europe. Empowering these "socially disadvantaged people" is a MUST everywhere in Europe. Eurostat figures show that more than 17% of the European population suffers from any dependency resulting in social disadvantages.

2. ALL European citizens could benefit from the DIEGO full e-accessibility in adverse or specific situations such as noisy places or places with poor lighting, when hands-free manipulations need to done, thus improving the current situation.

3. Civil servants in charge of e-Government services (Local Content Managers etc) also need a recurrent, friendly and accessible tool for setting up new contents, or need to adapt previous ones or act as a "proxy" for "still ICT-reluctant" citizens. By extension, any intermediary (NGO volunteers; relatives, etc) of European disadvantaged citizens will also act as a DIEGO proxy. DIEGO tackles the wide knowledge gap (low visibility and widespread misunderstanding in the highly fragmented e-Government market) between policy makers, practitioners and ICT suppliers, by increasing the focus on capacity building and identifying sustainable business and market models, with a strong need for scaling-up and for aiming at the critical mass.

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Further information

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