

## eGOS e-Guidance and e-Government Services



ICT for Government  
and Public Services



The eGOS project aims at improving employability and guidance practitioners' capacity building through the activities of a prototype service which will enable the delivery of educational and vocational e-guidance services, including those for cross-border mobility. The system will enable decision makers in charge of educational, training and employment policies to reach also those citizens who, for different reasons, would not be able to benefit from traditional guidance services.

In the long term the system will allow decision makers to reduce management costs and procedures of the services (i.e. less human resources needed, less clients to the traditional services, etc.). E-guidance practitioners will be trained during the project in order to be able to manage the system and to deliver "traditional" educational and vocational actions through the use of ICT tools hosted on a multi-channel open source platform (WISP - Web-based Integrated Services Platform). eGOS e-guidance services will be accessible for final beneficiaries from the internet on their home PCs, from e-Guidance kiosks placed in their living areas and from e-Guidance-stations within the testers partners' or from any associated organisation.

### At a Glance

**Project**  
eGOS

**Project coordinator**  
Provincia di Arezzo, IT

**Participants**  
See website

**Funding**  
ICT Policy Support Programme Objective 1.3 -  
Innovative ICT-based solutions

**Total Cost**  
€3.6m (EU Contribution: €1.8m)

**Execution date**  
From 01/11/2008 to 31/10/2011

**Project status**  
Running

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

### Objectives

The eGOS project will pilot a prototype service of integrated and highly customised educational and vocational e-guidance services, also to cross-border mobility, in five partner countries (Bulgaria, Iceland, Italy, Romania and Spain) and aims to:

- integrate the traditional guidance services with distance ones in order to reach also those target groups having difficulties to access traditional help-desks;
- deliver a highly customised service based on users' needs offering sophisticated e-guidance services;
- improve and support cross-border mobility for educational and professional reasons;
- reduce administration costs of these services when delivered in a traditional way in the long term;
- simplify internal administration procedures in the medium and long term;
- train guidance practitioners to use ICT-based tools in the delivery of help services to their clients in view of the future implementation of the service;
- train and inform final beneficiaries on the use and benefits they will be able to have when using the eGOS system.

The eGOS project will also test a prototype that will be commercialised after the project ends by the core partners to public and also private services to citizens, not only in the guidance field but also related to other e-government areas (i. e. social, health, transports services, etc.).

### Target Users

Actual users of the system will be:

- citizens living in remote geographical areas. They will take advantage of the eGOS services from home or from E-government-kiosks;
- citizens living in areas with no or few traditional guidance services They will be able to benefit from the eGOS services from home, from EG-kiosks or from EG-stations within other help services (for example from the associated organisations);
- citizens who have little flexibility in their time schedule such as workers or women with children. They will be able to access the eGOS guidance services also after the closing time of the traditional guidance centres from home or from EG-kiosks;
- citizens with reduced mobility capacities such as people with health or physical mobility problems or seniors. They will benefit from the eGOS services from home;
- socially challenged citizens such as school drop-outs;
- “shy” users preferring the intermediary of an ICT-based instrument rather than a direct relationship with a practitioner. They will benefit from the eGOS services from home, from EG-kiosks or from EG-stations
- guidance practitioners using the eGOS system in e-guidance delivery. They will be trained to acquire guidance-related ICT competences during the project length and who will use the eGOS prototype during the pilots and after the project end.

### Contents of the eGOS services

Educational and vocational guidance services will be highly customised following users’ needs and profiles and during the first project phase the partnership will agree on the methodological approach of each guidance action in terms of total length of the guidance path, length of each distance interview, type of users that will be treated with one or with the other action, etc.

The following guidance contents will be delivered through the eGOS system:

1. information on educational and vocational issues, also to cross-border mobility.
2. advice to educational and vocational issues, also to cross-border mobility.
3. counselling on educational and vocational issues.
4. vocational guidance specialised actions. That will include the following activities with final beneficiaries.

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### Further information

Egos website: <http://www.egos-cip.eu>

eGovernment: [http://ec.europa.eu/information\\_society/activities/egovernment/index\\_en.htm](http://ec.europa.eu/information_society/activities/egovernment/index_en.htm)

ICT PSP: [http://ec.europa.eu/information\\_society/activities/ict\\_psp/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/index_en.htm)

Information Society thematic Portal: [http://ec.europa.eu/information\\_society/index\\_en.htm](http://ec.europa.eu/information_society/index_en.htm)

European Commission – Information Society and Media Directorate-General

ICT for Government and Public Services Unit

Office: BU31 02/71 B-1049 Brussels

Email: [info-egovernment@ec.europa.eu](mailto:info-egovernment@ec.europa.eu)

Phone: +32 2 299 93 99