

Harnessing ICT for social action, a digital volunteering programme (Spain, 25 March 2014)

Digital volunteering: Using ICT for social action¹

Digital Volunteer Programme Management Unit, Galicia

1. Introduction

Today, accessing information and knowledge through the information and communication technologies is key both for personal and societal development, since **being left out of technological progress has become a new form of social exclusion** we must face up to.

Technological revolution and globalisation, as benchmark phenomena within the information society, are looked at optimistically or warily depending on which sector we refer to. The speed of technological change, together with the weakening of traditional family structures and the crisis of the welfare state, may lead to an increase of social fragmentation and the resulting exclusion of the most disadvantaged social groups which lack the necessary qualification to cope with such transformations (Castells, 1997).

During the past few years we have experienced an evolution in terms of technological training needs, linked to the appearance of new technology-related uses and services. We have moved from an age when users expected to get started in handling a computer and browsing the web to a new time when users demand higher knowledge about more than browsing the Internet: social networks, Mobile Internet, e-commerce, online procedures, e-learning, public citizen participation, augmented reality, etc.

Increasing ICT access levels may lead to various advantages, both at an economic and at a sociopolitical level (see figure 1).

To overcome this digital divide, boost the Knowledge Society and make the most of the World Wide Web a new innovative social initiative has been launched in Galicia, known as the Digital Volunteering Programme.

This programme puts an emphasis on the development of customised digital inclusion strategies by promoting voluntary work as a social cohesion strategy, something highly needed to build an equal, integrated, and inclusive society.

Launched in January 2012, the Digital Volunteering Programme is aimed at channelling the different ways of voluntary contribution and participation in Galicia – whether we talk about individual volunteering or Corporate Social Responsibility in the case of the private sector and other organisations – to fight digital and social exclusion. To this we must add the efforts made by the public authorities with the aim of firmly contributing to building an Information Society belonging to and for each and all of us.

¹ Prepared for the Peer Review in Social Protection and Social Inclusion programme coordinated by ÖSB Consulting, the Institute for Employment Studies (IES) and Applica, and funded by the European Commission.

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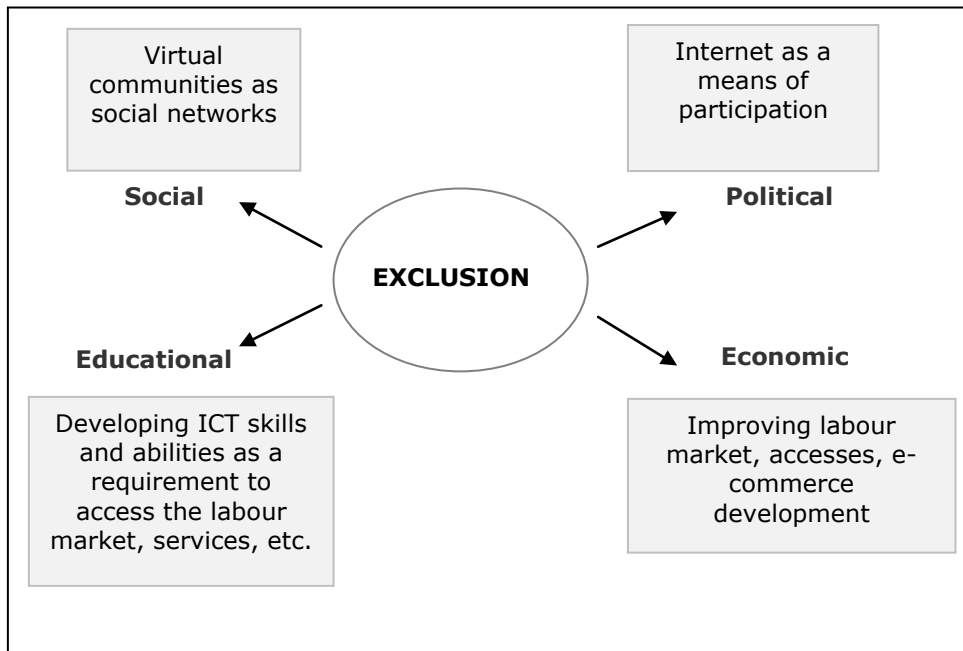


Figure 1: Social exclusion: dimensions and possible ICT contributions (adapted from Van Windem, 2003)

2. European reference framework

2.1. Digital agenda for Europe

The Digital agenda for Europe aims to reboot Europe's economy with the help of Europe's citizens and businesses and getting the most out of digital technologies, since the digital economy is growing at seven times the rate of the rest of the economy.

The Digital agenda for Europe is grouped around seven pillars:

1. Digital Single Market
2. Interoperability and standards
3. Trust and security
4. Fast and ultra-fast internet access
5. Research and innovation
6. Enhancing digital literacy, skills and inclusion
7. ICT-enabled benefits for EU society

2.2. HORIZON 2020 (2014-2020): Societal challenges

Horizon 2020 brings together all existing EU research, technological development and innovation initiatives under a common umbrella, and plays a key role in terms of achieving growth and competitiveness goals. It is thus perceived as one of the key tools to maintain leadership in the global knowledge economy.

The programme has been allocated a budget of over EUR 70 billion over seven years, to be distributed throughout three main pillars: Excellent Science, Industrial Leadership, and Societal Challenges.



Societal challenges

Horizon 2020 reflects the policy priorities of the Europe 2020 strategy and addresses major concerns shared by citizens in Europe and elsewhere.

A challenge-based approach will bring together resources and knowledge across different fields, technologies and disciplines, including social sciences and the humanities. This will cover activities from research to market with a new focus on innovation-related activities, such as piloting, demonstration, test-beds, and support for public procurement and market uptake. It will include establishing links with the activities of the European Innovation Partnerships (EIP).

Funding will focus on the following challenges:

1. Health, Demographic Change and Wellbeing;
2. Food Security, Sustainable Agriculture, Marine and Maritime Research and Bioeconomy;
3. Secure, Clean and Efficient Energy;
4. Smart, Green and Integrated Transport;
5. Climate Action, Environment, Resource Efficiency and Raw Materials;
6. Inclusive, Innovative and Reflective Societies;
7. Secure Societies.

“Health, demographic change and wellbeing”: ICT opportunities in terms of caring for the elderly and disabled people.

“Inclusive, innovative and reflective societies”: includes aspects related to how an efficient use of ICTs can be helpful when tackling the issues included in this challenge.

2.3. New EU Programme for Employment and Social Innovation (EaSI)

Social innovations are innovations that are social in both their ends and their means. Social innovation can be specifically defined as the development of new ideas (products, services and models) to simultaneously and more efficiently meet social needs and create new social relationships and collaborations.

The European Parliament and the Council reached a political agreement on the EU programme for Employment and Social Innovation (EaSI), for the 2014-2020 period.

EaSI will support Member States efforts in the design and implementation of social reforms at European, national as well as regional and local levels by means of policy coordination, the **identification, analysis and sharing of best practices**.

EaSI integrates and extends the coverage of three existing programmes: Progress (Programme for Employment and Social Solidarity), EURES (European Employment Services) and the European Progress Microfinance Facility.

It may be interesting to highlight the importance of the Progress programme in this field. If we look, for instance, at the measures funded in the 2013 call (entitled “Delivering on skills for growth and jobs”), we can see that it included the analysis and identification of effective implementation measures, **good practices and innovative approaches with a special emphasis on the employment potential of ICTs**.



3. Why to implement it

One of the EU key performance targets is that the whole society may be able to use ICTs. It is thus established that over 75% of the regular population and 60% of disadvantaged people should be able to use internet regularly by 2015. Furthermore, the proportion of population that has never used the internet should be reduced to 15%.

Targets	Value to achieve	Year	Baseline Galicia (2012)	Baseline Spain (2012)	Baseline EU27 (2012)
Population using Internet regularly	75%	2015	57.4%	69.8%	73.0%
Disadvantaged people using Internet regularly	60%	2015	29.4%	44.9%	59.9%
Population having never used the Internet	15%	2015	33.7%	26.7%	22.0%
Individuals using a mobile phone via UMTS (3G) to access the Internet	35%	2015	64.8%	56.0%	11.8%

Source: Eurostat 2012; INE 2012; OSIMGA 2012

INE: National Statistics Institute

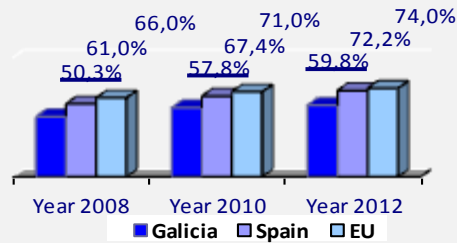
OSIMGA: Galician Observatory for the Information Society and Modernisation

As we can observe from the data shown in the table above, Galicia is far from achieving the targets defined both at national and European level.



Digital exclusion data (2008-2012 evolution)

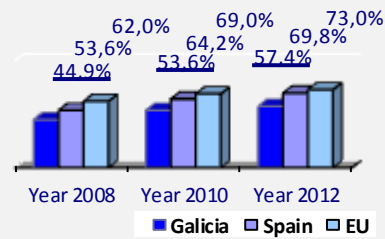
PEOPLE USING A PC IN THE PAST THREE MONTHS.
Compares Galicia, Spain & EU (% of total people 16-74 years old)



Source: OSIMGA-IGE-INE-Eurostat

Growth during the period 2008-2012
Galicia: 18.9%; Spain: 18.4%; EU: 12.1%

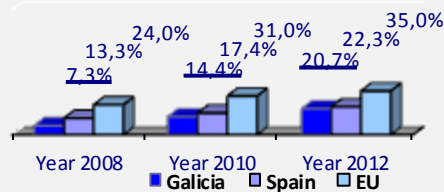
PEOPLE USING THE INTERNET IN THE PAST THREE MONTHS
Compares Galicia, Spain & EU (% of total people 16-74 years old)



Source: OSIMGA-IGE-INE-Eurostat

Growth during the period 2008-2012
Galicia: 27.8%; Spain: 23.1%; EU: 17.7%

PEOPLE PURCHASING GOODS OR SERVICES THROUGH THE INTERNET IN THE PAST THREE MONTHS
Compares Galicia, Spain & EU (% of total people 16-74 years old)

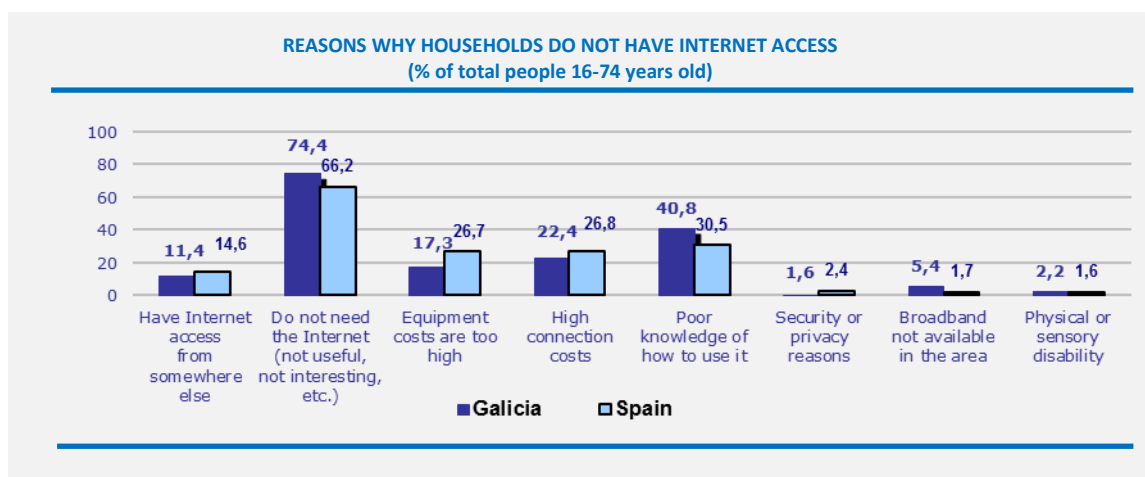
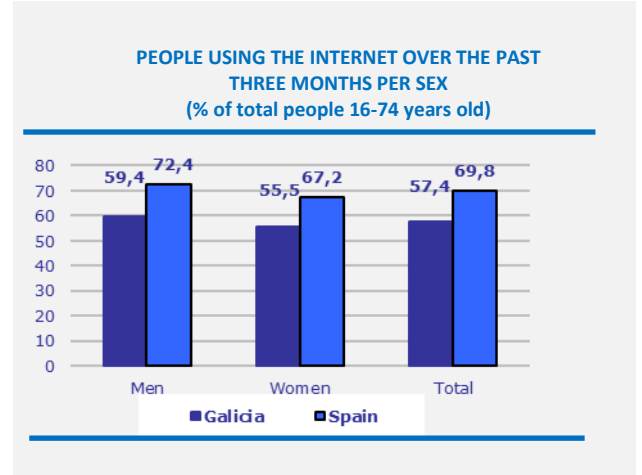
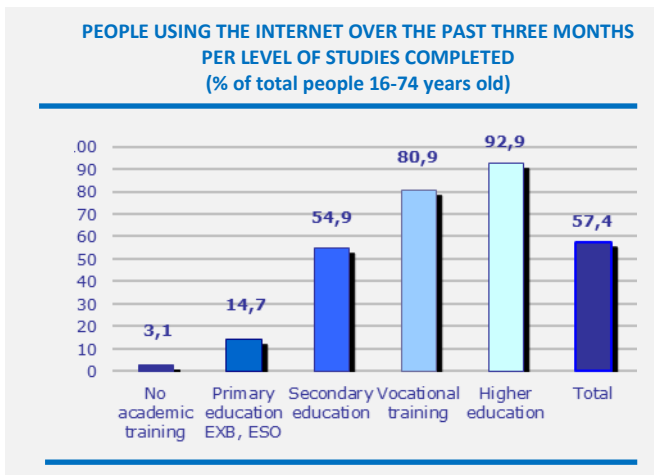
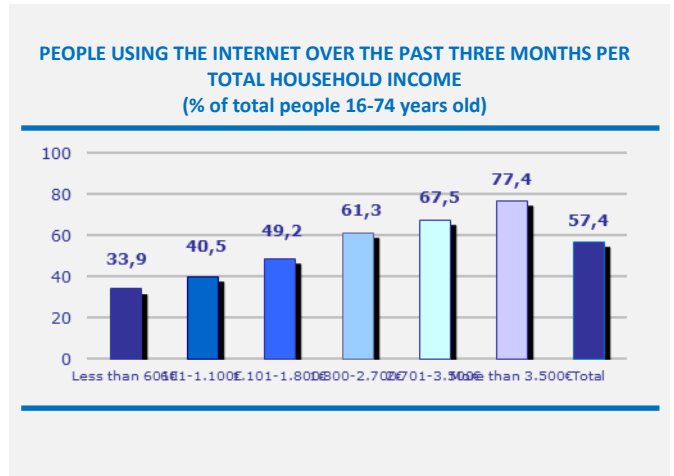
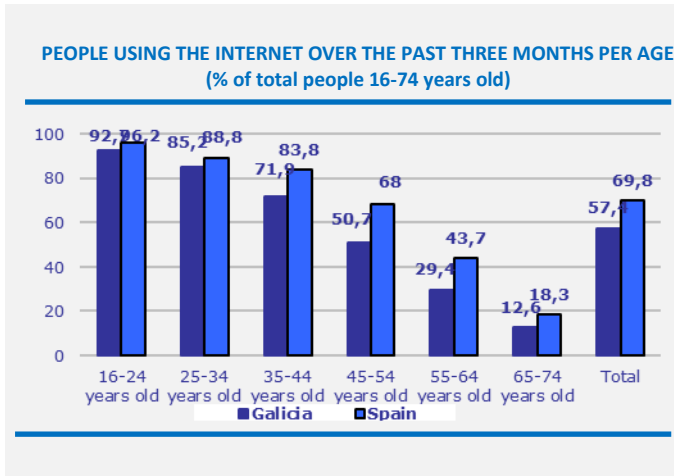


Source: OSIMGA-IGE-INE-Eurostat

Growth during the period 2008-2012
Galicia: 183.6%; Spain: 67.7%; EU: 45.8%



Digital exclusion citizen profile (2008-2012 evolution)



Why is the Programme important for the Galician Agency for Technological Modernisation (Amtega) and the Directorate General of Youth and Volunteers?

The Xunta de Galicia Digital and Social Inclusion Programme

The targets involve achieving the necessary conditions for any person to be able to fully participate in the Information Society, despite his/her individual or social disadvantages.

In order to do so, specific targets must be set as regards digital literacy, accessibility and reducing the digital gender divide. Furthermore, it is important to develop specific targets focusing on professional qualifications, employability improvement and the modification of training systems to include digital skills.

In line with what has been presented above, the Amtega and the Galician Department of Labour and Welfare – acting through the Directorate General of Youth and Volunteers – have adopted a joint action line as regards the implementation of the Digital Volunteering Programme (see <https://voluntariadodixital.xunta.es/>).

The initiative comes up as a specification within the field of ICT of the recent 2011-2014 3rd Galician Voluntary Action Plan, which will ensure that Galicia has enough digitally-trained volunteers to contribute to the integration of all Galician citizens in the Information Society.

The Digital Volunteering Programme is further conceived as a complement to the actions carried out by the Galician Government in terms of citizen-targeted ICT dissemination, awareness-raising and training measures, performed through the CeMIT network (the Network of Sites for Technological Inclusion and Modernisation, <http://cemit.xunta.es/es>).

The implementation of a Digital Volunteering Programme therefore provides an ideal opportunity to make ICTs available to a greater percentage of the population, thus favouring the digital inclusion of all citizens – particularly those groups which currently have greater difficulties in terms of accessing new technologies and, as a result, a higher risk of social exclusion.

The Digital Volunteering Programme is aimed at incorporating the new technologies to the daily lives of each and every Galician citizen through the collaboration and commitment of volunteers, in order to foster social inclusion using the new technologies as a tool.

4. The Digital Volunteering Programme Strategic Framework

4.1. Conceptual model and strategic objectives

The Socio-Digital Inclusion Plan implemented through the Digital Volunteering Programme has been conceptually defined in accordance with the guidelines established by the European Commission, described under chapter two of this document (“European Reference Framework”). The following strategic objectives are covered thereunder.



Strategic objectives of the VOLDIX Programme

1. Enhancing digital literacy, skills and inclusion

2. Promoting research and innovation in the field of Social Technology: TECHNOLOGY FOR HEALTH, WELLBEING AND ACTIVE AGEING

3. Fostering employment in the field of new digital professions

4. Encouraging SOCIAL INNOVATION: Building an inclusive, innovative and reflective Galician society

4.2. Target groups

1. Enhancing digital literacy, skills and inclusion

ELDERLY PEOPLE

DISABLED PEOPLE

PARENTS

PRISON INMATES

RURAL WOMEN

UNEMPLOYED

2. Promoting research and innovation in the field of Social Technology: TECHNOLOGY FOR HEALTH, WELLBEING AND ACTIVE AGEING

Companies

Organisations

University

ICT SECTOR

Companies

Organisations

University

SOCIAL SECTOR

3. Fostering employment in the field of new digital professions

YOUNG PEOPLE

ENTREPRENEURS

UNEMPLOYED

4. Encouraging SOCIAL INNOVATION: Building an inclusive, innovative and reflective Galician society

DIGITAL CITIZENSHIP



4.3. Mission, vision and values

Mission

Providing everybody with the same opportunities in terms of accessing, understanding and using internet and the new technologies, with the aim of overcoming the digital divide, removing existing social gaps and enhancing the Knowledge Society.

Vision

Using the new technologies as a means for social innovation and citizen empowerment.

Values

- Knowledge sharing;
- Technological social responsibility;
- Citizen participation;
- Social innovation.

5. Global action framework

In order to adequately develop the actions included in the Digital Volunteering Programme (digital support, dissemination and awareness-raising) and achieve its final goal – digital inclusion – four main elements must be considered and coordinated, as shown in the figure below.

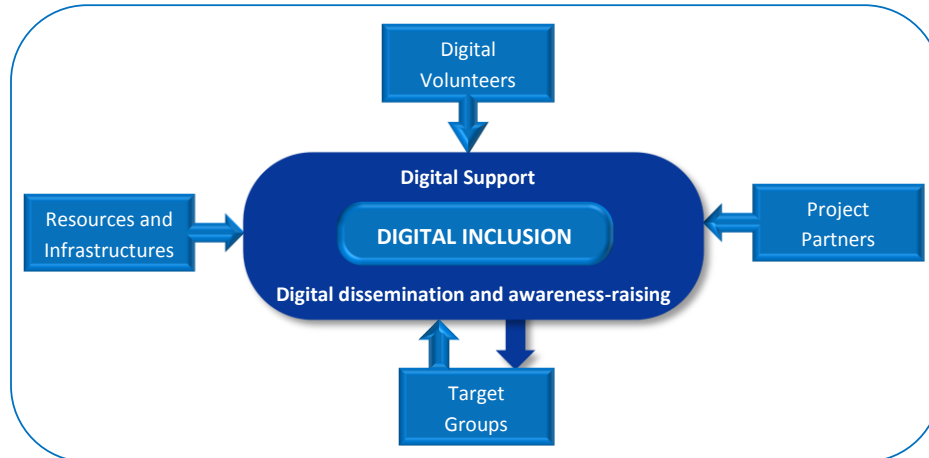


Figure 2: The Digital Volunteering Programme Stakeholders

The Digital Volunteering Programme is supported by a group of **digital volunteers**. These are people who – apart from their own personal and professional duties – devote part of their time to activities in favour of others. They do this in a responsible continuous manner, without expecting anything in return. Their aim is to achieve social inclusion within the Galician society through the use of new technologies.

On the other hand, the Digital Volunteering Programme is also heavily supported by its **project partners, which consist of several public and private institutions and organisations** which continuously and permanently help, support and back



the project, and which are actively committed to the programme through a series of collaboration schemes. These can be classified as:

- **Voluntary Action Bodies** (<https://voluntariadodixital.xunta.es/entidades-accion-voluntaria>): These are Galician associations or organizations belonging to the third sector which have signed an Accession Agreement through which they must contribute to achieving the project objectives. Part of their task involves disseminating the project amongst the groups they work with, while at the same time they benefit from various resources within the framework of the Digital Volunteering Programme, such as digital support and voluntary work.
- **Digital Sponsors** (<http://voluntariadodixital.xunta.es/mecenas-dixitais>): These are private companies which contribute substantially to the Digital Volunteering Programme, getting involved in the different action lines established by the Digital Sponsorship programmes through collaboration agreements.
- **Partner Organisations** (<http://voluntariadodixital.xunta.es/organismos-colaboradores-voldi>): These are public and private institutions which represent various professional, scientific and/or entrepreneurial interests, and which play the role of strategic partner organisations in helping define the programme strategy.

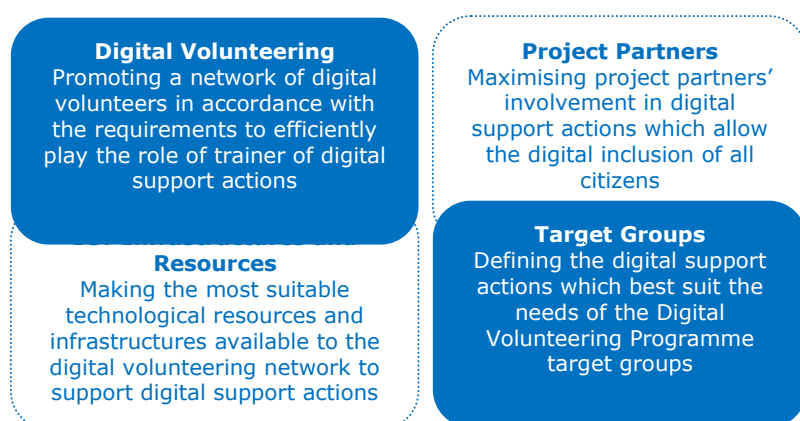


Figure 3: The Digital Volunteering Programme Stakeholders Mission

5.1. Strategic lines and action plans

The Digital Volunteering Programme encompasses six fundamental action lines (AL), which structure and channel the strategic objectives and strategy of the project.

- L1. Digital literacy and inclusion of citizens
- L2. Social and accessible technology
- L3. SOCIAL + ICT
- L4. CSR ICT
- L5. Employment
- L6. UNI + ICT
- L7. Social innovation



LINE 1: DIGITAL LITERACY AND INCLUSION		
1	Digitally skilled volunteers	1.1 Individual volunteers 1.2 Volunteers linked to social action organisations 1.3 Volunteers linked to digital sponsoring companies
2	E-inclusion social action organisations	2.1 Social action organisations for elderly people 2.2 Social action organisations for disabled people 2.3 Local social action organisations (municipalities) 2.4 Cultural social action organisations
3	Partner organisations for e-inclusion	3.1 University 3.2 ICT associations 3.3 Professional associations 3.4 Public administration
4	Digital sponsoring through ICT businesses	4.1 Corporate volunteering 4.2 Equipment donation
5	Technological infrastructures and centres supporting the Digital Volunteering Programme	5.1 CeMIT network 5.2 Public libraries 5.3 Social and community centres
6	Digital supports by action group	6.1 Elderly people 6.2 Disabled people 6.3 Public schools 6.4 Penitentiaries 6.5 Rural women 6.6 Unemployed
LINE 2: SOCIAL AND ACCESSIBLE TECHNOLOGY		
7	Promoting research in the field of social and accessible technologies	7.1 Departments from Galician universities and digital sponsors
8	Bringing ICT technological services and products closer to the social sector	8.1 Testing technological innovations produced by ICT companies through the participation of voluntary action bodies receiving such technology
9	Social technology catalogues	9.1 Part of Amtega's ICT map: https://cdtic.xunta.es/mapatic/
LINE 3: SOCIAL + ICT		
10	Enhancing third sector professionalisation through ICTs	10.1 Digital communication and marketing 10.2 Technological services and products targeted at the social sector



LINE 4: CSR ICT		
11	ICT catalogue of good CSR practices	11.1 Cooperation agreement between the administration in charge of CSR and the cluster and four ICT associations from Galicia
12	Fora to exchange good practices	12.1 Best community impact and management practices 12.2 Best workplace management practices 12.3 Best TSR (Technological Social Responsibility) practices
LINE 5: EMPLOYMENT		
13	Training for employment	13.1 Agreement with partner organisations (i.e. the Red Cross) running specific employment-related projects
14	Identifying good practices and innovative approaches with a special emphasis on the employment potential of ICT	14.1 Discussion forum for new young ICT entrepreneurs http://voluntariadodixital.xunta.es/es/content/plan-de-formaci%C3%B3n
LINE 6: UNI+ ICT		
15	Volunteers from the field of computer and telecommunications engineering: ICT university schools and faculties	15.1 Agreement with professional associations involved through pre-licensed members and from the university sphere
16	Digital inclusion projects in partnership with volunteer offices from the three Galician universities	16.1 Cooperation agreement with the three Galician universities and inclusion of the digital volunteering project within the student offer provided by university volunteer offices
LINE 7: SOCIAL INNOVATION		
17	Building a map of social innovation actors in Galicia	
18	Identifying, analysing and transferring best practices	18.1 Citizen initiatives funded through crowdfunding platforms (verkami, goteo, lanzanos, ...)

5.2. Management model

The aim of the Digital Volunteering Programme is to provide all actors, organisations and citizens involved in the project with the following:

1. An **Inclusive Platform** including all volunteering initiatives associated to the Information and Communication Technologies.
2. A broad innovative digital support and collaboration project **Service Portfolio**.



3. A **Training Programme** for volunteers and technical staff from voluntary action bodies specifically focused on satisfying the needs of the users who shall demand digital volunteering services.
4. Several **Management Processes** available through the project's website, offering an efficient and effective way of managing the programme and bringing together all the volunteers and partner organisations.
5. A **Contact Point** for third-sector organisations and companies and organisations in the field of ICT, with the aim of:
 - Improving their voluntary work activities as regards digital literacy amongst citizens.
 - Improving management tasks through the use of ICT in third-sector organisations.

In order to achieve this, the Digital Volunteering Programme has implemented the following key processes:

1. Process: "Training volunteers and ICT";
2. Process: "Handling the service portfolio";
3. Process: "Running and ICT room";
4. Process: "Managing digital support opportunities".

5.2.1. The "Training volunteers and ICT" process

The aim of the training process is to provide the volunteers and technical staff from the adhered voluntary action bodies with adequate skills, in order to guide them through their solidarity action tasks via Internet and the new technologies.

Year 2012

- Module 1: Objectives and scope of the programme;
- Module 2: Volunteering and social skills;
- Module 3: ICT training;
- Module 4: Volunteers as a support for the design of digital literacy strategies.

Year 2013 "Social Networks and communication 2.0"

- Part 1: Social networks and communication 2.0;
- Part 2: Digital identity;
- Part 3: Community manager;
- Part 4: Crowdfunding.

As a backing to the training project, the volunteers and technical staff from the voluntary action bodies have a set of **Didactic Teaching Guides** available through the web's private area, which they may use when performing digital support tasks within the framework of this programme.

5.2.2. The "Handling the service portfolio" process

DIGITAL SUPPORT

Digital Support is the way the volunteers offer their help and knowledge for the project users to be able to approach the field of new technologies.

- An introduction to internet and the new technologies;
- Social networks and communication 2.0;
- E-procedures;



- Web-based services and leisure;
- Specialised digital training;
- Other.

COLLABORATION PROJECTS

Projects or activities implemented in collaboration with other institutions or partner organisations and specifically related to the target groups and action areas that the Digital Volunteering Programme is focused on.

5.2.3. The “Running and ICT Room” process

The Digital Volunteering Programme has a large network of training rooms adhered, both public and private.

A digital support may be offered in any of the training rooms belonging to the “Red Aulas Voldixital”, which includes public libraries, sites part of the CeMIT network, social and community centres, etc.

When a **Voluntary Action Body** demands a digital support – by any means available – the digital volunteering manager checks the list of resources available to book the most suitable site according to the accompaniment needs, proximity, site availability and applicant preferences.

<https://voluntariadodixital.xunta.es/aulas>

5.2.4. The “Managing digital support opportunities” process

Web management platform

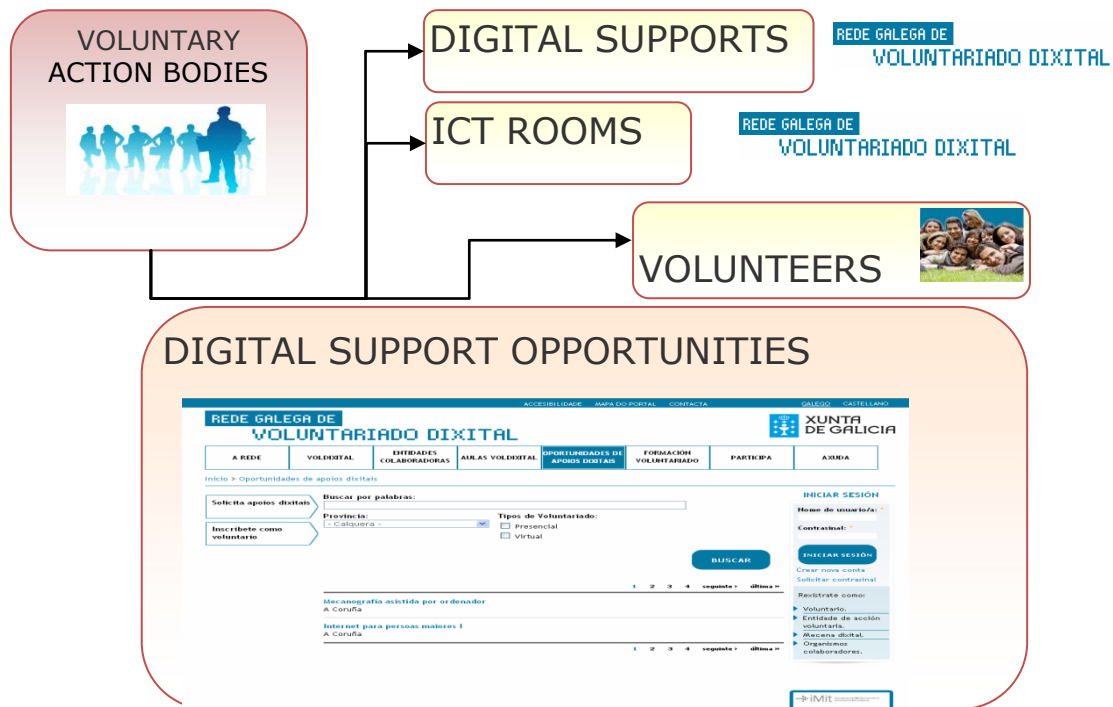
The VOLDIX web portal consists of two parts: one part which is public, accessible to all users visiting <http://voluntariadodixital.xunta.es/>, and another part which is private, only for registered users.

The web’s private area for registered users

To start using the web and managing its contents, users must access the following site: <http://voluntariadodixital.xunta.es/user> or follow the portal log-in options:



Once you've logged in as a volunteer or voluntary action body, you will be able to start the process of offering and applying for digital volunteers and support.



How to create a digital support opportunity on the web

FROM THE DIGITAL SUPPORT OPPORTUNITY AREA ON THE **WEB'S PUBLIC AREA**

➔

Solicita apoios dixitais

Inscríbete como voluntario

Solicita apoios dixitais

Esta sección pretende ser un punto de encontro onde as entidades de acción voluntaria e os voluntari@s poidan solicitar ou ofertar a súa colaboración.

Pretendemos que sexa un lugar que:

- ▶ canalice as demandas de voluntariado e novas tecnoloxías por parte das entidades representativas deste ámbito de actuación
- ▶ e onde as persoas voluntarias que desexen colaborar poidan manifestar o seu interese en facelo

A nosa intención é ofertar un espazo de comunicación entre os axentes implicados na acción voluntaria en Galicia e as persoas voluntarias facilitando o contacto entre eles.

Solicita apoio dixital



When a voluntary action body clicks on the link, it will be prompted with the following form to fill in the required digital support information:

Inicio > Crear servicio

Tipos de servicios: *
Apoyo digital

Compruebe el tipo de servicios e as súas tipoloxías en: [Carteira de servizos](#)

Tipoloxía apoios:
Equipamento e conectividade
Iniciación a internet
Redes sociais
Recursos de internet
Ocio e servizos de la red

Título (galego): *

Título (castelán): *

Descrición (galego):

Descrición (castelán):

Colectivos de usuarios que atende a entidade de voluntariado:
Desempregado/a
Estudiante
Labores do fogar
Pensionista
Traballador/a por conta aliea
Traballador/a por conta propia
Outros

Mantéña pulsada a tecla "ctrl" para seleccionar varias opcións simultaneamente

Types of services. Digital support or collaboration project.

Type of supports/initiatives/projects. This field is designed to choose the suitable typology in connection with the service chosen above.

User groups targeted by the voluntary organisation.

Types of volunteering. Onsite or online.

Types of onsite volunteering. ICT rooms, home and own facilities.

Province. Province where the support will take place.

Municipality. Specifies the municipality within the province.

ICT ROOMS. Selects the ICT room where the support will be given.

Profile/Requirements. Searched profile.

Start date. Date when the volunteering action would start.

Deadline for registration. Deadline for volunteers offering their support.

Number of vacancies. Number of people required to undertake the activity.

If you are a volunteer and want to participate in the digital support opportunity requested by a voluntary action body, please find first the opportunity that best suits your needs and check that you comply with the specified requirements. Then click on the link "Interésame esta oportunidade" (I'm interested in this opportunity).

Buscar por palabras:

Provincia:
- Calquera -

Tipos de Volunt
 Presencial
 Virtual

BUSCAR

Configurar router

Entidade: entidade.voluntaria@entidade.es
Data: Mar, 06/03/2012
Tipoloxía do apoio: Equipamento e conectividade
Provincia: A Coruña
Localidade: Carballo
Descrición: Necesitamos voluntari@s para configurar router
Número de vacantes: 2

1 **Interésame esta oportunidade**

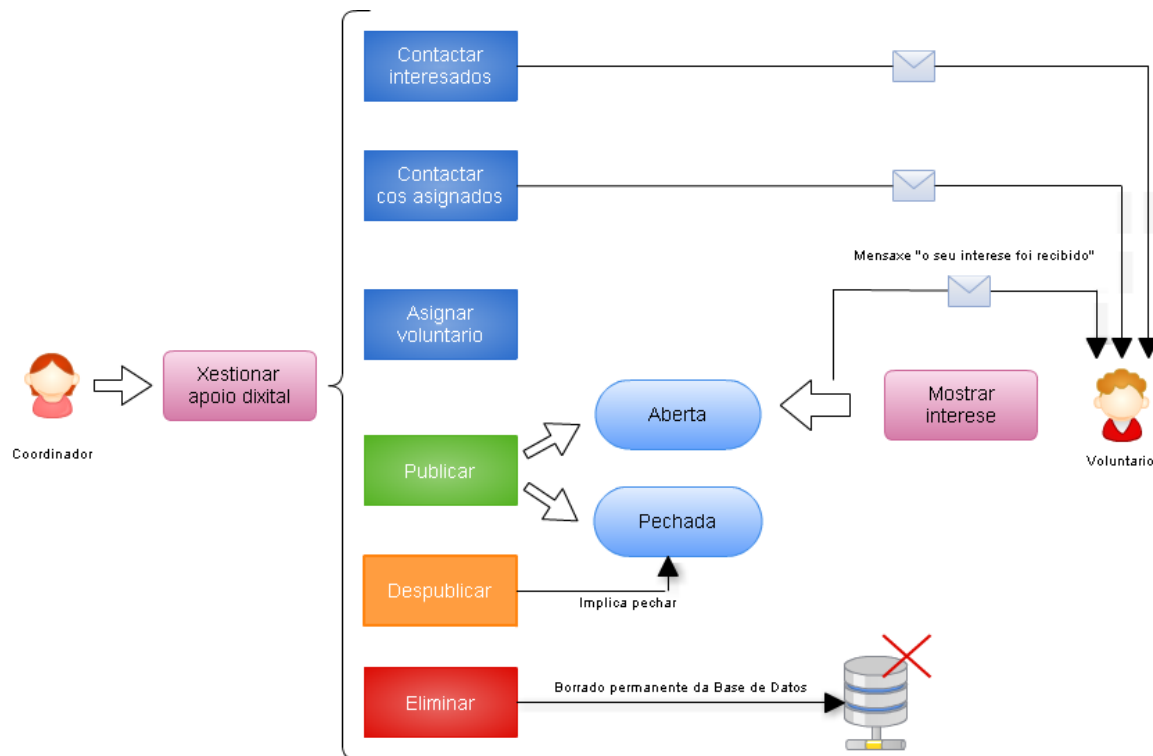
Enderezo de correo-e: voluntario@voluntario.es
Nome: voluntario@voluntario.es
Teléfono:

2 **Apoiar**



The role of the coordination unit in the assignment of volunteers

The VOLDIX Coordination Unit and Voluntary Action Bodies will jointly choose the volunteers from the list of those who showed their interest in performing a specific digital opportunity available.



The Galician Department of Labour and Welfare – acting through the Directorate General of Youth and Volunteers – and the AMTEGA (Galician Agency for Technological Modernisation) undertake the joint planning and the coordination of the investments and actions developed for the implementation of the Digital Volunteering Programme. To this end, the following committees have been established to implement the programme’s activities.

Management Board

- AMTEGA’s Digital Society Area
- Directorate General of Youth and Volunteers

Executive Board

DIGITAL VOLUNTEERING COORDINATION UNIT

- AMTEGA’s Information Society Department
- Sub-Directorate General of Volunteers and Participation



Management Board

The Management Board is responsible for:

- Designing, preparing and supervising the implementation of all stages of the Digital Volunteering Programme Action Plan: planning, implementing, monitoring, assessing and improving.
- Approving the services and resources that best meet the needs and expectations of the interest groups involved in the Digital Volunteering Programme.
- Ensuring the necessary material and economic resources for the project.

Executive Board: Digital Volunteering Coordination Unit

The Executive Board is responsible for:

1. Technical coordination;
2. Management software and web portal management;
3. Training resources and projects;
4. List of available ICT resources and sites.



6. Results

Some of the socio-digital inclusion projects we have implemented throughout these past two years are described below.

TARGET GROUP	NAME	COLLABORATIVE ENTITY	DESCRIPTION
DIGITAL LITERACY AND INCLUSION OF CITIZENS			
ELDERLY PEOPLE	Project SANTA COMBA NA MEMORIA	CONCELLO SANTA COMBA	Through more than 5,000 photographs, "Santa Comba na Memoria" is like a window looking out onto the municipality's past back from 1900. After scanning all the pictures, the programme's digital volunteer took on the task of tagging and adding comments to the thousands of graphic files contributed by 400 citizens and business from Santa Comba. www.santacombanamemoria.es
	Project ACTIVE AGEING, LOS TILOS SOCIO-CULTURAL ASSOCIATION	LOS TILOS SOCIO-CULTURAL ASSOCIATION	A digital volunteer, teacher by trade and passionate about technologies, decides to share all he knows about computers with other people who, like him, feel attracted by the novelties of ICT. Manuel will soon be 70 and he admits that belonging to Los Tilos cultural association serves as more than a therapy to him. His students range from ages 55 to 70.
	Project IMPLEMENTING AND RUNNING AN IT ROOM IN THE NEIGHBOURHOOD OF LOS ROSALES, A CORUÑA	UNION DEMOCRATICA DE PENSIONISTAS E XUBILADOS UDP REVERTIA	About 30 elderly people from the neighbourhood of Los Rosales, in the city of A Coruña, are immersing themselves in the advantages they can draw from the use of technologies. Three volunteers were allocated to the neighbourhood (two of them being older people who had been given early retirement). Each volunteer spends three hours a week in the neighbourhood introducing the elderly to the basics of computer science, browsing the Internet, the social networks and any other technological needs that may come up. Digital sponsor provides new equipment Furthermore, the neighbourhood received 12 PCs thanks to Revertia, one of the digital sponsors of the programme. Revertia is a company that recycles obsolete computers to be later used by social action organisations. Through the Digital Volunteering Programme, Revertia has donated a total of around 30 computers to various not-for-profit organisations or associations.
GALICIAN PRISON INMATES	Project Open-source software and technology in GALICIAN PRISONS	ASSOCIATION OF OPEN-SOURCE SOFTWARE USERS FROM TERRA DE MELIDE (MELISA)	This project includes a training programme based on the organisation of three technological workshops, aimed at providing Galician prison inmates with the basic knowledge required to identify the components of a PC and to install and set up an open-source operating system. These three-day workshops will allow inmates to end up checking the functioning of the computer equipment available in their prison, in order to be able to run their own open-source computer room.



DISABLED PEOPLE	Proyecto Centro de recursos para personas con gran discapacidad física de la comarca de Lugo	COGAMI	The digital volunteers provide advice on technological products and services that fits the needs of disabled people in the centre.
PARENTS AND SCHOOL TEACHERS	Project EDUCAR	R CABLE Y TELECOMUNICACIONES GALICIA	R is a company involved in the Digital Volunteering Programme as a "digital sponsor", which contributes its staff's expertise to the initiative. Within the framework of the VOLDIX programme and in collaboration with the National Institute of Communication Technologies of the Ministry of Culture (INTECO), R gave various talks in some primary and secondary schools in Galicia to train parents and teachers on the safe use of information technologies by young children.
UNEMPLOYED PEOPLE	Project Spaces of Active Research of Employment	RED CROSS	VOLDIX and Red Cross collaborate in the service of orientation and research of employment that offers to the users spaces of active research of employment, through digital volunteers. The spaces of active research of employment, are places instrumented with the necessary technical resources so that the users can prepare their candidature, subscribe and do follow-up to an employment offer.
PROMOTION OF THE INVESTIGATION AND THE INNOVATION IN THE FIELD OF THE SOCIAL TECHNOLOGY			
ICT SECTOR SOCIAL SECTOR UNIVERSITY	SOCIAL TECHNOLOGY CATALOGUE		A list of technological services and products whose implementation involves providing a solution to active ageing, wellbeing and health-related problems.
	Seminar on BEST TECHNOLOGY PRACTICES FOR SOCIAL INCLUSION	AGASOL, AGESTIC, EGANET, INEO AND CLUSTER TIC	Thirteen solutions and applications – whether under development or already available on the market – were proposed by eleven firms working in the field of technology in Galicia, all of them specifically focused on disabled, elderly or dependent people. Among these 13 proposals it is worth mentioning some platforms for people with cerebral palsy, others to train people with a hearing impairment, video remote interpreting systems for sign language, diagnostic and follow-up solutions for autistic people, or monitoring and location systems for people diagnosed with dementia. The presentation was followed by a round table on the contribution of technology to social welfare, which included representatives from several Galician ICT associations - AGASOL, AGESTIC, EGANET, INEO and CLUSTER TIC - as well as from social organisations such as the RED CROSS, COGAMI, FAXPG, FEGADACE, ONCE, FEFES GALICIA, DOWN GALICIA and AUTISMO GALICIA.
	UNI + ICT VOLUNTEERS Computer and telecommunications engineers	VIGO UNIVERSITY_UVIGO A CORUÑA UNIVERSITY _UDC SANTIAGO DE COMPOSTELA UNIVERSITY _USC	This is a specific digital volunteering line for students from the three Galician universities, aimed at encouraging collaboration between the ICT sector and the universities in the field of SOCIAL TECHNOLOGY, bringing the Internet and social technology closer to the social sector through digital volunteers, and putting university digital volunteers in touch with ICT professionals who may guide them through their training and search for a job. The final goal is to contribute to the development of SOCIAL INNOVATION in Galicia, build a map of social innovation agents and encourage SOCIAL ENTREPRENEURSHIP.



PROMOTION OF THE EMPLOYMENT IN THE NEW DIGITAL PROFESSIONS			
YOUNG PEOPLE EMPRENDEDORES	Forum " DIGITAL IDENTITY RESEARCH And OF EMPLOYMENT"	4 DIGITAL VOLUNTEERS	4 digital volunteers experts in the field of human resources and digital identity. These volunteers are professional of the following companies: INFOJOBS, Department human resources R, Labour Blog News and consulting of RRHH EGA Consultores. PROGRAM
UNEMPLOYED PEOPLE	Forum " NEW PROFESSIONAL PROFILES IN THE DIGITAL ERA"	9 DIGITAL VOLUNTEERS	9 digital volunteers explain us their experiences in the professions of: Inbound marketing, community manager, professional blogger, developer of video games, developer for mobile technologies, digital art, web designer, web analyst, animation 3D. PROGRAM
PROMOTION OF THE SOCIAL INNOVATION			
DIGITAL CITIZENSHIP	Social Networks and Communication 2.0 in the Third Sector	20 DIGITAL VOLUNTEERS	Held in June 2013, this training programme addressed items like social networks and communication 2.0, digital identity, community management and crowdfunding. PROGRAM
ICT SECTOR SOCIAL SECTOR	IMPLEMENTATION OF THE CSR-ICT PROJECT TO ENCOURAGE CORPORATE SOCIAL RESPONSIBILITY WITHIN GALICIA'S ICT SECTOR.	GALICIAN DEPARTMENT OF WORK AND WELFARE, THE GALICIAN AGENCY FOR TECHNOLOGICAL MODERNISATION AND THE FOLLOWING BUSINESS ASSOCIATIONS: AGASOL, AGESTIC, CLUSTER TIC AND EGANET	The CSR-ICT project has two overall objectives: <ul style="list-style-type: none"> ▪ Encouraging Technological Social Responsibility: fostering the dissemination and implementation of technological products and services to enhance health, wellbeing and active ageing by the ICT sector in Galicia. ▪ Encouraging, disseminating and implementing best CSR practices: workplace, impact on community, environment...
PEOPLE AT RISK OF SOCIAL EXCLUSION	Crowdfunding platform "AGORA MÁIS QUE NUNCA"	CRUZ ROJA	Cooperating with the RED CROSS to disseminate this PLATFORM physically and virtually, through digital volunteers and web tools developed by Amtega, with the aim of achieving the necessary social mobilisation to obtain funding for the projects.



7. ANNEX: Scoreboard

TARGET	ACTION LINE	2012	2013	2014
Target 1 - Enhancing digital literacy, skills and inclusion	L1: DIGITAL LITERACY AND INCLUSION			
Target 2 - Promoting research and innovation in the field of Social Technology: TECHNOLOGY FOR HEALTH, WELLBEING AND ACTIVE AGEING	L2: SOCIAL AND ACCESSIBLE TECHNOLOGY			
	L6: UNI+ ICT			
Target 3 - Fostering employment in the field of new digital professions	L5: EMPLOYMENT			
Target 4 - Encouraging SOCIAL INNOVATION: Building an inclusive, innovative and reflective Galician society	L3: SOCIAL+ ICT			
	L4: CSR ICT			
	L7: SOCIAL INNOVATION			



TARGET 1 - ENHANCING DIGITAL LITERACY, SKILLS AND INCLUSION

Description of indicator		Value (2012)	Value (2013)	Value (2014)	Target (2012)	Target (2013)	Target (2014)
2020: CLOSING THE DIGITAL DIVIDE							
L1	No. of people cooperating as volunteers	220	260		200	250	300
	No. of target groups helped by digital volunteers	4	5		4	5	10
	No. of digital sponsors adhered	19	23		10	20	30
	No. of voluntary action bodies adhered	20	41		15	30	45
	No. Number of organisations registered to collaborate	10	10		10	10	15
	No. of digital inclusion projects implemented	10	15		5	10	20
	No. of people trained with the training programme defined within the project	150	300		100	200	350
	No. of classrooms with technological equipment available to the project	98	150		100	150	175

TARGET 2 - Promoting research and innovation in the field of Social Technology: TECHNOLOGY FOR HEALTH, WELLBEING AND ACTIVE AGEING

Description of indicator		Value (2012)	Value (2013)	Value (2014)	Target (2012)	Target (2013)	Target (2014)
2020: CLOSING THE DIGITAL DIVIDE							
L2	No. of products and services included within the social technology catalogue	-----	80		-----	100	120
	No. of seminars on best SOCIAL TECHNOLOGY practices	-----	1		-----	1	4
L6	No. of university digital volunteers involved in digital supports	-----	80		-----	100	150
	No. of social action organisations adhered to UNI + ICT VOLUNTEERS	-----	3		-----	3	9



TARGET 3 - Fostering employment in the field of new digital professions

Description of indicator		Value (2012)	Value (2013)	Value (2014)	Target (2012)	Target (2013)	Target (2014)
2020: CLOSING THE DIGITAL DIVIDE							
L5	No. of dissemination seminars held in connection with new professional profiles	-----	1		-----	1	3
	No. of digital supports for employment	-----	5		-----	5	10

TARGET 4 - Encouraging SOCIAL INNOVATION: Building an inclusive, innovative and reflective Galician society

Description of indicator		Value (2012)	Value (2013)	Value (2014)	Target (2012)	Target (2013)	Target (2014)
2020: CLOSING THE DIGITAL DIVIDE							
L3	No. of social action organisations involved in training programmes within this line	10	20		10	15	20
	No. of fora, courses and seminars held	4	4		4	4	5
L4	No. of best practices contained within the best CSR ICT practices catalogue	-----	13		-----	10	20
	No. of fora, courses and seminars held	-----	1		-----	1	7
L7	No. of Galician projects funded through crowdfunding platforms	-----	-----	15	-----	-----	15

