eInclusion Intermediaries in Europe
Horizon 2020

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Experts’ Validation Workshop on the topic of
Measuring the impact of eInclusion actors on Digital Literacy.
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Information society? Governments
Information society? Citizens

- Infrastructures
- ICT Sector
- Content and Services

Supply

- Affordability

Demand

- Availability

Assets

Flows
Information society: Current scenario

- Infrastructures: Availability
- ICT Sector: Enterprises Economy
- Legal Framework: ICT (Sector) Regulation
- Content and Services: Availability

Supply: Demand

Assets: Flows
Current scenario

• Last mile issues about to be solved.
• Physical access to infrastructures generally not a barrier.
• Increasing supply of content and services.

BUT

• Advanced (digital) competence required.
• Stable share of refuseniks.
Inclusion Intermediaries: filling the gaps
Gap (!?) of access to infrastructures

- telecentre/library
- e-centre
- cybercafé
- Ø (disappear)

profit / sustainability vs. social benefit / impact
Gap of digital literacy

Technological Literacy

- Get Informational Literacy
  - Manage

- Monitor Digital Presence
  - Define
  - Identity
  - Network

- Multimedia Media Literacy
  - Crossmedia

e-Awareness
Gaps of the technology cycle

(*) Not everyone, not everywhere
A forecast/proposal: networks

• From the Telecentre to the ICT Centre
  • *insourcing* telecentres into organizations
• From the Telecentre to Telecentre networks
  • *outsourcing* (some) telecentre administration
A forecast/proposal: partnerships

- Partnerships with governments:
  - e-Government
  - ICT and education
- Partnerships with the private sector:
  - e-Commerce
  - Strategic consultancy

Mix of not-for-profit/subsidised & for-profit activity
A forecast/proposal: communities

- From the ICT Centre to the Centre-with-ICT
  - Community based:
    - civic centres
    - schools
  - Local entrepreneurs based:
    - living labs
    - social entrepreneurs
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