Looking forward to 2023: What is the state of telecentres?

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e-inclusion venues

Europe Spain Catalonia Barcelona Ciutat Vella

El Raval

Tc	Telecentre
L	Library
CC	Civic Centre
Cé	Cybercafé (locutorio)
W	Municipal WiFi Access
	Point
S	School
HS	High School
TS	Technical School



Current scenario

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

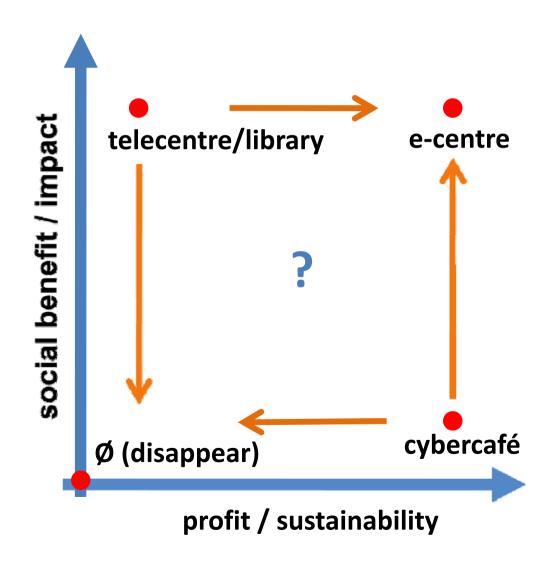
BUT

- Advanced (digital) competence required.
- Stable share of refuseniks.

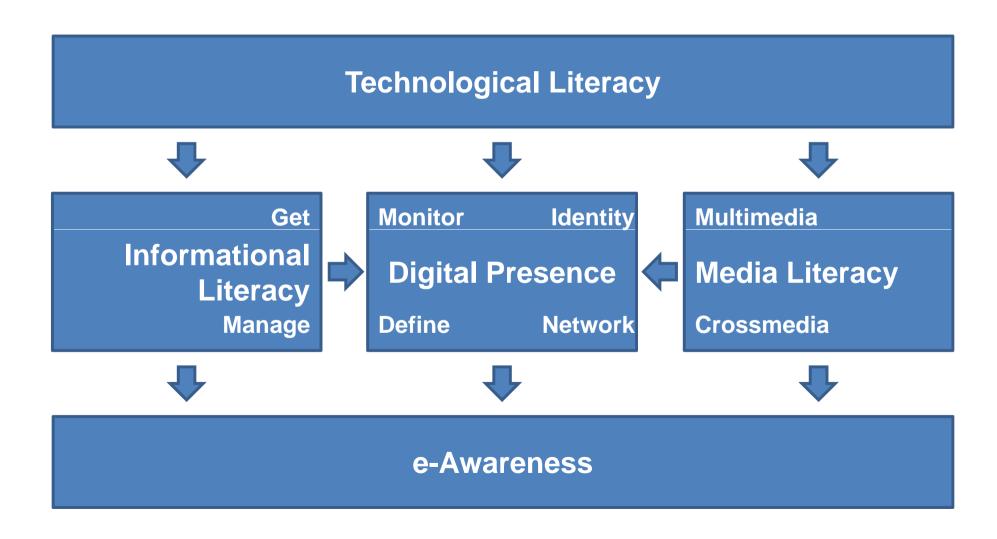
elnclusion Intermediaries: filling the gaps

	Infrastructures	ICT Sector	Digital Skills	Legal Framework	Content and Services
Supply	Availability	Enterprises Economy	Digital Literacy Level	ICT (Sector) Regulation	Availability
Demand	Affordability	Workforce	Digital Literacy Training	Information Society Strategies and Policies	QUALITY of Use

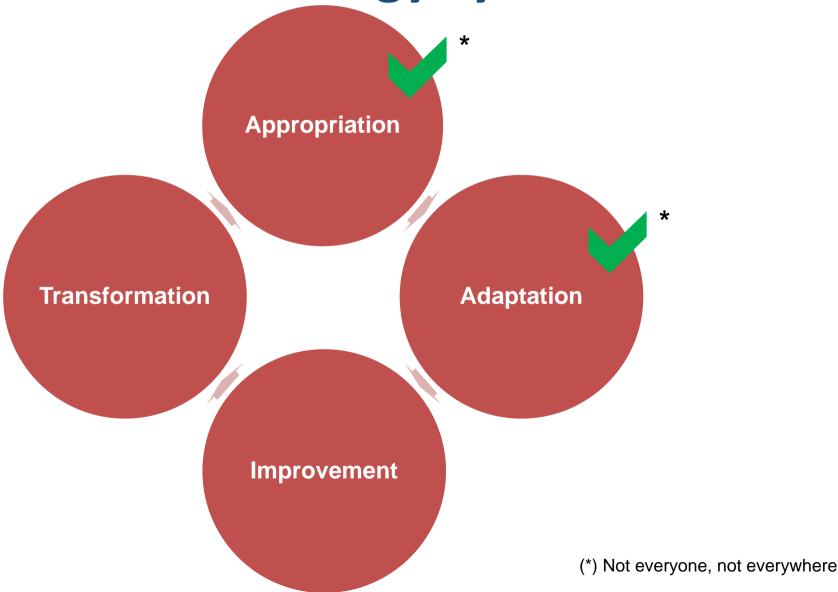
Gap (!?) of access to infrastructures



Gap of digital literacy



Gaps of the technology cycle



A forecast/proposal: networks

- From the Telecentre to Telecentre networks
 - outsourcing (some) telecentre administration

- From the Telecentre to the ICT Centre
 - insourcing telecentres into organizations

Mapping the new telecentre (i)

Telecentre networks

Strategic design
Production of (common) services and goods



outsourcing

Telecentre as usual (venue)



insourcing

ICT Space

Businesses
Governmental institutions

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

Mapping the new telecentre (ii)

Telecentre networks

Strategic design

Production of (common) services and goods



outsourcing

Telecentre as usual (venue)



insourcing

e-inclusion, demand side corporate traning e-strategy

Businesses

ICT & Edu Informal learning life-long learning

Education

e-government e-democracy

Government

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

Mapping the new telecentre (& iii)

Telecentre networks

Strategic design

Production of (common) services and goods



Civic centres

virtual telecentre

living labs i-hubs co-working centres-with-ICT



Libraries

e-inclusion, demand side corporate traning e-strategy

Businesses

ICT & Edu Informal learning life-long learning

Education

e-government e-democracy

Government

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