



Country Profile

• Information Society Indicators

- Percentage of households having internet access to the Internet at home, 2005: 39%
- Percentage of households with a broadband connection, 2005: 13%
- Percentage of individuals (55-74 years old) using the Internet at least once a week, 2006: 9%
- Percentage of Individuals not using the Internet, 2007: 52% (source: permanent observatory on digital contents, <http://www.osservatoriocontenutidigitali.it/>)
- Percentage of individuals (55-74 years old) having ordered/bought goods and services for private use over the Internet in the last 3 months, 2006: 1%
- Percentage of individuals (55-74 years old) using the internet for interacting with public authorities, 2005: Obtaining information 4.4%, downloading official forms: 2.9 %, returning filled forms, 2006: 1,5%

eInclusion History

2001 Directive n. 3/2001 by the Ministry of Civil Service - Guidelines for the organization, usability and accessibility of Public Administration Web Sites.

2001 Circular Letter n. 32 by AIPA of September 6th - Criteria and instruments to improve the accessibility of Web Sites and computer programs for disabled people.

2002 Budget law 292 art. 27 - Funding for the Department for Innovation technologies to reduce the digital divide through Project "Vola con Internet" (special conditions to young people to buy PCs).

2003 White Paper on eAccessibility presented during the Conference in Rome "Technologies for disabilities: a society without exclusions", institution of a Permanent Interministerial Committee at the Department for Innovation technologies for proposal, implementation and monitoring of necessary actions (participation of all interested parties, public, ONG, private, research, etc.) and presentation of the the "Guidelines on the technical, regulatory and monitoring initiatives for accessibility of public websites and public hardware and software conformity".

2004 Law n.4 of January 9th - on eAccessibility based on the Constitutional principle of equality. Followed in 2005 by the implementation and technical requirements and methodologies Regulation to verify the different levels of accessibility of Internet web sites and the assisted evaluation programs (http://www.pubbliaccesso.gov.it/normative/law_20040109_n4.htm)

2007, March, the Minister for public administration reform and innovation issued the “Strategic guidelines for eGovernment implementation”, where eInclusion is one of the 7 goals to be achieved through promoting e-democracy, intensifying the actions to overcome digital divide and assuring the quality and accessibility of central and local Public Administrations portals and web sites. (http://www.innovazionepa.it/ministro/azioni_ministro/432.htm)

2007 On March 30th, Italian Minister for Social Affairs subscribed the UN Convention on the Rights of Persons with Disabilities

2007 September 17 - Ministry for Social Affairs approved a Fund for social inclusion of immigrants

2007 October 3rd: Authority for communications (Agcom) passed the resolution bringing "dispositions for phone services on easy terms reserved to disabled clients". They are measures that safeguard disabled users and that provide, among the other things, 50 free SMS each day for deaf users and 90 free hours of Internet connection each month for blind users. This provision determines that, by the end of the year, all the mobile service providers shall set up an offer reserved to deaf users, with the lowest prices for data transmission services, video-calls and internet connections.

e-Inclusion Strategy

Italy claims that “it is not possible to promote the knowledge economy without promoting the network society, starting from the effective protection of the rights of digital citizenship”.

An integrated and comprehensive approach based on;

- Regulation
- Multiplatform access
- Financial measures
- Specific actions for literacy diffusion
- Pilot projects
- Best practice sharing
- Improving quality of relationship between citizens and the public administration.



The Department of Innovations and Technologies policies and projects in place
Initiatives focused on:

- the participation for all in the Knowledge-based Society,
- Enabling access of all citizens to public services,
- Fighting "ageing" divide,
- Including small municipalities,
- Improving multi-channel access to public services,
- Enlarging citizens participation to decisional processes.

<http://www.innovazionepa.it/dit/ita/Attivita/LineaDigitalDivide/UsolICT/UsolICT.shtml>

a) ICT utilization diffusion

- Fly with Internet
- Pc for Teachers
- Pc for Families
- RAI literacy
- Integrate plan for teaching the use of the web in Southern Italy
- Public Access Points to advanced digital services (CAPSDA)
- Social connectivity advanced systems (SAX)
- Innovation skills for SMEs
- Venture capital fund to support digital innovation for SMEs

Projects to improve the access to education and training

<http://www.innovazionepa.it/dit/ita/Attivita/LineaDigitalDivide/Accesso/Accesso.shtml>

- eInclusion
- Accessibility Project

eGovernment and ICT for Development

<http://www.innovazionepa.it/dit/ita/Attivita/LineaDigitalDivide/StrutturaMissione/StrutturaMissione.shtml>

Collaborative projects with Albania, Balkans, Belize, Bolivia, the Caribbean, Jamaica, Jordan, Honduras, Iraq, Lebanon, Morocco, Mozambique, Nicaragua, Panama, St. Lucia, St. Vincent, Tunisia, Uruguay.

e-Inclusion Legal Framework

in practice

Law n.4 of January 9th 2004 – on eAccessibility and related Regulation and Technical specifications .

- To safeguard **the right to access** all source of information and related services,
- To grant the right to access Public Administration online services for the disabled,
- The provisions are addressed to:
 - ⇒ All Public Administrations
 - ⇒ All public economic agencies
 - ⇒ Private enterprises distributing public services
 - ⇒ Transport and telecommunications agencies operating with public capital
 - ⇒ Enterprises contracting electronic services.

flexible text ,easily adaptable to future developments.

Services for elderly people

Law n. 328 of November 8th 2000 (text of law n. 328/2000 in Italian) - on realization of integrated system of social services

- Legislative decree n. 229 of July 10th 1999 (text of decree n. 229/1999 in Italian) - on razionalization of national health service
- Decree of the presidency of the council of ministers of April 16th 2002 (text of decree of April 16th 2002 in Italian, .pdf format) - guidelines on priority principles to the access to diagnostic and therapeutic services and on maximum time limits
- Ministerial decree n. 70 of February 28th 2002 (text of decree n. 70/2002 in Italian)

Research in Practice

Italian ONGs and Research Centres have been always very active in the participation in the call for proposal related to eInclusion research topics since the TIDE programme.

In the latest call of the 6th FP the Italian participation has seen 300 entities (45 coordinators).

Italy has expressed its preliminary interest for the art. 169 AAL (Ambient Assisted Living) Initiative presented by the Commission for the next 7th Framework Research Programme. (2007 – 2013).

e-Inclusion Actors

- Ministry for Public Administration, Reforms and Innovation



- <http://www.innovazione.gov.it/>
- Ministry for Social Affairs
- <http://www.solidarietasociale.gov.it/SolidarietaSociale/>
- Ministry for Research
- <http://www.miur.it/>
- Ministry for Equal Opportunities <http://www.pariopportunita.gov.it/DefaultDesktop.aspx?page=1>
- Ministry for Education
- <http://www.pubblica.istruzione.it/>
- Ministry for Health
- <http://www.ministerosalute.it/>
- Regional and Local Authorities
- ONGs
- Public Research Centres and Universities

e-Inclusion Who is Who

- Mr Luigi Nicolais: Minister for Public Administration Reforms and Innovation
- Mr. Fabio Mussi: Minister for University and Research
- Mrs. Barbara Pollastrini – Minister for Equal Opportunities
- Mr. Paolo Ferrero – Minister for Social Affairs
- Mr. Giuseppe Fioroni- Minister for Education
- Mrs. Livia Turco – Minister for Health
- **eInclusion Policies**
 - Paolo Donzelli Phd - Director General Research and digital innovation projects - Department for Innovation and Technologies
Presidency of Council of Ministers
- Ambient Assisted Living Initiative:
 - Mr. Luigi Lombardi, MIUR –Ministry for Research
- EDeAN Italy (European Design and eAccessibility Network, Italian Section):
 - Mr. Pierluigi Emiliani, IFAC CNR
- i2010 e-Inclusion:
 - Mrs. Benedetta Rivetti, e- Inclusion i2010 Subgroup nominated expert- Dept. for innovation technologies – International Affairs Service
 - Mr. Antonio De Vanna, CNIPA, e-accessibility nominated expert
 - Mr. Steven Sintini, CNIPA, e-accessibility expert
 - Mr. Eliseo Sciarretta, LUA CATTID, (contact person for the eInclusion Report on the www.ipolicy.eu web site)

e.Inclusion Progress by Riga Areas

ICT & Ageing

• Status in ICT & Ageing

In Italy the peak of Internet utilization is reached by individuals aged between 20 and 24 and has a progressive decrease, especially among women.

- Just 2,8 % of households of people aged over 65 has an Internet access from home, while 45% of them own a mobile phone. Among the reasons of this digital divide the most important are a lack of interest in services and content (44,3%) and difficulties in using technologies (51,3%).

• Actions to support ICT& Ageing

Mostly initiatives at regional and local level or through ONGs to increase the participation, the access to public services and the ICT literacy of older citizens (See actions below).

- Framework Agreement for elderly and welfare in the Information Society, **Liguria Region**
<http://www.liguriainformanziani.it/cgi-bin/liguria/terzaeta/ep/home.do>
- GeronAccess - Project of **Marche Region** together with INRCA (Istituto Nazionale di Ricovero e Cura Anziani) and Camerino University with the goal of overcoming digital divide
<http://www.marcheaccessibili.it/InfoPortaleMarcheAccessibili.aspx?id=>
- The Project schedules the realization of an accessible web-portal, formation activities on requirements of elderly and disabled people.
- WebOver 60 Project of **Piemonte Region** to spread computer culture among ageing population



([Presentation of WebOver60 project on Forum P.A. site](#)). Two main activities are designed in this project: "lessons" and "persistence". Ten lessons are scheduled, and each one lasts two hours. "Persistence" means the availability of an infrastructure equipped with free Internet-connection PCs to be used by the participants.

- Nonni su internet initiative of the **Municipality of Rome** initiative belongs to a wide range of activities promoted by Fondazione Mondo Digitale aimed to overcome Digital Divide and to teach informatics to Rome citizens, starting with the weakest groups.
http://www.gioventudigitale.net/it/progetti/p_nonni_su_internet.asp



Domotica

(Source of this section: *Ambient Assisted Living Country Report – Italy*, by MSTA)

In Italy the market of home technologies has grown significantly over the last few years. A new word has been recently created in the Italian language: “domotica”, composed by the Latin word “domus” (house) and the Italian word “automatica” (automatic). However “domotica” doesn’t only mean “home automation”, but generally indicates the knowledge and all innovative technologies (properly integrated) that can make a house “intelligent”.

Some of the most important pilot projects and research/demonstration initiatives in Italy in the field of Ambient Assisted Living technologies are:

- **Laboratorio di Domotica di Modena:** This laboratory opened in 2001, was realized by ProMo (Society for the promotion of economy in Modena), together with Democenter, Centro Ricerche di Carpi, Enea, Quasco, ICIE, and other industries and associations. This laboratory has a demonstration area (with solutions for elderly and disabled people), an exhibition area and an area for training courses (2000 hours of courses made so far). Sixteen enterprises present their technical solutions.
- **Laboratorio Imagelab:** This laboratory is situated at the University of Modena and Reggio Emilia, Engineering Faculty. An important project called “Domotica per disabili” has been carried out here, financed by the Foundation Cassa di Risparmio di Modena (web site <http://imagelab.ing.unimo.it/domotica>, scientific papers in english can be downloaded). The main results of the project are:
 - the artificial visual system ProMaCoP (Probabilistic Maps Classifier of people Posture) for automatic control of elderly people at home and for detecting potentially dangerous behaviours (for example a fall) that can require a remote alarm.
 - A disabled person who cannot use the hands to move the computer mouse can communicate through a laser pen (LaserHome) fixed on his head and pointed on a table.
 - A disabled person who cannot use the hands to move the computer mouse can communicate through the movements of his face (FaceMouse) in front of a webcam.
- **Laboratorio di Domotica:** created by the Foundation Politecnico di Milano (Technical University of Milan) and Merloni Elettrodomestici. An important project, called “Dis...abilità”, produced a special keyboard for disabled people, called Whisper, driven by breath modulation.
- **Domotics Lab:** This laboratory was created at the ISTI CNR (Institute of Information Science and Technology), to carry out special projects on home technologies.
- **Intelligent building EDO (ENEA Casaccia - Roma):** It is a smart building/laboratory for research on AAL applications, situated in the ENEA research center near Rome.
- **TBM-Lab Bio-medical technologies Laboratory at the Technical University of Milan:** Opened in 2003 to carry out research on e-health, human machine interface and other Ambient Assisted Living technologies.
- **Scuola Superiore S. Anna (Pisa):** promotes many projects on AAL technologies, funded by EU, Local Authorities and the Foundation Cassa di Risparmi di Livorno: “Auxilia”, a test centre for robotic aids and software for motor and sensitive disabled people that live alone (a robot called MOVAID helps the disabled person in co-operation with a home automation system); “Equality” improves assistance by means information technologies (telerehabilitation therapies for patients with speaking disability).

Other application-oriented or commercial initiatives are:

- **C.E.T.A.D. - Centro Eccellenza Tecnologie per Anziani e Disabili** (Center of excellence on technologies for elderly and disabled people) at the Environment Park in Turin. There is a smart home/laboratory, realized in co-operation with Don Carlo Gnocchi Foundation for technological aids and rehabilitation, Istituto Boella for information technologies, Politecnico di Torino (Technical



University of Turin) for biomechanics and sensing.

- **Polo multifunzionale per la disabilita'**, (Multifunctional Centre for disability), opened in Bologna by the Regional Centre for Technical Aids (Centro Regionale Ausili) and Ausilioteca, for helping disabled people to find technical solutions to live better at home. Two smart homes (Casa Amica) will be realized in the Centre to find proper solutions for disabled people. The Centre co-operates with the Laboratorio di Domotica in Modena.
- **“Progetto Dimensione Casa Onlus - Casa più sicura”**, it is a project, with an operating centre in Bergamo, to promote home technologies with social purposes (activities are information, education, technology transfer, applied research).
- **Casa pre-dimissioni Ospedale E. Morelli - Sondalo (SO)** (pre-discharge house of the Hospital Morelli in Sondalo). This pre-discharge house is a result of the European project FACILE (DE3207). The partners were: ICIE, Azienda Ospedaliera E. Morelli di Sondalo, Siemens Italia, Italdata, Politecnico di Milano.
- **Laboratorio di Domotica in Florence**, it is not a research laboratory but a community of enterprises, institutions, associations, research centres and experts that promotes pilot projects on home and building automation.
- **Laboratorio ESLab**, it is a smart building for research and innovation, opened in Reggio Emilia by the SMEs consortium Coimex United Companies, composed by many industries, like Smeg Spa, Immergas Spa, Sistema Casa, General Electric - Nuovo Pignone and many others.
- **"La casa intelligente", Faenza**. It is a demonstrative smart home, with the most innovative available technologies, built by some industries like Aurora, Bticino, Cisa and many others (Celte, Galanti & Scaioli, Baggioni Arredamenti, Trony, Clipper, Mengozzi & Mazzoni, Alfa Termica, E.s.i. project).
- **Laboratorio "Casa Domotica"**, opened in October 2003 in Tuscany, in co-operation between Scuola Domotica and Eurosatellite. It is a demonstrative smart home/laboratory, available also for training courses.

Application fields

Gerontechnics

Many devices for helping elderly people at home in everyday life are already produced. Innovative solutions are being studied by research centres and many solutions for disabled people can be useful for elderly people as well.

An example of innovative system for elderly people is the artificial visual system ProMaCoP (Probabilistic Maps Classifier of people Posture), developed at the **Imagelab Laboratory at the University of Modena**, for automatic control of elderly people at home and for recognizing potentially dangerous behaviours (for example a fall) that can require a remote alarm.

A similar fall detection system has been developed by the **Istituto Trentino di Cultura (ITC)** in Trento.

Health Care/Wellness

Some tele-care systems for monitoring health conditions are already available, but many innovations are ongoing in this field. An important research centre for health care technologies is the **TBM-Lab - Laboratorio di Tecnologie Biomediche** at the Politecnico di Milano (Laboratory of Biomedical technologies at the Technical University of Milan).

Research activities concern telecare and tele-rehabilitation systems; analysis of movement, breathing, position; technological innovation in surgery and radiotherapy; ergonomics; man-machine interface; ambient intelligence.

A project of the **Scuola Superiore S. Anna (Pisa)** called “Equality” improves assistance by means information technologies (tele-rehabilitation therapies for patients with speaking disability).

Smart Home

The Laboratories on Ambient Assisted Living applications are devoted to develop innovative solution for smart homes:

- **Laboratorio di Domotica** di Modena (ProMo, Democenter, Centro Ricerche di Carpi, Enea, Quasco, ICIE, and others).
- **Laboratorio Imagelab** at the University of Modena and Reggio Emilia.
- **Laboratorio di Domotica** (Politecnico di Milano Foundation and Merloni Elettrodomestici).
- **Domotics Lab** at the ISTI CNR (Pisa).
- **Intelligent building EDO** (ENEA Casaccia - Roma).

Other relevant research centres on Ambient Assisted Living are: **TBM-Lab** Bio-medical technologies Laboratory at the Technical University of Milan, **Scuola Superiore S. Anna** (Pisa), and **ITC CNR** (Institute on Construction Technologies).

The ITC CNR is involved in construction technologies for hospitals, nursing homes and houses for elderly people and people with disabilities, included various building solutions with different levels of services and care facilities, and new home automation and communication technologies providing support for a safer and



more comfortable life. In a broader perspective, the Institute is involved in the topic of the Universal Design of a built environment for the largest number of user groups, regardless of age, abilities and physical/sensorial limitations.

Geographic digital divide

• Status of Common access to electronic content and services

- Broadband penetration as a percentage of population rose from 3.2% in 2003 to 10.0% in 2005, roughly one percentage point below the EU average.
- Almost all subscriptions are DSL-based, with little competition from other technological platforms.
- Italy is a leading country in terms of 3G take-up, with more than 12% of the population currently being users. (Source: i2010 Annual Report - Country Sheet)
- 69% of Italian schools have a broadband connection.
- There is a large variation between school types: while only 63% of primary schools have a broadband internet connection, the penetration is highest among upper secondary schools (78%) and vocational schools (82%). There is also some variation with regard to broadband access between urban and rural areas: 78% of schools in densely populated areas have broadband access compared to 55% of schools in thinly populated areas.

(Source: Empirica Study for DG Infso)

Actions to support Common access to electronic content and services

The objective is to reduce by 2010 the percentage of people who don't use ICT (nowadays 30-40% of Italian population) and to provide broadband access to 90% of population at least.

Eolie Wireless

Eolie Wireless is a project of Comune di Lipari which aims to build up a wireless broadband network to connect through a VoIP platform all the offices of local administration, displaced among 6 of the 7 islands which are the Eolie archipelago.

Public Access Centers

All the Regions in the South of Italy have ongoing projects aiming at creating Public Centers with broadband connection citizens access to services. The total cost of the projects sums up to 80 millions of Euro, mainly financed through the funds for the less developed areas (national funds)

<http://www.innovazionepa.it/dit/ita/Attivita/LineaDigitalDivide/UsolICT/CAPSDA.shtml>

Broadband for everyone and everywhere in Trentino (Province of Trento): 100 millions of Euro to create a broadband network with 700 km of optical fibres and 92 nodes, and a wireless network with 750 sites and 1600 access points.

Territorial services centers (CST) addressed to municipalities with less of 5000 inhabitants, where the digital divide is high (Funds about 40 M€) to support aggregation of small municipalities.

e-Government services on **Digital Terrestrial Television** (7 M€ to co-fund 25 municipal projects).

An **Interministerial Broadband Committee** has been created on January 2007 with the goal to grant the complete broadband territorial coverage in 5 year's time.

Minister for Telecommunications and Minister for Defence announced a **common initiative** to utilize frequencies to increase the broadband territorial coverage through Wi-Max.

Private & Public Cooperation for Surveys on Digital Divide

Broadband observatory <http://www.osservatoriobandalarga.it/>

(Between **Federcomin** (the Italian Federation of ICT association of enterprises)

<http://www.federcomin.it/home.html> and **DIT** (Department for Innovation and Technologies)

<http://www.innovazione.gov.it/dit/>

The **Report of Information Society**, edited by Federcomin - Analyses every six months the degree of diffusion and use of new technologies by business, citizens and public administration, within the eEurope parameters;

- The **e-Family Report**: analyses deeply the ICT attitude of Italian families
- The **e-Content Report**, edited by Federcomin: which analyses deeply the new market of digital



contents

Public & Private partnership to bridge the digital divide

- eCitizen projects in synergy with Regions (Lazio) to habilitate housewives and older people to use web services, including eGovernment
- Strong cooperation in Digital Literacy thru ECDL for people with disabilities
- Remarkable diffusion of ECDL Digital Literacy program in Secondary Schools and Universities
- Promotion of eCompetencies among unemployed people

eInclusion project

Main objectives are

- Inclusion of the disabled students in the school life, Increase of the disabled students' autonomy, Use of multimedia devices, Making the most of excellence projects
- Main Target Group: Primary schools (6-11 yr-olds) and lower secondary schools (11-14 yr-old with at least 5 disabled and/or non-Italian students).

e-Accessibility

Status of e-Accessibility

- e-Accessibility Law 04/2004 (text of law n. 4/2004 in English)
 - "Legislation on eAccessibility: the Italian approach". A review of the background, birth and enforcement of the Italian body of laws on eAccessibility, by Steven Sintini (full text of Legislation on eAccessibility: the Italian approach in English, .doc format)
- Budget law 2007: Agenzia delle Entrate published on its web-site a "Guide for financial benefits for disabled people". As regards ICT devices there is the possibility of tax exemptions up to 19% of the costs and VAT up to 4% (site of Agenzia delle Entrate in Italian).
- INAIL, National institute of assurance against injuries at work and professional diseases: circular number 54 of 28/07/2000 recognizes technology tools not only as assistive technologies, but also as means of social, familiar and work inclusion. INAIL supplies its members with personal computers (site of INAIL in Italian).

Actions towards e-Accessibility

- Monitoring the enforcement of the law and the situation of public web sites.
- Training of public employees including managers, webmasters, technicians, editors and users.
- Research on the accessibility of multimedia content.
- Accessible school textbooks, teaching material, courseware and e-learning.
- Working spaces for the disabled and remote-working.

Digital Literacy and Competences

Status on Digital Literacy and Competences

If more than 80% of pc users is able to perform basic actions on a pc, it is significantly reduced (13,6%) the percentage of users who is able to write a computer programme, with a considerable gender difference (16% of men and 10% of women).

Most of the user have learned individually, while just 32,8% through school or university, and 18,4% through private or on the workplace training courses(15,8%).



Actions towards stimulating Digital Literacy and Competences

Specific Actions for literacy diffusion

- facilitating the purchase of PCs through government subsidies and creating basic skills offer for young people under 16 (175 euro + ECDL) the same for teachers

- facilitations for low-income households and government employees, private sector employees; guarantee fund for university students to purchase a laptop PC with an Internet connection, including

Wi-Fi: The "C@ppuccino for a PC" project gives students who are resident in Italy and enrolled in private and state Italian universities the opportunity to buy a laptop. This is done through **loans** of up to €1200, **guaranteed by the State**, from participating banks. Loans can be repaid in 12 to 36 months at an average rate of just €1 a day - the cost of a cappuccino.

Students who are exempt from university fees under article 3 comma 4 of Presidential Decree (DPR) n. 306 of July 25th 1997 will also have access to a **€200 grant**. The grant will be deducted from the overall cost of the laptop (including VAT), net of any retail discounts.

Private and state Italian universities can take part in the initiative by submitting **wireless network projects for their university campus and buildings** that provide students with free access to advanced online teaching and administrative services.

Universities can apply for **State co-financing** for these projects; the procedures for this will soon be announced.

The decree implementing the initiative, which establishes the procedures governing the programme, is currently being drafted.

DIGIScuola Project

([site of DIGIScuola project in Italian](#)):

- collaboration between the Department for innovation and technologies and Ministry of Education with the aim of introducing technologies in school learning through the development of digital content

- main objective is to **develop a digital content market** by stimulating both the *demand* (school, teachers, students) and the *offer* (content industry and publishers)

- to be carried out initially in a select sample of schools in the Southern Regions and progressively extended to all Italian schools

Open School

(Scuol@perta)

DiGi Scuola project is only the first step towards the introduction of ICT in school e the creation of an innovative and open market of contents.

It is possible to provide a wider initiative, in order to offer a truly open school, able to:

- give ICT opportunities to a growing number of schools

- include wider social classes (immigrates, elderly)

- stimulate the market of digital contents to be carried out initially in a select sample of schools in the

Southern Regions and progressively extended to all Italian schools

- create aggregation places

"Non è mai troppo tardi"

TV training programmes for literacy diffusion

<http://www.maitardi.rai.it/rass-raifly.asp>

A television programme called *Non è m@i troppo tardi*, ("It's never too l@te"), which goes on air on 6 February 2004, is one of the initiatives undertaken to turn the commitment of the Government and the Minister for Innovation and Technologies for an information society from which nobody is excluded.

The idea behind the project is to use one of the most widespread channels of communication, namely television, to teach basic computer skills to a section of the population.

To reach out to this target audience and get the viewers involved, the language used is simple and direct. The programme also makes use of testimonials from people who have discovered the enormous advantages that use of computers and the Internet can bring.

The TV programme is part of a wide-ranging series of initiatives promoted by the minister to encourage the "*i*" for *Innovation* programme that seeks to close the digital divide that the arrival of new technologies has created.

The programme includes cooperation with other government departments and/or local authorities for projects such as PC ai giovani (PCs for young people) set up in 2003 and repeated in 2004 and 2005 with specific funding earmarked in the Finance Law, as well as the *PC alle famiglie* (for low-income households) and *PC ai docenti* (for teachers) projects dedicated to:

- basic competences training

- advanced competences

- sensibilization for housewives and elderly



Hi! Tech - Innovation Festival

A four-days event held by LAit (Lazio region Technology Innovation, <http://www.laitspa.it/laitweb/index.php>) to make citizens aware of opportunities offered by innovation. The first edition took place in Rome in 2007, from June 7th to 10th (http://www.laitspa.it/laitweb/festival_innovazione/)

The National Award "OPEN P.A."

Objective: to gather and promote experiences of P.A.s that encourage and support the access to public services for disadvantaged people.

Organized each year since 2003

Domotica

(Source of this section: Ambient Assisted Living Country Report - Italy by MSTA/CNR

<http://www.msta.rm.cnr.it/>)

The growing awareness of the opportunities of the new market on home technologies has produced an increasing offer of training courses for graduated and technical experts.

The post-graduate courses aim at the training of experts able to design and integrate allinstallations in a "smart system" ("System integrator"). The courses of the Laboratorio di Domotica in Modena have this goal.

An European Leonardo project called "Domus novo" (www.domusnovo.com) has been dedicated to the training in the field of home automation (started in 2002, Italian partner: Sinergie, other partners: Spain, Denmark, France). In these countries the professional figure "Building Automation and System integrator", with an intermediate knowledge between a technician and an engineer, is lacking and conventional schools are not updated to form such professionals.

Among the training courses in Italy on AAL applications, the following ones are worth mentioning:

Course on "Ausili per l'ambiente e la mobilità" (Assistive technologies for home environment and mobility), at the Technical University of Milan, Faculty of Engineering, Degree in Biomedical Engineering.

Course on "Design per la casa intelligente" (Design for the smart home), at the Technical University of Milan, Faculty of Architecture, prof. Pierluigi Molinari.

Master in "Tecnologie per la qualità della vita" (Technologies for life quality), organized by the Faculty of Educational Science at the University of Bologna. This Master started in March 2005 for a one year duration and is organized in co-operation with ASPHI and Didacta Onlus and refers to the AAATE (Association for the Advancement of Assistive Technology in Europe). The goal is the training of experts in Assistive Technologies.

"Master in Assistive Technology - Ausili per l'utenza ampliata" (Technical aids for all users), organized by the Faculty of Engineering of the University of Trieste. It deals with assistance and life quality for elderly and disabled people, according to the "design for all" approach.

Course of "Disability manager", for 15 experts in assistive technologies for disabled people (march-october 2005), organized by the Regional Institute on Social Studies and Researches of Trento.

e-Inclusion and Cultural Diversity

- **Status on e-Inclusion and Cultural Diversity**
- **Actions towards e-Inclusion and Cultural Diversity**

Inclusive eGovernment

Status on inclusive eGovernment

- a single, consistent legislative framework for applying new digital technologies in the Italian public administration
- Focused on the citizens' needs
- greater efficiency, savings and higher-quality services
- recognised e-citizens' new rights and opportunities
- defining a legislative framework in which such rights can be fully exploited

Actions towards inclusive eGovernment

Province of Trento provides many services as:

- treasury (e.g. electronic payment order)



- eProcurement
- on line people management (e.g. electronic delivery of pay slips and electronic management system for employees' leaves)

Other services are starting up:

- electronic protocol
- interoperability
- smart cards (e.g. electronic identity card)

For a deeper overview of the actions carried out by Province of Trento, download the "Sistema_Trentino_eng" presentation below

Municipalities Inclusion

- Evolution of institutional architecture towards decentralised model
- Growing importance of Regional and Local level of government; they are closer to the citizens
- Small municipalities is where e-Inclusion policies can be more effective
- Customized actions (and feedback) more effective at municipal level

Territorial services centres (CST) addressed to municipalities with less of 5000 inhabitants, where the digital divide is high. (Funds about 40 Millions of Euro)

e-government services on **Digital Terrestrial Television** (7 Millions of Euro to co-fund 25 municipal projects)

June 2007, meeting on Administrative Simplification and Citizens, held by Formez (<http://www.formez.it/>) to show the results of two researches, accomplished within the Simpliciter project ([Site of Simpliciter project in Italian](#)), focused on citizens' feelings about Public Administration)

