

[eInclusion in]

Germany

Deutschland



ICT & Ageing

Geographic Digital Divide

eAccessibility

eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile

History

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion status in Germany. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000)*: 81 802.3 inhabitants (2010)

GDP at market prices: 2 397 100.0 million Euro (2009)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 116.0 (2009)

GDP growth rate: -4.7 % (2009)

Inflation rate: 0.2 % (2009)

Unemployment rate: 7.5 % (2009)

Government debt/GDP: 73.4 % (2009)

Public balance (government deficit or surplus/GDP): -3.0 % (2009)

** provisional value*

Source: [Eurostat](#)

Area: 356 854 km²

Capital city: Berlin

Official EU languages: German

Currency: Euro

Source: [Europa website](#)

Information Society Indicators

Percentage of households with Internet access: 79 % (2009)

Percentage of households with broadband connection: 89 % (2009)

Percentage of individuals regularly using the Internet: 71 % (2009)

Percentage of individuals using the Internet for uploading self-created content: 14 % (2008)

Percentage of individuals using the Internet for reading online newspapers/magazines: 27 % (2009)

Percentage of Individuals using the Internet for finding information about goods and services: 69 % (2009)

Percentage of Individuals using the Internet for seeking health-related information: 48 % (2009)

Percentage of individuals using the Internet for looking for a job or sending a job application: 18 % (2009)

Percentage of individuals using the Internet for doing an online course: 3 % (2009)

Percentage of individuals using the Internet for seeking information with the purpose of learning: 31 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 35.3 %, downloading forms 19.3 %, returning filled forms 12.4 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eInclusion History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eInclusion](#)

Recent News

May 2010

- ▶ The '[eGovernment Strategy for Integration and Participation](#)' (*eGovernment-Strategie Teilhabe*) developed by the Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales*, BMAS) is published. This strategy is aimed at ensuring **full participation** of people with disabilities in the society by utilising the potential offered by modern Information and Communication Technologies. It has been developed within the framework of Federal Government's '[E-Government 2.0](#)' programme and is inline with the '[Information Society Germany 2010](#)' (*Informationsgesellschaft Deutschland 2010*, iD2010) initiative.
- ▶ Designed initially for children of Italian origin who encounter language difficulties at German schools, the [mondoli.de](#) website, has broadened its scope and now provides all children with online learning and playing materials in both German and Italian languages. On this interactive website elementary school children can, through different **online learning activities**, develop their ICT skills, enhance their bilingualism, play and learn words assisted by an online repeat requesting service. Children can also select a topic from a variety of school-related areas, delve into a subject, write articles and stories as well as upload their own paintings online.

The website is supported by the Federal Government's Commissioner for Culture and the Media as well as the Federal Ministry of Family, Senior Citizens, Women and Youth (*Bundesministerium für Familie, Senioren, Frauen und Jugend - BMFSFJ*) and is created with the support of the 'Network for children' (*Ein Netz für Kinder*) Initiative, the Meeting of the National Worker Welfare Association (*Das Begegnungszentrum der Arbeiterwohlfahrt*, AWO) in Berlin and the Committee of Italians on Abroad (*Comitato degli Italiani all'Estero, Com.It.Es*) in Berlin-Brandenburg.

The advisory board of the project 'Online Skills for the immigrants in Germany' (*Online-Kompetenz für Migrantinnen und Migranten in Deutschland*) also developed and supported the idea of the [mondoli.de](#) website. The project ran from August 2007 to May 2009 and was completed with the publication of the 'Recommendations for actions towards optimising the ICT skills of immigrants' (*Handlungsempfehlungen zur Optimierung der Onlinekompetenz für Migrantinnen und Migranten*).

March 2010

- ▶ 22 '[Senior-Internet-Carers](#)' (*Senior-Internet-Helfer/-innen, SIH*) from Friedrichshafen (Southern Germany) were trained within the framework of the project '[Reasonable use of the Internet](#)' (*Internet sinnvoll nutzen*) in order to provide **elderly people** with the necessary skills for the safe use of PC and the Internet.

The 'Reasonable use of the Internet' (*Internet sinnvoll nutzen*) is a project established by the [Centre for General Scientific Continuing Education](#) (*Zentrum für Allgemeine Wissenschaftliche Weiterbildung*) of the University of Ulm and supported by the T-City Friedrichshafen, which is a think tank for the use of new media in the town of Friedrichshafen, carried out by the municipality of Friedrichshafen and a telecommunications company.

The qualified group of volunteer senior trainers can help elderly people get started with **using the Internet** and the PCs. The motto 'Seniors for seniors' is used among elderly people who participate in this initiative to mark their first steps in the world of the Internet.

- ▶ The '[Internet goes countryside](#)' (*Internet goes Ländle*) project aims to provide **training seminars** to elderly people living in particular in the rural areas of Baden-Württemberg (south west of Germany) on how to use the Internet services, such as online banking, online purchasing of medication, among other services, for their benefit.

Within the framework of this project, the '[Senior-Internet-Carers](#)' (*Senior-Internet-Helfer/-innen*) are **qualified volunteer trainers** who pass on their IT skills to new SIH-Trainers, who are in turn able to teach the elderly people. The areas of training include teaching methods, IT applications as well as technical and organisational information.

For this purpose, various training seminars and workshops are taking place across the Federal state of Baden-Württemberg. The 'train-the-trainer' concept will be developed in two SIH multi-day training seminars (with the first one having already taken place in November 2009 and the second one coming in the winter/spring 2010) in one-day decentralised workshops.

Funded by the [Ministry for Agriculture and Rural Areas of Baden-Württemberg](#) (*Ministerium für Ländlichen Raum, Ernährung und Verbraucherschutz Baden-Württemberg*), the project was initially launched on 16 November 2009. The project consortium consists of the [Public Innovation Agency for ICT and Media \(MFG\)](#) in Baden-Württemberg, the [Centre for General Scientific Continuing Education](#) (*Zentrum für Allgemeine Wissenschaftliche Weiterbildung, ZAWiW*) of the University of Ulm and the [Network for Internet initiatives for the elderly - Baden-Württemberg](#) (*Netzwerk für Senior-Internet-Initiativen Baden-Württemberg e. V.*).

News 2009 and before

2009

- ▶ On *2 July 2009*, the 'Making Integration Easy' (*Einfach-Teilhaben.de*) web portal was launched. This portal provides full and **accessible information** and services for people with disabilities and their families, as well as for employers and public administrations.
- ▶ On *18 February 2009*, the Federal Cabinet adopted the '[Broadband Strategy of the Federal Government](#)' (*Breitbandstrategie der Bundesregierung*). Taking into account the major economic and political importance of **broadband networks**, also in conjunction with regional development, the new broadband strategy aims at providing both households and businesses with high-capacity broadband connections.

In a first phase, the strategy envisages to achieve country-wide availability of high capacity broadband connections, the latest until the end of 2010. In a second phase, high-end broadband connections of at least 50 Megabit per second shall be made available to 75 % of the German households by 2014. Subsequently, country-wide coverage shall be achieved as soon as possible.

2008

- ▶ In *2008*, video clips in **sign language** explaining pension rights were introduced as part of a new online service for deaf people offered by the [German Pension Insurance](#) (*Deutsche Rentenversicherung*), Germany's main pension fund. This service, which is available on pension insurer's website, consists of a series of short signing clips running in Adobe Flash Player. It has been developed in cooperation with a sign-language video specialist. The action has been conducted considering that as written language is related to speech, deaf people may "have difficulty in understanding complex written texts", according to the pension fund. They, therefore, 'depend on the provision of information in sign language'.
- ▶ As of *2008*, the [Police](#) in the German state of Rheinland-Pfalz added **sign language** to their website. People with hearing difficulties can download a range of crime-prevention clips with signing. The clips complement written texts. The aim is to provide a new service for everyone, while at the

same time help those who are more used to sign language than to the rather different syntax of written German.

2006

- ▶ In *November 2006*, the German Government adopted the '[Information Society Germany 2010](#)' (*Informationsgesellschaft Deutschland 2010, iD2010*) action programme. This programme is specifically tailored to the needs of the ICT sector and seeks to maximise its potential for growth and employment. Among other aims, this programme contains a strategic line of actions dedicated to the continuation of the process of **digital integration** setting out concrete strategic objective and measure for the eInclusion of young people, women, the elderly and of people with disabilities.
- ▶ In *September 2006*, the German Federal Government adopted the strategy '[Focused on the Future: Innovations for Administration](#)' (*Zukunftsorientierte Verwaltung durch Innovationen*), aiming at the modernisation of the Federal State Administration, at downsizing of bureaucracy and at improving the quality and efficiency of public sector services. Integral part of the strategy is the '[E-Government 2.0](#)' programme, defining key eGovernment priorities and objectives in view of 2010. Among other priorities, the programme is aimed at enhancing participation in shaping the political landscape (eParticipation) and at ensuring citizen inclusion (eInclusion). Every citizen should have equal access to the information society, thus preventing a digital divide.

1999

In *1999*, the Government launched the federal Information Society Action Programme '[Innovation and jobs in the Information Society of the 21st century](#)' (*Innovation and Jobs in the Information Society of the 21st Century*), aimed at increasing the spread and use of modern information and communications technologies in every area of the economy and society in the country. To this end, the programme considered that the entire available skills potential of men and women should be opened up and mobilised. Consequently, the programme aimed at ensuring that all social groups would participate and that men and women would enjoy equal opportunities in the comprehensive use of modern information and communications technologies. Groups in the population that were so far under-represented and disadvantaged should have easier access to modern facilities.

eInclusion Strategy

Main strategic objectives and principles

Information Society Germany 2010 (*Informationsgesellschaft Deutschland 2010, iD2010*)

Information and communication technologies (ICT) constitute a decisive force in Germany's economy - both as a sector unto themselves and as a form of technology that cuts across most other economic sectors. As the key to an increasingly knowledge-based economy, information and communication technologies help to accelerate growth throughout numerous sectors, accounting at present for roughly 40 % of overall economic growth. Taking this into account, Germany focuses on key issues such as **convergence**, **mobility** and **networking**, in order to advance the information society through targeted policies such as to modernise legal and technical frameworks, and to promote research and market-oriented development.

As part of this overall effort, in November 2006, the German Government adopted an action programme entitled '[Information Society Germany 2010](#)' (*Informationsgesellschaft Deutschland 2010, iD2010*). The iD2010 programme is specifically tailored to the needs of the ICT sector and seeks to maximise its potential for growth and employment. In particular, this action plan addresses the entire range of core issues involved in promoting the information society and information and communication technologies, from improving the economic and technical framework right through to providing advice and support in the realms of education and research.

With respect to **eInclusion**, this action plan contains a dedicated strategic line of actions related to the continuation of the process of digital integration (B.II.6) in the country. In this context, this programme recognises a wide-scale **digital participation** as a high-priority goal. For the latest technology to be usable, citizens must be able to use the digital content properly. Therefore, it is particularly important to make the advantages of using ICT clearer to non-users than this has been the case in the past. The Federal Government's actions in this area are in line with the goal, also declared at the European level, to significantly increase access to information, communication and ICT services, particularly for the older generation, people with disabilities, women, low-skilled people and disadvantaged young people. Since there are various types of non users, the approaches taken need to be tailored to the specific target groups:

- ▶ **Young people:** The Federal Government takes very seriously the risks to children and young persons caused by problematic content in the new media. According to the programme, first and foremost, it is important to ensure that this group does not obtain access to harmful media content. In addition to legislation, the Federal Government considers that ensuring young people know how to use media properly is the key to protecting them effectively. In addition, even though young people are the age group which uses the Internet mostly, there are still concerns for an emerging digital divide. The Federal Government will focus on preventing this disparity by supporting initiatives designed to rectify it.
- ▶ **Women:** The iD2010 action programme is aimed at boosting internet use rate among women. Moreover, the programme contributed in this area also by providing support to the existing 'frauenmachenkarriere.de' portal, a special internet portal for working women. This portal aimed at helping women to plan their careers and set up in business by offering expert, easy-to-find information on the topics of work, business set-ups, self-employment and careers. The portal also has provided women with information on how to better reconcile family life with working life and on legal issues and professional networks. In this context, in January 2006, a new section called 'Diversity wins' (*Vielfalt gewinnt*) was launched, creating a central platform to help women who had an immigrant background finding out about the subject of women and the world of work. After a successful presence the 'frauenmachenkarriere.de' portal was eventually phased out in July 2010.

This service will be succeeded by a new portal of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, to be launched in spring 2011. The new portal will contain important information regarding equal participation of women and men in professional life.

- ▶ **Elderly people:** The Federal Government actively supports schemes designed to help the older generation overcome their inhibitions and the scepticism they tend to express with regard to technology in order to improve their possibilities for accessing the Internet even further. A key part of that work is the 'Online age 50plus' (*Onlinejahr 50plus – Internet verbindet*) initiative, aimed at making sure that the older generation recognises the advantages which the internet offers in our everyday lives.
- ▶ **E-accessibility for disabled people:** In this area, the iD2010 programme aims to: boost internet use rate among disabled people; dismantle barriers in all areas of modern information and communication technology; and to develop strategies for eGovernment services for disabled people.

eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*)

The importance of modern Information and Communication Technologies in both private and professional life is steadily increasing. People with disabilities should not be excluded from this progress. They have to be supported in order to benefit from the chances offered by these Technologies, such as using web based administrative processes, as well as taking advantage of the emerging new forms of social participation. Taking this into account, the Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales*, BMAS) developed the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*) within the framework of Federal Government's E-Government 2.0 programme and inline with the 'Information Society Germany 2010' (*Informationsgesellschaft Deutschland 2010*, iD2010) action programme as well as with the European i2010 initiative. The eGovernment Strategy for Integration and Participation has been elaborated in cooperation with associations for the disabled people as well as with representatives of the Federal State and Municipal Governments. It aims at strengthening the rights of disabled people and gives them opportunities to participate through information and communication technologies. In particular, the strategy has the following main objectives:

- ▶ **Strengthening customer orientation towards the needs of disabled persons**

eGovernment services for persons with disabilities must make allowances for the special needs of disabled persons. Those online services that users actually desire and also use, are to be supported. The first steps in the direction of greater customer orientation have already been taken by including disabled persons in various workshops that were conducted during the development of the eGovernment Strategy for Integration and Participation.

- ▶ **Generating efficiency gains on the provider side and the customer side**

It is also important to increase efficiency through the use of information and communications technologies on the part of customers and government offices. The use of ICT helps shorten administrative processes and – in the form of centralised portals – cut the amount of time needed to find information.

- ▶ **Linking government agencies with the aim of providing one-stop services**

Germany's multipartite rehabilitation system needs a networked administration so that the services needed for integrating disabled persons can be provided as if they came from one single source.

In the context of the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*), the Federal Ministry of Labour and Social Affairs has designated six areas of activity that are to be specifically expanded and actualised in the years through 2012 in order to foster disabled persons' self-determined **participation and integration**, particularly through the use of eGovernment services. These areas are as follows:

1. **Access and infrastructure:** Provide infrastructure and improve accessibility.

2. **Network-based information:** Set up a comprehensive, demand-driven portal for the issues and interests of persons with disabilities.
3. **Online services:** Develop and expand user-oriented eGovernment services that are provided by social services offices/administrative offices.
4. **Integration and participation in society:** Make available eGovernment services that ensure the participation and societal integration of disabled persons in the areas' labour market, education, etc.
5. **Web 2.0 (interactive web):** Incorporate Web 2.0 applications so that persons with disabilities can network, present themselves, exchange information and views, and participate.
6. **Co-ordination:** This field contains measures to be implemented, which are in the exclusive responsibility by the Federal Ministry of Labour and Social Affairs, such as the further development of the internet portal 'www.einfach-teilhabe.de' and the support of the continuous involvement of people with disabilities in the implementation of the strategy.

The progress and results of the strategy will be evaluated on an ongoing basis in order to measure the degree to which the goals of the eGovernment Strategy for Integration and Participation have been achieved. This information will be made available on the internet platform www.einfach-teilhabe.de.

Source: *The eGovernment Strategy for Integration and Participation* (eGovernment-Strategie Teilhabe)

Experiencing Internet (*Internet erfahren*)

Through the '[Experiencing Internet](#)' (*Internet erfahren*) initiative, the Federal Government aims to foster the digital integration of all citizens across country. The initiative targets all persons that have not used the Internet yet (or barely used it), and who, as a consequence, are excluded from all the opportunities offered both in their private and professional environments. This applies in particular to certain social groups, who often are excluded by social, gender specific and demographic factors. Under the motto 'Together online' (*Gemeinsam ans Netz*), all those people shall be offered qualified support in order to acquire relevant competencies from trainers in their respective environment.

To this end, three programmes have been set-up in cooperation with stakeholders at local, regional and federal levels involving businesses, organisations, associations and the communes in order to develop, test and evaluate new concepts and measures in this field. Through this initiative, the Federal Ministry of Economics and Technology (*Bundesministerium für Wirtschaft und Technologie, BMWI*) aims to increase the ability of people of all social groups to use the Internet. More specifically, this initiative aims to:

- ▶ acquire, train and support 'train the trainer' groups;
- ▶ foster informal knowledge-transfer channels;
- ▶ involve personal, institutionalised and online networks;
- ▶ ensure networking of already active stakeholders;
- ▶ bundle and exploit already existing activities related to using the Internet and achieve synergies.

The three main programmes comprised in this initiative are as follows:

- ▶ Internet experience - Gathering experience (*Erfahrung schaffen*): In the context of this programme, elderly people are approached by 'train the trainer' groups about online activities of their interest.
- ▶ Internet Trainers - Sharing experience (*Mit Internet-Patinnen und -Paten Erfahrung teilen*): This programme acquires experienced users to help their friends explore the Internet.
- ▶ [Inclusive Internet](#) - Using experience (*Inklusive Internet - Erfahrung nutzen*): This programme is aimed at further training the trainers in the field of social work. Trainers are trained to familiarise people with the Internet and convey Media competencies using web 2.0 applications.

The 'Experiencing Internet' (*Internet erfahren*) initiative has been set up by the Federal Ministry of Economics and Technology (*Bundesministerium für Wirtschaft und Technologie, BMWI*), which is also

responsible for its planning, coordination and implementation. Partners of this initiative are the [Service Corporation of the Federal Consortium of the Organisations for the Elderly \(BAGSCO\)](#) (*Service-Gesellschaft der Bundesarbeitsgemeinschaft der Senioren-Organisationen (BAGSCO)*), [Digital Opportunities Foundation](#) (*Stiftung Digitale Chancen e.V.*), and the [Competence Centre for Technology, Diversity and Equal Opportunities](#) (*Kompetenzzentrum Technik-Diversity-Chancengleichheit e.V.*).

Broadband Strategy of the Federal Government

On 18 February 2009, the Federal Cabinet adopted the '[Broadband Strategy of the Federal Government](#)' (*Breitbandstrategie der Bundesregierung*). Taking into account the major economic and political importance of broadband networks, also in conjunction with regional development, the broadband strategy aims at providing both households and businesses with high-capacity broadband connections.

In a first phase, the strategy envisages to achieve country-wide availability of high capacity broadband connections, at the latest, until the end of 2010. In a second phase, high-end broadband connections of at least 50 Megabit per second shall be made available to 75 % of the German households by 2014. Subsequently, country-wide coverage shall be achieved as soon as possible.

To achieve the ambitious short and long term objectives of the strategy, the Federal Government suggests an approach in order to:

- ▶ foster the use of synergies for the deployment of infrastructure;
- ▶ ensure a supporting frequencies-policy;
- ▶ support growth- and innovation-orientated regulation;
- ▶ provide the necessary financial support.

The Federal Government suggests a total of 15 measures to be brought forward within the next weeks and months. Within this framework, existing infrastructures of Federal-, State- and Local Authorities as well as those of private companies will be opened up to third parties. In addition, frequencies that are no longer used due to the switch into digital radio broadcasting, shall be partially (790MHz-862MHz) used for the deployment of broadband infrastructure in rural areas.

Furthermore, regulatory principles with respect to issues, such as the cooperative implementation of high-speed networks, will be formulated in order to address investors' planning concerns. Wherever necessary, additional financial support will be provided through Federal Government's second economy fostering plan, the GAK (improvement of the agricultural structure and coastal protection) plan, the GWR (improvement of the regional economic structure) plan, as well as already existing plans at Federal States' level.

eInclusion Legal Framework

Main legal texts impacting on the development of eInclusion

eAccessibility Legislation

Basic Law of the Federal Republic of Germany

Article 3, paragraph 3 of Germany's constitution, the Basic Law, was amended in 1994 to include the sentence, 'No one may be discriminated against on account of their disability.' This is the constitutional basis for the Act on Equal Opportunities for Disabled Persons (*Behindertengleichstellungsgesetz* - BGG) which went into force in 2002.

Source: [The eGovernment Strategy for Integration and Participation](#) (*eGovernment-Strategie Teilhabe*)

[Act on Equal Opportunities for Disabled Persons](#) (*Gesetz zur Gleichstellung behinderter Menschen, Behindertengleichstellungsgesetz, BGG*)

The Act on Equal Opportunities for Disabled Persons (*Gesetz zur Gleichstellung behinderter Menschen, Behindertengleichstellungsgesetz* - BGG) came into force on 1 May 2002. This law provides for the equality of people with disabilities and constitutes an important instrument for the implementation of the 'prohibition of discrimination' according to Article 3, paragraph 3, sentence 2 of the German Basic Law, stating that 'No one shall be discriminated against because of his disability'. The central elements of the law concern: the prohibition of discrimination; accessibility; and of the rights of the associations regarding self-aid for the disabled; Moreover, this law defines the tasks of the Federal Government Commissioner for Matters relating to Disabled Persons. The paragraph 11 of BGStG provides for a barrier-free Information Technology, including barrier-free Internet, publicly accessible intranets and graphical user interfaces of applications. The law primarily applies to all federal authorities, bodies and institutions, but also for authorities operating under federal law (e.g. social welfare offices).

[Ordinance on the Creation of Barrier-Free Information Technology in Accordance with the Act on Equal Opportunities for Disabled Persons](#) (*Verordnung zur Schaffung barrierefreier Informationstechnik nach dem Behindertengleichstellungsgesetz, Barrierefreie Informationstechnik-Verordnung, BITV*)

The ordinance on Barrier-free Information Technology issued under the Act on Equal Opportunities for Persons with Disabilities (*Verordnung zur Schaffung barrierefreier Informationstechnik nach dem Behindertengleichstellungsgesetz, BITV*) came into force in 2002. This ordinance lays down the prerequisites that the federal administration must fulfil in connection with the provision of barrier-free online services. Persons with disabilities should be able to use all the publicly-available Internet sites and services offered by federal bodies without hindrance as a rule.

An evaluation of the ordinance three years past its entry into force has shown that it requires revision, particularly in the wake of the progressive development of international standards (WCAG 2.0) and technical innovations such as Web 2.0. To this end, the draft of the revised version - Ordinance on Barrier-Free Information Technology (BITV 2.0) - has been finalised in the meantime. The BITV 2.0 Ordinance is designed according to the International Guidelines ('Web Content Accessibility Guidelines – WCAG 2.0') which are recognised as a globally accepted standard and explain how web content can be made accessible for people with a disability. Moreover, the BITV 2.0 Ordinance includes minimum requirements concerning the provision of information in easy language and in German sign language, and governs – as did the previous version - implementation delays for compliance with adopted standards. As the responsible bodies still need to coordinate their work regarding the BITV 2.0, it will be probably adopted before the end of the year 2010.

Source: [The eGovernment Strategy for Integration and Participation](#) (eGovernment-Strategie Teilhabe)

eCommunications Legislation

Telecommunications Act (2004)

Germany has transposed most of the new EU regulatory framework for electronic communications through the Telecommunications Act of 22 June 2004. The transposition is expected to be completed through secondary legislation.

eInclusion Actors

Main roles and responsibilities

National eInclusion

Policy/Strategy

Federal Ministry of Economics and Technology (*Bundesministerium für Wirtschaft und Technologie, BMWi*)

The main policy objective of the Federal Ministry of Economics and Technology (*Bundesministerium für Wirtschaft und Technologie, BMWi*) is to form the basis for economic growth in Germany ensuring a broad participation of all citizens in these efforts. In the area of eInclusion, the ministry is responsible for the 'Experiencing Internet' (*Internet erfahren*) initiative, aimed at fostering the digital integration of all citizens across country. In this context, the BMWi setup-up the initiative and is also responsible for the planning, coordination and implementation. In addition, in November 2006, the ministry published the [Information Society Germany 2010](#) (*Informationsgesellschaft Deutschland 2010, iD2010*) action programme, aimed at addressing the entire range of core issues involved in promoting the information society, and information and communication technologies. On 4 August 2009, the ministry elaborated a progress report on the advances of this action plan.

Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales, BMAS*)

The Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales, BMAS*) is responsible to establish - as the lead ministry - equality of opportunity for people with disabilities and make it possible for them to participate as equals in society and the working world. At national and international levels, the Act on Equal Opportunities for Persons with Disabilities (BGG), the General Equal Treatment Act (AGG) and the United Nations Convention on the Rights of Persons with Disabilities provide the framework for this policy. Beyond a variety of related activities such as those related to vocational training and employment, rehabilitation and the establishment of accessibility in the broadest sense of the term, the ministry is also responsible for the area of integration and participation. In this context, the ministry developed the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*) in cooperation with associations for the disabled people, as well as with representatives of the Federal State and Municipal Governments. The strategy is aimed at improving access and usage of modern Information and Communication Technologies by people with disabilities, enabling them to take full advantage of the chances over.

Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (*Bundesministerium für Familie, Senioren, Frauen und Jugend, BMFSFJ*)

The Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ) is in charge of taking care of children, their parents and of increasing the solidarity between the generations. Other areas of responsibility include equal opportunity for men and women, community service, public welfare and volunteer work. In this context, several eInclusion initiatives ran under the aegis of the ministry including the ['Online Competency for the Generation 50plus 2003-2005'](#) (*Online-Kompetenz für die Generation 50plus 2003-2005*) and the ['Look out! What your kids are doing'](#) (*SCHAU HIN! Was Deine Kinder machen*) initiatives.

Coordination

Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales, BMAS*)

The Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales, BMAS*) is in charge of co-ordinating the measures and projects within the framework of the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*). In addition, the ministry is also responsible for undertaking the management of the six strategic activity areas of the programme comprised of: access and infrastructure; network-based information; online services; integration and participation in society; web 2.0 (interactive web); and the area of coordination. Project management for the individual measures and projects lies with the respective lead agencies and players.

Implementation

Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales, BMAS*)

A task force has been set up in this connection at the ministry, entrusted with programmes' strategy management. This task force is also carrying out projects of its own and provides support during the implementation of other projects and measures.

Federal Ministry of Economics and Technology (*Bundesministerium für Wirtschaft und Technologie, BMWi*)

Within the framework of the [Information Society Germany 2010](#) (*Informationsgesellschaft Deutschland 2010, iD2010*) action programme, the [Federal Ministry of Economics and Technology](#) (*Bundesministerium für Wirtschaft und Technologie, BMWi*) is responsible for implementing concrete actions such as the 'Experiencing the Internet' (*Internet erfahren*) initiative and the 'Paths to the Internet' (*Wege ins Netz*) competition.

Support

Advisory board at the Federal Ministry of Labour and Social Affairs (*Beirat im Bundesministerium für Arbeit und Soziales*)

An advisory board (*Beirat*) has been set up at the Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales, BMAS*) to provide support for the eGovernment Strategy for Integration and Participation. The board is comprised of associations of the disabled persons, representatives from trade and industry, federal ministries, state governments, municipal governments, the research community, rehabilitation providers and projects that revolve around the subjects of accessibility and eGovernment. The Board's primary responsibility is to advise the task force on issues involved in the eGovernment Strategy for Integration and Participation, and support the strategy's implementation. The advisory board meets at least once a year.

Federal Commissioner for Matters relating to Disabled Persons (*Beauftragter der Bundesregierung für die Belange behinderter Menschen*)

The tasks of the Federal Government Commissioner for Matters relating to Disabled Persons (*Beauftragter der Bundesregierung für die Belange behinderter Menschen*) are defined by the Act on Equal Opportunities for Disabled Persons (*Bundesgesetz über die Gleichstellung von Menschen mit Behinderungen, Bundes-Behindertengleichstellungsgesetz - BGStG*), which came into force on 1 May 2002. According to section 15 of the Act, s/he has to see that the responsibility of the Federal Government to ensure equal living conditions for people with or without disabilities is applied in all areas of social life. To this end, the Commissioner exerts his/her influence on political decisions concerning disabled persons and actively supports legislation processes at the federal government level. Moreover, the Commissioner constitutes the Federal Government's central contact person in all matters related to disabled persons and, in addition, s/he is responsible to raise awareness on related matters, by informing the public on the legal situation, providing practical information and by explaining the opportunities with

respect to the integration of disabled persons into society and the professional life. Among his/her activities is to foster barrier-free Internet/Information Technology, taking into account the needs of a broad spectrum of social groups such as blind and visually impaired people, hearing impaired/deaf people, people with learning disabilities, as well as the elderly.

D21 Initiative

The D21 Initiative was established in 1999 as a registered association based in Berlin. It constitutes the biggest partnership for the Information Society between the business community and the state. The D21 initiative is comprised of approximately 200 members – companies and organisations of all branches – which cooperate with Federal and State partners to foster non-profit projects related to Information and Communication Technologies.

Digital Opportunities Foundation (*Stiftung Digitale Chancen e.V.*)

The [Digital Opportunities Foundation](#) (*Stiftung Digitale Chancen*) is aimed at raising peoples' interest about the Internet and at helping them to use it. Within the framework of the 'Experiencing Internet' (*Internet erfahren*) initiative, the foundation is responsible for carrying out the [Inclusive Internet - Using experience](#) (*Inklusive Internet - Erfahrung nutzen*) programme, aimed at creating awareness for the Web 2.0 and provide people with the necessary knowledge for using it.

Competence Centre for Technology, Diversity and Equal Opportunities (*Kompetenzzentrum Technik, Diversity, Chancengleichheit e.V.*)

The Competence Centre for Technology, Diversity and Equal Opportunities (*Kompetenzzentrum Technik, Diversity, Chancengleichheit e.V.*) is a non-profit organisation whose primary objective is to actively contribute to the Information and Knowledge based society in the country. In this context, this organisation develops and carries out a broad spectrum of related projects and initiatives, aimed at exploiting the potentials of both women and men in order to achieve equal opportunities in all social and professional areas. In the area of eInclusion, this organisation is aimed at elaborating praxis relevant concepts and measures in order to facilitate and foster the active contribution of all social groups to the Information and knowledge based society, taking into account both qualitative and quantitative aspects of internet participation in the country. Among other actions, the centre is also involved in the implementation of the '[Experiencing Internet](#)' (*Internet erfahren*) initiative.

Federal Consortium of the Organisations for the Elderly (*Bundesarbeitsgemeinschaft der Senioren-Organisationen e.V, BAGSCO*)

The [Federal Consortium of the Organisations for the Elderly](#) (*Bundesarbeitsgemeinschaft der Senioren-Organisationen e.V, BAGSCO*) constitutes the biggest 'Lobby for the Elderly', being comprised of more than 100 organisations having approximately 13 million members. BAGSCO represents the interests of the older generations against policy makers, the business community and the broad public.

eInclusion Who's Who

Main eInclusion decision-makers and executives

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eInclusion Areas

Riga Declaration Priorities

ICT & Ageing

Status in ICT & Ageing

According to the '[\(N\) ONLINER Atlas 2010](#)' report, 72 % of the German population is using the Internet. However, the usage is steadily decreasing the more the users' age is advancing. While the group of people of 14-19 years already uses the Internet at a rate of 95.8 %, followed by the group of 30-49 years old people with a (still above average) internet usage of 87.1 %, the gap grows when examining the generation of people who are more than 50 years old. The latter group features an internet usage of 49.6 %, showing that only every second person in this age goes online. A closer look at this group reveals considerable differences among the users. 50-59 year old people access the Internet at a rate of 71.8 %, which is still close to the country's average. Among the 60-69 year old people group, the rate falls at 54 % and finally, only 23.3 % of the people beyond the age of 70 years go online. On the other hand, a positive evolution is that both the latter groups feature considerable growth rates of 5.5 % and 4.4 % respectively.

Actions to support ICT& Ageing

'Online Competency for the Generation 50plus 2003-2005' (*Online-Kompetenz für die Generation 50plus 2003-2005*)

This programme contained various measures to support the elderly in improving their Internet competencies. Among other measures, the Internet online training courses entitled 'Simply Internet' (*Ganz einfach Internet*) were organised at regional educational centres in over 200 German cities. The courses were comprised of 5 training modules, aimed at offering essential knowledge about: the Internet; online surfing and navigation; email basics; and online banking and research. The programme was supported by the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth](#) (*Bundesministerium für Familie, Senioren, Frauen und Jugend, BMFSFJ*).

'Online Year 50plus – Internet connects' (*Online-Jahr 50plus – Internet verbindet*)

This programme ran in the period May 2006 - May 2007 under the aegis of the Federal Ministry for Family Affairs (*Bundesministerium für Familie, Senioren, Frauen und Jugend, BMFSFJ*). Within its framework, several actions for the elderly took place including thematic-courses in the Internet, related competitions/awards, events and workshops.

Internet experience - Gathering experience (*Erlebnis Internet - Erfahrung schaffen*)

The 'Internet experience-Gathering experience' (*Erfahrung schaffen*), one of the three main programmes of Federal Government's '[Experiencing Internet](#)' (*Internet erfahren*) initiative, is aimed at the elderly. In its context, people over fifty years shall be facilitated to gather their first experiences in this field. Thereby, elderly people are approached by 'train the trainer' groups (acting as trainers), and, at a first stage, they simply exchange views about subjects of their interest, such as travelling, health, or culture. At the same time, 'train the trainer' groups try to raise older people's interest about the Internet, by demonstrating the added value the net brings to their individual case/interests.

Geographic Digital Divide

Status of Common Access to Electronic Content and Services

According to the '[\(N\) ONLINER Atlas 2010](#)' report, in this year almost every second citizen in Germany goes online using broadband Internet. More precisely, a broadband connection is used by 49.6 % of the population above the age of 14. This figure depicts a 3.4 % increase compared to 2009, however it still lags behind when compared to the amount of population using internet in general (72.0 %), and this by a value of more than 20 percentage points. Broadband connections have an ever increasing specific importance regarding today's Internet usage, as without a broadband connection users can only take limited advantage of today's demanding internet services.

As far as particular technologies are concerned, the most used type of Internet connection remains DSL, with over 42.8 % of the population using it. This constitutes a slight improvement compared to the corresponding figure of 2009 amounting to 42.4 %. The greatest increase as far as broadband connection types are concerned is observed in case of TV- and Cable connections. Amounting to 3.3 % in 2009, the usage of this connection type meanwhile increased to 4.5 % in 2010. The second greatest growth has been observed in the case of the mobile internet connection technology (used at home). Meanwhile, 1.9 % of the population utilises this technology mostly in form of UMTS Cards, UMTS sticks for laptops, notebook and netbooks, as well as UMTS routers.

In order to provide both households and businesses with high-capacity broadband connections, the [Broadband Strategy of the Federal Government](#) (*Breitbandstrategie der Bundesregierung*) was adopted in February 2009. The strategy acknowledges that broadband networks ensuring fast information and knowledge exchange are an important prerequisite for economic growth. In particular for rural areas, broadband coverage is critical for safeguarding jobs and making these areas more attractive and financially viable. One of the main ambitious targets of the strategy is to achieve full broadband coverage throughout the country using high-capacity broadband connections.

Actions to support Common Access to Electronic Content and Services

The Broadband Strategy of the Federal Government (*Breitbandstrategie der Bundesregierung*) contains a broad spectrum of measures, in order to achieve the ambitious target of ensuring full broadband coverage in the country using high-capacity broadband connections.

eAccessibility

Status of eAccessibility

The Federal Government aims to ensure that all users with disabilities will have barrier-free access to all websites of the Federal Administration, as laid down in the '[Act on Equal Opportunities for Disabled People](#)' (*Gesetz zur Gleichstellung behinderter Menschen, Behindertengleichstellungsgesetz - BGG*). This act came into force in May 2002. Under this act, the '[Ordinance on the Creation of Barrier-Free Information Technology in Accordance with the Act on Equal Opportunities for Disabled Persons](#)' (*Verordnung zur Schaffung barrierefreier Informationstechnik nach dem Behindertengleichstellungsgesetz-BITV*) has been drawn up to put the aim of eAccessibility into practice. In particular, the BITV also implements the WAI-guidelines in Germany.

Moreover, the '[eGovernment Strategy for Integration and Participation](#)' (*eGovernment-Strategie Teilhabe*) is aimed at improving the opportunities that disabled persons have to participate in society on a self-determined basis through the use of information and communications technologies. Germany's federal, state and municipal governments are already working intensively on making optimal use of new technologies, with the objective of developing an efficient, service-oriented and economical government that responds to citizens' concerns competently, quickly and reliably. The inclusion of all persons, including disabled persons must be ensured in the process.

Actions towards eAccessibility

'Making Integration Easy' (*Einfach-Teilhaben.de*)

Launched on 2 July 2009, the 'Making Integration Easy' (*Einfach-Teilhaben.de*) web portal constitutes an important first milestone of the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*). The portal, which is available in German language, provides full and accessible information and services for people with disabilities and their families, as well as for employers and public administrations. Though the most important information to allow for a comprehensive participation of disabled people already exists on the Internet, the added value offered by this portal is that it bundles all related information at single place and presents it in a barrier-free way. In particular, the portal offers:

- ▶ one-stop information effectively covering the whole spectrum of disabilities;
- ▶ a portal structure adapted to suit the needs to the specific user groups, clearly divided into relevant life events/circumstances and related thematic areas;
- ▶ search facilities adapted to the needs of the specific user groups;
- ▶ barrier-free presentation of information according to the [Ordinance on the Creation of Barrier-Free Information Technology in Accordance with the Act on Equal Opportunities for Disabled Persons](#) (*Verordnung zur Schaffung barrierefreier Informationstechnik nach dem Behindertengleichstellungsgesetz-BITV*);
- ▶ facilities enabling users to provide feedback on the published content.

The portal provides access to databases enabling users to search for practitioners, hospitals, or important addresses. In addition, it offers facilities enabling users to report web-barriers they discover while surfing online as well as the possibility to direct questions to the Federal Ministry of Labour and Social Affairs (*Bundesministerium für Arbeit und Soziales*, BMAS). In the future, the portal is going to include further eGovernment strategy programmes and projects for people with a disability.

Apart from the so-called (default) human language, the portal also provides information in 'easy language' as well as in German sign language. The Internet platform is accessible according to WCAG 2.0.

Avatar research (*Avatarforschung*)

Avatar research (*Avatarforschung*) constitutes an important project within the framework of the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*). The project is aimed at developing an avatar that would be able to automatically translate electronically processed texts – and Internet sites in particular – into sign language. This could offer a long-term, cost-efficient solution to making many Internet sites barrier-free for the hearing impaired. An avatar for the sign language has already been integrated into the 'Making Integration Easy' (*Einfach-Teilhaben.de*) portal for demonstration use, partially allowing for the translation of the portal contents.

Personal Budget marketplace

Within the framework of the eGovernment Strategy for Integration and Participation (*eGovernment-Strategie Teilhabe*), a particular sub-site of the www.einfach-teilhaben.de portal includes information for disabled people about the 'Personal Budget' which is laid down in § 17 Social Code Book (SGB) IX. The 'Personal Budget' is an important element for enhancing self determination for persons with disabilities. The sub-site provides information, namely, about examples of good practices, frequently asked questions and research for service and advice centres; it is also directly accessible at www.budget.bmas.de.

Telecommunication Relay Service for Deaf People - Tess

Section 45 of the Telecommunications Act explicitly provides that the concerns of persons with disabilities have to be taken into account in the planning and delivery of telecommunication services. Considering the special needs of deaf and hearing impaired people, it stipulates in particular that relay services have to be provided for that group. The [Federal Network Agency](#) (*Bundesnetzagentur*) identifies the extent and degree of the required services in cooperation with the affected associations and the

companies. To ensure the provision of such relay services the Federal Network Agency has the power to impose obligations on the companies. On the basis of section 45 of the Telecommunications Act, the Federal Network Agency issues the necessary orders to ensure the provision of a relay service – as laid down by law - as part of the ongoing regular operations. Since 2009, this service is provided by [TeSS-Relay-Dienste GmbH](#). Deaf and hearing impaired people can access this service, or be reached by this service, over any fixed line or mobile phone.

TeSS offers two Relay-Services:

- ▶ **The Videorelay-Service 'T-Sign'**: This service offers a mediation in German Sign Language to deaf people or people who are nearly deaf but have competences in sign language.. Via PC and Webcam, a sign-language interpreter could be reached. This interpreter connects the demanded (hearing) partner for communication, and makes the translation of the talk between sign language and spoken language.
- ▶ **The Textrelay-Service 'T-Script'**: This service offers hard of hearing and deaf people a written mediation. Via Scriptphone or PC a script-translator at TScript could be reached. This interpreter connects the demanded (hearing) partner and makes the translation from script to spoken language and conversely. Hearing people can call both Services to contact deaf or hard of hearing people.

Digital Literacy and Competences

Status on Digital Literacy and Competences

According to the '[\(N\) ONLINER Atlas 2010](#)' report, the various educational groups are converging with respect to internet usage. This year, it is the third time in a row that the population group with basic education achieves the biggest growth with respect to Internet usage. In 2010, the amount of online surfers with a lower secondary school certificate (or equivalent degree) increased by 3.9 % to an overall internet usage of 56.6 %. With an amount of 5 %, this group also contains the most people planning to use the Internet in the future. This allows expecting a further above-average growth of Internet usage in the upcoming years. Despite this positive development, the group of people with basic education still lags behind groups with higher school certificates (76.2 % of them being Internet users). People holding a university entrance Diploma (*Abitur*) or having studied feature an even higher internet usage level of 88.8 %. Finally, the highest score is achieved by scholars (97.5 %), almost all of them using the Internet.

As far as Internet usage per gender is concerned, the more basic an educational attainment is the larger is also the gap between men and women with such an attainment. In groups with a low educational attainment, the gap between genders has even increased compared to 2009 data.

Actions towards stimulating Digital Literacy and Competences

'Look out! What your kids are doing' (SCHAU HIN! Was Deine Kinder machen) Initiative

Nowadays children get in contact with the broad range of media such as TV, radio, mobile phones, CD-players, etc.; it is therefore of particular importance for the parents to acquire competencies in this field in order to understand these media and provide their children with related guidance when necessary. Focusing on the age group of the 3-13 years old children, the 'Look out!' initiative is aimed at raising public awareness on several media and at providing valuable information and practical advice to parents on how to deal with them. The expert tips and solid knowledge offered through the website are also useful for teachers and the pedagogues, since media education should not only take place at home, but also at school.

Interested parents/teacher can visit the 'Look out!' portal in order to obtain up-to-date information and working material. The portal is structured in terms of thematic areas, including: 'Personal Data', 'Compulsive Computer Gaming', 'Online Games', 'Internet', 'Games', 'Mobile Phone' and 'Read and listen to' (with information about books/audio books). Brochures and Flyers on aforementioned subjects can be

downloaded from the portal's 'Download center'. In addition, the portal offers a newsletter service disseminating the latest news and information about interesting events.

'Look out!' is an initiative of the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth](#) (*Bundesministerium für Familie, Senioren, Frauen und Jugend*, BMFSFJ) in cooperation with public and private broadcasting corporations and a private TV paper.

'Net-checkers' (*Netzcheckers*) Platform

The 'Net-checkers' (*Netzcheckers*) website has been developed as part of Federal Government's 'Young People on the Net' (*Jugend ans Netz*) initiative and of the 'youth on-line' (*Jugend Online*) project. Net-checkers (*Netzcheckers*) constitutes a platform, where young people can interact, find information, communicate and be advised on a number of topics related to their lives.

eInclusion and Cultural Diversity

Status on eInclusion and Cultural Diversity

The [special edition](#) of the (N) ONLINER Atlas 2008 report on the 'Internet Use and Migration Background in Germany' (*Internetnutzung und Migrationshintergrund in Deutschland*) clearly showed that the differences regarding internet use among people with and without a migration background are minor. The migration background did not really cause by itself a digital divide. Attributes such as age, education and income influenced both groups in a similar manner.

More precisely, in 2008, for the first time ever this special study examined the internet use among three different groups in detail: among people with migration background (66.8 %); among people without migration background (64.3 %); and among people whose parents only have a migration background (75.3 %). At first glance, the figures showed that less people without a migration background used the Internet (64.3 %), compared to those with parents having migration background (75.3 %). This result however appears in a different light, taking the 'age' factor into account: people without a migration background have been approximately 10 years older on average. As the NONLINER ATLAS 2008 [general report](#) has already showed, the internet use decreases by growing age. In a direct comparison of the internet use within specific age groups, no significant differences could be identified that could have been caused due to people's migration background.

Actions towards eInclusion and Cultural Diversity

'Online Competence for People with Migration Background in Germany' (*Online-Kompetenz für Migrantinnen und Migranten in Deutschland*)

Within the framework of the 'Online competence for people with migration background in Germany' (*Online-Kompetenz für Migrantinnen und Migranten in Deutschland*) project, the [Competence Centre for Technology, Diversity and Equal Opportunities](#) (*Kompetenzzentrum Technik, Diversity, Chancengleichheit e.V.*) prepared an [expert report](#) gathering figures, facts and data on media competences of women and men with migration background, as well as an inventory of projects and initiatives in this field. The project was carried out from August 2007 to May 2009 and was supported by the [Federal Ministry for Family Affairs, Senior Citizens, Women and Youth](#) (*Bundesministerium für Familie, Senioren, Frauen und Jugend*, BMFSFJ).

[Best practice database](#)

The [Competence Centre for Technology, Diversity and Equal Opportunities](#) (*Kompetenzzentrum Technik, Diversity, Chancengleichheit e.V.*) offers an online database containing projects and measures for strengthening the online competences for people with migration background.

Inclusive eGovernment

Status on Inclusive eGovernment

Germany's '[E-Government 2.0](#)' programme defines key eGovernment priorities and objectives in view of 2010. Among other objectives, the programme is aimed at ensuring citizen inclusion (eInclusion). Every citizen should have equal access to the information society, thus preventing a digital divide.

Actions towards Inclusive eGovernment

In 2007, two studies on eParticipation ('eParticipation - Electronic Participation of Citizens and the Business Community in eGovernment') and eInclusion ('E-Inclusion - Digital Integration via E-Government') were conducted. The studies presented the status and prospects of electronic participation and inclusion in Germany and recommended actions, projects and measures for the German Government's eGovernment 2.0 programme. In 2009, a strong focus and an increase of efforts was set on eParticipation and eInclusion plans.

The Future of eInclusion

Research in Practice & Future Challenges

Research in Practice

The [Seventh Framework Programme](#) (FP7) comprises, under its umbrella, EU research initiatives that play a vital part in attaining the objectives of growth, competitiveness and employment. The broad objectives of FP7 have been grouped into four categories: [Cooperation](#), [Ideas](#), [People](#) and [Capacities](#). eInclusion aspects hold a prominent place in this programme, which has been operational since 2007 and will expire in 2013.

Approximately € 400 million have been allocated to FP7's **Challenge 7: 'ICT for Independent Living, Inclusion and Governance'**, one of the seven 'Challenges' of the [ICT Work Programme](#) 2009 – 2010 under FP7. The aim of 'Challenge 7' is to create ICT products, through research and development, which will foster independent and active living among Europe's ageing population, improving living standards and mitigating ICT complexity in order to encourage groups with special needs to uptake and use ICT tools and technologies to their benefit.

'Challenge 7' set three objectives:

Objective ICT-2009.7.1: [ICT & Ageing](#)

- ▶ Service robotics for ageing well
- ▶ Open Systems Reference Architectures, Standards and ICT Platforms for Ageing Well
- ▶ RTD roadmaps and stakeholder coordination.

Objective ICT-2009.7.2: [Accessible and Assistive ICT](#)

- ▶ Embedded Accessibility of Future ICT
- ▶ ICT restoring and augmenting human capabilities compensating for people with reduced motor functions or disabilities
- ▶ RTD research agendas & coordination of constituencies.

Objective ICT-2009.7.3: [ICT for Governance and Policy Modelling](#)

- ▶ Governance and Participation Toolbox
- ▶ Policy Modelling, Simulation and Visualisation
- ▶ Roadmapping and Networking for 'participation, governance and policy modelling'.

Germany is involved in the following FP7 projects:

1. [Accessibility and usability validation framework for AAL interaction design process](#) (VAALID)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 May 2008

Project end date: 31 October 2010

2. [Accessibility assessment simulation environment for new applications design and development](#) (ACCESSIBLE)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 September 2008

Project end date: 31 August 2011

3. [BCIs with rapid automated interfaces for nonexperts](#) (BRAIN)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 September 2008

Project end date: 31 August 2011

4. [European ambient assisted living innovation alliance](#) (AALIANCE)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: 1 January 2008

Project end date: 31 December 2009

5. [Haptic, audio and visual interfaces for maps and location-based services](#) (HAPTIMAP)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 September 2008

Project end date: 31 August 2012

6. [Integrated cognitive assistive and domotic companion robotic systems for ability and security](#) (COMPANIONABLE)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: 1 January 2008

Project end date: 31 December 2011

7. [Online mobile communities to facilitate the social inclusion of young marginalized people](#) (COMELN)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 September 2008

Project end date: 31 August 2010

8. [Open accessibility everywhere: groundwork, infrastructure, standards](#) (AEGIS)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 September 2008

Project end date: 29 February 2012

9. [Open architecture for accessible services integration and standardisation](#) (OASIS)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: 1 January 2008

Project end date: 31 December 2011

10. [Tools for brain-computer interaction](#) (TOBI)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: 1 November 2008

Project end date: 31 October 2012

11. [Ubiquitous care system to support independent living](#) (CONFIDENCE)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: 1 February 2008

Project end date: 31 January 2011.

European Commission - eInclusion Practice

eInclusion practice (epractice.eu) is an information and exchange service for European professionals.

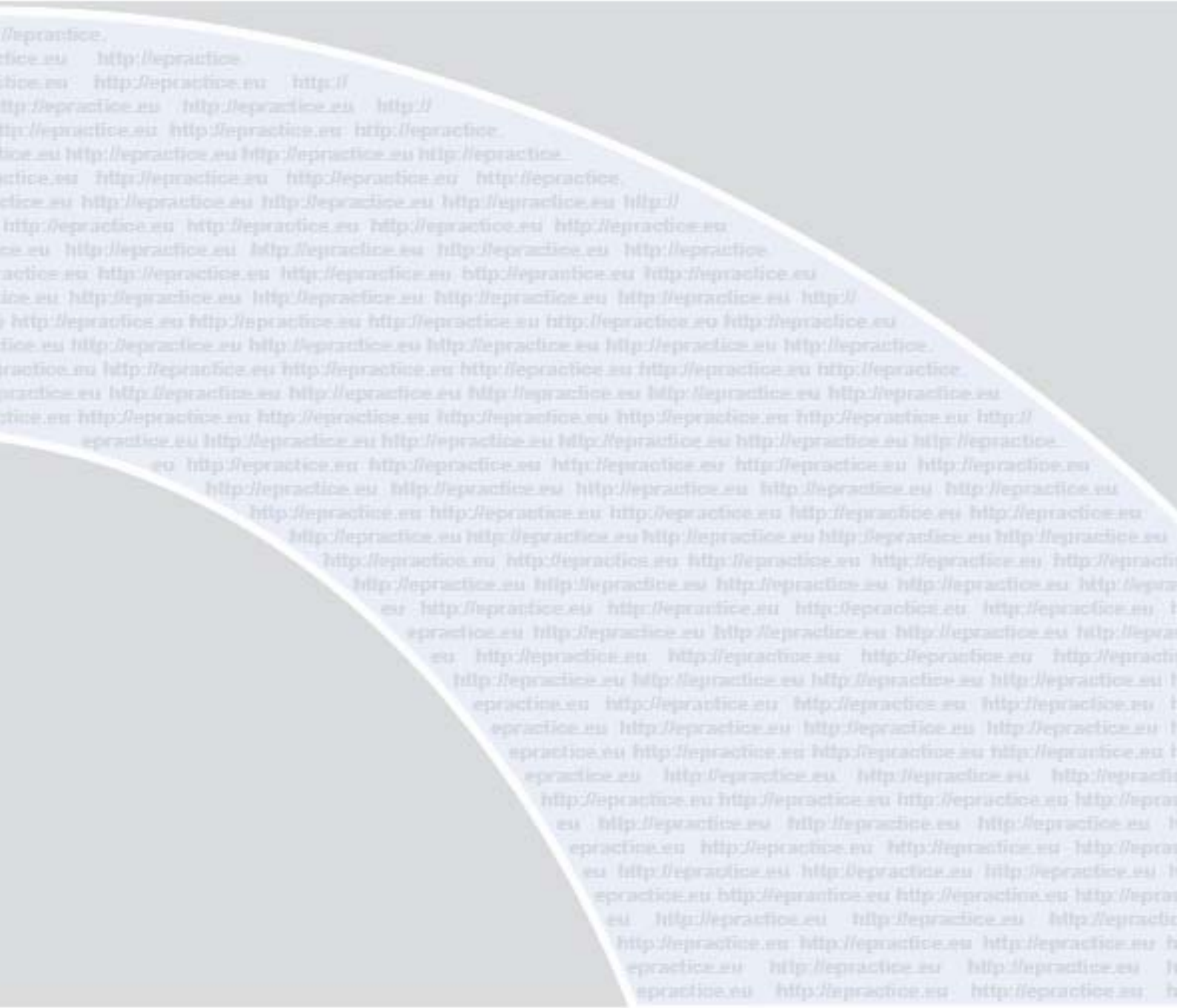
The eInclusion factsheets are one of the epractice.eu services. The factsheets present an overview of the eInclusion status and progress in the European countries.

The eInclusion factsheets are produced and updated once a year.

The eInclusion practice is an initiative of the Directorate General for the Information Society and Media, European Commission.

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