

[eInclusion in]

France



ICT & Ageing

Geographic Digital Divide

eAccessibility

eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile

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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 France. 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): 64 350.7 inhabitants (2009)

GDP at market prices: 163 891.1 million Euro (2009)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 108.0 (2009)

GDP growth rate: -2.6 % (2009)

Inflation rate: -0.1 % (2009)

Unemployment rate: 9.5 % (2009)

Government debt/GDP: 78.1 % (2009)

Public balance (government deficit or surplus/GDP): -7.5 % (2009)

Source: [Eurostat](#)

Area: 550 000 km²

Capital city: Paris

Official EU language: French

Currency: Euro

Source: [Europa website](#)

Information Society Indicators

Percentage of households with Internet access: 63 % (2009)

Percentage of households with broadband connection: 57 % (2009)

Percentage of individuals regularly using the Internet: 65 % (2009)

Percentage of individuals using the Internet for uploading self-created content: 17 % (2008)

Percentage of individuals using the Internet for reading online newspapers/magazines: 24 % (2009)

Percentage of individuals using the Internet for finding information about goods and services: 60 % (2009)

Percentage of individuals using the Internet for seeking health-related information: 37 % (2009)

Percentage of individuals using the Internet for looking for a job or sending a job application: 16 % (2009)

Percentage of individuals using the Internet for doing an online course: 7 % (2009)

Percentage of individuals using the Internet for seeking information with the purpose of learning: 51 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 36.0 %, downloading forms 26.6 %, returning filled forms 21.5 % (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

October 2010

- ▶ The Prime Minister, Francois Fillon, received on 26 October, 2010 a report from Senator Hervé Maurey on models of investment in very high speed electronic communications networks ([Réussir le déploiement du Très Haut Débit : une nécessité pour la France](#)), which claims that investment in such networks is a necessity for France. The report stresses the importance of industrial issues, and of economic and societal deployment of next generation networks, including fibre optics, which represents a considerable investment for the next decade. It also makes several recommendations to enable effective digital development planning for the future master territorial and national high speed networks.
- ▶ The charter of the '[Right to Oblivion](#)' (*Droit à l'oubli numérique*), in collaborative sites and search engines, aims to ensure that the privacy of the user is respected. This can be achieved by allowing users to have better control over the publication of data. The charter was signed on 13 October 2010, by collaborative sites (mainly social networks, blogs and forums) and search engines led by Nathalie Kosciusko-Morizet, the Secretary of State for Planning and Development of the Digital Economy. It ensures compliance with the privacy of Internet users. The ten signatories committed themselves:
 - to improve the transparency of the process by which data is published in the Internet;
 - to make it easier for a person to manage personal data on the web;
 - to educate consumers and protect the minors.

September 2010

The city of Brest (north-western France) launched a [Call for Multimedia Projects](#) aiming to favour social cohesion and to promote assisted access to Information and Communication Technology (ICT), as well as the acquisition of digital competences and the use of multimedia. The deadline for projects' submission was 24 September 2010.

The city of Brest authorities remarked that the impetus of the call was the fact that those who had neither the skills, nor the opportunities to use multimedia tools were excluded from digital culture, while, at the same time, blogs, Wikipedia, government and non profit websites could broaden opportunities to access knowledge and culture.

Eligible applicants were non-profit organisations as well as groups or individuals presenting a project supported by the voluntary sector at local level. City's support would be grants, multimedia, or assistance in implementing a project.

August 2010

www.franel.eu is a free-of-charge platform for learning Dutch or French as a second language. Accessible online via a personal computer or a mobile phone, the classes of Franel.eu make use of actual regional TV shows. In the frame of an inter-regional programme involving Belgium and France, three universities have cooperated to develop the eLearning platform by exploiting existing regional TV programmes. The partners are the Catholic University of Leuven, the regional TV of Western Flanders,

the Charles de Gaulle - Lille III University, the TV channel WEO, the Mons University and the regional TV of Hainaut, NoTélé. The objective is to enhance the language skills of the participants and to promote exchange and mutual understanding about culture, the economy and the daily life in the neighbouring region. In August 2010, Fanel.eu have already had 30 000 registered users.

April 2010

France is a participant country in the [VERITAS](#) (Virtual and Augmented Environments and Realistic User Interactions to achieve Embedded Accessibility DesignS) project, which announced the [VERITAS European Survey](#). The questionnaires of the survey were designed to identify the industrial user needs of designers and developers per application sector in terms of procedures followed in the case of new products and their potential relation with those who are older or disabled. The results from its evaluation will become the basis to implement appropriate tools and methodologies in order to increase awareness and the need for accessibility.

VERITAS is funded by the 7th Framework Programme on the theme of 'Accessible and Assistive Information and Communication Technologies'. The € 12 million accessibility research and development effort, will last for 48 months and brings together 32 European organisations from all over Europe. VERITAS aims to develop, validate and assess tools for built-in accessibility support of ICT and non-ICT products under a holistic framework.

March 2010

The kick-off meeting of [MIG@NET](#), a project dedicated to the study of migrant participation in transnational digital networks, took place on 11 and 12 March 2010 in Athens, Greece.

MIG@NET undertakes the task of researching and analysing the ways in which migrants participate in the production and proliferation of transnational digital networks. It will furthermore explore the effect of transnational digital networks on migrant mobility and integration.

The project consortium gathers partners from eight countries, including France, funded under the Seventh Framework Programme, Specific Programme on Co-operation, theme 'Socio-economic Sciences and Humanities'.

February 2010

The programme '**Living at home**' (*Vivre chez soi*), was launched in February 2010, aiming to help older people live at their own home. A [report](#) (in French with a two-page summary in English) presented on 17 June 2010 by the Secretary of State for the Elderly (*Secrétaire d'État en charge des Aînés*), proposed 18 actions to promote ageing at home. The resulting 18 priority actions targeted three objectives: improving the living environment of the aged, **access to new technologies** and to public services addressed to the individual.

News 2009 and before

2009

- ▶ The law on the 'Fight against the digital divide', published in the Official Journal on *18 December 2009* ([Loi n° 2009-1572 du 17 Décembre 2009 relative à la lutte contre la fracture numérique](#)), covers significant eInclusion issues. This law, which is part of a deployment strategy for high throughput in all territories, puts in place policy instruments for the deployment of high speed broadband in rural areas and, moreover, establishes the creation of a **fund for regional digital development**. It also contains provisions for facilitating transition to digital television.

- ▶ A new certificate called '[Broadband for all](#)' (*haut débit pour tous*) was launched on *3 December 2009* by the Minister for Rural Spaces, Town and Country Planning, Michel Mercier, the Minister for Industry, Christian Estrosi, and the Secretary of State in charge of Planning and the Development of the Digital Economy, Nathalie Kosciusko-Morizet.

This initiative, aimed to encourage the development of economically and technically satisfactory offers for broadband Internet access and to enable users to identify (via the '*haut débit pour tous*' website) various offers for broadband access around France for a maximum price of € 35 per month, with the equipment included. Several operators have expressed their interest in the 'Broadband for all' certificate and in proposing offers in line with the aforementioned financial and technical specifications. The effort is part of the French Government's '[Digital France 2012](#)' plan to equip all French households with an Internet connection of at least 512 Kbit/s by the end of 2012.

2008

- ▶ The [Development Plan for the Digital Economy \(2008 - 2012\)](#) (*France Numérique*) usually referred to as 'Digital France', was unveiled in *October 2008* by the Secretary of State to the Prime Minister, with responsibility for forward planning, the assessment of public policies and the development of the digital economy. The plan aimed to enhance the presence of France in digital technologies. Actions relevant to eInclusion are the pleas to enable all citizens to have access to all digital networks and services and to increase and diversify the use of such services.

Among the relevant planned measures, focus was placed on the development and availability of the infrastructure for everyone, over the entire territory, with a set target of 100 % access to fixed broadband Internet in the near future. Moreover, the plan set out actions aimed at deploying new very high-speed broadband infrastructures and specific plans for the further development of public access to Internet places and the inclusion of the elderly.

- ▶ The French region of Poitou-Charentes launched a new initiative aimed at improving access to the Internet for disadvantaged sections of the population. As part of its regional 'Digital plan', the local authority provided low-income households with subsidised Internet access and assistance in the purchase of a computer. In this way, residents in social housing in Poitiers and Chatellerault were able to access the Internet at reduced costs, namely just € 15 per month for a speed of 1 Mbit/sec, combined with unlimited IP telephone access for France and a large number of other countries.

The region's authority established a partnership with a local company to offer reconditioned computers, with screens, to disadvantaged households for a price of between € 120 and € 150, including one year's guarantee and home installation. Various training programmes and support actions were also employed to reinforce the impact of the initiative.

- ▶ The EC-funded MeAC project ('Measuring Progress of eAccessibility in Europe') published in *June* a first series of country profiles for European countries. The profiles provide an overview of relevant policies and levels of eAccessibility actually achieved in nine EU Member States, as well as in the United States. They offered an opportunity to learn more about the current state of affairs, covering a wide range of topics such as accessibility of national websites and telecoms products and services, accessibility in public procurement.

The MeAC project also published an eAccessibility benchmarking report covering 25 EU Member States, Australia, Canada and the USA. Additional country profiles were planned to be published on the project's website in the following weeks, covering further EU Member States, Canada and Australia.

2007

In *September 2007*, a new European quality label for web accessibility was launched in a joint Belgian, French and Spanish initiative. Baptised [Euracert](#) (European eAccessibility Certification), the new certification paved the way for a common European accessibility label. Euracert was the first European quality label of its kind aimed at helping people with disabilities access the Internet. Partners invited

other countries to join the initiative, which aimed to become a starting point for the establishment of a single European accessibility label by 2010.

Public and private organisations interested in obtaining the Euracert label had first to have obtained the relevant national label for their country and then were able to apply for the Euracert label. The label was to be awarded following an initial audit phase in which the accessibility of the site were evaluated in line with the international WAI ([Web Accessibility Initiative](#)) recommendations. The label was to remain valid for two years.

2004

- ▶ eInclusion of deaf people could benefit from new and innovative applications that would enable them to access public services. The services, presented on *26 January 2004* by the Mayor of the southern city of [Toulouse](#) and the French State Secretary for State Reform, were meant to help deaf citizens understand administrative procedures and to facilitate their communication with civil servants. A videoconference system, coupled with an electronic translator, enabled administrative agents to deliver information in sign language at the counter, either from pre-recorded messages or live. In addition, selected contents of the city's website were translated into sign language and made available online through short movies or animations.

The systems were developed by the [Toulouse IT Research Institute](#) and [WebSourd](#), the French organisation that promotes web accessibility for deaf people.

- ▶ According to a report presented to the French Government on *20 January 2004*, France had to take urgent actions to improve the accessibility of its eGovernment websites. The report, which was commissioned by the Government in mid-2003, identified specific needs and formulated guidelines to improve access for disabled people to information and communication technologies (ICT).

Recommendations made by the report included the creation of mandatory accessibility guidelines for government websites, the facilitation of recruitment of disabled people by the public administration, the adaptation of public kiosks to the needs of disabled users, among others.

The French Agency for the Development of Electronic Administration (ADAE) was expected to publish guidelines for the development of government websites in the near future. Meanwhile, the government announced that by 2007 all public websites were to be accessible to disabled users.

eInclusion Strategy

Main strategic objectives and principles

eInclusion policies

French policies on eInclusion are part of mainstream general policies on social welfare, the fight against poverty, social inequality and the related efforts towards the return to employment. The most important policy document, which sets the high level agenda for eInclusion is the [Development Plan for the Digital Economy \(2008-2012\)](#) (*France Numérique*), usually referred to as 'Digital France'. Unveiled in October 2008 by the Secretary of State to the Prime Minister, with responsibility for forward planning, the assessment of public policies and the development of the digital economy, the plan aims to enhance the presence of France in digital technologies. To this end, it formulates over 150 actions which are structured around four core priorities. Of those, the most important for eInclusion are the pleas to enable all citizens to have access to all digital networks and services, and to increase and diversify the use of such services.

Among the relevant planned measures, focus has been placed on the development and availability of the infrastructure for everyone, over the entire territory, with a set target of 100 % access to fixed broadband Internet in the near future. Moreover, the plan sets out actions aimed at deploying new very high-speed broadband infrastructures.

The plan also addresses digital content, made available via the transition to digital TV. Actions included aim at the availability of such content and services to all citizens.

Direct participation (and therefore inclusion) of citizens in public decision-making processes, such as, for example, online consultations and ePetitions is foreseen by the Development Plan, via the enhancement of **digital trust**. This has been under way since 2009, in the form of an electronic identity card (eID) for each citizen, based on a highly secure eSignature standard.

Specific actions are also proposed for the further development of public access to Internet places and the inclusion of the elderly.

Planned actions on digital public spaces

Action 26 of the Development Plan (2008-2012) refers to the further development of Digital Public Spaces ([Espaces Publics Numériques](#), EPNs), in addition to those already in operation (approx. 4 000 in 2008, when the plan was published). The following measures have been proposed:

- ▶ Stimulate the creation of 1 000 new generation EPNs for mixed-use, i.e. open to the general public, adaptable to new uses and associated with local public services (schools, universities, hospitals ...) and even penal institutions such as prisons.
- ▶ Involve EPNs in the application of public policies in education, culture, employment and social inclusion.
- ▶ Develop tools and services to facilitate the mission of EPNs: media training and skills assessment, assistance on questions of law on the Internet and tools for sharing online resources.
- ▶ Develop poles of attraction inside EPNs targeted at digitally excluded groups such as the seniors, the disabled and all those in need of social integration.

Planned actions for the aged

Action 27 of the Development Plan (2008-2012) refers to the promotion of the use of digital technologies by seniors. Specific measures proposed:

- ▶ Launch an initiative in 2009, based on the mechanism of human services and coordinated by the National Agency for Services to the Individual ([Agence Nationale des Services à la Personne](#), ANSP), aimed at the creation of an integrated 'hardware-connectivity-training' package targeting the aged.

- ▶ Launch an initiative in 2009 on home maintenance, coordinated by the 'Delegation on the Usage of the Internet' ([Délégation aux Usages de l' Internet](#), DUI), the ANSP, the Directorate General of Social Cohesion ([Direction Générale de la Cohésion Sociale](#)) of the Ministry of Employment, Solidarity and Civil Service ([Ministère du Travail, de la Solidarité et de la Fonction Publique](#)) and other related public agencies.
- ▶ Launch a cross-media campaign to promote trust and usage of ICT among the aged.

Policy initiatives

Two policy initiatives, included in the European Commission's report on [eInclusion public policies in Europe](#), 2009, show the natural bridging of ICT related policies and social/employment policies in France.

- ▶ The launch (16 July, 2009) of the [Proxima Mobile](#) group of projects, within the 'digital component' of the French economic recovery package, aimed at fostering the development of a portal for accessing a large set of geo-localised information and public services through a mobile phone. By the end of 2009, all of the portal's services were made available to the public. The service was designed specifically, but not exclusively, for seniors and job seekers to help them find services in their neighbourhood (e.g. hospitals, drugstores, doctors, post offices, social security agencies, police, etc.), as well as gain access to eGovernment services on their mobile phone. This portal was the first of its kind in Europe made accessible via mobile phones.
- ▶ The proactive collaboration among (e)Inclusion French institutional actors, the 'Delegation on the Usage of the Internet' ([Délégation aux Usages de l' Internet](#), DUI), the Ministry of Housing, and the 'New Agency for Active Solidarity' ([Agence nouvelle des Solidarités Actives](#), ANSA). This collaboration aims at facilitating the return to employment of the most vulnerable categories of citizens, by ensuring access to built-in ICT tools and internet connectivity for those living in council housing. Assistance has also been provided by other policy initiatives, namely 'Public Internet Access Points', 'Job search' and 'Active solidarity policies'. The latter has gained speed and momentum after a series of successful pilot projects managed by DUI and ANSA, under the 'ICT and inclusion' social experimentation programme ([TIC et insertion](#)) which started in 2008.

Measuring instruments

Studies to measure the effectiveness of eInclusion policies in France have been performed and can provide useful feedback. The most important one was commissioned in 2008 by the then General Council for information Technologies, presently renamed as the General Council for Industry, Energy and Technology ([Conseil Général de l'Industrie, de l'Energie](#), CGIET) and the national telecom regulator, [ARCEP](#). Entitled 'The diffusion of ICTs in the French society' ([La diffusion des technologies de l'information et de la communication dans la société française](#)), and performed by the CREDOC centre ([Centre de Recherche pour l'Etude et l'Observation des Conditions de Vie](#)), it was a survey on eInclusion-related issues, which went beyond what Eurostat was collecting and together with the next OECD benchmark can provide insight.

In other similar studies, eInclusion indicators have been integrated within a more global analysis of the information society. A good example of this can be found in the study entitled 'Diagnosis of digital Aquitaine' ([Diagnostic de l'Aquitaine numérique](#)) performed every year by the Aquitaine region. Its recent editions include chapters aimed at identifying possible policy initiatives that could enhance internet penetration in the region. This is also supplemented by an information and decision support portal ([Système d'Information et d'Aide à la Décision pour le développement du numérique en Aquitaine](#), SIAD).

eAccessibility

The public agency in charge of this field is the [Directorate-General for State Modernisation](#) ([Direction Générale pour la Modernisation de l'Etat](#), DGME), which is part of the delegated Minister for the Budget,

Public Accounts, Civil Service and State Reform (*Ministre délégué du Budget, des Comptes publics, de la Fonction publique et de la Réforme de l'État*). Previously, the agency was called the ADAE.

The history of developments in relation to web accessibility in France goes back to the Recommendations from the Inter-ministerial Committee on State Reform (CIRE) of November 2000, which stated that all public web sites should become accessible to the visually impaired. In July 2003, the CISI Committee (*Comité Interministériel pour la Société de l'Information*) published decisions, among which the principle of making web accessibility mandatory for public on-line services, and the development of a web accessibility label with the [BrailleNet](#) Association, in line with WCAG 1.0. The consequences of this decision were publication of a reference document based on BrailleNet's [Accessiweb](#) early in 2004; and the drafting of article 47 of law n° 2005-102 of 11 February 2005 (see following chapter on legislation).

More recently, France has developed an eAccessibility action plan. On this basis, a guidelines document for accessibility in administration ([Référentiel Général d'Accessibilité des Administrations](#), RGAA) was launched at the end of 2007. The guidelines integrated relevant rules, conditions of accessibility, auto-evaluation methods and training; they also included an enforcement scheme. The latest version of the guidelines document (version 2.2.1 of 16 November 2009) has included the recommendations of WCAG 2.0.

The obligation for all public websites (over 10 000 sites involved) to become accessible within 3 years was set by a decree published on 14 May 2009 ([décret n°2009-546](#)). Other measures to aid eAccessibility include an official ministerial website which is to be set up to address general ICT accessibility issues as well as web accessibility. To encourage compliance with the RGAA document, it is planned that, after the three year transition period, web sites are to be randomly assessed in relation to their accessibility and lists of non-compliant sites to become public. Other enforcement mechanisms, including legal enforcement, have not been announced as yet.

[BrailleNet](#), the French organisation acting as a centre of excellence in relation to web accessibility, supports the web accessibility process and provides guidance to interested parties. No specific guidance on the process of procuring accessible web sites has been made available. However, it is clear from the regulatory decree of 14 May 2009 that parties which are covered by it are not allowed to conclude any contacts for design and/or maintenance of their website, undertaken by other parties, if this does not include accessibility.

The Inter-ministerial Committee for Disability (*Comité Interministériel du Handicap*) plans to establish a mailing list of public web masters in order to facilitate exchange of good practice and mutual learning. It will be hosted as part of the official web site on accessibility.

There is no plan to establish any official certification or labelling scheme beyond a voluntary scheme that is already offered by BrailleNet.

Broadband policy and next generation's networks

French policy recognises the importance of the economic and societal deployment of next generation networks, including fibre optics. The view is that such networks will also become an aid in lessening the geographic digital divide. The President of the Republic has announced a target of a 100 % of the population coverage by very high speed broadband by 2025 and the government, in response, has launched an ambitious national programme for its implementation aided by € 2 billion investments' funding for the next decade.

A deployment strategy for high throughput in all territories, encouraging the pooling of operators' networks in smaller towns and the organisation of competition for consumers in densely populated areas is already in operation, aided by the recent law on the 'Fight against the digital divide' (see following chapter on legislation).

A recent report (26 October 2010), compiled by Senator Hervé Maurey, on models of investment in very high speed electronic communications networks ([Réussir le déploiement du Très Haut Débit : une nécessité pour la France](#)) claims that investment in such networks is a necessity for France.

The report makes several recommendations to enable effective digital development planning for the future master territorial and national high speed networks. The strong mobilisation of public authorities on the issue has been verified by the Prime Minister, who has requested that the first milestone of the programme is set in autumn 2011. The results and progress of the first investment patterns and deployments will then be reviewed.

eInclusion Legal Framework

Main legal texts impacting on the development of eInclusion

eInclusion legislation

Law no. 2009-1572 of 17 December 2009 on the fight against the digital divide

Even though there is no general eInclusion legislation in France, a recent law on the 'Fight against the digital divide', published in the Official Journal on 18 December 2009 ([Loi n° 2009-1572 du 17 Décembre 2009 relative à la lutte contre la fracture numérique](#)) covers significant eInclusion issues.

The law, which is part of a deployment strategy for high throughput in all territories, puts in place policy instruments for the deployment of high speed broadband in rural areas and, moreover, establishes the creation of a **fund for regional digital development**. It also contains provisions for facilitating transition to digital television.

eAccessibility legislation

Law for Equal Rights and Opportunities, Participation and Citizenship of People with Disabilities (Law n° 2005-102 of 11 February 2005)

The 'Law for equal rights and opportunities, participation and citizenship of people with disabilities' ([Loi n° 2005-102 du 11 Février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées](#)), provides the most general framework for eAccessibility in France, addressing accessibility of broadcasting, telecommunications, public websites and access to employment. It also addresses access to ICTs for disabled people in public sector employment.

Article 47 makes accessibility of all public online services mandatory. Other provisions include additional public digital communication services such as phone and TV, which must also be made accessible to people with disabilities according to international standards. The law does not further specify the services that are concerned, nor does it refer to specific standards.

The obligation for all public websites (over 10 000 sites involved) to become accessible within 3 years was set by a decree published on 14 May 2009 ([décret n°2009-546](#)). The decree, which concerns the application of article 47 of the law, states the rules, methodology, sets time limits for compliance and obligations for civil servants in charge of public services. Prior to its final form, several versions of the decree were circulated and submitted to the Constitutional Council (*Conseil Constitutionnel*), but were rejected. Even after the Decree was published there was criticism by some Non-Governmental Organisations (NGOs) that the specifications concerning the implementation of the law were poor: no penalties for non-compliance and no organisation to monitor progress.

Article 24 of the law deals with equal treatment at work and forbids discrimination. The law implements the European Directive for employment equality, does not refer to specific forms of ICT applications and instruments. However, special equipment is included within the reasonable accommodations that employers are obliged to make, and could also be interpreted to require accessibility of ICTs and online services in the workplace.

Article 72 provides for the establishment of a national centre for processing phone calls from persons with hearing impairments. Persons with auditory impairments will be able to access emergency communications services, such as calling fire services, police, medical assistance, etc. A decree is under preparation for the creation of this centre. The official technical reference for eAccessibility in France is defined by the aforementioned decree as being the **General Reference Document for Accessibility in Administrations** ([Référentiel Général d'Accessibilité des Administrations](#), RGAA), originally launched at the end of 2007. The guidelines integrated relevant rules, conditions of accessibility, auto-evaluation

methods and training; they also included an enforcement scheme. The latest version of the guidelines document (version 2.2.1 of 16 November 2009) has included the recommendations of WCAG 2.0.

There is no direct legal or regulatory obligation for the accessibility of private websites.

Copyright and services for the print impaired

Law n° 2006-961 relative to copyright and related rights in the Information Society

The law ([*Loi n°2006-961 du 1 août 2006 relative au droit d'auteur et aux droits voisins dans la société de l'information*](#)) creates an exception in favour of people with disabilities (people with a motor, psychological, hearing or visual disability which must be at least 50% assessed against specified relevant standards) concerning copyright in France. The law permits reproduction for personal use of the end beneficiary. It potentially opens up new possibilities to store and distribute electronic files of books for the needs of the disabled. Accredited organisations can also request publishers to provide files of their books in open formats. It is anticipated that some form of accreditation will have to be established for organisations authorised to adapt and distribute content in electronic files.

Public procurement obligations

Law on Confidence in the Digital Economy

Article 3 of the 'Law on Confidence in the Digital Economy' ([*Loi n°2004-575 du 21 juin 2004 pour la confiance dans l'économie numérique*](#)), of 21 June 2004, mentions that all public and private organisations and individuals' working on behalf of public services shall ensure that people with disabilities can access ICT technologies at work. Equal treatment of employees creates an obligation that electronic equipment and software tools are made accessible; this means that relevant public procurement contracts should include such obligations. The European Procurement Directive ([*2004/18/EC*](#)) has been transposed; this also encourages inclusion of accessibility provisions in public procurement contracts.

eCommunications legislation

Code for post and electronic communications

The 'Code for Post and Electronic Communications' ([*Code des postes et des communications électroniques*](#), 25 July 2010) document is a legislative compilation of many laws and regulations, and imposes general obligations in relation to telecom's accessibility for the disabled, particularly in article 35.

This document mentions provisions of equipment and tariff supports. 'Social tariffs' were originally defined in decree no 99-162 of 8 March 1990 to facilitate access to telecommunications services for the disabled. This imposed obligations on France Telecom as the Universal Service provider to implement social tariffs.

The National Authority for Electronic Communications and Post Services and the Higher Audiovisual Council ([*Conseil Supérieur de l'Audiovisuel*](#), CSA), have responsibility for the follow up of accessibility measures in telecommunication services. Some private operators also provide accessible services, which are part of their commercial policy.

Broadband

Law on the fight against the Digital Divide

The law on the 'Fight against the digital divide', ([Loi n° 2009-1572 du 17 Décembre 2009 relative à la lutte contre la fracture numérique](#)) is part of a deployment strategy for high throughput in all territories and puts in place policy instruments for the deployment of very high speed broadband in rural areas. Enabled by this, the first studies in relation to new high speed networks have already been conducted and strategic targets have been set for 100 % coverage of the country by 2025.

Broadcasting

Article 74, Law for Equal Rights and Opportunities, Participation and Citizenship of People with Disabilities (Law n° 2005-102 of 11 February 2005)

Article 74 of the main eAccessibility law (n°2005-102, see above) states that television channels whose annual audience exceeds the 2.5 % of the overall television audience in France have to provide fully accessible programmes by 2010. The Higher Audiovisual Council ([Conseil Supérieur de l'Audiovisuel](#), CSA) regulates the industry. Some analogue TV channels provide limited accessibility services, but, at present, there is no regulation on subtitles, sign language interpretation or audio description.

Digital Television

Provisions aimed at facilitating the transition to digital terrestrial television are included in the recent law on the 'Fight against the digital divide'.

According to the law, these provisions as well as the procedures for the digitisation of broadcast transmitters for digital terrestrial television are to be set by the Higher Audiovisual Council ([Conseil Supérieur de l'Audiovisuel](#), CSA). In addition, the law makes it compulsory that arrangements for financial support to all people concerned are planned. This includes new equipment for reception and support for homes located in the 'gray areas' of digital TV reception. The text provides for the establishment of committees in government departments implicated in the transition process.

eInclusion Actors

Main roles and responsibilities

National eInclusion

Policy/Strategy

State Secretariat for Planning and Development of the Digital Economy (*Secrétariat d'État chargée de la Prospective et du Développement de l'économie numérique*)

The secretariat is responsible for all aspects of Information Society policy and planning, including ICT for inclusion. It played a key role in the recent report (26 October 2010), compiled by Senator Hervé Maurey, on models of investment in very high speed electronic communications networks ([Réussir le déploiement du Très Haut Débit : une nécessité pour la France](#)).

Directorate General for the Modernisation of the State (*Direction Générale pour la Modernisation de l'Etat, DGME*)

DGME belongs to the [Ministry for the Budget, Public Accounts, Civil Service and State Reform](#) (*Ministère du Budget, des Comptes publics, de la Fonction publique et de la Réforme de l'État*) and is responsible for the transformation of the State so that it becomes efficient and more able to serve its citizens. The Directorate is responsible for policies and their implementation regarding all aspects of accessibility of all public online services, including websites, phone and TV. The former acronym of the agency was ADAE.

Directorate General of Social Cohesion (*Direction Générale de la Cohésion Sociale, DGCS*)

DGCS belongs to the [Ministry of Employment, Solidarity and Civil Service](#) (*Ministère du Travail, de la Solidarité et de la Fonction Publique*). Social inclusion belongs to its core mission, while the digital economy is recognised by its manifesto ([Dossier de présentation, 2010](#)), as being one of the enablers for its achievement. The DGCS also has the responsibility for designing and coordinating new social initiatives ('experiments') serving its mission.

Coordination

State Secretariat for Planning and Development of the Digital Economy (*Secrétariat d'État chargée de la Prospective et du Développement de l'Economie Numérique*)

The secretariat has a coordination role in high importance, large-scale ICT projects.

Directorate General for the Modernisation of the State (*Direction Generale pour la Modernisation de l'Etat, DGME*)

DGME has a coordination role for actions on accessibility of all public online services, including websites, phone and TV.

Implementation

Ministry of Economy, Industry and Employment (*Ministère de l'Economie, de l'Industrie et de l'Emploi*)

The ministry is in charge of electronic communications and their regulation, including implementation. It also represents the country in international activities and fora.

Ministry of Rural Areas and Regional Planning (*Ministère de l'Espace Rural et de l'Aménagement du Territoire*)

The ministry is responsible for bridging the geographic digital divide, especially in rural areas, as well as the planning and implementation of telecommunication infrastructure in such areas. The ministry

contributed to the recent report (26 October 2010), compiled by Senator Hervé Maurey, on models of investment in very high speed electronic communications networks ([Réussir le déploiement du Très Haut Débit : une nécessité pour la France](#)).

Support

General Council for Industry, Energy and Technology (*Conseil Général de l'Industrie, de l'Energie et des technologies, CGIET*)

On 1 February 2009, the General Council for Mines and the General Council for Information Technology merged to create the General Council for Industry, Energy and Technology (CGIET), (Decree No. 2009-64 of January 16, 2009). The CGIET incorporates the functions of the two former councils and is under the direct authority of the Minister for Economic Affairs ([Ministre de l'Économie, de l'Industrie et de l'Emploi](#)) who chairs the committee. Sectors of the CGIET relevant to eInclusion are: 'Technology and Society' and 'Innovation, Competitiveness and Modernization'.

The Council has been charged with inspections, coordinated by a relevant committee, with decentralised services and public institutions under supervision in, areas such as industry and electronic communications.

Delegation on the Usage of the Internet (*Délégation aux Usages d'Internet, DUI*)

The delegation (DUI) operates within the [Ministry of Research and Higher Education](#) (*Ministère de l'Enseignement Supérieur et de la Recherche*) and promotes proactive collaboration for spreading the use of the Internet and eInclusion. The DUI, along with the [New Agency for Active Solidarity](#) (*Agence nouvelle des Solidarités Actives, ANSA*), undertake projects on eInclusion, aided by the 'ICT and inclusion' ([TIC et insertion](#)) social experimentation programme which started in 2008.

Inter-ministerial Committee on Disability (*Comité Interministériel du Handicap*)

The Committee is under the authority of the Prime Minister and is composed of all ministers involved in disability policies. Its Internet host will be the forthcoming official website on accessibility. Its mission is to aid social cohesion and to engage in dialogue with social organisations aiming for more effective engagement of the services provided by the State.

eInclusion Who's Who

Main eInclusion decision-makers and executives

Ministers responsible for eInclusion



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Source: <http://www.modernisation.gouv.fr/>

eInclusion Areas

Riga Declaration Priorities

ICT & Ageing

Status in ICT & Ageing

It is evident from statistics that the elderly do not, in general, use ICT in their daily activities. France presents a better than average picture in this respect. The European Commission's report on 'Europe's Digital Competitiveness' for 2010 puts the index on regular Internet use for those between 65 and 74 for France at 0.38, as opposed to an EU-27 average of 0.33. This was also confirmed for digital skills: the issue of the same report for 2009 showed a relatively low disparity in digital skills observed between those in the 65-74 age group (index at 0.35) and the EU-27 average (index at 0.30) for the year 2008. We should note here that the lower the value of this index, the higher the level of disparities it represents.

France recognises that the digital divide is pronounced among the elderly. According to a study on 'The diffusion of ICTs in the French society' (*La diffusion des technologies de l'information et de la communication dans la société française*), performed by the CREDOC centre (*Centre de Recherche pour l'Etude et l'Observation des Conditions de Vie*) in January 2008, the percentage of seniors aged between 60-69 years and connected to the Internet was at 40 %; this figure dropped down to only 11 % for those over 70 years of age.

From the demographic point of view, predictions by an [OECD](#) report in 2005 showed that in France, the proportion of persons aged 65 and over to the working-age population will double to 58 % by 2050. The report suggested, among other issues, policies to ensure the employability of older workers.

Actions to support ICT & Ageing

'Living at home' programme

A programme '**Living at home**' (*Vivre chez soi*), launched in February 2010, aims to help older people live at their own home, a wish shared by most seniors. A [report](#) (in French with a two-page summary in English) presented on 17 June 2010 by Nora Berra, Secretary of State for the Elderly (*Secrétaire d'État en charge des Aînés*), proposed 18 actions to promote ageing at home. The actions were the result of six working groups, whose work identified essential tools and concrete measures to be implemented by the public authorities. The [Age Platform-Europe](#) organisations in France (namely CFR, Aînés Ruraux, Old'up, FNAR and others) as well as other stakeholders, were consulted on issues such as age discrimination, insurance (including health complementary insurance) and taxation. [Age Platform-Europe](#) welcomed the global approach of the French initiative as an example of best practice in Europe which encourages economic stakeholders to take demographic change into account.

The resulting 18 priority actions target three objectives: improving the living environment of the aged, **access to new technologies** and to public services addressed to the individual. In particular, measures related to eInclusion are:

- ▶ **Axis 2:** Facilitating access to services and technologies of ageing at home.
 - Measure 9: Launch a communication campaign dedicated to technologies and services of ageing at home.
 - Measure 10: Facilitate seniors' access to the Internet.
 - Measure 11: Encourage the provision of home automation.

- Measure 13: Create an investment fund dedicated to companies developing smart devices promoting ageing at home.
- ▶ **Axis 3:** Helping the modernisation of services addressed to the individual.
 - Measure 14: Create a centre of reference and expertise for jobs and skills in the field of health and social security.
 - Measure 16: Develop the certification of solutions to optimise services for the elderly.
 - Measure 17: Encourage the development of multi-service call centres in the social and socio-medical fields.

Geographic Digital Divide

Status of Common Access to Electronic Content and Services (FRANCE)

As remarked in the European Commission's 'Europe's Digital Competitiveness' report for 2010, fixed broadband penetration is relatively high in France at a penetration rate of 50 % as opposed to an EU-27 average of 24.8 %; this corresponds to the 6th place among the EU-27 Member States. The last two years (2008-2009) saw a near 3 percentage point increase in fixed broadband subscribers.

The corresponding report for 2009, also remarks that comparing 2009 results with the broadband penetration rates shows that countries such as France, with lower broadband penetration rates than others such as Luxembourg or Finland, are closer to the best performing countries in overall broadband performance due to more positive results in competition, prices and speeds. France, however, is marred by a non-competitive socio-economic context, even though it belongs to the group of EU-27 countries which showed the biggest increases in regular Internet use between 2005 and 2009.

A notable exemption for France is the use of the mobile phone for advanced communication services, where the country lags behind (18th position in EU-27 for 2009).

Actions to support Common Access to Electronic Content and Services (FRANCE)

Action 26 of the Development Plan (2008-2012)

Action 26 of the Development Plan (2008-2012) refers to the further development of Digital Public Spaces (*Espaces Publics Numériques*, EPNs), in addition to those already in operation (around 4 000 in 2008, when the plan was published). Specific measures proposed by the plan refer to the creation of 1 000 more such centres addressing a wider audience (for example schools, universities, hospitals), as well as extending the range of their activities to attract socially excluded groups.

Netpublic portal

The [Netpublic](#) portal, created by the [Delegation on the Usage of the Internet](#) (*Délégation aux Usages d'Internet*, DUI) provides information on EPNs, the activities they offer and facilitates their research. Aiming to facilitate the social appropriation of digital culture, the NetPublic portal is accessible to all.

Association CRÉATIF portal

The [Association CRÉATIF](#) portal is a collective of various initiatives promoting public access to the Internet. Its objective is to offer access to networks and media, in particular to those who due to social or geographic isolation, low income, job insecurity and lack of employment are excluded. The association supports EPNs and all efforts for public access points to the Internet.

Other actions

The President of the Republic has announced a target of a 100 % population coverage by very high speed broadband by 2025. The government, in response, launched an ambitious national programme for its implementation aided by € 2 billion investments' funding for the next decade. The deployment strategy for high throughput in all territories is aided by the recent law on the 'Fight against the digital

divide' and a recent report (26 October 2010) on models of investment in very high speed electronic communications networks ([Réussir le déploiement du Très Haut Débit: une nécessité pour la France](#)), which makes several recommendations to enable effective digital development planning.

eAccessibility

Status of eAccessibility

Since 14 May, 2009, in France there is an obligation for all public websites (over 10 000 sites involved) to become accessible within 3 years. A repository, called the RGAA (general reference accessibility for administrations) must also be maintained.

According to the results of the [Measuring progress of eAccessibility in Europe](#) (MeAC) project, the results of the evaluation for WCAG 1.0 Level A accessibility criteria (using automatic and manual methods of evaluation) for France, as measured in 2008, were as follows:

- ▶ None of the selected public websites passed even the automatic evaluation.
- ▶ None of the sectoral / commercial websites passed even the automatic evaluation.

For telecommunication services, the following situation was identified by the same study in 2008:

- ▶ The main emergency number (112 or other) was not yet directly accessible by means of text telephones.
- ▶ Only a video relay service was available. On the National Disability Conference held in June 2008, the French President announced that a text relay service would be created soon. An experimental text relay service was expected to be opened at the end of 2008.
- ▶ Of the two main mobile telephony operators, one operator provided eAccessibility-related information to customers with disabilities via its website. Neither of them offered models that were labelled as hearing aid compatible via their online sales channel.

The successor of the above study [Monitoring eAccessibility \(2009-2011\)](#), which is still in progress, assesses the level of accessibility in public websites in comparison with legislative provisions and the deadline for implementation of WCAG 2.0. The assessment is given as the percentage of the websites is still lagging behind the deadlines. The results for France for 2010 are still pending.

Actions towards eAccessibility

AccessiWeb

['AccessiWeb'](#) provides documentation, services (label, audits and training), and a professional working group. The label 'AccessiWeb' was created by the association BrailleNet in 2003. It certifies the conformity of a website with the WCAG 1.0 through 3 levels and 92 criteria: Bronze, Silver and Gold. There is no link between the label and the legislation / regulations on accessibility of public websites. The label is on a voluntary basis, it requires an audit by BrailleNet or authorised organisations. The websites which have obtained the label are displayed in a Gallery on the [AccessiWeb](#). Even though there is no official label for Web Accessibility in France, AccessiWeb is a de facto national label. Association BrailleNet has developed a contractual policy with public administrations for auditing their websites and displaying the 'AccessiWeb' label.

'Sign On Line' service

'Sign On Line' (*Signes en Ligne*) was part of a national programme aiming to support access to public services for the deaf and the hearing-impaired who have to use sign language. Through this, a deaf person could come to the '*Signes en Ligne*' counter of his local government office at a certain time and the public sector employee would connect via internet videoconferencing to a French sign language translator. The service is currently provided by the organisation [Websourd](#).

Several municipalities (Toulouse, Paris, Villeneuve d'Asq, etc.) and administrations (social services, tax services) have implemented the Websourd system to improve accessibility of their services. Two services are provided: translation of administrative procedures in French sign language, and access to French sign language translations of documents on the Web.

The [Websourd](#) portal is the first national portal for information in sign language, organised around three worlds (News, Practice, Magazine) and including a space dedicated to deaf job seekers and businesses.

National Union for the Social Integration of the Hearing Impaired

The **National Union for the Social Integration of the Hearing Impaired** ([Union Nationale pour l'Insertion Sociale du Déficient Auditif](#), Unisda) unites the major associations representing the deaf or hard of hearing in France. It provides guidance and advice to the public, as well as all disability-related government bodies.

'Centre de la Gabrielle' initiative

The '[Centre de la Gabrielle](#)' is an initiative of the '*Mutualité Fonction Publique*' which promotes socio-economic values and practices. Based on the principles of solidarity and social innovation, it has worked since its creation in 1972 to develop various initiatives for children, adolescents and adults with intellectual disabilities.

BrailleNet

BrailleNet, offers the Server *Hélène* environment, serving the visually impaired by supplying francophone works across all areas of publishing, including literature, textbooks and documentation. It also operates the *Hélène* Library Association ([Bibliothèque Hélène](#)); an on-line public library whose website and books are accessible to the visually impaired using international accessibility guidelines and standards (W3C/WAI and NISO Z39.86). Registration is free and subject to producing a medical certificate.

Digital Literacy and Competences

Status on Digital Literacy and Competences

Digital literacy and competences in France generally rate higher than the European average. The European Commission's 'Europe's Digital Competitiveness' reports for 2009 and 2010, show that France has achieved a relatively satisfactory index of regular use of the Internet by the 'At Risk' Groups', at 0.75 against an EU-27 average of 0.68. Further numerical evaluations by these reports show that:

- ▶ the index on 'Digital Literacy by Risk Groups and Country' was at 0.77 (having risen by 0.03 from 2007 to 2008) for the 'Riga Total-at-Risk Groups' for the year 2009, as opposed to a corresponding European (EU-27) average of 0.71;
- ▶ the index of 'Digital Literacy Disparities in At-Risk Groups by Country' was at 0.73 for the year 2007, as opposed to an EU-27 average of 0.68. This shows that the country had a lower level of disparity compared to the European average, even though the situation was reversed for the age group between 65 - 74, where the index was well below the EU-27 average at 0.22 (against a 0.29 for EU-27);
- ▶ use of the Internet for learning purposes has been on a steep increase in France. The country had the third highest reported increase in internet use in Europe (by 74 %, after Portugal and Finland) for this purpose, between 2007 and 2009.

Actions towards stimulating Digital Literacy and Competences (FRANCE)

Action 26 of the Development Plan (2008-2012)

Action 26 of the Development Plan (2008-2012) refers to the further development of Digital Public Spaces ([Espaces Publics Numériques](#), EPNs), in addition to those already in operation (approx. 4 000 in

2008, when the plan was published). Measures proposed include the creation of 1 000 new generation EPNs for mixed-use, i.e. open to the general public, adaptable to new uses and associated with local public services (schools, universities, hospitals ...) and even penal institutions such as prisons. There is also a general plea to involve EPNs in the application of public policies in education and social inclusion and to equip them with tools developed for media training and skills' assessment.

Other actions

- ▶ With the start of 2010, the national education authorities continue their efforts to spread the use of online tools such as the virtual desktop and the notebook of digital text. With the start of 2010, the use of digital workspaces and digital text books became widespread. Digital workspaces have become accessible via an interactive portal for all stakeholders (students, teachers, parents, management personnel, local authorities, local partners, government, etc.). Each student has access to a virtual office allowing online access to his schedule, his book of electronic text, notes, resource materials or course elements provided by teachers. It also allows collaboration with peers. For parents, this is a tool to gain visibility on real-time school work. Currently, two thirds of all schools have begun their transition to digital workspaces; a process that lasts from two to four years. At present, 1 800 secondary schools have already transitioned with 2 million user accounts. This number is expected to reach 5 000 by the end of 2012.
- ▶ Local initiatives such as the 'Multimedia and Internet Monitoring' (*'Médiation Multimédia et Monitorat d'Internet'*) curriculum recently put together and proposed as a remote-learning training by the [University of Limoges](#).

eInclusion and Cultural Diversity

Status on eInclusion and Cultural Diversity

Following the Riga Dashboard, the 'Index of Regular Internet Use in At-Risk Groups by Country', compiled by the European Commission's 'Europe's Digital Competitiveness Report' (2010), evaluates France at a better than average 0.75 for the 'Riga Total-at-Risk Groups' as opposed to a corresponding European (EU-27) average of 0.68.

As reported by the same source, the dominant social networking site is Facebook, having superseded the local site Skyrock after 2007.

Actions towards eInclusion and Cultural Diversity

Matters of cultural diversity and social inclusion in France fall within the areas of responsibility of the [Ministry of Immigration, Integration, National Identity and Development of Solidarity](#) (*Ministère de l'Immigration, de l'Intégration, de l'Identité nationale et du Développement solidaire*), whose mission is to promote the integration of different cultures on the common ground of a unified language (French), legal framework and no tolerance to illegal immigration. It also provides support to other countries under its 'Development of Solidarity' mission. Its mandate, however, does not include the use of ICT as a tool for bridging cultural diversity.

Inclusive eGovernment

Status on Inclusive eGovernment

eGovernment is generally well-developed in France. The UN Global eGovernment Survey, 2010, ranks the country at the 10th place worldwide and the fifth place in EU-27 (the UN compiled eGovernment Development Index for France is at 0.7510, as opposed to a maximum of 0.8785 for Korea).

According to the latest version of the [benchmarking-based measurement](#) for eGovernment, prepared for the European Commission (2009), the online availability index for eGovernment services places France at

80 % in terms of full online availability and 90 % in terms of online sophistication. Both scores are above the EU-27 average. In terms of inclusive eGovernment however, the figures for services towards citizens (i.e. excluding services towards businesses) are more relevant: in this case online availability drops down to 67 % and online sophistication to 89 %.

In terms of User Experience, France scores close to or above the EU-27 average. It obtains 37 % on the Usability metric and 42 % on User Satisfaction Monitoring. The French portal receives particularly good scores, achieves 85 % on the One-Stop-Shop Approach indicator and 100 % on the User-focused Portal Design metric. The personalised portal, recently launched, is expected to further improve the User Experience.

According to Eurostat, usage of electronic services related to public administration in 2009 was at 39 % of the population (EU-27 at 30 %), comprising 36.0 % for obtaining information, 26.6 % for downloading forms and 21.5 % for returning filled forms.

Actions towards Inclusive eGovernment

'Service-Public.fr' portal

The Service-Public.fr portal, originally launched in October 2000, is the access point to practical information. It provides orientation, documentation, online forms and links to public services online.

In February 2008, the portal was enriched with the website 'Administration 24h/24', a one-stop shop for both citizens and businesses to perform administrative formalities online and the '[Mes démarches 24h/24](#)', search engine for links to online services, address and phone directory of public bodies, and websites of relevant actors. The most commonly used public services for citizens have been highlighted and structured around life themes, such as 'my family', 'my health' and 'my job', among others. The services provided are supported by one common electronic signature solution and allow access to administrative forms, which can be filled-in and answered online.

'Mon.Service-Public.fr' portal

Mon.Service-Public.fr is the next generation eGovernment portal which went live in late 2008 and is considered as one of the biggest eGovernment successes of the last two years in France (see [benchmarking-based measurement](#) for 2009). It offers unified, personalised and secure access to the entire set of government services available online. Users first need to create a personal account which enables them to manage administrative procedures, while having access to personalised and customised information.

More eServices are constantly being added. The major advantage for users is the general online overview of all their ongoing administrative formalities. One can receive at any time, via his/her personal account, alerts on the state of progress of any relevant administrative procedure. In addition, personal data spaces for electronic documents (certificates, income tax declarations, birth certificate extracts, among other electronic documents.) and other files are also provided to registered users.

'CIRCULAIRES.GOUV.FR' website

Another important development in the direction for inclusive eGovernment, which is also considered as one of the biggest eGovernment successes of the last two years in France, is CIRCULAIRES.GOUV.FR, a one-stop-shop access point to a structured and exhaustive directory of all departmental circulars.

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' sets 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'.

France is involved in the following FP7 projects:

1. [Assistive technology rapid integration and construction set](#) (ASTERICS)

Research area: ICT-2009.7.2 Accessible and Assistive ICT

Project start date: [2010-01-01]

Project end date: [2012-12-31]

2. [Virtual and augmented environments and realistic user interactions to achieve embedded accessibility designs](#) (VERITAS)

Research area: ICT-2009.7.2 Accessible and Assistive ICT

Project start date: [2010-01-01]

Project end date: [2014-12-31]

3. [Multi Purpose Mobile Robot for Ambient Assisted Living](#) (FLORENCE)

Research area: ICT-2009.7.1 ICT & Ageing

Project start date: [2010-02-01]

Project end date: [2013-01-31]

4. [Deployment of Brain-Computer Interfaces for the Detection of Consciousness in Non-Responsive Patients](#) (DECODER)

Research area: ICT-2009.7.2 Accessible and Assistive ICT

Project start date: [2010-02-01]

Project end date: [2013-01-31]

5. [An integrated intelligent home environment for the provision of health, nutrition and mobility services to the elderly](#) (MOBISERV)

Research area: ICT-2009.7.1 ICT & Ageing

Project start date: [2009-12-01]

Project end date: [2012-11-3]

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: [2008-01-01]

Project end date: [2011-12-31]

7. [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: [2008-09-01]

Project end date: [2012-08-31]

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

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-02-01]

Project end date: [2011-01-31]

Future Challenges

Future challenges regarding France include the development of new very high speed networks targeting to a full coverage of the country's population by 2025 and the bridging of the digital divide for the elderly. Action programmes are already in place on these issues.

- ▶ The new high speed networks' programme has been supported by a new legal framework (the law on the 'Fight against the digital divide', 2009), as well as a report on models of investment. Its first milestone as a long term project has been set for autumn 2011, where the results and progress of the first investment patterns and deployments will be reviewed.
- ▶ The recently launched '[Living at Home](#)' (*Vivre chez soi*) programme includes access to new technologies as part of its actions to improving the living environment of the elderly and encourages economic stakeholders to take demographic change into account.

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.

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

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