

# **Call for participation**

## **“eInclusion Days: Digital Literacy & Inclusive eGovernment”**

by

**the Information Society and Media Directorate General,  
European Commission**

### **In a nutshell**

The European Commission is pleased to announce the organisation of a two-day workshop sessions on eInclusion, running from October 12<sup>th</sup> to October 13<sup>th</sup>, 2010 focusing on the two Inclusion areas: digital literacy and inclusive eGovernment, following the Digital Agenda of Europe and Riga Declaration calling for the improvement and promotion of these two issues.

The October 12<sup>th</sup> workshop session will focus on digital literacy and the October 13<sup>th</sup> session will focus on inclusive eGovernment. These workshop sessions will take place in Brussels, Avenue de Beaulieu 33 0/54, Brussels 1160.

The two workshop sessions will gauge on the status of current eInclusion key advances generated for the benefit of weaker socio-demographic users; breakthroughs in consumer and electronics and mainstream technologies, while it will aim to raise awareness on eInclusion; encourage replication of eInclusion success stories across the EU, and pave the way for future actions.

### **a. eInclusion Days: “Digital Literacy” (October 12, 2010)**

This workshop will aim to encourage the sharing of good practice in the area of digital competences of intermediaries and social actors working in the field of economic, social and/or digital inclusion of groups at risk of exclusion, such as the elderly, disabled, migrants, youth, unemployed and low educated people.

In addition, the workshop aims to identify and disseminate: ICT-enabled solutions (training, resources, tools, etc) for digital competences of social inclusion actors; good practices and current research carried out in this area; initiatives and funding programmes at local, national or European level. Therefore, the focus will be on the necessity to improve the accessibility of ICT products and services by intermediaries and social actors and its application to their jobs.

**The topics expected to be raised by the workshop are:**

- Carers' digital literacy and targeted online training and job support
- Assistive technologies and other solutions that allow at-distance caring
- Intermediaries training/eLearning on digital competences and eInclusion
- ICT tools and e-Skills to support end users looking for a job
- ICT enabled acquisition of management and operational competences

**b. eInclusion days: “Inclusive eGovernment” (October 13, 2010)**

This workshop will aim to showcase research evidence supporting the validity and significance of Inclusive eGovernment approaches; a practical framework for understanding and applying Inclusive eGovernment, and identifying the necessary components and key steps to move forward and specific case studies that are able to illustrate Inclusive eGovernment approaches in action.

**Related topics to be considered are:**

1. eGovernment policies and practices targeted at groups at risk of exclusion
2. User segmentation in eGovernment services. Inclusive eGovernment in healthcare
3. Multichannel delivery services
4. eGovernment services: the ‘value chain’ dimension
5. Design, production, delivery, access and use of inclusive eGovernment services
6. Inclusive by design” versus specific assistance - tailored services
7. Marketing, targeting and promotion of eGovernment services for specific disadvantaged groups

Although all contributions on the two main areas of eInclusion and related research and activities are welcome, emphasis will be placed on the aforementioned topics of interest. The workshop also invites participants of projects under the Commission’s research programmes to report on success stories, which display innovative pilot applications or present comparative studies of approaches used throughout the world.

**Structure**

The two workshop sessions will take place on October 12-13, 2010. Potential attendees and speakers may indicate their interest to participate in one or both workshop sessions by following an easy registration process through the pertinent workshop announcements: [Digital Literacy page](#) or [Inclusive eGovernment page](#).

These workshop sessions will consist of presentations by project representatives, individual eInclusion practitioners, policy actors, researchers, lobbyists, alongside discussion sessions. The latter will primarily address implementation needs.

Types of activities envisaged are short presentations and working group or plenary discussions. Speakers will be selected by the event organisers in collaboration with the European Commission on the basis of short, factual and clear presentations.

Please, **notice** that the [Digital Literacy community](#) has a pronounced interest in gathering significant and relevant projects/cases across Europe that may be submitted

through the [ePractice case repository](#). In this aim, the Digital Literacy workshop is highly interested to review presentations that are related to specific cases and welcomes all interested parties to join the community.

## **Draft Agenda**

The workshop agendas will be made available through the dedicated announcements on ePractice and dispatched via email to all the registered attendees, once contributions by prospective speakers have been received, selected and finalised.

## **Who should attend?**

The workshop is open to public and private social care organisations, digital training institutions, NGOs and "third sector" organisations working in the field of eInclusion or social inclusion, researchers, ICT developers and others involved or interested in the topics indicated above.

## **Submission guidelines**

Both workshops are open to all and are free of any incurred charges. Interested parties to present in any of the two workshops should primarily register online through the dedicated pages mentioned above and submit a proposal for an original and concise presentation (few slides or descriptive summary) by September 16, 2010. Proposals should also include contact information such as name, surname, and email.

All people that have submitted a proposal will be informed two weeks before the workshop whether or not they have been retained as speakers. Selected proposals should be refined and submitted in full (not exceeding 10 slides) by October 7, 2010.

Especially for the Digital Literacy workshop, proposals should be based on one or more real cases submitted through the ePractice case repository (<http://www.epractice.eu/en/cases>).

Proposals should include the following information:

- Identity of the speaker and type of stakeholder (e.g. public authority, practitioner, academic, consultant, etc)
- Title of the presentation
- Case(s) that the presentation will refer to
- Identity of those responsible for the case(s) and their profile (public authority, private entity, not-for-profit entity, etc)
- Geographical scope
- Operational status (e.g. pilot, ongoing, consolidated, expanding inside/ outside borders)
- Category of social inclusion intermediary addressed (e.g. carer, social assistant, etc) and of final beneficiary groups (elderly, migrants, etc)
- Type of ICT used and purposes

- Estimation of impact, whenever possible quantified in terms of outputs and outcomes
- Perspectives for scaling up, replication/ transfer to other actors/ countries, further development, etc

The proposals for presentation will be assessed considering the relevance and clarity of the information indicated above as well characteristics of the case(s) to which the presentations refer to, notably: their potential for networking and scalability, their added-value and demonstrable impact for socio-economic and digital inclusion.

All proposals for presentations should be submitted to [events@eurodyn.com](mailto:events@eurodyn.com) with a copy to [vassilia.orfanou@eurodyn.com](mailto:vassilia.orfanou@eurodyn.com). Accepted formats of presentation submission are: .ppt and .pdf. To register for this event, prior registration to ePractice at <http://www.epractice.eu/en/user/register> is required, with subsequent registration to this workshop.

Following the end of the workshop sessions, the report and presentations will be available online, in the aim to follow up with an online discussion. Therefore, we would highly encourage your participation by joining the [Digital Literacy community](#)

### **Important dates**

Please pay particular attention at the following dates:

<b>Submission of presentations:</b>	September 13, 2010
<b>Speaker confirmation :</b>	September 20, 2010
<b>Submission of final presentations:</b>	September 27, 2010
<b>Workshop date:</b>	October 12-13, 2010
<b>Publication of workshop proceedings:</b>	End of November

### **Venue**

The workshop sessions will take place in Brussels, Avenue de Beaulieu 33 0/54, Brussels 1160

### **Contact**

For more information, registration and abstract submissions, please direct all communication to: [events@eurodyn.com](mailto:events@eurodyn.com)