

# **International Workshop “i2010 for digital inclusion and participation”**

**Brussels,  
23<sup>rd</sup> September 2005**

## **Summary of outcomes**

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**Annex: Workshop agenda**

### Disclaimer

This report presents the outcomes of an international workshop held in Brussels on September 23, 2005. The report has been prepared by the eInclusion@EU project. It does not represent formally the views of the European Commission or any of the contributors. The speakers' presentations are available on the web and may be consulted for further details:

[http://europa.eu.int/information\\_society/eeurope/i2010/conferences\\_wshops/presentations/index\\_en.htm](http://europa.eu.int/information_society/eeurope/i2010/conferences_wshops/presentations/index_en.htm)

# 1 Introduction

In a recent Communication<sup>1</sup>, the European Commission has outlined a new strategic framework, i2010 – European Information Society 2010, laying out broad policy orientations in relation to ongoing Information Society developments. The framework promotes an open and competitive digital economy and emphasises information and communications technology (ICT) as a driver of inclusion and quality of life. To achieve an “Information Society that is inclusive, provides high quality public services and promotes quality of life” is one of the core objectives set out in the i2010 framework<sup>2</sup>.

Against this background, a one-day workshop entitled “i2010 for digital inclusion and participation” was held in Brussels on 23<sup>rd</sup> September 2005. This event aimed at setting the scene for i2010 ambitions in the field of inclusion. The objective was to stimulate a debate between stakeholders on relevant issues around eInclusion. Participants included representatives from civil society, industry and academia as well as representatives of Member States and Commission services.

The workshop was divided into three subsequent thematic sessions as follows (for details c.f. the agenda annexed to this report):

- “Setting the scene”
- “Key challenges” (including a panel discussion)
- “The case for policy action”

In the following, key outcomes are presented as they have emerged throughout these sessions, with a focus on identifying building blocks for the further development of the i2010 strategy in relation to eInclusion rather than summarising the individual speakers’ presentation in chronological order. The latter can be looked up at the Commission’s web site<sup>3</sup>.

## 2 Digital inclusion and participation – setting the scene

Today, growing parts of the population live and work in digitally ‘networked’ environments and engage in new forms of ICT-mediated communication, collaboration, production and consumption. Doing things with the help of ICT is no longer limited to specialists, and many day to day activities are undergoing quite fundamental changes. A wide range of ICT-based applications, services and activities are now emerging, and provision of commercial and public services via the Internet is gaining momentum: eGovernment, eHealth, eLearning and eCommerce applications are showing increasing maturity and acceptance by a growing proportion of the population. In the working sphere, computers and new ICT-based tools are becoming widespread, and they increasingly impact on the way people make their living. In the public sphere, touch screen information and self-service kiosks are becoming ubiquitous. Also, for an ever increasing part of the population, mobile telephony is becoming fully integrated in all aspects of daily life while enhanced capabilities such as localisation and

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<sup>1</sup> European Commission (2005): Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions: “i2010 – A European Information Society for growth and employment”. COM(2005) 229 final.

<sup>2</sup> Ibid. p. 10

<sup>3</sup> [http://europa.eu.int/information\\_society/eeurope/i2010/conferences\\_wshops/presentations/index\\_en.htm](http://europa.eu.int/information_society/eeurope/i2010/conferences_wshops/presentations/index_en.htm)

multi-media features are beginning to transform the mobile phone from a mere communication tool into a multifunction device.

At the onset of the trends sketched above the European Union embarked on the so-called Lisbon strategy, with the goal of becoming the most competitive and dynamic knowledge-based economy in the world, capable of sustainable economic growth with more and better jobs and greater social cohesion. At the European policy level, the relatively new field of eInclusion policy is fundamentally concerned with ensuring that development towards the Lisbon objectives really achieves a knowledge-based society which is cohesive and socially sustainable. More specifically, it is concerned with ensuring that every citizen is included in and gains from developments enabled by ICT. Some issues related to eInclusion have been addressed – albeit under different headings and with reference to different aspects – in different policy areas for some time already, for instance:

- as part of the EU's information society policy, particularly in the framework of the eEurope initiatives, under the heading of "participation in the knowledge-based society", and in FP6/IST under the heading of "eInclusion";
- as part of standards policy (for example in mandates given to the technical standards bodies ETSI and CEN/CENELEC in relation to accessibility standards for telecommunications equipment)
- in telecommunications policy (in the provisions in the Universal Service Directive in relation to meeting the needs of those on low incomes and of disabled people)
- in the context of the general social policy of the EU, mainly under the headings of "fight against poverty and social exclusion", "equal opportunities", "disability" and "ageing"
- to some extent also as part of education policy, under the heading of "e-learning" and "digital literacy", with the objective of ensuring that Europe's youth is digitally literate when leaving school and that everyone has the opportunity to become digitally literate (e.g. ECDL, life-long learning);
- as part of EU health policy, mainly with the objective of making available quality eHealth services for all

As revealed by a stakeholder consultation process recently initiated by the European Commission, there seems to be an emerging consensus and understanding that eInclusion policy is central to EU policy, and that it is something that needs both mainstreaming across policies and dedicated actions. However, visions what this actually may mean in terms of concrete policy action may differ (see Box I).<sup>4</sup>

**Box I: Results of a recent stakeholder consultation on priorities for eInclusion policy**

There seems to be a wide consensus that eInclusion is to be seen as a priority in Information Society policy formulation and implementation. However, there are quite diverging views regarding some key issues:

- what target groups should be addressed (e.g. people with functional restrictions, socially disadvantaged population groups, people living in underserved areas)
- who should intervene (e.g. market response vs. public intervention, EU level vs. national/local level intervention)
- what key issues should be addressed (e.g. availability, affordability and accessibility of networks and terminals, skills, content and services)
- how such issues should be addressed (e.g. universal vs. targeted skills improvement)

<sup>4</sup> See presentation given by Miguel González-Sancho available at:

As regards eInclusion measures pursued in the member states of the European Union, a recent eInclusion report elaborated by the eEurope Advisory Group has highlighted the lack of evidence available in relation to both the existence of a strategic focus and impacts of such measures.<sup>5</sup> However, the information available suggests that isolated initiatives seem to prevail rather than comprehensive strategies. In many cases eInclusion related policy measures seem to be characterised by a strong supply side bias with a focus on raising the level of ICT adoption among particular population groups rather than on effective inclusion of these groups in societal and economic processes.

Moreover, the report highlights the necessity to consider eInclusion as a moving target which is closely linked to the continuing process of technological innovation. For instance, technological innovation keeps raising new challenges in relation to availability, accessibility and usability of ICT based products and services for certain population groups. The report identifies a number of possible 'levers' for eInclusion related policy interventions including:

- research, benchmarking and assessment (e.g. in relation to ICT appropriation in everyday life),
- e-enhancing social inclusion policies (e.g. including an ICT dimension into social inclusion policies),
- supporting bottom-up initiatives (e.g. EU support to local and community-based projects),
- rendering ICT policies more social (e.g. evaluation of potential impacts of extending the scope of the universal service obligation),
- promoting eAccessibility (e.g. consideration of regulating/legislating eAccessibility issues),
- skills development (e.g. facilitating acquisition of eSkills in low-qualification professions).

A review of currently available evidence on eInclusion related research and policy action generated by the eInclusion@EU project suggests that a comprehensive eInclusion strategy would need to rely upon three somewhat different policy perspectives<sup>6</sup>:

- Counteracting risks of digital exclusion (risk perspective),  
i.e. enabling all citizens to utilise the tools and applications of the Information Society - independently of their functional and mental abilities, their health status, their age, their gender, their income and socio-economic status, the place where they live, or any other structural life circumstance or personal characteristic that may hinder them in doing so;
- Exploiting ICT opportunities for social cohesion (opportunities perspective),  
i.e. exploiting the potential of a knowledge-based society to fully integrate formerly socially excluded population groups (e.g. people living in poverty) and those at-risk of exclusion (e.g. parts of the ageing population), including enabling at-risk individuals to take their own steps to improve their situation with the help of ICT-based services;
- Promoting inclusive processes of ICT development and deployment (structural perspective),  
i.e. ensuring that ICT development (e.g. new applications emerging in the context of converging media platforms) and deployment processes (e.g. in the health and educational sectors) that shape our reality in a maturing knowledge-based society

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<sup>5</sup> See presentation given by Daniel Kaplan available at:  
[http://europa.eu.int/information\\_society/europe/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/daniel\\_kaplan.ppt](http://europa.eu.int/information_society/europe/i2010/docs/conf_wshop/inclusion_wshop_presentations/daniel_kaplan.ppt)

<sup>6</sup> See presentation given by Lutz Kubitschke available at:

adequately consider the needs and requirements of population groups that are structurally disadvantaged (e.g. in relation to the aging population and other groups with particular user requirements) through the consistent consideration of the design-for-all philosophy at all stages of the development and deployment process.

### 3 Key challenges that need to be addressed

A range of challenges could be identified that warrant attention when it comes to eInclusion related policy formulation and implementation. These can be summarised according to the three strategic policy perspectives outlined in the previous section as follows.

In relation to counteracting risks of digital exclusion (risk perspective), there are two aspects that warrant policy attention:

- Existing risks of eExclusion, e.g. in terms of barriers to access and usage of ICT for people with functional restrictions or those who lack required skills (e.g. people with disabilities and parts of the ageing population).
- Risks of new forms of exclusion that can be directly traced to ICT, e.g. the risk of social and/or economic deprivation of involuntary/voluntary ICT non-users (e.g. many older people) if more and more day to day activities "go online".

In relation to the opportunities provided by ICT for integrating at-risk groups into society (opportunities perspective), three core issues need to be considered for policy intervention:

- Determining how to exploit practical opportunities offered by ICT in order to support social inclusion of at-risk groups (e.g. in terms of providing access to employment).
- Identifying ways of exploiting ICT for the purpose of empowering at-risk individuals to take their own steps to improve their situation (e.g. in terms of networking with others who are in a similar situation).
- Exploring how to exploit ICT to improve the situation of communities at risk of social exclusion (e.g. by utilising ICT for building up social capital in deprived communities).

In relation to the promotion of inclusive ICT development and introduction processes (structural perspective), the following issues warrant attention:

- How to shape ICT innovations according to the interests and needs of wider social groups that do not belong to the usual groups of early adopters (e.g. by means of ICT standardisation directed towards ensuring that disabled people are part of the early adopters).
- How to ensure that the deployment of ICTs in areas of public interest such as health care and education adequately consider the needs and requirements of disadvantaged population groups (e.g. people with functional restrictions or low reading skills).

Overall, the presentations given during this session suggest that both bottom-up and top-down approaches may be required to successfully address the diverse eInclusion challenges.

As was for instance shown in relation to ICT-based learning as a means of social inclusion, mere top-down imposition of conventional learning models on those who are at risk of exclusion seems inappropriate to achieve the desired impacts<sup>7</sup>. Experiences from the UK

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<sup>7</sup> See presentation given by Joe Cullen available at:  
[http://europa.eu.int/information\\_society/eeurope/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/joe\\_cullen.ppt](http://europa.eu.int/information_society/eeurope/i2010/docs/conf_wshop/inclusion_wshop_presentations/joe_cullen.ppt)

even suggest that learning models that are not embedded into the family and community life can ultimately reinforce social exclusion (e.g. performance of less able students got worse in the longer run while performance of the top students improved). Such findings seems to be in line with presented evidence stemming from a recent ESDIS report and suggesting that the success of strategies for digital and social inclusion seems largely dependent on the adoption of a context-based approach (see BOX II)<sup>8</sup>. All in all, the presented findings underline the relevance of adopting a strong bottom-up perspective when it comes to eInclusion related policy intervention, with a focus on empowering those at-risk of exclusion to articulate their own needs and identifying the most appropriate ways of meeting these needs.

**Box II: Conclusions from the latest ESDIS report on eInclusion<sup>9</sup>**

- The link between digital and socio-economic inclusion appears to be of structural nature, and this calls for an interplay and convergence between eInclusion and social inclusion/cohesion policy
- A coherent set of indicators at national level is needed for benchmarking the impact of eInclusion policies
- New methods and approaches are needed for catching emerging phenomena of a changing, increasingly technology reliant society
- Digital and social participation appear to be closely intertwined in a society which becomes progressively "technical"
- Disparities among regions – especially among central and peripheral ones – characterise the European scenario as regards ICT access and usage, and this calls for a strong coordination of different policies and actors for the success of regional Information Society implementation (including provision of appropriate infrastructures to remote regions as an essential precondition for digital cohesion in Europe)
- The success of strategies for digital and social inclusion seems largely dependent on a context-based approach, whereby targeted groups are considered within their geographical, social and cultural environment; this is consistent with the exponential growth of local level initiatives, connecting communities and offering online information, services, support and interaction opportunities to its members.
- New types of interplay between the local and the global dimension, including the role ICTs are playing within such a development, represent the main element of a regional agenda.

On the other hand, there are issues that require policy efforts being pursued top down rather than vice versa. The eAccessibility theme may serve as an example in this regard. Clearly, there is a strong need for international harmonisation of standards/requirements to make ICTs as well as current and emerging online services accessible and usable for people with disabilities. From a technology point of view, the increasing interconnectedness of systems and services, and of the technology base, means that these issues cannot be effectively addressed solely at the national level. From a market and target group point of view, there is a need to generate a critical mass to ensure that the concerns of many small, scattered groups across Europe that can be affected by eAccessibility are taken into consideration. All this calls for a consistent approach to eAccessibility initiatives in the Member States, as it is

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<sup>8</sup> See presentation given by Lidia Pola available at:  
[http://europa.eu.int/information\\_society/eeurope/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/lidia\\_pola.ppt](http://europa.eu.int/information_society/eeurope/i2010/docs/conf_wshop/inclusion_wshop_presentations/lidia_pola.ppt)

<sup>9</sup>

for instance to be fostered by the recent Communication of the European Commission on eAccessibility.<sup>10</sup>

A further issue that emerged during this session concerns the global dimension of eInclusion. It was stressed that the European Union had an opportunity to play a leading role in the field of eInclusion by putting its strategy into an international context, e.g. in the framework of the ongoing WISIS process.<sup>11</sup> The i2010 strategy puts strong emphasis on full societal participation and on providing people with basic digital competences. When putting these aspects into a global context, eInclusion is about democracy, justice and improving the life not only of those living within the EU but of those living in other parts of the world as well. In this context an eInclusion approach was claimed enabling the creation of programmatic movements that are capable of spreading social change beyond the European Union. Some encouraging experiences in that regard are for instance available from an Italian initiative promoting integrated digital literacy – the so called Global Junior Challenge - and other initiatives promoting integrational ICT training as well.

From the panel discussion diverse views emerged in relation to possible priority setting when it comes to addressing eInclusion. Core issues discussed in this regard can be summarised as follows:

- In view of the demographic shift eInclusion policy can be expected to gain in relevance for a growing part of the population. However, the federal structure of the European Union tends to make direct enforcement through regulation and legislation rather difficult. Therefore, market forces should be harnessed to adequately address eInclusion challenges that concern older people. Accordingly, eInclusion may not be viewed as a societal burden but rather an opportunity for regional economic growth and for improving Europe's competitiveness, e.g. by pulling the eInclusion theme together with more economically-driven approaches such as the concept of the 'silver economy' currently pursued by some European regions.
- For people with disabilities eInclusion is about non-discriminations and participation, and participation obstacles seem to rise with progressing Information Society developments. The emergence of more and more ICT applications tends to establish new accessibility barriers. Therefore, eAccessibility must be part of a wider eInclusion strategy. Binding standards specifying what accessibility of ICTs actually means are required. Voluntary commitment of industry to provide accessible mainstream ICTs cannot substitute specific regulation/legislation. And even when accessible mainstream products should become widely available large parts of the disabled population will continue to depend on so called Assistive Technology solutions. Apart from this, for many the affordability of both mainstream ICTs and Assistive Technology is an issue. As accessibility is a moving target, a continuous dialogue between end users and industry is required.
- Industry (represented by the Microsoft Corporation) holds a vision of creating technology that can work for everyone.<sup>12</sup> Here, the focus is on creating products that are adjustable to an individual's visual, mobility, hearing, language and learning needs. Such products are to enable computer access for people of all abilities - either

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<sup>10</sup> See presentation given by Ima Placancia available at:  
[http://europa.eu.int/information\\_society/europe/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/immaculada\\_placencia\\_porrero.ppt](http://europa.eu.int/information_society/europe/i2010/docs/conf_wshop/inclusion_wshop_presentations/immaculada_placencia_porrero.ppt)

<sup>11</sup> See presentation given by Alfonso Molina:  
[http://europa.eu.int/information\\_society/europe/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/alfonso\\_molina.ppt](http://europa.eu.int/information_society/europe/i2010/docs/conf_wshop/inclusion_wshop_presentations/alfonso_molina.ppt)

<sup>12</sup> See presentation given by Juan Bossicard available at:  
[http://europa.eu.int/information\\_society/europe/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/microsoft.ppt](http://europa.eu.int/information_society/europe/i2010/docs/conf_wshop/inclusion_wshop_presentations/microsoft.ppt)

by accessibility that is built into mainstream products or by interfacing with third-party Assistive Technology. Apart from the 'moral case' there is also a 'business case' for such solutions. The number of people who could benefit is larger than previously thought. According to Microsoft market research, for instance 57% of computer users are likely or very likely to benefit from such solutions.

## 4 Towards coherent policy action

As revealed by the presentations given in the third session, the eInclusion theme has recently begun to receive considerable policy attention.

For instance the UK government has given it a prominent place under its EU presidency, and has organised an international conference on eAccessibility to further pursue the discourse on a European scale.

The Latvian government is organising a Ministerial-level conference on eInclusion that will take place from 11<sup>th</sup> to 13<sup>th</sup> June 2006 in Riga.<sup>13</sup> The main topics to be addressed include:

- E-learning and content for different society groups
- Fight against unemployment
- Accessibility for everybody
- e-Health
- International cooperation
- Indicators and statistics for e-inclusion.

Already in 2004, the Belgian Government has launched an action plan to counteract the digital divide in relation to access to and usage of the Internet.<sup>14</sup> Various activities are pursued in the framework of the action plan including awareness raising and training measures as well as measures directed towards facilitating Internet access for disadvantaged groups.

Also, the member regions of the European Regional Information Society Association (ERISA) have addressed eInclusion issues for quite some time - although many of their efforts have not been pursued under the eInclusion heading. A number of lessons could be learned from these activities in relation to what works and what not. However, there has not yet been any systematic effort to collate and synthesise the experiences made.

All in all, the contributions made during the workshop suggest that a multi-pronged approach will be required in relation to policy action. The table overleaf provides an indicative overview of how some of the eInclusion challenges that have emerged from the workshop, can be addressed by practical measures and approaches. It is not intended to serve as an exhaustive mapping of the eInclusion territory in terms of mutually distinct thematic categories. Rather, it is hoped that it can serve as a useful starting point for a further discourse on the possibilities for practical policy intervention in the field of eInclusion.

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<sup>13</sup> See presentation given by Ina Gudele available at:  
[http://europa.eu.int/information\\_society/eeurope/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/ina\\_gudele.ppt](http://europa.eu.int/information_society/eeurope/i2010/docs/conf_wshop/inclusion_wshop_presentations/ina_gudele.ppt)

<sup>14</sup> See presentation given by Gary Gigé available at:  
[http://europa.eu.int/information\\_society/eeurope/i2010/docs/conf\\_wshop/inclusion\\_wshop\\_presentations/gary\\_gige.ppt](http://europa.eu.int/information_society/eeurope/i2010/docs/conf_wshop/inclusion_wshop_presentations/gary_gige.ppt)

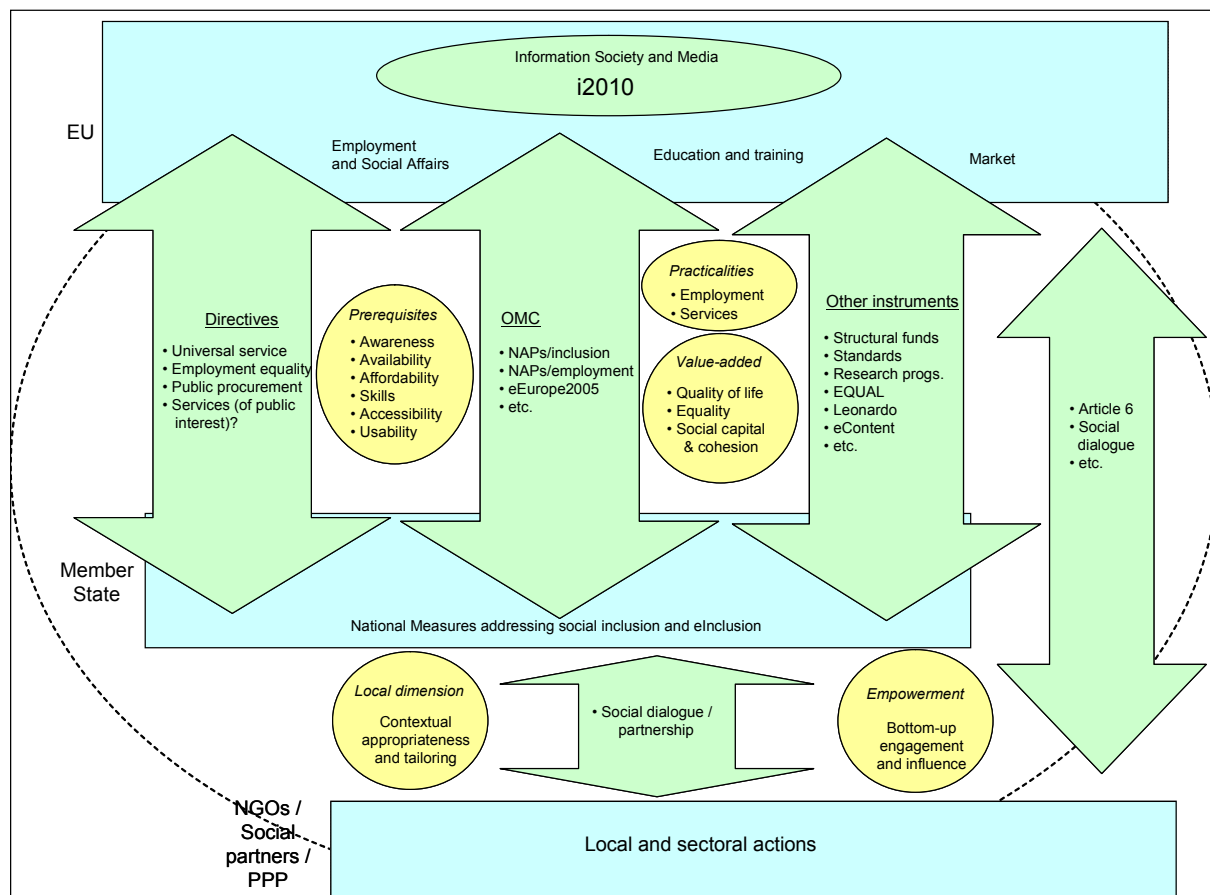
**Table: Indicative overview of eInclusion issues and practical measures**

<i>eInclusion perspective</i>	<i>Main issue</i>	<i>Sub-issue</i>	<i>Practical eInclusion measures/approach</i>
<i>Combating eExclusion</i>	Removal of existing barriers	Awareness / motivation	Demand side measures aiming to raise awareness and encourage interest amongst late adopters
		Availability / affordability	Demand / supply side measures aiming to remove tangible, practical barriers
		Digital literacy	Demand side measures aiming to provide eSkills
		eAccessibility	Supply side measures to ensure that people with disabilities and others with functional difficulties can access ICTs
		eService usability	Supply side measures to ensure that all groups, especially at-risk groups, can use online services
	Avoidance of new risks	Alternative modes of access	Supply side measures to ensure that important services remain available to those who are not online
		Avoiding social isolation	Measures to ensure that increasing virtualisation does not lead to social isolation of vulnerable persons
		Avoiding second order divides	Demand side awareness-raising and eSkills measures to help people get real benefits from online opportunities
	<i>Exploiting ICT opportunities</i>	Practical opportunities	Access to employment
Distance bridging			Demand and supply side measures to exploit the inherent properties of ICTs to bridge constraints of distance (and time)
Relevant content / services			Supply side measures to develop content and services that is really relevant to the needs of those at-risk of exclusion; includes services that support independent living (e.g. telecare) for older and disabled people
Empowerment		Networking	Measures to exploit the networking capabilities of ICTs to empower at-risk groups to address their own needs
		eDemocracy	Measures to facilitate more engagement and more effective engagement / influence of at-risk groups in all aspects of politics and governance
		eLearning	Measures to facilitate self-directed personal development and lifelong learning for at-risk groups
		Content creation	Measures to facilitate at-risk groups to become content creators, not just consumers of content created by others
		NGO support	Measures to help NGOs exploit ICT in support of their work with at-risk groups
Community / society oriented		Online communities	Measures to encourage the deployment and utilisation of ICT amongst at-risk communities
		Cohesion oriented	Wider initiatives aiming to use ICT to spread knowledge, appreciation of and interaction between different groups across society
<i>Promoting inclusive processes in ICT development and deployment</i>		ICT development processes	Awareness and skills of ICT developers
	ICT standardisation		Facilitating the dialogue between users and ICT industry within standardisation processes/bodies
	ICT deployment processes	Non desirable impacts of ICT utilisation in public service provision	Measures providing guidance in relation to non-desired impacts of ICT deployment on groups at risk of eExclusion
		Monitoring achievements and identifying shortcomings	Measures directed towards monitoring and benchmarking eInclusion in relation to specific fields of ICT deployment such as online provision of public services

As also became apparent during the workshop, many different policy areas are relevant for addressing eInclusion. And there seems to be a need for some form of coordination to ensure that synergies are realised and that the overall impact is more effective. There is also a need for co-ordination to resolve possible conflicts between individual policies. Finally, there is a need to develop an appropriate, prospective policy response if eInclusion issues emerging from technological progress are to be anticipated and proactively dealt with.

The following graph provides an initial mapping of the various policy levels and actors that may have to make a contribution in this regard. Again, this overview is not intended to be exhaustive but rather to serve as a useful starting point to further developing the i2010 strategy as far as the eInclusion topic is concerned.

**Graph: Initial mapping of the eInclusion policy space**



## **Annex: Workshop Agenda**



## ***Workshop: “i2010 for digital inclusion and participation”***

**Friday 23<sup>rd</sup> September 2005**

***Venue: Centre Borschette – Rue Froissart, 36 – Brussels (metro Schuman)***

### **Final Agenda**

8h30: Registration

#### **9h20: Welcome**

By Peter Zangl, Deputy Director General, Information Society and Media, European Commission

#### **9h30: Opening session “Setting the scene”**

Chair: Gérard Comyn (acting Director “ICT for citizens and businesses”, DG INFSO European Commission)

**1- Theoretical and policy overview** (Lutz Kubitschke, Empirica)

**2- Recommendations from the eEurope Advisory Group** (Daniel Kaplan, Fondation Internet Nouvelle Generation )

**3- Stakeholders’ feedback on priorities for e-Inclusion**  
(Miguel González-Sancho, DG INFSO, European Commission)

Discussion

11h00: Coffee break

### 11h20: Key challenges

Chair: Per Blixt (Head of Unit "e-Inclusion", DG INFSO European Commission)

<b>KEYNOTE SPEAKER</b>
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<b>ICT and active ageing</b>
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Lambert van Nistelrooij (Member of European Parliament)
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**1- e-Inclusion vs. inclusion; relevant variables and groups for ICT use,**  
(Lidia Pola, DG Employment, European Commission)

**2-Digital literacy and ICT for learning,** by Joe Cullen (the Tavistok Institute)

**3- e-Accessibility and e-Inclusion and usability; where policy meets research**  
(Inmaculada Placencia Porrero, DG INFO, European Commission)

Discussion

13h00: Lunch break

### 14h00: Panel discussion

Chair: Anne Bucher (Head of Unit "Lisbon strategy and eEurope", DG INFSO, European Commission)

Facilitator: Kevin Cullen, Work Research Centre

**1- Quality of life, participation and empowerment,** Jeroen Heres (TNO)

**2- Civil society perspective,** Simon Wilson (Social Platform)

**3- eInclusion in the international socio-economic context; globalisation and the knowledge society,** Alfonso Molina (University of Edinburgh)

**4- Inclusion and market opportunities,** Elena Bonfiglioli (Microsoft)

15h40: Coffee break

## **16h00: The case for policy action**

Chair: Frans de Bruijne (Director "Lisbon strategy and policies for the Information Society", DG INFSO, European Commission)

**1- Regional practices on e-Inclusion**, Gareth Hughes (ERISA)

**2- The e-Inclusion action plan for Belgium**, Gary Cigé (Cabinet du Ministre de la fonction publique, de l'intégration sociale, de la politique des grandes villes et de l'égalité des chances)

**3- Latvian policies, 2006 inclusion conference**, Ina Gudele (Minister for Electronic Government affairs)

**4- UK policies, the view from the EU Presidency**, Paul Redwin (UK Department of Trade and Industry)

Discussion

## **17h20: Conference conclusions and closure**