

## 2011 ENDS...

2011 has been a great year for DIEGO, when all pilot projects have been deployed, with a warm welcome from the citizens and the local and regional governments that have implemented them.

During this year, DIEGO has been presented as a best practice at the Digital Agenda Assembly and in other seminars, such as the Conference on Disability and Employment organised by the Assembly of European Regions. DIEGO celebrated its Intermediate Conference in Brussels in September 2011 and its partners have attended several sessions of the Going Local 2011 initiative of the European Commission.



European Year for **Active Ageing**  
and **Solidarity between Generations 2012**



## ... AND 2012 STARTS AS THE YEAR OF "ACTIVE AGEING AND INTERGENERATIONAL SOLIDARITY"

The European Parliament and the Council of the EU have declared 2012 as the European Year for "active ageing and intergenerational solidarity" in order to promote an active and healthy ageing Europe in the framework of a society for all ages.

The DIEGO project partners are aware of the importance of giving an active role to all citizens and especially to those with experience and knowledge that can enrich our society. But our society communicates more and more through new information and communication technologies, in a way that can cause older generations to feel like strangers.

DIEGO has already started to involve the elderly in its activities to ensure that nobody is left behind, enabling them to use information and communication technologies to be active and to participate in society in the same way as all citizens.

Through the DIEGO platform, the digital literacy training courses, and moreover through experiences such as the ARALL one, where students are involved in training the elderly in the use of DIEGO, elderly citizens are feeling more and more like the 2012 leaders.



## DIEGO BEYOND EU BORDERS

Interfusion presented the DIEGO project to the UN cooperation headquarters based in the neutral area (between the Greek and Turkish Cypriot borders), in the framework of the “Future Together” project, financed by the UN.



The main objective of the “Future Together” Project is to bring Greek and Turkish Cypriots closer and to promote a socially inclusive reconciliation process so as to bring integration and promote joint participation of both sides in the social activities of the island.

In order to achieve these important goals, the DIEGO project has been shown as a potential method to boost and ensure participation in decision-making processes, creating opportunities for both communities working together in certain projects.

## ALTEC PRESENTED DIEGO IN POLIS

The 8th International Exhibition for Local Government, Public and Social Sector & Private Enterprises (POLIS), in Thessaloniki, hosted about 300 participants. This conference gathers the latest developments in the service provision and production sector with the aim of improving the quality of life of citizens. In this context, ALTEC presented the DIEGO project as a tool for making access to local administration easier for all citizens.



## DIEGO IN GOING LOCAL 2011 AND IN eCHALLENGES 2011



In the framework of the Digital Agenda for Europe initiative, the European Commission organised a series of decentralised events in 2011 with the aim of discussing the results obtained by Member States to date.

DIEGO has participated in these events in Dublin (Ireland), where MWRA presented DIEGO and the Irish pilot; in Seville (Spain) where the project leader, Idi Eikon, attended; Rome (Italy), where ARALL offered DIEGO dissemination material; and in Nicosia (Cyprus) with the Interfusion presence.



Furthermore, the eChallenges Conference (e-2011) took place in Florence, Italy, organised by the Tuscany region. This is the 21st in a series of Annual Conferences supported by the European Commission and hosted by national governments, which regularly attracts over 600 delegates from leading commercial, government and research organisations to share knowledge and experience, lessons learnt, good practice and innovation. The leader presented DIEGO as a best practice in inclusive eGovernment.

# DIEGO PILOT PROJECTS

## THREE NEW TOTEMS INVADE BERGAMO



Three totems have been installed in different places to promote DIEGO and its services. Bergamo aims to improve public services in order to develop labour opportunities, especially for people with disabilities. The job seeker function on DIEGO gives access to all the publicly and privately published employment offers in the region, giving the citizen the option to contact the relevant public offices using DIEGO to obtain further information.

## BERGAMO LAUNCHES A NEW SERVICE FOR "ELDERLY CARE"

Bergamo has launched a new service to face an emergency situation in the region: the need to find operators who support families with elderly or people with disabilities. It has created a consortium between local unions and the OSP office (Occupancy and Service to the People) in order to combine efforts and experience. An IT tool is being offered through DIEGO for the consortium partners to work together: <https://ids.idieikon.com/bergamo>

## DIEGO CELEBRATES CHRISTMAS WITH THE PARISHIONERS OF SWAVESEY, CAMBRIDGESHIRE

In the Bethel Baptist Chapel, there is a small café with Internet and wifi, where our colleagues can present the DIEGO services using a laptop, an Android ePad and a smart phone. This demonstration took place while having a coffee and an excellent lemon cake.

## DIPUTACIÓN DE VALENCIA OPENS DIEGO TO ITS CITY COUNCIL NETWORK

The Valencian provincial council organised a seminar on "modernisation services for city councils" on the 14th December 2011. Almost 200 representatives of the Valencian municipalities heard about the DIEGO project from the president of IDI Eikon, Miguel Alborg, as well as the Mayor of Villar del Arzobispo, who explained how DIEGO has changed the relationship between the city council and the citizenship of Valencia.

Serranía county will be the next one to embrace DIEGO and revolutionize its relationship with its citizens.



## DIEGO CELEBRATED CHRISTMAS IN QUART DE POBLET



DIEGO was again present at the "Fireta de Nadal", the Christmas Fair in Quart de Poblet, where the new technologies have a prominent role. The city council invited DIEGO to a party where most of the Quart de Poblet citizens participated, and where Facebook, Twitter and Picasa also had an important place.

## PAPHOS TRAINS ELDERLY CITIZENS



The Paphos council has completed an important task of providing training for elderly citizens in the social centres, as we can see in a video that gathers the opinions of the users of the DIEGO portal. Among the opinions, we can highlight an elderly lady saying that “It is an exercise for us and helpful for every citizen .Very nice .I like mostly the news section, the local news especially, the photos and the section regarding the ancient monuments of Paphos” This opinion reflects the thinking of most of the users who have attended the social centre and used the DIEGO services.

## ARALL PROMOTES VOLUNTEERING

The DIEGO project continues in the several pilot projects deployed by ARALL, among them the one which has involved the students from an Orte high school in providing training to people with disabilities to use the services offered by DIEGO. This experience has had a double impact, on one side the students have learnt the social importance of volunteering and on the other side people with disabilities have felt more included by the youngsters and their community and have learnt to use a service platform, which helps them in their daily life.

## MWRA PRESENTED ITS EXPERIENCE IN DUBLIN INVITED BY THE EESC

The European Economic and Social Committee, together with Dublin City Council, organised a seminar on “Towards a Digital Horizon - creating a digital inclusive future”, where the MWRA was invited to explain its experience with the DIEGO pilot project.



## INNOVATIVE BUSINESS MODELS FOR LOCAL AND REGIONAL GOVERNMENTS

We shouldn't think that local and regional government structures are static and difficult to change. These authorities must constantly take new decisions in several operational fields. The recent recession throughout Europe has decreased incomes and therefore the budget for a lot of critical operations, representing a challenge for all levels of government.

The DIEGO project offers not only an efficient inclusive eGovernment platform, but also the support for the interested parties to decide how to implement DIEGO in their region. Therefore, a local or regional authority can implement the DIEGO services without significant investment thanks to the “cloud” service model, fulfilling the European Commission priority: “Towards a cloud computing strategy for Europe”.

Interfusion, as the partner responsible for the sustainable strategy of the project, is analyzing the alternatives available to make DIEGO a sustainable project for every European government agency thanks either to public-private partnership (PPP) models or through structural funds initiatives.

## DIEGO AWARDS



Quart de Poblet has been awarded by the National Congress on Audit, Security and Governance of Information Technologies, for its model of open government and the implementation of DIEGO in the municipality. The congress was organised by ISACA in Valencia.

The European Commissioner for Regional Policy, Mr. Johannes Hahn, selected the Mid-West Region of Ireland (MWRA) as Region of the Week in November 2011. DIEGO was highlighted as one of the main European projects which is being implemented in the region and it has been highlighted as one of the assets which will promote further growth.