



## Diego celebrates a successful first year and looks to the future

### Aspects of interest

Program CIP: ICT-PSP

#### Aim:

Inclusive eGovernment

#### Budget

5 million euros.

UE Contribution of 50%

#### Duration

April 2010 - March 2012

DIEGO, a European project deploying and promoting an inclusive eGovernment platform, has just completed a successful first year with very positive results, particularly the creation of a number of pilot deployments, all very well received by citizens and civil servants.

At the end of May DIEGO partners met representatives of the European Commission in Valencia for a working meeting to review the project's progress over its first year in the six countries involved. Partners shared their experiences regarding the implementation of the pilots: the difficulties they have faced and the first reactions from both citizens and officials .

Other subjects covered at the review meeting in Valencia included legal and ethical issues regarding personal data and the future development of the project - issues regarding sustainability, variable market trends in partner countries and the exploitation of the DIEGO platform in other local and regional administrations.

Following a welcoming address by the mayor of Quart de Poblet, Carmen Martínez, who showed her commitment to the project, the experts of the Commission and other partners, had the chance to see "in situ" the Quart de Poblet pilot deployment, already being used by local citizens clearly benefiting from increased access to e-government services.

Quart de Poblet council has delivered several training days in the town to disseminate the DIEGO platform to citizens. Touch screen access to DIEGO has been installed in the 'Casino', Youth Centre, women's house, City Council office reception etc.

The Commission experts also took the opportunity to learn how DIEGO is being deployed in all partner countries, giving recommendations that will enable DIEGO to be a model of digital inclusion for other European local and regional Governments.



DIEGO partners in the Quart de Poblet meeting with European representatives

The Commission review meeting in Valencia also served to inform the visiting experts about the forthcoming international information seminar "Regional governments against digital divide", to be organized by the Fundación Comunidad Valenciana-Región-Europea. During the seminar, to take place on September 29th in the Committee of the Regions in Brussels, DIEGO will be presented as a replicable model of inclusive eGovernment.

#### Success of the DIEGO project

The success of the DIEGO approach has led several administrations in Spain, Cyprus and other European countries to show their interest in integrating the platform to provide an accessible interface to their services. DIEGO will not finish with the completion of its funded period, but aspires to be a sustainable project; it is for this reason that one of the main activities during the project is the search for new financial and market opportunities.

#### DIEGO awareness of the legal and ethical issues regarding personal data

DIEGO is in the process of defining ethical and legal guidelines for the deployment of the project, particularly regarding the treatment of personal and user management data. These guidelines will deal with the legal, ethical and security-related matters related to users' activities, the processing of personal data and the involvement of users and professionals in the project.

### DIEGO a Project view on the European Commission's "European eGovernment Action Plan 2011-2015"



For the proposal of the "European eGovernment Action Plan 2011-2015", launched by the European Commission, the Committee of the Regions (CoR) is drafting a document reflecting the views of the regional authorities of the European Union regarding the Action Plan

On April 28th the Committee of the Regions offered the possibility for regions to express their opinion about the Action Plan. DIEGO, as a pilot project aimed at local and regional administrations, was able to explain its experience and the difficulties faced by the local and regional authorities when implementing eGovernment.

Key points in the CoR draft regarding the Action Plan include; the need to emphasize the issue of digital inclusion in eGovernment; the need for co-operation between local and regional authorities to improve interoperability between administrations; the importance of actively involving local and regional authorities; and the support to be given to public-private partnerships in the ICT sector to carry out the implementation of this plan. DIEGO as a project supports these points .

## Agenda DIEGO

The DIEGO project in the “Europa Impulsa” workshop

On the 4th of April in Valencia, the Valencian Government organized a conference on European funds and financing tools. More than 400 representatives of SMEs, industry and municipalities attended the event.

Under the title: "Do not get left behind, our solution can be yours: eGovernment for all", DIEGO was presented as a study case for municipalities and local authorities. D. Santiago Barberá, from the Valencian Provincial Council, explained how DIEGO helps to facilitate local government administrations make eGovernment more accessible to their citizens.



Attendants to the “Europa Impulsa” workshop in Valencia



16th to 17th June: DIEGO at the Digital Agenda Assembly (Brussels, Belgium)

The Digital European Agenda is the road map for the European Union to bring social and digital economic benefits to European citizens. The main objectives of these meetings are to evaluate progress regarding the digital agenda issue, to identify challenges in its implementation and to mobilize stakeholders.

In the seminar there have been 24 working groups discussing the issues related to the Digital Agenda, including "Access and digital skills: building a digital society without barriers", in which IdiEikon has presented DIEGO as a successful inclusive eGovernment model.

For more information: [http://ec.europa.eu/information\\_society/digital-agenda/](http://ec.europa.eu/information_society/digital-agenda/)



16th to 17th June 2011: DIEGO at the Conference on Disability and Employment (Valencia, Spain)

This conference, organized by the Assembly of European Regions, and which includes 270 regions from 34 countries, aims to study how the regions are implementing the UN Convention on Rights of People with disabilities and will contribute to the development of its guidelines. The conference has examined how to include disability issues in regional employment strategies and how to find the ideal job for everyone.

The Fundación Comunidad Valenciana-Región Europea has explained how DIEGO is working in promoting a disability employment search service through inclusive digital management, making opportunities more accessible to those seeking them.

For additional information:

<http://www.aer.eu/events/health-social/2011/disabilities-employment.html>

**29 September 2011**  
**Committee of the Regions**

INTERNATIONAL SEMINAR

**“Regional Authorities against the digital divide**

**DIEGO, a scalable deployment model of inclusive e-government”**

**(Committee of the Regions, Brussels, Belgium)**

**Background:**

Public authorities now hope to be in direct contact with their citizens, expanding communication channels and promoting the inclusion of all social groups and sectors. This hope, felt across European regional and local authorities is supported by guidelines set by the European Commission in the “Digital Agenda for Europe”, the main purpose of which is to define the role to be played by information and communication technology (ICT 's) in Europe by 2020.

**Objectives:**

- The DIEGO project has organized this seminar to present the policies and trends of the “Digital Agenda for Europe” affecting European public administrations, looking particularly to create direct contact with citizens, taking into account the issues surrounding digital inclusion.
- During the seminar, tools and strategies will be highlighted to help public administrations in the economic and technological effort necessary to establish and maintain digital platforms.
- From this perspective, SMEs can be great allies for the development and implementation of virtual platforms for eGovernment. DIEGO illustrates this fact, and the project will be presented as an effective method to promote inclusion through the use of new technologies.

**Primarily focused on:**

- Administrative entities: local, regional and national authorities; associations and platforms related to administration.
- User associations: associations of citizens, particularly those interested in digital inclusion and in the relationship between citizens and administrations.
- Companies and business associations whose activities are related to the development of ICTs.
- More information: The agenda, registration forms and updated information will be available on the DIEGO website [www.diego-project.eu](http://www.diego-project.eu).

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