

Introduction

DIEGO project - Accessible E-Government - is aimed at becoming a leading and replicable practice at the European level, based on flexible and customizable multi-channel strategies, with the primary purpose of approaching population to the information and activities carried out in local areas of public administration.



Aspects of interest

CIP Programme, ICT-PSP.

Objective

Inclusive e-Government

Budget

5 million Euros.

EU co-financed in a 50%.

Duration

April 2010-March 2012

Coordinator

IDI EIKON (ES)

Partners

DIEGO consists of a consortium of 12 European partners in 6 Member Status. Italy, United Kingdom, Spain, Greece, Cyprus and Ireland.



Pilot implementation by DIEGO Partners

Currently, the pilot set up phase is closing and partners will start the pilot “user profiling”: up to now the project has been developed from the technical point of view, but from now on partners must think about citizens. DIEGO approach always follows the same steps for the projects:

-Transformation of content: making information easier for citizens.

-Back office Information: Integration of pilot’s back offices to a “design for all” front-end.

-Promoting eParticipation: In order to engage citizens making the new utilities attractive to them (census, taxes, certifications, etc.).

For the Irish part, the **Mid-West Regional Authority** partner will use DIEGO in the Limerick website to transform their current website in a more accessible one. Some of the information will be provided through RSS feeders, such as job listings; municipality events; road works; general notices and announcements, etc. But there will also be other sections, including a sharing section with a historical on pictures and experiences; and a municipality service where citizens will be able to track the situation on both a driver license application or a complaint due to a water broken pipe due to the low temperatures, for example.

In the **UK**, the **Cambridgeshire County Council** will expand its public accessibility of the **Cambridgeshire Community Archive Network** website through the Diego platform. The content comes from 40 communities that have uploaded historical photos, videos and voice recordings creating an archive for future generations. Furthermore, a Library room booking system will also be piloted giving access to these facilities with information about libraries, activities; jobs opportunities; enhancing access to resources from their Council **Cambridgeshire.net**.

Interfusion in Cyprus is responsible for the technical aspects of the **Paphos** pilot, through interactive services based on citizen participation. The website will have a wide range of information about Paphos, including information about where to find a pharmacy; a recycling spot; some public announcements; suggestions/complaints mailbox; events agenda; transactional services (for example taxes, water supply).

In Spain three pilots will be deployed :



Quart de Poblet will deploy DIEGO services by means a network of touch screen kiosks which are present in every official building, as well as in the “casino”, the local social club, an so on in order to improve contact between citizens and local government. Moreover, the android version will be available for every pilot soon, which means that citizens will be able to see the website in any android devices (tablets, smartphones, etc.). One of the main novelties is the possibility to check the census through the e-ID cards. The users could also consult old pictures, newsletters and newspapers, as well as apply for appointments with civil servants and make their suggestions/complains at the virtual mailbox.

Paterna is the other Valencian municipality incorporating a new application consisting on publishing the official gazettes at local, regional and national level. These gazettes are tackled at the “Public Digital Board” application, which identifies the edicts that are related to Paterna municipality and shows them with a feeder. They are also considering the idea of creating a jobs’ offers feeder coming from EURES website.

The **Provincial Council of Valencia** will incorporate digital inclusion DIEGO services in their e-Government platform for the Valencian municipalities of less than 5000 inhabitants. The project is already being implemented in two small municipalities from the province of Valencia: Beniparrell and Villar del Arzobispo. The objective is using these two pilots to scale the experience to more than 200 municipalities that are part of the province of Valencia.



On the **Greek** case, the **Municipality of Zografou** is in charge of the implementation of the pilot in Attica area.

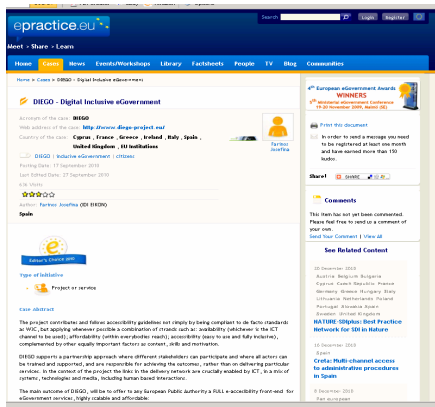
The objectives of this pilot are the reinforcement of existing services increasing the access to information through other channels; improving the access to new audiences, and enabling a more personalized service. Among the e-services, it will be possible to ask for residence permissions, birth certificate, family status or reports from the municipality police. They are also giving a European trans-border service linking EU with Greece regarding job searching or studding abroad. Another interesting application is related to energy services, giving energy consumption both of municipality and end-users.

DIEGO offers a simpler way to see the municipality information, for impaired and disabled people, but also for ordinary people, who will choose the DIEGO application to check the information in an easier way.





DIEGO Dissemination at Quart de Poblet Christmas Fair, December 2010



DIEGO on the ePractice website

Finally, **Italy** has two pilots: Lazio Region and Bergamo Province. Both will use DIEGO to obtain fully accessible interfaces by final users.

One of the main features in the **Bergamo** pilot will be the implementation of a service of employment for disabled people. The worker profile should comply with the confidentiality criteria. They are also working on the possibility for the worker of contacting the company from DIEGO portal directly, thus improving the accessibility characteristics of the application.

On the **ARALL** side, they are developing DIEGO project in 9 municipalities of Lazio region in order to test the platform both in rural and suburban areas. Lazio citizens will find information related to social services, 'Register Praetorian', tourist services, forum, videoconferences, etc.



Dissemination Activities

Quart de Poblet

On 5 November, 2010, in the "digital literacy" courses, promoted by the City Council, DIEGO main characteristics were presented, through a workshop, showing the computers' network and public kiosks to the citizens. The group included unemployed people, the elderly, housewives and disabled persons.

DIEGO was also present at the Christmas Fair organised by Quart de Poblet on 28, 29 and 30 December 2010. The event was an opportunity for sharing experiences with the citizens and to disseminate the main projects of the municipality as well as the work of local associations.

"First Conference on Local Development of the Valencian Community"

In December 2010, the "First Conference of Local Development of the Valencian Community " organised by the Local Development and Socio-Economic Promotion Agents of Valencian (ADLYPSE) and University of Valencia.

It was an opportunity to discuss the present and the future of the local development. DIEGO was presented as one of pioneer efforts throughout Europe to implement an innovative system for LDAs, which can work as a tool to link local companies and citizens who seek employment, a sort of electronic labour guidance.

DIEGO participates on the ePractice workshop on Inclusive eGovernment

On 13 October 2010, a workshop was organised in order to share the best practices on Inclusive eGovernment. The main discussions focused on eGov policies targeted at groups at risk of exclusion. DIEGO defended a user-driven and not a provider-driven platform of services, with multi-channel capabilities and user-friendly interfaces. In order to pick information, transform it and make it available to people, a unique framework has to be created to serve public administrations and citizenship relations, in a customised way. By creating service providers, no further investment is needed and scalability is huge; previous efforts deployed by third parties can be easily integrated. <http://www.epractice.eu/en/events/2010-inclusive-egovernment-workshop>



DIEGO Project Partners gathered in Paphos,



**Digitizing Public Services in Europe:
Putting ambition into action**

9th Benchmark Measurement | December 2010

Prepared by Capgemini, IDC, Rand Europe, Sogeti and DTI

for: European Commission, Directorate General for Information Society and Media



EU e-Government Annual Benchmark Report

More information:

IDI EIKON (Coordinator)

Phone number : +34 961124000

Fax: +34 96112 4054

E-mail: diego@idieikon.com

www.diego-project.eu

FCVRE (Communication)

Phone Number: +34 963184346

E-mail: info@delcomval.be

www.uegva.info

DIEGO project Meeting

During February 28 and March 1, DIEGO partners project gathered in Paphos, Cyprus, with the welcoming of the Paphos mayor.

This meeting aimed at checking the level of implementation of the pilots; at evaluating the progress according the planned scheme; and at exchanging the experiences and findings between the partners.

The project coordinator IDI EIKON advised about technological solutions enabling the conclusion of the technical phase of customization for each pilot site, with the aim of generating a diverse and common approach of the European Community about the capabilities of DIEGO as an inclusive platform for e-government.

In addition, partners discussed about issues related to dissemination, market trends in terms of electronic platforms for public administrations, legal and ethical aspects of the project; and future joint activities .

EU COMMISSION RELEASES ITS e-GOVERNMENT BENCHMARK REPORT

The 9th e-Government Benchmark Report, released on 21 February, states that more people across the EU have access to online public services, increasing from 69% to 82% from 2009 to 2010. The report stresses that these services can cut public administrations costs and reduces red tape for businesses and citizens.

For the first time the report looks at the regional and local dimension of e-Government and highlights substantial disparities within countries. It is concluded that smaller municipalities display only half as much online availability as their larger counterparts. At this regard, DIEGO could work as a basic tool for expanding the availability and accessibility of web services offered by small municipalities, providing access for all citizens, optimizing the cost that this represents for them.

For more information:

http://ec.europa.eu/information_society/newsroom/cf/document.cfm?action=display&doc_id=747

Interest Network

If you are interested in taking part on the DIEGO interest network, please contact us and you will be able to follow the updates of the project and be a potential user so that your administration can take advantage on the services available being part of the digital inclusion offer provided by DIEGO.

