

C **I****Z****E****N** **F****I****R****S****T** CitizenFirst International Conference

eCommunities

Michel Horrevoets
Eindhoven Regional Government

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- eCommunities & e-Inclusion
- Building local eCommunities
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- Citizen Leadership
- Sustainable local eCommunity, tasks
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- Virtueel Plein, some lessons learned

CITIZEN FIRST) Community; a definition

“a group of interacting people, living in a common, or shared environment”

Examples: a village/neighbourhood, a specific target group, extended family

With social processes:

- discussion on relevant issues
- communication
- exchange
- engagement
- sharing knowledge, information
- a.s.o.

Based on common (local) interests, norms & values

eCommunity

- A community, making use of the Internet or other forms of ICT as a common technology environment
- A local eCommunity focusses at local issues and interests (for example improving the daily quality of life or improving the local (rural) economy)
- Local eCommunities can be focussed at several common interest such as ‘better care for the elderly’ , ‘social contact for young people’ , ‘more security’ or better professional e-services incl. e-government services

CITIZEN FIRST Building local eCommunities

eCommunities are not about technology but about human relationships and interests

Starting points:

- Individual, spontaneous eCommunities (local Hyves of the youth)
- Starting from existing social infrastructure around target groups, specific needs;
- ‘Top down’ initiated by a local authority (for example in new housing areas or related at Integrated local development planning processes)
- Stimulated by technologies (introduction of Local Internet Access Points, Teleportation technology etc)



Local eCommunities & e-Inclusion

Several local eCommunities (with different interests, focus, knowledge and technology environments) will contribute to e-Inclusion

eInclusion is, or will be based on:

Multifocal strategy, self-responsible citizens,

The local (regional) authority and/or companies facilitate with technology investments, processmanagement

CITIZEN FIRST E-Inclusion: Actions (1)

People are curious:organise e-news & e-information

1.News Local&Regional

- Agreement with local newspaper on date of publishing and hot news;
- Cooperation with the Regional Newspaper (Eindhovens Dagblad) about a button 'Local news'

2.Information

- Agreement with local (sport)clubs and associations
- Web information published by the webmaster for clubs, associations without a website
- Photo's, video's published shortly after a local event or theme; agreements with local heritage clubs, photo clubs and local & regional TV

CITIZEN FIRST) E-Inclusion: Actions (2)

People want to know what happens and plan:

3. Agenda:

‘Village agenda’ for important local and regional events; agreements with organisers of events

Link of the Agenda with the roomplanner of the Community building manager (and others)

CITIZEN FIRST E-Inclusion Actions (3)

People want to discuss about their daily quality of life

4. Citizen Forum / Citizen Panel:

Ideas inventory and discussion about the future of the village (Integrated Development Plan); agreements with local authority, planning organisation

5. Poll

Quick scanning of opinions (village barometer)

CITIZEN FIRST E-Inclusion Actions (4)

People want help: improve the quality of services

6. Online (elements) of Voluntary services in close cooperation with the voluntary service managers (drivers service, PC & Internet services, Dinner services, odd jobs)

7. Actions to make professional services more user-friendly (citizen guided):

- e-government services organised around life events;
- E-touristic services organised with local focus ,local companies and rural branding organisation;
- E-library services and e-health services (ordering and delivery services in local centres)

CITIZEN FIRST E-Inclusion Actions (5)

8. Training & PC help

- Assistance at the semi public Internet Access Points
- Courses
- Individual help by volunteers

Leadership at the local level

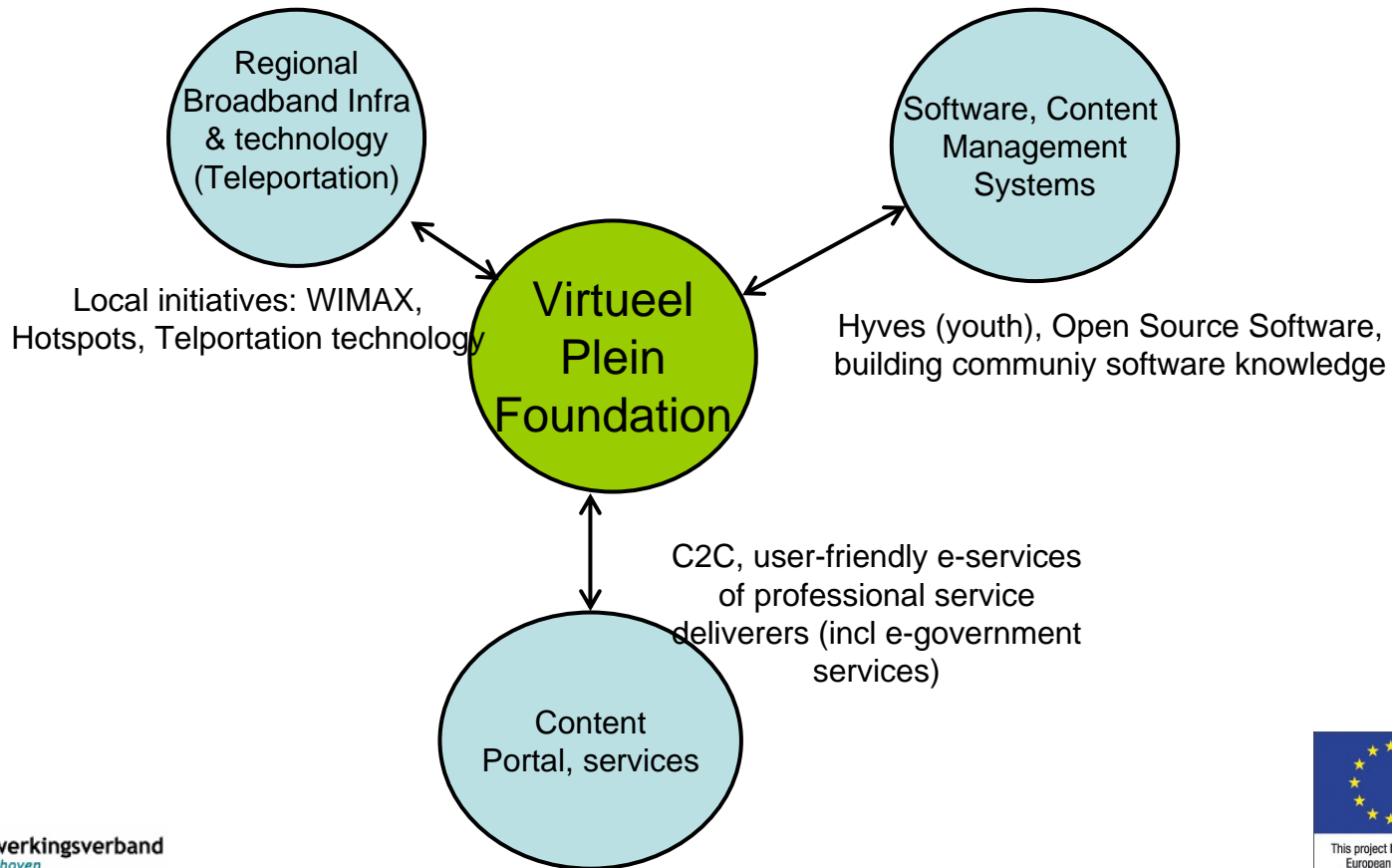
All these actions need local citizen leadership

- Mobilise volunteers with a network
- Make use of social infrastructure (organised target groups)
- Install a working group eCommunity with representatives of clubs, associations as driving force
- Facilitate the working group
- Realise a Corporation, foundation responsible for sustainable eCommunity
- Discuss actions, plans at the (annual) meeting of the local Parish Council (Dorpsraad)

CITIZEN FIRST Tasks of an eCommunity Corporation, Foundation

- Broadband access for everyone (take wireless initiatives, access Regional Broadband Rings);
- Stimulate application of new technologies (example Teleportation technology for e-Health, e-Banking, e-Government services);
- Professional services (incl. e-government services) have to be customised (citizen guided)
- Provide technology support (Internet help desk by volunteers);
- Exchange knowledge between the local eCommunities
- Be future oriented (have a vision about daily quality of life and the role Internet services and ICT can play)

Future: The negotiating local eCommunity central





Hoogeloon: Here lights future



Teleportation technology not only for self-service in banking, but also for e-health self-service in Hoogeloon?



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Some lessons learned from the Virtueel Plein experiment

- Work with open concepts based on human relationships (not on technology)
- There is no step-by-step recipe that can be followed that will guarantee a specific outcome
- Mobilise and organise local knowledge
- Organise or make use of important local events to involve people
- Organise local leaders, get support from the local Village Council and inform local government
- Realise a Foundation, Corporation to be a serious negotiator for improving professional e-services (including e-government services)
- Have a vision of (Internet)-instruments for (specific) eCommunities



THANK YOU

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