

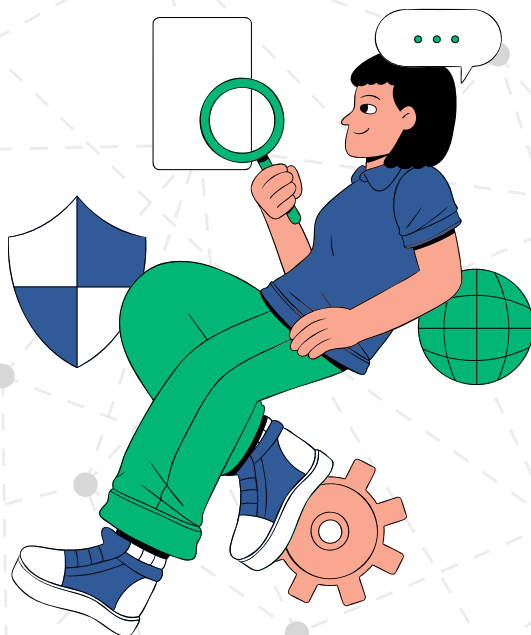


Co-funded by the  
Europe for Citizens Programme  
of the European Union

# I-PLAY

Internet access for Participation, Learning and  
Active Youth

*inclusive practices*



Comune di Castrignano  
del Capo

In collaboration with





## INTERNET ACCESS FOR PARTICIPATION, LEARNING, AND ACTIVE YOUTH

Project number  
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<https://europeforcitizens.wixsite.com/i-play>



<https://www.facebook.com/IPLAYdigitalinclusion>

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# Network

Credits for this publication and for the general success of this project go to:

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Associacao Juvenil da Ilha Terceira - Portugal

Asociatia Nameless Art - Romania

Institute for Albanian Municipalities - Albania



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# Table of contents

- 4 Europe for Citizens Programme
  - 5 About I-PLAY
  - 6 INCLUSIVE PRACTICES
  - 6 Digital Solidarity
  - 21 Distance Learning and Work
  - 37 Digital Communication
  - 53 E-Citizenship
- 



# EUROPE FOR CITIZENS

Europe for Citizens is the EU's programme for funding projects that: help the public understand the EU's history, values, and diversity. encourage citizens to participate and engage in democracy at the EU level.

For the 2014-2020 programming period, Europe for Citizens had a total budget of €187,718,000.

Europe for Citizens is the EU's programme for funding projects that:

- help the public understand the EU's history, values, and diversity
- encourage citizens to participate and engage in democracy at the EU level.

## Funding Streams

### ***European remembrance***

The programme supports initiatives that:

- discuss why and how the totalitarian regimes that blighted Europe's modern history came into power
- look at the EU's other defining moments and reference points
- consider different historical perspectives

### ***Democratic engagement & civic participation***

#### ***Town twinning***

Projects bring together citizens from twinned towns to debate issues on the European political agenda. They develop opportunities for people to engage with each other and to volunteer at the EU level.

#### ***Networks of towns***

Towns are encouraged to cooperate with each other in the long term to explore particular topics or themes, share resources and/or interests, increase their influence, and/or face common challenges.

#### ***Civil society projects***

These projects give citizens an opportunity to participate concretely in the EU policy-making process. They stimulate debates to propose practical solutions to issues through cooperation at the European level.

The Europe for Citizens programmes existed from 2014-2020. The new programmes is called "*The Citizens, Equality, Rights and Values (CERV)*".

# ABOUT I-PLAY

"I-PLAY: Internet access for Participation, Learning and Active Youth" started on the 1st of March 2021 and ended on the 31st of May 2023, designed by 9 partners from 7 EU (IT, PT, FR, BE, BG, LT, HE) and 1 neighbor (AL) Countries, with the aim to establish a Network of Organizations and Towns, to give voice to rural and peripheral territories and digitally excluded citizens (migrants, refugees, disabled,...), by facilitating debates on the need of equal access to the Internet and on its future in EU. The global health emergency caused by COVID-19 has forced EU citizens to digitally re-think their way of life, working, studying, learning, communicating, and participating. But, how it is possible to move so quickly towards a digital-based society, to talk about civic and democratic participation, and to contribute to the Union policy-making process, without guaranteeing EQUAL ACCESS to the internet for all? What are the EU initiatives and programs for this purpose and how could everyone contribute to a more digitally inclusive society? With its structured work plan (6 International Events, 24 Local Debates, and 8 Local Dissemination Meetings in 8 Countries), the project impacts more than 600 direct and 35.000 indirect participants. 16 Young Players (2 per country) first contribute to local research on good practices to be shared (collected in the E-Book "I- PLAY Inclusive practices" ) and, then, act as digital facilitators and multipliers, by stimulating debates on the future of digital inclusion in EU and collecting ideas and proposals on e- Citizenship, Digital Solidarity, Distance Learning, Remote Working, Digital Communication (collected in the Recommendations "I-PLAY for the Future of Europe: how to foster digital inclusion"). The Recommendations, as a result of this long-lasting participatory bottom-up approach, were addressed to the relevant policy-makers, thanks to some partner organizations with their consultative status at the EU Parliament and thanks to the Eurodesk Network which will support the dissemination campaign.



# Digital Solidarity



# Emmaüs Connect

by *Solution, France*

Emmaüs Connect is a French NGO created in 2013. It aims to fight against the digital exclusion of people in precarious social situations. In the context of the digitalization of information, communication, and administrative procedures of everyday life in France: it is now essential to be connected to the Internet to access many services. 35% of French people are still in great difficulty with digital technology (illectronism). The organization has 3 main missions: equip, connect, and support vulnerable people in order to address all aspects of digital poverty.

## METHODOLOGY

12% of French people still do not have access to digital technology due to a lack of equipment: this is a major issue (INSEE, 2019).



Emmaus Connect provides its drop-in centers with variable stocks of reconditioned digital equipment (computers, smartphones, tablets, basic phones) sold at a solidarity price for people in need exclusively. Equipment comes from donations (mainly from companies) and is reconditioned when necessary.

In partnership with SFR (French telephone operator), Emmaüs Connect offers prepaid telephone/internet cards at solidarity prices (~half the market price). These prepaid cards are sold in the 13 centers but also in many partner social centers (1230 in total).

Emmaus Connect organizes free introductory workshops and one-to-one sessions in its reception centers and other locations to teach essential digital skills. Through its training organization, the association also trains hundreds of social sector professionals each year in digital inclusion techniques, to enable them to support the public themselves.

## IMPACT AND RESULTS

In 2022, already over 3 000 families were equipped with ICT material. 950,000 phone and internet recharge already provided at solidarity prices with their Partner SFR o vulnerable people. More than 100,000 beneficiaries and 10,000 social action professionals were trained with the support offered by the organization.

## TESTIMONIES

"Today, thanks to Emmaus Connect, for €12/month, I can call and go online on a smartphone that I bought for €25. Before everything was too expensive, I have a very small pension and a lot of bills. I couldn't afford the luxury of a €400 smartphone or a €50/month subscription. The prices are unbelievable." (Véronique)

"I want to be like everyone else and live with the times. So I come to Emmaus Connect every week to progress at my own pace without pressure. If you have a problem here, you always find someone nice and available to help you. I am a great reader. Now I don't buy newspapers, I look at them on my smartphone!" (Fatima)

MERCI À TOU-TE-S !



# E-Petitions

by Musninkai Rural Community, Lithuania

E-petitions make use of software, which allows the posting of petitions online where others can also register their support. Most e-petitions contain a detailed request containing what it is that the petitioner wants the government to do, or stop doing.

Once visible on an e-petitions website, people can show support by adding their name, e-mail, and postal addresses to the e-petition. There is the possibility to donate even.

All natural and legal persons, various groups of persons, and informal and public organizations can write petitions. All written topics are suitable, if they do not contradict the rules of the page and the laws of the Republic of Lithuania. The categories could be environment, economy and business, education, health care, sports, government and politics, media, human rights or other. The person or organization that created it is responsible for the published petition and its content.

## APPROVAL OF PETITIONS

- saved petition will be activated only after the owner's confirmation by e-mail in the letter, as well as the administration check, after which owner receives an e-mail confirmation letter
- is activated if the created petition does not contradict the first point of the rules
- is activated if the petition has an addressee only for it
- is activated if the petition is not aimed at personal insults or it does not reveal information of a non-public person
- published petitions are public
- it is forbidden to distribute links on suspicious websites or encourage signing for a reward
- the author can supplement the activated petition with additional arguments by logging in to his profile

See the following links for examples of E-Petitions:

- <https://www.peticijos.lt/> (NGO)

- [https://www.lrs.lt/sip/portal.show?p\\_r=35385&p\\_k=2](https://www.lrs.lt/sip/portal.show?p_r=35385&p_k=2) (governmental)

## Strengths

- They allow people to find others who are campaigning about issues that are important to them.
- Increased awareness of what issues other people find important.
- E-petitions are more easily circulated and signed than their paper-based equivalent.
- Opportunity for informed debate, if the e-petition is accompanied by additional information.
- Very quick and easy for many people to participate.



## Weaknesses

- E-petitions often don't attract participation from older people without access to the Internet, and there is often less participation from lower-income citizens.
- Opposing views may be overshadowed by the dominating petition.
- Media coverage may bias responses (number of signatures).
- No in-depth discussion (although this can be arranged at a supporting site such as a forum).

Aukok.lt (NGO) – the biggest online donations portal in Lithuania, founded in 2009, which enables individuals and legal entities to donate more conveniently. There are 8 main values, which objectify the goals of the organization:

- Transparency

Get reports from supported projects.

- Choice

Choose the cause you want to support.

- Credibility

Projects are selected by an experienced Aukok.lt team.

- Internationality

If you live abroad, you can donate via Paypal or your credit card.

- Safety

NOG is the biggest donations portal in the country and we guard our reputation. They ensure the safety and audit of financial transactions.

- Anonymity

Choose, whether you would like to reveal your name in the donor's list or would like to stay anonymous.

- Gratefulness

Donate and receive gratitude for your inspiring example.

- Gifts

Donate in your friend's name and make a present of kindness.

The organization follows the Code of Ethics & Conduct for NGOs. It can be reviewed here.

## HOW IT WORKS

Aukok.lt functions as an in-between assistant: invites organizations to raise funds, assess and select fundraising projects and publish them in Aukok.lt, where goodwill donors can easily and fast donate a certain amount of money with one click. Collected funds reach organizations rapidly and conveniently. After projects are implemented, organizations fill out the reports and every donor can see and read them.

**Source:** <https://www.aukok.lt/projects/category/>



# Digital for Youth

*by Inclusive Europe, Belgium*

The notion of 'Digital Solidarity' is vital to maintain human connectivity in today's tech-driven societies. However, the importance of solidarity and communication has never been more evident than it is after the recent Corona outbreak. In 2020, Covid-19 reshaped every aspect of our lives and accelerated the shift to distance learning to the point that it became the only viable mode of education and communication at all stages of education from kindergarten to higher education.

However, this shift exposed the technological challenges and existing inequalities that individuals, particularly the young ones, are subjected to. To tackle this issue, Digital for Youth collects pre-owned Information and Communications Technology (ICT) materials, refurbishes and delivers them to young people who need them most.

Previously named 'PC Solidarity', Belgian Digital for Youth was launched as a civil society project in 2009 to tackle the digital divide in Belgium. Following the Corona outbreak, the initiative started to focus largely on the young population by providing them with ICT tools. The organization works closely with the King Baudouin Foundation to maximize its outreach to the young population that is in need of laptops and with its professional refurbishment partner CTG Circular to get the laptops repaired. CTG Circular is also responsible for ensuring data security for the companies or institutions that donate laptops.

The Digital for Youth team launched another campaign in 2022 - this time to help the Ukrainian youth. Since mid-March 2022, Belgium has issued 25,930 temporary protection statuses to Ukrainians and their families. According to September 2022 Eurostat figures, 22% of Ukrainians applying for temporary protection in Belgium were under the age of 18 and roughly 17% were under 14. Many of these young refugees remain in the transit center without a permanent residence, which means they have difficulty accessing the Belgian education system and have no other option than taking online lessons in Ukrainian that some Ukrainian schools still provide. That is why Digital For Youth, with the help of Belgian Red Cross-Flanders, set up an action to support these refugees and provided 100 laptops to each transit center in Belgium. Apart from offering ICT materials to young people in need, Digital for Youth also cooperates with other organizations and carries out a wide range of activities on digital solidarity and equality. Its most recent cooperation was with the French organization Amonsoli. The Digital for Youth team provided computers to dozens of participants from migrant backgrounds and helped them get familiarised with basic IT tools with a series of workshops.

## HOW IT WORKS

There are two options for donations: The organization receives financial contributions through the bank details provided on its website, or it receives pre-owned ICT materials such as desktops, laptops, screens, or printers. The donation process starts when companies or individuals fill out a form on the organization's website and schedule an appointment for pick-up.

Digital for Youth collects functional or non-functional IT materials free of charge if there are 20 or more materials to be collected. The collection and refurbishment services are operated by the professional ISO 27001 and ISO 9001-certified refurbishment partner, CTG Circular.

Right after a device arrives at the CTG Circular warehouse, the data erasure procedure begins with the help of the Blancco software. This data erasure software deletes all data on the device according to NIST 800-88 R1 guidelines. As a result, no fraction of data can be recovered from the disk. If problems arise during this process or if data appears to be irremovable, the hard disk is then removed, and the BLANCCO software is installed a second time directly on the disk. If this fails too, they physically destroy the hard disk in the warehouse. Once the data erasure procedure is complete, certified proofs are sent to donators to ensure data security.

Refurbishment services mainly include repairing or replacing parts and installing new software. If found non-reparable or non-functional, the devices are sent to recycling centers such as Recupel.

Either way, the donated devices will be reused and will end up contributing to a circular economy.

In 6 weeks after the collection of devices, the donators receive a detailed report including:

- a detailed overview of the donated laptops.
- a certificate of data erasure.
- a certificate of recycling (in the event that appliances were unusable).

## IMPACT AND RESULTS

In 2020, Digital for Youth distributed a total of 13,231 devices to schools in Flanders, Brussels, Wallonia, and German-speaking Belgium. They supported 86 youth projects by providing a total of 3,852 digital materials in 2021. By the end of 2022, the total number of ICT donations reached 20,000. In addition to material donations, they also collected financial resources from individuals and companies. A total of 1,193 donors helped them collect 879,910 € since 2020.

However, the success of this initiative is wider than the high number of donations. The organization launches and supports various social media campaigns to raise awareness of digital equality and literacy. They often cooperate with other initiatives to provide workshops on digital skills as well as ICT tools to the ones in need.

In March 2020, Digital for Youth contributed to the hashtag campaign called #Allemaaldigitaal and helped draw attention to the digital divide issue in Belgium through social media engagements.

Their efforts proved to be a great success when the Flemish education minister announced in April that he would obtain 10,000 used laptop computers for the use of disadvantaged children forced to home-school by the Covid pandemic.



## TESTIMONIES

*"It is incredible what we have achieved in such a short time. We didn't know each other, but just ran into each other and work fantastically well together." - Veronique, Refugee Work Flanders*

*"Corona made it clearer than ever: young people need easy access to ICT. That's why we donated our laptops to be replaced." - Sensoa*

*"Without the laptops there is nothing. For the children it is actually back to first grade, because they have to learn a new language." - Zarema, mother of 4 children*

*"Due to a difficult home situation, I was in institutions until I was 18. I was often out of school and therefore never graduated. Now I'm getting a new chance: I'm training as a healthcare professional and can follow the online classes thanks to a laptop from Digital for Youth. I am so grateful!" - Ilham*

YOUTUBE: <https://www.youtube.com/watch?v=wMpwIwCTHcM>

# #DigitalSolidarityGR

by *Institute of Research and Training on European Affairs, Greece*

In 2020, with the pressure of Covid-19 an initiative of the Ministry of Digital Governance for citizens' access to remote work, education, and entertainment, through the provision of free or reduced-cost digital services and products by institutions, individuals, and businesses was launched, under the name of #DigitalSolidarityGR. In this initiative a lot of big companies and organizations took part, basically, #DigitalSolidarityGR calls for all businesses and organizations to offer free digital tools and services to the residents of Greece, as long as the measures for the coronavirus last, although after the easing of strict measures this initiative continued. DigitalSolidarityGR is a platform where anyone could submit an offer to provide a service or a product to support Digital Solidarity in Greece.

After the necessary verification by the competent team of the Ministry, the offers that have a clear and predetermined duration are posted on the platform. Both services and products that are available for free or at a reduced cost must not come with a commitment or obligation to renew after the end of the offer period.

The main idea behind this initiative was that we can all, each one from his position of responsibility, facilitate our daily lives and contribute to the reduction of the socio-economic effects of this painful pandemic. Our common goal is for all citizens to be able to work remotely through the free use of advanced and smart telework platforms, read newspapers, magazines, and books for free on their tablet or mobile phone, and attend school/university courses, from distance learning platforms.

## METHODOLOGY

This initiative was 100% online, using the platform [digitalsolidarity.gov.gr](https://digitalsolidarity.gov.gr) in order to ensure its inclusiveness, during the covid period social inequalities widened resulting in socially excluded groups being further restricted. Keeping the platform online ensures access by the largest part of the population. During the implementation of this initiative, both formal and informal forms of training were used, the platform allowed for both strict methods to be carried out, such as certification on digital tools but also informal tools like seminars and even movies.

## IMPACT AND RESULTS

More than 50 companies have registered this platform in order to provide their services, and more than a million visits were recorded during covid.



Initiatives like this coming from the central administration of the country have a great impact on society both for economic reasons (large funding) and also for the scale of citizens that the state can reach. Despite this, a part of the population even in such an action was left out, due to the six years of digital exclusion that exists in the country, a part of the population especially in remote villages even these days does not have access to the internet, a fact that was not addressed by the authorities during the covid period and remains an important problem of Greek society, as more and more processes are digitized, resulting in a widening gap.

I.R.T.E.A, as part of its participation in this project but also with the aim of involving young people in the process of strengthening the digitally excluded groups, published press releases and also an article to promote these good practices.

## TESTIMONIES

In the framework of the activity that I.R.T.E.A implemented on the 25th of November with the participation of 15 young people, the 2 young players were asked to make a statement about their experience during this project.

*"Through our research, for this project, we realized the need for the existence of structures and services to support society in the matter of digital solidarity, especially during the covid period when the use of digital tools intensified. We hope that the tools created during this covid period will continue to be funded and supported."*

*"Searching for the impact of the good practice we presented, we realized how much of the population is digitally excluded. This is a phenomenon that will grow as time goes by and digital media become part of our daily lives."*

# Non siamo soli

by *Fattoria Pugliese Diffusa APS, Italy*

The project was created to enable ten elderly people from Tauriano community to acquire basic digital skills to avoid the risk of social exclusion. The pandemic accelerated the digitization processes and it's important to support people in their lives in permanent services and spaces to reduce the digital device.

The project "Non siamo soli" consisted of inviting people to offer during the early stages of the basics of Digital Solidarity in the crucial initiation to the digital transition, to help people to use smartphones and to instruct about its risks.

## **METHODOLOGY**

The project focused on three keywords and three particular moments in five meetings:



- INTRODUCTION ( presentation of the topics, objectives, and eventual risks, etc.)
- PRACTICE ( participants enter the virtual space in a practical way, they use smartphones for appropriate communication, and analyze videos, and informative posts to recognize fake news. It's important to applicate the methodology of storytelling)
- REFLECTION ( the expert and the participants reflect on impressions, posts, on the importance of training, and on the importance in the community ).

## **IMPACT AND RESULTS**

The ten elderly people involved acquired the ability to use smartphones safely and recognize risks and fake news on the internet in five meetings. The project proved to be inclusive and to respond positively to the needs of the participants. It permitted to reduction of the digital gap in society and to have free access, equal access according to the solidarity policies of UE.

# A hot meal donated - A saved Christmas Story

by *Nameless Art Association, Romania*

A donation campaign organized by bonapp.eco together with the Association a Hot Meal ("Asociația O Masă Caldă") for 1000 hot meals offered to vulnerable people. This initiative brings solidarity of local hospitality industry businesses towards those who need their support.

## About bonapp.eco

bonapp.eco is a Romanian start-up, launched in 2021, whose mission is to reduce food waste through a mobile app currently available in Bucharest and Cluj.

Through the application, users can purchase unsold food products until the end of the day, or about to expire, with discounts starting from 50%, from restaurants, cafes, confectionery, bakeries, and hypermarkets. Thus, the products that would be lost are sold, minimizing food waste.

This initiative started before the COVID-19 pandemic. During the lockdown, several initiatives targeted medical professionals and people who were in the first line to fight against the pandemic.

## **METHODOLOGY**

Caring for food and loved ones are two of the basic motivations that are a constant source of inspiration for them. On Christmas Eve, the organizations wanted to share with everyone the desire to do good.

Although the holidays are a reason for joy, the end of the year remains, unfortunately, one of the biggest sources of food waste. And then, at the same time of the year, those in the vulnerable categories struggle to make ends meet. So they were inviting people that are fighting #NoWasteHero to make donations that would help in making a hot meal for Christmas

With the help of the Association a Hot Meal, the donation turned into freshly cooked food, which reached the tables of children from families with financial difficulties and people on the verge of poverty.

The campaign uses an online app called bonapp.eco that connects the user with supermarkets, restaurants, gas stations, hotels, coffee shops,

## IMPACT AND RESULTS

The association has been operating since June 2013, in Cluj-Napoca, based on the belief that anyone can benefit from a hot meal. It does not look at the ethnicity, age, material condition, or clothing of those who come to receive food. Food is a basic need and those who come to their canteens are in great need of it.

Among those who receive a hot meal are children from families with financial difficulties, homeless people, and those on the verge of poverty. They cook in self-funded or community-rented kitchens and haven't taken a week off, continuing to plan future initiatives because nothing compares to the feeling of having contributed to the community you're part of by helping the less fortunate.

*+9 years of activity*

*1.9k beneficiaries every week*

*100 volunteers involved weekly*

Thanks to the Christmas campaign, more than 1000 hot meals were offered to disadvantaged people.

## TESTIMONIES

*"Even if there is not necessarily a structured program in this regard, it is up to each of us to try to help those in need. You only have to take a look around and you will see that you can help some people who are not in the most fortunate circumstances, and for us in the food area, I think it is very accessible to us to lend a hand. We try to participate in any initiatives in this sense and over time we have collaborated with colleagues in the field to be able, for example, to offer a hot meal accompanied by good bread to people who need it." (Gabi Gorgan (Communication strategy, specialized in the gastronomic area and instructor at HoReCa School - n. ed.)*

*"It's about small gestures that can bring, we hope, a smile on the face of those who are not very lucky."*

### **Source:**

<https://da.zf.ro/dupa-afaceri/gastronomie/cum-arata-solidaritatea-businessurilor-locale-din-horeca-fata-de-cei-20554313>

<https://bonapp.eco/en/campanie-craciun-1000mesecalde/>



# Jobs for Ukrain

by Nameless Art Association, Romania

Jobs for Ukraine is a platform realized by "InnovxBKR", a branch of the BKR Erste Bank, and made available by "Jobful" a Romania job platform. Also, this mission was possible thanks to UNHCR, IOM UN Migration, EuropeanBank, and Leading Learning Partners Association.

The free platform Jobs for Ukraine aims to improve livelihoods for people forced to flee Ukraine to Romania and other countries due to full-scale war, through easy access to jobs and learning opportunities abroad and remote. It enables them to explore different industries, look and apply for jobs in different countries, and acquire and master new skills for virtual badges.

## METHODOLOGY

Jobs for Ukraine supports people affected by the war in Ukraine to rebuild their financial stability through easy access to job opportunities abroad and remote via a free platform. The easiest way to find a job on the platform is to have a profile created and filled out.

The recruiters can see details on the professional life, that's why it is crucial to add information about themselves in the appropriate fields: about you, your availability, education, work experience, skills, languages, values, and perks. Also, those interested, can upload their CV file to the 'Resume' section and have their profile updated automatically based on details in the resume document. After the profile is completed, citizens can easily apply or get invited to jobs that are fitted for them, using the Matching System.

## IMPACT AND RESULTS

7948+ Job seekers - 1989+ Employers - 2415+ Jobs

3724+ Applications, invitations, matches

## TESTIMONIES

*"Thank you to the people at Jobs4UKR who helped me get a job. I like to communicate with people, I know how to work with documents, and I know Romanian, Ukrainian, and Russian. Now I am adapting to the new environment and I want to work more as soon as I get the chance. It is hard to find the right words, but basically, I am very grateful to Jobs for Ukraine." (Angela)*

### Source:

<https://jobs4ukr.com>

# Distance learning and work



# Pop Initiatives

by *Solution, France*

The POP initiative (Plan Ordinateur Portable = Laptop Plan) is an initiative carried by the French department/country La Réunion (an island in the Indian Ocean). It offers all students entering high school/VET (age 16) a free laptop, in order to acquire necessary digital skills and to reduce the digital inequalities in this area where many families have financial issues. This practice has been implemented on the whole island since 2010. Since 2016 the laptop also comes with a free internet subscription: however only for families with low income.

## METHODOLOGY

The budget is now 9 000 000 € per year. The initiative has been made possible by European funding as well as national funding from France. It has been in premiere in France, and since 2010 this practice has also been implemented in some territories of mainland France, thus showing this practice's success.

## IMPACT AND RESULTS

It has been allocated to 18 000 people each year since 2010. There was some political criticism at the beginning because of the cost, but after the first year, there was widespread support for the continuation of the project and the allocated budget.

However, criticism has been leveled regarding the lack of human resources deployed to train pupils in the pedagogical and informative use of digital technologies. Similarly, teachers were not adequately prepared for the use of these new technologies in the classroom, which reduced their pedagogical use during the school day.

## TESTIMONIES

*"I am very grateful for this initiative because before I entered high school I did not have access to a computer at home, but my parents also needed it often. Although I had a cell phone and therefore access to the internet, I still didn't know how to use many basic programs. By getting this laptop, I was able to take it to class and started taking notes for some of the literature classes directly on my computer. I was able to learn how to use programs like Word, and it also allowed me to search the internet more easily."*

# Connected Lithuania

by *Musninkai Rural Community, Lithuania*

The primary objective of the project Connected Lithuania effective, secure and responsible digital society in Lithuania is to promote the advantages of information and communication technologies ICTs and motivate them to develop their digital skills using the Internet effectively, safely and responsibly. The project, which started in 2018 and is due to finish in 2021, is aimed at a large section of the Lithuanian population around 500,000 people who are either not yet using the Internet, or lack basic digital skills to do so. A Community Digital Leaders network enhances the impact and awareness-raising prospects of the project. The network brings together close to 2,000 people, including librarians, who have a direct non-formal influence on their local community. A separate network, comprised of young volunteers and e-scouts, brings together another 1,500 people. 1,200 public Internet access points library branches provide a place for e-scouts-organised activities, such as offering guidance to local community members on e-services and smart phone use. Public libraries, engaged within the framework of the project, host digital skills training classes directed at adults from the local community, with more than 12 topics being offered for 100,000 citizens.

## METHODOLOGY

Public libraries, engaged within the framework of the project, host digital skills training classes directed at adults from the local community, with more than 12 topics being offered for 100,000 citizens. The project's scope is especially large: it involves over 750 local communities and has been implemented in all of Lithuania's municipalities. Connected Lithuania's website features a database of more than 60 online courses for self-study, related to digital activities and digital skills needed in everyday life.

## IMPACT AND RESULTS

The Connected Lithuania project achieved successful results, involving 15% of the total Lithuanian population. In addition, the project ensured a good reach through the involvement of volunteer community leaders. The digital literacy training, established by Connected Lithuania was attended by almost 79,000 citizens, with more than 50,000 classes already held. The project can be adapted and replicated in other countries due to its reliance on public libraries, which are already established throughout the EU. In addition, Connected Lithuania contributes to making knowledge available and accessible through a well-designed website, which provides a good overview of online and offline training and results.

**Source:** <https://www.prisijungusi.lt>

# DIGIKLASE by MEMBY

*by Musninkai Rural Community, Lithuania*

Apparently, a coordinator in the administration, a COO, and a People Operations Manager with 27 coworkers has been implementing this practice in Lithuania since 2020. A team that is full of youthful energy, loud laughter, and ideas that are waiting to be fulfilled. Currently, this practice has turned into a community.

## **METHODOLOGY**

The platform aims to engage young and talented tutors in discussion during a 50-minute lesson, make quick quizzes with prizes and create a mutual personal connection to capture the attention of each student. Moreover, to reduce students' fear of asking, it is used a chat window with nicknames during class and a camera and microphone - optional. In this way, students ask questions in writing. If necessary, the "raise your hand" function allows students to enter the classroom environment and ask a question by voice. Also, after class, students get free private help from assistant teachers. Specially trained tutors constantly measure the level of understanding during the lesson and listen to the students to adapt the lesson to their needs.

## **IMPACT AND RESULTS**

This practice embraces 5,000 members currently. Both parents and students can benefit from the opportunity. We go beyond the school curriculum, and we'll offer non-formal learning and self-help programmes. It offers courses to fully prepare youngsters and adults for life and personal development (financial literacy, public speaking, and many others). The culture and philosophy of our activities are innovative. We're pioneers of live distance learning, which fundamentally change the entire education system.

**Source:** <https://digiklase.lt/>

# Seniornet Vlaanderen

by *Inclusive Europe, Belgium*

Seniornet Vlaanderen is a non-profit organization founded in Belgium to assist senior citizens to acquire and improve basic digital skills. Their webpage offers free lessons in Dutch. They also teach retired volunteers and have these trainers give free workshop sessions about computers, tablets, and smartphones throughout Flanders and the Brussels region. Their lessons are always at the request of and in collaboration with associations, local service centers, OCMWs (social service centers), libraries, or other municipal premises. Their motto is 'Senior teaches Senior'. They give lessons of 3 hours at a moderate pace, keep the subject matter simple, and include a lot of exercises and repetitions.

Seniornet Vlaanderen was initially launched as a website in 2000 by Walter Leirman, a professor at the Pedagogy Faculty at KU Leuven. Having observed the difficulty senior people have with using or accessing digital tools, Leirman produced textual content and videos containing simple instructions and practical information for the elder people and uploaded them to the website.

However, after receiving positive feedback and requests for more materials and workshops, the professor decided to expand his services and founded the NGO, Seniornet Vlaanderen vzw, to help seniors build confidence in navigating around PCs and mobile devices. Today, the website and the trainers of the organization offer lessons on the following topics:

- Basic computer skills (eg. knowledge of computer parts, operating files and folders, printing, basic internet browsing, and email usage)
- Using mobile devices such as smartphones and tablets
- Basic Office skills (creating Word documents, spreadsheets, and PPT presentations)
- Use of social media networks like Facebook, Whatsapp, and Instagram
- Introducing web applications such as online shopping, online banking, accessing to the tax return and health record platforms, ItsMe
- Tips for online trip planning (eg. Using Google Maps, planning cycling, and walking tours)
- Editing and storing pictures
- Learning about online safety (eg. phishing methods, privacy, working in the Cloud)

## METHODOLOGY

The online lessons are accessible to everyone via the website [seniornetvlaanderen.be](http://seniornetvlaanderen.be).

The organization recruits trainers from two sources: people from the education sector and people from the IT sector. This way, their pedagogical and technical strengths contribute to the quality of the workshops. The trainers, first, receive a 2-week training to understand how to explain complex concepts to seniors. Since the trainers are all volunteers and the majority of them are senior people, their workshop title is 'Senior teaches senior'.

Municipalities or other organizations request and schedule workshop events on the website. If the organizer of the workshop does not provide devices, the trainers bring the devices with them and let the senior participants use the devices during the lesson.

In the last 5 minutes of the session, the participants are asked to evaluate the lessons and give their suggestions to improve the workshop quality. The devices the organization owns are all donated by companies, namely the network operators Proximus and Base.

## IMPACT AND RESULTS



The organization has given a total of 227 workshops between 2010-2022. The participants per workshop vary between 15-35 people. There are more than 30 volunteers in the organization.

## TESTIMONIES

*"This course is nothing like the others. They understand and respect our pace." - Micky Van Ween*

*"I had a tablet for years but did not know how to use it. Elke (the trainer) explained and demonstrated everything I need to know to be able to use it. She was very patient and I appreciate it." - Romain D.*

# The response to COVID-19

by *Institute of Research and Training on European Affairs, Greece*

The situation regarding distance learning and working in Greece has been affected by the COVID-19 pandemic. As a result of the pandemic, many schools and businesses in Greece have had to temporarily close or switch to remote operations in order to slow the spread of the virus.

Distance learning has been widely adopted in Greece as a result, with many students taking classes online. However, the transition to distance learning has been challenging for many, as it requires a different approach to teaching and learning than a traditional classroom setting. There have also been concerns about equity and access, as not all students have the necessary technology or resources to participate fully in distance learning.

In terms of working from home, some companies in Greece have implemented remote work arrangements for their employees in response to the pandemic. However, the extent to which this has been possible has varied depending on the nature of the work and the availability of technology and resources.

## METHODOLOGY

### DISTANCE LEARNING

The Greek government has taken various measures to support distance learning in response to the COVID-19 pandemic. Some of these measures include:

- **Provision of technology:** The government has provided laptops and other technology to students who lack the resources to participate in distance learning.
- **Investment in infrastructure:** The government has invested in upgrading the country's internet infrastructure to improve connectivity and support remote learning.
- **Teacher training:** The government has provided training to teachers on how to effectively deliver lessons online and use technology in the classroom.
- **Support for vulnerable students:** The government has established programs to support vulnerable students, such as those living in poverty or with disabilities, to ensure that they have the resources they need to participate in distance learning.



These measures aim to ensure that all students in Greece have access to quality education, despite the challenges posed by the COVID-19 pandemic.

Apart from those measures in Greece, the main way of distance learning is through the Centers of Training and Lifelong Learning, these are facilities or institutions that provide education and training opportunities to individuals throughout their lives. The purpose of these centers is to support individuals in acquiring new knowledge and skills, improving their employability, and enhancing their personal and professional development.

Training and Lifelong Learning Centers typically offer a wide range of programs and courses, including vocational training, professional development, and personal enrichment courses. They may be publicly or privately funded and may be affiliated with universities, government organizations, or independent training organizations.

The aim of these centers is to support individuals in acquiring the knowledge and skills they need to succeed in today's rapidly changing job market and to help them adapt to new technologies and advancements. This type of continuous learning is becoming increasingly important as the world becomes more complex and competitive, and as the need for new skills and knowledge evolves.

## **DISTANCE WORK**

The Greek government has not taken specific measures to support remote work but rather has focused on measures related to the COVID-19 pandemic and its impact on the country. These measures include providing financial support to businesses and individuals affected by the pandemic, as well as investing in infrastructure and technology to support remote learning and work.

Additionally, the Greek government has been supportive of businesses that have implemented remote work arrangements for their employees, recognizing the benefits it can offer in terms of increased flexibility and reduced costs.

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## **IMPACT AND RESULTS**

During the Covid-19 period distance learning was at its highest as the stats below can verify, for example, In live education, the following data were recorded:

- 9,462,802 cumulative student participation in digital classrooms
- 766,458 daily student participation in digital classrooms
- 112,872 teachers have created their digital classroom
- 532,251 digital classrooms have been created cumulatively
- up to 40,957 digital classrooms per day
- 36,091,106 minutes of modern distance learning course.

In asynchronous education:

- Student participation in e-class platforms: 744,973
- Teacher participation in e-class platforms: 115,618

In total, more than 1,099,421 students and 193,062 teachers have registered in Panhellenic School Network. Educational television: 145,000 children aged 4-14 watched daily in April the educational television program established and implemented by the Ministry of Education, in collaboration with the Institute of Educational Policy and ERT.

In public schools, 96.3% of the courses that were conducted in real-time are already included in asynchronous distance learning.

In universities, 96.35% of undergraduate courses are delivered through modern distance education.

# Meet and Code

by *Fattoria Pugliese Diffusa APS, Italy*

Fattoria Pugliese Diffusa together with Matteo Lecci, informatics expert, doctor Marcella Rizzello, welfare officer, and doctor Cristina Trono, psychologist, get kids involved in the correct use of the web. In particular, they talked about the risks and above all the resources that offer utility to kids and young people.

They met with the head office of FPD and there were ten participants. After that, there was a meeting on February 4th with each participant who received a certificate of attendance and they showed their work to the community. Italy is among the first countries to have introduced coding at school to oppose bullying and cyberbullying and ensure privacy on the web.

## METHODOLOGY

It was realized with experts through an analytic approach.



The children learned to act computational thinking and through the use of technological tools, such as the programming of video games, the students learned to program and programmed to learn with the methodology of storytelling and collaborative learning in the meets. In particular, they used simulations and exchange practices with SCRATCH, a platform of MIT Media Lab, with a simple graphic to programme interactive plays and stories based on respect for the world, pacific and not violent communication, and respect for civic community values.

## IMPACT AND RESULTS



There were ten children in this project followed by experts and they were members of the community of Taurisano. Coding is the new alphabetization and it consents to understand that the objects in this period are interconnected and the new communication needs to applicate coding.

Exercise decoding information, with the use of directional arrows, sequential words produce a positive effect: cooperation and design get better the movement; the respect is always greater; the children after these meetings can work out a solution to the problems and they meet reality quietly. It is necessary to deepen the increase in activities between children's spatial and motor skills and informational memorization and decoding to promote the concrete experimentation of analogical and digital storytelling as a complementary methodology to create integration too.

## TESTIMONIES

Brian Roberto Toma and Chiara De Icco are two participants in the project. They would like to continue to learn more about coding and they are interested in coding.

*"Children could create what they wanted."*



Imagination is the  
only obstacle!

# Digitaledu platform

by *Nameless Artt Association, Romania*

The digitaledu platform is the core of an initiative to support meaningful learning activities appropriate for the 21st century. Technology provides tools and resources – often useful and effective, sometimes novel, attractive, and engaging. It is the role of pedagogy and the teacher to select them and give them meaning.

## METHODOLOGY

Digitaledu platform is more of an "exchange ideas", built with the help of teachers, aiming to show how that learning can be enjoyable, engaging, and useful for students.

The Activity Ideas section is built through the iTeach platform (suntprofesor.ro), benefiting from the expertise of education experts from the Institute for Education foundation and from the University of Bucharest, Faculty of Psychology and Educational Sciences, Department for Teacher Training.

Each resource for digitaledu.ro is proposed using the form in the account on the iTeach.ro platform (Resources section).

## IMPACT AND RESULTS

Digitaledu.ro is a platform dedicated to digital education. It has 8591 suggestions of learning activities and open educational resources created by teachers, selected, reviewed, and validated by specialists in educational sciences.

+1950 teachers contributed

1494 ideas for learning activities in the classroom or at home, individually or collaboratively, for each level of pre-university education and for all curriculum areas

7097 educational resources in digital format, for all subjects and classes, for students and teachers: exercises, worksheets, didactic images, simulations, visual aids, online tests, didactic games, multimedia resources

70+ online applications and tools that can be used to create educational content or support learning activities with the support of new technologies

## TESTIMONIES

*"The didactic escape room game is a digital resource aimed at students who want to consolidate or check their notions of morphology and syntax, which can be approached both individually and in teams.*

*The objective but varied items formulated in short statements give students the opportunity to develop their logical thinking, and the game format the desire for improvement/self-improvement, competition, and collaboration." (Doru Stefanescu)*

**Sources:**

<https://digitaledu.ro>



digital edu.ro

Situații de învățare cu utilizarea instrumentelor și resurselor digitale

# Merytu App

by AJITER, Portugal

Merytu is a Portuguese app, launched in the midst of the COVID-19 pandemic. It's an innovative technological solution that unites professionals and companies in the hotel and restaurant industry in a simple and effective way. It allows professionals to find work opportunities and possibilities for career development based on professional performance. And at the same time, it allows companies to reinforce their professional needs.

## METHODOLOGY

The app is fundamentally based on merit. An estimation system was developed, which allows companies to evaluate the professional's service provision, and, at the same time, professionals evaluate their experiences in the same companies. This immediate feedback allows professionals to develop their skills and evolve following their respective performances, which also translates into the possibility of increasing the hourly rate of the functions performed.

Companies publish their invitations in the app, for a given role or a certain job, indicating the level of experience of the professional they want, the date, time, and location of the service. The app automatically identifies the profiles of professionals who correspond to these invitations (those who are registered with merytu) with the requested characteristics and who are available in those periods of time.

## IMPACT AND RESULTS

Currently, the app's monthly growth rate stands at 30%. It has more than 1200 active professionals and more than 250 companies that use merytu to strengthen their teams, and the rate of invitations launched by companies amounts to between 50 and 100 daily invitations.

# Albanian School of Public Administration

by *Institute of Albanian Municipalities, Albania*

The Albanian School of Public Administration (ASPAs), is a central public institution, with administrative and academic autonomy, aimed at forming a central government, local government, and independent institutions. ASPAs has been conducting its 2000 event, originally organized as the Public Administration Training Institute (ITAP) and since 2013, as the Albanian School of Public Administration. The organization and operation of the ASPAs are regulated by Law No. 152/2013 "For the Civil Servant", as well as the Decision of the Council of Ministers No. 138 dated 12/03/2014

"For the organization and functioning of the Albanian School of Public Administration and the training of civil servants".

ASPAs offers various services within the class training program, coach training program, internship program, e-learning program, etc. Each year ASPAs trains about 5000 public officials, based on more than didactic training modules. ASPAs collaborates with coaches from the academic world, and public administration, as well as local experts from different fields.

## **METHODOLOGY**

The "E-Learning" service is a very useful instrument that can be used individually by anyone who wants to learn and improve their knowledge. This service is specially designed to enable computer-based learning and can be accessed via the Internet 24 hours a day, every day of the week, from everywhere you are.

The online library "E-library" is a new service that aims to provide good information opportunities for all public administration employees and not only to search and inform on technical documents works of public administration such as information booklets, guides, meteorological documents, evaluation reports, etc. "E-library" enables well-classified document storage, thus providing an accurate and easy-to-use organization. The structure of the E-library enables you to research, preserve, create personal download history, or even return to previously used materials.

The digital platform of the "E-library" is built thanks to the financial support of the Swiss Government within the framework of the Programme for Decentralization and Local Development (DLDP). Currently, the School of Public Administration is working hard to populate this platform with materials.



## IMPACT AND RESULTS

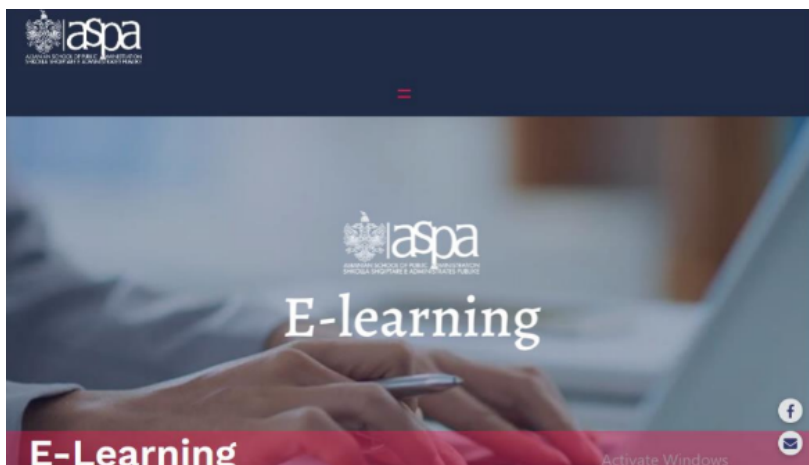
20780 PARTICIPANTS IN TRAINING 2022

10889 PARTICIPANTS FROM CENTRAL POWER 2022

4737 PARTICIPANTS FROM LOCAL GOVERNMENT 2022

4994 PARTICIPANTS FROM INDEPENDENT INSTITUTIONS 2022

3755 PARTICIPANTS IN TRAINING FOR EUROPEAN INTEGRATION  
2022



# Digital Communication



# #FIPfor Peace

by *Solution, France*

The initiative being presented is a digital event organized by the French parliamentary group La France Insoumise in May 2017, led by Jean Luc Mélanchon. It was an event that brought together members of the political group all over the world, but obviously mostly in France. The participants mobilized online, on the social networking platform Twitter.

## METHODOLOGY

The purpose of the demonstration was to create a crowd effect and show a collective mobilization of the members simultaneously, as a physical demonstration in the streets does. The organizers chose Twitter as the online platform, for its widely recognized political dimension, but also for the advantageous use of hashtags (#) and its algorithm. Indeed, the algorithm of the social network tends to highlight publications with hashtags that are heavily used at the time of publication. Participants in the online demonstration had to simultaneously tweet a publication with the hashtag: #FIPforPeace on May 25 at 10 am. The sudden tens of thousands of publications with this hashtag in the space of a few seconds at 10 am allowed the tweets with this hashtag to rise in the trends and thus create an imposing communication coup. It is thus an online demonstration that consists in creating a communication banner by the voluntary and artificial saturation of the algorithm of a social network.

To help this action, some software exists and allows, by connecting via one's Twitter account, to automatically tweet a publication prepared in advance at a desired date and time. This has allowed the publication of many tweets at a very precise time, without the participants having to do it manually at that precise moment. Ex: DayCause.

## IMPACT AND RESULTS

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# Grow with Google

by *Musninkai Rural Community, Lithuania*

The initiative was presented in 2020 by the Economy Minister of Lithuania who stated that the coronavirus pandemic increased the need for digital services and the demand for digital skills. The plan was to train 10,000 citizens to use various means of electronic communication. Thus, this project was about to include consultations for businesses and provide necessary instruments during the training period, and beyond according to the minister. On the other hand, the CEO of Google Lithuania stated that new jobs would require digital skills in the future, and there was a prediction of the digital skills' necessity to fill occupational positions. According to him, the aim was to train around 5,000 people and businesses by the end of 2020.

## **METHODOLOGY**

During the implementation of the project, free Google courses were held, and various tools, personal and entrepreneurship education programs were provided not only for existing entrepreneurs but also for individuals who wanted to start their businesses. The planned "Grow with Google" training topics include export, e-commerce, digital marketing and communication, website development, business start-up and development, and assistance in raising the qualifications of individuals. This training was suitable for small and medium-sized companies with no experience in digital business or no experience in marketing their products and services abroad. It also helps those who are already online to grow their business by teaching them how to find new export markets and ways to reach new customers.

## **IMPACT AND RESULTS**

The Growth with Google practice enabled to provide the opportunity for a training period, which involved around 25,000 people on basic digital skills in Lithuania since 2016, including 18,000 via digital workshops and during visits to the country's regions.

Each business that participated in the program had the opportunity to receive a \$300 credit on the Google Cloud platform, become more visible through the Google My Business tool, discover export markets through the Market Finder tool, and use G Suite Essentials (Meet, Drive, Docs, etc.) means.

**Source:** <https://eimin.lrv.lt/lt/naujienos/lietuvoje-startuoja-auk-su-google-programa-planuojama-nemokamai-apmokyti-10-tukst-imoniu-ir-verslininku>

# Digitalcity

by *Inclusive Europe, Belgium*

Digitalcity is an e-digitalization hub that brings together major innovation players in the Brussels field of digital technology and training in one innovation hub via a public-private partnership (PPP).

With the memorandum for the PPP signed in 2018, the Digitalcity.brussels online space has been available since 2020 in both French and Dutch. With several labor union organizations and public ministries involved, including stakeholders and training providers from all areas of the information and communication technology (ICT) sector, the initiative aims to build a bridge between companies and job seekers in the Brussels region and support the overall retraining and upskilling of the Belgian workforce. The initiative's main stakeholders include the Government of the Brussels-Capital Region, the French-speaking Brussels Government, the Brussels public employment service (Actiris), and the public training services (Bruxelles Formation and VDAB) as well as other social partners throughout the digital sector.

Digitalcity.brussels also aims to raise awareness about new digital professions of the future throughout the general population of Belgium, with a specific focus on the Brussels region. The ICT training and employment center provides frequent qualifying training, short courses, professional support, and events for everyone with experience or simply an interest in the digital sector. A wide variety of training and courses on subjects and/or sectors is also available, with opportunities targeting all levels of knowledge - from basic training to more advanced, including specific paths for digital experts interested in upskilling or knowledge-sharing.

Together with the provision of training, courses, and qualifying programmes linked to digital, the center also validates skills and supports companies in need of specific digital profiles, who often struggle with recruiting and training suitable candidates. This recruitment-oriented approach gives added flexibility to the program, as provided training can be tailor-made according to specific organizational needs. The center is also equipped with state-of-the-art technology, a digital media studio, and laboratories dedicated to work and projects around network technologies.

## METHODOLOGY

The website <https://digitalcity.brussels/> acts as one platform for many needs and networks. The website offers lists of training platforms where trainees can get courses to improve their digital skills. They bring together the actors of the professions and the training courses for better guidance to work and help them understand the digital sector in all its complexity.

The website offers a hub for job-seekers to find the right job or validate their skills. There are also resources to help job-seekers get information about other sectors and help them explore the possibilities of a career switch.

Employers, with the help of Digitalcity's own specialized team that works closely with the sectoral teams in the Actiris Employers Directorate, help employers recruit new employees for free. The website has the largest database in Brussels with more than 85,000 candidates.

Details including a pre-selection of interesting candidates, information about recruitment support measures and help with administrative obligations are tailored to each sector.

Through its monitoring activities, regularly evaluates the situation in Brussels and in Belgium with a view to setting up actions to bundle the acquisition of specific skills for today's technological world.

Digitalcity uses social media platforms actively to promote its services, webinars, seminars, and other events. The trainers can also rent Digitalcity's facilities to carry out their training.

## IMPACT AND RESULTS

Since its launch, the initiative has achieved considerable impact on the target audience it addresses: more than 300 trainings on digital skills have been conducted and 50,000 certificates on digital skills have been issued. Digitalcity.brussels has also launched 30 courses, tailored to jobseekers, with different duration: from several weeks to months, combined with a work placement - with the aim of strengthening employment on a national level. Today, the initiative brings together more than 25 partner organizations and aims to integrate further synergies with academic institutions, universities, and research centers. Digitalcity.brussels has a sustainable approach to training, offering accessible and easy-to-navigate information, tailored to specific social groups, and supported by continuous monitoring of labor market needs.

## TESTIMONIES

*"Digitalcity offers really interesting training. I had the training to become a tester and it helped me find a job at Capgemini, which is a huge company. I find my job very interesting and I think it is a sector in demand."*

-Niamia Chaker  
([https://www.youtube.com/watch?v=dqDnQR\\_sQhw](https://www.youtube.com/watch?v=dqDnQR_sQhw))



*"All existing information is gathered in one platform and this is an excellent opportunity for both job-seekers and employers."*

-Luc Huygh  
(<https://www.youtube.com/watch?v=83rUmQ5h1G4>)



# O Allos Anthropos

by *Institute of Research and Training on European Affairs*

An inclusive practice implemented in Greece is the "O Allos Anthropos" (The Other Person) mobile application, which was developed by the Greek NGO. The app is designed to address the issue of homelessness in Athens by providing users with real-time information on available shelter and food services in the city. Homeless individuals or those at risk of homelessness can use the app to search for nearby shelters, soup kitchens, and other support services.

The app also features a chat function where users can communicate directly with trained volunteers who can offer support and assistance. The volunteers can provide information on available services, offer guidance on navigating the social services system, and help users access the resources they need. The app has been successful in providing real-time support and information to homeless individuals in Athens and has received positive feedback from users and volunteers alike. It has also helped to raise awareness about the issue of homelessness in Greece and the need for increased support and resources.

Overall, the "O Allos Anthropos" app is an innovative practice in digital communication that has been implemented by an NGO in Greece, with the potential to improve the lives of vulnerable populations and address social issues.

## **METHODOLOGY**

The "O Allos Anthropos" mobile application, developed by the Greek NGO Klimaka, is an innovative practice in digital communication designed to address the issue of homelessness in Athens. The app provides users with real-time information on available shelter and food services in the city, as well as a chat function for direct communication with trained volunteers who can offer support and assistance.

The methodology of the app is based on a user-centered design approach, which emphasizes the needs, goals, and behaviors of the target user group. The app was designed to be accessible, easy to use, and relevant to the needs of homeless individuals or those at risk of homelessness in Athens.



The app development process began with research and analysis of the needs and behaviors of the target user group. The NGO conducted surveys, focus groups, and interviews with homeless individuals, service providers, and volunteers to understand the challenges and barriers faced by homeless individuals in accessing support services.

Based on this research, the NGO identified the key features and functionalities that would be most useful for homeless individuals, such as real-time information on available services, the ability to search for services by location or type, and a chat function for direct communication with volunteers.

The app was designed with a simple and intuitive user interface, using clear and concise language and visual cues to facilitate navigation and use. The app was also designed to be compatible with a range of mobile devices and internet connections, to ensure accessibility for users with varying levels of digital literacy and access.

The app was developed using agile development methodologies, which involve iterative testing, feedback, and improvement cycles. The organization worked closely with homeless individuals, service providers, and volunteers throughout the development process to ensure that the app met the needs of its users and was effective in addressing the issue of homelessness in Athens.

Since its launch, the "O Allos Anthropos" app has been successful in providing real-time support and information to homeless individuals in Athens. The chat function has been particularly valuable, allowing users to connect directly with volunteers who can offer personalized support and assistance.

The app has also helped to raise awareness about the issue of homelessness in Greece and the need for increased support and resources. Overall, the methodology of the "O Allos Anthropos" app is an example of user-centered design and agile development, which emphasizes the importance of understanding the needs and behaviors of the target user group and involving them in the development process. This methodology has been effective in creating an innovative practice in digital communication that has the potential to improve the lives of vulnerable populations and address social issues.



## IMPACT AND RESULTS

The app has had a significant impact on addressing the issue of homelessness in Athens. Since its launch in 2017, the app has helped to connect homeless individuals with vital services and resources, improving their access to shelter, food, and support.

Here are some stats that demonstrate the impact of the practice:

- Over 9,000 users have downloaded the "O Allos Anthropos" app since its launch.
- The app has helped connect homeless individuals with over 1,200 different services and resources in Athens, including shelters, soup kitchens, medical clinics, and more.
- The chat function of the app has been particularly effective, with over 2,000 direct conversations between users and volunteers since the app's launch.

The app has been praised by service providers and volunteers for its ability to provide real-time information and support to homeless individuals, helping to bridge the gap between service providers and those in need.

The app has also helped to raise awareness about the issue of homelessness in Greece and the need for increased support and resources. Overall, the "O Allos Anthropos" app has had a significant impact on addressing the issue of homelessness in Athens, providing real-time support and information to those in need and helping to raise awareness about the issue. The app has been successful in connecting homeless individuals with vital services and resources, improving their access to support and ultimately improving their quality of life.

## TESTIMONIES

*"After this research on digital communication practices in Greece, I gained a deeper understanding of the innovative approaches that organizations and government agencies are using to address social issues. In particular, I was impressed by the "O Allos Anthropos" mobile application to address the issue of homelessness in Athens. Through this app, homeless individuals are able to access real-time information and support, improving their access to vital services and resources. Overall, the research process allowed me to see the potential for digital communication to create positive social impact, and to appreciate the importance of user-centered design in developing effective digital solutions."*

*"Through my research on digital communication practices in Greece, I gained a better understanding of the challenges faced by organizations and government agencies in addressing social issues.*

*Despite the innovative practices that are being implemented, such as the "O Allos Anthropos" app, there are still significant barriers to achieving meaningful impact, including lack of funding, limited resources, and bureaucratic obstacles. However, I also gained a greater appreciation for the resilience and commitment of those working to create positive social change and the potential for digital communication to play a critical role in addressing these issues."*



# FattoRadio

by *Fattoria Pugliese Diffusa APS, Italy*

According to the project I-PLAY, Fattoria Pugliese Diffusa developed the project FattoRadio with podcasts to the DIGITAL COMMUNICATION. FattoRadio was born as an important communication instrument on the web radio in Taurisano, Puglia Region (Italy). It is a digital radio; originally a group of young people members of Fattoria Pugliese Diffusa produced podcasts to address a lot of people to disseminate good practices, and initiatives, which are discussions, communications, and presentations on many topics such as information on the local initiatives, projects such as EP-GOAL (European Parliament Goes Local), is still active with the the app, EURODESK to know the initiative of Europe regarding citizens and youth people about work, projects, and functions of the European Parliament, nature respect and respect the legality, for example, the local initiative CONFISCARTO to promote the headquarters of an organization like a meeting point for every person, youth and senior, in Taurisano but not only. Above all is most important the promotion of solidarity with the young volunteers for many initiatives, social inclusion, promotion of the rural areas and the activities in them and cities like Specchia, Ugento and Ruffano with the project Remembering.

## METHODOLOGY

FattoRadio is an important and powerful instrument of information because everybody can take part in podcasts at any time and any place and also attend the training courses provided from time to time by the organization. The podcast is a digital medium consisting of audio and video episodes that relate to a specific theme and allows people to hear, see, inspire, inform, and discover a particular argument; it is cheap and it creates a sense of belonging to a community. In Fattoria Pugliese Diffusa we have a dedicated fully equipped room with a microphone, panel, headphones, pc, mixer, backdrop, camera, etc...Podcasts in an invitation to participate in the activities in any way.

**Ang in radio Fattoradio - Fattoria Pugliese Diffusa**  
**@anginradiofattoradio-fatto423**

In the podcasts, many people participated directly and indirectly at the local activities.

To realize these activities, participated in works schools like 'IIS F. Bottazzi, IISS "A. De Viti - De Marco" di Casarano (LE), and many collaborators like Emanuele Rizzello of FPD, Mattia Solito like a collaborator of Confiscarto Matteo Lecci computer expert, Roberta di Secli school educator, Ettore Labbate e f.l.li.Labbate s.r.l for the project Remembering Antonio Lia for the story of Ugento and his commitment to the repopulation of the city, Antonio Tajani, minister of European affairs and the minister Raffaele Fitto, university professor Villani-Lubelli for UniSalento about the European institutions, Alfonso De Pietro for a podcast against Mafia and many other people.

## IMPACT AND RESULTS

Almost ten thousand viewers were allowed to apply informatic processes thanks to the right to information valuing the cities, historical memory of the Salento area, the trust in the FPD association, and in themself because there were many attendances in the activities and the views of podcasts. The podcast is an effective and essential instrument to promote and inform people.



# Observator Podcasts

by *Nameless Art Association, Romania*

One of the main national TV channels called Antena 1 Changed its strategy in a systematic mode. Modern media is not only about television. Digital content is a product that attracts the young generation. Youth are getting information more from social media where such data are not revised and do not have a proven base. From here, fake news and disinformation appear. So, Antena 1 found a new way of addressing the audience through podcasts.

These three types of podcasts are a response to the youth's preference for listening to the news, getting educated, and receiving valid information.



"My simple" podcast with Dan Pavel (journalist) it's not about technology, it's about what you can do with technology. It's not about how technology transforms, it's about how technology transforms your life.

It's about how you can make your life easier. Because your life is in your hands!

"Pancu's interviews" are podcasts on topics of major interest, current news, and analyses offered by Marius Pancu (journalist).

The "What we learn today" podcast is about stress, exams, homework, meditation, play, and family. It's a podcast for all students and parents from Romania. "What we are learning today" comes with ideas and tips on how to make adults understand the needs of today's students. Because education never stops.



Observatornews.ro's mission is to inform the public by presenting the news of the day with accuracy, objectivity, and promptness. Also, news from all fields - foreign, social, political, justice, and education are verified from solid. The news of the day is available both on TV, in the Observator journals, and online, on the Observatornews.ro website, 24 hours a day.

Approached topics within the podcasts:

- Physiotherapist: Stop exempting your children from physical education
- The 4 key points that teenagers must pay attention to when choosing their career
- How the USA will change after the elections: the end of Trump and a new strategy after the end of the war in Ukraine
- The future of social media. What businesses can you start online with little money and a platform that can replace Google

**Source**

[www.observatornews.ro/podcast/](http://www.observatornews.ro/podcast/)

# Transparency, communication and digital divide

by *Comune di Castrignano del Capo, Italy*

## TRANSPARENCY AND COMMUNICATIONS REQUIREMENTS FOR P.A.

The Italian legal system establishes the obligation of transparency for the public administration in the dissemination of information to ensure the widest informed participation of citizens.

### ABOUT ACTIVITIES AND DECISIONS

Institutions are obliged to inform citizens about their activities, that is to say, the acts passed, and the directives adopted thus allowing the full participation of citizens in the decision-making process.

### USE OF PUBLIC FUNDS

Transparency on the use of the economic resources of the institutions to make known the modalities and the purposes of expenditure of the public funds and also to avoid phenomena like corruption and concussion.

### ACTIVE CITIZENSHIP

Collect citizens' feedback, feelings, and concerns through traditional institutional channels (access to documents, reports on municipal councils, certified e-mail) and more informal channels such as social networks

### PRIVACY AND PROTECTION OF SENSITIVE DATA

The obligation of transparency must nevertheless take into account privacy and the protection of sensitive data to prevent the dissemination of confidential information such as sexual, political, or religious orientation.

*The regulation of Municipal Council meetings of Castrignano Del Capo, in Article 4, prohibits audio-visual recording whenever Council discussions concern data relating to the state of health, racial or ethnic origin, membership of trade unions, religious or philosophical associations, and life and sexual habits.*



## OVERCOMING THE DIGITAL DIVIDE

The digital divide is the digital gap between who has access to the Internet and who doesn't. Exclusion from the resulting benefits has socio-economic and cultural repercussions.

**Causes:** geographical, socio-demographic, economical

### POSSIBLE SOLUTIONS

NEXT-GEN EU, approved by the EU after the COVID emergency, provides Member Countries with an important financial instrument to facilitate the ecological and digital transition of the various States.

In Italy, through the PNRR, funds are allocated to overcome the Digital Divide with specific measures for municipalities such as :

**ENABLING AND FACILITATING CLOUD MIGRATION:** Implement a support and incentive program to migrate local government systems, data, and applications to qualified cloud services.

ADVANTAGES :

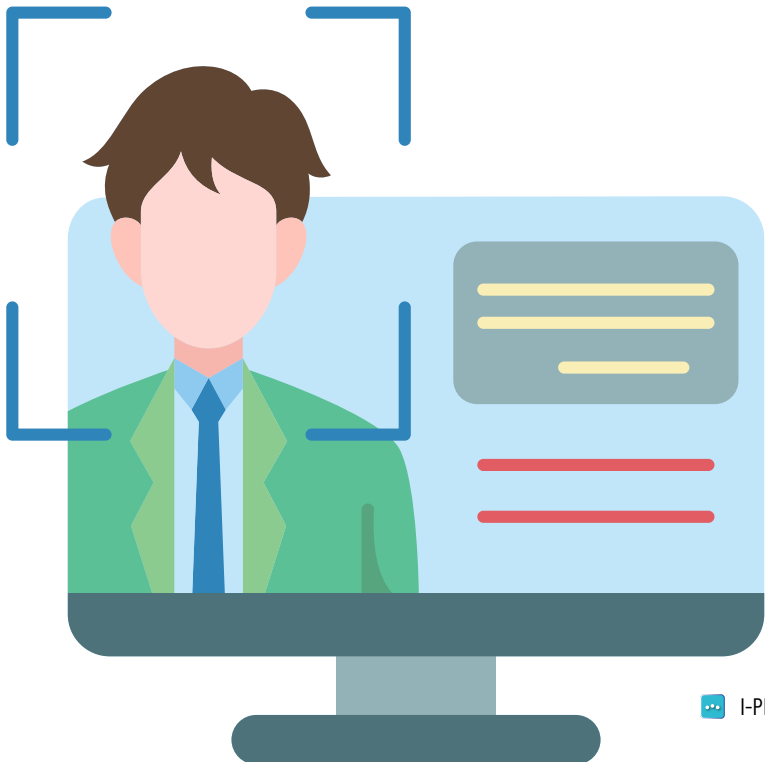
- Use of cloud solutions allows administrations to benefit from significant savings to reinvest in the development of new services, agility, and scalability in infrastructure management
- The migration to the cloud involves an improvement in energy efficiency and greater environmental sustainability through the decommissioning of less efficient data centers.

**USE OF PAGOPA, IO APP, AND DIGITAL IDENTITY:** Accelerate the adoption of pagoPA, the digital platform for payments to public administrations, and the IO app as the main point of contact between institutions and citizens for the use of digital public services and promote the adoption of digital identity (Public System of Digital Identity, SPID and Electronic Identity Card, CIE)

ADVANTAGES :

- PagoPA allows PAs to manage cash receipts in a centralized and efficient way, offering automatic systems with significant savings in terms of resources and ensuring a better service to citizens.
- IO allows the different PAs, to collect all services, communications, and related documents in one place and to interface easily, quickly, and safely with citizens.
- SPID and CIE digital identity solutions allow administrations to move away from the different authentication systems managed locally, saving resources and offer safe and fast and homogeneous access to online services throughout the country.

# E-Citizenship



# The charter for education in digital culture and citizenship

by *Solution, France*



The French practice we have chosen to present is a charter for education in digital culture and citizenship from the French government. The text was distributed to all educational staff at the beginning of the school year 2022. It applies to all students in France regardless of their level of education. For this charter, the French Ministry of Education worked in collaboration with the Cnil (National Commission for Information Technology and Liberties), the Clémi (Center for Media and Information Literacy), and the Arcom (Regulatory Authority for Audiovisual and digital communication): These are all French public authorities.

## METHODOLOGY

The purposes of the charter are multiple: to show the benefits of digital skills and knowledge, and to define the rights but also duties that one has when using this technology. It thus offers an insight into the opportunities the digital world can offer, but also of the dangers it may represent. The charter is composed of 15 very short articles presented on a one-page document. This allows the document to be easily readable and accessible to young pupils. Once the charter was launched, the Ministry of Education continued the work undertaken in training workshops for teachers, to ensure its assimilation by all education stakeholders.

It is noteworthy that a French ministry sets out rights and duties for young people, in order to provide them with tools that allow them to use these technologies wisely and with the awareness that the legal space extends to the digital world. The public authorities have indeed legitimacy by their status and thus enables the charter to have a powerful impact. This also allows for reactions and reflections in the classrooms.

Criticism has been expressed, however, concerning the process of producing this charter: many actors regret that they were not at all involved in its production. In particular, the teaching staff regrets the text that was presented to them with almost no possibility of modification on the substance. Many teachers have thus expressed their disappointment at not having been included in the creation of the charter, even though they are the staff who are in charge of implementing the charter and its principles with students. In addition, some critics regret that the charter was not adapted to each grade level, but is the same for all students regardless of age or level of understanding.

# e-Residency

by *Musninkai Rural Community, Lithuania*

The Migration Department informed that from 21st June 2021, foreigners wishing to make use of the electronic administrative, public, or commercial services provided in Lithuania are able to apply for e-resident status and receive an e-resident card with an electronic identification certificate and a qualified electronic signature certificate.

To legalize the status of a Lithuanian electronic resident (henceforth – e-resident), an amended version of the Law of the Republic of Lithuania on the Legal Status of Aliens (No IX-2206) was approved on 16 July 2019 to take effect on 1 January 2021 (henceforth – Act). Such amendments are expected to enable, among other things, foreign nationals to have quick and easy access to administrative, public, and commercial services.

**Source:** <https://www.glimstedt.lt/en/news/legalisation-of-an-e-resident-status-in-lithuania/>

The main opportunities provided by e-residency in Lithuania:

- The right to register a company (business).
- The right to open a corporate/personal bank account under a simplified scheme.
- Remote management of the company, remote accounting
- Use of electronic digital signature
- Access to Lithuanian state portals

The only significant limitation of e-citizenship is the lack of the right to vote/be elected to one of the state bodies of Lithuania.

## ***How to become an e-resident of Lithuania?***

A foreigner who is at least 18 years old must fill in an application for granting the status of an electronic resident of the Republic of Lithuania through the Lithuanian Migration Information System (MIGRIS) and submit it to the Migration Department. A foreigner located abroad must submit the application through the chosen external service provider, and a foreigner legally staying in the Republic of Lithuania must submit the application personally to the Migration Department. After filling in the application through MIGRIS, the foreigner must appear in person at the chosen external service provider within 4 months from the date of filling in the application through MIGRIS, and a foreigner legally staying in the Republic of Lithuania must arrive at the Migration Department and submit:

- a valid travel document that meets the identification requirements established by the Law on the Prevention of Money Laundering and Terrorist Financing of the Republic of Lithuania;
- a document granting the right to be or stay in the Republic of Lithuania when the application is submitted in the Republic of Lithuania by a foreigner excluded from the visa-free regime;
- biometric data for identity verification (facial image and fingerprints of two fingers).

**Sources:**

<https://tet.lt/blog/the-e-residency-in-lithuania/>

<https://migracija.lrv.lt/en/news/become-e-resident-apply-from-21st-june-2021>

***Current E-residency possibilities allow performing the following:***

- Log in to the Electronic Government Gateway (English language at home page is available);
- Login to the Lithuanian Migration Information System (MIGRIS) through the Electronic Government Gateway;
- Sign documents by e-signature in the Electronic Government Gateway portal or by other means.
- Login to the State Tax Inspectorate self-service system through the Electronic Government Gateway by using an e-resident's card.

According to the information provided by the Lithuanian Migration Department and representatives of the Lithuanian Register Center, the range of services provided to e-residents should be gradually expanded in the future to enable digital possibilities of developing business relations, company establishment, and management, performing financial operations as well as access to other services relevant to foreigners.

Although E-residency currently may not grant access to all electronic self-service systems and language barriers may occur in some cases as well (i.e. the self-service system of the Register Center only allows to access services like the information system of beneficiaries of legal entities (JANGIS) in Lithuanian language).

**Source:**

<https://leinonen.eu/ltu/news/e-residency-in-lithuania-current-limitations-future-benefits-for-foreigners-and-application-process/>

### ***Benefits of E-Residency in the future:***

- Lithuania is a member of the European Union. This allows for potentially a lot of links between other European countries. Especially in business terms when the option to start up your own company becomes available via the program.
- Being an e-resident creates a lifestyle of zen. Being able to manage your business from anywhere in the globe is an extremely understated benefit.
- Being able to run your business from across the globe has other remote benefits. This is in terms of being able to legally sign important documents digitally. Once again, this is a feature that Lithuania's e-residency program will surely implement soon.
- Being able to declare your national taxes online and with full help. This is a feature that is usually offered at a higher price in other e-residency programs. It will most likely be offered when setting up a business through the Lithuanian e-residency program, too.
- Send vital documents securely and privately that are related to your eventual business.
- It's expected, much like most e-residency programs, that Lithuania will offer a marketplace of sorts. This will provide options such as legal consultancy and other benefits.
- Lithuania's corporate tax is 15 percent which makes it very profitable to open a company there.
- These are benefits that are not available at the moment, once again due to Lithuania's e-residency program having only begun. Yet, it is expected that like most e-residency programs, these benefits will eventually become common and available to you as a customer.

### **Resource:**

<https://govisafree.com/e-residency-lithuania/>

Detailed information about E-residency in Lithuania:

<https://www.migracija.lt/noriu-tapti-elektroniniu-rezidentu>

# My Citizen Profile

by *Inclusive Europe, Belgium*

Mijn Burgerprofiel (My Citizen Profile) is a central access point to Flemish government services. Flemish citizens use the application to get an overview of what's available and what they're entitled to such as child benefits, mobility services, education, and in-work support or jobseeker's allowance. Mijn Burgerprofiel also allows the citizens to access other communication channels of the Flemish government, such as eBox. Many people got their first introduction to the service when they received their invitation to get the coronavirus vaccine through the application.

The first version of Mijn Burgerprofiel was launched in 2018. Following up on government files, checking data, downloading eBox documents and certificates, staying informed, applying for permits, and so on: from now on, citizens could access all Flemish and local government services via one single digital counter. Thanks to its clear and simple user interface, the users navigate easily between all functionalities. To meet the needs of users and authorities even better, the mobile app was launched in July 2022.

## METHODOLOGY

Mijn Burgerprofiel is the result of a very close collaboration with the Flemish Government, Digitaal Vlaanderen, and Craftzing. From 2015 on, Craftzing guided Digitaal Vlaanderen through all different phases of the project: from digital strategy to information architecture, conceptual screens, and designs that visualize the power and possibilities of Mijn Burgerprofiel. The next phase involved working out the user experience (UX) and design, through wireframes and click models, which were constantly tested. Optimal accessibility was an absolute focal point of the project. An external expert ensured that the accessibility principles were applied correctly.

Numbers showed that, over the years, Mijn Burgerprofiel was used more and more on mobile devices. In addition, local governments shared the need to communicate with their citizens through an app as well. Therefore, it was a logical step to create a Mijn Burgerprofiel app, uniting both Flemish and local services.



The Mijn Burgerprofiel app is a complete ecosystem that brings together various functionalities:

- Generic Mijn Burgerprofiel functionalities (e.g. eBox, notifications, certificates, ...)
- Flemish services (e.g. service vouchers, wallet, contact options, ...)
- Local services (e.g. collection calendar, local news, and events, ...)
- Local add-ons (e.g. appointment-making, notification, ...)

The project team developed both a Flemish and a local version of the app. The local version allows local governments not only to add the uniqueness of their branding but also to offer information about their local services. Moreover, via add-ons, they will be able to take their configuration one step further in the future by adding specific functionalities applicable only to their municipality. Within that local version, all functionalities of the Flemish version also remain. Thus, citizens only need one app that covers the entire ecosystem of Flemish and local government services.

## IMPACT AND RESULTS

Mijn Burgerprofiel has won many awards, including two at the Digital Society Awards. Since the launch, more than 200 local authorities have linked their websites. In 2022, citizens logged into Mijn Burgerprofiel 16 million times. More and more local variants of the Mijn Burgerprofiel app will follow in the near future. At the end of November 2022, the app was downloaded 100,000 times. The government of Flanders aims that by the end of 2023, more than 100 local authorities will have their own version of the app and that more than 1 million Flemish citizens will be using Mijn Burgerprofiel.

## TESTIMONIES

*"As a strategic advisor and partner in design and development we're assisting Digitaal Vlaanderen to continuously improve and evolve Mijn Burgerprofiel. "*

-Craftzing CEO ROELAND TEGENBOS

*"It works great after the latest updates."*

-Theerawat Khamnoi

# Digital Platforms

by *Institute of Research and Training on European Affairs, Greece*

E-citizenship in Greece is an initiative that aims to provide citizens with convenient, secure, and efficient access to government services and information online. The e-citizenship program in Greece is a part of the country's broader e-government strategy, which seeks to digitize and streamline government services, increase transparency and accountability, and improve citizen engagement and participation.

Through the e-citizenship program, citizens can access a range of government services online, such as applying for passports, driver's licenses, and other documents, paying taxes and fees, and accessing healthcare services. Citizens can also access information about government policies, programs, and initiatives online, and engage with government officials and representatives through social media and other digital platforms.

A good practice is the ["e-gif" platform](#), which is an online donation registry that allows citizens to donate funds to public institutions and organizations, such as hospitals and schools. This platform aims to promote transparency and accountability in public spending, by allowing citizens to choose which organizations they want to support and by providing them with regular updates on how their donations are being used.

The ["e-KETA" platform](#) is another good practice of e-citizenship programs in Greece, which is an online service that allows citizens to apply for social welfare benefits, such as pensions and disability allowances. This platform aims to improve the efficiency and effectiveness of the social welfare system, by reducing the administrative burden on citizens and by providing them with faster and more convenient access to benefits.

Finally, the ["Diavgeia" platform](#) is a notable e-citizenship initiative in Greece, which is an online platform that publishes all government decisions, documents, and contracts in real time. This platform aims to promote transparency and accountability in government, by making all government information publicly available and by allowing citizens to monitor government activities and hold officials accountable for their actions.

These are just a few examples of good practices of e-citizenship programs in Greece, which demonstrate how digital technologies can be used to improve citizen engagement, participation, and access to public services and information.

By leveraging the power of digital technologies, e-citizenship programs can help to build a more open, transparent, and inclusive society, where citizens have a greater voice in decision-making and are empowered to shape their own futures.

## METHODOLOGY

The Diavgeia platform is a transparency initiative launched by the Greek government in 2010, which aims to provide citizens with real-time access to all government decisions, documents, and contracts. The platform is based on a methodology called "open government", which is a set of principles and practices that promote transparency, accountability, and citizen participation in government.

The methodology used by the Diavgeia platform includes several key features, such as:

**Open data:** The platform publishes all government information in machine-readable formats, which allows citizens, journalists, and researchers to analyze and reuse the data in various ways.

**Real-time publication:** The platform publishes government information in real time, which means that citizens can access the information as soon as it becomes available.

**Public participation:** The platform allows citizens to comment on government decisions and documents, and to engage in discussions with government officials and representatives.

**Accountability:** The platform enables citizens to monitor government activities and hold officials accountable for their actions, by providing access to all government decisions and contracts.

**Accessibility:** The platform is designed to be user-friendly and accessible to all citizens, regardless of their digital literacy or socio-economic status.

Overall, the methodology used by the Diavgeia platform is based on the principles of open government, which seeks to promote transparency, accountability, and citizen participation in government. By leveraging the power of digital technologies, the platform has transformed the way that government information is published and accessed in Greece and has helped to promote a more open and inclusive society.

## IMPACT AND RESULTS

The Diavgeia platform has had a significant impact on transparency, accountability, and citizen engagement in Greece. Since its launch in 2010, the platform has transformed the way that government information is published and accessed, and has helped to promote a more open and inclusive society.

Some of the key impacts and results of the Diavgeia platform include:

**Increased transparency:** The platform has made all government decisions, documents, and contracts publicly available in real-time, which has improved transparency in government and reduced the risk of corruption and malpractice.

**Improved accountability:** The platform has enabled citizens to monitor government activities and hold officials accountable for their actions, by providing access to all government decisions and contracts.

**Greater citizen engagement:** The platform has empowered citizens to participate in government decision-making and engage in discussions with government officials and representatives.

**Improved public services:** The platform has helped to improve the efficiency and effectiveness of public services, by reducing bureaucracy and streamlining government processes.

**Enhanced trust in government:** The platform has helped to build trust between citizens and government, by demonstrating a commitment to transparency and accountability.

**Increased media scrutiny:** The platform has encouraged media outlets to report on government activities and to hold officials accountable for their actions.

Overall, the Diavgeia platform has had a transformative impact on the culture of transparency, accountability, and citizen engagement in Greece. By providing citizens with real-time access to government information, the platform has helped to promote a more open and inclusive society, where citizens have a greater voice in decision-making and are empowered to shape their own futures.

# CO.DI.CI

by *Fattoria Pugliese Diffusa APS, Italy*

According to I-PLAY, FATTORIA PUGLIESE DIFFUSA APS developed the project CO.DI.CI.

The project started on February the 23rd of 2023 and it will finish in May. The participants are twelve and they are over 55 years old and they are from the Taurisano community. The lessons are in the headquarters of Fattoria Pugliese Diffusa and it involves people avoiding social exclusion and it gives them digital skills. The project CO.DI.CI consisted of inviting people to offer during 65 h of stages the basics in the crucial initiation to the digital transition, to help people to use smartphones, to instruct about its risks, and above all access to economic, financial, and insurance knowledge.

## ACTIVITIES

During the project CO.DI.CI, the participants discovered the modalities to access WhatsApp, e-mail, to discover information about your state of health with the App PugliaSalute, to access the portal to check your pension status, or the status of the funding requested, your car insurance, home insurance, family insurance, the bank account, to use SPID and CIE. These are a public digital identity system, to use Google like an instrument to discover every important information about local activities, national activities, and European activities.

In CO.DI.CI the activities are divided into two moments: Theory and Practice, and the informatic expert helps the participants step by step.

This project helps people to grow up the level of inclusion in the community.

## IMPACT AND RESULTS

Thanks to CO.DI.CI., twelve people over 55 years are acquiring the skills to improve their knowledge about the new access systems in public administration, INPS portal, etc.

CO.DI.CI has grown up the level of inclusion in the local community, too. The project proved to be inclusive and to respond positively to the needs of the participants. It permitted to reduce the digital gap in society and to have free access, equal access according to the solidarity policies of UE.

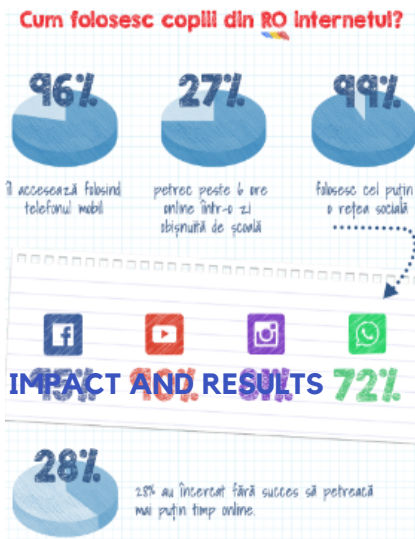
# Safety on Internet

by Nameless Art Association, Romania

96% of children access the Internet using their smartphone, and one in two children has been a victim of various forms of online harassment.

Save the Children aims to reduce the number of alarming cases presented in recent years' studies, according to which 54% of children between the ages of 12 y.o. and 17 y.o. say they have been emotionally affected or offended in the virtual space. At the same time, 43% of them admit that they have seen or received messages of a sexual nature, and 61% feel uncomfortable as a result of something seen on the Internet. Although the online environment is the main source of information for the responding children, 48% of the children state that they sometimes, rarely, or never check the truth value of the information read online (Studiu Salvați Copiii, 2019).

## METHODOLOGY



To achieve the goal:

- organizes training activities and workshops on topics related to online safety addressed to children, parents, teachers, and specialists.
- offers advice - at [ctrl\\_AJUTOR](#) where youth can ask any question related to the Internet or the use of the technology of their net profiles.
- offers a reporting line - at [esc\\_ABUZ](#) where youth can report illegal content found on Romanian web pages and help build a safer Internet.

- coordinates a wide network of volunteers - teachers and specialists who work with children - who implement educational activities at the national level.

Salvati Copiii has been running the project in Romania since 2008 under the name Sigur.info, and since 2016 has become Ora de Net! During this time, over 506,000 children and 130,000 parents and teachers were directly involved in educational activities, 7,400 children benefited from information and counseling, and more than 9,100 notifications were made through the specialized reporting line.

In 2019, together with some music artists launched the campaign "A world without fear" through which Salvati Copiii wants to encourage children who have experienced or witnessed the phenomenon of cyberbullying to share their experiences and ask for help without fear of being criticized or judged.



## RESULTS

- developed the first accredited course addressed to teaching staff regarding the creative, useful, and safe use of the Internet, in collaboration with Kreative Research, the Ministry of National Education, and the Houses of the Didactic Corps throughout the country;
- members of the international networks Insafe and Inhope, the largest coalitions that promote the principles of digital citizenship worldwide and contribute to the development of a useful and safe Internet for children;
- 10,000 young people and teachers have been involved in the Ora de Net volunteering program in its ten years of activity;
- Over the years collaborated with over 3,600 educational institutions in Romania;
- 260 specialists from all counties of Romania participated in training courses on the topic "Protection of children in the online environment" and became Ora de Net Trainers in the counties of origin. In turn, they organized information activities for 25,000 parents, teachers, and other specialists.

- organized summer schools attended by over 200 children from Romania and 11 other European countries, who became ambassadors of Internet safety;
- implemented 3 national projects addressed to children with hearing and vision impairment on topics related to the use of new technologies;
- collaborate with the Ministry of National Education, the National Authority for Child Protection and Adoption, and the General Inspectorate of the Romanian Police and coordinate an interdisciplinary team of specialists at the level of each county, representatives of the structures of County School Inspectorates, County Centers for Resources and Educational Assistance, Teaching Corps Houses, of the General Directorates of Social Assistance and Child Protection and of the County Police Inspectorates - the Crime Analysis and Prevention departments and the Offices for Combating Organized Crime.

### **Sources:**

[www.salvaticopiii.ro/ce-facem/protectie/siguranta-pe-internet](http://www.salvaticopiii.ro/ce-facem/protectie/siguranta-pe-internet)

[www.youtube.com/watch?v=Xsck1xWWvmg&t=61s](https://www.youtube.com/watch?v=Xsck1xWWvmg&t=61s)

<https://oradenet.ro>





# Citizen's Portal

by AJITER, Portugal



The ePortugal portal aims to facilitate the interactions between citizens and companies and the State, making them clearer and simpler.

The portal is the responsibility of the Agência para a Modernização Administrativa, IP (AMA) (Administrative Modernization Agency).

In ePortugal you can find:

- information on more than 1,000 public services for citizens and companies
- access to digital services that do not require travel to shops or service points
- addresses and times of public administration locations and service points
- public administration websites directory
- among others.

## Source:

<https://eportugal.gov.pt/en/sobre>

# e-Albania.al

by *Institute of Albanian Municipalities, Albania*

The e-Albania government portal is a powerful tool for administrative reform and for fighting corruption, which enables citizen-oriented, transparent, accountable, effective, efficient, and empowering governance. The portal aims to provide a one-stop online access point to all government services, with interactive and transactional e-services. The overall aim is integrated delivery of all government services for citizens, businesses, state employees, and visitors alike.

The information published on the portal is organized around "life events", topics, and user groups, based on the back-office integration of information systems and business processes through the shared e-Government infrastructure. Concerning the services, users can get information on the documents needed to get a particular service, including any tariffs and costs, addresses and locations of the official office, and contact information.

## METHODOLOGY

The first release of the portal was on November 28th, 2012, in time for the 100th anniversary of Albania's independence. Currently, the portal is supported by a cutting-edge integrated infrastructure that means it can access and cross reference all state databases, using a system known as the e-Government Interoperability Framework (e-GIF), and offers a secure authentication and authorization mechanism. The portal was financed by the European Union and is implemented by the National Agency for Information Society (NAIS) as the beneficiary, in cooperation with the consortium of CSI Piemonte and Infosoft Systems.

A modern CMS solution is implemented for hosting and managing the content on the e-Government portal. The CMS has a check-in/check-out mechanism for working documents with automatic version control, detailed audit logging functionality, workflow support, and search capabilities. The government portal can host dynamic content, updated either manually by the editorial team or automatically, triggered by changes at the original content location. This includes news, information about government and public institutions services, government newsletters, citizens' reports and complaints, linkage of the database of existing legislation, and syndicated content from external sources.

## IMPACT AND RESULTS

The portal offered a rich user-friendly catalog of information related to all services offered by government institutions and agencies. The total number of page views reached 3.6 million and the average number of views per day is about 11,000. One of the most beneficial services the e-Albania portal provides is helping students to access higher education. At the beginning of March, the portal began allowing students that want to enroll in public higher education to register online for the state entrance exam, the Matura Exam. For the provision of this service, secure information exchange between the National Civil Register and the State Matura Information System is enabled through the e-GIF. Within two weeks, about 50,000 students registered for the exam, through the e-Albania portal, and by mid-March, the portal reached the highest level of daily unique visitors of 14,980.

**Source:**

<https://e-albania.al>



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*Castrignano del Capo, Italy 2023*

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The content has been created with the collaboration of the I-PLAY Network.



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