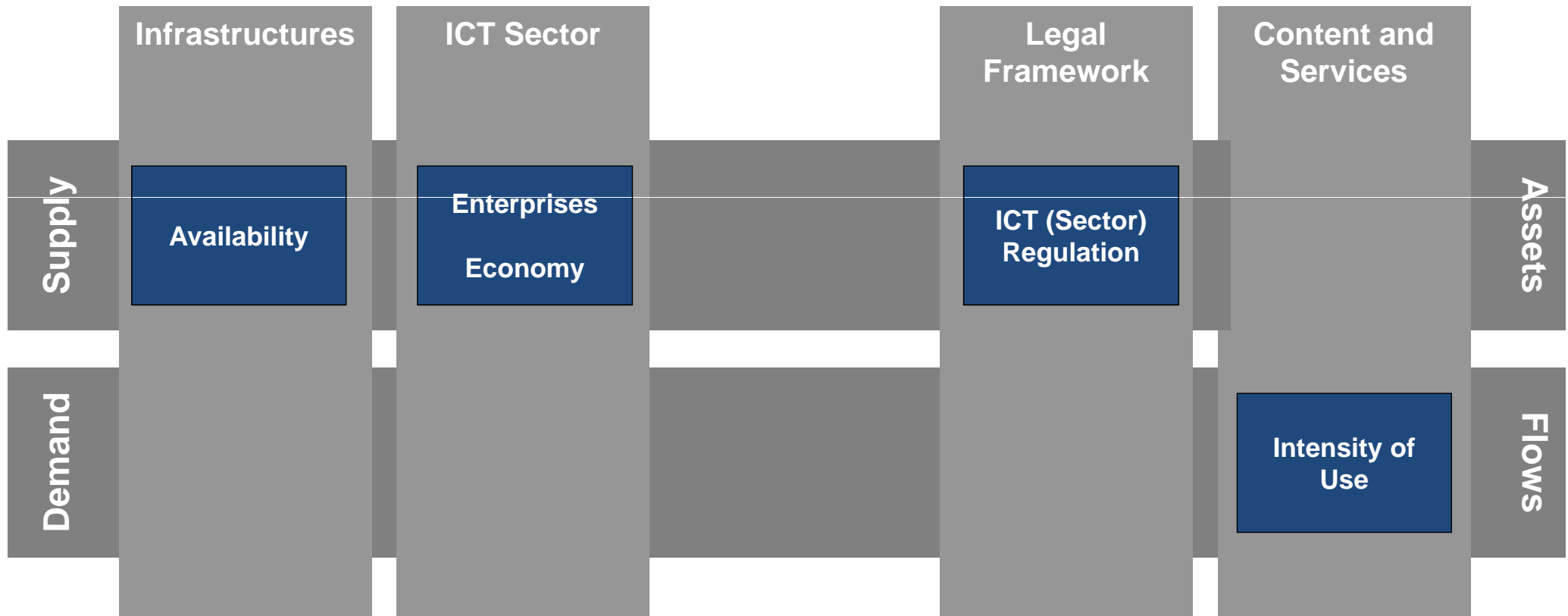


# eInclusion Intermediaries in Europe Horizon 2020

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Experts' Validation Workshop on the topic of  
Measuring the impact of eInclusion actors on Digital Literacy.  
IPTS-JRC, Seville, 3-4 May 2012

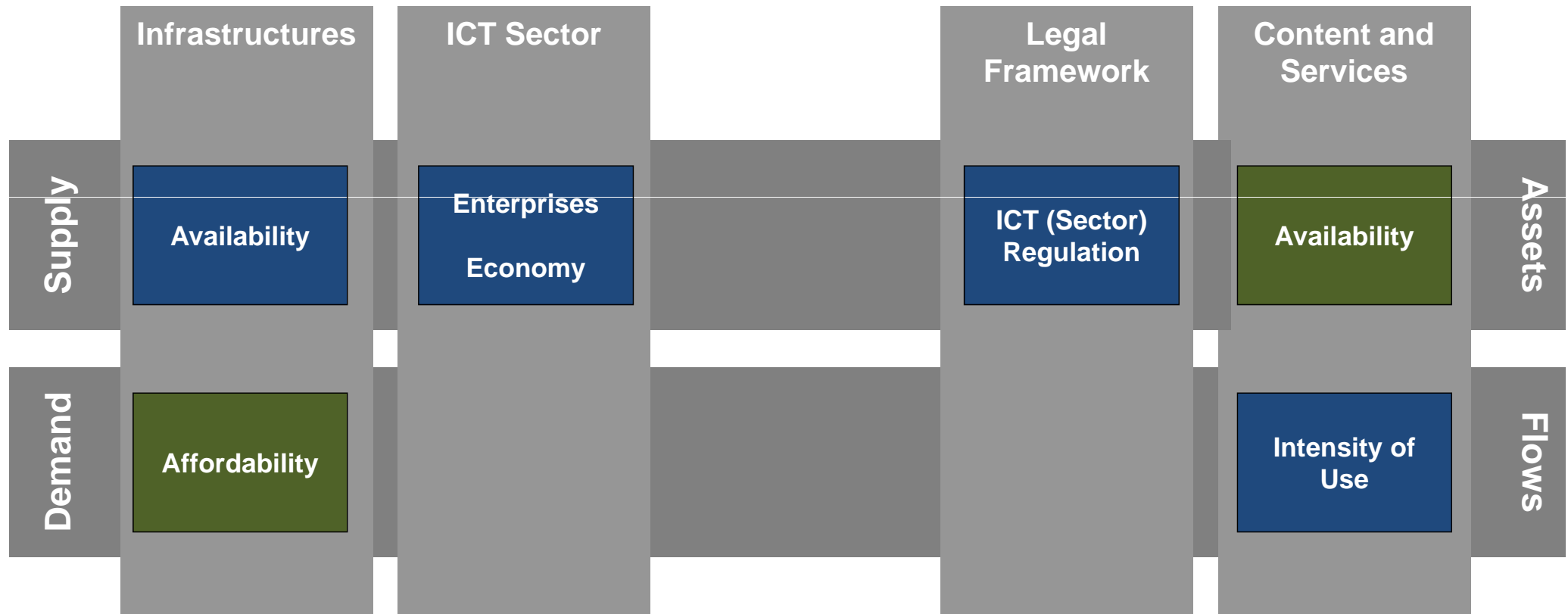
# Information society? Governments



# Information society? Citizens



# Information society: Current scenario



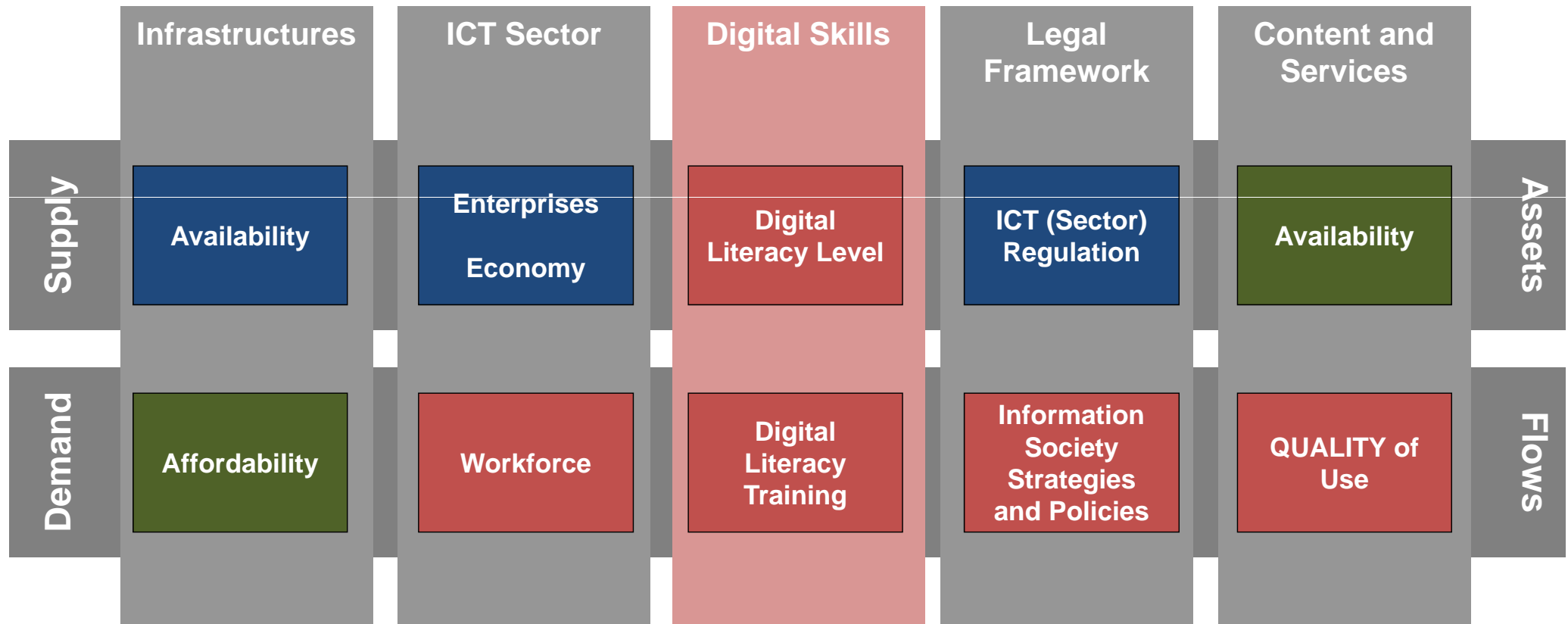
## Current scenario

- **Last mile issues about to be solved.**
- **Physical access to infrastructures generally not a barrier.**
- **Increasing supply of content and services.**

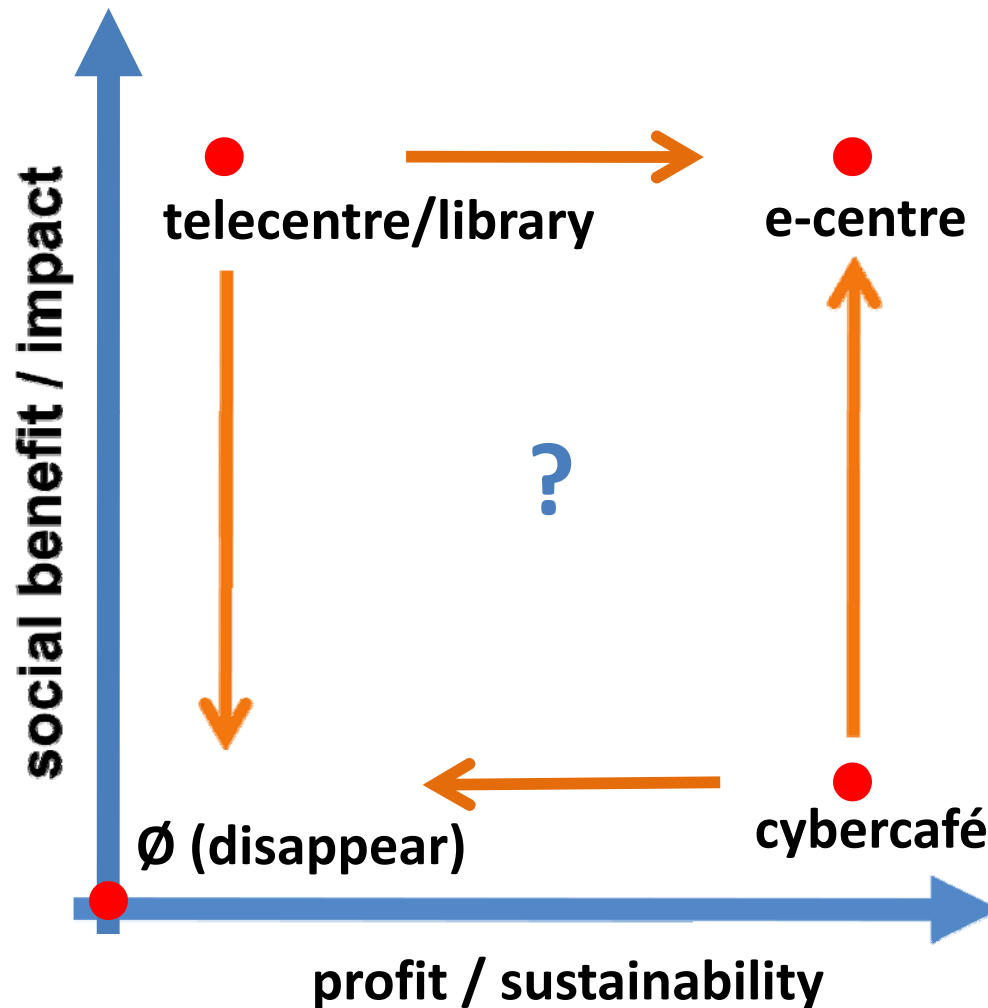
**BUT**

- **Advanced (digital) competence required.**
- **Stable share of refuseniks.**

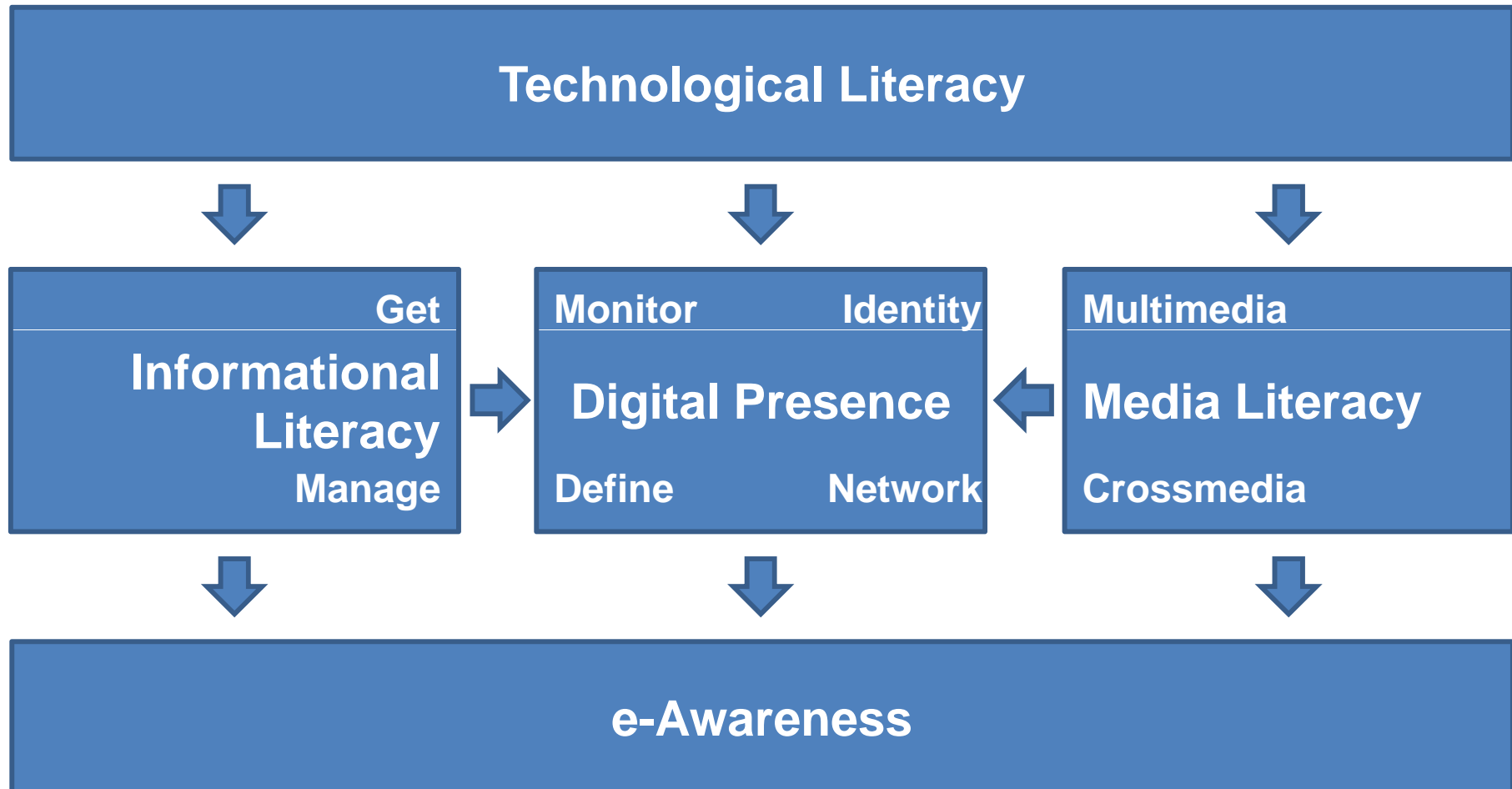
# eInclusion Intermediaries: filling the gaps



# Gap (!?) of access to infrastructures

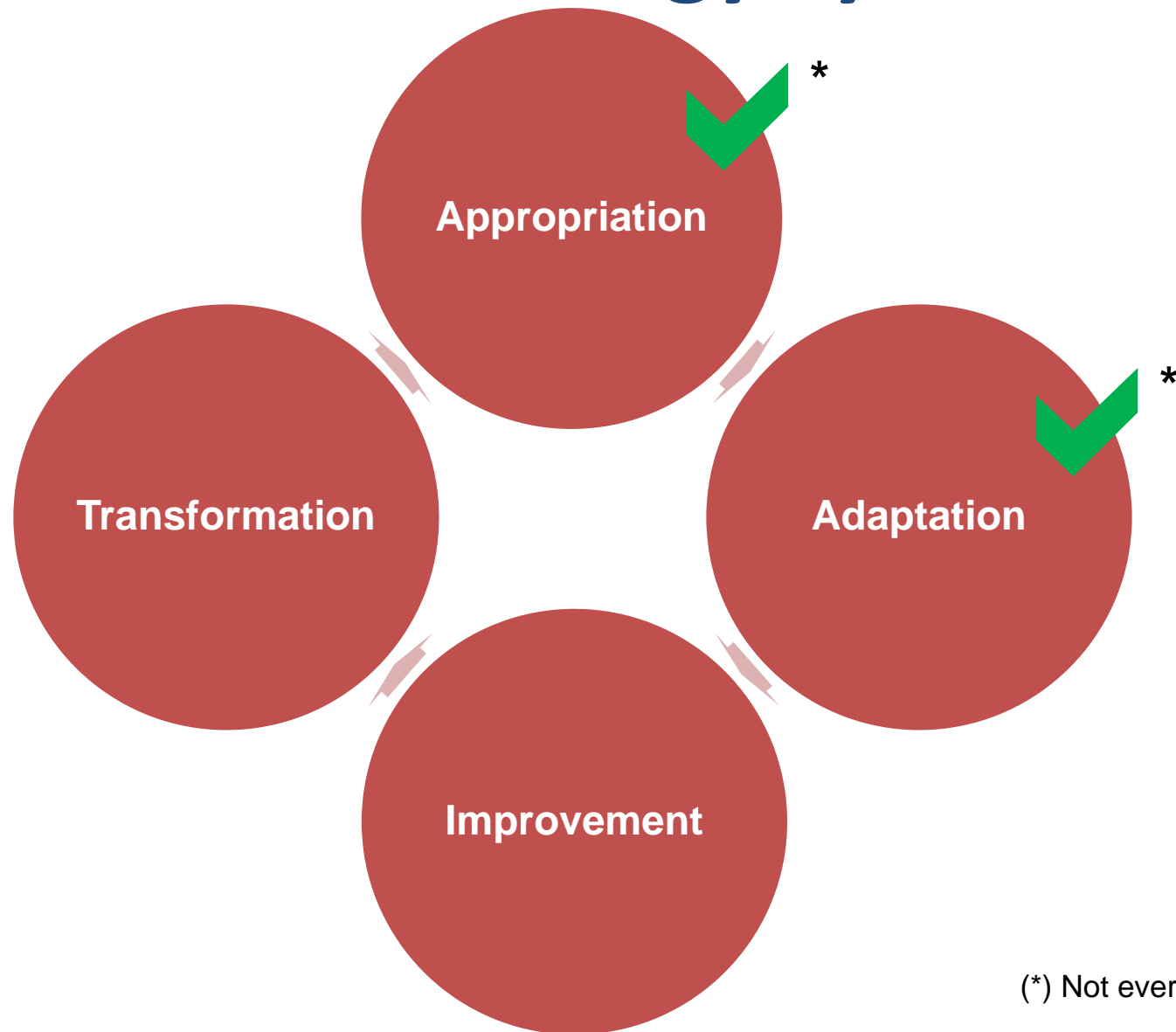


# Gap of digital literacy





# Gaps of the technology cycle



(\*) Not everyone, not everywhere

# A forecast/proposal: networks

- From the Telecentre to the ICT Centre
  - *insourcing* telecentres into organizations
- From the Telecentre to Telecentre networks
  - *outsourcing* (some) telecentre administration

# A forecast/proposal: partnerships

- **Partnerships with governments:**
  - **e-Government**
  - **ICT and education**
- **Partnerships with the private sector:**
  - **e-Commerce**
  - **Strategic consultancy**

**Mix of not-for-profit/subsidised & for-profit activity**

# A forecast/proposal: communities

- **From the ICT Centre to the Centre-with-ICT**
  - **Community based:**
    - civic centres
    - schools
  - **Local entrepreneurs based:**
    - living labs
    - social entrepreneurs

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