

**SEACOOP COOPERATION FORUM  
“ICT FOR INCLUSION”  
APRIL 7, 2011 - PHNOM PENH, CAMBODIA**

**EVENT REPORT**

SIGMA ORIONIS  
SEACOOP PROJECT COORDINATOR



**EVENT THEME**

The theme had been chosen on the following basis:

- ICT for Inclusion had been identified as particularly promising in the current SEACOOP exercise aiming at mapping priorities of cooperation in ICT research between Europe and Southeast Asia,
- a meeting of the SEACOOP partnership with the European Commission’s Unit in charge of ICT for Inclusion at DG Information Society and Media, held in September 2010 in Brussels, revealed that this Unit was supporting the perspective of a SEACOOP cooperation forum on this theme.

**EVENT CONCEPT**

The concept of the SEACOOP cooperation forums is meant to support a stronger involvement of Southeast Asian organisations in FP7 ICT proposals and has proven, in past events, to efficiently contribute to this objective:

- The event is officially organized under the aegis of the European Commission and of the ASEAN Secretariat and starts with a formal opening session involving officials from both regions,
- European experts on the theme on which the forum is focusing are invited by the SEACOOP project to participate in the event and present, in a plenary session, the status and perspectives of ICT research (in the area) in Europe, and more precisely under FP7,
- Southeast Asian experts from each ASEAN country are invited by the Southeast Asian SEACOOP partners to present, in a plenary session as well, the status and perspectives of ICT research (in the area) in their countries,

- Parallel sessions are then organised, during which working groups moderated by the European experts strive to thoroughly discuss sub-themes of particular mutual interest (identified as such through a pre-event survey handled by the SEACOO Southeast Asian partners), and to identify short term cooperation projects which could be presented to upcoming FP7 Calls,
- Outputs of the parallel sessions are presented in a wrap-up session during which next steps, to be supported by SEACOO, are agreed on.

## EVENT REPORT

A cooperation forum focusing on the theme “ICT for Inclusion” has been organised today in Phnom Penh, Cambodia by the SEACOO partnership.

Over 100 participants have contributed to this event (see final attendee list in Annex1), to whom a quite dense agenda was proposed (see final agenda in Annex 2).

The event started with welcome and opening addresses by officials from Cambodia, the European Commission and the ASEAN Secretariat, and was followed by two plenary sessions during which experts from both regions shared with the audience their expertise and experience in this theme, their vision of the research perspectives in their regions and their suggestions relating to cooperation between Europe and Southeast Asia.

Then, four parallel sessions took place, each of them moderated by a European expert. These working groups were focused on specific “ICT for Inclusion” issues identified as particularly promising on the basis of a survey (see Annex 3) sent, some weeks prior to the event, to SEACOO representatives in each ASEAN country:

- ICT for elderly and disabled,
- Inclusive eGovernment,
- Geographical inclusion,
- eCompetence & Socio-cultural inclusion.

Following the discussions that had developed in each group, the moderators presented their conclusions in a wrap-up session (see Annex 4).

They underlined that beyond the fact that these sessions had led to useful discussions and exchanges of viewpoints, they had also allowed to identify possible common project ideas and projects, and to agree on draft roadmaps to go from reached status to FP7 proposals. The SEACOO project is therefore expected to quickly provide all participants with ways to efficiently continue their exchanges and support the emergence of FP7 proposals.

In their concluding addresses, Alvis Ancans, Project Officer at the European Commission and Emir Rio Krishna, S&T Division of the ASEAN Secretariat, expressed their satisfaction regarding these promising outputs and urged each participant to make efforts in the next weeks and months to transform perspectives into concrete cooperation projects.

The event proceedings have been uploaded on the SEACOO web site.

## ANNEX 1: FINAL AGENDA



### SEACOOP 5<sup>th</sup> Cooperation Forum ICT for Inclusion

Thursday, April 7, 2011  
Phnom Penh, Cambodia

**Venue: Cambodiana Hotel**

Organized by the SEACOOP partnership  
under the aegis of the European Commission and of the ASEAN Secretariat

#### Agenda

##### *8:00 Welcome of Participants*

##### **9:00 Opening Session**

Chaired by Roger Torrenti, CEO, Sigma Orionis, SEACOOP project coordinator

**H.E. CHEA Seang Hong**, Secretary of State, and Chairman of National Committee of Science and Technology in Cambodia (NCOST), Ministry of Industry, Mines and Energy, Cambodia

**Koen Everaert**, Attaché, Delegation of the European Union to Cambodia

**H.E. Dr. NHEK Korsol Vythya**, Member of NiDA's Board of Directors, Member of Economic Social and Cultural Council (ECO-SOCC), Cambodia

##### **9:30 Welcome Addresses**

Chaired by Chun Vat, Secretary General, NiDA, Cambodia

**Alvis Ancans**, Policy officer, International relations Unit, DG Information Society and Media, European Commission

**Dr. Alexander Lim**, Head of Science and Technology division, ASEAN Secretariat

**Roger Torrenti**, CEO, Sigma Orionis, SEACOOP project coordinator

##### *10:00 Tea-coffee break*

##### **10:30 European Developments in the area of ICT for Inclusion**

Chaired by Roger Torrenti, CEO, Sigma Orionis, SEACOOP project Coordinator

**Alvis Ancans**, Policy officer, International relations Unit, DG Information Society and Media, European Commission

**Dr. John Gill**, Independent Consultant, United Kingdom

**Bridgette Wessels**, Sociological Studies, University of Sheffield, United Kingdom

**Pierre-Yves Danet**, Research lab CTO, Orange Labs, France

**Dr. Channa Gunawardena**, Director Business Development, Megaskills Research, United Kingdom



European Commission  
Information Society and Media



12:00 Lunch

**13:30 Southeast Asian Developments in the area of ICT for Inclusion**

Chaired by Alexander Lim, Head of Science and Technology division, ASEAN Secretariat

**Dr. Seyed Mohamed Buhari**, Senior Lecturer from Faculty of Science, UBD, Brunei Darussalam

**Dr. Sackona Phoeurng**, Secretary of State for Education, Youth and Sport, Administration Board of ITC, Cambodia

**Prof. Phal Des**, Director of IT Centre, Royal University of Phnom Penh, Cambodia

**Dr. Anto Satrio Nugroho**, Researcher in Speech Processing and Pattern Recognition, BPPT, Indonesia

**Opaseuth Siharath**, Deputy Director of Telephone and Internet Department, Lao Telecom, Lao PDR

**Dr. Mark David Rice**, Senior Research Fellow - Computer Graphics & Interface, Institute for Infocomm Research, Singapore

**Dr. Piyawut Srichaikul**, Research Unit Director, NECTEC, Thailand

15:00 Tea-coffee break

**15:30 Parallel working groups on sub-topics**

Chaired by EU Experts

**Group 1: ICT for elderly and disabled (eAccessibility, Ageing, Ambient Assisted Living)**

**Dr. John Gill**, Independent Consultant, United Kingdom

**Group 2: Inclusive eGovernment**

**Dr. Channa Gunawardena**, Director Business Development, Megaskills Research, United Kingdom

**Group 3: Geographical inclusion**

**Pierre-Yves Danet**, Research lab CTO, Orange Labs, France

**Group 4: eCompetence and Socio-cultural inclusion**

**Bridgette Wessels**, Sociological Studies, University of Sheffield, United Kingdom

**17:00 Wrap-up and Roadmap. Which concrete cooperation could be developed in the short to medium term?**

Chaired by Roger Torrenti, CEO, Sigma Orionis, SEACOOP project coordinator

**Working groups conclusions**

**Dr. John Gill**, Independent Consultant, United Kingdom

**Bridgette Wessels**, Sociological Studies, University of Sheffield, United Kingdom

**Pierre-Yves Danet**, Research lab CTO, Orange Labs, France

**Dr. Channa Gunawardena**, Director Business Development, Megaskills Research, United Kingdom

**Concluding addresses**

**Alvis Ancans**, Policy officer, International relations Unit, DG Information Society and Media, European Commission

**Dr. Alexander Lim**, Head of Science and Technology division, ASEAN Secretariat

17:30 Networking cocktail



European Commission  
Information Society and Media



## ANNEX 2: FINAL ATTENDEE LIST


**SEACOO**  
www.seacoothailand.org


### Attendee List

SEACOO 5th Cooperation Forum on ICT for Inclusion

April 7, 2011

Phnom Penh, Cambodia

	Name	Organization	Position
1	H.E. Dr. NHEK Korsol Vythya	Board Member of NiDA and Board Member of Economic Social and Cultural Council (ECOSOCC), Office of the Council of Ministers	Secretary of State
2	H.E. CHEA Sieng Hong	Chairman of National Committee of Science and Technology in Cambodia (NCOST), Ministry of Industry, Mines, and Energy	Secretary of State
3	Rafael Dochao Moreno	Delegation of the European Union to Cambodia	Chargé d' Affaires
4	Roger Torrenti	Sigma Orionis	CEO & Coordinator
5	H.E CHUN Vat	National ICT Development Authority	Secretary-General of NiDA (Under Secretary of State)
6	Mr. Alvis Ancans	International relations Unit, DG Information Society and Media, European Commission	Policy officer
7	Mr. LIM Alexander	ASEAN Secretariat	Head of Science and Technology
8	Dr. John Gill	RNIB (Royal National Institute of Blind People)	Chief Scientist
9	Dr. Bridgette Wessels	University of Sheffield	Senior Lecturer
10	Mr. Pierre-Yves Danet	Orange Labs	Research lab CTO
11	Dr. Channa Gunawardena	Megaskills Research	Director Business Development
12	Dr. Seyed Mohamed Buhari	UBD	Senior Lecturer of Faculty of Science
13	H.E. Dr. Sackona Phoeung	Ministry of Education, Youth and Sports	Secretary of State and Administration Board of ITC
14	Prof. ir. Phal DES	Royal University of Phnom Penh	Director of IT Centre
15	Dr. Anto Satrio Nugroho	BPPT	Researcher in Speech Processing

**Attendee List**  
**SEACOO 5th Cooperation Forum on ICT for Inclusion**  
**April 7, 2011**  
**Phnom Penh, Cambodia**

16	Mr. Opaseuth Siharath	Telephone and Internet Department, Lao Telecom	Deputy Director
17	Dr. Mark David Rice	I2R	Senior Research Fellow Computer Graphics & Interface
18	Dr. Piyawut Srichaikul	NECTEC and NSTDA	Research Unit Director
19	Dr. LIM Jimmy	UBD	Head of Energy Research Group
20	Dr. AZMI HAJI HUSAIN Saiful	UBD	Lecturer
21	Mr. HENG Sokun	NiDA	ICT NCP/Official
22	Mr. Eng Sothy	NiDA	Official
23	Ms. Meas Makara	NiDA	Official
24	ANG Gavin	I2R	Deputy Director, Industry Development
25	LAU Wilson	I2R	Senior Manager - Industry Development
26	Dr. GUNTASOPATR Pensri	NECTEC and NSTDA	Assistant Executive Director
28	Dr. VESAYANPORN Chutchana	NECTEC and NSTDA	International Relations officer
29	Dr. HANDOKO Dwi	BPPT	Head of Science and Technology Network Unit
30	Mr. HUSDI Inwan Rawal	BPPT	Head of Communication System Technology Division
31	PHISAMMAY Phonpasit	NAST	Director General
32	DALALOY Valaxay	NAST	Director

**Attendee List**
**SEACOOOP 5th Cooperation Forum on ICT for Inclusion**
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**Phnom Penh, Cambodia**

33	Dr. TRANG NGOC Ca	NCSTP	Director of Secretariat
34	MAGLANQUE Jose Eric	ASTI	Chief, Knowledge Management
35	Dr. THEIN Ni Lar	UCSY	Rector
36	Prof. SOE Khin Mar	UCSY	Associate Professor
37	ABDUL HALIM Zalina Abdul	MDeC	Manager
38	Kamal Hisham Bin Kamaruddin	MDeC	Network Operation Manager
39	Mr. Camille Torrenti	Sigma Orionis	Project Manager
40	Mr. Tep Chansakdavuth	SENATE	Deputy Director
41	Mr. Prak Dolin	SENATE	Chief IT Office
42	Som Naroth	SENATE	Chief of Bureau
43	Mr. Chea Sok Huor	Khmer Information Technology Development (KITD) / iREACH	Executive Director
44	Chin Daro	Telecom Cambodia	Director
45	Mr. Seng Hodiep	INTERFLEX	CEO
46	Piseth Chhourm	Microsoft, Cambodia	Technology Specialist
47	Mr. To Meng	ONLINE ISP	Network Engineering
48	Mr. Heum Sovath	ICT Cam, Cambodia	Secretary

**Attendee List**
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**Phnom Penh, Cambodia**

49	Man Kimchhuon	City Hall, Cambodia	Official
50	Srun Sovila	Royal University of Phnom Penh	Lecturer
51	Ms. Seng Molika	Royal University of Phnom Penh	Assistant
52	Boromy Chanthang	Royal University of Phnom Penh	Assistant
53	Keo Bunnarith	SENATE	Vice-Chief IT Office
54	Pang youngthavy	CUP University	Deputy chief
55	Nhem Vichika	Royal School of Administration	IT Manager
56	Chhun Sophea	Institute of Technology of Cambodia	Lecturer
57	Kim Leang	National Institute of Education	IT Manager
58	Mr. Hak Ponnara	NCOST & Cooperation and ASEAN Affairs, Ministry of Industry, Mines, and Energy	NCOST Focal Point & Deputy Director
59	Mr. Khim Chamroeun	Royal University of Phnom Penh	Lecturer
60	Mr. Heng Por	Royal University of Phnom Penh	Lecturer
61	H.E. CHEA Manith	NiDA	Deputy Secretary General
62	Mr. SHOUNG Noy	NiDA	Deputy Secretary General
63	Rim Beanbonyka	Royal University of Phnom Penh	Lecturer
64	Mr. MEAS Kosal	NiDA	Team Leader

**Attendee List**  
**SEACOO 5th Cooperation Forum on ICT for Inclusion**  
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**Phnom Penh, Cambodia**

65	Mr. Ou Phannarith	NIDA	Team Leader
66	Mr. AN Ra	NIDA	Team Leader
67	Mr. SUY Vanna	NIDA	Team Leader
68	Ms. Chea Lina	NIDA	Official
69	Mr. THAN Socheaf	NIDA	Team Leader
70	Ms. PIN Ravin	NIDA	Official
71	Mr. MEAS Sokchea	NIDA	Official
72	Mr. NEANG Mao	NIDA	ICT NCP/ Official
73	Ms. SENG Bory	NIDA	Official
74	Moul Sothea	SENATE	Chief of Bureau
75	Em Ruby	UC University of Cambodia	Assistant
76	Mr. Sok Tha	Ministry of Education, Youth, and Sports	Head of ICT Office
77	Phat Chhlor	Ministry of Information	Official
78		Ministry of Post and Telecommunication	
79	Mr. Iamsal Ekendra	AIT Asian Institute of Technology	Student
80	Mr. Houn Ratha	Cambodia Computer Society	Secretary

**Attendee List**  
**SEACOOOP 5th Cooperation Forum on ICT for Inclusion**  
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81	Pok Sey	P.P Press	
82	Ms. Sem Sela	Ministry of National Assembly Relations And Inspection	Official
83	Srey Chan	Minister of Social Affairs, Veterans and Youth Rehabilitation	IT Manager
84	Keo Vattana	Ministry of Women's and Veterans' Affair	Chief of Bureau
85	Prof. Balwant Mehta Male	Human Development Study Unit, Institute For Human Development	Assistant Professor
86	Mr. Vantha Kheng	ICT Dept Biz Solution	IT Manager
87	Mr. Janko Uros	European Commission	Expert
88	Mr. Seneviratne Aruna	European Commission	Expert
89	Mr. Venzky-Stalling Martin	European Commission	Expert
90	Mr. Emir Rio Krishna	Socio-Cultural Community (ASCC)ASEAN	Technical Officer of S&T Division
91	Mr. LENG Chanprathna	Young Entrepreneurs Association of Cambodia	Executive Vice President
92	Mr. Mervyn Levin	Levering Ltd	Founding Director
93	Ms. Nathalie Van de Wiele	ePrep	Director
94	Mr. Vanleap Kheng	House32 Web Design	Senior Web Developer
95	Neb Tola	Nokor Bachy News	Reporter
96	Chey Rayrem	BAYON TV	Reporter

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97	Liv Bora	FM 96 MH2	Reporter
98	Tea Phaulyn	MONASRI	Chief of staff
99	Nhek Somreth	People News	
100	Chan Hengleap	Angkor Amatak	
101	Mr. Dy Rado	NiDA	Official
102	Mr. Toun Sovirak	NiDA	Official
103	Ms. Nuth Davy	NiDA	Official
104	Mr. Tum Yusos	NiDA	Official
105	Mr. Tan Sopheak	NiDA	Official
106	Mr. Long Han	NiDA	Official
107	Thy Vanna	Raksmev Phnom Penh Newa	Official

## ANNEX 3: RESULTS OF THE PRE-EVENT SURVEY TO IDENTIFY THE THEMES OF THE PARALLEL SESSIONS

<b>European Research on eInclusion: main areas</b> <small>(see <a href="http://ec.europa.eu/information_society/activities/einclusion/research/index_en.htm">http://ec.europa.eu/information_society/activities/einclusion/research/index_en.htm</a> for full details)</small>		<b>Is this research area a priority in your country?</b> <small>(1: not so important, 2: important, 3: very important)</small>	ASTI	BPPT	I2R	MDEC	NAST	NCSTP	NECTEC	NIDA	UBD	UCSY	Total
<b>Inclusive eGovernment</b>	ICT research in eGovernment is focused on the underlying technologies that lead to a simplification of services – from the end-user's point of view to the public organisations.		3	2	3	3	2	3	2	3	3	3	30
<b>Geographical Inclusion</b>	By making your physical location less important in getting an education, finding new business opportunities and expanding your horizons generally, the Information Society can bring new social and economic opportunities to people in Europe's less developed or remote regions.		3	2	0	3	1	3	3	3	2	2	25
<b>eAccessibility</b>	Addressing problems which prevent people from fully utilizing Information and Communication Technologies (ICTs) lies at the heart of research on eAccessibility. Over the years, the European Commission has backed research projects which focus on helping those from vulnerable groups, such as elderly and disabled people, play a more active part in the Information Society with the help of ICTs. Research also aims to ensure that ICTs themselves do not end up creating barriers through being too complex or inaccessible for certain people to use.		1	2	0	3	3	3	3	2	1	3	22
<b>eCompetence</b>	The Commission is committed to ensuring that Europe's citizens are equipped with the correct skills and competences to make full use of modern Information and Communication Technologies (ICTs). Those who do not have the appropriate levels of digital literacy risk being excluded from the Information Society. In particular, the Commission is concerned that older people, those with disabilities and people from disadvantaged backgrounds or isolated communities could miss out, to the detriment of their domestic and working lives.		2	1	2	3	2	2	1	3	1	2	21
<b>Socio-cultural Inclusion</b>	Marginalised and vulnerable groups should not miss out on the benefits of the Information Society simply because of their social or cultural status. Research has been deployed to help immigrants, disabled people, the unemployed and those from economically disadvantaged areas bridge the digital divide. The aim is to harness Information and Communication Technologies (ICTs) to help people assimilate into their communities, live more independent lives or improve access to the jobs market.		3	1	0	3	1	3	1	2	1	2	20
<b>Ageing</b>	Helping Europe's growing elderly population to stay active for longer is a key goal of EU-funded research to support the Information Society. The Action Plan on Ageing Well in the Information Society lays down a new strategy to ensure elderly people get the most out of digital technologies – at home and at work. Meanwhile, the EU Framework Programmes for research have already supported projects that explore and develop the ways in which ICTs can meet the needs and maximise the potential of older people.		1	1	3	2	2	2	2	2	1	2	19
<b>Ambient Assisted Living (AAL programme)</b>	The objective of the AAL Joint Programme is to enhance the quality of life of older people and strengthen the industrial base in Europe through the use of Information and Communication Technologies (ICT). The motivation of the new funding activity is in the demographic change and ageing in Europe, which implies not only challenges but also opportunities for the citizens, the social and healthcare systems as well as industry and the European market.		1	1	2	2	1	1	1	1	1	2	14



**SEACOOOP**  
www.eurosoutheastasia-ict.org

**eInclusion workshop**  
Geographical inclusion

**Pierre-Yves DANET**  
**France Telecom/Orange Labs**

Pierreyves.danet@orange-ftgroup.com

7 April 2011



**eInclusion**

(Source : [http://ec.europa.eu/information\\_society/activities/einclusion/research/index\\_en.htm](http://ec.europa.eu/information_society/activities/einclusion/research/index_en.htm))

- Many of those who could benefit most from the Information Society are at risk of being excluded from what it has to offer. For example, older people often find Information and Communication Technologies (ICTs) too complex to use, while those living with disabilities are not always catered for by mainstream technologies. Such barriers can leave people feeling isolated at home, in the workplace and in society.
- At the moment, about 30% of Europe's population do not actively participate in the Information Society. Among them are the most vulnerable, which is a great shame bearing in mind the potential power of new technologies to make their lives easier.
- That is why e-Inclusion features heavily in the European Union's Seventh Framework Programme for Research (FP7), which runs from 2007 to 2013. About €400 million has been allocated to the objectives "ICT for Ageing Well and Inclusion" under FP7's Challenge 5.
- The aim is to find ways to maximise the potential of ICTs to help Europe's ageing population lead independent and active lives. To do this, Challenge 5 will be harnessed to tackle the growing complexity of ICTs, which is limiting uptake with some groups. The use and interoperability of assistive technologies will also feature, as will the need to integrate technical solutions which promote independent living.
  - eAccessibility
  - Ageing
  - eCompetence
  - Socio-cultural inclusion
  - Geographical inclusion
  - Inclusive eGovernment



## Geographical inclusion (Europe needs)

- By making your physical location less important in getting an education, finding new business opportunities and expanding your horizons generally, the Information Society can bring new social and economic opportunities to people in Europe's less developed or remote regions.
- "The challenge is to ensure that all of Europe's regions benefit"
- By helping balance urban and rural development, the Information Society can slow or even reverse the depopulation of Europe's regions and the uncontrolled growth of its cities, with benefits felt in areas as diverse as culture and environment.
- The challenge is therefore to ensure that all Europe's regions benefit from these new opportunities, that no region is left behind, and that the Information Society helps revitalise Europe's poorer areas.
- While the EU's regulation of the electronic communications market has stimulated competition and investment in the sector and driven down prices, however, normal market competition does not always result in sufficient investment in areas with below average economic wealth and/or population density.
- These regions will not reap the benefits of the Information Society without Internet access, so rolling out infrastructure - particularly broadband internet access - to these areas is vital. Europe is pooling its resources to make it happen, from reorienting its Structural Funds to regulating the sector and the Internal Market, from promoting research into new broadband technologies to helping Europe's regions learn from each others' experiences in bringing broadband to all.

## What are the needs of South-East Asia inhabitants ?

(Brainstorm during the workgroup session)

- 1.
- 2.
- 3.
- 4.
- 5.

## What are the commonalities with European needs ?

Commonalities between European needs and South East Asia needs

1. Indonesia : eGovernment services for mobile (access to information, forms filling, ...). Unbalanced connectivity between east/west
2. Cambodia : eEducation for teachers in rural regions, eLibrary, eHealth
3. Singapore : Video for eEducation, remote consultation
4. Brunei : eHealth, eSurgery

Specificity : Internet connectivity is available all over Brunei & Singapore

eEducation should focus on Agriculture training in order to give opportunity to rural people to get money and then pay for added value services (internet)

There are 2 challenges :

- Social challenge : Education, health
- Technical challenges : connectivity

## Common projects ideas

→ From the common needs, what should be the services/projects that have interest for both regions ?

1. Education database accessible from any device what ever the connectivity is :
  - Aggregation of training information (text, audio, video, 3D, ...) in different languages in a common database
  - Automatic extraction of the core information able to be accessed by low bandwidth devices (wired or wireless)
  - Access from any 2G text mobile phone
    - Text 2 speech capability
    - Speech recognition search engine
  - Setup a large field test with the case of agriculture

Comment : from a technological point of view, there are already development done in India and Jamaica but the project should study potential integration of technology but also text2speech, video search engine, metadata, ...

2. Agriculture exchange offering the ability to everyone to sell its product where ever he is

## Example of projects (1/5)

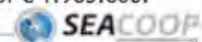
- **GUADALINFO: Andalusia against the digital divide**
- Andalusia already has a high proportion of Internet users (22.8% of the population), slightly higher than the Spanish average of 21.2%. But this statistic hides **serious inequalities**, especially in the case of the broadband Internet access. Profound differences exist in Andalusia between the urban centres and the small isolated, disadvantaged villages in the countryside or mountains.
- In these **sparsely populated areas**, where income is generally low, private telecommunication operators do not want to invest because it is not profitable. Only towns with more than 65 000 inhabitants are cabled at present (the cable is one of the channels for the "broadband") and there are no plans to change this in the short term. If the market were left to decide, villages with populations of 5 000 or less would not be connected to the cable for another twenty years.
- **GUADALINFO**, part of the innovative actions of the ERDF, wants to change that. The goal is to make broadband Internet accessible to all inhabitants including those living in the most remote areas. As part of an experiment 25 public Internet centres are being set up as bridgeheads against the digital divide.
- The European Commission has granted this project a funding of € 2.940.000.



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## Example of projects (2/5)

- **ACCESS-EGOV: Access to e-Government Services Employing Semantic Technologies**
- By employing semantic technologies the **Access-eGov** project will support semantic interoperability among e-government (eGov) services across organisational, regional and linguistic borders.
- For citizens and business users, Access-eGov will generate a "scenario" consisting of **elementary government services**. In most cases these scenarios will be probably of a "hybrid" nature - i.e. a combination of atomic traditional and eservices - which will lead to a requested outcome (e.g. to get a building permit, register a new company, etc.).
- Access-eGov will also provide a **virtual personal assistant**, who will guide the user through the scenario (reminding him/her of deadlines, providing support information, initiating e-services, etc.).
- Special attention will be paid to the e-inclusion criteria to guarantee that Access-eGov will be accessible also to disadvantaged groups of users, for which the system can be considerably beneficial.
- The European Commission has granted this project a funding of € 1.983.000.



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## Example of projects (3/5)

- **TEL LAPPI: Telemedicine services in Lapland**
- The Lapland Healthcare District comprises the 16 most northern municipalities in Finland. These municipalities cover an area worth more than 28% of the country's total land area but only account for 2.5% of the Finnish population (1.5 inhabitants per km<sup>2</sup>). Under such conditions it is very difficult and expensive for the local authorities to provide basic health care, not to mention special care services, to its citizens

The TEL LAPPI project first set up a telemedicine system for the local health centre of Sodankylä, the central and the university hospitals. Through teleconsultation the general practitioner at the local health centre can consult the specialists in the central hospital in Rovaniemi and the university hospital in Oulu, some hundreds of kilometres away, without requiring the patient to travel long distances. In this way, the smaller hospitals and health care centres can offer varied health and medical services to the people in Lapland irrespective of their place of residence. Only the patient's data, not the patient itself, travels.

The system currently consists of seven parts: teleconsultation, teletraining, radiology, first aid, ophthalmology, transfer of ultra sound and ECG. In emergency cases, vital information, such as blood pressure, can be sent electronically from an ambulance or the scene of an accident.

- The European Commission has granted this project a funding of € 391.500.



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## Example of projects (4/5)

- **MYHEART:**  
**Fighting cardio-vascular diseases by prevention and early diagnosis**
- **Cardio-vascular diseases (CVD)** are the leading cause of death in the western world. In Europe over **20% of all citizens** suffer from a chronic CVD and 45% of all deaths are due to CVD. Europe spends annually billions of Euro's on the treatment of CVD. With the upcoming aging population, it is a challenge for Europe to deliver its citizens healthcare at affordable costs.
- The MYHEART research project is fighting CVD by preventive lifestyle and early diagnosis. It has developed integrated textile sensors which can be attached to everyday clothes. The result is, for example, an "intelligent shirt" that constantly monitors the heart rate of people who have suffered from a heart attack in the past - at work, in the car and even while doing sports.
- The EU is supporting this 6-year-project with a total of € 16.000.000.



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## Example of projects (5/5)

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- **TELCERT: Assuring interoperability in technology-enhanced learning**
- **The interoperability of e-Learning systems and materials is at the heart of the TELCERT-project. It strives at enabling authors, suppliers and standards organisations to adapt their national or local e-Learning-systems to new developments from learning communities in other regions and countries. The advantage for the learners, i.e. everyone of us: More flexible, interesting and individual learning - whenever and wherever we want!**
- **The European Commission has granted this project a funding of € 1.800.000.**

## **Group 1: Accessibility for Disabled and Elderly People**

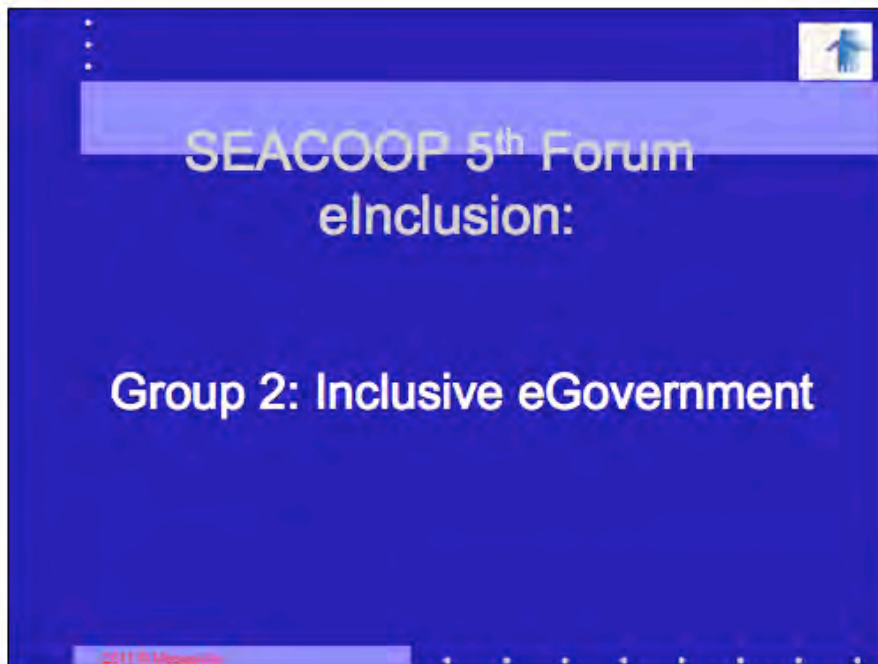
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- Need an initial study of the user needs in various Asian countries – should take into account the available technical infrastructure
- Need analysis of the various business models for assistive technology in Asian countries
- Develop appropriate accessibility guidelines for the Asian environment
- Use knowledge management systems based on social networking for access to information about disability issues

## **Suggested Activities**

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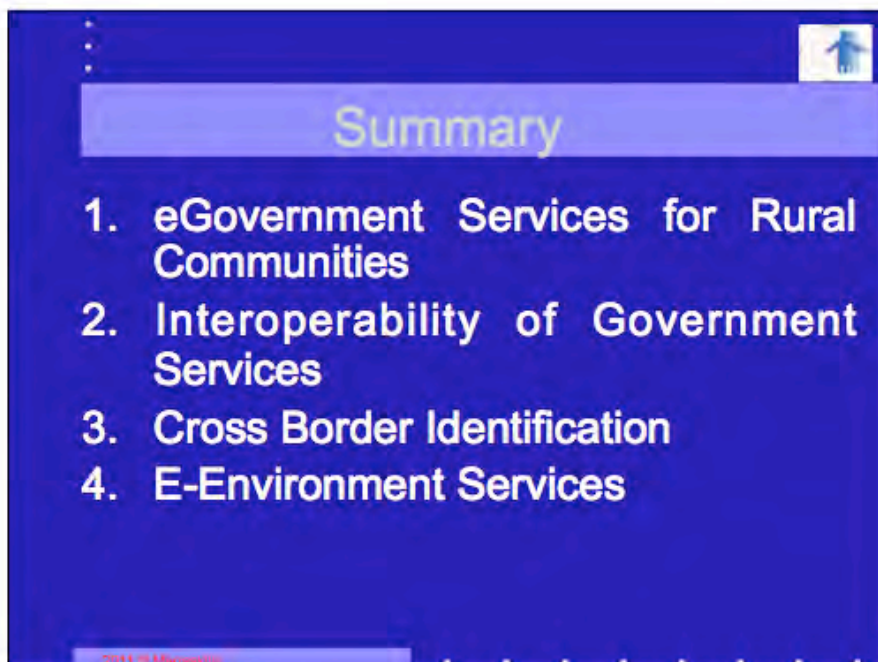
- Initially concentrate on joining thematic actions and support activities
- Then progress to specific technological projects (STEPs and IPs)
- Prepare concise statements on what your organisation can offer to a project, and send to potential project proposers in the EU



SEACOOOP 5<sup>th</sup> Forum  
eInclusion:

**Group 2: Inclusive eGovernment**

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Summary

1. eGovernment Services for Rural Communities
2. Interoperability of Government Services
3. Cross Border Identification
4. E-Environment Services

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Slide 1: eGovernment Services for Rural Communities

- Agriculture
- Telemedicine
- Health & sanitation
- Education

Issues:

- Sustainability models for local telecentres
- Bottom up Approach

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Slide 2: Inter-Operability of Government Services

- Social Benefits
- Health
- Fines
- Regional Tourism/clustering
- Standards

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### 3. Cross Border Identification

- Long term
- Inter country agreements
- Language

2011 03 08 09:00:00

### 4. e-Environment Services

- Natural Disasters
  - Disease Outbreaks
  - Energy Management
  - Public Safety & Emergency planning
- Issues: Sensor Networks,  
Interoperability,  
Public information networks (SMS,  
internet, Radio TV

2011 03 08 09:00:00

## E-Competencies and socio-cultural inclusion

### Summary of Working Group 4

### Key issues

- Socio-cultural inclusion means more than using computers
- It involves addressing how to utilise ICT for different people's own benefit
- Areas that ICT need to support are: employment and education; health and social care; everyday life and cultural participation
- Awareness of gender, age and local resources in designing and developing support for ICT for inclusion

## Key points

- What do we mean by e-competencies?
- Need to link the computer skills with abilities needed for participation such as education, digital literacy, work skills, cultural capital
- How to enable and empower people to develop their inclusion strategies in relation to their contexts
- How to foster communities of support
- How to shape products for different users with different levels of need and competence
- Gap in R&D in fostering innovation in the commercialisation of inclusive technology

## Examples and business cases

- Look at some existing examples such as the mainstreaming of ICT for people with disability
- Look at business cases for ICT for inclusion
- Look at ICT in social enterprise, social value and social innovation as ways of socio-cultural inclusion
- Look at the use of social media in inclusion processes
- Look at Public-Private partnerships for e-inclusion

## (e)-competences

- Build competences in relation to what people do with the tools
- These include:
  - Networking
  - Communicating
  - Distance learning
  - Telework

## Content

- Good quality accessible and relevant information is key to e-inclusion and socio-cultural inclusion
- Need supporting education to learn how to access and assess information
- Information for socio-cultural inclusion: community, job and educational information
- Locate the production of information between user-generated and validated information and link to a demand pull and technology push development process

## Framework for socio-cultural inclusion

- Provision of basic resources
- Access to technology, support to learn e-skills and e-competences
- Content is very important aspect
- Embed inclusion into Gov. policy
- Explore PPP and partnership approaches
- Promote social enterprise and social media
- Include all groups in society: disabled, unemployed, gender, less-educated, rural lives

## Themes for possible projects

- How would PPP and other partnership approaches work on developing and supporting the creation and sustainability of e-competences for socio-cultural inclusion?
- How to identify competencies within communities that can be developed in line with e-competencies for socio-cultural inclusion in terms of current conditions as well as future development?
- How to link strategies and programmes of e-inclusion with strategies and programmes for ICT for (4) Development, i.e. how to link e-inclusion into phases of development in different countries