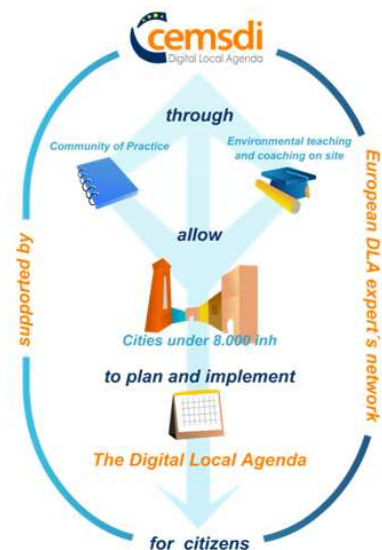


Welcome to the first CEMSDI Newsletter!

ABOUT CEMSDI

These turbulent times, which call for a high degree of flexibility on the part of governing structures as well as citizens, demand constant improvements in the level of knowledge and work efficiency of public administration employees, this pressure is no less urgent with regards to their ICT skills.

*Realizing the necessity to fill in this gap, a consortium of 12 partners from all over Europe came together in June 2010 to undertake the **CEMSDI** project (Civil Servant Empowerment for Multi Media Service Delivery ICT-enabled), which aims at strengthening the capacity of civil servants and other practitioners forming part of the service delivery chain in territories in need of active inclusion and eGovernment policies. The project focuses in particular on local governments which serve around 8.000 inhabitants or fewer, where the digital divide tends to be the largest. For these administrative units, the empowerment of Public Officers and their administrations is vital in order to ensure the implementation of digital inclusion policies, which target the socially disadvantaged, modernise the organisations of public administration and efficiently deliver eGovernment and other local services.*



The twelve organizations, which are part of the project, include associations of local authorities, regions, research institutions, educational institutions, NGOs and private companies. This mix of organizations is well equipped to fulfil the objectives of the project. Their dedication is obvious from their financial commitment. The CEMSDI partners see the strategic importance of CEMSDI and therefore altogether provide half of the over five million Euro dedicated to the project.

DLA: At the top of Europe's interest

*As a key instrument to achieve its goals, **CEMSDI** uses the DLA (Digital Local Agenda), a strategic plan for the development of the Information Society in European municipalities, cities and regions taking into account socio-economic and cultural backgrounds in particular, basing its instruments and aims on the involvement of citizens and social actors, ultimately promoting sustainable development. The Digital Local Agenda is the main contribution of the Bilbao Declaration; the result and culmination of the political work developed by local authorities. For more information please visit: www.digitallocalagenda.com*



LOCAL TRAININGS: Bringing DLA to Municipalities

One of the main objectives of **CEMSDI** is organization of trainings for civil servants aimed at introducing them to DLA and inclusive eGovernment and at empowering them to utilize their newly acquired skills in their day to day duties. At this stage of the project training and empowerment instruments are being created and the ground is being set in the five pilot countries (Italy, Norway, Portugal, Spain and the UK), where the CEMSDI tools will be piloted. This will be a step towards the **CEMSDI** goal of creating a trans-European methodology that can later be implemented in other territories in European countries.

CEMSDI local partner in the UK, for example, has held 8 of its 16 planned regional workshop events in the 8 regions of the UK. At these events, civil servants were introduced to tools and techniques that could be used to support the DLA in their region. Needs of each municipality are now being evaluated and assessed so that future training can be tailored according to individual requirements at a local level.

ACTIVE INFORMATION CAMPAIGN: Liaison and dissemination of CEMSDI

Aside from preparation work towards creating the **CEMSDI** instrument, the partners have begun to actively liaise with related projects and initiatives throughout Europe and to disseminate the project objectives and the DLA approach to experts and potential stakeholders.

A number of local meetings and workshops has been organized. In the UK, Spain, the Czech Republic or Italy, for example, regional meetings are being held, at which civil servants are introduced to the DLA and possibilities of its utilization in their region. In Portugal and Norway project partners have been meeting with local government representatives to introduce the project to them.

CEMSDI and its objectives were presented at a number of international events. These include, for example the ICT 2010 Conference that was held in Brussels in September 2010 and the “eInclusion days: Inclusive eGovernment” workshop also held in Brussels in October 2010.

CEMSDI IN ACTION: Supporting the ‘Citadel Statement’



The most noteworthy initiative however took place in December when the **CEMSDI** Consortium represented by Irina Zálišová (the dissemination manager) and Francesco Niglia (a representative of the lead partner) expressed **CEMSDI**'s support for the “Citadel Statement” - a strategy which aims to identify the pivotal steps both national and EU decision makers can

take by 2013 to better support local eGovernment. Representatives from other partner organizations of the Consortium were present at this important event as well.



Signing procedure at the Local eGovernment conference in Ghent, December 14, 2010 (Irina Zálišová from Vysocina Region / EPMA and Francesco Niglia from INNOVA in the front, far right).

The “Citadel Statement” is a pan-European ‘Call to Action’ that will help local government deliver on the key objectives of the Malmö Ministerial Declaration. Both the “Citadel Statement” and the **CEMSDI** project based on the DLA reflect the current significant demand of Europeans for comparable inclusive and efficient eGovernment services. For more information about the ‘Citadel Statement’ please visit: <http://eqovstatement.wordpress.com/>

CEMSDI also participated at the main 'LIFT OFF TOWARDS OPEN GOVERNMENT Conference' of the European Commission and the Belgian EU Presidency in Brussels on the 15th – 16th December 2010. For more information about the conference please visit <http://www.opengov2010.be>.

NETWORKING and USER ENGAGEMENT

Since the project kicked off in June last year, most project partners have already introduced the **CEMSDI** concept and objectives to their local stakeholders and made arrangements for networking and user engagement. The following points of activity are worth mentioning:

1. **EU:** **CEMSDI** network of eGovernment experts was set up before the end of the year, using the LinkedIn platform. **CEMSDI – Digital Local Agenda** is an open group with the network moderator, Irina Zálišová. (<http://www.linkedin.com/groups?mostPopular=&qid=3727284>).
2. **Italy:** The Italian Chapter of ELANET Network of DLA eGovernment experts supported by **CEMSDI** has been launched in Rome by Ancitel S.p.A. with the purpose of collecting and analysing best practices implemented by Italian municipalities in order to define a methodology which promotes DLA process in Italy. (<http://networkadl.ancitel.it>).
3. **Portugal:** Rui Barros from INESC Porto is preparing the European space of the ELANET network as a Community of Practice. (<http://elanet.inescporto.pt/> or <http://www.digitallocalagenda.eu>).

These efforts are currently just at their offset stage; they will lead to creating a major network of eGovernment experts, many of which have worked in this field for a number of years. This network will not only support **CEMSDI** in achieving its goals, it will also spark an organized Europe-wide dialogue on the essential issues of DLA and inclusive eGovernment.

CONTACT

For more information about the project, please visit www.CEMSDI.eu or contact **CEMSDI** dissemination leader Irina Zálišová (Vysocina Region) (zalisova@epma.cz)

PROJECT PARTNERS



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