

## CEMSDI pilots are ready to take off!

### CEMSDI PASSES ITS 10 MONTHS OF EXISTENCE MILESTONE

The CEMSDI project - 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 eInclusion and eGovernment policies - has passed its 10 month of existence. During this period, apart from focusing on Europe-wide as well as local dissemination activities, the project partners have been busy preparing for the launch of their pilot activities in the five pilot countries.



### CEMSDI PILOT TRAININGS ARE TAKING OFF



The CEMSDI project pilot partners have worked on defining their target audiences and their training needs, and examining their local DLA methodologies and training and empowerment programmes in recent months. They have also been sharing training content and developing a common methodology. Their efforts culminated in Bilbao, where they recently met to discuss their findings and approaches in order to help define joint concept of their pilot training rounds. In the following weeks, the partners will start implementing the first training rounds at their regional and local levels.

### ITALY: Italian pilot has its basis in the Italian national plan

The Italian pilot is building upon the 'eGovernment 2012' national plan and the creation of the CST - local alliances for innovation acting as services and training centres for small and medium local governments. The pilot is to cover all training aspects needed to launch the DLA process involving small local governments and/or disadvantaged local areas. ANCITEL, SSPAL, CATTID and CMMV has been actively analysing the targeted administrations and the territories in which they operate and their training needs in terms of the DLA.

### NORWAY: 5 pilots up and running with 58 local governments participating

Norway consists of 430 local governments. Approximately 70% of them have 8000 inhabitants or less making Norway the ideal pilot country for CEMSDI. The Norwegian pilot is building upon the "eMunicipality 2012" Plan developed by the Norwegian association for local governments (KS/NARLA) in which the DLA has been launched as the main instrument. DLA represents a guideline to the local governments and is up for review within the next 12 months.



Dissemination material for Norwegian training sessions

The Norwegian Association of Local and Regional Authorities has now started to pilot the methodology on capacity building established within CEMSDI. Each pilot will complete 4 sessions of trainings aiming to deploy the DLA process within the region or locally. The pilots in Norway have all started their first round of trainings and the outcomes so far are very successful. The senior executives will be trained through a series of lectures, discussion, guest speakers and group work aiming to create a common platform for problem understanding and opportunity recognition. The training will also enhance and/or create regional cooperation for developing and working together towards a common DLA. 58 local governments all over Norway are now piloting the CEMSDI methodology. A total of 5 pilots will complete their training within August 2011. The first round of pilots and training in the Norwegian CEMSDI project will then be concluded. Preparation for the second round of training is under way as 2 pilots are ready to start up during the fall. Additional pilots are under planning in order to reach a target of 5 pilots in the second round.

### **PORTUGAL: Pilot to take off in the upcoming month**

As a part of its preparation for the first round of trainings, the Portuguese pilot, led by INESC Porto participated in a seminar “Best Practices on Information Society”, which took place on the 3rd of March 2011 at the Escola Galega de Administracion Publica, in Santiago de Compostela and welcomed a wide range of European experts working on the DLA Project, an INTERREG IV C project aiming to improve regional policies in the fields of Information Society through the introduction of the Digital Local Agenda.



“Best Practices on Information Society” seminar at the Escola Galega de Administracion Publica, in Santiago de Compostela, March 2011

This event highlighted the work done by partners in the project to date. Participants have identified 35 good practices related to the Information Society at the service of citizens and public administration, and their impact on regional policies. Examples of good practices presented at the event included: IANUS (eHealth), presented by Javier Quiles del Rio – Manager of Projects on Information Systems at the Consellería de Salud da Xunta de Galicia (Spain) and Barcelos nos seus dedos (eParticipation, tourism), presented by Miguel Pereira – Manager of Urban Planning at the Câmara Municipal de Barcelos (Portugal).

The presented good practices showed the developments and roles that these territories may play in the future of the digital agenda in Europe. The seminar reinforced the necessity for Europe to create better communication channels by simplifying and improving citizens’ access to key information, which will make it possible for citizens to improve their quality of life and feel socially and digitally included. The CEMSDI project is an important step in creating a united Europe without digital barriers.

### **SPAIN: 15 Municipalities have approved their Local Agendas last month**

As a part of the Spanish pilot preparation stage, EUDEL has made several DLA final presentations to Municipalities’ Mayors, politicians and technical staff. The meetings included the presentations of all projects that had been agreed as priorities for Municipalities commitment to approve their Agendas. As a result, 15 Municipalities have approved their Local Agendas.

In addition, EUDEL continued detailing the training plans to implement the DLA by identifying and analysing the key aspects of the training methodology. The development of a Citizen Information Service had been identified as a priority and, as a result, a workshop on the improvement of this Service took place at the Basque Institute of Public Administration (IVAP), Bilbao. The development of the CEMSDI training plans had been undertaken in cooperation with local experts in order to determine the contents, format and other aspects of these plans. In order to get stakeholder

feedback, EUDEL has been meeting with Basque Government Public Institutions to reach agreements about future training courses on ICT for civil servants.

### **UK: 11 new suppliers joined the esd-toolkit scheme to deliver expert training to Local Authorities**

The UK pilot, led by esd-toolkit, is completing its pilot preparation stage and getting set to kick off with training sessions in early May. The training will assist Local Authorities to look at innovative solutions both to cut costs and also to provide a social return on investment.

In the last few months, the esd-toolkit have created a new scheme, esd-suppliers which to date, 11 suppliers have joined. The key suppliers include Aperia Limite (an independent business consultancy that specialises in helping Local Authorities in the north of England transform the quality and efficiency of the services they deliver), CACI Information Solutions (leader in marketing solutions and information systems), Cintra Corporation (Cintra has developed a suite of value added software solutions around the esd-toolkit), Experian Limited (leading global information services company, providing data and analytical tools to clients in more than 90 countries). All suppliers have a minimum 15 years' experience working with Local Authorities in the field of digital and social inclusion. Suppliers will be providing expert training to Local Authorities involved in the CEMSDI project and will be part of the CEMSDI network of experts.

### **DISSEMINATION and LIAISON ACTIVITIES**

Dissemination and liaison activities have actively continued. Partners have been promoting the project and its goals particularly on the local level. All of them now provide information about CEMSDI on their websites and the CEMSDI website is being regularly updated with interesting news items.

In order to promote CEMSDI and provide more information about its goals to wider Italian-speaking public, Ancitel has recently conducted three short interviews that will be published on the CEMSDI page of the Ancitel portal and will also be featured one by one on the Ancitel homepage. The interviews were made by Ancitel's press department and focused on three important areas of the project: Interview with Elisa La Gala, an eGovernment expert from Ancitel, gave a comprehensive overview of the CEMSDI project, its aims, objectives and expected impact

In the second interview, Javier Ossandon, Director Innovation Area at Ancitel S.p.A., explained the concept, background and objectives of the Digital Local Agenda as well as defined the DLA instrument and its use in practice. The third interview was conducted with Javier Ossandon on the topic of Inclusive eGovernment and how CEMSDI will help to fight the digital divide and social exclusion.



[http://www.youtube.com/watch?v=L\\_C9BZWd3Jg](http://www.youtube.com/watch?v=L_C9BZWd3Jg)



<http://www.youtube.com/watch?v=8V1Z5u-n5j4>

In order to promote CEMSDI locally in Spain, the Spanish DLA was presented by the Mayor of Ataun, member of EUDEL, at the e-Government Symposium in the Provincial Council of Gipuzkoa raising the profile of CEMSDI and engaging new stakeholders.

Cooperation between CEMSDI and the DLA Interreg project as well as the ADD ME! Network has been active. Coordinators of CEMSDI and ADD ME! have signed a Memorandum of Understanding that is designed to lead to a mutual and beneficial collaboration between the two projects that are aimed

at a common target group and audience (civil servants). With regard to the DLA project, a representative of CEMSDI has presented CEMSDI to participants of its event organized in Spain.

### CEMSDI at the Bridge IT Conference in Barcelona

On the international level CEMSDI presence at the Bridge IT final Conference in Barcelona, Spain on 10th/11th March 2011, which was attended by Iva Walterova from the Vysocina Region, is noteworthy. Bridge-IT is a thematic network that brings together a large number of organizations from all over Europe. It is concerned with the relationship between information and communication technologies (ICT), and excluded social groups (in particular migrants and minorities) in Europe. Therefore it was interesting for CEMSDI, firstly to learn about the latest ICT used to engage disadvantaged or hard to reach social groups, secondly to learn about other projects working with local authorities to bridge the digital divide.

CEMSDI hosted a booth in the Open Market Place session. Our project attracted a lot of attention due to its scope, partners involved and



innovative approach to training of civil servants. Many of the attendees took home project brochures and left their email addresses to receive updates on the project progress. CEMSDI booth during the Bridge IT conference

### PUBLICATIONS

Mike Thacker from esd-toolkit and one of esd's experts Paul Nash have published articles in The European Journal of ePractice edition on "The Openness of Government" which is out with an Editorial by Paul Waller. The full article is available at <http://www.epractice.eu/en/editorial/5290077>.

### CONTACT

For more information about the project, please visit [www.cemsdi.eu](http://www.cemsdi.eu), [www.digitallocalagenda.eu](http://www.digitallocalagenda.eu) or contact the CEMSDI dissemination leader, Irina Zálisová - Vysocina Region ([zalisova@epma.cz](mailto:zalisova@epma.cz)).

### PROJECT PARTNERS



The CEMSDI project has been funded under the ICT Policy Support Programme, Call 3 objective 3.3 Inclusive eGovernance

