

# **E-Government and Social Inclusion: Barriers, Opportunities and Future Direction**

March 11, 2008, Brussels

## **Venue:**

European Commission  
DG INFSO  
Avenue de Beaulieu 33  
1160 Brussels

**9:00 – 9:30                      Registration**

## **AGENDA**

### **Session I: e-Inclusion Policies and e-Government Programmes**

*Chair:*  
*Niv Ahituv*

- |                      |   |
|----------------------|---|
| <b>9:30 - 9:40</b>   | <b><i>Welcome</i></b><br>Marina Manzoni, European Commission  |
| <b>9:40 – 9:50</b>   | <b><i>Introductory Remarks</i></b><br>Tal Soffer, ICTAF, Tel Aviv University, Tel Aviv  |
| <b>9:50 – 10:10</b>  | <b><i>e-Government for an Inclusive Society: How Different Citizen Groups use e-Government Services in Europe</i></b><br>Jeremy Millard, Danish Technological Institute,  |
| <b>10:10 – 10:30</b> | <b><i>ICT as a Social Inclusion Tool in Portugal</i></b><br>Antonio Mendes dos Santos, Advisor to the Executive Board UMIC - The Knowledge Society Agency, Ministry of Science, Technology and Higher Education, Lisbon |
| <b>10:30 – 10:50</b> | <b><i>The eHungary Project - Fighting the Digital Divide</i></b><br>Marianna Posfai, Project Leader, Ministry of Economics and Transport, ICT PSP National Contact, Budapest  |
| <b>10:50 – 11:10</b> | <b>Discussion</b>   |
| <b>11:10 – 11:30</b> | <b>Coffee Break</b>   |

## **Session II: Patterns of Internet Use and e-Government Among Different Groups**

*Chair:*  
*Liana Giorgi*

- 11:30– 12:00**      ***Internet and e-Government Among Low Socio-Economic Status Groups: The Role of Socio-Economic Background Factors***  
Niki Rodousakis, ICCR, Vienna, Lina van Aerschot and Jan Kunz, University of Tampere
- 12:00 – 12:20**      ***e-Government for All? An Overview of Recent Research and Theory on Digital Exclusion in Europe***  
Neil Selwyn, Senior Lecturer, London Knowledge Lab, University London, London
- 12:20 – 12:40**      ***Local Issues Discussion Forums in Comparative Perspective: Whose Voices are Heard?***  
Simon Smith, Centre for Digital Citizenship, Institute of Communication Studies, University of Leeds
- 12:40 – 13:00**      **Discussion**
- 13:00 – 14:00**      **Lunch Break**

## **Session III: Policies to Improve e-Government and Social Inclusion**

*Chair:*  
*Tal Soffer*

- 14:00 – 14:25**      ***Policy Recommendations for Improving e-Government Use Among Low Socio-Economic Status Groups***  
Yoel Raban, Niv Ahituv, ICTAF, Tel Aviv

**Panel Discussion: ELOST Policy Solutions – e-Government for All**

*Moderator:*

*Marina Manzoni*

**14:25 – 16:15**      **Panelists:** Niv Ahituv, Antonio dos Santos, Jeremy Millard

**16:15 – 16:30**      **Coffee Break**

**Session IV:            New Solutions and Future Directions for Inclusive e-Government**

*Chair:*

*Hans-Luidger Dienel*

**16:30 – 16:45**      ***International Expert Exchange on e-Government and e-Inclusion***  
Nico de Abreu, TUB, Berlin

**16:45 – 17:10**      ***Future Outlook on Inclusive e-Government and the Impact of Emerging Technologies: Findings from the ELOST Foresight Study***  
Aharon Hauptman, ICTAF, Tel Aviv University, Tel Aviv

**17:10 – 17:30**      ***The SWEB-Project: Strengthening eAccessibility Across Europe Via Cross-Border Mobile Services***  
Silke Cuno, Fraunhofer FOKUS, Berlin

**17:30 – 17:45**      **Discussion**

**17:45 – 18:00**      **Concluding Remarks**