



ICT as a SOCIAL INCLUSION TOOL in PORTUGAL

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Agenda

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- **e-Inclusion History**
- **e-Inclusion Strategy**
- **e-Inclusion Legal Framework**
- **Progress analysis according to Riga areas**
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 2. **Geographic Digital Divide**
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- **eGovernment in Portugal**
- **Challenges**
- ***Webography***

Q1, 2007 (Q1, 2006)

Households with internet access: **40%** (35%)

Households with a broadband connection: **26%** (24%)

Individuals using the internet at least once a week (16-74 years old): **40%** (36%)

16-24 years old: **85%** (75%)

25-34 years old: **58%** (54%)

35-44 years old: **41%** (36%)

45-54 years old: **26%** (24%)

55-64 years old: **17%** (12%)

65-74 years old: **4%** (3%)

Percentage of individuals (16-74 years old) using the internet, by education level:

Individuals with low education level (schooling level ≤ 9 years): **24%** (19%)

Individuals with medium education level (> 9 but ≤ 12 years): **81%** (80%)

Individuals with university-level education (>12 years): **90%** (87%)

Q1, 2007 (Q1, 2006)

Public Administrations (central)

Internet access: 100% (87% > 512 Kbps of which 63% > 2 Mbps)

Website: 83% (96% for those with > 249 workers)

CITIZEN'S PORTAL – single point of entry to all Public Administration

Covers ~650 different services: 50% informative, 25% interactive, 15% transactional

3M+ visits/month, from more than 30 countries

62% of all Public Administration Agencies have their forms available for download

> 58,9% of personal IRS declarations submitted via internet (49,2%)

Complemented by a network of 11 CITIZEN'S MALLS and several hundred CSP (Citizen's service points), providing either face-to-face interaction or help for on-line services.

Businesses (more than 10 workers => SMEs excepted)

Internet access: 90% (66% on broadband)

Website: 42% (85% for those > 249 workers)

Financial & Commercial sectors

Most extensive and versatile ATM network in the world – supporting a plethora of additional services (e.g.: payments to government, payment of utilities, cell phones top up, movie & theater tickets, railway tickets, etc.)

Nearly 11.500 ATMs, total geographic coverage; 67M transactions / month (63M)

Nearly 160.000 POS terminals – 47M transactions / month (45M)

e-Inclusion History

- **Green Book on the Information Society in Portugal (1997)**
A whole chapter (VIII) on the Social implications of the Information Society
 - **National Initiative for Citizens with Special Needs in the Information Society (1999)**
 - **Connecting Portugal – National Action Plan for the Information Society (2005-2010)**
 - **National Action Plan for Growth and Employment 2005-2008**
The Portuguese NRP (under the renewed Lisbon Strategy)
 - **National Strategy for Sustainable Development 2006-2015**
Among the (7) strategic objectives, two particularly relevant:
 - *Prepare Portugal for the Knowledge Society*
 - *More equity, equal opportunities and social cohesion*
 - **National Action Plan for the Inclusion of People with Disabilities (Aug 2006)**
 - **National Action Plan for Inclusion 2006-2008 (Sept 2006)**
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Common Strategic Principles

- **Allow info-excluded groups to access the benefits of the info society**
- **Use ICT to facilitate the social inclusion of immigrants and other groups at risk of social exclusion**
- **Ensure access to ICT for citizens with special needs (particularly people with disabilities and the elderly)**
- **Increase the number of (free) public internet access spaces which make available direct support to users as well as training**
- **Minimize content-related accessibility barriers**

ConnectingPortugal Programme

- The umbrella Policy Initiative for most on-going actions on ICT and e-Inclusion, a component of the Portuguese Government *Technological Plan: Mobilizing the Information and Knowledge Society*; five pillars:
 - *Qualifications and Citizenship*
 - *(e)Inclusion and (e)Accessibility*
 - *Content and Infrastructures*
 - *Technologies and Knowledge*
 - *Public Services*
- Under the *ConnectingPortugal* banner, 100 projects have been launched by the *Knowledge Society Operational Programme*, co-financed by FEDER and FSE (further details ahead)

e-Inclusion Legal Framework

- Resolution 96/99 (August 1999) – launched the *National Initiative for Citizens with Special needs in the Information Society*
- Resolution 97/99 (August 1999) – on the *e-Accessibility of websites from Public Administration* (central and local)
- Resolution 110/2003 (August 2003) – launched the *National Programme for the Participation of Citizens with Special Needs in the Information Society*
- Resolution 120/2006 (August 2006) – launched the *National Action Plan for the Inclusion of People with Disabilities*
- Resolution 9/2007 (January 2007) – launched the *National Action Plan for Accessibility 2006-2015* (not specifically targeting info society issues, but closely related).
- Resolution 155/2007 (October 2007) – stated *new strict e-Accessibility Guidelines* for all Government and Central Public Administration websites.

e-Inclusion Progress by Riga areas

1. ICT & Aging

- **15 projects specifically targeting “*ICT and Senior Citizens*” have been financed by the Knowledge Society Operational Programme (2006-08), covering such areas as:**
 - **Making available free internet access**
 - **Basic training for internet access and certification of basic ICT competencies**
 - **Internet contents specifically targeted at Senior Citizens**
- **Other relevant initiatives:** (info for Q1,2006)
 - **25% of public hospitals make computers available for use by in-house patients**
 - **17% of hospitals with internet access make it available for use by in-house patients**
 - **3% of hospitals with internet access have videoconference facilities to allow in-house patients remote access to schooling activities (particularly for children)**

e-Inclusion Progress by Riga areas

2. Geographic Digital Divide

Nationwide network of Public Internet Access Spaces (PIAS)

As of Dec/2007, there were 1131 PIAS (1038 Dec/2006), characterised by:

- free internet access (at least 3 workstations available)
- service available to the public at least during “*normal office hours*”
- permanent on-site support provided by trained “*instructors*” (mediators)
- at least one workstation with h/w and s/w to support people with special needs

Various locations: Municipalities, Public Libraries, Employment & Training Offices, “*Live Science*” Centres, Social Solidarity Institutions, NGOs, etc.

Additionally, there are slightly over 2000 Public Internet Access Points , where free access is provided, but not all the remaining “*rules*” above are followed.

The usage profile for PIAS and PIAPs spans:

- access to public e-Services
- job search
- basic ICT literacy competence training and certification
- education & learning
- access to health information
- leisure

e-Inclusion Progress by Riga areas

3. e-Accessibility (a)

- **Government Resolution 97/99 (August 1999) set requirements for the e-Accessibility of Public Administration websites**
 - **The National Action Plan for the Inclusion of People with Disabilities is formally in place since August/2006, as per Government Resolution 120/2006.**
 - **Are e-Accessibility requirements taken into account during site design and maintenance of Public websites? (2006 survey)**
 - **Yes, completely: 19%**
 - **Yes, partially: 36%**
 - **No: 35%**
 - **Don't know / no reply: 10%**
 - **Consequently, Resolution 155/2007 (October 2007) stated new e-Accessibility Guidelines for all Public Administration websites (conformance with W3C-WCAG 1.0 by April/2008)**
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e-Inclusion Progress by Riga areas

3. e-Accessibility (b)

47 projects specifically targeting “e-Accessibility” have been financed by the Knowledge Society Operational Programme (2006-08), covering such areas as:

- **On-line digital documents**
- **Assistive technologies for library reading rooms**
- **Support people with special needs undergoing university-level studies**
- **Equip resource centres of the Ministry of Education with innovative technologies for Braille printing and the preparation of spoken digital documents/books**
- **Creation of on-line ICT tutorials for people with special needs**
- **Support autonomous living for senior citizens**

Examples:

National Catalog of Technical Aids (for Disabled People):

<http://www.ajudastecnicas.gov.pt>

Pedagogic Portal for Children with Serious Neuro-Motor Impairments:

<http://www.projectoideia.com>

e-Inclusion Progress by Riga areas

3. e-Accessibility (c)

ACCESS Programme

Promotes the development, deployment and awareness of ICT tools to allow Citizens with Special Needs (namely disabled and elderly people) to overcome the barriers to their full integration in Society.

SOLIDARITY Network

Over 240 NGOs of/for people with special needs, senior citizens and groups at risk of social exclusion.

e-Inclusion Progress by Riga areas

4. Digital Literacy & Competences (a)

To increase digital literacy and competences is stated as a primary objective in all political e-Inclusion related initiatives in Portugal:

- The ConnectingPortugal Programme states “Qualifications and Citizenship” and “Technologies and Knowledge” as two of its five pillars
- The National Strategy for Sustainable Development 2006-2015 states as the first (of seven) strategic objective: “Prepare Portugal for the Knowledge Society”

Under the framework of the Technological Plan and of the European Alliance on Skills for Employability, a MoU was signed early 2006 between the Portuguese Government and Microsoft Corporation, spanning a potential target population of 1 million citizens, covering (*inter alia*) Digital Literacy and Certification.

e-Inclusion Progress by Riga areas

4. Digital Literacy & Competences (b)

- 11 projects specifically targeting “*Digital Literacy and Certification of Basic ICT Competences*” have been financed by the Knowledge Society Operational Programme (2006-08)
- Several horizontal initiatives (various Ministries) on “*ICT in schools*”:
 - All public schools have broadband connection to the Internet (since Jan/2006)
 - Tax breaks/ incentives for students and families with students in charge
 - Higher education institutions have wireless networking campuses (57 campuses - 85% coverage beginning 2006)
- A 3-level “*National ICT Competencies Certification Scheme*” is expected to be launched in 2008, covering both the needs of the casual user and of professionals.

e-Inclusion Progress by Riga areas

4. Digital Literacy & Competences (c)

The eSchool Programme aims at making available portable notebook PCs with wireless broadband connectivity to students in the 10th, 11th and 12th grades, as well as to basic and secondary school teachers (i.e., a total target population of nearly 700.000).

- **Three different pricing schemes are available, according to the beneficiaries' economic status, being particularly attractive for disabled students – maximum initial outlay is 150€, plus a monthly broadband communications fee set at 15€**
- **Financed by 3G Mobile Telecom Operators (Optimus, TMN, Vodafone), under the terms of their licensing contracts with the Portuguese State, having as additional Programme Partners several businesses active in the Portuguese ICT market**
- **As of Dec/2007, more than 100.000 notebooks had been made available under this Programme**

e-Inclusion Progress by Riga areas

5. e-Inclusion and Cultural Diversity (a)

To make the benefits of the Knowledge Society available to ALL citizens is an explicit thrust of all political e-Inclusion related initiatives

4 projects specifically targeting “Ethnical Minorities” have been financed by the Knowledge Society Operational Programme (2006-08), covering such areas as:

Making available free internet access (PIAPs and similar)

Specific Internet contents

In Dec/2006 the High Commissioner for Immigration and Ethnical Minorities launched the CHOICES 3G Programme, with a potential target of 40 thousand children and young people.

An integrated set of actions (arts, ICT, leisure activities) aiming at lowering school dropout and increasing digital inclusion in groups *at risk*, particularly ethnical minorities. Their *digital component* is supported by the Knowledge Society Operational Programme (2006-08): **120 projects, 21 million euros**

e-Inclusion Progress by Riga areas

5. e-Inclusion and Cultural Diversity (b)

Espaços Internet

Начальная Интеграция и Гражданство

Брошюра поддержки

LigarPortugal

Июль 2007

UMIC – Агенство для Общества Знаний

eGovernment in Portugal (1)

- **Sophistication and Availability: 5 countries 90% or above in both – Austria, Malta, Slovenia, Portugal and UK.**
- **Servicing the Needs of Businesses and Citizens: Austria, Malta, Czech Republic and Portugal offer the best sophistication and fully-online availability of public services for their business community.**
- **National Government Portal scores 88% (average EU27+: 75%) and provides direct access to most of the public services.**
- **The “fully available online” indicator for Portugal leapfrogged from 60% in 2006 to 90% in 2007, a very marked improvement of transactional public service delivery. Portugal now stands 3rd in this ranking.**

Portugal is a FAST MOVER !



Directorate General for
Information Society and Media

Public Sector | the way we see it

The User Challenge
Benchmarking The Supply
Of Online Public Services

7th Measurement | September 2007

Prepared by: Capgemini
For: European Commission
Directorate General for Information
Society and Media

Brown University: Global e-Government 2007

Table A-1 E-Government Country Rankings, 2007 (with 2006 in parentheses)

Rank	Nation	Rating Out of 100 Pts	Rank	Nation	Rating Out of 100 Pts
1. (1)	South Korea	74.9 (60.3)	2. (3)	Singapore	54.0 (47.5)
3. (2)	Taiwan	51.1 (49.8)	4. (4)	United States	49.4 (47.4)
5. (6)	Great Britain	44.3 (42.6)	6. (5)	Canada	44.1 (43.5)
7. (48)	Portugal	43.8 (31.3)	8. (12)	Australia	43.5 (39.9)
9. (27)	Turkey	43.5 (33.7)	10. (8)	Germany	42.9 (41.5)
11. (7)	Ireland	42.4 (41.9)	12. (16)	Switzerland	42.3 (36.9)
13. (38)	Brazil	41.1 (32.1)	14. (11)	Dominica	41.0 (40.0)
15. (65)	Bahrain	40.3 (29.6)	16. (32)	Liechtenstein	40.0 (33.0)
17. (40)	Equatorial Guinea	40.0 (32.0)	18. (133)	Andorra	39.0 (24.0)
19. (14)	New Zealand	38.4 (37.6)	20. (35)	Italy	38.0 (32.9)

Ambitious targets set (for 2010) in the *Technological Plan* and in the *ConnectingPortugal* Programme:

- **Increase the share of population regularly using the internet to at least 60% (35% Q1/2007; 28% Q1/2005)**
- **50% of homes to have broadband internet access (30% Q1/2007; 20% in Q1/2005)**
- **5 students per PC (revised in 2007 to 2 students per PC) in public schools (9 in 2007; 11 in 2005)**
- **100% of basic public services completely accessible on-line (90% in Q2/2007; 40% in Q3 2004)**

Digital Literacy and its relationship with Basic Literacy

Although 40% of the overall population (16-74 years old) uses the internet regularly (which is significantly lower than the EU25 average of 59%) the breakdown by education level is:

- **individuals with low education level:** 24% (19%)
- **individuals with medium education level:** 81% (80%)
- **individuals with university-level education:** 90% (87%)

Thus, among the more educated segments of the population, Portugal ranks a respectable 5th in EU25. What pulls the global numbers down is really the average low schooling level of the overall population.

This implies that the Digital Literacy problem in the country is essentially a basic literacy (schooling) problem.

- 1) **Portugal Information Society Profile**
General
http://www.infosociety.gov.pt/projects.htm#espacos_internet
InfoSociety in Portugal – 2007
http://www.osic.unic.pt/economia_digital/relatorio_ficha.aspx?id=69
Use of ICT in (Central) Public Administrations - 2006
[http://http://www.osic.unic.pt/publicacoes/CapIII G Electronico Port Eng.xls](http://http://www.osic.unic.pt/publicacoes/CapIII_G_Electronico_Port_Eng.xls)
Use of ICT in Businesses - 2006
[http://http://www.osic.unic.pt/publicacoes/CapVI Economia Port Eng.xls](http://http://www.osic.unic.pt/publicacoes/CapVI_Economia_Port_Eng.xls)
- 2) **ConnectingPortugal** umbrella initiative
<http://www.ligarportugal.pt/>
- 3) Nationwide network of **Public Internet Access Spaces**
<http://www.espacosinternet.pt/>
- 4) **e-Accessibility**
http://www.unic.pt/index.php?option=com_content&task=section&id=6&Itemid=36
- 5) **ACCESS Programme**
http://www.unic.pt/index.php?option=com_content&task=view&id=10&Itemid=37
- 6) **SOLIDARITY Network**
http://www.unic.pt/index.php?option=com_content&task=view&id=20&Itemid=37
- 7) **CHOICES 3G Programme**
<http://www.acime.gov.pt/modules.php?name=News&file=article&sid=1625>
- 8) **Citizen's Portal** <http://www.portaldocidadao.pt>
- 9) **CAP-Gemini: Benchmarking the Supply of on-line public Services in Europe (2007)**
http://ec.europa.eu/information_society/eeurope/i2010/docs/benchmarking/eqov_benchmark_2007.pdf
- 10) **Brown University: Global e-Government 2007** <http://www.insidepolitics.org/egovt07int.pdf>

THANK YOU for your attention !

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