The network of local associations to diffuse digital culture

Patrizia Saggini

How many people are connected to Internet in Italy?

FIGURA 9. Persone di 16-74 anni che usano Internet almeno una volta a settimana per Paese. Anno 2013. Per 100 persone di 16-74 anni

From "Report on the equitable and sustainable well-being in Italy" – Second edition, 2014

Articolo 63 comma 3 bis del D. Lgs. 07/03/2005, n. 82 - "Codice dell'Amministrazione Digitale"

- From 1 January 2014, in order to encourage and facilitate the process of computerization and to strengthen and extend the telematic services, public administrations only use online services, including certified mail, to the use of their services, even through intermediaries, for the submission of applications by interested parties.

Digital culture grows if there are services available online

For further information: [web site of the municipality of Anzola dell'Emilia]

What do citizens need to enter in digital world?

1) Hardware: computer, Internet access, scanner;
2) E-mail Accounts: PEC or Email
3) Digital Identity
4) Digital Signature (optional, if not professionals and / or companies)

or

- The support of Intermediaries (associations, CAF, professionals ...)

What does the Municipality to diffuse digital culture?

- 9 public workstations with free Internet access at the Public Relations Office and in the public library;
- courses of digital literacy: 60 people trained in 2012 with funding from Emilia-Romagna Region;
- support in the public library, once a week with a municipal worker and a volunteer: 62 people in 2013;
- presence of municipal workers in public appointments (i.e.: meetings with parents of schools), to promote online services and digital identity;
- information through the web and local newspaper;
- continuing education for volunteers, by operators of the Municipality Customer Service (URP).

What can local associations do to diffuse digital culture?

- A group of volunteers (8 people in 2 headquarters of the territory) teach others how to use the web and online services of the City.

- The relationship with the Municipality are governed by written agreements (signed 3 agreements)

- There is a continuous relationship between the Municipality and the volunteers, who become "digital evangelists" in the area.

Citizens which use web are active citizens

Thank you for your attention!