

Digital culture and substantial equity: (**A**SSISTED **A**CCCESS **P**POINTS for the online **S**ERVICE and the internet)



P.A.A.S.

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Digital culture and substantial equity: **P.A.A.S.- Assisted Access Points** for the online **S**ervices

The PAAS is a **network** of 150 **Public Internet Access Point** spread throughout Tuscany.

Every PAAS is a place where **volunteers** offer **free assistance** in:

- **Expansion of digital skills** of citizens, digital literacy, education aware of the **risks** and **opportunities** of the network
- Using **new technologies** and Learning informatics
- Accessing **e-government services**
- Developing **participation** processes
- Using **e-learning** tools



Position: they are in mainly mountain and rural villages but also densely populated districts in cities;

Places: senior centers, youth centers, multipurpose centers, circles, libraries, public assistance, pro-loco / tourist offices, public offices of the municipalities, schools in which are developed many activities, besides Access Points ones;

Volunteers (*E-Facilitators*) play a relevant social role, getting citizens in contact with local government, improving participation and facilitating social integration using new technologies.

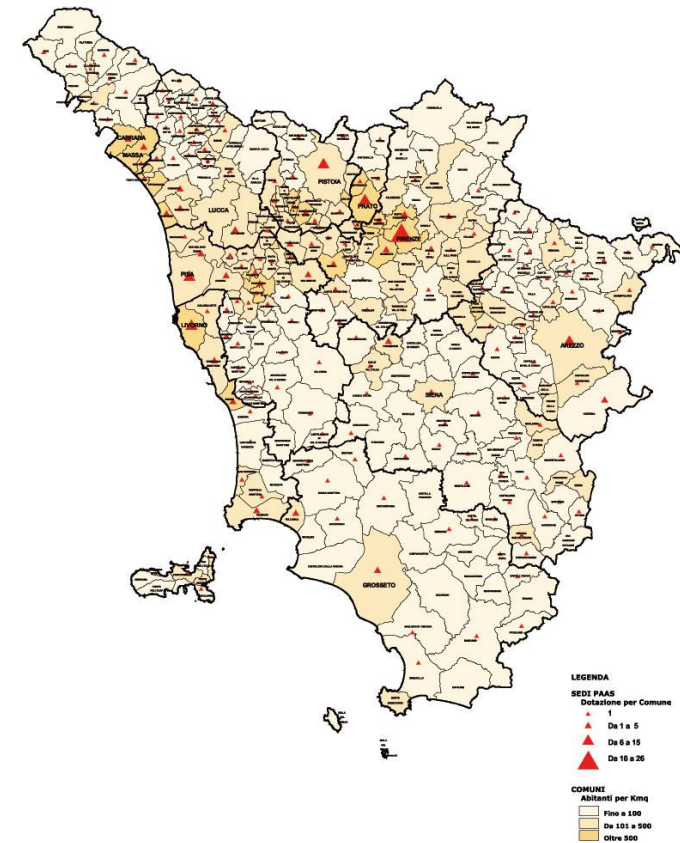
Digital culture and substantial equity: **ASSISTED ACCESS POINTS** for the online **SERVICES - ACTORS**

The **PAAS** network is funded by **Tuscan Region**, supporting general organization and providing technological infrastructure

Municipalities manage local organization and are answerable to Region for Access Points in their territory

Volunteer Associations organize activities, give basic training and assist citizens to acquire knowledge and self-sufficiency in accessing the Internet and using informatics tools

Citizens who suffer any level of digital divide. Those who do not use online services, who do **not have** any tools or **digital skills** (cognitive, technological and ethical)



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..... The PAAS network is a tool to:

- **e-Government**
 - *Listening points* to improve services **Accessibility** and **Usability**
- **Open Government**
 - **Transparency**
 - Co-design, Co-innovation (point of **Living lab**)
 - Participation (Townmeeting),
- **Digital Citizenship**
 - **Digital Inclusion**, cultural and technological innovation
(*digital skills; literacy; education awareness*)
 - Access to information and digital content public.
(*eServices; the net- the **Right of access** to the network*)
 - **Active participation**



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Punti per l'Accesso Assistito ai Servizi