



TeleCities – a framework for the Knowledge Based Society: *a way forward?*

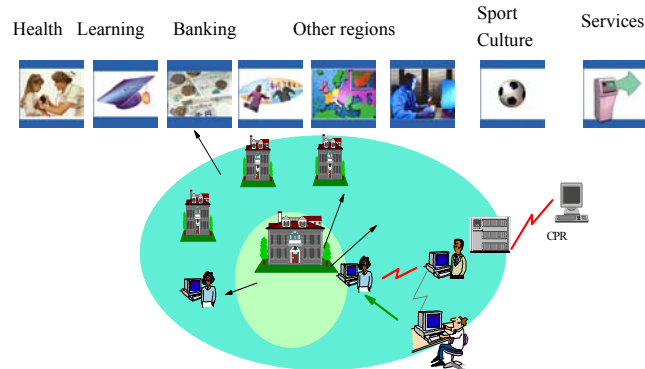
*Jeannette Viale – Vice-President ,TeleCities,
City of Naestved, Denmark
Global Forum 2004 - Malmø*



TeleCities

- ❖ TeleCities is the **European Network of cities** committed to leadership in the Information and Knowledge-based Society – a Forum of EuroCities
- ❖ Established in 1993 as a **EUROCITIES'** sub-network, TeleCities is open to democratically elected city governments as well as to business and scientific partners
- ❖ TeleCities provides a **platform of over 100 local authorities from 20 different European countries** sharing experience and developing practical solutions to achieve an Inclusive Information Society
- ❖ Protected environment for dialogue between **businesses** and cities

IST and the role of local authorities



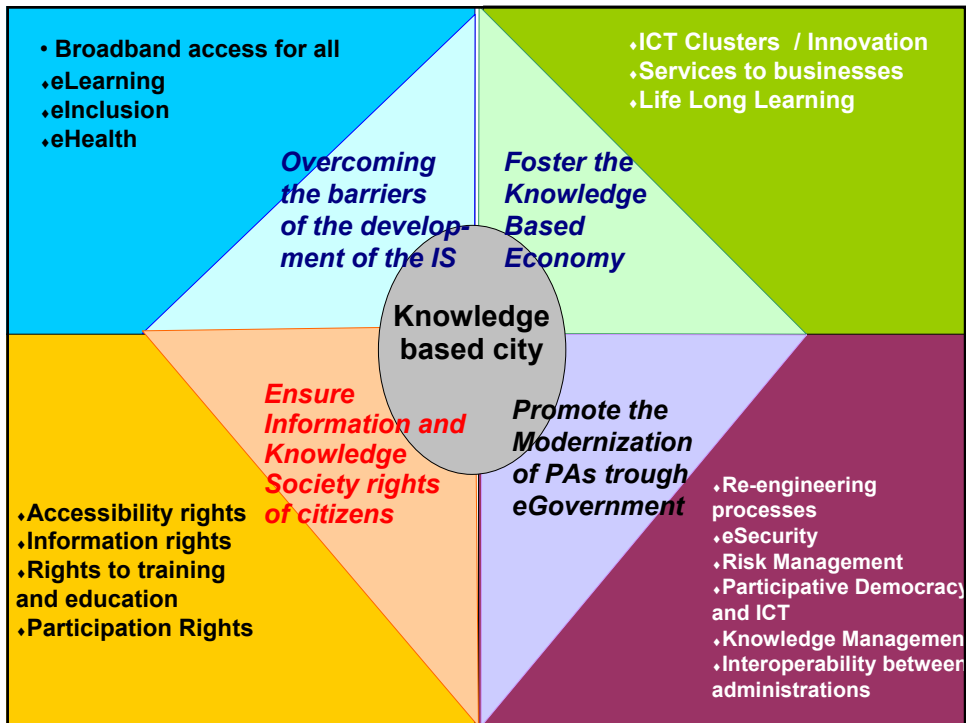
Local authorities have a key role to play in the development of an Inclusive Information Society

- Closest to the citizens
- Providers of services

The Knowledge-based City model

- **Overcoming barriers to an Inclusive Information Society**
(cheap and secure infrastructure, access to information, digital literacy, trust, local strategy stakeholders)
- **Charter of European eRights**
(Privacy, trust & confidence, Life-long Learning, Safety, Health, public sector information & communication, participation)
- **Promotion of Knowledge Based Industry**
(Promotion ICT-industry, content exploitation (multilingual, cultural), multimedia, modernisation of traditional SME's (BPR, eBusiness, eProcurement, eCommerce, cities as business locations)
- **Public Administration Services**
(Modernisation of LPA – same as SMEs – public services (administrative, education, health etc.) support of community networks, development of PAN-European Services and knowledge transfer between Cities)

LPA's have different roles in different situations in eGovernment !!!!



OBJECTIVES

Working Program 2004-2005

Reinforce TeleCities original objectives

- Learn from shared experiences and practices
- Transform these experiences into ideas, recommendations for future policies
- Accomplish a range of surveys and set-up project initiatives



A Charter of European eRights.....

.....is the direction cities are working to become **Knowledge-based cities** and achieve the Lisbon goals.....



The Charter is a framework of rights...

.....for all members of society to gain from the benefits of the Information Society.....

✓ INSTRUMENT for local public decision-makers to develop policies and services all aiming at the Lisbon goals –
tailored to the territorial needs

✓ a CITIZEN-ORIENTED approach to develop an Inclusive Information Society at LOCAL and EUROPEAN level



Accessibility rights

- Guarantee access to broadband – public policy
eg. Broadband network of public access points
- Ensure security and user protection – confidence in ICT



Information rights

- Accessibility to user-friendly, highly understandable, complete, diversified, up to date, transparent public information
- Citizens personalise their relation with an innovative networked public service



Education and Training rights

- Rights to training for all to enable people to effectively benefit from services and information through ICT
- Stress on tailored training teachers and specific groups



Participation rights

- ❖ Right to a transparent Public Administration at all levels of decision making - eParticipation
- ❖ Benefit from a Public Administration that is committed to fostering citizen participation and strengthening civil society



Implementation plan : “PRIORITIES” (I)

- ❖ To each group of rights, will correspond a set of “Priorities”
- ❖ “Priorities“ will be fixed following European agenda and members needs
- ❖ “Priorities” are progressive



Implementation plan : “PROJECTS” (II)

- ❖ To achieve them, TeleCities will compile projects from the local level as well as from the european level
- ❖ Projects include citizen-focused projects, technological development, etc... Together with business members of TeleCities – ex. IBM, Sun and others
- ❖ Protected rights and achieved priorities within projects will be identified and highlighted
- ❖ The “eCitizenship for all” projects will serve the implementation of the Charter

eCitizenship for All

- *eCitizenship for All* stands for the right of all citizens to have effective access to public services, to participate in decision-making processes and to equally share the benefits from information society, in a secure environment.



Teresa Serra, TeleCities President:

"Thanks to the partnership between Deloitte and TeleCities, the eCitizenship for All Initiative has really taken a step forward!"

TeleCities Members (incl. Members TC+EC)

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Cities participating in benchmark survey 2003

Benchmark survey 2003



**Participation of 69 cities from
19 European countries**

Conclusions survey 2003

- Cities have embraced the *eCitizenship for All* Initiative
- Delivery of eServices to citizens is a top priority and stresses the importance of Re-engineering
- Cities act inside-out as opposed to outside-in
- eDemocracy is recognized but scarcely implemented
- Awareness of eSecurity is far higher than its implementation
- eLearning is a political issue; the number of projects is modest, but the quality seems to be high



Deliverables TeleCities, Deloitte and Jury

Included in a launch pack for distribution end of January 2004:

- Benchmark report 2003 (optional translations into major languages)
- TeleCities knowledge base (guidelines and illustrative examples)
- Training session knowledge base (at The Hague conference)
- Initiatives to market knowledge base to non-Members of TC
- Justifications of awarded projects (for placement on TC-website)
- Dedicated section on TeleCities website, to feature:
 - Benchmark report (public version)
 - Database (with access procedures and examples)
 - Awarded projects 2003 (with links to justifications by the Jury)
 - Award criteria 2004 (with variations for New Accession Countries)
 - General and in depth questionnaires survey 2004
 - Calendar with timelines survey and awards (15/2-15/6/2004)



The survey and awards in 2004

- **The eCitizenship for All benchmark survey 2004**
 - Focus on:
 - Cities in EU Accession Countries: Bulgaria, Latvia, Romania, Malta, Estonia, Lithuania, Slovakia, Slovenia, Cyprus, Czech Republic, Hungary and Poland
 - The Members of EUROCITIES (non TC-members)
 - The Members of TeleCities which did not participate in the 2003 survey
 - Questions:
 - In principle, the same questions as in 2003 (with slight modifications)
 - Objectives:
 - **At least** 70 cities from EU participating, including **at least** 40 cities from EU Accession Countries
- **The eCitizenship for All awards 2004**
 - Available for Members of TeleCities only
 - Award criteria will change from those in 2003 (**in order to make it easier for new EU countries**), and will be the same for all cities
- **The jury**
 - To include more practitioners from the private sector **and more women if possible**



Questions: technology, democracy and society

- How can we enable cities to strengthen the approach of working “out-side-in” – more user-demand-driven – and still without creating a “democratic deficit” – maybe we need a redefinition of (e)Democracy ?
- How can we enable cities and regions to improve tools at “micro-level” to uncover some of the somehow invisible profits coming from the knowledge based economy in practice ?
- How can we enable cities and regions to be even more **social** innovation driven (businesses, universities, citizens and authorities) within the European goals of an inclusive society ?



THANK YOU !

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