



Addressing Social Exclusion through Kiosk Technology

Presented by David Brown -
In-Touch Public Access Systems

Implementing Electronic Government is about:

- Access for everyone
- Meaningful to the Citizen
- Increased Service Availability
- Ease of Use

"An 'Internet only' service is a barrier to meeting Electronic Government targets"

Internet Concerns

- Limited Access
- Can't be used by everyone
- Complex Navigation
- Poor responses

The Typical Council

- Internet designed by IT people
- Information only
- Emphasis on availability not usability
- Limited commercial content

The Challenges ahead

- Encourage use
- Effective IEG = Cost Savings
- Location of Service
- Embrace electronic service delivery with traditional service e.g 'Face to Face'



“Taking Service to the People”



The Community Service Unit and its application at East Riding