



## **Benefits for local and regional development :**

The need for a Digital Local Agenda (DLA)  
planning process and  
an integrated  
eService delivery

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# What is the Digital Local Agenda (DLA)

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**A strategic inclusion instrument to support eGov planning by local governments in regional areas**

- an Agenda 21-like tool
- thought in the context of the Lisbon strategy and i2010
- essential for eGov and IS take-up by small administrations
- seeking increased cooperation between government and the national, regional and local public administration
- promoting feasible and sustainable modernisation planning based on intensive use of ICT
- for improved public services supported by strong back offices, innovative digital networks and digital literacy

# Background

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- Originally launched in **EISCO 2005** (Declaration of Cracow) and adopted as a key instrument to fight the digital divide by the **II World Summit on the Information Society of Cities and Local governments** (Bilbao, 2005)
- Discussed in Hämeenlinna, Finland at **EISCO 2007** by 350 participants, 6 European local and regional networks (ELANET, CEMR, eris@, EUROCITIES, IT4ALL, eGOV Society network, e-FORUM) and 2 thematic networks (IANIS+ and DEMO-net)
- A **Manifesto on Digital Local Agenda i2010** was approved in Finland containing 5 action lines (priorities) and 28 goals recommended to be implemented by 2010

[www.eisco2007.org](http://www.eisco2007.org)

# Main Thematic Areas

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## **eGovernment**

- modernisation own organisation and virtual back office
- web front office 7/24
- cooperation with other stakeholders on IS territorial planning and digital local networks development

## **eDemocracy**

- new forms of communication and dialogue with citizens
- citizen's participation in local decision-making supported by ICT

## **eInclusion**

- empowerment of local public administrations and civil servants to
- buy, develop, manage and exploit the new technologies
- incorporation of social sectors in danger of digital exclusion through actions taken by local and regional administrations



# A Practical Example

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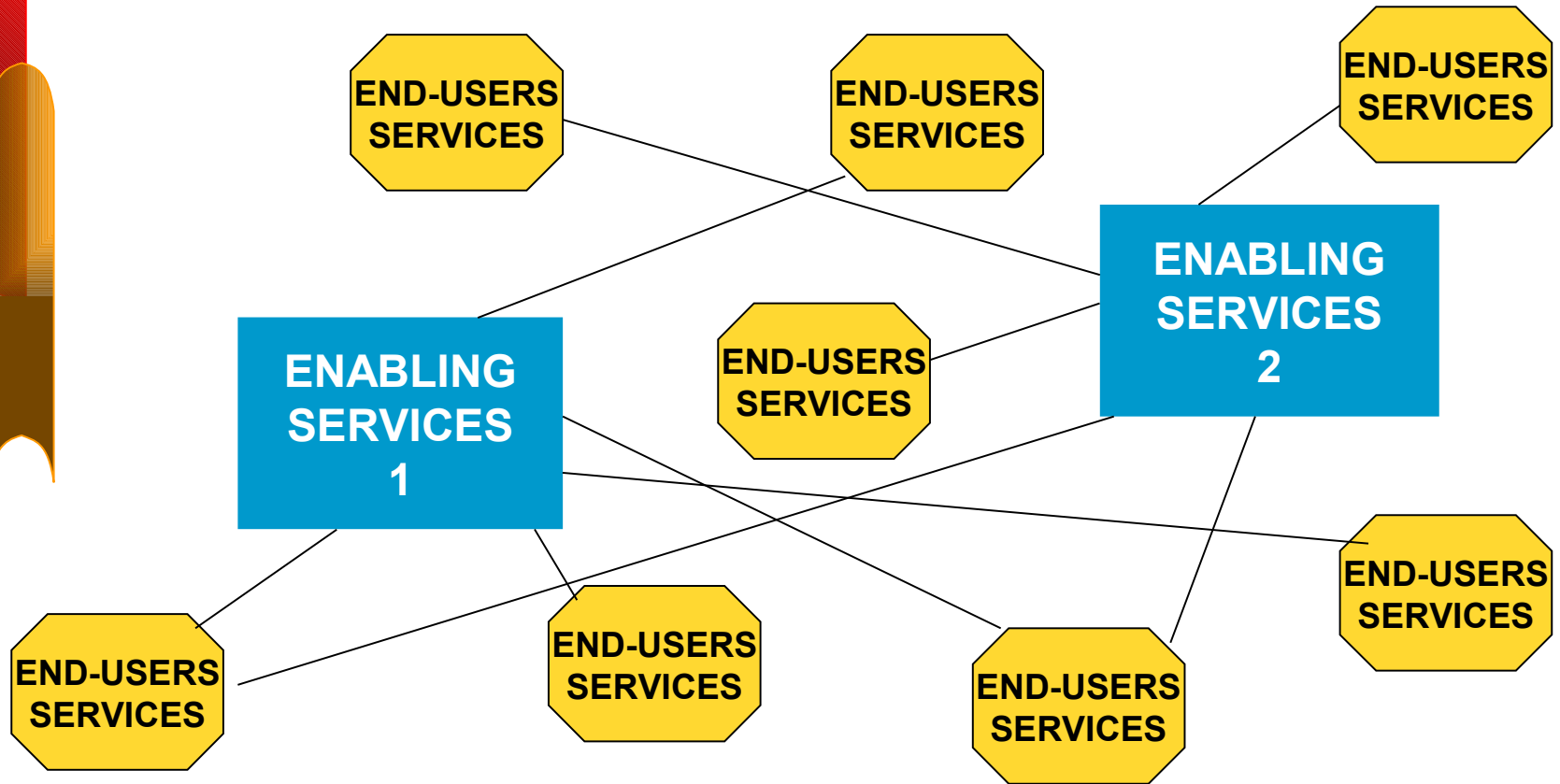
**TECHNOLOGY NEEDS IN REGIONAL/LOCAL AREAS**

**APPLICATIONS**

**ENABLING SYSTEMS**

**BASIC INFRASTRUCTURE**

# LOCAL NETWORKS



**MULTI-ACCESS INFRASTRUCTURAL SERVICES**

# Five priorities and 28 goals

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- **eParticipation** in public local decision-making of citizens and relevant stakeholders;
  - **eInclusion** through eCapacity building regarding civil servants and citizens in danger of digital exclusion;
  - **access to communication networks and broadband** by everyone in Europe;
  - **development of digital local networks** among administrations and private sector for eGovernment and local development, ensuring secure transactions, inter- operability between systems and circulation of data, standardised services and support to SMEs;
  - **Advanced municipal services** in a multi-channel environment

# DLA Methodology

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- **open** a mainstream decision- making process on a three-years plan for eGovernment inclusion with annual updating;
- **establish** common targets with other administrations (from local to regional level) and stakeholders, on:
  - communication and broadband infra-structure
  - enabling basic services for eServices delivery
  - sharing content, databases and applications in a creative and learning environment
- **organise** a forum in the local community to identify citizens' priorities, and establish consulting mechanisms with citizens and stakeholders on DLA inclusion goals



# SETTING THE SCENE

## DLA Pre-analysis

		<b>ADL PRIORITIES</b> <b>(eGov. – eParticipation – eInclusion)</b>	
<b>TECHNOLOGY LEVEL</b>	LOW	LOW	<ul style="list-style-type: none"> <li>• Electronic protocol</li> <li>• Architecture Information system study</li> <li>• Data base standardisation</li> <li>• eCapacity Building (Procurement, Networking)</li> <li>• Web site with info services</li> <li>• Measures for greater transparency and content sharing</li> <li>• Organisation of an IT department</li> <li>• Contacts with other administrations for eGov.</li> </ul>
	MEDIUM	LOW	<ul style="list-style-type: none"> <li>• Intranet on place</li> <li>• System interoperability to share data</li> <li>• Administrative procedures work-flow</li> <li>• eCapacity Building (Inter-active services, Local Digital Networking)</li> <li>• Back-office automation study</li> <li>• Development of interactive services on the web</li> <li>• Consultation process in city's decisions to citizen and stakeholders</li> </ul>
	HIGH	MEDIUM	<ul style="list-style-type: none"> <li>• Networking system with other administrations and stakeholders</li> <li>• Study of transactional services and infrastructure demands</li> <li>• Local Portal (access to services supported by authentication payment, network security, call centres)</li> <li>• eParticipation engaging citizen and stakeholders in decision-making</li> </ul>

# DLA Planning

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The **plan** should gradually allow administrations to implement three main actions:

- the **internal** DLA planning;
- the DLA **local network** and the **Information Society Pact**;
- the DLA **forum for citizens and stakeholders**

As in any plan, the DLA should be based on feasible but ambitious objectives, good methodologies and roadmaps, financial resources internally allocated or retrieved through projects co-financing and other financial means, as credit.

# Planning form

ITALIAN MUNICIPALITY DLA

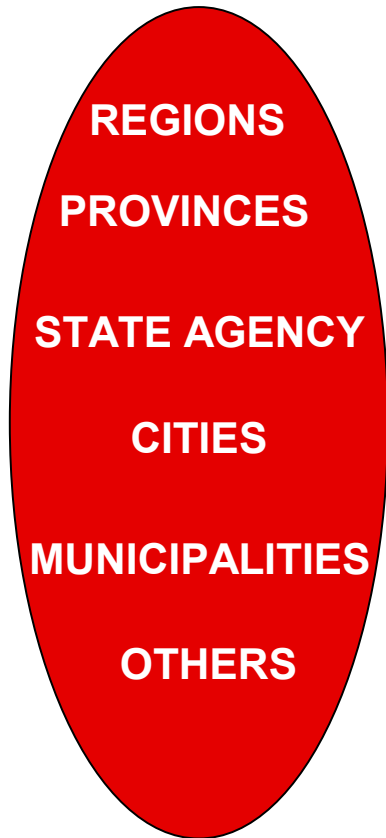
**FRONT OFFICE**

**BACK-OFFICE**

<b>ACTIONS</b>	<b>CIVIL REGIST- RIES</b>	<b>LOCAL TAXES</b>	<b>PUBLIC WORKS</b>	<b>LICENSES</b>	<b>SOCIAL SERVICES</b>	<b>SPECIAL PROJECT</b>
<b>MACRO-ACTIVITY LIST</b>						
<b>ADL MEASURES BY ACTIVITY</b>						
<b>EXPECTED OUTCOMES BY ACTIVITY</b>						
<b>ORGANISATIONAL CHANGE REQUIRED BY ACTIVITY</b>						
<b>RESOURCES</b>						

# Local Information Society Pact

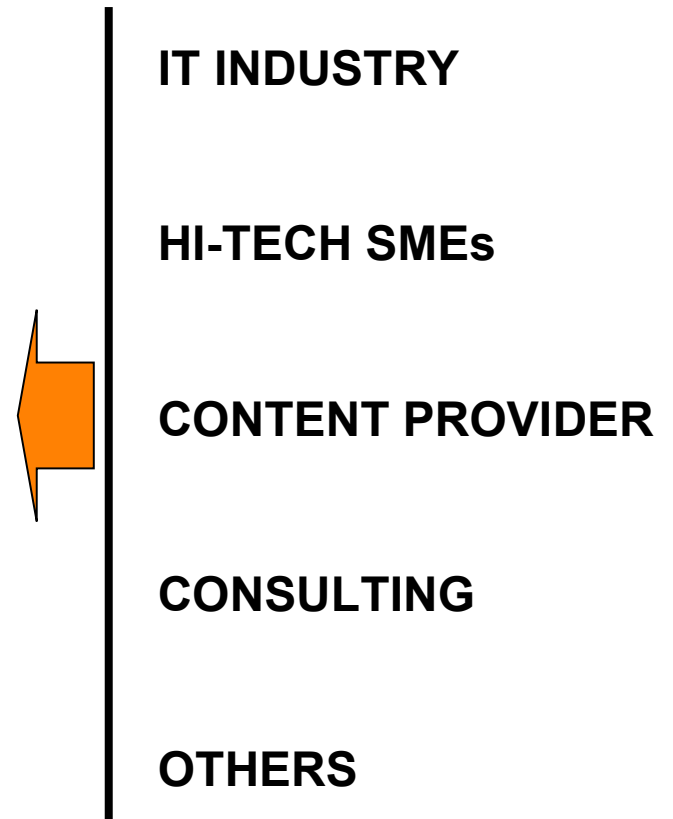
## PUBLIC ADMINISTRATION



## WORKING CHALLENGES



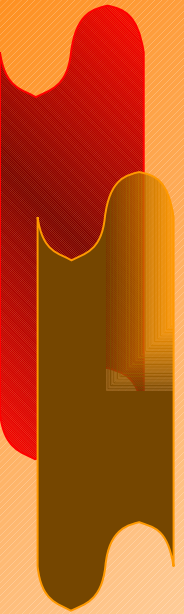
## PRIVATE OPERATORS



# Added-value of the DLA approach

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- decisions are taken in a **more structured process** (differentiating immediate tasks - what is possible - with programmatic objectives - what is desirable);
- allows to **distinguish issues and problems** that a single administration can solve from those requiring synergies;
- needs are addressed in the plan by **establishing priorities** with citizens and stakeholders involvement;
- **monitoring and bench-marking** are foreseen as part of the common effort;
- a **step by step sustainable process** drawing on own and external resources can be better organised.



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**Thank You**