

PUBLISHABLE SUMMARY

1. INTRODUCTION

1.1 Goal

DIEGO main *target* is to provide, a *friendly* and *easy way* of transforming *pre-existing e-Government* services, removing their ICT barriers (e-Exclusion), or creating *new ones "from scratch" widely inclusive from the beginning*, based on "*open source best practice*" across all Europe.

Its final goal is to contribute to maintain and improve *disadvantaged European citizens* through a set of Service Offers that put them as central stakeholders with Needs, Preferences and Rights, using the *preferred ICT channel* (among widely available choices) and *for accessing and using e-Gov* services (with a *minimum learning curve*), without minding about what technology is behind, because it is *absolutely hidden* to them.

1.2 Running period

Full initial project: from April 2010 to March 2012. This reporting period is the first and includes from April 2010 to March 2011.

1.3 What is DIEGO

DIEGO proposition moves in the area that can be termed "Inclusive ICT enabled Public Services" a complex and dynamic area where social and inclusive eGovernance met.

DIEGO proposition offers an answer to the question of how governments can facilitate their services towards citizens by making them friendlier and inclusive. And it does so by using a **multi-channel approach** and **flexible availability of services configured around users' needs and preferences**.

DIEGO contributes and follow accessibility guidelines not simply by being compliant to de facto standards as W3C, but applying a **combination of strands** such as: **availability** (whichever is the ICT channel to be used); **affordability** (within everybody reach); **accessibility** (easy to use and full inclusive), complemented by no less important factors as **content**, **skills** and **motivation**.

DIEGO supports a partnership approach where different stakeholders can participate and where all actors can be trained and supported, and are responsible for achieving the outcomes, rather than on delivering particular services. In **DIEGO**, the links in the delivery network are crucially enabled by ICT, in a **mix of systems, technologies and media, including human based interactions**.