A Digital Transformation in Europe that Leaves No One Behind
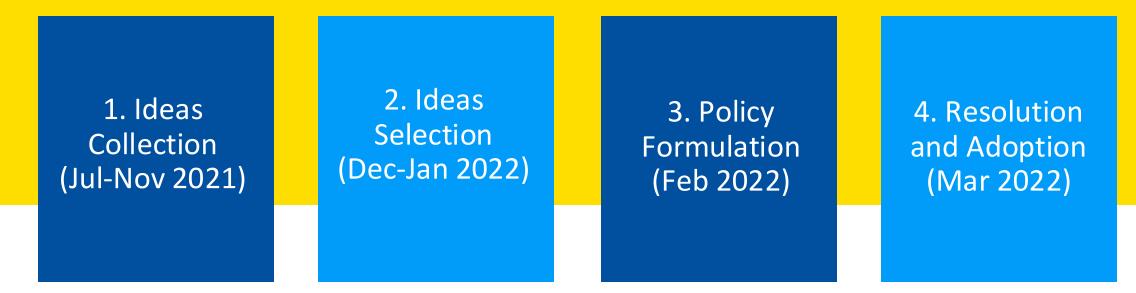
![ecas logo - European Citizen Action Service]

What is the Digital Transformation Cluster?

The Digital Transformation Cluster is:

- Initially one of the thematic clusters of **Civil Society Convention on the COFE** (a network of more than 80 organisations all over Europe);

- Working on topic and subtopics that will feed into the European Union's priority of a 'digital age fit for all';

- Working on the values and ethics that will strengthen the European Union's digital sovereignty and set standards on data, technology, and infrastructure;

- Implementing a Crowdsourcing activity and workshops across MS to gather Civil Society Organisations' contributions on this topic (**Ireland, Portugal, Latvia, Belgium, Luxembourg, Germany, Greece, Croatia, Italy, Bulgaria**).

The elaboration of the Convention's Digital Transformation proposals went through a crowdsourcing exercise that will include 4 different phases:

| 1. Ideas Collection (Jul-Nov 2021) | 2. Ideas Selection (Dec-Jan 2022) | 3. Policy Formulation (Feb 2022) | 4. Resolution and Adoption (Mar 2022) |

216 ideas and recommendations generated...

...representing approximately 1200 CSOs across Europe!

30 ecas
European Citizen Action Service

Ensure Accessibility;
Ensure Digital Literacy for all citizens;
Data Protection.

Ensure accessibility, inclusiveness & equality
Ensure corruption & censorship do not occur
Ensure online privacy, data protection, net neutrality.

Ensure Accessibility;
Ensure Inclusiveness;
Ensure Transparency.

2. Digital Education

Digital Competencies,
Digital Skills,
Digital Learning,
Media Literacy,
Awareness Raising.

4. Defending Rights & Freedoms Online

Secure and sustainable digital infrastructures, Digital citizenship, Digital Services, Online Privacy, E-Information, Net Neutrality, Data, Copyright, Online safety of journalists, plurality of voices in digital media

1. Digital Democracy

E-Government,
E-Transparency,
E-Participation,
E-voting/E-elections.

3. Digital Safeguards

Cybersecurity, Artificial Intelligence, Algorithms, Online Disinformation, Audiovisual Media Services, Integrity of Elections, Terrorist Content, Online Hate Speech, Illegal Content Online

5. Digital Economy

Digital Industry 4.0, Digital Finance, Data Economy, Supporting Green Digital Solutions, Social welfare in the Digital Age, Digital Business/Companies.

The Digital Transformation crowdsourcing activity was composed of 5 questionnaires

Ensure Cybersecurity;
Ensure the Ethical Use of AI;
Transparency of Algorithms;
Monitoring of Online Disinformation;
Ensure Accessibility;
Monitoring Online Hate Speech.

Ensure Accessibility;
Creation of Single Market for Data in EU.

ecas

- Training and EU programmes
- Consult informal education trainers
- Train teachers and public administrations

- Free, equal and affordable Internet a fundamental right
- Funding and collaborating with CSOs
- Test new methods of citizen engagement

- Framework for human intervention in AI
- Regulate AI systems (e.g. Military purpose)
- Provide support – technical, policy, financial - for CSOs countering online hate speech

- A strong ePrivacy Regulation
- Ban mass surveillance
- Build public digital infrastructure

1. Digital Democracy

E-Government,
E-Transparency,
E-Participation,
E-voting/E-elections.

2. Digital Education

Digital Competencies,
Digital Skills,
Digital Learning,
Media Literacy,
Awareness Raising.

3. Digital Safeguards

Cybersecurity, Artificial Intelligence, Algorithms, Online Disinformation, Audiovisual Media Services, Integrity of Elections, Terrorist Content, Online Hate Speech, Illegal Content Online

4. Defending Rights & Freedoms Online

Secure and sustainable digital infrastructures, Digital citizenship, Digital Services, Online Privacy, E-Information, Net Neutrality, Data, Copyright, Online safety of journalists, plurality of voices in digital media

5. Digital Economy

Digital Industry 4.0, Digital Finance, Data Economy, Supporting Green Digital Solutions, Social welfare in the Digital Age, Digital Business/Companies.

- Support digitally and socially excluded groups
- Set up/establish a central pool of advisors for SMEs

Digital Inclusion Guidelines

(Recommendations from Ireland, Portugal, Latvia, Belgium, Luxembourg, Germany, Greece, Croatia, Italy, Bulgaria)

1. Infrastructure Requirements

01 Resources

Free, accessible, highspeed internet for all

Regular audits of websites

Simple and concise information

Regular update and optimization

Dedicated support staff

02 Design

Collaborative bottom-up design

User personas

Simplified web structures

Mobile apps available

Compatibility with screen readers

Single sign in

Privacy

Protection from AI threats

03 Security

Prioritise Cybersecurity to increase trust

Security not at expense of privacy and democratic principles

Simple info on data storage and usage and provision

2. Design and Deployment of a Supporting Ecosystem

01 Assistive Services

Physical Spaces – for digital literacy, activities, training

Tailored to people's needs, including vulnerable groups

Funding CSOs to support digital inclusion of vulnerable groups

02 Education Initiatives

Holistic approach to digital literacy, accompanied by other literacy

Online "fire alarm" drills

Media literacy in formal education

Importance of lifelong learning

Digital education opportunities need to comply with web content accessibility guidelines

03 Communication

Campaigns on e-participation tools

Campaigns on the EC actions that ensure citizens' data and privacy are protected online;

Create a digital ambassadors programme to reach out to a variety of vulnerable target groups nationwide;

Gather live and real experiences from the vulnerable groups themselves in order to create well-informed solutions.

What next?

National Digital Decade strategic roadmaps : Member States have submitted to the Commission national roadmaps, detailing the actions they plan to implement to collectively reach the 2030 Digital Decade goals.

The Commission will provide an overview and recommend actions in its second Report on the Digital Decade. On that basis, roadmaps can then be adjusted, taking also into account changes and updates in policies and technologies.

NGOs and citizens should monitor the implementation of the roadmaps and give its own recommendations (e.g. INDEU project).

NGOs to do shadow reporting in the next years until 2030.

Thank you for your attention!

ecas.org
elisa.lironi@ecas.org