Incorporating millions of people into the “knowledge society” has had very positive outcomes, such as more dynamic social movements, citizen empowerment, and greater transparency in governments. ICT technologies have even contributed to creating new mechanisms to avoid exclusion. However, unexpected side effects have also appeared, creating new risks of exclusion. This affects especially people who have not incorporated ICTs into their daily lives, either by choice or because they lack the ability to acquire the necessary skills for using ICTs effectively. Policies must ensure that the principle of equal access and non-discrimination is respected in the implementation of ICTs. The main objective of this workshop is to make an assessment of the improvements of policies designed to deal with digital exclusion.

Learning Outcomes
- Identify best practices of digital inclusion strategies
- Explore the improvements achieved in digital inclusion
- Identify vulnerable population groups at real or potential risk of being
- Study new models for access and interaction
- Explore new ways to assess digital exclusion

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Workshop Application details
The cost of attending each workshop is £30 for participants registered for the 18th European Conference on Digital Government (ECDG) and £60 for anyone wishing to participate who is not attending the conference. To reserve a place on this workshop please see: https://www.academic-conferences.org/conferences/ecdg/registration/

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