

# SATW's Multi-Year Plan 2011-2016

(Mehrjahresplan 2011-2016)

## A Concept related to the theme of the "Information Society"

(Annex 2 sketches this concept graphically)

### Motivation & Background

Since the announcement of the Swiss Federal Council's strategy on the "**Information Society in Switzerland**" in February 1998<sup>1</sup> and its subsequent revision<sup>2</sup> during the years 2004-2006 and considering the results of the World Summit on the Information Society (Geneva 2003 and Tunis 2005)<sup>3</sup>, it is clear that since a dozen years the gap has significantly increased between intentions, efforts (especially OFCOM's)<sup>4</sup> and concrete actions. The mere two strategies adopted (e-government<sup>5</sup> and e-health<sup>6</sup>) out of seven initial projects have not found a concrete realisation as yet. The difficulties of appropriating and making common place ICT in society as a whole is gradually being seen and understood as an issue that is not just an question of infrastructures (of access to information), but rather of management of change in a rapidly evolving digital world. Key notions here are those of promotion of innovation, effective governance and adaptation.

This postulates that users are **e-competent**, that they are **e-included** and able to adapt throughout life in a context of strong competitive development of IT (see Annex 1: the *e-change puzzle*).

The Information Society in Switzerland should not be merely embodied by a few federal agencies. It has to include all institutional structures (Confederation, cantons, municipalities), the private sector, the civil society in all its diversity and **especially individuals**.

### Objectives & Aims

The theme of the "Information Society" is part of the so-called "Mehrjahresplan 2011-2016" and is the proclaimed priority before the next theme to come: "Knowledge Society". This in order to have around 2015 innovative domains at hand such as: e-economy, e-democracy, e-health, e-culture, e-media ..., which would not be embodied through the present ministrations more or less well computerized, but by highly effective services in the world of the networked society. The focus should be set on three key targets:

- ❖ **mastering change**
- ❖ **promoting innovation**
- ❖ **improving/adapting governance**

These three objectives are at the crossroad of a number of observations and difficulties commonly recognised, namely:

- **Complexity Management 2.0** (IT applications are more and more complex; if organisation and competence do not follow this trend, vulnerability is also growing);

<sup>1</sup> <http://www.ict-21.ch/spip.php?article48>

<sup>2</sup> <http://www.bakom.admin.ch/themen/infosociety/index.html/site/attachdb/show.asp>

<sup>3</sup> <http://www.itu.int/wsis/outcome/booklet.pdf>

<sup>4</sup> <http://www.bakom.admin.ch/themen/infosociety/index.html?lang=en>

<sup>5</sup> <http://www.bakom.admin.ch/themen/infosociety/01688/index.html?lang=en>

<sup>6</sup> <http://www.bakom.admin.ch/themen/infosociety/01689/index.html?lang=en>

- **Modern Life Empowered by Technologies** (technologies are increasingly at the core of all human activities; to ensure sustainability and security is by far not of a purely technical nature);
- **Citizens vs. 2015 + Technology** (paths in order to move current society towards a true e-democracy);
- **Lifelong Learning** is unavoidable (a sets a number of challenges to educational systems and the continuous training schemes).

The measure to continuously check if the goals are achieved is to be developed under the label of

### **e-participation**

in its different aspects (e-citizen, e-learner, e-patient, e-worker, ...)

#### **Actions & Activities**

In the present circumstances, the essential imperatives necessary to achieve the objectives of the Information Society on which concrete actions should be based during the "Mehrjahresplan 2011-2016" are threefold:

<b>e-education</b>	<b>Key Competencies for the Knowledge Society</b>
(over the medium term, the complete integration of ICT in education and in continuous learning schemes)	
<b>Lifelong Learning</b>	
(a real and systematic boost with creation of a repository of skills, e-portfolios, recognition of acquired skills, etc.)	
<b>e-inclusion</b>	
(towards a widespread digital inclusion; please refer to the pre-study on "Living Lab e-Inclusion <sup>7</sup> ")	

The first two conditions are necessary to ensure a move to build **key competencies for a viable knowledge society (e-competencies)**. The third point is the sine qua non condition for a minimum of stability and reliability in a **democratic information society**.

The first findings on the power shift between so-called **digital natives** (e-natives) and **digital migrants** (e-migrants) already warn us about the urgency and importance of the above requirements.

To sum up, the action plan should:

- **take into account** existing strategies and impulses;
- **contribute** to the elaboration and development of indicators/criteria to understand better the evolution of the information society in Switzerland;
- **use** existing and proven methodologies (e.g. the Living Labs<sup>8</sup>, project results MATURE<sup>9</sup>, etc.);
- **involve and engage** all different partners involved:
  - the civil society;

<sup>7</sup> [http://www.ict-21.ch/com-ict/IMG/pdf/E-inclusionLL\\_ShortDoc\\_vfinal-12A4.pdf](http://www.ict-21.ch/com-ict/IMG/pdf/E-inclusionLL_ShortDoc_vfinal-12A4.pdf)

<sup>8</sup> [http://www.ict-21.ch/com-ict/IMG/pdf/E-inclusionLL\\_ShortDoc\\_vfinal-12A4.pdf](http://www.ict-21.ch/com-ict/IMG/pdf/E-inclusionLL_ShortDoc_vfinal-12A4.pdf)

<sup>9</sup> <http://mature-ip.eu/overview>

- SAGW, the academic community and HES institutes;
- large institutional structures;
- the private and public sectors;
- research centres in their relations with the NRP (Swiss national research programs);
- not forget to **take into account** the continued activity of Swiss institutions at the **international level** (EU-PR7, IFIP, WSIS, UNESCO, ITU, OECD, etc.);
- **coordinate** and **collaborate** with other key themes of the SATW in the context of its "Mehrjahresplan";
- **integrate into annual programs** set by the steering group, **the findings and results found in the growing and evolving fields of** e-economy, e-democracy, e-health, e-culture, e-media...

## **A few grounds underlying this approach and basic principles to be applied for a successful realisation of our vision, especially in the current recession period.**

We must take into account:

- that mastering basic functionalities offered by new technologies is the ferment for a better use by all segments of the population of IT, especially in a changing social and economic setting;
- that aspects underlying the concept of "Information Society" are interrelated and varied in nature: whether educational, economic, social, cultural, civic;
- that the bounds of the proposed theme encompasses not only two previous federal strategies (e-health and e-government), but also, as a determining factor, seeks to promote the acceptance of IT in the community;
- the recent reconduction by the Federal Council of OFCOM as the coordinating body for various undertakings of the Information Society until 2011 and, in particular, those related to e-inclusion;
- the developments, achievements and actions already undertaken or in progress (IFIP; U.S.; Swiss regions; Korea Web 2.0) in bringing an answer to the exclusion of users because of age or any other condition;
- the ongoing innovations in various Swiss "educational" superstructures (Harmos, PER, informatics at maturity, "Bologna" standards, IFIP/IP3 certification, adult education, special needs of the elderly, the disabled, the unemployed, etc.);
- the multiplicity of actors & partners to be involved in such an initiative including those who may take part in it on a partial basis;
- the need for an effective compatibility of well-designed systems fittingly tested and implemented at the interface between citizens and the state.

The means and ways to build this approach are contained in **principles** which could be presented in more details if necessary. Broadly summarised and in line with the process undertaken since '96-'98, e-education should:

- not be taken for granted in initial education only, since the acquisition of **e-competences** is vital for all citizens throughout their lives;
- concern **both ICT professionals and lay users**;
- be **proactive and dynamic** in order to stimulate usable innovations;
- require the supportive infrastructure of a **steering group** who would actively motivate and sustain innovation year after year by setting priorities based on careful analysis of past actions.

## **Various preparatory work already done by COM ICT (SATW)**

[Forum Informationsgesellschaft Schweiz \(ICT 21\) Forum Société de l'information en Suisse \(ICT 21\)](#)

[Democracy vs e-Democracy ?](#)

[Governance vs e-Governance ?](#)

[Lifelong Learning](#)

[ICT and School Organisation](#)

[Mandat de pré-étude pour un Living Lab « e-Inclusion »](#)

Other documents are available on the website of COM ICT  
<http://www.ict-21.ch/com-ict/spip.php?rubrique15>

some of which are being have been finalized at the end of 2009 (for example «[Beyond GDP : Progress and Quality of Life](#)» or «[Digital Inclusion : Direct Democracy and e-Participation](#)» or «[Hybrid Education](#)»).

In preparations for 2010 are projects such as: "[Digital Identity, Trust and Confidence](#)", "[Living Lab Swiss](#)" For e-Democracy e-inclusive ", "[Virtualisierung des Wissens - 10 Forums «Educational Trendspotting](#)».

RM/v5/21.02.2010

## **Annex 1**

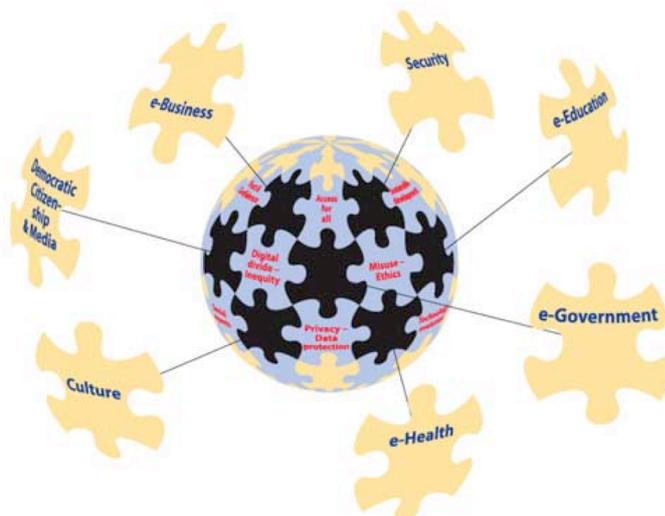
[Wiki Bowl Seoul](#) in [Seoul 2.0 Model : A learning organisation for lifelong learners](#), an AGORA IFIP Initiative on Lifelong Learning (2007)

<http://www.ifip-tc3.net//IMG/pdf/boule-seoul.pdf>

- WIKI-bowl-SEOUL or

## **The e-change puzzle**

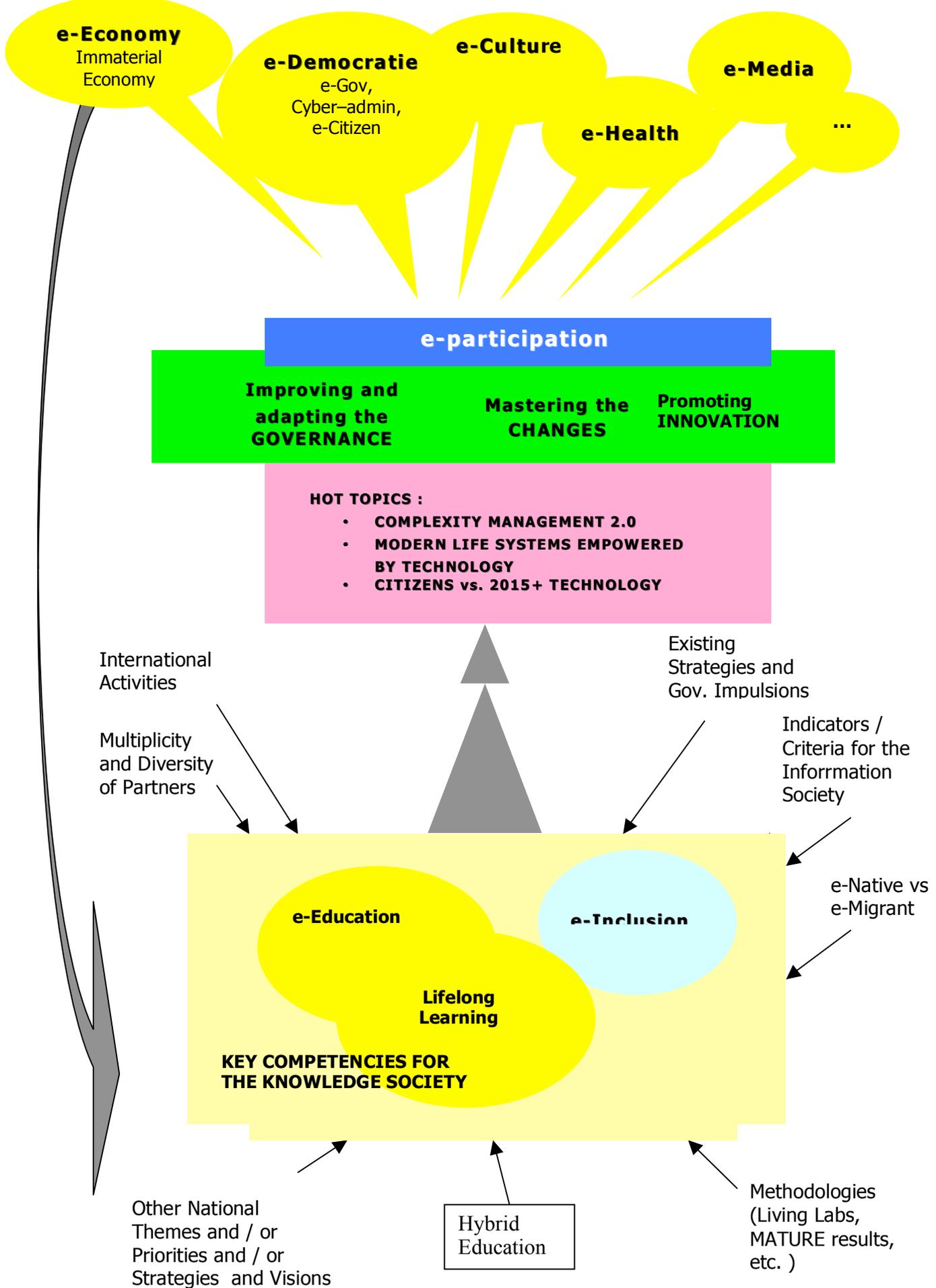
<http://www.ifip-tc3.net//IMG/pdf/boule-seoul.pdf>



<http://www.ict-21.ch/spip.php?rubrique60>

AGORA WCCE July 09 Raymond Morel

# Annex 2



**e-Economy**

Immaterial  
Economy

**e-Democratie**

e-Gov,  
Cyber-admin,  
e-Citizen

**e-Culture**

**e-Health**

**e-Media**

...

**e-participation**

**Improving and  
adapting the  
GOVERNANCE**

**Mastering the  
CHANGES**

**Promoting  
INNOVATION**

**HOT TOPICS :**

- **COMPLEXITY MANAGEMENT 2.0**
- **MODERN LIFE SYSTEMS EMPOWERED BY TECHNOLOGY**
- **CITIZENS vs. 2015+ TECHNOLOGY**

International  
Activities

Multiplicity  
and Diversity  
of Partners

Existing  
Strategies and  
Gov. Impulsions

Indicators /  
Criteria for the  
Information  
Society

**e-Education**

**e-Inclusion**

e-Native vs  
e-Migrant

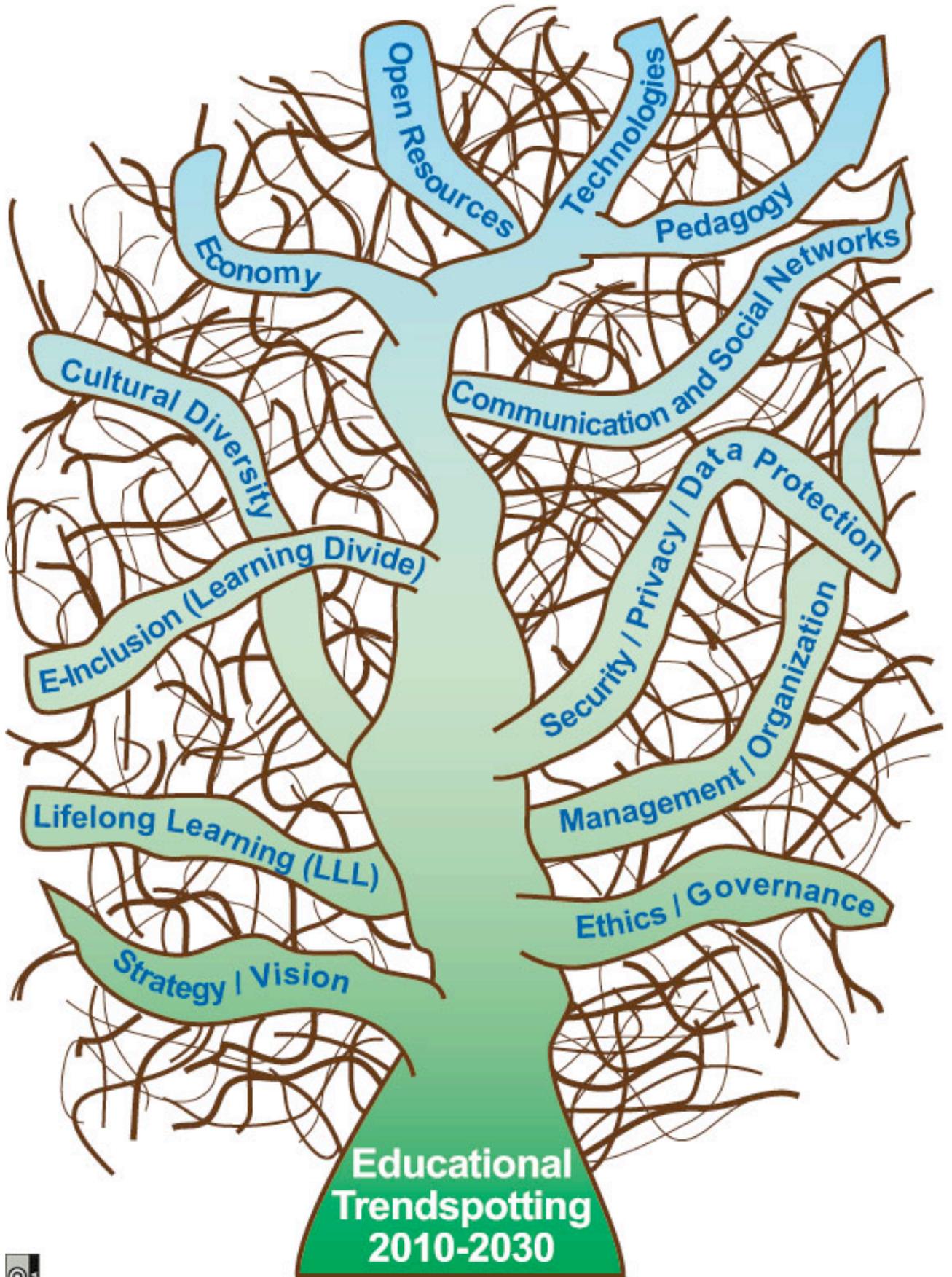
**Lifelong  
Learning**

**KEY COMPETENCIES FOR  
THE KNOWLEDGE SOCIETY**

Other National  
Themes and / or  
Priorities and / or  
Strategies and Visions

Hybrid  
Education

Methodologies  
(Living Labs,  
MATURE results,  
etc.)



## The Tree of the Knowledge Society