



Cities Coalition for Digital Rights

Environmental Scan

Fiona O'Connor
Senior Services Specialist, Digital Literacy Initiatives

September 2, 2021

Table of Contents

Overview.....	3
Asia	5
Amman, Jordan.....	5
Europe.....	6
Albania.....	8
Triana, Albania.....	8
Finland.....	9
Helsinki, Finland.....	9
France.....	11
Bordeaux, France.....	12
Grenoble, France	13
Lyon, France.....	13
Nice, France	14
Reenes, France.....	15
Germany.....	15
Berlin, Germany.....	16
Leipzig, Germany.....	17
Munich, Germany	17
Greece.....	17
Athens, Greece.....	17
Italy's National Initiative.....	18
Milan, Italy	18
Roma, Italy.....	19
Turin, Italy.....	20
Netherlands National Initiative	21
Amsterdam, Netherlands	21
Utrecht, Netherlands.....	23
Portugal's National Initiatives	23

Porto, Portugal.....	24
Republic of Ireland National Initiatives.....	24
Dublin, Ireland.....	25
Romania.....	25
Cluj-Napoca, Romania.....	25
Slovakia.....	26
Bratislava, Slovakia.....	26
Spain National Initiative.....	27
La Coruna, Spain.....	27
Barcelona, Spain.....	28
Zaragoza, Spain.....	28
Sweden.....	30
Stockholm, Sweden.....	30
Switzerland.....	30
Vienna, Switzerland.....	31
United Kingdom National Initiative.....	31
Scotland’s National Initiative.....	31
Glasgow, Scotland.....	32
Leeds, England.....	33
London, England.....	35
Russia.....	36
Moscow, Russia.....	36
Turkey.....	37
Balekesir, Turkey.....	37
Oceania.....	38
Australia National Initiative.....	38
Sydney, Australia.....	38
Liverpool, Australia.....	40
North America.....	40
Montreal, Quebec.....	41

Toronto, Ontario.....	44
United States.....	46
California.....	46
Long Beach, California.....	47
Los Angeles, California.....	48
San Jose, California	49
Georgia.....	50
Atlanta Georgia.....	50
Missouri.....	52
Kansas City, Missouri.....	52
New York.....	53
New York City, New York.....	53
North Carolina.....	55
Cary, North Carolina.....	55
Oregon.....	55
Portland, Oregon.....	55
Pennsylvania.....	56
Philadelphia, Pennsylvania.....	56
Texas.....	58
Austin, Texas.....	58
San Antonio, Texas.....	59
Mexico.....	60
Guadalajara, Mexico.....	60
South America.....	60
Sao Paulo, Brazil.....	60

Overview

The Cities Coalition for Digital Rights is a joint initiative intended to protect, promote and uphold people’s digital rights on a global scale. The coalition developed five principles for cities to declare as a standard for protecting citizen’s digital rights.

The five principles are:

1. Universal and Equal Access to the Internet, and digital literacy
2. Privacy, data protection and security
3. Transparency, accountability and non-discrimination of data, content and algorithms
4. Participatory Democracy, diversity and inclusion
5. Open and ethical digital service standards.

The declaration strongly promotes digital privacy, digital inclusivity, and digital literacy, while being transparent, and following ethical digital service standards. Signing the declaration is a pathway to improving the communities with necessary knowledge therefore making cities digitally stronger.

The declared Cities have developed strong initiatives that are designed to improve their communities. This can be seen in open data portals, municipal ID cards, providing Wi-Fi to underserved communities, and improving traffic congestion. These are just a few examples of what technology is doing to improve and make the cities' technologies smart.

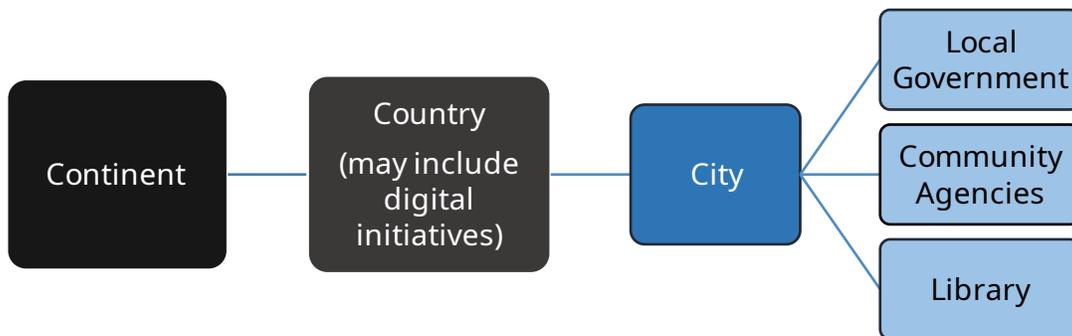
As digital literacy skills and technology are moving at a fast pace, cities across the world are building skills that support digital inclusion at both a social and professional level. The local Government offices, community agencies and libraries are expanding and offering services across several locations that have signed the declaration. The goal is to help support their citizens in both learning something new and improving their skill sets in the area of technology. Agencies such as [Tumo Centers](#), a center that offers free training world-wide for teens in several innovative areas such as web design and graphic design. [Orange Foundation](#) offered in several European Communities cities, an agency devoted to creating digital training workshops for unemployed women. Challenges such as [Europe Challenge 21](#), has several libraries across Europe addressing the needs of their communities in the area of Digital Literacy, Artificial Intelligence, digital inclusion and women and technology. Throughout the United Kingdom, [Learn My Way](#) offers free digital skill workshops in several libraries. [EveryoneOn](#), offered in many Unites States cities that have signed the declaration, this agency connects people to low-cost home internet service, affordable computers and tablets, and digital literacy training. [Let's Learn Tech Online](#), offered at the Toronto Public Library, is a partnership with Cisco Networking Academy, has been expanded to include new courses and resources for learners who are interested in developing information technology job skills. These are just a few examples of agencies and libraries that are providing the necessary training and building necessary skills.

As cities are growing and offering smart services, there is an increasing need to offer digital literacy that meets and excels the digital needs of the community. The following environmental scan will look at the 49 cities that have signed the Cities for Digital Rights declaration and dive into the programs and training that is offered. The scan will give you a glimpse into how declared cities are offering workshops, training, lectures and tech-help

to build communities and make them digitally stronger. Workshops such as teaching participants how to use the internet, learn what is Artificial Intelligence and how it's used, and training seminars in the area of open data and open government and so much more.

The overall goal of this document is for us to see what each city is doing and possibly collaborating in some of the initiatives and sharing knowledge. This collaboration can start in the form of a meetup where we can discuss opportunities and collaborations.

The document is broken down into 5 continents: Asia, Europe, North America, Oceania, and South America. Each country, if applicable, may list key digital initiatives, this will lead into the cities that have signed the declaration. The city, if applicable, will list the educational offerings in their local government, community agencies and libraries.



Asia

Amman, Jordan

Local Agencies

Jordan Media Center

<https://www.jmi.edu.jo/en/mil-media-center>

Offers Practical training and knowledge includes three areas:

- Understanding new media and communication.
- News literacy
- Digital literacy

Unesco

<https://events.unesco.org/event?id=2713365420&lang=1033>

Digital literacy and skills have become increasingly indispensable in life and work. The Youth Employment in the Mediterranean (YEM) project under one of its components focuses on the mainstreaming of digital skills in technical and vocational education and training (TVET) programmes with the objective of preparing young graduates adequately for the job market.

Shahem Center for Training and Development

<http://www.civilsociety-jo.net/en/organization/11387/shahem-center-for-training-and-development>

Offers local community development and training.

Ultrahack

<https://ultrahack.org/jordan-innovation-program/challenges-by-undp>

The aim of this program is to bring Finnish tech solutions to tackle the challenges faced by refugees and vulnerable communities in Jordan and empower specially refugee women and girls to attain a better life. The focus of the program is health and education.

Irexl2

<https://www.irexl2djordan.com/>

The Digital Literacy module builds participants' skills to use the internet safely and effectively. The course starts with basic cyberspace awareness and the volume of information globally and locally on the internet, then builds towards more advanced skills including security best practices, Cybercrime legislation and Cyberspace ethics. The module also delves into active digital citizenship, participation on the internet and delivering constructive feedback. The skills gained during this training lay the foundation for the more advanced concepts covered in the Learn to Discern (L2D) module.

Europe

Digital Standards

The [ICDL](#) brand was launched in Brussels on 10 May 2019 at an event, co-organised with CEPIS. The refreshed digital skills certification and brand identity will help meet the digital skills needs of students, workers and professionals across Europe at a time when technologies are developing faster than ever before.

Broken down into four categories:

- Workforce
- Professional
- Digital Student
- Digital Citizen

ICDL Digital Citizen is specifically developed to cater for those with no experience whatsoever of computers and the Internet. ICDL Digital Citizen helps to remove the fear of using a computer for complete novices by using a simple, non-threatening approach to educating individuals in the basic skills of using a computer, email and the Internet.

European Cities collaborating

The following is an initiative that brings together five countries across Europe. The goal of the initiative is to explore digital literacy in adult migrant learners and build the necessary digital skills to navigate the digital world. Four out of the five countries have cities that have signed the Cities for Digital Rights Declaration.

[Learning Unlimited](#) is leading this innovative Erasmus+ project. The goal is to explore digital literacies in the lives of adult migrant learners across Europe.

The [Digital Literacy in Europe \(DiLitE\)](#) project, we are working with partners in:

- Republic of Ireland (Meath Partnership)
- Spain (European Language Centre)
- Cyprus ([Centre for Social innovation](#))
- Portugal ([Mindshift](#))
- Greece ([Symplexis](#))

Europe's Digital Decade: Digital Targets for 2030

https://ec.europa.eu/info/strategy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en#digital-citizenship-rights-and-principles-for-europeans

On 9 March 2021, the Commission presented a vision and avenues for Europe's digital transformation by 2030. This vision for the EU's digital decade evolves around four cardinal points: skills, infrastructure, government and businesses.

Digital Upskilling

<https://www.digitalskillup.eu/catalog/>

Digital SkillUp courses bring basic knowledge on emerging technologies to all citizens and small and medium size businesses by providing learning content on topics like Internet of things, robotics, augmented reality/virtual reality and cybersecurity for everyone.

- Emerging Technologies
- Digital Revolution
- Cybersecurity

Albania

Triana, Albania

Community Agencies

Tumo Tirana

<https://tirana.tumo.al/>

TUMO Tirana is all about digital literacy for youth, aiming to create a unique environment where students feel inspired and build strong foundations for their future.

TUMO Center offers 8 learning targets including animation, graphic design, game development, filmmaking, programming, 3d modeling, music, and robotics. Learning is a personalized experience, delivered through a platform called TUMO Path, an innovative program that combines self-learning activities, workshops, and labs in a continually evolving timeline that can span up to 2 years.

Tumo centers are located globally.

Almooc

<https://translate.google.com/translate?hl=en&sl=sq&u=https://almooc.com/&prev=search&pto=aue>

Almooc.com or Albanial MOOC is an educational platform that collaborates with distinguished professors of the Albanian world to offer "online" classes to everyone for FREE. We envision a future where everyone has access to quality education. We aim to empower people with education that will improve their lives, the lives of their families, and the community in which they live.

Offers free classes:

- ICT
- Coding
 - WordPress
 - Java
 - Build a website

Partnered with <https://skillsforjobs.al/what-we-do/> to provide job skills.

Library

Bibliotech

<https://asdo.al/what-is-bibliotech/>

The initiative aims to transform four of Tirana's libraries into technological hubs for children, young people and the community in general. The incubators will be a vessel to enhance children's and young people's digital literacy, safety and contribute to also narrow the inter generational gap between their parents and themselves

Finland

Helsinki, Finland

In Helsinki, the whole city is utilized as a place for learning for people of all ages. Digital technology enriches the learning process and enables learning regardless of time and place. Helsinki is building an Älykoulu (Smart school) operating model where future pedagogical solutions will be innovated and implemented.

Local Government

Digituki.hel.fi

<https://digituki.hel.fi/fi/digituki-on/>

Digital Support in Helsinki is provided by the following and there are more than 150 digital supports across Helsinki:

- libraries
- service centres for older people

- youth work locations (youth centres)
- community centres
- adult education centres
- customer service points
- Helsinki City Information
- International House Helsinki

Digital support may be local support at a service point, peer support and support offered at home. Digital support can be given as individual guidance, courses, thematic lectures, online (videos) and remotely by phone or in an online chat.

The digital instructors in Helsinki include the City's employees, volunteers, peer tutors and students. Some of the City's employees provide digital guidance in addition to their own work, others work full-time as digital instructors.

Community Agencies

[YLE](#) is Finland's source of news online. It offers [digital and media literacy training](#) online.

Learn Digital Skills online. The following agencies are listed:

- Helsinki-kanava
 - A channel devoted to Digital support-related videos
- Enter ry
 - ENTER ry is an association for seniors who are interested in today's information and communications technology (ICT).
- Traficom, National Cyber Security Centre
 - A website for IT related matters.
- Ylen digitreenit
 - Yle Digitreenit helps you to exercise our digital skills and learn more.
- SeniorSurf
 - SeniorSurf activities improve the conditions of independent living for the elderly in a digitalizing society. Both tutors as well as the students use the material produced.
- Suomidigi-
 - Suomidigi, a service provided by digital and population data services agency coordinates digital support nationwide.
- eOppiva-
 - [Taitoja digituen antajalle](#) - course in Internet teaches you the basics about digital support in 30 minutes in Finnish.

Library

Helsinki libraries

Free digital literacy training is offered at several libraries across Helsinki.

<https://digi.hel.fi/english/ds/digital-services-helsinki/free-digital-literacy-training/>

France

[National Plan for Digital Inclusion](#)

[42% of European citizens](#) do not have basic digital skills. 37% of people in the labour force – farmers, bank employees, and factory workers alike – also lack sufficient digital skills, despite the increasing need for such skills in all jobs.

Digital Inclusion Plan

<https://digital-skills-jobs.europa.eu/en/actions/national-initiatives/national-strategies/france-national-plan-digital-inclusion>

Digital skills for all citizens

- Training and reskilling people to develop basic digital skills and promote the use of digital technology for everyone.
- Support citizens and improve existing digital infrastructures.
- Strengthen capacity-building of all citizens and enable their participation in the digital society.
- Support people in difficulty, jobseekers and the unemployed, as well as disadvantaged societal groups, left behind digital innovation processes.
- Promote the use of the online public service PIX, which offers a self-assessment tool for evaluating one's digital competence.
- Creating and promoting the use of digital passes and credentials on national level.

Digital skills for the labour force

- Supporting the labour force through consistent investment in upskilling initiatives on digital skills.
- Promoting the need for businesses to invest in digital skills training so they can capitalise on economic spin-offs.
- Build digital resilience with a special focus on providing support to public sector employees and capacity-building for professionals engaged in the care sector.
- Coordinating and streamlining between local actors, stakeholders, and communities.

Digital Pass

<http://digitalinclusionnewslog.itu.int/2019/08/14/france-launches-digital-pass-programme-to-boost-digital-literacy/>

Citizens are able to access workshops that are primarily geared towards teaching participants how to use the internet.

Rapid Response Kit

<https://kit-inclusion.societenumerique.gouv.fr/>

The purpose of this site is to enable anyone, in particular non-professionals in digital mediation, to quickly address the main issues of supporting individuals in difficulty with digital tools.

Caregivers Connect

<https://beta.gouv.fr/startups/aidantsconnect.html>

Allow a professional caregiver to carry out administrative procedures online instead of a person who cannot do them alone.

Bibliothèques Sans Frontières (Libraries Without Borders)

<https://www.librarieswithoutborders.org/countries/france/>

Libraries Without Borders has worked to bring knowledge and information to people in need. We provide access and resources that connect people to books and digital resources, expanding the reach of libraries, training facilitators in post-emergency situations, and addressing the needs of under-resourced communities.

Bordeaux, France

Local Agencies

Orange Foundation

<https://www.fondationorange.com/Get-involved-to-reduce-the-digital-divide>

We want to help people in situations of exclusion to use digital technology as a springboard to social and professional inclusion. Since 2010, alongside our partner charities and our committed employees, we have been organising various free-of-charge training programmes in digital technology throughout France for young people and women who

often have no jobs or qualifications and are sometimes living in poverty. By training them to use digital technology, we help them to re-enter society, we teach them to search for a job, to use digital technology for professional purposes, to develop an activity, or even to make digital technology their job.

Agir

<https://translate.google.com/translate?hl=en&sl=fr&u=http://www.agirabcd33.com/antenne-libourne.html&prev=search&pto=aue>

Sesame

<https://numeriquesolidaire.fr/2020/01/30/lespace-sesame/>

This space has a dual purpose, that of support for the public without particular skills or prerequisites, but also that of a digital resource center dedicated to social actors in the area.

Grenoble, France

Community Agencies

Chapril

<https://translate.google.com/translate?hl=en&sl=fr&u=https://www.chapril.org/&prev=search&pto=aue>

Chapril is the contribution of the April to Collective Hosts Alternative, Transparent , Open, Neutral and Solidarity (KITTEENS). The project aims to bring together actors offering free, ethical, decentralized and united online services in order to allow users to find - quickly - alternatives to Google products (among others) but respectful of their data and their privacy.

Lyon, France

Local Government

Digital Inclusion Plan

<https://inclusivecities4all.eu/pledges/lyon/>

Library

Lyon, France currently has 16 libraries.

Library offers several beginner level digital program.

https://www.bm-lyon.fr/spip.php?page=agenda_date_id&source=344&date_id=20111

Library offers several programs on getting to know your computer and how to declutter your data.

https://www.bm-lyon.fr/spip.php?page=agenda_date_id&source=344&date_id=20608

Libraries across Lyon offer digital creation programs.

https://www.bm-lyon.fr/spip.php?page=rubrique&source=344&date_id=20608¶ms=all&id_rubrique=344&type_id=43

Nice, France

Local Government

Les Moulins make place Net

<https://www.nicecotedazur.org/actualite/2017/10/24/les-moulins-font-place-net>

The objective is to fight against the digital divide, facilitate uses, make inhabitants discover the richness of this essential tool, inform them about the digital workshops offered by associations throughout the year.

Community Agencies

Allô Mairie

(<https://www.marseille.fr/mairie/services-de-proximit%C3%A9/all%C3%B4-mairie>) is part of a process of listening, proximity and modernization of the public service.

#Aptic

<https://www.aptic.fr/le-contexte/>

- 7 million remote users have low digital literacy skills
- Almost a third do not have an email address
- Three quarters do not have their administrative procedures online.

Reenes, France

Community Agencies

Konexio

<https://www.konexio.eu/about.html>

Developed to meet computer skills and literacy standards at both the European and international level, our Digital Skills Program addresses the current demand for technical skills in the workplace. The program includes a sequence of cumulative courses covering basic computer use and internet navigation to word processing (Microsoft Word) and spreadsheet proficiency (Microsoft Excel).

Le Bon Clics

<https://www.lesbonsclics.fr/fr/sinformer-accompagnement-numerique>

Training and information to get started in digital support.

Germany

City App

<https://www.volkshochschule.de/bildungspolitik/digitalisierung/app-stadt-land-datenfluss/index.php>

The app “City | Country | DatenFluss”, the aim of which is to strengthen the data literacy of all citizens. They should understand fundamentally how new data-supported technologies work and recognize their potential. At the same time, they should be enabled to handle data in an informed and responsible manner.

Digital Education Initiative roll-out: Boosting Literacy for all Ages

<https://www.bundesregierung.de/breg-en/news/initiative-digitale-bildung-1860892>

Giving people of all ages whatever their previous experience the opportunity to improve their digital literacy. That was the idea behind the Digital Education Initiative

iRights Academy

<https://academy.irights-lab.de/>

With the training of the iRights.Lab Academy we make you and your team digitally fit: understandable, approachable and accessible. All of you, whether you are a beginner or an expert are invited to work with us to shape a good digital society.

Berlin, Germany

Local Agencies

Creative Coding School

<http://creativecodingschool.com/>

The Creative Coding School offers creative coding workshops for refugees, other socially disadvantaged people and specialized workshop series for children and teenager. It focuses on the Internet of Things (IoT) and robotics.

Frauen Computer Zentrum Berlin eV

<https://www.fczb.de/fczb/ueber-uns/>

Vocational Training for the digital world.

Library

Central and State Library BerlinHello World Theme Room

<https://www.zlb.de/veranstaltungen/themenraum/aktuelles-kopie.html>

In the "Hello World!" Themed room, you can find out how you can use digital tools, for example to program yourself. Develop your own ideas and work with others to create a digital and sustainable future. Let yourself be convinced - everyone can take part! The themed room offers you different options for this: Learn from the large selection of media, for example, something about the history of "coding" and "making", discover interactive prototypes such as a nesting aid for wild bees with a sensor or find out what artificial intelligence is.

Offers for School Classes

<https://www.zlb.de/de/kijubi/lernzentrum/service/workshops-lernberatungen/workshopsfuerschulklassen.html?sw=0&d=0>

The children's and youth library supports the development of media and information skills with new workshop formats for school classes.

Leipzig, Germany

See the Germany's initiatives and offerings.

Munich, Germany

Local Agencies

Academy Cube GmbH

<https://eskills4diversity.com/en/good-practice-cases.html>

The non-profit platform Academy Cube offers mostly free e-learning opportunities provided by CISCO, SAP, Udemy and other providers in order to improve the participant's IT skills relevant for the labour market.

Code Door

<https://codedoor.com/about.php>

CodeDoor is a non-profit organization that offers advanced coding training to socially and economically disadvantaged youth and young adults, and helps them to find a job – with a strong focus on women.

Greece

Athens, Greece

Local Government

[SynAthena](#) is the common place of meeting, facilitation and utilization of groups of citizens who carry out actions to improve the quality of life in the city. Through the coordination of the human capital of the citizen groups, the municipality of Athens listens to the needs of the society and is modernized. By strengthening the actions of the citizens, the municipality forms a new perception of the relationship of the civil society with the local self-government and cultivates a reciprocal and dynamic relationship between them. SynAthena is an initiative of the Municipality of Athens. It was created in July 2013 and is currently under the Deputy Mayor for Civil Society and Innovation.

[Social Dynamo](#), the joint initiative of the Bodossakis Foundation and the Municipality of Athens to create a space for the empowerment, learning and networking of institutions and informal groups of civil society, continues its educational activities. These training activities are carried out in the form of a video conference.

Community Agencies

[Start Project](#), START's mission - an initiative sponsored by Microsoft - is to provide access to a full range of programs and services to develop innovative ideas and digital skills to advance technological development and build sustainable technology businesses. The program aims to give new life to the local community and bring people closer under a roof of education and culture, open to all, wherever they come from.

Italy's National Initiative

European Commission: Shaping Europe's Digital Future

<https://digital-strategy.ec.europa.eu/en/news/italy-launches-its-national-coalition-digital-skills-and-jobs>

The objective of the Italian coalition is to bridge the different forms of social and cultural digital divide among the Italian population, foster digital inclusion and promote the development of skills for the works of the future.

Milan, Italy

Local Government

Training Centers

<https://www.comune.milano.it/aree-tematiche/lavoro-e-formazione/formazione/formazioneincomune>

Spaces, projects and initiatives of the Municipality of Milan in the field of vocational and continuing training to help citizens enter the job market.

Local Agencies

Microsoft Region Data Center

<https://www.microsoft.com/it-it/ambizioneitalia/>

Prepare for the professions of the future with Microsoft Learn

Fondazione Mondo Digitale and Microsoft Italia

<https://www.innovationgym.org/ambizione-italia-per-i-giovani/>

Fondazione Mondo Digitale have launched an inclusive platform to reinforce active policies for work in health emergencies, with specific actions for those who help find work, for young people and for workers more fragile. The project is part of Microsoft's five-year #DigitalRestart plan for the country's innovation and growth.

All activities are free and delivered in mixed mode (synchronous and asynchronous, face-to-face and remote). To meet the different needs and initial skills of users, various training courses are provided on several thematic areas with a growing level of depth:

- Introductory - Soft skills and transversal skills
- Basic - Basic computer skills
- Intermediate - Multimedia | Digital marketing | Self-entrepreneurship
- Advanced - Gaming & AI | Web Development | Data Analyst

Roma, Italy

Community Agencies

Fondazione Mondo Digitale

<https://translate.google.com/translate?hl=en&sl=it&u=https://mondodigitale.org/it&prev=search&pto=aue>

Fondazione Mondo Digitale alongside Microsoft and young people for the growth of the country. A national program of initiatives in collaboration with job orientation centers, numerous partners and focus on artificial intelligence.

Phyrtual Palestra Dell'innovazione

<https://www.innovationgym-org.translate.goog/corsi-per-le-classi/? x tr sl=it& x tr tl=en& x tr hl=en-GB& x tr pto=ajax,se,elem,sc>

Offers free webinars for youth:

- Coding for Girls in Turin
- Steam Coding, reframing and fabbing course

For Companies and Professionals, courses and training in the following areas:

- Job Shadowing
- Cultural Leadership
- Advancing Humanity
- Social Media Hub
- Digital transformation in Public health

Easy Rome Points

<https://www.comune.roma.it/web/it/partecipa-punti-roma-facile.page>

The Easy Rome Points, or more simply PRoF, are assisted spaces of Roma Capitale where the "digital facilitators", specially trained operators and volunteers, are available to users who need information and advice on the use of computers, navigation online and access to the main online services.

Turin, Italy

Library

Biblioteche Civiche Torinesi: Digital Education

<https://bct.comune.torino.it/programmi-progetti/programma/educazione-digitale>

Provides digital education for those wanting to learn basic knowledge, workshops and in-depth meetings to acquire further skills in the conscious use of tools, programs and operating systems of computers, tablets and smartphones.

Biblioteche Civiche Torinesi: Digital Identity and online services

<https://bct.comune.torino.it/programmi-progetti/programma/identita-digitale-e-servizi-online>

The digital transformation of services requires everyone to register their digital identity, a key that opens the doors to all online services. The activities intend to offer support to the registration procedures and guide the knowledge of the services themselves, as well as answering specific questions on the problems encountered.

Netherlands National Initiative

[Digital Inclusion Plan](#)

The Government of the Netherlands created a plan for digital inclusion and digital accessibility. They have listed four Main Goals:

- Making digital services easier for everyone.
- Helping people go digital.
- Explaining what happens when people go digital.
- Working together with companies and other organisations

National Report Coliblite

http://www.coliblite.org/docs/national_report_NL.pdf

COLIBLITE promotes a horizontal neighbourhood approach to teaching (MLF) children and young people basic digital skills and digital citizenship. This approach encourages new working and cooperation methods between local actors and promotes the acquisition of digital skills and competences by teachers, librarians, youth workers and their institutions in order to provide them with the necessary skills to teach (MLF) children the necessary basic ICT skills, digital information- and critical thinking skills.

The school curriculum includes the following four digital literacy skills:

- Media literacy
- ICT basic skills
- Computational thinking
- Information skills

[Digi Hulp](#)

- Ask digital questions such as basic computer help, practice using your government card (DigiD),
- Online grocery shop, how to recognize fake news when it comes to COVID 19, fake news exposed.

Amsterdam, Netherlands

[Amsterdam is a Smart City](#). Amsterdam is striving to be a smart, green and healthy future of the Amsterdam Metropolitan Area. Amsterdam Smart City uses data and tech to increase the quality of life and ensure that what they are doing is open and transparent.

- Amsterdam is pioneering creating open accountable tech solutions at their [Datalab](#).
- [OpenCity](#) Amsterdam provides easy-to-use digital participation tools to include the residents voice, such as co creating the design of public space.
- Programming school 'Codam' makes sure everyone who is motivated - degree or no degree - gets a chance to learn coding.
- [DECODE](#) is a response to people's concerns about a loss of control over their personal information on the internet.

Library

[Participating in Europe challenge 21](#)

The European Cultural Foundation (ECF) and the Amsterdam Public Libraries (OBA), in collaboration with Public Libraries 2030 and Democratic Society, kick-off the development of the Europe Challenge 2021.

The Europe Challenge is engaging and enabling libraries and their local communities to redesign the current and future meaning of public space, with diverse communities from across Europe together.

Seven public libraries in seven different cities and towns across Europe are working together to involve citizens more in shaping our public space.

Participating libraries are the following:

- DOKK1 Aarhus Public Library (DK)
- Valmiera Public Library (LV)
- Kranj City Library (SLO)
- De Krook Ghent (B)
- Berlin Public Library (DE) **(signed a Cities for Digital Rights declaration)**
- Saint Boi Public Library (ES)
- OBA Amsterdam Public Library (NL) **(signed a Cities for Digital Rights declaration)**

The participating public libraries will together design and implement a Europe-wide programme of activities that engage citizens in shaping and imagining a European public space, working on concrete challenges that are relevant for their local context.

Utrecht, Netherlands

Community Agencies

Mediawijisheid: Network Media Literacy

Mediawijisheid organizes campaigns, conducts research, publishes, organizes network meetings and puts important topics on media literacy on the agenda. Events and programs are offered through the Mediawijzer portal. Media literacy is becoming increasingly important for a prosperous society and a well-functioning democracy. Media literacy enables the Dutch to actively participate in society. They know how to use the opportunities offered by the media and can deal with the risks.

<https://translate.google.com/translate?hl=en&sl=nl&u=https://www.mediawijzer.net/&prev=search&pto=aue>

Library

De Bibliotheek Utrecht

<https://www.bibliotheekutrecht.nl/informatiepunt.html>

De Bibliotheek Utrecht offers Information Point. A service that assists citizens in the following areas:

- Digital
- Government
- Health
- Finances

Portugal's National Initiatives

AI Portugal 2030: Portuguese National Initiative on Digital Skills

The goal of "[AI Portugal 2030](#)" strategy is to foster a collective process mobilising citizens at large and key stake holders in particular, towards building-up a knowledge intensive labour-market with a strong community of forefront companies producing and exporting AI technologies supported by research and innovation communities involved in excellent high level research.

Mindshift Talent Advisory in Portugal started up Deep Project. [Deep Project](#) is to increase the opportunities for professional success of young people and build their digital skills.

Porto, Portugal

Local Government

Municipality of Porto main objective to invest in participatory innovation that focuses on improving the quality of life of citizens and increasing the efficiency of services.

Porto Innovation Hubs offer city [café talks](#). Talks that will broaden people's knowledge and encourage engagement. The sessions are offered once a month.

Community Agencies

ICT Skills 4 All

[ICT Skills 4 All](#) is an initiative for older adults. It is designed to increase digital skills, online safety.

SeguraNet Awareness Center

[SeguraNet](#) is an agency that Promotes digital and media literacy in Children and youth.

Republic of Ireland National Initiatives

National Digital Strategy

The [National Digital strategy](#) plan began in 2013, it is to help increase the number of citizens and businesses engaging online through industry and enterprise, citizen training, schools and education.

The Digital Skills for Citizen's Scheme is set out to get citizens comfortable with digital technologies. [Digital training](#) is offered throughout the country.

Step in 2 Tech

<https://fit.ie/stepin2tech/>

StepIn2Tech is a new digital skills training programme developed by Microsoft Ireland, in partnership with FIT, that will equip 10,000 people with the digital skills required to transfer to emerging and in-demand roles within the digital economy.

All Aboard

<https://www.allaboardhe.ie/>

All Aboard is a national project that aims to empower learners, teachers, and anyone who uses technology to support their work, their study, or other aspects of living in a digital age.

Dublin, Ireland

Local Government

In 2019, Smart Dublin launched a new work stream entitled “Digital Rights”. The work stream consists of three core pillars: 1) Data Privacy, 2) Ethics and the Smart City and 3) Citizen Engagement, which we are embedding across all programme activities.

<https://smardublin.ie/resources/>

Information and learning sessions on topics such as:

A MaaS Gap Analysis Workshop

A MaaS Gap Analysis Workshop was held on March 5th 2020 in Dublin, where MaaS stakeholders identified the characteristics of the current mobility ecosystem, defined what a potential future state MaaS environment should be, then created and prioritised several initiatives to move Dublin towards a MaaS environment.

<https://www.dublincity.ie/events/android-app-developer-series>

Romania

Cluj-Napoca, Romania

Local Government

Cluj Digital Transformation Strategy

<https://en.digitalcluj.fspac.online/>

Within this strategy, citizens are recognised as the central element around which the entire strategy will be built, as both the users of public services and participants interested in the direction of the development of their community. Technology already plays and will continue to play an important, growing, part in the lives of Cluj-Napoca citizens, as it is an essential tool for increasing the quality of life in the city.

Local Agencies

Transilvania Digital Innovation Hub

<https://transilvaniadih.ro/>

Transilvania Digital Innovation Hub works strategically to catalyze regional innovation potential and capabilities. On the other hand, it acts as provider of competences, know-how, innovation programs, support for startups and SMEs.

Slovakia

Bratislava, Slovakia

Community Agencies

Impact Hub

<http://impacthub.sk/about/>

We cover hackathons, series of hands-on workshops, practical digital trainings, tailored formats for women entrepreneurs, special social business & NGO formats as well as fully fledged incubation program – Impact Incubator.

Butterfly Effect

<https://butterflyeffect.sk/o-nas/>

We care about the future of Slovakia in the digital age. If we want more global companies in Slovakia, we need people in the labor market with technical skills and a business spirit, able to work together. Our goal is to build a platform where digital companies share know-how with young people. Thanks to this, they will bring our economy innovative ideas or start their own companies.

Google- Digital Garage

<https://learndigital.withgoogle.com/digitalnagaraz>

Gain new skills in the digital age.

Library

Bratislava City Library

<https://www.mestskakniznica.sk/sk/sukromie-a-jeho-ochrana:-technologie,-sucasnost-a-totalitne-rezimy>

Offers events and programs in the area of technology and digital privacy.

Spain National Initiative

La Coruna, Spain

Community Agencies

Coruna Digital

<https://corunadixital.gal/es/que-es-coruna-dixital/>

Coruña Dixital is a program promoted by the Department of Education and Culture of the City Council of La Coruña, with the aim of expanding the new cultural and creative practices arising from digital networks in the city.

Library

Agora Library

Literacy for adults

Two lines of work: one in collaboration with Caritas, which seeks to curb the memory and cognitive impairment of the elderly, improve their self-esteem, socialization and social participation and another in collaboration with the social services of the City Council for people receiving income tax Social Insertion (RISK), new and without any training to promote their social and employment inclusion.

[Internet training and digital communication](#)

- Facilitate the digital inclusion of those people and groups by providing the necessary skills, knowledge and attitudes
- Provide the basic skills needed for the use and enjoyment of digital devices facilitating individual and collective participation in everyday, administrative, social, educational and leisure areas
- Eliminate the initial fear of the use and application of communication devices and access to information.
- Link library and user access through lifelong learning and learning

Barcelona, Spain

Barcelona was one of the first European cities to adapt [smart city technologies](#).

Barcelona created a [manifesto for technological sovereignty](#) and digital rights for cities. Technological sovereignty helps cities protect citizens' rights through greater accessibility, transparency and accountability required for open government.

Barcelona's [Ethical Digital Standards](#), an open source Policy Toolkit for cities to develop digital policies that put citizens at the center and make Governments more open, transparent, and collaborative.

Barcelona has released several digital services as reusable open source software, key among them is its flagship citizens' participation platform [Decidim](#), which Barcelona has deployed to support direct consultation with its citizens. Another important project in this initiative is the [Barcelona Open Data portal](#), enabling more transparency regarding city services, and showcasing open data based citizen projects within its "Reuser" area.

Barcelona is also a key participant in the [Decode](#) project, a collaborative initiative at European level to strengthen citizen's data rights and put them back in control of their data as well as enable them to share this data for the common good.

Zaragoza, Spain

Local Government

[Zaragoza Open Government Portal](#)

The portal is divided into four areas. The fourth area teaches citizens what their digital identity is:

1. Open Data
2. Participation and Collaboration

3. Transparency
4. [Inform, Train and Participate](#)

[Zaragoza](#) offers several workshops, round table discussions, and training seminars in the area of open data and open government.

[Etopia center for art and technology](#)

Digital Fabrication Lab

Etopia digital manufacturing laboratory is a digital fabrication studio. It is a space dedicated to learning the machines or tools. Technical advice is available to learn, develop an idea or project.

Community Agencies

The following are community agencies that deliver training sessions to build digital literacy skills.

[Adunare.org](#)

Digital literacy training at three community centers: Oliver Community Center and Adult Education Center and Torrero Center.

<https://adunare.org/que-hacemos/adultos-intervencion-mediacion>

Ciudades Abietas

[Ciudades Abietas](#) (Open Cities) is an open, collaborative and interoperable Government Platform.

Open Cities is a collaborative project led by four municipalities that aims to facilitate the implementation of Open Government policies through the development of a set of initiatives reusable by other organizations.

** La Coruna has partnered in Ciudades Abietas

Ciudades Abeiertas- Open Data

<https://translate.google.com/translate?hl=en&sl=es&u=https://ciudades-abiertas.es/&prev=search&pto=aue>

The various actions carried out within the Open Cities project contemplate the use of 27 data sets agreed upon with the participating municipalities. Of this set, 16 of them already have a vocabulary developed and in use in some of the town councils of the initiative. The project includes the development and publication of vocabularies for the rest of the data sets.

Planning Workshops for Visualization Development

<https://translate.google.com/translate?hl=en&sl=es&u=https://ciudades-abiertas.es/&prev=search&pto=aue>

The Open Cities project, as a collaborative initiative that encourages the reuse of solutions between the different organizations, includes within its actions the holding of workshops for the development of visualizations. These workshops will be open to citizens, including also information professionals and reusers. Its objective is to teach how to work on open data sets to determine which are the best visualizations and explanations for the different types of data, so that more understandable visualizations can be implemented for the majority of the public.

Library

[Zaragoza Public Library](#)

The BPZ organizes quarterly user training programs in new technologies. To this end, the library gives workshops on basic knowledge in different areas.

Training is also offered in IT training.

Sweden

OECD Going Digital

<https://www.oecd.org/sweden/going-digital-in-sweden.pdf>

Stockholm, Sweden

See the countries initiatives.

Switzerland

Vienna, Switzerland

Community Agencies

Digital Humanism

<https://dighum.ec.tuwien.ac.at/workshop/>

Vienna's Strategy for Digitization

<https://digitales.wien.gv.at/digitale-agenda/>

United Kingdom National Initiative

UK Essential Digital Skills Framework

<https://www.gov.uk/government/publications/essential-digital-skills-framework>

The essential digital skills framework defines the digital skills adults need to safely benefit from, participate in and contribute to the digital world.

Good Things Foundation

<https://www.goodthingsfoundation.org/>

Good Things Foundation is a social change charity, helping people to improve their lives through digital.

Get Online Week

<https://uk.getonlineweek.com/>

In 2007, a date in October was first marked out to bring digital inclusion to national attention in the UK - and Get Online Day was born. In 2010, and for every year since, the campaign became a week-long, annual celebration, with thousands of events taking place in communities across the UK, giving everyone the chance to find the help they need to improve their digital skills.

Scotland's National Initiative

Democratic Society

<https://www.demsoc.org/resources/ai-strategy-videos>

The Scottish Government is committed to the [National Performance Framework's](#) aims of creating a successful country where everyone living in Scotland is given an opportunity to prosper through sustainable and inclusive growth. The UK is ranked 2nd in the Global Readiness for AI Index (OECD countries) and whilst the UK Government had developed an AI sector deal and is developing a data strategy, data and AI are devolved matters for the Scottish Government.

The Democratic Society and the Scottish Community Development Centers

<https://www.demsoc.org/projects/community-digital-pb-in-scotland>

This will develop digital literacy skills so that citizens can use the digital tools that support the participatory budget.

AI Quizzes

Scotland has created AI quizzes for you to test your knowledge.

<https://www.demsoc.org/resources/ai-quizzes>

Glasgow, Scotland

Community Agencies

Rookie Oven

<https://rookieoven.com/>

Scotland is the perfect place to nurture and develop your tech start-up. Our country has the potential to build world-class companies, with our proud history of innovation and stacks of talent across the nation.

Mentor program- Every founder will need advice and support from mentors. The RookieOven Community can help put you in touch with someone that will transform your business. This can be technical, product, design, investment or general business mentoring.

Learn My Way

Offers free online classes that build digital literacy skills. It is offered throughout the United Kingdom at several centers. Learn My Way is owned by [Good Things Foundation](#).

Library

Computer Classes

<https://www.glasgowlife.org.uk/libraries/learning-opportunities>

Provides free computer classes that range from beginner to advanced. The libraries also offer classes in how to code.

Digi-pals

<https://www.glasgowlife.org.uk/libraries/learning-opportunities/digi-pals>

If you have a computer device with internet access and need help and support with basic digital skills, we can help.

Glasgow Code learning

<https://www.glasgowlife.org.uk/libraries/glasgow-code-learning/glasgow-code-learning-digital>

A range of free and accredited digital skills courses designed to suit you. From the basics to help get back in to work to coding for a career boost, Glasgow Code Learning is learning that fits your lifestyle.

Leeds, England

Local Government

Leeds Living Lab

The Leeds Living Lab drives the University's commitment to embed sustainability through knowledge, engagement, collaboration and innovation. By bringing together students, staff and our city partners, the Leeds Living Lab can research and test sustainable solutions, enhance our curriculum and tackle global challenges using the University and our communities as a test-bed.

It's a great example of collaborative working that provides a test-bed for research with impact, delivers innovative operational solutions, and offers students projects that make a real-world difference. It also enhances our community, bringing together people who wouldn't usually work directly with each other to create amazing new ideas.

Smart Leeds Commitments

<http://opendata.leeds.gov.uk/downloads/SMARTLEEDS/SmartLeeds%20Commitments.pdf>

Online Centres Network

Working with <https://www.onlinecentresnetwork.org/training> online centers network to provide training and information sessions. In partnership with Good Things Foundation.

Digital Champions

The City of Leeds provides Digital Champions. Digital Champions help reach the digitally excluded in their communities by advocating the benefits of digital, and signposting people to free training and support available across the city.

<https://leedsdigitalinclusion.wordpress.com/support-for-organisations/digital-champions/>

Community Agencies

Learn My Way

<https://www.learnmyway.com/>

Learn My Way has free courses for you to learn digital skills to stay safe and connected.

Subjects:

- Using your computer or device
- Online basics
- Office programs
- More internet skills
- Online safety
- Finding a job
- Managing your money online
- Public Services online

<https://www.learnmyway.com/subjects>

<https://www.learnmyway.com/courses/keeping-your-personal-data-safe/>

Library

Leeds Libraries Tech Talks

<https://leedsdigitalinclusion.wordpress.com/support-for-individuals/leeds-libraries-tech-talks/>

We want to make sure we stay connected to our community. This series of talks is perfect for people who want to find out more, get into tech and those who want to become the creators of digital.

We have invited experts from the Leeds digital and creative sectors. Each provide a unique perspective on the many possibilities available to us all through our connection with technology and working together.

Each talk also welcomes a librarian, sharing information about our many free resources available through #LibrariesFromHome

Doing digital inclusion in libraries: A handbook

This handbook has been designed to help libraries navigate the difficulties of delivering digital inclusion, with hints and tips to help you tackle some of the challenges and barriers within your library service.

London, England

Local Government

Smarter London Together

https://www.london.gov.uk/sites/default/files/smarter_london_together_v1.66_-_published.pdf

Five missions in total, Mission 4 applies to skill building and digital leadership.

Mission 4: Enhance digital leadership and skills • Enhance digital and data leadership to make public services more open to innovation • Develop workforce digital capability through the Mayor's Skills for Londoners Strategy • Support computing skills and the digital talent pipeline from early years onwards • Recognise the role of cultural institutions engaging citizens in the digital world

Artificial Intelligence (AI)

The city is also the European capital of AI, with over 750 suppliers in the city – double the number of Paris and Berlin combined – primed to innovate with the city's data. It leads the world in research and development (R&D), having produced companies such as Deepmind – a world leader in AI, and Improbable – a world leader in virtual reality technology which

raised the largest venture capital investment in UK tech history with a £502m investment led by Softbank.

Promote more diversity in tech Digital Talent Programme - The Mayor is delivering a £7m programme to inspire and train more young women and BAME Londoners to enter digital, technology and creative job roles. This year will see three more initiatives to build on the launch. Tech Talent Charter - The Mayor will sign the Tech Talent Charter and promote it across London public services. We will work to encourage the tech community to adopt the charter in greater numbers.

<https://freecoursesinengland.co.uk/understanding-data-protection-and-data-security>

Digital Wings- Barclay

Offers courses in computer basics, digital skills and online safety. It is available through the app store.

<https://digital.wings.uk.barclays/explore-our-learning/>

Library

Digital Eagles- Barclay

Barclays Digital Eagles volunteer in several library services around the country.

<https://www.barclays.co.uk/digital-confidence/eagles/>

Russia

Moscow, Russia

Library

Smart Library in Moscow

<https://smart.biblioza.ru/>

Offers robotics training for kids

Teaching children mathematics, mechanics, physics and programming through an interest in robotics. In each lesson, children create their own Lego robots and program them.

Design for kids

These are 8 design directions. The best works of students take part in all-Russian and international competitions. At the end of the course, the student receives a web page with a portfolio and a diploma.

Educational platform "Tsifra"

Students will be taught professional programming from scratch. In 2 years, all students will become Junior Developers.

A Smart City School is not at all the same as a regular school. It does not teach mathematics, chemistry and other sciences. And there are no ratings here. True, there are lectures and homework. At the School, children are told about how technology has changed the world.

What is the Internet of Things and how far will it take robots into our lives? Can cybercrime be prevented? Why does the Internet know more about us than our parents? Why does the theater need information technology? Schoolchildren learn about this from our lecturers, who have never worked in schools, but they know everything about advanced technologies and every day apply them in practice in their work, artificial intelligence.

Local Agencies

Tumo Center

<https://tirana.tumo.al/>

The TUMO learning program is made up of self-learning activities, workshops and project labs around 8 learning targets. Teens combine these into personal learning paths that adapt to their evolving preferences and rate of progress.

Turkey

Balekesir, Turkey

Implements to Life Long Learning Strategy

Open data information <https://data.tuik.gov.tr/>

Oceania

Australia National Initiative

Digital Inclusion Report

<https://www.digitalinclusion.org.au/a-national-digital-inclusion-roadmap>

A report outlining the digital inclusion strategy for Australia.

Get Online Week

<https://aus.getonlineweek.com/>

In partnership with Good Things Foundation, Australia participated in a week devoted to digital literacy programs.

Get Online Week sees thousands of local events take place each year hosted by community organisations, giving everyone the chance to find the support they need to improve their digital skills and get motivated to learn more.

[Australian Government](#)

Offers classes in the following areas:

- Computer Basics
 - Online Safety
 - Open Data
 - How to navigate government sites?
 - Introduction to Smart Homes
 - Using the cloud
-

Sydney, Australia

Local Government

[Digital Strategy](#)

Sidney, Australia wants all residents and businesses to benefit from the opportunities of a digital future and a smart city. The digital strategy sets out the principles we follow to provide projects and programs for local residents, workers and visitors. The smart city strategic framework sets a clear direction for how technology and data to make better decisions and enhance the quality of life for their diverse communities.

[Sydney Your Say](#)

Sidney, Australia promotes civic engagement by offering citizens to voice opinions on changes that are occurring in the city.

Blacktown City Council

<https://www.blacktown.nsw.gov.au/Community/Our-people/Older-people/Digital-literacy-programs>

City website lists several options for citizens improving their digital literacy skills.

Library

Sydney Public Library

<https://whatson.cityofsydney.nsw.gov.au/events/be-connected-digital-skills-training>

Offers two options

- Scheduled Information session
- One on one in specific areas

Join an online class virtual class that focuses on learning how to design and build a fully functioning professional website.

<https://whatson.cityofsydney.nsw.gov.au/events/online-web-page-design-with-it-specialist-leo>

Online Life internet class

<https://whatson.cityofsydney.nsw.gov.au/events/online-life-internet-skills-classes-with-it-specialist-leo>

It focuses on enabling new computer users to navigate the internet, explore ways to broaden, facilitate, and enhance your life.

Blacktown City Library Branches

Blacktown City Libraries deliver free workshops on a wide range of topics including:

- Computer basics
- Email
- Tablets

- Cybersafety
- Various applications and computer programs/software

Riverstone Library & Digital Hub

<https://www.blacktown.nsw.gov.au/Services/Libraries/Locations-and-hours/Riverstone-Library-Digital-Hub>

Library staff provide free basic computer and technology assistance.

Liverpool, Australia

Local Government

The plan puts the citizen at the heart of creating Australia's first digitally enabled smart city.

- Tackle gaps in connectivity
- Increase digital literacy and access
- Safeguard individual control of personal data
- Create a citizen-led ICT masterplan
- Engage the community on digital solutions

Library

Liverpool Public Library

<https://mylibrary.liverpool.nsw.gov.au/>

Offers classes such as:

- Code club for kids
 - Tech help Tuesday
-

North America

Digital Literacy Exchange Program

<https://www.ic.gc.ca/eic/site/102.nsf/eng/home>

The program aims to equip Canadians with the necessary skills to engage with computers, mobile devices and the Internet safely, securely and effectively.

YMCA Canada

<https://ywcacanada.ca/what-we-do/projects-initiatives/digitalsmarts/>

Given the importance of digital literacy to under-represented populations, YWCA Canada and MediaSmarts have partnered to develop and deliver a digital literacy skills program- DigitalSmarts - to empower and support people across the country. Funded by Innovation, Science and Economic Development Canada, DigitalSmarts is a four-year program.

Connected Canadians

<https://www.connectedcanadians.ca/mission>

Connected Canadians uses a customized, hands-on learning centred approach. Volunteers with a high comfort level in technology are paired with senior clients. Working side-by-side, either one-on-one or in group workshops, they tackle clients' various technology challenges, frequently learning together in real time.

Media Smarts

<https://mediasmarts.ca/digital-media-literacy/e-tutorials>

MediaSmarts is a Canadian not-for-profit charitable organization for digital and media literacy. Our vision is that children, youth and trusted adults have the critical thinking skills to engage with media as active and informed digital citizens.

Montreal, Quebec

Community Agencies

Montréal in Common is a community of innovation projects. The participating partners are experimenting with solutions to improve access to food, mobility and municipal regulations in order to enhance the quality of life of Montrealers.

Open North

<https://lms.opennorth.ca/catalog>

Below are a few examples of what is offered:

- Fundamentals of Data for Open Smart Cities
- Open Standards for Data
- Developing an Open Data Policy
- Data Governance in Open Smart City

Dataware

<https://www.communautique.quebec/portfolio-items/dataware/>

Offered only in French.

Dataware aims to strengthen the capacities and knowledge of young students and social entrepreneurs aged 17 to 29 in data literacy, to equip young people to address issues that arise in their communities. Concretely, the project wishes to help develop direct links between organizations, their municipal decision-makers, and young people to promote the appropriation of local data for the resolution of issues related to local democracy, protection of the natural environment and healthier and more sustainable food systems. The Dataware curriculum is complementary to traditional educational courses.

The project provides concrete tools for targeted young people by improving their skills and knowledge to use the Internet and data in a meaningful and secure manner.

Mastery of data by social and citizen project leaders contributes to building a better Canada, both in terms of the capacity of organizations to use open data for their project, and in their capacity to build more solid projects from the data.

Open content ensures maximum access to the expertise developed within the framework of this project.

Data Literacy Guide

(<https://opennorth.github.io/public-consultation-data-literacy/index.html>)

This data literacy guide is intended to promote data literacy for Government of Canada employees who are involved in planning, implementing, and evaluating public engagement processes.

This data literacy guide is intended to promote data literacy for Government of Canada employees who are involved in planning, implementing, and evaluating public engagement processes. While this guide addresses many generalizable concepts, such as

the difference between quantitative and qualitative data, all content is tailored to the context of public consultation activities.

It is expected that users of this guide will have prior experience with public engagement and public consultation. Users are not required to have any prior experience working with data.

Library

The Digital Literacy Project

<http://ydme.ca/the-digital-literacy-project-dlp/index.html>

The Digital Literacy Project (DLP) is an initiative of the Atwater Library and Computer Centre, which encourages youth and community groups to discover new and creative ways to use digital technologies in order to discuss issues important to them, develop skills, and build community.

The DLP encourages community interaction and collaboration, in order to promote dialogue about learning, knowledge creation and culture, through the creative media arts:

- web publishing (including blogging)
- web design
- audio for the web (podcasting)
- video
- graphic design
- digital photography and photo manipulation

Atwater Library

<https://www.atwaterlibrary.ca/computer-services/digital-literacy-project/connect-project/>

From the Winter of 2019 through March 31, 2022, with funding from the Government of Canada, we are conducting a variety of activities to get people using computers and digital devices for useful and fun activities.

Hands-on workshops

Group sessions covering everything from the very basics of computing to more advanced topics such as podcasting and web design. A series of [Youtube videos](#) to help people be in touch, informed and inspired through digital technology.

Digital discussions lecture series

<https://www.atwaterlibrary.ca/computer-services/digital-literacy-project/connect-project/digital-discussions-lecture-series/>

We're hosting informative and engaging lectures about how digital technology is affecting our everyday lives. With Q&A.

Digital help hub

One-on-one Q&A sessions with qualified instructors. Maximum of 30 minutes.

Internet peer cafés

Socialize while sharing knowledge and tips with peers, young and old. Spark creative projects such as digital storytelling and podcasting.

Digital skills roadshow

Our instructors are conducting digital activity sessions at seniors residences and community centres. We welcome suggestions.

Toronto, Ontario

City of Toronto initiatives

The City of Toronto is introducing [ConnectTO](#) – a City-driven collaborative program that aims to leverage the use of municipal resources and assets to help bridge the increasing digital divide by expanding access to affordable, high-speed internet to underserved Toronto residents.

Connected Community/Smart TO

The City of Toronto aims to ensure that people are included and easily connected in the digital landscape.

Examples of technology and data initiatives in Toronto include:

- [Free W-Fi Pilot Project](#) trials the provision of free Wi-Fi to apartment neighbourhoods;
- The COVID-19 [Chatbot](#) can help to answer questions about City services, health, business support and more;
- [Transportation Innovation Zones](#) test transportation and public realm approaches and technologies in a real-world environment;
- [Open Data](#) helps solve civic issues; and

[Automated water meters](#) send water use data directly to the City for reading and billing purposes.

Costi

http://www.costi.org/programs/program_details.php?sid=42&pid=9&id=242

To empower people from diverse communities to succeed and achieve their full potential by providing educational, employment and social services.

Local Agencies

Hive Toronto

<https://www.torontohive.org/>

Hive Toronto is a community network comprised of community, education and industry collaborators committed to addressing issues of digital literacy for the next generation. The network strives towards social innovation in digital literacy through a commitment to pillars of access, diversity, capacity building, and community engagement.

SteamLabs

<https://steamlabs.ca/about-us/>

Steamlabs mission is for society to have a broad understanding of Artificial Intelligence, enabling people to use it to improve their lives and advocate for equitable, ethical policies from companies and governments. We do this through offering strategic consulting and developing innovative education programs.

Library

Toronto Public Library.

Digital Innovation Hubs

Digital Innovation Hub- 8 DIH locations across the library system. They offer computers with full adobe software as well as video editing, coding and many more. We also have locations where you can record and edit. Other than computers and software, specialized staff teach classes in coding such as python, web design, and so much more.

Privacy series- Offer a four-week course that will provide you with the knowledge and strategies you need to help protect your information in this digital age.

Let's Learn Tech

[Let's Learn Tech Online](#), a free and interactive courses offered in partnership with Cisco Networking Academy, has been expanded to include new courses and resources for learners who are interested in developing information technology job skills. These courses are informed by industry expertise. Courses include Introduction to IoT, Cybersecurity, Linux and Python Essentials.

User Education

User Education- courses offered in Microsoft office, photo editing, how to create an email, how to navigate the internet.

Older Adults- Created a four-part series that teaches older adults how to navigate online as well as protecting their privacy.

Children and Youth Services

Youth Services- offering training and programs in the area of Digital Literacy that are geared for youth

Children's services- offering training and programs in the area of Digital Literacy that are geared for children.

Yearly Events

[Digital Inclusion Week](#)- It is a week devoted to training, education and information in the area of Digital Inclusion.

[Hour of Code](#)- A day in December that is devoted to teaching kids and adults coding skills.

United States

Metrolab Network

MetroLab Network is an international collaborative of [28 cities](#), 6 counties, and 36 universities focused on civic research and innovation.

We believe that data- and technology-oriented research and innovation will lead to more effective, targeted, adaptive, and creative government and community services, improving social services, mobility options, urban spaces, public health, and more. It will enable sustainability goals and climate resilience. It will foster trust in government, train the next generation of the public workforce, and cultivate a civic-minded public. It will enable responsible and transparent applications of data and technology in government.

MetroLab was launched jointly by 40 mayors and university leaders as part of the White House Smart Cities Initiative in 2015.

<https://metrolabnetwork.org/projects/innovation-of-the-month/>

California

Long Beach, California

City of Long Beach Digital Inclusion Initiative

<https://www.longbeach.gov/ti/digital-inclusion/>

The City of Long Beach ensures everyone has equitable access and use of digital literacy training, the Internet, technology devices and other digital inclusion resources.

Digital Inclusion Resources Hotline

<https://www.longbeach.gov/ti/digital-inclusion/digital-inclusion-resources-hotline/>

The Digital Inclusion Resources Hotline is a community connector to digital inclusion resources and services. Digital Inclusion Navigators are available by phone to help Long Beach residents find information about local low-cost Internet service offers, computers and free digital literacy training classes.

Community Agencies

Human I-T

<https://www.human-i-t.org/request-digital-literacy>

Human-I-T is a local community-based organization that provides resources for the Long Beach community to help connect income-eligible individuals to low-cost Internet services. They also offer computer basics programs.

Everyone On

<https://www.everyoneon.org/digital-learning>

Aims to bridge the digital divide for public housing residents in the United States. By helping residents get connected at home and get access to digital literacy and educational content, we seek to make public housing a platform for change.

Library

Long Beach Library

<https://www.longbeach.gov/library/>

Free in-person computer literacy classes through the long beach public library.

Community members can receive one-on-one tutorials to improve their computer skills.

Los Angeles, California

<https://www.lapl.org/collections-resources/blogs/lapl/tags/digital%20inclusion>

Building skills Partnerships

<https://www.buildingskills.org/digital-literacy>

- Building digital literacy skills
 - the basic functions of a computer
 - how to navigate the internet?
 - create an email account, type
 - use word-processing software.

Community Agencies

Internet Essentials

<https://internetessentials.com/low-cost-computer>

Comcast's free Internet Essentials online Learning Center helps you get started with

- websites on Job Resources,
- Healthcare Resources,
- Educational Resources,
- Financial Resources Protection,
- e-mail and social media basics,
- Videos & tutorials.

Foundation for Successful Solutions

<https://www.fsstech.org/index.html>

- Technology access: free computer use to community.
- Training in technical "literacy & fluency"
- Training in information & communications technologies
- Employment & professional skills development
- Education & vocational training
- Community collaboration & networking

Library

South Robinson Neighbourhoods Council

<http://www.soronc.org/computers>

Classes are held at Robinson Library and at the Microsoft office.

Courses

- Getting to Know Windows 10
- Avoiding Digital Frauds & Scams
- Computer Literacy 101
- Internet basics
- Keeping safe online

San Jose, California

City of San Jose Digital Literacy

<https://www.sanjoseca.gov/your-government/departments-offices/parks-recreation-neighborhood-services/digital-literacy>

The City of San José Parks, Recreation and Neighborhood Services in partnership with the City of San José Mayor’s Office of Technology and Innovation is engaging the California Emerging Technology (CETF) Fund to work with communities throughout San José to close the digital divide through expanding device access, digital adoption and literacy skills.

Older Adults Digital Engagement project

The City of San José Parks, Recreation and Neighborhood Services in partnership with San Jose Public Library has received CARES Act funding through [Sourcewise](#) to circulate 100 devices for digital literacy programming for older adults.

Digital Literacy & Skill Building Classes: PRNS offers basic levels of digital skills and literacy classes for older adults focusing on computer information and skills to find, organize and share information online.

Library

San Jose Public Library

<https://www.sjpl.org/sjaccess>

Digital Literacy classes

Join a class to learn how to use technology. We can help you get more comfortable with digital tools.

<https://www.sjpl.org/computer-classes>

4-part series

Coding Programs for kids and youth

[https://sjpl.bibliocommons.com/events/search/fq=types:\(5d65e9ae2f3a81f8aeaabba2\)](https://sjpl.bibliocommons.com/events/search/fq=types:(5d65e9ae2f3a81f8aeaabba2))

Library also offers scheduled tech assistance.

Digital Literacy Workshop

[https://sjpl.bibliocommons.com/events/search/q=digital%20privacy&fq=audiences:\(5d52fbae4d791b3a003e92e3\)&fq=types:\(5d65e9ae2f3a81f8aeaabba3\)/event/60c921c26029d029008401d3](https://sjpl.bibliocommons.com/events/search/q=digital%20privacy&fq=audiences:(5d52fbae4d791b3a003e92e3)&fq=types:(5d65e9ae2f3a81f8aeaabba3)/event/60c921c26029d029008401d3)

A four-week virtual workshop that will address:

- basics of digital devices
- online safety
- user privacy
- how to access other online programs and services.

Georgia

Atlanta Georgia

Department of Atlanta Information Management ("AIM") has plans or has already implemented the following in support of these five principles:

1. Universal and equal access to the internet, and digital literacy
 1. Plans to commit to universal broadband
 2. Public education campaigns to increase digital literacy and awareness
2. Privacy, data protection and security
 1. Plans to publish a data protection policy
 2. Plans to finalize a policy to protect data privacy and security
3. Transparency, accountability, and non-discrimination of data, content and algorithms
 1. Plans to create or maintain digital portal to share open data
 2. Published open data related to city services and technologies
4. Participatory Democracy, diversity, and inclusion
 1. Leverage existing technology platforms to increase participation in government processes
 2. Plans to ensure our digital platforms are accessible
5. Open and ethical digital service standards
 1. Implemented Ethical Digital Standards over IoT devices, by signing on to a commitment to common principles for the responsible and equitable deployment of the Internet of Things, led by the City of New York on September 26, 2016.

Local Government

Career ReBoot Fulton

<https://www.fultoncountyga.gov/news/2020/08/24/career-reboot-fulton>

Fulton residents can access online or in-person courses in digital literacy. Anyone with an internet connection, computer or mobile device can access virtual courses or can visit one of Goodwill's Career Centers to access courses. Career ReBoot Fulton also offers training tracks and will provide career coaching throughout the program.

Community Agencies

Literacy Action

<https://literacyaction.org/program-overview/>

The Digital Literacy program empowers adults to utilize technology as a tool to self-sufficiency. Adult learners are taught to become active participants in the digital age by acquiring skills such as accessing email, using word processing software, applying for jobs online, or navigating a smart phone.

InspireEdu

<https://www.iuatl.org/workshops>

Inspiredu is a non-profit organization that supports the success of Greater Atlanta Area youth by providing access to needed technology and skills directly to students and their families, schools, and communities.

Digital Leadership Academy

<https://www.atlantahousing.org/digitalinclusion/>

Atlanta Housing and Techbridge have partnered up to launch a free education and certification program, teaching high-demand technology skills, greatly increasing the employability of each graduate in the information technology sector.

StemUP

<https://www.unitedwayatlanta.org/program/stemup/pdf/>

STEMUp is laser focused on ensuring every child and every community across the metro Atlanta region have access to the science, technology, engineering and math (STEM) tools and skills to be competitive in the 21st Century workforce.

Library

Fulton Library

[https://fulcolibrary.bibliocommons.com/events/search/fq=types:\(5ea06d752b699a45005bfd7f\)](https://fulcolibrary.bibliocommons.com/events/search/fq=types:(5ea06d752b699a45005bfd7f))

Offers a smart phone and computer classes as well as python (coding) classes.

Missouri

Kansas City, Missouri

Local Government

City of Kansas- Community Engagement University

<https://www.kcmo.gov/programs-initiatives/community-engagement-university>

Curious about how your Kansas City government works? Want to learn from City staff how to improve your community?

DataKC

<https://www.kcmo.gov/city-hall/departments/city-manager-s-office/datakc>

DataKC is partnering with the Office of Community Engagement to offer a lunch and learn session on how to use Open Data KC.

Library

Kansas Public Library

https://kclibrary.org/events-activities-calendar/month?combine=&field_event_category_target_id=All&field_location_target_id=All

Offering community engagement programs within the Kansas Public Library.

New York

New York City, New York

The following cities have committed to a common set of guiding principles that emphasize privacy, security, sustainability, resilience, equity and efficiency in their use of these technologies:

<https://iot.cityofnewyork.us/partners/>

Community Agencies

We Are AI

<https://dataresponsibly.github.io/we-are-ai/>

Piloted by the Center for Responsible AI at NYU, the Queens Public Library and [P2PU](#):

HiveNYC

<http://hivenyc.org/>

Google Practical Digital Skills

<https://applieddigitalskills.withgoogle.com/en/learn>

Library

New York City Library

Protecting your Privacy and Security

Learn the difference between privacy and security and the different types of threats to your privacy and security and how to protect against them.

Tech Connect

<https://www.nypl.org/tech-connect>

The New York Public Library's TechConnect program helps people of all ages develop confidence in their computer skills and grow more comfortable in today's digital world. TechConnect offers more than 80 technology classes at libraries throughout the Bronx, Manhattan, and Staten Island—all absolutely free! From learning the basics of how to use a computer to mastering essential computer business programs, there is a class for all students from beginner to advanced, including series classes for those who want more in-depth knowledge.

Courses included:

- Photoshop
- Illustrator
- Google Sheets
- Excel
- Java Script
- Python
- HTML and CSS

Project Code

A 12-week program series devoted to teaching the skills necessary to learn and apply code.

<https://sites.google.com/a/nypl.org/techconnect/project-code-1>

Develop in Swift

Create an app.

<https://sites.google.com/a/nypl.org/techconnect/swift>

All of the physical and digital materials needed to participate in the program, including technology and learning materials will be provided to you by NYPL's TechConnect department.

NYC Digital Safety

<https://nycdigitalsafety.org/>

Professional development course for librarians across NYC

Library Privacy Week

Last took place in October 2019 across three boroughs.

It included over 30 programs data privacy and security practices.

North Carolina

Local Government

NC Digital Commons

<https://digitalcommons.nc.gov/training>

Training on how to use the online portal.

Cary, North Carolina

See North Carolina's offerings.

Oregon

Portland, Oregon

Local Government

Office for Community and Technology

<https://www.portlandoregon.gov/oct/73978>

The [Digital Equity Action Plan \(DEAP\)](#) harnesses the collective efforts of local partners (community-based organizations and non-profits on the front lines of digital inclusion efforts, and local governments, businesses, schools, libraries, etc.) to focus services and resources on traditionally underserved and vulnerable residents. Specifically, the DEAP provides a framework for local partners to collaborate on *17 strategic actions* that target inequities in access to high-speed internet at home and in school, devices to use the internet, and relevant training to gain digital literacy skills. The DEAP addresses key goals that the community identified as important to overcoming barriers to an inclusive and digitally connected community

<https://www.portlandoregon.gov/oct/article/643895>

City of Portland- online classes

<https://www.portlandoregon.gov/oct/article/779835>

Developed digital literacy online classes that are available through YouTube.

<https://www.portlandoregon.gov/bps/>

<https://www.youtube.com/watch?v=m-cNPMfZaVw>

Community Agencies

Free Geek

<https://www.freegeek.org/community-programs/education>

Free Geek is a 501(c)(3) organization with a mission to sustainably reuse technology, enable digital access, and provide education to create a community that empowers people to realize their potential.

GCF Global : Creating Opportunities for a better life

<https://edu.gcfglobal.org/en/subjects/basic-skills/>

Offers tutorials in operating systems, basic computer use, devices, digital skills to navigate the digital world and creative technology.

Library

Multnomah County Library

<https://multcolib.org/taxonomy/term/842/programs>

Offers digital literacy training

Grow with Google is the sponsor.

Multnomah County Library offers public classes, computer labs and one-on-one coaching sessions to build digital literacy skills, including online safety, use of software and devices.

Pennsylvania

Philadelphia, Pennsylvania

Community Agencies

Keyspot

<https://technical.ly/project/keyspot/>

For learners seeking specific skills, KEYSPOts hold free, open trainings throughout the year. Trainings range from typing tutorials to introductions to web design, covering a wide spectrum of digital literacy. Currently in transition due to the COVID pandemic.

ICJ Philly

<https://icjphilly.org/programs-services/digital-literacy/>

One-on-one 30-60-minute mentoring sessions with people seeking to improve their skills at using phone and computer. Common skill-building topics include text messaging, email, search, word processing, and video conferencing.

<https://icj1.wpengine.com/wp-content/uploads/2021/03/digital-literacy.pdf>

OIC Philadelphia

<https://www.philaoic.org/programs/computer-literacy>

Programs to get you started with getting comfortable using the computer.

- Introduction to computers
- Parts of the desktop computer
- Laptop computers and netbooks
- Understanding operating systems
- Programs and applications
- Wi-Fi basics (modem, router, LAN)
- Introduction to the Internet
- Internet safety
- Search Engine basics
- Email basics
- Creating a resume in Microsoft Word
- Finding and applying for a job on the Internet

Philadelphia Fight Community Health Partners

<https://fight.org/programs/critical-path-learning-center/>

Critical Path Learning Centers offer digital literacy training to the community.

SEEMAC

<https://www.seamaac.org/digital-navigation/>

The Digital Navigator program is designed to assist the local community members in Philadelphia, with information on Internet access and basic technical support issues.

Texas

Austin, Texas

Digital Inclusion Strategic Plan

The Digital Inclusion Strategic Plan was approved by City Council on November 20, 2014.

The City of Austin's 2014 Digital Inclusion Strategy is a dynamic plan to utilize community assets to overcome barriers, ensuring all residents have access to the skills and devices necessary to engage in our digital society.

- Austin Public Libraries are addressing education gaps through device and Wi-Fi hotspot lending programs.
- Close gaps in digital literacy and device access among the Austin community through skills training, grants, device access, and working with a network of service providers.
- How to make services more findable and usable for people of all abilities and across all types of devices; payment methods for “unbanked” residents; providing content and guidance in the eight most common languages spoken by community members.
- Austin has an office of equity department: The City of Austin's Equity Office provides leadership, guidance, and insight on equity to improve the quality of life for Austinites. We work to achieve the vision of making Austin the most livable city in the nation for all.
- <https://alpha.austin.gov/>
- <https://odd.austintexas.io/how-we-work/>

Community Agencies

Austin Free Net

<https://austinfree.net/classes/>

Students get help building digital literacy by achieving the goals they set for themselves. Our trainers teach students how to create resumes, look for jobs and find help online, create and use email accounts, connect with friends and family using social media.

Library

Austin Public Library

Digital Learn

<https://www.digitallearn.org/>

Offers several online modules to help you understand your computer, how to protect yourself and become comfortable online.

GCF Global

<https://edu.gcfglobal.org/en/subjects/tech/>

Offers online modules in the area of technology

- Staying safe online
- Understanding operating systems

Tech Boomers

<https://techboomers.com/c/technology-basics>

Offers information and online learning modules in the area of digital literacy.

San Antonio, Texas

Local Agencies

Northstar

<https://www.digitalliteracyassessment.org/>

A website to test your digital literacy skills as well as learning new digital skills.

Good Will San Antonio

<https://www.goodwillsa.org/digital-literacy>

Goodwill San Antonio offers **FREE** computer training through our Good Careers Center. The training is self-paced and tailored to meet your needs.

Library

[San Antonio Texas Library](#)

LEARN@sapl offers free technology and skills training for adults. We can help you use the computer to create a resume, search for jobs, apply for social services, improve your English, study for the GED, or tackle other important tasks.

Mexico

Guadalajara, Mexico

Visor Urbano

<https://translate.google.com/translate?hl=en&sl=es&u=https://visorurbano.com/&prev=search&pto=aue>

With Visor Urbano we would like to recover the trust of citizens in government institutions. The citizens become sensors and monitors of what happens in the city. Citizens are expected to become active participants in the urban development of the city. We use technology, focusing its development on the usability of the citizen.

Video tutorials help you navigate the data and information.

South America

Brazil

Brazilian Digital Transformation Strategy

<https://www.oecd-ilibrary.org/sites/c5840db0-en/index.html?itemId=/content/component/c5840db0-en>

Sao Paulo, Brazil

Fab Lab Livre is a public digital innovation network developed by the Ministry of Community Innovation and Technology of São Paulo, Brazil. The initiative is currently taking place in 12 different spaces, where participants are invited to leverage digital tools to create innovative projects to enhance their lives and those of other citizens.

Fab Lab Livre intends to boost creative skills, improve digital literacy and benefit the community by generating new professional opportunities. While technology training

courses are offered at these spaces, Fab Lab Livre believes that the best way to learn is through hands-on projects.

RoboLab

Qualcomm, São Paulo's Ministry of Education and + Unidos Group launched a project called RoboLab to train professors from public schools in computational thinking and robotics. The program is intended to expand digital literacy skills for children by means of the recently issued high-speed broadband services offered by different government initiatives.

The Inova Educação Project

<https://maisunidos.org/en/technology-innovation/>

The Inova Educacao project is offered in public schools around São Paulo. Weekly classes in Digital Literacy, Computational Thinking and Digital Information and Communication Technologies.

Patio Digital

<http://patiodigital.prefeitura.sp.gov.br/>

The **Digital patio** is an initiative of the Municipal Education Secretariat, through the strengthening of transparency, social participation and development of new technologies, approaches different civil society groups for a larger goal: improving education in São Paulo.

Open Meeting of the Municipal Department of Education

<http://patiodigital.prefeitura.sp.gov.br/project/encontros-abertos/>

At the Open Encounters, we call on all those interested in technology to think about how to solve the challenges present in municipal education.
