DIGITAL TRAINERS PROJECT

1. **EUROPEAN PROGRAM WiFi4EU**
2. **MiiCT ICT ENABLED PUBLIC SERVICES FOR MIGRATION: IMMERSE PLATFORM**
3. **DIGITAL INCLUSION OF VULNERABLE GROUPS** *(FORTHCOMING)*

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Idalion Municipality, Cyprus

Idalion Municipality brief description

- Idalion (Dali) is located in the Nicosia District.
- It is the third largest Municipality in Cyprus in land extent.
- The number of inhabitants today is around 15.000.
- It is the fastest growing area in Cyprus in terms of population.
- Idalion ancient city was one of the 12 ancient kingdoms of Cyprus founded around 1200BC.
- The archaeological site of Idalion is one of the most important on the island.
- Modern city of Idalion consists of two residential areas, industrial zone, livestock zone and agricultural zones.
- A large amount of immigrants residence and work in Idalion.
- Great cultural and social activity of the Municipality and the citizens.
- International relations: Idalion is twinned with four European cities.
- Participates in various competitive programs and initiatives of the European Union addressed to Local Authorities, which are funded by the European Commission, the European Regional Development Fund, the European Asylum-Migration and Integration Fund, as well as the European Fund of the Integration of Third Country Nationals.
- Recently, tourist development of Idalion has opened new horizons for further economic development of the city.

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Practice 1 WiFi4EU was implemented in Municipality of Idalion since 2020.

Practice 2 MiiCT ICT: IMMERSE PLATFORM was implemented in Italy, Spain and Cyprus in 2021. Municipality of Idalion participated as a co-creator at the stage of designing the MiiCT IMMERSE platform.

Practice 3 is a forthcoming practice – is at the stage of study and planning.

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PRACTICE 1: WiFi4EU

Overview of the practice

The European Program WiFi4EU is an initiative project that promotes free access of citizens to Wi-Fi connectivity in public spaces.

The WiFi4EU initiative gives the opportunity to Municipalities to apply for vouchers worth €15.000 which must be used to install Wi-Fi equipment in public places that are not already equipped with free Wi-Fi hotspots.

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Timeframe and status of the practice

The practice has been implemented at Idalion since 2020. The Wi-Fi equipment have been installed in 3 public spaces:
- A central square (which also covers the Municipal Cultural Center and the Public Library nearby).
- Two public parks.

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Target groups

The free access to Wi-Fi addresses to all citizens, but is being used particularly by many migrants and youths-teenagers.

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Impact

The European Program WiFi4EU gives the opportunity to users that cannot afford to pay for internet connection to have free access to Wi-Fi connectivity 24 hours a day.

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Challenges

Municipality of Idalion had to consider which were the most useful places to install the Wi-Fi equipment in order to be more accessible to citizens and how to meet the needs of more users.

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Transferability

The practice can be implemented by any Municipality in EU, by applying to the European Commission.

PRACTICE 2: MiiCT ICT ENABLED PUBLIC SERVICES FOR MIGRATION: IMMERSE PLATFORM

Overview of the practice

The project was implemented under the program "Horizon 2020".

The project had undertake to co-create improved ICT-enabled services with migrants, refugees, public sector services, NGOs and other interest groups.

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Timeframe and status of the practice

The practice had been implemented in 2018-2021 in Spain, Italy and Cyprus.

Cyprus partners to the project were Caritas Cyprus and Municipality of Engomi (Nicosia District).

Idalion Municipality as a service provider and considered as an expert, was invited to participate as a co-creator at the stage of designing the platform, by providing support and insights, experiences, information, survey outcomes, etc.

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Target groups

Using a co-design approach, MiiCT designed and developed bespoke solutions that address to the management of migrant integration, to the customization of services to match migrants' needs, and to the need for sustained and improved inclusion of migrants.

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Impact

► Enhancing identification and inclusion of migrants.
► Facilitating the efforts of public administrations at EU, national and local levels to manage the integration of migrants.
► Facilitating communication with migrants and their access to services:

- Access to key public services, including healthcare and welfare
- Accommodation
- Employment: they can create their profile and receive personalized job recommendations
- Education
- Training courses
- Events

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► **IMMERSE platform also intended for service providers and NGOs to create their professional profile to provide information on the services they offer.**

► **The platform helps volunteers and gives opportunities to contribute and support the work of service providers.**

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Challenges

- Collect the necessary data regarding demographic information and also information, experiences, opinions and suggestions from providers and experts.
- After the completion of the project, the Partners had to find funding for the platform operator.

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Transferability

The IMMERSE platform was designed according to the needs of Spain, Italy and Cyprus, therefore it contains information applicable for each Partner.

But, it can be used by any country, which will include its own information/content.

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PRACTICE 3: DIGITAL INCLUSION OF VULNERABLE GROUPS

Aim of the program:

To eliminate the digital marginalization of vulnerable groups and safe use of internet and social media.

Objectives of the program:

- to familiarize the elderly and migrants with digital technology
- train seniors and migrants to be served by e-government and e-service requirements
- train seniors, migrants and children on the safe use of internet and social media

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FORTHCOMING PROJECT

The project is currently being studied and is expected to be completed and planned by the end of 2023 to be implemented in 2024.

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Challenges for Idalion Municipality:

- Ensuring and providing the necessary technical equipment for the participants' training
- Inform the public about the project
- Convince elderly people and migrants to participate at the program

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Thank you.