



SERN

General Assembly 2023

**11-12 MAY 2023
Cervia**



COMUNE
DI CERVIA

DIGITAL TRAINERS PROJECT

SOS Computer: a free access point for citizens



Silvia Miselli - Daniele Benassi
Casalgrande Municipality

Digital Services: Between Opportunities and Inequalities

- **The digital divide particularly affects those segments of the population that do not have access to the internet or lack the digital skills needed to use online services.**
- **For this reason, our municipality has long launched projects to support the transition to digital**



Casalgrande Municipality

Casalgrande is a municipality in the province of Reggio Emilia, with a population of around 19,000 inhabitants. It has a predominantly industrial vocation and is located at the foot of the hills of Reggio Emilia.

The predominant industry is the ceramic sector, and the unemployment rate is low. About 20% of the population is made up of people over 65 years old, and there is also a significant presence of non-EU citizens



What is SOS Computer

Is a free access point for citizens located at the municipality offices and is set up to support various functions.

This access point was designed primarily to help the most vulnerable segments of the population, such as the elderly and first-generation immigrants, by offering not only technology but also direct assistance with facilitators.



Station and technologies used

Computer station equipped with devices designed for shared use with assistance (dual monitor, dual keyboard, and dual mouse).

It includes a digital signature reader, scanner, and printer. The station is set up for joint use by citizens and facilitators who can guide them through accessing digital services..



Timeframe and status of the practice

The service has been operational since late 2021, the assistance point is available every morning for free access by appointment and one morning a week for access with a dedicated assistant.

Starting from the beginning of 2023, the assistance point will be available twice a week with an assistant, and a second point dedicated to the National Resident Population Register (ANPR) has been created at the Demographic Services office.



Services offered

- **Activating SPID account, accessing the app, and first access to a service**
- **Creating an email account for the citizen**
- **Recovering SPID password or email**
- **INPS: accessing pension bulletin**
- **ANPR: requesting certification**
- **Driver's Portal: downloading license bulletins**
- **Electronic health record.: overview**
- **Enrolling in state schools**
- **Booking appointment for passport**
- **Job center on-line: enrollment**



Innovative services offered: PUE

Through an agreement with INPS, since January 2023 we have become an "Evolved User Point" (Punto Utente Evoluto - PUE), one of the experimental points in Italy that offer INPS services at municipal offices, providing all the services offered in the front office in person.



Target group

Only Citizens of Casalgrande

- Independent in the use of computer tools but lacking specialist equipment (such as a scanner or digital signature reader)**
- Not independent and requiring a facilitator for the use of tools and access to service on-line.**



Impact: number of the service

- **The formalized assistances of Sos Computer in 2022 were 54, those in the first four months of this year were 28.**
- **As for the INPS PUE, there are 5 since the beginning of 2023**



Improving and advancing: how expande the service?

The new challenge is to bring a greater number of citizens closer to digital services: we have the tools, we need to work on information and training, using traditional channels to overcome the digital divide



Transferability

Our initiatives can be implemented in any municipal reality, and are of particular interest to decentralized areas or those in disadvantaged zones, such as mountainous regions.

The PUE is an experiment that INPS intends to propose to municipalities precisely to improve the coverage of services.



Thank you for your attention

Questions?

