



FUNDAȚIA SOROS

ROMÂNIA

www.soros.ro

Workshop descriptions:

Workshop 1

Community partnerships enhanced through ICT (including successful public partnerships)

The workshop will explore the experience of the participants regarding their work and the relationship with the communities in which they work. After a round to see the expertise of each participating country, there will be a facilitated discussion regarding instruments and best practices for enhancing the community participation.

One proposed instrument will be the " *community mapping*" followed by a practical application of this instrument for the Public Access Point to Information in Recaș, Romania. The presentation of this instrument will be followed by a discussion on:

- how to further build on existing good relationship within the community
- how to motivate certain reluctant social actors to participate
- further instruments to analyze the roots and effects of low community involvement and how to address these.

Workshop 3

Development of telecentres new services: e-health, e-governance, distance education, farmer's services.

During the workshop the participants will present case-studies and examples from their own countries. The Romanian host has prepared several case-studies aided by video presentations. For the areas where in certain participating countries there are still a reduce number of services there will be a facilitated discussion regarding:

- mapping existing services (e.g. e-governance) with a low number of users and strategies to increase the number of beneficiaries
- how to conduct a needs analysis for new telecentre services
- the steps to plan and implement new services (needs assessment, piloting, promotion, implementation, assuring regular feed-back to improve the service)

Workshop 4

Specific telecentres activities for: unemployed, women, youngsters, seniors, ethnic minorities

The first part of the workshop will map the users (existing and desired) targeted by the telecentres in the four countries represented in the workshop. The next step will be to listen to the successful stories from the participants regarding certain types of beneficiaries (those that in the beginning where very difficult to attract but meanwhile became regular users). For the target group without success stories there will be a separate analysis of the profile, needs and strategies to communicate and motivate members to get involved in telecentre activities. All case-studies and the solutions will be captured for further reference of other telecentres.