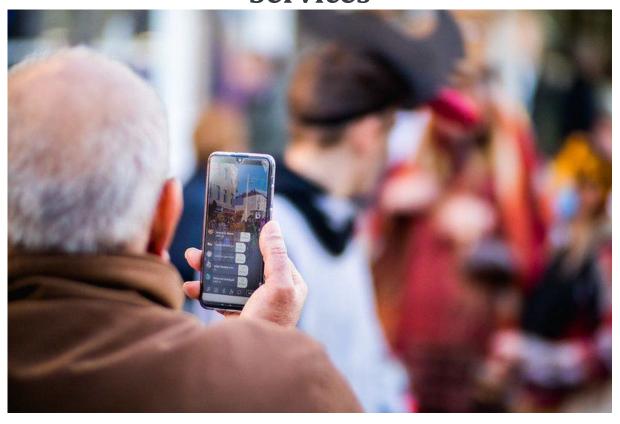# Inclusive Digitalised Local Public Services

CHALLENGE QUESTION

How can we achieve conditions for know-how about accessible digital public administration, its secure services and civic acceptance in order to avoid a Digital Divide and consider the diverse set of Digital Literacy?

WHICH REGION, FEDERAL CONSTITUENCY OR COUNTRY IS AFFECTED BY THE CHALLENGE?

Name your region, federal constituency or country. Regions are understood as regions, provinces, districts, metropolitan areas, inter-municipal cooperations or any administrative, cultural or geographical entity above municipal level

Indonesia, Jakarta; Germany, Berlin

WHAT ARE THE ROOT CAUSES FOR THE CHALLENGE OR THE MAIN OBSTACLES TO SOLVING IT?

City administrations consist of a high number of different agencies and departments executing a multitude of processes that have implemented different levels of digitalisation. In these heterogeneous processes, accelerating digitalisation may support resource-efficient services, also provided by publicly-owned enterprises (information systems, complaint management, urban planning participation, entrepreneurship registries, energy, transportation, water, waste, education).

However, **digitalised coherent public services may still lack a strong citizen-oriented approach or business-oriented approach**, respectively.

While some pandemic-related expenditures may reduce public spending in long-term infrastructures, **setting up reasonable digital public services with major speed now requires knowledge transfer into the agencies and into civil society and businesses** and best ways to decide about accepted sustainable digital solutions altogether.

Considering the **digital divide in urban societies**, demographics, lack of life-long education and professional training, **especially older generations may perceive a scarcity of digital literacies,** incomprehension, uncertainty facing unknown complexity, fear to be left out – all in all, a lack of remote accessibility to public services.

HOW DOES THE CHALLENGE AFFECT YOUR REGION, FEDERAL CONSTITUENCY OR COUNTRY? WHO IS AFFECTED?
Describe the effects that the unsolved challenge is causing

The challenge affects urban citizens, especially non-digital natives elder generations, local enterprises as well as public city officials dealing with choices about digitalised services. There is a widening gap in terms of digital know-how that impedes inclusive and more efficient, comprehensive public service offers.

IN HOW FAR IS THIS A DECENTRALISED DEVELOPMENT CHALLENGE?
Does it touch upon the responsibilities or competencies of a federal constituency, a province, a district, a metropolitan area, an inter-municipal cooperation or any other administrative, cultural or geographical entity above municipal level?

Urban areas with their similar independency and higher complexity of public bodies and services may implement digitalisation and respective know-how according to their specific needs. Though major registries etc. are connected to the national level systems, city administration and publicly owned enterprises interact with the local citizenry, local businesses and can address adequate digital literacy directly in a decentralised way.