

PART 3: STRATEGIES, PRIORITIES, PROJECTS

1. INTRODUCTION

As far as development of the Information Society (I.S.) is concerned our region which disposes of considerable assets compared with other regions, owes it to itself to put into action a global strategy which should be stated according to our specificity's. We will do this by referring to different levels of the pyramid (see part 2). The pyramid in this way will be completed by a series of observations and will constitute as many priority axes as needed for a successful development of the I.S. in our region.

We illustrate each of the priority axes defined in this way by projects⁷ which are likely to be able to bring them to life.

The global strategy now proposed, in the same way as the contents of the priority axes and the projects mentioned, are the result of observations which have been expressed, consolidated and confirmed by interlocutors which we have met up with throughout the FASIL project (NB. Part 2)

⁷ The working parties proposed around 50 different projects. In order to illustrate the priority axes, we have opted for the occasional regrouping of similar projects (example of propositions of the working party 'Company Services'), which does not presume in any way the choices and decisions which will subsequently intervene when the resources will be identified and shared out and, the partnerships will be set up.

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2. FOR A GLOBAL STRATEGY

It is clear that, as much for the European Union advisors and the FASIL project leaders as for the politicians who put the I.S. at the centre of their discourse, that the positive development of the I.S. in a region, will be the result of a link sufficiently coherent between the different levels of the pyramid in order to constitute a vast system at the heart of which many elements can interact.

These things cannot happen without telecommunication infrastructures or without the men and women who actively participate in this new deal in all its aspects.

If the participation of society and citizens is a necessity, the citizen must get something out of it and the new paths which are opened up to him must live up to his aspirations.

The following considerations constitute the basis for the development of a global strategy.

- A realisation that the developments of the I.S. in our region - which should translate by the setting up of new and sometimes very complex projects - implicate the development of new relations between the private and public actors characterised by:

- ▲ - the co ordination;
- ▲ - the research for synergies;
- ▲ - the specialisation of actors;
- ▲ - the necessity of clear measurable objects (costs, delays, results ...);
- ▲ - necessity of an objective evaluation of these results.

- The importance of our society 'keeping a human face' which is achieved through the association of the citizen, worker, executive, teacher, civil servant, self employed... at all the stages of the process of setting up new systems or new organisations..
- The necessity to consolidate the citizen in his motivations by helping him find the way forward and the means to improve his quality of life.

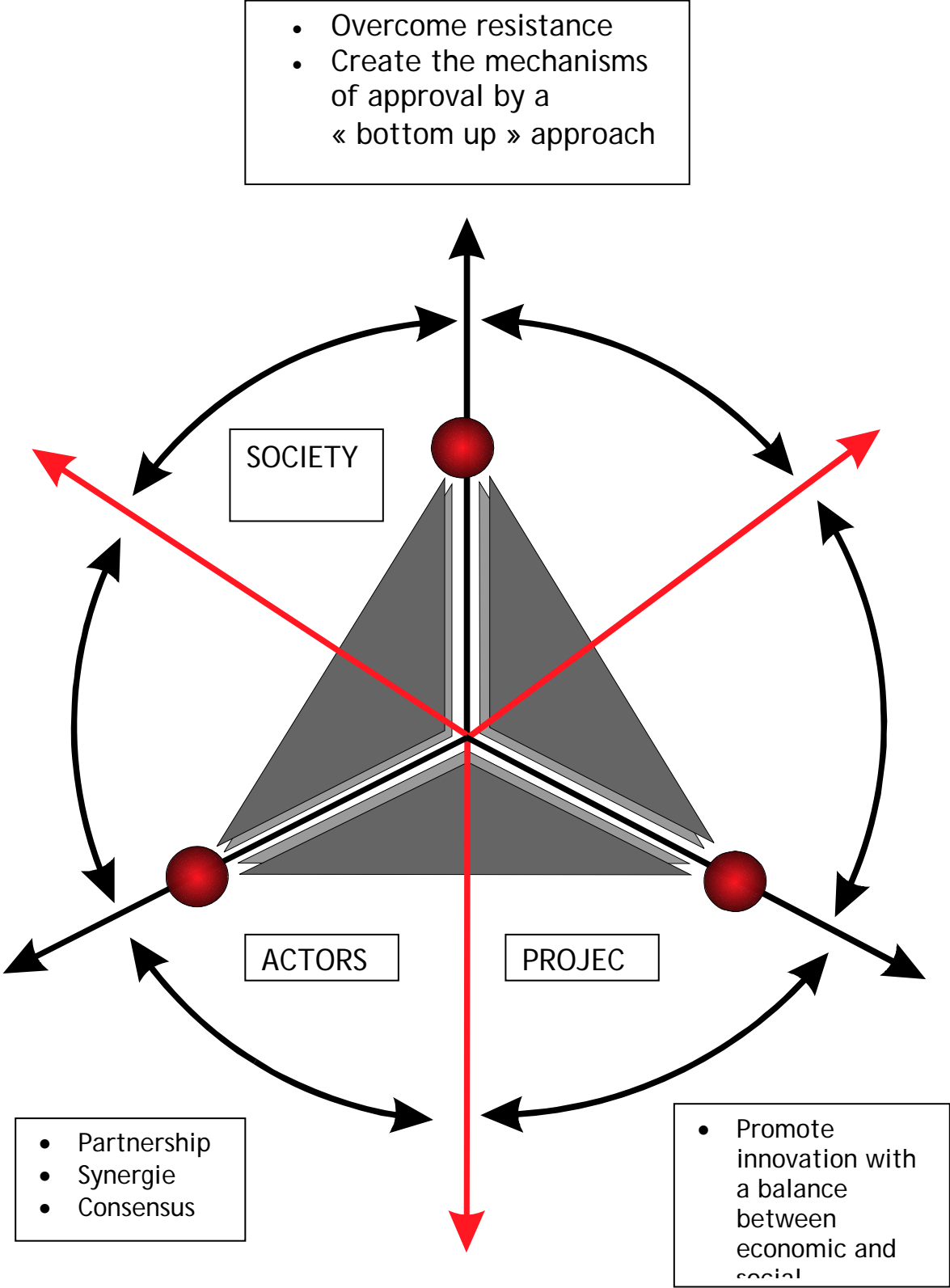
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Consequently, we suggest that the global strategy express itself for the whole of our region in accordance with the three following points of view:

<ul style="list-style-type: none">▲ Over come resistance and create mechanisms of approval by the people.	<ul style="list-style-type: none">▲ Centre the development of the I.S. around the identification of resistance's and obstacles to its penetration by society in order to overcome and create the mechanisms of approval necessary. This can be done by taking into account the potential expectations or results of group discussions (bottom up approach). The awareness sequence, information and training are a priority.
<ul style="list-style-type: none">▲ Search out the partnership, the synergy, and the consensus.	<ul style="list-style-type: none">▲ Develop all the actions for the drawing up of projects, the choice of projects, the allocation of resources, the constitution of teams to lead these projects, evaluation of the results, favouring the co ordination, the setting up of networks and the search for synergy between all the actors concerned and by leaning on the culture of consensus.
<ul style="list-style-type: none">▲ Develop new projects corresponding to needs and concerning in a balanced way the economic and the social.	<ul style="list-style-type: none">▲ Help with the emergence of new projects and new uses to be developed in our region whilst respecting the balance between the economic and the social field, whilst getting the best out of the infrastructures available.

The following graphic representation of this strategy can be given if we note that the first angle of view concerns all of 'society' within our region, the second concerns the local actors and the third, the projects.

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The links shown between the 3 summits SOCIETY, ACTORS, PROJECTS once again put the accent on the necessity of giving a concerted dynamic to the development of the I.S. in our region if we want the I.S. to help us in our development.

It is clear that even in the absence of this concerted dynamic, the I.S. will still penetrate our region either by contagion, or by necessities which cannot be avoided, or because individual initiatives will emerge, or because the way forward will come from elsewhere.

Our choice is between follow and accompany, getting ahead even, each time that it makes sense to do so.

Our capacity to generate and organise this concerted dynamic will be the indication of the advantages, which our region will take from the opportunity, which presents itself in the development of the I.S.

A unobstructed territory is wide open to us, where we can find a place for ourselves (all the previous analysis carried out testifies to this).

Are we going to be spectators or actors?

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3. THE PRIORITY AXES

We can now clarify the predefined global strategy with reference to the different levels of the pyramid.

However, we have just been insisting on the importance of obtaining the support of the citizen and society, for a global I.S. development project that meets with a maximum number of their aspirations for the improvement in the quality of life.

Thus, it is all about satisfying the needs, which are built upon the infrastructures, skills, innovation, and so transcend the different levels of the pyramid
These priorities will be clarified later, when we will have reviewed the priorities and recommendations linked with the 5 levels of the pyramid.

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3.1. PRIORITY AXE - INFRASTRUCTURE AND ITS ACCESS

3.1.1. OBSERVATIONS AND RECOMMENDATIONS

- 'Physical' communication infrastructures

The Liege region has a number of assets in this domain (NB. Part 2) these will be even more important in the future due to the work being put in now to optimise these infrastructures.

- Telecommunication infrastructures

Our region has a good general communications infrastructure at its disposal based on the presence of inter regional backbones, as well as capillary networks spread throughout the province.

In addition, the current modernisation of the wired broadcasting network will generate new products and services in relation to the Information Society.

This situation heralds favourably for possibilities for administration, schools, societies and private people to connect up to networks, it should be noted that for the moment the access to these infrastructures is not offered equally to everybody.

Despite the total liberalisation of telecommunications since the 1st January 1988, differences in terms of costs and the offer of new innovative services, have come to light compared with other regions in Belgium (Brussels, Flanders) or Europe.

In addition, this goes to confirm that as mentioned in point 2.2 of part 2, it is important to take into account the risk of duality due to the I.S., the problematic of access is essential. The carrying out of projects such as WIN could open up new perspectives in this respect.

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Telecommunication infrastructures - Recommendations	
<i>We need to ... :</i>	
1.1	<p>As far as telecommunication infrastructures are concerned :</p> <ul style="list-style-type: none">• Encourage investments for equipment allowing for the reception of various digitised interactive television services on cable television• Assure the security of infrastructures and in this way allow permanent access to these infrastructures (access to networks in two different ways in order to get around a situation where there is only one way possible to connect)• Make sure that the missing operational links are made between capillary infrastructures of wired broadcasting and national / international backbones• ...
1.2	<p>Encourage the multiplication of access points accessible from home, from training establishments (school or others), from the work place, or even from public buildings.</p> <p>In this perspective, access should be allowed to open spaces for the general public, dedicated to the NTIC's in order that those who wish to progress can keep up to date in their knowledge, independent of the personal equipment which they possess.</p>
1.3	<p>Make connection equipment readily available (modems and terminals)</p>
1.4	<p>Avoid excessive discrimination in the offer of infrastructures between urban and rural zones.</p>
1.5	<p>Promote our region amongst new members of the telecommunications sector, for the moment they are mainly only interested in large metropolis and /or major companies.</p>
1.6	<p>Enable access to bi-directional infrastructures with a high output, lower tariffs</p>

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	and lesser delays in particular for our companies
1.7	Adapt the telecommunications price policy to the cross border situation of our region.
1.8	Adapt, within the shortest delays possible the legislation on this subject (portability of numbers, right of way and interconnection between the networks of various operators, cryptographics) in particular taking into account the European Unions directives

3.1.2. ILLUSTRATION BY PROJECTS

WEB LIBARYE

- Public targeted :

- general public

- Description :

The web library will be conceived as a space where access to new technologies will be granted to all publics

- Objective:

- Place of access to the NTIC's for the general public

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COORDINATION OF WORK AT A DISTRICT LEVEL

- Public - targeted :

- Public sector

- Description :

The aim will be to co ordinate the various openings of rail, road and waterways network made necessary by the creation of various telecommunication infrastructures in the districts.

- Objective :

- Remedy to the multiple successive openings of rail, road and waterway networks in one place as far as telecommunication infrastructures are concerned.

EQUIPMENT FOR INDUSTRIAL PARKS

- Public - targeted :

- Economic sector

- Description :

- Equipment for industrial parks in high output infrastructures at a cost allowing for reasonable delays;
- Creation of multimedia information points at the entry to industrial parks.

- Objective:

- Attract companies with major needs in telecommunications into the industrial parks ; establish synergies for companies of different sizes.

INITIATIVES UNDERTAKEN

- WIN network
- EPL-net network
- ...

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3.2. PRIORITY AXE - REALISATION AND APPROVAL

3.2.1. OBSERVATIONS AND RECOMMENDATIONS

It has become clear through exchanges which have taken place throughout the various initiatives of the FASIL project that it is vital to put the accent on the necessity of explaining to all walks and at all levels how to integrate the I.S. so that everyone gets the best out of it..

It should also be remembered that tomorrows jobs, which should be integrated in the I.S. will be occupied by 'PC literate' people (educated in information technology)

In order to generate this awareness and the approval of new technologies (at company, organisation and administration level but also at citizen level) we must face up to the resistance to change, to illustrate the advantages and demystify new technologies by clearly explaining:

What is the I.S.?
What are the main tools and applications? For whom is it destined and what performance is expected?
What impact will it have on the general citizen's quality of life?
What are the advantages and inconveniences?
What are the opportunities and the dangers?
What perspectives does it open up and what are the foreseeable evolutions?
...

An important task is to understand each of the aspects aforementioned and help with the approval of new tools, which contribute, to the development of the I.S.

Of course, the same message will not be passed on in the same way to children, parents, teachers workers, public and the partially government controlled sector, service agents and citizens,...

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This task will need to generate multiple initiatives of awareness and information using the multimedia tools available, combined or not with other means (conferences, debates, demonstrations, evidence,...).

Realisation and Approval Recommendations	
<i>We need to... :</i>	
2.1	Make political powers understand the real opportunities brought about by the I.S. and the dangers of not creating a dynamic relative to the I.S. in our region.
2.2	Put into action a set of action programmes concerned with awareness and information in the I.S. field at the heart of our region.
2.3	Ensure that these programmes are destined to a large diversity of : <ul style="list-style-type: none">• Sectors: economic, public, social,...• publics targeted: from all social walks, qualifications, professions, ages,...
2.4	Diversify the means and tools used for making the general public aware : <ul style="list-style-type: none">• during regional cultural or sporting events,• within public libraries• ...
2.5	Balance the distribution of resources available in this framework between the programmes destined for the economic sector on the one hand and the projects destined for the social sector and the general public on the other hand.

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3.2.2. ILLUSTRATION BY PROJECTS

INTERNET BUSINESS CENTRE (S) / INFORMATION CENTRES / ...

- Public - targeted :
- Private economic sector
- Description :

The idea behind such centres is to dispose of one or more audio-visual spaces, dedicated to the multimedia and NTIC's and covering the 3 approaches of awareness, information and training and comprising:

 - complete equipment's with free access
 - access to useful information (advice to guide companies in their first steps towards the NTIC's, general introduction to Internet, databases of all types,...)
 - possibilities for self training schemes and made to measure training for company executives
 - possibility of carrying out certain missions outside of the centre, to gain experience within companies (infobus)
- Objective :
- Cover the following 3 approaches for companies : awareness, information and training

NAVIGATING LICENSE

- Public - targeted :
- General public
- Description :

This will be an educational product enabling people to surf on the Internet in an intelligent way (advice on research motors, downloading,...). A 'navigating license' will be awarded at the end of the initiation..

This product could be diffused over the Internet from a site with an educational vocation.
- Objective:
- Encourage the use of the Internet in a judicious way

INITIATIVES UNDERWAY

- PANDA project (CSEF Huy - Waremme)
- Telecom Forum (SPI+)
- ...

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3.3. PRIORITY AXES - SKILLS

3.3.1. OBSERVATIONS AND RECOMMENDATIONS

The I.S. is a society of knowledge, which means that it calls for major investments to be made by the public and private sectors in essential complimentary areas: training, education and permanent training'.

In this way, just as it is necessary to encourage awareness and approval for all the new technologies, it is equally important to enable everybody, without exception, to acquire knowledge and skills on the subject.

In a world where 'the population is getting older and where technology is getting younger', training plays an essential role in the development of the Information society for our region.

It will mean continual training for each and everybody in the use of NTIC's in such a way as to:

- lessen the risks of conflict
- enable the insertion of NTIC's in the organisation and strategies of companies or institutions,
- develop new applications

Within this framework, the education sector has an important role to play in that it must prepare the youth to the best of its ability to enter into the Information society by means of new tools (NTIC).

The role of the teacher and the relation he has with his students will be adapted in consequence.

The parents of students should make an effort to involve themselves in the way in which they are prepared for their entry into the I.S. in order to maximise the positive effects.

The vision of the European Union is enlightening in more ways than one (source: European Conference on Employment and Training in the Information Society - 23/09/98):

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"IT qualifications within the workforce should be strengthened through a partnership between the private and public sector. If the workers have the right training, a large number of jobs in the field of the information society are today available. This is the message sent out in a "call to action" approved at the end of the European Conference that was held in Brussels last week.

Work was based on a report, drawn up by IDC (International Data Corporation) entitled "Information Technology Skills: The Impending Impact on Business in Europe". The report states that 320,000 jobs are unfilled in the information technology sector end-1997, and that if no action is taken, the number could reach 1.6 million by the year 2002, nearly a five-fold increase. The lack of qualifications is linked to the problem that information technologies often are seen as secondary, not as central, in the educational process. The challenge to governments, business and the educational systems in Europe is therefore to ensure that the level of technical know-how is integrated in the curriculum at all levels

The European Union should serve as an information conduit between industry, public employment agencies and educational institutions and establish a high-level advisory group to address the IT skills gap and to develop concrete proposals with view to a partnership.

Commission President Jacques Santer launched an appeal "for urgent action" to deal with matters such as insufficient university places, the still slow Internet penetration in European schools, insufficient ICT literacy throughout the EU, and the fact that some companies are unable to expand because of a lack of trained personnel. Commissioner Flynn stressed that the information society is the biggest industry in Europe in that it is growing faster than the rest of the economy and creating more jobs (300,000 jobs created between 1995 and 1997)."

Skills - Training Recommendations	
<i>We need to ... :</i>	
3.1	Put the accent on the importance of both basic and continuous training for NTIC's.
3.2	Make known the actions of various training operators in the field of the I.S. and co-ordinate them with regard to the efficacy and economy of means. These actions should ideally respect a reasonable balance between the economic and social factors.
3.3	Improve the training of NTIC educators, essential for efficient and quality training.
3.4	Assure adequate teaching backup, which targets the youth by adequately qualified training staff.
3.5	Dispose of appropriate methodology for information research, but also critic of

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	resources, when faced with the mass of information available.
3.6	Encourage training adapted to new types of job (call centres, information technology scripts,...) or new methods of work (telecommuting) resulting from the emergence of NTIC's

Skills - Education Recommendations	
<i>We need to ... :</i>	
3.7	Support training initiatives associating teachers-parents-students, within primary and secondary education, in such a way as to promote the I.S. in the different layers of society.
3.8	Co ordinate the means and initiatives of different education networks, so as not to disperse the efforts and funds available.
3.9	Give back to the youth the will to invest themselves in technical training and in particular training linked to the use of NTIC's in its largest sense and this through the perspective of employment in these fields.
3.10	Put specific training into place, which presently is non existent in Liege for students : <ul style="list-style-type: none">• graduate in viewdata• post graduate multi disciplinary in viewdata (technical aspects, economy, law and social)• ...

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3.3.2. ILLUSTRATION THROUGH PROJECTS

CENTRE OF TRAINING RESOURCES

- Public - targeted :
- Private economic sector, public sector, none commercial sector, general public
- Description :
 - information on operators actions and programmes;
 - information on the different aspects of basic or continuous training (tools, methods)
 - keeping up with technological innovation relative to training tools and methods;
 - help with the setting up of a consortium to participate in joint programmes (invitation to tender from the European Union, etc)
 - development of training 'packages' for new types of employment (contents, methods);
 - realisation of demonstration applications
- Objectives :
- Make known the various training actions taking place in the province ; assure the coherence between these, commit local operators to a prospective discourse

«TÉLÉCLASSING» CENTRE IN THE LIEGE REGION

- Public - targets:
- Education sector (starting with students and professors in further education)
- Description :

The basic principal of such a centre is to provide a course of advanced lessons in interactive teletraining in various and specific subjects (which means to say implicating the uses of training skills which are only available in rare training / teaching establishments.

The students who can take advantage of these lessons are currently spread out in different centres throughout Europe; they can communicate and exchange information between themselves and their professors thanks to a RNIS video conference and satellite communications.
- Objective :
- Make the Liege region the centre of teleclassing for Wallonie (7 centres exist in Europe, of which one in Flanders, but none in Wallonie).

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VIRTUAL SCHOOL

- Public - targeted :
- Education sector
- Description :
 - regrouping of Liege potentials on the subject of education in the field of NTIC's and diffusion of these potentials at local, regional, national and international level;
 - organisation of exchanges of experiences and collaborations
 - research and analysis of local opportunities for pedagogic innovation;
 - creation, analysis and evaluation of the pedagogic pertinence of different components of multimedia tools;
 - encouragement of an ethical discourse on the use of NTIC's both at teacher and student level;
 - use and appreciation of the EPL-Net network in the framework of provincial teaching and if possible outside of this framework.
- Objective:
- Unify the initiatives of different teaching organisations (public and private)

INITIATIVES UNDERWAY

- Technothèque (FOREM)
- Technifutur
- Initiatives of the Federal State, the French community and the Wallonne Region
- EPL-Net network
- Télédu (ULg) project
- Campus virtuel (Ulg)
- ...

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3.4. PRIORITY AXES - FLEXIBILITY OF ORGANISATION

3.4.1. OBSERVATIONS AND RECOMMENDATIONS

The I.S is inevitably synonym of new modes of work organisation, more flexible and decentralised. This poses numerous problems in connection with work flexibility such as:

- **Within existing organisations (private, public, associative)**
 - polyvalence of staff,
 - flexibility of working hours,
 - system of wages,
 - flattening of hierarchic structures,
 - outsourcing of local or cross border activities.
- **For the workers**
 - access to training,
 - in connection with telecommuting: working from home, self-employment, temping, night shifts or flexi time,
 - protection of rights.

These new modes of organisation are going to form a new vision of the division of time between working hours and consuming hours (the I.S. or the society of knowledge demands that time be devoted to him: the society is 'chronophage'), as well as time to live (family, leisure) which will integrate different rhythms.

The result is that for a given region, the I.S. will not support local development unless its aspects are taken into account by:

- **All the actors with power over the organisation of other peoples work,**
- **All the federate organisms (social interlocutors) that can propose new game rules authorising an evolution towards more flexible organisations.**

The I.S. is going to provoke deep and multiple changes within organisations - whatever their nature - and these changes are going to call for the use of NTIC's.

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Through a coherent thought process and training, leading local actors must get to grips with and impregnate themselves with experiences shown here or elsewhere and carry out pilot actions in the work place (telecommuting, 'workflow' systems, co operative work,...).

Our region should be well placed so that a greater number of 'call centres' develop, which will constitute as many concrete fields for diffusion of aspects of these new modes of work.

Lastly, electronic commerce (to be promoted and developed) and the 'clustering' of companies will constitute other forms of experiment and creation of new forms of organisation.

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Flexibility of organisations Recommendations	
<i>We need to ... :</i>	
4.1	Promote and make available to local actors, training courses which specifically aim to enable them to acquire new facts on organisational consequences of our entry into the I.S. and on the other hand of the more and more generalised and frequent use of the NTIC's.
4.2	Promote forms of organisation, which respond to new tendencies highlighted in this way in particular by referring to examples or concrete realisations, within our region or outside.
4.3	Develop actions in favour of public and partially government owned organisations in particular through pilot projects aiming to make the organisations most effected by a rigid organisation, more flexible.
4.4	Profit from the emergence in our region of a co operating trade's unionism to carry out experiences or pilot actions relative to these new forms of work organisation, in the work place, in partnership with employers and other forces of society,.
4.5	Put special accent on the promotion of the development of 'call centres' which will develop the linguistic potential of our region (by multiplying the languages spoken fluently)
4.6	<p>Promote, in particularly through company spirit, the creation or development of companies based on the new forms of organisation, simple, friendly, efficient and able to control the many consequences of NTIC's.</p> <p>In particular to be particularly careful in promoting and helping the development of electronic commerce for the companies concerned, since their organisation will be deeply modified.</p>

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- 4.7 Promote the regrouping of companies ('clustering') with a view to disposing of new forms of organisation whilst integrating without too much investment from each member of the group, the advantageous aspects of NTIC's to the profit of both the group and each of the member companies.

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3.4.2. ILLUSTRATION THROUGH PROJECTS

WORKFLOW AND PUBLIC SECTOR

- Public - targeted :
 - Mainly the public sector
 - Indirectly the non-commercial sector, the general public, the private economic sector
- Description :

Setting up of an information technology system of 'workflow' allowing for the follow up of specific dossiers being passed between different services of one or several administrations and / or public organisms or of general public interest (land register, building permits, subsidies, accommodation, CPAS)
- Objective:

Make easier and accelerate the exchanges between different members, improve the quality of services as well as making the services more transparent for the actors concerned.

RD-NET

- Public - targeted :
 - Private and public economic sector
- Description :

Common Internet site for all the research centres and university laboratories in the province of Liege. High output links will enable:

 - An exchange of information of GroupWare such as 'intranet' concerning all the project partners and their clients or suppliers;
 - An access open to SME's and SMI's with the necessary restrictions and this with a view to better knowledge about laboratory equipment available, brevets, skills research underway, the composition of backup groups for the creation or development of projects, ...
 - Follow up contacts with homologue organisations in other regions or countries
- Objective:
 - Adapt the information technology structure, which the research centres in the Liege region work with.

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INITIATIVES UNDERWAY

- Call Centres established in the province of Liege
- Exchange systems for medical data by electronic means MEDINET - MEDIMAIL and MEDITEL
- ...

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3.5. PRIORITY AXE - INNOVATION

3.5.1. OBSERVATIONS RECOMMENDATIONS

One of the important economic factors, in our regions performance level concerning the I.S. will be the capacity to generate new products and services.

The emergence of such products and services should meet many of the needs already identified coming from various organisms and institutions: SME, public and part government owned sector, social sector, associations, citizens,...

Thus, one of the priorities for our region is to ensure that most of its products and services are provided by 'Made in Region de Liege' manufacturers and services. However, it is obvious that the collaboration of these local services with external networks must nevertheless be developed

In addition, research and training activities (Universities, higher education establishments, professional associations, training operators,..) must be favoured due to their important role in the capacity of our region to offer its environment innovative solutions.

It has been noted that our region has, on the one hand a critical mass apparently sufficient to create the marketing of its services and on the other hand the human resources and other necessities to set up most services locally (NB. Appendix - Viewdata audit, as well as the interview of Professor Bernadette Mérenne-Schoumaker 'The dynamism of a region is linked to the dynamism of its actors'- Newsletter FASIL n°3 - Appendix 8).

The physical infrastructure assets in the Liege region (already underlined in point 3.2.1 of this part), combined with its geographical situation should also be seen in relation with the NTICs in favour of innovation in the value added logistic sector ⁷.

Indeed, the potential of logistical activities is huge for our region and the use of NTIC's is becoming progressively indispensable for the management and development all these activities.

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Innovation Recommendations	
<i>We need to ... :</i>	
5.1	Support and promote through local actors (public and private) the creation and development of new local services corresponding to predetermined needs.
5.2	Promote the use of 'trusted third party' services in the various fields of the I.S. taking into account the existing initiatives.
5.3	Encourage the structured development of a multimedia industry in the Liege region (contents industry, collaborations,...).
5.4	Promote the Liege region with the aim of attracting major telecommunication societies.
5.5	Organise the launching of public competition in the private sector, in order to encourage innovation
5.6	Take advantage of the geographical situation and all the aspects of the infrastructures which characterise our region, including telecommunications, in order to enable 'a jump ahead' in the development of the value added logistic: specific training, aids,...
5.7	Take advantage of the relays and contacts established within the FASIL project in order to develop new applications, in particular in the rural world.

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3.5.2. ILLUSTRATION BY PROJECTS

RESOURCE CENTRE FOR ELECTRONIC COMMERCE

- Public - targeted :

- Private economic sector

- Description :

Centre set up with a view to providing support for the leaders of SME's and their collaborators to help them to avoid costly mistakes, give advice (practical advice cards, guides,) participate at specialised seminars (legal aspects, cryptography, pay,) take part in on line invitations to tender.

- Objective :

- Enable SME's rapid access, for both their sales and their supplies of electronic commerce

CULTURAL INFORMATION CENTRE

- Public - targeted :

- None commercial sector, general public, private economic sector, public sector

- Description :

Centre open to professionals from the cultural sector and which will offer a pertinent information service as complete as possible in the field of culture and relating fields: search for event venues, exhibition galleries, search for dramatic arts, contacts between artists, information on the media,...This centre will consequently employ information technology network communication specialists who have a real experience of the 'cultural world'

- Objective :

- Facilitate the access to local cultural information available on the Internet

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THE INFORMATION SERVICE FOR AGRICULTERS

- Public - targeted :

- Rural world

- Description :

Rapid transmission of quality information targeted and interpreted according to the type of agriculture concerned (FAX project) and supply of data (SIG project) for an aid in decision making and short-term management.

- Objective :

- Help with the management of agricultural exploitations (in economic interests), integration of the agriculture sector in the development policies of a region.

RIVER TRANSPORT AND TIC

- Public - targeted :

- Private economic sector

- Description :

Joint management of information in the river transport sector (data bases for the flow of goods traffic, information on traffic problems and navigation safety,...)

- Objective:

- Encourage the use of NTIC's in river transport

INITIATIVES UNDERWAY

- Some SME's in the audio-visual production and multimedia sector (of which one - EVS Broadcast Equipment - is now quoted on the stock exchange)
- ...

PART 3: STRATEGIES, PRIORITIES, PROJECTS

3.6. PRIORITY AXE - QUALITY OF LIFE FOR THE CITIZEN

3.6.1. NUMEROUS EXPECTATIONS

We can list the principal ones:



HEALTH

The expectations of citizens are great. Keep or regain good health in the best conditions of comfort is one of the biggest promises made at the end of this century. Everybody wants, and must benefit throughout the health system from consultations, emergency services, through to complete recovery. The NTIC's can contribute to these satisfactions and also to the simplification of the administration system. Three fields should be accounted for:

- prevention,
- care,
- administrative follow up.



CONSUMPTION

All citizens are consumers of goods and services. The access to products and services must be made easier still (what the consumer wants and at the best price), this implicates the following points:

- access to information (Internet for all),
- access to 'honest' information (when objective aspects are concerned) and which respects privacy : TTP),
- security of financial transactions.

PART 3: STRATEGIES, PRIORITIES, PROJECTS



CULTURE AND LEISURE

The citizen must not find himself reduced to a consumer of electronically bought goods and services. Neither must he find himself confined to a 'virtual' world. Each of us belongs to a community within which we form habits, tastes, background, values,... and at the heart of this community, culture and leisure must be available to all. This implicates:

- easy access to non-professional knowledge (ex.: on-line libraries),
- easy access to information on cultural, associative and leisure events (diary),
- a simplified system of on-line reservations (friendly Internet access for all)

N.B.: We are in a region which has always honoured its identity, culture and capacity for offering leisure activities (historical town of Liege, Ardennes, Francorchamps, water sports ,...). The development of NTIC's and their regional applications could reinforce the role of our region in these fields (culture, leisure, tourism) for which major events are rare.



RELATIONS WITH THE ADMINISTRATION

The average citizen devotes a fair amount of his time to sorting out various administrative problems in connection with his membership of a community. It is clear that his actions are often not adequately dealt with by the administrations concerned, take up a lot of time and travelling around, and do not receive the attention they merit. One of the aspects, which would significantly help in the improvement of the quality of life, can be found in the capacity of public services (and part government owned) when they are in contact with the citizen, to simplify the relations and meet with the aforementioned constraints in a more efficient way.

PART 3: STRATEGIES, PRIORITIES, PROJECTS



PUBLIC TRANSPORT

Many citizens, in particular the most needy, are major consumers of public transport. In addition to the remarks already made in the previous paragraph we can add the necessity of developing information systems relative to the present infrastructures or those to come, their availability, not forgetting the information relative to incidents which disrupt transport systems.



LOCAL DEMOCRACY

Nowadays the average citizen is increasingly preoccupied with the way in which a whole load of local problems effecting his everyday life are dealt with, in particular by those in public power. The NTIC's offer simple means of consulting the opinion of citizens.



DISADVANTAGED GROUPS

Within all populations there exist a number of groups with specific problems: the elderly, handicapped, people signing on with the CPAS, cultural minorities,...It is clear that in a region which is preparing for a major effort concerning the development of the I.S., the coherence of this development implicates that particular attention is paid to the specific problems of these groups in order that they can benefit from the progress in 'quality of life', which the NTIC's will bring about.



PEOPLES SAFETY

The safety of people is a field which greatly contributes to the quality of life of citizens and in particular those who are in a position of weakness and can not fight against aggression and/or are of an age when their health needs to be constantly monitored.

PART 3: STRATEGIES, PRIORITIES, PROJECTS

Quality of life Recommendations

We need to ... :

Citizens have many and varied expectations.

These expectations concern many different fields: health, culture, consumer,...

Everything can not be tackled at the same time but all the actors and operators need to be concerned.

A structure should be designed to :

- Create projects with a strong impact on the quality of life, when these projects are not already forthcoming ;
- Help to identify resources including potentials such as invitations to tender, as well as directing resources in the direction of possible projects ;
- Accompany operators who need assistance;
- Assure the promotion of actions, which will improve the quality of life of the average citizen.

PART 3: STRATEGIES, PRIORITIES, PROJECTS

3.6.2. ILLUSTRATION BY PROJECTS

INFOPÔLE

- Public targeted :
- None commercial sector, general public, private economic sector, public sector
- Description :

Internet site including:

* part 1: a structured stocklist, coherent, complete and constant updating of thematic information on the province of Liege, in the economic, social, cultural and media sectors, etc.

This information will be presented in the form of on line information, files to be downloaded, forwarding to other sources in particular via hypertext links

* part 2 (reserved for media professionals): various databases of articles and information resources, automatic translation services,...

- Objective :

Promote the brand image of the province of Liege, by means of a unified web site - single point - offering quality information

LIEGE HEALTH SITE

- Public - targeted :
- Medical sector, general public
- Description :

Internet site including:

* part 1 (reserved for professionals from the health sector): access to information (specialised databases, scientific and legal literature, other sites, register of patients from the Liege region,...) messaging, discussion forum, videoconferences, tele diagnosis, special applications (infectiology, REGETOX, drug addiction,...), etc.

* part 2 (general public): preventive medicine, hygiene, environment, health promotion, health services available (carers, emergencies,...), telemonitoring, tele alarms.

- Objective :

Unified project in the Liege region associating the actors from the medical sector: hospital centres, the University, Doctors associations, provincial medical committee, technical partners, paramedical representatives, laboratories,...

PART 3: STRATEGIES, PRIORITIES, PROJECTS

FORCE THE FUTURE OF TOURISM IN THE OURTHE-AMBLEVE REGION

- Public - targeted :

- general public

- Description :

Internet site, video, interactive terminals, databases, reservation central,...

- Objective :

- Develop tourism in the Ourthe - Amblève region, using NTIC's;
- Enable the transposition of projects

ACCOMMODATION POLE IN OURTHE-AMBLÈVE

- Public - targeted :

- general public

- Description :

- Intranet networks
- up date of a digitised data bank on local authority housing
- management of local authority housing stocks (regional logic)
- general information on housing benefits, access conditions to local authority housing and more generally the social aids available
- management of population influx (in particularly temporary: campsites, weekend residential parks...)
- setting up of adequate tools for the diffusion of information to the public concerned

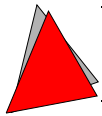
- Objective :

Facilitate citizens access to local authority housing by a better structuring of information, help with management for partner organisms, information from public powers.

CONCLUSIONS

CONCLUSIONS

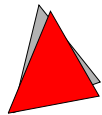
CONCLUSIONS



1. The strategy proposed calls for the mobilisation of a lot of effort. This will involve:

- Citizens (society) who must come to realise through awareness actions and information, that the Information Society (I.S.) offers a real opportunity for progress, for them and everybody else in their region.
- The public and private economic and social actors who must act in synergy by putting the problem of coherence, the need for co ordination and the necessity of setting up partnership deals first on the agenda.
- The project organisers who must develop their capacity to innovate to efficiently find solutions to real problems by using the New Information and Communication Technologies (NTIC) (but without being used by the aforementioned) and by giving a 'human face' to these projects wherever possible which is reassuring for the users.

CONCLUSIONS



2. Some priorities have been put forward which need to be referred to particularly when choices are made implicating the sharing out of common resources :

Infrastructure and its access: a technologically first rate Information Society

- The efforts of local political powers should be directed towards making up to date telecommunication infrastructures permanently available to our region - this is already the case for physical communication networks (road, rail, air, water) - whilst stimulating competition in order to get the best deal. These efforts must include objectives of a larger accessibility to telecommunication networks at costs which will not penalise the companies within our region, or the inhabitants in comparison with the other Belgian regions or bordering countries (Euregio).

Awareness and information: an Information Society for all.

- We need to make sure that the efforts for awareness and information on the possibilities and perspectives of the I.S. are addressed to the entire population and not to only certain groups, whilst adapting and targeting. All age groups and social walks should be concerned since the I.S. within a region can only be successful if it is a general movement which minimises the risk of duality.

Training and skill development: an Information Society for employment

- In addition to the efforts for awareness and information, the efforts, which aim to develop our skills, are essential. Today, all the informed observers in our region fear major deficits in trained staff, prepared for the use of technologies and tools connected with the NTIC's (basis training and of course, continuous training). The youth of our region must be made aware of the new perspectives offered by the I.S. and it is essential that we are all convinced that it is the local availability of skills which can lead to a real multiplication of activities, endogenous but also exogenous, and based on the use of NTIC's. In the same way it is important to develop in all users, critical analysis faced with the influx of information of all sorts and coming from all origins.

CONCLUSIONS

Flexibility of organisations: an open Information Society

- The development of the I.S. implicates the need for greater flexibility in the structure of organisations (versatility, flexible hours, flattening of the hierarchical structure, outsourcing...). Efforts must be made so that public and private sector leaders, in relation with their social partners, take a determined approach to this problem.

Innovation: an intelligent Information society

- It was underlined that with the NTIC's, that which will constitute a comparative advantage, is the intelligent use that will be made of it. This should make us particularly attentive in the choices to be made not only concerning the quality of actors and their will to place synergy at the heart of their preoccupations but also the degree of innovation in the projects they propose. It is recognised by all the specialists in regional development that the creation and development of SME's is an essential factor. The support systems necessary will be put into place so that as far as the I.S. is concerned, the SME support services of the highest level will exist for skills, innovation and efficiency. This could be another factor for attracting companies from other regions or countries.

Quality life: an Information Society with a human face

- All the actors from the public and part government owned sectors must reserve a place for projects with a direct impact on the quality of life of the inhabitants of our region rising above the strict and quantifiable criteria of profitability.

CONCLUSIONS



3. Two fields must attract our attention :

Public and part government owned sectors

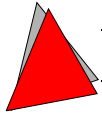
The realisations concerning NTIC applications in the public and part government owned sectors are not sufficient in number. Although the potential for the development of applications is great in this area and a lever effect could be obtained which would contribute to the development of infrastructures, services, training and major projects in particularly concerned with the quality of life of citizens.

Firstly, certain projects can be developed without major investment and secondly a mass effect can be obtained even if the departmental budgets are not very big. The political and operational leaders from the public and part government owned sectors must mobilise themselves in order that the activities in their area do not remain static in the field of the I.S. at the risk of handicapping our region.

Value added logistics

- With all of its assets, our region has the capacities to develop new and /or complimentary activities in the vast domain of value added logistics. Here again, 'voluntary' efforts associating the public and the private must be followed up and developed.

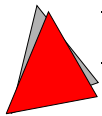
CONCLUSIONS



4. Exchange platforms

Amongst the projects listed, some are underway, others can be launched rapidly, either because the means needed are not great or because they are nearly ready, others will not be able to be realised unless complementary discussions are undertaken and financial resources are found.

This pleads for the maintaining or creation of exchange platforms and a discourse (think of the efficiency of FASIL working parties), associating partners from different horizons with a view to defining these projects and uniting the right conditions to select them and set up the financial assistance needed.

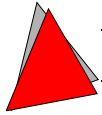


5. FASIL II?

The aforementioned leads to the recommendation to entrust a mission to a permanent unity in accordance with modes to be defined, implicating:

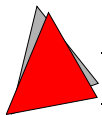
- a 'keeping up', as much technological as relative to projects and concrete applications being put into place in other regions;
- the animation of platforms of information, exchange and concentration of experiences promoting partnership, synergy and consensus ; (these first two aspects constitute in this way a widening of the actions of the Telecom Forum);
- the establishment of criteria of appreciation and selection of projects;
- a possible assistance in the conception of projects in particular for the none commercial sector
- the research for finance;
- the participation, accompaniment and follow up of projects;
- the permanent adjustment of the setting up strategy of the I.S. to be proposed to the decision makers, made necessary by the speed of change of all kinds in the environment;

CONCLUSIONS



6. Financing to be found

The political leaders of our region must set out to force public authorities to make available the means to support the projects such as those which we have used to illustrate the priority axes; all this in the framework of the present objective number 2 and of course in the programme (objective 2) which will follow, as in the framework of other regional, national and European dispositions or those issued from a private origin.



7. Looking towards the exterior

The FASIL project has enabled our region to open out towards other regions. Big similarities in situations and needs and, consequently, solutions have been seen. This confirms that the projects used to illustrate the priority axes can be found sometimes in an almost identical form in the offers made within other regions. The exchanges will be able to continue between the 28 European regions of which 15 have created the ERIS@ association (European Regional Information Society Association) with financial assistance from the European Union.

On our own initiative, 4 regions (Wales, Nord Pas-de-Calais, Branebourg, Liege) have decided to form a sub-group with in which exchange of experiences, preparation of invitations to tender to be issued by the European Union (regional development, 5th programme, SME policies, social affairs, ...) can all be dealt with in a more precise and detailed way.

*

* *

CONCLUSIONS

The Information society seems to be for our region, a tool that determines the economic development and the improvement in the quality of life.

By means of a strategy, which will be permanently adjusted due to the rapid evolution in technology and the multiplication of opportunities available to our region, the development of the Information Society means:

- Co ordination aiming to encourage the emergence of well though out projects within the commercial sector and the none commercial sector.
- The setting up of a dynamic which favours co-ordination and the synergies between all the actors --public, private, institutions, citizens - dynamic in particular oriented towards the growth of our skills and innovative character of our projects.
- The identification of public and private financial resources and the setting up of financial engineering for a maximum support of the projects.

The decision-makers from all horizons, political, social, private,... no longer need to ask themselves if they need to enter into the Information Society. At the end of the discourse carried out by FASIL, a positive response is logical. As it is logical that if we have assets available then it is right now, today that we must use their potential.

So we must all work together so that our region, with determination and not lagging behind, stays in tune with the best of the other regions as far as the Information society is concerned.

This is a challenge which we can and which therefore we must, win.