REPUBLIC OF SLOVENIA

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Experience of Slovenia in Providing and Mesuring Public Internet Access

MINISTRY OF INFORMATION SOCIETY

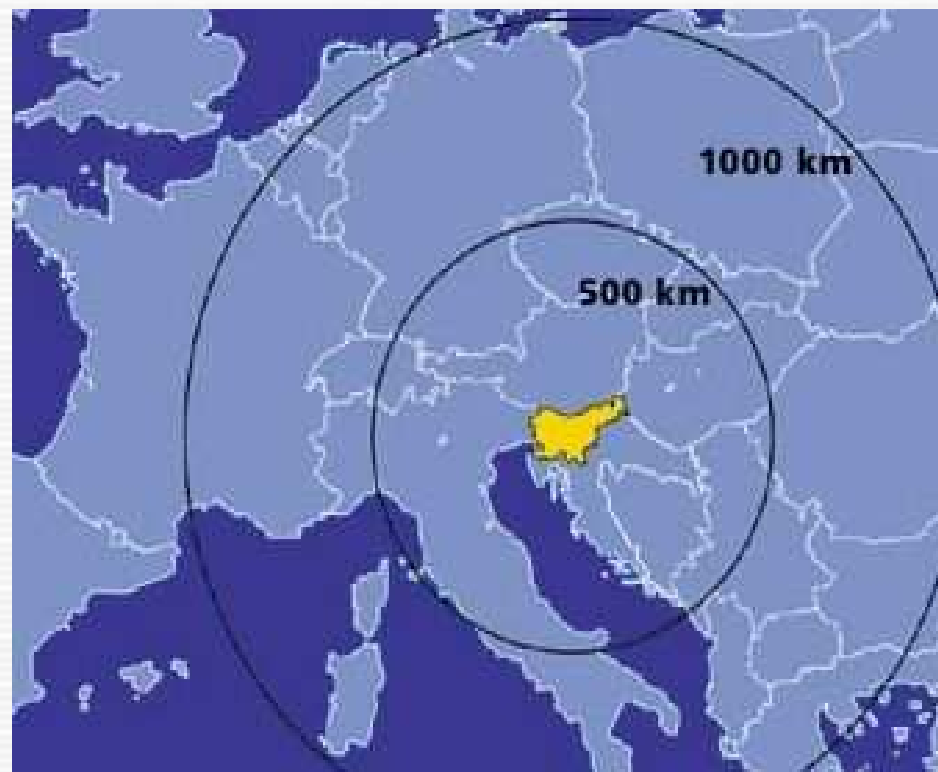Global Workshop on Community Access Indicators
Mexico City, 18th November 2004

REPUBLIC OF SLOVENIA   **MINISTRY OF INFORMATION SOCIETY**

:: **European Union Member as of 1st May 2004**

Positioning of Slovenia

:: **69% of GDP per capita in PPS (EU-15=100)**

:: **GDP per capita EUR 12,273 (2003)**

:: **Consumer Prices December 2003=100 Aug/04: 103,8**

:: **Population: 1,96 mio**

:: **Capital: Ljubljana (265,881 inhabitants)**

:: **Area: 20,273 km2**

1000 km

500 km

http://www.uvi.si/eng/slovenia/publications/facts/general/
http://www.gov.si/mid

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Information Society Indicators

Valid: September 2004

USAGE/ICT SERVICES		SI

|			
1 Percentage of population regularly using the Internet		43%	Apr 04
Percentage of Internet users using the Internet: at workplace		54%	
at school		22%	
at home		70%	
at PIAP		22%	
2 Percentage of households with Internet access		47%	Apr 04
3 Share of Internet users regularly and/or occasionally shopping over the Internet		7%	Jul 02
4 Share of Internet users having encountered security problems		63%	Dec 02
virus		39%	
spam		45%	
credit card abuse		1%	
5 Number of Public Internet Access Points (PIAPs) per million inhabitants		185	Oct 04
Number of WLANs		65	Oct 04
5 Percentage of basic public services available on-line		71,2%	Sep 04
Share of Internet users having contacted Public Administration over the Internet		62%	Dec 02
6 Subscribers to mobile telephony (share of population)		85%	Jan 03
7 Digital Divide Index-DIDIX (100=no divide)		45	Jul 02
8 Use of e-banking		19%	Jun 04
9 IT spending (% GDP, excl.telecommunications)		2,1%	2003

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SLOVENIA – GLOBAL RANKINGS

- **ITU – ICT Accessibility:** **21st**
- **UNESCO – "Infostate":** **24th**
- **UN – eGovernment:** **29th**
- **WEF - Network Readiness**
  Index (NRI) **30th**

Source: National Statistics Office of the RS, Q1 2004

Internet users by age (Slovenia, 2004)

Age	Value
16-24	83,4
25-34	66,1
35-44	44,1
45-54	34,2
55-64	11,8
65-74	1,8

Population average
43%
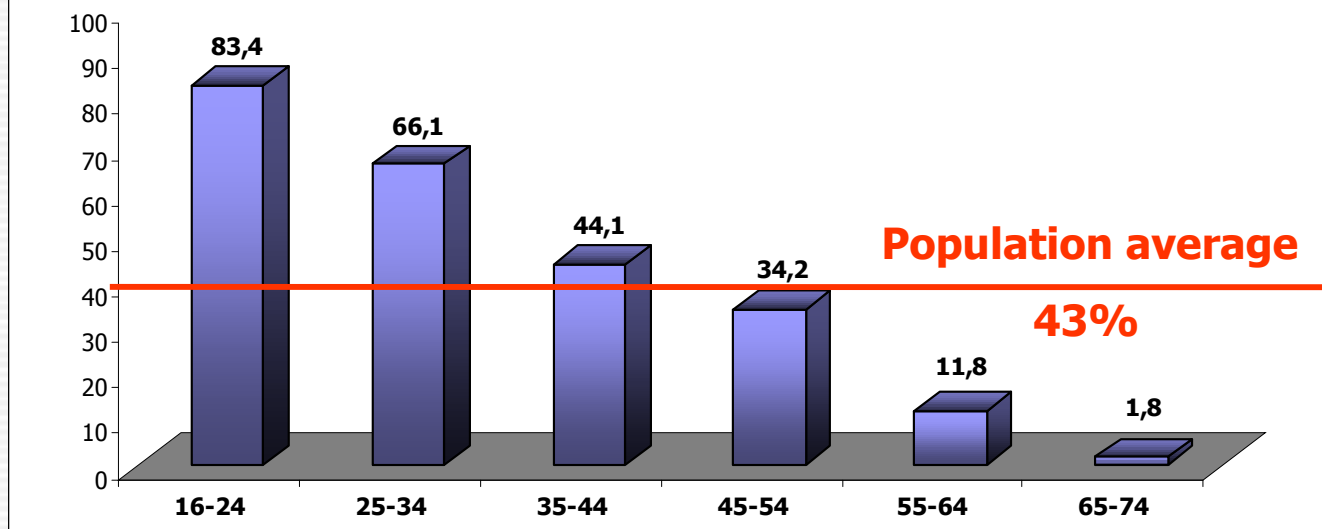
:: **The Internet is becoming a daily routine for majority of users.**

:: **Overall internet usage among Slovene youth is most encouraging – 58% of children use the Internet.**

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Ministry of Information Society

Established 16th January 2001

•**Action plans**

- •eEUROPE 2003+

- •eEUROPE 2005

•**Strategic and Legal Framework**

Strategy of The Republic of Slovenia in Information Society

Strategy of e-Business in local government

Policy of the Government of the RS for the development, introduction and use of open-source software and solutions

Acts:

on Electronic Communications (ZEKom)

on Electronic commerce and electronic signature (ZEPEP-1) + decree

on Author rights (ZASP)

on Protection of personal data (ZVOP)

on Consumer rights (ZVpot)

on Access to public sector information (ZDIJZ) + decree

on Integration of public legal registries (ZPJE)

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Ministry of Information Society
Ministry of Education, Science and Sport

The E-school project
➡ Digital Communication Centre and Education Centre

e šola

:: **Aims:**
- **ensuring free access to ICT for everybody;**
- **empowering the people for successful inclusion in the information society;**
- **improving the rate of digital literacy;**
- **expanding the network of public internet access points;**
- **bridging the digital divide.**
- **fair geographical coverage.**

:: **The E-school:**
- **primary and secondary schools opened to broad public outside teaching hours (15-19h);**
- **ISDN/ADSL connection, avg.10 PCs, software, printer, scanner...financed by MIS /MoESS**
- **mentors providing help;**
- **courses, lectures..**
- **usage is free!**

:: **E-schools – the results**
- **2002: 10 locations -> 38.425 visitors**
- **2003: 22 locations -> 83.758 visitors**
- **2004: 5 more locations**
- **monthly average: 7.000 – 8.000**
- **better ICT equipped schools**
- **e-skills**

E-school = PIAC with added value!

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- ● **2001/02**
- ● **2002/03**
- ● **2003/04**

| **DCC** | **EDUCATION CENTRE** |
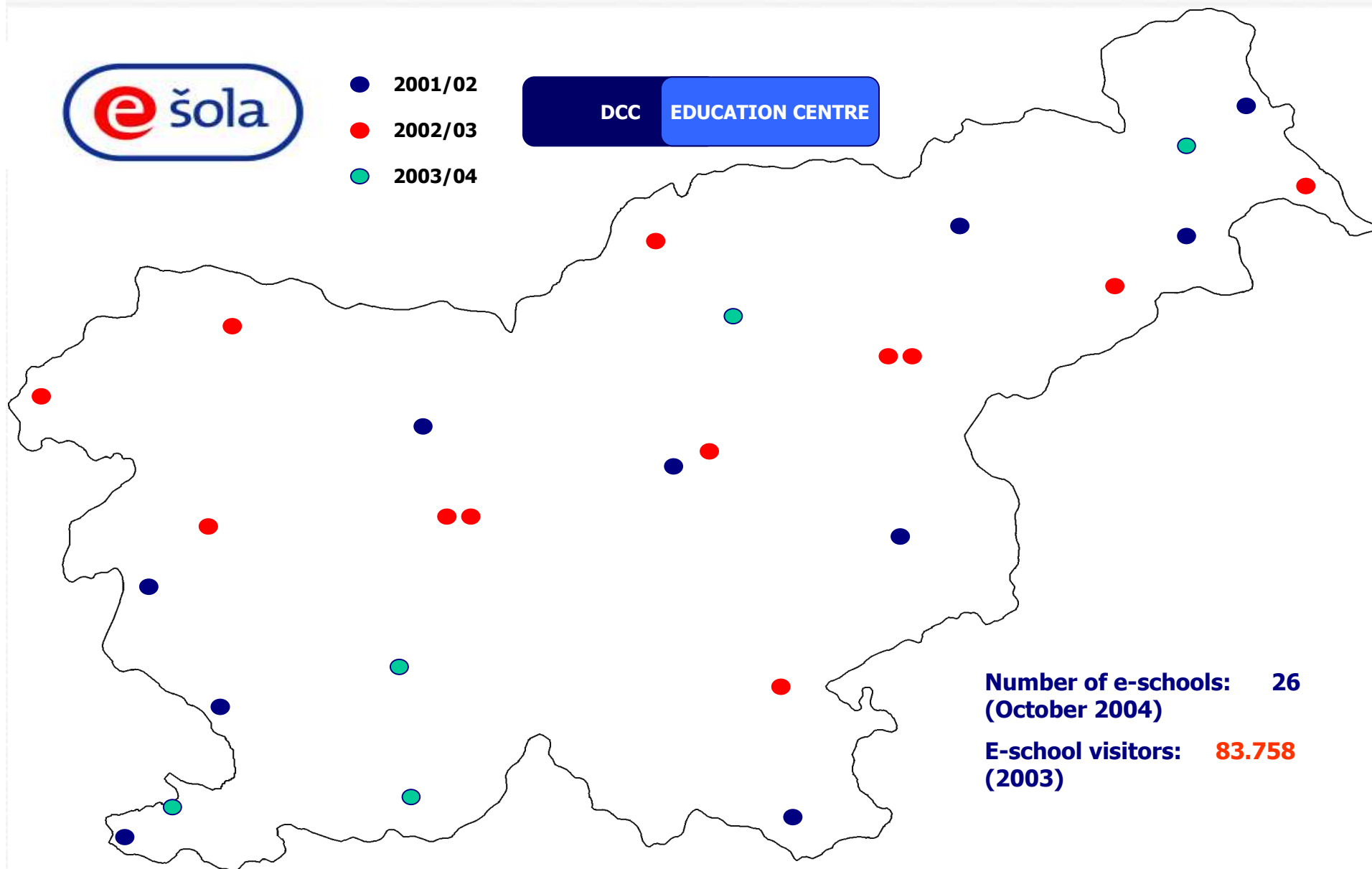
Number of e-schools: 26 (October 2004)

E-school visitors: 83.758 (2003)

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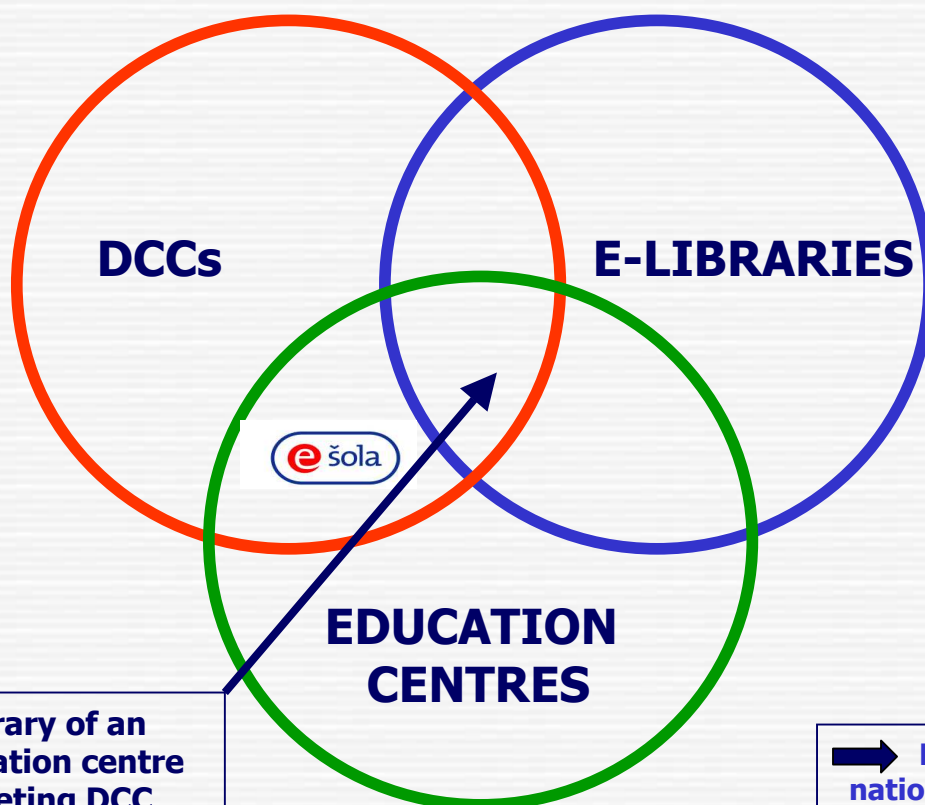
Lessons Learned

- **ensuring equitable and free access is very important at early stages of IS development**
  - **access to infrastructure (electrical, telecom, cable etc.) is fundamental**
  - **PIACs have a vital role (esp. in larger, less densly populated countries)**
  - **schools and libraries have excellent preconditions for becoming DCCs**
  - **connect the libraries and "open up" the schools!**

- **having reached a certain stage of development:**
  - **act towards bridging the digital divide – the three most endangered groups are:**
    - **poorly educated**
    - **low income**
    - **elderly people**
  - **home acccess becomes prevailing, PIACs less visited**
  - **plain public internet points loose on importance (so do the measurements – e.g. eEUROPE 2005)**
  - **added value access centres gain on importance (providing tools AND skills to use them)**
  - **collecting data on usage, skills, impact becomes focal**

Internet users:

at home:	70%
at workplace:	54%
at school:	22%
PIACs:	12%
(e.g.: BG – 46%)	
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only at PIACs:	1%

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PIACs – Open Issues

DCCs

E-LIBRARIES

e šola

EDUCATION CENTRES

library of an education centre meeting DCC minimum requirements

•**Governmental or private PIAC?**

• **too many possibilities!**

    • **e.g gov bought equipment, privately owned location**

    • **associations, donations...etc?**

• **Three-tier PIAC topolgy proposed:**

    • **pure governmental (infoterminals...)**

    • **PPP**   e šola

    • **fully private (cyber-cafés)**

• **Perhaps all in all not that important**

➡ **Brainstorming based on different national/regional experiences needed**

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Benchmarking Experience

- **well-defined PIAC typology is needed**
  - **when is a PIAC governmental/private? -> not that much important**
  - **Regional Workshop 2003 -> usage indicators have been well thought of - > less adequate for small countries (short distances)**
  - **identify areas in need of a PIAC (esp. if no private initatives exist)**
  - **education centres can serve as DCCs**
  - **surveys from private agencies tend to be hgood but grossly uncomparable**
  - **National Statistics Offices offer reliability and comparability but adapt slowly to IT-driven changes**
  - **later on: should we count WLANs as well?**

- **stable and precise definitions are crucial for international comparisons**
  - **main lines per 100 inh. mobile subscribers per 100 inh. internet users per 100 inh. etc.**

- **once DCCs are established -> collect data on:**
  - **reach of a DCC (potential, actual)**
  - **PCs/PIAC**
  - **numbers of visitors**
  - **age and gender distribution**
  - **use of ICT (word processors, spreadsheets, surfing, fun...)**

Age distribution of DCC visitors (an e-school example)

2% 1%
5%
14%

25%

53%

- up to 15
- 15 - 18
- 19 - 30
- 31 - 40
- 41 - 50
- over 50

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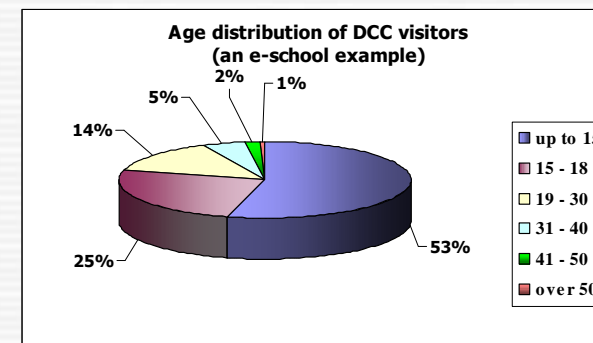
Thank you for your kind attention!

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Ministry of Information Society	**http://mid.gov.si/**
DG Information Society	**http://europa.eu.int/information_society/index_en.htm**
Research on Internet in Slovenia (RIS)	**http://www.sisplet.org/ris/ris/index.php**
SIBIS	**http://www.empirica.biz/sibis/**
eEUROPE+ 2003 benchmarking	
European Ministerial Conference on IS (I)	**http://emcis.gov.si/**
European Ministerial Conference on IS (II)	**http://www.emcis2004.hu/dokk/main/emc/venue**
eEUROPE 2002, 2005 benchmarking	
eEUROPE 2005	**http://europa.eu.int/information_society/eeurope/2005/index_en.htm**
Europe's Information Society	**http://europa.eu.int/information_society/index_en.htm**

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