

ADRETS



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Telecentres – Public Services Relays (PSR)

- Contribution of ICT's to services
- Contribution of services to telecentres

Presentation program

- Who are we ?
- The stakes
- The needs
- The possible answers
- The conditions of success



Who are we ?

An association

Services, territories, associations and persons

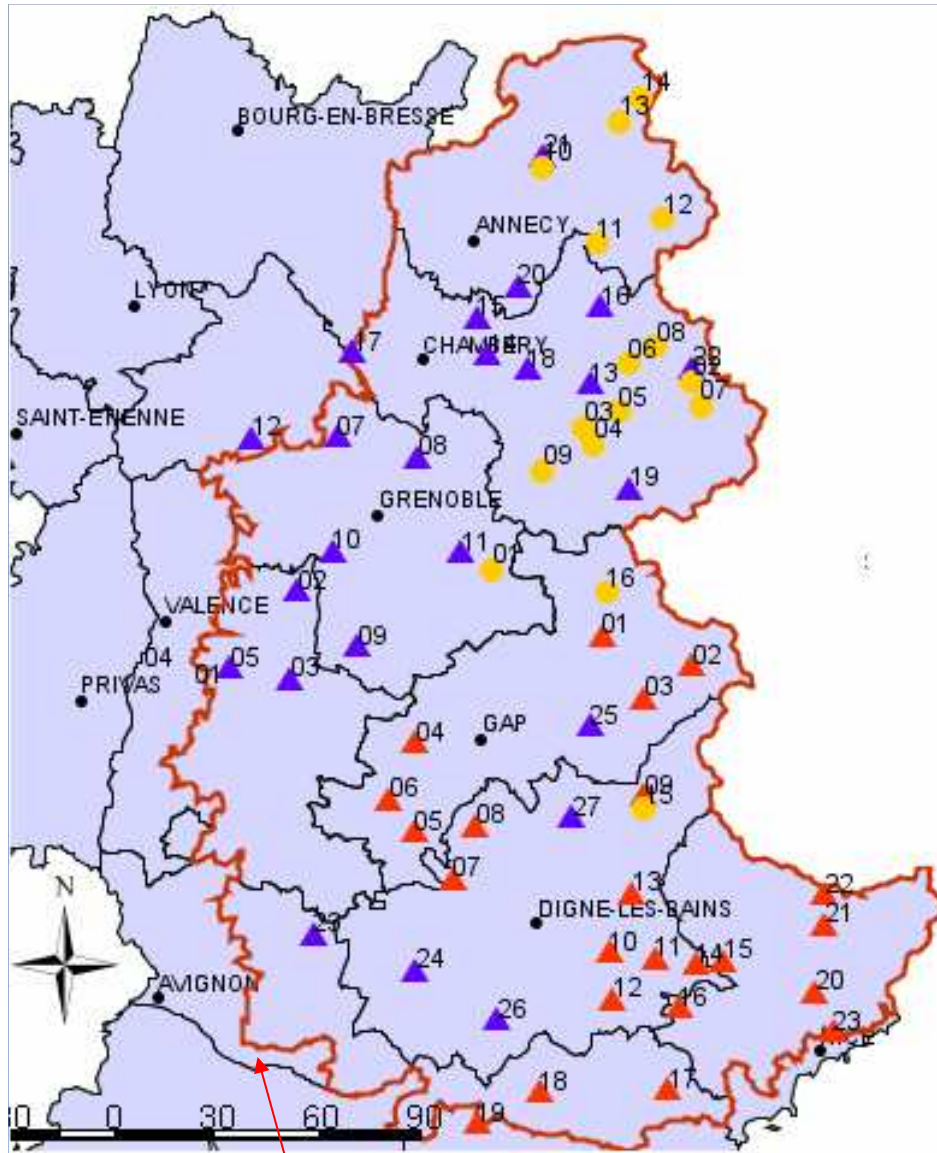
A network of territorial public points

- Methodological accompaniment: diagnosis
- Expertise on services in mountainous areas
- Information spreading and networking
- Surveys and collective experimentations to provide innovative answers to territorial issues
- Analysis, addressing and propositions to persons in charge



ADRETS network

- 65 locations of reception in alpine areas
- 24 PSR in Provence – Alps – Côte d'Azur Region
- Integration in the network of Regional Citizen Internet Centres (ERIC)



- ▲ Multi-functions receptions places
- ▲ Multi-functions receptions places with RSP trademark
- Seasonal workers reception places

Alps massif limits



The stakes

- Develop the quality of services
- Sustainable development
 - Guarantee equal access to services
 - Reduce travelling



Observations of the reality

Unsatisfactory and territorial inequalities

- Services focused in cities centres
- Partitioned services
- Complex services
- Services with a lack of human relations
- Teleservices accessible only to Internet users



The needs

1. A nearby information
2. A cross-cutting information
3. A human accompaniment
4. Free and non profit services
5. Related services
6. Quick access to back offices for specific situations and blockings
7. A non partitioned territorial approach



The answers provided

1. Nearby multi-functions reception places
2. A human accompaniment
 - Mediation and training
3. Access to information's and online services
4. Access to specialists through video-counters
5. Access to e-learning
6. Development of teleconference between partners



The conditions of success

1. Adapted equipment : Teleservices, teleconference
2. Adapted location: Accessibility, privacy, meeting rooms
3. Training of agents: mediation, ICT's and services
4. Partnership : referents, charters, trainings
5. Internal and external organisation:
communications, reception, related services
6. Funding : state, region, local council, local authorities



The levers

Networking activities

- Exchanges and Capitalisation
- Methodological formalisation
- Institutional and political negotiations

to

Invent the services of tomorrow

