Introduction

Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes 5 elements:

1) Affordable, robust broadband internet service
2) Internet-enabled devices that meet the needs of the user
3) Access to digital literacy training
4) Quality technical support
5) Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

What is your organization currently doing to address the 5 elements of digital inclusion?

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Review

5 elements of digital inclusion:

1) affordable, robust broadband internet service

2) internet-enabled devices that meet the needs of the user

3) access to digital literacy training

4) quality technical support

5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration

How might your organization address the 5 elements of digital inclusion differently in the future?

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