
THE DIGITAL DIVIDE IN FOCUS

Innovative Solutions for Ashfield City

BACKGROUND

STRUGGLES

- **Economic Barriers**
 - **Educational disparities**
 - **Employment Barriers**
 - **Difficulty navigating essential services**
-

SYSTEMS THINKING

Conceptualising digital inclusion as a system

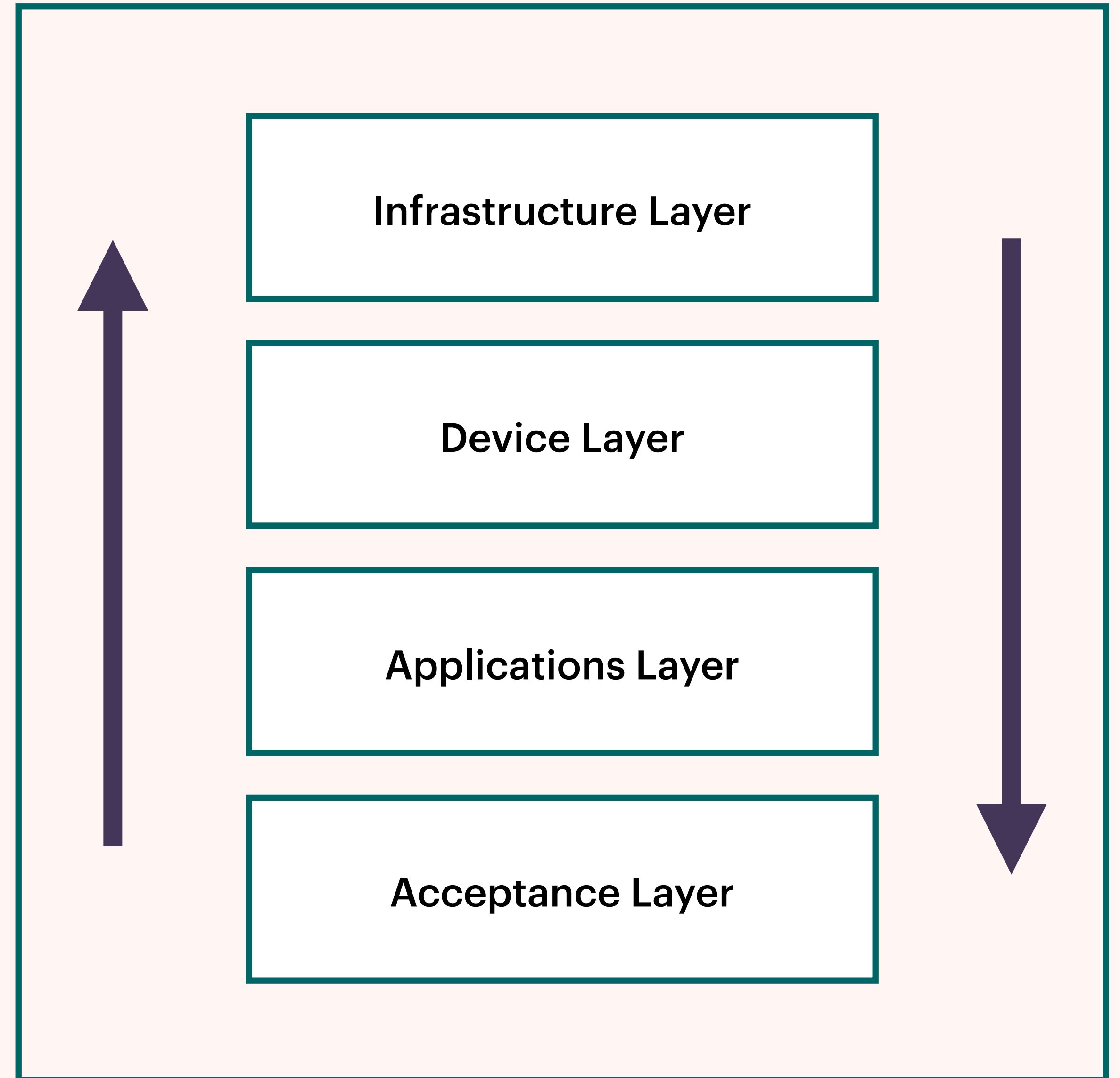
“By recognizing the existence of systems and applying specific skills to them, it is possible to resolve difficult problems that were previously intractable.”

–Ross D. Arnold (2021)

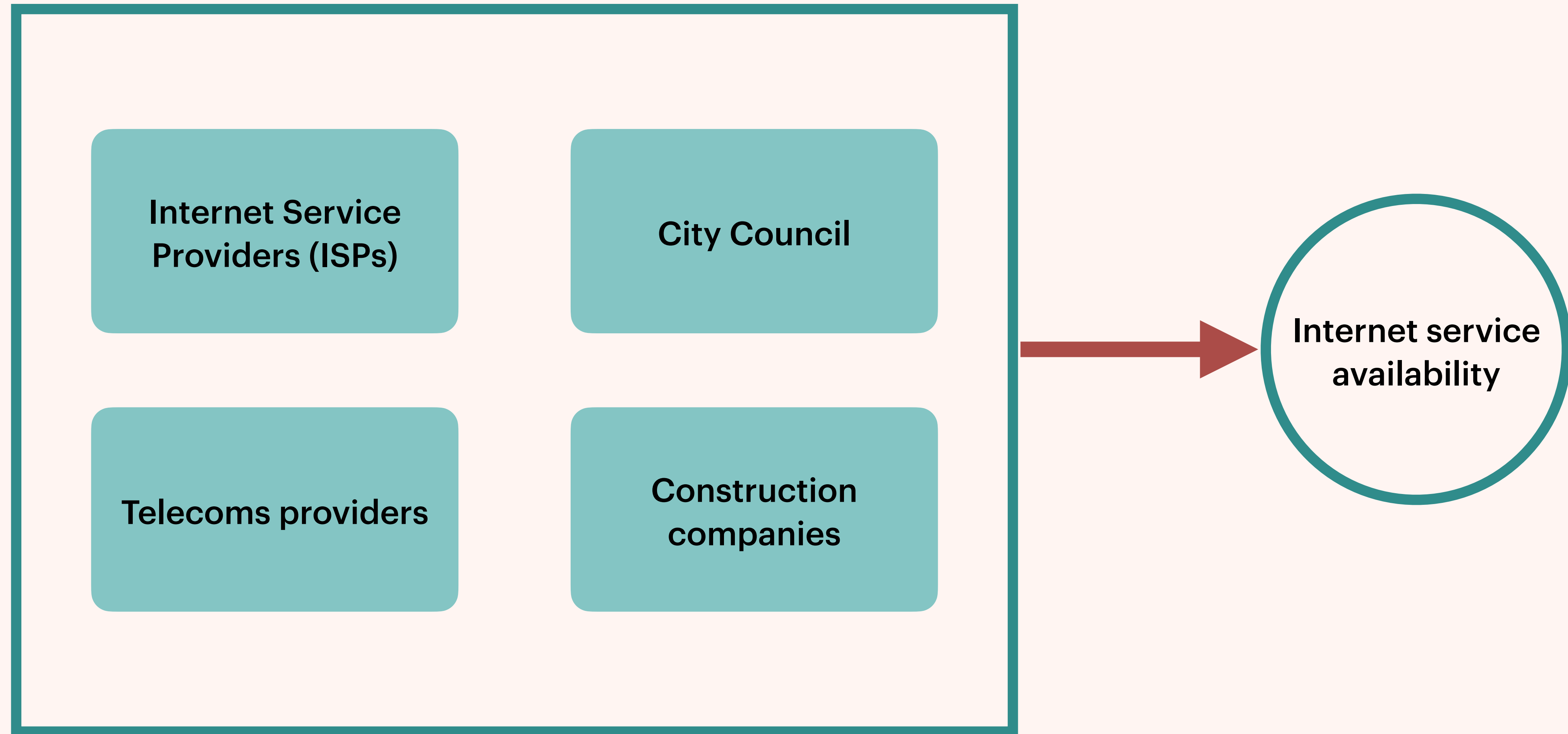
IDAA MODEL

Singla, A. (2022). Systems Thinking Applied to Digital Divide. MIT theses.

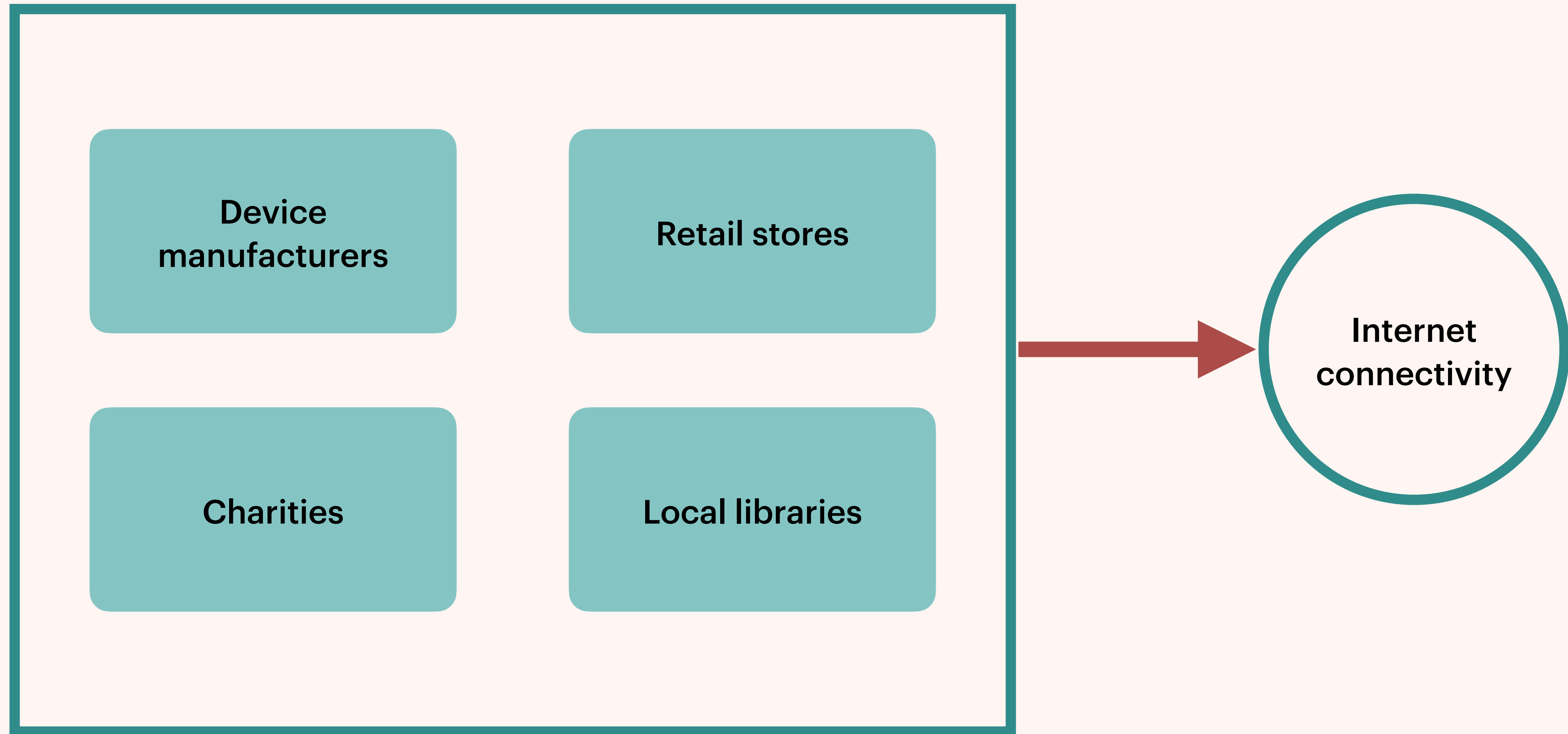
- **Conceptualise digital inclusion as a system consisting of 4 “layers”.**
- **Identify the key stakeholders within each layer.**
- **Analyse each layer to find opportunities for better collaboration among stakeholders that will lead to greater digital inclusion.**



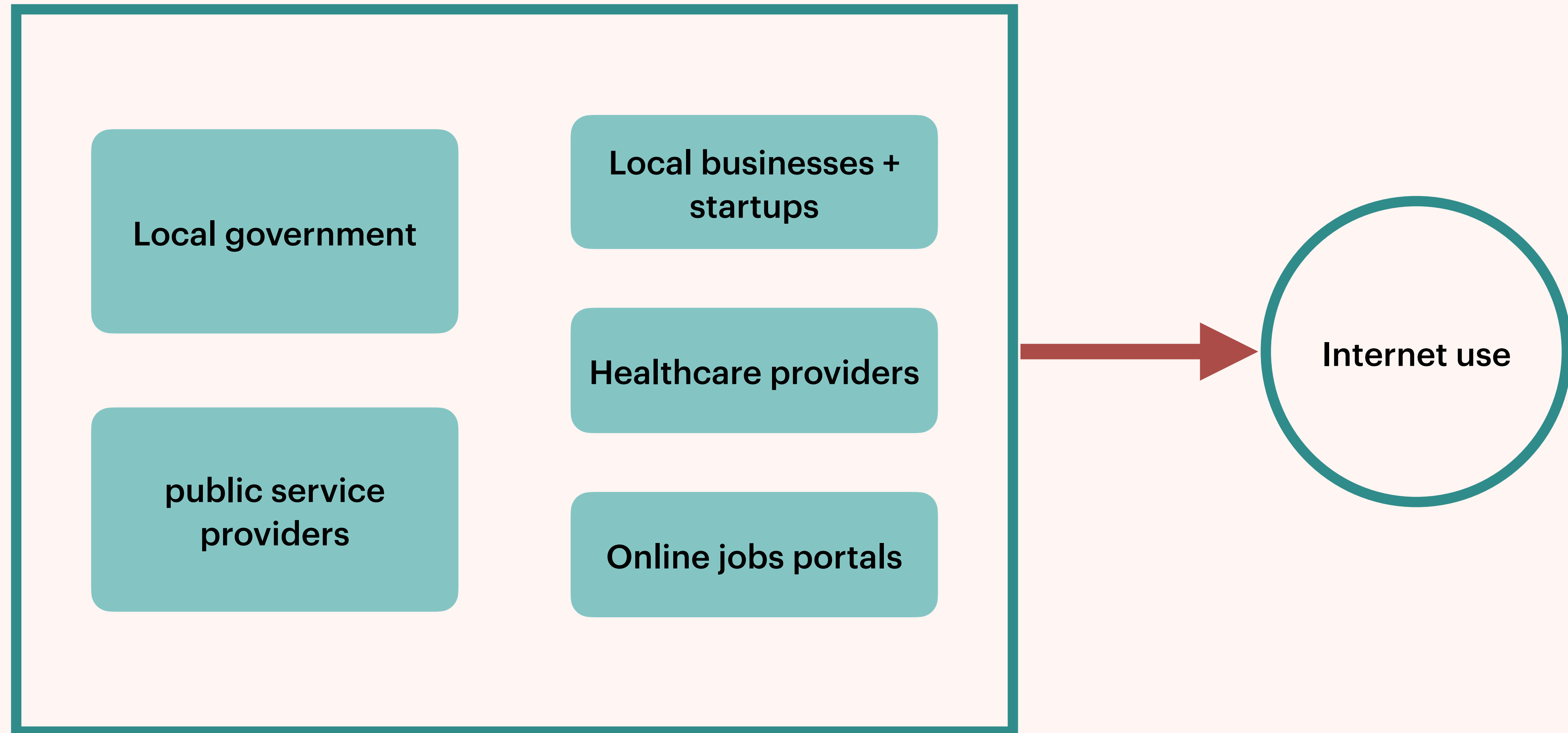
INFRASTRUCTURE LAYER



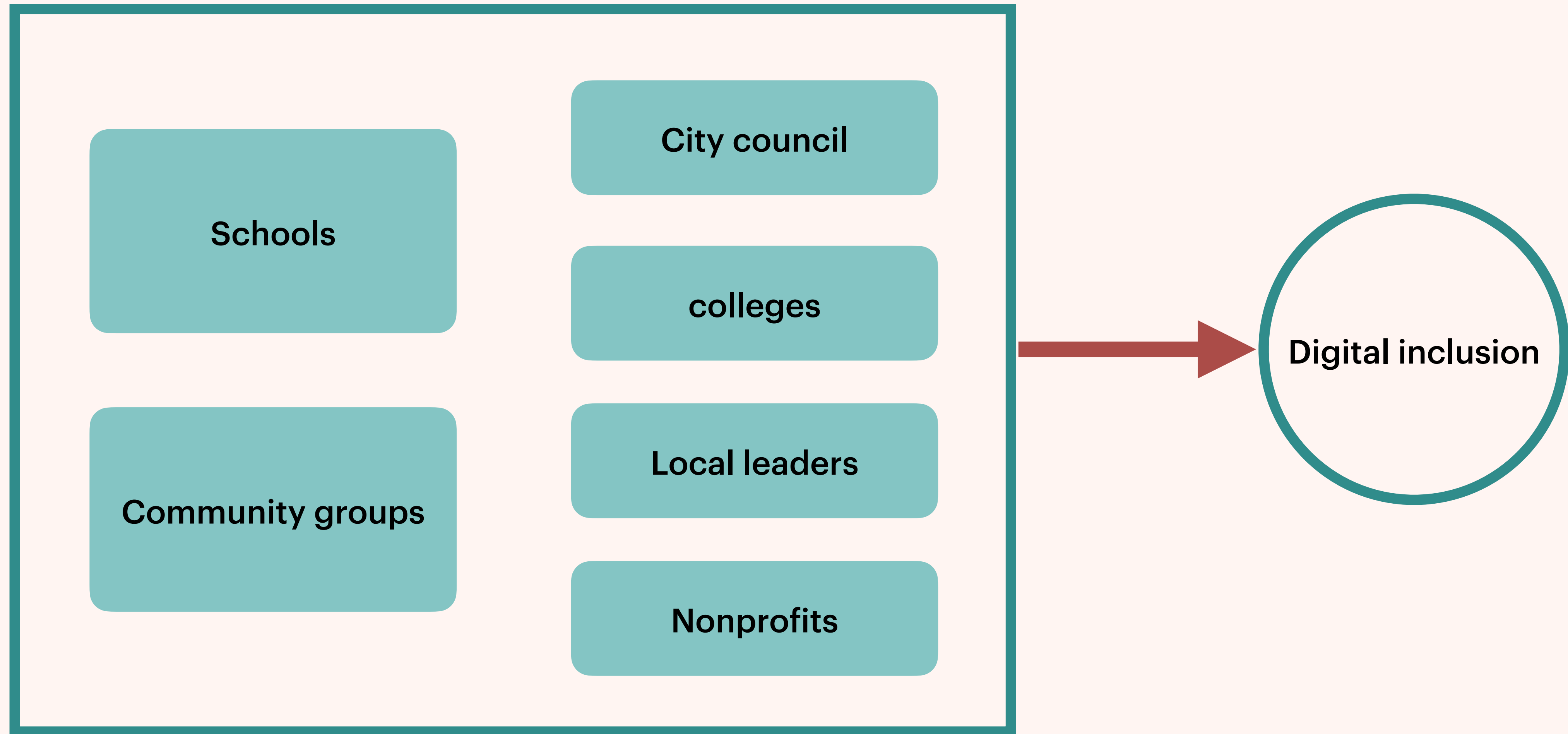
DEVICE LAYER



APPLICATIONS LAYER



ACCEPTANCE LAYER



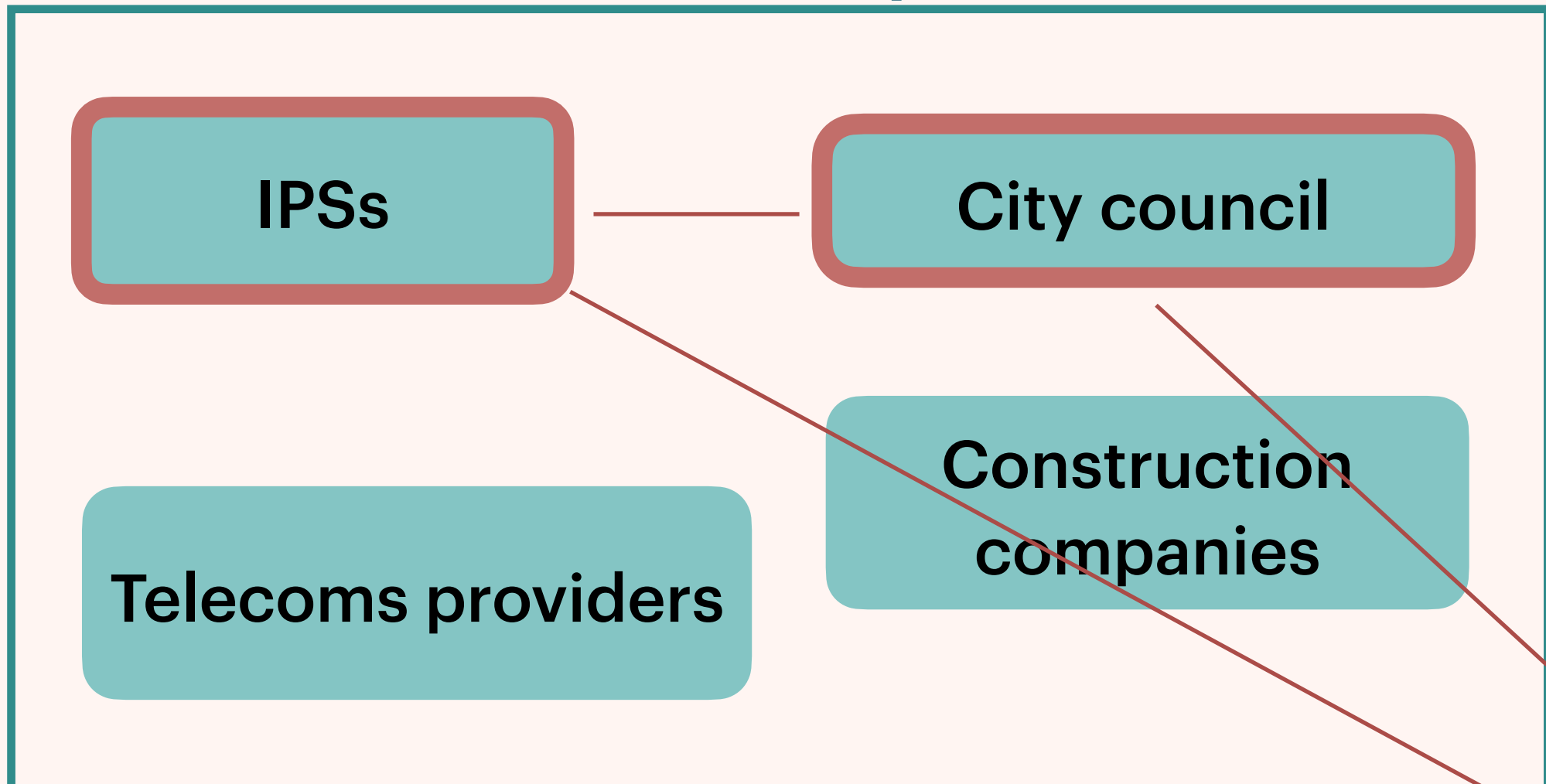
CATWOE ANALYSIS

Customers / **A**ctors / **T**ransformation / **W**orldview / **O**wners / **E**nvironmental constraints

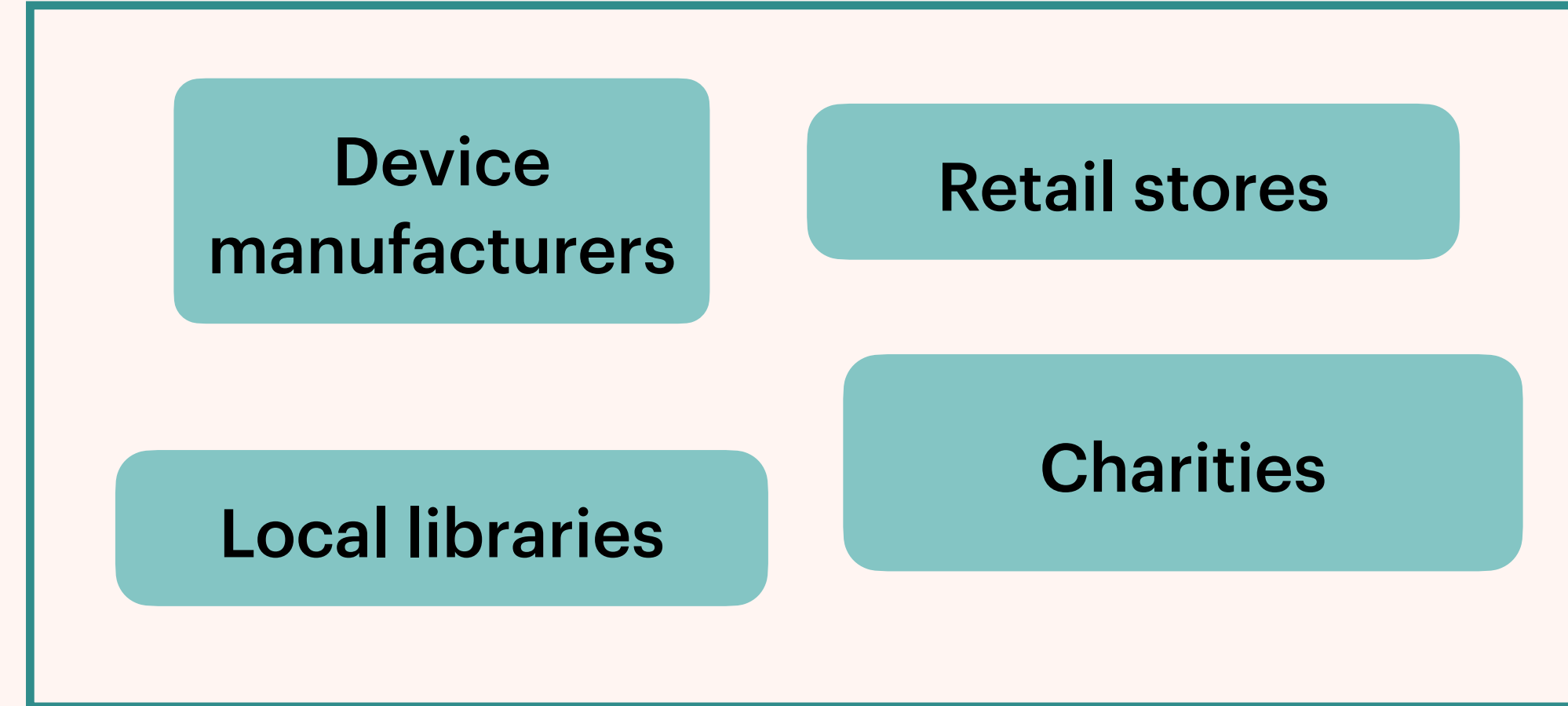
C	Low-income families and individuals who suffer from digital exclusion.
A	Local authorities, schools, businesses, and charities providing solutions.
T	Transforming the community's digital literacy and access.
W	The belief that digital inclusion is necessary for equitable social and economic participation.
O	Ashfield City Council or other governing bodies responsible for implementing policies.
E	Economic limitations, availability of resources, and cultural factors that impact adoption of digital solutions.

INNOVATIVE SOLUTIONS

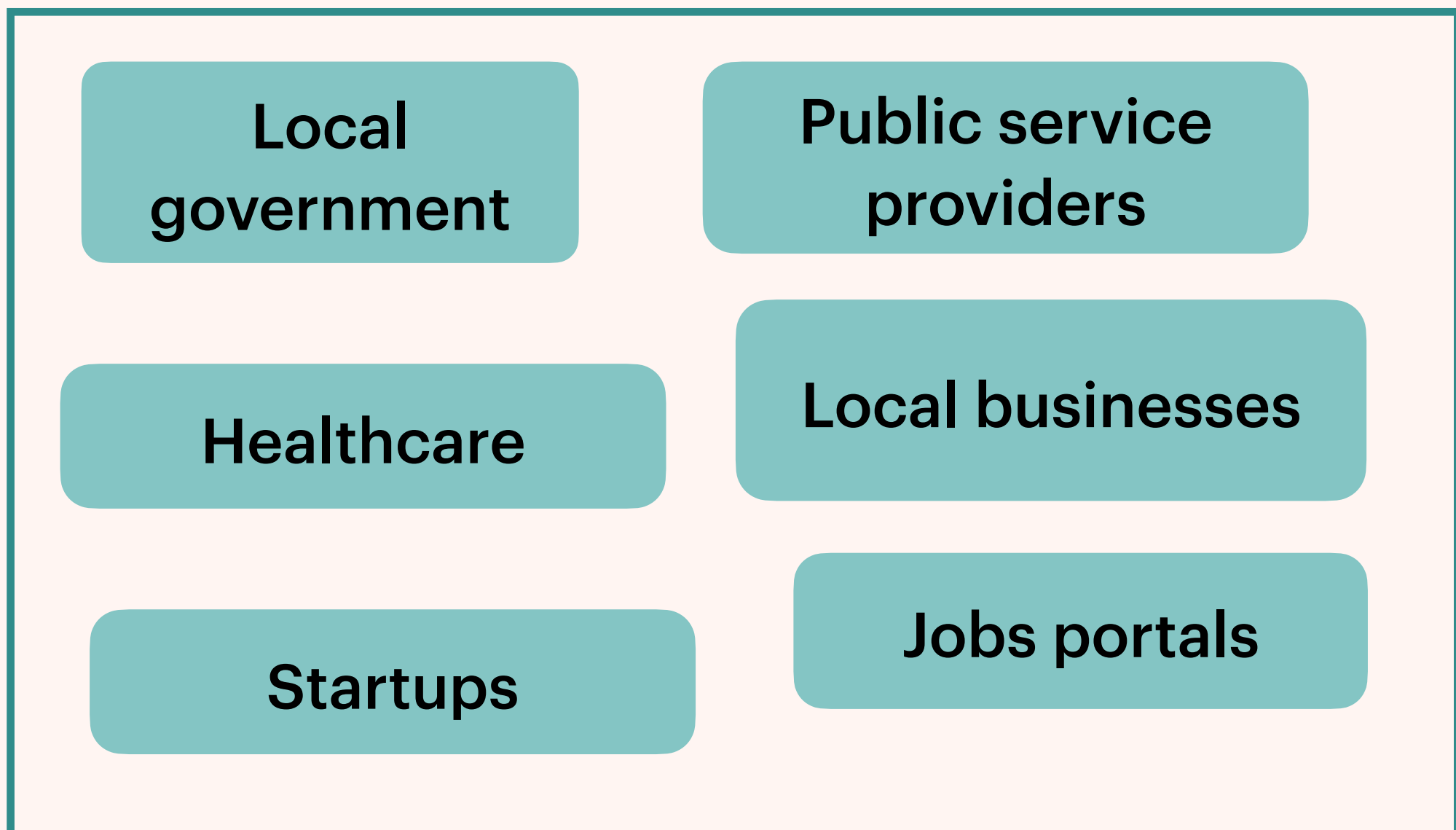
Infrastructure layer



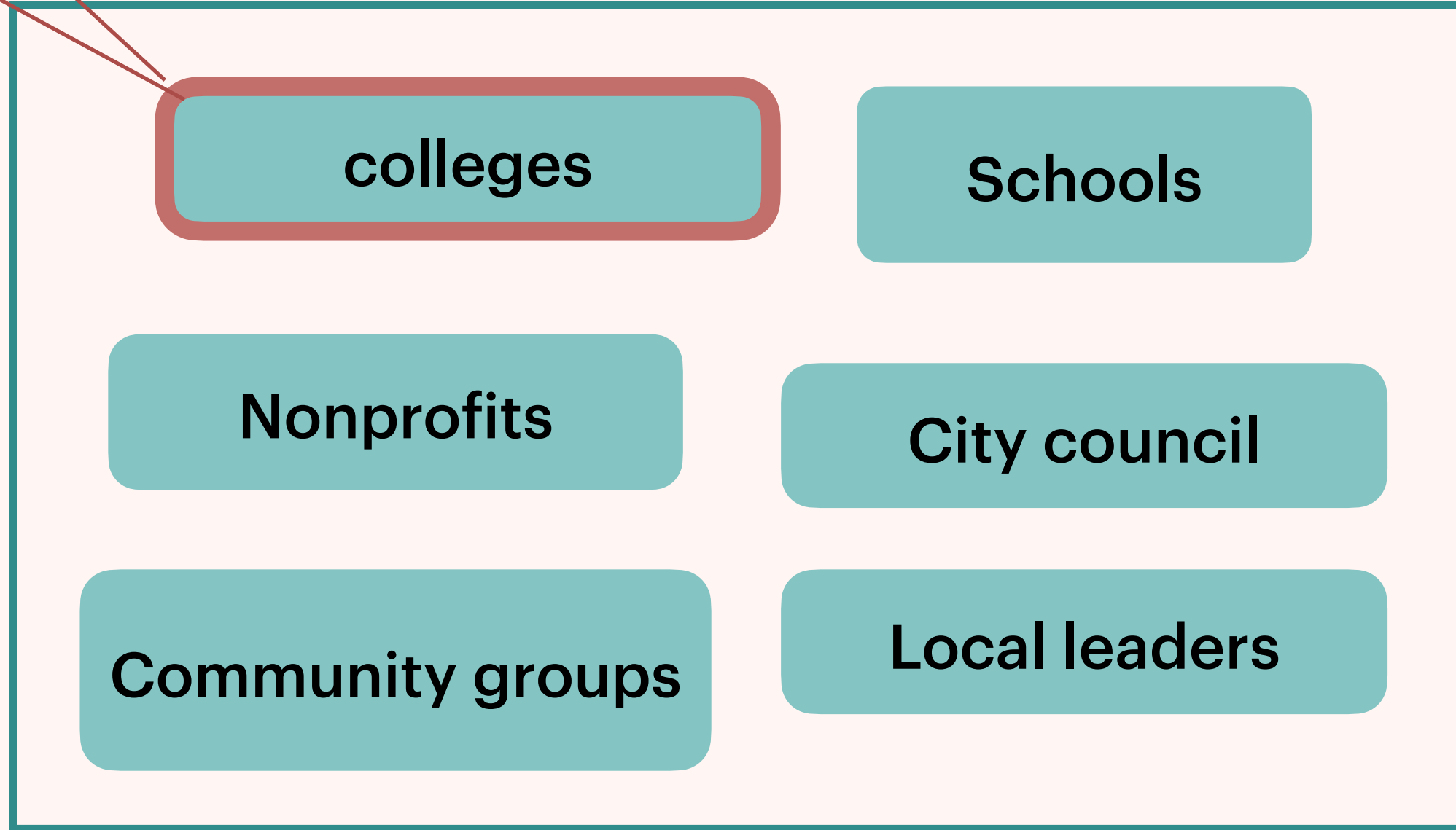
Device layer



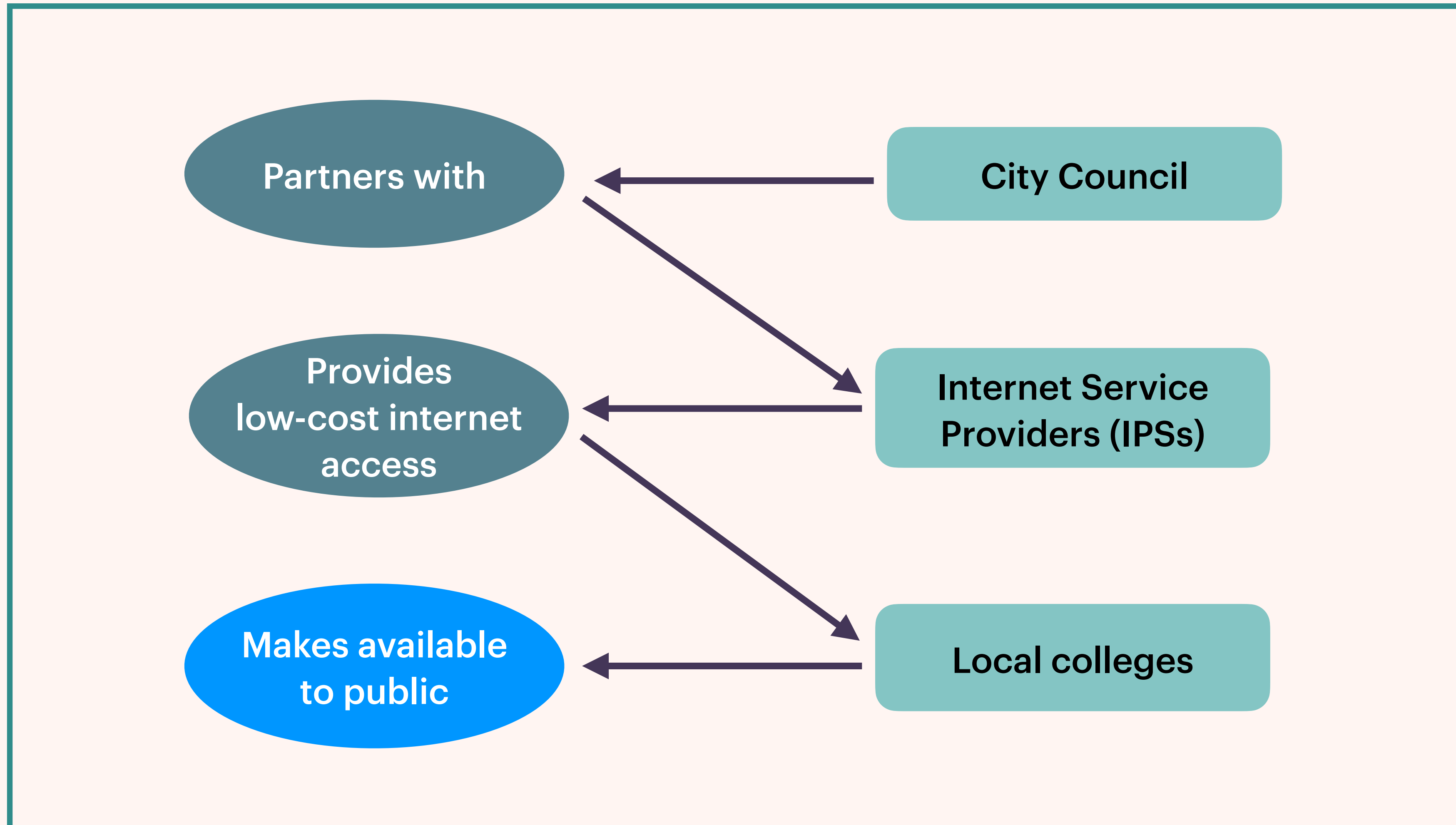
Applications layer



Acceptance layer



PUBLIC WIFI HUBS





ELSEVIER

Telecommunications Policy

Volume 33, Issues 10–11, November–December 2009, Pages 596–610



Disparities in ICT adoption: A multidimensional approach to study the cross-country digital divide

Margarita Billon ^a  , Rocio Marco ^b , Fernando Lera-Lopez ^c 

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“...public access facilities, and Internet cafes might be complementary and non-expensive actions to promote low-cost ICT use.”

Margarita Billon, Rocio Marco, Fernando Lera-Lopez, Disparities in ICT adoption: A multidimensional approach to study the cross-country digital divide, Telecommunications Policy, Volume 33, Issues 10–11, 2009, Pages 596–610.

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Welcome

Industry Canada's Community Access Program (CAP) gives thousands of Canadians affordable access to the Internet in places like schools, community centres and libraries. It provides access to those people who might not have computers or Internet access in their homes or workplaces.

Please choose one of the links below to learn more about CAP!

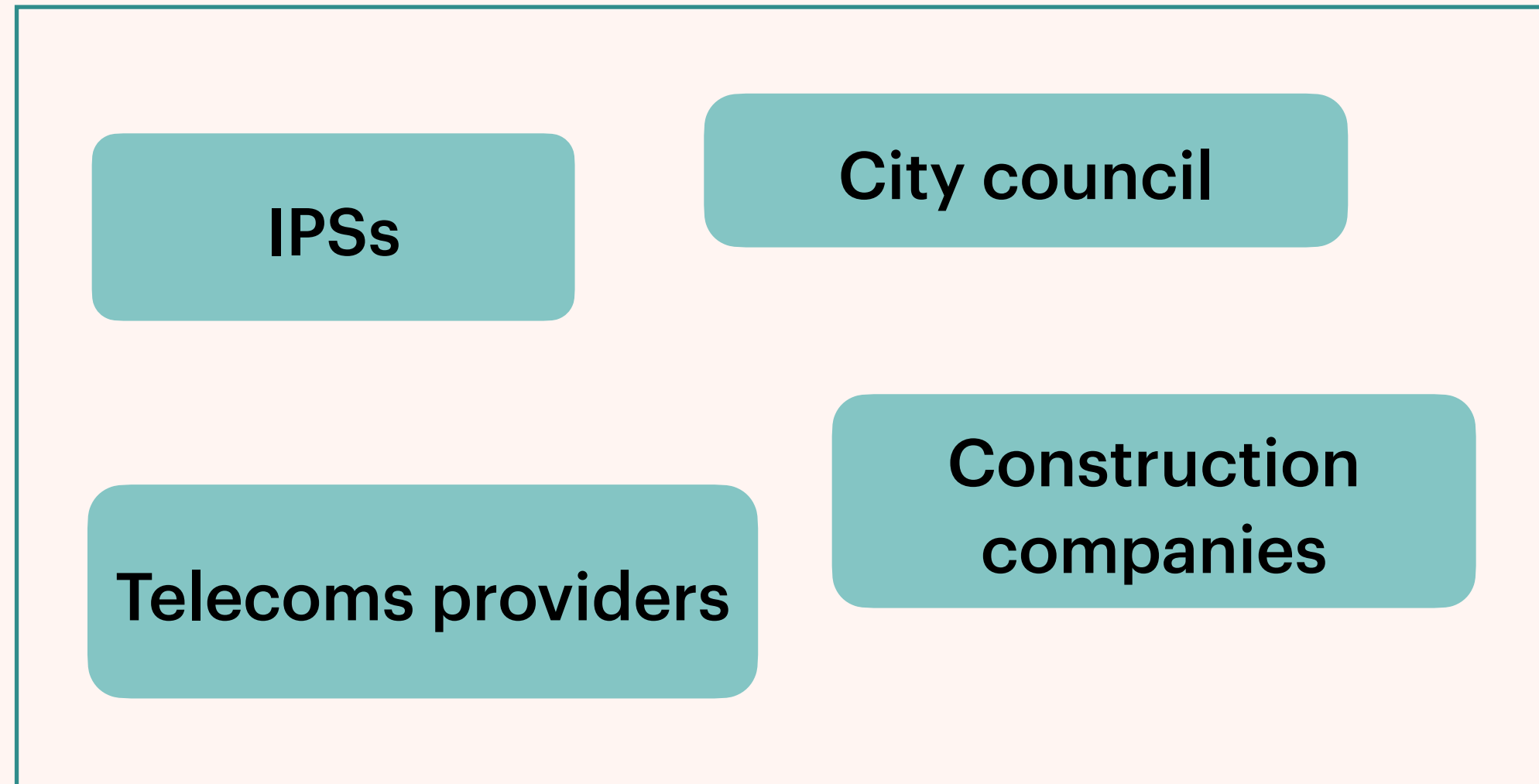
- [About CAP](#)
- [FIND A CAP SITE](#) (The provincial names listed below link

<https://web.archive.org/web/20080503184607/http://cap.ic.gc.ca/pub/index.html?iin.lang=en>

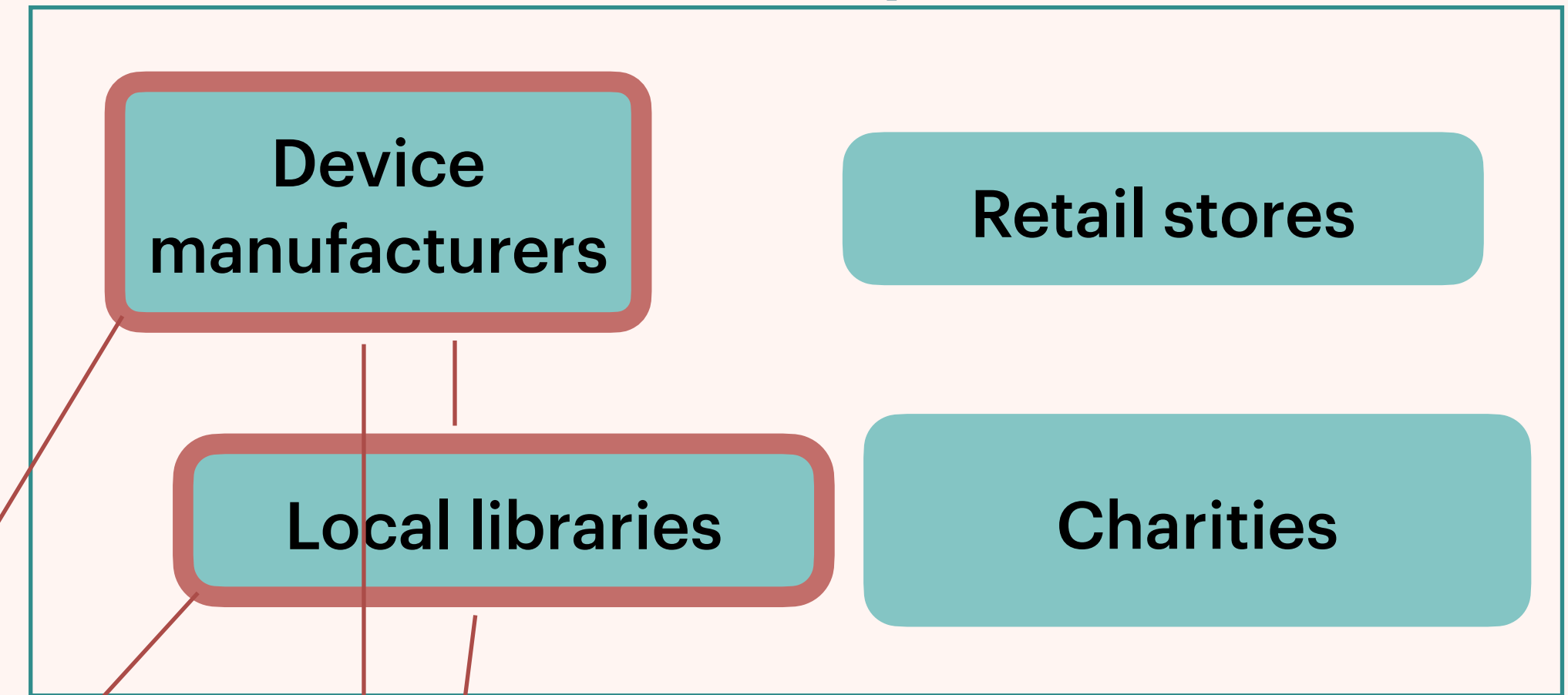
“The ultimate outcomes intended by CAP activities have included strengthened Information Communications Technology (ICT) infrastructure, knowledge and use.”

Final Evaluation of the Community Access Program (CAP). Government of Canada. <https://ised-isde.canada.ca/site/audits-evaluations/en/evaluation-reports/final-evaluation-community-access-program-cap>

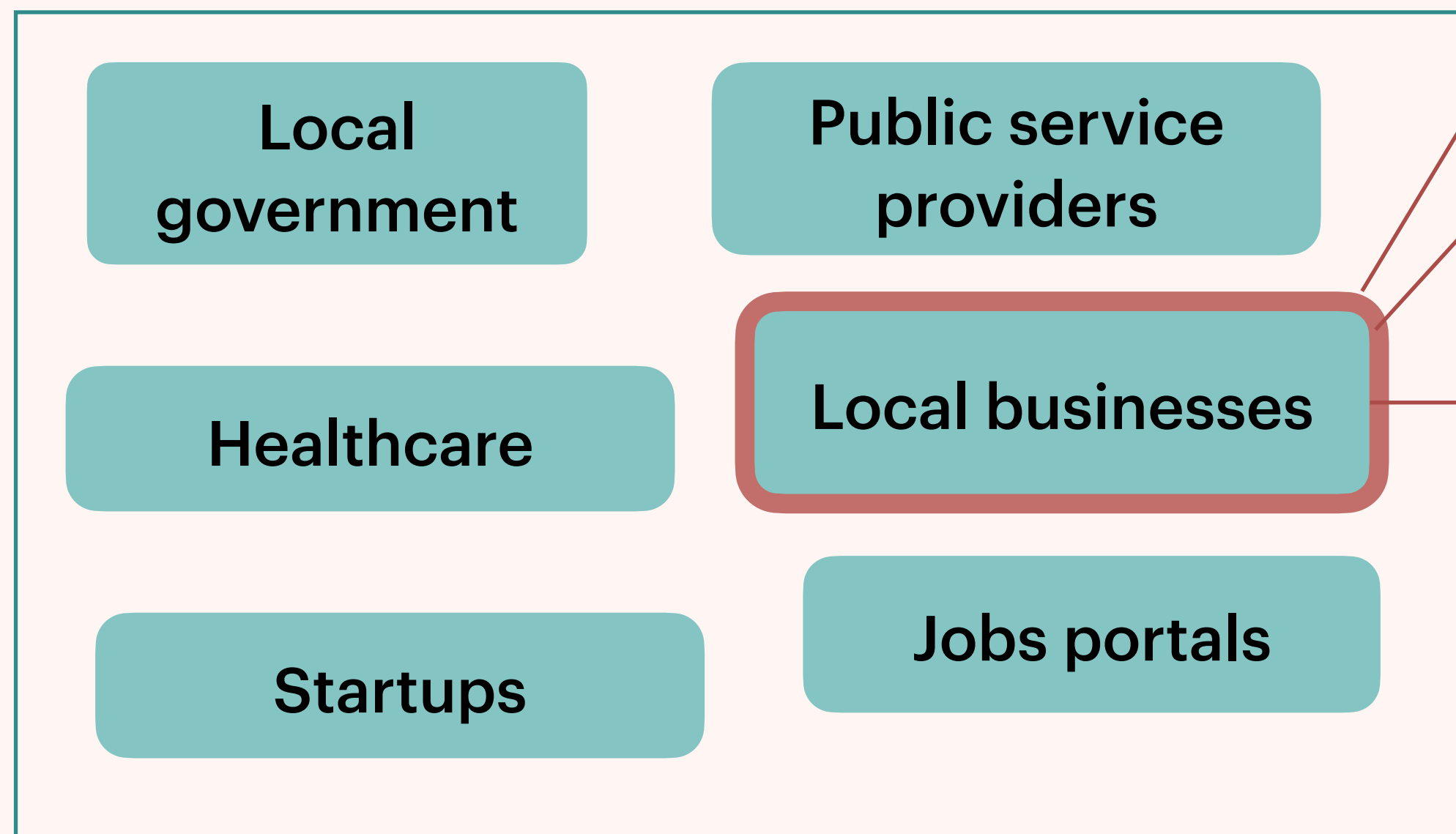
Infrastructure layer



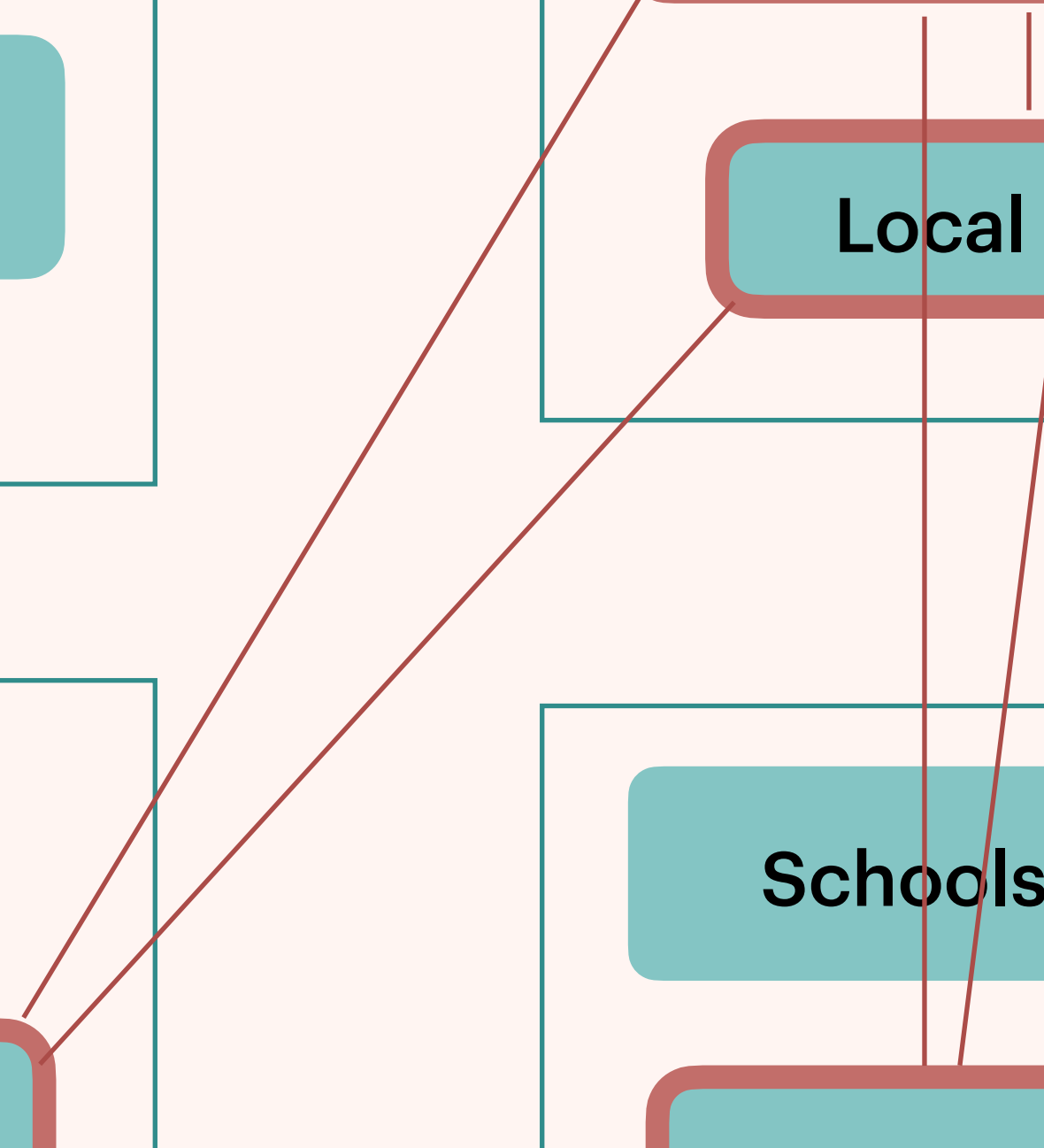
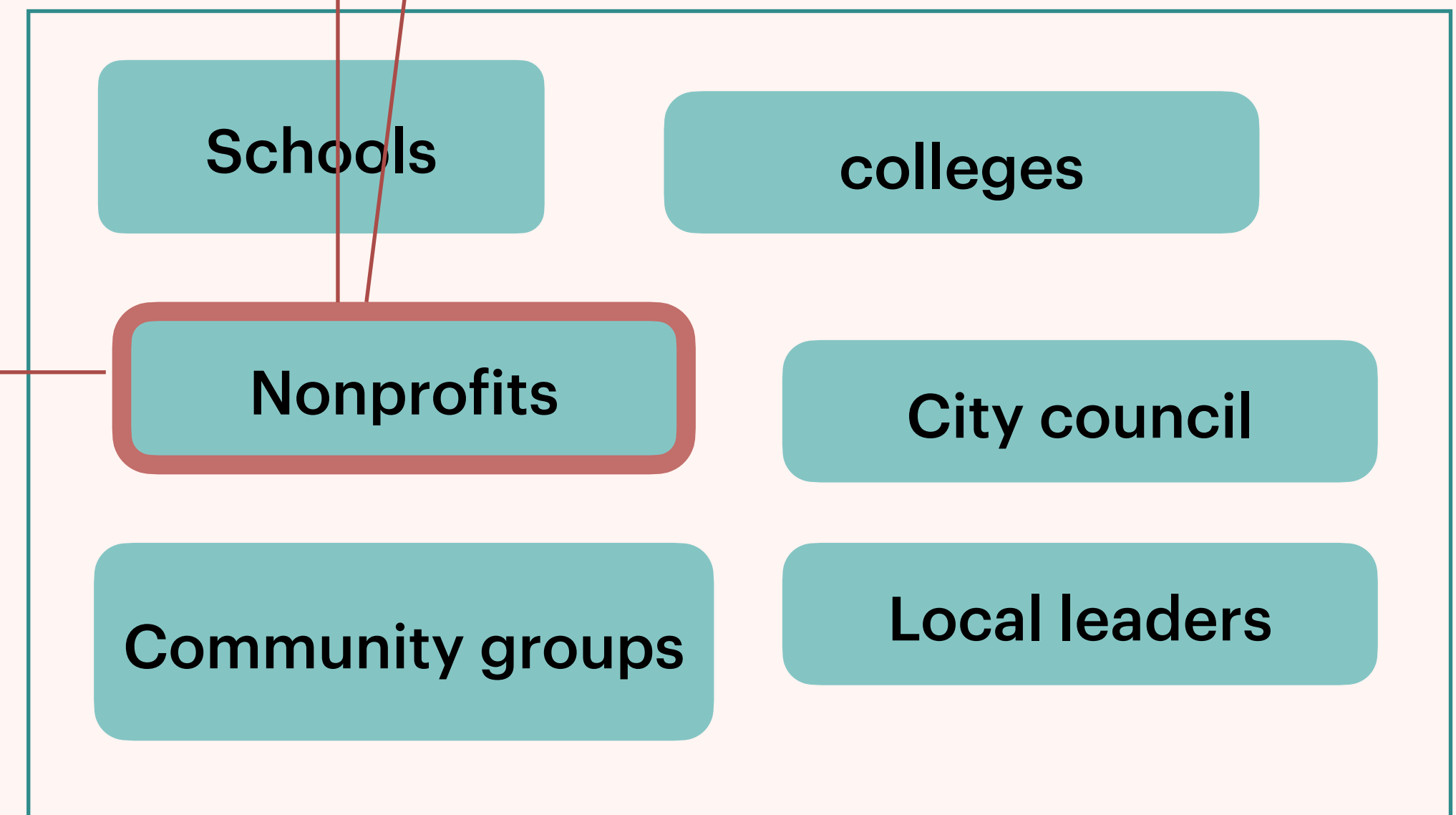
Device layer



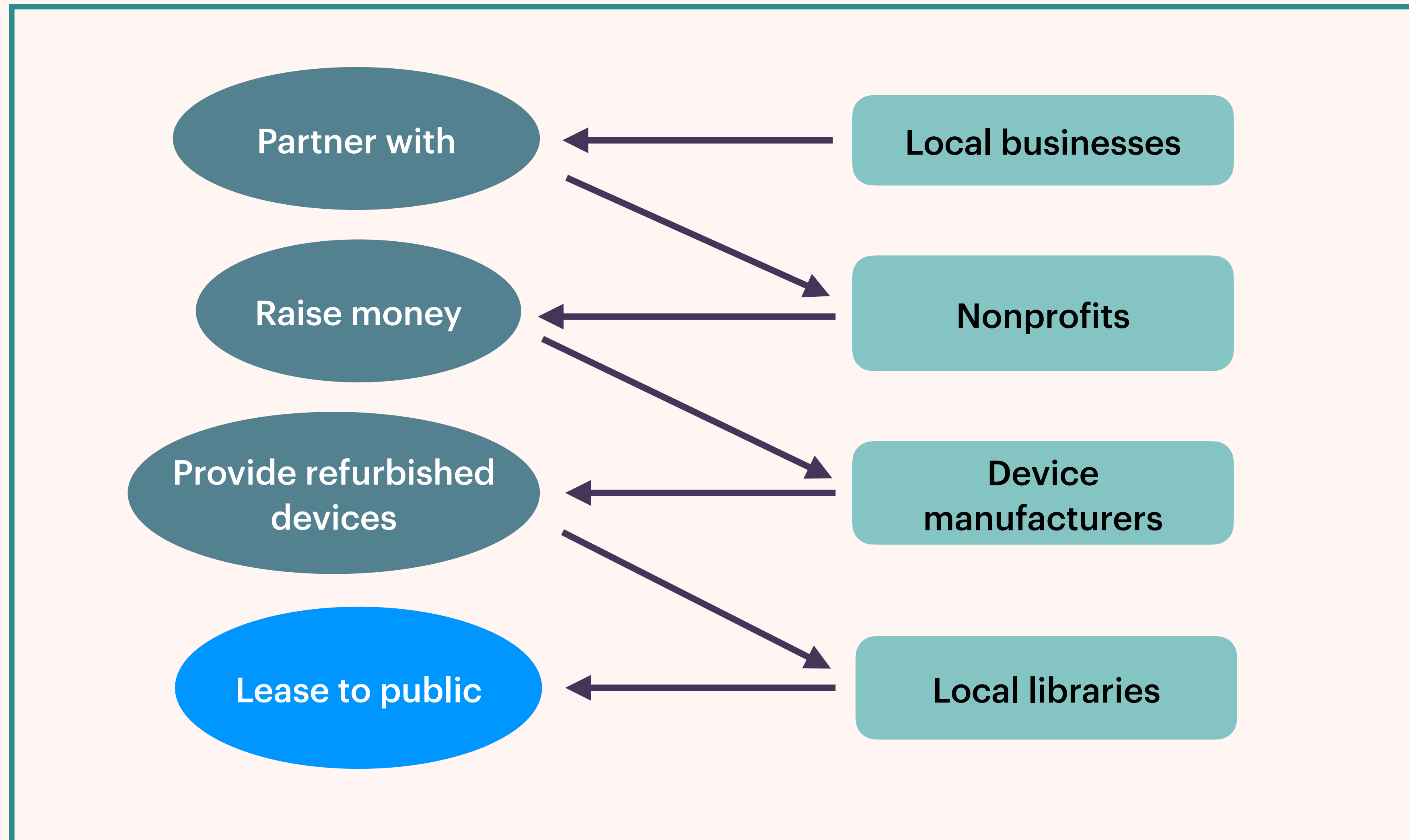
Applications layer



Acceptance layer



DEVICE ACCESS PROGRAM



Connecting Communities Digital Access Program

[Home](#) / [Grants & Funding](#) / [Monetary Grants](#) / [Connecting Communities Digital Access Program](#)

The Idaho Commission for Libraries (ICfL) is pleased to announce the Connecting Communities Digital Access Grant, an initiative designed to bridge the digital divide that limits many Idaho residents from accessing essential technology resources.



The Connecting Communities Digital Access Grant provides laptops and accessories to eligible entities across Idaho to enhance digital inclusion, equity, and literacy efforts.

Subgrantees will connect with groups or individuals who will benefit from increased access to internet-enabled devices and digital literacy training. Additionally, participating subgrantees have the option to establish or expand partnerships with community organizations to identify their communities' unique digital access needs and use technology to target those needs.

Further, subgrantees must work with individuals from any of the eight covered populations, as identified in the Infrastructure Investment and Jobs Act of 2021. These individuals include – households with incomes below 150% of the poverty level, seniors, incarcerated individuals, veterans, individuals with disabilities, those facing language barriers, members of racial and ethnic minority groups, and residents of rural areas.

Program Goals:

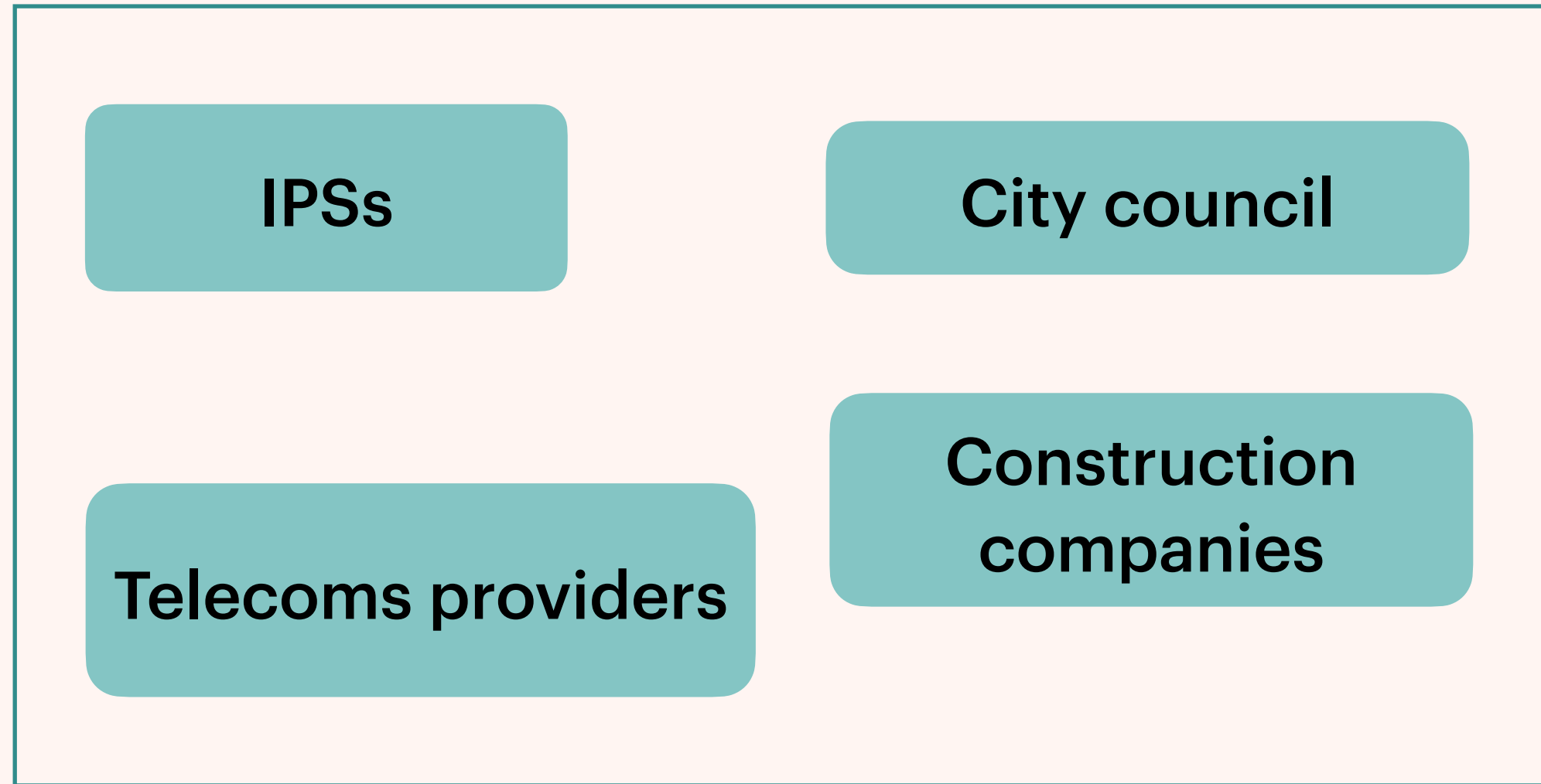
1. **Enhance Digital Inclusion:** Increase broadband adoption, digital skills, cybersecurity awareness, and access to technical support and devices among the covered populations.
2. **Strengthen Institutional Capacity:** Build the capacity of subgrantees to better serve their communities through staff participation in an ICfL learning cohort focused on digital inclusion and equity.
3. **Foster Community Engagement:** Support grantees and covered populations in achieving objectives related to civic and social engagement, economic and workforce development, education, health, and the delivery of essential services.

Digital Access Objectives:

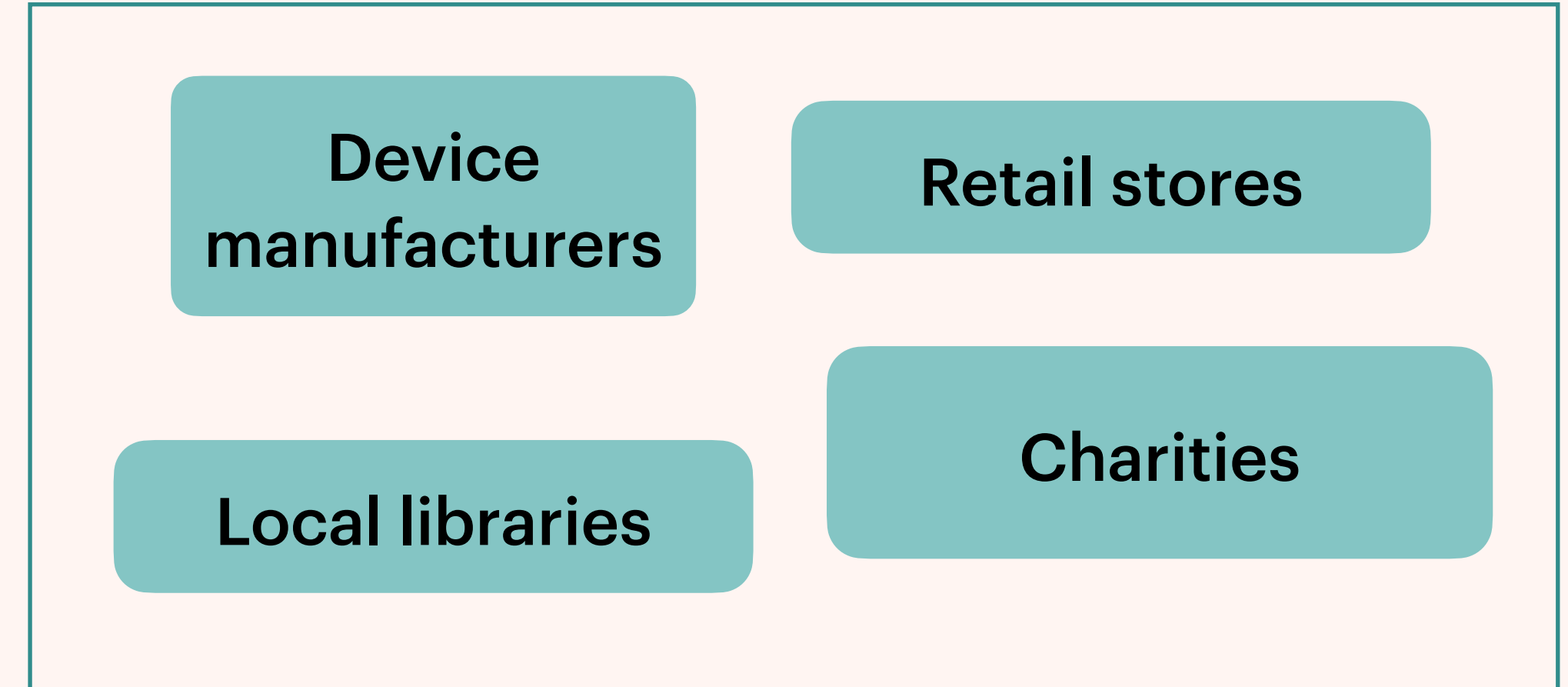
“The Connecting Communities Digital Access Grant provides laptops and accessories to eligible entities across Idaho to enhance digital inclusion, equity, and literacy efforts.”

Connecting Communities Digital Access Program. Idaho Commission for Libraries.
<https://libraries.idaho.gov/grants-funding/monetary-grants/connecting-communities/>

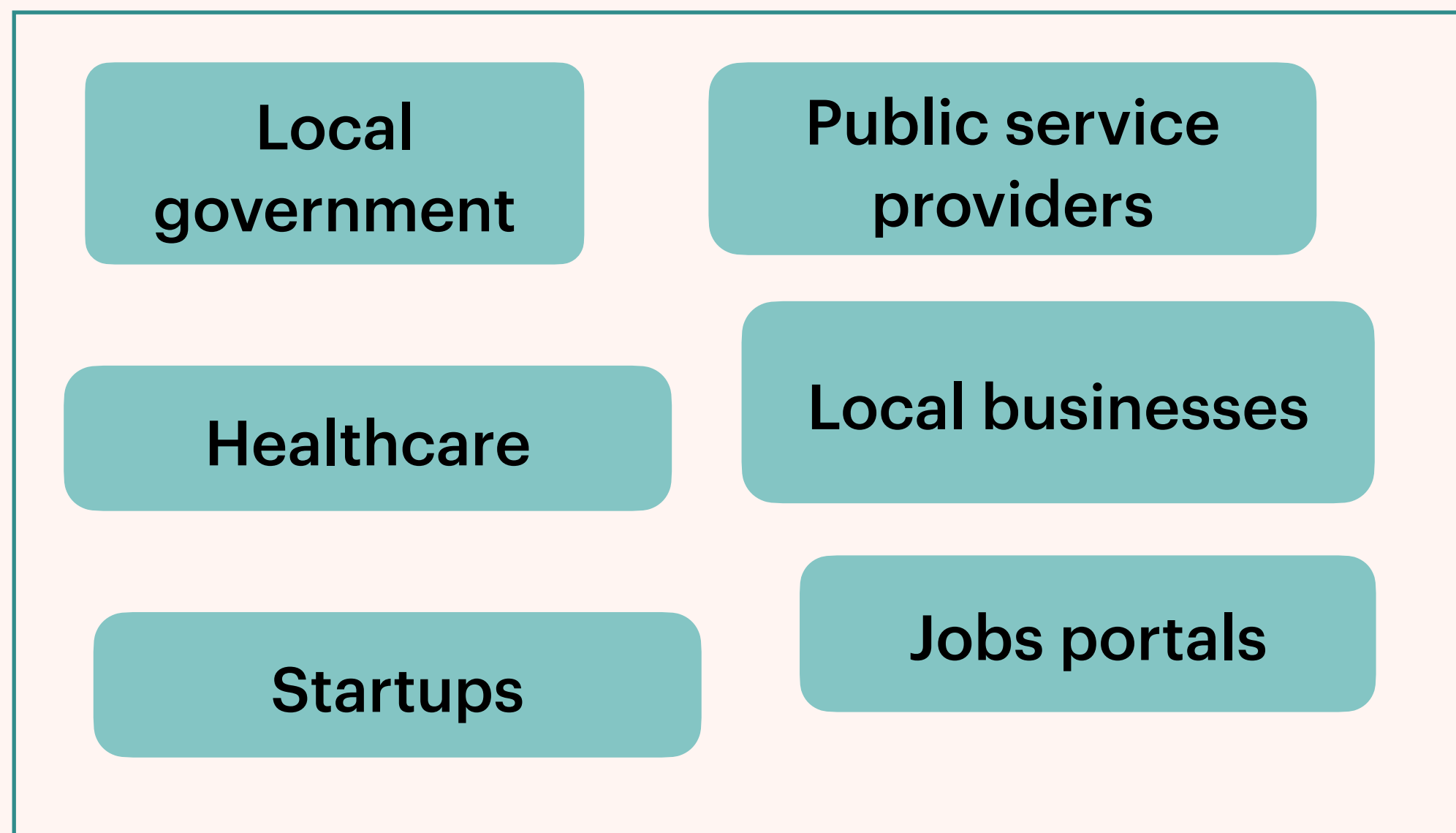
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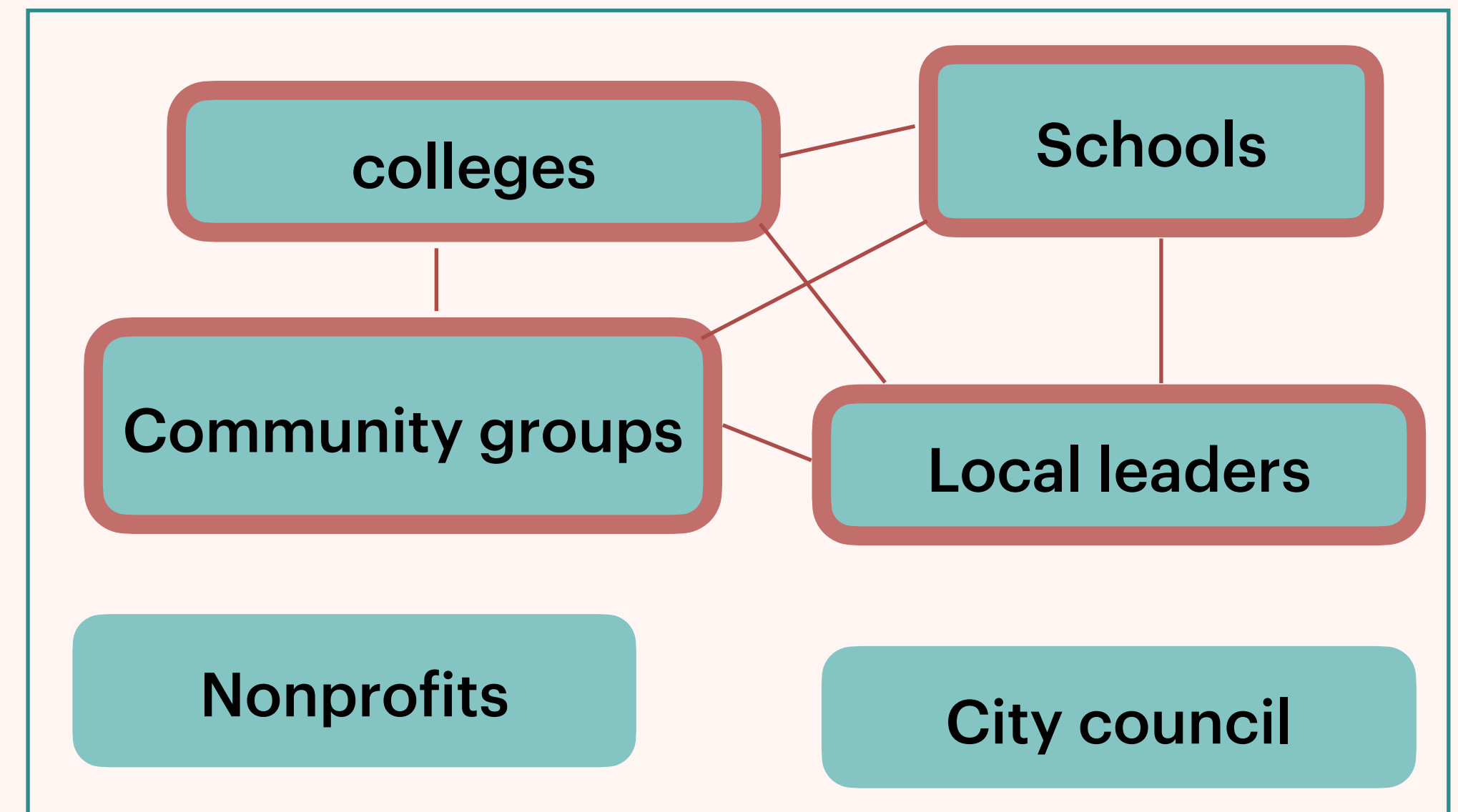
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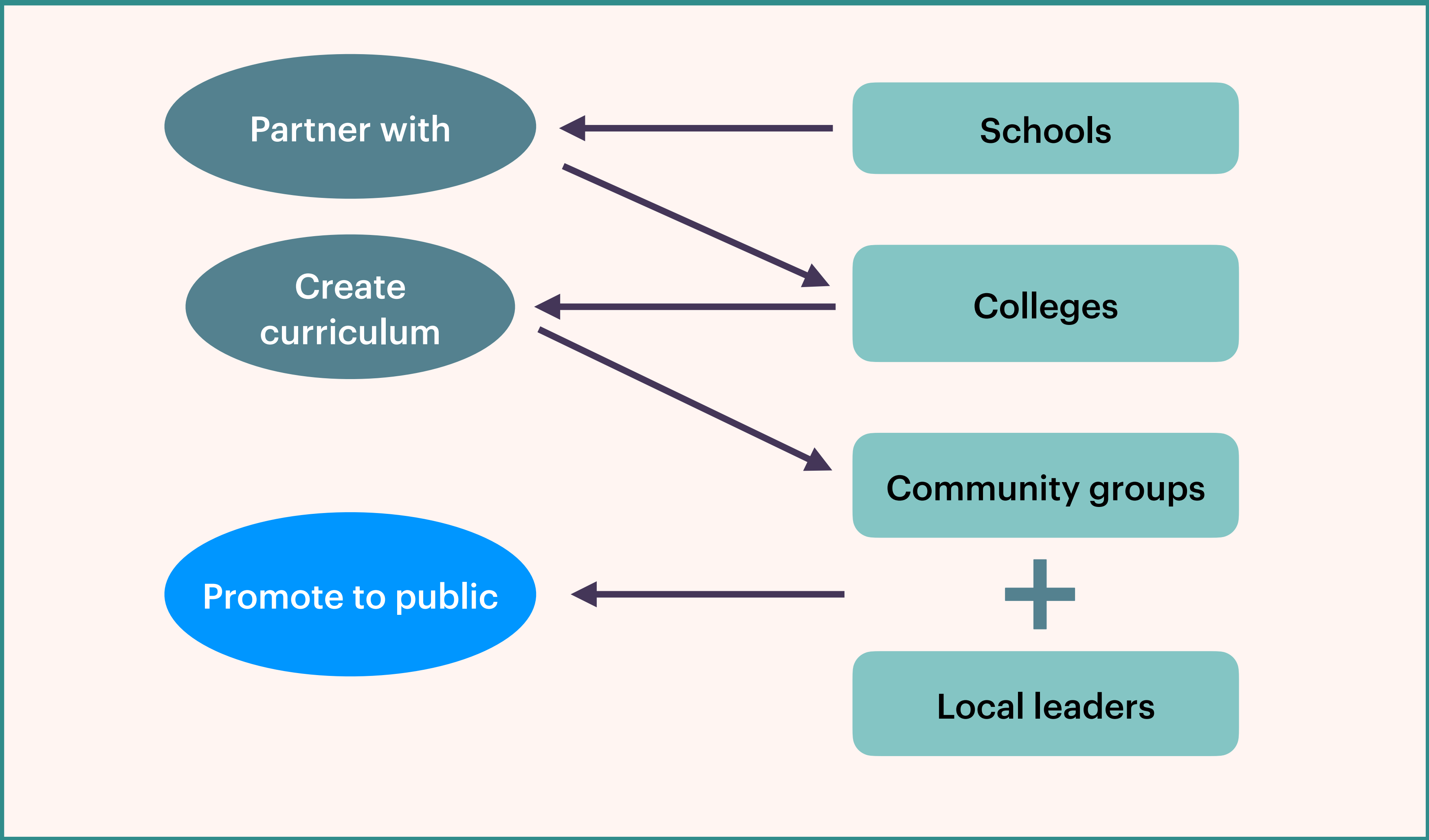
Applications layer

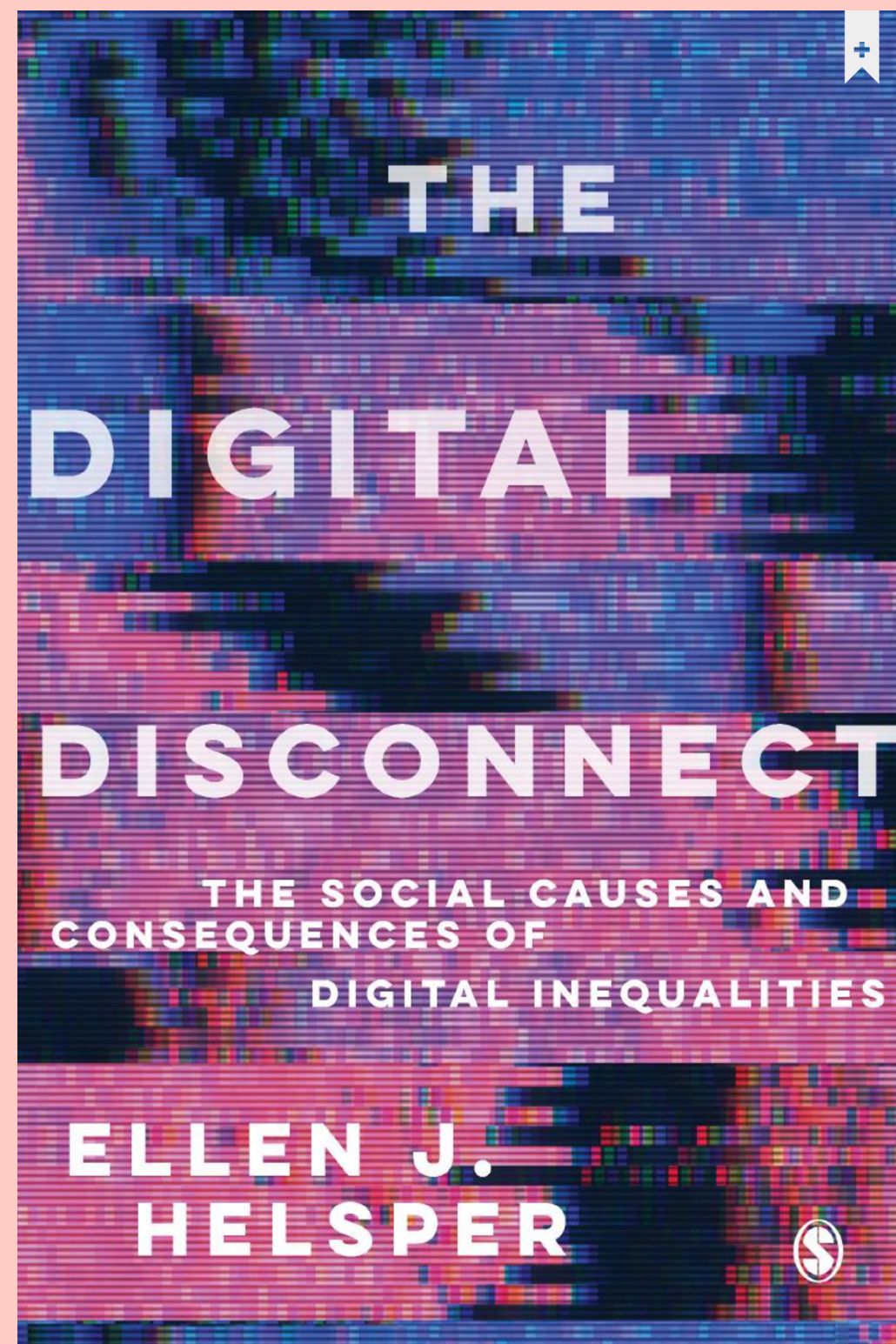


Acceptance layer



DIGITAL LITERACY WORKSHOPS



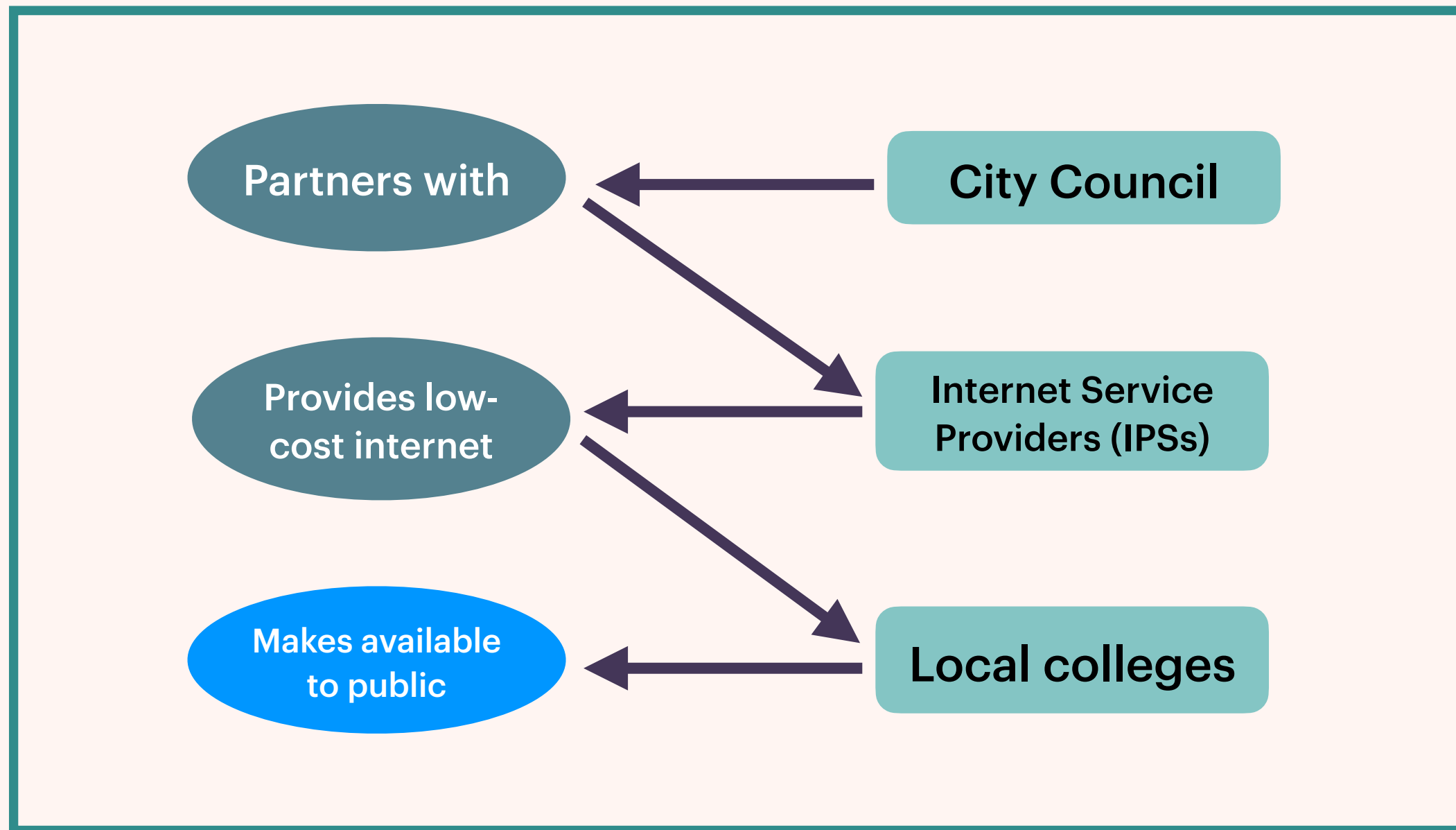


“People can be brought into the digital fold by gaining easy access, **acquiring skills**, and changing attitudes to and perceptions of technology.”

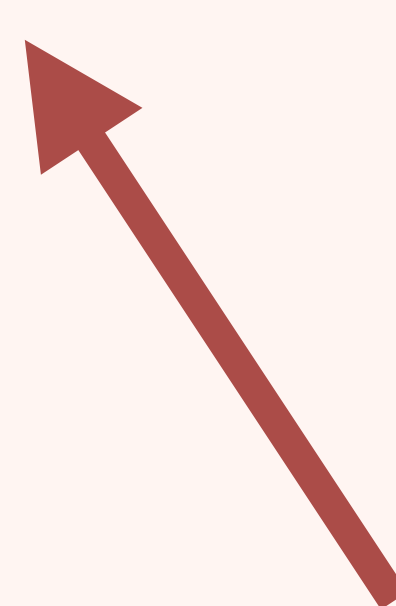
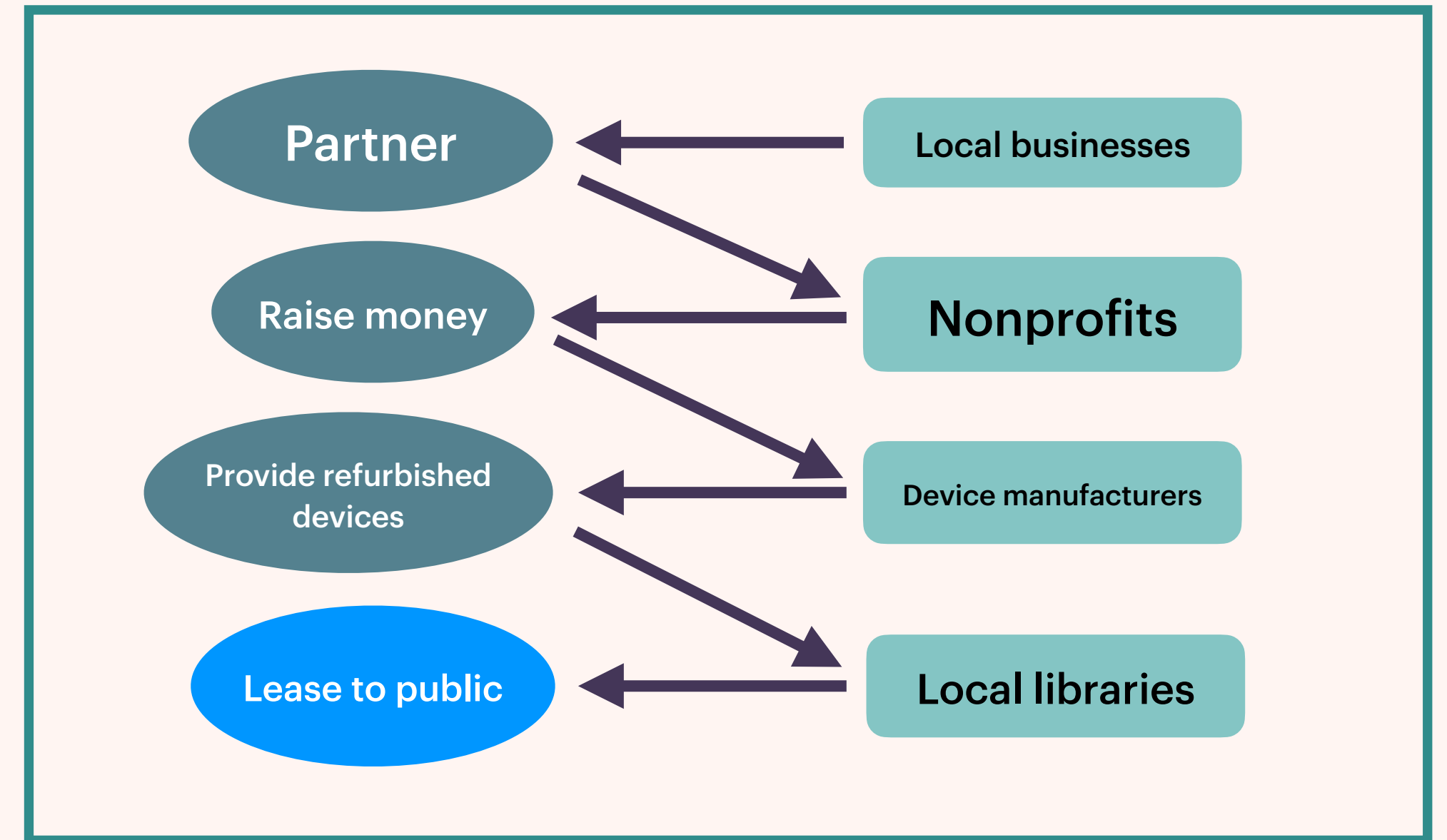
“...people need to be intrinsically motivated. Therefore, **raising awareness about the benefits of ICT use is another way to confront digital inequalities.**”

Helsper, E. (2021). *The Digital Disconnect: The Social Causes and Consequences of Digital Inequalities*. SAGE Publications.

WiFi hubs



Device rental program

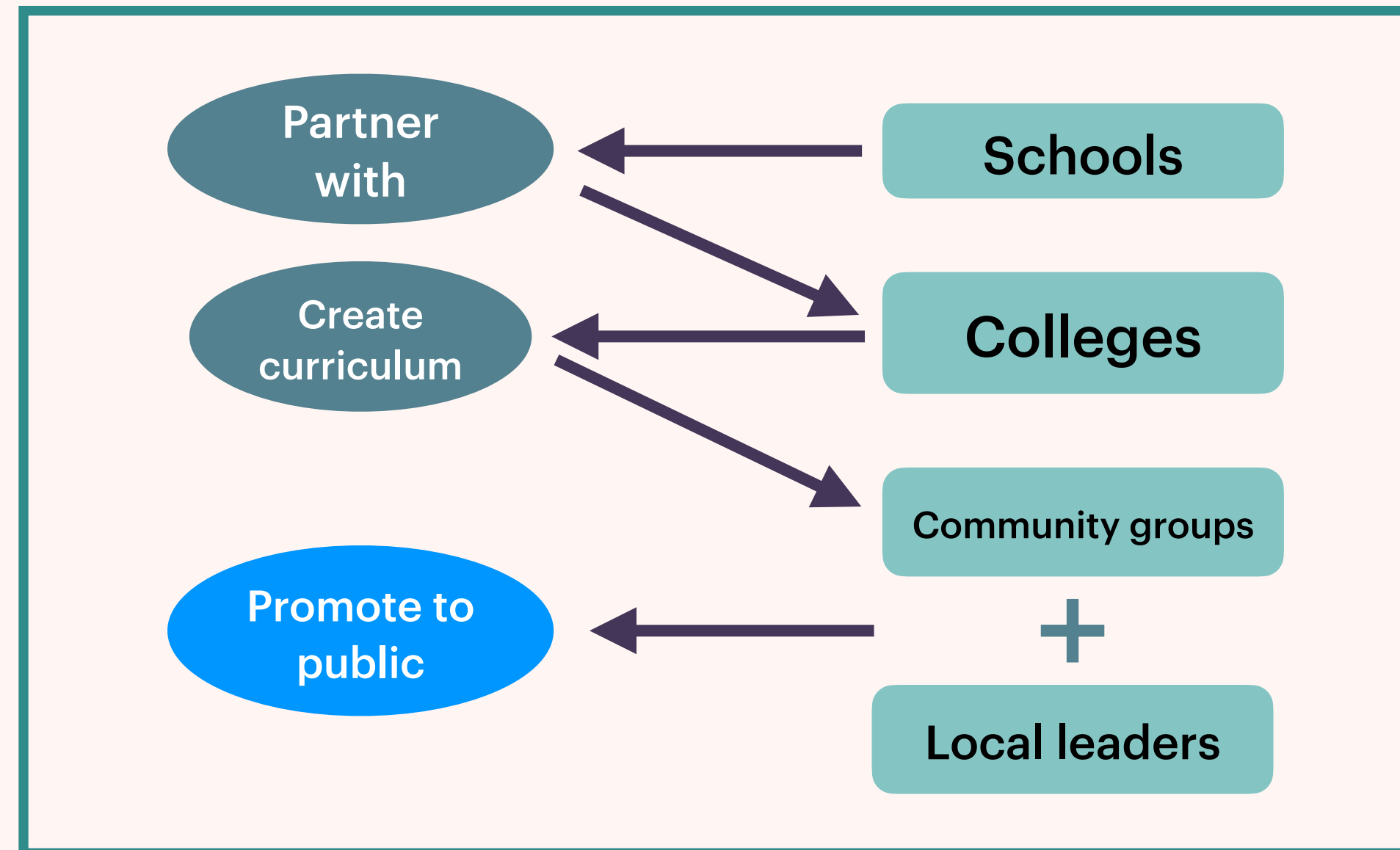


1) **Access**

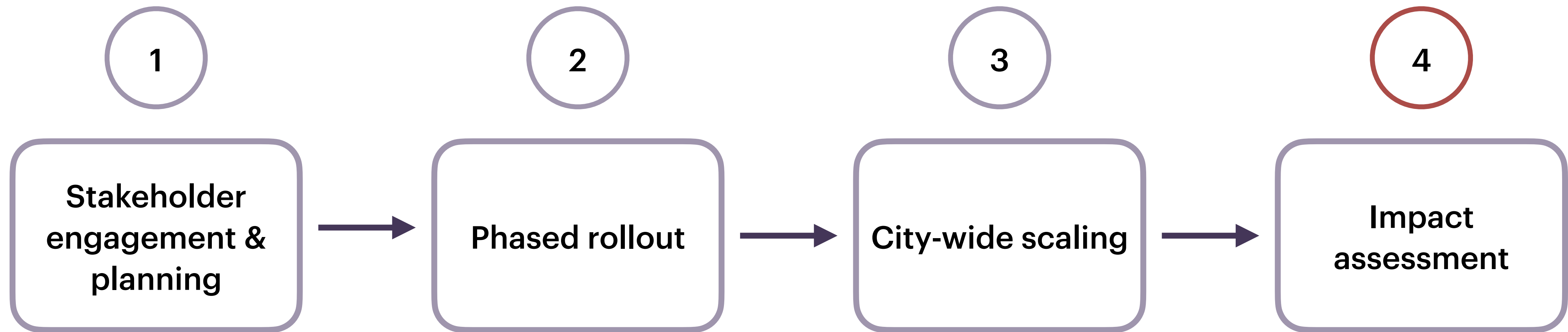
2) **Use**

3) **Skills**

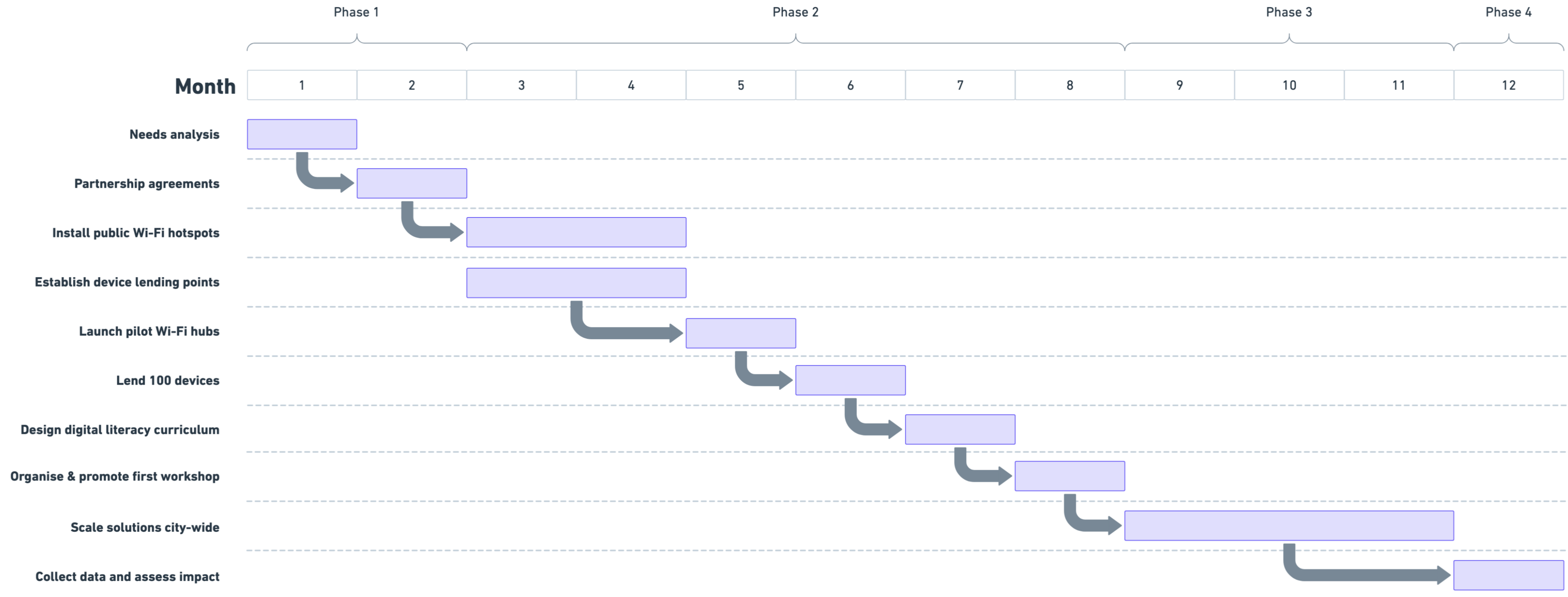
Digital literacy workshops



IMPLEMENTATION PLAN



TIMELINE (GANTT CHART)



THANK YOU

REFERENCES

Arnold, R. D. (2021). *Systems Thinking: Definition, Skills, Simulation, and Assessment* (Order No. 28316182). Available from ProQuest Central; ProQuest Dissertations & Theses Global. (2564119028).

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Final Evaluation of the Community Access Program (CAP). Government of Canada. <https://ised-isde.canada.ca/site/audits-evaluations/en/evaluation-reports/final-evaluation-community-access-program-cap>

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Singla, A. (2022). *Systems Thinking Applied to Digital Divide*. MIT. <https://hdl.handle.net/1721.1/147370>
