



Digitally Empowered Generation Equality in the wake of COVID-19

Emilija Stojmenova Duh

Access to Quality Education and Training

LinkedIn Learning

edX
coursera

Udemy

Khan Academy



UDACITY

codecademy



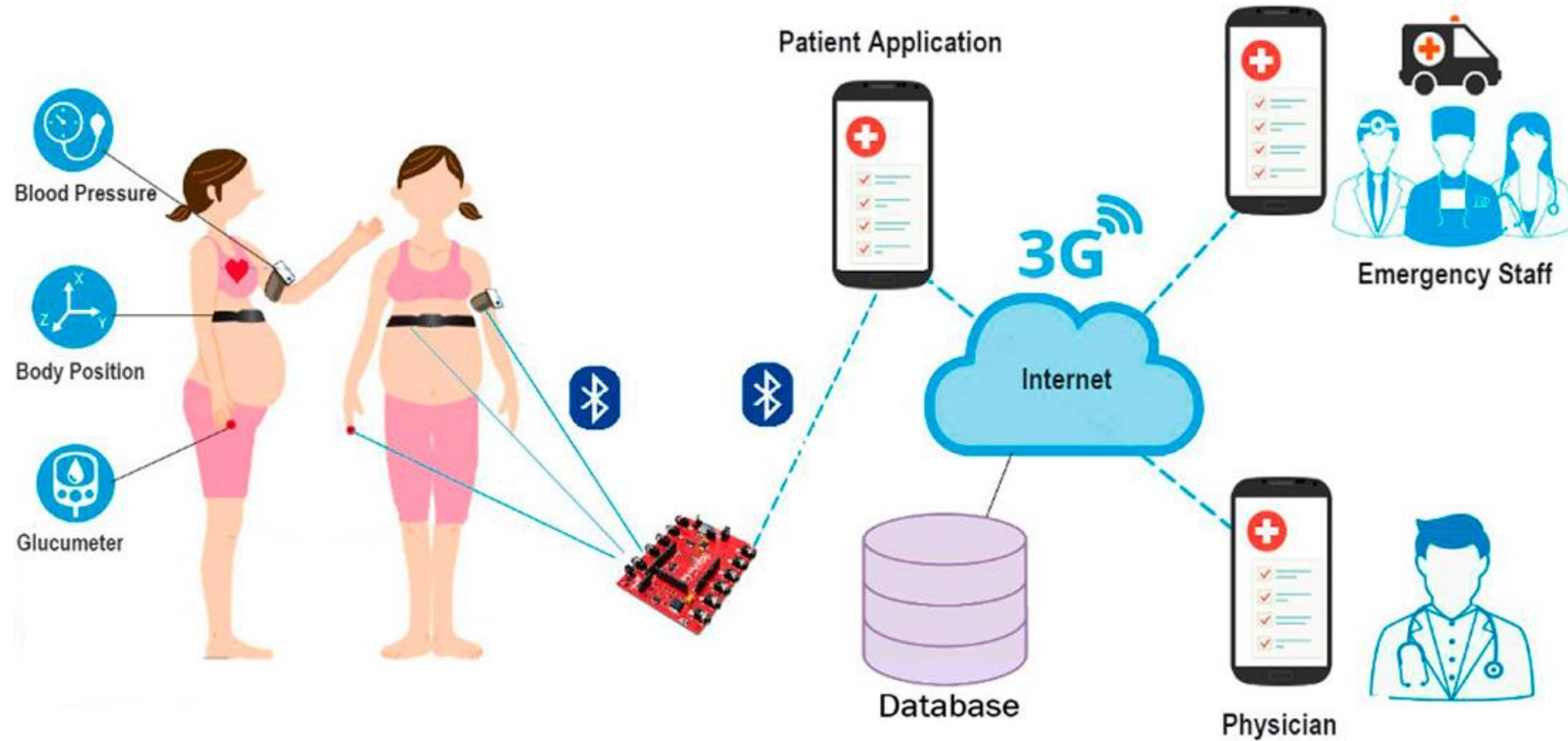
Image source: <https://www.nytimes.com/2020/04/09/business/online-learning-virus.html>



Access to work and income



Access to health and social care



<https://www.libelium.com/libeliumworld/e-health-application-developed-with-mysignals-first-winner-in-health-competition-ishic-2017/>

Access to public services

Digital public services have enormous potential.

**24/7
accessibility**

even during a
pandemic



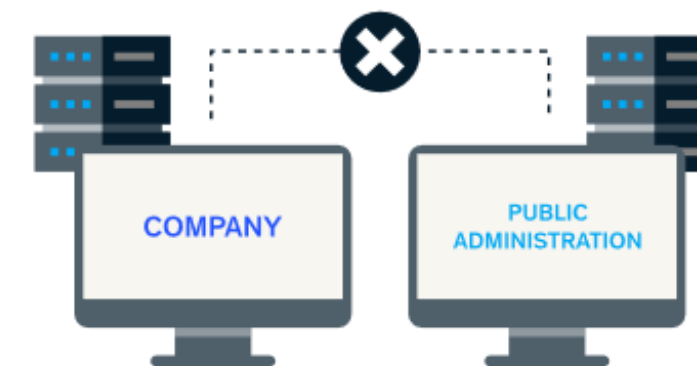
**~50% less
time spent**

interacting with public
administration



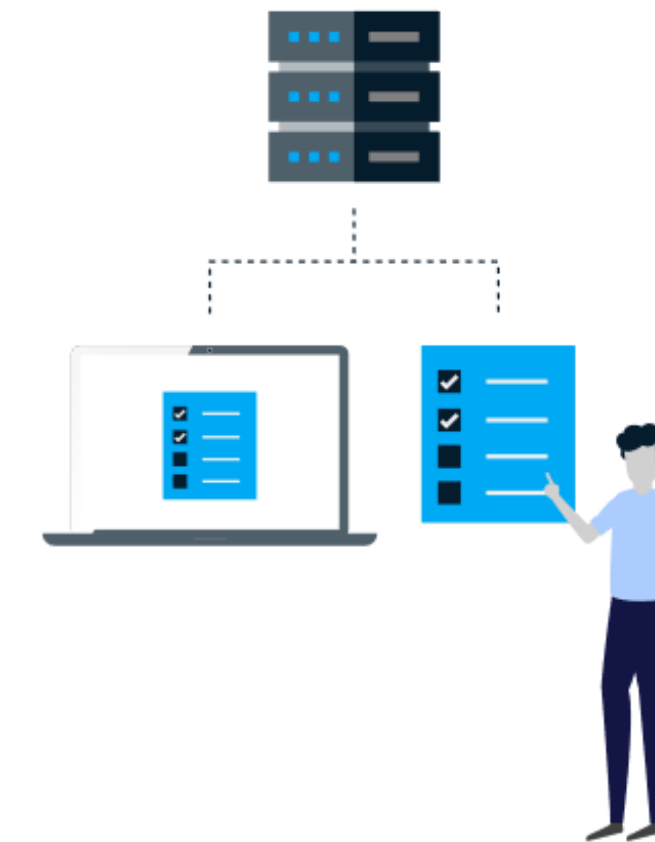
**>50%
lower costs**

for companies when
interacting with the
public administration



**~60% less
case-handling
effort**

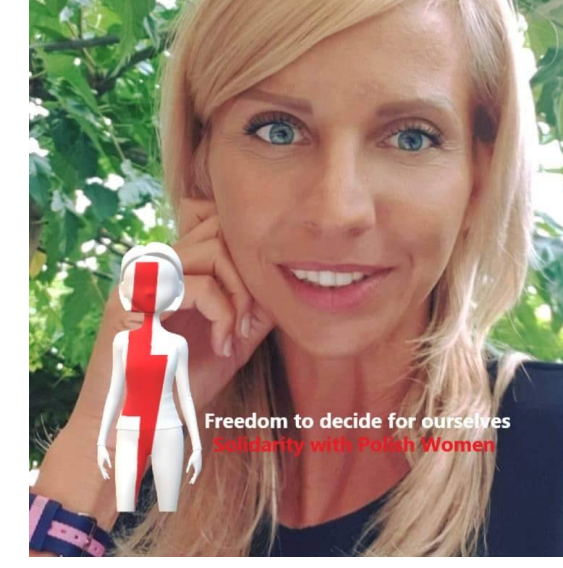
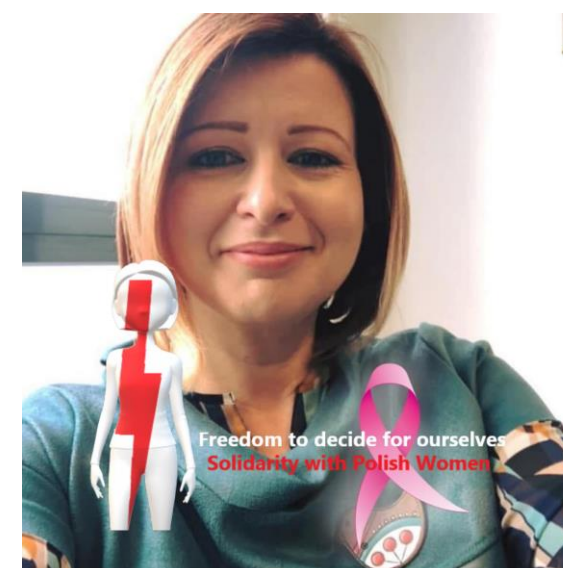
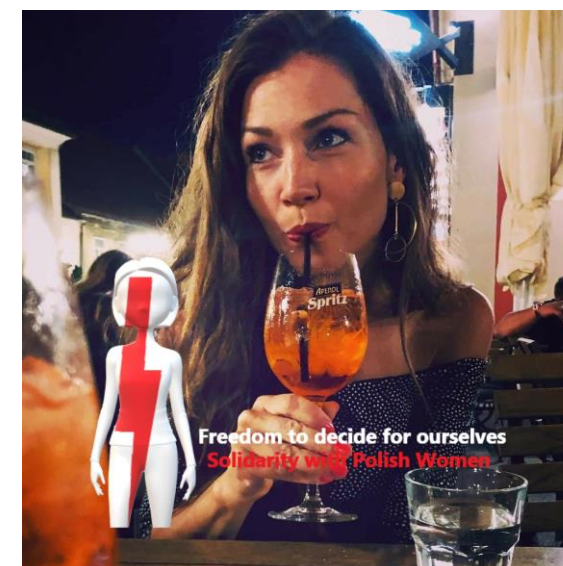
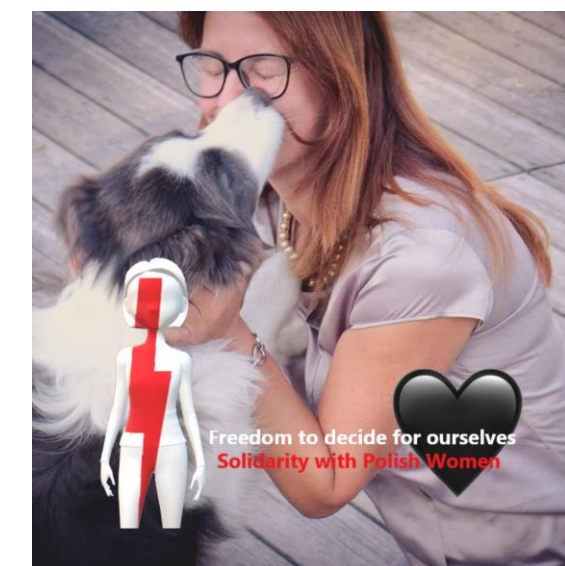
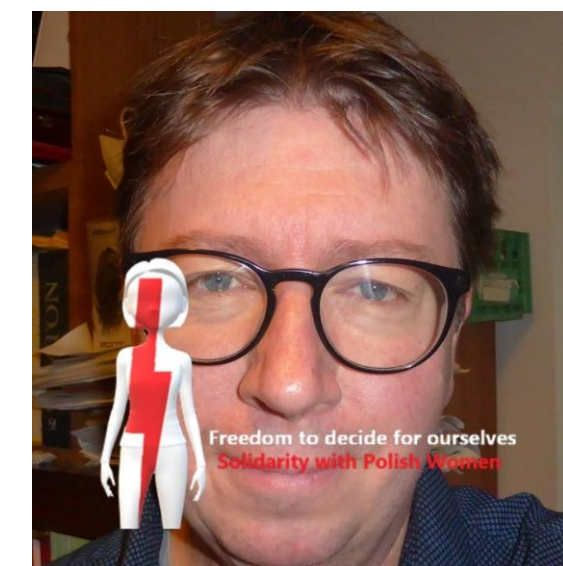
through automated
processing



Source: German National Regulatory Control Council

McKinsey
& Company

Give them a voice



Concrete steps

- Access to high speed broadband everywhere, anytime;
- Raising awareness about ICT everywhere, anytime;
- Creation and delivery of digital public services
- Skills, skills, skills:
 - ICT training for teachers in schools;
 - Funding or other incentives for ICT training;
 - Ecosystems offering support.

4PDIH

Public, Private, People Partnership

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