

## *The Socialist, Ecologist, and Republican Group in the Senate in the face of the crisis :*

### Digital technology at the service of social cohesion

In everyday life, the Internet has become indispensable. We now need it to do research, shop online, make reservations or use many public services. Installing a computer, knowing how to solve connection problems, creating an e-mail address, understanding the ergonomics of a website, etc. For many people, digital is not a given.

The digital dropout of several million French people and the confinement we have just gone through are a reminder of how essential the issue of accessibility and digital mediation is for the social cohesion of our country.

The digital divide generates an unacceptable breach of equality between citizens, accentuating situations of distress, isolation and precariousness for those who are cut off from the digital world. The computer equipment in households has also proved to be an additional factor in the rupture of equality.

Home schooling has quickly become an insurmountable challenge for many families.

France's recovery must be achieved through equal access for all to a quality Internet, and through a real appropriation by citizens of digital technology and its uses.

Despite the actions in favor of digital inclusion carried out over the last ten years, France still has 13 million people excluded from the digital world.

The offer of digital mediation does not appear to be sufficiently structured with regard to the issues of digital inclusion. For example, the offer proposed within public service providers (MSAPs) is not satisfactory either in quantitative terms (insufficient number of contact points proposed) or in qualitative terms (offer unsuited to the diversity of situations of digital exclusion, lack of training reference systems and evaluation methods).

The responsibility of the State is to act to repair the ruptures and fractures induced by technological and societal evolutions and to help bridge them.

**This requires the recognition of digital mediation as a genuine public service, and the deployment of massive resources to support those who are furthest removed from the digital world.**

### Our proposals

#### **Complete coverage of the territory: a priority before 5G!**

The State must provide financial support to public initiative networks run by local authorities to secure the deployment of fiber in isolated or underserved areas.

## **Ensuring the right to digital accessibility for all**

Internet access must become an essential service in the same way as water, electricity or gas.

## **Supporting our country's digital transition**

The crisis has made it even more urgent to question the relevance of the dematerialization policies implemented since the beginning of the quinquennium. The generalized dematerialization of public service agencies - prefectures, treasuries, employment agencies, housing agencies, etc. - is a major challenge for the public sector. - already places many of our fellow citizens in a situation of great technological fragility.

If dematerialization can allow for simplification and time savings, it must be accessible to all, which is not currently the case. Indeed, it has sometimes been done in an urgent and radical manner, without any preparation, training or support for the use of the new tools, which are complex.

We propose to condition the principle of 100% dematerialized public services in 2022 to the complete digital coverage of the territory and digital inclusion.

We believe it is necessary to co-construct digital platforms with users: the digital transformation of services must result in improved service and accessibility adapted to all citizens, including the most fragile.

## **Taking up the challenge of digital inclusion: a necessarily territorial response**

**We consider it necessary to strengthen the digital inclusion program, so that no French person is left on the edge of the digital path. We therefore propose :**

- To initiate the decentralization of digital technology within the framework of the "3D" bill: decentralization, differentiation and deconcentration.
- To make digital mediation a priority in local development policies.
- To create a network of digital mediation that allows to irrigate the whole territory that relies on the municipalities, the contact point of digital mediation. The citizen relationship of the municipalities will be strengthened.
- To integrate digital mediation into the public service and general interest missions of La Poste to be more in touch with the population.

## **A quality digital mediation offer**

- A range of services by level to adapt to the needs of different audiences.
- Personalized support for ultra proximity to reach out to those excluded from the digital world.
- The creation of a true training reference and an ethical and deontological framework directly related to the professions of the civil service or related.

- The implementation of indicators adapted to the objectives of inclusion and digital autonomy to evaluate the effectiveness of this public policy.

### **Deploy "IT for all" hardware counters throughout the country.**

- Ensure that every household is equipped with sufficiently high-performance computer equipment by 2022.
- Optimize the recycling of computer equipment.

### **Co-financing by the actors who dematerialize the most**

- Redeploying the fund for a digital society including digital inclusion, development of new uses and equipping households with IT equipment.
- To set up co-financing by actors and institutions that dematerialize their services and procedures and that have an interest in increasing the competence of their clients or users.

### **For a local Internet at the service of "better living together".**

It is important to think of digital uses as a tool for improving local citizenship, improving the quality of life, developing solidarity and promoting short circuits. The creation of local Internet networks must be able to rebuild social ties. We therefore propose to support the development of these opportunities for digital exchanges in local life, the objective being to be part of the dynamics of a new "living together" and to encourage a real appropriation of the digital tool by citizens.

### **Rethinking the digital business model for a more sustainable and responsible Internet**

- Thinking of networks as a "common good" that must meet stringent requirements in terms of accessibility and universality, but also in terms of controlling environmental impact.
- Reinforce consumer information on the production of digital equipment, the main source of environmental impact.
- Ask public and private players to integrate environmental issues into their digital strategy.