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Foresight analysis of the 37 variables of Millennia2015 + Session Women and eHealth
Analyse prospective des 37 variables de Millennia2015 + Session Femmes et eSanté

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Processus de recherche prospective et **conférences internationales**

Liège 2008
Paris 2012
New York 2015

WeHealth Session – Claudio Giugliemma, president of the Dominic Foundation, project *MyLucy* (Draft)

I am from Switzerland and I work with the Dominic foundation. It is a Swiss-based organization but we work with UN agencies and governments all over the world. The Dominic foundation is a public and private partnership which is the key factor in order to have successful deployment of any initiative.

So what we are about talking about here briefly is a new approach of technology for digital inclusion so we include women all over the world and in particular from emerging countries. We are developing and providing to countries specific technology solutions that consider all users independently of the gender, the age, the skills, and the disability and so on. Therefore we are offering cloud based solution completely free of charge to the end users which is important for sustainability; we offer next solution technology and services. As any technology to be successful for this inclusion, we have to consider that the project must be sustainable because we cannot and we don't want to depend only on donation. It must be scalable: a huge number of users should access these services. It must be affordable, I means free of charge to the end users in developing countries, usable, pervasive and interoperable, flexible, quick development and proven.

I speak about usability because we are addressing first-time users of technologies so they have never used technologies, they are not expert but we tried to include accessibility. We are implementing tools, solutions for any type of disabilities because we want to guarantee that any person, users, with any kind of disabilities has to be able to access to information by themselves without any support.

So the concept is very simple, the name of the initiative is Lucy which is the name of the first homo found in Ethiopia. This is some kind of symbol of the evolution human race and now we are focus on take technology back to the great evolution of the human kind.

So what does the platform solution offer for free to any users? Users account where user can define their own information. All the tools are building to be fully accessible so even blind people; people with a physical disability can communicate and access the technologies through this platform. We offer general eHealth information and content;

this is very important because any users can access to global information for eHealth subject. We offer:
- General indication content and free access to information, education content. We are talking about educational resources that we are going to implement with the support of the UNESCO,
- Office tools: it is important that people have access to typical software like word, ppt, excel and this is free of charge to the users;
- Communications tools: we are moving a communication tool called tchat and so on. We are implementing this kind of communication for any person who can call for free any user of Lucy all around the world.

We are implementing e-communication and multimedia. That is the concept of general Lucy platform. A user around the world, any women around the world can send access to these services free of charge such as eHealth and education.

In addition to that which is already great but not complete, the localization is the key factor, in each region, in each country of the world we need to localize services and content according to the local people, local languages, local rules but also localize services such as eHealth and education with the local environment. This is why we are currently running a project in Tanzania where we are building the entire new e-education infrastructure with the Ministry of education and technologies. Any school is connected and gets access to online education content and teachers as well. They communicate to each other even if they are living in a rural area and even if they have any type of disability.

Let's me introduce quickly the fonctionnement of *MyLucy*. So the clouding service is sending all these content and technology to older people. We have a country level that allow us delivering localized services and content to everyone. It is very important to make sure that anybody can access to that with any technology and at any time. This is called *anywhere anytime*. Users can use windows, computers, Smartphone, androids tablets, IOS base like iPad. All the devices are compatible with the platform so you can use a cell phone to communicate with the Lucy environment and then interact with the system. We provides different services access such as egovernement, ehaelth, e-education, eskills, e-emergency, e-payment services. And then we have the localized cloud on the Lucy cloud where we localize the content for each country.

In fact, a representation of the system is implementing. We are already running this project in Tanzania. We are already working with Millennia2015 in order to localize services for women on eHealth all around the world so we are trying in the future a collaboration to make sure that any women all around the world can access eHealth information. Lucy can allow that and this is why the collaboration with Millennia2015 is extremely important.

How is the project sustainable since the services are free for the user?
There is a business model behind the project. What the platform offers is free of charge access to specific contents for a specific target of group of people such as children at school, women for eHealth and education but some services request costs. For example we have launched this initiative in Italy and Switzerland where we are addressing elderly people and people with disabilities; they receive free of charge services but also on demand services. Sustainability comes from this kind of services that users can request for a consideration. The sustainability factor is that if we have a

critical mass of users that requests specific services, we come down the prices. In Italy, elderly people use these services to buy in online grocery shop with delivery at home by supermarkets; this is generating a business which sustains our cost in order to maintain infrastructures.

Another example is that, elderly people don't use a computer, they don't know how to manage complex tasks, they use Lucy in order to select vacations so they group each other online, they go and reserve vacations anywhere in the world through the Lucy platform and that is another example of sustainability because travel agencies are involved and there is a return of loyalties towards Lucy. It allows us to cover all the incredible experiences to match a cloud environment and development we are achieving.

And I have one more example: in Tanzania and other countries where we are basing the Lucy initiative, in order to allow the governments offering public services like education or health, governments have to pay a small amount of fees for Lucy services they have to contribute to all the costs of infrastructure. It is a nonprofit initiative but the costs are pretty high so if a government or industries want to be a partner, they have to contribute with a small amount in order to cover the running cost.

Transcription: Coumba Sylla