



# Digital Divide and Civil Service in Italy

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## TARGET

Aimed at young people  
18 - 28 yo, also foreign living in Italy



## VOLUNTARY CHOICE

Projects organized by NPO  
Funded by the State



## CITIZENSHIP TRAINING

Direct impact on the local communities  
and citizens



## FIELD OF ACTIVITIES

Assistance | Environment | Arts &  
culture | Peacebuilding

### NON-ARMED “DIFENSE” OF THE COUNTRY

The reform has strengthened the role of the armed forces as a non-armed defense tool for the homeland and as a means of **promoting peace among nations** (Art. 52 & 11 of the Constitution), anchoring it to the **duty of solidarity** for the progress of society (Art. 2 & 4 of the Constitution).

*SINCE 2022...*



**DEDICATED INITIATIVE  
FOCUSED ON DIGITAL  
INCLUSION**



**AIMS TO RAISE THE PERCENTAGE  
OF THE POPULATION WITH AT  
LEAST BASIC DIGITAL SKILLS TO  
70% BY 2026**



**8300 VOLUNTEERS OVER 3 YEARS  
700.00 INITIATIVES EDUCATING CITIZENS  
IN DIGITAL SKILLS**

**IT'S MORE THAN JUST  
TECHNICAL SUPPORT**

**TASK**

**logging digital identity  
checking health record**

**ROLE**

**searching for needs  
active listening**

**THE DIGITAL CIVIL SERVICE INITIATIVE  
BRINGS TOGETHER TWO GENERATIONS  
- AND TWO SETS OF EXPECTATIONS -  
OFFERING BOTH SIDES A CHANCE TO  
GROW AND CONNECT**



THE **DIGITAL CIVIL SERVICE** CANNOT BE JUST A TOOL TO BRIDGE THE DIGITAL DIVIDE: IT MUST ALSO OFFER A SPACE TO **UNCOVER NEW NEEDS**. IT BECOMES A LEARNING EXPERIENCE FOR **CITIZENSHIP SKILLS**

**IT'S MORE THAN JUST  
TECHNICAL SUPPORT**

**TASK**

logging digital identity  
checking health record

**specific skills**

**ROLE**

searching for needs  
active listening

**citizenship skills**

**DIGITAL CIVIL SERVICE BECOMES A SAFE SPACE  
TO TRAIN TO BECAME CITIZEN AND ALSO GET  
READY TO THE PROFESSIONAL CAREER**



# THANK YOU!

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