Digital Wales
Directory of Projects

www.wales.gov.uk/digitalwales
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Introduction

The *Digital Wales: Delivery Plan* (March 2011) sets out in detail how we, the Welsh Government, intend to achieve our vision of a truly digital Nation. It described what we are already doing, and what further actions we propose to take over the next few years, in the five key thematic areas of Digital Inclusion, eSkills, Competitiveness, Public Services Transformation and Digital Infrastructure.

![Diagram](image)

Figure 1: Delivering a Digital Wales

This *Directory of Projects* provides a single reference point on all the projects, programmes and activities, referenced in the Digital Wales Delivery Plan, that are being delivered by, or with close involvement with, the public sector.

We recognise that delivering a truly digital Nation will require significant involvement and leadership from across the private sector and the private sector will be delivering many projects which directly support our ability to achieve our digital ambitions for Wales. However, we have not tried to identify projects led by the private sector in this document but instead concentrate on bringing together all the public sector delivered activities.

To ensure that we are able to provide some detailed background on the wide range of public sector activities we have taken a loose definition of “projects” to mean: activities that are time-bound; and also activities and initiatives which will be or already are considered to be business-as-usual.

The directory is organised into the 5 Themes of Digital Wales: Digital Inclusion, eSkills, Competitiveness, Public Services Transformation and Digital Infrastructure.
Where possible we have provided contact details of people who are happy to discuss the project or initiative in more detail.

This directory does not include details of every activity being developed or delivered across Wales by the Welsh Government. Where significant new initiatives are developed we will look to add them to this directory.

We would welcome any suggestions and comments to feed into future iterations of the Digital Wales Directory of Projects.

Please e-mail digitalwales@wales.gsi.gov.uk
Communities 2.0 – helping people get online

In the internet age the Welsh Government wants to make sure that people aren’t being left behind as more services and businesses move online.

Through the Communities 2.0 programme individuals, groups, community businesses and organisations are being given access to training, advice and financial support to help them overcome barriers and build confidence in the use of digital technology.

Latest research shows that around 1 in 3 people in Wales are digitally excluded, with those over 65 least likely to have used the internet.

Getting more people to use technology is important as it means they can keep in touch with friends and family, gain employment skills, access public services and search for best value products and services. It also gives Wales the Information and Communications Technology (ICT) skills needed to support our economy.

Communities 2.0 is a six year project, which began in 2009. Priority is given to older people, those living in social housing, the unemployed and economically inactive and the disabled. Delivery is managed through five partner organisations, the Wales Co-operative Centre, Novas Scarman Group, Pembrokeshire Association of Voluntary Services, Carmarthenshire County Council and the George Ewart Evans Centre for Storytelling at the University of Glamorgan and supported by Welsh Government and European Regional Development Fund (ERDF).

For more information please contact:

The Delivery Partnership via cathryn.marcus@walescooperative.org

The Welsh Government via andrew.jacobs@wales.gsi.gov.uk

Or visit: www.clickconnectdiscover.org
Free access to computers and the internet in libraries

Libraries in Wales give people from all social or economic backgrounds access to rich and varied resources, mostly free of charge. Now they are expanding to meet the online information needs of citizens.

In March 2011 the Welsh Government held a public consultation on a draft strategic development framework - *Libraries Inspire*, to inform policy in developing the work of Welsh libraries. The draft framework for 2012-15, set out that libraries will:

- Provide free use of the internet and computers.
- Deliver free use of online information resources 24hrs a day.
- Provide access to high quality resources in a range of formats reflecting changing publication trends, e.g. e-books.
- Maintain a searchable catalogue of Welsh library resources.
- Work in partnership to open up access to the resources of all Welsh libraries.
- Co-operate to create new digital content about Wales and its people.
- Provide free introductory or basic Information and Communication Technologies (ICT) skills training to support the use of the ICT facilities available.
- The core offer is underpinned by ‘Maintaining a Valued Service’, the Fourth Framework of Welsh Public Library Standards (WPLS) 2011-14:
  - WPLS 1 Location of service points and access to them
  - WPLS 4 access to facilities and services based on ICT
  - Access to free introductory or basic support in the use of the facilities (defined as formal or informal assistance to users in the use of ICT facilities).

It is proposed to publish the finalised framework and delivery plan in September 2011 and for it to become operational in January 2012.

For more information please contact:
Gareth Evans - Chair of the Society of Chief Librarians (Wales) via evansg1@caerphilly.gov.uk

Or visit: [www.library.wales.org](http://www.library.wales.org)
People’s Collection Wales
– The history of Wales in a website

Wales’ unique and rich history is being brought to life through a ground-breaking bi-lingual website - People’s Collection Wales. The site combines existing archive with the memories and collections of Welsh people.

Launched in 2010, museum collections and exhibits are just one part of the resource. Individuals can add their own pictures and videos to the online collections, set up their own exhibitions, create interest groups, build their own family tree and share walks in Wales that have cultural and historical reference.

Development is ongoing, and latest additions include the ‘Trails Cymru’ app for iPhone and Android smartphones. The application allows users to create their own heritage routes, map paths online and upload photographs, audio, video or documents as they go.

Creation of the website realises a Welsh Government commitment to build an online history of Wales, offering new ways to explore and share Wales’ heritage and culture.

Since April 2011, management of the site is led by the three national collections: Amgueddfa Cymru-National Museum Wales, the National Library of Wales, and the Royal Commission on the Ancient and Historic Monuments of Wales. The programme also involves a range of wider stakeholders and partners.

For more information please contact:
Linda Tomos - Welsh Government via cymal@wales.gsi.gov.uk

Or visit:
www.peoplescollectionwales.com (English)
Theatre of Memory

Theatre of Memory is a long term proposal by the National Library of Wales to digitise and provide free online access to printed material about Wales and Welsh people.

The aim of the programme is to digitise as much as possible of the printed material published in Wales, about Wales and the Welsh people. This information will be made freely available and easily findable to anyone with an internet connection – giving Wales and the Welsh an enhanced online identity on a worldwide stage.

Key initiatives to date include:

**Welsh Biography Online** that holds approximately 5,000 biographies of eminent Welshmen/women who died before 1 January 1971.

**Welsh Journals Online** which offers access to a selection of 50 modern periodicals and 300 historical titles in both Welsh and English.

**Welsh Ballads Online** that comprises of approximately 4,000 digitised ballads, mainly dating from the 18th and 19th centuries, from the collections of the National Library of Wales and Cardiff University Library.

**Welsh Newspapers Online** which is the National Library of Wales’ entire holdings of pre-1910 Welsh newspapers: a magnificent resource of everyday knowledge estimated to contain over 1 million pages and 200 newspaper titles covering every corner of Wales.

For more information please visit: [www.llgc.org.uk/projectdocs](http://www.llgc.org.uk/projectdocs)
BBC First Click Campaign

Computers and the internet have become a part of everyday life – from staying in touch with friends and family and sharing photographs to booking holidays and doing your shopping online.

The BBC First Click Campaign aims to help the 9.2 million people in the UK who do not currently use the Internet get online. The main target audience of this campaign is older people. The Welsh Government and Public Libraries are working with the BBC, Communities 2.0 and Careers Wales to participate in the BBC First Click campaign from October 2010 – October 2012.

CyMAL (Museums, Archives and Libraries Wales) is currently working with the BBC, Society of Chief Librarians Wales (SCLW) and other partners to collect relevant data regarding participation during these sessions. So far, over 3,200 people have participated to date in the initial First Click promotional session held in public libraries across Wales.

Research results to date from the BBC show that libraries are central to the First Click campaign, and that public libraries as a venue dominate the campaign by far (46% of participants attended the sessions at their local library. The next most popular venue was community centres attracting 21% of participants). The BBC’s campaign and research summary to date has identified:

- 3 distinct groups of attendees.
- Age and gender ranges.
- Barriers to attendance and progression.
- Rise in interest and confidence.

For more information please contact:
Non Richards - BBC Learning Project Manager for Wales via non.richards@bbc.co.uk

Or visit: www.bbc.co.uk/firstclick
Welsh Information Literacy Project

The Welsh Information Literacy Project aims to promote the understanding and development of information literacy in education, the workplace, and the wider community in Wales. This includes digital literacy, and the importance of learning Information and Communication Technology (ICT) skills, being able to find and evaluate information through electronic sources of information (e.g. websites) and supporting the understanding of key e-safety issues such as cyber-bullying, identity theft and personal safety.

Grant funding was provided from the Welsh Government from 2010-11 to employ a Project Officer to undertake 5 core objectives. These were:

- to establish an overarching statement on information literacy in Wales;
- to create a web presence for the project;
- to gather a collection of case studies demonstrating information literacy provision across Wales supporting a current practice report on information literacy provision in each library sector in Wales and
- to deliver a draft framework for information literacy in Wales that will provide notional levels of information literacy skills and competencies for all levels of learners.

Phase two runs from April 2011 - March 2012 and will:

- Develop information literacy through the digital inclusion agenda;
- Obtain external agreement and support for the information literacy framework for Wales;
- Create approved accredited units of learning in information literacy;
- Support advocacy for strategic engagement with information literacy in schools; and
- Conduct a benefits analysis of information literacy in the workplace.

The project is based at Cardiff University and is overseen by a cross-sectoral, all-Wales steering group. The benefits of the project include improved understanding of information literacy in schools, colleges, universities and workplaces. With the implementation of the approved accredited units of learning, citizens of Wales will be able to learn new skills and put them into practice in daily life.

For more information please contact: Cathie Jackson - Cardiff University via jacksoncm@cardiff.ac.uk
Libraries for life - All-Wales access to online resources and services

Making it easier to access the services and information resources provided by libraries in Wales forms a key element of the Libraries for Life strategic programme. During 2008-11 work focused on three core areas:

- Development of an all-Wales library portal;
- Subscription to a range of online resources such as newspapers and family history; and
- Creation of a single library catalogue for Wales (Cat Cymru).

All three elements are led by a small team at the National Library of Wales on behalf of all libraries in Wales.

The library portal (www.library.wales.org) is the first port of call for someone wishing to find out about their local library and join online, access online reference material or find out what's going on in their area.

Over 370 national and local newspaper titles and similar reference material can be accessed without charge. While people researching family histories can dip into the Find My Past service, available online at all libraries, This gives access to the most complete online 1841-1911 census collection, complete Births, Marriages and Deaths Index between 1837-2006, as well as an extensive collection of parish records. Migration, Military, and Specialist records are also available.

The all-Wales library catalogue (Cat Cymru) enables anyone to search over 50 library catalogues, including public, academic and the National Library of Wales, in one search, and request the desired item.

For more information please contact:
The National Library of Wales by e-mail librariesforlife@llgc.org.uk

Or visit: www.library.wales.org
**Cadw Interactive Website**

Cadw is the Welsh Government’s historic environment service working for an accessible and well-protected historic environment for Wales.

Cadw’s new website is full of useful information. You can look up information on all upcoming Cadw events using the search tool, plus read all the latest news and updates in the news section.

There are also pages on the historic environment with up-to-date information on conservation, regeneration and sustainability, as well as grants and the support available.

Wales may be small in size but we’re big on groups. From awe-inspiring fortresses to magical abbeys, Cadw has a great deal to offer groups of all sizes through its new interactive website.

For more information please contact:
Cadw via cadw@wales.gsi.gov.uk

Or visit:
www.cadw.wales.gov.uk
Evaluation of the ‘One Wales’ Laptop pilot

Computers have become as essential to school life as books, pens and paper. Having access to computers provides clear educational benefits such as offering pupils more creative learning experiences and giving them the opportunity to do projects and research on the internet.

To find out how effective laptops can be to support learning and help pupils improve their literacy, numeracy and IT skills the Welsh Government launched a one-year pilot in 2010-11 that provided 1200 primary school children with personal laptops.

As research has shown that people living in disadvantaged areas are more likely to be digitally excluded the pilot schools were within Communities First and Flying Start areas.

The project also offered innovative ways of using laptops to encourage children to engage in learning and also help pupils to improve their literacy, numeracy and ICT skills.

The project ended in March 2011 and is now subject to evaluation during 2011-12, with a view to developing case studies and good practice guidelines for schools and local authorities on issues relating to effective use of laptops to support learning, extending access to learning beyond the school and the role of schools in supporting family learning.

For more information please contact:

Kerry Darke – Welsh Government via kerry.darke@wales.gsi.gov.uk
Review of Digital Classroom Teaching

Information Communication Technology (ICT) is a valuable tool which can enable people to learn effectively. Teachers and schools have already embraced technology and invested in ways to use this in the classroom. However, examples of excellence are patchy and it is important that Welsh teachers and schools learn from the best examples.

Children, parents and teachers increasingly expect to be able to find their teaching and organisational materials online. Therefore there is a need to look at what is required to develop digital learning in the classroom.

In September 2011, the Minister for Education and Skills announced the establishment of a group to review the use of digital classroom teaching in Wales.

The scope of the review will include:

- How high quality, accessible digital classroom content could be developed;
- How the National Grid for Learning (NGfL) Cymru is used, and whether there is a more effective way to deliver the aims of NGfL Cymru;
- Whether and how a cloud-based content delivery system (e.g. iTunes university model) would work alongside a Virtual Learning Environment (VLE) for Wales;
- How high-quality English and Welsh language content could be generated;
- How to develop Welsh Intellectual Property which can be used to deliver digital teaching content;
- How teachers might develop the digital teaching skills to use ICT to transform schools.

The group is expected to report its finding to the Minister for Education and Skills in January 2012.

For more information please visit: [www.wales.gov.uk](http://www.wales.gov.uk).

and

[www.ngfl-cymru.org.uk](http://www.ngfl-cymru.org.uk)
National IT Data Platform for Education

The Structure of Education Services in Wales Review reported to the Minister for Education and Skills in March 2011. One of its recommendations was that:

‘DCELLS [now DfES] takes the lead in developing a single national IT data platform. This platform should hold information about the performance of schools, FE colleges, local authorities, regional consortia and other providers. The information should be accessible and understandable, and available to all with an interest, including parents. This would complement the reports published by Estyn following periodic inspection. The platform should be in place not later than January 2013.’

In his response in June, the Minister accepted the recommendation and noted that it would be taken into account in developing its national education IT plans.

The Welsh Government recently began scoping opportunities to deliver an IT data platform with internal colleagues to test what the requirements are, what the benefits are, who it’s for, what else exists that meets these needs and how it would be delivered. The costs and resources implications of various delivery options are also being explored.

For more information please contact:
Glyn Jones – Welsh Government via educationdelivery.ict@wales.gsi.gov.uk.

Or visit: Statistics for Wales via www.wales.gov.uk/statistics
A Virtual Learning Environment for Wales (VLE)

The Welsh Government launched the National Grid for Learning (NGfL) Cymru website in 2001 to provide high quality digital resources for teachers to support Welsh language education and the Cwricwlwm Cymreig. The aim was to create a site where resources for teachers in Wales were created by teachers in Wales. There was a strong focus on mainstream statutory education.

In 2007, NGfL Cymru was extended to provide resources for all practitioners working with learners aged 3 to 19, with an increased emphasis on vocational education and support for emerging curriculum developments such as Foundation Phase and the Welsh Baccalaureate. A good practice “zone” was added to the site in order to help users improve their use of NGfL Cymru and other ICT resources in the classroom.

The use of ICT has become embedded in our daily lives thanks to the expansion of the global Internet and the evolution of mobile technology. This has opened up new opportunities for learning and for engaging with learners and their families. In education, this has included the development of online learning environments in which educational tools and resources can be securely delivered across the Internet “anytime anywhere” and learning experiences can be both customised and collaborative.

The Welsh Local Government is working with local authorities and the review of Digital Classroom Teaching in order to define the requirements of a Virtual Learning Environment for Wales, which will build on the work supported through NGfL Cymru and on the use by Welsh schools, colleges and authorities of learning platforms which they have developed locally.

The VLE for Wales is expected to be launched in 2012.

For more information please contact:
Kerry Darke – Welsh Government via kerry.darke@wales.gsi.gov.uk
Pathways to Apprenticeships

The Information Technology (IT) and Telecommunications sectors have an increasing need for higher level technical and business skills. This has a specific effect on Apprenticeships in that IT employers have high standards when recruiting. In addition, IT is primarily a services oriented business which requires employees to have highly developed communication skills, as well as technical skills such as web development and software applications skills.

That's why ‘Pathways to Apprenticeships’ has been developed, focused on IT & Telecommunications Professional Apprenticeships. It provides one-year, high quality pre-Apprenticeship training that makes students better prepared to join a full Apprenticeship programme as an employee. In autumn 2011, recruitment started for the first time with 150 places allocated to colleges across Wales.

Minimum entry requirements are 3 or more GCSE's Grade A* - C; 5 or more GCSE's (minimum Grade E or above); or Level 1 qualification in an appropriate skill base. All students must have a reasonable standard in English and Mathematics and be interviewed for suitability.

Students will have practical workshops for technical training and problem solving, but will also learn business and interpersonal skills. They will usually go on work placement for 20% of course time, giving them approximately ten weeks of direct exposure to working life with an employer.

For more information please contact:
Welsh Government via dfes-apprenticeshipunit@wales.gsi.gov.uk
Foundation Degrees in Information Technology Management for Business (ITMB)

The need to increase the supply of people who combine IT skills with business and 'people' skills is resulting in the development of a new qualification in Wales.

Two institutions, Swansea Metropolitan University and Cardiff Metropolitan University, have been funded by the Higher Education Funding Council for Wales to develop new Foundation Degrees during autumn 2011, with a view to students being enrolled from January 2012. The Universities are partnering with local colleges as part of the development activity.

The Foundation Degree is a two year course for employed people. It will develop students' skills, enhancing their working performance but also making them eligible to join a range of full degree courses on completion.

The first full 'Information Technology Management for Business' Degree course is also being piloted in Wales this year at Glamorgan University. The first students were enrolled in September 2011.

For more information please contact the relevant University.

Or visit:

Swansea Metropolitan University
www.smu.ac.uk

Cardiff Metropolitan University
www.uwic.ac.uk

Glamorgan University
www.glam.ac.uk
**IT for Rural Enterprises**

As use of IT is at the heart of the modern rural economy it’s important to ensure rural businesses in Wales have the right ICT skills to get ahead.

IT for Rural Enterprises delivers training to the owners, managers, employers and employees of around 2,000 micro rural enterprises that employ 9 people or less.

It aims to see 3,000 individuals gain qualifications in ICT at Levels 1 & 2 and provide progression opportunities at Level 3, with at least 90% of participants completing their training plan and 50% achieving a full qualifications outcome (level 1-3) by the project end date in 2015.

For more information please contact:
Hazel Hancock - Welsh Government via [hazel.hancock@wales.gsi.gov.uk](mailto:hazel.hancock@wales.gsi.gov.uk)
**BICT2**

The BICT2 (Business Information Communications Technology 2) project is an EU-backed scheme to raise IT skills amongst workers of small businesses in South East Wales to boost their career prospects and drive forward competitiveness of enterprises.

The BICT2 project, led by Computeraid Limited, is set to train around 1,000 individuals and support over 800 small to medium sized enterprises (SMEs). The project aims to help companies make better use of technology to reduce costs and improve business performance.

It will also enable employees to gain new skills so they can access a wider choice of jobs and improve their wage potential. The initiative will also raise awareness of the uses of Information and Communication Technology (ICT) for remote working, particularly for improving the work-life balance of disadvantaged groups or those who have difficulty in participating in a traditionally-structured office-based working week.

BICT2 will also address the uses of ICT to minimise travel and reduce the pressure on the environment as well as encourage employers to develop a training culture where employers contribute to the training and development of their workforce.

Courses will run at The Jasmine Centre on Cowbridge Road East, Cardiff, the Business Centre, Barry, and the Learn IT Centre in the centre of Monmouth.

For more information please contact:
Computeraid Limited via training@computeraidwales.com

Or visit: www.computeraidwales.com
Admiral Pilot Job Scheme

A Welsh Government backed pilot training package pioneered by Admiral Group to ensure job seekers have the specific skills they require has helped scores of unemployed people gain qualifications and find work.

The pilot is geared to meet the on-going recruitment needs of Admiral while helping unemployed adults find work.

Job seekers benefit from an eight-week pre-employment training package to equip them with the skills required by Admiral - which also prepares them for work in the wider contact centre industry.

The pilot has exceeded it targets - 115 people completed the training; 97 achieved a Level 2 qualification in customer service; 84 achieved a Level 2 qualification in team leadership and to date more than half have already gained employment.

Admiral worked with Acorn Recruitment & Training, Welsh Government and Jobcentre Plus to create and deliver the training tailored to their recruitment needs in Cardiff, Newport and Swansea.

For more information please visit:

www.wales.gov.uk

or

www.admiralgroup.co.uk/contact
e-Crime Wales (Trust and Security)

e-Crime is currently estimated to cost the Welsh economy up to £974 million every year, through direct financial or intellectual property theft, disruption of communications or damage to business-critical data.

Historically, such crimes have been difficult to detect and punish, partly because of their technical complexity and partly because unseen attackers can strike at victims from hundreds or even thousands of miles away.

With support from the Welsh Government, e-Crime Wales is a partnership of organisations and agencies committed to equipping Welsh businesses with the knowledge and tools to be aware, vigilant, informed and ultimately safe from the destructive effects of e-Crime in all its forms.

By bringing together the four Welsh Police Forces, specialist public sector organisations and expert commercial businesses, e-Crime Wales shares and distributes the knowledge and intelligence vital for Welsh businesses to conduct business online both safely and securely.

e-Crime Wales wants every business in Wales to:

- Recognise e-Crime when they see it;
- Share their experiences of e-Crime;
- Understand the magnitude of e-Crime - that just like ‘real crime’ it has extremely serious implications to lives and livelihoods;
- Know the practical steps to take in order to avoid becoming a victim of e-Crime;
- Learn the correct process for reporting e-Crime instances to the relevant authorities;
- Have the available resources and support they need from police, government and private sector to achieve these aims; and
- Continue exploiting the benefits of ICT adoption without hindrance from the fear or obstacle of e-Crime.

For more information please contact: Iestyn Pugh - Welsh Government via iestyn.pugh@wales.gsi.gov.uk.

Or visit: www.ecrimewales.com
DE-LAN

Businesses in Wales and across Europe already know that they need to innovate, exploit the potential of new and emerging digital technologies and work together with others if they are to strengthen their position in the global economy, but they need support to achieve this.

To provide practical steps and tools to help businesses work together more effectively Welsh Government is leading a European funded project to address this need.

Over the next three years the DE-LAN (Digital Ecosystems-Learning Application Network) project will establish the practical implications of creating new types of digital networks amongst businesses. It will do this by sharing experiences and examples of this area of work across nine European regions, exploring both successes and failures to enable specific benefits to be identified.

These benefits will then be widely communicated to help change the way governments and businesses think and act. By the close of the project governments will know how to create an environment through policy to enable sustainable digital networks, stimulating the Information and Communication Technology (ICT) supply sector and helping all businesses compete in today's dynamic global markets, allowing them to create wealth and increase the number of skilled jobs in their regions.

DE-LAN is an INTERREG IVC (Innovation and Environment Regions of Europe Sharing Solutions) European funded project which includes 9 European partner regions led by the Welsh Government. It has been created to address a recognised need amongst businesses.

For more information please contact:
Wayne James - Welsh Government via wayne.james@wales.gov.uk

Or visit: www.de-lan.eu
e-Business Services Support

Helping Welsh businesses make best use of Information and Communications Technology (ICT) and e-Business solutions by providing free advice and guidance is at the heart of the e-Business Services Support project.

Working in partnership with eSkills UK, the project has made available a Wales arm of the Online Business IT Guide (BITG). It provides objective, impartial and meaningful information and advice regarding ICT and the benefits different technologies can bring to businesses of all sizes.

Businesses can also take advantage of an ICT health check. The ICT Diagnostic, delivered in partnership with the private sector, assesses a businesses use of ICT and provides a roadmap to help businesses understand how they can exploit digital technologies.

Specific e-Business support works directly with businesses that recognise the need or benefits of increased exploitation of ICT. The project, in partnership with the private sector, works directly with businesses to provide the skills lacking in many businesses to ensure appropriate and successful ICT implementation. Supported by EU funds, the businesses themselves pay the balance of the support costs.

ICT CapEx Support is available solely for businesses availing themselves of the eBusiness Support. This is available on repayable terms over three years and is capped at £10k at a maximum of 50% of investment costs.

Digitally Networked Business Projects, (DNB), works with multiple stakeholders in the exploration of Digital Ecosystems. This activity works with clusters or sector supply chains to identify how shared exploitation of technologies can take place within a Digital Ecosystem. This is underpinned with toolkits, guidance and methodologies developed by the ICT Exploitation team in partnership with EC programmes in this field.

For more information please contact: Michael Groves - Welsh Government via michael.groves@wales.gsi.gov.uk
Digital Wales Research Hub

It’s now easier for leading multi-national and Welsh companies to access the research opportunities available in Wales.

Welsh Government has set up the Digital Wales Research Hub to forge sustainable links between industry, business and Welsh universities, which will develop the economy in Wales and help to create new jobs.

The Hub will promote effective and enduring collaborations between business and Welsh academic expertise, providing access to supply chain opportunities across Wales that could add further value to research projects.

Organised as a funding body, the Hub will be supported by an administrative function and will operate schemes through competitive, peer-review.

Four pilot projects, funded by Welsh Government, are demonstrating demand for activity in this area and cover:

- The evolution and future design of software and broadband networks to meet growing demand from consumers and business.
- Various optical network architectures to meet future network growth and ensure it is economically viable and sustainable.
- Production of six short films reflecting stories of homelessness and providing individuals with the opportunity to use digital media tell their own story.
- Research into how people in rural communities want to use the internet and access broadband services, to ensure they are properly included in the digital economy.

For more information please contact:
Martin Jenkins - Welsh Government via martin.jenkins@wales.gsi.gov.uk
Digital Tourism – putting Wales on the map

Use of the internet has changed the way people book holidays and short breaks, at home and abroad. Wales plans to boost the competitiveness of its tourism industry through a five-year Digital Tourism plan that will focus on online marketing, booking systems and business management.

The plan has a number of workstreams:

**Digital tourism business environment**
Provides opportunities for tourism businesses to share expert opinion and business opportunities online. Diagnostic assessments of their ICT supported by training and seminars to ensure Wales’ tourism has the ICT skill to support 21st century tourism.

**Digital tourism communities**
Digital tourism communities are groups of businesses brought together on-line for shared business interests, such as hoteliers or catering businesses. They are co-operative and innovative communities and are usually regional or sector specific and interact with and through Information and Communications Technology (ICT). Local “communities” receiving support via this project will provide open, interoperable building blocks for the wider digital tourism community in Wales.

**Piloting innovative approaches to using digital technologies for tourism business**
Supporting businesses that want to develop apps or have ideas that can provide enhanced tourism information and experiences.

**Developing and exploiting the knowledge base.**
Providing high quality web content about Wales that tourism business can use to support their online activities.

**Technology**
Ensuring the right technical infrastructure is in place to support new information and apps.

For more information please contact:
Leighton James - Welsh Government via leighton.james@wales.gsi.gov.uk
The Graduate Entrepreneurship Scheme
– Alacrity

The Graduate Entrepreneurship Scheme is designed to create a new generation of technology companies to enhance Britain’s competitive position as a user and producer of digital technology and creative content.

Its aim is to recruit the brightest and best engineering and business graduates from across UK universities, take them through an entrepreneur “boot-camp” and then create a new generation of Welsh-based technology companies, “newcos”.

The scheme is led by Wesley Clover www.wesleyclover.com in collaboration with the Waterloo Foundation www.waterloofoundation.org.uk and the Welsh Government.

The Programme will support 10 university graduates per year through a Boot Camp administered by a not-for-profit foundation, called Alacrity. During the Boot Camp stage Wesley Clover and experienced entrepreneurs will provide the students with intensive supervision, training and coaching to become an entrepreneur.

In parallel to the Boot Camp Wesley Clover will work with its strategic partners to identify ideas for new ICT products and services. Wesley Clover will additionally market test these ideas and in some instances obtain orders for the final product/services.

On “graduation” from the Boot Camp, groups of students will enter new companies (“newcos”) which are established by the Programme to realise the commercial opportunities around the new ICT product/solutions. At this stage, the private sector and the public sector will make an investment into the newcos, through a managed fund, in return for an equity stake.

For more information please contact:
Alex Bricknell - Welsh Government via alex.bricknell@wales.gsi.gov.uk
School for Start Ups

In July 2011, former Dragon’s Den entrepreneur and School for Start Ups Social Enterprise Founder, Doug Richard held three one-day workshops to show small businesses how they can exploit the benefits of the internet to help their business grow. The workshops were held in Cardiff, Swansea and St Asaph to help almost 500 businesses in Wales.

Doug offered his expertise on a “non profit” basis as part of School for Start Ups vision to help and encourage people to start better, more profitable, businesses by promoting the use of new technologies. He also brought a team of experienced digital experts as part of a team teaching approach.

Focus was given to entrepreneurial and small business experience and there was a strong bias towards low-cost, quick to implement strategies and techniques to enable businesses to exploit the most current and emerging technologies.

The pilot has now ended and will be given further evaluation before any further steps are taken to re-introduce the concept.

For more information please contact:
Susan Morgan - Welsh Government via susan.morgan@wales.gsi.gov.uk

Or visit: www.schoolforstartups.co.uk
EADS Foundation Wales

Foundation Wales has been set up to discover and understand technologies that will support sustainable development - through a programme of world class research.

It aims to grow and strengthen regional industrial and academic capabilities of strategic importance to the partners and promote and facilitate the exploitation of technologies developed, to the economic benefit of the regions involved.

Foundation Wales is a Special Purpose Vehicle (SPV) set up in conjunction with EADS (European Aeronautic Defence and Space Company) to help Wales fly higher and exploit aerospace Research and Technology.

The SPV will take the form of a jointly owned company of the Welsh Ministers and EADS Cassidian, Newport. The company is limited by guarantee, the purpose of which is to commission and exploit research in secure communications in Wales for maximum economic impact.

For more information please contact:
Foundation Wales via enquiries@eadsfoundationwales.com

Or visit: www.eadsfoundation.com
Software Alliance Wales

Promoting Wales as a key driving force in software development is a key aim for the Software Alliance Wales.

It supports innovation and growth amongst the Information and Communication Technology (ICT) and Software Sector and creates a platform for developers to network and share best practice. The project is led by Swansea University in partnership with the Universities of Bangor, Glamorgan, Aberystwyth, and the University of Wales Trinity Saint David.

Funding is provided by the European Union through the Welsh Government, known as Convergence funding and covers 15 local authority areas in the West Wales and the Valleys region. The Convergence programmes for West Wales and the Valleys comprises of funding from two separate European Structural Funds: the European Regional Development Fund (ERDF) and the European Social Fund (ESF).

Software Alliance Wales sets out to help Welsh businesses realise the advantages of new technologies (ICT) and to specifically support employers and practitioners in the software sector to identify and address skills requirements and secure quality of delivery in order to further develop the knowledge economy.

The project will develop a national network of software providers and work closely with them to identify and support their development needs; drive the quality of the IT supply sector by delivering an accreditation scheme; improve the use of ICT within Small and Medium Enterprise’s (SME’s) across the Convergence region; establish stronger links between SME’s and Higher Education Institution’s (HEI’s) and increase the number of women in ICT careers.

For more information please contact:
Software Alliance Wales via info@softwarealliancewales.com

Or Visit: www.softwarealliancewales.com
Centre of Excellence in Mobile Applications and Services (CEMAS)

A centre of excellence where small businesses can design, develop and test new mobile phone services and applications has been set up at the University of Glamorgan. It is helping small and medium-sized businesses convert ideas into products.

Information and communication technology is one of the important sectors identified in Welsh Government’s plan to develop our economy. The CEMAS project is working collaboratively with business to create, develop and test mobile applications.

CEMAS is also supporting the Welsh Mobile Information and Communications Technology (ICT) industry by creating a network of leading industry contacts throughout the world. Activities range from local seminars to internationally recognised conferences combined with mobile apps showcasing events for Welsh SME to put their product in front of international audiences.

For more information please contact:
The CEMAS Team via cemas@glam.ac.uk

Or visit: www.cemas.mobi
A High Performance Computing Wales (HPC Wales)

High Performance Computing (HPC) Wales is giving businesses and universities access to the most advanced computing technology available. It provides computers that can handle and analyse massive amounts of data at a high speed and at a scale not attempted anywhere else in the UK or Europe.

The new technology means that tasks that usually take months using normal computers can be done in days or even minutes.

It can be used for many diverse tasks, such as facial reconstruction modelling, animated graphics, nuclear energy research, petroleum exploration, car crash simulations and airflows over aircraft wings.

It will speed up innovation from research carried out in Welsh Universities and it is expected to help create over 400 jobs in industry.

The introduction of High Performance Computing has been led by the Welsh Government and is expected to accelerate research, development and innovation.

The main computer hubs for HPC Wales are in Cardiff and Swansea, with links to Aberystwyth, Bangor and Glamorgan universities, along with University of Wales and Technium business innovation centres around Wales.

For more information please contact:
HPC Wales via info@hpcwales.co.uk

Or visit: www.hpcwales.co.uk
Technocamps

Over 2,600 pupils from schools in West Wales and the Valley Regions will have the chance to take part in Technocamps, where they will get the chance to develop and apply computational thinking through a range of interactive and on-line workshops.

Schools, higher educations and academia will team up to deliver the Technocamps at Higher Education campuses. Aimed at pupils from 11 to 19 years, sessions will cover technical and scientific themes over and above core curriculum requirements and will be designed to hold appeal to particular audiences. The aim is to inspire young people and help them understand how computing science and technology can be practically applied in the ‘real world’.

To encourage more girls to take up science and technology there will be a number of targeted workshops to break down barriers and provide practical information on potential careers in science and technology.

The project will give young people, particularly disadvantaged young people the opportunity to spend time in a Higher Education learning environment and meet academics and students and break down barriers. Schools will be encouraged and provided with the relevant support materials, to establish a “Technoclub” to continue the work of the Technocamps.

For more information, please contact:
Stuart Toomey - Swansea University via s.j.toomey@swansea.ac.uk

Or visit: www.technocamps.com
Skills for the Digital Economy (Skillset Cymru)

Creative media industries across West Wales and the valleys are being given a boost through a four and half year programme to improve skills in the sector.

Skills in the Digital Economy is aimed at industries involved in TV, film, radio, interactive media, animation, computer games, facilities, photo imaging, publishing, advertising, fashion and textiles.

Other key aims of the programme are to improve understanding of diversity issues facing the sector's workforce as well as specific environmental issues.

The programme is backed with funding from the European Social Fund (ESF) through the Welsh Government, with the rest of the funds provided by Welsh broadcaster S4C, the trade association for independent producers in film and television in Wales, Teledwyr Annibynnol Cymru (TAC) and Skillset Cymru.

The creative economy in Wales has been identified by the Welsh Government as one of six priority sectors for business support. The project also seeks to significantly increase training opportunities for new entrants/junior professionals in these regions.

For more information please visit: www.skillset.org
Wales Public Service Network – A secure private Internet for the public sector

Wales is the first UK home country to have a single, secure public service internet. Education, health, local government, police and emergency services are now sharing the same electronic highway, which has been designed by the public sector to meet its specific business needs.

Traditionally public services in Wales relied upon a number of disparate broadband services, purchased from different suppliers. In 2004, the Welsh Government saw a valuable opportunity to combine the demands of the different sectors and decided to put in place a far sighted agreement to provide one flexible, cost effective broadband for the public sector.

Over 2,000 organisations are now connected to the Wales PSN and benefitting from better, faster connections and collaborative cost savings. As the PSN uses a shared core network across Wales with direct connections to individual sites, operational management is simplified delivering further cost savings.

Wales PSN is delivered through the Public Sector Broadband Aggregation Programme (PSBA) and supports shared services, high volume data transfer, cheaper internet telephone services and video conferencing.

For more information please contact:
The Project Office - 029 2082 3190 or email - psba@wales.gsi.gov.uk

Or visit: www.psba.org.uk
Data Centres

Wales’ public sector currently operates 66 data centres and 278 server rooms, some of which are nearing the end of their lifecycle or usability.

To improve efficiency and reduce the carbon footprint an initiative is under way to reduce the number of data centres to a small number (no more than 6) secure, high powered, high performance facilities serving the entire Welsh public sector.

A National Data Centre Technical Strategy sets out the route map for data centres that will support national applications and online public services. It will also establish a pathway for the introduction of web-based Cloud or hosted services, such as email, or office applications.

Consolidation of data centres is expected to deliver substantial savings in cost and energy consumption, and at the same time improve service standards.

As an interim step, public sector collaboration in geographical areas will be encouraged to pool resources and reduce the number of local data centres.

For more information please contact:
Stephen Harries - Office of the Chief Information Officer (OCIO) via stephen.harries@wales.gsi.gov.uk
Common address data set for Welsh public services

Wales' 22 local authorities are now using one source of address data - the National Land and Property Gazetteer (NLPG), which is endorsed as the authoritative, national address list, providing unique identification of land and property in England and Wales.

This definitive data set is underpinning integration of operational systems such as council tax and non-domestic rates and is reducing error and duplication.

Digital Wales is supporting its use with other public sector bodies, including the police and fire services, which would benefit from access to a single source of address information that includes accurate recognition for landmarks and properties without a postal address.

In Gwent, Newport City Council, Gwent Police and South Wales Fire and Rescue are to pilot a new Direct Incident Transfer Hub, underpinned by the NLPG. This is the first of its type in the UK and if successful will be adopted throughout Wales and England.

The hub will automatically transfer information from 999 and 101 calls to the agencies that need to action the call. This will save time, money and resources and make emergency services more responsive. At the moment information is shared via telephone calls.

Digital Wales is also working alongside the Wales Accord for Sharing Personal Information (WASPI) team to finalise operational Information Sharing Protocols (ISP) between these public sector bodies.

For more information contact:
Jon Jones - Office of the Chief Information Officer (OCIO) via jonathanc.jones@wales.gsi.gov.uk
**My Health Online – the patient’s website**

My Health Online is a bilingual NHS Wales website that lets people order repeat prescriptions and book appointments to see their GP, wherever they are and at any time.

Funded by Welsh Government, it makes it easy for patients to update their general details, such as change of address, and has links to NHS Direct Wales for help on managing health conditions.

My Health Online was developed following a survey of over 1,000 people in Wales to find out how they wanted to use digital technology for healthcare. The majority said they wanted to use the internet to contact their GP practice online.

My Health Online makes it easier for patients to make contact with their GP, no hanging on the phone waiting to get through to the surgery and there is reduced administration for the GP practice.

The website is being delivered by the NHS Wales Informatics Service in partnership with the suppliers of GP Computer Systems to Wales, and will be available nationally by autumn 2012.

For more information please contact:
NHS Wales Informatics Service on 029 2050 0500

Or visit: [www.wales.nhs.uk/nwis](http://www.wales.nhs.uk/nwis)
Shared Resource Centre

The Shared Resource Centre at Blaenavon pools IT-related activity for Torfaen and Monmouthshire Councils, Gwent Police and acts as a data centre for the NHS Wales Informatics Service.

The project is expected to deliver millions of pounds in savings and address resource capacity gaps.

The centre was officially opened by the First Minister on the 14th February 2011.

For more information please contact:
Stephen Harries - Office of the Chief Information Officer (OCIO) via stephen.harries@wales.gsi.gov.uk
The ICT Strategy for the Public Sector in Wales

The ICT Strategy for the Public Sector in Wales sets out the technical approach, architecture, infrastructure and standards needed to deliver a Digital Wales.

The Strategy will allow Wales to robustly and safely ensure that new ICT systems support the move to online public services and that they meet the needs of the citizens of Wales. The Strategy also supports the delivery of the following core public sector goals:

- Improving public service delivery
- Improving access to public services
- Increasing the efficiency of public service delivery
- The promotion and facilitation of the use of Welsh.

One area is the use of email and electronic communications. Currently the NHS Wales uses the postal service to send out letters to patients and to communicate between secondary and primary care. Betsi Cadwaladr University Health Board alone sends approximately 120,000 letters to patients every month.

In the future, the aim is to become less reliant on printed communications, while allowing the citizen to receive communications in the medium of their choice.

The Office of the Chief Information Officer is working with public sector organisations to develop a printing strategy that will create opportunities for efficiencies and optimise print resources by:

- Improving processes – no longer having to deal with paper records.
- Improving the way print hardware is purchased to avoid various inefficient and non-standard devices distributed across organisations.
- Ensure print devices are set up to in the most efficient way, e.g. printing double sided
- Create opportunities for centralised print rooms and shared resources

First steps are to evaluate examples in Wales where organisations are collaborating on printing technologies. For example Caerphilly Council and Cardiff & Vale Health Board are implementing technology that will reduce ink usage and consequent consumable costs.

For more information please contact:
Wayne Turner - Print Strategy Manager Caerphilly Council via turnew@caerphilly.gov.uk

Or visit: [www.wales.gov.uk/digitalwales](http://www.wales.gov.uk/digitalwales)
**Broadband Support Scheme**

People who live in areas in Wales where broadband is not available or is very slow can apply for a grant of up to £1,000 to help their household, business or voluntary organisation get on line.

The Broadband Support Scheme helps people living in broadband ‘slowspots’ or ‘notspots’ across Wales. This is defined as no broadband at all or a consistent download speed of less than 2Mbps, which is about the same as dial-up. Eligible recipients have the freedom to choose the most appropriate solution and their own Internet Service Provider (ISP).

Financial assistance is available to cover the capital costs associated with the set up and installation of a broadband service. Communities are encouraged to pool resources to purchase community wide solutions from the market and potentially leverage additional benefits and outcomes.

For more information please contact:
Welsh Government via broadband@wales.gsi.gov.uk

Or visit: www.wales.gov.uk/broadband
**Next Generation Broadband for Wales**

Fast broadband accessible across Wales is as important to economic growth as our road and rail networks.

Welsh Government aims for everyone in Wales to access next generation – or superfast broadband (at least 30Mbps) by 2015.

We’re currently in the procurement phase of delivering Next Generation Broadband for Wales as set out in Economic Renewal: a new direction. First class, globally competitive digital infrastructure is also a key theme within Delivering a Digital Wales and will provide the foundation for delivering a Digital Wales.

The procurement exercise that will underpin the project was launched in the Official Journal of the European Union (OJEU) in February 2011 with a view to awarding a contract in spring 2012.

For more information please contact:
Welsh Government via nextgenerationbroadband@wales.gsi.gov.uk

Or visit: [www.wales.gov.uk/broadband](http://www.wales.gov.uk/broadband)