



## **Basic User Aspects and Digital World 2030**

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**Confederation of European Computer User Associations**  
Confédération Européenne des Associations d'Utilisateurs des Technologies de l'Information

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(Some input for the preparation of the report)

### **Summary**

Technical changes and the mechanisms of the markets play a key role for the digital world in 2030. But over and above that well-known user aspects are very important for a reliable forecast and for related political action. Therefore as explained below the report has to take into the account the behaviour of specific groups of users and to regard alternatives for the assumptions and the resulting consequences. Furthermore user aspects result in political measures. Therefore to satisfy the needs of political forces it is necessary to cover some effects in the report. This paper is a contribution to avoid subsequent weaknesses of the report that is expected to continue the very positive work EIF has started with the previous report in close contact with members of the European Parliament.

### **General importance of user aspects**

Without any doubt the digital world in 2030 will be a revolutionary change for life of European people and will govern nearly all aspects of their life. At the same time citizens, politicians and business persons will also influence the technical development and the European and worldwide market. Thereby European political forces have a huge responsibility with regard to their own decisions as well as with regard to their influence on the citizens. Because of their long term effects also many current and future issues of the Parliament (see for example: net neutrality) have major interactions with the digital world of the future.

From the user perspective there is a number of well-known concerns that have great influence on the future development and that should be focussed for political conclusions based on a reliable forecast. It might be crucial for development of markets and for social life to remove fears concerning insecurity, misuse of big data, barriers for access, dominance of players, manipulation of users and missing sustainability. Political forces and other stakeholders could use disadvantageous expectations for the implementation of countermeasures. Awareness is a prerequisite for steering. The study should have this always in mind.

### **Basic impact on the Report DW 2030**

Obviously, the Report 2025 and the published results preparing the new report cover a broad range of aspects with regard to the role of users. But even more has to be done. Users play a key role for the speed and the direction of the future development. Therefore, there has to be further analysis of this role, of the behaviour of groups and of the resulting consequences. This paper intends to highlight some basic aspects that are crucial to get a sustainable and realistic forecast. User is taken as a generic term covering citizens, customers and business users.



There are very different groups of users. These have to be classified with respect to skill, social and moral standards, culture and religion, interests and motivation. Of course, a suitable clustering of the large number of groups has to insure the handling of this approach. These clustering should consider the role of these groups as pacemakers, followers or slow-down factors. On one hand these roles and their interactions have a key influence on the development. On the other hand they are affected by the revolutionary changes in a different way. Different cases for possible future development have to be considered. Furthermore, starting from the users' point of view some key technologies have special importance. It should not be forgotten here that the user is not interested in the technology itself but in the functionality offered. Revolutionary changes of basic IT performance plus micro mechanics plus sensor technology plus big data will result in a broad range of assistant functionality penetrating all areas of life. Rules of the market, personal interests and dynamic forces within groups can create jumps as well as walls and stops. Different scenarios have to be considered. Some recent developments of the consumer market (see tablets, smartphones) show possibly dynamics for revolutionary progress as well as for slow-down-factors.

### **Further considerations**

The basic components for this forecast, their possible development and their interactions are very complicated. Therefore the study can't analyse and solve all details. But for DW 2030 it is better to outline open questions, problems and possible consequences than to skip important aspects because the report should be neither a comfortable technical vision nor a social dream book.

Therefore, the report should point out the role of a number of user oriented aspects as for security, privacy, education, employment, wealth, positive growth, confidence, contentedness and happiness. These items are on one hand basic for the future development and in this way for the prediction of the Digital World 2030. On the other hand there is a political need to care about them and thereby to influence the development in a positive way. CECUA takes special care about these items and welcomes involvement in appropriate guidelines and studies. Confidence in a more secure e-world should be an important pillar for opening market and for positive effects on personal and social life. Consideration of customer behaviour and customer requirements can improve the changes and their effects. A European approach is necessary because of European interests and specific European facts related to economics as well as to social aspects and expectations of the people.

Obviously, this paper can only be a contribution to avoid that important items are not adequately considered in the preparation of the study. Furthermore, dedicated follow-up studies should keep an eye on a number of questions resulting from the study and from these considerations. The study should make some proposals. CECUA would like to continue cooperation with EIF to finalize the key issues and to meet the goals raised by involved members of the European Parliament.



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