

FACTSHEET: Silver Infocomm Initiative

The Silver Infocomm Initiative (SII) aims to bridge the digital divide among seniors aged 50 and above by addressing differences in educational background, language and infocomm competencies. Launched in November 2007, the programme aims to promote IT awareness and literacy among seniors so that they can be actively engaged in the digital age. Through focus group discussions and feedback received, there is ongoing demand for avenues such as classes to learn IT, and interest in seniors to help fellow peers get connected. Since inception, more than 107,000 training places have been achieved through workshops conducted at the Silver Infocomm Junctions (SIJ), Silver IT Fest and Intergenerational IT Bootcamps.

The programmes under SII are as follows:

1) Silver IT Fest

The Silver IT Fest (formerly known as Silver Infocomm Day), an annual event organised by Infocomm Development Authority (IDA), Institutes of Higher Learning (IHLs), industry and community partners, is aimed at enlightening seniors on the latest in infocomm. The 3-in-1 event consists of hands-on training workshops¹, exhibitions and seminars² on infocomm. The exhibition has been enhanced to a festival, open to both the younger and elder generation, comprising several emerging technologies, apps and games.

The Silver IT Fest has gained much momentum and is an iconic event that seniors and partners look forward to each year. It started in 2007 with an attendance of 360 and had grown to an annual attendance of over 5,000. In 2015, with the scaled up exhibition that encouraged seniors to live, discover and play through technology, the Silver IT Fest attracted an attendance of more than 11,000. The total participation attained through such mass IT events since its inception is more than 42,000.

Silver IT Fest 2015, held from 1 – 11 October 2015, is organised by IDA in collaboration with Institute of Technical Education (ITE), Nanyang Polytechnic (NYP), Ngee Ann Polytechnic (NP), Temasek Polytechnic (TP) as well as, Chinese Development Assistance Council (CDAC) and RSVP Singapore – The Organisation of Senior Volunteers (RSVP). The week-long event was held at four different venues³ to make it easier for seniors to attend.

2) Silver IT Care

Silver IT Care, a tripartite project which IDA partnered with RSVP – the Organisation for Senior Volunteers (RSVP) and Council for Third Age (C3A), was launched October 2013. The Silver IT Care taps on the infocomm sophistication and savviness of the

¹ IT Workshops are offered in four national languages.

² Seminars are conducted in both English and Chinese.

³ ITE College West, Nanyang Polytechnic, Ngee Ann Polytechnic and Temasek Polytechnic.

senior population, as well as leverages their wealth of experience and expertise to benefit other seniors. The outcome of this is the setup of the Infocomm Helpdesk which is manned by a team of IT-savvy seniors, who are able to better understand the problems and queries of their peers. Seniors can call in and receive guided IT advice or troubleshooting on software and hardware issues.

41 seniors have been trained as call agents to deliver the first level of trouble-shooting over the phone. If they are unable to resolve the issues via the phone, seniors can bring in their faulty computers to RSVP at Bishan Junction 8 where they will be assisted by seniors trained in computer repairs. One-day mobile IT clinics have also been conducted at various venues such as Bukit Batok Community Club and Microsoft Singapore, to provide seniors an avenue to bring their faulty computers or laptops for repair. In addition, Silver IT Care has helped various VWOs such as Ain Society, Beyond Social Services, and Jamiyah Children's Home to set up computer terminals by using refurbished computers.

As at February 2016, more than 760 cases including hotline enquiries and PC repairs have been handled successfully since its inception in 2013. To improve efficiency and ensure quality control of the IT Helpdesk, a Silver IT Care database was rolled out in October 2014. The database is designed to accurately capture information of the problems and track solutions offered by Silver IT Care Volunteers. This helps to improve turnaround time and provide optimal solutions to beneficiaries.

3) Silver Infocomm Wellness Ambassadors

As part of IDA's effort to continue helping more seniors, IDA collaborated with the People's Association Active Ageing Council (PAAAC) for a fourth year running, to conduct the Silver Infocomm Wellness Ambassador Programme for seniors. A total of 82 active silver infocomm advocates who have embraced IT, were lauded as Silver Infocomm Wellness Ambassadors over the past three years. These Ambassadors are recognised for their achievements such as reaching out to their peers and inspiring them to learn or use ICT to enhance their lifestyle, e.g. social networking, blogging and e-banking. In 2015, 20 active infocomm advocates were lauded as Silver Infocomm Wellness Ambassadors. Dr Yaacob Ibrahim presented the letters of appointment to 20 Ambassadors during the Silver IT Fest at Nanyang Polytechnic.

4) Silver Infocomm Junctions

The Silver Infocomm Junctions (SIJs) are senior-friendly infocomm learning hubs appointed by IDA. SIJs are operated by Voluntary Welfare Organisations, Community Clubs and/or Non-profit Organisations. As at December 2015, close to 80,000 training places have been attained through workshops conducted at these SIJs.

These SIJs offer affordable infocomm training and a customised curriculum for seniors. Tutorials are also available for them to enjoy an in-depth learning experience. There are two tracks, iBEGIN and iLIVE, for seniors to learn basic infocomm usage and advanced digital lifestyle skills respectively.

iBEGIN curriculum imparts basic infocomm skills such as how to use a computer, surf the Internet, create an email or instant messaging account, make video calls, as well as how to be safe online.

The iLIVE curriculum, comprising intermediate topics, is aimed at users who already have basic infocomm skills. Participants will learn how to transact online, edit digital photos and share large files online.

The senior-friendly courseware booklets are structured in a step-by-step, comprehensive format, and available in both the English and Chinese languages. Currently, the Silver Infocomm Initiative Curriculum covers 22 topics. A brief outline of each course is available in **Annex A**.

For locations of SIJs, please see **Annex B**.

5) Intergenerational IT Bootcamp

To foster closer ties between the seniors and their grandchildren, various schools from primary to tertiary levels have been in collaborating with IDA for the Intergenerational IT Bootcamp. Started in 2010, the Intergenerational IT Bootcamp helps seniors who are yet to be IT-savvy, cross the digital divide while bonding with the younger generation.

Over the years, IDA constantly enhanced the programme by raising it to a constituency level, and working with various schools and community clubs. The constituencies involved were Radin Mas SMC, Ang Mo Kio GRC, Tampines GRC and Tanjong Pagar GRC.

To date, 78 schools have co-organised 145 bootcamps with IDA and trained close to 3,000 seniors to pick up IT skills from their grandchildren or students. Topics covered include “Basic Computer and Internet Skills”, “Getting Started on Facebook” and “Infocomm Tools for Health Management”.

For a list of schools involved in Intergenerational IT Bootcamp since 2010, please see **Annex C**.

FOR MORE INFORMATION IDA Communication Contact

Candy Pok
Assistant Manager, Corporate & Marketing Communications Division
Tel: +65 6211 1706
Fax: +65 6211 2227
Email: candy_pok@ida.gov.sg

iBEGIN curriculum

- 1) Basic Computer skills on Windows 7
 - Uses of a computer
 - Healthy approaches to computer usage
 - Parts of a computer
 - Simple keyboard and mouse skills
- 2) e-Communications
 - Creating an email account, send email and attach files
 - Using VoIP to make audio or video calls
- 3) Internet
 - Logging on to the Internet
 - Surfing the Internet
 - Search engine and tips
- 4) Chinese input via Hanyu Pinyin (*Delivery only in Chinese*)
 - Introduction to Hanyu Pinyin
 - Methods to input Hanyu Pinyin
 - IME pad and software keyboard
- 5) Chinese input via Handwriting Device (*Delivery only in Chinese*)
 - Input of handwritten Chinese characters
 - Input of symbols
- 6) Basic Computer skills on Windows 8
 - Parts of a computer
 - Simple keyboard and mouse skills
 - Features of Windows 8
- 7) Introduction to iOS
 - Basic set up and common features of iOS devices
 - Apps management
 - Access Internet
- 8) Introduction to Android
 - Basic set up and common features of Android devices
 - Apps management
 - Access Internet
- 9) Introduction to Mac
 - Parts of a computer
 - Mac operating system

iLIVE curriculum

- 10) e-Travel
 - Why e-travel

- Booking rooms and tours online
 - Booking airline tickets online
 - Buying travel insurance online
 - Other travel requirements
- 11) e-Transactions and Infocomm Security
 - Types of e-transactions
 - Online shopping websites and tips
 - Internet security
 - 12) Digital Photo Management
 - Downloading photographs to the computer
 - Downloading and installing Picasa
 - Managing and sharing photographs
 - Photography editing techniques
 - 13) e-Entertainment
 - Using the Internet to listen to music
 - Using the Internet to watch video clips
 - Internet games
 - 14) Social Networking
 - Types of social networking
 - Building profile and designing homepages
 - Networking with friends, chat and post comments
 - 15) Blogging
 - What is a blog
 - Write and post blogs
 - 16) Digital Video Management
 - Downloading digital video clips
 - Editing and enhancing video clips
 - Managing and sharing video clips among friends
 - 17) iBanking
 - Applying for iBanking
 - Checking bank statement online
 - iBanking services
 - Online security tips
 - 18) Health Information Tools and Services
 - e-Health Information
 - e-Health Tools
 - e-Services
 - e-TCM
 - Assessing e-Health information
 - 19) Online Storage and Sharing (Cloud Computing)
 - Introduction to Cloud Computing
 - How to use Dropbox
 - How to use Google Docs
 - 20) Government e-Services
 - Introduction to Government e-Services
 - How to register and use SingPass

- CPF e-Services
- IRAS e-Services
- eCitizen e-Services

21) Navigating Around Singapore

- Directional guides
- Public transportation guides
- Activity guides
- Food guides

22) Mobile Apps for Government Services

- Overview of Government e-Services on mobile apps
- Step-by-Step guide of some mobile apps: oneService app, myTransport, myENV

Silver Infocomm Junctions

The 9 SIJs are located at:

- 1) Buona Vista Community Club 波那维斯达民众俱乐部
Blk 36 Holland Drive #01-01
Singapore 270036
Tel: 6773 1283
- 2) Centre of Activity and Recreation for the Elders 颐年中心
Blk 531 Upper Cross Street #04-40A
Singapore 050531
Tel: 6533 1010
- 3) Chinese Development Assistance Council (CDAC) @ Bukit Panjang
华社自助理事会
Blk 270 Bangkit Road #01-22
Singapore 670270
Tel: 6465 4411
- 4) Eunus Community Club 友诺士民众俱乐部
180 Bedok Reservoir Road
Singapore 479220
Tel: 6448 6971
- 5) Kampong Kembangan Community Club 甘榜景万岸民众俱乐部
5 Lengkong Tiga
Singapore 417408
Tel : 64496022
- 6) Paya Lebar Kovan Community Club 巴耶利峇高文民众俱乐部
207 Hougang Street 21
Singapore 530207
Tel: 6284 4261
- 7) Radin Mas Community Club 拉丁马士民众俱乐部
1 Telok Blangah Crescent
Singapore 098915
Tel: 6273 5294
- 8) RSVP Singapore – The Organisation of Senior Volunteers 乐龄义工组织
9 Bishan Place #08-02
Junction 8 Shopping Centre
Singapore 579837
Tel: 6259 0802
- 9) Woodlands Regional Library 兀兰区域图书馆
900 South Woodlands Drive #01-03
Woodlands Civic Centre
Singapore 730900
Tel: 6332 3255

Schools that participated in Intergenerational IT Bootcamps

- 1) Anderson Junior College*
- 2) Anderson Primary School
- 3) Ang Mo Kio Secondary School*
- 4) Anglo Chinese School (Junior)
- 5) Bedok Green Secondary School*
- 6) Bowen Secondary School
- 7) Bukit Merah Secondary School
- 8) Cantonment Primary School
- 9) CHIJ (Kellock)*
- 10) CHIJ Our Lady of Good Counsel
- 11) CHIJ St. Theresa's Convent*
- 12) Chong Boon Secondary School
- 13) Chongzheng Primary School
- 14) Crescent Girls' School*
- 15) Damai Secondary School
- 16) Da Qiao Primary School
- 17) Dunearn Secondary School*
- 18) Dunman Secondary School
- 19) East Spring Primary School
- 20) East Spring Secondary School*
- 21) East View Primary
- 22) Elias Park Primary*
- 23) Fairfield Methodist (Secondary)
- 24) Fengshan Primary School
- 25) First Toa Payoh Secondary School*
- 26) Gan Eng Seng Primary School*
- 27) Gongshang Primary School*
- 28) Greendale Secondary School
- 29) Griffiths Primary School
- 30) Hai Sing Catholic School*
- 31) Henderson Secondary School
- 32) Holy Innocent's Primary School*
- 33) Hong Kah Secondary School*
- 34) Hougang Primary School
- 35) Hougang Secondary School
- 36) Huamin Primary School
- 37) ITE College Central*
- 38) Jing Shan Primary School
- 39) Junyuan Primary School
- 40) Junyuan Secondary School*
- 41) Jurong Primary School
- 42) Kong Hwa School*
- 43) Maha Bodhi School
- 44) Maris Stella High School (Primary)
- 45) Marsiling Secondary School
- 46) Mayflower Primary School*
- 47) Nan Hua High School
- 48) Nanyang Girls High School
- 49) Ngee Ann Polytechnic*
- 50) Ngee Ann Secondary School*

- 51) Northbrooks Secondary School*
- 52) Outram Secondary School
- 53) Pei Chun Public School (Primary)
- 54) Pei Hwa Secondary School
- 55) Poi Ching School
- 56) Presbyterian High School
- 57) Queenstown Secondary School
- 58) Queensway Secondary School
- 59) Radin Mas Primary School*
- 60) Raffles Girls School (Secondary)*
- 61) Regent Secondary School
- 62) Rosyth School*
- 63) Serangoon Secondary School
- 64) Siling Primary School
- 65) South View Primary School*
- 66) Springfield Secondary School
- 67) St Margaret's Primary School
- 68) St Margaret's Secondary School*
- 69) St Patrick (Secondary)
- 70) Tampines Junior College*
- 71) Tampines North Primary School
- 72) Tampines Secondary School
- 73) Tampines Primary School*
- 74) Teck Whye Primary School
- 75) Teck Whye Secondary School
- 76) Xinmin Secondary School*
- 77) Yio Chu Kang Secondary School
- 78) Yu Neng Primary School*

**Schools that have organized more than 1 bootcamp*