

ICT and collaboration

Keynote @ infoware 2012

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Some initial thoughts

- Most of my professional work during the last ten years is related to collaboration.
- I will present some experiences and projects:
 - First some experiences from team work and own teaching
 - ICT for participation, with particular emphasis on planning processes
 - Self-support networks
 - User-centric development

ICT for team support

- ICT is important for teams, especially when multiple locations
- So how does this work?

eGovMon

- Research and development project aiming to find ways to measure accessibility, transparency, efficiency and impact of public sector websites
- Core team members located in Norway (two locations), Germany, Austria, India

Collaboration and ICT

- Core team Skype conference every Tuesday and Thursday
- Wiki for action points and minutes
- Web site for all documents
- Calendar

Discussion

- We could not have done the project without using the technology
- Technology is improving all the time
- The project is finished September 2012
- Looking back at three and a half year:
Technology has changed
 - iPad with 3G and Skype

Student collaboration

Open Source Ideas

- I started teaching a module on “open source ideas” four years ago.
- The module is about open source development practice, and how the ideas can be used in other contexts.
- The ideas:
 - Sharing
 - Learning
 - Co-production, enhancement, modification

Open Source Ideas

- Web 2.0 is technology that supports co-production of content
 - Blogs, where other can comment and thereby enhance the content
 - Wikis, where people work together on collecting and structuring knowledge
 - YouTube to share video material

Module: Open Source Ideas

- Students were assigned research papers to read, they had to write a summary on the wiki, and also upload a link to their presentation made in the class.
- Common creatives licensing.

E-Participation

Citizen participation through ICT

- Established research area. How to get citizens involved in democratic decision making?
- Lack of enthusiasm
- Mind-set problem
- **From information to participation**
- Public sector is generally good on information, but less good on participation

Why participation?

- (Legal requirement) (bad starting point)
- Opportunity to involve more people in (planning) processes
 - Young people
 - Minorities
 - Experts
- Better decisions
- Increased legitimacy
- Opportunity to mobilize volunteers in data collection and processing
- Environment, cultural heritage

Forms of participation

- Petitions / citizen initiative
 - Make a petition, collect signatures
- Consultations (the government decides questions to ask)
 - Dialog with stakeholders, but the dialog is managed by government
- Discussions (open)
 - For brainstorming/generating ideas

Barriers for participation

- Boring..
- Bureaucrat speak..
- Why participate, when no one cares about my opinions anyway..

Prerequisites

- Commitment by decision makers to listen
- It is about attitudes
- Availability, reach the target group
- Low threshold for use
- Understandable (presentation)
- Feedback should be given (yes, we hear you)

Social media for collaboration?

- Because the citizens are there
- How many visits?
- Divide between:
 - Regular visits
 - Sporadic visits
- Social media and newspapers (and search engines) have regular visitors (often multiple times a day)
- Municipalities and public agencies have sporadic visitors.

If you want to sell something..

You don't put the ad where no one
can see it!

Social media in (planning) processes

- Distribute information about what is happening
- Redirect to where it is happening (web site)
- Make information available and accessible

Participation on planning

- So far: Focus on spatial planning
- But social media can be used for..
 - Cultural heritage protection
 - Municipal zone planning
 - **Climate and environmental planning**
 - Public transportation planning
 - Combating use of drugs
 - **Traffic safety planning**

Technological opportunities

- Visualization through
 - 3D models
 - Videos
 - Social media that can be used:
 - Blogs, wikis
 - Facebook, LinkedIn, Twitter
 - YouTube, Flickr

Example: Nordland county Challenges related to climate

Facebook (2) | Klimautfordringene i Nordland - Windows Internet Explorer

http://www.facebook.com/home.php?#!/klimaplan

Norton Cards & Logins

Facebook (2) | Klimautfordringene i Nordland

facebook Search Home Profile

Klimautfordringene i Nordland Like

Wall Info Photos Discussions Events Links

Filters

Create an Ad

iPad - Kjempe UTSALG
ziinga.com

iPad helt ny fra fabrikk garanti kan nå kjøpes på auksjon. Ingen minstep. Klikk her for å by!

Klimautfordringene i Nordland vil minne alle om at det BARE er 2 dager igjen til høringsfristen for den regionale klimaplanen! Hvis du ennå ikke har gitt innspill til hvordan Nordland kan bli mer klimavennlig, oppfordres du til å gjøre det! Per post, e-post post@nfk.no eller her på facebook!
October 13 at 3:04pm
2 people like this.

Klimautfordringene i Nordland er i Brønnøysund for å snakke om klimautfordringene i fylket på et åpent møte om energi- og klimaplanarbeidet i kommunene Brønnøy, Vega og Vevelstad. Kl 19.00 i kinosalen - kom, kom!
October 11 at 1:31pm
2 people like this.

Nordland fylkeskommune utarbeider en regional plan om klimautfordringene i Nordland.
Fra 16. august til 15. oktober er planen ute på høring - vi trenger dine innspill for å gjøre den best mulig!
www.nfk.no/klima
http://klimaturne.origo.no

Done Internet | Protected Mode: On 100%

Example: City of Larvik City planning

Facebook (1) | Larvik kommune - Windows Internet Explorer

http://www.facebook.com/search/?q=Larvik+kommune&unit=quick&tas=search_preload#!/pages/Larvik-Norway/Larvik-kommune/31087586902

File Edit View Favorites Tools Help

Norton Kort og påloggingsinformasjon

Favorites Facebook (1) | Larvik kommune

facebook Search Home Profile Account

Larvik kommune Like

Wall Info Photos Video Nettprat Boxes >>

Larvik kommune + Others Just Larvik kommune Just Others

Larvik kommune

Åpne møter uke 45
Planutvalget holder møte tirsdag 9. november 2010 kl. 11.30 på møterom Sentrum, Feyersgate 7.Kl. 08.15 – 11.00 Befaringer: 08.30 Vaervågen 08.50 Karibakken 5, Nevlunghavn 09.20 Lyngveien 23, Ø. Halsen 09.35 Tolstrupveien 21, Gartnerløkka 10.15 Furuåsveien 5, Kvelde 10.45 Nansetgata 124 Kl. 11.30 Møtet starter
Source: Larvik Kommune
Published: 2010-11-02 13:45:17 GMT
8 hours ago via RSS Graffiti · Share

Larvik kommune

Mens vi venter... | Larvik kommune's Blogg
larvikkommune.wordpress.com
I disse dager går strategidokumentet 2011-2014 til trykking, slik at våre folkevalgte skal få disse i hendene sine fjerde november.
13 hours ago · Share
Siw Hege A. Tøstbakken likes this.

Larvik kommune

Reguleringsplan for Kvelde (06/9782)
Source: Larvik Kommune
Published: 2010-11-01 11:02:24 GMT
Yesterday at 12:09pm via RSS Graffiti · Share

Larvik kommune Psykolog/psykologspesialist - Familiesentrene 10/7346

Psykolog/psykologspesialist - Familiesentrene 10/7346
Ved Barne- og ungdomstjenester avd. PP-tjenesten er det ledig en nyopprettet 100 %

Suggest to Friends

Velkommen til Larvik kommunes facebook. Her vil vi publisere informasjon fra kommunens nettsted som kan være av interesse for innbyggere i Larvik kommune som bruker Facebook.

Information

Location:
Feyersgate 7
Larvik, Norway, 3256

Phone:
+47 33 17 10 00

Mon - Fri:
8:30 am - 3:30 pm

5 Friends Like This

Create an Ad

Plus500™ Forex-Handel

EUR / USD	
SELL	BUY
1.6218	1.6218
18.000.00	AMOUNT
Short	Buy

Valutahandel via Plus500™. Ingen kurtasje! – faste spread. Gratis demokonto. kr 400 bonus – innskudd ikke påkrevd!

Build your civilization

Build a civilization and attack your friends' empires in this 5 star game on facebook. Play City of Wonder Now!
Kjetil Sjørtun and Tom Eberhartt Bergitonn Holthe played this.

Nokia X6 8GB
webshop.chess

Chat (34)

Example: City of Larvik

Mens vi venter... | Larvik kommune's Blogg - Windows Internet Explorer

http://larvikkommune.wordpress.com/2010/11/02/mens-vi-venter/

File Edit View Favorites Tools Help

Norton Kort og påloggingsinformasjon

Favorites Mens vi venter... | Larvik kommune's Blogg

Larvik kommune's Blogg

Med fokus på demokrati og innbyggerdialog



www.larvik.kommune.no Hvorfor blogg

← Følg offentliggjøringen live!

Mens vi venter...

Skrevet 02/11/2010 av larvikkommune

I disse dager går strategidokumentet 2011-2014 til trykking, slik at våre folkevalgte skal få disse i hendene sine **fjerde november**.

Rådmannen, assisterende rådmann og økonomisjef gjør også et siste finpuss på presentasjonene de skal holde for kommunestyre og enhetshetsledere i Sliperiet. Overføringen kan dere se live via [Østlandsposten](#).

Søk

Kategorier

- Ikke kategoriskert (1)
- Strategidokument (3)
 - Strategidokument 2011-2014 (2)

Arkiv

- november 2010 (1)
- oktober 2010 (3)

Siste kommentarer

Mash-ups

- When existing technologies are combined to create new solutions:
- Example: Registration of cultural heritage
- Wiki (text and pictures) and Google maps (maps)

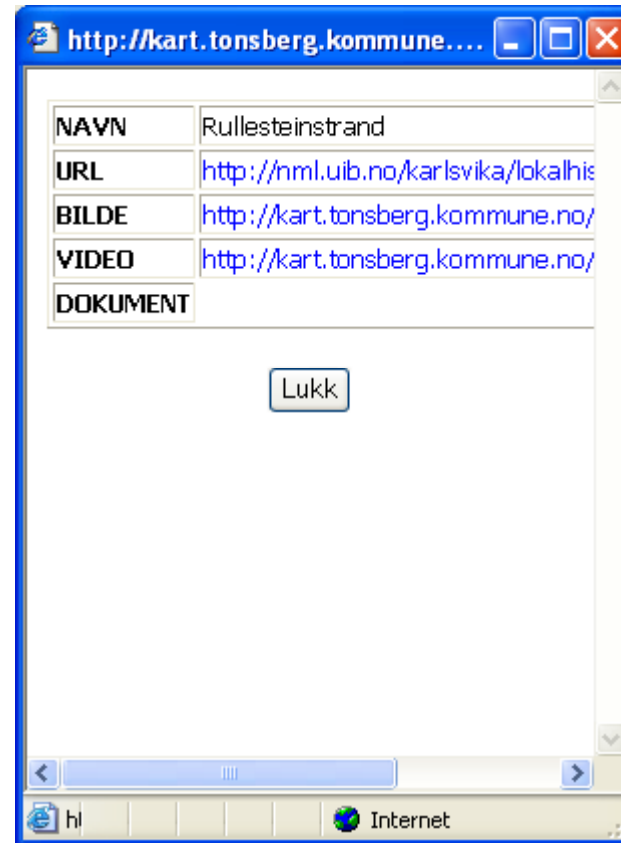
City of Tønsberg 2004

Icons on the municipal GIS portal

The screenshot shows a web browser window titled "Vestfold - Microsoft Internet Explorer" with the address <http://kart.tonsberg.kommune.no/webinnsyn/Content/Main.asp?layout=vestfold&vwr=asv>. The main content area displays a map of the Tønsberg area, including locations like Karlsvika, Karlsvika s, and Karlsvikodden. The map is overlaid with numerous blue circular icons containing an 'i', representing information points. A legend on the left side, titled "Tegnforklaring", lists various map layers such as "Rutenett", "Søkeresultater", "Grunnkart", "Teknisk", "Flyfoto", "Plan/næring", "Fritid", "Natur/kultur", "Landbruk", "Landskap", and "Skoler". The "Skoler" section is expanded, showing "Infopunkt" and "Infopunkt" with a blue 'i' icon. On the right side, there is a search interface titled "Velg søk" with fields for "Re", "Adresse", "Gnr Bnr Fnr", "Stedsnavn", "Barnehager", "Skoler", and "Kommunalt". Below the search fields, there is a "Send en tilbagemelding!" button and a counter showing "Antall treff siden 7. oktober 2003: 174856". At the bottom of the map area, there is a scale bar for "100 m 1:5659" and a disclaimer: "Det tas forbehold om feil og mangler i kartet."

City of Tønsberg 2004

- Possible to click on icons
- User gets a dialog box with explanation and links to more text, pictures and videos
- This particular icon shows stones left by the withdrawal of glacier



City of Tønsberg 2004



Citizens doing data collection

- Mobile devices with GPS and camera provides new opportunities for data collection
- In 2006 we made a prototype to show uploading of data from mobile device to a web server
- The results were presented as clickable icons on a maps.
- Clicking the icon redirects to picture and textual information.



Advice

- Use social media to attract interest
- Let the discussion (or work) be done in controlled environment (own web site)
- Blog is useful for consultations
- Facebook, Twitter etc. is good for information dissemination
- Mash-up's provides new possibilities
- Important that things are happening, use .. Use seeds

Digital Planning Dialog

12K

- Consortium of 12 Vestfold municipalities working on:
 - Public sector innovation
 - Networking of professionals
 - Developing guidelines
- Activities
 - Projects
 - Networks
- Office in university buildings – good for collaboration

The Project

- Grant from Høykom (Norwegian Research Council)
- Partners:
 - 12K
 - Vestfold County Municipality
 - The County Governors' office,
 - Vestfold University College
 - Norwegian Mapping and Cadastre Authority
- Organized as a project

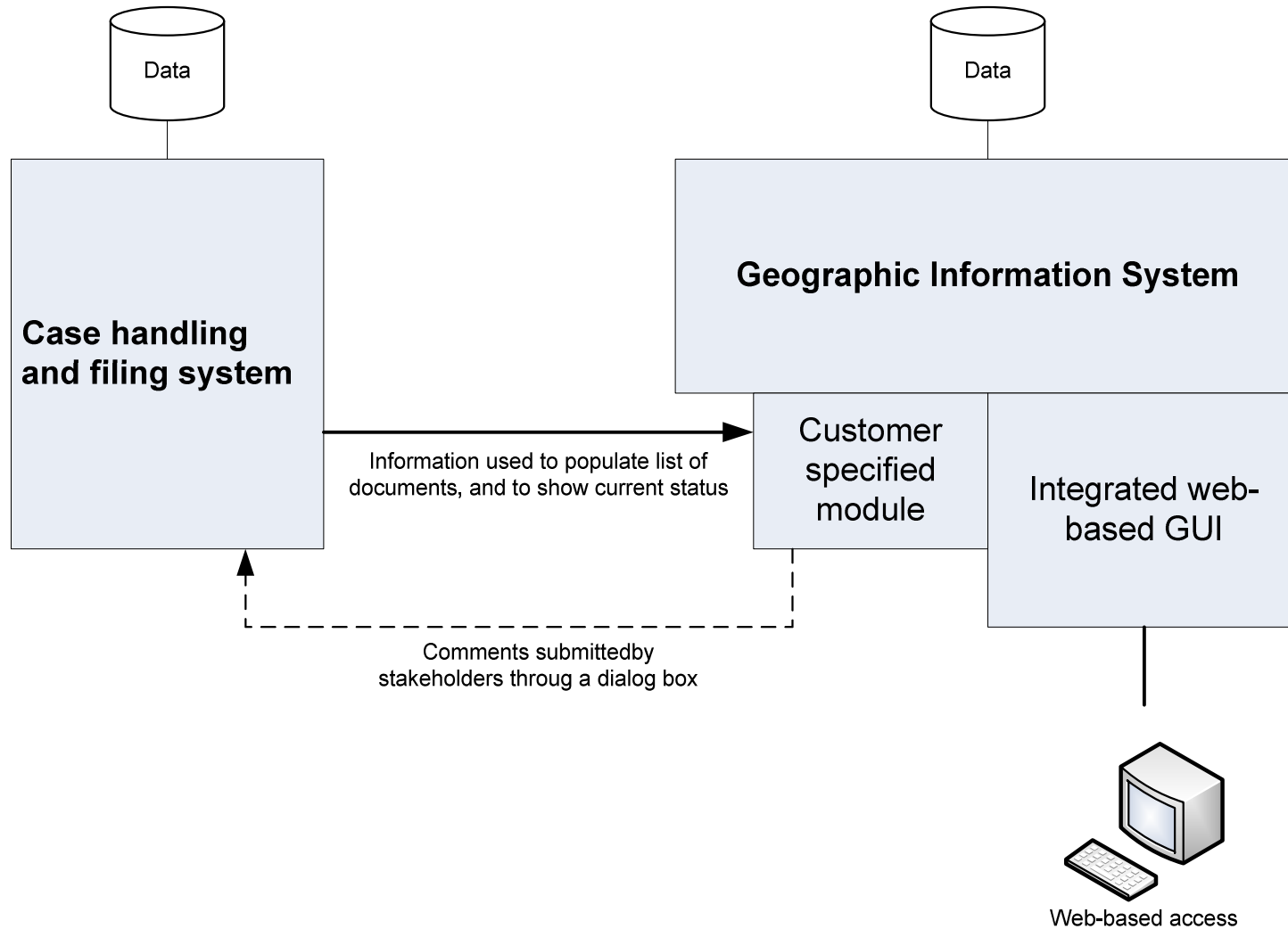
Project aims

- The scope of the “Digital Planning Dialog” is to improve development of zoning plans by use of information and communication technology.
- The development of zoning plans is a complex process which includes high amounts of document interchange between stakeholders and the municipality.

Project aims

- Reduce exchange of paper between stakeholders
- More efficient process (time)
- Improve transparency (everyone has access to everything)
- Let citizens be heard

Integration of systems



User interface

The screenshot shows a web browser window displaying the Tønsberg kommune planning portal. The browser title is "Vestfold - Microsoft Internet Explorer". The address bar shows the URL: <http://kart.tonsberg.kommune.no/webinnryn/Content/Main.asp?layout=vestfold&vnr=asp>. The page features a sidebar on the left with the following elements:

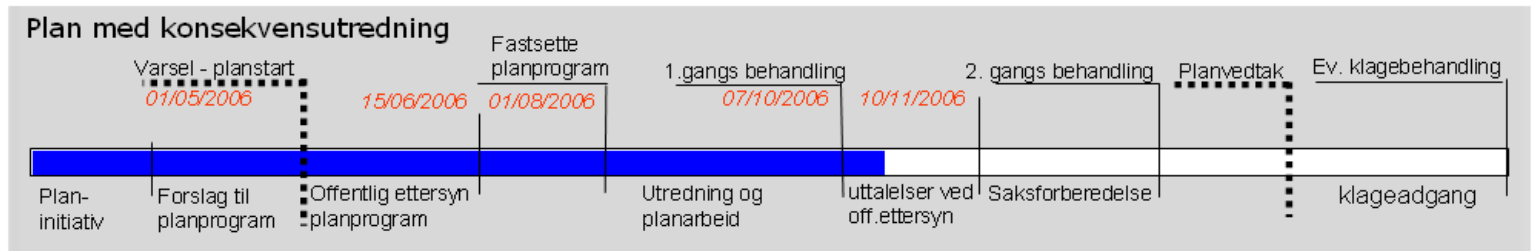
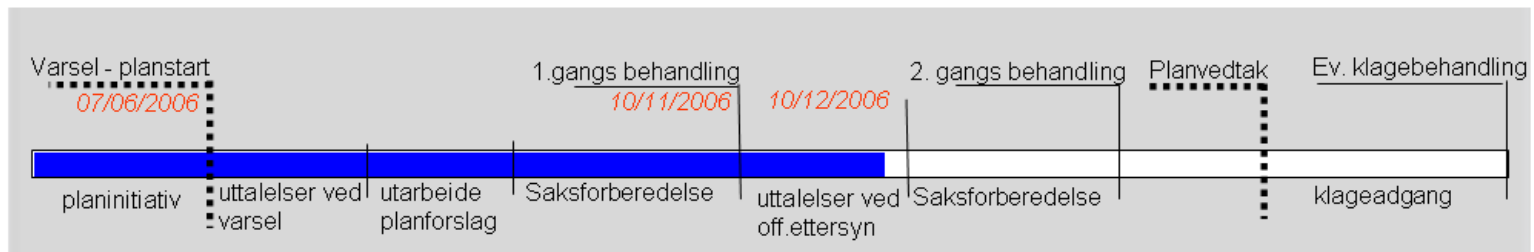
- Tønsberg kommune** logo and name.
- Verktøy:** A dropdown menu set to "Plan dialog".
- Kommune:** A dropdown menu set to "Tønsberg".
- Tema:** A dropdown menu set to "Standard".
- Icons for search, information, zoom, and print.
- Planinformasjon:**
 - Reguleringsplan
 - Kaldnes industriområde**
 - Status i saksbehandling: **Offentlig ettersyn**
 - Frist for uttalelser: **10.12.2006**
 - Gjennomskinnelig plan
 - Progress bar: 0% to 100%
 - Links: [Reg. bestemmelser](#), [Plankart \(PDF\)](#), [Illustrasjoner](#), [Saksframlegg](#)
 - Andre Saksdokumenter
 - Innkommne uttalelser
 - [Nabo 1](#)
 - [Statens vegvesen](#)
 - [Fylkesmannen](#)
 - Tidligere saksdokumenter
 - Send uttalelse** button

The main content area displays a map of the Kaldnes area, showing buildings, roads, and planning boundaries. A red hatched area indicates the "Kaldnes industriområde". A blue area is labeled "Oseberg kulturhus". The map includes a scale of 1:4070 and various navigation tools.

At the bottom of the page, a timeline illustrates the planning process:

- Varsel - plan start** (07/06/2006)
- planinitiativ**
- uttalelser ved varsel**
- utarbeide planforslag**
- Saksforberedelse** (10/11/2006)
- uttalelser ved offentlig ettersyn** (10/12/2006)
- Saksforberedelse**
- 1. gangsbehandling**
- 2. gangsbehandling**
- Planvedtak**
- Ev. klagebehandling**
- klageadgang**

Timeline



User interface

Tønsberg kommune - Windows Internet Explorer

http://kart.tonsberg.kommune.no/webinnsyn/Content/Main.asp?layout=tonsberg&Themelds=4%7C5%7C6%7C8%7C9%7C11%7C12%7C13%7C14

File Edit View Favorites Tools Help

Norton Kort og påloggingsinformasjon

Tønsberg kommune

Tønsberg kommune

Verktøy Arealplaner

Kommune Tønsberg

Frist for uttalelse: 3.12.2010 [Send uttalelse](#)

Kartinnhold

Velg karttype

Kart Flyfoto

Gjennomsiktig plan 0% 100%

Saksdokumenter Offentlig journal

- Planinitiativ
 - Annet
 - Fra: Spir Arkitekter AS
 - Annet
 - Tegning planavgrensning
 - Forslag til planprogram
 - Varsel om igangsetting
 - Annet
 - Til: Spir Arkitekter AS
 - E-post
 - Fra: Rita Regbo
 - Planprogram
 - Fra: Ottesen, Kristian
 - Kunngjøring
 - Kilen Handelspark utkast annonse 111010.doc
 - Uttalelse til planoppstart og planprogram
 - Planutarbeidelse med konsekvensutredning / Saksforberedelse

Conclusion

- ICT-based application for municipal zone planning.
- The aim of the project is to make the planning process more transparent to all stakeholders, facilitate participation and improve administrative efficiency.
- Digital Planning Dialog is a practical example on integration of e-government application, and uses an innovative user interface including a timeline to show progress of zone plan development.
- The project also includes a democratic dimension

Discussion

- Digital Planning Dialog is now implemented in Vestfold municipalities
- Other counties are adapting both concept and software
- Technical: Web service specification makes digital planning dialog platform independent

Trygghets**Nett** (Safety net) self support for spouses and relatives

Historical background

- In 2002, the municipalities of Nøtterøy and Tønsberg initiated a pilot project aiming to support spouses of citizens having suffered strokes or dementia.
- In 2006 the 12K consortium took over the project and renamed it to “Trygghetsnett” (Safety-net).
- The project has since then been extended to new user groups and more municipalities.

Care

Municipalities are responsible for care.

Care is provided at appropriate level;

- Patient lives at home, visits doctor when needed
 - Personal home care
 - Residential care centres
 - Nursing homes (24x7)



New challenges for the municipalities

- Citizens live longer
 - More complex medical conditions
- Shortage of manpower
 - Problems of recruitment
- High expectations of the welfare society to provide professional care
- Increased costs

New challenges for the municipalities

- More young people put demands on the welfare society
- More citizens with excessive requirements for care
- Citizens prefer to stay at home if they feel safe
- Better access to information/empowerment (through Internet)

Future health and care services

- New ways of interaction and collaboration
- The role of spouses and volunteers
- Welfare technology as support and catalyser

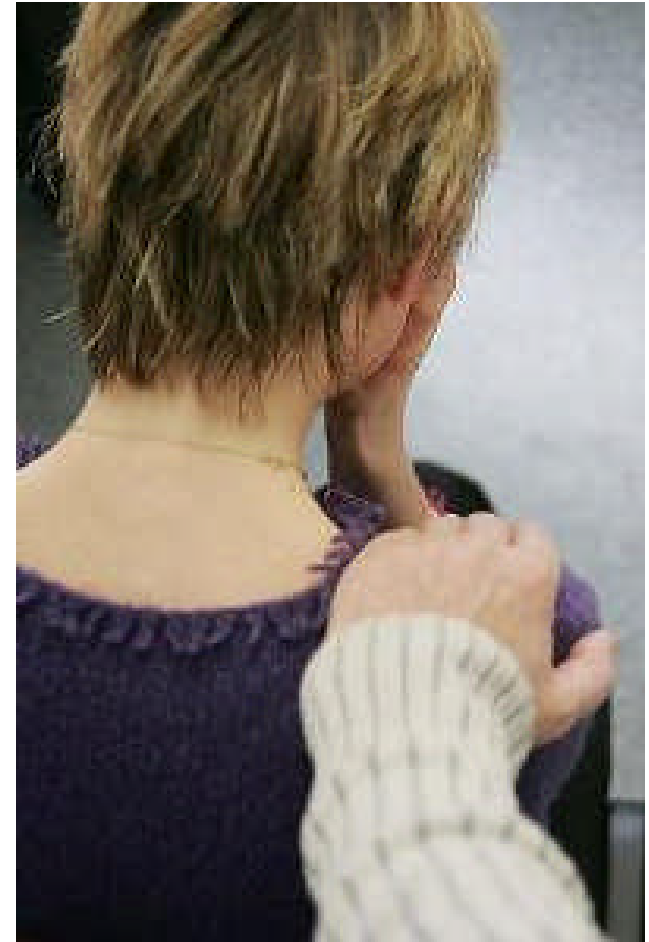
The needs of the relative

- Access to relevant knowledge
- Problem solving capacity
- Social support
- Good care for the patient (treatment)



Different roles of the spouse

- Be the strong one
- Mourning
- Loneliness and isolation
- To provide good support
- Anger
- To be the one not affected
- Fear and worries
- To adapt to changes



TrygghetsNett

Aim

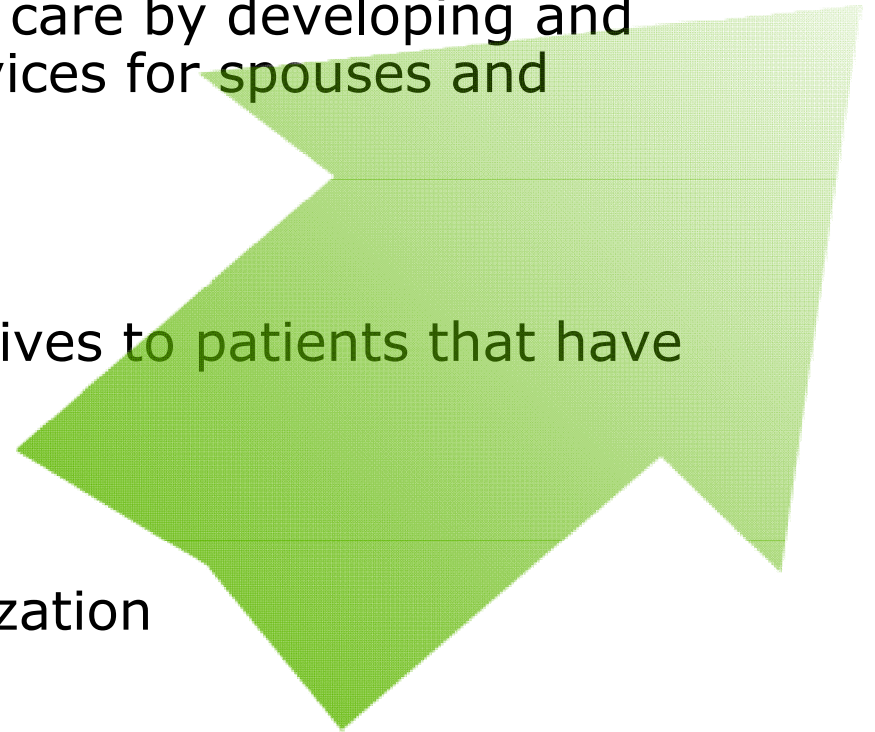
To meet future challenges of care by developing and improving the municipal services for spouses and relatives

Primary goal

To support spouses and relatives to patients that have large needs of care.

Supplementary goals

- Prevent or delay hospitalization
- Prevent isolation
- Improve knowledge and competence
- Better interaction between spouses/relatives and the health care system



Target groups

Spouses of

- Citizens suffering strokes or dementia (40)

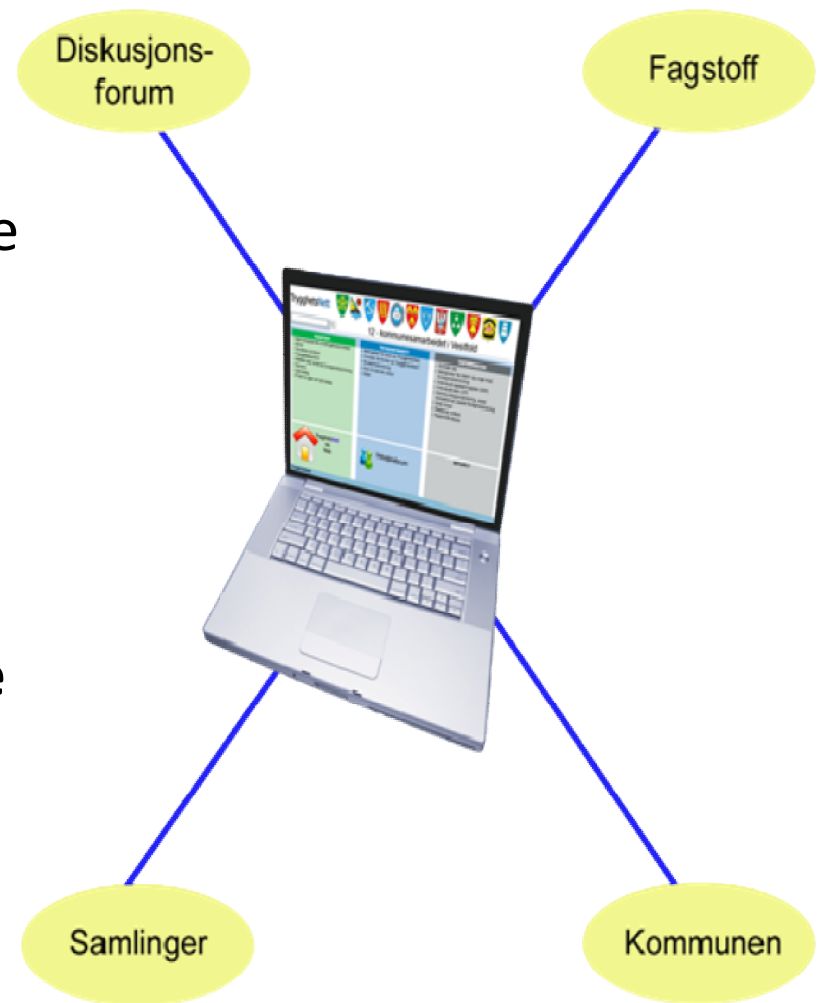
Parents of

- Children and youth with behavioral disorders (35)
- Children and youth with drug abuse problems (10)



What are the components?

- 1. Website with medical and practical advice**
Content provided by health care professionals
- 2. Discussion forum**
webcam / phone
- 3. Social and thematic gatherings**
- 4. Single point of contact/ service desk**




Medical and practical advice


06/09 00:06 MIKA_IJ Lasse Berntzen ScreenHunter

TrygghetsNett

SØK



12-kommunesamarbeidet i Vestfold (12k)

FAGSTOFF	TRYGGHETSNETT	INFORMASJON	
<ul style="list-style-type: none">Gjennomgripende utviklingsforstyrrelserADHDTourettes syndromTvangslidelse/OCDMedfødt eller ervervet funksjonshemmingDemensHjerneslagÅ kjenne igjen et hjerneslagPårørendes situasjonMedisinsk ordbokPasienthåndbokaKommunikasjonstreningIndividuell opplæringsplanIndividuell plan (IP)Rettigheter for barn og unge med funksjonshemming	<ul style="list-style-type: none">Betingelser for bruk av TrygghetsNettHvordan bli bruker av TrygghetsNett?BrukermedvirkningKrav til teknisk utstyrKilder	<ul style="list-style-type: none">Kontakt ossGode linkerFilmsnutt TrygghetsNettFilmsnutt om demens	<h3>TrygghetsNett</h3> <p>TrygghetsNett er en ny kommunal tjeneste som er laget spesielt for deg som er pårørende. Det har vært liten tradisjon i Norge på å gi pårørende råd og veiledning. TrygghetsNett er et tjenestetilbud som varer over tid, og som stadig skal være i utvikling. Det er sammen med deg TrygghetsNett skal utvikles og utvides. Du kan lese mer om TrygghetsNett under www.12k.no, gå inn under prosjekt så finner du mer informasjon om nettstedet.</p> <p>Velkommen til TrygghetsNett.</p>
<h3>Pålogging til web-telefon</h3> 	<h3>Pålogging til diskusjonsforum</h3> 		

TrygghetsNett CorePublish publiseringsløsning

Discussion forum

06/08 23:58 MIKA_II Lasse Berntzen ScreenHunter Endre tekststørrelse: a a A

Logo

TrygghetsNett



12 - kommunesamarbeidet i Vestfold

Hjem -> Diskusjonsforum -> Slag og demens

Meny

- Diskusjonsforum
- Redigere eget innlegg
- Deltagerliste
- Personalliste
- Min profil
- Administrasjon**
- Registrere ny bruker
- Endre bruker
- Registrere ny kategori
- Endre kategori
- Registrere ny gruppe
- Endre gruppe
- Oppdatere forside
- Statistikk
- Rutiner ved feil
- Brukermanual
- Logg ut

Diskusjonsforum

Felles forum: Slag og demens Nytt innlegg

Tittel på innlegg	Svar	Skrevet av
Astrid fra Larvik	0	Birgitte Holmene 07.06.2010 23:14
Tirsdag og onsdag denne uken	0	Birgitte Holmene 07.06.2010 23:12
Sniler.	1	Astri Wik 07.06.2010 22:32
Hei igjen	4	Åshild Baglo 07.06.2010 16:05
ny deltager	0	Åshild Baglo 07.06.2010 15:58
Linselus.	0	Karin Maaren 07.06.2010 11:30

Social gatherings



Organisation

- Two parts
 1. Production: (strokes, dementia, behavioural disorders)
 2. On-going development: (drug abuse)

Three year development project, financed by the national government

Service desk

Opening hours: 6h per week, 3 h day and 3 h evening (from user input).

Personnel: 1 person (health care professional)

Tasks: advice related to legislation and procedures editor of discussion forum and web site, listening post, regular meetings with municipal contacts. **Contacts:** Each municipality has its own designated contact within care, responsibilities:

- Recruit and train new participants
- Arrange social gatherings

Costs for municipalities

- Low cost service
 - Participation has average costs of EUR 120 – EUR 180 per year
 - Increased number of participants give lower costs per user
- Contact
 - Arrange social gatherings and thematic meetings
 - Recruitment
 - Training (up to two hours)



Costs for participants

- Participants cover the following costs
 - Technical equipment and support
 - Use of web camera (EUR 6 per month)
 - Trips and other arrangements
- For free
 - Social gatherings
 - Thematic gatherings
 - Training - 2 hours



What demands are taken care of?

- Knowledge
 - diagnoses
 - rights/duties
 - procedures
- Share and exchange experiences
- Contact with others within a social setting, reduce loneliness, isolation, improve handling of day-to-day problems, be a part of a community with others experiencing the same situation

Lessons learned

- From technology to organization
- Pilot: Small number of participants, focus on technology
- New target groups
- More municipalities
- Organizational barriers – different traditions

Barriers

- Exposing the patients (feelings)
 - Embarrassment, guilt, etc.,
- Difficult to divide between private and
- PCs and social media – unknown and unexplored territory
- Take the time to do it
- Demanding to enter new social network

The role of the spouse/relative

- Facilitator
- Motivator
- Feedback on use and effect
- Continuous improvement
- Spokesperson and manager on behalf of the patient

Conclusion / lessons learned

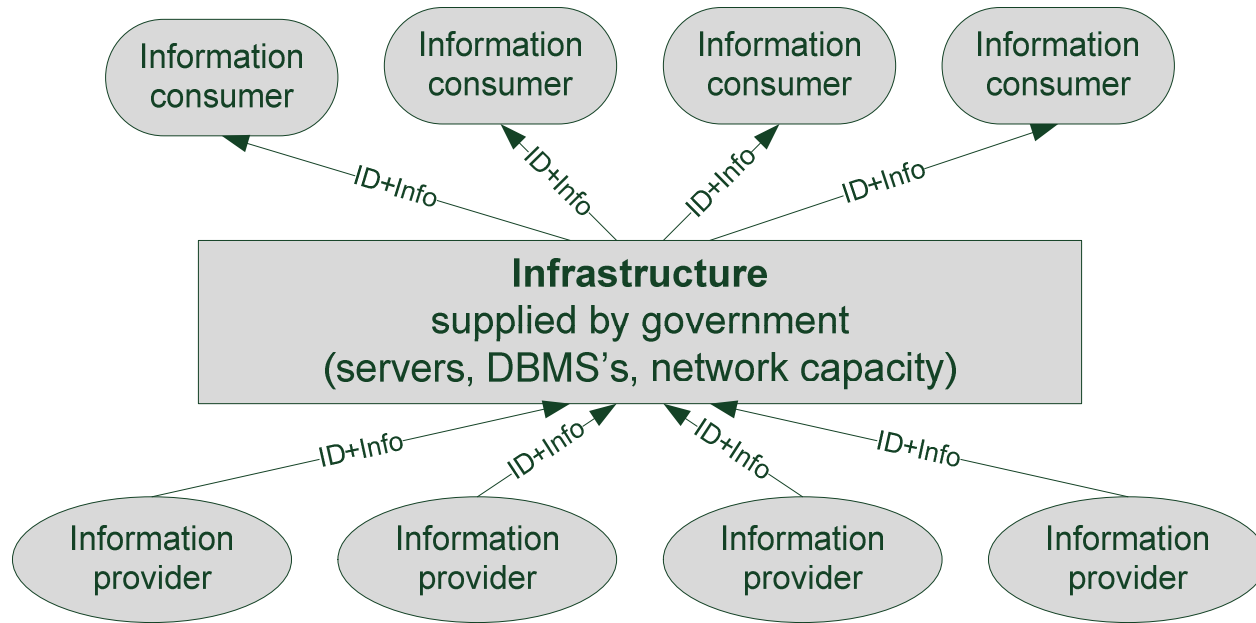
- Technology is NOT the problem
- Humans are!
- Patients, spouses, medical profession, government procedures
- If you support the spouse/relative, it is possible to prevent or delay the movement to the next step of the care ladder.

Collaboration between government and their citizens

Purpose

- The purpose of this part is to show that citizens should not only be regarded as consumers of government services or political actors, but also as valuable resources capable of creating additional value based on existing government infrastructure.

Model



Case : The Digital Inn



- Established by the Norwegian National Archive Services as an extension of a information retrieval service called the "Digital Archive". The "Digital Archive" stores archive material as images, transcribed texts and databases, and makes such material available through the Internet.

“The Digital Archive”

- Content is of particular interest to historians and genealogists, and include:
 - Censuses
 - Parish records
 - Military service records
 - List of emigrants

“The Digital Archive”

- Some material is transcribed, but today even more material is stored as images.
- Transcribed material may be searched, but not images
- Transcription is a very time-consuming process

“The Digital Archive”

- The Digital Archive made a strategic decision to open their infrastructure to individuals and voluntary organizations registering parish records and other historical content as digital information.
- This is what is called “The Digital Inn”.
- You get a room and fill it with your own belongings..

“The Digital Archive”

- This is one good example on how to consider citizens as a resource.
- The individual contributions are shared with others through a public infrastructure.

User-centric e-Government

The following is based on a presentation made to the
European Commission in December 2011
(ePractice event).

Main argument

- **User-centric eGovernment focuses on the needs, wants and limitations of the users.**
- Two perspectives of eGovernment:
 - **Administration perspective:** Improve internal efficiency and/or quality of the work performed by the government organization
 - **Citizen perspective:** Making life easier for the user/citizen
- It is not necessarily a conflict between the two perspectives
- **But experience shows that solutions often are not optimal from the user point of view**

User-centred design

- User-centred design is a methodology/philosophy that involves users at all stages of the design process.
- Not only based on assumptions of designers/developers, but validated by real users in real situations.
- The goal is to make solutions better – for the users.
- User centred design takes into account:
 - Audience (who, demographics of users)
 - Purpose (what)
 - Context (under what circumstances)

NET-EUCEN

- The NET-EUCEN thematic network is developing a framework to define and measure user-centric eGovernment services.
- Definition of user-centric: Fulfilment of three stages of user involvement:
- (1) User Involvement in Co-design stage: Involving users in development of ideas and concepts. Starting from users' needs and requirements without technological constraints.

NET-EUCEN

- (2) User involvement in development and implementation stages: Sample/group of users engaged in first implementation of the service in order to evaluate its features and continuously discuss with developers to optimize the outcomes and suggest improvements and/or changes.
- (3) User involvement in deployment and running stages: Users validate service through user testing of flexibility and interoperability. Test results are used to customize service according to changes in political, economic or social environment.

NET-EUCEN

- A preliminary study on the ePractice portal and other international relevant cases has been carried out revealing that very few cases are fully aligned with this definition, but a deeper analysis is mandatory to actually define the “level” of user centricity adopted by a service.

Practical example

Electronic forms

- Electronic service provision is typically done through electronic forms.
- **The forms may be effective for the administration, but not necessarily for the user.**
- Example: Application form for grants to voluntary groups and organizations.
 - Old: Paper based form, fill it out, enclose copy of budget and report on use of pervious grants, put the sheets in an envelope, send it.
 - New: Electronic form. User needs to type the information from the budget and the report into the electronic form.
 - ..and problems with timeout, user needs to start from the beginning

NET-EUCEN

- User-centricity is about a mind-set.
- **The needs, wants and limitations of users must be recognized**
- NET-EUCEN – A network for User-Centric eGovernment <http://www.net-eucen.org>
- Case studies, mailing list etc.

SimSam

SimSam

- **SimSam-lab is an arena for new ideas, productive discussions and well-founded decision-making.**
- **Unique in Europe**

SimSam

- **Different terminologies, priorities and interpretations are often difficult to put into words.**
- It can be challenging to collaborate in development and implementation projects. With SimSam, thoughts and ideas are made visible almost immediately.
- SimSam is a high-tech learning arena where intuitive and sense-based experiences replace the danger of "talking at cross purposes".
- The visualisation and methodology for interaction makes SimSam a powerful tool for cross-professional innovation, where many heads are involved in ensuring the best possible quality and result of a process.

SimSam

Unique in Europe

The high-tech SimSam laboratory is unique because it is based on human pre-conditions - it is the only laboratory of its kind in Europe.

SimSam The physical facility

- Built on a 360 degree simulator with integrated ICT technology.
- A 130 m² soft screen (3.75 m high, 11 m diameter).
- 13 440 x 1 200 resolution.
- Seven video projectors for co-ordinated simulations or separate visualisations.
- Can be connected to external interactive nodes via Internet.

The visualisation and methodology incorporated in SimSam raises the quality and makes collaborative projects more creative.

SimSam

- **Facts about SimSam.**
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SimSam



Conclusion

- ICT helps collaboration
- Technology is only enabling collaboration
- Organizational barriers are important

- I hope my presentation has provided some new ideas for you
- Hope to see you at COLLA 2013