



Towards We-Government: Collective and participative approaches for addressing local policy challenges

Grant Agreement number: 693514

Deliverable

D2.3

WeGovNow Use Cases v.2

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Status, Abstract, Keywords, Statement of originality

Dissemination level:	Confidential, only for members of the consortium (including the Commission Services)
Contractual date of delivery:	31 st July, 2017
Actual date of delivery:	09 th August, 2017
Work Package:	WP2 Stakeholder engagement & local test trials
Type:	Report
Approval Status:	Final
Version:	2.0
Abstract	
<p>This document represents the 3rd deliverable of WP2 and is an updated version of the initial use cases presented in D2.2 earlier in the project. The initial use cases and service scenarios have been further developed and refined, in addition to new ones being created. These developments have been informed by a series of both internal and external engagement activities at each of the pilot sites. Further engagement activities are planned to be conducted at the three WeGovNow pilot sites over the coming weeks, thereby involving additional stakeholders in line with local engagement plans (D2.1).</p>	
Keywords	
<p>Community engagement, participative development, citizen participation, use cases, target groups, neighbourhood development, stakeholders, service scenarios, co-design, collaboration, citizen-centred, user requirements</p>	
Statement of originality	
<p>The information in this document reflects only the author's views and the European</p>	

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Executive Summary

Work package two focuses on preparing and conducting the research and development activities to be undertaken in the project's three validation sites. This includes engagement of communities and other stakeholders, as described in D2.1. Engagement of the different stakeholders has been designed to explore and evaluate which topics and approaches are relevant and work best to address different target groups and beneficiaries. Furthermore, stakeholder participation in the WeGovNow project has been essential to enable their direct input to defining service scenarios and use cases for the creation of a new type of civic engagement online platform. Ultimately, the WGN platform seeks to enable new forms of citizen-government relationship towards more collaborative practices. To this end, the WGN platform will be developed (see D3.4 for more detail) and validated for engaging local civil society in the co-production of citizen-centred services and in the co-development of strategic approaches to community development.

Based on the findings from initial scoping activities a set of analytical service scenarios was developed in close collaboration with local government departments and other stakeholders and reported on in D2.2. Service scenarios set the context within which the WeGovNow platform will be applied in each pilot city. It provides an informal narrative description that outlines human activities and tasks (or else use cases) in a story that allows exploration and discussion of contexts, need and requirements. It is aimed to ensure that stakeholders understand the requirements, with a focus on what the users are trying to achieve. In WeGovNow, service scenarios illustrate the advantages of new participatory online services, made possible by the WeGovNow platform, for enabling, deepening and/or widening involvement of citizens, civil society organisations or local businesses in public service delivery at municipal level.

This document presents the second version of use cases derived from a set of initial use cases and service scenarios previously reported, and for convenience included in Annex I). Corresponding with the ongoing consolidation of the use cases to be piloted under everyday condition the services scenarios have been further developed and refined and, in several cases, new ones created. These revisions are the result of an iterative refinement process following on from wider stakeholder and user groups engagement and consultation. Following on from the submission of this deliverable, use cases and RTD across WeGovNow will be integrated in a further iterative process of development. This process will include:

- Assessment of listed use cases in accordance with agreed criteria to enable the prioritisation, revision, and where necessary rejection of use cases, in close coordination with WP3;
- Conversion of prioritised use cases to an extracted set of functional and non-functional requirements;
- Assigned task leaders with responsibility for specific WeGovNow platform components to coordinate development tasks and collaborate with pilot site managers.

Finally, a selection of the services detailed in this report will provide the basis from which the pilot site validation trials will be set-up and run over the course of ten months from January 2018.

1 Introduction

This document represents the 3rd deliverable of WP2 and is an updated version of the initial use cases presented in D2.2 earlier in the project. The initial use cases and service scenarios (Annex I) have been further developed and refined, in addition to new ones being created. These developments have been informed by a series of both internal and external engagement activities at each of the pilot sites. Further engagement activities are planned to be conducted at the three WeGovNow pilot sites over the coming weeks, thereby involving additional stakeholders in line with local engagement plans (D2.1).

Work to align further scenario development (WP2) and the further technical development of each of the WeGovNow core components, and platform, (WP3) will follow with an assessment of which use cases and associated requirements will be carried forward into the final WGN platform for piloting. This assessment will enable us to maximise the existing functionality, and where necessary, build on this, whilst factoring in the various constraints in terms of what is technically feasible based on the needs identified by each of the pilot sites in their service scenarios. For illustrative purposes, generic requirements expressed by stakeholders so far are annexed to the main report (Annex II). The subsequent Annex III provides a preliminary assessment of the requirements included in this report and will undergo a further assessment to determine which are implementable/implemented within the project. The results of this assessment, in tandem with the updated service scenarios, which will continue to be refined following the iterative process initiated and will provide the basis from which the pilot site validation trials will be set-up and run over the course of the validation phase to be kicked-off in the beginning of the coming year.

The following Chapter 2 summarise the methodological approach applied to develop the service scenarios as they currently stand, thereby largely repeating information provided in the previous version of this deliverable. This is hoped to facilitate reading of the current document as a self-contained report. The report then goes on to detail the services proposed so far in each of the pilot cities (Chapter 3).

2 Methodological approach

The methodological approach adopted for the purpose of use case development, in the framework of WeGovNow, was designed to enable the identification of both, functional/non-functional user requirements on the new technical platform to be developed, alongside process-related requirements on new public service models that need to be put in place respectively and has been documented in detail in D2.2.

The step-based approach applied is summarised in Figure 1., which commenced with preliminary scoping workshops with representatives from different government units to be involved in further use case development work.

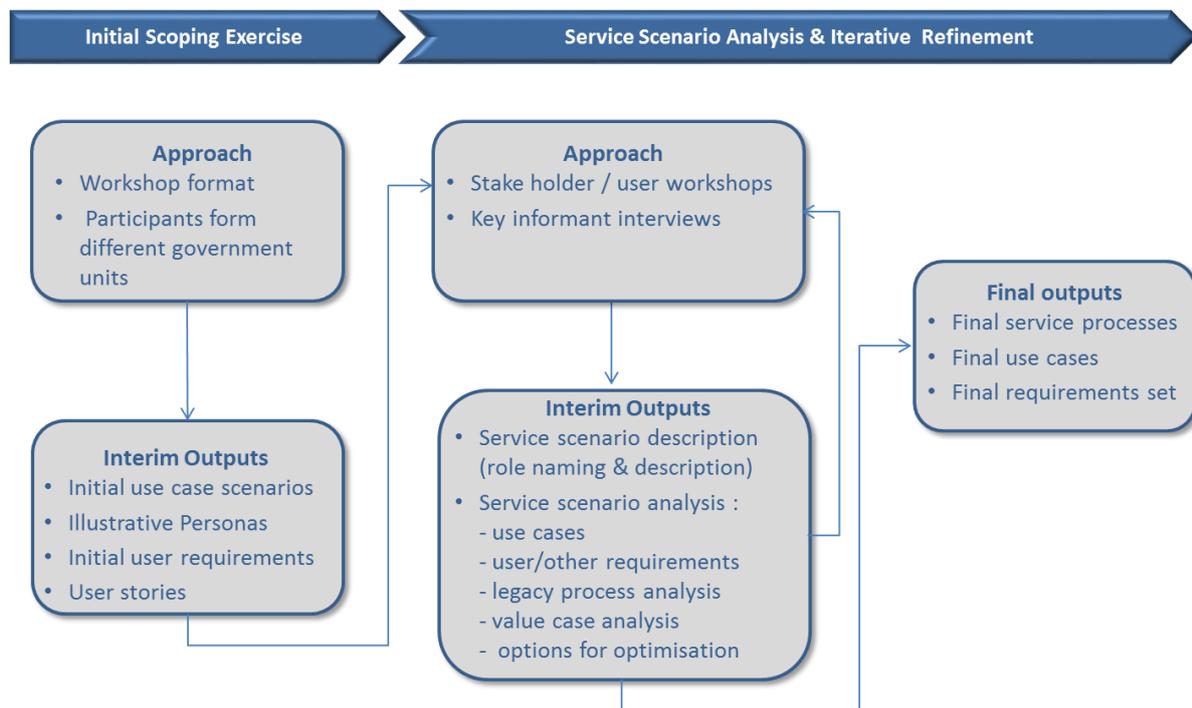
The initial scoping workshops focused on a broad introduction to the project, its aims and objectives and how these fit with the authority's strategic development and broader engagement policy. This was then followed by a discussion of work programmes across local government units, their objectives and scope, potential ICT use, challenges and risks within the context of the WeGovNow Platform development, organisational processes and citizen-centred services delivery. A critical appraisal of an initial set of use case scenarios that were

based on a selection of identified work programmes and potential technology requirements followed. These were consolidated in terms of illustrative personas (see Annex III in Chapter 7, D2.2) and related user stories. Based on transcriptions from the initial scoping workshops an initial set of user requirements was derived (see Annex II in Chapter 6, D2.2).

Following the iterative approach, a second phase of use case development, based on the outputs from the initial scoping, resulted in a set of analytical service scenarios. These were developed through a series of internal discussions and meetings with staff across local government departments and project team members.

Based on the previous work steps the service scenarios defined in D2.2 have been further analysed and refined by means of stakeholder / user workshops and key informant interviews that have been undertaken. Through the engagement of a broader set of stakeholders, new service scenarios have also been generated and are detailed in Chapter 3. The development of service scenarios involves different methodological steps as outlined below.

Exhibit 1: WeGovNow use case development approach



2.1 Service scenario description

A service scenario is developed to illustrate the advantages of new participatory online services to be developed and piloted in collaboration with the three pilot municipalities that:

- enables and/or improves the involvement of citizens and/or civil society organisations and/or local businesses in public service delivery at municipal level;
- relies on the use of the WeGovNow platform by municipal staff and/or citizens and/or civil society organisations and/or local businesses in public service delivery at municipal level.

The service scenario is designed to set the context within which the WeGovNow platform will be applied in the pilot city. It serves to provide an informal narrative description that describes human activities and tasks (or else use cases) in a story that allows exploration and discussion of contexts, need and requirements (Sharp et al 2009). It is aimed to ensure that stakeholders understand the requirements, with a focus on what the users are trying to achieve (ibid).

2.2 Use cases derivation

For each of the service scenarios one or more use cases are specified. A use case represents a particular task or problem a user wants to achieve/address according to the service scenario developed earlier, and should refer to a specific user/system interaction that captures the user's goal.

Staff of the local employment service wanting to indicate a dedicated job vacancy on a map accessible through the WeGovNow platform or a citizen wanting to indicate on this map a broken street light in her/his neighbourhood may serve as examples here. For our purpose, we consider a "user" as an individual trying to achieve something with the help of the WeGovNow platform. A user acts within a particular role at a given point in time as defined earlier in the service scenario, e.g. as a representative of a public administration or as a citizen. In reality, it may however be possible that a user acts in different roles at different points in time (e.g. in her/his role of public staff in an occupational context and as a citizen during leisure time).

2.3 Requirements elicitation

For each use case – i.e. a specific task or problems a user wants to address - functional and non-functional requirements are to be derived. Functional requirements concern a particular functionality the WeGovNow platform needs to provide in order to enable the user to actually perform the desired task. Beyond functional requirement, the user may however have requirements on the WeGovNow platform which do not necessarily relate to a particular functionality, e.g. when it comes to the usability of a given functionality.

Beyond requirements imposed by the users (i.e. user requirements) on the new platform to be developed and piloted, a range of other requirements may be derived from the service scenario described earlier. There may for instance stem from relevant legislation/regulation, ethical considerations and/or service quality standards to be adhered to. Beyond this,

preconditions should be identified in terms of any activities that must take place or any conditions that must be true, before the use case can be started. Finally, postconditions should describe the state of the system at the conclusion of the use case execution.

2.4 Legacy process analysis

This analytical step focuses on the identification of any requirements on WeGovNow potentially stemming from historically grown legacy service processes and infrastructures prevailing in the various pilot cities. Therefore, it aims at identifying organisational/service interfaces and collaboration models existing prior to the implementation of the WeGovNow service scenario. It is to be analysed in what way any of the challenges/problems addressed in the use case have been dealt with until now, if at all. In particular, it should be described whether any form of inter/intra-organisational cooperation between the parties involved has existed up to now, and if so in what way.

2.5 Value case analysis

This analytical step focuses on identifying innovative aspects in relation to the participation of stakeholders in service delivery within the new service scenario. It aims at documenting in what way the use case is expected to help addressing current challenges/problems by the participatory public service. Any impacts that are envisaged to be realised when compared with the current situation should be described as concretely as possible. The sustainability of the WeGovNow solutions to be developed within the project will not at least depend on whether or not a clear “value case” will become apparent from the validation trials to be implemented at a later stage in the overall project. This aspect deserves attention at an early stage as outcomes initial stakeholder workshops suggest that currently existing administrative practices may not yet be well-attuned to the mainstreaming of participatory services.

2.6 Options for service scenario optimisation

A final analytical step focuses on identifying possible variants of the service scenario and options for improvements potentially to be explored. Here we are interested in learning whether possible variations or room for improvement the current service scenario can be anticipated at this stage, albeit this may require further internal discussions and/or clarifications. These may concern the service concept as such or just selected aspects.

3 Revised Service Scenarios

In the following subsections, the new and refined service scenarios and associated use cases are presented, some of which were derived from an initial set of service scenarios presented in D2.2 and others from subsequent stakeholder engagement in each of the pilot sites. The

first set of service scenarios are elaborated in Annex I. In line with the multi-staged methodology described above each service scenario starts with a brief summary of the service scenario concerned (role naming tables & role description tables). Next, a set of use cases derived from each service scenario is presented. Each use case is analysed according to a number of dimensions, including:

- The use case title should comprise a concise, goal-oriented name for the use case.
- Name the primary role(s) that interacts with the system and performs the use case to accomplish tasks.
- A brief description of the goal and context of this use case. This is usually an expanded version of what you entered in the “Title” field.
- Preconditions list any activities that must take place or any conditions that must be true, before the use case can be started.
- Postconditions describe the state of the system at the conclusion of the use case execution.
- Functional requirements concern a particular functionality the WeGovNow platform need to provide in order to enable the user to actually perform the desired task, so describe what the system should do.

Following on from the first use cases developed in the earlier phase of the project, subsequent revisions and indeed new service scenarios with their associated use cases are presented.

3.1 San Donà di Piave Service Scenarios and Use Cases

General background

The local development policies implemented by the City of San Donà di Piave seek to encourage adaptation to change in order to create a new development model for the City and its community.

This means introducing a participative approach in sharing a new idea of the city. According to this, the San Donà di Piave Municipal Administration introduced in 2015 the “Social Opportunities Plan”, a general policy framework, in collaboration with the University of Padua and with the participation of 50 local and regional stakeholders, to facilitate a closer relationship between the needs of the population, the overall quality of life of people and the economic development of the city.

As a result of the SOP three “main clusters” of intervention were the result of the participated pathway : 1.urban regeneration; 2.ageing scenario; 3.youth, citizenship and jobs.

The SOP’s general objective is mainly centred on the need to rethink spaces (housing, urban, buildings, community) in relation to the local community basic needs. The SOP is now the focus of urban regeneration, and it is also a community development and social cohesion

tool. Within this perspective quality of life becomes a means of reading the human condition and life of one's community, an approach that allows people to meet their needs at different ages and living conditions, becoming at the same time agents of welfare.

From a wider point of view, this means addressing the relationship between the individual and freedom - the latter concerns the creation of common values and actions that can increase benefits for people; opportunities to work; live; study; do sports; access health care; and move and live in the natural environment.

Urban regeneration is therefore seen as a way of taking on the human condition, irrespective of specific "categories" and contradictions that categorisation entail, for real and concrete inclusion, so that everyone feels active and aware of the city.

In accordance with the project's objective to facilitate "user empowerment", the City of San Donà di Piave intends to implement the use of the WeGovNow platform to foster human relationships, encounters and mutual help, in order to nurture the community of San Donà

This approach to the WeGovNow platform is fundamental, for example, to get new solutions to revitalise the city centre promoting a temporary use of empty shops, or to develop new housing service models mapping available and affordable houses and facilitating the setup of new facilities for families and elderly people.

That's why, in our role of public administration, we are talking about co-design, collaboration and co-production, first and foremost, by taking on new responsibilities for a city that fearlessly addresses change for a new human and urban development.

3.2 Scenario 1: The Wine Cellar

General background

This "community approach" should also apply to businesses and economic activities to change the typical Veneto model, so moving away from the individualistic logic of self-sufficiency to the idea of business networks, relationships between businesses and social partners, new communities of workers as, for example, clearly described in the "Wine Cellar Scenario".

Planning urban development represents an opportunity to combine the idea of space and the quality of life for its population. It means designing a city as a functional ecosystem that creates and develops relationships between people and among different organisations.

We reject the idea that there should be "dedicated" areas for the elderly, young people, migrants, the disabled, pursuing the myth of exclusivity, simply because exclusivity preludes to exclusion and therefore solitude. Instead, we think that large and small spaces should be thought of as economic, social and organisational "systems of relationships" where we can build new responsibilities, policies, methods, and services.

San Donà di Piave will get a new intermodal hub (train and bus) in the next 2 years realised thanks to public funds (from The State and from the Veneto Region). The train station is almost completed and the bus station has already obtained the funds.

This intermodal hub represents a great opportunity for the development of the city and entire Venezia Orientale area. This hub is a part of a wider urban regeneration process involving the re-use of the former army barrack, retail spaces in the City centre and the new exhibitions area.

Around 20 million tourists visit the region of Venezia Orientale on an annual basis. However, the majority of these do not make it to San Dona di Piave despite its relative proximity where it sits (20 to 30 km) inland from the coastal region.

The production, consumption, use, and distribution of produce from the region of Venezia Orientale currently exist and operate in silos. The Municipality of San Dona di Piave currently acts as a coordinator and a communication hub to a range of stakeholders, such as Farmers, Unions and Retailers on a group by group basis, which takes time and uses up valuable resources.

The most competitive companies have their own international marketing strategies (as for example wine producers - Prosecco, or crops, corns, soybeans) but the majority of them ask for new business models responding to the local market, the touristic and then international one.

Since 2011 there is an agreement between the Municipality and the local farmers associations regulating the local products control system, especially dealing with the production areas (where the farmers are located), their methods of production, biodiversity protection processes, the way they preserve local traditions and the way they perform the multifunctionality in agriculture.

As a first result of this agreement every Saturday morning around 30 farmers sell their products in the local "agrimarket situated in the city centre". The potential demand for public spaces dedicated to the purchase of local quality food products has reached more than 50 requests and is growing year by year. Hundreds of business organisations such as hotels, restaurants, and retailers are asking for a more structured network to support this very interesting business model.

Despite the economic potential, the actual logistical solution does not allow for an efficient matching between those offering and those asking for quality agriproducts. This is why the Municipality has reached an agreement with a private company (Cantine VIVO - Viticoltori Veneto Orientali <http://www.vivocantine.it/it>) to create an innovative local economy platform in the former wine cellar space.

The Wine Cellar is a physical space that is being renovated by public and private funds . This project will transform an abandoned space in an innovative area focused on new economic activities and on attracting young entrepreneurs.

The aim is to use the Wine Cellar as a central hub to promote regional food production with a specific/high standard of quality. This central hub can serve as a place in which local produce can be both sampled and purchased; can provide an educational kitchen with training and education on healthy food consumption.

The Administration estimates that the Wine Cellar will be completed by the second half of 2018. The next months will be dedicated to design of the spaces, the new service model and the related business model involving different actors. In parallel, the Veneto Regional Administration has recently adopted the regional law - L.R.14/17- on the re-use of empty spaces, a new discipline dealing with new innovative businesses to facilitate job opportunities and interactions among different disciplines (handcraft, agriculture, culture, retail, professional training). Moreover, Regione Veneto is now interested in valorising the urban regeneration experience in San Donà di Piave and will setup a working group with cities active in the local co-designing processes, with the aim to define a set of common indicators to evaluate new urban policies, also through the use of the WeGovNow platform.

3.2.1 Role Naming

Type	Name
Local Authority/Municipality	LA01 Local Development Department LA 02 IT Department LA 03 Financial and Accounting Department
Citizens	C01 Tourists C02 Citizens purchasing local food products
NGOs	N01 Farmers Association N02 Farmers Union N03 Retailers Union N04 Young Farmers' Cooperative N05 Hand Craft Association N06 Retailers Association N07 Restaurant Association

<p>Businesses (~700 – 800)</p>	<p>B01 Restaurants B02 Farmers B03 Retailers B04 Hotels B05 Craft Makers B06 Manufacturing Industries</p>
<p>Other</p>	<p>O01 Public Health Department (regional department for quality of food) O02 Tourist Board (Public sector) O03 Schools O04 Universities (University of Padua political sciences; University of Venice Architecture) O05 Chamber of commerce O06 Transport companies O07 Media</p>

3.2.2 Role Descriptions

Type	Name
<p>Local Authority</p>	<p>LA01 Local Development Department</p> <p>The LA01 is responsible for coordinating urban regeneration implementation, which includes introducing the legal framework to involve different actors in a Public Private Partnership. Staff support the architectural projects according to urban regulations and promote a participative process in a public dialogue with business organisations, NGOs and other actors in order to get new ideas and resources for the project.</p> <p>LA02 collects and manages different data from private actors, is the first local access point able to monitor customer satisfaction, and provides technical assistance to different local stakeholders about the use of the platform.</p> <p>LA02 provides an interface with the media to promote the implementation of the platform.</p>

<p>Citizens</p>	<p>C01 tourists want to know where and how to buy typical local food and all the quality produce related services.</p> <p>C02 citizens purchasing local food products.</p> <p>C03 citizens who want to be more actively involved in city centre revitalisation activities.</p>
<p>NGOs</p>	<p>N01 Farmers Association update information about the types and the quality of products that are made available in a given period, and also communicate with potential customers. They communicate with other NO...actors to share potential common initiatives to promote local produce.</p> <p>N02 the Urbact Local Group (ULG), set up under the Urbact project, act as the local mechanism to achieve project objectives that are to:</p> <ul style="list-style-type: none"> ● Investigate and explore new uses for spaces in the centre by harnessing the creativity and ideas of young people and artists. ● Develop actions which can demonstrate new creative activity that will breathe life into specific empty spaces such as the galleries and the Water Tower. ● Co-produce actions and activities that will create appreciation for the river as an amenity connected to the city centre.
<p>Businesses</p>	<p>B01 / B03 / B04 need to obtain information about the local produce available in a given period on a daily basis. They communicate with manufacturers to define possible time and delivery services.</p> <p>B02 Farmers use the platform to update their available produce daily and manage their marketing activities.</p> <p>B05 Craft Makers view daily information about available produce in a given period, and utilise the information to attract customers to their lab.</p> <p>B06 Local mall. Noventa di Piave designer outlet https://www.mcarthurglen.com/it/noventa-di-piave-designer-outlet/it</p> <p>.</p>

Other	<p>O01 Public Health Department (regional department for quality of food) collaborate in public health initiatives</p> <p>O02 Tourist Board (Public sector) partner in marketing activities</p> <p>O03 Schools collaborate for training activities for students</p> <p>O04 Universities (Padua Faculty of Political Sciences; Venice University of Architecture) collaborate in research activities dealing with urban regeneration</p> <p>O05 Chamber of commerce - collaborate in the management of public data about enterprises</p> <p>O06 Media - spread information</p> <p>O07 Transport companies - support the promotion of new specific tourist facilities</p>
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3.2.3 Related use cases

Use case 1 : Seeking bookable spaces

a) User role(s) concerned

BO2 - Farmers

LA01 - Local Development Department

LA 02 - IT Department

C01 - Tourists want to know where and how to buy typical local food and all the quality produce related services

C02 - citizens purchasing local food products

b) Description of task to be performed / problem to be addressed by the user

Marco B02 is a wine producer and he wants to present his produce at the wine cellar spaces during the month of May. If space is available he can host a marketing event in the wine cellar tasting area, where one or more producers could meet potential buyers, tourists, retailers, restaurants, handcraft makers.

As a member of the "WeGovNow local community" Marco B02 can see the map, and the calendar, of the wine cellar where the available spaces are visible and where he can book one or more of them (on the basis of predefined rules) inserting a first description of the event.

c) Preconditions

- 1) To create any initiative or host an event a user has to be registered on the WeGovNow platform.
 - 2) Registered users must be able to view wine cellar space availability.
 - 3) There are administrators set-up to approve requests.
- d) Postconditions
- 1) Users receives a notification regarding the outcome of their request to book available space.
- e) Functional requirements
- 1) The system shall enable authentication of user to ensure they have appropriate admin rights /the membership to use the specific part of the platform.
 - 2) The system shall allow users to input requests about event plans and procedures, i.e. Marco B02 to insert his request with all the information about the produce and the event plan.
 - 3) The system shall allow the selection of a start and a finish date for a specific event, i.e. in order to decide how many days it is possible to book a single event.
 - 4) The system shall send notifications to all the potential beneficiaries of an event about the creation of a new event, i.e. if it is an open event, once the process is started, all the potential beneficiaries should receive a message.
 - 5) The system shall enable the management of booking spaces, if there is a fee, if there are priority criteria etc.
 - 6) The system shall manage and check the minimum and the maximum number of participants allowed to attend the event.
 - 7) The system shall allow promoters to define the boundary of the area for which contributions from local farmers and producers are allowed.
 - 8) The system shall allow administrators to set who can enter data.
 - 9) The system shall allow the users to create a catalogue illustrating the main produce categories of the territory (with specific information on the available quantity, the useful period for the consumption of that produce...).
 - 10) The system shall allow administrators to define data entry fields for each theme.
 - 11) The system shall allow administrators to set whether contributions require moderation.
 - 12) The system shall allow users to get information about where they can find the promoted produce in a defined territory.
 - 13) The system shall provide information on how and if it is possible to buy the local produce online.
 - 14) The system should provide the possibility for users to see the map of different initiatives and businesses

f) Non-functional requirements

- 1) The system should have a user-friendly interface
- 2) Municipal IT staff should be enabled to overview, analyze, communicate and track all problems reported by using a single interface rather than being required to switch between different interfaces.
- 3) The system should be accessible on mobile phones
- 4) The platform's information architecture should be focused on helping the users navigate and submit information needed for events in an easy, organized and non-confusing way
- 5) The system should provide clear instructions on every step of the process of completing the user goals (e.g. add an event etc.)
- 6) The system should help users recover from errors easily (e.g. errors from information submission or others)

3.2.4 Organisational/service interfaces existing prior to the implementation of the service scenario

The idea to involve different actors to experiment new business models or to promote commercial/marketing events, has been managed, until now, through traditional ways, for example, giving the task to farmers associations, or to the Chamber of Commerce.

The participation of stakeholders in service delivery within the new service scenario is completely innovative in San Donà di Piave in addition to the idea of co-designing, and collaborative production. This means a new culture of sharing and developing relationships which is interesting for many different business organisations.

3.2.5 Innovative aspect to the service scenario when compared with the current situation

The innovative aspect is mainly related to the idea of a collaborative business where different stakeholders share spaces and relationships to promote their produce and their services. The culture and the knowledge of the territory can be enforced through the use of the platform and this represents a new way to support the local economy for the Municipality and also for other public actors.

3.2.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

The approach applied for the Wine Cellar Scenario allows the use of the platform in many other urban contexts responding to the following questions:

- how to co design innovative business models to re-use common spaces?

- how to promote initiatives and events based on a participative approach?
- how to monitor and implement new urban policies based on collaborative production?

3.2.7 Negative impacts / disadvantages that can be envisaged when compared with the current situation

The use of ITC based platforms can facilitate but, in any case, not substitute the willingness of different actors to collaborate.

The ICT platform is a tool to innovate, in this case, business models through participation. The benefits coming from the use of the platform are strictly linked to the quality of relationships and resources that different actors want to spend.

3.3 Scenario 2: The Bank of Cre-Activity

General background

Employment is an important issue for the development of a city and its community. It is intertwined with other activities related to innovation, training, analysis of new job profiles and new skills. A driver of development pursued by San Donà is connected to culture as a thinking skill that imagines and designs what is new, with attention to the theme of creativity understood not only in its artistic sense (artistic, literary, musical, etc.), but in all forms, both technical and professional (from design, architecture, crafts, food and wine etc) to establish new thoughts and actions that interpret and live ongoing change.

According to this approach San Donà di Piave wants the wine cellar to host participatory initiatives and especially the “Bank of Cre-Activity” to create jobs, share events and spaces, processes and creative projects etc.

3.3.1 Role Naming

Type	Name
Local Authority/Municipality	LA01 Local Development Department LA 02 IT Department

<p>Citizens</p>	<p>C01 Tourists C02 Citizens C03 Young students C04 Artist</p>
<p>NGOs</p>	<p>N01 Farmers Association N02 the Urbact Local Group N03 Retailers Union N04 Young Farmers' Cooperative N05 Hand Craft Association N06 Retailers Association N07 Restaurant Association</p>
<p>Businesses (~700 – 800)</p>	<p>B01 Restaurants B02 Farmers B03 Retailers B04 Hotels B05 Craft Makers B06 Manufacturing Industries</p>
<p>Other</p>	<p>O02 Tourist Board (Public sector) O03 Schools – High Schools O04 Universities (University of Padua political sciences; University of Venice Architecture) O05 Chamber of commerce O06 Transport companies O07 Media</p>

3.3.2 Role Descriptions

Type	Name
Local Authority	<p>LA01 Local Development Department</p> <p>The LA01 is responsible for coordinating urban regeneration implementation, which includes introducing the legal framework to involve different actors in a Public Private Partnership. Staff support the architectural projects according to urban regulations and promote a participative process in a public dialogue with business organizations, NGOs and other actors in order to get new ideas and resources for the project.</p> <p>LA02 collects and manages different data from private actors, is the first local access point able to monitor customer satisfaction, and provides technical assistance to different local stakeholders about the use of the platform. LA02 provides an interface with the media to promote the implementation of the platform.</p>
Citizens	<p>C01 tourists want to know where and how to attend new initiatives</p> <p>C02 citizens purchasing local food products.</p> <p>C03 Young students</p> <p>C04 Artists who want to promote their activities</p>
NGOs	<p>N02 the Urbact Local Group (ULG), set up under the Urbact project, act as the local mechanism to achieve project objectives that are to:</p> <ul style="list-style-type: none"> ● Investigate and explore new uses for spaces in the centre by harnessing the creativity and ideas of young people and artists. ● Develop actions which can demonstrate new creative activity that will breathe life into specific empty spaces such as the galleries and the Water Tower. ● Co-produce actions and activities that will create appreciation for the river as an amenity connected to the city centre.

<p>Businesses</p>	<p>B01 / B03 / B04 need to obtain information about the creative activities and possible related business opportunities.</p> <p>B06 Noventa di Piave designer outlet https://www.mcarthurglen.com/it/noventa-di-piave-designer-outlet/it can collaborate to promote common initiatives</p>
<p>Other</p>	<p>O02 Tourist Board (Public sector) partner in marketing activities</p> <p>O03 Schools collaborate for training activities for students</p> <p>O04 Universities (Padua Faculty of Political Sciences; Venice University of Architecture) collaborate in research activities dealing with urban regeneration and co-creation</p> <p>O05 Chamber of commerce - collaborate in the management of public data about enterprises</p> <p>O06 Media - spread information</p> <p>O07 Transport companies - support the promotion of new specific tourist facilities</p>

3.3.3 Related use cases

Use case 1: Organising an event / careers fair

a) User role(s) concerned

LA01 - Local Development Department

B01 – Private / B02 – Public / B03 – Voluntary

C03 Young students

C04 Artists who want to promote their activities

b) Description of task to be performed / problem to be addressed by the user

Through the use of the WeGovNow platform LA01 - Local Development Department intends to:

- collect ideas and map expressions of interest from different stakeholders;
- attract new business partners;
- co-design a participatory business model and define the best legal solution;
- define how common facilities could be provided;

Once the first version of the “Bank of Cre-Activity” is released by the Municipality on the platform, businesses, organisations, handcraft makers and young entrepreneurs can apply to the platform to express their specific requests and or requirements.

Once a first draft of the “Bank of Cre-Activity” is reached the Municipality can open a discussion on the first results and collect new information to go proceed.

c) Preconditions

- 1) Every actor has to be registered as members of the WeGovNow local community".
- 2) There should be an administrator which could be the LA 02.
- 3) In the specific process, the map of the “bank of Cre-Activity” should be visible to everyone registered to the platform.
- 4) There should be an agreement to be signed by different actors stating the rules of engagement in the co-designing process to set up the “Bank of Cre-Activity” and related initiatives.

d) Postconditions

- 1) There should be a report about the “Bank of Cre-Activity” , e.g. how many visitors, types of organisations, type of request, type of interest etc.
- 2) There should be the possibility to get an updated map of the new initiatives.
- 3) Once some interested actors agree on the basic proposal, they engage themselves to update the platform with their contributions and so it starts the co-design phase.

e) Functional requirements

- 1) The system shall enable user authentication to ensure they have appropriate admin rights / membership.
- 2) The system shall allow users to input requests about the state of the art of the proposal.
- 3) The system shall allow users to get an updated scheme of different organisations involved.
- 4) The system shall allow users to create temporary rooms on the WGN platform in order to share any kind of information needed to better implement the collaborative event.
- 5) The system shall allow automatic messages to be sent to LA 01 to get official support from the administration once a temporary room has been created.
- 6) The system should allow automatic messages to be sent to local newspapers and websites to disseminate the initiative

f) Non-functional requirements

- 1) The system should facilitate an opinion making process on how to better integrate and develop different activities and proposals (maps of spaces - main information - state of the art of the initiatives)
- 2) There should be a reporting activity connected to the data management to monitor the different impacts of the collaborative business model.

3.3.4 Organisational/service interfaces existing prior to the implementation of the service scenario

Existing interfaces are based on the use of web site and social networks promoting cultural initiatives and events. The traditional scheme of activity relies on a draft programme of activity created by the Municipality or by private associations asking for public spaces or money to realise a public event. This standard of relationships dose not facilitate collaborative production.

3.3.5 Innovative aspect to the service scenario when compared with the current situation

The use of the platform allows for a different way to consider, and then to manage, local resources, such as public spaces, the theatre, green areas, schools etc. The aim is to attract and then involve different artists, creative people and students making feel them a part of the local development process in San Donà di Piave.

The most innovative aspect is not only attracting talents but is creating a collaborative dialogue with different actors and then introducing a partnership culture not developed so far.

3.3.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

The different approach to " how to build" public interest initiatives having an impact on culture, local economy, jobs and inclusion, represents a concrete positive way to share knowledges and local resources.

3.3.7 Negative impacts / disadvantages that can be envisaged when compared with the current situation

Some traditional actors, such as associations and NGOs, cannot approve the collaborative production method, as they risk losing their role and position with the Municipality. It should be very clear that the WGN platform is a tool supporting an innovative policy to attract and stimulate creativity.

3.4 Service Scenario 3: Urbact local group promoting public initiatives

General background

URBACT Urban Local Groups (ULGs) are a cornerstone of the URBACT programme. As lead partner of an URBACT network, namely the City Centre Doctor Network, the City of San Donà di Piave has set up a ULG involving citizens who voluntarily engage with the administration and relevant local stakeholders who have a stake in the city centre regeneration. The ULGs can be configured in many ways, in San Donà the ULG is made up of a group of young people, professionals and creative minds, who have been tasked with developing an integrated urban development strategy and plan, which will be embedded in the general policy of the municipality, as mentioned in the initial description. The ULG of San Donà is presently composed of about 15 members who act as facilitators of participatory approaches to urban policies. They are called to bring together partners and stakeholders, including citizens to exchange views and co-produce concrete actions for – in the case of City Centre Doctor – revitalization of the city centre. In this regard, the ULG deals with knowledge sharing about city centre revitalisation and it is committed to promoting a co-design process to facilitate new initiatives to attract more people to the city centre and to revive the economy catering visitors and local inhabitants.

The ULG acts as an innovative mechanism to achieve project objectives that are to:

- Investigate and explore new uses for spaces in the centre by harnessing the creativity and ideas of young people and artists
- Develop actions which can demonstrate new creative activity that will breathe life into specific empty spaces such as the galleries and other flagship spaces in San Donà
- Co-produce actions and activities that will create appreciation for the city and its river as an amenity connected to the city centre.

Furthermore, the ULG has been involved in an exercise of place analysis conducted with residents to determine their preferences as ‘users’ of the city centre. Interviews were organised and administered by the ULG and involved more than 350 respondents. The survey gave San Donà di Piave’s ULG the opportunity to analyse issues of mobility and safety in their city centres based on the responses of a reasonably diverse sample of residents.

The main task of the ULG is to become a facilitator of dialogue and to develop – through a participatory process of co-production – an integrated urban development action plan. Part of this plan is the piloting of some actions (so-called “Beta Actions”) that might become tested activities to promote the city centre as a safe and accessible place, vibrant with opportunities and economically viable for business, investors and young talents.

Now, on that basis, the ULG intends to use the WGN platform to introduce a way to engage different stakeholders and to manage this process, focusing on three strands of action:

- Use and re-use of empty spaces for business and social actions
- Fostering cultural and creative sector and talents to revitalize the city centre

- Co-develop actions for integrated urban development as a participatory process and dialogue between stakeholders, citizens and institutions

For each of these strands one or more use case is provided.

3.4.1 Role Naming

Type	Name
Local Authority/Municipality	LA01 Local Development Department LA 02 Social Affairs Department LA 03 Education and Culture Department, including Youth and sports LA 04 Regional Authority
Citizens	C01 Young people wanting to spend time in the city C02 Citizens purchasing local products C03 Citizens engaged in local development C04 Students
NGOs	N01 Cultural / Creative Associations N02 Sports associations N03 Retailers' associations N04 Social cooperatives N05 Hand Craft Association N06 Retailers Association N07 Restaurant Association N08 Special interest associations N09 Consumers' groups

Businesses (~100)	<p>B01 Restaurants and food</p> <p>B02 Local producers</p> <p>B03 Retailers</p> <p>B04 Hotels and hospitality</p> <p>B05 Craft Makers</p> <p>B06 Professionals</p>
Other	<p>O01 higher level public administration (Ministry of Culture and Economic Development)</p> <p>O02 Schools</p> <p>O03 Universities</p> <p>O04 Chamber of commerce</p> <p>O05 Media</p>

3.4.2 Role Descriptions

Type	Name
Local Authority	<p><u>LA01 Local Development Department</u></p> <p>Because the overall mission of the ULG is to create “integrated” urban development, different departments of the local authority are interested in the support and governance of the different actions according to their mandate.</p> <p>The LA01 is responsible for coordinating urban regeneration implementation, which includes introducing the legal framework to involve different actors in a Public Private Partnership. Staff support the architectural projects according to urban regulations and promote a participative process in a public dialogue with business organisations, NGOs and other actors in order to get new ideas and resources for the project.</p> <p><u>LA 02 Social Affairs Department</u> is the department that can collect citizens’ social needs, and oversees that inclusive actions, in terms of diversity of citizens are ensured in different proposed activities of the ULG and can propose through the platform, specific actions for different categories</p>

	<p>of citizens. As the department responsible for the implementation of the Social Opportunities Plan, the general policy framework of the city, it manages and liaise with many stakeholders at horizontal and vertical levels. It can use, together with the ULG, the platform to initiate the co-design of need-driven actions according to emerging trends and needs coming from the platform’s open data.</p> <p><u>LA 03 Education and Culture Department, including Youth and sports</u> closely work with educational institutions and cultural /citizens’ organisations, in this regard, it can use the platform to promote and monitor initiatives of different kinds, inform schools and promote, for example internship or traineeship options related to city centre revitalisation .</p> <p><u>LA 04 Regional Authority</u></p> <p>Can be involved as a direct stakeholder and investor. The Regional Government is directly responsible for employment, local development policy (related to use of Structural Funds for example) and can use the platform and the data as a study case for the implementation of recent legislation on use of empty spaces and policy support for youth employment, development of creative and cultural business (as part of the smart specialization of the Veneto- see Other).</p>
<p>Citizens</p>	<p><u>C01 – Young People wanting to spend time in the city</u></p> <p>The ULG is mainly composed of young people, and intends to attract especially young people to the city centre. Youth will be main beneficiaries, not only because of they are digital natives and tend to use online platforms as sources of information, but also because, many times – with information overload – they need reliable and tailored information. Furthermore, the platform is also an active citizenship opportunity for them and the platform will likely be used and improved with their inputs.</p> <p><u>C02 Citizens purchasing local products</u> may want to use the platform by getting information on the offer of temporary shops in the gallery and providing input on specific products, orienting business development and retail</p> <p><u>C03 Citizens engaged in local development</u> can use the platform to participate in discussions and polls launched by</p>

	<p>the ULG on the platform, in order to contribute to co-decision making, by providing input, expertise, time and other forms of engagement.</p> <p><u>CO4 Students</u> are one on the main beneficiaries of the platform, they can use the platform as part of their education, and support promotion of initiatives geared towards them and join the ULG.</p>
<p>NGOs</p>	<p><u>N01 and N02 Cultural and creative, sports and leisure associations</u> are primary interlocutors of the ULG, and can use the platform to partner in specific events that the ULG launches to revitalize the city centre. Such NGOs are very active and the platform could represent a single-entry point that the Municipality – with the support of the ULG – makes available a consistent virtual venue to post and update information on the different events taking place in the city centre.</p> <p><u>N02 to N07 Representatives of the businesses and economic sectors</u> interact directly with the ULG, as main stakeholders and use the platform to improve the service to their associated businesses, to get information on potential business, availability of spaces to inform their members, to discuss with the ULG about specific needs of the business community with regard to development actions proposed and discussed on the platform, for example use of empty spaces, supporting, promoting and funding events in the city centre.</p> <p><u>N08 Consumers groups</u> may use the platform as relevant stakeholders to get information about developments and proposals of the ULG and of the potential of the city centre. They can pledge for quality of specific businesses or initiatives. They can provide inputs and contribute to debates or initiatives for the protection of consumers’ rights, advocate for ethical and inclusive business, as an example.</p>
<p>Businesses</p>	<p><u>B01 Restaurants and food, B02 Local producers; B03 Retailers; B04 Hotels and hospitality; B05 Craft Makers; B06 Professionals:</u> local businesses will be able to use the platform to promote their business or to evaluate the feasibility to open temporary shops in the City centre, to find new ways to do business together, in a value chain perspective. They will be able to support or promote, fund and participate in events.</p>

Other	<p><u>O01 Higher level public administrations</u> in addition to the Regional Government, other Regional and State public administrations can benefit from the platform, mostly as a source of information and to be able – if interested- to promote the potential and the results of the interaction to other urban areas, or to focus on specific issues. In particular, the ULG can present the platform as a good practice to get funding for the local cultural and creative industry, led by young people, such as start-ups, training and capacity building, attract national investments etc.</p> <p><u>O02 Schools</u> can use the platform in many ways and especially as an educational tool for active citizenship for their students, to connect with the local businesses providing information and collaborate for training activities for students</p> <p><u>O03 Universities</u> can use the platform to increase and improve research activities dealing with urban regeneration and can support the ULG in launching ideas and making them available on the platform</p> <p><u>O04 Chamber of commerce</u> - collaborate in the management of public data about enterprises and can provide support in</p> <p><u>O05 Media</u> – can get and multiply information about events, business potential and ideas or plans/ activities that are on the platform, and reach to categories of citizens who are not familiar with digital platforms.</p>
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3.4.3 Related use cases

Use case 1: organising and improving a travelling book crossing through the city centre

a) User role(s) concerned

N02 - the Urbact Local Group

LA01 - Local Development Department

CO1 - 2 Citizens

C03 - Students

N02 - Associations

O03 – Schools

b) Description of task to be performed / problem to be addressed by the user

The ULG has launched a book-crossing initiative, which consists of a “travelling” refurbished old fridge full of books as a place to give and take books and improve socialization. Now the ULG intends to create the itinerary and calendar for the initiative, to make it a landmark for the city. ULG uses the WGN platform and describes the initiative, the features and the rules, and a preliminary itinerary. Citizens can view and plan participation over time, and associations can promote and disseminate the initiative. They can also propose new places where and when the book crossing can stop, for example in certain neighbourhoods, or propose types of books available.

c) Preconditions

- 1) The ULG must have an initial plan and be able to use the system to describe it and plan different stop-overs.
- 2) The Local Authority and schools can promote the initiative and support it via the platform
- 3) Citizens and associations must have access but cannot autonomously change the itinerary without approval by the ULG
- 4) Students and citizens can update, provide and request specific books

d) Postconditions

- 1) Away to replicate or organize new itineraries proposed should be available
- 2) Customers’ satisfaction and comments should be used to improve the initiative

e) Functional requirements

- 1) The system shall enable the visualisation of key information pertaining the itinerary and calendar of the initiative
- 2) The system shall allow users to add new stop-overs, propose or ask for specific books, upload pictures and comments.
- 3) The platform should provide a reporting function connected to the data management in order to monitor the use and feedback in the different locations on the itinerary and customer satisfaction.
- 4) An alert system for the promoter (ULG) should inform of new proposals for the itinerary

f) Non-functional requirements

- 1) The platform should be fully responsive in order for users to be able to use it efficiently from mobile devices

Use case 2: organizing a cultural gathering in the city centre

a) User role(s) concerned

N02 - the Urbact Local Group

LA01 - Local Development Department

CO1 -2 Citizens

N02 - Associations

O03 - Schools

B01-06 - Businesses

O05 - Media

a) Description of task to be performed / problem to be addressed by the user

The ULG is planning a number of open gatherings in the main square, to attract people in the city centre, each gathering offers cultural and convivial moments (music, refreshments, arts exhibits, tables and games) that also aim at creating a relaxed and trustful atmosphere to inform participants about some key facts and opportunities for business (for example use of spaces for temp shops, see next use case) and /or other issues. This initiative is called “non lamentarti, organizzati” (don’t mourn, organize- DMO!) and is one of the beta actions which the ULG intends to use with the aim of getting inputs for action planning. ULG uses the WGN platform and describes the initiative, the locations, timing and other general features. To increase participation and fund the initiative, the ULG can use the platform to create alliances and collaborations with talents, businesses and CSOs. The LA02 uses the platform to promote, support and inform media. Associations and citizens can view and plan participation. Also, artists and associations can propose to contribute with cultural or arts events, or propose specific themes to be addressed. Schools can also participate with students’ representatives or to showcase students’ work. Businesses can become sponsor or offer availability to sell refreshments or food for a fee etc. In this way, the ULG will be able to plan a calendar according to inputs, resources and sponsors.

b) Preconditions

- 1) Users must have a registered account

c) Postconditions

- 1) The system should provide a record of initiatives and provide a timeline for comprehensive planning
- 2) Customers’ satisfaction and comments should be used to improve the initiative

d) Functional requirements

- 1) The system shall enable the visualisation of key information and conditions for participation and collaboration.
- 2) The system shall allow users to indicate possible contributions, other initiatives in the same field and propose activities, upload pictures and add comments.

- 3) The platform should provide a reporting function connected to the data to monitor the use and feedback on the planned initiative as well as past ones.
 - 4) The system must allow the ULG to have access, show ongoing gatherings and propose interaction with other platform users.
 - 5) Citizens and associations must have access and can propose programs, showing pictures and make agreements for participation.
- e) Non-functional requirements
- 1) Businesses and stakeholders should be able to access the platform on mobile devices
 - 2) Businesses must be allowed to sponsor and fund the initiative.
 - 3) User friendly interface, with colour coding and pictures also to allow media to spread news.
 - 4) Should be easy for the media to get short and newsworthy information when final programmes are available.

Use case 3: promoting empty spaces for temp shops in the city centre galleries

a) User role(s) concerned

N02 - the Urbact Local Group

LA01 - Local Development Department

B01-06 - Businesses (especially local retailers) and business associations

N09 - Consumers' groups

007 - Media

a) Description of task to be performed / problem to be addressed by the user

The ULG supports the Municipality in the plan to use empty shops and spaces (also according to the Regional Law 14/217 and the Municipality's agreements with owners for the use of such spaces) in the gallery adjacent the city square to create business and attract visitors and shoppers to the city centre. One of the main strategies is to allow temp shops to use the spaces with little contributions. The main problem addressed is how to raise the interest for prospective retailers to use the spaces for business purposes. The ULG, consistently with some indications and fostering local value chains, uses the platform to showcase the available spaces, with blueprint schematics, and possible design of shops. Seasonal themes and trends can be given to support businesses to engage in economic activities. Also, other uses, such as cultural and creative exhibits, service and co-corking spaces may be included in the range of use of such spaces. The WGN platforms publishes and collects ideas for sectoral temp shops, promotes services to the citizens with positive impact on society and lifestyle (for example catering elderly people rental of bicycles etc),

provides businesses with the information and contacts to open temp shop and outfitting services. In this way, the ULG facilitates information and increases the possible factors that attract people in the city centre.

b) Preconditions

- 1) User should have a registered account

c) Postconditions

- 2) The system should always be updated and allow business and interested investors to see how the spaces have been used, what kind of businesses and initiatives have used the spaces
- 1) Customers' satisfaction, citizens' and consumers groups should be able to use and see comments and outcomes

d) Functional requirements

- 1) The system must allow the ULG to have access, show blueprints, pictures and clear information on requirements for its use
- 2) The Local Department must have access to update possible changes and current used spaces
- 3) Business must have access through registration and can have the possibility to bid for spaces or make offers for rental.
- 4) The system shall enable the visualisation of key information and conditions for use, costs and logistic solutions
- 5) The system shall allow users to publicly indicate interest and describe possible uses open for comments, show pictures of products, goods or services
- 6) The platform should provide a function to collect interest and specifics of business /organizations/ individuals interested in using space that directly feed into the Municipality for procedures

e) Non-functional requirements

- 1) User friendly interface, with colour coding and pictures and pop up schematics

Use case 4: promoting public consultation on actions for making the city centre safe and accessible

a) User role(s) concerned

N02 - the Urbact Local Group

LA01 - Local Development Department

C01 - Citizens

B01-06 - Businesses (especially local retailers) and business associations

N01-08 -NGO's

007 - Media

b) Description of task to be performed / problem to be addressed by the user

Revitalizing the city centre entails that it is considered a nice, safe and easily accessible place for all people who frequent it for leisure, business, shopping or visiting. The main issue addressed is the attraction of people in the city centre, from the perspective of safety & security and mobility solutions. The mobility system has plenty of room for improvement, given the fact that most people prefer the malls around the city centre.

The WGN platform could represent one of the strategies of stakeholders and citizens' engagement in finding solutions and creating consensus on strategies and plans to improve mobility and security. Improve parking, making spaces accessible, increase pedestrian zones, provide clean mobility solutions, make the city centre less "grey" and more "colourful" increasing the sense of safety and comfort are just some of the ideas that emerged from the place analysis on which the ULG want to follow up with stakeholders on the platform to get concrete solution, consensus or improvement on some solutions already identified by the ULG itself, in short – to allow co-creation of solutions.

c) Preconditions

- 1) The system must allow the ULG to have access, show information and plans
- 2) The Local Department must make public plans for mobility and security and data on security and mobility
- 3) Other participants must have access and be able to interact with platform

d) Postconditions

- 1) The result of consultations should give an instant report of the process
- 2) The changes or improvements of the original plan/issue should be tracked
- 3) Follow up after the implementation of plan or policy to show change

e) Functional requirements

- 1) The system shall enable the visualisation of key information public information and clearly describe terms of engagement
- 2) The system shall allow "real" users – registered with proven identity - to publicly contribute, discuss and propose solutions, agree or disagree.
- 3) The unregistered or unverified users can still participate, but their status of unregistered will show

- 4) The platform should provide a function to create instant reports or track changes to original item of discussion and final solution

- f) Non-functional requirements
 - 1) User friendly interface, mobile
 - 2) Possibility to see temporal threads

3.4.4 Organisational/service interfaces existing prior to the implementation of the service scenario

The service scenario interfaces are traditionally based on some retailers and/ or their associations asking the Municipality to solve the problem of empty shops in the city centre. The ULG's activities and the realization of a Local Action Plan in order to integrate public and private initiatives to revitalise the city centre is a first step introduced with the Urbact project.

3.4.5 Innovative aspect to the service scenario when compared with the current situation

Supporting the ULG' activities with the WGN platform allows to disseminate many knowledges and tools to introduce some new business model as for example the temporary shops in the Galleria Vidussi close to the Municipality.

3.4.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

The WGN platform can greatly enhance the role of the ULG and increase participation in the actions and activities that are envisaged to revitalized the city centre. More people can become aware and actively participate in such activities and contribute to improvement, therefore they may represent an extension of the citizen-led initiative for urban planning. The platform has the potential to amplify and improve the quality of the activities and contribute to new forms of interaction where the administration plays a central role and increase reliability and visibility. It can improve a degree of transparency and availability of open data, including public information data.

3.4.7 Negative impacts / disadvantages that can be envisaged when compared with the current situation

The use of ITC based platforms, if not properly coordinated and governed, can also become a double -edged tool, where vested interests, opinions and also distorted ideas of freedom

of speech or action can be conveyed and enhanced, as current dynamics and use of open platforms and social networks show. To avoid such negative traits, it is important that citizens and stakeholders are aware of rules and objectives. Also in some cases, opinions and solutions may not necessarily be viable, feasible or sustainable even when they are accepted. Clear explanations and final decisions should be clearly described and justified by decision-makers as part of the feedback and follow up of participative processes.

3.5 Southwark Service Scenarios and Use Cases

General background

Further to the preliminary use cases identified and detailed in Appendix I a number of these have been rejected due to the potential risk associated with revising an existing service with a pilot platform. In particular, service scenario #9 has been rejected as a result of the potential political and internal process implications of introducing a new platform and process.

Southwark Youth Council (SYC) is a group of young people, elected by young people to represent the voices of young people through their schools and neighbourhoods. SYC support the Council's engagement with young people and work on developing more exciting and engaging ways of addressing priority issues that matter most to young people in the London borough of Southwark.

SYC members are all between the ages of fourteen to nineteen and live in the borough. Members' primary roles are:

- To formally lead in championing the voices of the young people they represent within their schools and or local area.
- Support the council's engagement with young people, forge meaningful relationships that bring council services to those who the council's not reaching, enabling young people to participate in and access council services.
- Influence and inform the council's decision-making process and policies.

During #SYCElectionWeek (13th - 19th March 2017), Southwark young people voted for a Lead and Deputy Representative from their school and community council area. They also voted on the top three priority issues that they would like Southwark Youth Council members to work on during their two-year term.

Twenty-six Southwark young people from across the borough were successfully elected by their peers. As well as voting for their representatives, Southwark young people were also given the chance to vote for the top three issues that they felt were most important to them. The top three priority issues as voted for by Southwark young people are as follows:

1. Knife Crime
2. Careers, Training and Employability
3. Bullying

Through a series of workshops, exploring the barriers and challenges around the topic of careers and employment and the role the SYC can play in tangibly addressing this priority issues; it was strongly felt amongst the group that an online digital hub or portal containing a database of career progression pathways and entry level job opportunities for local young people is something that is missing and would provide a solution to some of the more salient challenges that young people face today. For example, when it comes to accessing entry level jobs or opportunities within a specific industry or profession, networking with like-minded people and forging links with businesses and employers across all industries and sectors.

Southwark's Economic Wellbeing Strategy 2017-2022: 'A partnership for local growth' outlines the council's plans to build a strong local economy for all, working in partnership with residents, businesses and the voluntary sector.

Southwark now has record numbers of residents in employment, dozens of businesses paying the London Living Wage and has seen the creation of a Business Forum which brings together a variety of businesses across all sectors. Southwark's Economic Wellbeing Strategy aims to help families, individuals and businesses through the challenges that the current economic climate brings. Being at the heart of London brings lots of opportunities – including locally through major regeneration projects. The Construction Skills Centre in Elephant and Castle is a great example of sourcing new talent for the construction industry, offering training, development and employment opportunities to local residents.

Southwark aims to demonstrate that it is a council that is open for business and will promote and support economic wellbeing by making Southwark a place:

1. Where a job opportunity is available for every Southwark resident who wants to work
2. Where businesses thrive and prosper
3. With thriving town centres and dynamic digital centres that are great to visit, spend time in and enjoy
4. Where fair employment, financial inclusion and family friendly workplaces are promoted

An online business and employment forum where job seeker and potential employers can directly engage would empower more people to seek out opportunities that are right for them and equally a benefit for employers when looking for the right candidate for their vacancy.

We believe that the WGN platform would help to support and empower small and start up business offering them a stage where they can promote their services to a targeted local

demographics within the borough’s radius, encouraging local residents to access local opportunities first.

The table below outlines some of Southwark’s and the Youth Council’s employment ambitions as well as some of the steps we intend to take in a bid to bring these ambitions to life.

Ambitions	To Achieve this, SYC will:
Every Southwark young person not in education, employment or training has the opportunity and support they need to access and develop their careers in line with their aspirations	Actively support the Council’s pledge to create 2,000 apprenticeships through support for employers to create quality apprenticeships under the Southwark Apprenticeship Standard, promotion of opportunities to residents, and pre-apprenticeship support
Every Southwark young person has the skills relevant to the jobs market and employer needs	Support a high-quality and accessible Further Education and skills offer in the borough, with a broad curriculum that is responsive to employer needs and provides a route to a rewarding career
Local skills provision and training is of the highest quality and backed by a network of providers with strong employer and community links	Provide effective pathways for our young people from education to training and employment, supporting effective links between employers and education providers, providing quality advice and guidance, and offering additional support for those who need it in conjunction with Southwark’s Information and Advice services (Local Offer)

<p>Every young person will leave education or training ready for work or able to start and grow their own business</p>	<p>Work with the Local Economy team, Community Southwark, Southwark Works, Business Launch Pad, Hatch Enterprise, Peabody Trust and the wider business and community support network to create and promote opportunities for careers within the different sectors and provide the skills required by employers through skills training programmes.</p>
<p>Southwark employers offer top quality apprenticeships, from entry to advanced-level roles, and our residents are at the front of the queue to access them</p>	<p>Work with developers and the wider construction sector to create and promote opportunities for careers in construction for residents and provide the skills required by employers through the construction skills centre</p>
<p>Southwark young people have access to a comprehensive support offer that supports their transition to employment</p>	<p>Work in collaboration with our key partners including neighbouring local authorities, the Greater London Authority and others to secure investment, maximise on economies and deliver better outcomes for young people</p>

Southwark is a business-friendly borough and home to over 15,000 businesses and over a quarter of a million jobs. Southwark’s proximity to the huge markets of central London combined with its growing connectivity, strong cultural sector, unique attractions and iconic developments make this a highly visible and desirable location for business. SYC aims to build on the development of practical and strategic links with businesses, so shared ambitions for local economic growth and opportunities for young people are realised.

The London Borough of Southwark has always been a centre of creative excellence with a vast cultural footprint that sets it on the international stage. All the way from its docks and bridges lining the River Thames, down to its greener edges in the south, there are world-class galleries, museums, colleges, and community libraries with busy events calendars. Southwark is home to makers and creators, film sets and festivals, spaces and studios. The people living, working and studying in Southwark, and its growing visitor numbers, all contribute to its diverse, unrivalled cultural landscape.

Southwark recently launched its Cultural Strategy for 2017 – 2022 ‘Creative Southwark’ recognises Southwark as a hub living with creativity and aims to continue to place culture and creative industries at the heart of its priorities, further highlighting the creative, diverse culture and heritage of London’s most historic borough and support the council’s long term ambition of Southwark being the first choice for people to live, work, study and visit.

The strategy provides a framework for cross-council work in events, arts, heritage, libraries, regeneration, licensing, public health, education, planning and other partners. The focus is on brokering partnerships to achieve Southwark’s enormous potential and securing our cultural and creative landscape for generations to come.

The aims of the strategy are to:

1. Ensure that Southwark continues to be a borough for cultural excellence
2. Access and harness the benefits of regeneration for the cultural sector
3. Embed a cross-council and partner approach to culture
4. Ensure that cultural priorities are reflected in emerging plans and strategies, including the new [Southwark Council Plan](#)
5. Further align the strategy to the [Fairer Future promises](#)
6. Protect, preserve and grow our cultural venues, spaces and provision
7. Ensure our cultural sector is resilient in the changing financial and political climate
8. Support the economic prosperity of the borough, including the night time economy
9. Enable our diverse community to have access to cultural opportunities
10. Collect, conserve and celebrate our local heritage for future generations

Strategy Overview

Through research and consultation, the strategy developed consists of three themes and a series of commitments, underpinned by an action plan, which will be collaboratively delivered with partners. The themes are:

Creative Economy

Ensuring that Southwark continues to provide the right environment for the creative economy and enabling residents to access opportunities for sustainable employment to support a strong, highly skilled local economy.

Creative Growth

Ensuring that the cultural needs of existing and new communities are met, by retaining viable cultural organisations, and strategically developing cultural venues and creative workspaces.

Creative People

Ensuring that everyone has access to a high quality cultural offer regardless of their background, knowledge, skills, needs or experience. Southwark intends to work with partners in a cooperative approach to address both real and perceived barriers to participation to drive higher engagement.

3.6 Scenario 1: Young People's Employment Pathways (Post 16 Offer)

General background

The Southwark Youth Council (SYC) seeks to utilise its position to influence and lead on the delivery of standardising the employment offer provided through Southwark schools and community organisations and groups including job centres and youth services. In some of Southwark's secondary schools and academies there is an estimated ten to fifteen percent of pupils who are at risk of potentially falling into the category of NEET (not in education, employment or training).

SYC recognise that not all pupils (young people) are academically inclined and therefore feel that it is imperative that alternative pathway are developed for those who do not wish to go onto further education such as college or university. SYC seeks to identify existing opportunities as well as establish new pathways along with practical information signposting young people to these opportunities where they can develop skills in a practical learning and application environment.

Southwark has a wide range of apprenticeship opportunities along with many partners who have signed up to the Southwark apprenticeship standard, offering a wide range of apprenticeships ranging from business, customer service, to trades. SYC Intend to further drive this initiative to get more local employers signed up to the apprenticeship standard and expand the offer even further.

The SYC intend to use the WGN platform to engage new business across all sectors to use the platform to market their business and their services in a way that reaches young people. The SYC will work closely with partners to ensure that each offer is right and tailored to the needs of local young people.

The SYC will work with the Local Economy Team, Business Launchpad, Southwark Works, Step Ahead, the Construction Skills Centre and other partners to deliver a high quality offer for young people and create a process that funnels information from employers, to agencies and all the way through to schools and communities.

Drawing from the requirements of the young people (members of the Southwark Youth Council) gathered from a series of workshops, The WGN platform should be able to do the following:

- Hold a database of local businesses, employers, opportunities to access work experience, entry level and part-time jobs and progression routes.
- Improve the communication network between businesses, the council, schools and communities
- Enable users to register and create their own unique profile with information of what opportunities they are looking for / alternatively, this can be done through LinkedIn where employers can follow a link from WGN to LinkedIn to see or find out more about the candidate.
- User should be able to securely upload and share:
 - documents such as C.Vs and other supporting documentation.
 - videos linked to YouTube, Vimeo and other media players
 - images, posters and flyers
- They should all have the capability to share via social media channels such as Facebook, Twitter, Instagram, Snapchat and WhatsApp.
- Set-up events and invite specific stakeholders and members to attend (could link to Eventbrite)
- Enable the creation of groups, forums for chats and add members via invitation
- Allow businesses to register as a company, post opportunities under different categories and maybe a hashtag can be used to categorise opportunities to narrow down searches i.e. #law or #volunteer which takes you to a section where all the #volunteer opportunities are.
- Have the ability to identify the type of jobs and opportunities you're interested in. For example in a 'Tinder app' or 'Apple music' style where recommendations pop up and the user can decide whether they are interested in that offer/category or not. The website will then create a profile for the user with their needs and notify them when relevant opportunities arise.
- Be able to host web chats, audio and video group meetings i.e. Skype or GoToMeeting
- Online job applications that go direct to the recruiter. User should be able to get alerts and see the process and what stage their application is at; in the same way as 'Improve My City'.
- Specify a geographical area that has opportunities for instance work experience within a specific mile radius close to home.
- Young people getting involved in activities, work experience, volunteering or services offered by companies should be able to comment and rate their time/experience at the company and this can be published for others to see or send directly to the company i.e. 'TripAdvisor'.

3.6.1 Role Naming

Type	Name
Local Authority / Municipality	<p>LA01 - Communities Division of the London Borough of Southwark</p> <p>LA02 – Local Economy Team of the London Borough of Southwark</p> <p>LA03 – Education and Business Alliance Team of the London Borough of Southwark</p> <p>LA04 - Southwark Information and Advice Team (Local Offer)</p> <p>LA05– Youth Service Team of the London Borough of Southwark</p>
Citizens	<p>C01 – Young People</p> <p>C02 – Parents and guardian</p>
NGOs	<p>N01 - Secondary Schools</p> <p>N02 - Community groups</p> <p>N03 - Housing association groups</p> <p>N04 - Business improvement district groups</p>
Businesses	<p>B01 – Private</p> <p>B02 – Public</p> <p>B03 – Voluntary</p> <p>B04 - Job centres and recruitment agencies</p>
Other	<p>O01 – Youth Council Elected Members</p>

3.6.2 Role Descriptions

Type	Name
Local Authority / Municipality	<p><u>LA01 - Communities Division of the London Borough of Southwark</u></p> <p>Southwark Council’s Communities division will oversee and manage the day to day use of the platform with support from the in-house IT department in relation to technical support. The community engagement and projects team will have administrative rights over the platform and use it as an engagement and data collection tool as well as hub which facilitates participation by bringing key players / stakeholders together in one place. This will enable the council’s engagement with stakeholders to be more efficient and digital by default.</p> <p><u>LA02 – Local Economy Team of the London Borough of Southwark</u></p>

Will be able to use the platform to maintain as well as forge new relationships with local businesses and support new business to join the business forum, encouraging collaboration and unifying different services and offers across the borough, ensuring that the offer is the right standard for local job seekers.

LA03 – Education and Business Alliance Team (EBA) of the London Borough of Southwark

Support and act as a conduit between the council, Youth Council, schools and businesses, providing expert advice and information. Each year the EBA team organise the biggest jobs and careers fair in Southwark, bringing together many different employers from a wide range of sectors and industries, young people and schools to a jobs marketplace venue in the borough; usually hosted by a university campus in Southwark. The EBA team will be able to use the platform to engage and inform businesses and schools about upcoming careers fairs. Employers are required to submit an application for a stall space or booth where they can interactively engage the young people in their business or service offer. The application process is usually a form detailing the employers' planned activity and any requirements they may have that will enable them to carry out their activity, for example a projector, tables and chairs or power outlets to plug in laptops. We believe that the application process is something that should in this case be completed online and uploaded into the platform. The EBA team also create a blueprint layout of the venue and the space with label stalls allocated to each employer with their names, section and about what they offer. This is then shared with the schools and young people for their information and to consider which stalls they would like to visit within their allocated time at the fair. A stalls and activities mapping with clearly labelled stalls and colour coded sections or areas indicating different industries is something that we hope can be generated through the WGN platform. Businesses should have the ability to

- submit an application for a stall at the fair,
- to upload the relevant information about their business. service offer and activity
- select which industry category they belong to for example construction, performing arts, engineering or financial.

This information can all then be accessible and visible via the platform.

Mapping can also be used in this instance to pinpoint the location of

	<p>the fair or event.</p> <p><u>LA04 - Southwark Information, Support and Advice Team (Local Offer)</u></p> <p>Southwark’s Local Offer provides advice support and information for young people between the ages of 16 and 25. The service is offered to all young people with a particular focuses on reaching those with special educational needs and disabilities, supporting them through the various stages of their young lives, transitioning to adulthood. This team would use the platform to signpost their service users to opportunities available but will have a particular interest in accessibility to meet the needs of their users.</p> <p><u>LA05 – Youth Service Team of the London Borough of Southwark</u></p> <p>The council’s youth services run the council’s youth centres with term-time and holiday activities for young people including personal development, support and advices services. Some of the most ‘hard to reach’ and disengaged young people attend the youth centres and participate in sessions, getting involved in extracurricular activities and accessing services that are not on offer through their schools.</p> <p>The youth services would use the platform to signpost young people to opportunities to get involved and support them through the processes of setting up their own account to engaging employers and seeking out the right options for the service user</p>
Citizens	<p><u>C01 – Young People</u></p> <p>The young people will be the primary beneficiaries but we anticipate that this offer will be of benefit to many local residents of all ages seeking employment or simply wanting to expand their networks with other professionals. The examples detailed in the scenario give a fuller description of how young people will use the platform.</p> <p><u>C02 – Parents and guardian</u></p> <p>Will access the platform to support their child or young person to find a job, work experience or activities to get involved in over the school holidays or evenings during school term. They will also have the ability to network with their child’s school or employer enabling them to be more active in their child’s educational, professional or extracurricular engagements.</p>
NGOs	<p><u>N01 - Educational Institutions (Secondary Schools, Academies, colleges and Universities)</u></p>

	<p>Will be able use the platform to network with employers and other stakeholders, and invite employers to speak at assemblies during the school’s careers week or attend a school careers fair. They will be able to access information and advice and signpost their young people to local opportunities. They can also provide meeting spaces for community groups and organisations.</p> <p><u>N02 - Community groups</u> Can share community announcements, publicise their services for free and call outs for people to get involved in their activities or access their services. Similar to the business forum, new community forums can emerge bringing together organisations and groups with common interests to discuss, develop and collaborate.</p> <p><u>N04 -Business improvement district groups</u> They advocate for local businesses focussing on issues that affect business. They also make suggestions from the perspective of staff members who deliver the services or offers as representatives of local businesses. They regularly check WeGovNow services for updates and feedback to share with the local business community and feed finds and engagement to the wider network.</p>
Businesses	<p><u>B01 – Private / B02 – Public / B03 – Voluntary</u></p> <p>These three sectors do not usually cross paths or have much interaction with one another. The platform will enable these sectors to come together much more easily to network, collaborate and share best practice.</p> <p><u>B04 - Job centres and recruitment agencies</u></p> <p>Will be able to find jobs for job seekers as well as post up new jobs and categorise them into relevant sections so that they can be easily found and identified by those looking for opportunities that match with what is being offered.</p>
Other	<p><u>O01 – Youth Council Elected Members</u></p> <p>As the formal and official voice of Southwark young people, Youth Council will use the WGN platform to engage employers from all sectors and create a jobs offer for local young people. SYC will actively engage with users on the platform and encourage other young people to join the network and participate in the various activities the</p>

	<p>platform offers.</p> <p><u>O02 -Council Elected Members</u></p> <p>Can stay informed and engage in activities taking place on the platform. Related to this service scenario in particular, the cabinet and deputy members for Communities, Businesses, Education and Young People will have an important role to play when it comes to taking the views of the public and other named actors into account when considering any policy changes or decision making.</p>
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3.6.3 Related use cases

Use case 1: Organising an event / careers fair

a) User role(s) concerned

O01- Youth Council Elected Members

LA03 – Education and Business Alliance Team (EBA)

B01 – Private / B02 – Public / B03 – Voluntary

b) Description of task to be performed / problem to be addressed by the user

The Southwark Youth Council would like to organise a series of careers fairs across the borough hosted by different venues. The fairs would be themed around specific industries in a bid to attract targeted businesses and job seekers. For instance a careers fair on the creative arts industry held at a local theatre, engaging people who want to a jobs in the creative industry.

c) Preconditions

- 1) Identification of an appropriate local theatre venue that has the capacity and means to host the event.
- 2) Businesses / Stall holders are registered on the platform and have updated their profile with relevant information about their service or offer.

d) Postconditions

- 1) The event organiser is able to capture information / data of all attendees and participants
- 2) Organiser is able to view feedback from participants and qualify the results.

e) Functional requirements

- 1) The system should enable event organisers to send invites to employers from the relevant sector to attend the event and host an information stall and deliver talks and presentations.
 - 2) The system should enable event organisers to send invites to schools, young people and relevant stakeholders to attend the careers fair and engage with the various information stalls, careers advisors and seek out opportunities.
 - 3) The system should enable event organisers to share general information about the event such as date, time, location with map
 - 4) The system should allow event participants to post feedback about the event.
 - 5) The system should allow event organisers to capture feedback from participants post event.
 - 6) The system should allow event organisers to add questions to request for information from stall holders and send them notifications directly to their registered email address and via their registered account.
 - 7) The system should allow event organisers to categorise different sectors or industries by colour codes and keywords.
- f) Non-functional requirements
- 1) The system should be user friendly with minimum text.
 - 2) The system should be colourful with images and icons

Use case 2: Young person looking for a job

a) User role(s) concerned

C01 – Young People

b) Description of task to be performed / problem to be addressed by the user

A Southwark young person has just completed their A-levels and graduated from secondary school and is now seeking employment. They are looking for an apprenticeship that will train them further and give them the skills and support they need to thrive in the workplace. They have an interest in medicine, nursing and mental health. Their dream job is to work for the National Health Service (NHS) as a nurse specialising in mental health. They want an apprenticeship because they want on the job training and hands on experience in the practice as well as continuing with further education at college.

c) Preconditions

- 1) The platform has information, opportunities, jobs and sectors loaded within the relevant field (for instance the NHS at King's College Hospital and Guy's and St Thomas are registered users and advertising for apprenticeships).

d) Postconditions

- 1) User is able to easily find opportunities and, jobs and apprenticeships within the required field by searching keywords such as NHS, apprenticeship, nursing or hospital.
- 2) User is able to follow a clear process which takes them through an application step by step or provides information on how to apply if the application is hosted externally.

e) Functional requirements

- 1) The system should be able to recognise keywords and filter information in order of relevance.
- 2) The system should have the ability to link with other websites and follow paths to vacancies held externally for example an online application that must be completed on the NHS website.
- 3) The system should enable users to securely upload and share documents such as C.Vs and other supporting documentation either directly and privately to an individual or organisation or through a group to all its members.
- 4) Users should have the capability to share the opportunity with others via social media channels such as Facebook, Twitter, Instagram, Snapchat and WhatsApp.
- 5) the system should be able to make suggestions for other relevant keywords or areas of work that might be of interest for a nurse for example: "You searched for 'hospital', you might also be interested in care home or general practice (GP)"

f) Non-functional requirements

- 1) The system is able to identify the user's search requirements quickly and concisely
- 2) Uploading documents should be completed in a few easy steps

3.6.4 Organisational/service interfaces existing prior to the implementation of the service scenario

In recent years the council's engagement division invested in the following engagement tools as a way of addressing some of the challenges that we hope to address through the WGN platform.

- 1) **Southwark's Citizen Space Consultation hub** by Delib is a digital engagement tool where residents can sign up to and can view and respond to all the council's live consultations. They can also look back on past consultations and that have closed and see published results and next steps, letting residents know how their feedback is being used.

- 2) **Dialogue by Delib** is a digital dialogue engagement tool that allows others to input and contribute to a discussion on a particular topic. It enables government and public sector organisations to interact with the public online. Participants suggest ideas. Comments and discussion refine the ideas. Ratings bring the best ideas to the top.

3.6.5 Innovative aspects in relation to the participation of stakeholders in service delivery within the new service scenario

- Stakeholders are able to have more control over the content that they upload about themselves
- Stakeholders are able to engage directly with their target audience
- A database with valuable contacts and information bring key stakeholders together in one place

3.6.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

The WGN digital platform offers a solution in reaching more people both locally and beyond Southwark. It creates an ongoing dialogue and keeps people informed about any changes, updates or new opportunities emerging. Stakeholders are empowered to collaborate and contribute in the discussions and issues that affect them.

3.6.7 Negative impacts / disadvantages that can be envisaged when compared with the current situation

The use of the WGN platform can facilitate a new way in which employers and those seeking employment opportunities can interact. However, the potential benefits coming from this innovative approach are largely governed by the willingness of the various stakeholders and resources that different actors are prepared to contribute.

3.7 Scenario 2: Ageing Well in Southwark

General background

In May 2015, Southwark became the first borough in London to be officially recognised by the World Health Organisation as an Age Friendly Borough.

Since gaining our Age Friendly accreditation last year, Southwark has introduced free swimming and gym use to help older people keep fit and well and has been recognised by the Alzheimer's Society as a Dementia Friendly Borough.

That cabinet agreed that the vision for an age friendly Southwark is a place that has the following characteristics:

1. Is welcoming; accessible to all where older people feel safe, are safe and are respected.
2. Older people are able to access a broad range of affordable and accessible transport options to get about the borough easily.
3. No-one is lonely; there are a range of opportunities for people to live healthy, active and fulfilling lives in Southwark.
4. All older people, their friends' family and support networks have easy access to information which makes their lives better.
5. Older people have an increased healthy life expectancy supported by integrated health and social care services.
6. Actively involves older people to deliver housing that meets the needs of an ageing population both in the private and public sector
7. Ageing is promoted positively and older people feel worthwhile and valued as citizens of Southwark.
8. Older people actively participate in the borough through education, employment, training and volunteering.

This followed six months of engagement and consultation with residents in the borough about ageing well when we were in contact with almost 1000 people through an online survey and over 40 focus groups. This work was done working collaboratively with our Voluntary Sector partners who deliver much of the support services to older residents.

In particular residents identified the following as the most important issues to address if Southwark was to be age friendly:

- a. Improvements to the experiences of older people getting out and about and using public transport, open spaces and public realm.
- b. Tackling isolation and supporting opportunities to meet people and have fun especially through community based activity and the voluntary sector.
- c. Improving communications and information and understanding that for many of the most isolated the best mechanism for information sharing may be through personal recommendation and referral.
- d. Supporting intergenerational interactions to break down barriers and the seeming increased polarization of communities based on age.
- e. Developing more opportunities for skill sharing, volunteering and work for older people.
- f. Supporting people to stay healthy and active through schemes such as free swim and gym and outdoor gyms, as well as targeted Public Health information.

- g. Improving housing options and design through our planning and regeneration policies and decisions.
- h. Improving the skills of the workforce to provide good customer service to vulnerable older people.

We believe that the WeGovNow platform can contribute to Southwark addressing the second and third priorities labelled **b** and **c**.

Southwark currently has about 15,000 over 65's and population projections suggest that this age group will experience the greatest rate of growth in the borough. The importance of meeting the needs of this group is significant.

One of our existing challenges is that the rate of digital exclusion among older residents is high, and high for those living in social housing. Our older residents make up a significant number of those in social housing and include a high proportion of older people who are vulnerable and prone to isolation and financial exclusion.

Delivering services online and accessible to this target audience and in ways that people are not left behind or suffer further exclusion from access to activities and services is challenging while increasing civic participation and social inclusion important to quality of life and health and well-being.

Purpose of WeGovNow use case scenario.

Our early work identified access to information a significant barrier to participation. This is a barrier not only to older people but those who meet and provide services to older people. There was recognition that much was available in the borough but people simply did not know what was going on or found it difficult to keep up to date with changing small scale provision.

There are several VCS organisations who are looking at how they can address this deficit. One is SPC who want to set up information points within the emerging digital hubs (a scheme to build digital inclusion among social housing estates) and another, CHAMPS, a voluntary sector led project to map and develop an integrated care and health information package.

Our aim is to use the WeGovNow platform to host this information and see how it can be used effectively by this audience and the people who support them, be they professional volunteers or carers.

The kinds of information we would like to pilot on the platform is that which helps people to get out and about:

- Walk routes
- Quiet routes
- Places to sit and take a breadth
- Free public toilets

And information about different opportunities the borough offers such as:

- Events suitable for all ages and older people
- Group activities and clubs
- Organisations that can help out
- Free swim and gym

The ambition for the information would be that it provides a rich tapestry of activity at a very local level – what is going on in your local hall/church/café.

The context for delivery is that group.

3.7.1 Role Naming

Type	Name
Local Authority/ Municipality	L01 - Council Community Engagement Team L02 - Highways Division of the London Borough of Southwark
Citizens	C01 - Older persons living in the community C02 - Citizens looking after an older person in need of support (family carer)
Public Sector - Health	P01 - Clinical Commissioning Groups
NGOs	N01 - Older peoples’ organisations
Businesses	B01 - Local Businesses
Other	O01 - Other community organisations

3.7.2 Role Descriptions

Type	Name
Local Authority / Municipality	<p><u>L01 – Community Engagement Team:</u></p> <ul style="list-style-type: none"> · Identify the information with key partners · Map resources available for older people · Work with organisations to develop the resources to upload · Load the information · Test and promote the tools with potential users <p>Working with other parts of the council such as sports and leisure and events and arts a culture to develop information base</p> <p><u>L02 - Highways Division of the London Borough of Southwark</u></p> <ul style="list-style-type: none"> ● Assist with mapping resources and accessible routes
Public Sector - Health	<p><u>P01 - Clinical Commissioning Groups</u> Partner in CHAMPS who will be identifying health and social care information</p>
NGOs	<p>N01 - Older peoples’ organisations The members of Older People’s Partnership Board who are part of CHAMPS and providers of activity and advice for older people.</p>
Businesses	<p><u>B01 - Local Businesses</u> Potential for local retail and leisure providers to offer free access to toilet facilities</p>
Other	<p><u>O01 - Other community organisations</u> Community groups /citizens who organise local activity through TRAs etc.</p>

3.7.3 Related use cases

Use case 1. (mapping of routes and facilities and items)

a) User role(s) concerned

LA01- Engagement Team Member

LA02 - GIS Officers

- b) Description of task to be performed / problem to be addressed by the user
Map facilities such as bus stops, toilets, good walking routes and quiet ways and public seating using GIS data sets already in existence adding new information as it is researched by team member.
- c) Preconditions
- 1) Resources to identify the information required
 - 2) Staff member has a user account
 - 3) Staff member is logged into system
- d) Postconditions
- 1) New publicly accessible system is available to support people to move about stress free and plan trips out and find new routes that better meet their needs.
- e) Functional requirements
- 1) The system shall enable authentication of user to ensure they have appropriate admin rights
 - 2) The system shall allow administrators to define data entry fields for each theme
 - 3) The system shall allow administrators to add data layers for information consumption
 - 4) The system shall allow administrators to set which layers are switched on, by default, when opening the map
 - 5) The system shall allow administrators to set who can enter data
 - 6) The system shall allow administrators to set what type of data can be added and where
- f) Non-functional requirements
- 1) The system should make it clear to users if and where required steps or information is missing
 - 2) Error messages should be clear and provide adequate feedback to help the user process
 - 3) Public should be able to add information in real time as they find it e.g. as new bench installed or café offers its amenities to public free of obligation

Use case 2: Adding event and activity based information targeted at older people

- a) User role(s) concerned

L01 - Community engagement team co-ordinates council wide information posted including commissioned services such as Everyoneactive/silverfit

N01 - NGO local activities advertised, information about their organisation's offer

O01 - Other community organisations and groups such as TRAs and church groups advertise their offering

- b) Description of task to be performed / problem to be addressed by the user
Local resident wants to find out what they can get involved in. Local organisations advertise opportunities for volunteering

- c) Preconditions
 - 1) NGO Stakeholder buy in to participation in the scheme
 - 2) NGO/community organisation is able to add information to the system

- d) Postconditions
 - 1) New activities are displayed on the map for others to view
 - 2) Older people and those around them are accessing the information to generate a more active and engaged life

- e) Functional requirements
 - 1) The system shall allow users to upload photos of activity organisation
 - 2) The system shall allow users to define a point, line or area to highlight the location of activity
 - 3) The system shall allow users to input text to describe the activity
 - 4) The system shall allow users to save draft input
 - 5) The system should display the new suggestion on the map
 - 6) Ability for moderation if there are council concerns about an activity

- f) Non-functional requirements
 - 1) The system should make it clear when the task has been successfully completed with appropriate feedback to the users
 - 2) The system should make it clear to users if and where required steps or information is missing
 - 3) The system should help the users recover easily from errors/missing information
 - 4) System is genuinely user friendly for staff volunteers
 - 5) The system should be genuinely user friendly and accessible for older users
 - 6) System is genuinely easy to use by non-technical persons
 - 7) System does not require many steps to add information and does not increase burden on NGOs and community groups to upload information

3.7.4 Organisational/service interfaces existing prior to the implementation of the service scenario

Up until now, the challenges presented within this service scenario have not been addressed. However, following on from our preliminary engagement and subsequent findings a further meeting is planned for 31st August with CHAMP steering Group where will discuss the mapping and information.

Further discussions with SPC and others on the Ageing Well Board will begin in early September

3.7.5 Innovative aspects in relation to the participation of stakeholders in service delivery within the new service scenario

What is innovative about the approach is the need for wide partner collaboration which will be essential to make the service a success. If the information does not create a critical mass of organisational information the tool will not have much use and much of the information is held outside of the council by external partners. Although not part of the use case the potential for growth will be where older people add information that might be of benefit to other people like them such as obstructions which make routes more difficult to navigate.

3.7.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

At the moment it is difficult for residents to find out what is happening that they can get involved in. Implementation of this service on the WGN platform will help in:

- Improving access to information which will facilitate older people leading an active and engaged life.
- Improving the ability of professional staff to support people address inactivity and isolation

3.8 Turin Service Scenarios and Use Cases

General background

Following on from further internal and external stakeholders engagement in Torino, the initial use cases and services scenarios have been revised and new ones created.

Further to the preliminary use cases identified and detailed in Appendix I a number of these have either been rejected or combined and incorporated into a single service scenario. In particular, the service scenario #5 has been rejected as a result of a redefinition of the Dora Shopping Mall role within the WeGovNow project; the service scenarios #6 and #7 have been incorporated into the Scenario 2.

In order to test the platform's features, Turin targets a new way of managing public spaces: a co-management model shall improve the coordination of the activities.

The pilot area is Dora Park, the new urban park whose spaces are designed for flexible use, such as daily activities or big events (i.e. concerts, festivals, cultural or religious activities) gathering together thousands of people.

The park offers several playgrounds for children, and sporting facilities such as skate spaces and volleyball, basketball, tennis and football courts.

The City of Turin needs to test new models of:

1. Co-design new services and activities, involving local communities and different Departments of the Municipality
2. Co-management of public spaces, improving the coordination of activities; and also needs to inform and to be informed of planned activities and events.

3.9 Scenario 1: Co-design of new areas in Dora Park – Co-design of an area for teenagers and young people [Dora Park – Spina 3 – Lotto Valdocco sub B

General background

Recent regeneration to Dora Park has seen a small area of the pre-existing factory re-designed to host big events (such as Ramadan, Kappa FuturFestival, etc.). Part of the regeneration of this community space has also included the creation of sports facilities such as a basketball field, football pitch and a skate park. The Public Green Department has budget for maintenance of the park and the creation of new services and events.

The City of Turin has chosen to intervene in the area of the Park that will be soon redeveloped using funds from a national call for the suburbs (Vitali area). In a few months the concrete pavement which now covers the Dora river will be removed and the Vitali area is going to become the main Park entrance from the boulevard Spina 3.

The Public Green Department will design the new area as a place where people can meet - a gathering space. This will firstly comprise developing a plan for a section of the park (lot "Valdocco"), which will be followed by the participatory process supported by the WGN platform. The outcome of this process will be incorporated into the executable project plan by way of developing a project a revised plan. The executable project of the area will be ready in October 2017; construction works will start in January 2019 and finish in summer 2020. Engagement activities will be carried out from July to November 2017.

The co-design process will be implemented in 5 phases:

1. **Phase 1 – information activities and “informal” engagement** with: main local NGOs (Cultural, sports associations), Event organizers and Businesses – from September 2016 to October 2017
2. **Phase 2 – definition of guidelines**, project frame and main criteria for the co-design

(i.e. environmental sustainability, regulatory issues, ...), starting from the executable project of the area provided by the Public Green Department – September - November 2017

3. **Phase 3 – co-design workshops.** Through offline co-design workshops - involving stakeholders and local communities - we will define functions and features of the area (i.e. relax, sport, entertainment, music) and the setting (i.e. considering furniture, dimensions, ...).; once we have reached a general agreement on specific functions, we will develop the first draft of some proposals. The Platform will help us to communicate the project and engage local communities. The outcome of each workshop will be uploaded to the platform (as an instant report which summarises the main outcomes), creating a working group for every proposal, and for a limited period of time citizens can contribute to the discussion through comments. Once this limited period of time has expired staff update the WeGovNow service to ensure that people are aware the session has closed and further submissions will be discarded – October 2017 - January 2018
4. **Phase 4 – from first drafts to detailed proposals.** We will update on the platform the first draft proposals emerged from phase 3, which will be discussed, implemented and enhanced until we come to the final set of projects. Team members carry out a range of analyses to explore the ideas and suggestions submitted, the support for these and review the outcome of the deliberative process. Feedback is given via the WeGovNow service. At the end of this phase, the Special Project European Funds, Innovation, Smart cities Department will digitalize data collected offline and will create a summary of outcomes, summarising the main proposals arisen (also providing some images or 3D models (rendering) of the area we are going to build).
5. **Phase 5 – voting for the final project.** We will update on the platform the detailed proposals. During the online discussion, the different solutions can be merged or redefined. Finally, users will vote and chose the final project, which will be integrated into the executable project of the area through a project amendment (variant).

The Public Green Dept. will then define a working plan and launch a Tender for the construction works.

The platform will also be useful to inform citizens about the building site, the lead time and so on.

3.9.1 Role Naming

Type	Name
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Municipality	<p>M01 - Public Green and Municipal Buildings Department</p> <p>M02 - Youth Department</p> <p>M03 - Special Project European Funds, Innovation, Smart cities Department</p> <p>District 4 and 5 (administrative unit within the local authority defined by geography)</p>
Citizens	<p>C01 – Local residents within the vicinity of the park (e.g. 1Km radius): especially young people but also older people; Dog owners; Families with children</p> <p>C02 – People using the park that may not be residents of the immediate area (especially young people), such as people who play sports in the park; families of young people; visitors; tourists.</p>
NGOs	<p>N02 – Housing association group Comitato Dora spina 3</p> <p>N03 – Cultural associations:</p> <ul style="list-style-type: none"> - Stranidea Social Association; - Innesto Cultural Association; <p>N04 – Sports associations:</p> <ul style="list-style-type: none"> - UISP - Event Five Committee (Vertical Life; A.S.D. Skateboarding; Vertigimn; Street Boulder) - Other sports associations: Urban rollers; Torino Bike Polo; Sporting Club Dora <p>N05 – Religious association:</p> <ul style="list-style-type: none"> - Metropolitan Curia Santo Volto (church close to park which involves local young people) - Islamic center/ Taiba Mosque and Apls Islamic Association
Businesses	<p>B01 – Local shops: Sport shop Giannone</p> <p>B02 – Dora shopping mall</p>

3.9.2 Role Descriptions

Type	Name
Municipality	<u>M01 - Public Green Department</u>

	<p>The Public Green Department, which is responsible for managing green spaces in the city, has defined its annual budget and plans to use the new WeGovNow services to involve local communities, associations and other stakeholders in designing a new sporting area in Parco Dora for teenagers and young people with new services and activities.</p> <p>In this Scenario the Public Green Department has a role in 4 phases of the co-design process:</p> <ol style="list-style-type: none"> 1. Together with the other Departments involved in the project, they will be part of a working group which will define the guidelines, the project frame and the main criteria for the co-design (i.e. environmental sustainability, regulatory issues, ...). 2. They will monitor the online discussion in which first draft proposals will be discussed, implemented and enhanced. They can lead the discussion giving opinions on the feasibility of each proposal, and also providing technical details about safety, legal aspects and so on. 3. They will support the co-design workshops, giving guidelines on setting (i.e. considering furniture, dimensions, ...). They can give opinions on the feasibility of each proposal, and also providing technical details about safety, legal aspects and so on. 4. They will manage the Call for Tenders for the construction works. They may use the technical platform in order to keep citizens informed about the building site, the lead time and so on. <p><u>M02 - Youth Department</u></p> <p>The Youth Dep. is carrying out the project Torino Street Style, a Street sports Festival which takes place in Dora Park. They have a lot of working relationship with Young and Sports associations.</p> <p>In this Scenario the Youth Department has a role in 3 phases of the co-design process:</p> <ol style="list-style-type: none"> 1. Together with the Special Project European Funds, Innovation, Smart cities Department, they manage the “informal” engagement, contacting and involving main local NGOs (youth, cultural, sports and religious associations) and Event organizers 2. Together with the other Departments involved in the project, they will be part of a working group which will define the guidelines, the project frame and the main criteria for the co-design (i.e. environmental sustainability, regulatory issues, ...). 3. They will support the co-design workshops, focusing on
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	<p>functions and features of the area (i.e. relax, sport, entertainment, music). They can lead the discussion giving opinions on the feasibility of each proposal.</p> <p><u>M03 - Special Project European Funds, Innovation, Smart cities Department</u></p> <p>Project coordination.</p> <p>Staff log into the WeGovNow platform to launch a co-design process through a call for contributions and outline the specifics of the call. This includes highlighting the geographic boundaries of the area involved; the timeframe for which community input will be needed and the location of contact points in the area where offline engagement activities will be held; all these details are defined in partnership with the Public Green and the Youth Departments.</p>
<p>Citizens (Local residents and other people using the park)</p>	<p>Citizens access the WeGovNow platform to provide suggestions and contribute to the platform about suggested area developments. They also search the platform to see information about contributed by other suggestions and vote for, comment and discuss proposals. Citizens will also participate in meetings and workshops – they comment on outcomes from workshops and meetings; they find information about events and workshops that happen offline.</p>
<p>NGOs</p>	<p><u>N03, N05 – Cultural and religious associations</u></p> <p>The engagement team use WeGovNow to publish activities and events being organised. They collaborate with other youth centred organisations and volunteers to broaden and strengthen their service office.</p> <p>The association participate in the planning process by providing inputs and suggestions in relation to the design of Dora Park via the WeGovNow platform and encourage their beneficiaries to participate.</p> <p><u>N06 – Sports associations</u></p> <p>The association participate in the planning process by providing inputs and suggestions in relation to the design of Dora Park via the WeGovNow platform and encourage their beneficiaries to participate.</p>
<p>Businesses</p>	<p><u>B01 – Local shops: Sport shop Giannone</u></p> <p>The Sport Shop Giannone is looking to promote their sports equipment. They log into the WeGovNow platform to create a profile and upload images of some of their sports equipment. After</p>

	<p>adding their business details, they go to the WeGovNow home page and see that a co-design process is running and that the focus is on designing an area for teenagers and young people. When they click on the map to see where the area is they see some of the comments and ideas that have already been generated. They decide to add a comment and provide a link to some of their sports equipment that could be donated in order to improve the project.</p> <p><u>B02 – Dora shopping mall</u></p> <p>The Shopping mall will support the co-design process organising events in order to promote and communicate the project and the call for proposals and working as a contact point for offline engagement activities.</p>
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3.9.3 Related use cases

Use case 1: provide suggestions and contribute to the platform about suggested area developments

a) User role(s) concerned

C01 - Local residents

C02 - People using the park that may not be residents of the immediate area

N02 - Housing association group Spina 3 Committee

N03 - Cultural associations

N04 - Sports associations (UISP; Event 5 Committee)

N05 - Religious association

b) Description of task to be performed / problem to be addressed by the user

Citizens, local residents and associations want to take part in the co-design process and to provide suggestions about the functions, features and setting of the area for teenager and young people. They can do it adding comments to the offline workshops' outcomes (which are uploaded on the platform) or launching a new proposal directly on the platform.

g) Preconditions

1) Citizens / associations must have access to the system (are logged into system)

c) Postconditions

- 1) A new comment is issued on a pre-existing proposal; or a new proposal is displayed on the platform / on the map
- d) Functional requirements
 - 1) The system shall allow users to suggest improvements of a proposal (i.e. posting a comment or a suggestion in which they can input text and upload photos to describe the proposal being made);
 - 2) The system shall allow users to add a new proposal in which they can input and update text;
 - 3) The system shall alert users of the outcome of their proposal;
 - 4) The effort to moderate should be minimized for the municipality by as much self-regulation as possible. Illegal content needs to be deleted;
 - 5) The platform should have a feature to highlight keywords – which are requested as mandatory in a call to use mandatory – to enable a quick assessment of the main aspects of a proposal
 - 6) The platform should allow administrators to define the constraints (spatial and temporal) for which comments and proposals can be made.
- e) Non-functional requirements
 - 1) The platform should be available from mobile device/smartphone, in order to make the participation easier and faster
 - 2) platform should be optimised for mobile use, platform should be responsive
 - 3) The platform should be able to classify off-topic or offensive proposals so they can automatically be moderated?
 - 4) Solution 2: them as less important

Use case 2: update the outcomes of offline engagement activities on the platform

a) User role(s) concerned

M03 - Special Project European Funds, Innovation, Smart cities Department

C01 - Local residents

C02 - People using the park that may not be residents of the immediate area

N02 - Housing association group Spina 3 Committee

N03 - Cultural associations

N04 - Sports associations (UISP; Event 5 Committee)

N05 - Religious association

b) Description of task to be performed / problem to be addressed by the user

At the end of every co-design workshop, the Special Project Innovation, European Funds and Smart City Dep. Staff digitise all data collected from the offline engagement activities and upload on the platform a digest/report which summarize the outcomes and the proposals arisen.

For a limited period of time citizens can contribute to the discussion through comments; once this limited period of time has expired, Staff update the WeGovNow service to ensure that people are aware the session has closed and further submissions will be discarded.

c) Preconditions

- 1) Staff have access to the platform.
- 2) Staff have relevant authorisation to input data into the platform
- 3) Local citizens / Local associations are logged into system

d) Postconditions

- 1) The outcome of an offline engagement activity is communicated with a summary document or new/updated administrative proposal.
- 2) New suggestions are given to the administrative proposal

e) Functional requirements

- 1) Authorized staff shall be able to post and update the outcome of engagement activities in an administrative proposals which are prioritised and as such are guaranteed to become voting options
- 2) The system shall allow users to suggest improvements to a proposal
- 3) The platform should allow administrators to define the constraints (spatial and temporal) for which comments and proposals can be made.
- 4) The system shall alert users of the status of a session. Once a session is closed no further input shall be possible
- 5) Administrators should be able to upload the results of offline workshops to the platform
- 6) The systems should enable administrators to distinguish between those who have participated in a workshop from those who have participated online.
- 7) The system should provide a notification/alert system which automatically updates every Department during the process (for instance a monthly report by email).

f) Non-functional requirements

- 1) The system shall enable data uploading to be achieved in a few simple steps.

Use case 3: export data (in order to monitor and evaluate activities)a) User role(s) concerned

M03 -Special project Innovation, European Funds and Smart city Department

C01 - Local residents

C02 - People using the park that may not be residents of the immediate area

N02 - Housing association group Spina 3 Committee

N03 – Cultural associations

N04 – Sports associations (UISP; Event 5 Committee)

N05 – Religious association

b) Description of task to be performed / problem to be addressed by the user

The Development, European Funds, Innovation and Smart City Department. Staff need to export data and information about the project (i.e to see how many people are contributing each week, which channels are being used, how many workshops have taken place, how many proposals have been presented, how many comments, ...) for analysis and evaluation. Qualitative and quantitative data should be exportable in a set of predefined formats for use with other software packages

c) Preconditions

1. Staff have access to datasets in the platform.
2. Staff have relevant authorisation to export data from the platform
3. All data have been uploaded on the platform (in predefined formats)

d) Postconditions

1. Staff have datasets exported in a format that enables integration with other data sources that are used by the municipality for analysis and evaluation

e) Functional requirements

- 1) The system shall allow authorised staff at the municipality to select subsets of data and information held within the WeGovNow platform (e.g. data from a specific time range, all the data within a project) for exportation.
- 2) The system shall enable staff to export data and information about a project (i.e to see how many people are contributing each week, which channels are being used, how many workshop have taken place, how many proposals have been presented, how many comments, ...) for analysis and evaluation.

- 3) The system shall allow authorised staff at the municipality to export data from the WeGovNow platform in a format that can be used by other software programs used by the municipality.
- 4) The system should provide a notification/alert system which automatically updates every Department during the proposal process (for instance a monthly report by email).
- f) Non-functional requirements
 - 1) The system shall enable data uploading and exportation to be achieved in a few simple steps.

3.9.4 Organisational/service interfaces existing prior to the implementation of the service scenario

Participatory processes and public consultations are not the general rule, and when they are planned the standard way is to organize public meeting and consultations with citizens and key stakeholder at the local level in order to identify their needs. The goal of the City of Turin within WeGovNow is to increase citizens' participation in decision making processes: in order to do it we need new tools and methods which allow us involve more and more people. The Youth Department and Green Department are carrying out a lot of activities with young people, so they have several working relationship with Young and Sports associations, which will be very helpful to support the engagement process

3.9.5 Innovative aspect to the service scenario when compared with the current situation

The most innovative aspect is using IT tools to increase citizen' participation into a co-design process. WGN could facilitate the engagement activities and the decision making process; could also help to better promote and communicate the whole project.

Another innovative aspect is that we are going to build the first area for young people in Turin. We usually have areas for children or areas for families or for old people, but this is the very first time we are going to work with the young people target.

3.9.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

Positive impacts for the City of Turin: Young Citizens and Stakeholders feel more involved and valued. Reaches out and engages more individuals such as younger people rather than the usual stakeholder.

The realization of an area specifically addressed to young people could have also a positive impact on areas addressed to different targets (i.e. areas for families or for old people), preventing misuse and vandalizing.

This scenario could also provide benefits increasing the tourism in suburban areas.

Positive impacts for the Special Project Innovation, European Funds, Smart City Department: Thanks to the technical platform the Development, European Funds, Innovation and Smart City Department could increase the transparency of the decision-making process and facilitate the engagement activities.

The Department could also better monitor and evaluate activities, collecting data and information about the project from a single place which stores data; Stakeholders will feel more involved in the evaluation process.

The technical platform, storing data and collecting information and outcomes, may give advantages as a tool for facilitating future collaborations between the Municipality and citizens for the co-design of public spaces, creating a model which can be replicated across different areas.

Positive impacts for the Youth Department: involving different associations in the public consultation allows the Youth Dep. to take decisions which better respond to young people's needs, by strengthening a network of young associations. The new services and facilities could be used during Torino Street Style, the Street sports Festival which takes place in Dora Park. WGN also allows the Youth Dep. to better communicate with young people, using IT tools.

Positive impact for Local residents and other people using the park: they feel more involved and valued; the co-design process helps to better identify their needs; for young people, it is a positive impact to have an area inside the park which is specifically addressed to them, with new services and facilities; for families it is useful to have an area close to their houses in which their young children can be involved in activities and workshops

Positive impacts for Cultural, Sports and Religious associations: new services and facilities are provided in the park; new activities take place in the park, raising the awareness about this place; new participants are involved in projects and activities organized by Cultural, Sports and Religious associations; more visibility to the projects carried out by Associations.

Positive impacts for Events Organisers and Businesses: organizing events and initiatives in a place where young people usually hang out can generate economic benefits for Events Organisers and Businesses.

3.10 Scenario 2: Co-management of public spaces (Regulation for the Care and Regeneration of Urban Commons)

General Background

Turin is one of the cities in Europe which is investing in developing new methods to manage 'the commons', for instance through the enforcement of a **Regulation on common goods** (Regulation for the Care and Regeneration of Urban Commons) approved in January 2016. The Regulation governs the forms of collaboration among citizens and the City of Turin and

allows “active citizens” to carry out interventions of care and regeneration of urban commons as single or through social organisations. The implementation of the Regulation on the urban commons will be driven in Turin by the implementation of “**pacts of collaboration**” (Partnership agreements) between residents or associations and local authority based in most of the cases on the reuse of abandoned urban spaces and structures.

Recently, Turin was chosen among 378 European Cities to test further an **Urban Innovative Action**, and common goods, co-creation, social innovation are at the core of the **project CO-CITY**. Through this project the City of Turin will give residents in its deprived neighborhoods the power to take over disused municipal assets to co-produce services and develop a collaborative economy. The creation of new forms of commons-based urban welfare will promote social mixing and the cohesion of local community, making residents actor of the urban change while the local authority will act as facilitator of innovation process already ongoing in the urban context.

Within this context, the **WeGovNow approach** and the use of innovative ICT platforms could help:

1. in promoting the Regulation for the Care and Regeneration of Urban Commons, improving the participation of residents;
2. in supporting the implementation of several pacts of collaboration;
3. in collecting data and information about the pacts of collaboration, in order to monitor and evaluate the results of the different partnerships.

The **first pact of collaboration** has been signed between the City of Turin and **Innesto Association**, for the **co-management of Hortus Conclusus**, a green space in a former industrial building. Innesto is an association composed of 5 people under 35 years old.

The association is developing a project on “**social gardening**” in Dora Park, in partnership with the City of Turin and with the support of the Dora Shopping Mall. They have some box gardens which they give to citizens interested in take care of them. The project in Hortus Conclusus involves around 30-35 participants, and as many in Dora Shopping Mall; participants change almost every year: 10-15 participants have been part of this since the beginning. Innesto would like to create a **calendar of activities** for Hortus Conclusus, in order to promote and raise awareness about this place, building a sense of community; they also need support in the maintenance, so that the space is comfortable and can host events and activities. They are **looking for new activities** and they offer the space for free, in return for a little bit of help in the maintenance (for example cutting the grass or collecting leaves). Moreover Innesto needs to document and promote all activities and to involve citizens as well in the project.

Needs and requests from Innesto about the project Hortus Conclusus with help of the technical platform:

1. To consolidate the group and involve new participants in the co-management and care of the Hortus Conclusus public green area
2. To involve local communities and local associations to enrich the project with new activities and services (i.e. self-built furniture, new workshops, ...). Innesto would like to involve: MAcA (Environment Museum); Design Schools; the Kindergarten close to Dora Park.
3. To create a calendar of activities for Hortus Conclusus
4. Project promotion and communication
5. To store data about the project useful for internal and external monitor and evaluate activities, (i.e number of participants, dropout rate) in a single place

The City of Turin (**Urban Regeneration Department**) needs to collect data and information about the project, in order to monitor and evaluate the results of the partnership. The Urban Regeneration Department use the WGN platform in order to achieve **3 goals**:

1. To monitor and evaluate activities, collecting data and information about the project (i.e how many participants, how many box gardens have been entrusted, how many events have taken place, ...) from a single place which stores data
2. To actively promote the Regulation of Common Goods, promoting new Partnership agreements across the whole city with other associations or organised citizens
3. To facilitate the signing of new Partnership agreements as an instrument of governance, giving people all the necessary information and using this first collaboration as a demonstration so this could be replicated across different areas (like a tool kit: if you are interested in, this is the way we can collaborate)

3.10.1 Role Naming

Type	Name
Municipality	M01 - Urban Regeneration and Development Department M02 - Public Green and Municipal Buildings Department M03 - Special Project European Funds, Innovation, Smart cities Department
Citizens	C01 - Local residents

NGOs	NGO01 - Innesto Association NGO02 - MacA (environment Museum) NGO03 - other local associations
Businesses	B01 - Dora Shopping Mall B02 - Ipercoop supermarket
Other	O01 - Design Schools O02 - Schools

3.10.2 Role Descriptions

Type	Name
Municipality	<p><u>M01 – Urban Regeneration and Development Department</u> The Urban Regeneration and Development Department use the WGN platform in order to achieve 3 goals:</p> <ol style="list-style-type: none"> 1. To monitor and evaluate activities, collecting data and information about the project (i.e how many participants, how many box gardens have been entrusted, how many events have taken place, ...) from a single place which stores data 2. To actively promote the Regulation of Common Goods, promoting new Partnership agreements across the whole city with other associations or organised citizens 3. To facilitate the signing of new Partnership agreements as an instrument of governance, giving people all the necessary information and using this first collaboration as a demonstration so this could be replicated across different areas (like a tool kit: <i>if you are interested in, this is the way we can collaborate</i>) <p><u>M02 - Public Green and Municipal Buildings Department</u> Supports Innesto Association in the management of Hortus Conclusus</p> <p><u>M03 - Special Project European Funds, Innovation, Smart cities Department</u> Project coordination</p>
Citizens	<p><u>C01 – Local residents</u> Local residents are involved in social gardening activities and in</p>

	<p>the management of the urban garden as volunteers, and they are responsible of their own box garden. They can donate gardening tools.</p> <p>They use WGN platform as a management tool, creating working groups, reporting temporary problems, uploading news, photos and so on. The idea is that the group controls itself.</p> <p>They also access the WeGovNow platform to organise events and activities in Hortus Conclusus: they provide suggestions and proposals filling out a form (description of activities, target, estimated number of participants, ...)</p> <p>They also search the platform to see information about activities and events which will take place in Hortus Conclusus.</p>
<p>NGOs</p>	<p><u>N01 – Innesto Association</u></p> <p>Innesto Association is the main actor of this Scenario.</p> <p>First of all, they are signing the first Partnership agreement with the City of Turin.</p> <p>Innesto manages the urban garden “Hortus Conclusus”, in Dora Park: they have the keys and take care of the maintenance.</p> <p>Inside the Hortus Conclusus they are developing a project on “social gardening”: they have some box gardens which they entrust to citizens who make a request.</p> <p>In order to facilitate the monitoring and evaluation of the Partnership agreement they collect data and information about the project (i.e how many citizens are involved, how many box gardens have been entrusted, how many events have taken place, ...) and upload these data on the platform. They also use the platform to document their own activities, adding posts, photos, external link.</p> <p>Innesto needs to create a calendar of activities for Hortus Conclusus, to promote and raise awareness about this place, building a sense of community: they are looking for new activities and they offer the space for free, in return for a little bit of help in the maintenance (for example cutting the grass or collecting leaves).</p> <p>They organize guided tours for schools and groups of citizens: they use the platform to better manage booking and reservations.</p> <p>They also involve schools, local communities and local associations to enrich the project with new activities and services (i.e. self-build furniture, new workshops, ..).</p> <p>They use the platform to promote and communicate the project.</p> <p>So, the main roles of Innesto are:</p> <ol style="list-style-type: none"> 1. Managing Hortus Conclusus

	<ol style="list-style-type: none"> 2. Supporting people in gardening activities, providing training and teaching 3. Finding new activities for Hortus Conclusus, directly managed by local associations or citizens (they offer the space for free in return for a help in the maintenance) 4. Organizing guided tours with schools or groups of citizens <p><u>N02 – MAcA</u> The Environment Museum is involved in activities aimed at environmental education and dissemination of urban horticulture: they use WeGovNow to publish activities and events being organised The Museum facilitate activities involving schools and promote and communicate the project</p> <p><u>N03 – Other local associations</u> Local associations are involved to enrich the project with new activities and services (i.e. new workshops). They access the WeGovNow platform to organize events and activities in Hortus Conclusus: they provide suggestions and proposals filling out a form (description of activities, target, estimated number of participants, ...) They use WeGovNow to publish activities and events being organised, adding news and information. They use the platform to document their own activities, adding posts, photos, external link.</p>
<p>Businesses</p>	<p><u>B01 and B02 – Dora Shopping Mall and Ipercoop supermarket</u> The Shopping mall and the supermarket are supporting the activities of Innesto, giving them money and helping them to organize workshops and events to promote and communicate the project.</p>
<p>Other</p>	<p><u>O01 – Design Schools</u> Design schools are involved to enrich the project with new activities and services (i.e. self-build furniture, new workshops, ...)</p> <p><u>O02 – Schools</u> Schools are involved in guided tours and in education and dissemination activities. They book guided tours through the platform using the online calendar</p>

3.10.3 Related use cases

Use case 1: Suggest an event/activity which can take place in Hortus Conclusus

a) User role(s) concerned

C01 - Local residents

N03 - Other local associations

N01 - Innesto Association

b) Description of task to be performed / problem to be addressed by the user

Local residents and Local associations want to propose some activities to be added to the calendar of activities which can take place in Hortus Conclusus

c) Preconditions

- 1) Local citizens / Local associations are logged into system

d) Postconditions

- 1) A new proposal is displayed on the shared calendar

e) Functional requirements

- 1) The system shall allow users to post a proposed activity in which they can stipulate a date, time, input text and upload photos to describe the proposal being made
- 2) The system should store any new proposals in a "pending state" (for approval by Innesto)
- 3) The system shall alert users that their proposed activity will be pending until reviewed
- 4) The system shall alert users of the outcome of their proposal
- 5) The system shall allow administrators to access all pending proposals for review
- 6) The system shall allow administrators to accept, reject or request further details for proposed activities
- 7) The system shall allow different associations/citizens to document activities that take place in an area
- 8) The system shall support the creation of collaborative groups
- 9) The system shall enable the creation of a common working space in which everyone can see activities of other groups; a solution may be a shared calendar which should be first overseen by Innesto and then published online.
- 10) The system shall provide a standardised authorisation procedure to allow for the approval of the activities which can take place in Hortus Conclusus in order to make it easier for local associations to organize events and activities.
- 11) The system shall provide a form that those who want to submit a proposal should fill out. The form asks information like: a description of the activities, target, estimated

number of participants, but also some question useful to understand what type of authorization should be requested. This survey contains links to the application forms for authorisation procedures, and perhaps Innesto needs a notification/alert system which automatically updates the competent Department.

- 12) The system shall enable linking to all main social networks to allow for project promotion and communication

Use case 2: Communicate with participants (reporting issues about the management of Hortus Conclusus)

a) User role(s) concerned

N02 - Innesto Association

C01 - Local residents

b) Description of task to be performed / problem to be addressed by the user

Innesto wants to inform Local residents who are participating in the “social gardening” project that the electricity supply will be interrupted on Monday from 10:00 to 12:00.

c) Preconditions

- 1) Innesto is logged into system and is allowed to submit running text (news, comments)

d) Postconditions

- 1) Residents participating in the social gardening should have received an alert about the interruption – it may need to be provided in several different ways e.g. a post on the platform, an email alert, an SMS text message ...

e) Functional requirements

- 1) The system shall allow administrators to send alerts to residents participating in the social gardening using pre-defined preferred contact means (this would perhaps mean that when residents register they are asked to stipulate their preferred means to receive management issue alerts);
- 2) The system should allow users to stipulate which user group a particular issue concerns e.g. the association, social gardeners, general public, event organisers...
- 3) The system should allow for any user groups connected to an issue posted to be informed via their preferred communication
- 4) The system should display the new post / comment on the “Innesto’s bulletin board”
- 5) Platform should provide a feature which allows citizens to fill out a survey/questionnaire online and allows the Municipality to analyse the results

Use case 3: exporting data (in order to monitor and evaluate activities)a) User role(s) concerned

M01 - Urban Regeneration and Development Department

N01 - Innesto Association

b) Description of task to be performed / problem to be addressed by the user

Urban Regeneration Dep. Staff need to export data and information about the project (i.e how many participants, how many box gardens have been entrusted, how many events have taken place, ...) for analysis and evaluation. Qualitative and quantitative data should be exportable in a set of predefined formats for use with other software packages.

c) Preconditions

1. Staff has access to datasets in the platform.
2. Staff have relevant authorisation to export data from the platform
3. The association which manage the project has uploaded all data on the platform (in predefined formats)

d) Postconditions

Staff have datasets exported in a format that enables integration with other data sources that are used by the municipality for analysis and evaluation

e) Functional requirements

- 1) The system shall allow authorised staff at the municipality to select subsets of data and information held within the WeGovNow platform (e.g. data from a specific time range) for exportation.
- 2) The system shall allow authorised staff at the municipality to export data from the WeGovNow platform in a clear and simple format.
- 3) The system shall allow authorised staff at the municipality to export data in different formats
- 4) The system shall allow for the collection of data (qualitative and quantitative data)
- 5) The system shall provide email notification

f) Non-functional requirements

- 1) The system shall enable data uploading and exportation to be achieved in a few simple steps.

Use case 4: Organize guided tours with schools or groups of citizensa) User role(s) concerned

N01 - Innesto Association

O02 - Schools

- b) Description of task to be performed / problem to be addressed by the user
Innesto organises guided tours for schools and groups of citizens: they manage bookings and reservations through an online calendar.
- c) Preconditions
 - 1) Schools are logged into system
- d) Postconditions
 - 1) A new reservation is displayed on the shared calendar
- e) Functional requirements
 - 1) The system shall allow users to make a reservation for a guided tour in which they can stipulate a preferred date and time
 - 2) The system should allow users to view potential availability for bookings which should include date, time from and to.
 - 3) The system should allow users placing a booking to provide contact details.
 - 4) The system should store any new reservations in a “pending state” (for approval by Innesto)
 - 5) The system shall alert users that their reservation will be pending until reviewed
 - 6) The system shall alert users of the outcome of their reservation
 - 7) The system shall allow administrators to access all pending reservations for review
 - 8) The system shall allow administrators to accept, reject or request further details for bookings being made
- f) Non-functional requirements
 - 1) The system shall enable the booking process to be achieved in a few simple steps.

3.10.4 Organisational/service interfaces existing prior to the implementation of the service scenario

The one between the City of Turin and Innesto association for the management of Hortus Conclusus is the first Partnership agreement signed under the Regulation of Common Goods. At the moment there is not a standard way in which the challenges/problems addressed in the use case have been dealt. Between Innesto and the City of Turin there is a working relationship (through the Dora Park Committee) since the Dora Park was opened in 2011: Innesto is taking care of Hortus Conclusus since the very beginning. They are especially in touch with the Public Green and the Urban Regeneration and Development Departments

3.10.5 Innovative aspects in relation to the participation of stakeholders in service delivery within the new service scenario

The most innovative aspect is the very idea of entrusting the care, management and regeneration of a public space to a private actor, rather than managing it within the Municipality. WGN could support the entrusting process and facilitate the signing of new Partnership agreements: through the platform, all data and information can be easily archived and made available, so that this first collaboration between the City of Turin and Innesto could be used as a demonstration to replicate this model promoting active citizenship and new agreements with other associations or organized citizens in other areas.

3.10.6 Positive impacts / advantaged that can be envisaged when compared with the current situation

Positive impacts for the City of Turin: a private actor like Innesto is going to take care of a public space through maintenance actions, social inclusion initiatives and their physical presence in the area. The fact that maintenance is managed by volunteers is a benefit for the staff which can focus on other areas. This scenario could also provide benefits increasing the tourism in suburban areas.

Positive impacts for the Urban Regeneration Department: Thanks to the technical platform the Urban Regeneration Dep. can better monitor and evaluate activities, collecting data and information about the project from a single place which stores data, instead of having to search for data and information in many different websites and through other sources of information; Stakeholders will feel more involved in the evaluation process. This positive impact is envisaged also for future Partnership agreements the City will sign.

Another positive impact is the possibility to promote the signing of new Partnership agreements in the whole City, as an instrument of governance. The technical platform, storing data and collecting information and outcomes, may give advantages as a tool for facilitating collaborations between the Municipality and citizens, creating a model (like a tool kit) which can be replicated across different areas

Positive impacts for Innesto Association: support in the project management and governance; new participants involved in the urban gardening project; more visibility to the project and the Association; new activities taking place in Hortus Conclusus, which raise awareness about this place

Positive impacts for Schools: for schools, it is useful to arrange guided tours in a green area in which students can experience activities and workshops

Positive impact for Local residents: for Local residents, it is useful to have a green area close to their houses in which they can be involved in activities and workshops

3.10.7 Negative impacts / disadvantages that can be envisaged when compared with the current situation

None

3.11 Scenario 3: Co-design and Co-management: IRON VALLEY – Open air Museum of the Industrial Heritage of Torino

General Background

Through the project called “Iron Valley”, the Culture Department is going to create an Open air Museum of the Industrial Heritage of Torino, in Dora Park. The Museum will be interactive and characterised by a set-up based on ICT and by the use of Augmented reality.

WGN approach and platform could be useful to support the Iron Valley project on two issues:

1. Choose some contents (about the current functions and uses of Dora Park, i.e. Sport, street art, music) which can be included in museum installations, involving local stakeholders
2. Bring out guidance for the future management, involving all actors potentially interested in managing the Museum

Timeline

- July - September 2017 – Culture Dept. will launch a design contest to acquire plans and projects (the contest will stay open for 2 months)
- November 2017 – evaluation and selection of the projects
- November 2017 – Culture Dept. will launch a call for expression of interest regarding the management of the Museum
- November 2017 – start of the co-design process involving main stakeholders to finalise the working plan

Co-design process:

1. To discuss and choose “contemporary contents” which can be included in museum installations
 2. To create guidelines for a future sustainable management of the Museum (What makes economically sustainable an open-air Museum? Which activities/services we need to develop?)
- January 2018 – final working plan of the Museum set-up
 - January 2018 – the Municipality will launch a Tender for the construction works
 - By the end of 2018 – end of construction works
 - 2019 - identification of the subject which will manage the Museum

Phases:

1. The City of Turin (Culture Department) will launch on the platform a call addressed to stakeholders, local associations and local communities that may have some interesting “contemporary contents” which can be included in museum installations or that could be interested in managing the Museum. The Culture Dep. will identify the spaces where “contemporary contents” could be projected using Augmented reality and will update on the platform every information regarding the proposed projects (characteristics of the proposals, images, 3D models, blueprints, rendering). Through the call they can express their interest in participating in the co-design process.
2. Culture Department and Special Project European Funds, Innovation, Smart cities Department will organize and manage offline workshops (focus groups) in order to:
 - i. discuss and choose “contemporary contents” which can be included in museum installations
 - ii. create guidelines for a future sustainable management of the Museum

The winner of the design contest (which has to provide the working plan) will take part in the co-design process. The outcomes of every workshop will be uploaded on the platform (as an instant report which summarizes the main outcomes), creating a working group for every proposal, and for a limited period of time citizens can contribute to the discussion through comments. Once this limited period of time has expired staff update the WeGovNow service to ensure that people are aware the session has closed and further submissions will be discarded.

3. At the end of this phase, the Special Project European Funds, Innovation, Smart cities Department will digitalize data collected offline and will create a summary of outcomes, summarizing the main proposals arisen and uploading on the platform the final proposals, which will be integrated into the final working plan of the Museum set-up.

The platform will also be used in the months ahead to collect new contents in order to update the Museum set-up (citizens indeed can contribute to the creation of Museum’s contents, uploading materials on the platform - photos, text, videos).

The platform will also provide the Municipality and the entity whom will manage the Museum an opportunity to collect information and feedback on malfunction of the equipment.

3.11.1 Role Naming

Type	Name
Municipality	M01 - Culture Department M02 - Special Project European Funds, Innovation, Smart cities Department
Citizens	C01 – Local residents C02 – former workers of major factories which were located in the area C03 – citizens and tourists
NGOs	NGO01 – MacA (environment Museum) NGO02 – cultural and sport associations
Businesses	B01 – Environment Park B02 – Ipercoop supermarket

3.11.2 Role Descriptions

Type	Name
Municipality	<p><u>M01 - Culture Department</u> First of all, the Culture Dep. will launch a design contest to acquire plans and projects about the design and the set-up of the Museum; at the end of the contest will evaluate and select the projects. At the same time will launch on the platform a call addressed to stakeholders, local associations and local communities that may have some interesting “contemporary contents” which can be included in museum installations or that could be interested in managing the Museum. In a second phase, will launch a call for expression of interest regarding the management of the Museum and will start a co-design process involving main stakeholders in order to:</p> <ul style="list-style-type: none"> a) discuss and choose “contemporary contents” which can be included in museum installations b) create guidelines for a future sustainable management of the Museum <p>Finally, will launch a Tender for the construction works</p> <p><u>M02 - Special Project European Funds, Innovation, Smart cities Department</u> Will support the co-design process and will digitalize data collected</p>

	within offline workshops creating a summary of outcomes
Citizens	<p><u>C01, C02, C03 – Local residents, former workers of major factories which were located in the area and citizens and tourists in general</u></p> <p>They could access the WeGovNow platform to contribute with contents about past and current functions and uses of Dora Park which can be included in Museum installations, donating documents, materials and memories (photos, videos, maps, text) in order to enrich the Museum’s contents</p> <p>They can also participate in meetings and workshops – they comment on outcomes from workshops and meetings; they find information about events and workshops that happen offline</p>
NGOs	<p><u>N01 – MACA</u></p> <p>The Environment Museum will take part in workshops aimed at creating guidelines for a future sustainable management of the Museum.</p> <p>The Museum will facilitate activities involving schools and promote and communicate the project</p> <p><u>N02 – cultural and sport associations</u></p> <p>They could access the WeGovNow platform to contribute with contents about current functions and uses of Dora Park which can be included in Museum installations.</p> <p>They will take part in workshops aimed at discussing and choosing “contemporary contents” which can be included in museum installations.</p>
Businesses	<p><u>B01 and B02 – Dora Shopping Mall and Ipercoop supermarket</u></p> <p>The Shopping mall will support the co-design process organising events in order to promote and communicate the project and the call and working as a contact point for offline engagement activities</p>

3.11.3 Related use cases

Most of the Use cases and Requirements are the same as provided for Scenarios 1 and 2

Use case 1: Suggest contents which can be included in museum installations

a) User role(s) concerned

N02 - Cultural and sport associations

C01 - Citizens and local residents

- b) Description of task to be performed / problem to be addressed by the user
Local residents and Local associations want to propose some contents (photos, videos, maps, text) about past or current functions and uses of Dora Park which can be included in Museum installations in order to enrich the Museum's contents.
- c) Preconditions
 - 1) Local residents and Local associations are logged into system
- d) Postconditions
 - 1) A new proposal is displayed on a section of the platform
- e) Functional requirements
 - 1) The system shall allow users to upload photos and videos and other digital content (maps, text)
 - 2) The system shall allow administrators to accept, reject or request further details for proposed contents
 - 3) The system shall allow a time-frame for acceptance or rejection of the proposed contents until they are deleted from the system

3.11.4 Organisational/service interfaces existing prior to the implementation of the service scenario

This is the first time that the City of Turin co-design an Open Air Museum, so there are no previous practices. Participatory processes and public consultations are not the general rule, and when they are planned the standard way is to organize public meeting and consultations with citizens and key stakeholder at the local level. The goal of the City of Turin within WeGovNow is to increase citizens' participation in decision making processes: in order to do it we need new tools and methods which allow us involve more and more people.

3.11.5 Innovative aspect to the service scenario when compared with the current situation

The most innovative aspects are:

1. using IT tools to increase citizen' participation into a co-design process. WGN could facilitate the engagement activities and the decision-making process; could also help to better promote and communicate the whole project.
2. the idea of entrusting the care, management and regeneration of a public space to a private actor, rather than managing it within the Municipality. WGN could

support the entrusting process and facilitate the signing of new Partnership agreements.

Positive impacts / advantaged that can be envisaged when compared with the current situation

Positive impacts for the City of Turin: Citizens and Stakeholders feel more involved and valued. Reaches out and engages more individuals such as younger people rather than the usual stakeholder. The realization of the Open Air Museum and the fact that a private actor will take care of a public space could have also a positive impact on the area addressed to different targets (i.e. areas for families or for old people), preventing misuse and vandalizing. This scenario could also provide benefits increasing the tourism in suburban areas.

Positive impacts for the Special Project Innovation, European Funds, Smart City Department: Thanks to the technical platform the Development, European Funds, Innovation and Smart City Department could facilitate the engagement activities.

Positive impacts for Culture Department: Thanks to the technical platform the Culture Dep. can better monitor and evaluate activities, collecting data and information about the project from a single place which stores data;

Stakeholders will feel more involved, contributing to the contents of the Museum: that would increase their sense of belonging to the area.

Positive impact for Local residents: for Local residents, it is useful to have an Open Air Museum close to their houses, which could increase the value of their properties and in which they can be involved in activities and workshops

Positive impacts for Cultural and Sport associations: new services and facilities will be provided in the park; new activities take place in the park, raising the awareness about this place; more visibility to the projects carried out by Associations.

4 Outlook

The work on service scenario development and related use case development is organised in terms of an iterative process enabling a stepwise evolution and prioritisation until the start of the piloting stage in the beginning of the coming year, i.e. until the new WeGovNow services are to be provided by the pilot municipalities under day-to-day conditions for piloting purposes. To this end, the service scenarios and use cases presented in this report have been further analysed and refined from those submitted in D2.2 and new ones created, thereby involving all stakeholder / user groups concerned by means of subsequent workshops, interviews and presentations of the overall platform prototype. Further stakeholder / user engagement activities will be conducted over the coming weeks at all three pilot sites according to local engagement plans (D2.1). Outcomes will continuously be fed into the preparation of the local pilots. To this end, in the weeks and months after submission of this deliverable, use cases and RTD across WeGovNow will be further integrated in an iterative process of development. This process will include:

- Assessment of listed use cases in accordance with agreed criteria to enable the prioritisation, revision, and where necessary rejection of use cases, in close coordination with WP3;
- Conversion of prioritised use cases to an extracted set of functional and non-functional requirements;
- Assigned task leaders with responsibility for specific WeGovNow platform components to coordinate development tasks and collaborate with pilot site managers.

Ultimately, a core set of requirements will be implement for inclusion in the WGN platform to successfully launch the piloting phase in each of the three cities.

ANNEXES

5 Annex I: First Version of Service Scenarios

This section presents the first set of service scenarios developed after the first phase of analyses which were submitted in D2.2.

5.1 WeGovNow service scenario #4 (San Donà di Piave)

General Background

In San Donà di Piave there are currently around 1.000 citizens who can be considered as “frail” or otherwise being in need of support. Today, one in ten inhabitants is aged 65 years and above. Many of these experience loneliness and a lack of social relations, within their families and the wider community. Also, there is a considerable number of older citizens experiencing difficulties in remaining in their own homes because of architectural barriers. There are also many instances where older people cannot afford their houses anymore after having reached the retirements age. Others wish to move into a smaller flat as they get older and their children may have moved away. There are several public services addressing these people including the local health authority, the municipal social services and a social housing organisation. WeGovNow is envisaged to stimulate and support new forms of collaboration in addressing older people’s needs, thereby involving public services, civil society organisations and individual volunteers.

5.1.1 Role Naming

Type	Name
Local Authority/ Municipality	M01 - Municipality’s ICT department M02 - Municipal social & housing service M03 - Local health authority M04 - Nursing home
Citizens	C01 - Older person living in the community C02 - Citizen looking after an older person in need of support (family carer)

NGOs	N01 - Older peoples' association
Businesses	B01 - Local touring coach operator B02 - Local social enterprise

5.1.2 Role Descriptions

Type	Name
Local Authority / Municipality	<p><u>M01 - Municipal IT department:</u></p> <p>The ICT department maintains the new WeGovNow platform in technological regard, and it is responsible for trouble shooting concerning the technical operation of the platform. Also, the department responds to any requests submitted by platform users in relation to technical problems these may experience (e.g. a broken link). The latter may be directed to IT unit staff through the telephone help desk operated by the municipality or straight through the WeGovNow platform in terms of a dedicated issue reporting function. To this end, IT unit staff executes a pre-defined workflow process, for instance requiring at least an initial response to an end user request within three working days.</p> <p>Beyond this, the department is responsible for the regular mapping of information provided on the municipality's existing web portal (http://www.sandonadipiave.net/) such as news items, event announcements, council resolutions and the like on the WeGovNow platform. This concerns only those information items which are of particular relevance to older people and/or those supporting them formally/informally, and - at the same time - can be related to any geographic dimension in a meaningful way. Here again, the IT department relies on a pre-specified workflow process agreed internal to the municipal administration, requesting e.g. content producers to specify the relevance of a given information item to a particular WeGovNow target group and a related regional dimension according to a dedicated and easy to use format. As far as any relevant information is available in terms of open public data (e.g. related council resolutions), these are linked to the mapping entries by the ICT department as well.</p>

<p>Local Authority / Municipality</p>	<p><u>M02 - Municipal social & housing service:</u></p> <p>Geographic aspects of the services available from the municipal social and housing authority are regularly mapped on the publicly accessible WeGovNow platform according to a pre-specified format. The latter may e.g. include general information on services being delivered according to the authority’s public duty (e.g. the location of flats available under a social housing scheme, eligibility criteria for those applying for a flat, how-to-do guidance concerning the application process and the like). Beyond this, more specific information may be mapped, e.g. on particular events/activities organised in the framework of public service delivery (e.g. social events organised for older people living in the community). Staff regularly monitors any feedback to it’s particular entries provided by citizens, local NGOs and/or businesses on through the public interface of the platform (e.g. in terms of requests, suggestions or annotations entered on the WeGovNow platform). A response is delivered by authorised staff according to a pre-specified process (e.g. immediate message that a request has been received and information on how the request will be further handled internal to the public service).</p> <p>Where feedback is received suggesting further collaboration with external parties – either directly or indirectly (e.g. individual volunteers or NGOs such as the local association of active retirees) - municipal staff approaches the party concerned on a case-by-case basis to further discuss options for collaboration. If a general agreement on further collaboration has been reached, authorised staff opens up a dedicated “closed group” on the WeGovNow platform and invites all external parties concerned to join the closed group having access to protected interface within the platform. The latter supports further collaboration on the particular topics under discussions, e.g. in terms of exchanging messages and documents supporting joined-up planning/conduction of events and activities. These may include standard materials/templates prepared by the municipality (e.g. how-to-do-guidance on the preparation/conduction of events/initiatives, related templates and the like) and ad-hoc content generated by individual group members on the on-the-fly (e.g. event/activity outlines, related schedules and the like).</p> <p>Staff regularly monitors entries made in the public area of the WeGovNow platform by other parties (e.g. individual citizens, local NGOs, businesses) to assesses whether or not a dedicated collaboration or any form of support may be deemed meaningful by the social services, e.g. when it comes to initiatives/events announced/discussed by local elderly associations, businesses and/or other units of the public administration. If so authorised staff approaches the parties concerned and – if deemed meaningful - again opens up a dedicated “closed group” on the platform accessible by all parties concerned.</p>
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<p>Local Authority / Municipality</p>	<p>M01 - Local Health Authority</p> <p>As in the case of the municipal social service, geographic aspects of the services available from the local health authority are regularly mapped on the publicly accessible WeGovNow platform according to a pre-specified format. The latter may e.g. include general information on services being delivered according to the health authority’s duty (e.g. different service offerings available at the local health centre). Beyond this, more specific information may be mapped, e.g. on particular events/activities organised in the framework of public service delivery (e.g. local events on health prevention in old age). Again, staff regularly monitors any feedback to its entries provided by citizens, local NGOs and/or businesses on through the public interface of the platform (e.g. in terms of requests, suggestions or annotations entered on the WeGovNow platform). A response is delivered by authorised staff according to a pre-specified process.</p> <p>Beyond this, the health authority has set up a “closed group” on the WeGovNow portal involving ten community nurses employed by the health authority, four social workers employed by the municipality and one representative of a local nursing home. Also, members of two voluntary associations representing active retirees are involved. Upon informed consent, the individual members of the “closed group” map their clients on the WeGovNow platform, and any interventions scheduled under a particular formalised care scheme (i.e. formal health care, formal social care, and informal care). Also, the group members regularly look up all entries concerning their clients, in order to check whether there might be a need for mutual coordination with other parties (e.g. in case a social carer identifies a need for an unplanned health intervention and vice versa). If so, group members have the possibility to annotate relevant entries made by other group members respectively or to submit a dedicated message to the parties concerned (e.g. in order to call for a multilateral case conference to be held on-site or by telephone). Also, all group members can publish calls for voluntary support through the WeGovNow platform. These can be viewed by registered volunteers who can respond through the platform as well. Beyond this, those registered volunteers who have provided a mobile telephone number receive an automatic text message alerting them that a new request for voluntary support has been published.</p>
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<p>Local Authority / Municipality</p>	<p>The local nursing home provides residential nursing care to older people having significant difficulty in coping with activities of daily living. The nursing home has adopted a so called “open house” concept directed towards facilitating social contacts of the residents with the surrounding community. In the framework of this strategy a summer party is organised on an annual basis. The summer party is announced through the WeGovNow platform well in advance in conjunction with a call for voluntary support. Individual citizens, the older people’s associations and local businesses respond to the call and jointly organise the upcoming summer party. The</p>
<p>NGOs</p>	<p>The members of two older peoples’ associations tag place in their community according to their age-friendliness, for example their accessibility to people with mobility or visual impairments. An older person experiencing for example a bus stop or leisure facility as particularly inaccessible can add a comment to the point of interest, way or area on the map. This way, issues impacting on the age-friendliness of the city space are reported. From time to time, municipal staff monitors and analyses tagged places, and the outcome is informally fed into budget planning activities internal to the administration. Moreover, the older people’s organisations want to arrive at a jointly agreed priority list of issues to be proposed to the municipality for further consideration. They gather online feed back by their members on perceived priorities and launch a final voting on the three top priority issues to be proposed to the municipality for further consideration.</p>
<p>Businesses</p>	<p>local touring coach operator collaborated with volunteers in organising day trips addressing “active” older people and those requiring accompaniment. tbc.: social enterprise managing social housing facilities collaborates with municipal social care services and volunteers to address people in need of support.</p>

5.1.3 Related use cases

Use case 1.1 (technology-related trouble shooting)

- a) User role(s) concerned
M01 - The municipality’s ICT department
- b) Description of task to be performed / problem to be addressed by the user
Staff regularly monitors incoming problem reports as submitted by the end users according to a dedicated reporting format (e.g. an alert in conjunction with a short running text specified by the end user). Staff analyses the problem as reported by the end user in national / lay man’s language, initiates remedial

action (e.g. by contacting the consortium member hosting the relevant sub-section of the overall platform or software application concerned) and briefly responds to the user by means of a short text message.

c) Preconditions

- 1) Staff is authorized to monitor/address problem reports submitted by end users.
- 2) Staff has the skills required to monitor/address problem reports submitted by end users.
- 3) The parties responsible for maintaining individual platform components have named a contact person to be approached in case of technical problems

d) Postconditions

- 1) The problem reported by the citizen is addressed.
- 2) The citizen receives a response that the problem has been addressed.
- 3) If the problem reported by the citizen cannot be addressed or is due to a user error the citizen receives an explanation.

e) Functional requirements

- 1) All platform users should be able to alert IT unit staff about technical problems they encounter.
- 2) IT unit staff should be able to monitor and initially analyze incoming end user alerts and problem descriptions.
- 3) IT unit staff should be able to identify any further party in charge of technically hosting / maintaining a particular subsection / application software integrated into the overall platform.
- 4) IT unit staff should be able to easily alert/inform any responsible party external to the municipality in case of a technical problem reported by the end user
- 5) IT unit staff should be able to monitor progress of any remedial action agreed with any external parties responsible for maintaining/hosting a particular software application integrated into the overall platform.
- 6) IT unit staff should be able communicate back to the platform users who has originally reported a technical platform.

f) Non-functional requirements

- 1) All users should be enabled to easily recognize the problem reporting function when a technical problem occurs, i.e. independent which particular sub-section of the overall platform they may be utilizing when a technical problems occurs.
- 2) The reporting of any technical problems experienced by the end users should be possible with few clicks.
- 3) The end user submitting a problem report should be immediately informed about the further process of request/report handling internal to the municipality.

- 4) Municipal IT staff should be enabled to overview, analyze, communicate and track all problems reported by using a single interface rather than being required to switch between different interfaces.

Use case 1.2 (mapping of municipal news items)

- a) User role(s) concerned
M01 - The municipality's ICT department
- b) Description of task to be performed / problem to be addressed by the user
Prior to publishing on the municipality's existing web portal, IT unit staff receives a news items from the content producer internal to the public administration (e.g. public relations unit staff). The content producers indicate any geographic dimension relating to a given news item according to a pre-specified format (e.g. location, date and time of an upcoming event, related Open Data). IT staff maps all news items received in conjunction with relevant information items on WeGovNow platform.
- c) Preconditions
 - 1) IT unit staff has received the news item from content producer according to a commonly agreed format to be mapped onto WeGovNow, including an indication of the geographic dimension concerned and related information items.
 - 2) IT unit staff is authorized to map new item on WeGovNow.
- d) Postconditions
 - 1) News item to be published on the Municipality's existing web portal is accessible to the all WeGovNow platform users, together with related information item(s) of relevance to the platform users.
- e) Functional requirements
 - 1) IT unit staff should be able to map a particular news item in conjunction with a potentially diverse range of associated information items (e.g. date/time of an upcoming event, details of person to contact, registration form and the like)
 - 2) IT unit staff should be able to import Open Data available at the municipality's existing web portal (e.g. council decisions) for making these available in conjunction with a news item to be mapped on the WeGovNow platform.
- f) Non-functional requirements
 - 1) IT unit staff should be able to derive relevant information items from different sources (e.g. electronic documents, e-mails and data bases) without too much effort for being presented in conjunction with the news item to be mapped on the WeGovNow platform.

Use case 1.3 (Mapping of public service offerings)

- a) User role(s) concerned
 - M01 - Municipal social service
 - M02 - Local health authority
 - M04 – Nursing home
- b) Description of task to be performed / problem to be addressed by the user

Staff of various public service organization regularly maps service offerings (e.g. regular opening hours of local health care centre, occasional events such as social events for the elderly) on the WeGovNow platform in conjunction with relevant information items (e.g. opening hours, event program, details on person to contact, interactive and/or printable registration form) on WeGovNow platform
- c) Preconditions
 - 1) Public service staff is authorized to map new item on WeGovNow
- d) Postconditions
 - 1) Information on various public service offerings is accessible to all WeGovNow platform users
- e) Functional requirements
 - 1) Social service staff should be able to map a particular service offerings in conjunction with a potentially diverse range of associated information items
- f) Non-functional requirements
 - 1) Social service staff should be able to derive relevant information items to be associated with a particular service offering from different sources (e.g. electronic documents, e-mails and data bases) without too much effort.

Use case 1.4 (Responding to request on social service offerings)

- a) User role(s) concerned
 - M01 - Municipal social service
 - C01 - Older person living in the community
 - C02 – Person looking after an older person in need of support (family carer)
- b) Description of task to be performed / problem to be addressed by the user

Public service staff regularly monitors incoming comments/requests concerning the service offerings mapped on the platform. Staff analyses the comments/requests received and responds to the users via the platform
- c) Preconditions
 - 1) Public service staff is authorized to map new item on WeGovNow
- d) Postconditions

- 1) Information on social service permanent and occasional offerings is accessible to all WeGovNow platform users
 - 2) Staff responsible for a particular service offering and other WeGovNow users communicate about a particular service offering can.
- e) Functional requirements
- 1) Public service staff should be able to map a particular service offerings in conjunction with a potentially diverse range of associated information items (e.g. service opening hours, eligibility criteria, pre-produced documents such as leaflets, and the like)
 - 2) Platform users should be able to exchange messages with public service staff responsible for administering/delivering a particular service offering through the platform.
 - 3) Public service staff should be alerted if a user message comes in relation to mapped service offerings they are responsible for.
- f) Non-functional requirements
- 1) ...?

Use case 1.5 (setting up a closed group of collaborators)

- a) User role(s) concerned
- M02 - Municipal social & housing service
 - M03 - Local health authority
 - C01 - Older person living in the community
 - C02 - Citizen looking after an older person in need of support (family carer)
 - N01 - Older peoples' association
- b) Description of task to be performed / problem to be addressed by the user
- The municipal social service and the health authority coordinate service delivery to frail older people living in the community with family careers and voluntary supporters of two older people' associations by means of a closed user group. To this end the care recipient's home and name is mapped in WeGovNow. Any entries made /messages exchanged through the WeGovNow platform are only be displayed to registered groups members.
- c) Preconditions
- 1) Public social/health service staff is authorized to coordinate delivery of ambulatory services with informal care providers
 - 2) Informal care providers/supporters have signed a code of conduct stipulating basic rules/conditions for collaboration (e.g. liability, ethics, data protection)
 - 3) Individual users have registered to the closed user group
 - 4) Informed consent is given by care recipients

- d) Postconditions
 - 1) Information on planned/delivered care interventions is visible to all parties concerned
 - 2) Staff responsible for a particular service offering and other WeGovNow users communicate about a particular service offering can.
- e) Functional requirements
 - 1) Public service staff should be able to set up a closed user group and invite dedicated users to join the group.
 - 2) Public service staff should be able to verify which users have registered to the group and whether the code of conduct has been signed.
 - 3) Public service staff should be able to verify whether the care recipient has given informed consent
 - 4) Public service staff should be able to map name/address of care recipient in the WeGovNow platform.
 - 5) All closed group members should be able to maintain joined schedules in relation to individual care recipients.
 - 6) All closed group members should be able to exchange messages concerning service planning/delivery in relation to individual care recipients.
 - 7) All closed group member should be able to exchange documents (e.g. scan of a hospital discharge letter) concerning service planning/delivery in relation to individual care recipients.

Use case 1.6 (publishing a call for registered volunteer support of frail individuals)

- f) User role(s) concerned
 - M02 - Municipal social & housing service
 - M03 - Local health authority
 - C01 - Older person living in the community
 - N01 - Older peoples' association
- g) Description of task to be performed / problem to be addressed by the user

The municipal social service organization and/or the health authority seek voluntary support in caring for an older person living in the community. To this end they publish a call for support on the WeGovNow platform. WeGovNow users respond to the call. Following registration to a volunteer data base they join a closed user group to coordinate with other parties involved.
- h) Preconditions
 - 1) Public social/health service staff is authorized to publish a call for voluntary
 - 2) Volunteers is willing to signs a code of conduct stipulating basic rules/conditions for collaboration (e.g. liability, ethics, data protection)
 - 3) Informed consent is given by care recipients
- i) Postconditions

- 1) Call for support is published
 - 2) Code of conduct is signed by volunteer
 - 3) Volunteer as registered to volunteer data base
- j) Functional requirements
- 1) Public service staff should be able to publish a call for support describing type and volume of support envisaged.
 - 2) WeGovNow platform users should be able to respond to the call and indicate their general interest.
 - 3) After signing of a code of conduct the volunteer should be able to register to a closed user group respectively.
- k) Non-functional requirements
- 1) The call should be immediately recognizable by platform users after publication

Use case 1.7 (publishing of an open call for voluntary support of an upcoming event)

- a) User role(s) concerned
- M04 - Nursing home
 - M02 - Municipal social service
 - C02 - Citizen looking after an older person in need of support (family carer)
 - N01 - Older peoples' association
 - B01 - Local touring coach operator
- b) Description of task to be performed / problem to be addressed by the user
- The local nursing home announces the annual summer party well in advance in conjunction with a call for voluntary support on the WeGovNow platform. A number of citizens and an older people's organization respond to the call and indicate their interest in supporting the conduction of the event. They are invited to a closed user group to coordinate further collaboration. Also, staff at of municipal social service organization responds to the call for support in order to find out whether frail older people receiving care services in the community could attend the party, and if so how the municipal service could contribute to the event respectively. All parties interested in supporting the summer party are invited to a closed user group for coordinating further activities. During the preparatory phase, a local bus coach operator is asked to sponsor the event by organizing a minibus transfer for a number of frail older people receiving municipal home care services. Following agreement, the bus coach operator is invited to the closed user group as well.
- c) Postconditions
- 1) Open call for support is published

- 2) Those WeGovNow users having indicated their interest register to a closed user group
- d) Functional requirements
- 1) Nursing home staff should be able to publish a call for voluntary support on the WeGovNow platform
 - 2) WeGovNow users should be able to respond to the call and indicate their interest, thereby specifying any particular conditions for their support.
 - 3) Nursing home staff should be able to exchange messages with those WeGovNow users having indicated their general interest in supporting the event.
 - 4) Nursing home staff should be able to set up a closed user group and invite dedicated users to join the group.
 - 5) All closed group members should be able to maintain joined schedules in relation preparatory work for the upcoming event.
 - 6) All closed group members should be able to exchange messages concerning event planning
 - 7) All closed group member should be able to access documents related to the upcoming event (e.g. electronic copies of advertising materials, receipts for expenditures).
 - 8) Authorized members of the closed user groups should be able to publish selected information items on the WeGovNow platform (e.g. advertising materials)

Use case 1.8 (tagging non-age friendly places)

- a) User role(s) concerned
- N01 - Older peoples' associations
M05 – Town planning department
- a) Description of task to be performed / problem to be addressed by the user
Older people tag inaccessible places on the WeGovNow platform, indicating particular deficits experienced. These are regularly looked up by staff of the municipal town planning department.
- b) Preconditions
- 1) Volunteers is willing to signs a code of conduct stipulating basic rules/conditions for collaboration (e.g. liability, ethics, data protection)
 - 2) Informed consent is given by care recipients
- c) Postconditions
- 1) Call for support is published
 - 2) Code of conduct is signed by volunteer
 - 3) Volunteer as registered to volunteer data base
- d) Functional requirements

- 1) Public service staff should be able to publish a call for support describing type and volume of support envisaged.
 - 2) WeGovNow platform users should be able to respond to the call and indicate their general interest.
 - 3) After signing of a code of conduct the volunteer should be able to register to a closed user group respectively.
- e) Non-functional requirements
- 1) The call should be immediately recognizable by platform users after publication

5.2 WeGovNow service scenario #2 (Southwark)

General Background

Streets and spaces are the public face of Southwark with the potential to positively or negatively affect quality of life and perceptions of the borough.

They are also where many vibrant social and cultural activities occur, from markets and outdoor events to street play, casual encounters and time spent people watching from pavement cafes. This makes them as important as the buildings and landmarks they provide settings for.

Major streetscape improvement schemes on the highway are currently designed without first conducting a scoping exercise with residents and businesses. Schemes are therefore being delivered that do not necessarily address local issues or that fall short of the potential improvements that could be made.

It is thought that advance on-line scoping exercises with residents and businesses will help inform design briefs for improvements schemes in terms of objectives and priorities. We think the tool could help make our design briefs more realistic and responsive to local concerns. The map can also show constraints so that contributors can make an informed decision

5.2.1 Role Naming

Type	Name
Local Authority	LA01 - Highways Division of the London Borough of Southwark
Citizens	C01 - Local residents within the vicinity of the scheme (e.g. 250m radius) C02 - People using highway that may not be residents, such as: <ul style="list-style-type: none"> ○ pedestrians, ○ cyclists, ○ parents of locals schools, ○ users of public transport (buses),

Type	Name
	<ul style="list-style-type: none"> ○ motorists that park in the street
NGOs	N01 - Disability groups N02 - Community groups N03 - Housing association groups N04 - Business improvement district groups N05 - School groups N06 - Friends of parks
Businesses	B01 - Fast food shops B02 – Pubs B03 - Cafés B04 - Off license
Other	O01 – Elected Members

5.2.2 Role Descriptions

Type	Name
Local Authority	<p><u>LA01 - Highways Division of the London Borough of Southwark:</u></p> <p>The Highways team regularly uses the new WeGovNow services as part of the process of developing design briefs for improvement schemes. The department is responsible for managing the majority of streets in the borough including things such as the design, installation and maintenance of streetlights and traffic signals, maintenance of roads, including pavements and footways etc. Staff in the Highways Team use the WeGovNow platform to initiate new scoping exercises to engage the public and ascertain local priorities, ideas and areas of concern that can inform their design briefs for area improvements schemes. The map is used by staff to highlight the boundary of the area under development which serves as a way to centre the map to the area of interest on entry.</p> <p>Staff will look at existing spatial data sets to assess which constraints may be related to location and may therefore prevent certain developments or ideas from being pursued and these would then be imported as additional map layers to platform. They will decide on an appropriate timescales for which the specific scoping exercises will stay live to illicit input.</p> <p>Staff use the various channels available in order to promote when a new scoping exercise has gone live, prior to which they create relevant publicity content (e.g. creating QR codes, printed material, Facebook and Twitter posts, SMS texts...). On setting-up a new scoping exercise</p>

Type	Name
	<p>within WeGovNow staff decide whether they want the social media services linked to new suggestions added to the map are switched on or off and also decide which Facebook and Twitter accounts should be linked to the service if selected.</p> <p>The Highway Team regularly monitor activity for any live scoping exercises, via a daily digest and other statistics to see how many people are contributing each week, which channels are being used to access the map in order to assess whether further publicity or promotion is required.</p> <p>Once a scoping exercise has closed staff update the WeGovNow service to ensure that people are aware the session has closed and further submissions will be discarded. Team members carry out a range of analyses to explore the suggestions submitted and the support for or against these. Once the various submissions and constraints have been considered feedback is given via the WeGovNow service. The design briefs are then created based on the results of the analysis and these are uploaded to the platform and overlain on the map. Feedback on further actions, developments and implementation are provided and the results then implemented.</p>
Citizens	<p><u>C01 - Local residents within the vicinity of the scheme (e.g. 250m radius)</u></p> <p>A local resident that uses a street falling within a current highways scoping exercise goes on to the community council Facebook page and sees that there is a scoping exercise in progress and clicks on the link to access the interactive map. On finding the link they then share this on Facebook with some neighbours and friends.</p> <p>A housing resident sees a sign on their notice board and speaks to their resident officer to let them know what they think so that the resident officer can post something on their behalf as they are not confident with the technology.</p> <p>Residents that live nearby (250 m radius?) that may feel knock on effects from works in the street. E.g. if lots of people request speed humps there may be more traffic through adjacent streets.</p> <p><u>C02 - People using highway that may not be residents</u></p> <p>Pedestrians – walk through the area to go to work, take public transport, visit friends and families. They are of all ages and ethnic backgrounds, some may have disabilities or special needs. They have varied use of technology from never using it to quite a lot. They may see a sign about the scoping exercise and if they feel strongly about</p>

Type	Name
	<p>any issues they will try and logon and drop some pins however there are a range of issues that may prevent them from doing so like not having access to a smart phone or laptop.</p> <p>Cyclists – cycle through the area to go to work, visit friends and families. They tend to be sporty and street smart and use technology. They may see signs up and leave a comment on the map via a link they see on a cycling group that they follow on social media.</p> <p>Parents of local schools – they are concerned about their children’s safety when dropping off and picking up their children. They see that a scoping exercise is on and once at home they go on the council website to try and find the link to the map.</p> <p>Users of public transport – they travel along buses and may use local bus stops to get on and off the bus. They may see a sign about the scoping exercise with a QR code and drop some pins on the map while waiting for their bus.</p> <p>Motorists that park in the street – they may park to have access to local businesses or to access public transport or complete their journey by fold-up bike. On the way home from work one day they decide to look up the map on their smart phone and drop a pin to point out that there is a regular flooding issue that could be taken care of.</p>
NGOs	<p><u>N01 - Disability groups</u> Disability groups – they advocate for the needs of people with disabilities on the highway and use the map to represent views of their members.</p> <p><u>N02 - Community groups</u> Community groups – they are typically a group of local residents. There may be a nominated member that contributes to the map on behalf of the community group. They focus on creating a feeling of community, reducing isolation and promoting integration and mixing of various sectors of the community.</p> <p><u>N03 - Housing association groups</u> Housing association groups – they represent the needs of residents living in housing estates/associations and make suggestions on behalf of residents.</p> <p><u>N04 - Business improvement district groups</u> Business improvement district groups – they advocate for local businesses focussing on issues that affect business and promote the scoping exercise via a link to the map from their website. They also</p>

Type	Name
	<p>make suggestions from the perspective of staff member who walk through the areas in question (<u>C02</u>) and as representatives of local businesses. They regularly check WeGovNow services for updates and feedback to share with the local business community.</p> <p><u>N05 - School groups</u> School groups – they are concerned about the impact of schemes on children and their parents.</p> <p><u>N06 - Friends of parks</u> Friends of parks – they would like to improve the amenity of the local park, access to the park, and enhance biodiversity values and are active in providing suggestions to the scoping exercise.</p>
Businesses	<p><u>B01 - B04</u> Businesses within a 100m radius that are mainly fast food shops, pubs, cafes, with some seating at the front of the premises, as well as off licenses and betting shops. Shop owners are concerned about parking as well the amount of traffic that goes through the street. A cafe in the street receives a pamphlet about the scoping exercise and makes comments about the lack of parking for customers and that it would be nice to have some attractive planters by the seating area.</p>
Other	<p><u>O01 – Elected Members</u> Concerned about their image as an engaged politician, elected members log into the WeGovNow platform to make sure they add some comments about issues and opportunities for the current scoping exercise underway.</p>

5.2.3 Related Use cases

Use case 1: Setting up a new Scoping Exercise

- a) User role(s) concerned
LA01- Highways Team Member
- b) Description of task to be performed / problem to be addressed by the user
Staff member sets up the system to initiate a new scoping exercise which includes defining the boundaries within which suggestions and proposals should be made; adding relevant data owned by the council as layers that can be viewed by users accessing the system (e.g. flood risk zones, gullies ...); adding and setting constraints to inform users about aspects that may preclude certain features of a highway scheme design.
- c) Preconditions

- 1) Staff member has a user account
- 2) Staff member is logged into system
- d) Postconditions
 - 1) A new scoping exercise is created on the system
- e) Functional requirements
 - 1) The system shall enable authentication of user to ensure they have appropriate admin rights
 - 2) The system shall allow administrators to define the boundary of the area for which the scoping exercise is being undertaken
 - 3) The system shall allow administrators to define thematic categories for which contributions are wanted (e.g. Traffic, Parking...)
 - 4) The system shall allow administrators to define data entry fields for each theme
 - 5) The system shall allow administrators to add data layers for information consumption (e.g. flood risk zones, gullies...)
 - 6) The system shall allow administrators to set which layers are switched on, by default, when opening the map
 - 7) The system shall allow administrators to set who can enter data
 - 8) The system shall allow administrators to set whether contributions require moderation
- f) Non-functional requirements
 - 1) Staff should be able to set-up a new scoping exercise with ease and efficiency
 - 2) The system should make it clear when the task has been successfully completed
 - 3) The system should make it clear to users if and where required steps or information is missing

Use case 2: Adding a suggestion to a scoping Exercise

- a) User role(s) concerned
C01 - Local resident within the vicinity of the scheme (e.g. 250m radius)
- b) Description of task to be performed / problem to be addressed by the user
Local resident wants to propose increasing parking restrictions outside his home and accesses the system to make a contribution about a scoping exercise in his area of interest.
- c) Preconditions
 - 1) Citizen is logged into system

d) Postconditions

- 2) A new suggestion is displayed on the map for others to view

A new contribution is added to the scoping exercise and can be viewed by everyone.

e) Functional requirements

- 1) The system shall allow users to upload photos to a suggestion being made
- 2) The system shall allow users to define a point, line or area to highlight the location for which the suggestion is being made
- 3) The system shall allow users to input text to describe the suggestion being made
- 4) The system shall allow users to save draft input for new contributions
- 5) The system should display the new suggestion on the map (for approval...?)

f) Non-functional requirements

- 1) The system should make it clear when the task has been successfully completed
- 2) The system should make it clear to users if and where required steps or information is missing

Use case 3: Agreeing on a suggestion made by someonea) User role(s) concerned

C02 - People using highway that may not be residents

b) Description of task to be performed / problem to be addressed by the user

A cyclist who commutes through the area that currently has a scoping exercise underway accesses the WeGovNow service to make a contribution to propose segregating the cycle lane but sees that has already been suggested so instead decides to agree on the existing suggestion.

c) Preconditions

- 1) Cyclist can view existing suggestions on the map

d) Postconditions

- 1) A user's suggestion indicates that someone else agrees with their suggestion and can be viewed by everyone.

e) Functional requirements

- 1) The system shall allow users to select an existing contribution
- 2) The system shall provide a function to allow users to share their support for an existing contribution
- 3) The system shall provide a function to allow users to share their disagreement for an existing contribution

- f) Non-functional requirements
 - 1) The system should make it clear when the task has been successfully completed
 - 2) The system should make it clear to users if and where required steps or information is missing

Use case 4: Editing the Location of a suggestion to a scoping Exercise

- a) User role(s) concerned
C02 - People using highway that may not be residents
- b) Description of task to be performed / problem to be addressed by the user
A parent who previously added a suggestion to introduce a new zebra crossing in a current scoping exercise logs into to edit their original contribution by moving it to a new location based on discussions with other parents.
- c) Preconditions
Citizen can view and access their original suggestion
- d) Postconditions
An existing contribution is sited in a new location and can be viewed by everyone.
- e) Functional requirements
 - 1) Users can edit their pins that relate to their suggestions which would include the ability to move or delete, or change a comment they've made. (Then again what if other people have agreed/disagreed? Allow editing only at time of initial posting?)
- f) Non-functional requirements
 - 1) The system should make it clear when the task has been successfully completed
 - 2) The system should make it clear to users if and where required steps or information is missing

Use case 5: Sending a suggestion to a scoping exercise via a Tweet

- a) User role(s) concerned
C01-2 - Citizens

N01-N06- NGOs

B01-B04 Businesses
- b) Description of task to be performed / problem to be addressed by the user
End users use their mobile phones whilst passing through an area for which a scoping exercise is under way and add a new suggestion to the WeGovNow

platform by sending a geo-referenced Tweet addresses to the linked Twitter account for the scoping exercise.

Preconditions

- 1) End user has a Twitter account
- 2) End user's Twitter account has enabled geolocated Tweets
- 3) A Twitter account has been linked to the scoping exercise map

c) Postconditions

- 1) A new contribution is added to the scoping exercise and can be viewed by everyone.
- 2) Any associated media linked to the tweet can be viewed.

d) Functional requirements

- 1) The system shall allow users to send a Tweet to a dedicated Twitter account to make a post to the WeGovNow platform.
- 2) The system shall allow georeferenced Tweets to be displayed on a map relating to a particular scoping exercise. This should include the display of any media associated with the Tweet (photos, hyperlinks etc.) and the originators Twitter handle.

e) Non-functional requirements

- 1) The system should make it clear when the task has been successfully completed
- 2) The system should make it clear to users if and where required steps or information is missing

Use case 6: Sending a suggestion to a scoping exercise via Instagram

a) User role(s) concerned

C01-2 - Citizens

N01-N06- NGOs

B01-B04 Businesses

b) Description of task to be performed / problem to be addressed by the user

End users use their mobile phones to add photos and videos they feel relevant for a new scoping exercise on the WeGovNow platform, which may highlight examples of best practice in urban design or specific problem areas that need addressing.

Preconditions

- 1) End user has an Instagram account
- 2) End user's Instagram account has enabled geotagging

- 3) A hashtag for the scoping exercise has been assigned
- c) Postconditions
 - 1) A new contribution is added to the scoping exercise and can be viewed by everyone.
 - 2) Any associated media linked to the tweet can be viewed.
- d) Functional requirements
 - 1) The system shall allow users to share photos and videos uploaded via their Instagram account.
 - 2) The system should enable council staff to set geographic boundaries to filter geotagged media accepted for display
 - 3) The system shall map photos and videos relating to a particular scoping exercise by using a designated hashtag.
 - 4) The system should enable end users to browse through photos and videos mapped.
- e) Non-functional requirements
 - 1) The system should make it clear when the task has been successfully completed
 - 2) The system should make it clear to users if and where required steps or information is missing
 - 3) The system should display images and videos in an aesthetically pleasing way

Use case 7: Searching for a suggestion to a scoping exercise on the map

- a) User role(s) concerned

All
- b) Description of task to be performed / problem to be addressed by the user

Suggestions that have been made to a new scoping exercise on the WeGovNow platform should be searchable by anyone accessing the map to enable them to seek for specific information, views or ideas.
- Preconditions
 - 1) The map has existing entries
- c) Postconditions
 - 1) The results from the search criteria are returned.
- d) Functional requirements
 - 1) The system shall enable users to type in search terms of their choice
 - 2) The system shall display the result of any searched terms entered.
- e) Non-functional requirements

- 1) The system should make it clear when the task has been successfully completed
- 2) The system should make it clear to users if and where required steps or information is missing
- 3) The results should be returned and displayed in a way that is easy to view and see where the entries contain the search terms entered.

5.3 WeGovNow service scenario #4 (Turin)

General Background

Recent regeneration to Dora Park has seen a small area of the pre-existing factory re-designed to host big events (such as Ramadan, Kappa FuturFestival, etc.). Part of the regeneration of this community space has also included the creation of sports facilities such as a basketball field, football pitch and skate park. The skate park is managed by an association of young people and involves a community of about one hundred young people. The Public Green Department has budget for maintenance of the park and the creation of new services and events. One of the goals is to involve local communities, associations and stakeholders in designing areas within the park for teenagers and young people (with new services and activities).

5.3.1 Role Naming

Type	Name
Municipality	M01 - Public Green and Municipal Buildings Department M02 - Youth Department M03 - Innovation and Smart City Department M04 - Municipal IT department
Citizens	C01 - Local residents within the vicinity of the park (e.g. 800m radius) C02 - People using the park that may not be residents of the immediate area, such as: <ul style="list-style-type: none"> o pedestrians, o cyclists, o visitors,
NGOs	N01 - Events Organisers N01 - Disability groups N02 - Community groups N03 - Youth associations N04 - Housing association groups N05 – Cultural associations

	N06 – Sports associations N06 - Friends of parks
Businesses	B01 – Local shops B02 –Mall Management B03 – Businesses providing services for park events B04 – Businesses providing services for park infrastructure and maintenance
Other	O01 – Elected Officials

5.3.2 Role Descriptions

Type	Name
Municipality	<p><u>M01 - Public Green and Municipal Buildings Department:</u></p> <p>The Public Green and Municipal Buildings team has defined their annual budget and plans to use the new WeGovNow services to involve local communities, associations and other stakeholders in designing an area of Parco Dora for teenagers and young people (with new services and activities). The department is responsible for managing green spaces in the city including things such as the installation and maintenance of street furniture, pavements and footways etc. and managing events that take place in the park. Staff in the department use the WeGovNow platform to initiate new co-design exercises to ascertain local priorities, ideas and public opinions for the development of youth based services and activities in the park. The Public Green and Municipal Buildings team is also responsible for the regular mapping and updating of municipality’s datasets on the WeGovNow platform, such as playgrounds, park furniture etc. They encourage local associations, small boutique design companies to promote their businesses and best practice regarding the area’s street furniture by sharing links to the map.</p> <p>Staff log into the WeGovNow platform to initiate a new co-design exercise and outline the specifics of the exercise. This includes highlighting the geographic boundaries of the area involved; the timeframe for which community input will be needed and the location of contact points in the area where offline engagement activities will be held. Where specific input on pre-defined topics is required categories are added to a map asking questions such as “where would you like to see park benches added?”, “where and what sport facilities would you like to see?” Open categories can also be added and categorised using tags.</p> <p>The co-design exercise is set-up so that suggestions made which are</p>

	<p>not bound by predetermined constraints that may prevent certain developments or ideas from being pursued are added to the deliberative WeGovNow service in which ideas can be discussed, developed and refined in more detail.</p> <p>Staff use the various channels available to promote new co-design exercises, prior to which they create relevant publicity content (e.g. creating QR codes, printed material, Facebook and Twitter posts, SMS texts...). On setting-up a new co-design exercises within WeGovNow staff decide whether they want the social media services linked to new suggestions made to the platform switched on or off and decide which Facebook and Twitter accounts should be linked to the service if selected.</p> <p>Team members regularly monitor activity on new co-design exercises via a daily digest and other statistics to see how many people are contributing each week, which channels are being used to access the map in order to assess whether further publicity or promotion is required.</p> <p>Once a co-design exercise has closed staff update the WeGovNow service to ensure that people are aware the session has closed and further submissions will be discarded. Team members carry out a range of analyses to explore the ideas and suggestions submitted, the support for these and review the outcome of the deliberative process. Feedback is given via the WeGovNow service.</p> <p>If a general agreement on specific services and activities has been reached, authorised staff opens up a dedicated “closed group” on the WeGovNow platform and invites all external parties concerned to join the closed group having access to protected interface within the platform. The latter supports further collaboration on the particular topics under discussions, e.g. in terms of exchanging messages and documents supporting joined-up planning/conduction of events and activities. These may include standard materials/templates prepared by the municipality (e.g. how-to-do-guidance on the preparation/conduction of events/initiatives, related templates and the like) and ad-hoc content generated by individual group members on the on-the-fly (e.g. event/activity outlines, related schedules and the like).</p> <p><u>M04 - Municipal IT department:</u></p> <p>The ICT department maintains the new WeGovNow platform in technological regards, and it is responsible for troubleshooting concerning the technical maintenance of the platform. Also, the department responds to any technology-related requests submitted by the end users in relation to any technical problems these may</p>
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	<p>experience (e.g. a broken link). The latter may be directed to them either through the telephone help desk operated by the municipality or straight through the WeGovNow platform in terms of a dedicated issue reporting function. The department operates according to a predefined workflow process, for instance requiring a response to a dedicated end user request within three working days.</p>
<p>Citizens</p>	<p><u>C01 - Local residents within the vicinity of the scheme (e.g. 800m radius)</u> A local resident that lives in an apartment overlooking the park regularly takes her 8-year old son to play basketball after school. She is made aware of an opportunity to share her ideas on potential youth services when walking past a contact point outside the park. She takes one of the post-it notes and writes down a comment about building an outdoor swimming pool in a section of the park and pins it to the map on the wall. One of the Officers from the Youth Association who run activities from the contact point takes a tablet device and shows the resident how to transfer her comment directly to the WeGovNow platform. He also shows her how to view events being held in the area. When she returns home, the lady signs up to the WeGovNow service to receive SMS text alerts about events for young people that might be of interest to her son.</p> <p><u>C02 - People using the park that may not be residents of the immediate area</u> A teenager living in the centre of town who goes to Parco Dora to hangout with friends sees a Facebook post asking for ideas about the development of Parco Dora. He decides to visit the WeGovNow platform and suggests building an area for free running in an area of the park. In addition, he proposes starting an annual free running competition in the park, if his proposal is taking forward, which he believes could attract people from across the country. With over 2K Facebook friends and as an avid Instagram user he shares the idea on Facebook and asks friends to join the discussion on the WeGovNow platform. He also takes various pictures in sections of the park that he thinks would be suitable to build a free running zone and uploads them to the map via his Instagram account. For further inspiration, he asks his Instagram followers to share videos from free running locations and events from across the country that are added to the media collection linked to his proposal on the platform.</p>
<p>NGOs</p>	<p><u>N03 - Youth associations</u> The engagement team use WeGovNow to publish activities and events being organised. They collaborate with other youth centred organisations and volunteers to broaden and strengthen their service</p>

	<p>office and also sent out requests for volunteers for events being run.</p> <p><u>N06 – Sports associations</u></p> <p>Volunteers organised through the Sports Association collaborate with each other and with parents, and local business to get sponsorship for new sports equipment for the football and basketball teams operating in the park. The association initiates the idea on the WeGovNow platform and sends out a request to businesses in the area for support.</p>
<p>Businesses</p>	<p><u>B04 – Businesses providing services for park infrastructure and maintenance</u></p> <p>A local business is looking to promote their handmade outdoor furniture designs. They log into the WeGovNow platform to create a profile and upload images of some of their furniture designs and provide information about the materials used and where they are sourced. After adding their business details, they go to the WeGovNow home page and see that a co-design exercise is running. When they click on the map to see where the area of focus is they see some of the comments and ideas that have already been generated. They click on a comment which suggests building an outdoor swimming pool and realise that some of their designs could be potentially used if the pool were built. They decide to add a comment and provide a link to some of their designs that could be implemented if the pool were built. They also suggest that a ‘Parco Dora Pool’ group be created to discuss potential design ideas.</p> <p><u>B03 – Businesses providing services for park events</u></p> <p>A social enterprise running a catering company that provides training and employment for youth offenders receives an email alert about an open tender for an upcoming event being held in the park. They click on a link in the email which directs them to further details provided on the WeGovNow platform about the services required. They see that they can meet the criteria specified and submit their offer in the protected area for submissions using the standard template provided. They emphasise they fact they’re supporting young people and that any surplus food will be posted on the map and made available to local charities supporting homeless people and those in financial difficulties in the hope that this sways the decision makers. Having won the tender and provided the catering they access WeGovNow to post a ‘food on offer’ call out whilst still at the park venue detailing what’s available, where to collect it and how long it will be on offer. On the way back to the office they receive an alert informing them that a volunteer from the local soup kitchen will be over to collect the food. They update their post to note that the offer</p>

	has been taken. Details of the transaction are removed from view on the expiry date and time stipulated by the user but remain in the WeGovNow archive.
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5.3.3 Related Use cases

Use case 1: Uploading Geospatial Datasets

- a) User role(s) concerned
 - M01 - Public Green and Municipal Buildings Department
 - M04 - The municipality's ICT department
- b) Description of task to be performed / problem to be addressed by the user

Staff regularly upload existing spatial datasets to the WeGovNow platform that may of relevant to specific co-design exercises (e.g. park furniture, playgrounds, drinking water fountains etc.) or for other informative purposes Prior to submission for upload, all data is formatted according to a pre-specified format (e.g. lat, long coordinates, geometry, attribute description etc.
- c) Preconditions
 - 1) Staff has datasets appropriately formatted for importation into WeGovNow.
 - 2) Staff have relevant authorisation to import data into WeGovNow
- d) Postconditions
 - 1) Spatial data is published on the WeGovNow platform and can be accessed by the appropriate end users via a map interface.
- e) Functional requirements
 - 1) The system shall allow authorised staff at the municipality to upload new spatial data to the WeGovNow platform including points, lines, and polygons.
 - 2) The system shall allow authorised staff at the municipality to upload new spatial data that contributes to existing data already stored in the WeGovNow platform.
 - 3) The system shall allow authorised staff to assign different access rights to spatial datasets uploaded to WeGovNow
 - 4) The system shall allow authorised staff to assign thematic categories to spatial datasets uploaded to WeGovNow
 - 5) The system shall alert users if data being imported is incorrectly formatted.
 - 6) The system shall alert users if data is duplicated.
- f) Non-functional requirements

- 1) The system should be efficient to use; i.e. user goals should be easy to accomplish quickly and with few or no user errors

Use case 2: Exporting Geospatial Datasets

- a) User role(s) concerned
 - M01 - Public Green and Municipal Buildings Department
 - M04 - The municipality's ICT department
- b) Description of task to be performed / problem to be addressed by the user

Staff regularly needs to export spatial datasets from the WeGovNow platform for analysis, reporting and other needs. Spatial data should be exportable in a set of predefined formats for use with other software packages.
- c) Preconditions
 - 1) Staff has access to datasets in the WeGovNow platform.
 - 2) Staff have relevant authorisation to export data from the WeGovNow platform
- d) Postconditions
 - 1) Staff have spatial datasets exported in a format that enables integration with other data sources that are used by the municipality
 - 2) Staff have spatial datasets export in a format that enables use with other software applications used by the municipality
- e) Functional requirements
 - 1) The system shall allow authorised staff at the municipality to select subsets of spatial data held within the WeGovNow platform (e.g. data from a specific time range or geographical area) for exportation.
 - 2) The system shall allow authorised staff at the municipality to export spatial data from the WeGovNow platform in a format that can be used by other software programs used by the municipality.
 - 3) The system shall alert users if data being imported is incorrectly formatted.
- f) Non-functional requirements
 - 1) The system shall enable data exportation to be achieved in a few simple steps.
 - 2) The system shall enable fast data exportation.

Use case 3: Adding Pre-defined map categories

- a) User role(s) concerned

M01 - Public Green and Municipal Buildings Department

- b) Description of task to be performed / problem to be addressed by the user
Staff setting up a new co-design exercise requires specific input from the public on pre-defined topics. Map categories are added and appropriately named along with fields for requested input, such as a category that is labelled “where would you like to see park benches added?” or “where and what sport facilities would you like to see?” The field types should be labelled and classified e.g. a field called ‘Description’ as a text box. An appropriate icon should be selected and displayed to represent the theme being added.
- c) Preconditions
- 1) Staff have relevant authorisation to set-up new map categories on WeGovNow
 - 2) Decisions have been made as to the format and information needed
- d) Postconditions
- 1) New map categories are added to the WeGovNow platform
 - 2) Map categories can be accessed by the appropriate end users via a map interface and contributions can be made to the fields provided.
- e) Functional requirements
- 1) The system shall allow authorised staff at the municipality to create new map categories held within the WeGovNow platform (e.g. data from a specific time range or geographical area).
 - 2) The system shall allow authorised staff at the municipality to assign icons for specific map categories being created.
 - 3) The system shall allow authorised staff at the municipality to add fields for data capture within a new map category
 - 4) The system shall allow authorised staff at the municipality to select from a range of field types (such as text box, date, time, lookup etc.)
- f) Non- functional requirements
- 1) The system should be efficient to use; i.e. user goals should be easy to accomplish quickly and with few or no user errors

Use case 4: Sharing a map entry with Facebook

- a) User role(s) concerned
C01 - C02 Citizens
N01 - N06 NGOs
- b) Description of task to be performed / problem to be addressed by the user

End users of the WeGovNow platform use Facebook to communicate with friends, other organisations and on topics of interest. When an end user sees an idea, suggestion or post on map entries within the WeGovNow platform they want to share these via their existing social network on Facebook.

c) Preconditions

End user has an existing Facebook account

d) Postconditions

The suggestion or idea is available for viewing on a user's Facebook timeline

e) Functional requirements

- 1) The system shall provide a function to enable end users to select a map contribution and share this via their personal Facebook account
- 2) The system shall provide a function to enable local authority staff to select whether a map theme/category has the Facebook sharing function activated.

f) Non- functional requirements

- 1) The system should make it easy to identify what can be shared via Facebook and should allow for it to be accomplished quickly and with few or no user errors
- 2) The integration with Facebook should be efficient and quickly to use. e.g. complete sharing a map contribution in a few simple steps.

Use case 5: Linking a Map to a Twitter Account

a) User role(s) concerned

M01 - Public Green and Municipal Buildings Department

M04 - The municipality's ICT department

M02 - Youth Department

M03 - Innovation and Smart City Department

b) Description of task to be performed / problem to be addressed by the user

Staff setting up a new co-design exercises want to maximize participation and encourage discussion. Where a new map is created to elicit idea generation staff want to connect new or existing municipal Twitter accounts to share the ideas captured on the WeGovNow platform to the selected Twitter account. This would enable any new suggestions and posts made to the WeGovNow platform to be shared via Twitter and the followers of these accounts.

c) Preconditions

- 1) Municipality has identified Twitter account for integration

- d) Postconditions
 - 1) The suggestion or idea is available for viewing on a selected Twitter account
- e) Functional requirements
 - 1) The system shall provide a function to enable municipality staff to assign a specific Twitter account to a co-design exercise within the WeGovNow platform.
 - 2) The system shall provide a function to enable new contributions to be converted into a format that can be used in Twitter
 - 3) The system shall provide a function to send new contributions in real-time to a predefined Twitter account
- f) Non- functional requirements
 - 1) The system should make it easy to identify Tweets that have been posted from the WeGovNow platform.
 - 2) New contributions should be posted on Twitter in a timely manner
 - 3) The system should be efficient to use; i.e. user goals should be easy to accomplish quickly and with few or no user errors

5.4 Further service scenarios un-analysed

Beyond the service scenarios and related use cases presented in the first and second version of this deliverable report, further service scenarios have been identified but have not been analysed according to the methodology described earlier in this document. These are briefly surmised in the remainder of this section.

WeGovNow service scenario #5 (San Donà di Piave)

Revitalising abandoned public spaces – the barrack: The Municipality of San Donà di Piave is trying to revitalise an abandoned barrack less than 10 km far from the city centre. In the general idea this big space should host different requests coming from associations, profit and non profit organisations working in several domains. WeGovNow is envisaged to support collaborative strategy building on the further development of this public space and , later on, its management.

WeGovNow service scenario #6 (San Donà di Piave)

Regeneration of the City Centre: The local authority has already started to initiate a new governance structure for their city centre via the establishment of local groups involving key stakeholders and role players from the civil society and businesses. WeGovNow is envisaged to support city-wide inter-agency collaborative structures.

WeGovNow service scenario #7 (San Donà di Piave)

Schools empowerment: The Municipality of San Donà di Piave is member of a local network entitled “Orientation and territory”, a local network of 15 high school together representing more than 6.000 students. The aim of this network is to facilitate the transition of pupils into the labour job market. WeGovNow is envisaged to support collaborative self-governance of the network.

WeGovNow service scenario #4 (Southwark)

City Biking: Southwark Council seeks to extend current bike routes to the quieter areas by keeping the local community involved in the planning process. Ideally the council would like to engage residents and encourage them to raise awareness of any issues that might arise in the future with the routes and increase citizen participation in the planning process. WeGovNow is envisaged to support collaborative planning on the development of cycle routes based on resident’s votes. The council would also like to engage community with a tool for reporting any upcoming issues with the new routes.

WeGovNow service scenario #5 (Southwark)

Estate Regeneration: Southwark Council are committed to deliver new homes, including refurbishing and infill, with some demolition. The estate has many existing residents, social housing and leaseholders. The council want to engage with residents to develop options to consult on. WeGovNow is envisaged to support collaborative planning and familiarising the community with the changes that will be applied during the redevelopment process. Each estate resident would get a chance to express their opinion, and add suggestions and feedback that would feed in ideas for further stages of consultation and also in the design process.

WeGovNow service scenario #6 (Southwark)

Designing Green Spaces: Southwark Council intend to develop part of Burgess Park and the project would be delivered across different stages. The scenario focuses on one element of the development, which is the addition of a pond in this area, and the council require a tool to enable them to consult with the public about the re-design. WeGovNow is envisaged to support collaborative planning.

WeGovNow service scenario #7 (Southwark)

Moving into Southwark: The council are seeking to increase the number of people engaging. Southwark would like to inform the new residents about all their services and engage them from the earliest stage of their residency, as well as find out about who they are and how they might be encouraged to get involved in local action and groups such as the Community Council. WeGovNow is envisaged to support the integration of new residents

WeGovNow service scenario #8 (Southwark)

Borough Regeneration: The ongoing developments in the borough mean that in addition to providing static information the council want to provide information on other elements, such as areas prone to flood risk; recent flood damage; routes for travel as well as wanting to keep people informed about upcoming disruptions along with other associated activities. WeGovNow is envisaged to support notifications of upcoming disruptions, with the potential for interaction coming back in terms of related incidents.

WeGovNow service scenario #9 (Southwark)

Cleaner Greener Safer: The council has a budget that it allocates on an annual basis to community projects proposed by members of the local community. WeGovNow is envisaged to support the process of ideas generation and sharing, voting and selection of projects.

WeGovNow service scenario #10 (Southwark)

Ageing Well: The council plans to ask residents of all ages how it can become an "age-friendly" place, as defined by the World Health Organisation. The feedback they receive will be used to draft an action-plan and explore ways in which collaborative approaches and support mechanisms can be developed.

WeGovNow service scenario #11 (Southwark)

Resident-led Services: Many residents feel council services could be improved. In recognition of this the council is asking them how they would do it. A group of residents in Camberwell & Peckham will be supported by the council to redesign the housing repairs service from scratch. If successful, the pilot will be rolled out in other areas.

WeGovNow service scenario #5 (Turin)

Furniture co-design: The Dora Shopping Mall would like to design some furniture (especially benches: smart benches and/or sustainable benches, using recycled materials) to furnish the internal square of the shopping mall. WeGovNow is envisaged to support the design process and citizen involvement.

WeGovNow service scenario #6 (Turin)

Social Gardening in Dora Park: Innesto, in partnership with the City of Turin and the Dora Shopping Mall are seeking promote and raise awareness about the community gardens and building a sense of community; they also need support in the maintenance, so that the

space is comfortable and can host events and activities. WeGovNow is envisaged to support the creation of a calendar of activities for Hortus Conclusus, provide opportunities to create new activities and co-ordinate volunteer support as well as support collaboration

WeGovNow service scenario #7 (Turin)

The City of Turin (Urban Regeneration Department) needs to collect data and information about a project centred on the regulation of common goods and co-management. Project monitoring and evaluation is required and the WeGovNow platform is envisaged to support the documentation of activities from photos to workshop reports.

6 Annex II: Generic User Requirements Derived From the Initial Scoping Exercise

6.1 Usability User Requirements (non-functional user requirements)

- The WeGovNow Platform should be efficient to use; i.e. user goals should be easy to accomplish quickly and with few or no user errors.
- The WeGovNow Platform should be intuitive; i.e. the interface should be easy to learn and navigate;
- The WeGovNow Platform should be simple; i.e. buttons, headings, and help/error messages are simple to understand
- The WeGovNow Platform should take in consideration the needs of older users in regards to simplicity, accessibility and ease of use
- The WeGovNow Platform has low perceived workload; i.e. the interface appears easy to use, rather than intimidating, demanding and frustrating
- The WeGovNow Platform should be fast.
- The WeGovNow Platform should be fully responsive.

6.2 Other Non-Functional User Requirements

- The WeGovNow Platform should be trustworthy.
- The WeGovNow Platform should be transparent.
- The WeGovNow Platform should be reliable.
- The WeGovNow Platform will be open source at the end of the project.
- The WeGovNow Platform and tools should be optimised for mobile use.
- The WeGovNow Platform and tools should be fully responsive.

6.3 Registration User Requirements

- The WeGovNow Platform should include a user authentication where users must identify themselves using a login name and password. Only users who are authorised in this way will have access to specific parts of the system.
- WeGovNow registration and authentication will be used to provide users with customised services.
- The WeGovNow Platform should provide users with the option to find more about their local area after they login.
- Specific projects on the WeGovNow Platform should allow users to contribute data, make comments and vote without authenticating themselves .
- WeGovNow registration should support registration with email or a social media account (e.g. login using Facebook, Twitter).
- WeGovNow registration should provide clear instructions to explain user benefits for registering and this should be directly visible from the registration page.
- WeGovNow registration process should comply with basic usability principles to avoid alienating or confusing the user.

6.4 Data User Requirements

Mapping and spatial data

Southwark council emphasises on the importance of the mapping component and the user contribution of spatial data from the very beginning of the workshop and prior to introducing any of the WeGovNow tools and technologies:

“Just to bring it back to technology. My interest was usually in ... geospatial data ... geospatial services. The beauty of geospatial data is all about mapping and interactive mapping and that kind of thing ... it can interact with and can dovetail with so many other areas ...A lamp post is there at a fixed placed ... There is a new park that at fixed location. All that becomes captured within geospatial data so we can use it and analyse it and make decisions based on it.” (Southwark user comment)

“...it is the mapping element of the offerings that you are talking to us that are of interest” (Southwark user comment)

- The WeGovNow Platform should provide interactive maps (spatial interfaces).
- The WeGovNow spatial interfaces should allow users to contribute spatial data (e.g.) points, lines, polygons).
- The WeGovNow spatial interfaces should allow users to view spatial data that are contributed by other users.
- The WeGovNow spatial interfaces should allow users to edit/add/delete data.
- The WeGovNow spatial interfaces should support data filtering using a defined by the user search address.
- WeGovNow spatial data should be in a format that enables integration with other data sources that are used by the council
- The WeGovNow Platform should enable users to import and export spatial data on WeGovNow Maps.

- The WeGovNow Platform should allow users to add an event on the map (with or without moderation).
- The WeGovNow Platform should support the users to set an expiration date for the event they add on the map. On the expiration date the event is automatically deleted and it is removed from the map.
- The WeGovNow Platform should enable users to rate data entries on the map using a stars system.
- The WeGovNow Platform should enable users to run queries for identifying pending consultations in specific spatial areas of search (i.e. user defined radius around a specific address).
- The WeGovNow platform's spatial interfaces should comply with basic usability principles to avoid alienating or confusing the user.

Other data

- WeGovNow users should be able to contribute comments
- The WeGovNow Platform should enable users to import and export data
- WeGovNow data should be compatible with other data formats that are used by the council.
- The WeGovNow Platform should interact with the CRM database that it is used by the Southwark council.

6.5 Voting User Requirements

- The WeGovNow Platform should enable users to vote for their preferred option/decision with respect to a proposed site using two options; i.e. 'Yes' 'No'.
"For example the council might have 3 or 4 offered up sites for a playground using spectrospacial you can plot those 4 sites on the map and then you invite the residents to click on particular sites and vote 'yes', vote 'no' and maybe give them the option to 'ask a question'".
- After voting is closed the WeGovNow Platform should enable users to see the outcome of the voting process.

6.6 Communication and other Social Interactions User Requirements

- The WeGovNow Platform should support integration with social networking platforms (e.g. Facebook and Twitter).
- The WeGovNow Platform should support moderated conversations amongst its users.
- The WeGovNow Platform should provide users with options for other forms of engagement (e.g. receive information via email, participate in facet-to-face interviews).
- The WeGovNow Platform should inform the participants that were engaged in a project about the final decision/outcome.
- The WeGovNow Platform should provide to users the option to opt in/out for receiving newsletters/updates/notifications and other customised services.

6.7 Uncategorized Technical User Requirements (functional and non-functional)

- Integration of WeGovNow Platform should be such to allow users to use a different tool from any location within the platform.
- The WeGovNow Platform should enable users (i.e. citizens, communities and council) to start a new project for any important issue.
- The WeGovNow Platform should be aware of each user's preferred location (i.e. home address) to send notifications each time there is a public event or a consultation taking place within a user specified distance from his home address. This should be part of the customisation services the platform provides to the users.
- The WeGovNow Platform should be able to be aware of each user's location (if a user consents) to send notifications each time there is a public event or a consultation taking place within a user specified distance from their current location i.e. "every time that something happens within the next 300 meters you can choose whether or not you can be part of it" (Southwark user comment)
- The WeGovNow Platform should require moderation access rights to use specific functions.
- The WeGovNow Platform should support grouping registered users based on various geodemographics.
- In order to facilitate the authentication of organized entities, the login screen should ask to add the sector or the geographical area of reference (e.g. City of Turin - European Funds Dep.; Ipercoop - Torino, via Livorno)
- The WeGovNow Platform should enable all potential users/stakeholders to create a "map of collaborations": stakeholder with whom I have collaborated or I'm collaborating
- The WeGovNow Platform should allow users to work at different levels/different scale (neighbourhood needs, local needs, ...). The reference area (geographic area or project area) should be highlighted visually on the map
- In order to collect better feedback/complaints/suggestions from citizens, the Platform should give some examples of the different categories (i.e. road maintenance: broken traffic lights, potholes, ...)
- The WeGovNow Platform should allow users/stakeholders to report what they want and what is missing (i.e. we need a garden for children); and to report also positive feedbacks
- The WeGovNow Platform should allow users/stakeholders to contribute to a project (with human and financial resources), perhaps adding a crowdfunding tool.
- The feedback and suggestions provided by users on the WeGovNow platform should be collected in a way that is meaningful for the council to analyse.
- The WeGovNow platform should include a user authentication which is connected with a social media accounts and should be able to be connected to all main social media, in order to increase the users.
- The WeGovNow Platform could integrate Google's cookies to send push emails: i.e. if I like theatre, the platform could suggest to users that there is a theatre close to Dora Park, or an association which works in the cultural/theatre field.

- The WeGovNow platform should use the same user authentication which is used to access other services.¹

7 Annex III: Steps Forward and Preliminary Considerations for Requirements Assessments

As outlined in the introduction to this report, work to align further scenario development (WP2) and the further technical development of each of the WeGovNow core components, and platform, (WP3) will undergo an assessment of which use cases and associated requirements will be carried forward and/or refined for inclusion in the final WGN platform for piloting.

This section presents some preliminary considerations whilst factoring in the various constraints in terms of what is technically feasible based on the needs identified by each of the pilot sites in their service scenarios.

7.1 Usability-related Requirements (Functional and non-functional user requirements)

The usability requirements expressed by the pilot sites so far will be extended and become more specific during iterative co-design user sessions that will involve usability testing of our existing tools and software. In collaboration with the pilot sites, a set of criteria will be agreed in line with state of the art methods (D1.2). This will enable a meaningful assessment of requirements, such as the intuitiveness of interfaces, in relation with the users' digital literacy levels. This aspect deserves sufficient attention as we can expect to deal with a rather wide range of users. Non-functional requirements will be further evaluated using questionnaires alongside the prototype.

¹ SPID - <http://www.spid.gov.it/> or TorinoFacile - <https://servizi.torinofacile.it/>

7.2 Registration-related Requirements

User information desired to be gathered during the registration process according to some stakeholders will need to receive further attention to ensure that data collected are useful to the public administration while at the same time ensuring that data collection does not cause any engagement barriers due to user privacy concerns.

Generally, the WeGovNow platform will allow restricting certain actions to registered users. However, not every registered user is also a verified user. The exact tasks that are desired to be supported with and without authentication need further investigation. For instance, the expressed desire to support users who contribute data, make comments, and vote without authenticating themselves may have undesired impacts. Contributions (write operations) without logging into the system will generally raise serious questions, e.g. how to avoid and handle criminal conduct. In the case of voting and any other quantified user input in particular, it will be critical to make sure only eligible users can cast exactly one vote or be counted only once, respectively. For this, users will not only have to register but also verify their account. Non-verified accounts must thus not have any voting right or be counted in any other quantification until they are verified.

Concerning the desired support of registration with email or a social media account (e.g. login using Facebook, Twitter), as of now it is planned to support email registration, Google ID, and Facebook Login. Other ID providers could be added using an external login interface. Nevertheless, using social media ID services does not replace an appropriate accreditation process of the participants to ensure that no person can use multiple accounts to increase their voting weight (adherence to "one person – one vote").

In relation to the desired provision of users with the option to find out more about their local area after they login, the area viewer will allow users to select their area of interest and filter information on a spatial basis.

7.3 Data-related Requirements

Requirements expressed by some stakeholders in relation to maps and spatial data need further investigation in the framework of the iterative co-design process. When it comes to the desired integration of spatial data and other data sources that are currently used by the pilot municipalities, edit/add/delete and other data functions will presumably depend on user access rights and moderation will be required for such functionality. Also, further investigation is needed to understand the data that pilot administrations and other stakeholders are currently working with.

In relation to the expressed desire that the WeGovNow platform should support the users to set an expiration date for the event they add on the map following which content should be automatically deleted, sufficient consideration will need to be given to any undesired impacts this might have. For instance, removing expired events that can e.g. be specified in one of the platform's current components (FirstLife) may turn out as problematic because it

may imply issues related to the transparency of the platform and to the fast access to stratified information. The latter seems especially useful for policy makers and administrations. Currently, users can select their time interval of interest and explore the associated information. Although their expired contributions may not be visualised, this data is not entirely deleted from the platform.

7.4 Voting-related Requirements

Further investigation of voting-related requirements expressed by some stakeholders so far will be needed as these seem influenced by various contextual characteristics. For instance, the expressed desire that the WeGovNow platform should enable users to vote for their preferred option/decision with respect to a proposed site using two options; i.e. 'Yes' 'No', deserves further attention. Technically, this constitutes a special case of LiquidFeedback's voting phase where only administrative initiatives are allowed and only one initiative per issue is used. Politically, this desire may however not be in the interest of citizens and seems to directly contradict the WeGovNow objective of citizen empowerment. Scientifically, repetitive two-candidate-voting (yes/no) has been found to possibly assign unlimited power over the outcome to the entity in charge (i.e. the agenda setter). The underlying theory has been known since 1978 and is summarised by Schofield *et. al* (1988) in which they state that:

“by manipulating the agenda through restricting choices to some finite set to be voted upon in a specified order, any alternative can be made the group choice.”

Refer to Jan Behrens, “Game of Democracy”² for a visualisation of the problem. Furthermore, there is no protection against biased and manipulative questioning by the administration, and LiquidFeedback's countermeasures against untrustworthy proposals would be undermined.

Concerning the expressed desire that the platform users should be able to see the outcome of the voting process, in order to verify the outcome, the users will additionally see the cast ballots (along with their origin) such that they are able to verify that the tallied votes are added correctly and that illicitly added votes can be detected by the public. This is necessary to create trustworthy results.

7.5 Other Requirements

Other requirements expressed by some stakeholders so far will require further investigation as well. When it comes to the expressed desire that in order to facilitate the authentication of organised entities, the login screen should ask to add the sector or the geographical area of reference (e.g. City of Turin - European Funds Dep.; Ipercoop - Torino, via Livorno), it needs to be taken into account that authentication is planned to be reserved to individual users belonging to organisations, rather than to organisations. Users can explicit their

² Behrens, J. (2014). Game of Democracy. *The Liquid Democracy Journal on electronic participation, collective moderation, and voting systems*, Issue 2, 11-22.

membership/affiliation/etc. to an organisation. If we consider an organisation such as the municipality of Turin with its thousands of employees it seems clear that each user should have its own account and a direct responsibility over contents shared on the platform. In addition, there may be issues related to transparency and effective engagement on the platform by staff of municipalities and other stakeholders.

In relation to the expressed desire to integrate Google's cookies in order to enable sending push emails, the WeGovNow platform is planned to provide notification options but not push email that usually have advertising purposes. The area viewer allows a visualisation of real time information (so, the user can see on the map if there are updates in the area that he/she is exploring such as the opening hours of a public service). Also, the user can use search options to filter information on the basis of tags, categories and free text.

END OF D2.3