

H2020-SC6-CULT-COOP-2016-2017 CULT-COOP-11-2016-2017

Co-VAL [770356] “Understanding value co-creation in public services for transforming European Public Administrations”



D8.4 Publication of the Repository

Project Reference No	Co-VAL [770356]
Deliverable	D8.4 Publication of the Repository
Workpackage	WP8 Knowledge sharing and co-production with stakeholders
Type	R = Document, report
Dissemination Level	PU = Public
Date	11/11/2019
Status	Final v1.0
Authors	Francesco Mureddu, David Osimo, Mario Marcello Verona (LC)
Contributor(s)	Viorica Spac (LC)
Reviewer(s)	Danae Tsampouraki, Anna Triantafillou (ATC)
Document description	The aim of this deliverable is to present and explain the repository of good practices embedded in the Co-VAL platform. Specifically, the deliverable will present the structure of the database, the fields and facets, and will depict a series of screenshots taken from the portal.

Document Revision History

Version	Date	Modifications Introduced	
		Modification Reason	Modified by
V0.1	30/08/2019	TOC drafting and document structure	LC
V0.2	15/10/2019	Initial draft	LC
V0.3	07/11/2019	Final draft	LC
V1.0	11/11/2019	Final version for submission to EC	ATC



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 770356. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use, which may be made of the information contained therein.

Executive Summary

The aim of this deliverable is to briefly present the status of the repository of good practices embedded in the Co-VAL platform. Specifically, the deliverable presents the structure of the database (list page and detail page), the current content available on the database, the structure of the best practice record, the methodology for data entry and data gathering activity, and finally the next steps of the task.

Table of Contents

1	INTRODUCTION	5
1.1	PURPOSE AND SCOPE	5
1.2	STRUCTURE OF THE DELIVERABLE.....	5
2	THE DATABASE	6
2.1	OVERVIEW	6
2.2	THE MAP.....	6
2.3	THE DETAIL PAGE.....	7
2.4	THE DATA ENTRY/DATA GATHERING ACTIVITY.....	7
2.5	AVAILABLE CONTENT.....	7
3	NEXT STEPS	14
4	ANNEX I - STRUCTURE OF THE BEST PRACTICE'S RECORD	15

List of Figures

Figure 1 – List Page	6
Figure 2 – Detail Page	7

List of Tables

Table 1 – Next Steps	14
Table 2 – Structure of the Best Practice's Record	15

1 Introduction

1.1 Purpose and Scope

Work Package 8 aims to ensure information sharing and knowledge flows between the research and policy community, and within each community based on peer to peer mechanisms. The idea is that stakeholders can be engaged since the very early stages of the project to participate in the coproduction of the ideas, approaches and policy outcomes of the project. To this end, WP8 envisages the following tasks:

- Setting up of a stakeholder’s panel to enrich the research findings from other WPs with a practice-led perspective on “what works”;
- Creation of a database of good practices based on the “whatworks approach”;
- Creation of a research database to make sure that there is easy access to specific expertise from both practitioners and researchers;
- Online engagement of stakeholders.

Both databases (good practice and research) will have a global approach by reaching out and involving top researchers and practitioners globally. In this deliverable, we present the structure and the visual appearance of the database of good practices.

1.2 Structure of the Deliverable

This document is comprised of the following chapters:

- Chapter 2 presents the database and its content;
- Chapter 3 outlines the next steps related to the database.

2 The Database

2.1 Overview

The best practice repository¹ is a section of the Co-VAL website where initiatives in co-creation and digital transformation considered relevant by the consortium are presented. The structure of the repository is mainly based on two pages: a **list page**, with free search, facets, an overview map and a list of records with pagination, and a **detail page** with all the information about the single practice, with the possibility to comment at the bottom of the page. The database is built following the example and inspiration provided by be the [OECD-OPSI website](#) and the [Data Landscape companies' page](#).

2.2 The Map

The map of the practices is shown in the top region of the page. The map shows the number of practices per country, and by clicking on the shape a filter on the selected country is set. The current status of the list page is displayed in Figure 1.

Figure 1 – List Page

The screenshot displays the 'Best practice repository' interface. On the left, a sidebar titled 'Filter results' contains several filter categories: 'COUNTRIES' (Belgium (1), Denmark (4), France (6), Italy (2), Spain (4)), 'LEVEL OF GOVERNMENT' (Local Government (11), National/Federal Government (9), Regional/State Government (7)), 'YEAR OF LAUNCH' (a range from 1994 to 2018), 'PUBLIC SERVICE SECTOR', 'STAGE OF INITIATIVE', and 'STAGE OF CO-CREATION'. The main content area is titled 'Best practice repository' and features a map of Europe with numbered markers (1, 2, 4, 6) indicating the number of practices per country. Below the map is a search bar and a card for 'The Saillysienne Fabrique: the Participatory Garden' in France, with tags for Citizen Participation, Environment, Innovation, and Participatory Garden.

¹ <http://www.co-val.eu/best-practice/>

2.3 The Detail Page

The detail page shows all the available data of the record. A depiction of the detail page at the current status is provided in Figure 2.

Figure 2 – Detail Page

The screenshot shows the detail page for the record 'Zorglab - Ageing in Place Aalst' in the COVAL Repository. The page features a header with the repository logo and navigation links. Below the header is a large, colorful illustration depicting various aspects of aging in place, including a person at a computer, a lightbulb, a magnifying glass, and various charts and graphs. The main content area is divided into several sections:

- Next practices:** Zorglab - Ageing in Place Aalst
- Summary:** The aim of the project is to create an experimental environment for companies and care organizations which objective is to understand the current and future needs of the elderly in their home situation in order to fine tune their products and services accordingly. In this and the project aim to share a series of tools and co-creation workshops in which the users' experience and knowledge is shared, in order to understand which infrastructural, social and societal conditions must be met in order to be able to 'live older in each living environment'.
- Details:** In that respect, the project focuses on the specific context of housing and the immediate living environment, offering an environment and a series of support services to quickly implement, adjust and evaluate innovative services, processes and products, in an efficient and effective fashion. The project has made two demonstration residences available in which the latest new solutions, innovations and services can be tested by the elderly and compared therewith. Furthermore, forty elderly home are used to directly observe and test the development of necessary adjustments.
- Stakeholders & Beneficiaries:** Regarding the actors most relevant in the process of value creation, clearly the purpose of policymakers is to create value and co-creation is a means for them to do their job better. However, the value created by having those insights helps not only the strategic level, but also at the operational one. Therefore, the elderly people are the central party in value creation. They are involved in the service design phase, as in the evaluation phase at sectors, who give directions to the companies and the city administration to what products or services they need.
- Metadata:**
 - COUNTRY:** Belgium
 - YEAR OF LAUNCH:** 2014, 2015, 2016
 - LEVEL OF GOVERNMENT:** Local Government
 - PUBLIC SERVICE SECTOR:** Social Services
 - STAGE OF INITIATIVE:** Evaluation
 - TAGS:** Value co-creation
 - MAIN ORGANIZATION:** Municipality of Aalst
 - CONTACT PERSON:** Erik Van Opstal
- Navigation:** A list of sections with circular icons: STAKEHOLDERS & BENEFICIARIES, CO-CREATION PROCESS, RESULTS, OUTCOMES & IMPACTS, CHALLENGES & BOTTLENECKS, TRANSFERABILITY & REPLICABILITY, SUCCESS FACTORS, LESSONS LEARNED.

2.4 The Data Entry/Data Gathering Activity

At this stage of the project, all the members of the consortium are proposing practices they encounter during their research activity. A board composed by the coordinator of the project (ATC), the scientific director (UAH), and the coordinator of the policy impact (LC), is assessing which practices should be inputted in the database. As already mentioned, there will be no public data gathering, but only the possibility to leave comments in order to signal practices.

2.5 Available Content

So far 17 case studies carried out by the project partners are available on the database. The following are some characteristics of the cases:

- Geographical provenience: Belgium (1), Denmark (4), France (6), Italy (2), Spain (4);

- Level of government: Local Government (11), National/Federal Government (9), Regional/State Government (7);
- Timeline: from 1994 to 2018;
- Public service sector: Cultural Services (2), Digital transformation and innovation (1), Education (2), Employment (2), Healthcare (7), Public Administration (2), Social Services (1);
- Stage of initiative: Evaluation (6), Experimentation (1), Finished (1), Implementation (12), Planning (7);
- Stage of co-creation: Service delivery (4), Service design (3), Service implementation (5), Service Planning (4);

A brief introduction to the cases follows below:

- **The Saillysienne Fabrique: the Participatory Garden.** The “saillysienne Fabrique” (“La fabrique saillysienne”) was created at the beginning of 2017 aiming to set up projects proposed by the inhabitants, in order to improve the quality of life of the village. These cooperative projects have a general interest objective and mainly have an environmental purpose. The objective of the fabrique is thus to modify the traditional methods of communication between elected officials and citizens. While the choice of projects was left completely open, the majority of the projects focused on themes combining cooperation and preservation of the environment. The Saillysienne Fabrique was launched in Sailly-Lez-Lannoy, a village situated in the department of Nord (Hauts-de-France), which had 1696 inhabitants in 2015. Currently, 11 projects have been selected. The projects are mainly environmental. The environmental objective is dominant in the following projects: Compost Workshop, Carpooling, Zero Waste Challenge, Participatory garden, Hives. In the other projects, the “social link” dimension is dominant, but environmental preservation can also be present, in particular through the idea of re-using resources. The other projects are the Book Boxes, Magazine Exchange, European Cycling Challenge, National Meetings of Participation, Film Debate, and Twinning.
- **The Melting Potes Programme.** The Melting Potes programme is a civic service commitment offered by the Unis-cités association, primarily for the Roma community, which has been opened since 2018 also to refugees. The aim of the programme is to facilitate the inclusion of minorities in the French community and to eliminate prejudices against them. The programme is innovative in several fields. Civic service is used as a springboard for the integration of discriminated groups into the French community. Civic service enables young allophones to improve their level of French language, to improve knowledge of French culture, and to consider their project for the future. In addition, this programme helps to remove any prejudices about the communities that young people or civic service partners may have. Finally, allophones have a role as community support, to improve the inclusion of their community in the French community. In addition, this social innovation is structured around several methodological and pedagogical innovations (language sessions conducted by Francophones, tailor-made training on access to rights and health).
- **Booster Programme.** The “Booster programme” is a programme of a civic service innovation network seeking to reintegrate into society young people in situation of school dropout. Offered by the association Unis-cité, it is a 6 to 9-month commitment combining civic service

and school reintegration in regular Comprehensive school or vocational school. The purpose of this programme is to guide minors to employment or training at the end of their civic service by allowing them to follow a school refresher course. While civic service is not a new concept, applying civic service to young dropouts helps to reverse the image these young people have of themselves: from those who are accompanied and helped, they become the ones who help others, which contributes to their revalorization. This social innovation is based on a particular working method (methodological innovation) combining a 2-days school refresher course and a 3-days collective civic service.

- **Zero Long-Term Unemployed Territory (TZCLD).** The “zero long-term unemployed territory” (TZCLD) project has at its centre the “Job Factory” which is a Job-Oriented Company (JOCs). Its purpose is to solve long-term unemployment by involving a methodological innovation (a new recruitment method based on a reverse process), and an organizational innovation (the creation of a firm with an employment objective and a horizontal management). The project TZCLD was initiated by the association ATD Quart Monde (ATD Fourth World) in 2011, after being tested mid-1990 in Seiches-Sur-Le-Loir but not carried out to completion because the financing package proposed required a change in the French law. After ATD Quart Monde won the support of a Parliamentarian, Laurent Grandguillaume, who defended the project at the National Assembly, the “Zero long-term unemployed Territory” (TZCLD) association was created in October 2016 to pursue the project at a national level. A law was voted on 29 February 2016 to enforce the TZCLC project, and 10 experimental territories, financed for 5 years, were chosen in November. The project is currently in the testing phase. The idea of the project is to be able to offer to any unemployed person in a given territory, a job adapted to his/her know-how, paid at the guaranteed minimum wage, based on an indeterminate duration contract, for a chosen period of time. Unemployed persons are hired by the JOCs, which are created for the purpose of this project. These JOCs fall within the scope of the Social and Solidarity Economy. They propose indeterminate duration employment contracts with guaranteed minimum wages. The unemployed persons create their own jobs on the basis of their know-how, their desires, and the needs of the territory. The jobs created must not compete with the activities of “traditional” incumbent companies.
- **MAIA Method.** The MAIA method (Method of action for the integration of healthcare and support services in the field of Autonomy) was launched in 2008, with the aim of overcoming the barriers of service systems fragmentation regarding populations in vulnerable situations. The implementation of the method was assigned to the regional health agencies (ARS). If several coordination mechanisms have been tested before the MAIA method in France, the MAIA method especially differs from these mechanisms by the inclusion of a case management system which supports home-isolated elderly. It creates value directly for the final user (his/her well-being, respect of the will of elderly people, restore home care). The MAIA method aims to ensure the decision-making process between stakeholders by setting up meetings at a local level between decision-makers and funders of gerontological policies (strategic level) and between the local operators responsible for the healthcare and support services that help seniors to stay at home (operational level). Currently, the MAIA method is a public policy institutionalized in the Family and social action code.
- **Parkinson Madrid.** The aim is to understand the meaning of value in the provision of health services within the public health system (publicly financed) in Spain by the different

stakeholders in the process, from policy makers to aged individuals who are users of the public and social service systems.

- **Library Living Lab.** Library Living Lab (L3, onwards) is an open, participatory, experimentation and co-creation space situated in the public library Miquel Batllori, Sant Cugat del Vallès, Barcelona, Spain. Library construction started in 2013, the agreements for the implementation phase were signed in 2014, and finally, the library opened its doors in May 2015. L3 is located in Vollpelleres is a newly-built district that was developed during the first years of the last decade (2000-2006). Unfortunately, the collapse of the housing bubble halted the consolidation of newly born districts in Sant Cugat, and this meant that much of the projected services and amenities were not built at that time and are still lacking. In order to deal with such inconvenience, some neighbours deeply worried about the situation decided to organise themselves and founded the Association of Residents of the Neighbourhood of Volpelleres. The Association was soon endowed with a department of innovation & technology, thus reflecting the vibrant and ICT-friendly spirit of the association. This is how the idea of a new library somehow related to technology arose.
- **Guadalinfo Living Lab.** Guadalinfo was set up in 2003 with the basic aim of providing public broadband access and ICT uptake to the whole region of Andalusia including the most remote areas. The initiative was implemented by the Service for Access to the Information Society within Andalusia's Ministry of Innovation, Science and Enterprise and targeted, in particular, towns of less than 20,000 inhabitants and neighbourhoods located in the most under-populated and disadvantaged areas of Andalusia. Nevertheless, Guadalinfo greatly evolved from a digital literacy-based network to a powerful tool spurring social innovation and citizens' empowerment, thus unleashing fruitful processes of co-creation. This shift, undertaken through the deployment of a new tool called Innycia, reinforces the pioneering role of Guadalinfo, the strong value as a network and the profound embeddedness in the Andalusian society. Its evolving nature as a social innovation tool involving quite interesting co-creation practices enables considering the 770 centres strictly as "living labs".
- **INTRAS-IDES.** INTRAS Foundation is a private NGO that was established in 1994 thanks to the effort of various professionals strongly involved (both through direct intervention and research) with people suffering from mental illness and cognitive impairment. In order to fulfil this goal, the Foundation hosts a vast care infrastructure (e.g., nursery homes, day-care centres, teams of personal autonomy promotion, a special employment centre) mostly based in Castile-Leon (Northwest of Spain), even though the region of Madrid has been also benefitted. In this context, IDES is the spin-off of the INTRAS Foundation and was born with the basic aim of promoting knowledge transfer through different activities, such as training, the development of care-based technologies, the promotion of the usability lab and the IDES Living Lab, whose activity is the core of the present analysis.
- **E-BRO-Let's Go to work (E-BRO).** "E-BRO APS" is a small company that has developed "JobIntra", an IT solution that has been first applied by Jobcenter Brøndby in Denmark in the context of the flexi-job scheme, which is an initiative within the Danish unemployment scheme. Flexi-jobs imply that a company employs a disabled citizen for 10-12 hours a week in a permanent form of employment. The company pays the salary for the 10-12 hours per week, while the state pays the rest. JobIntra's aim is first to increase the number of available flexi-

jobs and then to substantially reduce the time it takes to find a permanent flexi-job to potential candidates. The case represents a special form of social innovation, a “reverse” process of finding flexi-jobs to disabled citizens.

- **Italian Digital Transformation Team (Team Digitale).** The Italian Digital Transformation Team (Team Digitale) was established by law in September 2016, with an initial two-year mandate until September 2018. Subsequently, its activities have been extended to December 2019. The Team and its Commissioner are appointed by the Prime Minister to implement the Digital Agenda and Innovation.
- **The Danish Business Authority (DBA).** The Danish Business Authority (DBA), a state administrative unit, is an authority under the Ministry of Business. Founded originally in 1964, the Danish Business Authority (DBA) in its present structure was founded on January 1, 2012 by a merger of the Danish Commerce and Companies Agency with parts of both the Danish Commerce and Construction Agency and IT and Telecom Agency. DBA is financed through the Finance Act. Currently it employs about 650 employees distributed in three different locations in Denmark. The Danish Business Authority’s overall vision is to provide “the best framework for businesses” with the clear mission of making “it simple and attractive to conduct business throughout Denmark” in partnership with others.
- **Anonymous.** Healthcare innovations through Living Labs in Denmark: The idea is to develop and implement healthcare innovations through a living lab approach in which an external consultancy leads the co-creation process which is the living lab. The living lab is anchored in and owned by a stakeholder organization. The main stakeholders are asked to define a problem and develop hypothesis concerning the cause of the problem. They also generate ideas as to its solution. In one case, citizens from a municipality have involved in setting priorities for health care through a street lab approach. Though the living lab approach, ideas are generated and developed into innovations within problem-framework defined the main stakeholders. Trusted users test the ideas and ideas are experimentally implemented in a real-life context.
- **The Clinical Centre NeMO (NeuroMuscular Omnicentre).** The Clinical Centre NeMO (NeuroMuscular Omnicentre), a highly specialised medical centre part of the public Italian healthcare system (Sistema Sanitario Nazionale). The center manages four clinical facilities distributed from the North to the South of the Italian territory, located in Milan (Lombardy Region), Rome (Lazio Region), Messina (Sicily Region) and Arenzano (Liguria Region). Nemo responds specifically to the needs of those affected by neuromuscular diseases, implementing a multidisciplinary approach that puts users’ needs at the center. Its main purpose is to improve the quality of life of patients, providing them and their families with clinical and psychological support. Its mission is to create a network for the diagnosis, cure, and care of neuromuscular diseases based on the excellence of medical services and the centrality of the patient’s needs. Its objectives are about preserving the autonomy of the patient as long as possible, preventing and/or slowing down the evolution of the disability, improving the general quality of life. In particular, the individual rehabilitation plan is managed by a multidisciplinary team (composed by neurologists, neuropsychiatrists, psychologists, pulmonologists, and physiatrists) that takes care of the patient and his/her family along all the stages of the disease. Another novelty is the “nurse coach” who helps the family in taking care

of the patient once come back home and manages the relations between the caregivers and NeMO and other medical services. The Centre's 4 medical facilities reach out to approximately 3,200 patients/year. Its operating model relies, amongst other principles, on provision of funds from associations whose members are people with neuromuscular diseases and their families. Its operating model relies, amongst other principles, on provision of funds from the associations of people with neuromuscular diseases. That, allied with the fact that its operations are carried out necessarily inside of facilities/hospitals owned by the National Healthcare System, allows Nemo to provide free services to its patients.

- **Bispebjerg-Nørrebro (BIN) Project.** The research setting of the case study is the elderly care sector in the municipality of Copenhagen, Denmark. The municipality has been undergoing a paradigm shift towards an increased focus on what a good life contains to elderly citizens (Københavns Kommune 2015b). This is discursively constructed in the elderly care policy as a move from “passive to active” implying an increased focus on self-determination and participation of citizens (Københavns Kommune 2015a). An experiment with improving elderly care services were organized by the municipality over a three-year period in 2015-2017. The project was called “Quality of life for elderly people in non-profit housing areas” targeting loneliness amongst elderly people living in their own homes. The point of departure was three residential areas for elderly, but the focus in this case study is on one specific area, the sub-project Bispebjerg-Nørrebro (BIN). The project is an illustration of the interplay between “prolonged” activities (taken place in the residential area) and activities maintained by the same employees in the local Activity Centre (Activity Centre Bispebjerg). The main aim of the project is: to enhance life quality and lessen loneliness among residents by creation of residence-near activities, which promote the creation of network and friendships, that the residents themselves want to engage in and manage after project completion (Project description, 2015). The project activities ended in the beginning of 2018, but the findings of the project continue as spin offs at different levels in the municipality e.g. as a loneliness foundation and a new initiative at the Activity Centre focusing on how the elderly to a larger degree can use the city of Copenhagen.
- **Method of action for the integration of healthcare and support services in the field of Autonomy (MAIA).** The case study examines the MAIA method (Method of action for the integration of healthcare and support services in the field of Autonomy). It is an organisational model adapted to local specificities. The increase in life expectancy and the ageing of the population have led to the problem of old-age dependency. Gerontological answers exist, but in France, coordination between the healthcare, social and medico-social fields is not sufficiently articulated and remains hospital-centred. These institutional, organisational and clinical fragmentations have serious consequences for the health pathways of elderly people. They cause discontinuities in elderly care (healthcare, support, waiting list in specialised institutions [Ehpad]), as well as contradictory decisions between professionals. This poor coordination makes the health system more expensive (emergency hospitalisation, hospital re-admission). To manage these dysfunctions, researchers have proposed to public decision-makers to establish an integration strategy, according to the Quebec concept, by adapting it to the features of the French system, and specifically by maintaining the centralised health insurance system. The purpose is not to create new structures but to organise and enhance

the clarity of the healthcare and support system by ensuring the articulation and coherence of existing resources in the healthcare, social and medico-social fields.

- **Ageing in Place Aalst (ZorgLab).** The aim of the project is to create an experimental environment for companies and care organizations which objective is to understand the current and future needs of the elderly in their home situation in order to fine tune their products and services accordingly. To this end, the project puts in place a series of tests and co-creation workshops in which the users' experience and knowledge is shared, in order to understand which infrastructural, social and societal conditions must be met in order to be able to "grow older in one's own living environment". In that respect, the project focuses on the specific context of housing and the immediate living environment, offering an environment and a series of support services to quickly implement, adapt and valorise innovative services, processes, and products, in an efficient and effective fashion. The project has made two demonstration residences available in which the latest new applications, infrastructure, and services can be tested by the elderly and caregivers themselves. Furthermore, forty elderly home are used to directly observe and test the development of necessary adjustments. These homes are loosely grouped into four "Home Care Neighbourhoods" concentrated around a specific healthcare institute. In order to combat isolation, the project involves the elderly in public life as long as possible. Therefore, the service offering and public space as part of the living environment can also be tested for adjustments for seniors. In this respect, essential in the project is the active participation of older adults, informal caregivers and professional caregivers in the creation and testing processes. In a panel-based living lab approach, they form the panel, which is the core of the lab. Every type of older adult (50-55+) is involve, provided that he/she is living at home. Finally, 20% of adults involved are socially vulnerable. Most elderly people indicate that they would prefer to live at home and close to their familiar social environment. In this respect, informal care becomes increasingly important when older people's independency is put under pressure. Furthermore, older persons prefer to stay in their own home where they can live longer if their home environment is adapted in terms of comfort, infrastructure (such as space, electricity and home automation) and design according to an innovation logic.

3 Next Steps

Finally, the next steps regarding the database are outlined in Table 1 below.

Table 1 – Next Steps

Activity	Due date
Fill of the database with practices collected by all partners	M25 – November 2019
Keep populating the database until the end of the project	M36 - October

4 Annex I - Structure of the Best Practice's Record

Most of the fields are mandatory to complete. The mandatory fields are marked in the google spreadsheet with a star (*) in the first column.

Table 2 – Structure of the Best Practice's Record

Mandatory	Field name	Field Type	Multiple	Allowed values
*	Title	Short text (varchar 255)	No	
*	Country	List	Yes	List of Countries (Europe)
*	Year of launch	integer	No	years
	Project URL	URL	No	
*	Level of government	List	Yes	- National/Federal government - Local government - Regional/State government
*	Public Service Sector	List	No	- Healthcare - Registries - Social Services - Transportation - Waste Disposal - Tax Collection - Crime Prevention - Library services - Roads, parks, infrastructure - Public education - Higher education
*	Stage of Initiative	List	Yes	- Planning - Implementation - Evaluation
*	Stage of co-creation	List	Yes	- Service planning - Service design - Service implementation - Service delivery
	Digital Transformation Technology	List	Yes	- AI - AR - Big Data Analytics - Blockchain - Cloud - Digital Platforms - VR
	Methodology used for co-creation	Short text (varchar 255) with autocompleter based on existent values	No	
*	Overview	Long text	No	
*	Stakeholders & Beneficiaries	Long text	No	

*	Co-creation process	Long text	No
*	Digital Transformation process	Long text	No
*	Results, Outcomes & Impacts	Long text	No
*	Challenges and Bottlenecks	Long text	No
*	Transferability and Replicability	Long text	No
*	Success Factors	Long text	No
*	Lessons Learned	Long text	No
	Free tags	Autocompleter (suggestions)	Yes
*	Main Organization	Short text (varchar 255)	No
*	Contact person	Short text (varchar 255)	No
*	Contact email	Short text (varchar 255)	No
	Attachments	Files	Yes
	Media - images	Images	Yes
	Media - Video	Link to video (YouTube, Vimeo, etc.)	Yes

For several fields a list of allowed values has been provided. The records can be commented by the public. In absence of an existent login system in the website, the [Disqus](#) solution has been integrated.