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



D8.3 Co-design of the Databases

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Authors	Francesco Mureddu, David Osimo, Mario Marcello Verona (LC)
Contributor(s)	Anna Triantafillou (ATC)
Reviewer(s)	Danae Tsabouraki (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	10/10/2018	TOC drafting and document structure	LC
V0.2	30/10/2018	Initial draft	LC
V0.3	10/01/2019	Final draft	LC
V1.0	14/01/2019	Final version for submission to EC	ATC

Executive Summary

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 repository (list page and detail page), the structure of the best practice record, the methodology for data entry and data gathering, and finally the next steps of the task.

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1 Introduction

This document presents Co-VAL's good practices repository; it explains its functionalities and provides screenshots of the repository's user interface. The link for the best practices repository is <http://www.co-val.eu/best-practice/>.

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:

- Set 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 characteristics of the database;
- Chapter 3 outlines the next steps related to the database.

2 Description of the best practice repository

2.1 Overview

The best practice repository 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**, containing a search functionality, 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 List Page

In this page general information about each practice is shown, together with a link directing users to the detail page. The pagination is set to 20 practices per page.

Free Search

A free search feature is present in the list page. The free search creates a quick filter with weighted criteria (e.g. the words found in the title have a big weight). All the free text and list-based fields can be used for the searchable indexing.

The Facets Filters

Another way to filter the data is through the facets. The facets will be provided for several fields. Currently, the fields for which the facet filter are provided are:

- Country
- Level of government
- Year of launch (with double slider, to permit intervals between two years)
- Public Service Sector
- Stage of Initiative
- Stage of co-creation
- Digital Transformation Technology

The Map

A map with the practices, based on EU28 countries, is shown at the top of the page. The map shows the number of practices per country. By clicking on each country, the user can see at a glance the number of best practices followed by this country. A screenshot of the list page is displayed in Figure below.

Figure 1 – List Page

The screenshot displays the COVAL Repository interface. At the top left, the logo 'COVAL REPOSITORY' is visible, along with navigation links for 'REPOSITORY' and 'ABOUT'. The main content area is titled 'Best practice repository'. On the left side, there is a 'Filter results' sidebar with a 'Reset filters' button. The sidebar contains several filter categories, each with a dropdown arrow:

- COUNTRIES**: Austria (1), Belgium (1), Croatia (1)
- LEVEL OF GOVERNMENT**: Local Government (1), National/Federal Government (1), Regional/State Government (1)
- YEAR OF LAUNCH**: A slider range from 2014 to 2018.
- PUBLIC SERVICE SECTOR**
- STAGE OF INITIATIVE**
- STAGE OF CO-CREATION**
- DIGITAL TRANSFORMATION TECHNOLOGY**

On the right side, there is a world map showing the number of practices per country. A red pin is placed over Belgium, indicating 1 practice. Below the map is a search bar with the text 'Search'. Below the search bar, a card for 'ZorgLab – Ageing in Place Aalst' is displayed, with a 'Belgium' label and the Belgian flag. The card text reads: '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 [...]'. A 'Value co-creation' tag is visible at the bottom of the card.

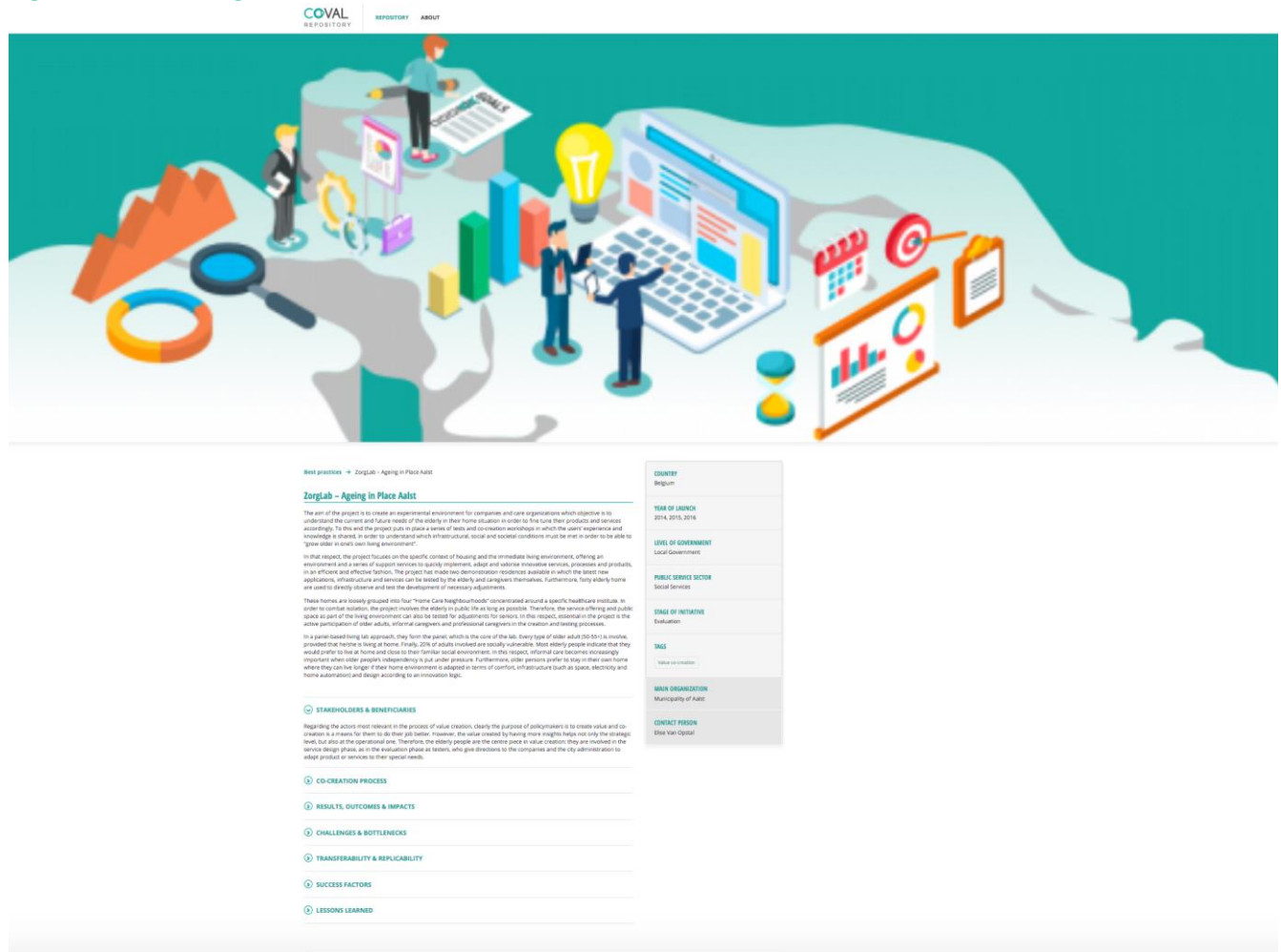
2.3 The Detail Page

The detail page shows all the available data of the record. The title of the page will be the title of the practice and a list of fields will be shown. For the navigation between the detail page and the list, a breadcrumb system is provided. For the data presentation the model that will be followed is above mentioned [OECD-OPSI website](#). The fields listed in the detail page are:

- Country
- Year of Launch
- Level of Government
- Public Service sector
- Stage of Initiative
- Main Organization
- Contact Person
- Overview
- Stakeholders & Beneficiaries
- Co-creation process
- Digital Transformation process
- Results, Outcomes & Impacts
- Challenges and Bottlenecks
- Transferability and Replicability
- Success Factors
- Lessons Learned

A depiction of the detail page at the current status is provided in Figure 2.

Figure 2 – Detail Page



2.4 Structure of the Best Practice’s Record

Most fields in the best practices record are mandatory. The mandatory fields are marked in the google spreadsheet with a star (*) in the first column.

Table 1 – 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

Mandatory	Field name	Field Type	Multiple	Allowed values
				- 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. For all the fields marked as "list" on the type column, a list of allowed values is present in the google spreadsheet. Users can also add comments at the bottom page of each best practice. In absence of an existent login system in the website, the [Disqus](#) solution has been integrated.

2.5 The Data Entry/Data Gathering Activity

The first data entry will be provided by the developers, with the import of a CSV file or similar, containing all the relevant data and following the structure for the data exchange presented above. The first data entry regards practices already collected and described in WP1. At a second stage, all members of the consortium will suggest best practices they encounter during their research activity. A board consisting of the coordinator of the project (ATC), the scientific director (UAH), and the coordinator of the policy impact (LC), will assess which practices should be included in the database.

3 Next Steps

Finally, the next steps regarding the repository are outlined in Table 2.

Table 2 – Next Steps

Activity	Due date
Initial population of the repository with practices already collected in WP1	M15 – January 2019
Population of the repository with practices collected by all partners	M16 – February 2019