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



D9.2 Online Prototype Tracker

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Document description	This document presents the structure and the visual appearance of the policy dashboard that will enable collaborative monitoring of what governments are doing in implementing digital transformation and co-creation policies.

Document Revision History

Version	Date	Modifications Introduced	
		Modification Reason	Modified by
V0.1	31/08/2018	ToC drafting and document structure	LC
V0.2	15/09/2018	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

Deliverable D9.2 is part of Task 9.1 Design of the tracker prototype, in the framework of which the indicator checklist was designed, by transforming the most recent policy document into trackable operational checklists based on Yes/No indicators.

Task 9.2 is also relevant to the operation of the prototype tracker, as in the task's framework policy reports are reviewed, in order to extract data to populate the dashboard. The consortium is in the process of identifying 29 country experts that will provide additional data from national reports and other information sources. The information will be directly uploaded on the web tracker, and after accurate quality check they will become visible on the dashboard. The tracker also allows open comments to each country fiche, in order to identify best practices and feedback from the community.

The online tracker is based on the checklist of indicators and enables data gathering and data visualization of the level of implementation of the recommendations. It is a dedicated mini-site, integrated in the main Co-VAL site.

Please click on the following link to be directed to the online tracker: <http://www.co-val.eu/dashboard/>.

Table of Contents

1	INTRODUCTION.....	5
1.1	PURPOSE AND SCOPE	5
1.2	STRUCTURE OF THE DELIVERABLE.....	5
2	PRESENTATION OF THE DASHBOARD	6
2.1	OVERVIEW	6
2.2	LIST OF PAGES	6
2.2.1	<i>The EU28 Dashboard</i>	<i>6</i>
2.2.2	<i>The Municipalities' Dashboard</i>	<i>8</i>
2.2.3	<i>The Details Pages.....</i>	<i>10</i>
2.3	THE STRUCTURE OF THE DASHBOARD	12
2.3.1	<i>Dimensions and Indicators.....</i>	<i>12</i>
2.3.2	<i>Colour Code.....</i>	<i>14</i>
2.4	THE DATA ENTRY/DATA GATHERING ACTIVITY.....	14
2.4.1	<i>Two Levels of Authenticated Users</i>	<i>14</i>
2.4.2	<i>Data entry internal pages: the index</i>	<i>15</i>
2.4.3	<i>Data entry internal pages: the detail</i>	<i>15</i>
3	NEXT STEPS.....	17

List of Figures

Figure 1 – The EU 28 Dashboard	7
Figure 2 – Map of EU28 countries	8
Figure 3 – The Municipality Dashboard.....	9
Figure 4 – Map of EU28 municipalities.....	10
Figure 5 - Look and feel of the country summary sheet	11
Figure 6 - Look and feel of the municipality summary sheet	11
Figure 7 – Login Page for stakeholders involved in the data collection	15
Figure 8 – Data input form for countries.....	16
Figure 9 – Data input form for municipalities	17

List of Tables

Table 1 - Dashboard Indicators.....	12
Table 2 – Next Steps	17

1 Introduction

This document presents the methodology for developing a policy dashboard that will enable collaborative monitoring of what governments are doing in implementing digital transformation and co-creation policies. More specifically, the deliverable presents a checklist of indicators that will inform the development of an online dashboard, transforming policy documents and stakeholder input into trackable operational checklists. The preliminary set of indicators depicted in the deliverable will be used for the piloting of the dashboard at the local level.

You can visit the following link to be directed to the online prototype tracker, hosted in Co-VAL's website, and navigate through its interface: <http://www.co-val.eu/dashboard/>.

1.1 Purpose and Scope

As already mentioned in D9.1 and D9.3, as part of WP7, the Lisbon Council will develop actionable policy recommendations, which will be then tracked through a dashboard that enables collaborative monitoring of what actions governments are taking at a local and national level towards the digitalization of public administration. More specifically, WP9 aims to ensure the recommendations developed in WP7 are translated into policy action by tracking at very granular level what the Member States are doing. To this end, the consortium developed a policy tracker enabling collaborative monitoring of what governments and municipalities are doing in implementing co-creation and digital transformation policies. The tracker has been built based on the large experience accumulated by the Lisbon Council professionals with the Startup Manifesto Policy Tracker and the eGovernment Action Plan Evaluation. The first information will be inputted in the policy tracker by the project partners. Afterwards, experts from governments and from public administration will provide the data following the guidelines presented in D9.3. The tool includes interactive visualisation to make the results intuitive and appealing, and enables rankings of government and municipalities activity.

1.2 Structure of the Deliverable

This document is comprised of the following chapters:

- Chapter 2 presents the structure of the dashboard;
- Chapter 3 outlines the next steps regarding the dashboard.

2 Presentation of the Dashboard

2.1 Overview

As already mentioned in D9.1, the exercise requires gathering granular data at the level of Member States and at the local level, in order to enable cross-analysis. In this respect, the study team will collect data about policy measures on digital transformation and co-creation, and the project's dashboard will provide a quick overview of the status of the member states (Europe 28) and municipalities that will be involved in the Co-Val project. The main page shows two tabs:

- Dashboard for municipalities (about 10, under definition);
- Dashboard for member states (EU 28).

The two dashboards provide a representation in the form of a table, with colored cells, in order to immediately give an idea of the dimensions' status and individual indicators for each country / municipality. There is also a map for both views (Countries and Municipalities). The countries map is based on the shapes of the countries, while the municipalities map will have location points indicating the cities examined. Each country / municipality will have an in-depth page, in which there will be a detailed overview, with an introductory text and an in-depth table of indicators with the current status and a textual description of the response (evidence). The data entry is provided in a collaborative format. Each state / municipality will therefore have an account, in order to access their data and update the indicators and information provided there.

2.2 List of Pages

The local navigation menu will be structured as follows:

- Dashboard;
- Countries;
- Municipalities;
- Profile;
- Login.

The pages will be:

- Public area:
 - The public home page with the two tabs:
 - The EU28 dashboard;
 - The municipalities dashboard;
 - The public detail page of the country or municipality;
 - The login page (or a login form in a modal).
- Restricted area:
 - The authenticated index page, with a list of countries / municipalities in case of admin users, or the allowed pages in case of normal users;
 - The detail page of the administration page, with:
 - The introductory text for the country / municipality;
 - The list of indicators.

2.2.1 The EU28 Dashboard

The EU28 dashboard will be one of the tabs of the main page. In this page, a subtitle, an introductory text, the summary map and the dashboard table will be presented.

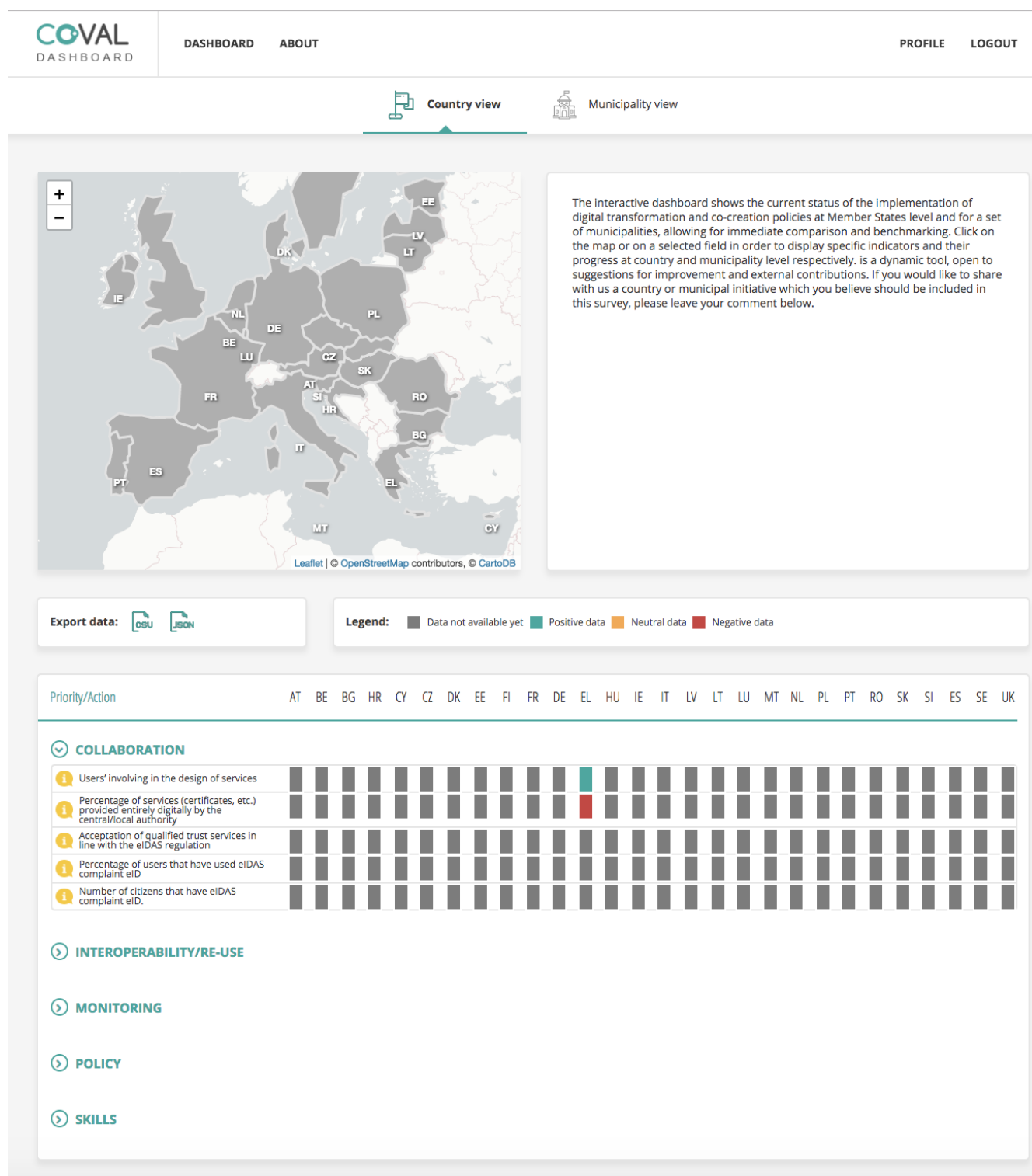


Figure 1 – The EU 28 Dashboard

On mouse over the details of the status of the dimensions are provided.

Regarding the table, the provided interaction will be:

- On mouse over on each cell a tooltip will be shown, with the information about the country and the indicator in analysis;

- By clicking on the cell, the page with the detail of the country will be shown, with a smooth scroll on the indicator clicked.

The map

The map of the EU28 (Figure 2) shows the countries shapes with a color. Each country will have the same color as the table, where 3 different colors are provided depending on the level of the digitization achieved (please check the section Colors).

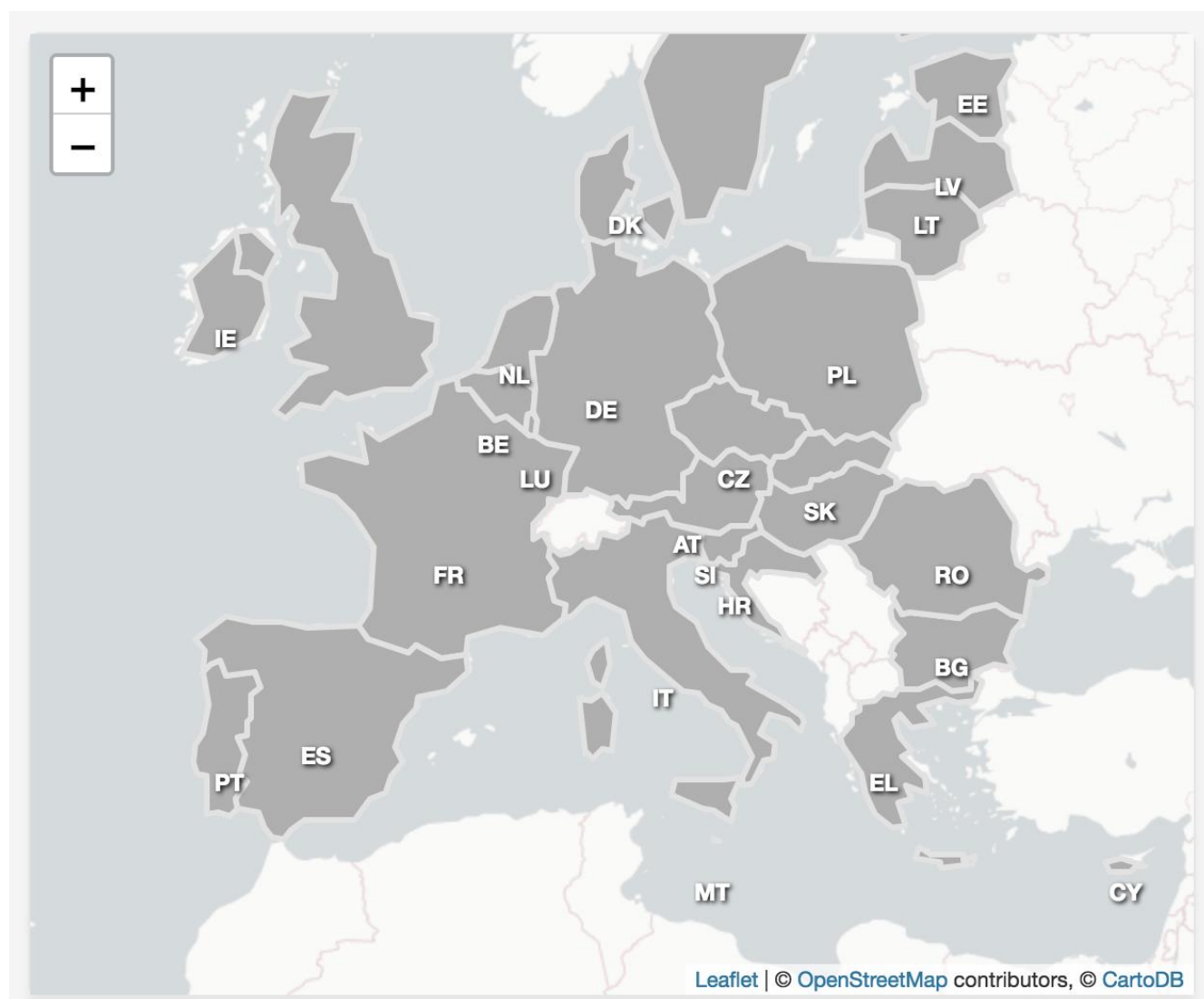
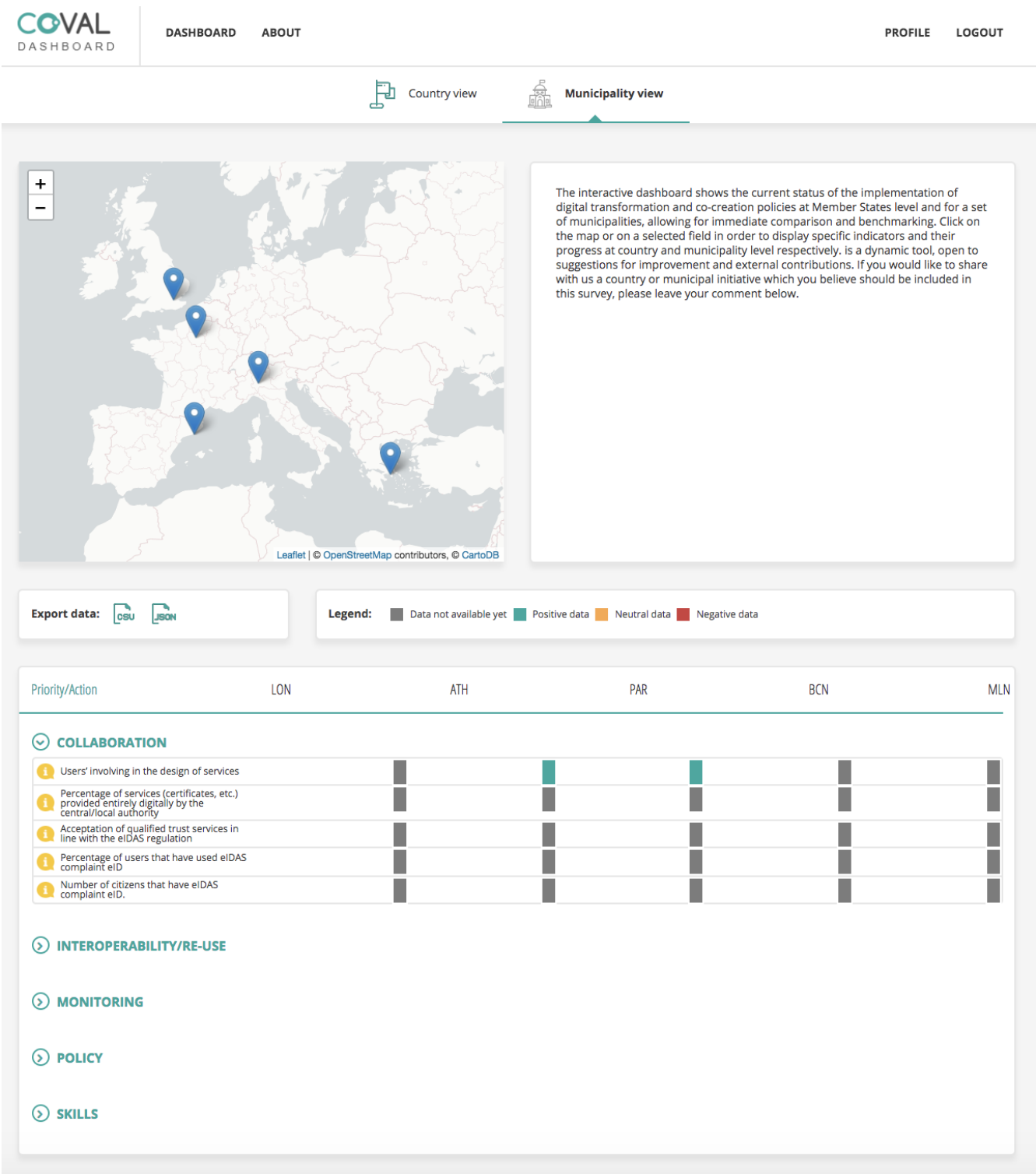


Figure 2 – Map of EU28 countries

2.2.2 The Municipalities' Dashboard

The table

The table is very similar in terms of aspect and interaction with the EU28 map (Figure 3).



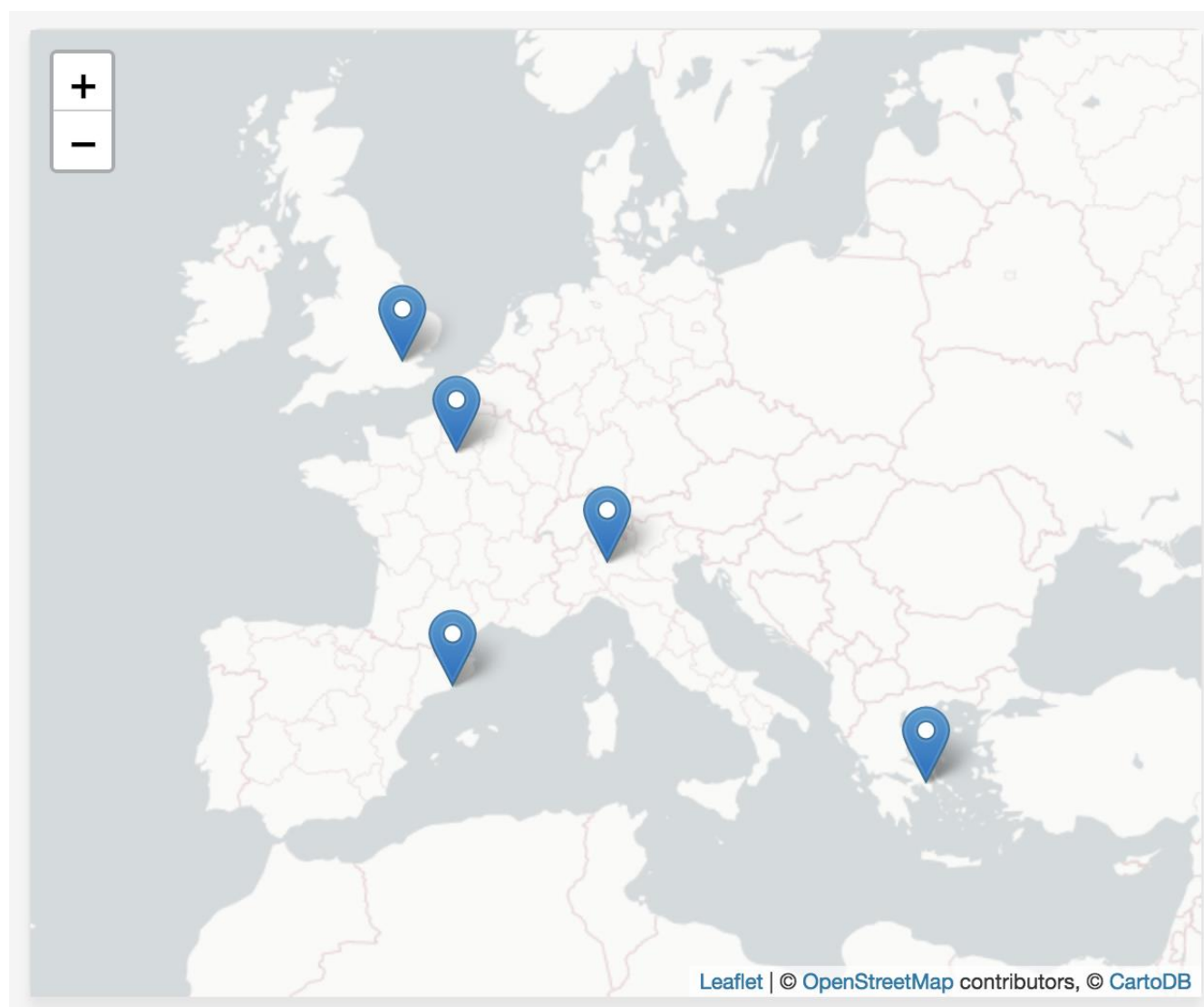


Figure 4 – Map of EU28 municipalities

2.2.3 The Details Pages

The details page will show the data of the single country or municipality. The details page will present:

- 1) The Summary text;
- 2) The list of indicators, in the form of tables, grouped by dimension. For each indicator, the following will be presented:
 - a. The indicator name;
 - b. The status (Yes / No or the number);
 - c. The evidence.

Each country and municipality sheet will be directly editable by country stakeholders through a login system with a secure unique username/password. Below an example is provided of a country (Figure 5) and a municipality (Figure 6) summary sheet.

Italy data

Summary

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros. Nullam malesuada erat ut turpis. Suspendisse urna nibh, viverra non, semper suscipit, posuere a, pede.

Donec nec justo eget felis facilisis fermentum. Aliquam porttitor mauris sit amet orci. Aenean dignissim pellentesque felis.



Expand all



Retract all

COLLABORATION

INDICATOR	STATUS	EVIDENCE
Users' involving in the design of services		
Percentage of services (certificates, etc.) provided entirely digitally by the central/local authority		
Acceptation of qualified trust services in line with the eIDAS regulation		
Percentage of users that have used eIDAS complaint eID		
Number of citizens that have eIDAS complaint eID.		

Figure 5 - Look and feel of the country summary sheet

Milan data

Summary

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros. Nullam malesuada erat ut turpis. Suspendisse urna nibh, viverra non, semper suscipit, posuere a, pede.

Donec nec justo eget felis facilisis fermentum. Aliquam porttitor mauris sit amet orci. Aenean dignissim pellentesque felis.



Expand all



Retract all

COLLABORATION

INDICATOR	STATUS	EVIDENCE
Users' involving in the design of services		
Percentage of services (certificates, etc.) provided entirely digitally by the central/local authority		
Acceptation of qualified trust services in line with the eIDAS regulation		
Percentage of users that have used eIDAS complaint eID		
Number of citizens that have eIDAS complaint eID.		

Figure 6 - Look and feel of the municipality summary sheet

2.3 The Structure of the Dashboard

The structure of the indicators is based on a 2-level hierarchy: five dimensions and 21 indicators.

2.3.1 Dimensions and Indicators

The indicators are decomposed into five dimensions:

- **Policy:** this dimension considers the participation to international networks and initiatives, as well as the consistency of the local digital government strategy with the EIF;
- **Interoperability/re-use:** this dimension deals with the ability of the public administration to share information and knowledge with other administration, by means of the exchange of data between ICT systems. For the purpose of the dashboard, interoperability entails also re-use of software and service components;
- **Collaboration:** this entails the involvement of users in the creation and design of services, as well as the acceptance of trust services for using the services provided by the public administration;
- **Skills:** this dimension considers the acquisition of skills by the public administration, by means of training of civil servants, as well as by means of hiring managing personnel from private companies;
- **Monitoring:** this final dimension deals with the monitoring activity implemented by the public administration by means of KPIs. Besides the data, local governments will be able to add evidence and other qualitative information, including suggesting best practices for each indicator.

Indicators

In Table 1 we depict the first proposal for a set of 18 dashboard indicators to measure progress against these recommendations. Of course, we are fully aware of the sizeable number of existing indicators on digital government. However, our proposed dashboard is fully complementary to them, because it addresses two underestimated but crucial aspects: the collaboration between the national and local level, and the uptake¹.

Table 1 - Dashboard Indicators

Dimension	Indicator	Type of Data
Policy	Number of EU projects on digital government participated by the local authority in the last 5 years	Integer number
Policy	Do you (local authority) participate in international networks on digital government?	Binary (Yes/no)
Policy	Do you (local authority) have a digital government strategy consistent with EIF?	Binary
Policy	Do you (central authority) have a national digital plan?	Binary

¹ The national-local collaboration is partially analysed by the National Interoperability Framework observatory, but only concerning the design of the NIF, not the actual implementation. The uptake dimension is considered by the DESI index using Eurostat data based on surveys, but we argue in the paper that the data should be generated directly by the public administration systems.

Dimension	Indicator	Type of Data
Interoperability/re-use	Do you make your base registries accessible to other public administrations?	Binary
Interoperability/re-use	Do you (central/local authority) reuse software or service components in your service delivery to citizens and business?	Binary
Interoperability/re-use	Number of APIs provided by the local authority to other administrations and to private companies	Integer number
Interoperability/re-use	Number of third parties using the APIs developed by the local authority	Integer number
Interoperability/re-use	Number of calls to APIs developed by the local authority per month	Integer number
Interoperability/re-use	Do you (central authority) provide centralized service modules to local authorities? Indicate which one: id, base registries, payments, others	Binary
Interoperability/re-use	What is the uptake of those services by local authorities (in % of total local authorities)?	Number (%)
Collaboration	Do you (central/local authority) involve users in the design of services?	Binary
Collaboration	Percentage of services (certificates, etc.) provided entirely digitally by the central/local authority	Number (%)
Collaboration	Do you (central/local authority) accept the use of qualified trust services in line with the eIDAS regulation?	Binary
Collaboration	What % of transaction or users (of local authority services) have used eIDAS compliant eID?	Number (%)
Collaboration	What % of citizens use eIDAS compliant eIDs?	Number (%)
Skills	Did you (central/local authority) bring in, in the last 5 years, personnel from the private sector in management positions?	Binary
Skills	Did you provide training on digital matters to at least 10% of your staff in the last 3 years?	Binary
Monitoring	Do you (local authority) have KPIs to monitor digital government?	Binary
Monitoring	Do your (local authority) KPIs include uptake of online services?	Binary
Monitoring	Do your (local authority) KPIs include users' co-creation?	Binary

For every indicator, the pre-selected answers can be: **Achieved, In progress, No activity**. The dashboard will be first piloted in collaboration with the city of Milan and its international partner cities, advanced in the path to digital transformation and co-creation activities. Then the research team will increase the number and the scope of indicators present in the dashboard. Specifically, the team will add new indicators at member state level based on the feedback from the stakeholder panel and the experts involved in data gathering, as well as on the research carried out in other work packages. The final list of indicators will also include a wider range of co-creation indicators.

Each indicator can be present

- On the EU28 dashboard;

- On the municipality dashboard;
- On both.

From a technical point of view, each indicator must have the following attributes:

- Type;
- Scope of application (municipality, country or both);
- Threshold(s) (if numeric or percentage).

2.3.2 Colour Code

The palette will have:

- A "positive" value ("Yes");
- An intermediate value (used only for some indicators);
- A "negative" value ("No").

The cells in the table reflect the status of an indicator in the country or in the municipality. In case of binary indicators, the colors will be positive (green) if the value for the specific country/municipality is "Yes" and negative (red) if the value is "No".

2.4 The Data Entry/Data Gathering Activity

As already mentioned, initially the data gathering will be carried out by the consortium members, who will populate the dashboard using the available recent reports and policy documents. In the meantime, the consortium will select a series of experts belonging to the public administrations providing the data. These experts will provide additional data from national reports and other information sources. The information will be directly uploaded on the web tracker, and after accurate quality check, it will become visible on the dashboard. All the data provided in the dashboard will be open for review and for comments, in order to ensure the highest level of precision possible.

2.4.1 Two Levels of Authenticated Users

Two types or levels of authenticated users will be provided:

- **The normal user**, like a user responsible of a country/municipality. This user can see and edit the data only about his/her own country/municipality;
- **The admin users**. The admin can see and edit all the data for all the countries and municipalities.

The account will be provided by the website administrators and will not be possible for a user to create an admin account on his/her own (only the website administrator can create accounts). In Figure 7 the login page for the stakeholders engaged in the data collection activity is displayed. The credentials will be provided upon recruitment and access will be maintained for all the lifetime of the platform.



Figure 7 – Login Page for stakeholders involved in the data collection

2.4.2 Data entry internal pages: the index

When the user logs in with his/her email and password, he will be able to see a list of links with the available countries / municipalities for which he/she has access to.

2.4.3 Data entry internal pages: the detail

In the detail page, the responsible user can see the form. For each indicator the user can see:

- The status;
 - With a YES / NO radio buttons in case of binary indicators;
 - With a text input, with control on the input (only numbers) in case of integer number indicator;
 - With a text input, with control on the input (from 0 to 100) in case of percentages indicators.
- The evidence free long text. This field will be mandatory if the status is settled to YES.

By entering into the account, the stakeholder will gain access to the forms to be used to input information related to the indicators, for countries (Figure 8) and municipalities (Figure 9) respectively. As it can be seen in the figures, the stakeholders will provide a binary input (yes or no) or a value for each indicator, as well as proper evidence backing their answer. The evidence to be provided can be instance links and references to documents produced by the institution to which the stakeholder belongs.

Edit data for Italy

SUMMARY

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros. Nullam malesuada erat ut turpis. Suspendisse urna nibh, viverra non, semper suscipit, posuere a, pede.

Donec nec justo eget felis facilisis fermentum. Aliquam portitor mauris sit amet orci. Aenean dignissim pellentesque felis.

Cancel

Update

Last update: New entry

Dimension: Collaboration

Users' involving in the design of services	VALUE YESNO EVIDENCE
Percentage of services (certificates, etc.) provided entirely digitally by the central/local authority	VALUE % EVIDENCE
Acceptation of qualified trust services in line with the eIDAS regulation	VALUE YESNO EVIDENCE

Figure 8 – Data input form for countries

Edit data for Milan

SUMMARY

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros. Nullam malesuada erat ut turpis. Suspendisse urna nibh, viverra non, semper suscipit, posuere a, pede.

Donec nec justo eget felis facilisis fermentum. Aliquam portitor mauris sit amet orci. Aenean dignissim pellentesque felis.

Cancel

Update

Last update: New entry

Dimension: Collaboration

Users' involving in the design of services

VALUE

YES NO

EVIDENCE

Percentage of services (certificates, etc.) provided entirely digitally by the central/local authority

VALUE %

EVIDENCE

Acceptation of qualified trust services in line with the eIDAS regulation

VALUE

YES NO

EVIDENCE

Figure 9 – Data input form for municipalities

3 Next Steps

Finally, the next steps in the work package are outlined in the following table. It has to be noticed that “Reporting of the piloting activity” is not a contractual deliverable. However, we believe it would be important to have feedback from the piloting activity also for the benefit of other related tasks of the project.

Table 2 – Next Steps

Activity	Due date
Start of the data collection	M15 – January 2019
Reporting of the piloting activity	M16 – February 2019
D9.4 - Complete dashboard	M16 – February 2019
Final recruitment of Stakeholders for data collection	M17 – March 2019
Start of the second round of data collection	M17 – March 2019
D9.5.1 – First yearly report	M24 – October 2019