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Deliverable D3.2: CLARITY Sprint Event Plan and Evaluation Sheets

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Table of Contents

INTRODUCTION	3
<i>CONTEXT</i>	3
<i>METHOD</i>	4
<i>GOAL</i>	4
<i>RESULTS</i>	4
KEY DETAILS CLARITY SPRINT EVENT	6
<i>DESIGN TEAMS</i>	6
<i>RECRUITMENT OF DESIGN TEAMS</i>	7
<i>CHALLENGES</i>	7
<i>ORGANIZATIONAL PREPARATION</i>	8
<i>SCHEDULE</i>	9
<i>DAY 1 PARTNER MEET UP</i>	9
<i>DAY 2 INTRODUCTION CHALLENGES & DEVELOPMENT PILOT DESIGNS</i>	9
<i>DAY 3 FINAL DEVELOPMENT & PUBLIC EVENT</i>	10
EVALUATION & CONTINUITY	11

INTRODUCTION

The CLARITY sprint event will bring the network of eGovernment stakeholders together to not only talk about, but actually build relevant testable pilot designs in a so-called ‘development sprint’. In the CLARITY program relevant (e)Government services are researched and explored. However, in order to create real impact, the CLARITY Sprint week gives the opportunity for participating partners to start solving real government problems. Sprint weeks are organized to create fast and meaningful results. By building applications together with policy makers and designers, the process of problem defining and solving is accelerated significantly.

The event will showcase the power of innovative and agile working methods. In this week, developers, designers and government officials are invited to collaborate to create new solutions to real government issues. The participating government organizations will identify different challenges for the developer teams. These teams will build testable and workable process designs during the sprint. These designs will result in blueprints for pilots and will also be the first building blocks for new solutions in the domain of eDemocracy.

CONTEXT

Confidence in governments is declining.¹ In order to regain this trust, people are looking for new ways to create better broadly supported solutions for societal issues. More intricate forms of deliberation and decision making are proposed and are experimented with. Examples, such as America Speaks², the Chelsea Charter³ and G1000⁴, show that deliberative and informed collective decision making in public policy is possible and effective. The government in the role as facilitator of change is becoming more common. In eGovernment, applications are developed to accommodate this change. Closely related to eGovernment is eDemocracy. In the process of democracy and policy making new technology can provide a means to help switch

¹ OECD (2015), “Trust in government”, in Government at a Glance 2015, OECD Publishing, Paris

² An overview of America Speaks results and accomplishments can be found at <http://www.democracyfund.org/blog/entry/farewell-to-american-speaks>.

³ Podziba, Susan. 1995. "Collaborative Civic Design in Chelsea, Mass.: A Profile of Susan Podziba." in Mediation in Practice, Department of City and Regional Planning, Cornell University, typescript profiles of mediators, 203 -231

⁴ G1000 website, <http://www.g1000.org/en/>

from traditional government policy making to an empowered deliberative democracy. We call this eDemocracy. The values of discussion, continuous needs assessment, bottom-up organization and issue-based policy making are central in this concept. In this sprint week we want to explore possible solutions and build a foundation for promising pilots and projects to further develop the process of eDemocracy.

METHOD

In this sprint week we want to use an agile development method. In this collaborative design method, cross disciplinary teams, consisting of technical, conceptual and interaction designers, work together with government representatives to develop an operational and ‘pilota-ble’ process for the specific challenges. In small increments and short feedback loops, developers test their assumptions and assess issues to create effective solutions. This method aligns with the design thinking philosophy, where users, developers and other stakeholders are included during the whole design process. During this week the design teams will execute needs assessments, identify target groups, explore opportunities and solutions and look at existing eDemocracy tools (e.g. D-cent⁵) to build on. During the week, the designs teams are guided by experienced developers to ensure a proper use of the method.

GOAL

Policy makers, experts and coders research gaps and opportunities in eGovernment and eDemocracy policy by *learning trough making together* in a team. By using co-creation and agile methodologies new insights and levels of understanding are discovered during an intensive week of concept developing, prototyping and coding.

RESULTS

- Each team presents an operational and testable process for a real world issue or need that can lead to a promising local pilot;
- This design gives the governmental organizations a concrete and customized proposal to start testing and implementing the new solutions. The designs need to be testable, workable, scalable and reproducible.

⁵ D-Cent website, <http://dcentproject.eu/>

- For each design an analysis is made of real world hurdles and consequences, feeding into *D3.3: Gap analyses*;
- Exchange of views, perspectives and knowledge between domain technical, civic and policy experts.

KEY DETAILS CLARITY SPRINT EVENT

Date: Tuesday 6 – Sunday 11 December 2016 (tentative)
Venue: Waag Society, Amsterdam
Sint Antoniesbreestraat 69
1011HB Amsterdam
The Netherlands
Scope: +/- 4 teams, each working on 1 to 3 issues
Participants: 20-35
Focus areas: eGovernment and eDemocracy

DESIGN TEAMS

A design team consists of 1-2 government representatives/policy makers and three people who bring sufficient expertise in strategic concept development, design/interaction and coding.

Teams will be composed in advance as much as possible.

Participants will be recruited from:

Government: Municipalities:

Amsterdam (NL)

Skellefteå (SWE)

Zaragoza (ESP)

other Dutch governmental organizations TBA

Developers Waag Society

Intrasoft

OKF Sweden

UPM Madrid

Audience The final event is public. We will invite people from different sectors ranging from developers to government officials, and other interested parties.

RECRUITMENT OF DESIGN TEAMS

In the selection of participants, we prefer designers who are experienced with design thinking. Also, the teams should have a good mix of technical, conceptual and strategic thinkers and experts in order to ensure the most effective outcomes.

Suggestion is to divide recruitment as follows:

OKS + Skellefteå

2 government representatives, preparing 1 or 2 cases

2 developers/designers

UPM + Zaragoza

2 government representatives, preparing 1 or 2 cases

2 developers/designers

Waag Society

4 government representatives, preparing 2 or 3 cases

6 developers/designers

Optional: external teams:

CHALLENGES

Every participating governmental partner prepares a challenge relevant to their local situation. The theme of the challenges will be related to eDemocracy. These challenges need to abide the following criteria:

- The problem that is addressed needs to be specific.

- The problem must be open to solutions; it must not be a direct assignment to build an already thought out application.
- The problem or issue should include an element of online voting, participatory decision making, or issue mining.

The governmental partners will be instructed and guided in the formulation of their challenge in the period before the sprint week to ensure that the developers will be able to build a testable pilot design. In this development process we want to ensure a broad spectrum of challenging issues. In order to prepare the governmental organizations in the best way possible, Waag Society will provide a simple structured format to formulate the challenges.

ORGANIZATIONAL PREPARATION

In the preparation for this event, a few things are very important. First the preparation of challenges as discussed above. The second part is the instruction for the design teams. These teams will be instructed on what to expect and how they can prepare for this event. Also they will be introduced to the proposed development method of the sprint week.

Another important aspect is PR for the public event. At the end of the sprint week, the teams present their prototypes and we want interested parties to be there. Throughout our local networks and social media channels relevant people and organizations are approached and invited to this event.

Other practical aspects are internet on location, food & drinks, decoration, and filming and photographing the event. The event will take place in the historical building of the Waag Society on the Nieuwmarkt in Amsterdam. The production team of Waag Society consists of a producer, host, moderator, and communication expert.

SCHEDULE

Below is the three-day schedule of the sprint event.

DAY 1 PARTNER MEET UP

After the partners arrive in Amsterdam, we have a meet up to start the sprint week. Following an Open Space method, a meeting technique that facilitates open and productive discussion, the different partners together with invited stakeholders will discuss eGovernment throughout a series of simple creative discussion tools. Also, a few speakers will present stories on eGovernment and eDemocracy experiences and future developments.

12.00 Partner meeting

16.00 Official start sprint week

16.15 Best practice speaker(s)

17.15 Open space discussion on eGovernment

18.30 Dinner & Drinks

DAY 2 INTRODUCTION CHALLENGES & DEVELOPMENT PILOT DESIGNS

The second day the governmental partners present their challenge to the design teams. The governmental organizations will prepare 15-minute presentations that introduce their local issue. After the presentations the challenges are divided by preference among the teams. The designers will now start the development of the pilot design according to lean and agile principles and in line with the design thinking philosophy. This iterative process will include needs assessments, target group research, exploring existing (technical) tools and designing promising solutions. An expert process manager will support the teams to meet the expected results and stay on course to have a testable pilot design by the end of the sprint week.

9.30 Challenge Presentation

10.30 Dividing challenges

11.00 Start pilot design

18.00 End

DAY 3 FINAL DEVELOPMENT & PUBLIC EVENT

The final day of the sprint week consists of a few hours to finish up the pilot designs, an hour for the teams to prepare their presentations.

9.30 Start / Continue pilot design

15.00 Presentation preparation development teams

16.00 Start public event

16.10 Speaker

16.35 Speaker 2

17.00 Presentations by teams

18.00 Drinks

19.00 End

EVALUATION & CONTINUITY

The different participants and stakeholders of this event will be sent a survey through Survey Monkey. In this survey, questions on the set up of the event and the development process are asked. Also a closer look is given at the designs and how promising the solutions are for real government issues. The specific questions are developed with the research partners of the consortium.

In the follow up of the sprint week, governments will try to implement the pilot designs. In this process they are supported by the CLARITY consortium.

The outcomes of the sprint week are distributed through the CLARITY website and the (social) media channels of the project partners.