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Deliverable D4.3: The Open Government Marketplace, electronic version of the CLARITY blueprint and an evaluation of take up, case studies and testimonials

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1 EXECUTIVE SUMMARY

Deliverable 4.3 “The Open Government Marketplace, electronic version of the CLARITY blueprint and an evaluation of take up, case studies and testimonials” provides an overview of the activities completed for the electronic availability and development of the aforementioned results. This deliverable is meant to accompany the electronic outputs of Task 4.3 of the CLARITY DoA and more specifically it will provide:

- the description of the electronic version of the open government marketplace, which depicts a catalogue of current and emerging applications, the process and methodology for its implementation and relevant screenshots;
- the electronic version of the CLARITY Blueprint, a description of its scope and relevant screenshots; and
- an evaluation of the take up case studies and brief reference to the outputs of testimonials.

In relation to the marketplace, the report will list all information on the electronic version of the open eGovernment CLARITY marketplace, including a description of the design and development process. The marketplace is accessible via the CLARITY project website.

The electronic version of the final blueprint is also integrated in CLARITY’s website. It comprises of an attractive, visually engaging and intuitive interface to guide stakeholders through the blueprints key messages. Screenshots of the blueprint interface are provided in this report.

The report also entails reference to the additional outputs of Task 4.3 Open Government Marketplace & the electronic version of the CLARITY blueprint and T4.4 Encouraging take up respectively. It gives room to how testimonials from those wishing to take up the use of eGovernment services in the future are displayed offering a short reference of targeted suggestions, as well as ideas on available cases listed in the curated lists available at WAAG website and integrated at the CLARITY website.

Finally, the report presents the consortium’s plans for the sustainability of the project results and a short mention to the CLARITY legacy linked to deliverable D1.5.
2 INTRODUCTION

E-government has recently witnessed an increasing diffusion and adoption worldwide. Citizens and businesses increasingly show from latest studies on trends a preference in the use of digital channels as a means to interact with governments and access to public services. On average, over 30% of citizens in OECD countries used the Internet for interacting with public authorities back in 2007, and the last decade the percentage increases every year. It is commonly accepted that online channels can facilitate access to a broader range of users and provide greater convenience, while also reducing overhead costs for all involved, including governments. This is merely due to the ease offered by specific services but also to the witnessed citizen satisfaction by latest e-government related attempts. Citizen satisfaction with e-government and citizen trust in government are interrelated, and the e-government performance-satisfaction correlations in e-service and e-participation are more prominent than that of e-information. The results from desk research also showed that citizens' perceived e-government benefits are mainly from using online services, so the model for e-government and Website satisfaction incorporates citizen perspectives on electronic transactions, transparency, and interactivity.

Based on the correlation of satisfaction of users with the use of online services, the CLARITY consortium attempted to create a one-stop point for gathering all application related information related to e-government, the CLARITY Marketplace. Although citizens are satisfied with the electronic provision of information (transparency), there is some dissatisfaction with the interactivity of Web sites that may hinder the acceptance of new solutions because they are not easy to use. In order to understand the requirements for creating an online tool that is efficient, easy to use and usefulness, the consortium invested in user engagement and bringing UX experts onboard from the initiation of its development.

The specific document presents all the related activities followed for the development of the app marketplace, the final blueprint and the collection of testimonials for both (task 4.3). We also present in detail how we evaluated these during in each iteration of the marketplace development.

2.1 CURRENT SITUATION

Today's public sector faces increasing demands from diverse users. According to OECD
t he public sector in many countries operates under tight fiscal constraint, making it necessary to deliver better outcomes at lower costs. Public sector innovation promises to support governments in this context, by enabling better results and enhanced user satisfaction at lower or no additional costs.

DG Connect with its strategy is also promoting and introducing eGovernment solutions. The scope is to implement and test innovative and integrated approaches which address specific domains served by eGoverment solutions. Under this light, the CLARITY project sought to support the European Member States in their pursuit of greater trust transparency and efficiency via open government initiatives.

The Unique Selling Proposition (USP) of the CLARITY legacy is that the whole concept is starting with a basis on building the element of trust with the user. Trust in an e-government service/es is an essential antecedent of citizens intention to use it. Citizens should trust that an e-government stop shop will offer the "orientation" on services that are required, available and would allow users to express themselves on the level of satisfaction from this interaction.

To be trusted, a service should be perceived as useful and easy-to-use but should also easily located and available. It should also be time and cost-effective for the user to trace such a service, to a sufficient degree in comparison with the traditional government service channels, to filter the service based on own needs and return after meeting those mentioned above. The CLARITY outputs allow the easy orientation of the user supporting the relevant audience seeking targeted information.

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1 https://www.innovationpolicyplatform.org/content/public-sector-innovation),
2.2 MarketPlace

There has been an increasing demand by civil society and citizens to have a greater say in public decision-making, and a desire among many public administrations to be more inclusive and responsive to citizens’ needs. Also, the rise of innovations in technology has provided citizens with new and unprecedented opportunities to directly engage in the development of services which are meant for them. To facilitate the provision and orientation of users on the available e-government applications in Europe, the consortium created and is hosting a web marketplace of open government applications that provides stakeholders with an information source and orientation on available applications and tools in a categorised manner.

The marketplace has been developed by a creative commons license to ensure that all outputs are shared with minimal restrictions available online via the CLARITY project website at https://CLARITY-csa.eu/portfolio-classic-3cols

It already has an availability of 345 applications and use cases which are searchable and placed in a categorized manner in the four public sector areas that is the CLARITY research focus namely: General practice health, local government services small business and self-employed and disability in Europe. The system is not restrictive and allows easy customization if someone wants to invest of its take up and extensibility.
3 METHODOLOGY FOR MARKETPLACE DEVELOPMENT

3.1 ROLE OF EFFECTIVE COMMUNICATION FOR ENGAGING STAKEHOLDERS IN THE DESIGN ACTIVITIES OF THE CLARITY OUTPUTS

A major challenge for engaging the various stakeholders in the overall process of the marketplace development is the geographic (and often psychological) distance between the CLARITY project and across stakeholder groups. To bridge these the CLARITY consortium relied primarily on participatory and iterative verbal encounters. The driving concerns revolved around:

- Considering the target audiences
- Ensuring that the message that the marketplace was clearly defined and addressed the needs of future users.
- Selection/fine-tuning of the engagement activities.

The CLARITY consortium devised a clear and concise communication strategy for identifying and involving the CLARITY user group early on and targeted specific groups to be involved in different activities and specifically the marketplace development procedure. In different situations, experts were involved in brainstorming and user evaluation activities. The latter will determine whether communication and dissemination activities are on track and if efforts have achieved their objectives.

3.2 CITIZEN ENGAGEMENT AS PART OF THE MARKETPLACE DESIGN PROCESS

The focus of CLARITY consortium was on exploring citizen needs to create a dedicated place for what is available in EU in terms of applications and case studies and extra effort has been devoted during the design phase of the marketplace web space into its structural elements so as to provide ease of use for an overall approach facilitating the conceptualization of trust in e-government. The extra efforts from the side of the consortium involved specific engagement activities to keep us a loop of experts and create a community that could feed us with requirements, ideas and evaluate their translation during the different steps of development. The results of this effort are part of the CLARITY legacy also mentioned in D1.5. The need for citizen engagement was expressed by the experts belonging in the consortium since it allows us to broaden the development of an open dialogue to include the views and perspectives of many teams inclusive traditionally marginalized groups, leading to more inclusive services or web spaces meant to host applications, solutions and even services in the near future. This participation could strengthen public consensus for important reforms and the development of valuable tools for the citizen, and provide the broad political idea and public ownership necessary to sustain them.

Overall the initial inputs from the early focus groups discussions run for the requirements elicitation face, turned out that when it comes to interacting with governmental applications, tools and platforms, citizens should be empowered and engagement should be easy. They should be able to quickly retrieve data, submit forms and find the information they need and the majority of the users advice for participatory approaches. Under this light the consortium promoted and encouraged user involvement at key stages in the design of the marketplace system.

It is recognised that direct engagement with potential users and stakeholders provides designers and developers with a sound and extensive knowledge base about their needs and characteristics. Furthermore, entering genuine dialogue with stakeholders revealed the diverse objectives, aspirations, needs, and characteristics of different groups and enabled definition and validation of requirements specifications to take place. At a later stage in the design lifecycle, design prototypes and simulations were tested with relevant user groups, thus gaining early feedback on stakeholder responses. Feedback gained before the system was officially launched was used to make improvements that would be impossible or extremely expensive if flaws were to be discovered at a later stage of the design. The
analysis of the overall design activity also highlights the characteristics of effective citizen engagement, confirming and extending the consortium initial views about the participation process and that came out from the final evaluation step where reactions of users were more positive towards the system usefulness. Factors that appeared to contribute to such citizen empowerment included the use of tools and techniques to enhance communication between stakeholders, and effective leadership and facilitation of the process.

We believe that our initial application categorization, although parsimonious, can serve as a framework for enhancing our understanding on available possibilities in e-government and as a guide for further research. Already a sizeable number of applications is available at the marketplace approximating the 345 applications.

Participants in this consultation were sourced from contacts who were interested in the work of the project and who wished to receive regular e-mails informing them about new developments, participate in participatory exercises, online discussions (expert group). Development of the system took place in three phases, thus allowing feedback of findings from the first round to be given to participants in the second round, who then had the opportunity to participate in response to these. The intention with these methods was to prompt the target groups concerned into an active dialogue which then also helped shape the planning and implementation. This process of citizen engagement resulted in numerous new suggestions that would not have come from the previously used methods of simple questionnaire surveys and provided input as suggestions for the future.

3.3 INTERATIVE DESIGN
For the development of the Marketplace, we followed an iterative and incremental build model for software development, which can be described as an 'evolutionary acquisition' or 'incremental build' approach. The basic idea behind this method was to develop a web space that could serve as a central repository of eGovernment applications through repeated cycles (iterative) and in smaller extent at a time (incremental), allowing software developers to take advantage of lessons learned during the development of earlier parts or versions of the system. Learning came from both the development and use of the system, where critical steps in the process started with a simple implementation of a subset of the software requirements and iteratively enhancing the evolving versions until the full system realised the business requirements collected via various means. At each iteration, design modifications were made, and new functional capabilities were added. The analysis of every iteration was based upon user feedback, and the program needs.

It involved analysis of the structure, modularity, usability, reliability, efficiency, & achievement of goals.
3.4 USER EVALUATION

Traditional government services are often highly compartmentalized, providing services in a disjointed fashion based on government structures, rather than the needs of the people. To be trusted, a service meant for citizens should be perceived as useful and easy-to-use to be well accepted and adopted. It should also be time and cost-effective for the user, to a sufficient degree in comparison with the traditional government service channels that someone has to go through to do a specific task. As European citizens, the CLARITY consortium had a clear understanding and personal experience of this need.

Hence, we developed the marketplace iteratively by engaging users at the design phase but also during the testing of the different versions released, to accommodate their requirements for a user-friendly view. User testing was accommodated by representative users from the stakeholder audiences defined in the communication strategy, IT experts as well as HCI experts (see annexed HCI report) improving the design and delivery of services by making them more efficient and effective, and better attuned to real needs.
The aim was that the marketplace satisfies the users based on a cumulative effort aggregating trust driver from both online and offline context, with technology being only one part of them. The target was a marketplace that satisfies several attributes such as that of:

- correctness: assurance that the system works properly and produces the correct output;
- availability: assurance that the system is up and running, is fully functional whenever needed and is protected from denial of service;
- response time: the system responds to requests within a short and acceptable time and all these done under the constraint of literally minimal resources available that inspired reuse and careful design.

Overall the process involved focus group discussions were open brainstorming was involved, online discussions with the expert group but we also conducted after phase 2 an open evaluation from which we have received 11 responses from feedback forms that were submitted at the web space of the Marketplace and 50+ responses from bilateral communications.

3.5 SPECS, FUNCTIONALITY AND SCREENSHOTS FROM INTERFACES OFFERED

During software development, three iterative software development cycles were completed were citizen engagement was pursued for the reasons mentioned in relevant sections above. CLARITY the current version of the website is structured as described in figure 1, with the Marketplace placed in the public consultation land page. As mentioned earlier, incremental development directed the process of the marketplace into increments (portions). In each incremental cycle, a percentage of the functionality was delivered through cross partner discipline work, from the requirements, their translation to the deployment. We could identify distinct phases until we reached the current look and feel of the marketplace. During inception, we identified the project and marketplace scope, collected requirements (functional and non-functional) and risks at a high level via focus group discussions where stakeholder participation was ensured from the preliminary discussions to ensure the feeling of ownership but also to ensure that expert voice is considered. During elaboration, we delivered an updated working version that fulfilled the requirements coming from expert involvement, as well as a heuristic evaluation examination by UPM (HCI) experts. Finally, during the transition, we delivered the system into the production and operating environment as it appears now where we implemented ameliorations. The final changes adopted, derived from an analysis of requirements we collected from opening the marketplace for user evaluation. The user feedback collection mechanism was a) via an open evaluation launched at the portal where users filled in a feedback, form b) via bilateral communication where the consortium requested experts from various groups to comment via email on the marketplace.

The feedback collected was analysed, and a small change of request was prioritized due to resources restrictions as well as time restrictions set by the timing of the final conference. Also a list of suggestions for the future is presented in the sections below within this report. There are obvious benefits for stakeholders associated with the improved design of products, systems, and services. These advantages
include, for example, a better match between the individual's needs and the envisaged look and feel of the marketplace provided such as:

- improved usability
- reliability
- acceptance
- increased relevance and value of solutions sited
- ownership of marketplace solution
- faster technology diffusion
- capacity building
- mutual respect and understanding
- joining up of policy, strategy, and ICT
- sustainability

Each of the phases was enclosing more iterations of smaller cycles mainly requests for change, which were usually time-boxed rather than feature-boxed. Architects and analysts worked one iteration ahead of developers and testers to keep their work-product backlog full.

3.6 INCEPTION PHASE

Inception phase

During inception phase, the primary goal of the CLARITY team was to establish the case for the viability of the proposed Marketplace, and that required the sensing of what is the actual need of such a service existing. To achieve this, the project team performed several tasks:

1. worked on the definition and the scope of the system (that is, what's in and what's out) via open focus group discussions;

2. outlined a suggested architecture, which was made up of initial ideas on how we should deposit, layout and present the available eGovernment applications,

3. identified critical risks and determined when and how the project will address them especially those risks that are related to the perceived usefulness of the system by users, and finally

4. worked on developing the web space and make the business case, based on initial estimates of cost, effort, schedule, and quality.

A schedule of activities was agreed among partners that are mainly involved with the engagement of users. After user engagement, INTRA presented the consortium with suggested themes of Drupal, a structure and relevant work frames of how they translated the initial requirements expressed and collected by WAAG and TRI.

Version 1 of the beta Marketplace was delivered for comments on February 2017. Examples of the initial look and feel are presented below:
3.7 ELABORATION

The primary goal of the Elaboration phase was to establish the ability to build the new system given the financial constraints, schedule constraints, and other kinds of constraints that the development project faces. The significant milestone associated with this phase is called Life-Cycle Architecture, where most of the functional requirements for the new system have been captured in a use case model and, in our case, using the Trello tool (see screenshot below). The business case for it was agreed, and the project team outlined the initial project plan for its implementation.

During the second phase of the service implementation following the release of the 1st version of the beta CLARITY Marketplace, the team decided on specific tools to be utilised for the easy collection and registration of the additional requirements and request for change when interacting with expert users. These tools could help both in the registration of the needs but also the requirements and request for change translation prioritization based on certain criteria and implementation.
During the iterations, two additional functions were added to allow the functionality for anyone to Add New apps and enable online feedback to be collected via an online feedback form. The Add New functionality enables visiting users to add application or use case without having to refer to the CLARITY support team. When clicking to the add new button the user is directed to a new window where he can upload his application/use case. Prior to uploading the user has to satisfy certain criteria (data input). There are open fields possibility so that the name of the application can be provided as well as a selection of filter to categorise the type of solution uploaded (use case or tool) with the capability to extend further on possibilities if that requirement becomes necessary in the future. Screenshots of look and feel of the simple UI is below. The data inputted by the user allows better results from search functionality and similar to those by the OGP toolbox, with whom we envision to handover the app marketplace to ensure its sustainability.

In addition to the add new functionality and in relation to the user evaluation feedback loop, the consortium provided users with the capability to provide their input on the marketplace online via submitting a feedback form. Social media efforts (primarily via LinkedIn), Newsletters and bilateral
communications directed people to the website to provide their input. Screenshot of the feedback form look and feel is below:

![Usability feedback form](image)

Figure 5: Usability feedback form

The user can provide his feedback easily online having only to answer or select certain field from the drop down list provided by the system. Type of questions/input expected by the user is referring to their position (to assist at the stakeholder identification), their geographical location, questions on their current knowledge about eGovernment applications, ease of use questions etc.

### 3.8 Transition

**Wireframes and explanation of requirements gathered:** During the construction phase, we iteratively and incrementally developed a complete web space that is ready to transition to its user community. This implies describing the remaining requirements and acceptance criteria, fleshing out the design, and completing the implementation and test of the software. Analysis of inputs from open evaluation assisted towards this end since we tried to reflect the majority of the needs collected using a prioritization selection considering resources but also the business needs expressed by users.

The current look and feel after the latest changes implemented prior to the final conference are reflected in the current look and feel. The marketplace allows a per category search where we can search via:

- **Type** and the available filters are tools or available use cases uploaded in the system,
- **Country:** where the drop down list allows selection per country of relevance
- **Category:** National Government, Local Government, General Practice Health, Disability Services, Business Entrepreneurship, Other. The categories have been predefined by experts and are non-restrictive.

The system could allow more options in the future.
3.9 **SYSTEM REQUIREMENTS OF THE CLARITY MARKETPLACE**

Analytically the system requirements of the marketplace are presented below per type of technical requirement.

**Plesk Details:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Country</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### URL:

https://linux55.papaki.gr:8443

### Login:

e8893dariy

### Password:

Rr9_5?nH

**NameServers utilised for the implementation**

<table>
<thead>
<tr>
<th>Primary Name Server</th>
<th>ns155.papaki.gr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary NS IP Address</td>
<td>136.243.171.45</td>
</tr>
<tr>
<td>Secondary Name Server</td>
<td>ns255.papaki.gr</td>
</tr>
<tr>
<td>Secondary NS IP Address</td>
<td>136.243.171.57</td>
</tr>
</tbody>
</table>
FTP details

<table>
<thead>
<tr>
<th>Hostname</th>
<th>ftp.CLARITY-csa.eu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>e8893dariy</td>
</tr>
<tr>
<td>Password</td>
<td>Rr9_5?Nh</td>
</tr>
</tbody>
</table>

Website technical specifications

The website is based on Drupal Content Management System. The version utilised for the current release is Drupal: 7.34 version. **File system:** Writable (Drupal and PHP should have read and write access to the /sites/default/files directory. This area is used to store cached files (compressed CSS and JavaScript) and any file uploads through the Drupal interface. The exact permissions of this directory depend on how your PHP installation is configured. Generally speaking, read-write-execute for all, nobody user, (777) is not recommended as a security risk.)

<table>
<thead>
<tr>
<th>TYPE</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHP</td>
<td>5.4.32 version</td>
</tr>
<tr>
<td>Database system</td>
<td>MySQL, MariaDB</td>
</tr>
<tr>
<td>Database system version</td>
<td>5.5.5-10.1.30-MariaDB</td>
</tr>
<tr>
<td>Web server</td>
<td>Apache</td>
</tr>
<tr>
<td>JavaScript libraries</td>
<td>jQuery 1.10.2 and jQuery UI 1.10.2</td>
</tr>
<tr>
<td>GD library rotate and desaturate effects</td>
<td>bundled</td>
</tr>
<tr>
<td>Configuration File</td>
<td>Protected</td>
</tr>
</tbody>
</table>
4 BLUEPRINT: SCOPE

In CLARITY partners created a blueprint for the next steps encouraging the provision and take-up of eGovernment applications to enhance accountability transparency and trust in the four public sector areas that the project is focusing namely: General practice health, local government services small business and self-employed and disability in Europe.

In the CLARITY Project, the Blueprint represents the next steps required for the provision and uptake of eGovernment applications and services in the EU in each of the following public-sector areas: general practice healthcare, local government, small businesses and self-employed, and disability. It provides a list of recommendations which can be grouped into four major categories: (1) increased transparency of and trust in public administration, (2) stimulating the creation, delivery and use of new services, (3) more personalised public services, and (4) reducing administrative burden of citizens and businesses. To arrive at this list, the blueprint includes guidance on available and emerging solutions and business and data models, policy and technology gaps, and social considerations.

4.1 DEVELOPMENT METHODOLOGY

The website was developed under an iterative prototyping methodology where initially the general goal and audience was defined, and a set of specific requirements were presented by the partner responsible for the development of the Blueprint. Then, a first prototype was developed that covered the main sections of the website and navigational requirements. On a second iteration, the requirements on sections that needed to be highlighted were covered, and the graphical design was improved in terms of images and colors. On a third and final iteration the look and feel of the website was aligned with the Case studies website through their CSS stylesheets and the requirements for alignment with the Marketplace were met.


4.2 BLUEPRINT VALIDATION

During the validation phase of the initial version of the blueprint several methods were applied such as online consultation through a website that allowed inline comments[1], workshops with different stakeholders belonging to the four public sectors, and personal interviews. The feedback from the Website consultation involved 16 users from 7 countries: Belgium, Germany, Iceland, Italy, Netherlands, Spain, Sweden, 33 persons contributed during the workshops and we also collected valuable feedback during the final conference.

All this feedback was integrated into the Blueprint and a website representing this new and improved version was developed[2].

The purpose of the Blueprint’s website (see figure 7 below) is to convey specific, helpful information to open eGovernment stakeholders. The website on one hand highlights the group of recommendations
for the uptake of solutions in this area, and on the other hand it presents a summary of the emerging solutions and business models, gaps and social considerations. The user may choose to be directed to the text and marketplace focused on open eGovernment services for a specific sector, and can also download the project’s Blueprint deliverable D4.2.

Figure 7: Blueprint’s homepage and links to each sector

The figures below shows the links to each sector and a glimpse of some of the recommendations.
The Blueprint’s website is aligned with the project’s Marketplace[3] and Case Studies[4] websites both in its look and feel of its landing page and through several links in its pages that direct to the aforementioned.

- Links to the Marketplace and the Case Studies websites.
- In Figure 9 below, these two links are highlighted.

Some of the recommendations have a “See also” link that is related to one or more case studies in the Case Studies website.

Each one of the public-sector links has in turn a Marketplace option that directs to the case studies and tools in that specific sector. The figure below depicts the link to the Marketplace for the Local Government sector and shows some of the corresponding case studies.

Finally, a short-animated video was developed in order to attract user’s interest in browsing the website.
Figure 10: App Marketplace view
5 CASE STUDIES OF EXISTING SUCCESSFUL IMPLEMENTATIONS

5.1 CURATED LISTS AS CASE STUDIES

To showcase our key findings and other relevant projects we interacted with in our role as CSA, the CLARITY project create a platform hosting a set of curated lists. Focusing on different domains and curated by members of other ‘sister’ projects of DG Connect we hope it could serve connecting engaged and motivated people from other projects and ensure the sustainability of our efforts through the extended resources and capabilities of our network. Clarity has teamed up with the Code for All community in Europe (www.codeforall.org) and specifically the Dutch chapter (www.codefor.nl) to create better overviews of existing Open Government solutions, which traditional Marketplace setups (e.g. catalogues and repositories) can only partly fulfill. The Case Studies lists of tools and applications, are explicitly managed by a committed curator, who can instil a sense of community and interactivity in the process. The so called curators are experts and well connected, in their fields, and are the main entry point of the site and are listed including contact details, making it easy for interested third parties to reach out. Code for NL (Johan Groenen) will be the main point of contact for the curators and maintain the Case Studies website which will be also available via the CLARITY project website. CODE for NL will update the curators regularly via email on new developments and invite members from their community to join as curators in the future.

An example of the curated lists is presented below at the screenshots available as well as the look and feel of how the entry point of the website.

Table 1: Current list of committed curators

<table>
<thead>
<tr>
<th>Curator</th>
<th>List</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johan Groenen, Code for NL, Netherlands</td>
<td>Project repositories</td>
<td>Existing open government marketplaces</td>
</tr>
<tr>
<td>Paul Suijkerbuijk, Ministry of Interior, Netherlands</td>
<td>Open Data platforms</td>
<td>National and international open data platforms</td>
</tr>
<tr>
<td>Anne de Zeeuw, Network Democracy, Netherlands</td>
<td>E-DEM</td>
<td>Open Source e-democracy tools</td>
</tr>
<tr>
<td>Bogdan Ivanel, Code for All, Romania</td>
<td>Code for All</td>
<td>Project repository of Code for All civic tools</td>
</tr>
<tr>
<td>Ivonne Jansen-Dings, Waag Society, Netherlands</td>
<td>Making Sense</td>
<td>Citizen Science bottom up low cost tools</td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
<td>Topic</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Tally Hatzakis, Trilateral Research, UK</td>
<td>Disability</td>
<td>Current platform on standards for accessibility</td>
</tr>
<tr>
<td>Paulien Melis, Waag Society, Netherlands</td>
<td>Health</td>
<td>Civic and public innovations in the Health domain</td>
</tr>
<tr>
<td>Michelangelo Secchi, University of Coimbra</td>
<td>Participatory budgeting</td>
<td>Tools and apps for participatory budgeting</td>
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<td>Sonia Castro, Zaragoza Municipality, Spain</td>
<td>Spanish Open Source reuse cases</td>
<td>Spanish business success stories that use open data</td>
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<td>Anna Alberts, OKF, Germany</td>
<td>Open Budgets</td>
<td>Comparison of budgets between administrative regions and other government levels</td>
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<td>Vittorio Scarano, University of Salerno, Italy</td>
<td>Participatory budgeting</td>
<td>tbd</td>
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<td>Nial Hayes, University of Lancaster</td>
<td>Mobile Age</td>
<td>Senior citizens to access and use public services</td>
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<td>Irene Zanetti, ALDA, Italy</td>
<td>Sustainable Energy</td>
<td>Participatory governance with focus on sustainable energy</td>
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<td>Gereon Rahnfeld, Liquid Democracy, Germany</td>
<td>Liquid Democracy</td>
<td>Participation tools for democratic processes</td>
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<td>Blanca Deusdad, University of Tarragona, Spain</td>
<td>Co-creation</td>
<td>Processes to support systems and services to adapt to the needs of older adults</td>
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<td>Oscar Corcho, University Politecnica Madrid, Spain</td>
<td>Local Government Services</td>
<td>Open and linked data influencing local government services</td>
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<td>Akrivi Kiousi, IntrAsoft, Greece</td>
<td>Small Business and SME’s</td>
<td>Innovations for transforming transport affecting SME’s</td>
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<td>Dries Van Ransbeeck, OKF, Belgium</td>
<td>Civic Labs</td>
<td>Methods and tools to engage civic innovators in the Open Government ecosystem</td>
</tr>
<tr>
<td>Boris van Hoytema, Amsterdam Municipality, Netherlands</td>
<td>Amsterdam Open Source</td>
<td>Current as well as upcoming projects that we would love to develop in Open Source</td>
</tr>
<tr>
<td>David Ludlow, University of West England, UK</td>
<td>Smart Cities</td>
<td>tbd</td>
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Figure 12: Case studies page of curated lists
6 TESTIMONIALS FROM THOSE THAT NEED TO TAKE UP THE USE OF E-GOVERNMENT

Governments all around the world are heavily investing towards the implementation of e-government to improve services to citizens and reduce costs. Under these lines the CLARITY consortium interviewed specific experts and asked their opinion on the CLARITY Marketplace, its usefulness and their opinion on how such a tool could be of use in an attempt to gather feedback on different stages of the implementation of the solution.

The objective of the citizen review on their view on the marketplace was to engage citizens, service users, local governments, and service providers in a meaningful assessment and debate on the quality of the marketplace. In particular, the assessment aimed to help answer the typical question of the need for a service such the marketplace, its usefulness, to whom it may be of value etc.

**Interviews referring to the disability services/apps available for public use**

Partner TRILATERAL has interviewed specific users (experts) with respect to disability apps it seems from studies that there are a lot of attempts happening on the disability domain to serve governmental or lack of government facility needs. Organisations interviewed were: European Disability forum, ANED, The academic network of disability policies experts, National Confederation of Persons with Disabilities (Greece), A PhD in Disability Science and a Senior Social Care Development Manager at Leonard Cheshire Disability services.

What was very interesting deriving from the interviews from people working within the disability sector is that there are no apps specifically addressing the needs of disabled people. There is a long list of accessibility apps at [http://gari.info/findapps-results.cfm](http://gari.info/findapps-results.cfm) that help disabled people navigate the world, but these do not relate to disability services as such. So CLARITY has to pass on this finding as a recommendation on the EU Public Administration sector and the relevant organisations dealing with disability.

Similar questions set to experts by interviews conducted by WAAG on the same domain experts they noted that the most common (and growing) form of disability is related to mental health and for that little help can be provided due to the nature of the disability.  

Summing on opinions gathered, so far, accessibility options are often few and ill-locatable on government service web-portals. Several Member States have adopted measures based on internationally used guidelines, WCAG 2.0, for the design of accessible websites. However, those measures often relate to different versions or compliance levels of those guidelines. Having accessible Open eGovernment services would contribute to the support of people with disabilities and their integration into society/ Mobile applications that support people with disabilities, especially in mobility issues are not very satisfactory so investment on easy to use apps could be proven extremely helpful. A recommendation/advice was the disability sector would benefit from a specific policy regarding the public training in technology skills for people with disabilities, their family and support staff. The fact that the lack of digital skills is more prominent in this group, makes ICT Education policies particularly relevant here.

In relation to questions on e-participation and employability experts mentioned that access to accessible learning materials is essential both for participation and employability. Denmark has taken a good initiative to share learning materials on web accessibility that we should consider if we would like to list it in our recommendations at

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When INTRASOFT interviewed representatives from the medical field during the Health IT conference, it was expressed that there is a need for specific applications that support persons with deficiency and they considered that a marketplace service could be of use as a repository of all the available tools in the EU.

INTRASOFT when interviewed targeted 4 speakers of the CLARITY conference a unanimous response was that the marketplace service was very useful since it is a base for research on what is available out there so in a sense it gives orientation of what is available both in individual users and public servants. One concern expressed was how the consortium was planning to sustain the service and inputs and how the consortium planned to curate the content uploaded by independent users.

When experts asked on how ready are we to embrace new business and data models and what other models should be considered when discussing on innovative ideas in the field, Co-creation seemed to be very much in trend now and that there was an overall general admission that Open source software can bring additional advantages and can liberate developers and anyone who wants to invest of the development of new tools for all since that could be:

- Relevant not only for content management tools, c.f. Zaragoza use Ubuntu and LibreOffice etc.
- more freedom to choose vendors after a first investment
- No risk for vendor lock-in
- ability to review, understand and maintain code

The CLARITY consortium is making available several videos of testimonials at the CLARITY social media where you can have a first hand on the users reaction and discussion.
7 CONCLUSIONS AND SUSTAINABILITY

It is always advisable to integrate sustainability aspects in an R&D project right from the beginning of its duration. Within this light, the sustainability of the CLARITY project implies the continuation of some of the project activities and sustenance of its outcomes after the EC grant expires. To achieve the above the consortium was seeking the last months on what exactly is worth sustaining and is working on putting a well-defined sustainability plan in place to facilitate this and some of the actions of this plan are elaborated below.

A prerequisite for programmatic sustainability was the boosting of Community. Sensitizing the community about the benefits of the project and then initiating a policy advocacy could ensure sustainability in the long run and this is what we attempted to do also in the workshop but also the final conference where the collaboration of related projects with similar in a sense tasks was invited. Involving the community is the key to have long-term impacts on any projects. Overall the consortium had as a marching plan to involve the community at various stages, aiming that this will give them ownership of the project and there are high chances that they may continue with some project aspects even after the project duration. As the entire process was participatory the skills and knowledge gained by the present group of people, will be transferable and replicable. Part of this legacy is mapped in deliverable D1.5 where we are also referring to a setup of a mailing list and invite projects to join. The goal was to create a joint channel where projects can share results, set up joint events, find alignments in their project activities, make use of each other's communities, share code, etc. and under these lines the project set a recommendation to the European Commission to take over the management of this mailing list. For now, Clarity partners have committed to light-weight manage this list from other, running Open eGovernment projects like DECODE (Waag Society) and Mobile Age (UPM).

Another significant step to ensure sustainability was the involvement and participation of key stakeholders such as OGPT for transferring to them the marketplace and content (345 applications and case studies) deposited there. The OGP Toolbox is a free software initially developed by Etalab, the Prime Minister taskforce in charge of open data and open government French policy, on behalf of the Open Government Partnership community.

Co-created by the open government and the civic tech international community the OGP Toolbox is one of the primary deliverables of the OGP Global Summit guaranteeing sustainability, independence and the capacity to associate various actors at the international level in the long term, the governance of the project has, since, evolved. In February 2017, the OGPToolbox.org association was created to fulfill the mission associated with the platform. The goals of CLARITY, using the OGPT as the option for sustaining the CLARITY marketplace could foster the sharing of experience between actors and give feedback on existing tools. From the beginning of 2017 the Clarity project has been in contact with the OGPToolbox.org organisation which has been initially developed by Etalab, the Prime Minister taskforce in charge of open data and open government French policy, on behalf of the Open Government Partnership community.

The CLARITY consortium has been proactive in identifying the best possible options to ensure the continuity and viability of the marketplace and all the information collection which has been gathered so far in its database. To do so, it has has agreed to present the information in a careful and informational manner, so a content curation activity had been defined to take place during the last month of the project to ensure that the quality of information provided will be acceptable by the OGPT team.

Suggestions about the web and content maintenance

One suggestion with regards to the marketplace would be to curate the content delete apps which are outdated, find the new ones. Would be nice to have real life examples of how these apps are used - first hand experiences that make it more REAL to show their implementation.
While we are heading to the contract closure the consortium investigates the above possibilities but also has ensured that the outputs of task 4.3 and 4.4 are reflected online via integrating them on the website or social media of the CLARITY project. To ensure viability of the service the domain of the project has been renewed as well as the hosting service for 1-2 years.