

### Session on

users interaction and user needs collection for an evolutive maintenance of the portal

Níkolaos Loutas níkolaos.loutas@pwc.be



### Agenda

### 11:20- Towards the deployment of a pan-European Open Data platform in the CEF programme

Users interaction and user needs collection for an evolutive maintenance of the portal

workshop animator: Nikolaos Loutas, PwC

programmed interventions:

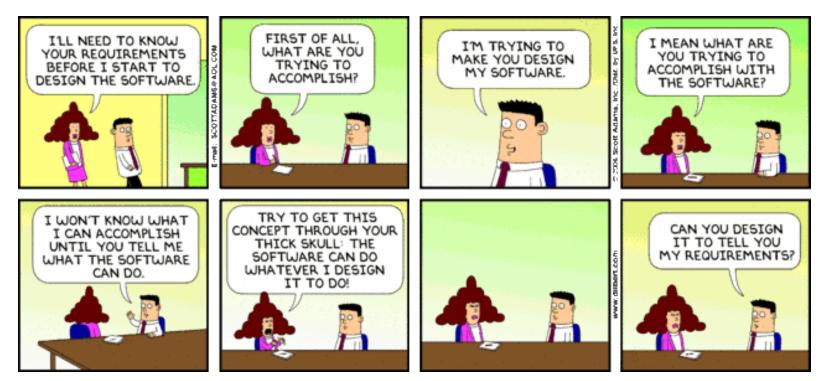
- Jean-Charles Quertinmont, BE
- Hayo Schreijer, NL

estimated timing: 50', 11:20-12:10



### **Objective**

• Ensure that the pan-European data portal evolves in a way that the requirements of the users are effectively addressed



by Scott Adams, © 2006 United Feature Syndicate. All Rights Reserved.



### Get to know your stakeholders



**Who** will use the pan-European data portal?

- Open data providers
- Open data reusers (businesses, citizens, entrepreneurs, students, researchers, governments...)



**Who** will take decisions on the development and evolution of the pan-European data portal?

- The European Commission
- The PSI group (MS representatives)
- Others?

## Engage the users in the perpetual development of the pan-European data portal

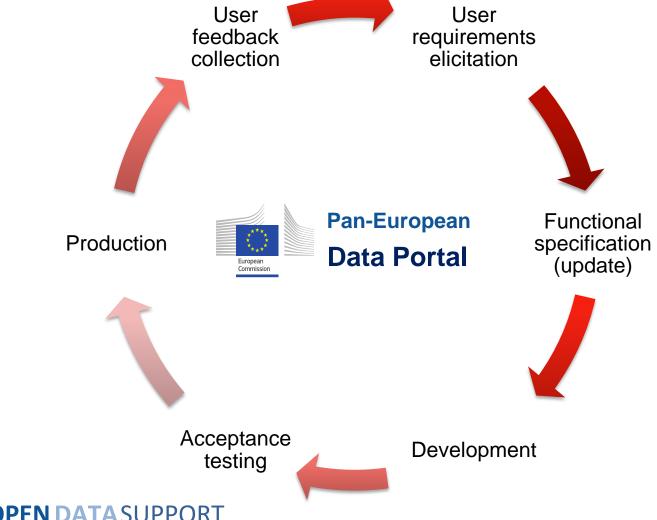
"Treating users as codevelopers"



- Collect user requirements drive the development based on what the users need.
  - Functional specifications
- Regularly update the user requirements is the prototype of the pan-European data portal what its users expect it to be?
  - Change requests
- Put in place a collaborative process and an environment that will allow users to share their requirements
  - Surveys
  - Workshops (online & onsite)
  - Interview key stakeholders



### The development lifecycle of the pan-European data portal



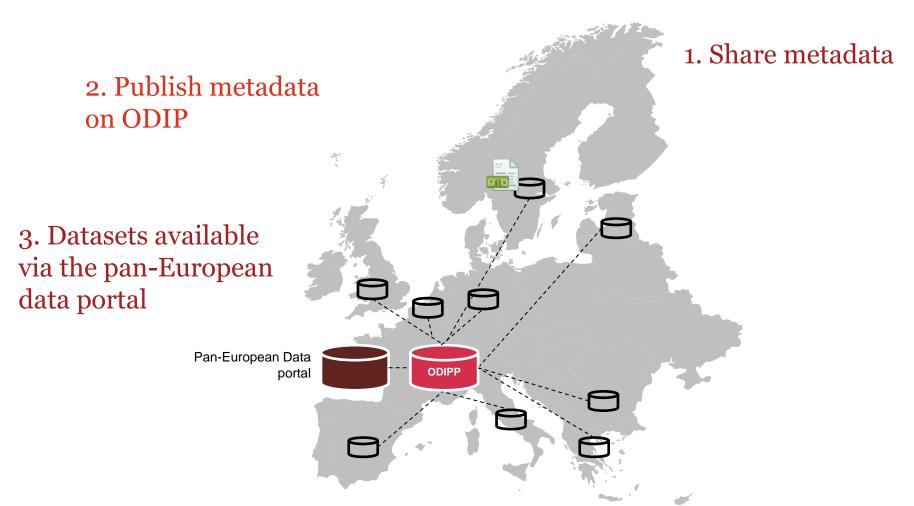
## Open data publishers: sharing collections of open datasets with the pan-European data portal

- What are the most efficient ways for open data publishers in the MS to make their datasets available through the pan-European data portal?
  - Harvesting vs. bulk exports of description metadata.
  - Semi-automatic vs. manual sharing of description metadata.
  - Frequency of harvesting?
  - A federated approach like the one currently implemented in Open Data Support is flexible and does not impose technological choices.
- A common model for description metadata of datasets is needed.
  - The DCAT Application Profile for data portals in Europe is the obvious candidate.
  - Common URI management and design principles.
  - Interoperable, machine-readable licences of open datasets.





## Open data publishers: sharing collections of open datasets with the pan-European data portal







## Open data reusers: finding and reusing content from the pan-European data portal (1/2)

- Which communities of reusers should be targeted?
  - Associations of ICT SMEs spread the word among their members;
  - Academia and researchers;
  - Open data enthusiasts;
  - Open Data thought leaders, e.g. ODI, W3C, OKF, WWW Foundation.
  - Public administration as a reuser of their own data.
- How to reach out to each community?
  - Market research (surveys) and raise awareness activities (workshops, roadshows, meetings) required.
- What is the message to be brought to each of them?
  - Practical examples of value created through open data is needed.





### Governance of the development process of the pan-European data portal

- Establishment of a steering committee where all key stakeholders are represented.
- Elicitation and prioritisation of user requirements.
  - Documentation of and follow up on the requirements using a ticketing system, e.g. JIRA.
  - Value through use new requirements may come up as people use the portal.
- Incremental prototyping approach do not go for the big bang.
- Facilitate the flow of information and the collaboration between the stakeholders and the development team.

#### When is the time to start?

"Never leave that till tomorrow which you can do today."

-- Benjamin Franklin



#### **Interventions**



Jean-Charles Quertinmont Belgium

Hayo Schreijer The Netherlands



# Thank you!



#### This presentation has been created by PwC

### Presentation metadata

Open Data Support is funded by the European Commission under SMART 2012/0107 'Lot 2: Provision of services for the Publication, Access and Reuse of Open Public Data across the European Union, through existing open data portals' (Contract No. 30-CE-0530965/00-17).

© 2013 European Commission

#### Disclaimers

1. The views expressed in this presentation are purely those of the authors and may not, in any circumstances, be interpreted as stating an official position of the European Commission.

The European Commission does not guarantee the accuracy of the information included in this presentation, nor does it accept any responsibility for any use thereof.

Reference herein to any specific products, specifications, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favouring by the European Commission.

All care has been taken by the author to ensure that s/he has obtained, where necessary, permission to use any parts of manuscripts including illustrations, maps, and graphs, on which intellectual property rights already exist from the titular holder(s) of such rights or from her/his or their legal representative.

2. This presentation has been carefully compiled by PwC, but no representation is made or warranty given (either express or implied) as to the completeness or accuracy of the information it contains. PwC is not liable for the information in this presentation or any decision or consequence based on the use of it.. PwC will not be liable for any damages arising from the use of the information contained in this presentation. The information contained in this presentation is of a general nature and is solely for guidance on matters of general interest. This presentation is not a substitute for professional advice on any particular matter. No reader should act on the basis of any matter contained in this publication without considering appropriate professional advice.

