Towards We-Government: Collective and participative approaches for addressing local policy challenges

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Evaluation Framework

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Abstract

This report presents a conceptual and methodological framework for evaluating the three WeGovNow trials which are to be implemented during the second half of the project. Precise evaluation objectives are specified and evaluation methods as well as tangible outputs to be generated are described. Also, a roadmap for preparing and conducting on-site evaluation activities at each of the three trial sites is presented.

Keywords

WeGovNow trials, evaluation objectives, conceptual and methodological evaluation approach, information gathering techniques, evaluation outputs, evaluation roadmap

Contents

Executive Summary

As described elsewhere (D1.2), the WeGovNow project focuses on the integration of different technology components into a new type of civic engagement online platform in order to enable new forms of citizen-government relationship towards more collaborative practices. Local validation trials will be set up with a view to validating a tested prototype version of the WeGovNow platform under day-to-day conditions in three different municipalities. To apply project resources efficiently and to adequately cater for the particular circumstance and policy challenges prevailing at the trial sites, each site has a clear initial focus when it comes to elaborating localised use cases for innovative public services delivery with help of the WeGovNow platform. Diverse stakeholders are expected to be involved in the local trials to be set up.

In general, the evaluation work aims at assessing in what way and under what circumstances the WeGovNow prototype solutions can be further mainstreamed and exploited beyond the immediate project duration. To this end, a two-fold evaluation objective will be pursued. Quantitative and qualitative evidence is to be generated in order to assess to what extent and under what circumstances WeGovNow solutions are (a) viable (work successfully) and (b) sustainable (positive impacts outweigh any negative impacts beyond the pilot duration). To this end a multi-method approach will be pursued, relying on key informant interviews, focus groups, a user survey and a cost-benefit analysis, as far as monetisable benefits are concerned. Information will be gathered in two rounds, one staring two months after the local trials will have been publicly launched at the three pilot sites and another one towards the end of the project's pilot phase. The first round of information gathering will feed into an initial viability assessment of the pilot services (D4.2), identifying the particular stakeholders involved at each trail site and impact dimensions potentially relevant to these. The second round will feed into the final value case assessment for each of the three local trials (D4.3). This will provide a synthesis of identified positive and negative impacts of the new pilot service in relation to the different stakeholders involved, e.g. public administrations, citizens, local NGOs and local businesses. Relying on quantitative and qualitative inputs from the different information gathering techniques applied, the value case will be assessed in order to (a) help in understanding impacts of the piloted WeGovNow solutions, (b) justify investment into WeGovNow and (C) calculate break-even in relation to monetised benefits and costs. Based on all evidence collated throughout the evaluation work stand, recommendations for the further mainstreaming of WeGovNow pilot solutions will finally be developed.

1 Introduction

As described elsewhere (D1.2), the WeGovNow project focuses on the integration of different technology components into a new type of civic engagement online platform in order to enable new forms of citizen-government relationship towards more collaborative practices. Local validation trials will be set up with a view to validating a tested prototype version of the WeGovNow platform under day-to-day conditions in three different municipalities. To apply project resources efficiently and to adequately cater for the particular circumstance and policy challenges prevailing at the trial sites, each site has a clear initial focus when it comes to elaborating localised use cases for innovative public services delivery with help of the WeGovNow platform. Diverse stakeholders are expected to be involved in the local trials to be set up.

This document (D4.1) presents a conceptual and methodological framework for evaluating the local trials to be set up during the second half of the project (Chapter 2). This starts with identifying precise objectives of the evaluation work strand to be pursued throughout the second half of the project’s life cycle (2.1). Next, the conceptual and methodological approach to be adopted for meeting these objectives is presented (2.2), followed by a description of tangible outputs to be generated (2.3). Finally, an evaluation road map is presented showing how individual evaluation activities will be carried out along the line of the project’s overall work plan (Chapter3).

2 The WeGovNow evaluation framework

2.1 Objectives

The evaluation work strand of the project’s overall work plan aims at better understanding how the new WeGovNow platform can be successfully harnessed by the participating municipalities for empowering civil society to play a more active and collaborative role in fields of activity that have traditionally been the preserve of public service providers. To this end, a dedicated evaluation programme will be pursued (WP4). It has the objective to generate evidence which enables the project to assess in what way and under what circumstances the WeGovNow prototype solutions can be further mainstreamed and exploited beyond the immediate project duration. Both, quantitative and qualitative evidence is to be generated in order to assess to what extent and under what circumstances WeGovNow solutions are:

- viable (working successfully);
- sustainable (positive impacts outweigh any negative impacts beyond the pilot duration).

2.2 Conceptual and methodological approach

2.2.1 Evaluation objects

In line with the two evaluation objectives described above, the various evaluation activities to be carried out within WP4 will concern two different evaluation objects, namely:

- The WeGovNow technical platform
  As described elsewhere (D3.1), the WeGovNow technical platform will be implemented in terms of a modular web-based application. It will include several application modules specifically extended to smoothly interoperate as a unique integrated platform. In the framework of the WeGovNow trials the technical infrastructure will be utilised by municipal staff (backend) and citizens (frontend) under day-to-day conditions over duration of 12 months. At each of the three trial sites, the municipalities will have the possibility to customise the WeGovNow web-based platform according to their own requirements, e.g. by adapting colours and fonts of the new platform to those already utilised for the purposes of their exciting websites.[1]
- The WeGovNow public services
  As described elsewhere (D2.1), the technical platform developed within the WeGovNow project is to enable delivery of new types of public online services at the municipal governance level, thereby striving for a more collaborative relationship between the citizens and the local government. It is clear that the desired benefits can usually not be delivered by ICT services alone but by a socio-technical system. In a socio-technical system, service delivery incorporates a number of elements in addition to ICT, in particular specific roles played by people participating in the service delivery/utilisation process[2]. For the purposes of the WeGovNow trials the three participating cities will thus implement not just a new technological infrastructure. They will also adapt current working processes in order to enable new forms of interaction with local stakeholders with help of the new technical platform. Beyond the technology employed, the project's evaluation work strand will therefore also pay attention to the particular roles of the various stakeholders involved in the

[1] The software architecture of the WGN platform includes an API service, the so called "Style Service", providing WGN style sheets dynamically to the individual platform components. For further details see D3.1.

[2] The concept of socio-technical systems has been developed as an approach to organizational work design, thereby recognizing the interaction between people and technology in workplaces (Pasmore, 1988). In general, such a perspective does not however exclude that in some cases, service automation can be virtually complete, with no personnel roles in day to day service provision. Here overall services and ICT services are close to identical. For sustainable delivery even of fully automated services, the wider socio-technical system is never completely absent. Where there is an organisation with responsibility for the automated service, organisational processes are always necessary, if not for acquiring data then for maintaining and updating software.

new WeGovNow services such as municipal staff, citizens, local NGOs and local businesses.

2.2.2 Evaluation perspective

In line with the two pronged objective of the evaluation work package (WP4), two different evaluation perspectives will be adopted, as discussed in the following subsections.

Viability perspective

As described elsewhere (D3.2), WeGovNow is pursuing a number of challenging innovations in technological respect. In particular, the new civic engagement platform is to rely on spatial representations of issues of public interest, thereby making use of an appealing map-based user interface. Beyond this, the platform architecture is to combine a number of consolidated software solutions in a synergetic - yet unprecedented - manner to enable new features. At the same time, it shall be capable of meeting requests for customisation by the municipalities implementing it within their particular local circumstances. One part of the evaluation work will therefore focus on gathering the perceptions of the platform users, including front-end users and back-end users, as to whether desired levels of utility, usability and reliability are achieved by the technical platform under day-to-day conditions. Also, work will be directed towards gathering information on the extent to which any desired and/or undesired impacts are achieved when it comes to the new public services offered with help of the WeGovNow technological infrastructure.

Sustainability perspective

WeGovNow is to enable collaboration of different stakeholders (e.g. public administrations, citizens, NGOs and businesses) through a new type of municipal engagement platform in order to increase public value. Hence, the “value case” for utilising this new platform should ultimately become evident with respect to each of the stakeholders involved in the local implementation instances of WeGovNow (Turin, San Dona Piave and Southwark). Wider uptake can be expected to happen in particular if perceivable benefits flow to the different stakeholders which are to be involved in the new civic engagement platform. Otherwise, there is a risk that those stakeholders not perceiving any value flowing to them from the piloted WeGovNow solutions may lose interest in further utilising them or even act as veto players in the community. Another aspect deserving attention in this context concerns the fact that today many public authorities are facing concrete and urgent challenges, often struggling with financial austerity and with rising unemployment (Giovanna et. al. 2016). Any further investments in innovative participatory online services such as WeGovNow will thus need to rely upon evidence as to whether the costs involved in setting up and maintaining such services can finally be justified by potentially achievable benefits. Such benefits do however not necessarily need to immediately relate to financial cost savings. Depending on the local implementation context, apart from monetised benefits such as efficiency gains, non-monetised benefits may occur as well, e.g. better quality of services or increasing trust in the public authorities.[3] Against this background, evaluation work within the WeGovNow project will be directed towards identifying the costs and benefits involved in setting up, maintaining and using the piloted solutions from the perspectives of the different stakeholders involved at each of the three trial sites.

2.2.3 Evaluation steps

The evidence to be generated is to support the individual pilot regions in shaping an optimal service configuration under their local circumstances. Work is therefore primarily directed towards formative value case modelling in a given multi-stakeholder service environment, rather than an ex-post evaluation of the pilot service. To this end, project partners in each of the three pilot sites and the work package leader empirica will collaborate according to a step wise evaluation process. The operational steps to be conducted are described in the following subsections.

Step 1: Stakeholder identification
Based on the final version of use cases expected to become available later in the project (PM 18), work will start with consolidating the initial assumptions made by the pilot sites on what stakeholders will play a role in the platform. As a general rule, the value case should cover all stakeholders that are (a) involved in the piloted innovation, i.e. playing an active role or (b) are affected by the piloted innovation, i.e. in a passive manner. Both cases, active and passive, are characterised by a stakeholder experiencing any kind of impact, negative or positive, due to the new or changed service.

Step 2 – Identification of impact dimensions
The second step is to identify all positive and negative impacts potentially relevant to each of the stakeholders involved in a local implementation setting. These may concern monetised benefits, e.g. efficiency gains through staff time savings at the part of the public administration, and non-monetised benefits such as higher levels of trust due to increased transparency. Indicators will be defined which are suitable to measure the potential impacts identified. Again, the final shape of the impact model and indicator set depends largely on the local context. On the one hand, the indicators need to make sense in relation to the locally implemented service configuration, and any given framework conditions that cannot be changed. At the same time, populating the indicator set with data needs to be practically feasible under the given circumstances.

Step 3 – Data collection
Data to populate the indicators defined in Step 2 will come from different sources. Primary sources include all data collected directly in the course of the pilot, for instance log data stored in ICT systems and administrative data. Also, end-user related data will be gathered by means of focus groups, key informant interviews and a questionnaire applied towards

[3] Giovanna et. al. (2016) argue for instance that long-term benefits, in terms of trust and high quality services, are becoming at least as important - and probably more urgent – than efficiency gains.

the end of the pilot duration. Generally, empirical data will be gathered at two intervals in the three trial sites. The first round of data gathering will take place comparatively early in the trial phase (during month 3 following the launching of the pilot service) and will focus on an initial assessment of the viability of the local instances of WeGovNow implementation at each of the trial sites. At this stage the different stakeholders involved will have had the opportunity to gain some preliminary experience in utilising the implemented WeGovNow solutions for their purposes, enabling the first assessment of the locally implemented service configuration. At this stage, the preliminary assessment will be based on a confined set of information gathered (e.g. when it comes to back end processes implemented at the part of the public administration). A further round of data gathering will take place towards the end of the pilot duration, with a view to gather the full set of data for the final assessment.

Step 4 – Value case assessment

The final step of the approach focuses on analysing the strengths and weaknesses of the piloted innovations. This will include quantified costs and monetised benefits for each stakeholder, as far as these can be identified from the pilot implementation. Also, non-monetised benefits will be considered for the purposes of the value case assessment. Further to this, the analysis also includes identification of the key “adjusting screws” that are available to the pilot service for further optimising the value case under given framework conditions.

2.2.4 Information gathering techniques

A multi-method approach will be pursued for information gathering purposes, as summarised in Table 1 overleaf. In the following subsections, the individual information gathering techniques are further described.

Key informant interviews

Semi-structured interviews will be conducted with a selected number of stakeholders at the pilot sites for the purposes of the initial viability assessment (see also the evaluation roadmap presented in Chapter 3), focussing on identifying potential impacts of the pilot service on the various stakeholder groups involved. These key informant interviews will also support the definition of indicators for quantitative impact measurements. These indicators are to complement, where meaningful, the qualitative viability assessment of the pilot service. Further to this, key informant interviews will be obtained for the purposes of the value case assessment towards the end of the pilot duration.

These interviews will be guided by a framework of themes to be explored but remain generally open in terms of content, allowing new ideas to be brought up during the interview as a result of what the interviewee says (Edwards and Holland, 2013). Based on the final use cases that will have become available from each pilot site later in the project (PM 18), the specific topics to be explored will be specified in advance. Interview guides will be prepared, in terms of an informal grouping of topics and questions. For each interview, these high-level questions will be tailored to the interview context /situation prevailing at the particular trial sites, and to the person being interviewed. The interview guides will be developed by the WP4 leader in collaboration with the local pilot site teams.

Table 1 – Overview of information gahteing techiques to be aplied in the framework of the WeGovNow evaluation

Evaluation object	Thematic focus	Method 1st info gathering round	Method 2nd data gathering round
Technology related perspective	Stakeholder perception of utility, usability and reliability of the technical infrastructure at pilot site	• Key informant interview	• Focus groups • Key informant interview • User survey
	Operational reliability of technical infrastructure at pilot site	• System logging data • Issue reporting by help desk	• System logging data • Issue reporting by help desk
Service related perspective	Stakeholder perception of positive and negative impacts of the pilot service	• Key informant interview	• Focus groups • Key informant interview • User survey
	Non-monetised benefits flowing to stakeholder from the pilot service	• Key informant interview	• Focus groups • Key informant interview
	Monetised benefits flowing to stakeholder from the pilot service	• Key informant interview	• Key informant interviews
	Costs involved in service provision / utilisation	• Key informant interview	• Key informant interviews

<u>Focus groups</u>

During the second round of information gathering (see also Chapter3), outcomes of the key informant interviews will be augmented by information gathered with the help of focus groups. In thematic regard, these events will focus on gathering the stakeholders' perceptions of the utility, usability and reliability of the pilot services, including the technical infrastructure through which the pilot services are delivered at each of the pilot sites. The exact number of focus groups to be conducted will be determined in collaboration with the local pilot sites teams and on the basis of the final use cases developed by each site. At this stage, it is expected that at least one focus group will be conducted at each pilot site.

As in the case of the key informant interviews, preparatory work will include the formulation of a set of research questions to guide focus group discussions. Again, the research questions need to take into account the characteristics of the particular pilot service configuration at a given trial site and the roles of particular stakeholder groupings involved. The research questions will be developed by the WP4 leader in close collaboration with the pilot site teams. In addition, a number of operational aspects will deserve attention during the preparatory stage. Here again, under consideration of the particular local circumstances prevailing at each of the pilot sites, a number of conceptual and practical decisions will be taken in close collaboration with the local pilot site teams:

- Overall, how many focus group sessions will need to be organised? How many users are expected to participate in each session? Usually, having more than 10 people in a focus group will seriously hamper effectiveness.
- Which types of stakeholders are to be involved at each session? How would a suitable recruitment process best be organised under given local circumstances?
- What information would invitees expect to receive in advance? Is it necessary to generate any information materials in advance? Usually both professional (e.g. municipal staff) and non-professional users (e.g. citizens) will appreciate at least a short written information beforehand (about 1 pages), describing the background to the event, what they are expected to do in concrete terms and what the event is expected to yield in terms of results.
- What research materials need to be prepared in advance (e.g. list of research questions to guide group discussions, paper-based questionnaire to be completed by the participants of other individuals)? As described above, concrete research questions will be formulated in advance. For some aspects it may make sense to include a paper/pencil questionnaire to be filled-in by participants, e.g. at the end of the session.
- At which venue should each session take place? Is the venue accessible to all participants, e.g. people using a wheel chair? The venue should be easy to reach, reasonably well equipped for the purpose and allow the conduction of an undisturbed session.
- How long should each focus group session last? Might the anticipated length of the session put an undue burden on (some) participants, e.g. people with reduced physical capacities? A session of more than two hours of intense discussion without a break will put a strain even on a well-trained professional.

When it comes to the conduction of individual focus groups sessions, these will be led by a facilitator and supported by an observer. The session is to be documented in writing by a dedicated rapporteur. In procedural regard, it is worth paying attention to a number of further aspects:

- A round of introduction involving all participants should be enabled, making sure that the roles of the participating project team members are known to the participants (e.g. moderator, rapporteur, technical expert).
- Consent is to be obtained about participation/recording. Any additional requirements on obtaining consent from the participants that may be imposed by national regulation/legislation should be covered by the consent form used (for a generic consent template in English see Annex 1).
- A brief introduction to the WeGovNow project is to be given to the participants (e.g. aims, funding context, participants, expected outcomes and envisaged utilisation

beyond the project duration). It is to be ensured that all participants share a good understanding of what the project is about.

- The focus group session's rationale is to be explained, and the way the participants' contributions will be further utilised within the overall project as well. It is to be ensured that participants understand why they were asked to participate and what is expected to be learned from their contribution.
- Participants should be encouraged to make an intervention and ask questions at any time. An open discussion atmosphere is to be created throughout the session.

User survey

During the 2nd round of information gathering, further information will be collated with the help of the WeGovNow user survey. Here, the emphasis will be on collating data form a larger number of users by means of a questionnaire that will focus on measuring how WeGovNow service users perceive the utility of the new pilot service. The perceived service utility will be broken down into specific service-related impacts on the one hand and a summary assessment on the other, each addressed with one question module. The final question modules will be specified following the initial viability assessment to be conducted on the basis of the first round of information gathering. In part, answer categories will be assigned numeric codes for data entry and analysis. Open questions will also be included to enable respondents to add free text comments.

Cost-benefit analysis

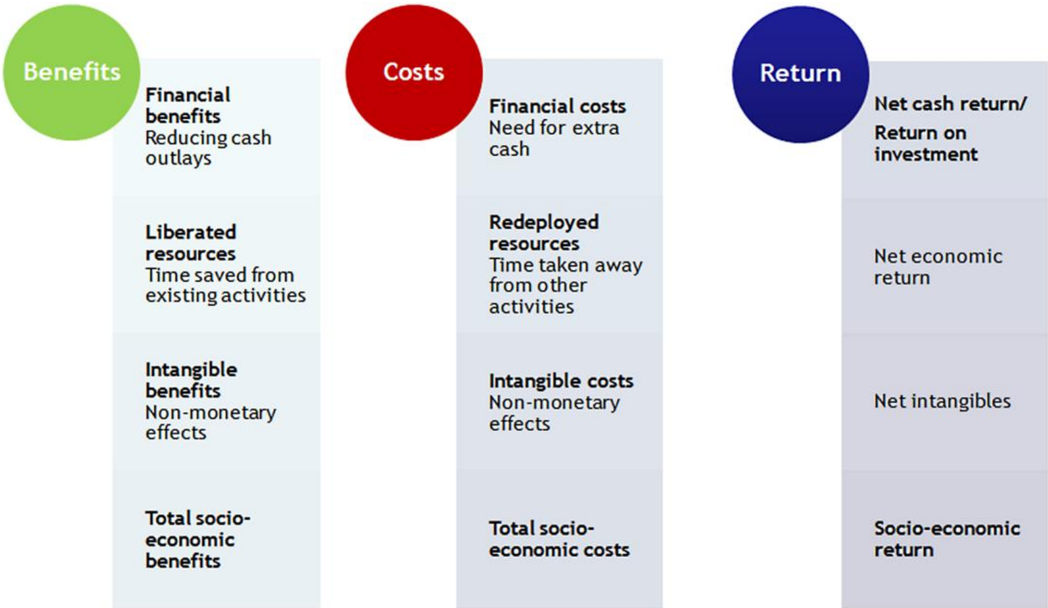
A cost benefit analysis will be carried out in accordance with the ASSIST (assisted e-service deployment) methodology which was originally developed by WeGovNow lead partner empirica on behalf of the European Space Agency back in 2011. Since then it has been applied and iteratively refined in other national and EU programmes. The ASSIST approach follows extensive recommendations that Cost-benefit analysis (CBA) is the most appropriate tool for analysing the impact of investments and activities in domains of public interest.[4] Over the last decade, value added has been a widely used approach supporting investment decision making in the public domain. In the context of an ASSIST assessment, the effects and outcomes of a service is understood as value-added to society, either in part or as a whole, on the one hand and value-added to the individual stakeholders involved on the other, by implementing and using the service. This combines an overall, societal perspective with an organisational and individual perspective. This societal perspective includes all stakeholders and aggregates their respective gains and losses, or benefits and costs. Positive effects, or benefits, create value, negative effects, or costs, occur when value is reduced. The total value added is the sum of positive and negative 'value added', which is also

[4] Among others the UK Treasury's Green Book (UK HM Treasury, 2003), Germany's WiBe (Röthig, 2009) and the White House Office of Management and Budget (White House Office for Management and Budget, 1992) specify the CBA methodology as an appropriate tool for analysing the impact of investments and activities in domains of public interest.

referred to as net benefit. In operational terms the assessment is done in three subsequent work steps:

- Service Assessment Model Setup:
  The public service change to be evaluated is analysed to identify key components such as any stakeholders involved and the envisaged impacts (in terms of costs and monetisable benefits) on each stakeholder. The latter includes identifying possible value cases for a sustainable service operation for the different stakeholders involved. The resulting service-specific stakeholder and indicator set is entered into the software toolkit as a prerequisite for the following steps.
- Data Collection and Monetisation:
  Data on all identified indicators is collected and fed into the software toolkit. Data is usually collated from various sources including an evaluation of the pilot operation of the service under analysis, data logs of IT systems used, fact finding interviews with key informants in the pilot site (e.g. administrative staff) and other primary sources, all of which are planned to be used in the framework of WeGovNow. Furthermore, data from secondary sources such as literature or datasets from other studies will be used where appropriate. The software toolkit comprises a graphical user interface where the data can be entered in different formats. For subsequent analysis, all input data needs to be monetised, i.e. be available in currency values. This is straightforward for financial input data, i.e. data for which a market price exists. Personnel resources or staff time are usually transformed using full labour costs, i.e. wages plus employer contributions. Intangible costs and benefits require more complex transformation approaches such as calculation of time cost, use of suitable monetary proxies or valuation approaches, e.g. a subject's perception of the relative or absolute value of a thing.
- Calculation of Performance Measures:
  On the basis of the input data, different performance measures or return indicators are calculated, as shown in Figure 1 below. The performance measures are expressed as ratios of different kinds of costs and benefits. The main outcome measure is based upon the ratio of total costs to total benefits, i.e. including financial costs and benefits, resource costs and benefits and intangible costs and benefits. This overall ratio is referred to as socio-economic return (SER). On the overall service level it can be seen as reflecting the perspective of a higher-level decision maker (e.g. a regional policy maker), and the SER can support the assessment and evaluation of options and decisions for improved service delivery. Ratios of the financial costs and benefits indicate cash flows and support an assessment in relation to the affordability of the service under given framework conditions.

Figure 1 - ASSIST calculation of performance measures



It is worth noting that not all benefits and drawbacks potentially flowing to the different stakeholders from the new WeGovNow pilot services can expected to be monetisable. In this regard, we will avoid arbitrarily assigning a monetary value to such benefits. Generally, the outcomes of the cost-benefit analysis are thus intended to augment information gathered on non-monetised benefits and drawbacks identified by means of the other evaluation methods to be applied for the purposes of WeGovNow.

2.3 Outputs

The hitherto described evaluation approach will deliver two synthesised outputs, beyond the various raw data/information sets generated with help of the different information gathering methods described earlier. These are described in the following subsections.

Preliminary viability assessment

For each pilot site an initial viability assessment will be reported as part of D4.2. This will include a brief summary of the contextualised implementation of the WeGovNow pilot services at each of the three trial sites. For each local service configuration a dedicated stakeholder model will be identified, together with any positive and negative impacts expected to result from the new pilot service in relation to the individual stakeholders involved. This will include monetisable and non-monetisable benefits. Based on initial key informant interviews a preliminary assessment of the pilot service will be provided along these dimensions. Also, the information gathered up to this point will guide the final specification of further information gathering instruments as described in section 2.2.4 (focus groups, user survey questionnaire, final indicator set of the cost-benefit analysis).

Final value case assessment

Towards the end of the pilot duration a final value case assessment will be generated, providing a synthesis of identified positive and negative impacts of the new pilot service in relation to the different stakeholders involved, e.g. public administrations, citizens, local NGOs and local businesses. The assessment will rely on quantitative and qualitative inputs from the different information gathering techniques applied. The value case will be assessed for each of the three trial sites and reported in D4.3. The report will be structured in order to help in:

- understanding impacts of the piloted WeGovNow solutions: The understanding of all impacts (including secondary and long-term effects) may offer a new perspective on the public service innovation enabled by WeGovNow that is led by a strategic or economic view. This is a value in its own right, because it complements a technical and organisational point of view and helps in explaining and predicting why stakeholders behave as they do.
- justifying investment: The analysis of the overall performance of the service will allow decision makers to prove that the investment (both in terms of money and time) is worthwhile.
- calculating break-even in relation to monetised benefits and costs: When communicating the costs and monetised benefits to involved persons it is important to understand when the benefits surpass the costs. This will allow preparing stakeholders for a prolonged phase of investment, again both in terms of money (e.g. cost for ICT infrastructure) and of time (e.g. adapting to the new way of working).

Based on all evidence collated throughout the evaluation work stand, recommendations for the further mainstreaming of WeGovNow pilot solutions will be developed.

3 Evaluation Roadmap

As graphically represented by Figure 1 overleaf, the various evaluation activities (WP4) to be pursued throughout the overall project's life cycle will be interrelated with other strands of work, in particular WP2 and WP3. As can also be seen from the figure, evaluation activities can conceptually be assigned to three main evaluation phases as follows.

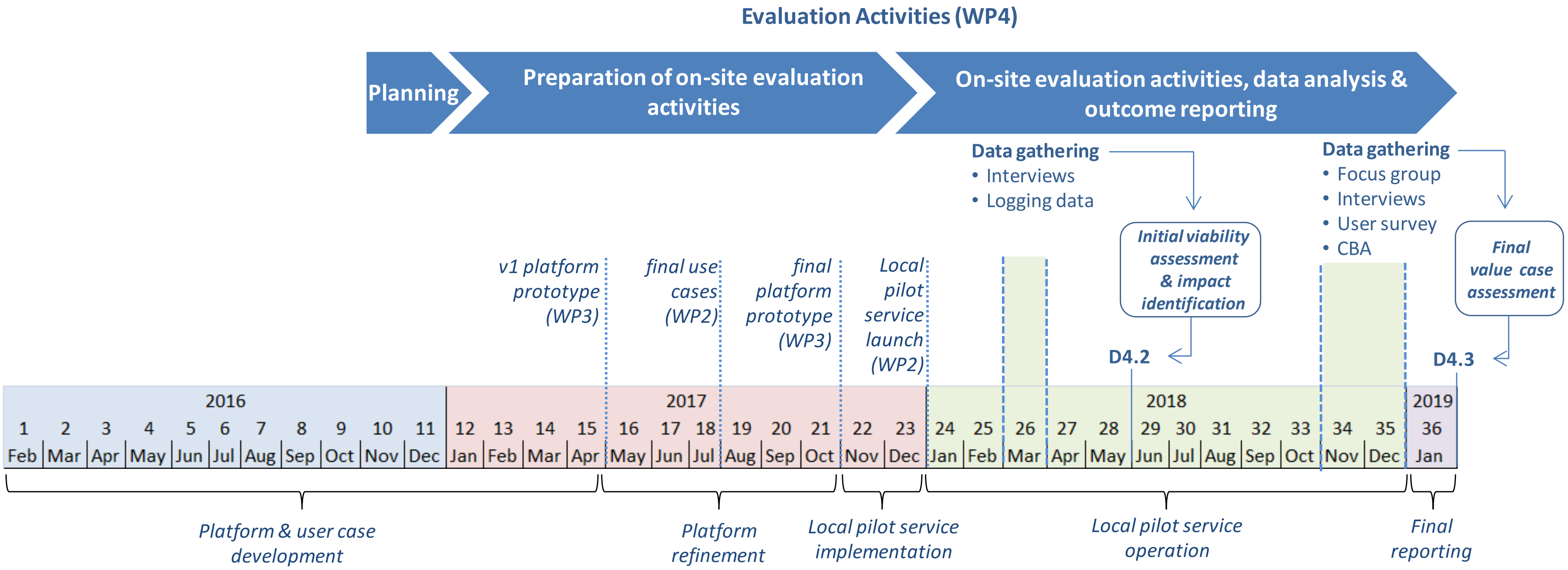
Evaluation planning

The evaluation planning phase concludes with the completion of the evaluation frameworks presented in this reports.

Preparation of on-site evaluation activities

Based on the final use cases, key informant interview guides will be prepared with a view to identifying relevant impact dimensions for each of the three trial sites. This will be an iterative approach starting with an initial modelling of the stakeholders involved at each particular site by the WP4 leader, including key impact dimensions anticipated at this early stage. The initial stakeholder models will be discussed and refined in collaboration with the pilot site teams through online meetings.

Figure 2 - Graphical representation of the WGN evaluation roadmap



Based on the outcomes an interview guide will be prepared by empirica prior to the 1st round of information gathering. Also, the pilot site teams will receive online training on how to apply the interview guide and report outcomes according to a common reporting structure. Moreover, an operational planning document will be generated for each trial site specifying all activities to be carried out for evaluation purposes at pilot site level, including a related schedule. The WP4 leader will maintain a help desk responding to all evaluation related requests by the pilot site teams.

Conduction of on-site evaluation activities

The first round of key informant interviews will be carried out at each pilot site during month three following the public launch of the WeGovNow pilot services at the trial site. Outcomes will feed into an initial viability assessment of the pilot services implemented at each trial site and reported in D4.2. They will further be used for drafting the remaining information gathering instruments to be applied during the second round of information gathering. The draft instruments will be discussed with the pilot site teams and finalised prior to final information gathering towards the end of the pilot duration. Again, the pilot site teams will receive online training on how to apply the different instruments in their particular local setting. All information collated will be synthesised in order to feed into the final value case assessment for the WeGovNow pilot services implemented at each of the trials sites.

ANNEX

WeGovNow Focus Group Consent Form

I have spoken to...about the focus group organised in the framework of the SmartCare project.

This took place on ....

	(Tick one) Yes	No
I have been informed about the project..	( )	( )
I have had the chance to talk about the project and ask questions	( )	( )
I know enough about the project now.	( )	( )
I understand that it is my decision whether or not to take part in the focus group session..	( )	( )
I understand that if I do not want to take part, or decide to stop, this will not affect any help I am getting	( )	( )
I understand that the focus group session may be taped. I can stop this at any time..	( )	( )
I agree to take part in the focus group session..	( )	( )

Signed .... Date ....

Name (in block letters) ....

Signed (Researcher)... Date ....

Name (in block letters)

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