



Simpatico

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D6.6 – SIMPATICO Evaluation Report v2

Executive Summary: This report provides the evaluation of the second iteration of the SIMPATICO validation activities, assessing both the effectiveness of the proposed SIMPATICO solution and the level of achievement of the project KPIs. A list of lessons learned and of recommendations is also included that will be used to drive the exploitation of the SIMPATICO results, also after the end of the project.

WP: WP6 – Use-case management

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Glossary

Acronym	Definition
CDV	Citizen Data Vault
CPD	Citizenpedia / Collaborative Procedure Design
DOG	Diario Oficial de Galicia
DOM	Document Object Model
ES	Spain
eSM	e-Service Monitor
EU	Europe
FAQ	Frequently Asked Questions
FBK	Fondazione Bruno Kessler
HTML	HyperText Markup Language
IAP2	International Association for Public Participation
ICT	Information and Communication Technology
IFE	Interactive Front-End
IGE	Instituto Galego de Estatística
IT	Italy
IT	Information Technology
KPI	Key Performance Indicator
M	Month
PA	Public Administration
Q&A	Questions and Answers
QA	Quality Assurance

QAE	Question Answering Engine
R&D	Research and Development
REST	REpresentational State Transfer
RO	Research Objective
SF	Session Feedback
TAE	Text Adaptation Engine
UK	United Kingdom
WAE	Workflow Adaptation
WP	Work Package
XML	eXtensible Markup Language

Executive summary

This document is the deliverable “**D6.6 – SIMPATICO Evaluation Report v2**” of the European project “SIMPATICO - SIMplifying the interaction with Public Administration Through Information technology for Citizens and cOMpanies” (hereinafter also referred to as “**SIMPATICO**”, project reference: 692819).

SIMPATICO addresses a strategic challenge towards the innovation and modernization of the public sector: the need to offer a more efficient and more effective experience to companies and citizens in their daily interaction with Public Administration (PA) by providing a personalized delivery of e-services based on advanced cognitive system technologies and by promoting an active engagement of people for the continuous improvement of the interaction with these services. In order to make the project objectives measurable and to validate its achievement, SIMPATICO proposes **three use-cases within the three PAs: the city of Trento, the region of Galicia and the city of Sheffield**. This enables the project to test different approaches to improve public e-services, in different areas of PA, and in countries characterized by different languages and by different attitudes of citizens towards the PA. In addition, two different iterations of this validation are foreseen, following the two research and development phases in the project plan.

This deliverable doses the second – and final – iteration of SIMPATICO evaluation. It builds on top of the outcomes of the first iteration, described in deliverable “D6.5 – SIMPATICO Evaluation Report v1”, and well as on two previous deliverables already produced for this iteration: the overall objectives and planning of the validation, the specific objectives for the three use-cases, as well as a detailed specification of the experiments to be carried out during the second iteration of the validation, have been described in deliverable: “D6.2 – Use-case Planning & Evaluation v2”; the project engagement strategy for citizens, civil servants and other local stakeholders (e.g., professionals, associations), and the plan to be carried out by the three PAs have been described in deliverable “D6.4 – Citizens & stakeholders engagement & community building plan v2”.

The evaluation reported in this deliverable aims both at **assessing the effectiveness of the proposed SIMPATICO solution** against its key objectives and at **assessing the level of achievement of the KPIs** (defined in D6.2), identifying improvement actions towards their achievement. The evaluation covers **not only technical aspects, but investigates also the social implications** of the adoption of the SIMPATICO solutions, identifying strengths and barriers/obstacles for its wider adoption. A key outcome of this deliverable is a list of **lessons learned and of recommendations** that are now being taken over by the different project work packages, with the goals of driving (1) the research and technical activities during the last months of the project, towards the final release of the SIMPATICO solution, and (2) the exploitation plan and the follow-up activities that will continue after the end of the project.

At the time of writing, one of the three use cases, the city of Sheffield, has not been able to complete the evaluation, as the integration of the SIMPATICO Platform in the city portal is still in progress. For this reason, this deliverable will only cover the evaluations in Trento and in Galicia. An extended version of the deliverable, covering also the evaluation in Sheffield, will be submitted before the end of the project.

1 Introduction

This deliverable presents the outcomes of SIMPATICO project task T6.5 “Use case evaluation” in the scope of WP6 “Use-case management”, and reports the main outcomes of the evaluation activities performed in the project during the 3rd year of project execution in project evaluation sites. This evaluation is based on a detailed definition of objectives and plan of the project use cases (deliverable “D6.2 – Use-case Planning & Evaluation v2”), and of the user engagement activities (reported in project deliverable “D6.4 – Citizens & stakeholders engagement & community building plan v2”).

At the time of writing, of the three evaluation sites foreseen in the project – namely, the two cities of Trento (IT) and Sheffield (UK) and the region of Galicia (ES) – only two have been able to complete the evaluation: the city of Sheffield is still working on the integration of the SIMPATICO Platform in the city portal. For this reason, this deliverable will only cover the evaluations in Trento and in Galicia. An extended version of the deliverable, covering also the evaluation in Sheffield, will be submitted before the end of the project.

The evaluation reported in this deliverable aims both at assessing the effectiveness of the proposed SIMPATICO solution against its key objectives and at assessing the level of achievement of the KPIs (defined in D6.2), identifying improvement actions towards their achievement. The evaluation covers not only technical aspects, but investigates also the social implications of the adoption of the SIMPATICO solutions, identifying strengths and barriers/obstacles for its wider adoption.

To better understand the aim and scope of the project use-cases, we provide in this introductory chapter a short description of the SIMPATICO project (Section 1.1), of the validation strategy that adopted by the project (Section 1.2), and of the stakeholder engagement methodology (Section 1.3). We conclude the chapter with a description of the structure of the rest of this deliverable.

1.1 SIMPATICO project

SIMPATICO's goal is **to improve the experience of citizens and companies in their daily interactions with public administration** by providing a personalized delivery of **e-services** based on advanced **cognitive system technologies** and by promoting an active engagement of people for the continuous improvement of the interaction with these services. The SIMPATICO approach is realized through a platform that can be deployed on top of an existing PA system and allows for **a personalized service delivery** without having to change or replace its internal systems: a process often too expensive for a public administration, especially considering the cuts in resources imposed by the current economic situation.

The goal of SIMPATICO is accomplished through a solution based on the **interplay of language processing, machine learning and the wisdom of the crowd** (represented by citizens, business organizations and civil servants) **to change for the better the way citizens interact with the PA. SIMPATICO adapts the interaction process** to the characteristics of each user; **simplifies** text and documents to make them understandable; **enables feedback for the users** on problems and difficulties in the interaction; **engages civil servants, citizens and professionals** so as to make use of their knowledge and integrate it in the system (Figure 1).

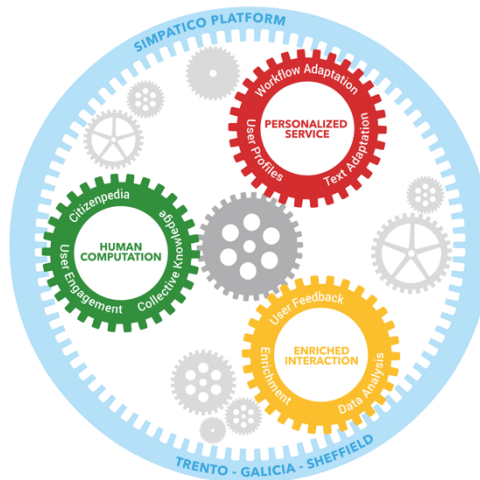


Figure 1: SIMPATICO concept as a glance

The project aims can be broken down into the following **smaller research objectives (ROs)**.

RO1. Adapt the interaction process with respect to the profile of each citizen and company (PA service consumer), in order to make it clear, understandable and easy to follow.

- A **text adaptation** framework, based on a **rich text information layer** and on machine learning algorithms capable of **inducing general text adaptation operations from few examples, and of customizing these adaptations to the user profiles.**
- A **workflow adaptation engine** that takes user characteristics and tailor the interaction according to the user's profile and needs.
- A feedback and annotation mechanism that **gives users the possibility to visualize, rate, comment, annotate, document the interaction process** (e.g., underlying the most difficult steps), so as to provide valuable feedback to the PA, further refine the adaptation process and enrich the interaction.

RO2. Exploit the wisdom of the crowd to enhance the entire e-service interaction process.

- An **advanced web-based social question answering engine (Citizenpedia)** where citizens, companies and civil servants **discuss and suggest potential solutions and interpretation for the most problematic procedures and concepts.**
- A **collective knowledge** database on e-services used to simplify these services and improve their understanding.
- An **award mechanism** that **engages users and incentivizes them to collaborate** by giving them **reputation** (a valuable asset for professionals and organizations) and **privileges** (for the government of Citizenpedia – a new public domain resource) according to their contributions.

RO3. Deliver the SIMPATICO Platform, an open software system that can interoperate with PA legacy systems.

- A platform that **combines consolidated e-government methodologies with innovative cognitive technologies** (language processing, machine learning) at different level of maturity, enabling their experimentation in more or less controlled operational settings.
- An interoperability platform that enables an **agile integration of SIMPATICO's solution with PA legacy systems** and that allows the exploitation of data and services from these systems with the SIMPATICO adaptation and personalization engines.

RO4. Evaluate and assess the impact of the SIMPATICO solution.

- Customise, deploy, operate and evaluate the SIMPATICO solution on **three use-cases in two EU cities** – Trento (IT) and Sheffield (UK) – **and one EU region** – Galicia (ES).
- **Assess the impact** of the proposed solution in terms of **increase in competitiveness, efficiency of interaction and quality of experience**.

The focus of this deliverable is around RO4, covering both the description of the plan to customize, integrate, deploy and operate the SIMPATICO solution in the three pilot sites, and the definition of the objective's and KPIs for the evaluation and assessment of the SIMPATICO effectiveness and impact.

1.2 Validation strategy

The thesis that we want to validate in SIMPATICO is: *“by integrating language processing, machine learning and human computation we can deliver personalized services that are much more understandable, efficient and effective, thus increasing business competitiveness and citizen inclusion”*.

To validate this hypothesis we need to measure the following expected outcomes: i) **increase in efficiency and effectiveness** of public e-services; ii) **better inclusion** of most vulnerable categories of citizens; iii) **decrease of the administrative burden** for companies and professionals to facilitate economic development.

In addition, we want to evaluate the implemented approach by: iv) **measuring the engagement** of civil servants, citizens, professionals and other stakeholders and v) **validating the SIMPATICO Platform** both for its innovative value and for its usability and quality of experience.

In order to make the project objectives measurable and to validate the project's achievement, SIMPATICO proposes **three use-cases within the three Public Administrations of the Consortium: the city of Trento, the region of Galicia and the city of Sheffield**. This will enable us to investigate different aspects of the problem of improving public e-services (e.g. inclusion increase in case of poor language skills, reduction of bureaucracy burden in case of companies and so on), in different areas of PA (e.g. housing, schools, etc.), and in countries characterized by different languages and by different attitudes of citizens towards the PA. The **stakeholders** (PAs) engaged in the three use-cases have been selected for their experience and interest in e-services, as well as for the different socio-cultural backgrounds of the three regions. In this way, we will have the opportunity to validate the effectiveness of the project results in contexts, which differ on the number and heterogeneity of citizens and their social and cultural background. More precisely:

- The city of Trento experiments the adoption of SIMPATICO in parallel with the adoption of the Trento solution for e-services; the focus has been on integration of SIMPATICO with the local “legacy” system, and on the exploitation of SIMPATICO tools for simplifying service delivery to citizens (in particular, young families) and professionals in a production environment.
- The region of Galicia has focused on citizens' engagement and inclusion from the early phases of SIMPATICO; evaluation has been achieved in strong collaboration with local citizens associations; special emphasis has been dedicated to participatory design activities, and special attention has been paid for digital inclusion and for the engagement of vulnerable groups (elderlies, people with disabilities).

- The Sheffield City Council is focusing on migrants and non-native English speakers, with the goal to remove the obstacles for these users in the adoption of e-services (language, education and access) and to minimize the number of costly face to face interactions that are now necessary with these users.

In addition to **quantitative evaluation**, where we will measure achievements of KPIs alongside different dimensions representing efficiency and effectiveness of public e-services (e.g. time to complete a procedure, number of mistakes in filling a form, etc.), we will devote a significant effort to a **qualitative evaluation** (through surveys, interviews, etc.) measuring the barriers and obstacles preventing the adoption of the legacy e-service, the adapted SIMPATICO solutions and investigating the best strategy to extend the former and overcome the latter. We will investigate the impact of the adoption of the technology both from the citizens' point of view and from the civil servants' point of view, using contextual enquiry methodologies, i.e. following these users in their daily use of the SIMPATICO system.

SIMPATICO validation is organized in two different iterations that form the two research and development (R&D) phases in the project plan. This deliverable describes the outcomes of the second iteration of the validation, which covers the whole period from Month 21 until Month 32. In line with OR4 (see Sections 1.1) and with the objectives of the second R&D project phase, the specific goals of this validation are:

- test the **innovation potential** of the project by testing a **full version of the SIMPATICO Platform** involving a **consistent number of users and services**, in a **(near) real operational setting**; this version of the SIMPATICO Platform shall include the most scientifically mature and robust tools developed by the project;
- perform a **controlled evaluation** (not necessarily with real users) of the SIMPATICO Platform including the most **scientifically advanced technologies**, even if not mature for adoption in a real operational setting.

The overall planning of the second iteration of the validation is organized in the following four phases, covering the period from Month 21 until Month 32.

Preparation phase [M21-M24]. The objective of this phase is to plan and prepare the following phases of the second iteration of experiments. During this phase, the task forces at the three pilot sites analyse the outcomes of the first iteration, the operational environments – including technical setting and social and regulatory aspects – and identify available e-services that can be used as a basis of the experiment. Based on this information, the integration and deployment strategy for the each pilot site is defined, the approach and strategy for the evaluation is designed, and the e-services to be exploited in the experiments are selected. A detailed planning of the evaluation phase is also performed, both at the site level and at the project level.

Implementation phase [M25-M26]. The objective of this phase is to set up all the components of SIMPATICO solution, according to the plan defined in the preparation phase, so that the evaluation phase can be successfully executed. The implementation phase covers all aspects of the set-up (technical set-up, community building, management aspects and so on).

Pre-evaluation phase [M26]. The objective of this phase, that is expected to happen in parallel to the conclusion of the implementation phase, is to validate that the set-up is in a convenient status and that the evaluation phase can actually start. The approach followed by the project is to run a small

“in-lab” experiment at each project site; more precisely, the SIMPATICO solutions in conjunction with the selected e-services for each project site are used by a small panel that is representative of the user community at the site.

Evaluation phase [M27-M32]. During this phase, users have the possibility to interact with the SIMPATICO solutions in conjunction with the selected e-services, (i) in a production environment (or in an environment that simulates production) in order to validate the SIMPATICO approach as a whole, and (ii) with specific experiments in order to evaluate all techniques and tools developed in the project. Data are collected during the whole duration of the experiments, target KPIs are regularly measured and analysed against these data, and corrective actions are put in place whenever necessary. This document describes the outcome of this phase.

An important remark is that the temporal organization of the four phases described above only defines the general organization of the activities. Indeed, at planning time we have foreseen a more dynamic management of the different activities corresponding to the implementation, pre-evaluation and evaluation phases – and indeed this flexibility has been exploited during the validation. An important lesson learned during the first iteration of the evaluation is that it is important to foresee the possibility to improve the techniques and tools in parallel with the evaluation, both to allow for experimenting the largest set of techniques – also the ones that are not ready at the end of the implementation phase at M26, and to allow for improvement loops during the evaluation. Hence, the implementation phase has continued also during the evaluation phase, and quick rounds of pre-evaluation (i.e., “in-lab” experiments) have been performed to incrementally transfer new tools in the platform used for the evaluation.

1.3 SIMPATICO user engagement methodology

As discussed in detail in project deliverable “D6.4 – Citizens & stakeholders engagement & community building plan v2”, the methodology for user engagement adopted by the SIMPATICO project is based in the International Association for Public Participation (IAP2) “Spectrum of Public Participation” (henceforth the “Framework” or “IAP2 Spectrum”) which, since its publication in the 1990s, has been one of the most successful and widely used tools. With respect to this methodology, and to its adoption during the first iteration, we have introduced a number of changes to reflect our goal to encourage participatory design in the process.

The following Figure 2 shows the four identified key stakeholder groups for SIMPATICO, together with their relationships and interactions: Citizens, Companies that act on behalf of the citizens (and both can readily be grouped as the end-users of a SIMPATICO system), Public Administrations and Developers of the system. All these stakeholders have been identified as targets of project engagement activities.

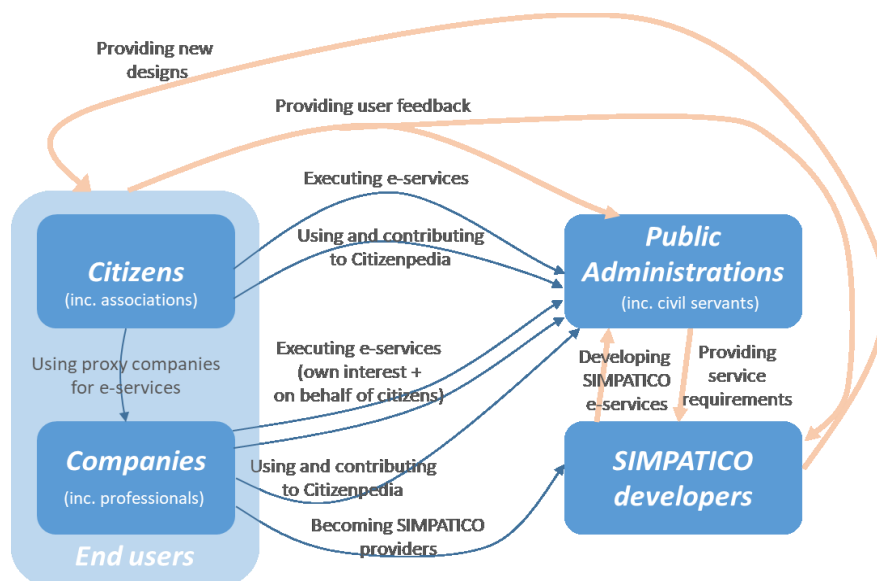


Figure 2: SIMPATICO stakeholders relationships and interactions

This figure was first introduced in “D6.3 – Citizens & Stakeholders Engagement & Community Building Plan v1”. With respect to the version in D6.3, we have made some adjustments, marked by emphasized edges in light orange. These reflect the increased importance that co-design gives to the loop between the developers and the end-users, here mediated by the participation of the Public Administrations, which provide essential constraints to the design of e-services. In essence, the core changes are (a) an increased importance of the collaboration between PA, citizens and developers, signalled here by thicker lines connecting the boxes and (b) a new, explicit loop connecting directly End-Users and Developers, which corresponds to the design being jointly worked on by these entities.

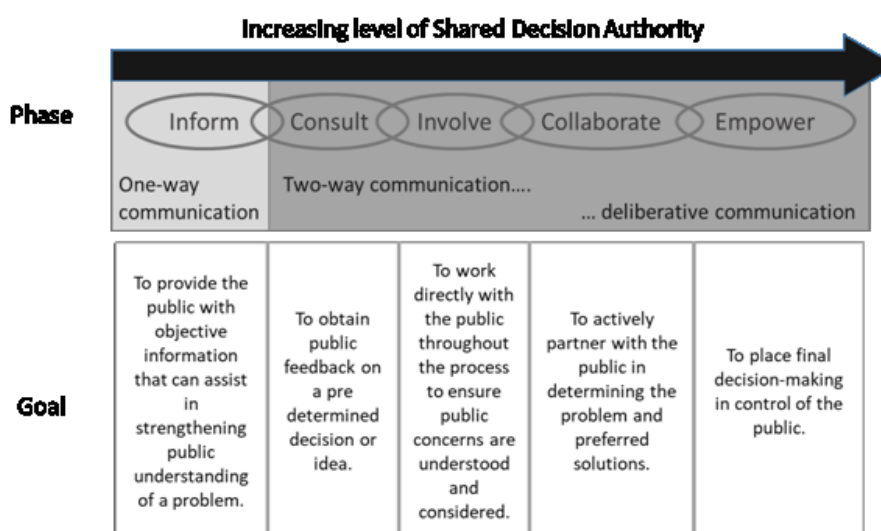


Figure 3: IAP2 Spectrum of Public Participation core levels

The IAP2 Framework specifies five levels of engagement and expected outcomes, which we are also adopting in SIMPATICO: Inform, Consult, Involve, Collaborate, and Empower (see Figure 3). At the lowest end of engagement is **Inform**. At this level, a platform provides information to assist public understanding of complex issues. The next level is **Consult**. At this level, a platform obtains feedback from participants on proposed government decisions. The third level is **Involve**. At this level, a platform actively collects stakeholder feedback for the purpose of ensuring that stakeholder concerns are considered by governments. The fourth level is **Collaborate**. At this level, a platform facilitates direct communication between government and the public. The highest level in the Spectrum is **Empower**, whereby decisions offered by participants through a platform are implemented in practice.

1.4 Structure of the deliverable

The rest of the deliverable is organized as follows.

The next three chapters report the **outcomes of the evaluation** for the three SIMPATICO pilot sites during the second iteration: Trento (**Chapter 2**), Galicia (**Chapter 3**), and Sheffield (**Chapter 4**). Each chapter describes: motivation, services, deployment, and tested features for each pilot, highlighting deviations with respect to the plan in deliverable D6.1; engagement activities performed with users and stakeholders to validate SIMPATICO solutions, highlighting deviations with respect to the plan in deliverable D6.4; achieved KPIs and deviations with respect to target values; and lessons learned from the pilot evaluation. Due to the delays with the pilot in Sheffield mentioned at the beginning of this chapter, Chapter 4 will be empty for this version of this deliverable.

Chapter 5 is dedicated to the evaluation of a specific component of the SIMPATICO Platform: the Collaborative Procedure Design (CPD). This component supports a collaborative approach to the design and documentation of the administrative procedures associated to the PA services. This dedicated evaluation has been launched due to the conflicting results of the evaluation of this component in the Trento and Galicia pilots.

Chapter 6 completes the deliverable by drawing some project-level conclusions on the outcomes of the evaluation and discusses the most relevant lessons learnt, to be taken into account by the project during the final activities, and to be used for a broader exploitation of the SIMPATICO results after the project termination.

Appendixes A, B and C contain the detailed reports on the engagement activities performed by the two pilots in Trento, Galicia and Sheffield (this one is empty in this version of the deliverable). These reports contain the detailed information that has been collected during the execution of the validation activities and that have been condensed in the results described in this deliverable. Finally, **Appendixes D and E** contain additional material for the evaluation of the CPD platform component described in Chapter 5.

2 Evaluation of Trento pilot

2.1 Use case description

Trento is a medium Italian city (circa 116.000 people) characterized by a modern service sector, a high quality of life, as well as by a quite consolidated innovation eco-system including a well-known University, Fondazione Bruno Kessler, several other research centres and many innovative companies and start-ups. Trento is working towards transforming itself into a Smart City and is already among the top smart-cities in Italy. In particular, the digitalization of all interactions between the PA and its citizens is a priority for Trento, and the city is currently working on a strategic project in this area.

Trento has already done much to improve interactions with its citizens. The city website is an important reference for citizens and contains all relevant information on the city services. Each procedure has its web page with:

- A description of the procedure;
- Links to the PDF version of all relevant laws and regulations (national and local);
- A step-by-step description of the interaction, with waiting times, costs, and documentation needed;
- Links to the application documents: all documents are fillable PDF documents.

Also, the Municipality of Trento already supports submitting applications through certified e-mail, by sending the filled application documents and a scan of identity document and signature.

As part of its “smart city” strategy, Trento realized a new e-service portal: it serves as a “one-stop shop” or unique access point that offers integrated and facilitated access to all the various services. With this new portal, it is possible for citizens and businesses to authenticate using smart service cards or one-time password devices, and to complete the interaction online.

Trento main goals for the “e-service portal” project of the Municipality are:

1. To improve the relations with citizens and businesses:
 - a) enhancing the interactivity of the available services;
 - b) providing specific help in the interaction according to user profile.
2. To simplify the “machine”:
 - a) in order to improve the level of services offered and make them both more efficient and less “expensive”.

To implement this strategy, the first step has been to install and set up a system based on a standardized model for online service delivery. For this step, the Municipality of Trento has adopted “Sportello Online”, an end-to-end solution provided by company GLOBO srl, specifically targeting the digitalization of modules for service provision by public administrations. Within this solution, the digital module is a composition of sections of consistent information (e.g., birth data section, residence data section, real estate registry data section). The logic of the interaction with an information section is explicitly mapped by the module designer. The integrations with legacy systems are handled via a centralized REST web service, which routes the proper service request to the right data source service. Finally, the solution supports module hierarchy, which guarantees the definition of a well-organized digital module library.

The first phase of the “e-service portal” project aimed at the digitalization of the procedures within different domains, in order to cover the needs of different stakeholders, ranging from citizens to professionals, and offer an important test-bed for the whole “e-service portal” project. In the

selection of the e-services the goal of the municipality of Trento was to complete the digitalization of all the services in a specific domain area (that is, category of services delivered to citizens and professionals) and then move to the services of the next domain area. Completing the services in a specific area will help the final user in consolidating an interaction model in a specific domain and will result in promoting a cultural change.

Trento adopted SIMPATICO and integrated it on top of “Sportello Online” as a key contribution to achieve the main goals of the “e-service portal” project mentioned above, by taking advantage from the simplification, adaptation and community tools developed within the project. Trento is convinced this integration improves the “Sportello Online” usability and the quality of the final provided e-services. More on this, the simplification and adaptation techniques reduce the gap between the PA technical language and the final users’ language (citizens or professionals), while Citizenpedia helps in activating the community.

Trento approach has been to integrate and experiment SIMPATICO techniques and tools within the production environment provided by the Trento “Sportello Online”, and to validate them on all the services made available on the portal. At this very moment a production version with a set of e-services is up and running and usable from the citizens and professionals.

2.1.1 The e-services

The e-services that have been selected for the Trento SIMPATICO phase two experimentation are reported and described in the following tables.

Table 1: Enrolment to day nursery service

e-Service	Enrolment to day nursery service
Target	Citizen
Description	<p>The day nursery service aims at offering day nursery for 0-3 year olds; the day-long care is based in a center and the education and care programs are created around the developmental needs, interests and experience of each child.</p> <p>In the project context, we are going to handle the enrolment process.</p> <p>NOTE: This e-service has been rewritten taking advantages of 2017/2018 evaluation results</p>
Process and user interaction	<p>The enrolment process can be summarized in the following major steps:</p> <ol style="list-style-type: none"> 1. the citizen (usually a parent) compiles the enrolment to day nursery service request module before a specific deadline; 2. the council collects all the module requests and within 30 days after the deadline, based on the defined rules, they produces a list of the children entitled for the service; 3. the citizen (usually a parent) within 10 days from the list publication must compile the acceptance module. <p>The service enrolment request must be presented from 1st of September to 30th of April.</p>

Table 2: Permit on acoustic derogation for temporary activities

e-Service	Permit on acoustic derogation for temporary activities
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Target	Citizen, professional, association
Description	<p>The service aims at managing the acoustic derogation for temporary activities permit. The service has different specialization, in the project context we will handle:</p> <ul style="list-style-type: none"> • temporary acoustic derogation for building; • temporary acoustic derogation for musical entertainment at public premises or events derogation for concerts, events, performances.
Process and user interaction	<p>As far as the user requesting the permit, the process is common for the different specialization of the service and it can be resumed in two major steps:</p> <ol style="list-style-type: none"> 1. the requestor compiles the request for acoustic derogation for temporary activities permit 2. the council evaluates the request and based on internal rules releases the acoustic derogation permit if appropriate. <p>The timespan between steps 1) and 2) depends on the derogation the user is asking for: 20 day for temporary acoustic derogation musical entertainment at public premises or events derogation for concerts, events, performances permit; 30 days for temporary acoustic derogation for building permit.</p>

Table 3: Landscape permit and mandatory opinions on the architectural quality of the interventions

e-Service	Landscape permit and mandatory opinions on the architectural quality of the interventions
Target	Citizen, professional
Description	The service aims at managing the requests for landscape permit and mandatory opinions on the architectural quality of the interventions.
Process and user interaction	<p>The process consists of two main steps:</p> <ol style="list-style-type: none"> 1) the requester compiles the request for landscape permit/mandatory opinion on the architectural quality of the interventions 2) the council evaluates the request and basing on internal rules releases the permit. <p>The timespan between steps 1) and 2) is about 60 days.</p>

Table 4: Integrative documentation transmission

e-Service	Integrative documentation transmission
Target	Citizen, professional
Description	The service aims at retrieve integrative documentation in particular for building procedures, when something is missing or wrongly completed in the original form
Process and user interaction	When one or more documents are sent but are missing something or require some updates, the building office asks for an integration of the documentation through this e-service. There is required to specify what is going to be re-sent or corrected.

Table 5: Building certificates request

e-Service	Building certificates request
Target	Citizen, professional

Description	With this procedure users ask the private building office a list of building certificates for a specific cadastral parcel, in order to produce sale contracts or business counselling.
Process and user interaction	The process consists of 2 steps: 1. The requester compiles the form 2. The Council has up to 30 days to release the requested list of building certificates

Table 6: Beginning of construction

e-Service	Beginning of construction communication
Target	Citizen, professional
Description	This process has to be started no more than 2 years after the construction permission has been given. In this procedure users have to indicate the starting date and the director of work.
Process and user interaction	The requester makes the communication and has up to 5 years to finish the work

7 other e-services have already been digitized, but are still under review by the offices owning those procedures.

2.1.2 Second evaluation phase

The main **purpose** of the second experimentation phase in Trento is to **consolidate the integration between the Trento e-service portal and SIMPATICO solution**. In this regard, it is important to stress that this validation evaluates both (1) the openness and flexibility of the SIMPATICO solution, in particular the possibility to integrate with an existing solution for e-service delivery, specifically the “Sportello Online” solution, and (2) the user interaction and satisfaction in using the e-services improved by SIMPATICO solution.

In addition to this, the Trento use-case contributes to the project level objective of the first phase, namely to **evaluate the maturity, effectiveness and usability** of the different SIMPATICO solutions, techniques and components.

More specifically, this includes: (1) to measure the improvement in the usage of the selected testing e-services thanks to the adoption of the SIMPATICO solutions; and (2) to evaluate the potential social engagement generated by the SIMPATICO approach in terms of community participation (e.g., number of comments, change requests, documentation improvements produced by the user community during the experimentation phase).

Finally, the Trento use-case is interested in measuring the **improvement in the efficiency of the (organizational) “machine”** that is in charge of managing service requests by citizens and businesses. This means to compare a civil servant’s average working time required to acquire a complete and correct service module before and after the introduction of the e-service portal, as well as with and without the SIMPATICO tools. Trento use case objectives can be summarized in the following table:

Table 7: Trento pilot objectives and successful criteria

Objective	Success criterion
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Obj-TN-1. To digitalize the selected test services within the e-service portal of the Municipality of Trento and make them compliant with SIMPATICO.	The selected test e-services shall be available on the Municipality portal in a form that is compliant with SIMPATICO at the beginning of the validation phase.
Obj-TN-2. To integrate and validate the SIMPATICO simplification techniques with the test e-services of Obj-TN-1.	Successful integration of the identified SIMPATICO simplification techniques within the Municipality e-service portal and with the test e-services by the beginning of the validation phase; sufficient information collected during the experiment to allow the validation of the SIMPATICO simplification techniques and the evaluation of their effectiveness and maturity.
Obj-TN-3. To evaluate the improvements of the adoption of SIMPATICO solutions to the usability of the e-services and to the efficiency of the offices of the Municipality.	The number of applications presented on-line is sufficient to evaluate the effectiveness of SIMPATICO according to the identified measures; an increase in the applications presented on-line, in the satisfaction of the users, and in the efficiency of the municipality is measured.
Obj-TN-4. To involve Trento community (civil servants, citizens and professionals) in the documentation of the e-services through Citizenpedia.	Evidence is collected that the community can be engaged to contribute to Citizenpedia (e.g., by measuring the number of interactions, comments and suggestion generated by the Trento civil servants, citizens and professional through Citizenpedia).
Obj-TN-5. To assure the continuity of the SIMPATICO solution beyond the project lifetime.	Having a business provider supporting the SIMPATICO tools evolution and maintenance.

2.1.3 Simpatico integration

Since “Sportello Online” is provided by an external service provider not directly involved in the SIMPATICO project, the integration has to be as non intrusive as possible: the original idea was to **exploit the integration models supported by “Sportello Online”**. These include:

1. The possibility to inject Javascript in the different digital modules;
2. To invoke REST web services to handle interaction with legacy systems.

From the experimentation and tests made in phase one, it was clear that the change of the dynamic element (the field the user has to fill) is safer because it does not interfere with the business logic included in the module. Basing on this, in order to enable the pre-filling of some fields with the CDV data, the integration model chosen (and confirmed for phase two) is the one based on JavaScript injection.

For what concerns the integration with the local IT systems, we deployed the CDV component within border of the information system of the Comune di Trento, while the others SIMPATICO tools have been deployed on the project cloud infrastructure. This was mainly due to the constraints bound to

the fact the CDV contains user personal data. This solution prevents voluntary or accidental access to the personal data and simplifies the integration security and authentication issues between “Sportello Online” and CDV.

In the course of the second phase of the project the “Sportello Online” is still in the updating process from version 2.0 to version 3.0. The deployment of the new “Sportello Online” version appeared not to be as straightforward as the previous one. This situation ended up having some troubles in the integration of SIMPATICO tools with the latest version of “Sportello Online” mainly due to lack of collaboration with the solution provider. In any case we demonstrated in lab the possibility to integrate SIMPATICO tools within the new version of “Sportello Online”. The result is that it was not possible to integrate all the SIMPATICO tools and features in the production environment.

In Table 8 are listed the functionalities for the Trento scenario defined in project deliverable “D6.2 – Use-case Planning & Evaluation v2”, and tested in this second phase. The last column reports the deviations from the original plan occurred during the experimentation.

Table 8: Trento scenario functionalities

Target	Features	Description	Deviation
Citizen Professional	Interactive Front End	Through the Interactive Front End the user will access to all the provided SIMPATICO components and tools. Vertical deployment of IFE is required in order to better address usability issues both in the service description pages and in the forms.	
	Text Adaptation Engine	Within the service description pages (procedure and e-services) complex words and phrases are highlighted. When a user clicks on one highlighted phrase or word, a pop-up within a simplified version of it is shown according to the user profile.	
	Workflow Adaptation Engine	Parts of the digital module are shown/hidden on the basis of an optimized compilation process. When the user chooses an option that change the workflow (with the rules of the “Sportello Online” solution), the parts of the module that are no longer to be compiled (because e.g. disabled) will be hidden, while the parts of the module that will return fillable will be shown again. In addition to this, the next section to compile will be highlighted.	
	Workflow Adaptation Engine	Parts of the digital module are shown/hidden on the basis of an optimized compilation process based on the data collected by the available data sources (CDV, form, external data sources).	The development is still ongoing. The finalization of the WAE 2.0 is forecasted for the beginning of 2019.

			The evaluation will be done in the lab environment.
	Workflow Adaptation Engine	The interaction with the digital module are adapted in order to ask the user missing information on the basis of a query/answer approach. The information gained typically are used in order to collect information from an external data source.	The development is still ongoing. The finalization of the WAE 2.0 is forecasted for the beginning of 2019. The evaluation will be done in the lab environment.
	Citizen Data Vault	All the useful information filled in the module (such as the information on the degrees of relationship of persons) are stored in the CDV and made available for future usage. If any information requested in the module is already present in the CDV, it will be retrieved and used to pre-fill the module. This pre-filled information from the CDV will be highlighted in a different way to the information retrieved from the administration DBs (such as the Citizen Register) that provide authoritative information. In order to improve the usability the pre-fill of the fields should be done implicitly. In addition CDV must manage the data's end-of-life following the new GDPR guidelines	
	Citizen Data Vault – Dashboard for users	A dashboard presenting all the data stored in the CDV should be made accessible for users, where they could visualize all their collected data, with a reference to the source where those data have been retrieved from.	
	Servicepedia	From the Servicepedia's homepage it must be possible to visualize and access to each specific service.	
	Citizenpedia Q&A	Within a service description pages (procedure, e-services) the complete set of questions and answers is presented to the final user. Q&A must introduce versioning, in particular questions and answers must be linked with the specific version of the service pages. The final user can add a question asking for clarification.	This feature will be available in production environment by the beginning of 2019
	Citizenpedia	Within each specific e-service form, each	

	a Q&A	interaction block reports the specific set of questions and answers are presented to the final user. Q&A must introduce versioning, in particular questions and answers must be linked with the specific block of the specific version of each specific e-service form. The final user can add a question asking for clarification.	
	Citizenpedia Step-by-step guide	Within each specific e-service form, each interaction block reports the specific text of the step-by-step guide, which requires the introduction of versioning. So each text of the guide must be linked with the specific block of the specific version of each specific e-service form.	
	Citizenpedia CPD	From the service procedure description page users must have the administrative procedures' diagrams shown and could comment on the interaction elements in the case they do not fully understand the steps to take in order to receive the service. CPD must introduce versioning, in particular questions and answers must be linked with the specific version of the model.	This feature will be available in production environment by the beginning of 2019
	Session Feedback	Session Feedback must integrate questions related both to the SIMPATICO tools and e-service usability. The e-service usability questions are specific for each service.	
Civil Servant	E-service Monitor (Dashboard)	<p>Civil servants must receive reports about the usage of the front-end, in particular the reports have to collect information about each service, e-services and e-service forms. The service corresponds to the entire administrative procedure. The procedure is organized in steps which can be implemented through an e-service. Each e-service can be structured in one or more forms. The Dashboard must introduce the versioning, for each version of the service, e-services and e-service forms it must report at least:</p> <p>About the procedure</p> <ul style="list-style-type: none"> • #users for each step of the procedure managed through an e-service; • #questions about each step of the procedure; 	For Trento the dashboard has been implemented with Kibana

		<ul style="list-style-type: none"> • #answers about each step of the procedure; • #users who use Q&A tool; • #text simplification requests. <p>About each e-service</p> <ul style="list-style-type: none"> • #users starting the e-service; • #users completing the e-service; • Average completion time of the e-service • #questions about the e-service; • #answers about the e-service; • #users who use Q&A tool; • #text simplification requests. <p>About each e-service form</p> <ul style="list-style-type: none"> • #users starting the e-service form; • #users completing the e-service form; • Average completion time of the e-service form • #questions about the e-service form; • #answers about the e-service form; • #users who use Q&A tool within the e-service form; • #user who use WAE. <p>About each block of the e-service form</p> <ul style="list-style-type: none"> • Average completion time of the block • #questions about the block; • #answers about the block; • #users who use Q&A tool within the block; <p>In addition we aim to have those requirements both in an aggregate vision and distinguishing them by version.</p> <p>Finally the Dashboard must report the number of the completed session feedback and the obtained results.</p> <p>The project defined KPIs both at the project level and pilots' level. By the time of the evaluation the Dashboard should (when possible) automatically calculate and report the project and pilot KPIs.</p>	
	Authoring Tool	Within the service description pages (procedure and e-service description) the Civil Servant can access to the Authoring Tool which will give him a measure of the text complexity of the texts.	Implemented and tested in the lab environment. It was not possible to implement it in the production environment.
	Citizenpedi	The civil servant will be able to graphically	

	a (CPD)	<p>design administrative procedures. The service corresponds to the entire administrative procedure. The procedure is organized in steps which can be implemented through an e-service. Each e-service can be structured in one or more forms.</p> <p>So each administrative procedure will have to clearly state the interactions between the citizen requesting a service and the PA offering that service. Interactions may be in the form of on-line form filling, paper form to be filled and sent to the PA by ordinary email, telephone conversation, face-to-face meeting.</p>	
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2.1.4 Evaluation process

According to the plan we defined in D6.2 the original idea was to have a short pre-evaluation phase followed by a longer evaluation phase. The delay on the “Sportello online” version 3.0 deployment and the lack of collaboration with the provider had major impacts in the evaluation plan. In particular, the pre-evaluation phase has been limited to run with the civil servants only (not involving citizens and professionals) and it has been limited to the validation of the e-services powered with SIMPATICO tools. This situation also augmented the test scenarios complexity and raised the necessity to increase the number of used artifacts we had to test and propose to the final users:

- “Sportello Online” v 2.0 powered with SIMPATICO tools (WAE, CDV and Q&A) in production environment;
- “Sportello Online” v 3.0 in test environment;
- Service description pages powered with SIMPATICO tools (Text Simplification, CPD, Q&A) in test environment;
- Civil Servants (Authoring Tool) in test environment;
- Mock-up version (Figure 4) for validating different user interaction scenarios in order to improve the SIMPATICO tools usability.

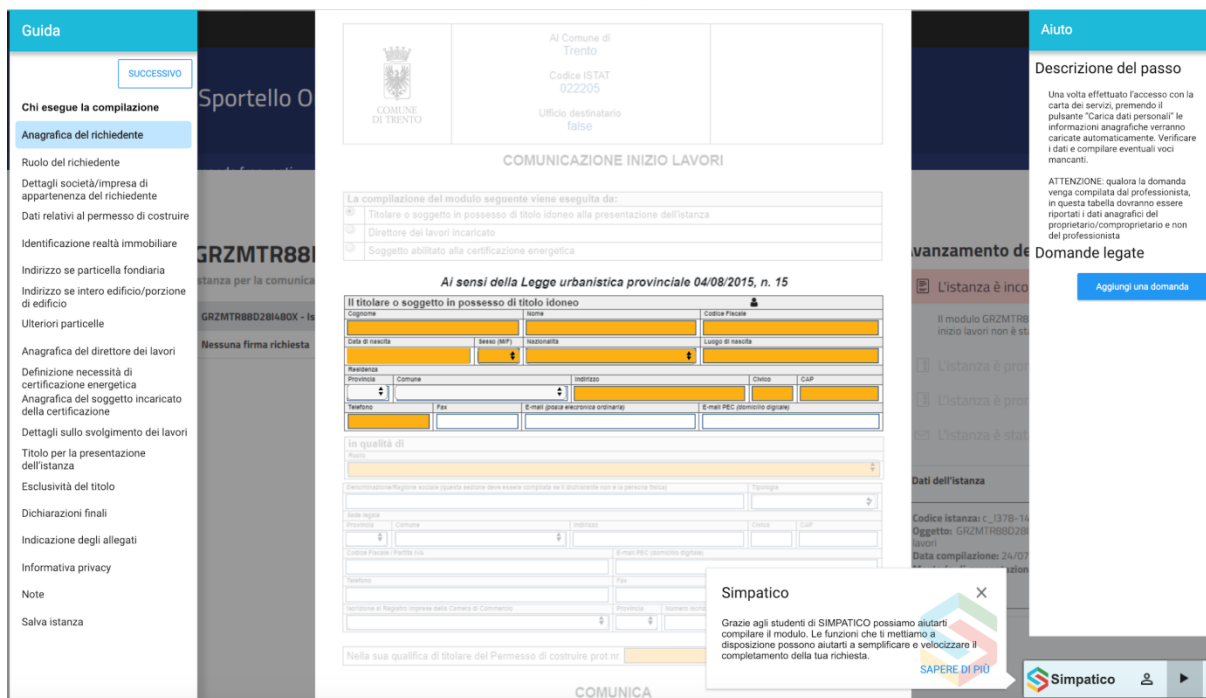


Figure 4: WAE 2.0 mock-up

The evaluation of the techniques took place both implicitly, e.g., through the collection of information on the interaction of the user, and explicitly through interviews or questionnaires at the end of the service interaction. During the **evaluation phase** all users who used the production e-services had the chance to test SIMPATICO tools integrated within the digital modules; while specific events/meetings have been organized in order to evaluate the mock-up and lab version of the revised tools and the test environment as a whole.

In parallel to the user evaluation phase, a **community evaluation phase** was planned to be launched to engage the community of Trento in the documentation of the e-services through Citizenpedia (in particular the civil servants in the definition of the step-by-step guide and the FAQs for each e-service, while citizens and professionals in the enrichment of Citizenpedia with their questions linked to the forms and helped in the improvement of the tools usability through comments and feedback) and in the evaluation of the SIMPATICO extended features implemented in the test environment.

The validation of the e-service was postponed till the end of October/beginning of November just in time to be part of this deliverable. The community evaluation phase took place with some deviations from the original plan. This is due to the fact that the experimentation took place in the municipality offices maily, with civil servant supervising users and directly answering their queries. Those queries have been then inserted in Citizenpedia by civil servants as FAQs. We expect to improve the community participation and the usage of Citizenpedia when a larger number of e-services will be available on “Sportello Online”.

Moreover, since in the first phase the CPD showed a great potential in giving a significative help in understanding the administrative procedures on one hand, but a lack both in usability and readability

on the other hand, it has been decided to launch a vertical evaluation session specifically for the CPD tool both in the Trento and the Galicia pilot. A detailed description of this dedicated experimentation and its results are reported in chapter 5.

In the following the evaluation strategy for all the e-services is presented. Note that two different environments exist for the Trento use-case: an in-production environment and the test one. The evaluation process is similar but not exactly the same, since the production environment produces real and official documents, so it has to be perfectly functioning before each e-service could be opened to general public.

REALIZATION AND EVALUATION PROCESS IN THE TEST ENVIRONMENT

1. Co-working with the civil servants in order to define how the digital modules should be both in the aspect and in the functioning;
2. The digitalised e-services are published in Sportello Online v3;
3. Civil servants of the in charge office try the e-service reporting each kind of feedback;
4. The e-services are modified in order to complain with the offices needs and re-published;
5. Co-working with the civil servants to define contents for SIMPATICO tools (mainly step-by-step guide and some FAQs)
6. During the public events and meetings done in the experimentation Sportello Online v3 is shown to citizens and professionals, who could try the e-services and SIMPATICO in a controlled environment;
7. During the public events and meetings done in the experimentation also a mock-up version of SIMPATICO, in Sportello Online v3, tools has been shown. This version has a new aspect (realised following all the comments retrieved during the first phase experimentation) which is more attractive for users and easy to access.
8. Feedback retrieval through face to face interviews with testers.

REALIZATION AND EVALUATION PROCESS IN THE PRODUCTION ENVIRONMENT

1. Co-working with the civil servants in order to define how the digital modules should be both in the aspect and in the functioning;
2. The digitalised e-services are published in Sportello Online v2;
3. Civil servants of the in charge office try the e-service reporting each kind of feedback;
4. The e-services are modified in order to complain with the offices needs and re-published;
5. Co-working with the civil servants to define contents for SIMPATICO tools (mainly step-by-step guide and some FAQs)
6. Once the digital modules are finalized and integrated with SIMPATICO they are officially released on Sportello Online v2. Starting to these moment all citizens and/or professionals could use them for their real needs
7. Feedback retrieval through the new SIMPATICO Session Feedback tool.
8. During the public events and meetings done in the experimentation Sportello Online v2 is shown to citizens and professionals, who could try the e-services and SIMPATICO in a controlled environment and make a comparison between Sportello Online v2 and Sportello Online v3 and SIMPATICO v2017 (installed in Sportello Online v2) and v2018 (mock-up in Sportello Online v3)

VERTICAL CPD EVALUATION

1. Co-working with the civil servants in order to define a new and more readable aspect for the tool, basing on the feedback collected in the first phase and the civil servants needs.
2. Definition of a legend of all graphical elements
3. Design of an experiment to be performed by a panel of citizens. Realization of a step-by-step guide for the experiment to be followed in order to complete all the tasks.
4. Questionnaires at the end of each macro-task of the experiment

2.1.5 Conclusions and next steps beyond Simpatico

Despite the complex situation, the second evaluation results demonstrated the improvement in the acceptance and usage of the delivered e-services. The good results convinced Trento municipality in adopting SIMPATICO's technologies for all the services deployed within "Sportello Online" which will be provided to both citizens and professionals. Thanks to these results Trento and FBK are keen to collaborate in order to integrate SIMPATICO tools in "Sportello Online" version 3.0 and to have the solution alive beyond the duration of the project. In this regard, Trento is looking to find instrument and calls which will assure the sustainability of the tools evolution.

It must be remarked that **the municipality team was able to handle the modelling of this e-services autonomously** and with a light support by other partners. From one side this is a demonstration of the fact that the municipality is keen on using SIMPATICO. From the other side this is an evidence of the scalability and the usability of the tools provided by the SIMPATICO project.

2.2 Engagement activities

Trento has been very active in the development of e-services, although the use of them has not taken off as expected. This phenomenon has been analysed and the result has been that one of the key aspect to stress is community building and engagement. Given this situation, the Municipality of Trento has decided to engage the community in the definition of the e-services, starting from the very initial phases. With regard to SIMPATICO, together with the validation of the new simplification tools with the final users, Municipality of Trento is very interested in verifying the possibility to use Citizenpedia both as a tool offering advanced help to the final users and as an instrument to involve the community stakeholders.

More specifically, the engagement and community objectives are:

- raise awareness of the usefulness of online services and their benefits;
- introduce the e-services;
- simplify the process and the forms used for each procedure;
- evaluate the improvements of the adoption of SIMPATICO solutions to the usability of the e-services and to the efficiency of the offices of the Municipality;
- involve Trento community (civil servants, citizens and professionals) in the documentation of the e-services through Citizenpedia.

According to the general Figure 2, the target audience for Trento use case is built by: Citizen (End users), Professionals and companies, Civil servants and Developers.

Citizens (End users) participate in engagement activities:

- to execute the new e-services;
- to provide feedback on the quality of the e-services;
- to use Citizenpedia to gather information about the offerings of the SIMPATICO system and or to contribute their own insights for the benefit of other users.

Professionals and companies participate in engagement activities:

- to execute e-services for the company's behalf or on behalf of a third party such as another Citizen;
- to use Citizenpedia and to provide feedback, the same as Citizens although with significant differences (e.g., in perceived trust).

Civil servants are engaged:

- to help introducing digital services and to simplify the process of transition from analogue to digital;
- to provide feedback on the quality of the e-services;
- to use and to contribute to Citizenpedia;
- to ask developers to implement changes to ensure the improving of the e-services on the weak spots found explicitly by the users or implicitly by the analysis tools;
- to orchestrate the work of the developers about the integration between "Sportello Online" and SIMPATICO solutions.

To achieve the above objectives Trento task force has defined the following separate key engagement activities for each phase (see Table 9).

Table 9: Trento key engagement activities

Phase	Activity
Inform	<ul style="list-style-type: none"> • Communication events • Community panels planning and organization Scientific café
Consult	<ul style="list-style-type: none"> • Evaluation of the new e-services with and without SIMPATICO extension and collect feedback through the community panels
Involve	<ul style="list-style-type: none"> • Focus groups with citizens and professionals to test the e-services integrated with SIMPATICO's features • Focus groups with civil servants to discuss how much the introduction of SIMPATICO's features simplify the e-services and how to increase their impact on the community
Collaborate	<ul style="list-style-type: none"> • Improve the usage on the e-services through the usage of (and the contribution to) Citizenpedia
Empower	<ul style="list-style-type: none"> • Specific Focus groups with administration panels and community panels to improve the quality of the services and e-services after the evaluation

Table 10, taken from project deliverable “D6.4 – Citizens & stakeholders engagement & community building plan v2”, presents the preliminary engagement activities plan; for each activity the table presents the Title (the code name), the Target audience (who it is referred to), the phase (a link with the engagement methodology phase), the content (e.g. the service it refers on), the description, the Driver and Incentives (how the municipality reward the participants), the Expected results, the Quantitative outcomes, and the comments.

Table 10: Trento engagement plan as defined in D6.4

Activity title	Target audience	Phase	Content	Description	Expected results	Quantitative outcomes	Date	Attending people
Smart City Week 2018	Citizens	Inform Involve	SIMPATICO Project, services, e-services, SIMPATICO tools	5 days communication event with workshops and activities in stand to present: <ul style="list-style-type: none"> the council innovation strategy the one-shop-stop project the SIMPATICO project the possibility to register for being part of an experimentation panel of people 	Raise awareness on Trento Smart City Project, the usefulness of online services, SIMPATICO Project, identification of interested people to constitute the community panel	5 days of activities in stand	12-15 April 2018	More than 5000 people visited the Smart City Week
Scientific café	Citizens, Professionals	Inform, Involve	Services, platform	Event where one or more e-services and their Simpatico tools are presented and shown	Raise awareness about the new e-services and their usage and encouragement	2 Scientific cafés 10 people involved	15th and 29th September and 26th October	3 Scientific café organized and held in the city centre. 28 people involved in the experimentation
Community panel organization	Citizens, Professionals	All	CPD tool	Definition of a community panel to use the CPD tool and retrieve feedback	Reach test-users to test the new CPD tool and to collaborate in its improvement through feedback	1 panel organized 42 people involved	November 2018	A panel of citizens and professionals has been set up with interested

					and contributions in Citizenpedia	30 Citizenpedia contributions		people who gave their availability in participating in proactive processes and accepted to give their feedback in this experimentation phase in order to actively contribute in improving the quality of the CPD tool
Organization of the administration panels	Civil servants	All	Services, e-services, SIMPATICO tools	Definition of an administration panel to use the e-services and retrieve feedback about their quality and usability	Improvement of the services, e-services and SIMPATICO tools through feedback and contributions in Citizenpedia	1 panel per service organized 3 civil servants per panel involved 5 Citizenpedia contributions	Since the end of M25 when the first new services will be ready.	Nursery office panel: 5 civil servants
Organization of the administration panels	Civil servants	All	Services, e-services, SIMPATICO tools	Definition of an administration panel to use the e-services and retrieve feedback about their quality and usability	Improvement of the services, e-services and SIMPATICO tools through feedback and contributions in Citizenpedia	1 panel per service organized 3 civil servants per panel involved 5 Citizenpedia contributions	Since the end of M26 when the first new services will be ready.	Building office panel: 6 civil servants
Organization of the administration panels	Civil servants	All	Services, e-services, SIMPATICO tools	Definition of an administration panel to use the e-services and retrieve feedback about their quality and usability	Improvement of the services, e-services and SIMPATICO tools through feedback and contributions in Citizenpedia	1 panel per service organized 3 civil servants per panel involved 5 Citizenpedia contributions	Since the end of M25 when the first new services will be ready.	General registry office panel (e-service in test phase): 6 civil servants

During the execution of the validation process we had a deviation from the original community plan. The deviation is mainly due to the delay we had in the e-service delivery and, as highlighted in the previous section, the delay is due to the need of opening those services into a real environment. For

this reason everything had to be fully working in order to provide efficient services avoiding users' bad experiences during their usage. The deviation had no impact with the qualitative result meanwhile there has been some impact with quantitative results.

In the following tables the achieved qualitative and quantitative results.

Table 11: Qualitative result achieved

Qualitative result	Description
Raise awareness on the Trento Smart City Project and the related initiatives about Government and participation aimed at improving the quality of living in the city and getting the citizens' propensity to share it through word of mouth.	The experimentation showed a real interest of a large number of people in these new online services. It was clear that the digitalisation of the services would be really helpful and could lead Trento in its process to become a smart city.
Raise awareness of the usefulness of online services and their benefits.	Moreover the SIMPATICO tools obtained very good feedback when shown to citizens and professionals, while saw a little usage in practice. This is mainly due, in our opinion, to the fact that the current interaction process with the tools is not user-friendly and easy to access, but is somehow hidden from users instead. In this context a strong work and a real commitment in improving the usability is required (as a matter of fact a mock-up of a new version of the tool, more usable and easy to interact with is in test in Trento) The more the services become easy and helpful, the more will be the citizen involvement in the growth process of Trento, and the wider would be the acceptance of new digital services replacing the standard paper ones. Not only, the new community arising would be also more aware about the mission of such European Projects and proactive in the collaboration with the Municipality and its partners.
Increase awareness of the usage of European projects by Trento Municipality and its partners as FBK for the realization of its objectives of smart city.	
Enlarge the community of citizens involved in the open innovation process thanks to a collaborative culture to transform the city of Trento into a competitive city.	
Share information in order to simplify the filling of the digital forms to citizens and professionals that provide social and economic value to the whole community.	
Emphasize the sense of a Smart City: Using our Smart City Lab as a meeting place where citizens, professionals, developers and civil servants have the opportunity to collaborate in the development of simplified procedures to provide new solutions to problems and needs of the city.	
Understand the general acceptance of the open innovation process.	

Table 12: Quantitative result achieved

Expected Quantitative result	Achieved Value
1 Communication event focusing on the	1: Trento Smart Week (12th - 15th April 2018)

Trento Council e-service implementation view, strategy and plan.	
2 Calls aimed at finding citizens and professionals for pre-evaluation and evaluation of the specific e-services and tools developed in SIMPATICO.	The pre-evaluation has been done only with civil servants, while as soon as a new e-service is ready and approved by the in charge office it is released and opened to general public
15 Users (citizens and professionals) involved in the pre-evaluation phase.	24 (civil servants only) since the pre-evaluation has been done only internally
15 Pre-evaluations of the specific e-services and tools developed in SIMPATICO (using pre-evaluation questionnaires).	24: each civil servants reported his/her feedback and contributed in improving the service
2 Scientific cafés targeting citizens and professionals presenting the specific e-services developed in SIMPATICO.	3: -Smart City Labs - Parco Melta (15th September 2018) -Smart City Labs - Piazza Battisti (29th September 2018) -Smart City Labs - Piazza Pasi (26th October 2018)
10 People involved in Scientific cafés.	28 people involved
20 Persons (citizens and professionals) involved in the evaluation phase.	28 (who answered an interview) + 9 (who answered session feedback) and more than 150 who used the e-services
3 Focus groups with the community stakeholder to discuss how the introduction of SIMPATICO's features can really simplify the e-services.	> 5 focus groups done with civil servants of the various offices in order to co-define the modules structure and the SIMPATICO tools contents. NOTE: with some stakeholders (civil servants) more than one meeting/focus group has been held, where the same group of people attended each time.
1 Community Panel to test CPD tool	42 participants, who tried the tool and answered a questionnaire
Overall results	
20 Evaluations of the specific e-services and tools developed in SIMPATICO.	28 (retrieved through face-to-face interviews) + 9 session feedback + 42 CPD questionnaire

2.3 KPIs

The following tables summarize the general and services specific KPI measured during the **evaluation phase**.

Table 13: Trento general KPIs

KPI	Title	Target (1st and 2nd phase aggregated)	Actual
KPI_PIL_13	Number of procedures supported by SIMPATICO	2+11	5

KPI_PIL_14	Number of accesses to platform during experimentation	40+85	2038 + 42 (vertical CPD evaluation)
KPI_PIL_15	Number of platform users	20+50	118+42 (vertical CPD evaluation)

Table 14: Trento scenario specific KPIs for evaluation phase

KPI	Type of stakeholder	Target (1st and 2nd phase aggregated)	Actual unique users *
KPI_PIL_01	Citizens	16+50	145
KPI_PIL_02	Disadvantaged users (migrants, elderlies...)	4+10	23 (out of a total of 145 citizens + 120 business owners)
KPI_PIL_03	Civil servants	7+15	24
KPI_PIL_04	Business owners	10+20	120
KPI_PIL_05	Number of users contributing to Citizenpedia	50	35

* NOTE: These numbers represent the distribution of users who used one or more e-services in the Sportello Online. 118 among them used Simpatico tools.

Table 15: Enrolment to day nursery service

Service	Category	KPI	Target	Actual (1st and 2nd phase aggregated)
Enrolment to day nursery service	Number of engaged stakeholders for each type	Civil servants	*	5 NOTE: these 5 civil servants daily work with this service, helped in co-modify the module from the version used in the first phase to the one now used. They also provide a continuous feedback, leading the improvement of the service and identifying bugs or malfunctioning
		Citizens	*	142
		Disadvantaged users (migrants, elderlies...)	*	23 (out of 142 total citizens)
	Internal efficiency of	Percentage of time saved by civil servants in	20%	40%.

	PA processes	interactions with users (answering requests for clarifications, etc.) calculated as: <i>1 - [Average time spent answering the user online requests using the simplified online interaction (with SIMPATICO tools)] / [Average time spent answering the user online requests using the standard offline interaction]</i>		Having asked the civil servants of the in charge office, a realistic estimate of the time spent in the offline interaction with users is not less than 25 minutes (considered as the baseline). Thanks to the Q&A tool civil servants reported an average time needed to answer an online question of 10 minutes
		Reduction of average duration of the administrative process for accepting and validating application calculated as: <i>1 - [Average duration of the administrative process for accepting and validating application using the simplified online interaction (with SIMPATICO tools)] / [Average duration of the administrative process for accepting and validating application using the standard offline interaction]</i>	10%	40% Administrative process (assumed as baseline): 1) Completion of the form (45 min) 2) Acceptance (7 min) 3) Start of the enrolment procedure (5 min) With the new online form enriched with SIMPATICO 1) is reduced (30 minutes to complete the form on average), 2) is no longer needed since all the data are automatically imported in the Municipality database, while 3) take the same time.
	Internal effectiveness of PA processes	Reduction in request for integration of information sent to users calculated as: <i>1 - [Average number in request for integration of information sent to users using the simplified online interaction (with SIMPATICO tools)] / [Average number for</i>	10%	75-80% Baseline: About 15 requests for information without SIMPATICO About 3-4 requests for information with SIMPATICO

		<i>integration of information requests sent to the user to complete the online forms using the standard offline interaction]</i>		
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: 1- <i>[Average time spent completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>	40%	34% In order to compare the data in a fair context, the baseline for standard off-line interaction time is based on the civil servants historical experience, which in average is 45 minutes. During the first experimentation phase, which took place in a “controlled” environment (with designated posts in the nursery office and a civil servant supporting users during the completion), the reduction in time was about 48%. In this second phase users could use the e-service directly from home, so the experimentation took place in a “free” environment. Basing on the log data, the average time needed to complete the online form in this second phase has been 30 minutes.

Table 16: Permit on acoustic derogation for temporary activities service

Service	Category	KPI	Target	Value (1st and 2nd phase aggregated)
Permit on acoustic derogation for temporary activities	Number of engaged stakeholders for each type	Civil servants	*	7 NOTE: 2 out of these civil servants daily works with this service and provides a continuous feedback, leading the improvement of the service
		Business owners	*	1
		Citizens	*	7

service		Disadvantaged users (migrants, elderly...)	*	2
	Internal efficiency of PA processes	Percentage of time saved by civil servants in interactions with users (answering requests for clarifications, etc.) calculated as: <i>1 - [Average time spent answering the user online requests using the simplified online interaction (with SIMPATICO tools)] / [Average time spent answering the user online requests using the standard offline interaction]</i>	20%	N.A. No queries made during the e-service life
		Reduction of average duration of the administrative process for accepting and validating application calculated as: <i>1 - [Average duration of the administrative process for accepting and validating application using the simplified online interaction (with SIMPATICO tools)] / [Average duration of the administrative process for accepting and validating application using the standard offline interaction]</i>	10%	75% Current administrative process: 1) Completion of the form (20 min) 2) Registration of the request (2 hours) 3) Review made by the in charge civil servant and acceptance/refusal (30 min) 1) is reduced (13 minutes to complete the form on average), 2) is now automated and 3) takes nearly the same time.
	Internal effectiveness of PA processes	Reduction in request for integration of information sent to users calculated as: <i>1 - [Average number of requests for integration</i>	10%	N.A. Having asked the civil servants of the in charge office, a realistic estimate of the time spent in the offline interaction with users is not less than 10 minutes.

		<i>of information sent to users using the simplified online interaction (with SIMPATICO tools)] / [Average number of requests for integration of information requests sent to the user to complete the online forms using the standard offline interaction]</i>		No queries made during the e-service life
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: <i>1 - [Average time spent completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>	40%	35% The measured average time to complete the form is 13 minutes. From data given by the in charge office, the time needed for the completion of the paper form was not less than 20 minutes, which is considered as the baseline to measure the reduction in time brought by the SIMPATICO form

Table 17: Landscape permit and mandatory opinions on the architectural quality of the interventions

Service	Category	KPI	Target	Value (1st and 2nd phase aggregated)
Landscape permit and mandatory opinions on the architectural quality of the interventions	Number of engaged stakeholders for each type	Civil servants	*	6 NOTE: these 6 civil servants daily work with this service, helped in co-modify the module from the version used in the first phase to the one now used. They also provide a continuous feedback, leading the improvement of the service and identifying bugs or malfunctioning
		Business owners	*	113
	Internal efficiency of	Percentage of time saved by civil servants in	20%	N.A. Having asked the civil servants of

	PA processes	<p>interactions with users (answering requests for clarifications, etc.) calculated as:</p> $1 - \frac{[\text{Average time spent answering the user online requests using the simplified online interaction (with SIMPATICO tools)}]}{[\text{Average time spent answering the user online requests using the standard offline interaction}]}$		<p>the in charge office, a realistic estimate of the time spent in the offline interaction with users is not less than 10 minutes.</p> <p>No queries made during the e-service life</p>
		<p>Reduction of average duration of the administrative process for accepting and validating application calculated as:</p> $1 - \frac{[\text{Average duration of the administrative process for accepting and validating application using the simplified online interaction (with SIMPATICO tools)}]}{[\text{Average duration of the administrative process for accepting and validating application using the standard offline interaction}]}$	10%	<p>11%</p> <p>Baseline:</p> <ol style="list-style-type: none"> 1) Completion of the paper form: 30 minutes (basing on the experience of the civil servants of the in charge office) 2) Start of the bureaucratic procedure (3 days) 3) Investigation (10 days) 4) Evaluation by the in charge commission (5 days) 5) Conclusion of the process with acceptance or rejection (1 day) <p>Current:</p> <ol style="list-style-type: none"> 1) Completion of the e-service [the set of online forms required in this e-service guarantee a more complete and errors free completion] <ol style="list-style-type: none"> A. From 22nd November 2017 to 16th September 2018 (old version of the form): 40 minutes B. From 17th September 2018 to 30 November 2018 (new version of the form): 39 minutes 2) Start of the bureaucratic

				procedure (1 day) 3) Investigation (10 days) 4) Evaluation by the in charge commission (5 days) 5) Conclusion of the process with acceptance or rejection (1 day)
	Internal effectiveness of PA processes	Reduction in request for integration of information sent to users calculated as: <i>1 - [Average number in request for integration of information sent to users using the simplified online interaction (with SIMPATICO tools)] / [Average number for integration of information requests sent to the user to complete the online forms using the standard offline interaction]</i>	10%	65-75% Baseline: About 3-4 questions for each completion Current: 1 question per completion
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: <i>1- [Average time spent completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>	40%	-30% Baseline: Completion of the paper form: 30 minutes (basing on the experience of the civil servants of the in charge office) NOTE: the paper forms often required corrections of the data written or integration for some details missing. So the effective time needed to have a form correctly completed was more than 30 minutes Current: Completion of the e-service A. From 22nd November 2017 to 16th September 2018 (old version of the form): 40 minutes B. From 17th September 2018

				<p>to 30 November 2018 (new version of the form): 39 minutes</p> <p>NOTE: the set of online forms required in this e-service guarantees a more complete and errors free completion, but requires a little time more than the paper form</p>
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Table 18: Integrative documentation transmission

Service	Category	KPI	Target	Value (1st and 2nd phase aggregated)
Integrative documentation transmission	Number of engaged stakeholders for each type	Civil servants	*	6 NOTE: these 6 civil servants daily work with this service, helped in co-modify the module from the version used in the first phase to the one now used. They also provide a continuous feedback, leading the improvement of the service and identifying bugs or malfunctioning
		Business owners	*	55
	Internal efficiency of PA processes	Percentage of time saved by civil servants in interactions with users (answering requests for clarifications, etc.) calculated as: <i>1 - [Average time spent answering the user online requests using the simplified online interaction (with SIMPATICO tools)] / [Average time spent answering the user online requests using the standard offline interaction]</i>	20%	N.A. Current: Since the form is auto-filled with data gathered from the original module, users have only to define which document or documents they are integrating/re-sending/modifying. So actually no queries have been collected through Q&A tool
		Reduction of average duration of the	10%	No major changes in time of the entire process since the e-service

		administrative process for accepting and validating application calculated as: <i>1 - [Average duration of the administrative process for accepting and validating application using the simplified online interaction (with SIMPATICO tools)] / [Average duration of the administrative process for accepting and validating application using the standard offline interaction]</i>		completion is only a minor step of the bureaucratic procedure Baseline: 1) Communication of the need of integration (1 day) 2) Completion of the paper form (10 minutes) 3) Investigation (3-4 days) 4) Evaluation by the in charge commission (5 days) 5) Conclusion of the process (1 day) Current: 1) Communication of the need of integration (1 day) 2) Completion of the paper form (2 minutes) 3) Investigation (3-4 days) 4) Evaluation by the in charge commission (5 days) 5) Conclusion of the process (1 day)
	Internal effectiveness of PA processes	Reduction in request for integration of information sent to users calculated as: <i>1 - [Average number in request for integration of information sent to users using the simplified online interaction (with SIMPATICO tools)] / [Average number for integration of information requests sent to the user to complete the online forms using the standard offline interaction]</i>	10%	75% Baseline: 20 requests, asking for which documents need an integration and which kind of modifications are required Current: 5 requests on average
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: <i>1- [Average time spent completing a procedure</i>	40%	80% Baseline: 10 minutes Current: 2 minutes

		<i>or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>		
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Table 19: Building certificates request

Service	Category	KPI	Target	Value (1st and 2nd phase aggregated)
Building certificates request	Number of engaged stakeholders for each type	Civil servants	*	6 NOTE: these 6 civil servants daily work with this service, helped in co-modify the module from the version used in the first phase to the one now used. They also provide a continuous feedback, leading the improvement of the service and identifying bugs or malfunctioning
		Citizens	*	3
		Business owners	*	6
	Internal efficiency of PA processes	Percentage of time saved by civil servants in interactions with users (answering requests for clarifications, etc.) calculated as: <i>1 - [Average time spent answering the user online requests using the simplified online interaction (with SIMPATICO tools)] / [Average time spent answering the user online requests using the standard offline interaction]</i>	20%	Basing on the experience of the civil servants no main questions are generally asked about this service
		Reduction of average duration of the	10%	5% No major changes in time of the

		administrative process for accepting and validating application calculated as: <i>1 - [Average duration of the administrative process for accepting and validating application using the simplified online interaction (with SIMPATICO tools)] / [Average duration of the administrative process for accepting and validating application using the standard offline interaction]</i>		entire process since the e-service completion is only a minor step of the bureaucratic procedure Baseline: 1) Completion of the paper form: 10 minutes 2) Registration and allocation of the request: 2 days 3) Certificates search and retrieval: 15 days 4) Communication to the requester the list of certificates: 2 days Current: 1) Completion of the paper form: 5 minutes 2) Registration and allocation of the request: 1 day 3) Certificates search and retrieval: 15 days 4) Communication to the requester the list of certificates: 2 days
	Internal effectiveness of PA processes	Reduction in request for integration of information sent to users calculated as: <i>1 - [Average number in request for integration of information sent to users using the simplified online interaction (with SIMPATICO tools)] / [Average number for integration of information requests sent to the user to complete the online forms using the standard offline interaction]</i>	10%	Basing on the experience of the civil servants no main questions are generally asked about this service
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: <i>1- [Average time spent</i>	40%	50% Baseline: 10 minutes Current: 5 minutes

		<i>completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>		
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Table 20: Beginning of construction communication

Service	Category	KPI	Target	Value (1st and 2nd phase aggregated)
Beginning of construction communication	Number of engaged stakeholders for each type	Civil servants	*	6 NOTE: these 6 civil servants daily work with this service, helped in co-modify the module from the version used in the first phase to the one now used. They also provide a continuous feedback, leading the improvement of the service and identifying bugs or malfunctioning
		Business owners	*	1
	Internal efficiency of PA processes	Percentage of time saved by civil servants in interactions with users (answering requests for clarifications, etc.) calculated as: <i>1 - [Average time spent answering the user online requests using the simplified online interaction (with SIMPATICO tools)] / [Average time spent answering the user online requests using the standard offline interaction]</i>	20%	Basing on the experience of the civil servants no main questions are generally asked about this service
		Reduction of average duration of the	10%	67% Since the e-service completion is

		administrative process for accepting and validating application calculated as: <i>1 - [Average duration of the administrative process for accepting and validating application using the simplified online interaction (with SIMPATICO tools)] / [Average duration of the administrative process for accepting and validating application using the standard offline interaction]</i>		only a minor step of the bureaucratic procedure, the main change is due to the automatic registration of the filled module Baseline: 1) Completion of the paper form: 20 minutes 2) Registration and placing on record: 3 days Current: 1) Completion of the e-service: 10 minutes 2) Registration and placing on record: 1 day
	Internal effectiveness of PA processes	Reduction in request for integration of information sent to users calculated as: <i>1 - [Average number in request for integration of information sent to users using the simplified online interaction (with SIMPATICO tools)] / [Average number for integration of information requests sent to the user to complete the online forms using the standard offline interaction]</i>	10%	Basing on the experience of the civil servants no main questions are generally asked about this service
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: <i>1- [Average time spent completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent</i>	40%	50% Baseline: 20 minutes Current: 10 minutes NOTE: Since this e-service has been just released, it has been used very little at now, so the measured values are not statistically significant at the moment

		<i>completing a procedure or filling a form using the standard offline interaction]</i>		
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**: Due to the fact that the e-services used in the second experimentation have been implemented and published as soon as they have been ready, no specific KPIs for each specific e-service have been defined in D6.2, but general KPI considered as a cumulative estimate of the total users who would have used the e-services.*

It must be underlined that the time spent by the citizen completing a procedure should be taken with a grain of salt. In fact, when the completion of the form is made by citizens directly from home, the KPIs related with “time needed to complete the form or the process” can widely vary. This because citizens could pause working on the form in order to do other activities, restarting it minutes or hours later. We had an evidence of this possibility with some parents who come to the Municipality office with their children to enrolled them to the day nursery service. As a matter of fact, they needed to pause often, in order to feed their children, or to calm them down, or also to make them sleep before continuing the completion of the form. This means that the performances could even be better in respect to what we measured.

2.4 Lessons learned

Some lessons have been learned thanks to what we experienced both during the preparation of the experimentations and the collection of feedback from the participants. These lessons can be divided in two different groups. On one hand, the ones about the SIMPATICO tools, on the other side the ones related to the evaluation process

2.4.1 SIMPATICO tools

Here some considerations which should be taken in consideration:

- **Text Adaptation.** In the current version Text Adaptation has been evaluated in the test environment only. The evaluation feedback collected are very positive, this strengthens the will of Trento and FBK to port this tool in the production environment and apply it to the service description pages; having a feature which helps people in the comprehension would be a real added value indeed.
- **Workflow Adaptation.** Due to the fact that the WAE version 2.0 is still not stable, it was not possible to port it in the production environment. By now WAE 1.1, which improves the usability and supports the integration with ServicePedia, is working in the production environment. The idea is to complete the implementation of WAE 2.0 and test it in the lab by the beginning of 2019. The new version of the tool will be able to adapt the interaction to each user, basing on users’ data stored in the system and on users’ proficiency; and to integrate external services in order to gather information from the cloud and the organization.
- **Citizenpedia.** The tools provided by Citizenpedia have been evaluated both in production and test environment. In the test environment we proposed to the final users a specific test scenario; meanwhile in the production environment the usage was completely free. Despite

the positive feedback we had in the test environment, the usage of the tool in the production environment did not took off. In our opinion this is due to the fact that the usage of the tools is somehow hidden from end users.

- **Citizen Data Vault.** The tool has been improved but the usage in production environment still low; in our opinion this is due to the fact that Sportello Online already supports user profile data retrieval. In our opinion better results can be achieved in exploiting the native Sportello Online integration mechanics and in having implicit activation of the tool (as the Google password manager does).
- **Collaborative Procedure Designer (Civil Servant).** A test version of this tool has been made available for a restricted number of civil servants in order to evaluate its usability in terms of drawing a new procedure and its readability when a process is drawn. The feedbacks we had from civil servants were very positive. The idea is to make this tool available for selected civil servants for each office in order to give them the possibility to draw the processes related both to the already digitized modules of their specific area of interest and the ones which are going to be digitized in the next future.
- **Collaborative Procedure Designer (Citizen):** During the public events done in September and October about 30 citizens have been shown a pre-drawn complex procedure, asking them to try to interpret it. Some interesting feedback have been collected: in particular citizens reported a better understanding of the general procedure. Moreover, some citizens proposed to print in poster format the model of the procedures and to make them available it at the office premises.

Eventually, in a vertical evaluation session a deeper analysis of this tool has been made. In particular the new layout and graphics have been judged innovative and intuitive by the majority of the users. As a matter of fact most of them correctly read the schema and understood the process. A more detailed report of the results of this vertical evaluation in reported in chapter 5.

- **Authoring tool.** The tool, which is still in a phase of development and improvement, has been tried by some civil servants in order to analyse the complexity of some texts before publishing them on the e-services descriptive pages. A first feedback confirmed the usefulness of this feature in order to produce texts and contents simpler and more readable for users. Some extra effort is required in order to improve the usability of the tools; more precisely the tools requires a reduction in the number of metrics presented, an improvement in the metric representation and a seamless integration in Sportello Online.
- **Overall usability and new interface.** One general concern emerged during the validation of the SIMPATICO tools: the activation of these features requires an explicit action which can make users unable to fully taking advantage of the novel function. It must be found some mechanism in order to make them easier to activate and use. The evaluation gave us the possibility to test a new mocked-up interface implementing an implicit way to interact with SIMPATICO tools. In this new interface SIMPATICO tools (TAE, WAE, Q&A, CPD and CDV) are **available** to the final user from the very first moment he interacts with the service portal. The adaptation functionalities can be generic or, after user authentication, personalized. The new interface has been evaluated in the test environment and the results were convincing. Trento and FBK are determined in porting this new interface model in the production environment by the end of the year.

2.4.2 Evaluation process

Looking at the experimentation and the activities already done it emerges that the innovation procedure operated by Trento Municipality has been well accepted in the town. The digitalisation of services represents a strong help in reducing the time needed by the bureaucratic procedures and as a consequence also the stress on the civil servants and citizens could be significantly reduced.

It is obvious that the innovative process requires time to be widely accepted by the whole citizenry and its numerous facets (age, language, knowledge of digital services, disadvantaged people, etc.).

As already said, the more the services become easy and helpful, the more will the citizens be involved in the growth process of Trento, and the wider would be the acceptance of new digital services replacing the standard paper ones.

The new community arising would be also more aware about the mission of such European Projects and proactive in the collaboration with the Municipality and its partners.

In order to give a detailed overview of what we have learnt thanks to the experimentations, we want now to take into account two points of view: the civil servants' one and the citizens' one.

From the civil servants' point of view the services digitalisation represents a real help for citizens in understanding the bureaucratic procedures and in limiting the time needed to complete forms and requests. On the other hand it's clear it would require a commitment in learning how to manage the new tools. This sometimes could be stressing for some people, but would lead to an improvement of the efficiency of the bureaucratic machine.

A particular consideration is required by Citizenpedia/Servicepedia: this tool would enhance the interaction between citizens and the PA, giving them the possibility to ask questions about the forms and the procedures in an open environment accessible to everyone. It is clear that from the civil servants point of view Citizenpedia/Servicepedia represents both an added value and a risk: if a real commitment is guaranteed for a productive dialogue and collaboration, this tool could really lead to a strong improvement of the relationship between the PA and the citizenry. But, on the other side, this tool is vulnerable for tendentious criticisms and negative interactions. This is the main worry emerging from the civil servants and needs a strong commitment to reduce the vulnerability of Citizenpedia.

From the citizens' point of view the opening of new digital services and the conversion of the old paper forms into digital ones represent a step forward to become part of a smart city.

Also it clearly appeared that there is a hard core of people (mainly the elderly and some kind of disadvantaged users) who prefer a traditional interaction with the PA, for example through standard paper forms. In contrast, there is a large number of citizens who see the digitalisation as a really helpful way to improve the communication with the PA.

In this context, Citizenpedia emerged as a tool strongly requested by citizens, who desire a simple and direct channel of interaction where to ask the PA about its bureaucratic procedures. As a proof of that, looking at the Citizenpedia surveys collected in the early stage of the project, the majority of people (about 80%) answered that, if existing, they would surely use a portal which gives the possibility to ask questions to the PA, obtaining the needed answers in a short time.

Beside this the tool usage in production didn't really took off. It is our opinion that some extra effort is required to improve the usability of the tool: service procedure description, questions, answers

and the game rules should be provided to the final users without requiring any specific authentication and in a very direct way. Authentication can be required in order to add a new comments or questions and in order to access to the user specific game data.

Going more in the detail of the experimentation done in Trento, we now recap the main lessons learned throughout the whole project duration and addressing the objectives of the Trento use-cases.

- Since the comparisons between the paper form and the online one made in the early stage of the project showed a strong improvement in the service brought by the online one, it appeared fundamental to keep the e-services constantly updated following the users' comments and the needs highlighted by the civil servants of the specific service. This because giving efficient and useful simplification tools would significantly reduce the request for additional information.
- A strong communication process between the different offices of the Municipality, the operators and the technicians, is fundamental in order to continuously improve and update the form and offering the best possible services to the citizenry.
- The Municipality has to improve its community involvement strategy, in order to involve a larger number of people, making them aware about the new services, encouraging their usage and a proactive collaboration with the PA, starting long time before the moment when the people participation would be required.
- Speaking about the tools (and beside the extension of the functionalities), some extra effort is still necessarily required in order to improve their usability from different point of view. The experimentation highlighted in particular the added value represented by the guided completion and the step-by-step guide, while the other features would show their potential in mind term.
- As already emerged in this document, a focused work and deep considerations are needed about the Q&A tool in order to define the a strategy to guarantee a way to prevent "bad" or "tendentious" queries and answers.

In addition to all these lessons learned, we think it is important to report also what we retrieved from the comparative sessions (SIMPATICO IFE v2017 vs mock-up of SIMPATICO IFE v2018) proposed to people attending the public events held by the Trento team during the second experimentation phase.

- It clearly appeared that SIMPATICO IFE v2018 (mocked-up in Sportello Online v3) is judged better than v2017 (actually working on Sportello Online v2). The button which activates the tools is really more intuitive and its colors make it more attractive than the grey bar of the older version.
- It is good to have, in v2018, the guide already opened when the e-service is started. The lateral index is helpful but it would be better if incremental, following the completion and not showing all the steps everytime.
- Q&A tool is much better in v2018 than v2017, it is very good not to have an external page where to put the questions, but to directly write them in the dedicated box next to the form.
- Text adaptation tool instead is quite confusing at the moment, because of the replication of the same text below the original one. It would be better if, when activated, the complex words would be highlighted on the original text directly. Maybe the space below a paragraph could be used to show an already simplified version of the paragraph.

- The new CPD received very good feedback, also because the key is really useful in reading the schema. Icons and texts are minimal but easy to understand and give all the fundamental information needed by the user.
- One final comment on participatory design in SIMPATICO.
 - The introduction of the Sportello Online v3.0 and the new version of the SIMPATICO tools has been a process which has stressed a lot the municipality organization. The participatory approach characterized all the steps of the introduction of both the Sportello Online with SIMPATICO adoption and of the implementation of the new services. So far, this participatory approach has mostly focused on the organization internals: earning the project goals with civil servants, having them involved in the definition of the e-services, convincing them about benefit guaranteed by SIMPATICO tools, working with them to improve tools and usage practices, has been the key element that made possible to extend the e-services available for the end user in production in such a short time.
 - Some initial participatory design activities have been done with professionals and citizens, with positive outcomes, during the workshops organized with them. Trento is now ready to move on in order to have citizen and professionals more actively involved in the design of the e-services.

3 Evaluation of Galicia pilot

3.1 Use case description

According to data provided by IGE (Instituto Galego de Estatística¹), the number of Galician elderly inhabitants (see **Error! Reference source not found.**) is alarmingly increasing. Furthermore, the socioeconomic indicators for Galicia show a number of particular needs that make it suited for e-services improvement. A sparse distribution of the population, especially in the rural parts of the region. In those areas, people often migrate to the richer coastal areas and other Spanish regions. This has resulted in large rural areas with low population density, where the access to public services is harder. Consequently, there is a big gap in the usage of e-services in Galicia in the segment of population older than 55.

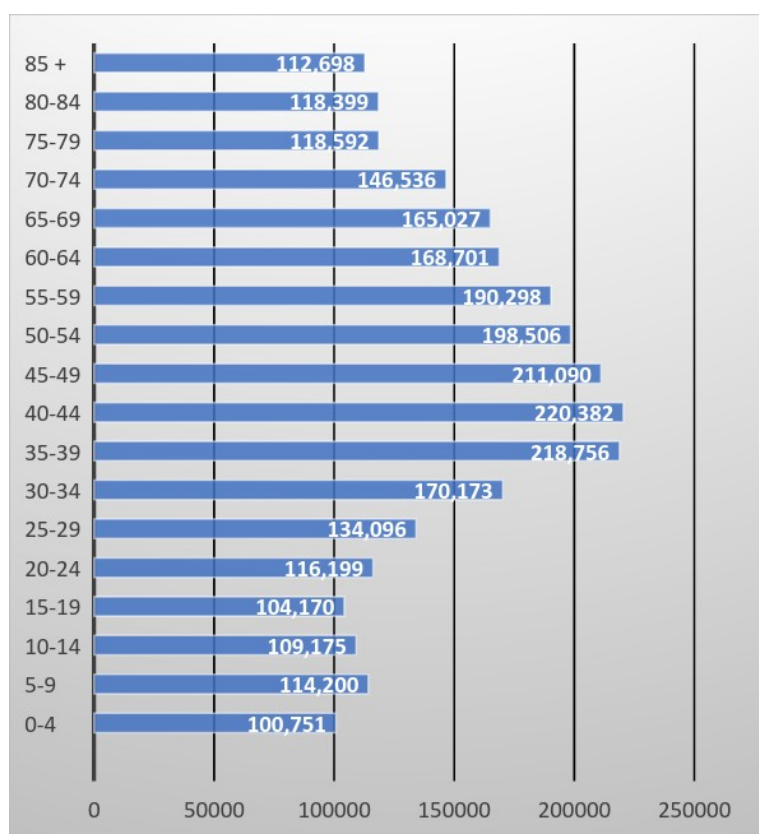


Figure 5: Number of citizens per age group

In this field, Xunta has worked during the last years to promote the planning and joint usage of equipment, programs and innovative social services, including e-services, at the Spanish-Portuguese level, to early detection of future dependency needs and the promotion of active and healthy ageing. Also, it is currently working to mitigate the consequences of the demographic change and the provision of social services.

¹ <http://www.ige.eu/>

Xunta has a digital platform called “Sede Electrónica”² (digital site of Xunta) and made up by an e-service ecosystem. Through this platform citizens can submit applications from several services.

Usually, the main lifecycle of these applications is structured into five main steps:

1. Dissemination and publication of the procedure in DOG (Diario Oficial de Galicia)³.
2. At the same time, the e-service related to the opened procedure is published.
3. Citizens fill application forms and all the corresponding information to apply to the procedure. They can use e-services or they can present all the information through the traditional method: going to the corresponding administration building.
4. A citizen can present an appeal when the application is not satisfied and he/she is not agree.
5. The appeal is studied and resolved.

Even though the final result of both traditional and digital methods is the same (a set of filled forms), Sede Electrónica is not commonly used as a main method.

Aligned with this issue, Xunta recently adopted a new strategy called Digital Inclusion of Galicia in 2020 on 21 April 2016⁴. It addresses the challenge of promoting a new model of digital inclusion, with integrated actions for promoting new technologies and teaching their usage, paying special attention to those groups (i.e. elderly) traditionally at risk of digital exclusion. This Plan is divided into three main strategic axes: (1) digital literacy, (2) training and (3) social, participatory and digital innovation. And a transverse axis where SIMPATICO is located: structural support.

The alignment between SIMPATICO and the main strategic axes is focused on: (1) increasing the learnability and ease of use of e-services and software platforms to enhance digital literacy and training through the interface simplification (SIMPATICO interactive front-end) and (2) on the social side, promote participatory and digital innovation through the human computation framework (SIMPATICO Citizenpedia).

Currently the number of electronic submissions is considerably smaller than the ones made physically

Due to the low usage of e-services by elderly people, training and digital literacy activities have been performed. Thus, replicated e-services have been deployed at several Xunta’s locations, such as the provided by the CeMIT network⁵, which make available training activities in the field of digital literacy and entrepreneurship.

Within this solution, this controlled environment enabled us to achieve two main purposes: (1) literacy and dissemination and (2) the SIMPATICO solution validation in terms of usability focused on groups that have the highest difficulties. Due to the usage of such a training environment, the submitted requests are not further processed by the administration.

To make easier the achievement of the mentioned aims, several steps have been followed.

² <https://sede.xunta.es/portada>

³ <http://www.xunta.gal/diario-oficial-galicia>

⁴ http://fatedixital.xunta.gal/sites/default/files/documentos/Plan_Inclusion_Dixital_Galicia.pdf

⁵ <https://cemit.xunta.gal>

First, e-services have been selected, studied and replicated in order to provide a more controlled environment to obtain explicit and detailed information about usability issues, feedback and improvement points.

3.1.1 The e-services

The main target audience are the **elderlies** and **people with disabilities**, and three e-services have been selected:

- BS607A: Grants for the attendance to **wellness** and spa programs.
- BS613B: Individual grants for **personal autonomy** and complimentary personal assistance for disabled people
- BS611A: an e-service to assess the **degree of disability**

These e-services have been used during phase II to validate all the different features and components of the SIMPATICO solution.

The following tables describe the e-services that have been selected for the Galicia experimentation.

Table 21: Wellness and spas program

e-Service	Wellness and spas program
Target	Citizen
Description	The service manages the requests of stays in Spas/wellness centres within the Galician community. This program is for people older than 60, or people older than 55 who are retired with some disability or widowhood benefit.
Process and user interaction	Two ways of submitting the request are exposed: physical delivery or digital submission. In the latter case, the system requires the use of an electronic ID card. Public administration should get in touch with the applicant in a period of 20 calendar days.

Table 22: Individual grants for personal autonomy and complimentary personal assistance for disabled people

e-Service	Individual grants for personal autonomy and complimentary personal assistance for disabled people
Target	Citizens
Description	The service manages the requests of grants for personal autonomy, i.e. promotion services for disabled and elderly people to live as autonomously as possible. The Xunta offers to evaluate and grant the services that the requester asks for, such as items to ease their daily living or transportation aids
Process and user interaction	Two ways of submitting the request are exposed: physical delivery or digital submission. In the latter case, the system requires the use of an electronic ID card. Public administration should get in touch with the applicant in a period of 20 calendar days.

Table 23: Assessment of the degree of disability

e-Service	Assessment of the degree of disability
Target	Citizens
Description	The service manages the evaluation of the degree of disability of the citizens completing this service. People presenting a certain degree of disability can request the assessment from the Xunta side.
Process and user interaction	Two ways of submitting the request are exposed: physical delivery or digital submission. In the latter case, the system requires the use of an electronic ID card. Public administration should get in touch with the applicant in a period of 20 calendar days.

3.1.2 Second evaluation phase

Based on the aims that Xunta wants to achieve and on the services that are available to replicate, the following objectives have been defined for the Galicia use case (see Table 24).

Table 24: Galicia Pilot Objectives

Objective	Success criterion
Obj-GL-1. To define, select and create a significant testing community which matches the use case criteria.	A significant testing community shall be selected and created. In the case of phase II this number was agreed to be 270 people.
Obj-GL-2. To replicate and deploy the selected test e-services.	The selected three test e-services shall be available on a replicated portal at the beginning of the validation phase.
Obj-GL-3. To integrate and validate the SIMPATICO simplification techniques with the replicated e-services of Obj-GL-2.	(1) Successful integration of the SIMPATICO simplification techniques within the replicated services and with the test e-services by the beginning of the validation phase; (2) enough information collected during the experiment to calculate the corresponding metrics to describe the acceptance, effectiveness and efficiency to validate SIMPATICO.
Obj-GL-4. To involve Galician elderly community and Xunta civil servants for the frequent use of Citizenpedia.	Evidence is collected that the community is engaged and use frequently the Citizenpedia (e.g., by measuring the number of interactions, comments and successful queries made through Citizenpedia).

3.1.3 SIMPATICO integration

For what concerns the **integration strategy** adopted for the Galicia use-case, all the SIMPATICO components have been integrated with the two replicated services. The addition of the SIMPATICO functionalities over the two selected e-services does not alter the purpose of the original services. Hence, the services can be requested either using or not using the SIMPATICO tools.

The SIMPATICO tools code has been injected in the replicated services code. In order to be as little intrusive as possible, some JavaScript libraries have been developed. These libraries can be easily added to any e-service which wants to have the SIMPATICO functionalities.

Each SIMPATICO interactive component, namely, IFE, CDV, QAE, CPD, TAE, SF, eSM and WAE, offers a RESTful web service to establish a communication between them.

The replica of the original HTML code needs to be annotated bearing in mind that the service content can't be modified or deleted complying with a legal mandate that contents must be always visible in its original form. All the content retrieved from the SIMPATICO components must be added to the original DOM (Document Object Model).

The content received from QAE and TAE (the questions related with the annotated element and simplified text) is added to the DOM as a box. Figure 6 shows an element of the original service with the simplified text (red box). Figure 7 shows the same element with the data, number of answers associated to the element and the questions themselves, obtained from QAE (blue box).

d) Autorización, según el anexo IX, del cónyuge de la persona solicitante o pareja de hecho, en el caso de régimen matrimonial de gananciales, así como de las personas a cargo de la persona solicitante, para la consulta por la Dirección General de Mayores y Personas con Discapacidad de sus datos sobre identidad, residencia, renta (IRPF) y de toda clase de pensiones y prestaciones sociales percibidas. Caso contrario, deberán aportar la documentación relacionada con esta información, que, en este caso, sería copia del DNI, certificado de residencia, copia de la declaración del IRPF, certificado de pensiones emitido por el Instituto Nacional de la Seguridad Social, declaración de toda clase de pensiones y prestaciones sociales percibidas.

Texto simplificado X

d) Autorización, según el anexo IX, del **cónyuge** e de la persona solicitante o pareja de hecho, en el caso de régimen matrimonial de **gananciales** s, así como de las personas a cargo de la persona solicitante, para la consulta por la Dirección General de Mayores y Personas con Discapacidad de sus datos sobre identidad, residencia, renta (IRPF) y de toda clase de pensiones y **prestaciones** s sociales **percibidas** s. Caso contrario, deberán aportar la documentación **relacionada** a con esta información, que, en este caso, sería copia del DNI, certificado de residencia, copia de la declaración del IRPF, certificado de pensiones **emitido** o por el Instituto Nacional de la Seguridad Social, declaración de toda clase de pensiones y **prestaciones** s sociales **percibidas** s.

cónyuge

Sinónimos: marido

Figure 6: Simplified text

d) Autorización, según el anexo IX, del cónyuge de la persona solicitante o pareja de hecho, en el caso de régimen matrimonial de gananciales, así como de las personas a cargo de la persona solicitante, para la consulta por la Dirección General de Mayores y Personas con Discapacidad de sus datos sobre identidad, residencia, renta (IRPF) y de toda clase de pensiones y prestaciones sociales percibidas. Caso contrario, deberán aportar la documentación relacionada con esta información, que, en este caso, sería copia del DNI, certificado de residencia, copia de la declaración del IRPF, certificado de pensiones emitido por el Instituto Nacional de la Seguridad Social, declaración de toda clase de pensiones y prestaciones sociales percibidas.

Preguntas relacionadas

1 DNI caducado

+ Añadir nueva pregunta

Figure 7: Questions related to the element

The QAE also returns the CPD diagram which represents the steps needed to complete a public administration procedure, in this case the e-service request to the PA. This diagram is represented in the top-left part of the replicated service as shown in **Error! Reference source not found..**

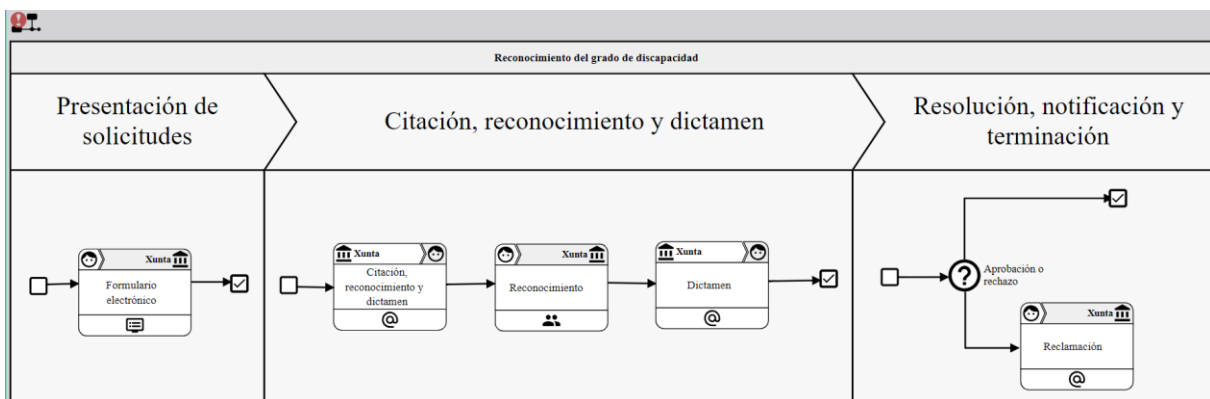


Figure 8: CPD Diagram

The CDV stores the SIMPATICO users' data in order to automatically fill in the form fields with the requester's data which has been previously submitted during the consumption of other e-services. In the top-right of the replicated service, a box is shown to manage this data and the communication with the CDV. **Error! Reference source not found.** shows the CDV box.



Figure 9: CDV box

The WAE guides the citizens during the completion of an electronic form. All the sections composing a form are explained, requesting the citizens to only fill in the sections corresponding to previous selections in prior sections. **Error! Reference source not found.** shows the form with the WAE activated.



Figure 10: Form with WAE activated

Error! Reference source not found. shows the functionalities tested at Galicia scenario by distinct stakeholders, namely citizens and civil servants, and the deviations that occurred with what had been planned.

Table 25: Service to SIMPATICO feature application mapping for Galicia use-case

Target	Features	Description	Deviation
Citizens	Text Adaptation Engine	Complex Spanish words and phrases are highlighted. When a user clicks on one highlighted phrase or word, a pop-up within a simplified version of it is shown according to the user profile.	The pop-up has been changed to a box element. This way the services is less intrusive, and it can be used more easily in the mobile devices.
	Workflow Adaptation Engine	Near the most difficult fields to fill a symbol/icon will be present. Clicking on it, a text will appear explaining what it is asked to insert for that specific field according to the citizen profile Furthermore, fields and sections of forms are shown/hidden on the basis of an optimized compilation process defined according to the user profile.	Done as planned.
	Citizen Data Vault	The information filled in the module is stored in the CDV and available for future usage. Furthermore, this previously-filled information is used to automatically fill form fields.	Done as planned.
	Question and Answer	The citizen can select a part of the form or range of documentation sections inside the e-service and ask for clarification to the user community.	Done as planned.
	Session Feedback	Upon completion of the application process, the users are presented with a form to collect their feedback.	Done as planned.
	Servicepedia	The modelled documentation of the e-service is used by the Citizen to clarify possible doubts	Done as planned.
Civil Servants	Question and Answer	The civil servant can provide clarification and responses of the digital e-service to the user community.	Done as planned.
	Servicepedia	The documentation of the e-service is modelled by the civil servant.	Done as planned.
	eSM	The civil servant can receive reports about the use of this service.	Done as planned.

3.1.4 Evaluation process

In order to minimize the risks of the fact that the services enriched with the SIMPATICO extensions will be available from time zero for all the citizens and civil servants, the use-cases experimentation has been structured in a pre-evaluation phase and an evaluation phase. Within the **pre-evaluation**

phase, the services part of the experimentation have been presented, used and evaluated by a representative panel of the Galicia community (civil servants, professionals and citizens). Thanks to the feedback obtained from the pre-evaluation phase the SIMPATICO components were improved and the evaluation phase structure was refined. The *lessons learned* section in the pre-evaluation session appendix B highlights the changes that were applied both to the platform components and to the evaluation methodology tackled

Both in the pre-evaluation phase and the evaluation phase feedback information was obtained through the collection of information from the interaction of the user with the e-service, and explicitly by submitting questionnaires to the users at the end of the e-service interaction.

Galicia use case plan was structured as the following:

- 1) **Environment set-up phase [M25-M27]:** all the components, as well as the testing community creation to test the solution are set up:
 - a) *select* the venues, characteristics and sizes of the groups which made the testing community.
 - b) *replicate* the new e-service (the one not used in the first phase) and test the similarity between it and the analogous one.
 - c) *integrate* all the components made available by SIMPATICO within the replicated e-services.
 - d) *gather* potential sources and populate suitable sections of the Citizenpedia (CPD and Servicepedia) with information relevant for the specific selected testing e-services.
 - e) *prepare* communication and engagement campaigns to enhance the social, participatory and digital innovation through SIMPATICO.
- 2) **Pre-evaluation phase [M27-M28]:** The first experiment is activated. It compares the replicated e-services enhanced with the second released version of SIMPATICO, and the non-enhanced ones. It provides a complete feedback of the usage and the main drawbacks of the SIMPATICO version.
- 3) **Users evaluation phase [M28-M32]:** An experimentation of the concrete usage of the SIMPATICO solutions is activated, in conjunction with the selected e-services in a replicated environment.

There were some deviations with regards to the defined plan. The “III Conferencia científica internacional de proyectos educativos para seniors” conference was planned for May but postponed until October. All the components were integrated for the pre-evaluation (M27), but they were improved during the following months. These improvements were integrated automatically without any problems.

Using the feedback from the first phase, a training session was prepared. Responsible representatives from the three associations that participate in the evaluation took part in this training session. The goal of the session was to teach the people who were going to carry out the evaluation session about both the SIMPATICO tools and the session schedule. Thanks to this session, all the evaluation sessions (more than 270 participants) were carried out in three weeks at month 31 and 32. This allowed us to accomplish the objectives planned for pilot phase II.

3.2 Engagement activities

In general terms, the engagement and community objectives for Galicia are focused on the digital inclusion. More precisely, the pilot tried to:

- Approach public services through ICT to the most vulnerable groups (elderlies and people with disabilities), taking into account two main dimensions: gender issues and rural areas.

- Raise the awareness and knowledge of the usefulness of Xunta online services and their benefits.
- Increase the learnability and ease of use of e-services addressing not only a cognitive dimension (cognitive accessibility and context-awareness), but also a citizen-focused one (user-centred design).
- Promote the participatory co-creation of e-services with citizens using Citizenpedia, i.e. a Human Computation framework resulting from integrating the QAE, CPD and Servicepedia components.
- Analyse and validate the technological acceptance of the selected Xunta e-services and SIMPATICO solution by vulnerable citizen groups.

Given these general objectives, and given the community stakeholders identified in the SIMPATICO engagement methodology, their relationships and their interactions, the following target audience has been identified for Galicia use case:

Citizens (End users) participate in engagement activities:

- to execute replicated e-services,
- to provide feedback on the quality of e-services,
- to use Citizenpedia to contribute their own insights for the benefit of other users.

Associations participate in engagement activities:

- to provide direct communication between Public Administration and citizens,
- to provide direct and clear communication between the more vulnerable groups of citizens and ICT enablers, in order to better understand the feedback and to speed up their interactions,
- to use Citizenpedia and to provide feedback, as well as the citizens do, but with some differences (e.g., in perceived trust),
- to gain experience and knowledge related to new ICT techniques that enhance PA e-services. The aim is to gain experience, trust and reputation in the field of ICT-enhanced PA e-services.

Civil servants are engaged:

- to promote the usage of digital services,
- to provide feedback on the quality and efficiency of the e-services,
- to contribute in the Citizenpedia, particularly in the QAE,
- to ask developers to implement changes to enhance the e-services.

Developers are engaged:

- to implement technical solutions that enable the e-services to fulfil the PA needs following the SIMPATICO approach.

In order to successfully achieve the above objectives, the Galicia task force has defined the following key engagement activities for each phase (see Table 26).

Table 26: Galicia key engagement activities

Phase	Activity
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Inform	<ul style="list-style-type: none"> • Communication events • Selection of the most representative associations related to the active ageing field • Public call aimed at finding citizens for pre-evaluation and evaluation engagement about the replicated e-services • Civil servants workgroup creation for pre-evaluation and evaluation • Diffusion materials creation (e.g. stakeholders' testimonial videos, leaflets...) to inform and create awareness among the target groups about the benefits of Xunta e-services. • Training and information activities related to SIMPATICO and e-Government through the associations' e-learning platforms • Participation to ICT events organized by the associations
Consult	<ul style="list-style-type: none"> • Evaluation of e-services with feedback (using questionnaires) • Evaluation of e-services powered by SIMPATICO features with feedback (using questionnaires) • Citizenpedia survey for citizens • Citizenpedia survey for civil servants
Involve	<ul style="list-style-type: none"> • Focus groups with stakeholders to discuss how the introduction of SIMPATICO features can really simplify the use of e-services • Interviews with stakeholders to discuss how the SIMPATICO features could be enhanced
Collaborate	<ul style="list-style-type: none"> • Improve the usage and contributions to Citizenpedia • Assign a special role inside Citizenpedia to associations in order to enhance the engagement and collaboration
Empower	<ul style="list-style-type: none"> • Specific focus groups to improve the quality after the evaluation

Error! Reference source not found. presents the preliminary engagement activities plan; for each activity the table presents the Title (the code name), the Target audience (who it is referred to), the phase (a link with the engagement methodology phase), the content (e.g. the service it refers on), the description, the Driver and Incentives, the Expected results, the Quantitative outcomes, and the comments.

Table 27: Galicia engagement plan for the second phase

Activity title	Target audience	Phase	Content	Description	Drivers and incentives	Expected results	Quantitative outcomes
Contact and engagement of association	Associations and citizens	Involve	Project, services, SIMPATICO project	Search for associations that interact and represent the target groups of	For associations it would be opportunity to collaborate directly with PA	Raise awareness on the associations and the related initiatives about	3 involved associations

s				citizens. Contact, inform about the SIMPATICO project and propose collaboration to act as direct channel between SIMPATICO partners (especially Public Administration) and citizens.	(Xunta de Galicia) in a H2020 project, learning a new way to approach ITC's in their target audience.	e-services, digital literacy aimed at improving the quality of living in Galicia and getting the citizens' propensity to share it through word of mouth	
Online communication events	People aged over 65. People with disabilities.	Inform	Benefits of e-services in general, and, SIMPATICO project objectives	Participation in e-learning platforms used by associations through testimonial videos, training pills about e-administration and SIMPATICO benefits.	ITC improved literacy.	Raise awareness of the usefulness of online services and their benefits	<ul style="list-style-type: none"> 2 testimonial videos (viral) 3 training pills
Offline communication events ITC's talk in III Conferencia Internacional de Proyectos Educativos para Seniors meeting.	People aged over 65. People with disabilities	Collaborate	Benefits of ITC's in general (promotion of autonomy), e-services in particular, and, SIMPATICO project objectives	Associations to deliver a continuous training and events programme with different type of contents. ITC's are highly present in those events. Our aim is to collaborate with them carrying out specific talks and further discussion on the benefits of e-services in their daily life.	ITC improved literacy	Emphasizing the sense of a community, using the involved associations as a key channel where citizens, civil servants and ICT-enablers have the opportunity to collaborate in the development of simplified procedures to provide more efficient solutions to problems and needs of Galicia.	300 persons (citizens and civil servants) involved in the evaluation phase
Calls for pre-evaluation engagement	Citizens and Civil Servants	Inform	Services, SIMPATICO project	Call aimed at finding: - citizens for pre-evaluation and evaluation	For citizens and civil servants it would be a nice opportunity to give their opinion and feedback	Enlarge the community of citizens involved in the design and enhancement of	<ul style="list-style-type: none"> 3 citizen calls 1 civil servant call 20 users (citizens

				engagement about the “wellness”, “personal autonomy” and “assessment of the degree of disability” e-services Civil servants engaged to be enrolled at the civil servants workgroup. This group will contribute answering questions and moderating Citizenpedia	directly to the PA (as an institution) and be early-adopters of new ICT technologies.	e-services thanks to a collaborative culture to promote the usage of digital channel instead of traditional ones	and civil servants) involved in the pre-evaluation phase - 3 associations’ members collaborating in Citizenpedia with special role
Citizenpedia population	Citizens and civil servants	Collaborate	Project, services, SIMPATICO tools	An open workshop to which stakeholders (civil servants and citizens) are invited to assist. The SIMPATICO project will be explained in this event and participants will test the Citizenpedia component, the QAE in particular.	Rewarding program for the participants	Citizenpedia contributions	- 40 contributions to the Citizenpedia. - 1 video of the Citizenpedia component, particularly the QAE
Pre-evaluation of the e-services and SIMPATICO tools with feedback	Citizens and Civil Servants	Consult	Services, SIMPATICO project	Sessions to evaluate the use of the e-services. During the sessions users give feedback through several methods such as questionnaires, logs and screen recording.	For citizens and civil servants it would be a nice opportunity to know and be part of the design and enhancement of new technologies.	- Receive feedback on the effectiveness, efficiency and satisfaction of the e-service and the actual issues - Understand how it is possible to enhance the quality of the versions of SIMPATICO tools and the	- 1 pre-evaluation session - Recorded interactions

						replicated services	
Focus group with developers	Developers	Collaborate	SIMPATICO project	Explain to developers the aim of SIMPATICO and how can they contribute to enhance SIMPATICO tools. Get their feedback.	For developers it would be nice opportunity to know about new tools that can be used in their daily job.	Receive feedback of how to improve SIMPATICO from developer's point view	1 focus groups 5 users involved
Focus group	Citizens, Civil Servants and Associations	Empower	Services, SIMPATICO project	Specific focus group to discuss the potential improvements of SIMPATICO, identify the next steps inside the Galician digital inclusion strategy	Citizens and civil servants would have a real face-to-face dialog with the SIMPATICO developers and PAs to enhance the quality of life of their socio-cultural groups.		1 specific focus group to improve the quality after the evaluation 8 members involved
Calls for evaluation engagement	Citizens and Civil Servants	Inform	Services, SIMPATICO project	Call aimed at finding: - citizens for evaluation and evaluation engagement about the "wellness", "personal autonomy" and "assessment of the degree of disability" "e-services". - civil servants engaged to be enrolled at the civil servants' workgroup. This group will contribute answering questions and moderating Citizenpedia	For citizens and civil servants it would be a nice opportunity to give their opinion and feedback directly to the PA (as an institution) and be early-adopters of new ICT technologies.	Enlarge the community of citizens involved in the design and enhancement of e-services thanks to a collaborative culture to promote the usage of digital channel instead of traditional ones	3 citizen calls 1 civil servant call
Evaluation of the e-services and the	Citizens and Civil Servants	Consult	Services, SIMPATICO project	Sessions to evaluate the use of the e-services. During the	For citizens and civil servants it would be a nice opportunity to	Receive feedback on the effectiveness,	6 evaluation sessions Recorded

SIMPATICO tools with feedback				sessions users give feedback through several methods such as questionnaires, logs and screen recording.	know and be part of the design and enhancement of new technologies.	efficiency and satisfaction of the e-service and the actual issues Understand the advantages and disadvantages of using SIMPATICO to simplify e-services	interactions - 5 interviews with stakeholders to discuss how the SIMPATICO features could be enhanced
Citizenpedia survey	Citizens and Civil Servants	Consult	Citizenpedia component	Deployment of a survey about Citizenpedia for citizens and civil servants. This survey has questions about functionality and usability	For citizens and civil servants it would be a nice opportunity to know and be part of the design and enhancement of new technologies.	Receive the main features to add and/or enhance	300 surveys filled
Focus groups	Citizens and Civil Servants	Empower	Services, SIMPATICO project	Focus groups with target citizens and civil servants to discuss how to improve SIMPATICO tools and to identify potential improvements	Citizens and civil servants would have a really face-to-face dialog with the SIMPATICO developers and PAs to enhance the quality of life of their socio-cultural groups.		- 1 focus groups - 10 users involved

Error! Reference source not found. and **Error! Reference source not found.** show the qualitative and quantitative results expected when the engagement activities were planned and the deviation occurred once the activities have been executed.

Table 28: Expected qualitative results

Expected qualitative results	Deviation occurred during deviation
Raise awareness on the associations and the related initiatives about e-services, digital literacy aimed at improving the quality of living in Galicia and getting the citizens' propensity to share it through word of mouth.	Done as planned.
Raise awareness of the usefulness of online services and their benefits.	Done as planned.
Increase the awareness of the usage of SIMPATICO by	Done as planned.

Xunta and its partners (e.g. involved associations) for the study of the citizen needs and the enhancement of the interactions between Public Administrations and citizens through online services.	
Enlarge the community of citizens involved in the design and enhancement of e-services thanks to a collaborative culture to promote the usage of digital channel instead of traditional ones.	Done as planned.
Emphasize the sense of community, using the involved associations as a key channel where citizens, civil servants and ICT-enablers have the opportunity to collaborate in the development of simplified procedures to provide more efficient solutions to the problems and needs of Galicia.	Done as planned.

Table 29: Expected quantitative results

Expected quantitative results	Achieved value for phase II
4 communication events.	4. See appendix B
3 involved associations.	3. COGAMI, FEAGAUS and ATEGAL
1 call aimed at finding citizens for pre-evaluation and evaluation engagement about the “personal autonomy” e-service.	1
2 civil servants workgroup.	3. See appendix B
2 stakeholders’ testimonial videos	2.
1 evaluation of “wellness” e-service with feedback.	1. See appendix B
1 evaluation of “personal autonomy” e-service with feedback.	1. See appendix B
1 evaluation of “assessment of the degree of disability” e-service with feedback.	1. See appendix B
20 users (citizens and civil servants) involved in the pre-evaluation phase.	22
270 persons (citizens and civil servants) involved in the evaluation phase.	278
1 Citizenpedia survey for citizens.	1 survey.
1 Citizenpedia survey for civil servants.	1 survey.
1 focus group with developers to discuss how the introduction of SIMPATICO features can really simplify the e-services (based around the analysis of the participatory design of the e-Service Monitor).	1
5 interviews with stakeholders to discuss how the SIMPATICO features could be enhanced (focus groups and test drive of the e-Service Monitor).	16. See appendix B
Contributions by associations to the Citizenpedia	75. See appendix.B

As it can be observed in the quantitative results, although almost every quantitative result has been matched, there have been also some positive and negative deviations. The number of persons that were involved in the pre-evaluation and evaluation phase have been higher than planned. This deviation allowed us to get more quantitative results that have been used to get more realistic KPI results. Besides, it also allowed us get a better feedback from the participants which will allow us to detect the changes that we should do on the platform and on the design of future evaluation sessions.

3.3 KPIs

The following section summarize the general and services specific **KPI defined within the pre-evaluation and evaluation phase**. **Error! Reference source not found.** and **Error! Reference source not found.** lists the KPI and the measurement methodology used. The last two columns of this table also show the targeted and achieved values in both the pre-evaluation and evaluation phase of the second evaluation period. The values written in red are the ones that don't reach the level that was specified in the SIMPATICO project description of work. After the tables, there is some commentary of the methodology, values and their deviations.

Table 30: Galicia general KPIs

Category	KPI	Target Phase II	Achieved Phase II
SIMPATICO Platform	Number of procedures supported by SIMPATICO	3	3
	Number of accesses to platform during experimentation	300	5,447
	Number of platform users	288	290
	Increment in Citizenpedia entries to support e-service consumption	> 40	75

Table 31: Galicia scenario specific KPIs for pre-evaluation and evaluation phases

Service	Category	KPI	Evaluation Target Value	Achieved Value
Wellness and spas program	Number of engaged stakeholders for each type	Civil servants	6	6
		Number of engaged citizens, in particular, disadvantaged users: elderlies	90	90
	Reduction of administrative burden	Reduction in time spent completing a procedure or filling a form calculated as: <i>1 - [Average time spent completing a procedure or filling a form using the simplified online</i>	50%	29.29%

		<i>interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>		
	Inclusion	Increase in percentage of disadvantaged users that can complete the e-service autonomously calculated as: <i>1 - [Number of autonomously completed e-services using the simplified online interaction (with SIMPATICO tools)] / [Number of autonomously completed e-services using the standard offline interaction]</i>	25%	60%
		Decrease in average number of requests for help from users for each procedure calculated as: <i>[Number of completed e-services using the standard offline interaction and asking for help] - [Number of completed e-services using the simplified online interaction (with SIMPATICO tools) and asking for help]</i>	2	0.16
Individual grants for personal autonomy and complementary personal assistance for disabled people	Number of engaged stakeholders for each type	Civil servants	6	6
		Number of engaged citizens, in particular, disadvantaged users: elderlies	90	97
	Reduction of administrative burden Inclusion	Reduction in time spent completing a procedure or filling a form calculated as: <i>1 - [Average time spent completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>	50%	-1.01%
	Inclusion	Increase in percentage of disadvantaged users that can complete the e-service	25%	30%

		autonomously calculated as: <i>1 – [Number of autonomously completed e-services using the simplified online interaction (with SIMPATICO tools)] / [Number of autonomously completed e-services using the standard offline interaction]</i>		
		Decrease in average number of requests for help from users for each procedure calculated as: <i>[Number of completed e-services using the standard offline interaction and asking for help] - [Number of completed e-services using the simplified online interaction (with SIMPATICO tools) and asking for help]</i>	2	0.27
Assessment of the degree of disability	Number of engaged stakeholders for each type	Civil servants	6	4
		Number of engaged citizens, in particular, disadvantaged users: elderlies	90	95
	Reduction of administrative burden Inclusion	Reduction in time spent completing a procedure or filling a form calculated as: <i>1 - [Average time spent completing a procedure or filling a form using the simplified online interaction (with SIMPATICO tools)] / [Average time spent completing a procedure or filling a form using the standard offline interaction]</i>	50%	-21,1% (increase)
	Inclusion	Increase in percentage of disadvantaged users that can complete the e-service autonomously calculated as: <i>1 – [Number of autonomously completed e-services using the simplified online interaction (with SIMPATICO tools)] / [Number of autonomously completed e-services using the standard offline interaction]</i>	25%	25%
		Decrease in average number of	2	1.65

		requests for help from users for each procedure calculated as: <i>[Number of completed e-services using the standard offline interaction and asking for help] - [Number of completed e-services using the simplified online interaction (with SIMPATICO tools) and asking for help]</i>		
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We see how the results compare with the numerical targets for the KPIs.

- **Number of citizens:** accomplished without deviations. Some users performed their activities in organized sessions mediated by monitors (e-services BS611A and BS613B) while for BS607A many users were simply guided from their homes using a remote evaluation protocol. It is remarkable that this user group achieved also the best results, the probable reason being that the association that organized this (FEGAUS) targets senior people with good computer literacy, which is not always the case for the other associations.
- **Number of civil servants:** again numbers around the target (16 instead of 18) due to two absences during the evaluation day. This was due to civil servants participating on a voluntary basis and during their work hours, so participation was detrimental to their workload.
- **Reduction of administrative burden (time):** here results are worse than the initial target (50% reduction), which has proven extremely optimistic. The only e-service in which a considerable reduction was measured as BS607A, which was performed by the user association with more digitally literate people, and the reduction, while moderate, is below initial expectations (ca. 30% versus 50%). The other cases experience neutral impact (nearing zero for BS613B) and even negative impact (ca. 20% *increase* in time spent in the case of BS611A). The latter result has been interpreted as a worst-case scenario, in which the longest, most complex form was assigned to COGAMI, the user association for persons with disabilities, together with the fact that during the elaboration of the KPIs it wasn't taken into consideration how the presence of *new tools* to alleviate complexity in the e-services often results in *more* cognitive load for users, even if the tools itself are beneficial. This connects neatly with one of the questions/suggestions asked more often in the process, which was *if the tools could be executed automatically*. In this case, the use of tools would be transparent to the user and so it is hypothesized that the results would have been better.
- **Increase in percentage of disadvantaged users that can complete the e-service autonomously:** this result is more promising as for each of the e-services the value is at or above target (BS607A: 60%, BS613B: 30%, BS611A: 25%). Apparently, especially for the more simple services such as BS607A, the presence of SIMPATICO is more strongly beneficial for completion, while in longer, more complex ones such as BS611A and BS613B this is impacted by the long overall duration in the completion of the forms.
- **Decrease in average number of requests for help from users for each procedure:** for this we have signalled the average questions per user during the execution of the session for one procedure. From the baseline, which is 2 questions, we see how SIMPATICO users fare better than the control group with 0.16 questions per session in BS607, 0.27 for BS613B and 1.65 for BS611A. This is reductions of 90%, 85% and 17,5% over the baseline, which is promising and

again shows clearly which combinations of test users and e-services were more problematic – BS611A was tested with the persons with disabilities so questions and issues were often even for basic things.

In summary, the evaluation has showed that SIMPATICO shows progress in some areas (decrease of need for help and increase in completion rates) although the reductions in time are still questionable. Again, it is likely that using some of the e-service by default without requiring explicit user interactions would be beneficial in this regard. However, if this can be done due to legal and or privacy issues (e.g., in some instances, automatically filling or proposing simplifications would require profiling the users, which is problematic), remains out of scope for the project.

3.4 Lessons learned

During the second pilot evaluation phase in SIMPATICO for the Galicia Use Case, apart from the purely objective results reported in the section 3.3 we have generated a great amount of information that can be condensed in the following *Lessons Learnt* for usage in future products or projects.

The SIMPATICO tools were tested on the new version of the Xunta de Galicia e-services. The front-end to these e-services was completely overhauled in February 2018 with the apparent goal of improving the accessibility and usability. This movement, which was independent of SIMPATICO, required a new replica to be developed for the second phase evaluation and also made the results somewhat difficult to compare (the legacy e-service is different and hence the impact of different usability issues is not trivial).



Figure 11: Front-end of the replica e-service (in 2017 -iteration 1, left- and 2018 -iteration 2, right). Note as well the re-design of the IFE buttons on the top bar of each)

But this also made for a good test of how the SIMPATICO IFE could adapt to changing legacy e-services. After minor changes to the replica, the testbed system was working seamlessly and the evaluation proceeded.

Let's now summarize the lessons learnt from the perspective of both the stakeholders under test, the *citizens* and the *civil servants*.

a) Citizens

In a nutshell, the qualitative results of the tools from the citizens were positive. Feedback was collected from several open outlets: (a) the Session Feedback component, (b) the questions raised during the guided sessions and (c) the questionnaire that was part of the evaluation process. The total number of feedback items was around 200, which had to be manually analysed. The most relevant items of attention were as follows:

- Generally, the intent of SIMPATICO was very positively accepted. There seems to be, indeed, a great divide between the current offerings of the e-services and the user experience and there is the perception that it is (still) difficult to complete the forms for the e-services.
- Still the most common complaint is that the e-services are too long and complex. While SIMPATICO alleviates some of the tasks to perform during the form completion, the chosen e-services by Xunta are still long and complex. This is an indication that from the e-service designers, there should be a common strategy to shorten or at least break down the services into shorter phases that are adapted for the focus span of the target persons. By far, the most common word in the complaints is '*lioso*' ('confusing' in English), but apparently this is largely beyond the SIMPATICO help itself, as complaints are equally frequent for the intervention and control groups.
- There are still usability hurdles such as the typography used and in particular the authorization required (the user is required to log onto SIMPATICO on her/his own). Other frequently mentioned hurdle is the information density: often a great quantity of text and forms are presented in a single screen.
- The execution phase of the e-service in the experiment was capped at around 30 minutes, but still a common complaint is that the time was not enough for everyone to perform the service.
- Importantly for the project, only a handful of persons (less than 5 complaints recorded) said that the e-service was not being offered in Galician. This seems to confirm the fact that was put forward by Xunta during the design phase (even the citizens whose mother tongue is Galician somehow expect to interact with the PA in Spanish, particularly those belonging to elderly people).
- From both the qualitative and quantitative (e.g., automated) evaluation it became apparent that the users (esp. older people) have issues with some of the building blocks of the website language that are required to understand fully the process of completing an e-service. Among this, for example, are opening and closing browser tabs, switching between open web pages, clicking on 'completion' buttons and even discriminating between single and double clicks on elements. This is expected to be alleviated as the newer, more computer literate generations become elderly (the average age for the participants was 62.8 years, with participants between 19 and 86 years of age).
- Citizens see potential in the Citizenpedia, in the QAE in particular, but not useful during the tests since the questions and answers did not solve all their doubts. They think that there

should be more content in the QAE to be useful. Xunta should add Frequent Asked Questions (FAQ) associated to the e-services.

b) Civil Servants

As detailed in Appendix B, Report we conducted a specific evaluation session for civil servants focused on the elements of the system that are more relevant for their day-to-day work (e.g., the e-Service Monitor - eSM). This was also used to evaluate the impact of the participatory design approach that we conducted for the eSM service: the design and functionality of this module was co-created between the SIMPATICO engineering team and the civil servants that would be users in the future. What follows is a summarized overview of the lessons learnt during this process.

- Participatory design is useful for the engineering team and also very well received by the civil servants. In retrospect, it should have been part of SIMPATICO even from the proposal stage as it would have yielded more aligned results to the needs of the end users. This needs, thus, to be taken in advance for future proposals and calls for projects in which tools are built for domains far away from the engineering team.
- The tools for the civil servants were well received but since they are still a rarity in their day to day operation (much of which is conducted via traditional means), their interface still requires additional effort so that they are integrated in the workflow. A more realistic piloting (e.g., instrumenting real services) would be required. This also can be articulated in future proposals and calls. A more precise identification of the stakeholders in their domain (e.g., from the politicians at the apex of the PA to the civil servants that execute the services and interact with the users) is needed to build tools that are more aligned with their needs.
- Also, in a system monitor such as the one produced for eSM, the quantity of data is a strong issue. Even while the results were populated by more of 300 users in the weeks previous for the focus group, some of the data that was captured was still insufficient (e.g., only ~40 questions in total are available in the QAE). This presents a problem for effectively visualizing some of the tools that are provided in eSM as the overall information is still very low. In a real service, used by tens of thousands, the provided insight would be much more informative. Thus, the requirements at the proposal stage of datasets to begin work from the starting phases of the project would have been a good building block for SIMPATICO.
- Overall, from the civil servants, there is a good understanding of the benefits of using dedicated data analytics tools in connection with e-services. But there is still a great degree of scepticism about this being realistic to deploy in the real e-services (let's remember that the SIMPATICO e-services in Xunta had to be tested on replicas rather than the real e-services due to the IT staff at Xunta refusing to open the production services for R&D). This disconnect between the IT agency of Xunta, the e-services and the operational managers of the services could be alleviated with broader participatory design strategies.
- Moderation in the Questions and Answers for the Citizenpedia: despite the inclusion of some moderation in the second iteration version of the Citizenpedia (e.g., indications of 'qualified' users and responses) to dispel the civil servants' fear that this tool be subject to misuse, there was still much of this fear in the civil servants that participated in the focus group. In future activities this has to be further pushed forward in the sense that the moderation is seen as more ubiquitous in order to project better this especially among the servants (citizens are fine about the usage of the tool and much less fearful). It is an important communication task that



this or any other tool oriented to e-services that fosters citizen participation needs to take into account.

4 Evaluation of Sheffield pilot

At the time of writing, the Sheffield pilot has not been able to complete the evaluation, as the integration of the SIMPATICO Platform in the city portal is still in progress. For this reason, this chapter is left empty in this version of the deliverable. An extended version of the deliverable, covering also the evaluation in Sheffield, will be submitted before the end of the project.

5 Vertical CPD evaluation

5.1 Rationale

At the end of the second round of evaluation, feedback received from both the Trento and the Galicia Pilots regarding the ease of use and usefulness of the CPD tool were a bit conflicting.

For what concerns Trento, on the one hand, the number of citizens contributing to the Citizenpedia during the experiment was less than the expected; on the other one, during a public event citizens reported they had been able to understand a complex procedure that was shown to them. Also, a small number of civil servants gave a very positive feedback on the CPD usability in terms of drawing a new procedure and its readability when a process is drawn.

As for Galicia, very few participants accessed the CPD to figure out how the overall procedure works. Most of them either did not find it useful or were not able to understand the graphical notation. This is very much in contrast to the citizens' feedback obtained in the first evaluation round.

In order to understand the real motivation of these conflicting data, a decision was taken to run a supplementary evaluation session specifically focused on the CPD tool.

5.2 Experiment design

The objective of the experiment was to understand why the CPD tools had been, by many, judged either not easy to use or not very useful in understanding the dynamics of an administrative procedure.

With respect to the comprehension of the graphical notation, the first action was to revise the graphical notation according to the technical comments received by both citizens (during the public events) and the civil servants. As a new feature, a **legend of all graphical elements** was introduced in order to ease the overall comprehension of the meaning of symbols.

The second step was to design a new experiment. Since the time frame for carrying out the experiment was not long enough to allow for a new round of engagement of the communities that had taken part in the second evaluation, the decision was to opt for the constitution of **panels of ad-hoc invited participants**. The idea is to let participants be driven by **step-by-step guidelines** to interact with the CPD tool. At the end of the interaction, participants would be asked to fill out **questionnaires** with questions aimed at assessing the overall comprehension of the tool.

Basically, the experiment consisted in presenting the participants with two views: one view is the official descriptive page of a service (procedure) as published through the PA portal; the other view is the description of the same service offered through the CPD tool. At the URL

<http://www.comune.trento.it/Ulteriori-sezioni/Polizia-locale/Autorizzazioni/Manifestazioni-sagre-feste/Occupazione-suolo-pubblico-per-l-organizzazione-di-eventi-e-manifestazioni-temporanee>

the Trento's official web page of the "Organizzazione eventi" service can be found. It is a typical HTML page listing all the information that are required to access the PA service (service requirements, time for service delivery, forms to fill out, additional Information/documents to provide, etc.). The CPD view provides the very same information but from an interaction perspective. The CPD view used in the Trento pilot can be reached by navigating to the following URL:

Participants were requested to note the difference (if any) between the two views and were then invited to explicitly interact with the CPD tool by navigating the procedure diagram and its graphical elements. Finally, participants were invited to go into the technical details of the procedure, by making specific questions and leaving their feedback through ad-hoc buttons provided by the CPD tools.

Two questionnaires per Pilot have been designed: an intermediate questionnaire and a final questionnaire. Both questionnaires are *anonymous*, so that by looking at the responses it is not possible to trace back to the person who has filled them out.

The **intermediate questionnaire** consisted of five sections: 1) Gathering of non-sensitive data; 2) Perception of the information; 3) Comprehension of the information; 4) Effectiveness of the Information; 5) Concluding question. Section 1's aim is to gather non-sensitive information for the statistical purpose (age range, education level). The purpose of questions in Section 2 is to test what is the level of information perception of the participant when they are presented with an administrative procedure in a graphical vest. In Section 3 the participant's comprehension of the information displayed in the CPD tool is tested. Specifically, they are challenged with questions on the meaning of some CPD graphical symbols. Section 4 is more focused on the specificity of the administrative procedure. Section 5 invites the participants to leave free comments. It is worth noticing that nearly all questions are of multiple-choice type so as to avoid participants the burden of writing long answers.

The **final questionnaire's** purpose was testing the willingness of citizens - who are end users of the services offered by the Public Administration - to actively participate in the improvement of the services themselves. Participants were asked to express their satisfaction in respect to the possibility to pose questions and feedback on administrative procedures by means of the tools offered by the CPD.

Both the step-by-step guidelines and the questionnaires that were distributed to participants can be found in the Annex section.

5.3 Addendum to the Experiment in XUNTA de Galicia

The experiment in the Xunta de Galicia pilot was enriched with a further test on the Servicepedia tool. Servicepedia too had gotten conflicting feedbacks during the second round of evaluation, so it was decided that a new experiment might have helped to see clearer on the usefulness of this component.

5.4 Experiment results

5.4.1 Trento Pilot

The experiment in Trento started on November 9th and ended on December the 12th.

The Panel was composed of 42 participants. The distribution of the participants' age is depicted in Figure 12. Basically, all ages are more or less equally covered with the exception of the two older ones.

Qual è la tua fascia d'età?

42 responses

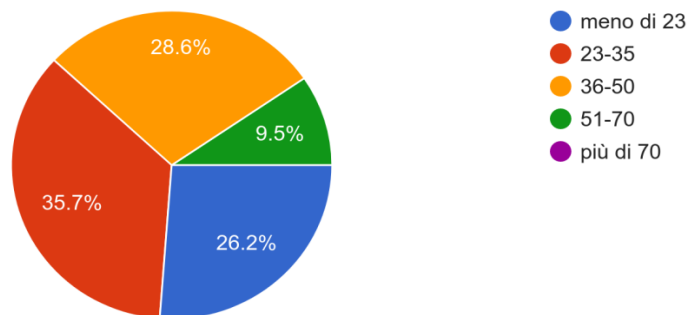


Figure 12: Age distribution of Panel participants in Trento

In Figure 13 the datum regarding the participants' education level is depicted. It can be noticed that half the participants hold a Laurea degree, 45% of participants hold a high school degree ("Diploma di scuola superiore"). The rest of participants (5%) hold a higher level of education.

Qual è il tuo titolo di studio?

42 responses

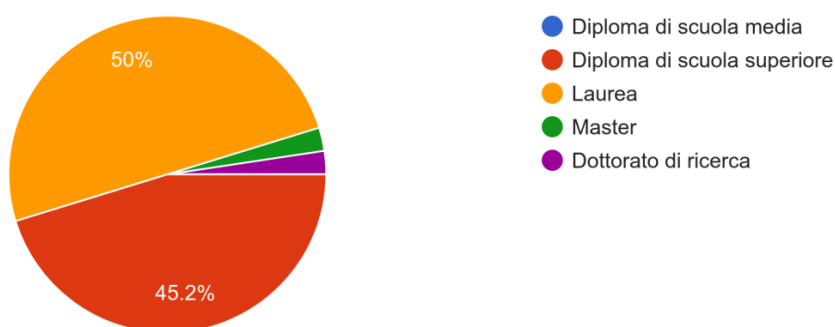


Figure 13: Education level of Panel participants in Trento

Intermediate CPD questionnaire

When it comes to the *perception of the information* provided by the CPD, the test outcome was quite positive. When participants were asked if they had noticed any difference in the information conveying between the Municipality official web page and the CPD, the majority said that in this respect the CPD is innovative Figure 14.

Hai trovato differenze nel modo di porre le informazioni tra la pagina web ufficiale del Comune di Trento e quella sperimentale del CPD?

42 responses

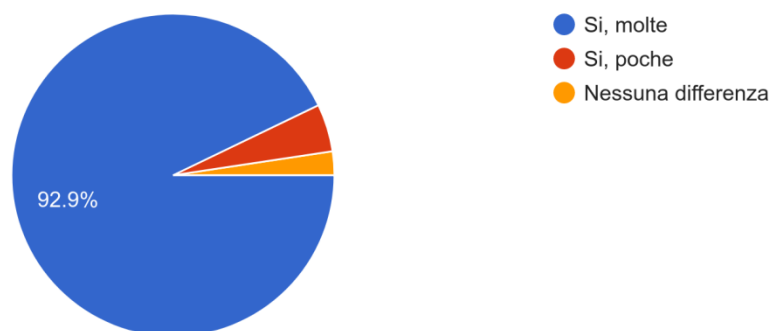


Figure 14: Participants' perceptions about the CPD innovative way of conveying information

Also, participants are very much keen to seeing graphical symbols in the procedure's descriptive page (Figure 15), though the majority (57%) believes that text should always accompany the graphics. Also, the 85% of them found the graphical notation quite intuitive (Figure 16).

In generale, come reputi l'impiego di simboli, immagini e icone per descrivere un servizio offerto dalla Pubblica Amministrazione?

42 responses

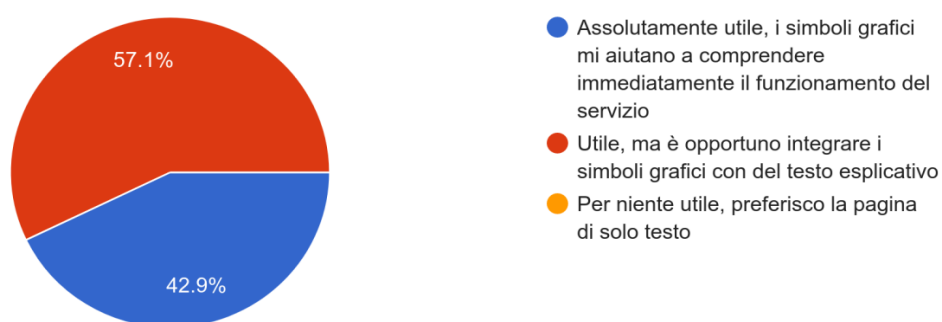


Figure 15: Participants' opinion about employing symbols to describe administrative services

Come giudichi la notazione grafica impiegata nella pagina web del CPD?

42 responses

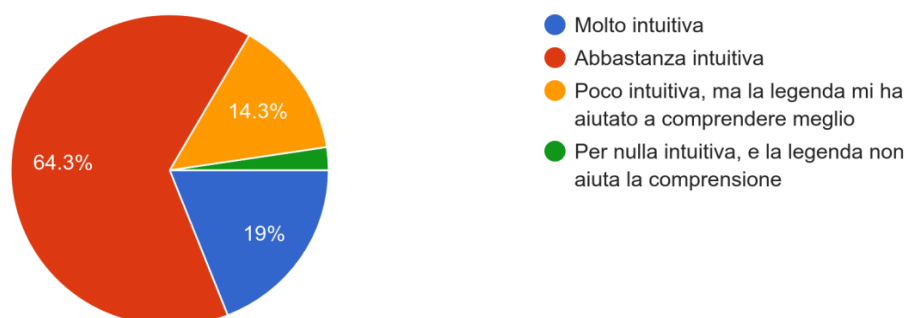


Figure 16: Participants' opinion about the intuitiveness of symbols to describe administrative services

In the section of the questionnaire named *Comprehension of the information* good results have been observed as well. Nearly 72% of participants understood that a new procedure step can commence only if the previous step has positively concluded (Figure 17), while 81% were able to correctly identify which symbol represents a citizen-PA communication (Figure 18).

Nella pagina web del CPD, una fase del procedimento può cominciare ...

42 responses

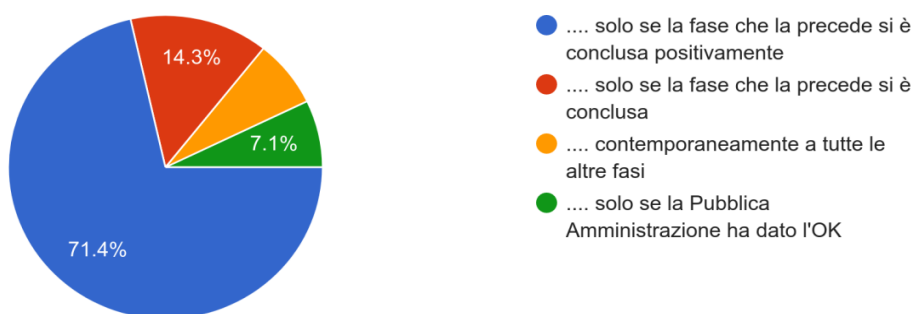


Figure 17: Participants' responses to the question regarding the start of a new procedure step

Nella pagina web del CPD, quale elemento grafico rappresenta una "comunicazione" tra cittadino e Pubblica Amministrazione?

42 responses

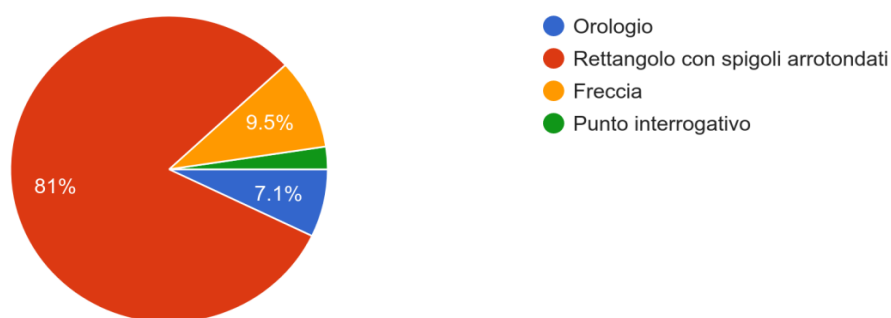


Figure 18: Participants' responses to the question regarding the identification of a citizen-PA communication event

Looking at the *Effectiveness of information* section, again a positive feedback has been observed. Most of participants managed to correctly identify which of the citizen-PA communications involves the use of an electronic form (Figure 19) and which of the displayed communications are initiated by the PA (Figure 20).

Nella pagina web del CPD, in quali delle seguenti "comunicazioni" è previsto l'utilizzo di un modulo elettronico per comunicare con la PA?

42 responses

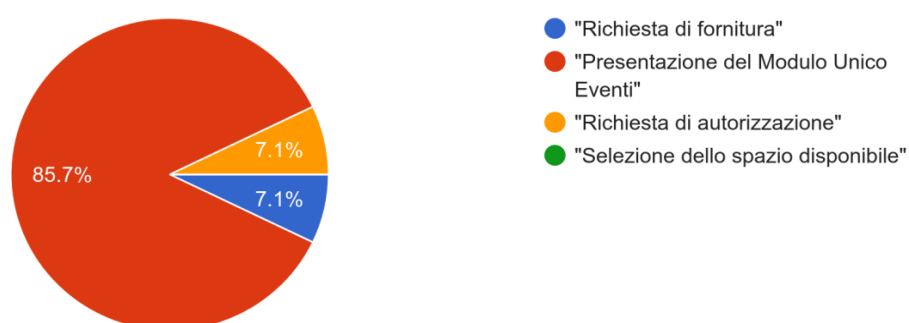


Figure 19: Participants' responses to the question regarding the identification of the communication involving the use of an electronic form

Nella pagina web del CPD, quali sono le "comunicazioni" in cui è la Pubblica Amministrazione ad emettere una comun...È possibile selezionare più opzioni)

42 responses

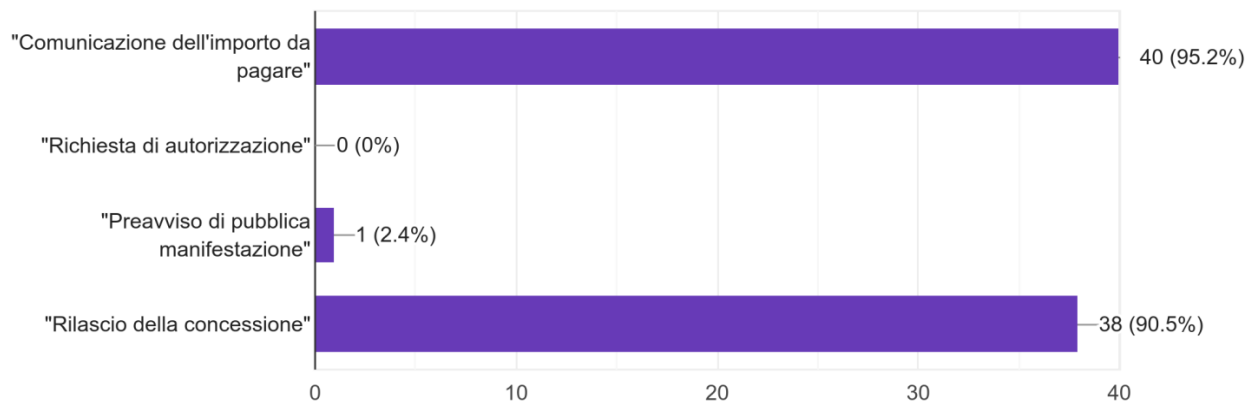


Figure 20: Participants' responses to the question regarding the identification of the communications initiated by the PA

In the following, free comments left by the panel's participants have been reported. The original Italian text is provided in italics and the translation is quoted after each response:

- *Rispetto al test effettuato precedentemente la legenda è più completa, la grafica intuitiva accompagnata dalla spiegazione permette di comprendere i passaggi per concludere correttamente la procedura. Il test in forma cartacea non include la spiegazione relativa alle icone:* "Compared to the previous test the legend is more complete, the intuitive graphic accompanied by the explanation allows you to understand the steps to successfully complete the procedure. The paper-based test does not include the explanation for the icons".
- *Confrontando la nuova impostazione della legenda, essa risulta immediatamente più chiara; la nuova nomenclatura "comunicazione" e "dialogo" elimina eventuali fraintendimenti precedentemente riscontrati. Inoltre, la versione digitale rende più veloce la lettura della legenda:* "Comparing the new legend layout, it is immediately clearer; the new "communication" and "dialogue" nomenclature eliminates any misunderstandings previously found. Furthermore, the digital version makes reading the legend faster".
- *La possibilità di interagire alla strumentazione in formato elettronico, anziché su carta rende l'esperienza più semplice ed intuitiva:* "The possibility of interacting with the instrumentation in electronic format, instead of on paper, makes the experience simpler and more intuitive".
- *La notazione è immediatamente comprensibile solo a chi già conosce l'organizzazione degli eventi:* "The notation is immediately understandable only to those who already know the organization of the events".

- *La veste grafica è da migliorare. Bisogna dare maggiore risalto al titolo del procedimento. Occorre rendere più intuitivo il fatto che la pagina si può navigare (quando si passa col mouse su un elemento attivo l'utente deve accorgersene). Le varie fasi potrebbero essere spezzate su tre pagine diverse:* “The graphic design is to be improved. The title of the procedure must be emphasized. It is necessary to make more intuitive the fact that the page can be navigated (when passing with the mouse on an active element the user must notice it). The various phases could be broken on three different pages”.
- *Mettere i numeri nelle fasi. Questo metodo rende più veloce e moderno un procedimento che altrimenti sarebbe contorto. Le immagini stimolano la comprensione:* “Put the numbers in the phases. This method makes faster and more modern a process that otherwise would be tricky. Images stimulate understanding”.
- *Sarebbe meglio numerare le fasi:* “It would be better to number the phases”.
- *La legenda risulta fondamentale per la comprensione della procedura. La procedura schematizzata è, a mio avviso, molto utile e immediata per chi deve seguirla rispetto alle pagine del Comune:* “The legend is fundamental for understanding the procedure. The schematized procedure is, in my opinion, very useful and immediate for those who must follow it compared to the pages of the City”.
- *È molto intuitivo e ti permette attraverso un'adeguata spiegazione di ogni singolo simbolo, di procedere velocemente e di ottenere tutte le informazioni in poco tempo. Puntate molto sulla definizione/spiegazione dei singoli simboli:* “It is very intuitive and allows you – through an appropriate explanation of each symbol – to proceed quickly and get all the information in no time. Focus a lot on the definition / explanation of the individual symbols”.
- *Le informazioni contenute sulla pagina web del comune e sul CPD sono le stesse, ma vengono comunicate in modo differente, sia come testo che come aspetto grafico. È un valido aiuto per comprendere le procedure:* “The information contained on the web page of the municipality and on the CPD are the same, but are communicated differently, both as text and as a graphic aspect. It is a valid help to understand the procedures”.
- *La leggenda oltre che dare una vista d'insieme, potrebbe essere inserita per ciascun elemento, ovvero aggiungere un ulteriore pulsante "i" al menu dopo sottoponi domanda e vedi domande:* “The legend as well as giving an overview, could be inserted for each element, or add an additional "i" to the menu after submit question and see questions”.
- *Lo schema è molto più facile da seguire e semplifica il procedimento, però nella pagine web sul sito del comune sono indicati i costi di marche da bollo, etc. necessarie per i documenti e la precisa locazione e i contatti degli uffici inerenti:* “The scheme is much easier to follow and simplifies the procedure, but in the website of the municipality are indicated the costs of revenue stamps, etc. necessary for the documents and the precise location and contacts of the relevant offices”.

- *Qualche tip potrebbe essere esplicativo passando con il mouse su parti del diagramma tipo il tipo di comunicazione (faccia a faccia, mail, etc): "Some tips could be explained by passing the mouse on parts of the diagram such as the type of communication (face to face, mail, etc.)".*
- *Non è chiara la domanda sulla "comunicazione". Il modulo CPD è pratico: "The question about "communication" is not clear. The CPD module is practical".*
- *Considerando che la metà della popolazione italiana è analfabeta funzionale, imporre l'utilizzo di un diagramma del genere ai "non addetti ai lavori" implica uno sforzo iniziale troppo elevato. Molto più intuitiva la pagina web utilizzata attualmente: "Considering that half of the Italian population is functional illiterate, imposing the use of such a diagram to "non-professionals" implies too high an initial effort. The web page currently used is much more intuitive".*
- *Evidenziate di più il tasto "Apri" (anche solo un colore). Per il resto è tutto molto intuitivo: "Highlight the "Open" button (even just one color). For the rest it's all very intuitive".*
- *1) Senza leggenda si fa fatica ad interpretare anche se alla fine si riesce. 2) I rettangoli smussati per la comunicazione sono poco intuitivi come concetto di "comunicazione", immaginerei di più un bubble di testo. 3) La suddivisione in fasi si capisce e non è necessario venga esplicitata, a mio avviso crea solo un più confusione. 4) Ad i punti interrogativi è necessario esplicitare quali sono le casistiche in cui è necessario chiedere licenza per somministrazione alimenti o autorizzazioni SIAE, facendo un minimo di quadro normativo per capire se ci si trova nella situazione di doverle richiedere. 5) Inserirei dei colori per distinguere le fasi. E all'interno delle fasi degli alarm per le cose da fare come prioritarie in ordine di tempo: "1) Without a legend it is difficult to interpret even if you succeed in the end. 2) The dulled rectangles for communication are not very intuitive as a concept of "communication", I would imagine a bubble of text more. 3) The division into phases is understood and it is not necessary to be explicit, in my opinion it creates only more confusion. 4) To the question marks it is necessary to clarify which are the cases in which it is necessary to request a license to administer foods or SIAE authorizations, making a minimum of regulatory framework to understand if we are in the situation of having to request them. 5) I would insert colors to distinguish the phases. And within the alarm phases for the things to do as priority in order of time".*
- *Metodo che fornisce informazioni dettagliate ma in modo meno immediato rispetto alla pagina web del Comune: "Method that provides detailed information but less immediately than the municipality's web page".*
- *Si potrebbe pensare ad un sito "classico", trasponendovi la struttura organizzata della mappa. Inizialmente, la mappa presenta troppe informazioni in solo colpo. Non è ben visibile da smartphone perché non è possibile ingrandire la pagina: "One could think of a "classic" site, transposing the organized structure of the map. Initially, the map has too much*

information in one shot. It is not well visible from smartphones because it is not possible to enlarge the page”.

- *Scriverei "fase 1", "fase 2", "fase 3" in corrispondenza dei rispettivi passaggi: “I would write "phase 1", "phase 2", "phase 3" at the respective passages”.*
- *La procedura mi sembra molto intuitiva ed efficace: “The procedure seems to me very intuitive and effective”.*
- *La legenda e la possibilità di mostrare e nascondere le proprietà di un elemento dell'interfaccia andrebbero evitate, per non far perdere tempo o pazienza all'utente nel "capire" l'interfaccia grafica che sta utilizzando. Inoltre andrebbe aumentata la grandezza dei caratteri e, nel caso in cui il grafico risulti non proporzionato allo spazio disponibile nella pagina web, si potrebbe pensare a dividere l'interfaccia in più interfacce, ognuna relativa a una fase sequenziale del processo, e di sviluppare il grafico diversamente nello spazio: “The legend and the possibility to show and hide the properties of an element of the interface should be avoided, in order not to waste time or patience on the user in "understanding" the graphical interface he is using. In addition, the size of the characters should be increased and, if the graph is not proportional to the space available on the web page, one could think of dividing the interface into multiple interfaces, each relating to a sequential phase of the process, and developing the graphic differently in space”.*
- *La struttura consequenziale delle varie fasi dovrebbe essere disposta in verticale per far sì che il diagramma sia visibile meglio e con caratteri più grandi: “The consequential structure of the various phases should be arranged vertically so that the diagram is visible better and with larger characters”.*
- *Consiglierei di utilizzare i tooltips sul tutto il cpd utilizzare icone colorate e hyperlink per il download di documenti da inviare: “I would recommend using the tooltips on all the cpd use colored icons and hyperlinks for downloading documents to be sent”.*
- *Vorrei che informazioni testuali venissero esplicate quando passo sopra col mouse: “I would like textual information to be explicit when I step over it with the mouse”.*
- *Penso che sia uno strumento da affiancare al modo tradizionale di spiegare la procedura: “I think it is a tool to combine with the traditional way of explaining the procedure”.*

Final CPD questionnaire

The response of participants to the usefulness of the CPD feature that let them ask question directly on the diagram is very positive. As depicted in Figure 21, nearly the majority appreciate this interaction mechanism to interface with the PA:

Tramite il bottone raffigurato qui sotto hai posto dei quesiti attraverso la pagina web del CPD. Immagina ora che ... innovativo per ottenere assistenza?

37 responses

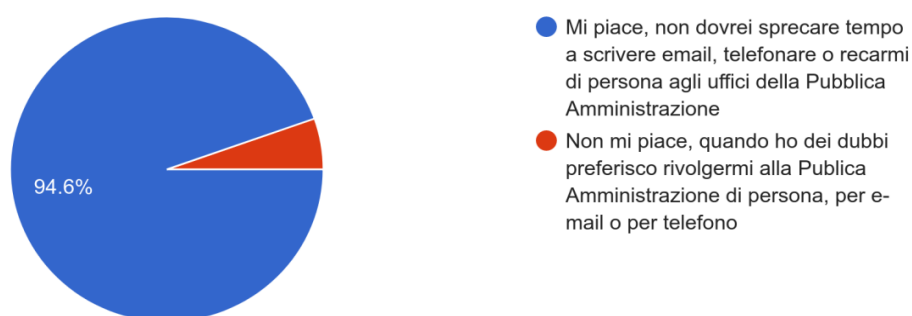


Figure 21: Participants' response to the question regarding the innovative way to interact with the PA

Regarding the possibility that experienced citizens too could respond to doubts posed by other citizens, the response of participant is moderately enthusiastic (see Figure 22), though many of them (78%) believe that civil servants' must respond as well. Most of participants also claimed to be willing to answer other citizens' questions (see Figure 23).

Ti piacerebbe se a rispondere ai tuoi quesiti fossero, oltre che i dipendenti della Pubblica Amministrazione, anche altri cittadini come te?

37 responses

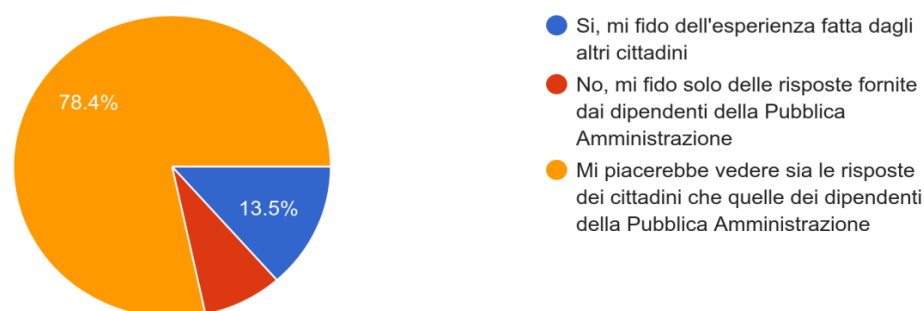


Figure 22: Participants' response on the possibility that experienced citizens can be engaged to respond to questions

In che misura tu saresti disponibile a rispondere ai quesiti posti da altri cittadini?

37 responses

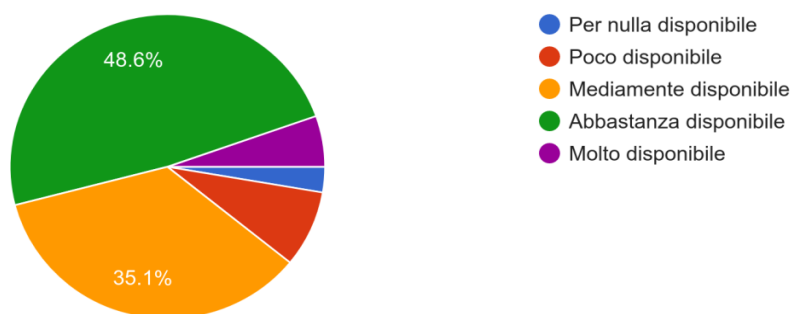


Figure 23: Participants' willingness to respond to other citizens' questions

Finally, as depicted in Figure 24, participants believe that feedback sent by citizens to the PA ought to be taken into great consideration by the PA in order to improve the services.

Tramite il bottone raffigurato qui sotto, hai inviato dei suggerimenti attraverso la pagina web del CPD. Quant...inistrazione per migliorare i servizi?

37 responses

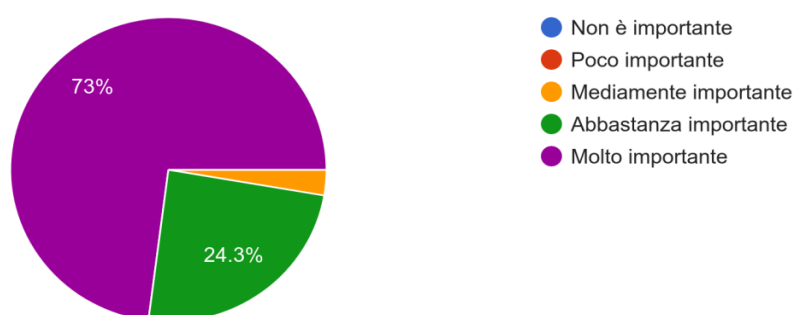


Figure 24: Participants' response on the importance that citizens' feedbacks must be taken care of by the PA

5.4.2 XUNTA de Galicia Pilot

The experiment in Galicia started on November 12th and ended on December 12th.

The Panel was composed of 22 participants. The distribution of the participants' age is depicted in Figure 25. Basically, population under 50 is well covered.

¿Cuál es tu rango de edad?

22 responses

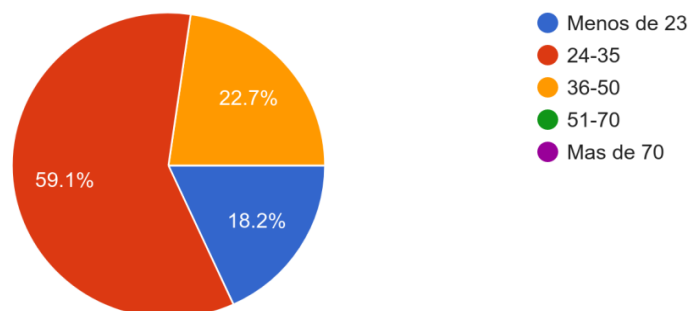


Figure 25: Age distribution of Panel participants in Galicia

In Figure 26 the datum regarding the participants' education level is depicted. The majority of them holds a master degree or are post graduate.

¿Cuál es tu nivel de educación? Selecciona el nivel máximo de estudios

22 responses

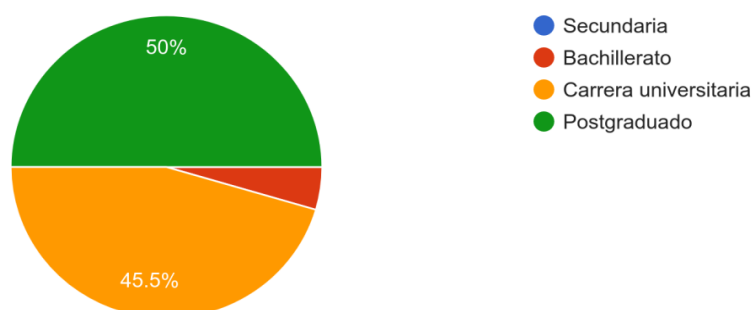


Figure 26: Qualification level of Panel participants in Galicia

Intermediate CPD questionnaire

Regarding the *perception of the information* provided by the CPD, the test outcome was quite positive. All participants perceived, more or less, the innovative way of delivering the information (see Figure 27). Furthermore, they appreciated seeing a mix of text and graphical symbols in the procedure's descriptive page (Figure 28).

¿Has encontrado alguna diferencia en la información disponible en la Web oficial de la Xunta y la página web del CPD?

22 responses

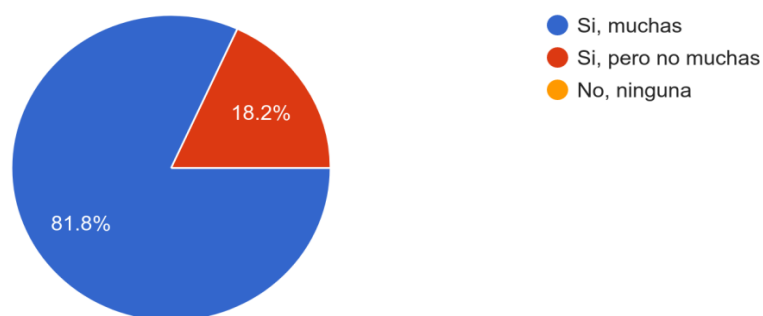


Figure 27: Participants perceptions about the CPD innovative way of delivering information

¿En general, como considerarías el uso de simbolos, imagenes e iconos utilizados para describir los servicios ofrecidos por la administración pública?

22 responses



Figure 28: Participants' opinion about employing symbols to describe administrative services

The 69% of participants found the graphical notation very much intuitive (Figure 29), while only 13% needed to check the legend in order to better understand the view they were presented with.

¿Como valorarías la notación gráfica utilizada en la pagina web del CPD?

22 responses

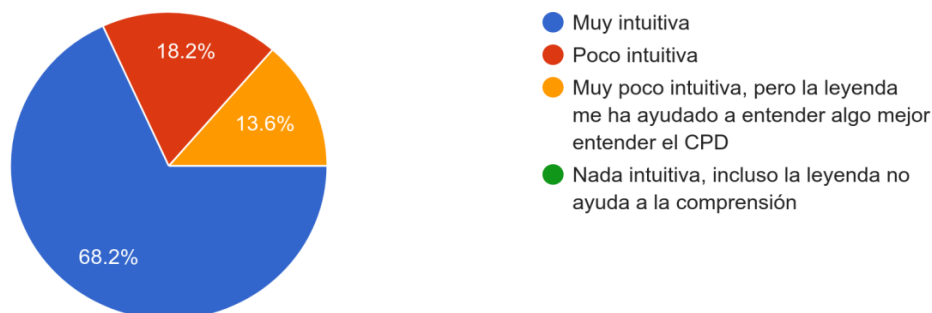


Figure 29: Participants' opinion about the intuitiveness of symbols to describe administrative services

In the section of the questionnaire named *Comprehension of the information* good results have been observed as well. Responses given by participants when asked about the new information provided by the CPD are reported below. Basically, all understood and appreciated the process-based view. The original Spanish text is provided in italics and the translation is quoted after each response.

- *Un flujo visual de la petición*: "A visual workflow of the application".
- *Los procedimientos, las fases y los diálogos y la explicación detallada de cada diálogo*: "The procedures, the phases, dialogues and detailed explanation of each form step".
- *Una idea muy clara del proceso*: "A very clear idea of the process".
- *Cómo se establece la comunicación en cada una de las fases*: "How the communication is established for each one of the phases".
- *La división en fases de los procesos, y una imagen clara de estas*: "The division in phases of the processes and a clear image of each one of them".
- *Información paso a paso de cómo tengo que proceder para poder realizar la solicitud, de manera ordenada y concisa*: "Step-by-step information of how I have to proceed to be able to submit the application in a clear, concise manner".
- *Pasos para el trámite, orden y estado*: "Steps for the procedure, order and status".
- *Información clara de las fases y modos de comunicación con el eservice*: "Clear information of each of the steps and communication channels for each of the e-services".
- *Procedimiento de reclamación*: "Claims procedure".
- *He encontrado la misma información pero más detallada y mejor explicada. también he encontrado la función de los agentes en cada proceso*: "I have found the same information but more detailed and better explained. I have also found the role of each one of the agents in every process".

- *La principal diferencia es como se muestra la información y lo fácil que es comprenderla:* “The main difference is the way in which information is displayed and the ease in understanding it”.
- *El procedimiento estaba explicado con mas claridad. En la web de la Xunta las fases están menos claras:* “The procedure was explained with greater clarity. In Xunta’s website the phases are less clearly explained.
- *Como es la resolución:* “How is the resolution”.
- *La interacción entre los participantes implicados en el proceso y las vías de comunicación:* “The interaction between the involved participants in the process and the available communication channels”.
- *Los interlocutores en gestión:* “The different agents in the procedure”.
- *Descripción más clara de los pasos a seguir:* “Clearer description of the steps to follow”.
- *Tiempos, formas de comunicación, emisor, receptor:* “Schedule, communication channels, receiver and transmitter”.
- *La citación:* “The citation”.
- *Clarificación de los pasos a realizar:* “Clarification of the steps to follow”.
- *Definiciones de todos los términos empleados en el trámite con la administración:* “Definitions of all of the terms used in the procedure with the PA”.
- *El proceso de reconocimiento y dictamen:* “The process of the recognition and resolution”.
- *Está todo mucho mas accesible para enterarte de un primer vistazo:* “Everything is much more accessible on a first glance”.

En la página web del CPD, ¿que pasa cuando el flujo llega a un signo de interrogación?

22 responses

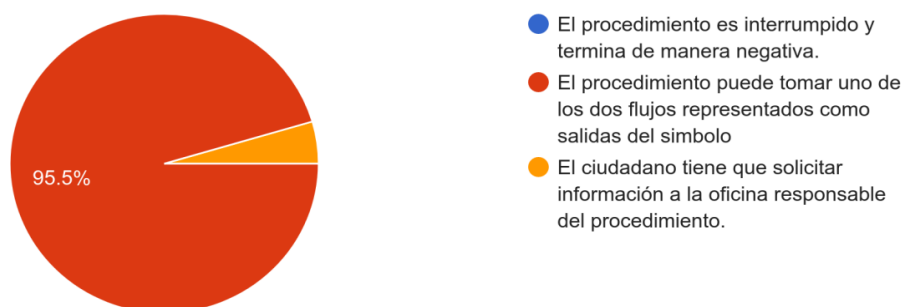


Figure 30: Responses provided by Participants when they were asked to understand what happens after a question mark is met in the interaction flow

Symbols for nearly all participants were intuitive and easy to understand, as witnessed by responses shown in Figure 30.

The identification of a graphical element of the type “communication” was successful for the 73% of the Participants, while the rest failed the test (see Figure 31). The “arrow” element misled some participants as it recalls some dynamic action which was mistaken for communication.

En la web del CPD, ¿que elemento grafico representa una "comunicación"?

22 responses

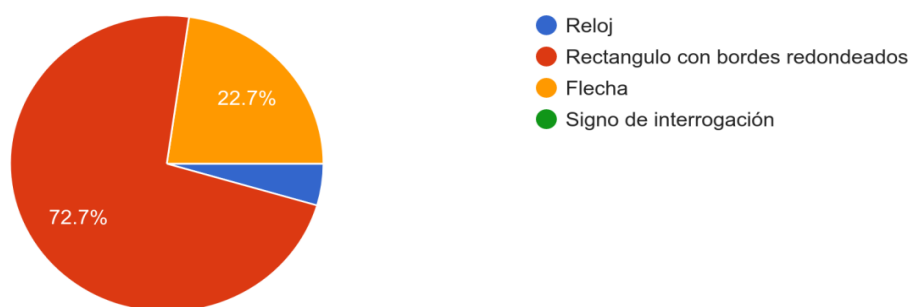


Figure 31: Responses provided by Participants when they were asked to identify a “communication” event in the process

Surprisingly, the majority of participants failed to identify the communications where a web form was used as a communication channel (see Figure 32).

En la pagina web del CPD, ¿en cual de las siguientes “comunicaciones” se hace uso del correo electrónico como ...cación con la administración pública?

22 responses

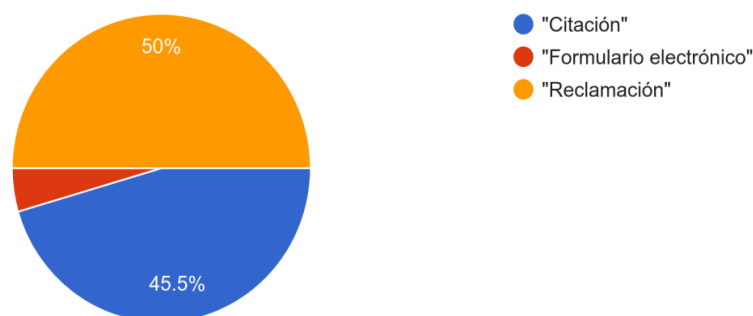


Figure 32: Responses provided by Participants when they were asked to identify a communication where an electronic form is used

Most likely, they took the email symbol (@) as the one representing a communication of the electronic type. Finally, nearly all were able to correctly identify which of the communications are initiated by the PA (see Figure 33)

En la pagina web del CPD, ¿cuales son las “comunicaciones” en las que la administración pública (Xunta) inicia ...ible seleccionar mas de una respuesta)

22 responses

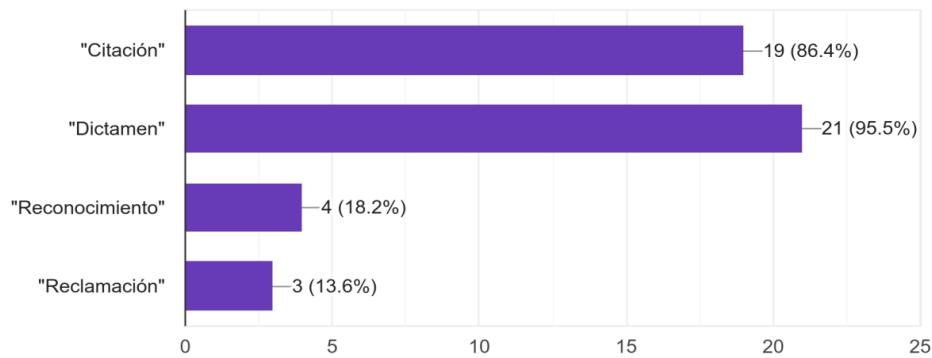


Figure 33: Responses provided by Participants when they were asked to identify which of the communications are initiated by the PA

Final CPD questionnaire

The response of participants to the usefulness of the CPD feature that let them ask question directly on the diagram is quite positive. As depicted in Figure 34, 85% appreciate this interaction mechanism to interface with the PA:

Mediante el botón que se muestra a continuación puedes realizar preguntas a través de la pagina web de...stencia de la Administración Pública?

21 responses

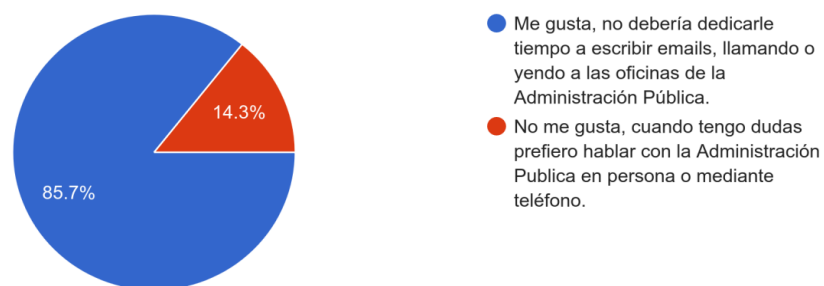


Figure 34: Participants' response to the question regarding the innovative way to interact with the PA

Regarding the possibility that experienced citizens too could respond to doubts posed by other citizens, the response of participant is moderately enthusiastic (see Figure 35), though some of them (19%) still would not trust other citizens' responses.

¿Te gustaría si tanto otros ciudadanos como los empleados de la Administración Pública pudiesen contestar a tus preguntas?

21 responses

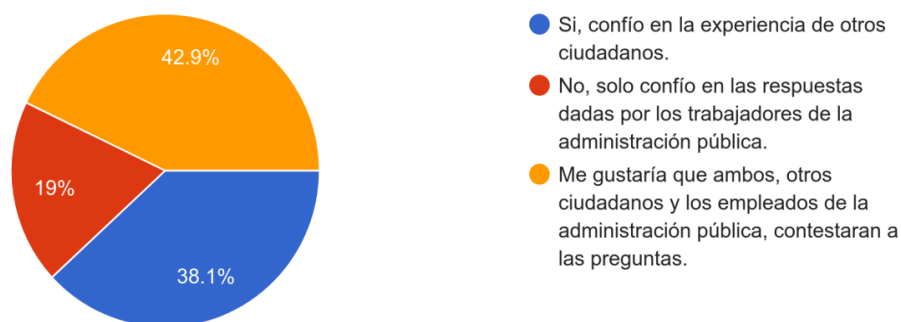


Figure 35: Participants' response on the possibility that experienced citizens can be engaged to respond to questions

Some participants (35%) are not very much keen to answer other citizens' questions (see Figure 36)

¿En qué medida estaría disponible para responder las preguntas planteadas por otros ciudadanos?

21 responses

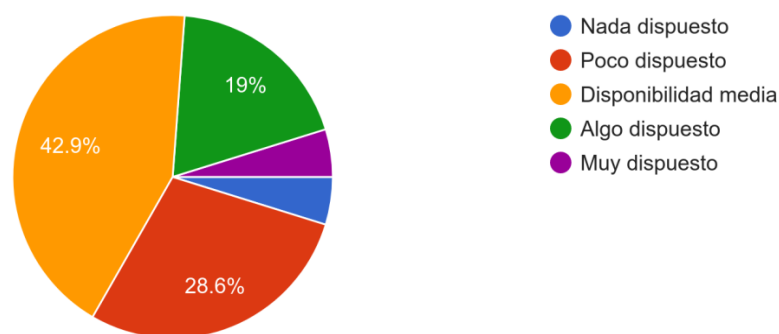


Figure 36: Participants' willingness to respond to other citizens' questions

Finally, as depicted in the Figure 37, participants believe that feedbacks sent by citizens to the PA ought to be taken into great consideration by the PA in order to improve the services.

Mediante el botón que se muestra a continuación puedes enviar sugerencias haciendo uso de la página...ones publicas mejoren sus servicios?

21 responses

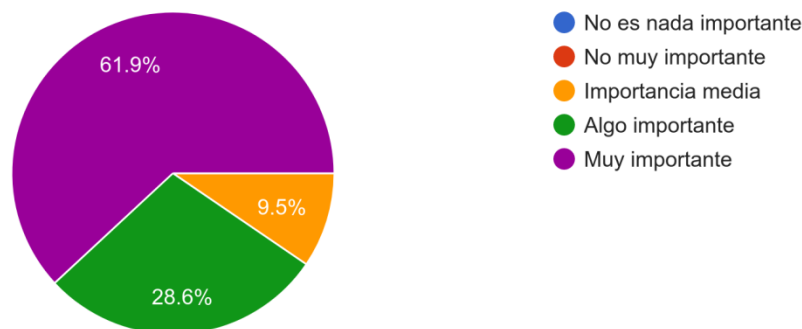


Figure 37: Participants' response on the importance that citizens' feedbacks must be taken care of by the PA

From the results depicted above, we can conclude that:

- The majority of citizens are willing to be take a more active role in the improvement of the PA services
- They moderately trust each other's past experiences with the PA

Servicepedia questionnaire

Participants noticed the difference in the way information is delivered through the Servicepedia with respect to the Portal's official web page of the service (see Figure 38).

Then, they were asked to be more explicit of what exactly looked like new to them. Most of them appreciated the step-wise and synthetic view proposed by the Servicepedia. The following responses were provided. Original Spanish text is in italics and translations are provided following the original:

- *El curso que sigue la solicitud en la administración pública*: The course it follows in the PA
- *Descripción de los pasos a seguir y de la documentación más completa*: Description of the steps to follow and the most complete documentation.
- *Información más clara y ordenada, como los documentos necesario a presentar*: Clearer and better ordered information, such as the documents that are necessary for a submission.

¿Encontraste alguna diferencia en la forma de mostrar la información de la página web oficial de la Xunta de Gali...rente a la página web de Servicepedia?

22 responses

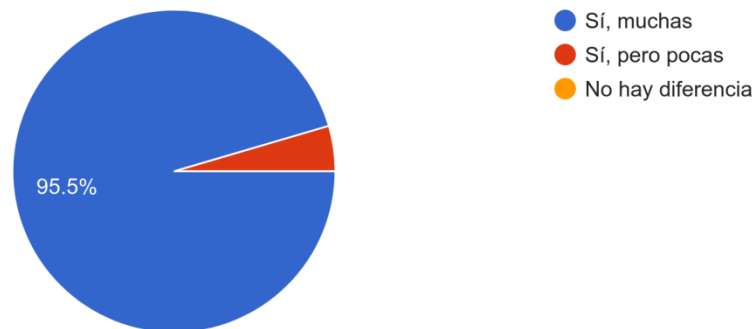


Figure 38: Participants perceptions about the Servicepedia way of delivering information

- *El proceso está descrito de manera más esquemática y clara, además de que en la web de la Xunta hay texto que queda oculto hasta que le das a la flecha correspondiente para mostrarlo, y esto no es muy intuitivo: The process is described in a leaner, clearer way; also in Xunta's website there is text that remains hidden until you click on a small arrow to reveal it and this is not very intuitive.*
- *Un diagrama que muestra paso a paso cómo debo realizar los pasos necesarios para procesar mi solicitud. Además, también he podido ver un enlace que me ayuda a poder realizar o visualizar preguntas con respuestas que solventan ciertas dudas que me puedan surgir: a diagram that shows step by step how to take every needed step to process my application. Also I have learned about a link that helps me to make or answer questions with responses that solve certain issues that could happen to me.*
- *Orden y descripción detallada de cada paso: Ordering and detailed description of every step.*
- *el procedimiento bien explicado: The well-explained procedure.*
- *servicepedia es más sintético, describe en pocas palabras el servicio y muestra de modo gráfico su estructura en pasos. Es más sencillo que de un modo rápido el usuario entienda cómo ejecutar el servicio. La Servicepedia debería siempre incluir enlace al servicio original por si el usuario quisiera obtener más detalles. Los iconos deberían todos mostrar tooltips. Si haces click en preguntas primero te debería mostrar las preguntas y respuestas asociadas al servicio o a esa parte del servicio: servicepedia is more concise, describes the service in a few words and graphically shows its structure in steps. It is simpler that in a quick way the user understands how to execute the service. Servicepedia should always include a link to the original service in case the user wants to obtain more details. The icons should all show*

tooltips. If you click on questions you should first show the questions and answers associated with the service or that part of the service

- *El esquema de pasos y la opción de reclamación*: The schema of steps and the option to claim.
- *En principio he encontrado la misma información, pero sintetizada y explicada de manera más organizada, y con una comprensión de los procesos a seguir mucho más intuitiva y fácil que la información ofrecida por la página web de la xunta*: In principle I found the same information only summarized and explained in a more orderly manner and with a description of the process to follow much more intuitive and easy to understand that the information displayed at the website by Xunta.
- *El orden de los pasos a dar*: The order of the steps to follow.
- *misma informacion (o la mas relevante) pero menos cosas que distraen*: The same information (or maybe just the more relevant) but less clutter.
- *Como se realiza la resolución*: How the application is made.
- *El acceso al diagrama del procedimiento y las preguntas y respuestas asociadas al procedimiento*: The access to the procedure diagram and the questions and answers associated to the procedure.
- *Preguntas y respuestas y recursos gráficos*: Questions and answers and graphical support.
- *El proceso de citación, reconocimiento y dictamen*: The process of summons, recognition and resolution.
- *El icono del QA y del CPD. Además en la página de la Xunta el documento de solicitud aparece debajo de toda la información a proporcionar durante la fase de presentación de solicitudes y eso es un poco lioso*: The icons of QA and CPD. Furthermore, in Xunta's website the document for the application is underneath all of the information to submit during the presentation of the procedure and that is a bit confusing.
- *La parte de la citación*: The summoning part.
- *Relativo al reconocimiento y dictamen necesarios*: Relative to the recognition and resolution that are needed.
- *Explicación de los trámites*: Explanation of the procedures.
- *claramente, que hay que realizar un proceso de reconocimiento y dictamen médico*: Clearly, what is required to perform a recognition procedure and a medical exam.

Regarding the symbols and graphical elements employed in the Servicepedia, participants claimed they were intuitive enough (See Figure 39), though some still believe that a legend is necessary.

¿Cómo calificarías la notación gráfica usada en la página web Servicepedia?

22 responses

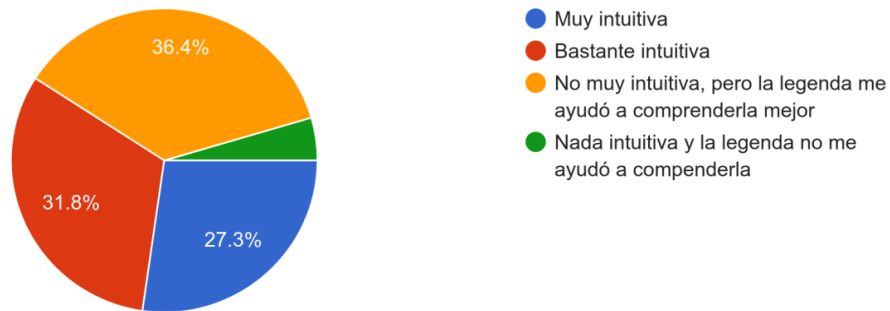


Figure 39: Participants' opinion about the Servicepedia graphical notation's intuitiveness

When participants were asked to identify the phase where an electronic form is employed, most of them (73%) correctly identified it (see Figure 40)

En la página web Servicepedia, ¿en cuál de las siguientes fases se usa un formulario electrónico para comunicarse con la Administración Pública?

22 responses

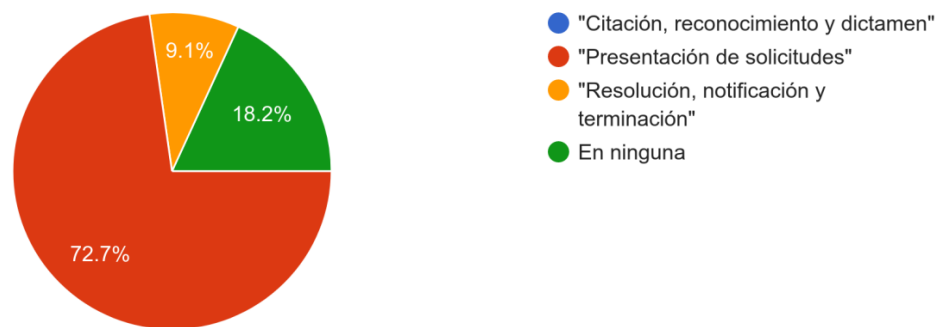


Figure 40: Participants' responses about which of the phases involve the use of an electronic form

Finally, participants' opinion about the fact that the Servicepedia is useful to better understand the procedure is good (see Figure 41).

¿Crees que la página web Servicepedia hace más comprensible la información del procedimiento?

22 responses

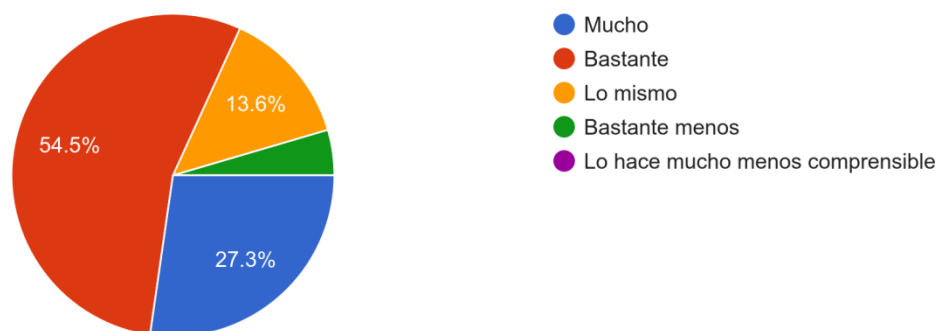


Figure 41: Participants' responses about the usefulness of the Servicepedia to better understand the procedure

5.5 Concluding remarks

The experiment in the **Trento Pilot** has seen the participation of 42 people in the role of citizens. The procedure that was presented to them was a complicated one, with the citizen having to take part in many interactions. From the results observed in the Trento's CPD intermediate questionnaire, it is clear that:

- Citizens appreciate the adoption of a graphical notation in the description of administrative procedures;
- Citizens believe text must be integrated with the symbols;
- The graphical notation proposed in the CPD is quite intuitive;
- The comprehension of the administrative procedure greatly benefits from the use of graphical elements, though descriptive text must definitely be provided.

From the results observed in the Trento's CPD final questionnaire, we can conclude that:

- Citizens would be more than happy to actively participate in the improvement of PA services;
- The mechanism of asking a question on a specific procedure element (phase, communication, etc.) is more appreciated than the ordinary way of asking support.

The experiment in the **Galicia Pilot** has seen the participation of 22 people in the role of citizens. The procedure that was presented to them was a very simple one, with the citizen having to take part in few interactions. From the results observed in the Galicia's CPD intermediate questionnaire, it is clear that:

- Though graphical elements and symbols are quite intuitive, some of them led to misunderstanding. There's room to improve;

- The text accompanying the symbols and graphical elements is indispensable for the full comprehension.

From the results observed in the Galicia's CPD final questionnaire, we can conclude that:

- The majority of citizens are willing to take a more active role in the improvement of the PA services;
- They moderately trust each other's past experiences with the PA.

From the results observed in the Galicia's Servicepedia questionnaire, the following considerations are drawn:

- The Servicepedia notation is simple and intuitive;
- Citizens appreciate the synthetic view that it is able to provide.

Both the CPD and Servicepedia tools are at an early stage, nevertheless the innovative views they propose have been appreciated by the participants of the experiment. Some graphical choices have been put under discussion as they might lead the citizen to confusion. Also, in terms of usability there is room to improve. Textual information has been judged by many as indispensable, yet it distracts the user from the navigation of the diagram. A better integration mechanism is then required (e.g., use of pop-ups when the mouse pointer goes over a symbol). A better compromise must be found between the synthesis proposed by graphical notation and the citizen's need of getting all the information that is necessary to apply to the service.

6 Project level evaluation

In the SIMPATICO project, we have proposed three different pilot sites as a key element in the evaluation strategy, in order to ensure coverage of a wide ranging of contextual conditions, both for what concerns the technical landscape and for what concerns the evaluation process itself. The diversity among the pilots has actually been broader than initially foreseen; more precisely:

- **Trento** has allowed to test SIMPATICO **integrated** with the city e-service portal (including also the management of an important upgrade of the software running the portal) and in a **production** setting, with lay citizens exploiting SIMPATICO and the e-service platform to submit actual service requests to the city – with different degrees of help and support from civil servants. It has also allowed **engaging civil servants** in the adoption of SIMPATICO – thus evaluating SIMPATICO in combination with direct help from civil servants.
- In **Galicia**, replicas of the e-services have been created for the evaluation, and the users (real citizens) have played fictitious characters in the interaction of the services. Thanks also to the liaison with citizens' associations, this approach has allowed engaging a **large number** of users in a relatively short time, and has permitted a controlled A/B testing to compare e-service application **with and without** SIMPATICO tools. Specific emphasis has been dedicated to **participatory design** with civil servants.
- **Sheffield** has attempted a complex integration of the SIMPATICO Platform with the city web content management system. This integration, which has unfortunately been unsuccessful so far, has **stressed software management, quality assurance and supporting procedures**. It has helped assessing the key competences owned by partners which need to be transferred for a successful commercial exploitation of the project. Finally, it has shown the necessity of a strong engagement of the technical team delivering the web portal system, in order to customize and integrate SIMPATICO in the technical environment of the city.

With the exception of the Sheffield pilot, the evaluation of the SIMPATICO approach has been positive, both in terms of achieved KPIs (the achieved results are in line with planned target values), and in terms of acceptance both by citizens and by civil servants. SIMPATICO tools have shown to offer effective support to make the usage of e-services both easier and less time consuming.

In the next sections, we describe the most relevant lessons learned during the two iterations of the validation. In particular, we report some feedback on the effectiveness of the evaluation process (Section 5.1) and on the different SIMPATICO tools (Section 5.2). We also report the important feedback that we have collected for what concerns the conditions for an effective adoption of the SIMPATICO solution, as well as the implications of its adoption by a Public Administration (see Section 5.3).

6.1 Lessons learned on evaluation process

In this section we report the most relevant lessons learnt for what concerns the planning and the organization of the evaluation process.

The first comment is on the **organization of the evaluation in different sub-phases** (see Section 1.2). During the first iteration of the evaluation, a careful planning and scheduling of all the different phases and activities has been carried out; in particular, two separate pre-validation and validation

phases have been defined. During execution of the validation, the scheduling of the different activities has been strongly revised, in order to be able to satisfy the dependencies with external events (e.g., availability of the e-services, availability of users), to allow more time to the project to react to the outcomes of the early evaluation activities (e.g., identified barriers or weaknesses) and to maximize the outcomes of the evaluation.

For the second iteration, we have foreseen already at planning time a more dynamic management of the different activities corresponding to the implementation, pre-evaluation and evaluation phases – and indeed this flexibility has been exploited during the validation. The implementation phase has continued, and quick rounds of pre-evaluation (i.e., “in-lab” experiments) have been performed in parallel with the evaluation. This has permitted to incrementally transfer new tools in the platform used for the evaluation; it has also allowed a vertical evaluation of specific techniques and tools – most notably the CPD, as discussed in Chapter 5.

Second, **participatory design** is useful for the engineering team and also very well received by citizens and civil servants. In retrospect, it should have been a more prominent part of SIMPATICO even from the proposal stage as it would have yielded more aligned results to the needs of the end users. In both iterations of the validation, participatory approaches have mostly focused on the organization internals: indeed, engaging the civil servants, exploiting their expertise to improve the SIMPATICO approach and tools, and enrolling them as key actors for the adoption of SIMPATICO in the delivery of e-services, was fundamental for the success of the project. Some participatory design activities have been done with professionals and citizens, with positive outcomes, during the second iteration of the validation: these activities have shown that the engagement of citizens and professionals is possible and produces positive outcomes, but it has to target the design of the e-services themselves (e.g., for what concerns organization and structuring of the forms, textual descriptions, underlying procedures), not just the design of the SIMPATICO tools and e-service portals.

Third, the **set up of the validation activities** (in particular the preparation of adequate methodologies and supporting materials for the engagement of the users, and the set-up of adequate data capture infrastructures) and the **detailed documentation** of the engagement activities has proven to be a resource- and time-consuming process during the first validation iteration. Both iterations have however clearly shown the paramount importance of validation processes that are clearly documented, well understood by the consortium, and accompanied by supporting material and tools. In this second iteration of the validation, these preparatory activities have allowed for better and more satisfactory relations with citizens, more accurate collection of data and feedback on the execution of the different evaluation activities, and the possibility to scale up to large number of services and users.

6.2 Lessons learned on SIMPATICO tools

In this section we report the most relevant lessons learned on the different tools developed by the SIMPATICO project.

Text Adaptation (TAE). The text simplification functionality was used with a very limited scope during the first iteration of the validation. The reasons are both the need to improve the adaptation capabilities of this component and in the fact that this functionality was applied to pages with little text requiring simplification. In the second iteration, the simplification capabilities of this tool have

been improved considerably, and its application has been extended from the e-service forms to the web pages containing the (often long and complex) descriptions of the e-services. The evaluation feedback collected are very positive, both from users and from public administrations; its applicability is indeed much broader than e-services, and covers all those situations in which the PA needs to publish complex documents (e.g., due to legal or regulatory constraints) but citizens can still benefit from a simplified, personalized version.

Workflow Adaptation (WAE). During the first validation iteration, conflicting feedback was obtained from the pilots of the effectiveness of this tool. During the second iteration, specific attention has hence been dedicated to this tool, and to its adoption for complex forms: the obtained results confirm the effectiveness of this tool. Users have complained about the complexity of the e-service forms, and of the long time required for filling and submitting them; even if a simplification of the forms themselves would be the most desired solution for this problem, the WAE offers an important help to the user, by structuring and guiding the completion of the form.

Citizen Data Vault (CDV). The importance of allowing citizens to store and re-use their personal data for improving efficiency of e-services clearly emerged from the evaluation – in particular in the case of the Galicia project, where personal data were pre-loaded in the CDV. The first round of evaluation provided evidence that this component is one of the most complex, for what concerns the legal aspects related to the management of personal data, the complexity of the integration in the pilot deployments, and the user adoption. During the second iteration, the tool has been re-designed in order to make its usage more transparent to the end-user; also its functionalities have been extended to include the requirements of the GDPR. Still, the usage of this tool was low. One possible direction of investigation to improve adoption is to apply the tool as a repository of personal data that works across PAs: this extension would make the opportunity of reusing personal data much more useful – and would reduce the possibility to use personal data storage solutions of the different portal solutions. This extension was however outside the scope of the SIMPATICO project and would require specific analysis of the legal aspects related to personal data.

Citizenpedia. This component was initially designed as a stand-alone application: as an effect, the navigation from the e-services to the Citizenpedia page was confusing for the citizens, also since context was lost, and some effort is required to find the information the citizen was looking for. In the second iteration, a better integration of Citizenpedia with the e-services was achieved, substantially improving the situation: basic usage of this component (e.g., access to frequent questions and answers) was possible from the e-service page, and only more complex usages require entering the Citizenpedia front-end.

Collaborative Procedure Design (CPD). During the second iteration, dedicated evaluation activities have been planned and executed for this tool. The obtained results are very positive: citizens appreciated the adoption of a graphical notation in the description of administrative procedures; a combination of graphical symbols and textual descriptions has been considered an important help for the understanding of the procedures. Overall, this tool appears very promising, even if it is still not mature enough for real adoption: in particular, the usability requires improvements, in particular for what concerns self-explainability; also, some graphical notations turned out to lead the citizen to confusion and need to be revised.

6.3 Recommendations for maximizing the impact

One general concern emerged during the validation of the SIMPATICO tools is that, in many cases, the activation of these features requires an explicit action. As a consequence, if the user does not explicitly activate the feature, he/she will not be able to take advantage of the novel function; even if the feature is activated by the user, this requires extra steps with a negative impact on the time spent requesting the e-service. This situation has improved only partially during the second iteration. A dedicated evaluation has been performed in Trento on a new mocked-up interface implementing an implicit way to interact with SIMPATICO tools: in this new interface, SIMPATICO tools are available to the final user from the very first moment he/she interacts with the service portal. While the evaluation has not been performed in a production environment, the results are a strong evidence that this more seamless integration of SIMPATICO in the portal improves not only usability and performance, but also the actual usage of the SIMPATICO tool.

A second general concern, related to the previous one, is the relation of SIMPATICO with the e-service web platform of the municipalities and regions. For evaluation purposes, the followed approach has been to make the distinction between e-services and SIMPATICO tools explicit to the user. This has been positive in terms of explaining to users the role and mission of the project. But it had negative impact on adoption and usability: with respect to these concerns, a different approach where the distinction disappears for the end user is preferable. Indeed, the joint release of SIMPATICO and the e-service platform, experimented in Trento, has shown positive results in terms of adoption.

Regarding these two general concerns, the recommendation for future adoptions of SIMPATICO is hence to dedicate specific effort in designing the integration of SIMPATICO with the PA service portal, and in adopting seamless interaction modalities to make the tools easily available to citizens.

A third general concern is related to Citizenpedia. While this component has been considered very useful, concerns emerged on the usage by citizens (for some of them, this could even become a convenient communication channel – a chat line – with the administration) and on the misuse (vulnerability to tendentious criticisms and negative interactions). Despite the inclusion of some moderation in the second iteration version of the Citizenpedia (e.g., indications of ‘qualified’ users and responses) to dispel the civil servants’ fear that this tool be subject to misuse, there was still much of this fear in the civil servants that participated in the evaluation. More in general, the effort that public administration and civil servants need to dedicate to this tool to ensure prompt answers and quality contents need to be carefully analysed, in order to balance the benefits of the tool with the fear of misuse and the additional effort on the shoulders of civil servants.

A further general remark is on the tools that SIMPATICO has made available to civil servants, namely e-Service Monitor and Authoring Tool. These components have the potential to become powerful tools in the hands of the civil servants, to enable them to analyze and understand the usage of e-services and to better engage them in the authoring activities aimed at simplifying description and interaction of the e-services. Indeed, a strong liaison with the civil servants is one of the key factor for a successful adoption of SIMPATICO, and tools dedicated to support the work of the civil servants is instrumental to build this liaison – in addition to the positive effects on the usability of e-services themselves.

Finally, a broader pervasiveness of SIMPATICO tools and concepts within the e-services emerged as an important requirement to improve impact, both in terms of benefits (which are expected to grow



more than linearly thanks to functionalities such as personal data storage in CDV and to personalization of adaptation) and in terms of stakeholder engagement (in particular, civil servants and professionals). This more pervasive adoption has been possible during the second iteration, in particular for the Trento pilot, where an increasing number of e-services has been made available with the SIMPATICO extensions. We believe that an even broader adoption of SIMPATICO, crossing the borders of PAs (e.g., the adoption of SIMPATICO in Trento at the city, province and region level), would strengthen even more the benefits of the tools. This broader adoption, which is outside the scope of the project, will be attempted in follow-up activities.

7 Conclusion

The SIMPATICO use case evaluation has been successful in confirming the hypothesis of the project: *“by integrating language processing, machine learning and human computation we can deliver personalized services that are much more understandable, efficient and effective, thus increasing business competitiveness and citizen inclusion”*. To validate this hypothesis we have carefully measured several indicators, including: i) increase in efficiency and effectiveness of public e-services; ii) better inclusion of most vulnerable categories of citizens; iii) decrease of the administrative burden for PA and professionals. During the validation, we have collected several additional conditions that needed to be satisfied in order for the foreseen effects to happen: these include the robustness of the SIMPATICO tools, the transparency of their usage, and the liaison with the civil servants (see also the discussion in Chapter 6). Hence, in addition to confirm the project hypothesis, the evaluation has been very helpful in the definition of guidelines for the adoption of SIMPATICO in follow-up exploitation activities.

We also want to underline the huge amount of data, feedback, and recommendations collected during the different engagement and evaluation activities. Detailed information on the engagement activities, included in the Appendixes, have been evaluated by the project partners; collected data has been exploited to improve the project tools and to guide the final phase of the project – aiming at the release of the final version of the SIMPATICO Platform and tools. As foreseen in the project Data Management Plan, with the exclusion of the personal data, the data collected in the three pilots is now being made publicly available on OpenAIRE: we believe that these data have the potential of helping further research, beyond the project scope and consortium, both on the usage of e-services and on the adoption of AI techniques for improved and personalized interaction.

Finally, we want to remark that, according to the project plan, the focus of the SIMPATICO activities is now switching from pilots and evaluation to finalization of platforms and to exploitation activities. The deployments and set-ups in the pilots remains however still available – in the case of Trento, the SIMPATICO system keeps being used, integrated with the city e-service platform – to support future activities, both in the scope of SIMPATICO and beyond the project.

Appendix A – Trento Engagement Reports

A.1 REPORT 1 – Introduction and background

Trento Municipality is strongly committed in being smarter each day.

In this context a calendar of public events has been defined, where the Smart City Team shows citizens, professionals and tourists the Trento' smartness.

More in detail, during these events all the services and apps available for Trento are presented to the attending people.

In such an idea of proceeding Simpatico obviously represents a strong point, because its effective role in simplifying the interaction between citizens/professionals and the PA.

The aim of these public events is to make people try the e-services available using the Simpatico features and then comment and express their opinion about them.

A group of three events has been scheduled for September and October in different locations around Trento; the first one has already been held on September 15th at a public park (Parco di MeIta) in the northern part of the town.

The second one has been held on September 29th at Piazza Battisti, a location in the city centre

The third event has been held on October 26th at Piazza Pasi, again in the city centre.

A.1.1 Purpose and objectives

For what concerns Simpatico, the events need to focus on some well-known aspects: the improvement brought by the new interactive front-end in terms of usability and readability and an objective evaluation of the Simpatico components by the involved users.

More precisely the main goals to obtain could be resumed as follows:

- Comparison between the Simpatico IFE v2017 and the new version v2018
- Comparison between the simplified completion and Q&A tools v2017 and v2018
- Feedback about the TAE and Q&A tools applied on the services' description pages
- Feedback about the CPD new concept realised by BEng

A.1.2 Methodology

In order to obtain these goals the following methodology has been applied:

1. Users have to complete a form using Simpatico v2017 and then Simpatico v2018
2. Users have to try the Text Adaptation tool on a service description page
3. Users are shown the new CPD schema and are asked to give a feedback about its readability

All the feedback and comments have been collected through face to face interviews.

A.1.3 Stakeholder participation

Since the three events follow the same methodology and users are involved individually, in Table 32 the stakeholder groups are to be intended as the total number of citizens who test SIMPATICO in each Smart City Lab event.

Table 32: Number of citizens who test SIMPATICO in each Smart City Lab event

Stakeholder Group	Description
1st Smart City Lab - Parco di Melta	5 Citizens
2nd Smart City Lab - Piazza Battisti	10 Citizens
3rd Smart City Lab - Piazza Pasi	13 Citizens



A.1.4 Overview of outcomes

In this section we present a cumulative report of the outcomes collected during the three events.

Comments and feedback are reported following the list of goals defined in section 2.

Input/feedback from stakeholders

Comparison between the SIMPATICO IFE v2017 and the new version v2018	No doubt that v2018 is better than v2017. The button is more intuitive and colors make it more attractive than the grey bar
Comparison between the simplified completion and Q&A tools v2017 and v2018	Good to have the guide already opened, but it is not intuitive that to effectively start it users have to press a start button. Better if already started since the form is opened. The lateral index is good but it should be incremental, following the

	<p>completion and not showing all the steps everytime.</p> <p>The index, if incremental, should show a number or an indicator to give users an idea of the percentage of completion (ex: step 1 of 20, filled at 40%, etc.).</p> <p>Q&A tool is much better in v2018 than v2017, very good not to have an external page where to put the questions.</p>
Feedback about the TAE and Q&A tools applied on the services' description pages	<p>The colored sidebar is not so clear, better to have a more direct and intuitive icon or something else which attracts more users' attention.</p> <p>Using the sidebar it is not so much clear which paragraph are the questions referred to.</p> <p>Text adaptation tool is quite confusing, because of the replication of the same text below the original one. It would be better if, when activated, the complex words would be highlighted on the original text directly. Maybe the space below a paragraph could be used to show an already simplified version of the paragraph</p>
Feedback about the CPD new concept realised by BEng	<p>Very good feedback about this tool. The key is really useful in reading the schema.</p> <p>Without that it is not intuitive to understand the temporal sequence of the required actions, in particular in case of actions which could be done at the same time.</p>

Analysis of results

The main outcome emerging from all the comments collected is that SIMPATICO v2018 is really more intuitive and user friendly. In particular users appreciated the new button to activate the SIMPATICO tools, replacing the grey bar of SIMPATICO v2017.

Also having the possibility to access the step by step guide without a login has been judged as a significative improvement. The login, requested to post questions and answers is now simpler, and make possible to write Q&A directly next to the module without the need to be redirected on an external page as it was before.

The text simplification tool requires some work to make it really useful and user friendly, as said by users.

At last the new CPD concept has been appreciated, also if not all the icons are so intuitive and for complex processes it could not so easy to read the whole schema, but in general it has been judged as an added value which could really help in understanding the entire flow required to successfully complete an interaction with the PA.

A.1.5 Lessons learnt

A general lesson learnt during these events is that citizens are interested in being helped during the completion of a module, but only if the helping tools are easily accessible and don't require a login to use them (or in the case it is mandatory, the login procedure should be short and quick).

In particular the CPD tool obtained has been really appreciated, because it can show in a simple way the entire procedure and give users an immediate idea of the process they are starting.

So it is really important to work on making the SIMPATICO user interface more attractive and immediate to interact with.

A.1.6 Next steps

The activities needed to proceed with the plan are mainly two: an improvement of the tools following the comments and feedback collected and on the other hand it would be important to organize other events/meetings/workshops in order to involve a larger number of citizens and professionals in “panels” of proactive users who want to actively contribute in the improvement process.

A.1.7 Annex I: Questionnaire(s) distributed to stakeholders

No questionnaire, all the feedback have have been collected through face to face interview, with questions about all the tools tested.

A.2 REPORT 2 - Introduction and background

In mid April (from the 12th to the 15th) Trento hosted a very big fair called “Trento Smart City Week”. The fair consisted of four days full of events and meetings with important personalities of the world of innovation and digital services.

The Trento SIMPATICO team attended all the four days, disseminating and publicising the activities done and the results achieved by project since now, even more than all the other innovative services made available in the last months for the whole citizenry.

Thousands of people, citizens and tourists, teenagers and elderly, came in the Trento Council' stand asking information about our activities and new services.

Just to be clear the fair was not specifically oriented on SIMPATICO, but it was a great opportunity to make a great number of citizens and professionals aware of the project and its tools.

A.2.1 Purpose and objectives

As said before the Trento Smart City Week fair was the perfect occasion to make them aware of SIMPATICO project, showing the Sportello and the forms enriched with the simplification tools.

The main purpose specifically related with SIMPATICO was to try to engage and involve people in the project, in the sense they could agree in being active testers for the new e-services which will be soon developed, using the digitalised forms and the SIMPATICO tools in order to give us feedback and comments.

A.2.2 Methodology

The Trento team attended the fair having a stand dedicated to the Municipality. There we hanged posters and gave flyers to visitors, but also showed the services to interested people who really wanted to know how they work. Then we asked to fill a questionnaire and in particular we asked to give the disponibility to be contacted to be part of the services improvement process.

Among those who positively answered we will select, basing on each specific service target, the ones who could take part in a panel of testers.

A.2.3 Stakeholder participation

The Trento team related to SIMPATICO Project attending the fair consisted of:

- *Giacomo Fioroni*
- *Mistral Garzoglio*

During the 4 days of the fair more than 5000 people came to Trento.







A.2.4 Overview of outcomes

About 130 people answered the questionnaire, 69 of them gave their disponibility to be part of a shared path of improvement of the services.

Going back to the feedback collected during the Trento Smart City Week, we retrieve very good comments from the majority of people, who agreed on the hope to see soon a lot of new e-services included in the SIMPATICO workplan.

Having spoken also with tourists from different cities and regions we also hope to have contributed in spreading the awareness about SIMPATICO and the innovative path undertaken by the city of Trento.

A.2.5 Next steps

Among those who gave disponibility to be contacted to help us in the improvement path, and basing on the target of each specific new e-service developed, we'll identify one or more panels of testers for the new e-services.

In this way we can run specific tests targeting the various tools and get their feedback before opening the services usage to the whole community.

Appendix B – Galicia Engagement Reports

B.1 REPORT 1 – Introduction and background

This document summarizes the engagement activities undertaken on May 7th 2018 in the iteration 2 evaluation of the SIMPATICO pilot in Galicia, Spain. This corresponds to the pre-evaluation test session.

The Galician pilot for SIMPATICO is based around the needs that certain collectives have when dealing with e-services with the administration in the region of Galicia, in northwestern Spain. Galicia is an autonomous community of Spain and historic nationality under Spanish law. It has a population of 2.717.749 inhabitants and has a total area of 29.574,4 km² (2016). The population is sparsely distributed and ageing, so the e-services have potentially a great impact on the popularization of some offerings for the people living there:

The sparse distribution of the population, especially in the rural centre of the region, is a result of people often migrating to the richer coastal areas and other Spanish regions. This has resulted in large rural areas with a low population density, where the access to public services is harder.

An aging population: Galicia is third from bottom in Spain in aging perspectives as noted by the EU (just 1.1 children per woman compared to the 1,4 average in Spain, while the zero growth threshold is 2.1). Latest data also show a big gap in the use of e-services in the Galicia region between the segment of population older than 55 with respect to rest of people: while 66.63% of the people between 30 and 39 years has used e-services during the last year, this rate is only 13.81% for people older than 55 years.

Based on these needs, the project delivered three pilot e-services enabled with SIMPATICO technology, with one new addition since 2017. These were:

- **BS607A:** an e-service to book wellness services (spas) mainly targeted at the older segment of the population.
- **BS613B:** an e-service to foster the acquisition of materials and services for collectives with functional diversity.
- **BS611A:** an e-service for users to manifest their degree of disability in order to achieve a recognition label from Xunta to access further services provided by the region.

To evaluate these services, we worked in collaboration with three associations based in Galicia:

- **FEGAUS:** an association of retired university students. This corresponds to a high digital literacy segment of elder people.
- **ATEGAL:** a general association of retired people. This corresponds to the numerous demographic group of older people with less digital literacy and usually living in rural areas, one of the most important in Galicia.
- **COGAMI:** an association of people with functional diversity with no age distinction.

This event was done in preparation of the evaluation phase II, to be undertaken in fall 2018. The goal of the event, which was organized as a scaled down version of the evaluation, was to detect technical and procedural issues in the evaluation methodology, gather new data to help guide the missing

steps of development and gather qualitative feedback from the stakeholders (Xunta de Galicia, AMTEGA) in order to validate the approach.

B.1.1 Purpose and objectives

The general objectives of the meeting were as follows:

- Evaluate the technical viability of the SIMPATICO deployment for Galicia: connectivity and presentation issues, data capture. From the iteration 1 in 2017 this included new modules (WAE) as well as reengineered versions of almost all modules.
- Evaluate the quality of the materials prepared for the evaluation: consent forms, instructions for the end-users, evaluation monitors and technicians.
- Collect feedback that could still impact the developments to be evaluated in the iteration 2 during the following autumn 2018: changes in the presented terminology, usability of the system.
- Collect feedback from the civil servants' point of view of SIMPATICO as a whole and also in particular the interactive component that they would use in a real deployment (SIMPATICO e-Service Monitor). This was used as well to benchmark the co-design process that we used in order to foster participatory design in the project. In addition to getting the information from the civil servants that act as contact points and facilitators for the e-services, we arranged that also the IT department of Xunta de Galicia (AMTEGA) were present to provide dedicated feedback.

B.1.2 Methodology

The pre-evaluation was performed as a two day face to face session in Santiago de Compostela, Spain, the capital city of Galicia and host city for most of Xunta de Galicia's premises. It was hosted at the EGAP - Escola Galega de Administración Pública / Galician School of Public Administration, a centre for education of Xunta personnel.

The attendance was as follows:

- Also from Xunta, but from a distinct IT department (AMTEGA) that is in charge of developing the current e-services , a representative to validate the near end-results of SIMPATICO and their applicability to the current offerings by Xunta.

The agenda of the events was as follows:

	Monday, May 7 th		Tuesday May 8 th
10:30 - 12:00	Citizenpedia population*	10:30 - 12:00	E-service 3
12:00 - 13:30	E-service 1 and E- service 2	12:00 - 13:00	Meeting with Amtega
13.45-14.45	Focus group with at least 2 representatives of Xunta that attended the Phase I evaluation		

	(finally 3 were present)		
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** Citizenpedia population reported in separate Engagement Report.*

B.1.3 Stakeholder participation

The participation included the following collectives of interest for the Project:

Stakeholder Group	Description
Public Administration	<p>The PA were involved for the execution of evaluation trials exclusive to the civil servants. This was done with 3 civil servants (one non-participating in the 2017 Ph. I evaluation and two repeating servants)</p> <p>For this matter, their test session included a full run-through the citizen e-services (i.e., they filled in the forms as if they were a regular citizen) but also some extra questions in the debriefing questionnaires about civil servant specific matters.</p> <p>In addition, they were put through a more in-depth study by means of a dedicated focus group to involve them in the participatory co-design of the interactive elements that they would use.</p>
Companies (as in associations of users)	<p>The associations are active mobilising the users for the trials. They pre-selected users that were representative for the pre-trial session. Attending to this session helps them frame the final trial sessions and select more relevant users.</p> <p>In addition, some impressions and qualitative feedback from the process was collected from them.</p>
SIMPATICO Developers	<p>From SIMPATICO project technical team: representatives of DEUSTO and HIB to coordinate the technical aspects and the moderation of the sessions.</p> <ul style="list-style-type: none"> • Setting up the technical infrastructure for the SIMPATICO trials, deploying the e-services replicas, with SIMPATICO for the intervention group and without SIMPATICO for the control group. • Leading the focus group to gather information from the PAs and the user associations immediately after the execution of the trials.
Citizens	<p>We mobilised in total 20 citizens to use the three pilot e-services proposed for the Galicia trials (6+6+8). They have performed the required activities in the e-services (applying for a stay in a spa or for a grant for personal autonomy) and they have also filled in participation surveys for the project's records.</p>

B.1.4 Overview of outcomes

Tests of the three e-services by citizens

The e-services were tested with the participation of the citizens from the user associations.

This was organized same as the regular e-services tests conducted in Phase I:

1. Introduction by the moderator of the SIMPATICO project's goals and quick demonstration of the results (tools and services) (~10 minutes)
2. Free-form hands-on session on the SIMPATICO e-services by the citizens (~10 minutes)
3. Starting questionnaire⁶ to collect the demographical data of the users. Performed using a Google Forms questionnaire. (~10 minutes)
4. Execution of the SIMPATICO e-service task: completion of a e-service application using a sheet of simulated data (users did not input their own personal details in the system but the data of a *persona*). All users in this pre-evaluation used the SIMPATICO enabled replica (i.e, there was no control group) (~30 minutes).
5. Ending questionnaire about satisfaction and usability (SUS questions)⁷ (~10 minutes)



The evaluation ran quite successfully from a technical standpoint. Compared to the Phase I Iteration it included a fully new interactive module (WAE) which was launched via a new button in the SIMPATICO bar on top of the UI (entitled '*Guía*' or 'Guidance') which was active for the users performing their test on e-service BS611A (the new e-service added since Phase I evaluation). The response to this novel element was studied in detail and questions regarding it were a good reference for future implementation work for WAE in the other two e-services.

New since Phase I was as well the in-line questions posting and answering to the QAE (e.g., new questions could be posted and answers consulted without accessing the dedicated UI of the QUE, but as an in-line small form on top of the e-service itself). This

functionality answered one of the most commonly asked requests in Phase I evaluation and it was well received.

⁶ Start-up questionnaire Google Forms: https://docs.google.com/forms/d/18xe3Zs_ymVw2obkMgORcCAYn-SL4BdPkVUmu8BWYhik

⁷ Finishing questionnaire Google Forms: <https://docs.google.com/forms/d/1rU1gfWdQ-elNgXF9XVF1HQHeKaGIHs3PxZH9adjVTU>

The handwritten full compilation of questions asked in the session is presented in **Annex I** of this document. The most relevant are summarized in the following list:

- Users suggest that a ‘mixed’ procedure could be useful. This would be filling in with the SIMPATICO-based e-service but then processing the draft filled questionnaire face to face with a Xunta civil servant. This modality was not considered for SIMPATICO.
- There are too many authentications required: from the e-service, users who access the QAE or CDV are asked again for login/passwords.
- When using WAE there is no automatic warning when ‘required’ forms are left empty.
- The elderly users, who have some issues discriminating double clicking from single clicks, report strange behaviours upon clicking. It is discovered that some of the elements in the UI are very sensitive to double clicking and extra tabs are opened, which is very confusing for the navigation.
- Some of the icons used have still some unclear semantics (i.e., the ‘exit’ sign used).
- The form itself (inherited from the Xunta’s own) has inconsistencies in the language.

The overall summary of the session is very positive, with the majority of technical issues detected being very simple to fix in the coming weeks in preparation to Phase II evaluation. The protocol is also much more solid with no major concerns.

Focus group with the Xunta Civil Servants

The Focus group with the Civil Servants was done along with two civil servants from Xunta plus additional inputs from one extra servant that was also involved in testing the ‘citizen’ platform.



The focus group had a duration of approximately 40 minutes and was done immediately following the citizen e-service testing referred to in section 5.3.

The focus group focused around the first high-fidelity mockups of the eSM component, built from the participatory design methodology started in October 2017 with the same group of Xunta Civil

Servants. The materials used and handwritten notes are presented in Annex III of this document. The following are the key insights uncovered during the evaluation of the focus group:

- Regarding the general SIMPATICO functionalities, there was some discussion on the QAE module:
 - The questions and answer system is useful to measure interest in particular areas of the e-services, more questions could mean more difficulty by the citizens.
 - It is remarked that a graphical avatar could be useful in some aspects
 - The UI can lead users to think that the 'responses' can arrive immediately after the 'questions' as if it were a chat session with the PA. This is not the case and so it needs to be better reflected in the UI.
 - Since this requires some work on behalf of the citizens, some kind of reward might be expected by them.
 - Not attending the above considerations might be negative to the expectations of users and lead to frustration. This might be more addressed.
- Regarding the initial co-design session (in which a low-fidelity mock-up of the system was sketched and discussed with civil servants), both of the participants remembered having attended and expressed some memories of satisfaction with the process but they couldn't remember details of the mock-up usefulness other than it presented statistics of the e-service. This led the researchers to think this (the 'Stats' tab in the eSM) might be the most useful to the, since it is the most remarkable some months into the process.
- They were generally pleased with the transition from the low-fidelity to the high-fidelity 'Stats' mockup. They understood the usefulness of each element and the general navigation.
- On the 'questions' high fidelity mock-up tab of the eSM, they again remarked that it was easy to understand how it worked. They insisted that the connection with individual questions was not that clear and could be strengthened.
- A high fidelity mockup of the AST module (language complexity design dashboard) was presented to them and the premise of it being useful for them it was deemed 'absurd' as they don't require an automated system to signal difficult language to humans. They mention that it could be better integrated with the Xunta's 'Style Guide' to compose e-services.

Overall, the session of the eSM was deemed useful by the HI Iberia team who are the main developers of the module in WP3. The rejection of the AST was taken into consideration (de-emphasizing it for the Galicia pilot Phase II evaluation) and the remarks on the 'Stats' and 'Questions' UIs were considered as new user requirements to build a more adapted system.

Meeting with AMTEGA representative

As the final part of the pre-evaluation, a short work session (~45 minutes) was held with the ATMEGA representative Mr. Martín Amado Castro. AMTEGA is the IT division of Xunta de Galicia, in charge of developing e-services for the Xunta website from the available administrative procedures. Mr. Amado is lead developer and was involved briefly in SIMPATICO in the first phase of the project

(around month 6) and helped in the production of the replicas of the e-services that were used in iteration 1 and 2 for evaluation.



The session was organized as follows:

- First, SIMPATICO technical representative Mr. Raúl Santos (HIB, lead of WP3) presented the current state of developments in the SIMPATICO platform, focusing on the front-end aspects of the SIMPATICO e-service replica (tools for 'Simplification', 'Questions and Answers', 'Citizen Data Vault' and 'Guide' or WAE).
- Secondly an open discussion with Mr. Amado was held for around 25 minutes. The topics discussed and questions provided by Mr. Amado are summarized in the notes presented in **Annex II** of this document. The most relevant topics follow:
 - He was sceptical about the QAE in its current implementation. He warns about citizens publishing malicious or incorrect answers ('trolling') in the QAE and warned that only very strong moderation would produce useful results.
 - He understands that there is a strong complexity in the current e-services by Xunta (which have a very low penetration in the population) He considers that this is due to the procedures provided by Xunta being very 'formal' and thus the e-services being very rigid.
 - Also based on this, he considers that simplification is a good idea but that automated simplifications are not that useful since providing alternatives is very sensitive and

requires more nuanced knowledge of the language than what an automated system can achieve.

- Literally he says that ‘e-services have complex language because they represent complex procedures. It is naïve to think this can be automatically simplified without losing much information’.
- In contrast, he is quite optimistic about the usage of CDV. He says that indeed Xunta have a similar concept already nearing production (Chave365) and mentions that everything that eases the introduction of data is very welcome.
- He is most interested in WAE. He likes how it enables users to break down very complex forms in a more manageable step-by-step format and how it provides contextual help boxes explaining the data to fill in in each step. He also shows interest in the implementation details (an overlay governed by simple Javascript) and when it is explained to him, compliments the choice of technology and approach supporting legacy rather than substituting it.
- He is not convinced that this can be exploited directly in Xunta but promises to show results to the appropriate persons if some documents of a live demo is produced.

B.1.5 Lessons learnt

The following lessons were learnt by the organizing team (HIB and Xunta)

- In general, the system was much more mature, better understood and usable by citizens when compared to the sessions held in 2017. For the first iteration, two pre-evaluation sessions were required, but this year everybody is satisfied in the first attempt.
- The technicians of the associations did learn some of the details of organizing a SIMPATICO session successfully. All seems in line for a more dedicated training session to be held in Autumn 2018.
- The co-design process seems to yield useful results. It is expected that the final version of the eSM will be evaluated against a bigger sample of civil servants to get more fine tuned results about this.

B.1.6 Next steps

After this pre-evaluation, the results presented need to follow the next steps before the ending of activities for the Galicia pilot:

- [May 2018-August 2018] Implementation of suggestions into (a) the relevant modules such as the WAE for services BS607A and BS613B, the QAE and the eSM.
- [May 2018- August 2018] Refinement of the testing protocols and generation of the materials required for it:
 - Simulated data (personas) for citizen testing.
 - Methodology for evaluation of the results of the civil servants evaluation of the eSM.
- [August 2018-September 2018] Elaboration of dedicated protocols for the evaluation of components such as Servicepedia and CPD which were not covered in this pre-evaluation.

- [September 2018-October 2018] Execution of the evaluation sessions for Iteration 2 to accomplish the KPIs for participation of users and civil servants, relying on Xunta de Galicia and on the users' associations.
- [October 2018] Documentation of the results in deliverable D6.6.
- [February 2019] Presentation of results to the reviewers and EC representatives in the project Final Review.

These activities formally would conclude the activities of WP6 pilot in Galicia.

B.1.7 Annex I: Notes from the trials

The following questions were captured by the SIMPATICO team during the trials in the CeMIT classrooms in FEGAUS. Due to the last-minute nature of the trials these have not yet been fully compiled, translated or transcribed:

- SIMPATICO - Pre evaluation Gakio 07/05/2018 ①
- Cuentas de Admin se ~~para~~ responder
 - Etiquetas obligatorias por servicios
 - La gente clic en nombre de autor y pierde el hilo de 'todas las preguntas'
 - Error 'problema con la solicitud. Contacte al Admin'
 - ↳ Tras dar a navegar atrás? ⬅️
 - Acabamos Population @ 11.45 AM
 - ↳ Customise: especificar grado educativo de manera más genérica
 - ↳ Preguntas sin párrafo → mostrarlas de alguna manera en el IFE (párrafo x)
 - ↳ "Tags" no se entiende muy bien
 - ↳ Transporte adoptado 010-112 no está
 - ↳ No sale "Calle" en el selector de BS-607
 - ↳ Formato INI es muy estricto - con guiones no cabe
 - ↳ Preguntas en formulario BS607
 - ↳ y en GIS → hasta muy respetos
 - ↳ Servicio BS613B
 - ↳ Formularios grado discapacidad → TextBox pequeña
 - ↳ "No tiene enfermedad" en hoja vs. formulario mucho más complicado.

SIMPATICO - Pre evaluation Galicia 07/05/2018 ②

- Se podría hacer un procedimiento mixto.
Se rellena online → Se imprime → se presenta en ventanilla
- A la gente le puede dar más confianza (algunos...)
- No es SIMPATICO, solo sugerencia
- Usuarios coordinados para no logear
- El icono de entrar/salir sigue sin ser obvio
- Hay que quitar el autocompletar campos de los ordenadores de prueba
- Los iconos de funcionalidad se ven poco (bordes más gruesos?)
- Y cuando se "ilumina" de color, la letra en negro se lee fatal.
- RSC: ¿Qué hace el div flotante 'Necesita ayuda'?
- Tras introducir la clave a CTAP te redirige al home, en vez de a donde queramos (nueva pregunta)
- Por qué hay que meter otra vez la contraseña para entrar a CTAP
→ estar en diferente contexto (punto)
- "Tags", "Wellness" → en español!!!
- Se abren dos pestañas de formulario en BSG11A
- Tarda en refrescar nombre en barra de SIMPATICO

- ↳ La gente sigue haciendo doble clic para todo
 - ↳ Hay que protegerse ante esto
 - ↳ Botones de barra → Muy resistentes
- ↳ En "GUÍA" no avise de lo que falta
- ↳ @RAMAN / MICHELE(?) → Sarah guía
- ↳ Empieza sesión @ 11:45 aprox
- ↳ "Datos de solicitante" se debería rellenar en todas las instancias que se pide en el formulario
 - ↳ No solo en la primera!!
- ↳ Revisar hoja de información en su hoja

Pregunta WAE 1 al 5

- ↳ Texto de las cajas, ver si está completo
- Muy útil, muy cómoda,

Preguntas ~

B.1.8 Annex II: Notes from the AMTEGA session

What follows is a scanned copy of the raw handwritten notes taken during the meeting held between the SIMPATICO team and the representative (Mr. Martín Amado Castro). The conclusions are detailed in section 5.4 of this report.

SIMPATICO Pre evolution Galicia 07/05/2018 (3)

Reunión Martín

Moderación: la gente ya sabe a querer dar co
↳ Preguntas → bien
Respuestas → cuidados. Solo Admis.
→ Sede electrónica → muy formal

Simplificación:
Mejor una simplificación que haya una persona
Automática no aparte gran cosa,
+ dig me

Datos
Clave 365 → ver si ~~ellos~~ conoce datos
↳ Cl@ve

Presentación no siempre es por Sede, sino a través del vertical de cada área → Seguridad, etc.

WAE

Explotación y demás

→ Dirección Xeral de Reforxe

AMTEGA →

~~Carro~~ Carro a Martín

- Dano
- Documentos

B.1.9 Annex III: Materials/results for the Focus Group for PAs

What follows are the materials presented to the PAs in the focus group for Civil Servants held in Santiago de Compostela on May 7th 2018 and summarized in section 5.4.

Preguntas de entrada

Al inicio (5-8 minutos)



- Experimento en la segunda iteración
 - Opinión general (mejora, igual, empeoramiento)

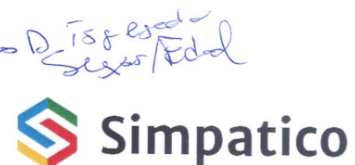
- Nuevas funcionalidades
 - Rediseño de Xunta/Amtega

- Funcionalidad (Guía) →

- Preguntas en línea → *se quiere dar respuesta*
 - poco inmediato, no feedback a el usuario.
 - estilo "chat" → teléfono (en vez de sujeción de teléfono)
 - avatar? → F? lo hacen más las entidades
 - informativo? → F? lo hacen más las entidades
 - + FAE (auto...) (CTR como feedback → PA)
 - desilusión, controles
 - Expectativa

Preguntas Globales

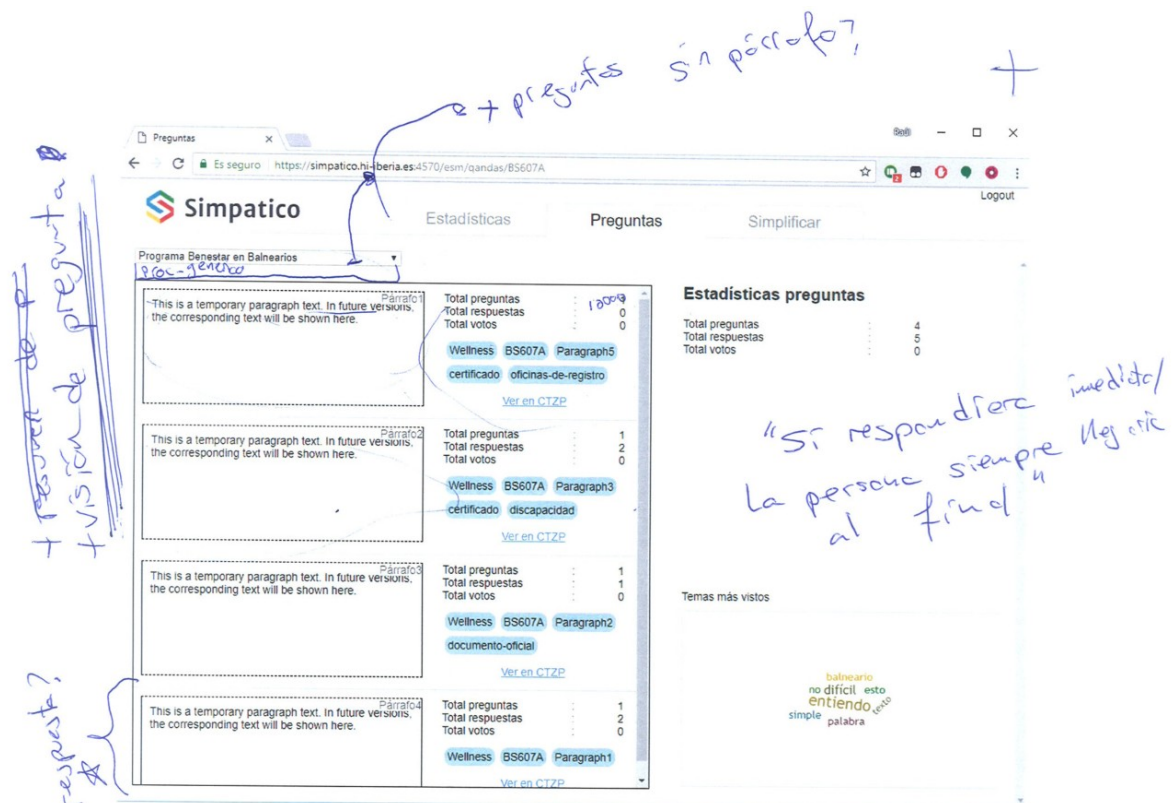
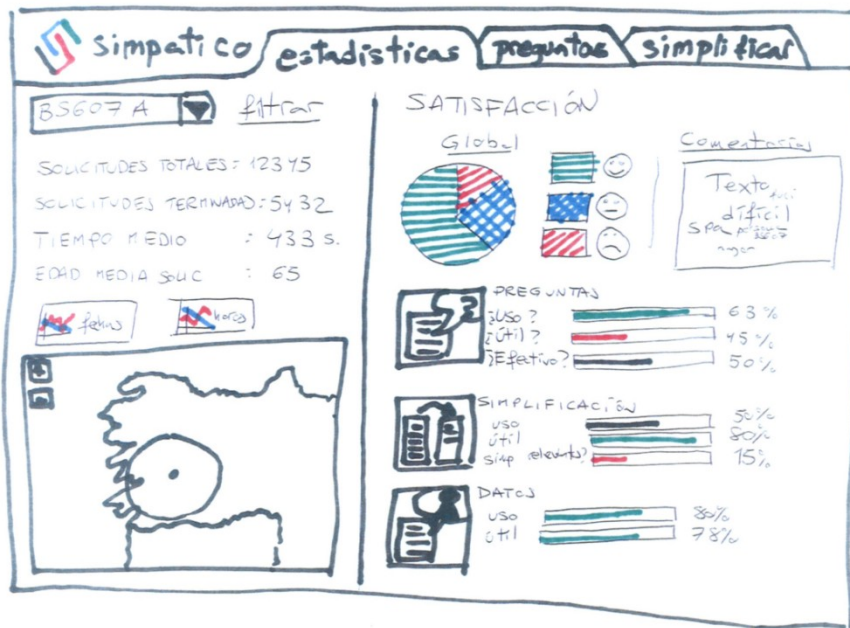
Antes de enseñar diseño (10-15m)



- Recuerdo general (abstracta, sin mostrar nada) del Dashboard: Objetivos generales, capacidades técnicas.

- Vistas las nuevas capacidades, ¿se podría hacer algún cambio?
 - Guiado

- Conexión con QAE





me parece una abstracción de documentación administrativa

¿me parece una abstracción de documentación administrativa?

preguntar

Preguntas Diseño

Preguntas extra (si hay tiempo)

- El sistema ahora se llama Monitor de Servicio Electrónico ¿Cuál sería un nombre apropiado?

Gestor de Eficacia, Valoración, Evaluación

- ¿Usaría esta herramienta para valorar cómo está funcionando un servicio que tuviera que monitorizar? ¿Con qué frecuencia? ¿Cómo sería el uso (dispositivo, verlo sola/o vs. verlo en grupo)?

B.2 REPORT 2 – Introduction and background

This document summarizes the engagement activities undertaken in May 7th, 2018 in the SIMPATICO pilot in Galicia, Spain.

The Galician pilot for SIMPATICO is based around the needs that certain collectives have when dealing with e-services with the administration in the region of Galicia, in north-western Spain. Galicia is an autonomous community of Spain and historic nationality under Spanish law. It has a population of 2,717,749 inhabitants and has a total area of 29,574.4 km² (2016). The population is sparsely distributed and ageing, so the e-services have potentially a great impact on the popularization of some offerings for the people living there:

The sparse distribution of the population, especially in the rural centre of the region, is a result of people often migrating to the richer coastal areas and other Spanish regions. This has resulted in large rural areas with a low population density, where the access to public services is harder.

An aging population: Galicia is third from bottom in Spain in aging perspectives as noted by the EU (just 1.1 children per woman compared to the 1.4 average in Spain, while the zero growth threshold is 2.1). Latest data also show a big gap in the use of e-services in the Galicia region between the segment of population older than 55 with respect to rest of people: while 66.63% of the people between 30 and 39 years has used e-services during the last year, this rate is only 13.81% for people older than 55 years.

Based on these needs, the project delivered three pilot e-services enabled with SIMPATICO technology. These were:

- **BS607A**: an e-service to book wellness services (spas) mainly targeted at the older segment of the population.
- **BS613B**: an e-service to foster the acquisition of materials and services for collectives with functional diversity.
- **BS611A**: an e-service to assess people's disability

To evaluate these services, we worked in collaboration with three associations based in Galicia:

- **FEGAUS**: an association of retired university students. This corresponds to a high digital literacy segment of *elder* people.
- **ATEGAL**: a general association of retired people. This corresponds to the numerous demographic group of older people with less digital literacy and usually living in rural areas, one of the most important in Galicia.
- **COGAMI**: an association of people with functional diversity with no age distinction.

The main evaluation period for the second iteration of SIMPATICO was planned with the associations to happen during late October 2018. In addition to the 'official' sessions, several side engagement events were organized in that period. This document corresponds to a session organized with people from Xunta and Galician associations in order to assess the suitability of the SIMPATICO technology to be used in an extensive trialling during the second half of October.

B.2.1 Purpose and objectives

The general objectives of this Citizenpedia population session with real users were as follows:

- Obtain the first questions and answers for the Citizenpedia. This will help attract other citizens to use Citizenpedia.
- Check if the Citizenpedia had programmatical bugs.
- Receive feedback from representatives of the associations taking part in the session, i.e. FEGAUS, ATEGAL and COGAMI, and from the civil servants, so that Citizenpedia can be refined for the actual piloting execution.

B.2.2 Methodology

On Monday 7th May, at the Escola Galega de Administración Pública (EGAP) / Galician School of Public Administration site, in Santiago de Compostela from 10:00 to 11:30, a Citizenpedia population session of the SIMPATICO project took place.

From the SIMPATICO side the following representatives attended:

- University of Deusto
 - Koldo Zabaleta
 - Enrique Sanz
- HIB:
 - Raúl Santos de la Cámara
- Xunta de Galicia
 - Luis Miguel Vazquez
 - Cristina Benita Alonso
 - Antonio Pereira

Members of the following three associations attended to the session:

- FEGAUS – Galician Association of Senior University Students
 - Responsible: Alejandro
 - Number of attendants: 7 participants + one representative for the association
- ATEGAL – Galician Cultural Association for Lifelong Learning
 - Responsible: Paula
 - Number of attendants: 6 participants + one representative for the association
- COGAMI – Galician Association for Disabled People
 - Number of attendants: 6 participants + one representative for the association

The session was as follows:

- 1. Presentation of the SIMPATICO Project.** The coordinator of the session presented the objectives of the SIMPATICO project and the Galicia Pilot.
- 2. Presentation of the Citizenpedia and a tutorial of how to create, modify, delete and search for questions and answers.** The coordinator created a new question on Citizenpedia and an answer to it. After that he explained how to modify or search for one.
- 3. Familiarization with the e-services. An e-service was assigned to each association.** For five minutes the participants could access to all the information about the e-service in the Xunta Portal.

4. **Create questions and answers in the Citizenpedia related to e-services.** Participants had twenty minutes to ask questions with their doubts after reading the information about the e-service. Once they created their questions, they could read the ones other participants did and they had the opportunity to answer them.

The methodology for the session (10:00-11:30) was a participatory classroom with computers with access to internet using a web browser. All the participants in the session and the two coordinators (Koldo Zabaleta from University of Deusto and Raúl Santos from HIB) were in the room and the actions undertaken by the presenters were mirrored by the technicians and monitors to understand how each component worked.

The participants were a very demanding group from a technological point of view, composed of elderlies and people with disabilities. As a consequence, several limitations of the provided solution from the usability point of view were identified.

B.2.3 Stakeholder participation

The participation included the following collectives of interest for the Project:

Stakeholder Group	Description
Companies (as in associations of users)	<p>The associations are active in several roles:</p> <ul style="list-style-type: none"> • Mobilising the users for the trials. They pre-selected users that were representative for the Citizenpedia population session. Attending to this session helped them frame the final trial sessions and select more relevant users. • Collecting useful experimental information during the process from the users and on their own behalf (feedback to be used by developers later on to fine-tune the system for future sessions).
SIMPATICO Developers	<p>The SIMPATICO development team was active during the session for two main purposes:</p> <ul style="list-style-type: none"> • Setting up the technical infrastructure for the Citizenpedia population session. • Taking note of the miss-adjustments of the session and underlying infrastructure to address them before the evaluation is launched.

B.2.4 Overview of outcomes

In this section we gather some of the outcomes of the session.

Input/feedback from stakeholders

Participants did the following contributions to Citizenpedia during the session:

- 64 new questions

- 11 new answers

Once the session was finished, members of the Xunta that participate in the SIMPATICO project removed 8 duplicate questions and added answers to ten of the questions created by the participants.

The following feedback was gathered from participants or detected through the questions formulate by participants in the session:

- Participants wanted/expected an automatic response to the questions they made, like if it was a chat.
- They don't know if they should should trust in some of the answers that appeared in the Citizenpedia.
- They had problems to go back to the main page after doing a search of questions and answers. This is a usability problem.

Analysis of results

This session served to feed the Citizenpedia with the first questions and answers of citizens in the pilot of Galicia. The creation of more than 60 questions and the first answers also served to civil servants to use Citizenpedia in a real environment and to check what the main questions about the e-services were, participating actively answering some of them.

From a technical point of view this session was useful to the developers to detect a very few of programmatical bugs. Also, some usability issues were raised which are going to help in the improvement of Citizenpedia.

B.2.5 Lessons learnt

The following lessons were learnt by the organizing team during the event:

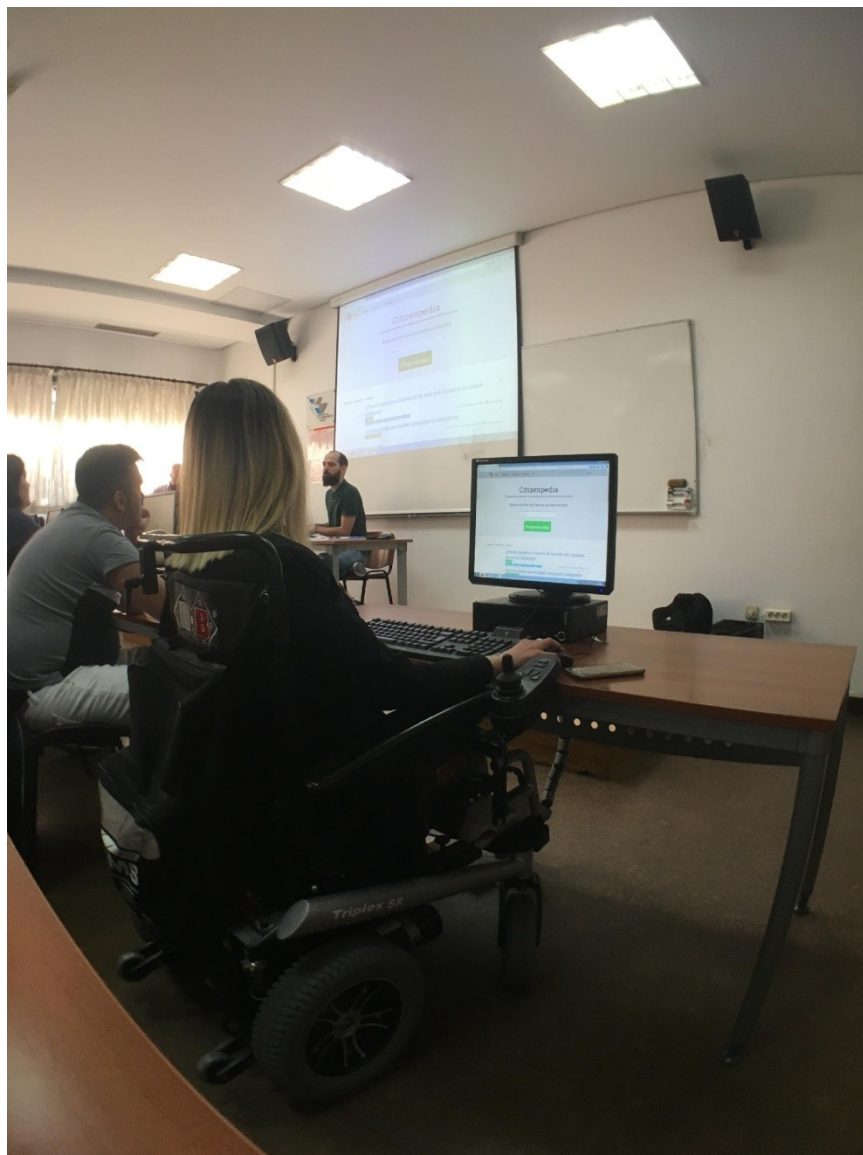
- It is important to have an administrator that supervises the questions in order to delete duplicate ones or modifies them to correct obvious (i.e. spelling) errors. Although is improbable to have a person that can answers the question in real time, the time spent between the question the citizen does and the answer the civil servant gives should be low because the citizens want a quick response
- Citizens want to know the quality of the answers and Xunta is also interested in highlighting the answers given by civil servants in order to strengthen the credibility of the institution.
- Citizens really want to contribute adding questions and answers to Citizenpedia. New activities should be launched in which citizens can add new questions and answers but with no intervention of the SIMPATICO partners during those.
- The improvements done in the usability of the Citizenpedia have allowed to reduce the errors related to them, even so new usability aspects have been detected. This confirms that the work in the usability and inclusiveness is having good results and we must continue working on it.

B.2.6 Next steps

The next steps for the Galicia pilot are the final checks for the realization of the evaluation sessions in late October 2018, including the engagement activities with citizens and civil servants.

B.2.7 Annex I: Pictures taken during the pre-evaluation session

The following pictures were captured during the session:





B.3 REPORT 3 – Introduction and background

This document summarizes the training session activities undertaken on September 17th in the iteration 2 evaluation of the SIMPATICO pilot in Galicia, Spain.

The Galician pilot for SIMPATICO is based around the needs that certain collectives have when dealing with e-services with the administration in the region of Galicia, in north-western Spain. Galicia is an autonomous community of Spain and historic nationality under Spanish law. It has a population of 2.717.749 inhabitants and has a total area of 29.574,4 km² (2016). The population is sparsely distributed and ageing, so the e-services have potentially a great impact on the popularization of some offerings for the people living there.

The sparse distribution of the population, especially in the rural centre of the region, is a result of people often migrating to the richer coastal areas and other Spanish regions. This has resulted in large rural areas with a low population density, where the access to public services is harder.

An aging population: Galicia is third from bottom in Spain in aging perspectives as noted by the EU (just 1.1 children per woman compared to the 1.4 averages in Spain, while the zero-growth threshold is 2.1). Latest data also show a big gap in the use of e-services in the Galicia region between the segment of population older than 55 with respect to rest of people: while 66.63% of the people between 30 and 39 years has used e-services during the last year, this rate is only 13.81% for people older than 55 years.

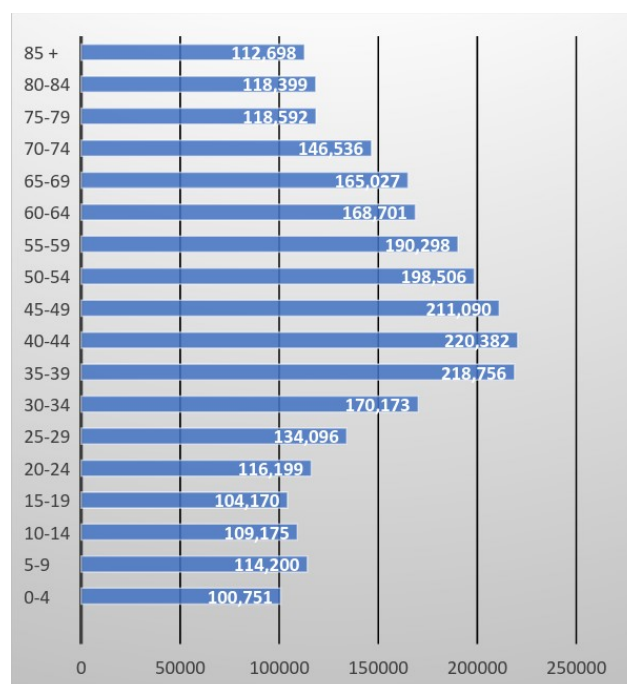


Figure 42: Number of citizens per age group

In this field, Xunta has worked during the last years to promote the planning and joint usage of equipment, programs and innovative social services, including e-services, at the Spanish-Portuguese level, to early detection of future dependency needs and the promotion of active and healthy ageing. Also, it is currently working to mitigate the consequences of the demographic change and the provision of social services.

Xunta has a digital platform called “Sede Electrónica”⁸ (digital site of Xunta) and made up by an e-service ecosystem. Through this platform citizens can present several applications.

Usually, the main lifecycle of these applications is structured into five main steps:

1. Dissemination and publication of the procedure in DOG (Diario Oficial de Galicia)⁹.
2. At the same time, the e-service related to the opened procedure is published
3. Citizens fill application forms and all the corresponding information to apply to the procedure. They can use e-services or they can present all the information through the traditional method: going to the corresponding administration building.
4. A citizen can present an appeal when the application is not satisfied and he/she is not agree.
5. The appeal is studied and resolved.

Even though the final result of both traditional and digital methods is the same (a set of filled forms), Sede Electrónica is not commonly used as a main method.

⁸ <https://sede.xunta.es/portada>

⁹ <http://www.xunta.gal/diario-oficial-galicia>

Aligned with this issue, Xunta recently adopted a new strategy called Digital Inclusion of Galicia in 2020 on 21 April 2016¹⁰. It addresses the challenge of promoting a new model of digital inclusion, with integrated actions for promoting new technologies and teaching their usage, paying special attention to those groups (i.e. elderly) traditionally at risk of digital exclusion. This Plan is divided into three main strategic axes: (1) digital literacy, (2) training and (3) social, participatory and digital innovation. And a transverse axis where SIMPATICO is located: structural support.

The alignment between SIMPATICO and the main strategic axes is focused on: (1) increasing the learnability and ease of use of e-services and software platforms to enhance digital literacy and training through the interface simplification (SIMPATICO interactive front-end) and (2) on the social side, promote participatory and digital innovation through the human computation framework (SIMPATICO Citizenpedia).

Currently the number of electronic submissions is considerably smaller than the ones made physically. Consequently, Galicia cannot reach a number of electronic ones in short term.

Due to the low usage of e-services by elderly people, training and literacy tasks have been performed. Thus, replicated e-services have been deployed at several Xunta's locations, such as the provided by the CeMIT network¹¹, which make available training activities in the field of digital literacy and entrepreneurship.

Within this solution, this controlled environment enabled us to achieve two main purposes: (1) literacy and dissemination and (2) the SIMPATICO solution validation in terms of usability focused on groups that have the highest difficulties. Due to the usage of such a training environment, the submitted requests are not further processed by the administration.

To make easier the achievement of the mentioned aims, several steps have been followed.

First, e-services have been selected, studied and replicated in order to provide a more controlled environment to obtain explicit and detailed information about usability issues, feedback and improvement points.

Based on these needs, the project delivered three pilot e-services enabled with SIMPATICO technology. These were:

- **BS607A**: an e-service to book wellness services (SPAs) mainly targeted at the older segment of the population.
- **BS613B**: an e-service to foster the acquisition of materials and services for collectives with functional diversity.
- **BS611A**: an e-service to analyse, evaluate and, finally, recognize the disability degree.

To evaluate these services, we worked in collaboration with three associations based in Galicia:

- **FEGAUS**: an association of retired university students. This corresponds to a high digital literacy segment of elder people.

¹⁰ http://fatedixital.xunta.gal/sites/default/files/documentos/Plan_Inclusion_Dixital_Galicia.pdf

¹¹ <https://cemit.xunta.gal>

- **ATEGAL:** a general association of retired people. This corresponds to the numerous demographic group of older people with less digital literacy and usually living in rural areas, one of the most important in Galicia.
- **COGAMI:** an association of people with functional diversity with no age distinction.

The main evaluation period for the second iteration of SIMPATICO was planned with the associations to happen during September 18th through October 11th 2018. This document reports the organization, methodology and training contents shown on the training session of September 17th in order to be used for these evaluation sessions, undertaken finally between September 18th to October 18th 2018 by almost 300 persons all around Galicia in over different locations and coordinated not only by SIMPATICO personnel but also by a dedicated and trained network of user associations. This report needs to be considered in conjunction with the others reports of the project deliverable D6.6 (pre-evaluation tests, Citizenpedia population, Focus group and evaluation tests) in which more detailed figures are provided on the KPIs and other quantitative evaluation results.

B.3.1 Purpose and objectives

The purpose of the training session for the iteration 2 evaluation of SIMPATICO in Galicia was to provide the materials and the instructions to the technical coordinators of the three associations in order to manage and support the tests on the implemented version of the technology platform and to evaluate the adequacy of the design and solution in close-to-real scenarios.

The detailed goals were as follows:

- Explain how to **set up a computer for testing**. In order to simplify the testing environment a portable browser (chrome) has been embedded. Therefore, with the following advantages: an only element to use, this browser has everything necessary to carry out the test. An email was sent to each coordinator with the browsers customized for the tests: one with for SIMPATICO tests and other for non-SIMPATICO tests.
- **Present all the material** that will be used during the tests and its formatting. Most of the documents were both in Spanish and Galician. This material is a sort of these documents: instructions for the coordinators of the session, presentations, project information sheets and consent documents, model data (sheets with data of fictitious users that the participants will use so they do not have to use are real data) and other documents and videos to prepare the sessions.
- **Simulate** the performance of the test on the replicated environment like the portal of Xunta

B.3.2 Methodology

The training session was attended using Skype multi-conference in order to foster the using of new technologies and to be a more simple way to meet all the participants of many scattered places.

Since as discussed in the project deliverables using a real e-service from Xunta was out of the question for logistical reasons (e-services depend on a different public body and they are constrained by very strict guidelines that preclude installing on the production servers research-grade components such as SIMPATICO's) it was decided to perform tests on a testbed mirror with a **replica** of the Galicia e-services. They were then reproduced so that their overall Look and Feel was the same for end-users. This was done **twice** for each service: one that only included the original e-service's

functionalities (consequently labelled the '*control*' e-service) and another that included the full deployment of SIMPATICO's components (from now on the '*intervention*' service).

It is important to note that all evaluation sessions for the three associations and Xunta would follow the same basic script:

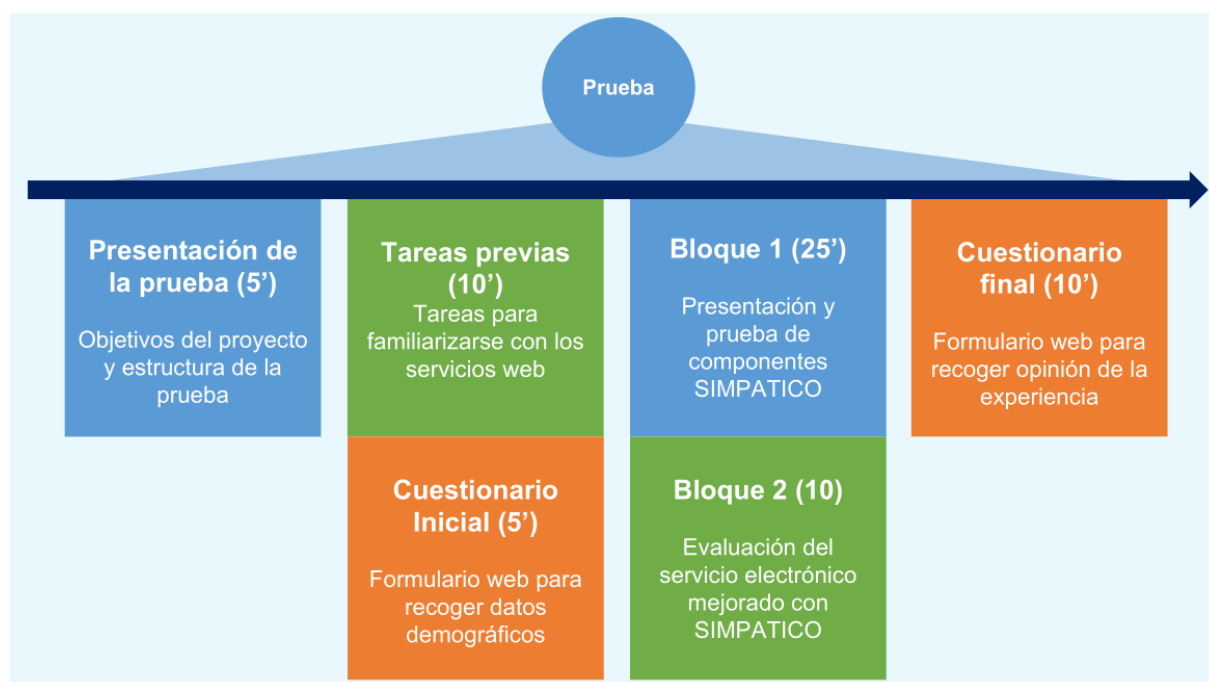


Figure 43: Stages of the test

The test had four consecutive stages, represented as the columns in the diagram:

1. Presentation of the test, in which the whole SIMPATICO project and evaluation session are summarily presented.
2. First contact with the provided materials for the web services and filling in of a preliminary (demographic data) questionnaire.
3. Explanation of the mechanics of the SIMPATICO components (where applicable, this is absent for the control group) and the tasks to comply during the tests. Realization of the tasks on the replica e-service.
4. Final questionnaire (satisfaction and feedback). Questionnaires for each group of interest differed based on their profile.

The approximate time limits for these stages are represented in the diagram (5, 10, 5, 25, 10 and 10 minutes respectively), totalling to around 60-65 minutes, but in practice and given the particularities of each session this was flexible: users with disabilities were generally slower filling in e-service forms and the questionnaires so they were given more time, where the civil servants were generally very fast as corresponds to a user group with greater computer literacy and knowledge of the procedures and data associated to each e-service.

In the training session, we use a presentation document via Skype. In the **Annex I**, we detail the contents of this document.

B.3.3 Stakeholder participation

The participation in the training session included the following collectives of interest for the Project:

Stakeholder Group	Description
Public Administration	The PA was involved for the training session to reinforce the importance of the project.
SIMPATICO Developers	The SIMPATICO development team was active during the session for setting up the technical infrastructure for the SIMPATICO trials, deploying the e-services replicas, with SIMPATICO for the intervention group and without SIMPATICO for the control group.
Citizens (Associations)	<p>The Associations are the main stakeholder of this session because they contribute to the execution of the tests by citizens in a controlled environment.</p> <p>Citizens were the main target of the evaluation session. They were divided in groups for both e-services and both test groups (with SIMPATICO and without SIMPATICO) so that the total figures were balanced and in accordance to the testing procedure.</p> <p>In addition to the SIMPATICO testing, users had to fill in some questionnaires. The first gathered general and anonymised demographic information such as age, level of education and experience with e-services. The second focused on feedback upon the finalisation of the test: satisfaction, pain points and comments to the SIMPATICO team.</p>

B.3.4 Overview of outcomes

The main outcomes of this short session are the material and the feedback of the associations.

Testing material delivered at the end of the training session

Most of the documents were both in Spanish and Galician. This material is a sort of these documents distributed in folders contained in a zip-document that was sent by email:

- **Model data:** In this folder there is a very extensive document which contains all the data that the participants have to use. There are more fictitious users than participants in the tests.
- **Documentation.** This folder includes information about the project and the consent documents that the participants must sign. The documentation has two versions, one in Spanish and one in Galician.
- **Presentations.** This folder includes the two presentations to be used by the coordinators. One for the sessions WITH SIMPATICO and another one for the sessions WITHOUT SIMPATICO. You also have them in two versions, one in Spanish and one in Galician.
- **SIMPATICO Training.** This document includes the document explaining how to use each SIMPATICO component. There is one version in Spanish and one in Galician.

Additionally, several **videos** have also been created that explain how they work.

On the other hand, we also indicate the links from where to download the files that contain the **portable browser** that allows access to both the questionnaires and the procedure object of the tests of each association.

In **Annex II**, we detail the links for this material.

Input/feedback from stakeholders

The main feedback of the stakeholders, particularly, associations is the need of a simple instructions document. Therefore, FEGAUS send to the Technical Equipment a simple proposal of this document that was also distributed to other associations.

B.3.5 Lessons learnt

The following key lessons were learnt by the SIMPATICO team during the training session:

- A simple guide to install the software was a good help to the user to install the test environment. Therefore, we should consider simplifying and guiding all the instructions of the tests.
- There were a few technical problems related to the different software environment in the computer of the users. These problems exist although we use an embedded environment to minimize them. Therefore, a technical assistance would improve the testing execution if it is available. A remote assistance tool should be a good idea to help citizens with the electronic services.
- The sessions methodology improved by leaps and bounds when compared to the pre-evaluation sessions held in May by introducing strategic changes (e.g., presenting the documentation in printed in paper rather than on the electronic document).
- Data capture was adequate and greater numbers of users could be mobilised for more statistically significant results by leveraging the e-learning expertise by associations such as FEGAUS.

B.3.6 Next steps

The next step from the training session is the iteration 2 testing of SIMPATICO which happen during September 18th through October 11th 2018.

B.3.7 Annex I: Document used in training session



B.3.8 Annex II: Links of some materials for the tests

These are the links of some materials used for the tests and delivered in the training session:

- Presentation without SIMPATICO:
 - <https://drive.google.com/file/d/1sCymAF8qGRLrpeNNSGOPZjrS4Jtiuyk/view?usp=sharing>
- Presentation with SIMPATICO:

- https://drive.google.com/open?id=1ncdnrkYAqJEFFp_5tLmkzlf2ih08HTyM

- Presentation of the training session:
 - <https://drive.google.com/open?id=1uYerXRbMuLUaJ6R0GELrabDLqt5hFJvH>
- Presentation Xunta web with SIMPATICO:
 - <https://drive.google.com/open?id=1xAKRPNim7kP7K9BshJ6W5ICDAVXBvnM7>
- Browser to tests with SIMPATICO (example personalized for FEGAUS):
 - https://drive.google.com/open?id=1oZT1zP1IJCznXorGM6s4i6VLmV_wo06F
- Browser to tests without SIMPATICO (example personalized for FEGAUS):
 - https://drive.google.com/open?id=1OY4y3qIG_pFNkmH9FeeYwZpnNJHZO01F

B.4 REPORT 4 – Introduction and Background

This document summarizes the engagement activities undertaken on October 11th 2018 in the iteration 2 evaluation of the SIMPATICO pilot in Galicia, Spain.

The Galician pilot for SIMPATICO is based around the needs that certain collectives have when dealing with e-services with the administration in the region of Galicia, in northwestern Spain. Galicia is an autonomous community of Spain and historic nationality under Spanish law. It has a population of 2.717.749 inhabitants and has a total area of 29.574,4 km² (2016). The population is sparsely distributed and ageing, so the e-services have potentially a great impact on the popularization of some offerings for the people living there:

The sparse distribution of the population, especially in the rural centre of the region, is a result of people often migrating to the richer coastal areas and other Spanish regions. This has resulted in large rural areas with a low population density, where the access to public services is harder.

An aging population: Galicia is third from bottom in Spain in aging perspectives as noted by the EU (just 1.1 children per woman compared to the 1,4 average in Spain, while the zero growth threshold is 2.1). Latest data also show a big gap in the use of e-services in the Galicia region between the segment of population older than 55 with respect to rest of people: while 66.63% of the people between 30 and 39 years has used e-services during the last year, this rate is only 13.81% for people older than 55 years.

Based on these needs, the project delivered two pilot e-services enabled with SIMPATICO technology. These were:

- **BS607A**: an e-service to book wellness services (spas) mainly targeted at the older segment of the population.
- **BS613B**: an e-service to foster the acquisition of materials and services for collectives with functional diversity.

To evaluate these services, we worked in collaboration with three associations based in Galicia:

- **FEGAUS**: an association of retired university students. This corresponds to a high digital literacy segment of elder people.

- **ATEGAL**: a general association of retired people. This corresponds to the numerous demographic group of older people with less digital literacy and usually living in rural areas, one of the most important in Galicia.
- **COGAMI**: an association of people with functional diversity with no age distinction.

B.4.1 Purpose and objectives

The purpose of the session documented in this report was to get the feedback from Xunta de Galicia on the results of the project. The event consisted on a dedicated session undertaken with the staff of Xunta de Galicia who are in charge of running the administrative procedures in the PA. They were contacted so that an additional testing session, complementary to the one established with citizens, could be done. The core goal was to gather feedback from their point of view as well as to validate the module particularly designed for them (the *e-Service Monitor* or **eSM**).

The detailed goals were as follows:

- Collect **qualitative feedback** on the appropriateness of the eSM module. This was related to the pertinence of the software for its intended use as well as the detailed usability aspects of the system.
- Collect **qualitative feedback** on the perceived benefits of the aforementioned modules. For this purpose, an open ended inquisitive methodology was established and the results were collected in subjective terms.
- Evaluate the followed **work process** with Xunta de Galicia during the **iteration 2** focusing on the benefits of **participatory co-design**. This methodology was established during iteration 1 and completed in this final iteration so an evaluation of its positive and negative aspects was crucial to document the overall process.

B.4.2 Methodology

The used methodology for the evaluation of eSM and the co-creation process was detailed hands-on sessions with the results with a group of 16 civil servants provided by Xunta de Galicia. The 16 servants were sub grouped in smaller groups of 6, 6 and 4 to facilitate the moderation. The sessions were done in place in the Xunta premises in Santiago de Compostela, Spain, in which the civil servants work on a daily basis. The civil servants work for different divisions of Xunta de Galicia. The majority of them (~70%) had not participated in previous evaluation sessions of SIMPATICO. A detailed attendance list is presented in Annex I: Attendance list.

There was one moderator in the session, one of the SIMPATICO researchers. He remained in the room at all times and answered questions of the participants except on the questions related to the SUS questionnaire.

The test consisted on four consecutive stages, represented as the columns in the diagram:

1. General Presentation of SIMPATICO, as many of the participants did not know about the project (5 minutes). Performed by the *moderator*.
2. Presentation of the SIMPATICO system for (a) citizens, performing a sample run through the functionalities of the services empowered with SIMPATICO tools and (b) the eSM module as it presented information captured in the sessions of the evaluation performed in the previous weeks. (15 minutes). Performed by the *moderator*.

3. Free form hands-on session with the eSM module. Each participant had a computer and could freely interact with the eSM component. (10 minutes)
4. Questionnaire filling in. A questionnaire (presented in Annex II: Questionnaire for evaluation). Users answered without the assistance of the moderator in any case (10 minutes).
5. Focus group (materials presented in Annex III) in which open ended questions related to various topics such as pertinence and satisfaction were formulated and the results used to further the conversation (raw results in Annex III). (25-30 minutes). Performed by the moderator and the full team of staff of Xunta.

The approximate time was in total around 60-65 minutes. This needed to be kept strictly under control because the persons undertaking the evaluation did abandon their positions during the SIMPATICO tests so keeping to the scheduled time was important.

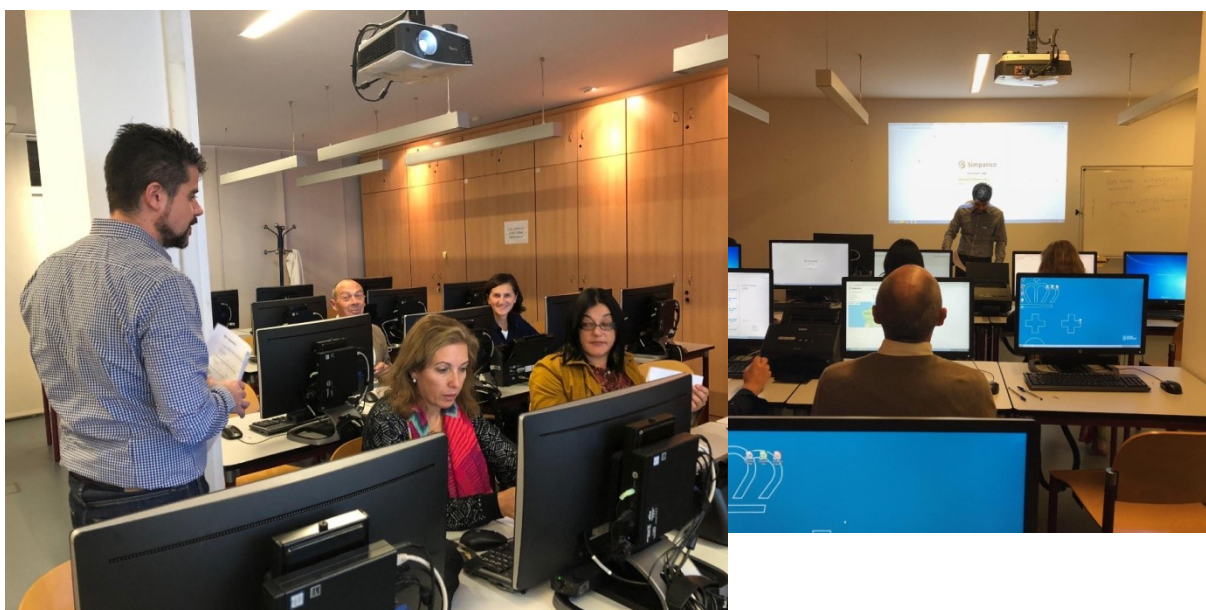
B.4.3 Stakeholder participation

The participation included the following collectives of interest for the Project:

Stakeholder Group	Description
Public Administration	The PA were involved for the execution of evaluation trials exclusive to the civil servants. This was done with 16 civil servants with the aim of gathering their qualitative impressions on the services proposed by SIMPATICO (citizen e-services) and specifically on the eSM module, which was the core object of scrutiny. They were put through a more in-depth study by means of a dedicated focus group to involve them in the participatory co-design of the interactive elements that they would use.
Companies (as in associations of users)	Not participating directly but accounted for in the discussion as stakeholders in the entire SIMPATICO-Galicia pilot.
SIMPATICO Developers	The SIMPATICO development team was active during the session for leading the focus group to gather information from the PAs.
Citizens	Not present in the event but accounted for during the discussion as integral targets of the SIMPATICO-Galicia pilot.

B.4.4 Overview of outcomes

In this section we gather some of the outcomes of the session conducted in October 11th 2018.



As stated in the previous sections, three focus groups were conducted with participants in the stakeholder groups for Public Administration. In **Annex III** we detail the materials used and the notes taken during the discussion that was held in the session.

Written questionnaire results

The results of the SUS questionnaire are available in **Annex IV**. The conclusions are as follow:

Average Group 1	64,17 / 100
Average Group 2	75,83 / 100
Average Group 3	66,25 / 100
Average total	69,06 / 100
Standard deviation	17,39
Highest	92,50 / 100
Bottom	42,50 / 100

Using the SUS scoring protocol, groups 1, 2 and 3 all rate between 64 and 76 points of a maximum of 100. The global average is **69,06**. This is slightly above the mean for SUS tests, which is estimated at 68, so we can claim that, usability-wise, our system for eSM is reasonably usable but still not brilliant. However it can be seen how the standard deviation for this result is high (17,39 percentual points) and the extremes are quite far apart (ranging from 42,5 to 92,50) which leads to think that a larger sample or A/B testing between implementations of the system might be beneficial to fully understand the implications.

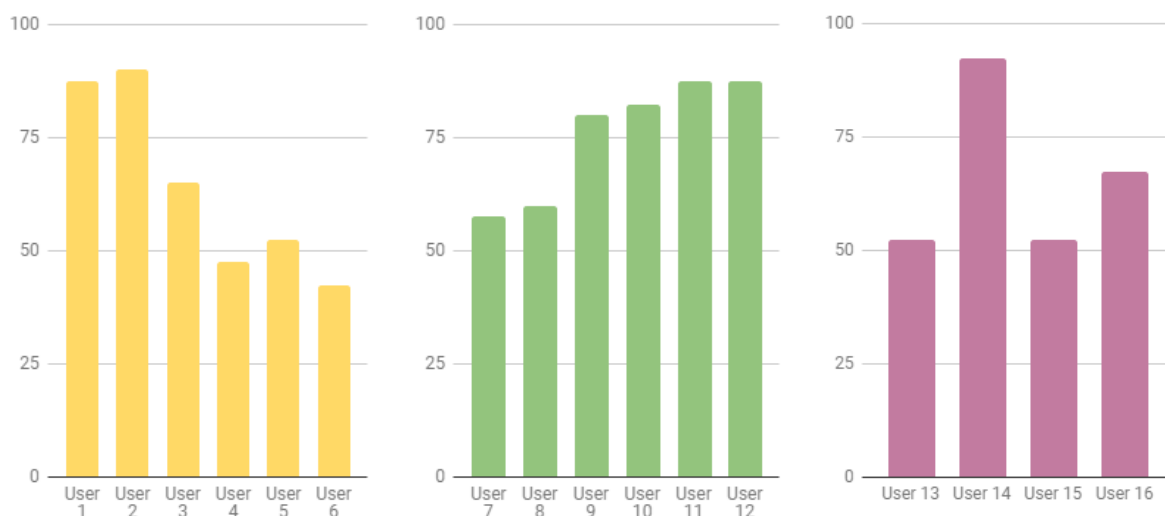


Figure 44: SUS score per user

Figure 44 presents the full SUS score per user for all users in the three groups.

Regarding the non-SUS questions, we did normalize them and analyse their averages:

(English) Text of the Question	Average (0-10)
Q11: "I believe this tool improves on the ones I have now to evaluate e-services."	5,83
Q12: "I think that this tool could be taken to my real world workflow in Xunta."	7,03
Q13: "I appreciate that the design of this tool takes into account the opinions of its users."	9,53

It can be observed how the users are not strong believers in that the eSM improves on the tools that they use to evaluate the e-services. This is interesting since they don't use dedicated tools for this task in their daily work. They however are strong believers in that the tool could potentially be adopted in their work. This indicates that more work could lead to interesting results on the efficiency of the tools for Xunta.

Lastly, they are absolutely enthusiastic (9,53 points over the total of 10) on the usage of participatory design in this task. This is something that was further investigated in the open sessions and could lead to new project opportunities that focus on these lines of research for better results.

Open question focus group results

The most relevant results from these sessions which are fully annotated in the materials in Annex V are as follow.

1. All groups: agree on **global usefulness** of SIMPATICO and eSM: this might be partially induced by the Acquiescence or Pro-Innovation bias (e.g., users are more likely to value positively questions, especially if they present new work). However, this was markedly more positive from the Focus Group in 2017, in which participants were much more sceptical and at least one walked without completing the Focus Group activity.
2. All groups: number of **questions per paragraph** is a most useful metric: this is related to one of the key functions in eSM (providing per-paragraph statistics of the questions asked by the citizens in the QAE). This is very interesting, was detected by the civil servants already in the pre-evaluation session and could lead to new development lines for the interactive components.
3. All groups: **skeptical** about link with **AMTEGA** (Xunta's IT department): this is not relevant for SIMPATICO since the Xunta personnel involved is only from the operations side of e-services (e.g., persons facilitating citizens the access to services) while AMTEGA take care only in the ICT aspects of the e-services. However, this is a very relevant aspect of the evaluation that signals a strong disconnect between both sides that possibly leads to less than optimal results for Xunta overall (let's remind that the e-services currently deployed by Xunta are used by just some tens of citizens in the region). It is expected that better collaboration would lead to better services and so, better engagement of the citizens.
4. All groups: happy to participate and **strong believers in co-design**: This was unanimously lauded by the groups. It's important because it validates the utility of this process that we have chosen to emphasize in the Galicia pilot. Civil Servants are happy to work hand in hand with the IT team (in this case SIMPATICO, substituting for the project activities for AMTEGA, the local IT team) and the citizens to co-create a better, more inclusive solution.
5. Two groups independently: storing **partially complete forms** is a major help. This was not one of the objectives in SIMPATICO, but it was implemented due to its very low cost in terms of effort. Eventually, it surfaced as one of the major pain points detected by civil servants, so any solution that could be exploited in the future along the same lines as SIMPATICO should take it as a high priority.
6. Two groups: premise of **QAE is very risky** (citizens can be ignorant/malicious). This already happened in 2017 and, despite efforts to increase the visibility of moderation and qualified answers in the system. The civil servants had reservations to whether this could be confused for Xunta sanctioning all answers as correct. More effective labelling of results, disclaimers of use and moderation of the user comments are still required to improve this or else the discontinuation of the effort.
7. Two groups: eSM information more relevant to **higher ranking servants**. Apparently the solution we designed could be even more useful for yet another stakeholder: the overarching manager of the civil servant teams. This is usually a political position that requires considerable data to evaluate if e-services and the underlying services by Xunta are effective and well-functioning. Future versions of SIMPATICO could then incorporate as much as possible this collective.
8. Minor usability issues were also detected by the civil servants.
 - a. A visual **wizard** help would be well received to help first time users.
 - b. Button to link to QAE/CTZP is very unclear, **tags** not clear either
 - c. Star may not be clear to **QAE upvoting**: propose heart or Facebook like button.
 - d. Questions could be **automatically classified** into a FAQ
 - e. **WAE usage** is very positively received

B.4.5 Lessons learnt

The following key lessons were learnt by the SIMPATICO team during the events:

- Participatory design is not only well-received but extremely useful. In retrospect, it should have been part of SIMPATICO even from the proposal stage as it would have focused the effort very much on the real pain points of the civil servants. It is also useful for developers to prioritise the effort during the execution of the project.
- +The tools for the civil servants are well received but since they are still a rarity in their day to day operation (much of which is conducted via traditional means) it requires additional effort so that they are integrated in the workflow. A more realistic piloting (e.g., instrumenting real services) would be required.
- Also, in a system monitor such as the one produced for eSM, the quantity of data is a strong issue. Even while the results were populated by more of 300 users in the weeks previous for the focus group, some of the data that was captured was still insufficient (e.g., only ~40 questions in total are available in the QAE). This presents a problem for effectively visualizing some of the tools that are provided in eSM as the overall information is still very low. In a real service, used by tens of thousands, the provided insight would be much more informative.

B.4.6 Next steps

After this evaluation sessions, the Galicia Pilot has almost completed its activities for the final iteration of the SIMPATICO project. Some extra reduced scope evaluation sessions are planned for Q4 2018 to validate some components and tools that were not ready during the execution of iteration 2. We will use these to piggyback some extra evaluation of eSM so that our insights in this documented are preliminarily tested in the field. The final result of the eSM development will be presented to the EC in the **SIMPATICO Final Project review on the 22nd of February 2019**.

B.4.7 Annex I: Attendance list

There exists a signed list of attendees to the sessions, which has been removed for privacy issues (it contains signatures and personal data of the attendees).

The annotated numbers in the sheet were used only in the counting process and were not tracked to ensure the anonymity of the process. The division per groups noted in the right hand side corresponds to the real groups established.

B.4.8 Annex II: Questionnaire for evaluation

What follows is a scanned copy of the questionnaire for the evaluation as presented to the participants:

SIMPATICO: pruebas de usuario de e-Service Monitor

1. Creo que me gustaría utilizar con frecuencia esta herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Encuentro la herramienta innecesariamente compleja

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Pienso que es fácil utilizar el herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Creo que necesitaría del apoyo de un experto para utilizar la herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Encuentro las diversas posibilidades de la herramienta bastante bien integradas

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Pienso que había demasiada inconsistencia en la herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Imagino que la mayoría de las personas aprenderían muy rápidamente a utilizar la herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Encuentro que la herramienta tiene demasiada funcionalidad

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Me siento muy confiado en el manejo de la herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Se necesitan aprender muchas cosas antes de manejarse con la herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Creo que esta herramienta mejora las que tengo actualmente para evaluar los servicios electrónicos.

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Creo que se podría llevar a la realidad de mi trabajo en la Xunta esta herramienta.

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Valoro que se consulte a las personas usuarias para el diseño de la herramienta

1: Completamente en desacuerdo	2	3	4	5: Completamente de acuerdo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The translated questions are as follows:

1. I think that I would like to use this tool frequently.
2. I found the tool unnecessarily complex.
3. I thought the tool was easy to use.
4. I think that I would need the support of a technical person to be able to use this tool.
5. I found the various functions in this tool were well integrated.
6. I thought there was too much inconsistency in this tool.
7. I would imagine that most people would learn to use this tool very quickly.
8. I found the tool very cumbersome to use.
9. I felt very confident using the tool.
10. I needed to learn a lot of things before I could get going with this tool.
11. I believe this tool improves on the ones I have now to evaluate e-services.
12. I think that this tool could be taken to my real world workflow in Xunta.
13. I appreciate that the design of this tool takes into account the opinions of its users.

The questions in the top block correspond to a standard SUS Questionnaire¹² while the ones on the bottom block correspond to ad-hoc questions to evaluate the pertinence and usefulness of the system formulated using a similar language to the SUS questions.

B.4.9 Annex III: Materials for the Focus Group

What follows is the materials for the focus groups. This includes some annotations taken during the execution in Spanish handwriting. A complete account of the results is given in section 5.

The translation for each set of proposed questions is as follows (note that in what follows three sets of the questions, one for each group, are delivered):

Translated script for the Focus Group

- ENTRY QUESTIONS
 - Short presentation of each person in the group
- GLOBAL QUESTIONS
 - Project SIMPATICO: general results (over 600 evaluated persons only in Galicia), 3 services, group tests and evaluations from home.
 - Valoration
 - Theoretical utility for Xunta
 - eSM Module. Global evaluation
 - Statistics tab
 - Questions tab
 - Co-design (participatory design). Global evaluation
 - Theoretical utility. Evaluation of implementation since first mockups in 2017.

¹² SUS Questionnaire in Usability.gov: <https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>

- Observed benefits
- Estimation of utility in Xunta-AMTEGA (IT division of Xunta) workflow. Identification of potential hurdles in the process.
- Global evaluation of SIMPATICO participatory methodology.
 - Results. Transition between lo-fi mockups and final designs.
 - Pinpoint one 'good' and one 'bad' detail.
 - What else could have been needed.
- EXIT QUESTIONS
 - (After the concept of eSM is clear) How would you call such a system?
 - How would you rather adapt the e-services to the users (without connection to SIMPATICO efforts)?

Scans of the notes taken

1

Preguntas de entrada

Al inicio – Grupo 1



- Presentación corta de cada persona en la mesa

*La gente se pierde → va a CT&P
(guardar formularios incompletos)
la estrellita no está clara*

1

Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1



- Proyecto SIMPATICO: resultados generales. >600 personas evaluadas solo en Galicia, 3 servicios, pruebas en grupo y desde casa.

- Valoración. *completo, interesante, quedados*

- Utilidad teórica. *→ grande, gente mejor se pierde*

1

Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1

- Módulo eSM. Valoración global.

+ W FARD visual

- Estadísticas.

→ + útil

- Preguntas.

estadísticas
resúmenes ++

enlace: CTZP?

Se pierden entre dashboards de eSM y CTZP

1

Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1



Simpatico



XUNTA
DE GALICIA

- Proceso de co-diseño. Valoración global.

muchas positivo

- Utilidad. Teórica Valoración de la Implementación entre 2017-2018.

*No, si, Simpatico, las preguntas son difíciles de hacer
preguntas + clasificadas ⇒ FAQ*

- Beneficios observados.

*vistas preguntas
clasificadas
NLP*

- Estimación de utilidad en proceso completo Xunta-AMTEGA. Estimación de obstáculos.

*AMTEGA por un
pro. satisfacción que "Aria" gusta*

1

Preguntas Globales

Con transparencias de mockups y de implementación final – Grupo 1



Simpatico



XUNTA
DE GALICIA

- Proceso de co-diseño. Valoración global.

- Resultados. Valoración de transición entre mockups low-fi y finales

No dio tiempo

- Un resultado 'bueno' y uno 'malo' de la implementación actual.

Preguntas → número por período

- Qué más hubiera hecho falta.

2 Preguntas de entrada

Al inicio – Grupo 1

- Presentación corta de cada persona en la mesa

serán pruebas post cuestionario
++++ moderación presents
++++ info falsa, incorrecta



2 Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1

- Proyecto SIMPATICO: resultados generales. >600 personas evaluadas solo en Galicia, 3 servicios, pruebas en grupo y desde casa.

- Valoración.

$\frac{1}{2} \frac{1}{2}$ tagada
 + guiado
 + CDV!!

- Utilidad teórica.



2 Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1

- Módulo eSM. Valoración global.

Util \approx tests, sele
+ Dire send obs

- Estadísticas.

- Preguntas.

— 3 —



guardar a neglige

2 Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1



errores de Amtega

• Proceso de co-diseño. Valoración global.

- Utilidad. Teórica Valoración de la Implementación entre 2017-2018.

Debes - Nunca ha podido

Proceso Amtega

- Beneficios observados.

Amtega → Formulación son muy erróneas, se aceptan a

- Estimación de utilidad en proceso completo Xunta-AMTEGA. Estimación de obstáculos.

cosas específicas

2 Preguntas Globales

Con transparencias de mockups y de implementación final – Grupo 1



• Proceso de co-diseño. Valoración global.

- Resultados. Valoración de transición entre mockups low-fi y finales

bien, bien

- Un resultado 'bueno' y uno 'malo' de la implementación actual.

+ : est-distribución, un buen punto

- : preguntas abiertas, etc. ver

- Qué más hubiera hecho falta.

tiempo por preguntas

Más info por preguntas

nube de tags
→ infantil (colores)
→ poco clara

3

Preguntas de entrada

Al inicio – Grupo 1

- Presentación corta de cada persona en la mesa


Simpatico


XUNTA
DE GALICIA

3

Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1

- Proyecto SIMPATICO: resultados generales. >600 personas evaluadas solo en Galicia, 3 servicios, pruebas en grupo y desde casa.

- Valoración.

- Utilidad teórica.


Simpatico


XUNTA
DE GALICIA

3

Preguntas Globales

Tras pruebas de eSM y presentación resultados SIMPATICO – Grupo 1

- Módulo eSM. Valoración global.

- Estadísticas.

- Preguntas.


Simpatico


XUNTA
DE GALICIA

B.4.10 Annex IV: Results of the SUS Questionnaire

Table 33 shows the full results from the SUS questionnaire:

Table 33: Results from the SUS questionnaire

		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13
Group 1	User 1	5	1	5	2	5	1	5	5	5	1	5	5	5
	User 2	5	1	5	1	5	1	5	4	5	2	4	4	5
	User 3	4	3	4	1	3	3	3	3	5	3	4	4	5
	User 4	3	3	4	5	3	3	4	3	3	4	3	3	5
	User 5	3	3	3	4	3		4	4	2	3		4	5
	User 6	3	4	2	3	3	3	3	4	3	3	3	4	5
Group 2	User 7	4	3	4	1	4	3	1	2	3	4	2	2	5
	User 8	3	2	3	2	3	2	4	3	3	3	2	3	3
	User 9	4	1	5	1	4	1	4	1	3	4	5	5	4
	User 10	5	1	5	1	4	3	4	4	5	1	5	5	5
	User 11	4	1	5	1	4	2	4	1	4	1	4	4	5
	User 12	3	1	5	1	3	1	5	2	5	1	1	1	5
Group 3	User 13	2	3	3	2	4	4	5	3	2	3	2	3	5
	User 14	5	3	5	1	5	1	5	2	5	1	3	4	5
	User 15	1	5	2	1	3	3	5	3	3	1	2	5	5
	User 16	4	1	4	4	5	1	3	4	4	3	5	5	5
		3,63	2,25	4,00	1,94	3,81	2,13	4,00	3,00	3,75	2,38	3,33	3,81	4,81

Columns Q1 through Q10 represent pure SUS questions, while Q11-Q13 are ad-hoc questions added to evaluate utility of the eSM for the civil servants. We see there are two missing responses for User 5 (Q6 and Q11). For Q6 an average middle result was used for analysis and for Q11 it was simply discarded.

Table 34 shows the normalized results following the SUS processing methodology for Q1-Q10. Q11-Q13 are normalized to the interval [0-4].

Table 34: Normalized results (SUS processing methodology)

User 1	4	4	4	3	4	4	4	0	4	4	4	4	4	87,5
User 2	4	4	4	4	4	4	4	1	4	3	3	3	4	90
User 3	3	2	3	4	2	2	2	2	4	2	3	3	4	65
User 4	2	2	3	0	2	2	3	2	2	1	2	2	4	47,5
User 5	2	2	2	1	2	5	3	1	1	2		3	4	52,5

User 6	2	1	1	2	2	2	2	1	2	2	2	3	4	42,5
User 7	3	2	3	4	3	2	0	3	2	1	1	1	4	57,5
User 8	2	3	2	3	2	3	3	2	2	2	1	2	2	60
User 9	3	4	4	4	3	4	3	4	2	1	4	4	3	80
User 10	4	4	4	4	3	2	3	1	4	4	4	4	4	82,5
User 11	3	4	4	4	3	3	3	4	3	4	3	3	4	87,5
User 12	2	4	4	4	2	4	4	3	4	4	0	0	4	87,5
User 13	1	2	2	3	3	1	4	2	1	2	1	2	4	52,5
User 14	4	2	4	4	4	4	4	3	4	4	2	3	4	92,5
User 15	0	0	1	4	2	2	4	2	2	4	1	4	4	52,5
User 16	3	4	3	1	4	4	2	1	3	2	4	4	4	67,5
	6,56	6,88	7,50	7,66	7,03	7,50	7,50	5,00	6,88	6,56	5,83	7,03	9,53	

The value at the last column is the total, multiplied by 2,5 of the SUS columns only, giving an 0-100 scoring of the results. The value at the bottom is the average of each column, important to evaluate the Q11-Q13.

B.4.11 Annex V: complete questions and comments discussed during the open sessions

This table collects the summary of the questions asked by civil servants during the execution of the Focus Group. They are roughly collected in categories and if it was discussed in more than one focus groups, this is noted (if not, this reflects that only one user group discussed it).

Category	Comment	Repetitions
Operation of the tools (usability)		
	Gets lost clicking on 'Ver en CTZP'	2
	The star is not clear for upvoting a question/response. Maybe a heart or 'thumbs up' would be better.	
	Could have a visual 'wizard' to help the user upon first launch	
	Servants are redirected to QAE and lose context of the eSM.	
Usefulness		
	Statistics is the most useful	
	It would be more useful to their bosses (Director General)	
	Skeptical about AMTEGA adopting this	2
	Satisfied that AMTEGA was inquisitive about WAE	

	Number of questions per paragraph is very relevant	
	Very interested in the use of WAE to guide the citizens	3
	Useful overall	3
	AMTEGA does not do proper user testing (end questionnaires are complex and confusing)	
	AMTEGA do not usually adopt suggestions.	
	Happy about the transition between lo-fi mockups and final result	
	It would be useful to have a metric of time spent in different stages (e.g. paragraphs)	
	Tag clouds seem not useful, design is very infantile (colourful)	2
	Useful to elaborate reports and service statistics (part of their work)	
General SIMPATICO comments		
	Tools are a bit complex but could be interesting for citizens	
	It would be very useful, we know old people get lost in forms	
	Co-designing the eSM (and other things) is very beneficial	
	Questions in the QAE could be automatically organized into a different format (FAQ)	
	Ability to store incomplete forms is very useful	2
	Very, very skeptical about citizens freely responding in QAE. Concerns about ignorant and malicious users.	2

B.5 REPORT 5 – Introduction and background

This document summarizes the engagement activities undertaken in June 7th, 2018 in the SIMPATICO pilot in Galicia, Spain.

The Galician pilot for SIMPATICO is based around the needs that certain collectives have when dealing with e-services with the administration in the region of Galicia, in north-western Spain. Galicia is an autonomous community of Spain and historic nationality under Spanish law. It has a population of 2,717,749 inhabitants and has a total area of 29,574.4 km² (2016). The population is sparsely distributed and ageing, so the e-services have potentially a great impact on the popularization of some offerings for the people living there:

The sparse distribution of the population, especially in the rural centre of the region, is a result of people often migrating to the richer coastal areas and other Spanish regions. This has resulted in large rural areas with a low population density, where the access to public services is harder.

An aging population: Galicia is third from bottom in Spain in aging perspectives as noted by the EU (just 1.1 children per woman compared to the 1.4 average in Spain, while the zero growth threshold is 2.1). Latest data also show a big gap in the use of e-services in the Galicia region between the

segment of population older than 55 with respect to rest of people: while 66.63% of the people between 30 and 39 years has used e-services during the last year, this rate is only 13.81% for people older than 55 years.

Based on these needs, the project delivered three pilot e-services enabled with SIMPATICO technology. These were:

- *BS607A*: an e-service to book wellness services (spas) mainly targeted at the older segment of the population.
- *BS613B*: an e-service to foster the acquisition of materials and services for collectives with functional diversity.
- *BS611A*: an e-service to assess people's disability

To evaluate these services, we worked in collaboration with three associations based in Galicia:

- **FEGAUS**: an association of retired university students. This corresponds to a high digital literacy segment of *elder* people.
- **ATEGAL**: a general association of retired people. This corresponds to the numerous demographic group of older people with less digital literacy and usually living in rural areas, one of the most important in Galicia.
- **COGAMI**: an association of people with functional diversity with no age distinction.

The main evaluation period for the second iteration of SIMPATICO was planned with the associations to happen during late September and early October 2018. This document reports the organization, methodology and key engagement metrics of these evaluation sessions, undertaken finally between September 24th and October 17th 2018 by almost 300 persons all around Galicia in over 15 different locations and coordinated not only by SIMPATICO personnel but also by a dedicated and trained network of user associations. This report needs to be considered in conjunction with project deliverable D6.6 in which more detailed figures are provided on the KPIs and other quantitative evaluation results.

B.5.1 Purpose and objectives

The purpose of the sessions for the iteration 2 evaluation of SIMPATICO in Galicia was to perform tests on the implemented version of the technology platform and to evaluate the adequacy of the design and solution in close-to-real scenarios.

The detailed goals were as follows:

- Collect **qualitative feedback** on the benefits of the platform. For this, the changes in the **KPIs** defined in the project for users in the **intervention** group (that is, using SIMPATICO) versus the **control** group (using the regular Xunta e-service) are measured by objective means.
- Collect **qualitative feedback** on the benefits of SIMPATICO from the citizens, public authorities and companies. For this, a range of tools are used, from **collection of the questions** asked during the sessions to dedicated **focus groups** for some of the stakeholders.

B.5.2 Methodology

Since as discussed in the project deliverables using a real e-service from Xunta was out of the question for logistical reasons (e-services depend on a different public body and they are constrained by very strict guidelines that preclude installing on the production servers research-grade

components such as SIMPATICO's) it was decided to perform tests on a testbed mirror with a **replica** of the Galicia e-services. They were then reproduced so that their overall Look and Feel was the same for end-users. This was done **twice** for each service: one that only included the original e-service's functionalities (consequently labelled the '*control*' e-service) and another that included the full deployment of SIMPATICO's components (from now on the '*intervention*' service).

Once this technological platform was settled, the experiment was designed. The required users were divided between the services and control/intervention groups as well as the available dates for each of them. This had to be arranged along with the organisations.

COGAMI, given their focus on users with disabilities, focused on the e-service *BS611A* an e-service to assess people's disability, which was tested by 92 persons, divided as follows:

- 46 citizens for the control group.
- 46 citizens for the intervention group.

The COGAMI tests were undertaken in smaller groups (usually less than 15 persons) in five different locations across Galicia: Medelo Santiago de Compostela, Monteporreiro, Lugo and Mos. This ensures better spread of the results across the different demographics in the region.

The tests by COGAMI were done with one technician and one monitoring person at each test site. These persons were trained during the SIMPATICO training session on September 17th 2018.

ATEGAL focused on the e-service for personal autonomy (*BS613B*).

- 40 citizens tested using the control methodology.
- 40 citizens tested using the intervention methodology.

The ATEGAL tests were undertaken in their entirety in the ATEGAL centre in Santiago de Compostela. They were conducted by one monitoring person assisted by one technician, both of which were participants in the SIMPATICO training session on October 16th.

Finally, **FEGAUS** focused on the e-service for wellness and spas as well but had a very distinct approach to testing. These participants carried out the test in their homes using the material (documents and videos) given. If they had any doubt they could contact a person who was trained during the SIMPATICO training session on September 17th 2018.

- 45 citizens using the control methodology.
- 45 citizens using the intervention methodology.

It is important to note that all evaluation sessions for the three associations followed the same basic script:

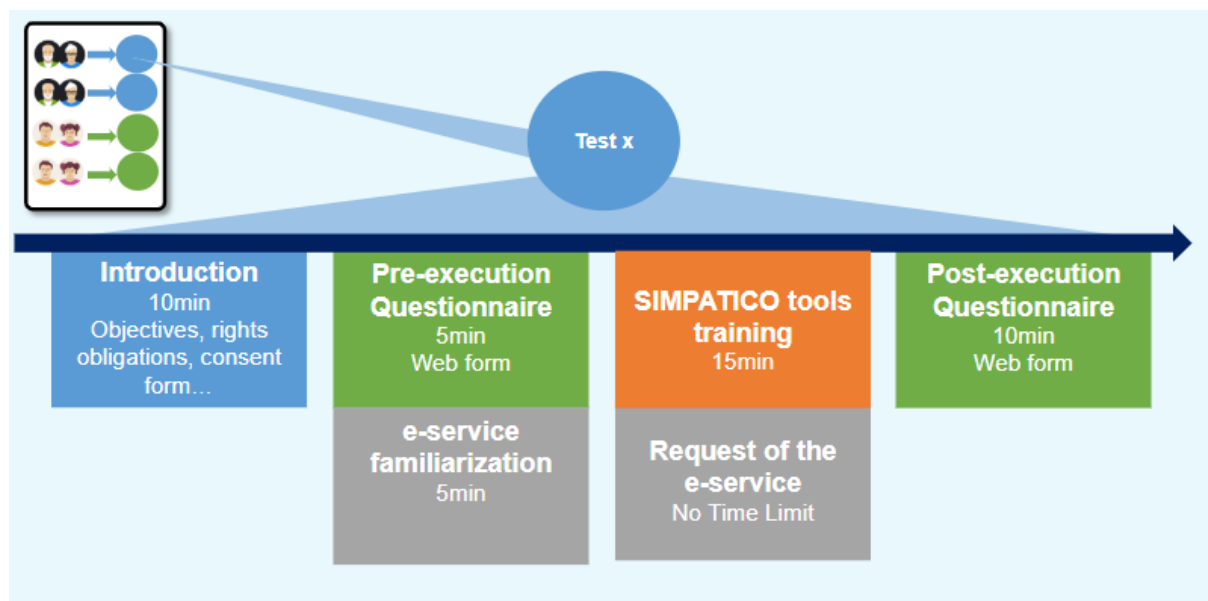


Figure 45: Steps of the evaluation

The test had four consecutive stages, represented as the columns in the diagram:

1. Presentation of the test, in which the whole SIMPATICO project and evaluation session are summarily presented.
2. First contact with the provided materials for the web services and filling in of a preliminary (demographic data) questionnaire.
3. Explanation of the mechanics of the SIMPATICO components (where applicable, this is absent for the control group) and the tasks to comply during the tests. Realization of the tasks on the replica e-service.
4. Final questionnaire (satisfaction and feedback). Questionnaires for each group of interest differed based on their profile.

The approximate time limits for these stages are represented in the diagram (10, 10, 5, 25, No limit and 10 minutes respectively), totalling to around 60-65 minutes, but in practice and given the particularities of each session this was flexible: users with disabilities were generally slower filling in e-service forms and the questionnaires so they were given more time, where the civil servants were generally very fast as corresponds to a user group with greater computer literacy and knowledge of the procedures and data associated to each e-service.

B.5.3 Stakeholder participation

The participation included the following collectives of interest for the Project:

Stakeholder Group	Description
Public Administration	The PA were involved for the execution of evaluation trials exclusive to the civil servants. This was done with 16 civil servants with the aim of gathering their qualitative impressions on the benefits of SIMPATICO's approach to their daily work (i.e., increased analysis capabilities but also generating a

	<p>community of users that help each other through elements such as the Citizenpedia).</p> <p>For this matter, their test session included a full run-through the citizen e-services (i.e., they filled in the forms as if they were a regular citizen) but also some extra questions in the debriefing questionnaires about civil servant specific matters.</p> <p>In addition, they were put through a more in-depth study by means of a dedicated focus group to involve them in the participatory co-design of the interactive elements that they would use.</p>
Companies (as in associations of users)	<p>The associations are active in several roles:</p> <ul style="list-style-type: none"> • Mobilising the users for the trials. They pre-selected users that were representative for the pre-trial session. Attending to this session helps them frame the final trial sessions and select more relevant users. • Assisting the users in the realization of the trials (<i>test monitors</i>) and also the development team in the set-up for the trial sessions (<i>test technicians</i>). • Collecting useful experimental information during the process from the users and on their own behalf (feedback to be used by developers later on to fine-tune the system for the full trials).
SIMPATICO Developers	<p>The SIMPATICO development team was active during the sessions for two main purposes:</p> <ul style="list-style-type: none"> • Setting up the technical infrastructure for the SIMPATICO trials, deploying the e-services replicas, with SIMPATICO for the intervention group and without SIMPATICO for the control group.
Citizens	<p>Citizens were the main target of the evaluation session. They were divided in groups for both e-services and both test groups (intervention and control) so that the total figures were balanced and in accordance to the testing procedure.</p> <p>In addition to the SIMPATICO testing, users had to fill in some questionnaires. The first gathered general and anonymised demographic information such as age, level of education and experience with e-services. The second focused on feedback upon the finalisation of the test: satisfaction, pain points and comments to the SIMPATICO team.</p>

B.5.4 Overview of outcomes

In this section we gather some of the outcomes of the sessions conducted in September/October 2018.

Input/feedback from stakeholders





Citizens evaluation sessions and feedback

The majority of citizens successfully completed the tasks required for the system evaluation. The KPIs and quantitative metrics are provided in Section 3.2 and 3.3 of this document and in the deliverable D6.6.

In addition to the evaluation of the objective metrics, it was asked to the users to provide as much feedback as possible orally during the sessions. In **Annex I** a preliminary compilation of the suggestions and questions by the citizens is presented, covering the e-services plus the protocol of testing itself (the comprehensive compiling of the questions was a work in progress at the end of the production of this report due to the sheers volume of responses and the strict timing of the project reporting).

Analysis of results

The analysis of the evaluation sessions has been done using the following inputs:

- Survey responses
- Logs
- Questions asked by participants during the sessions

Survey responses

At the beginning and at the end of the sessions participants answered to a survey. The first survey had questions about demographic information and their skills using online services. The second survey had questions about the session, the SIMPATICO tools (for intervention groups) and possible suggestions.

These surveys were created using Google Forms. This tool allowed us to get instant results and charts which eases the analysis of the obtained information

In Figure 46, Figure 47 and Figure 48 some of the responses given by the participants are shown.

¿Has realizado alguna vez una solicitud de procedimiento administrativo por Internet?

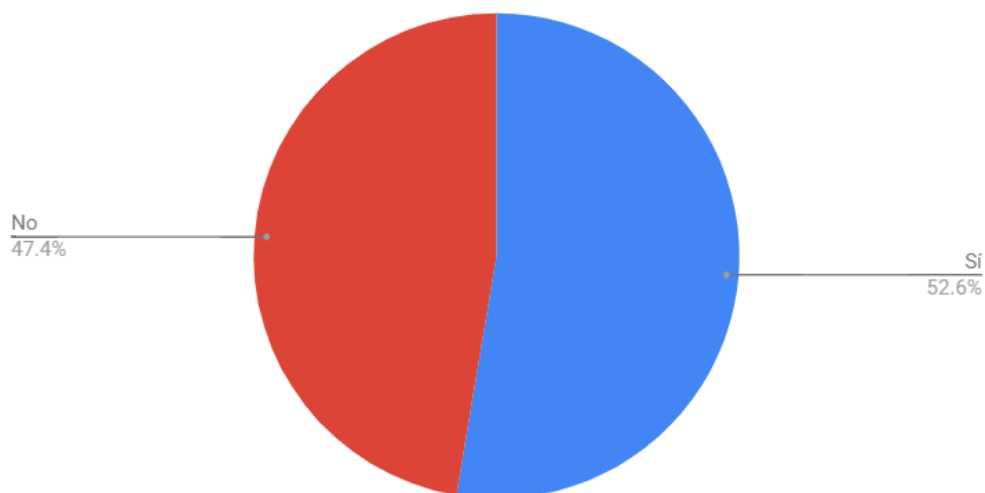


Figure 46: Have you used e-services before?

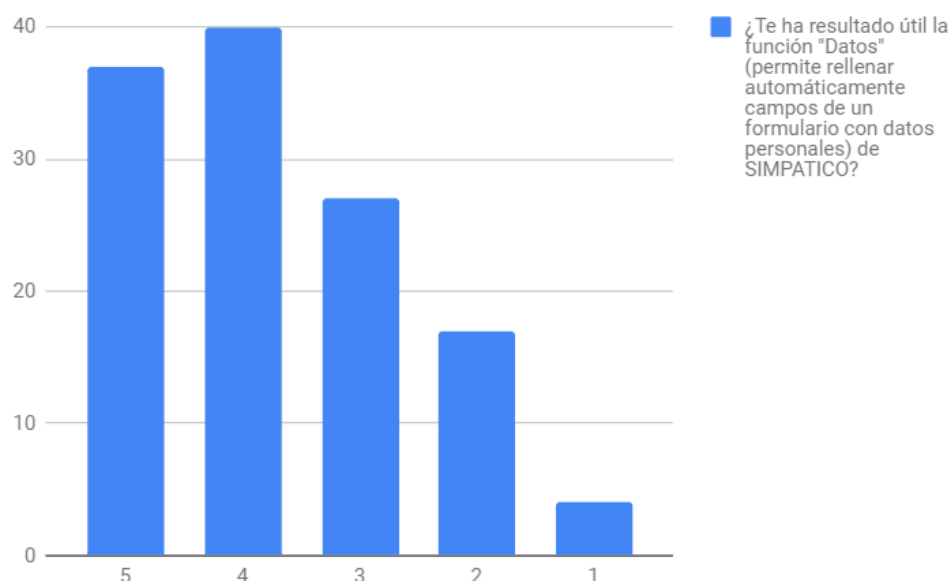


Figure 47: Is "Data" functionality useful?

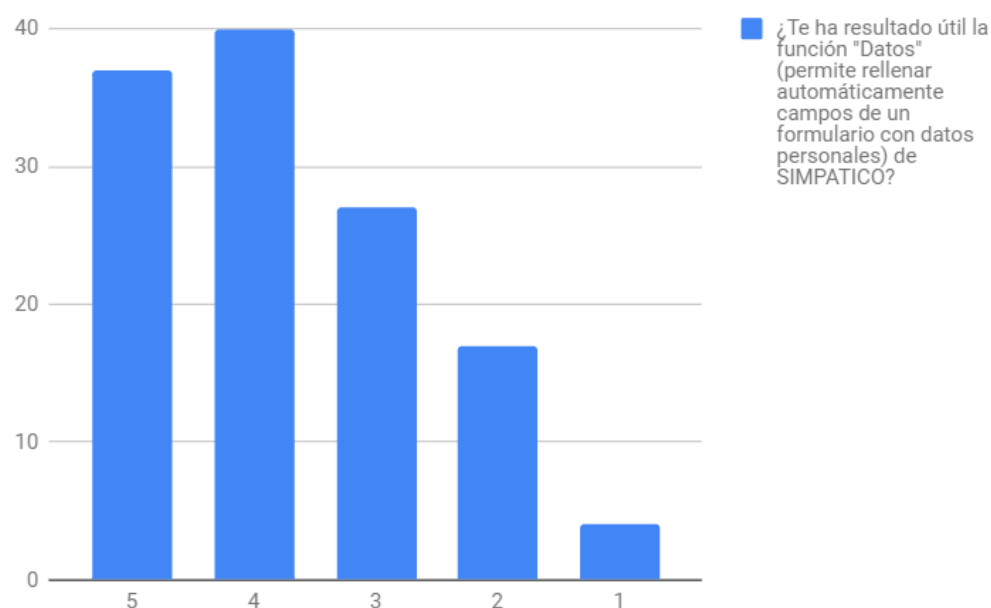


Figure 48: Is "Guide" functionality useful?

After analysing all the surveys' responses, the following conclusions were extracted.

1. Although all the participants in this evaluation phase sessions were elderly people, they have different technological profiles.
2. The participants that used SIMPATICO tools during the session think that it is useful, all the components (CDV, TAE, Citizenpedia and WAE) got a score bigger than 3 (out of 5)

- Some of the participants that also took part in the first phase of the evaluation said that the training documents and videos have been improved.

Logs

All the interaction that the participants did with the platform were saved using Kibana¹³. In Figure 49 an example of the logs that Kibana captures is shown. The screenshot was made using Swagger for readability.



Figure 49: Example logs

These logs have been used to calculate ***“Reduction in time spent completing a procedure or filling a form”*** and ***“Increase in percentage of disadvantaged users that can complete the e-service autonomously”*** KPIs.

The value of these KPIs are shown and explained in the ***“D6.6 deliverable”***.

Questions did by participants during the sessions

During the sessions the monitors wrote down all the questions that participants did. These questions have been used to calculate the ***“Decrease in average number of requests for help from users for each procedure”*** KPI.

The value of this KPI are shown and explained in the ***“D6.6 deliverable”***.

¹³ <https://www.elastic.co/products/kibana>

B.5.5 Lessons learnt

The following key lessons were learnt by the SIMPATICO team during the events:

- Citizens prefer tools that give them the possibility of saving time (CDV and WAE). This is because the tedious task of filling out a form with many sections, which are not all mandatory for all citizens, is facilitated by these tools, allowing the citizen to fill in only the necessary fields. Knowing which fields to fill make the citizens feel more confident.
- Participants see potential in the Citizenpedia, in the QAE in particular, but not useful during the tests since the questions and answers did not solve all their doubts. They think that there should be more content in the QAE.
- Although participants that took part in the 1st phase test emphasized the usability improvements, they commented that all the SIMPATICO functionalities should be activated by default. This way the number of clicks that users must do will be reduced, thus producing fewer errors.
- The sessions methodology used during this second phase was the same used during the first one. Only small improvements on the documents and a new video explaining the WAE component, not used in the first phase, were added. The participants who did not have help from another person, only the material that was provided to them, did not have problems to carry out the test (as in the first phase). Therefore, this methodology is good for tests that involve so many people.

B.5.6 Next steps

After these evaluation sessions, the Galicia Pilot has completed its activities for the second iteration of the SIMPATICO project.

- [November 2018] (M33) Analysis of the qualitative and quantitative results of the evaluation documented in this report to produce a comprehensive list of findings and compile them into precise design guidelines for the technical components.
- [February 2019] (M36) Production of the last iteration designs of components and description in depth in deliverables D2.3, D3.4 and D4. for text analytics, interaction and Citizenpedia components respectively.
- Annex I: Questions asked by end-users during the trials

The following questions were captured by the SIMPATICO team during the trials. Due to the last-minute nature of the trials these have not yet been fully compiled, translated or transcribed:

ATEGAL:

- El campo NIFno se puede poner la letra y el guión (no cabe), en papel no poner guión
- Al usar DATOs el CP está mal, se corrige? Falta el número y piso, se pone?
- IBAN. Mal escrito en el papel – no es el formato IBAN
- Campo de grado de discapacidad no se lee
- Al usar la GUIA se salta unos trámites
- En el texto cuando pone n inguno, que quiere decir no marcar nada no lo entienden, piensan que hay que escribir ninguno

CORUÑA, 15 OCTUBRE 2018



PROYECTO SIMPÁTICO RESPUESTAS Y COMENTARIOS DE LOS GRUPOS DE INFORMÁTICA.

- 1.MUY LARGO
- 2.ES FARRAGOSO
- 3.MUY PEQUEÑAS LAS LETRAS DEL CUESTIONARIO
- 4.EL BAJAR POR TODAS LA PAGINA NOS PIERDEN
- 5.ES MUY REPETITIVO
- 6.ES LABORIOSO
- 7.ES ABSURDO LO DE LAS TILDES O ACENTOS
- 8.PASAR DE CUADROS PARA LOS NOMBRES Y APELLIDOS ES ILÓGICO
- 9.ES IMPOSIBLE PARA UNA PERSONA MAYOR HACER ESTO SOLO
- 10.Y EL QUE TIENE CARENCIA DE ORDENADOR
- 11.CARENCIA DE DATOS BANCARIOS
- 12.DESCONOCIMIENTOS DE PROCEDIMIENTOS ADMINISTRATIVOS VIA ONLINE
- 13.IMPRESOS CON LAS LETRAS MUY PEQUEÑAS
- 14.APARECEN VENTANAS CON OTRO IDIOMA
- 15.LOS CUADROS DEBERÍAN SER MAS GRANDES

COGAMI

1	entender e preguntas.
2	dudas de como autorizar.
3	muchos datos sin rellenar.
4	
5	
6	
7	
8	
9	
10	
Otros comentarios	

1	Aplicación muy liosa.
2	Confusión en anexos.
3	
4	
5	
6	
7	
8	
9	
10	
Otros comentarios	

1	Preguntas al guion, difícil:
2	
3	
4	
5	
6	
7	
8	
9	
10	
Otros comentarios	

1	Autodeterminación tipo de letra, poner mayúsculas
2	Casilla con el formato del tipo de documento que requiere: DNI (modificar letra)
3	Volver a cubrir los datos del representante, solicitante...
4	
5	
6	
7	
8	
9	
10	
Otros comentarios	

1	Demorato liro
2	Faltou bastantes datos
3	A guera copier co rato aparece
4	outro idioma (impuls) e estu en galego
5	Se me estu dirixido a xente
6	de Galicia que venie o cero,
7	o normal e xe feita os meus
8	fortes persoais e non me fago
9	poñelo unha chea de veces Pa
10	tegerirse sempre a celine

Otros comentarios



1	Formulario difícelo entender
2	Si no se cando realizar
3	
4	
5	
6	
7	
8	
9	
10	

Otros comentarios

B.6 REPORT 6 – Introduction and background

This document summarizes the diffusion session of SIMPATICO done in the III International Scientific Conference of Educational projects for SENIORS that takes place in Santiago de Compostela on October 30th and 31st, 2018.

The aim of the third Conference is to demonstrate that new technologies should be the basis for seniors' training programmes. To visualize this medium of communication and training with lectures, conferences and videoconferences, dedicated to the use of the TICs in the different projects that are being carried out in the different institutions and organizations involved in the formation of seniors.

The two days of the conference will be transmitted by the Ágora-Tecnología platform, and videoconferences will be offered (selected by the Scientific Commission) from all those organizations that for economic reasons cannot move to Santiago de Compostela, providing them with the opportunity to participate with the presentation of proposals and projects, assisting live to Question Time.

In this case, Argentina, Brazil, Slovakia and other European countries, as well as Spanish assistants, may be present at the third Conference by means of new communication techniques.

For all attendees to participate, workshops will be organized; Whose content will be previously sent with the inscription, so that they can prepare their interventions.

Therefore, in this contest we consider that SIMPATICO project should be presented and, finally, we have the opportunity of doing this.

The alignment between SIMPATICO and the main strategic axes of this conference is focused on: (1) increasing the learnability and ease of use of e-services and software platforms to enhance digital literacy and training through the interface simplification (SIMPATICO interactive front-end) and (2) on the social side, promote participatory and digital innovation through the human computation framework (SIMPATICO Citizenpedia).

B.6.1 Purpose and objectives

The purpose of this session is presenting the SIMPATICO project to a public which could have the need of this kind of tools.

The attendances of the conference also have the capability of disseminate this information and could reach more people interested in the project.

The detailed goals were as follows:

- Explain the SIMPATICO Project
- Explain the Galicia Pilot
- Explain the SIMPATICO Solution
- Sum up the main conclusions

B.6.2 Methodology

The reach this objectives Galician team use a presentation introducing all the items in the scope of this purpose.

In the Annex I we can find the presentation used in the session.

B.6.3 Stakeholder participation

The participation in the training session included the following collectives of interest for the Project:

Stakeholder Group	Description
Public Administration	The PA was involved for the presentation to reinforce the importance of the project.
Citizens (Associations)	The Associations and citizens are the main public of this conference with an international range.

B.6.4 Overview of outcomes

The main outcomes of this short session are the material and the feedback of the associations:

- We found that the project and the thematic about the project is very interesting to the audience. Several people suggest empowering this project in the Public Administration area.
- Usually people related to the scope of the project usually demands more functionalities about SIMPATICO and one key suggestion is they consider that Internet should be a universal right. Therefore, every project which promotes the accessibility should be welcome.

The promoters of the conference also make available the minutes and the video recording of the speech.

In **Annex II**, we detail the links for this material.

B.6.5 Lessons learnt

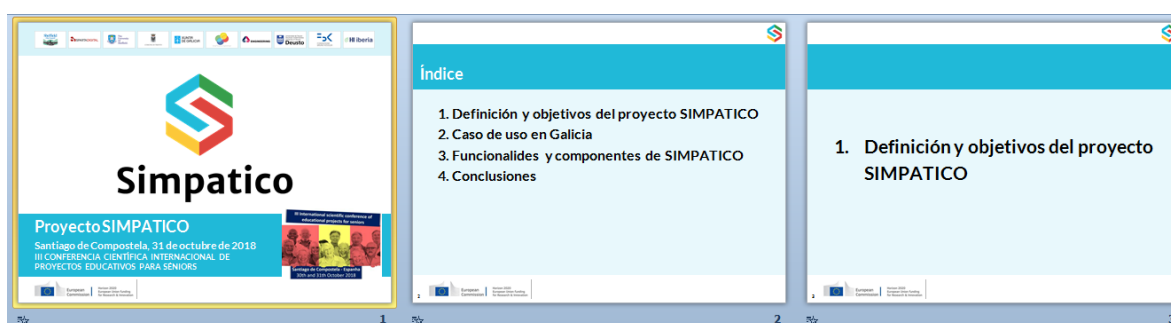
The following key lessons were learnt by the SIMPATICO team during this conference:

- Simple speeches about the SIMPATICO aims promote the participation of many interested people.
- There were a few technical problems related to technology that people consider Public Administration should have a hot line support about it. Obviously this is out of the scope of SIMPATICO Project but is an important remark to consider in the future.

B.6.6 Next steps

The next step from the conference session is trying to promote the SIMPATICO project to the different offices in Xunta de Galicia.

B.6.7 Annex I: Document used in conference



Origen



• Proyecto Europeo Horizonte 2020
http://cordis.europa.eu/programme/rcn/664435_en.html

• **SIMPATICO**: SIMplifying the interaction with Public Administration Through Information technology for Citizens and Companies

• **Objetivo**: mejorar la comunicación de ciudadanos y empresas con las administraciones públicas gracias al uso de la tecnología para simplificar la interacción.

Consortio



Objetivo del proyecto SIMPATICO



Objetivo de los casos de uso

- Evaluar y valorar el impacto de la solución SIMPATICO
- Medir si realmente se mejora esa comunicación y se simplifica la interacción
- Tres pilotos con cuatro idiomas de trabajo



2. Caso de uso en Galicia

Caso de uso: Sede Electrónica Xunta de Galicia

Factores significativos para la Xunta de Galicia

- Población dispersa
 zonas del interior → emigración a área costera
- Población envejecida
 tasa de fertilidad de 1,1 hijos por mujer
- Gran diferencia en usos de e-servicios
 66% para menores de 39, 13% mayores de 65
- Bilingüismo:
 servicios han de ser ofrecidos en Gallego y Castellano
- Falta de difusión:
 < 45% PYMES conocen e-servicios relacionados

Caso de uso: Sede Electrónica Xunta de Galicia

B5607A: Programa Bienestar en Bañeiros

- Proporcionar el acceso a tratamientos, terapias, a precios reducidos. Se busca: promover la autonomía y un estilo de vida saludable de los pensionistas y el desarrollo económico de las zonas circundantes a los bañeiros.

B5611A: Reconocimiento del grado de discapacidad

- Facilitar a los ciudadanos la obtención de la documentación acreditativa del grado de discapacidad (para discapacitados de todo tipo) y la actualización de los datos y grado de dichas discapacidades.

B5613B: Ayudas individuales para la adquisición de servicios de autonomía

- Permiten solicitar ayudas para la obtención de servicios y equipamiento que faciliten a los usuarios un estilo de vida más autónomo: servicios de asistencia, enfermería a domicilio, transporte adaptado...

Formas de solicitud:

- Presencial: en las siguientes dependencias: oficinas de la Xunta de Galicia, oficinas de los servicios sociales y oficinas de correos.
- Online, a través de un servicio electrónico (sede electrónica)

← 91% de solicitudes!

Objetivo específico

- **Inclusión digital** mediante el uso de diferentes soluciones tecnológicas (p.ej., administración electrónica) para la mejora de la igualdad de acceso a servicios públicos a los grupos que menos utilizan internet (65+, población rural, personas con discapacidad...) fomentando un estilo de vida más independiente y una mayor calidad de vida.
- **Medir cómo SIMPATICO es útil y aceptado** por la comunidad gallega, promocionando y ayudando a la difusión del uso de herramientas digitales.

Pruebas de sistema

Pruebas realizadas en Galicia por asociaciones de usuarios:

- ATEGAL (Personas mayores de entorno rural)
- FESGAU (Universitarios Senior)
- COGAL (Personas con diversidad funcional)
- Xunta de Galicia (personal de Administración Pública)

Pruebas:

- Diversas localizaciones en Galicia (17 lugares)
- Sistema "sandbox" no conectado a servicios reales
- Pruebas en centros de administración y educativos
- En total, casi 600 personas en Galicia probaron el sistema durante el año 2017 y, también, en el año 2018.
- Esto moderado mejora en comprensión y finalización, mejoramiento en tiempos de ejecución.

3. Funcionalidades y componentes de SIMPATICO

Diseño General de SIMPATICO



Simplificaciones de SIMPATICO



3. Funcionalidades y componentes de SIMPATICO

3.1. Preguntas

Preguntas y respuestas (i)

El ejemplo de esta interfaz en la que se muestran las preguntas para las entidades y el tratamiento de las mismas.

Se puede editar preguntas.

Preguntas y respuestas (ii)

Existen un sistema de "burbujas" para mostrar el tipo de interacción (identificación).

Se pueden etiquetar las preguntas.

3. Funcionalidades y componentes de SIMPATICO

3.2. Simplificar

Simplificación (i)

Se marcan las palabras "oficiales" automáticamente.

Se mantiene visible el texto original (requisito legal).

Se generan sinónimos para las palabras oficiales.

Simplificación (ii)

Frase original: "Pero... ¿cómo funciona?"

Frase simplificada: "¿El grito se acomoda en la alfombra?"

Ranking de alternativas: #1: acomodar #2: sentir

Selección de alternativas: Repetir: repetir, sentir, acomodar

Simplificación (iii)

Para cada uno de los pasos anteriores → recursos lingüísticos e inteligencia artificial

Medidas de frecuencia de palabras en análisis de grandes textos (n.g.)

Sistemas compuestos de análisis de alternativas, basados en frecuencias

Simplificación léxica: palabras o términos individuales

Simplificación sintáctica: oraciones completas

Discrepancias, transiciones de sintaxis y recursos léxicos (n.g., análisis de n-gramas)

Análisis sintáctico de las palabras, y su contexto para determinar su significado (n.g., banco del parque en vez de banco de caudal)

3. Funcionalidades y componentes de SIMPATICO

3.3. Datos

3.4. Guía

Guía y Datos (i)

En una interfaz de usuario se puede ver la información de los datos.

4. Conclusiones

Conclusiones

Se mejora en diversas áreas que son susceptibles de actualizaciones para el final del proyecto:

- Simplificación de textos mejorada.
- Introducción de sistema de guiado.
- Mejoras de usabilidad.

SIMPATICO es una solución participativa: se buscó la opinión de los usuarios (ciudadanos y administración) mediante plan de participación (focus groups, encuestas, asistencia a eventos) para el rediseño.

- Más de 150 sugerencias.
- Co-diseño de interfaces de usuario.

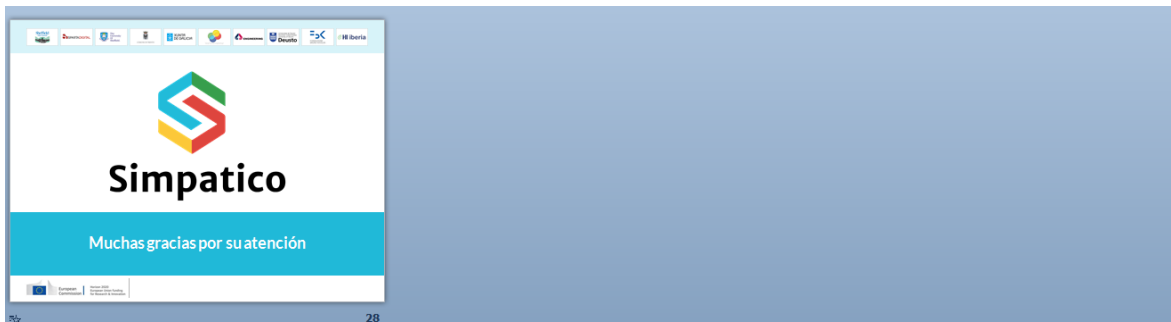
Conclusiones

SIMPATICO usa estrategias basadas en actuaciones participativas y técnicas de lectura fácil semiautomáticas para tratar de mejorar la aceptación de los servicios electrónicos de la administración pública para colectivos desfavorecidos.

Resultados actuales:

- Conocimiento científico y de usuarios muy detallado.
- Base tecnológica funcional y probada ya con más de 300 usuarios.
- Contactos preliminares para la explotación del proyecto.

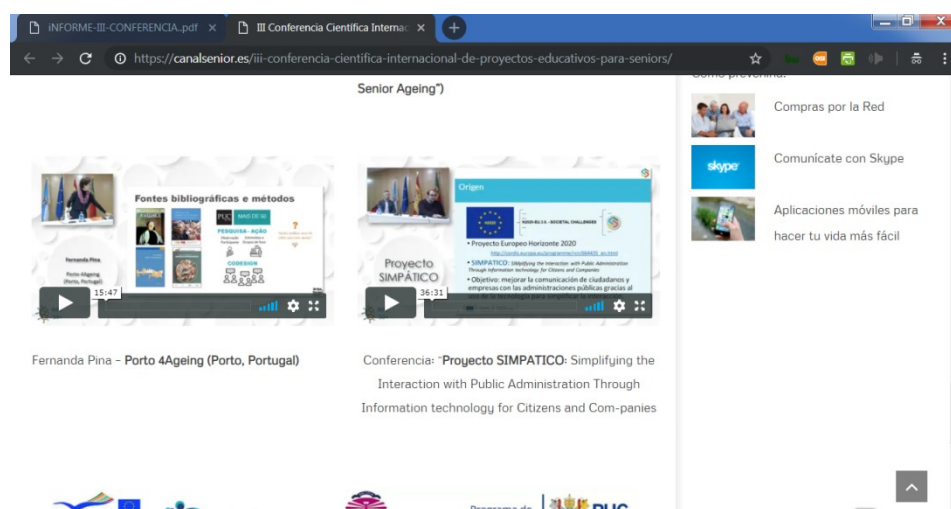
SIMPATICO finaliza su ejecución en Febrero de 2019. Se espera haber llegado a más de 1000 pruebas en los tres pilotos a la finalización y tener las bases tecnológicas para una mejora e implantación de los servicios.



B.6.8 Annex II: Links of outputs of the conference

These are the links of the minutes and the video recording of the speech about SIMPATICO in the III International Scientific Conference of Educational projects for SENIORS:

- Minutes:
 - <http://fegaus.com/wp-content/uploads/2018/11/iINFORME-III-CONFERENCIA.pdf>
- Video:
 - <https://canalsenio.es/iii-conferencia-cientifica-internacional-de-proyectos-educativos-para-seniors/>



Appendix C - Sheffield Engagement Reports

This Appendix is left empty in this version of the deliverable due to the delays in the Sheffield pilot – see Chapter 4.

Appendix D – CPD: Step by step guidelines for participants

D1: Guidelines for Trento participants (Italian)

Informazioni preliminari sull'esperimento

Benvenuto a questo esperimento e grazie per il contributo che vorrai fornire!

Nel corso di questo esperimento ti verrà presentata la descrizione di un servizio reale offerto da una Pubblica Amministrazione. La descrizione del servizio verrà presentata in due differenti modi. Il primo modo è quello classico, ovvero, la pagina web ufficiale del servizio pubblicata sul sito della Pubblica Amministrazione. Il secondo modo, pur offrendo gli stessi contenuti, prevede invece l'impiego di una notazione grafica innovativa, che sarai appunto chiamato a valutare.

L'esperimento si compone di due Sessioni di valutazione. Dovrai effettuare le azioni descritte nei vari passi numerati di cui si compone ogni sessione. Nell'ultimo passo della prima sessione di valutazione sarai chiamato a compilare un **Questionario intermedio**. Solo dopo aver completato il questionario intermedio potrai avviare la seconda sessione di valutazione, al termine della quale dovrai compilare un **Questionario finale**. Entrambi i questionari sono assolutamente anonimi, ovvero, nessuna delle risposte raccolte è riconducibile a chi la ha fornita; in ciascun questionario verranno solo richieste informazioni generiche (fascia di età, titolo di studio) esclusivamente ai fini statistici.

N.B.: per l'accesso ai link è fortemente raccomandato l'uso dei browser Google Chrome, Apple Safari o Microsoft Edge.

Sessione di valutazione n.1

1. Accesso alla pagina web della descrizione del servizio "Organizzazione di eventi".

Quella che stai per aprire è la pagina web ufficiale descrittiva del servizio "Organizzazione di eventi" del Comune di Trento. Immagina di essere un cittadino che ha bisogno di organizzare una manifestazione pubblica (es., stand per raccolta fondi, corsa cittadina, concerto in piazza, etc.). Cerca nella pagina le informazioni che possono servire (a chi rivolgersi, come fare domanda, tempi d'attesa, etc.) per ottenere la *concessione di occupazione temporanea di suolo pubblico finalizzata all'organizzazione di eventi*.

Aprire il browser e digitare l'indirizzo:
<http://www.comune.trento.it/Ulteriori-sezioni/Polizia-locale/Autorizzazioni/Manifestazioni-sagre-feste/Occupazione-suolo-pubblico-per-l-organizzazione-di-eventi-e-manifestazioni-temporanee>






2. Accesso all'applicazione web Collaborative Procedure Design (CPD).

Quella che stai per aprire è la pagina web delle informazioni relative al servizio “Organizzazione di eventi” saranno presentate in maniera grafica così da esplicitare meglio gli aspetti dinamici e temporali del procedimento, nonché i momenti di dialogo tra il cittadino e la Pubblica Amministrazione.

Aprire la pagina web dell'applicazione CPD digitando nel proprio browser l'indirizzo:

<https://simpatico.smartcommunitylab.it/cpd>

3. Test della procedura amministrativa “Organizzazione eventi”

- a. Apertura della procedura amministrativa “Organizzazione Eventi”. Individuare nella pagina il diagramma avente per nome “Organizzazione Eventi” e cliccare sul bottone “Apri” posto, rispetto al diagramma, in basso a destra. Apparirà una nuova pagina in cui viene visualizzata una descrizione grafica (o *diagramma*) della procedura amministrativa in questione. Usare la funzione zoom (tasto Ctrl + scroll del mouse o del pad) per ingrandire o rimpicciolire il diagramma.
- b. Apertura della legenda. Cliccare sul bottone della legenda () posto in alto a destra nella pagina. Apparirà la legenda dei simboli che popolano il diagramma assieme ad una breve descrizione sul loro significato. Prendere visione della legenda, poi cliccare nuovamente sul bottone della legenda per nascondersela.
- c. Comprensione del diagramma. Un diagramma è composto da tre livelli gerarchici che si sviluppano dall'alto verso il basso. Al primo livello si trova il concetto di *procedura amministrativa*, rappresentata da un piccolo rettangolo con all'interno il nome della procedura; al secondo livello (sotto il rettangolo) si trovano le *fasi della procedura*, rappresentate da rettangoli aventi delle punte orientate a destra con all'interno i nomi delle fasi stesse; al terzo livello (sotto ogni fase) si trovano i *dialoghi* cittadino-PA. Un dialogo è rappresentato da una sequenza di frecce, rettangoli arrotondati, punti interrogativi (opzionale) e orologi (opzionale). Un dialogo inizia col simbolo  e può terminare con il simbolo di  (conclusione positiva) oppure con il simbolo  (conclusione negativa)
- d. Comprensione dei concetti di procedura e fase. Una procedura amministrativa è composta da un certo numero di fasi sequenziali, cioè, fasi che si susseguono temporalmente. In generale una fase può cominciare solo quando termina la fase precedente. Terminata l'ultima fase, si riterrà conclusa l'intera procedura amministrativa.
 - i. Visione delle informazioni associate alla procedura. Cliccare sul rettangolo al primo livello (quello contenente il nome della procedura). Apparirà sulla destra un pannello con le informazioni generali sulla procedura. Prendere visione di tali informazioni. Per nascondere il pannello delle informazioni occorre cliccare sul bottone  posto in alto a destra nella pagina oppure su un'area vuota del diagramma.



- ii. Visione delle informazioni associate alle fasi. Cliccare su una delle fasi poste al secondo livello. Sul pannello di destra appariranno informazioni specifiche sulla fase. Prendere visione di tali informazioni.
 - e. Comprensione del concetto di comunicazione. Una fase è composta da uno o più dialoghi tra il cittadino e la pubblica amministrazione (posti al terzo livello del diagramma). Elemento principale di un dialogo è la cosiddetta *comunicazione*, che rappresenta il momento stesso in cui cittadino e PA interagiscono attraverso un canale (es., telefono, email, modulo elettronico, ...).
 - i. Visione del testo associato a qualche comunicazione. Cliccare su una qualunque delle comunicazioni (rettangoli con spigoli arrotondati posti al terzo livello). Sul pannello di destra appariranno informazioni specifiche sull'elemento cliccato. Prendere visione sia delle informazioni poste all'interno del rettangolo che di quelle presenti sul pannello di destra.
4. **Questionario intermedio.** Completare il questionario che si trova al seguente indirizzo:


<https://docs.google.com/forms/d/e/1FAIpQLSdvuVbFPBkGUwOXl9Auc5TdKWjZjxR-zT4uMzy79tXaSROakw/viewform>

Una volta completato il questionario, proseguire con la prossima sessione di valutazione.

Sessione di valutazione n.2

Questa sessione di valutazione può essere svolta solo da chi dispone di un account Gmail. Per chi non dispone di un tale account, il test si conclude qui.

1. Azioni da svolgere sulle fasi
 - a. Cliccando su una qualunque fase, appariranno anche dei bottoni sul margine destro superiore della fase stessa. Cliccando sul bottone  si aprirà una nuova pagina web tramite la quale sarà possibile porre un quesito sulla fase in questione (ad es., di approfondimento/chiarimento rispetto a quanto riportato nelle informazioni della fase lette nel pannello di destra). Quando la pagina di autenticazione appare, selezionare l'opzione "GOOGLE" e procedere autenticandosi col proprio account. Effettuata l'autenticazione sarà possibile sottomettere il quesito. Una volta sottomesso il quesito, ritornare alla pagina web del CPD.
2. Azioni da svolgere sulle comunicazioni
 - a. Cliccando sul rettangolo con gli spigoli arrotondati appariranno anche dei bottoni sul margine destro superiore dell'elemento stesso. Cliccando sul bottone  si aprirà una nuova pagina web tramite la quale sarà possibile porre un quesito sull'elemento cliccato. Una volta sottomesso il quesito, ritornare alla pagina web del CPD.

- b. Autenticazione sul CPD. Nella pagina web del CPD avviare il processo di autenticazione cliccando sulla voce “Login” del menu principale che si trova in alto a sinistra nella pagina. Quando la pagina di autenticazione appare, selezionare l’opzione “GOOGLE” e procedere autenticandosi col proprio account.
 - c. Sempre sul margine destro di un qualunque elemento selezionato è presente il bottone . Cliccando su di esso si aprirà una finestra di dialogo che permetterà all’utente di lasciare un feedback (suggerimento) finalizzato al miglioramento della fase (ad es., “Per questo tipo di interazione sarebbe auspicabile poter ricevere la comunicazione dalla pubblica amministrazione tramite posta elettronica certificata anziché per posta ordinaria”).
3. **Questionario finale.** Compilare il questionario che si trova al seguente indirizzo:

https://docs.google.com/forms/d/e/1FAIpQLSdheSR3TbwC_QSRZbt8IKBxUCBBPxP0MNwSCe_bHYmk-w9hfnA/viewform

D2: Guidelines for XUNTA de Galicia participants (Spanish)

Información preliminar

¡Bienvenido a este experimento y gracias por tu contribución!

En primer lugar, en este experimento presentaremos la descripción de un servicio real proporcionado por la Administración Pública. La descripción se proporcionará de formas distintas: La primera forma es la clásica, a través de la página web oficial del servicio tal y como aparece en la página web de la Administración Pública. La segunda forma es una vista resumen de las fases que componen el servicio. Finalmente, la tercera forma, que ofrece el mismo contenido que la primera forma, utiliza una notación gráfica innovadora, que te pediremos evaluar.

El experimento consta de 3 Sesiones de Evaluación. Deberás realizar las acciones descritas en los pasos numerados que componen cada sesión. En el último paso de la primer sesión de evaluación, te pediremos rellenar un “Cuestionario sobre Servicepedia”. Después de completarlo, podrás acceder a la segunda sesión de evaluación y al final de esta segunda sesión, te pediremos rellenar un “Cuestionario intermedio sobre el CPD”. Después de completarlo, podrás acceder a la tercera sesión de evaluación y al final de esta sesión, te pediremos rellenar el “Cuestionario Final sobre el CPD”.

Nota: Para acceder a las páginas web, recomendamos usar uno de los siguientes navegadores: Google Chrome, Apple Safari, Microsoft Edge.

Sesión de evaluación 1: página web de la XUNTA + Servicepedia

1. Acceder a la página web de descripción del servicio “Reconocimiento de grado de discapacidad”.

Abrir el navegador y escribir la dirección:

https://simpatico.hi-iberia.es:4570/IFE/BS611A_es.html

Esta es la página web del servicio “Reconocimiento del grado de discapacidad” de la Xunta de Galicia. Comprueba la información contenida en la página y trata de comprender cuál es la documentación necesaria y los pasos a realizar para obtener el reconocimiento del grado de discapacidad.

2. Acceder a la página web Servicepedia.


Abrir el navegador y escribir la dirección:

<https://simpatico.hi-iberia.es:4570/servicepedia/procedure.html?852edac5-e0a7-46ad-b326-330904c18567>


Esta es la página del servicio “Reconocimiento del grado de discapacidad” que resume los pasos del procedimiento. Ver la información de la página.



3. Comprensión de "Servicepedia". Servicepedia es una nueva forma de mostrar el contenido de la página web original y hacerlo más accesible y comprensible.

En la página “Servicios”, se muestra la lista de procedimientos disponibles.

 Citizenpedia >> Services List
New Procedure
Programa Benestar en Balnearios
Ayudas individuales para personas con discapacidad
Recoñecemento do grao de discapacidade



Seleccionando “Reconocimiento de grado de discapacidad” podremos ver el detalle del procedimiento.


Recoñecemento do grao de discapacidade



Serán funcións do persoal técnico de valoración da discapacidade: a) Realizar o recoñecemento das persoas solicitantes da valoración da discapacidade. b) Examinar os factores sociais complementarios relativos, entre outros, ao contorno familiar e situación laboral, educativa, cultural e de accesibilidade á comunicación e á información, que dificulten a súa integración social, de acordo co informe social unificado e o resto de documentación que se acompañe no expediente, e, se for o caso, a súa elaboración. c) Solicitar informes e/ou probas complementarias necesarias para cubrir a súa valoración. d) Informar, orientar e asesorar as persoas con discapacidade e familiares que o soliciten. e) Elaborar os informes técnicos, referentes ao diagnóstico, valoración e orientación de situacións de discapacidade, que lles sexan requiridos pola xefatura territorial correspondente. f) Aquelas funcións referentes ao diagnóstico, valoración e orientación, de situacións de discapacidade atribuídas ou que poidan atribuírse, pola lexislación, tanto estatal como autonómica, así como a través das oportunas instrucións do órgano superior con competencia en materia de valoración da discapacidade

1 Citación, recoñecemento e ditame

Sin descripción



2 Presentación de solicitudes

Á solicitude (Anexo I) deberá xuntar a seguinte documentación: a) Copia cotexada do DNI ou NIE da p...

[Show more >](#)

3 Resolución, notificación e terminación

Sin descripción

Primero, se verá una descripción de todo el procedimiento. A continuación, se muestran los pasos ordenados que deben completarse.

En cada paso, se muestran dos opciones:



Este icono nos mostrará las preguntas y respuestas (Q&A) asociadas a este paso y permitirá ver lo que otros usuarios han preguntado y respondido.



Este icono nos llevará al CPD, donde podrás ver el diagrama del procedimiento.

4. Cuestionario sobre “Servicepedia”.

Completar el cuestionario en la siguiente dirección:

https://docs.google.com/forms/d/e/1FAIpQLScMWmkxfNVn_drVPI6yKZHqp1C7sn5EW78KT_GYCKIIXqkRN9A/viewform

Sesión de evaluación 2: CPD






5. Acceder a la aplicación web Collaborative Procedure Design (CPD- Diseño del procedimiento colaborativo).

Abrir la página web de la aplicación CPD escribiendo en el navegador la dirección:

<https://simpatico.hi-iberia.es:4570/cpd/>

Esta es la página web oficial de la descripción del servicio “BS611A” proporcionado por la Xunta de Galicia. En esta página se puede buscar toda la información que necesitas (persona de contacto, cómo solicitarlo, tiempo de espera, etc.) para obtener el Reconocimiento del grado de discapacidad.

6. Probar el procedimiento administrativo “Reconocimiento de grado de discapacidad”

- a. Abrir el procedimiento administrativo “Reconocimiento de grado de discapacidad”. Localizar en la página el diagrama denominado “Reconocimiento de grado de discapacidad” y haz click en el botón “Abrir”, en la parte inferior derecha. Aparecerá una nueva página mostrando una descripción gráfica (o diagrama) del procedimiento administrativo. Usa la herramienta zoom (Tecla Ctrl + la rueda del ratón) para ampliar o reducir el diagrama.
- b. Abrir la leyenda. Haz click en el botón “leyenda” () localizado en la parte superior derecha de la página. La leyenda mostrará una descripción breve del significado de los símbolos que contiene el diagrama. Leer la leyenda y entonces hacer click en la leyenda del botón otra vez para ocultarlo.
- c. Comprender un diagrama. Un diagrama consiste en niveles jerárquicos que se desarrollan desde arriba a abajo. En el primer nivel, encontrarás el concepto de *procedimiento administrativo*, representado por un rectángulo con el nombre del procedimiento dentro; en el segundo nivel (bajo el rectángulo), encontrarás las *fases del procedimiento*, representadas por rectángulos con puntos orientados a la derecha con los nombres de las fases dentro; en el tercer nivel (debajo de cada fase) encontrarás los “*diálogos Ciudadano-Administración Pública*”. Un diálogo se representa con una secuencia de flechas, rectángulos redondeados, signos de interrogación (opcional) y relojes (opcional). Un diálogo comienza con el símbolo  y puede terminar con el símbolo  (finalización positiva) o con el símbolo  (finalización negativa).
- d. Comprender los conceptos de procedimiento y fase. Un procedimiento administrativo consiste en una serie de fases secuenciales, esto es, fases que se siguen unas a otras en el tiempo. Una fase puede empezar cuando la fase previa termina. Después de completar la última fase, todo el procedimiento administrativo se considerará completado.
 - i. Ver la información asociada al procedimiento. Hacer click en el rectángulo en el primer nivel (el que contiene el nombre del procedimiento). A la derecha aparecerá un panel con información general sobre el procedimiento. Ver esta información. Para ocultar el panel, hacer click en el botón  localizado en la parte superior derecha de la página o hacer click en un área vacía.
 - ii. Ver la información asociada a las fases. Hacer click en una de las fases del segundo nivel. En el panel derecho aparecerá información específica de la fase. Ver esta información.
- e. Comprender el concepto de diálogo. Una fase consiste de uno o más diálogos entre el ciudadano y la administración pública. El principal elemento de un diálogo entre el ciudadano y la Administración Pública es el denominado *comunicación*, lo que representa el momento en el que el ciudadano y la Administración Pública

interactúan a través de un canal (ej. Teléfono, email, formulario electrónico, ...)

- i. Ver el texto asociado con el algún diálogo. Hacer click en cualquiera de los diálogos (rectángulos con esquinas redondeada localizados en el tercer nivel). Aparecerá en el panel derecho información específica sobre el elemento seleccionado. Ver la información dentro del rectángulo y la información del panel derecho.

7. Cuestionario intermedio sobre el CPD.


Completa el cuestionario en la siguiente dirección:

https://docs.google.com/forms/d/e/1FAIpQLSfFcTx24mTpfg9x86iq7g34fvl_8wV5hCABIsIEmsqlKFtXw/viewform



Nota: La evaluación de la sesión 3 sólo se podrá realizar por quienes poseen una cuenta de gmail o de facebook. Aquéllos que no tengan una cuenta, no deberán realizar otra acción.

Sesión de evaluación 3: preguntas y comentarios sobre el CPD

1. Acciones a realizar en las fases

- a. Haciendo click en cualquier fase, aparecerán unos botones en el margen superior derecho de la fase. Haciendo click en el botón  se abrirá una nueva página web, a través de la cual será posible hacer una pregunta sobre la fase (por ejemplo, para obtener más información/aclaración con respecto a la información mostrada sobre la fase leída en el panel derecho). Cuando se muestre la página de autenticación, selecciona la opción “GOOGLE” o “Facebook” y procede a la autenticación con tu propia cuenta. Una vez enviado el cuestionario, vuelve a la página web del CPD.

2. Acciones a realizar sobre las comunicaciones

- a. Haciendo click en cualquiera de las comunicaciones (rectángulo con las esquinas redondeadas) aparecerán unos botones en el borde superior derecho del propio elemento. Haciendo click en el botón  se abrirá una nueva página web a través de la cual será posible hacer una pregunta sobre el elemento seleccionado. Una vez enviado el cuestionario, vuelve a la página web del CPD.
- b. Autenticación en el CPD
En la página web del CPD, comienza el proceso de autenticación haciendo click en “Login/Iniciar sesión” en el menú principal en la parte superior izquierda de la página. Cuando se muestre la página de autenticación, selecciona la opción “GOOGLE” o “Facebook” y procede a la autenticación con tu propia cuenta.
- c. En el margen derecho de cualquier elemento seleccionado, existe el botón . Haciendo click en este botón aparecerá una ventana donde permitirá al usuario proporcionar comentarios/sugerencias con el objetivo de mejorar un paso específico del procedimiento (por ejemplo, “Para este tipo de diálogo sería deseable recibir

comunicación de la Administración Pública por medio de un e-mail certificado en lugar de correo ordinario”).

3. Cuestionario final sobre el CPD.

Completa el cuestionario en la siguiente dirección:

https://docs.google.com/forms/d/e/1FAIpQLSfHWAU3_AIoRr2F2xgYoE8dgJABsEYWRP6fKHN5ktAv_hTORg/viewform

D3: English translation of guidelines (translated from XUNTA de Galicia's)

Preliminary information

Welcome to this experiment and thanks for the contribution you will provide!

In the course of this experiment you will be presented with the description of a real service provided by a Public Administration. The description will be offered in three ways. The first way is the classic one, i.e., the official web page of the service as it is advertised in the Public Administration's website. The second is a synthetic view of the phases that the service is articulated in. Finally the third way, though it offers same content as the first way, employs an innovative graphical notation, that you will be called to evaluate.

The experiment is broken down into three Evaluation Sessions. You must carry out the actions described in the numbered steps composing each session. In the last step of the first evaluation session you will be invited to fill in a **Questionnaire on “Servicepedia”**. After having completed this questionnaire you can access the second evaluation session, at the end of which you will be called to fill in an **Intermediate questionnaire on CPD**. After having completed this questionnaire you can access the third evaluation session, at the end of which you will have to fill in the **Final questionnaire on CPD**.

P.S.: In order to access the URLs we recommend to use any of the following browsers: Google Chrome, Apple Safari, Microsoft Edge.

Evaluation Session 1: XUNTA web page + Servicepedia

1. Access to the description web page of the service “Reconocimiento de grado de discapacidad”.

Open the browser and type in the address:

https://simpatico.hi-iberia.es:4570/IFE/BS611A_es.html

This is the official descriptive web page of the service “Reconocimiento del grado de discapacidad” of Xunta de Galicia. Check the information contained in the page and try to understand what documentation is needed and the steps to be performed to obtain the recognition of the degree of disability.

2. Access to the Servicepedia web page.

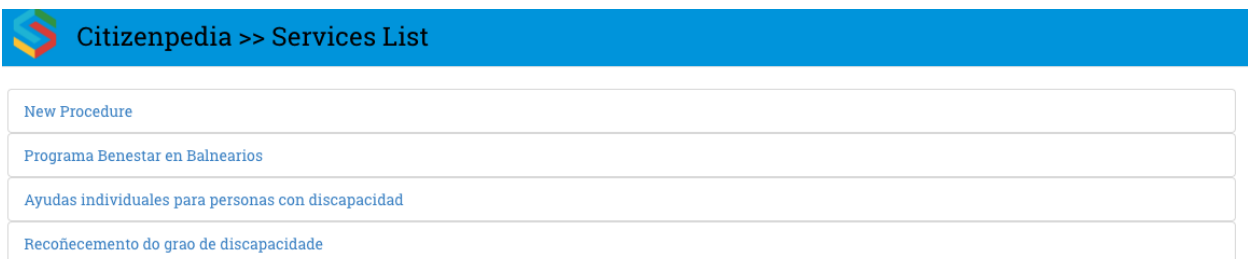
Open a new browser window and enter the address:

<https://simpatico.hi-iberia.es:4570/servicepedia/procedure.html?852edac5-e0a7-46ad-b326-330904c18567>

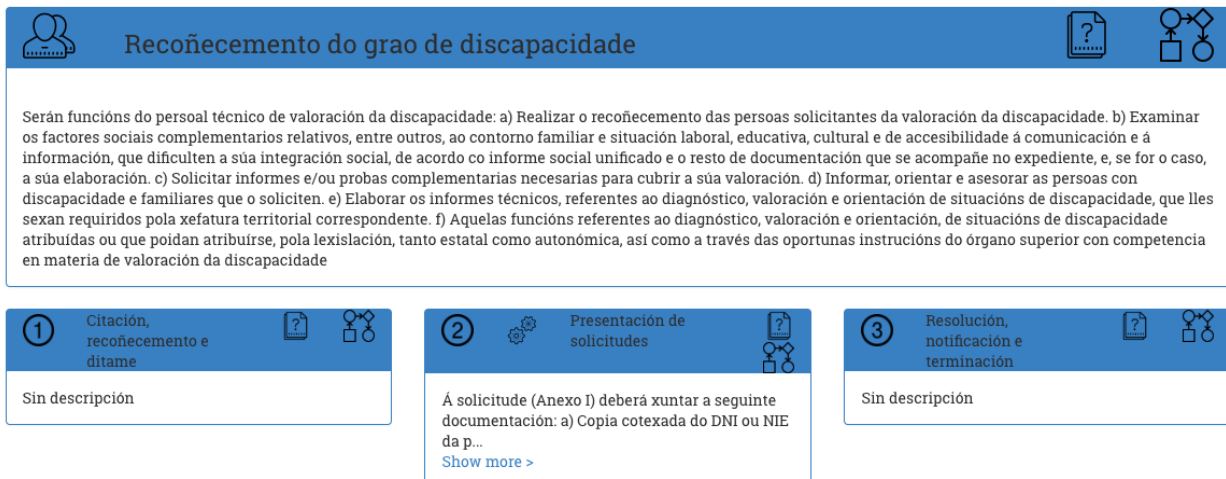
This is a descriptive web page of the service “Reconocimiento del grado de discapacidad” which summarizes the steps of the procedure. View the information on the page.

3. Understanding "Servicepedia". Servicepedia is a new way of showing the content of the original website to make it more accessible and understandable.

In the “Services” page, a list of available procedures will be shown.



Choosing the “Reconocimiento de grado de discapacidad” will take us to the detail section, where we can see the detail of the procedure.



First, we will see a description of the whole procedure. Then, the steps needed to complete it will be shown in order.

In every step, two options will be shown:



This icon will take us to the Q&A associated to that step, so we will be able to see what other users asked and answered.



This icon will get you to the CPD, where you will be able to see a diagram of the procedure.

4. Questionnaire on “Servicepedia”.

Complete the questionnaire at the following address:

<https://docs.google.com/forms/d/18O2Cs7gJgGYVIPgFeoIROQXatQfUzbgzsJxIDfa-9cA/edit>

Evaluation Session 2: CPD


5. Access to the web application Collaborative Procedure Design (CPD).




Open the web page of the CPD application by typing in your browser the address:


<https://simpatico.hi-iberia.es:4570/cpd>

This is the official web page of the description of the service “BS611A” provided by Xunta de Galicia. Imagine you are a citizen who needs the PA to acknowledge your disability’s degree. Search in the page for all information that you might need (whom to contact, how to apply, waiting time, etc..) in order to get the “Reconocimiento del grado de discapacidad”.

6. Test of the administrative procedure “Reconocimiento de grado de discapacidad”

- a. Opening of the administrative procedure “Reconocimiento de grado de discapacidad”. Locate on the page the diagram named “Reconocimiento de grado de discapacidad” and click on the “Open” button placed, with respect to the diagram, at the bottom right. A new page will appear displaying a graphic description (or diagram) of the administrative procedure. Use the zoom tool (Ctrl key + mouse or pad scroll) to zoom in and zoom out the diagram.
- b. Opening of the legend. Click on the “legend” button () placed at the top right of the page. The legend of the symbols that populate the diagram will appear along with a brief description of their meaning. Read the legend and then click on the legend button again to hide it.
- c. Understanding of the diagram. A diagram consists of three hierarchical levels that develop from top to bottom. At the first level you will find the concept of *administrative procedure*, represented by a rectangle with the name of the procedure inside; at the second level (under the rectangle) you will find the *phases of the procedure*, represented by rectangles having points oriented to the right with the names of the phases inside; at the third level (under each phase) you will find the *citizen-PA “dialogues”*. A dialogue is represented by a sequence of arrows, rounded rectangles, question marks (optional) and clocks (optional). A dialogue begins with

the symbol  and can end with the symbol of  (positive conclusion) or with the symbol  (negative conclusion).

- d. Understanding of the concepts of procedure and phase. An administrative procedure consists of a certain number of sequential phases, that is, phases that follow each other in time. A phase can begin when the previous phase ends. After completing the last phase, the entire administrative procedure will be considered completed.
 - i. View of information associated with the procedure. Click on the rectangle on the first level (the one containing the name of the procedure). A panel with general information on the procedure will appear on the right. View this information. To hide the panel, click on the button  placed at the top right of the page or click on an empty area.
 - ii. View of the information associated with the phases. Click on one of the phases on the second level. Specific information on the phase will appear on the right panel. View this information.
- e. Understanding of the concept of dialogue. A phase consists of one or more dialogues between the citizen and the public administration. The main element of a dialogue is the so-called *communication*, which represents the very moment in which the citizen and PA interact through a channel (eg. telephone, email, electronic form, ...).
 - i. View of the text associated with some dialogue. Click on any of the dialogues (rectangles with rounded corners placed on the third level). Specific information about the clicked item will appear on the right panel. View both the information inside the rectangle and those on the right panel.


7. Intermediate questionnaire on CPD.

Complete the questionnaire at the following address:


https://docs.google.com/forms/d/e/1FAIpQLSdRuOgCA12toE_tRV0-jO-5TIYq7-gre3PbH6Ex6Z5wAY2Ylw/viewform

Evaluation Session 3: CPD questions and feedbacks

1. Actions to be carried out on the phases

- a. By clicking on any phase, some buttons will also appear on the upper right margin of the phase. By clicking on the button  a new web page will open, through which it will be possible to ask a question on the phase (for example, for further information/darification with respect to what is reported in the information on the phase read in the right panel). Once the question has been submitted, return to the CPD web page.

2. Actions to be carried out on the interactions


- a. By clicking on any dialogue (rectangle with rounded corners) will also appear buttons on the upper right edge of the element itself. By clicking on the button  a new

web page will be opened through which you can ask a question on the clicked item. Once the question has been submitted, return to the CPD web page.

Notice: The following steps b) and c) can be taken only by who has a gmail account. Those who does not have a gmail account may skip the steps b) and c) and jump directly to the Final questionnaire on CPD (step n.3).

b. Authentication.

On the CPD web page, start the authentication process by clicking on "Login" in the main menu at the top left of the page. When the page for authentication is presented, select the "GOOGLE" option and proceed authenticating with your gmail account.

- c. On the right margin of any clicked element there is the button . By clicking on it a window will be opened that will allow the user to provide feedback/suggestions aimed at improving the specific step of the procedure (for example, "For this type of dialogue it would be desirable to receive communication from the public administration via certified e-mail instead of ordinary mail").

3. Final questionnaire on CPD.

Complete the questionnaire at the following address:

https://docs.google.com/forms/d/e/1FAIpQLScm7AF7meLJ-FoTnCZg5_V3yoHnjsV-BHhRNYQbhanW8I57ew/viewform

Appendix E – CPD: Questionnaires

E1: CPD intermediate questionnaire

Section1: Gathering of non-sensitive data

#		Trento pilot	XUNTA Pilot	English translation (of XUNTA questionnaire)
1	Question	Qual è la tua fascia d'età?	¿Cuál es tu rango de edad?	What is your age group?
	Possible answers	a) Meno di 23; b) 23-35; c) 36-50; d) 51-70; e) più di 70	a) Menos de 23; b) 23-35; c) 36-50; d) 51-70; e) mas de 70	a) Younger than 23; b) 23-35; c) 36-50; d) 51-70; e) older than 70
2	Question	Qual è il tuo titolo di studio?	¿Cuál es tu nivel de educación? Selecciona el nivel máximo de estudios	What is your qualification level?
	Possible answers	a) Diploma di scuola media; b) Diploma di scuola superiore; c) Laurea; d) Master; e) Dottorato di ricerca	a) Secundaria; b) Bachillerato; c) Carrera universitaria; d) Postgraduado	a) High School; b) Bachelor degree; c) Master degree; c) Post graduate

Section 2: Perception of the information

#		Trento pilot	XUNTA Pilot	English translation (of XUNTA questionnaire)
1	Question	Hai trovato differenze nel modo di porre le informazioni tra la pagina web ufficiale del Comune di Trento e quella sperimentale del CPD?	¿Has encontrado alguna diferencia en la información disponible en la Web oficial de la Xunta y la página web del CPD?	Did you find any difference in how information are presented between the official XUNTA de Galicia web page and the experimental CPD web page?

	Possible answers	a) Si, molte; b) Si, poche; c) Nessuna differenza	a) Si, muchas b) Si, pero no muchas c) No, ninguna	a) Yes, many b) Yes, but not many c) No difference
2	Question	In generale, come reputi l'impiego di simboli, immagini e icone per descrivere un servizio offerto dalla Pubblica Amministrazione?	¿En general, como considerarías el uso de símbolos, imágenes e iconos utilizados para describir los servicios ofrecidos por la administración pública?	In general, how would you consider the use of symbols, images, icons to describe the services offered by the Public Administration?
	Possible answers	a) Assolutamente utile, i simboli grafici mi aiutano a comprendere immediatamente il funzionamento del servizio; b) Utile, ma è opportuno integrare i simboli grafici con del testo esplicativo; c) Per niente utile, preferisco la pagina di solo testo	a) Muy util, los símbolos me ayudan a entender fácilmente el funcionamiento del servicio; b) Sería útil, siempre y cuando se complemente con texto; c) Nada útil, prefiero que la información se muestre solamente en texto	a) It would be absolutely useful, the graphic symbols help me to understand immediately the behavior of the service; b) It would be useful, but it is opportune to combine them with supplementary text; c) Not at all useful, I prefer a text-only page
3	Question	Come giudichi la notazione grafica impiegata nella pagina web del CPD?	¿Como valorarías la notación gráfica utilizada en la pagina web del CPD?	How would you rate the graphic notation used on the CPD web page?
	Possible answers	a) Molto intuitiva; b) Abbastanza intuitiva; c) Poco intuitiva, ma la legenda mi ha aiutato a comprendere meglio; d) Per nulla intuitiva, e la legenda non aiuta la comprensione	a) Muy intuitiva; b) Poco intuitiva; c) Muy poco intuitiva, pero la leyenda me ha ayudado a entender algo mejor entender el CPD; d) Nada intuitiva, incluso la leyenda no ayuda a la comprensión	a) Very intuitive; b) Quite intuitive c) Not very intuitive, but the legend helped me to understand better; d) Not at all intuitive, and the legend does not help understanding

Section 3: Comprehension of the information

#		Trento pilot	XUNTA Pilot	English translation (of XUNTA questionnaire)
1	Question	Nella pagina del CPD, quali nuove informazioni hai colto che non fossero già presenti nella pagina web ufficiale del Comune di Trento?	En la pagina web del CPD, ¿que nueva información has encontrado que no esta en la pagina web de la Xunta?	On the CPD page, what new information did you find that were not already on the official XUNTA de Galicia web page?
	Possible answers	(Testo libero)	(texto libre)	(Free text)
2	Question	Nella pagina web del CPD, una fase del procedimento può cominciare ...	En la pagina web del CPD, una fase del proceso puede empezar...	On the CPD web page, a phase in the process can begin ...
	Possible answers	a) solo se la fase che la precede si è conclusa positivamente; b) solo se la fase che la precede si è conclusa; c).... contemporaneamente a tutte le altre fasi; d).... solo se la Pubblica Amministrazione ha dato l'OK	a) solo si la fase que le precede ha terminado satisfactoriamente; b) solo si la fase que le precede termina; c) a la vez que las demás fases; d) solo si la administración pública da el visto bueno	a) only if the phase that precedes it ended positively; b) only if the phase that precedes it has ended; c) at the same time as all the other phases; d) only if the Public Administration has given the OK
3	Question	Nella pagina web del CPD, cosa succede quando un dialogo incontra, nel suo percorso, il simbolo del punto interrogativo?	En la página web del CPD, ¿que pasa cuando el flujo llega a un signo de interrogación?	On the CPD web page, what happens when an interaction flow meets the question mark symbol?
	Possible answers	a) Il procedimento si interrompe, concludendosi negativamente; b) Il procedimento può intraprendere una delle	a) El procedimiento es interrumpido y termina de manera negativa; b) El procedimiento puede tomar uno de los dos flujos representados como	a) The procedure is interrupted and fails; b) The procedure can take one of the two alternative routes shown downstream of the symbol

		due strade alternative mostrate a valle del simbolo; c) Il cittadino deve chiedere informazioni all'ufficio responsabile del procedimento	salidas del simbolo; c) El ciudadano tiene que solicitar información a la oficina responsable del procedimiento	c) The citizen has to request information to the office responsible for the procedure
4	Question	Nella pagina web del CPD, quale elemento grafico rappresenta una "comunicazione" tra cittadino e Pubblica Amministrazione?	En la web del CPD, ¿que elemento grafico representa una "comunicación"?	On the CPD web page, which graphic element represents a "communication"?
	Possible answers	a) Orologio; b) Rettangolo con spigoli arrotondati; c) Freccia; d) Punto interrogativo	a) Reloj b) Rectangulo con bordes redondeados c) Flecha d) Signo de interrogación	a) Clock; b) Rectangle with rounded corners; c) Arrow; d) Question mark

Section 4: Effectiveness of the Information

#		Trento pilot	XUNTA Pilot	English translation (of XUNTA questionnaire)
1	Question	Nella pagina web del CPD, come si chiama la seconda fase del procedimento?	En la página web del CPD, ¿como se llama es la segunda fase del procedimiento?	On the CPD web page, what is the second phase of the procedure called?
	Possible answers	a) "Organizzazione eventi"; b) "Comunicazione di somministrazione alimenti"; c) "Presentazione dell'istanza"; d) Non esiste la seconda fase	a) "Citación, reconocimiento y dictamen"; b) "Dictamen"; c) "Resolución, notificación y terminación"; d) No hay segunda fase	a) "Citación, reconocimiento e ditame"; b) "Ditame"; c) "Resolución, notificación e terminación"; d) There is no second phase
2	Question	Nella pagina web del CPD, in quali delle seguenti	En la pagina web del CPD, ¿en cual de las siguientes "comunicaciones" se hace	On the CPD web page, in which of the following interactions an electronic

		"comunicazioni" è previsto l'utilizzo di un modulo elettronico per comunicare con la PA?	uso del correo electrónico como canal de comunicación con la administración pública?	form is used to communicate with the PA?
	Possible answers	a) "Richiesta di fornitura"; b) "Presentazione del Modulo Unico Eventi"; c) "Richiesta di autorizzazione"; d) "Selezione dello spazio disponibile"	a) "Citación" b) "Formulario electrónico" c) "Reclamación"	a) "Citación" b) "Formulario electrónico" c) "Reclamación"
3	Question	Nella pagina web del CPD, quante "comunicazioni" tra cittadino e Pubblica Amministrazione sono previste nella fase finale della procedura?	La página web del CPD, ¿cuántas "comunicaciones" tiene en la última fase del procedimiento?	On the CPD web page, how many communication events occur in the final phase of the procedure?
	Possible answers	a) 3; b) 2; c) 1; d) nessuna	a) 3; b) 2; c) 1; d) ninguna	a) 3; b) 2; c) 1; d) none
4	Question	Nella pagina web del CPD, quali sono le "comunicazioni" in cui è la Pubblica Amministrazione ad emettere una comunicazione verso il cittadino? (È possibile selezionare più opzioni)	En la pagina web del CPD, ¿cuáles son las "comunicaciones" en las que la administración pública (Xunta) inicia la comunicación con el ciudadano? (es posible seleccionar mas de una respuesta)	On the CPD web page, what are the "communications" in which the Public Administration starts the interaction with the citizen? (It is possible to select more than one option)
	Possible answers	a) "Comunicazione dell'importo da pagare"; b) "Richiesta di autorizzazione"; c) "Preavviso di pubblica manifestazione"; d) "Rilascio della concessione"	a) "Citación" b) "Dictamen" c) "Reconocimiento" d) "Redamación"	a) "Citación" b) "Dictamen" c) "Reconocimiento" d) "Redamación"

Section 5: Concluding question

#		Trento pilot	XUNTA Pilot	English translation (of XUNTA questionnaire)
1	Question	Hai in mente suggerimenti o critiche sul questo modo innovativo di esporre le informazioni su una procedura amministrativa? Esprimile liberamente qua sotto	¿Quieres dejar alguna opinión/sugerencia? Déjala a continuación	Would you like to provide any feedback/suggestion on the administrative procedure. Please, do it below
	Possible answers	(Testo libero)	(texto libre)	(Free text)

E2: CPD final questionnaire

#		Trento pilot	XUNTA Pilot	English translation (of XUNTA questionnaire)
1	Question	Qual è la tua fascia d'età?	¿Cuál es tu rango de edad?	What is your age group?
	Possible answers	a) Meno di 23; b) 23-35; c) 36-50; d) 51-70; e) più di 70	a) Menos de 23; b) 23-35; c) 36-50; d) 51-70; e) mas de 70	a) Younger than 23; b) 23-35; c) 36-50; d) 51-70; e) older than 70
2	Question	Qual è il tuo titolo di studio?	¿Cuál es tu nivel de educación? Selecciona el nivel máximo de estudios	What is your qualification level?
	Possible answers	a) Diploma di scuola media; b) Diploma di scuola superiore; c) Laurea; d) Master; e) Dottorato di ricerca	a) Secundaria; b) Bachillerato; c) Carrera universitaria; d) Postgraduado	a) High School; b) Bachelor degree; c) Master degree; c) Post graduate

3	Question	Tramite il bottone raffigurato qui sotto hai posto dei quesiti attraverso la pagina web del CPD. Immagina ora che sempre attraverso la stessa pagina potrai ottenere una risposta. Come valuti questo metodo innovativo per ottenere assistenza?	Mediante el botón que se muestra a continuación puedes realizar preguntas a través de la pagina web del CPD. Ahora, imagínate que puedes obtener respuestas a esas preguntas también a través de la misma página. ¿Como valorarías este método para obtener asistencia de la Administración Pública?	Through the button shown below you have asked questions via the CPD web page. Imagine now that you can always get an answer through the same page. How do you rate this innovative method for obtaining assistance by the Public Administration?
	Possible answers	a) Mi piace, non dovrei sprecare tempo a scrivere email, telefonare o recarmi di persona agli uffici della Pubblica Amministrazione b) Non mi piace, quando ho dei dubbi preferisco rivolgermi alla Pubblica Amministrazione di persona, per e-mail o per telefono	a) Me gusta, no debería dedicarle tiempo a escribir emails, llamando o yendo a las oficinas de la Administración Pública; b) No me gusta, cuando tengo dudas prefiero hablar con la Administración Pública en persona o mediante teléfono.	a) I like it, I should not waste time writing emails, calling or going to the Public Administration offices in person; b) I do not like it, when I have doubts I prefer to speak to the Public Administration in person, by e-mail or by telephone
4	Question	Ti piacerebbe se a rispondere ai tuoi quesiti fossero, oltre che i dipendenti della Pubblica Amministrazione, anche altri cittadini come te?	¿Te gustaría si tanto otros ciudadanos como los empleados de la Administración Pública pudiesen contestar a tus preguntas?	Would you like it if, other citizens like you, as well as employees of the Public Administration, could answer your questions?
	Possible answers	a) Sì, mi fido dell'esperienza fatta dagli altri cittadini; b) No, mi fido solo delle risposte fornite dai dipendenti della Pubblica Amministrazione; c) Mi piacerebbe vedere sia le risposte dei	a) Sí, confío en la experiencia de otros ciudadanos.; b) No, solo confío en las respuestas dadas por los trabajadores de la administración pública; c) Me gustaría que ambos, otros ciudadanos y los empleados de la	a) Yes, I trust the experience of other citizens; b) No, I only trust the answers provided by the employees of the Public Administration; c) I would like to see both the responses of citizens and those of Public

		cittadini che quelle dei dipendenti della Pubblica Amministrazione	administración pública, contestaran a las preguntas.	Administration employees
5	Question	In che misura tu saresti disponibile a rispondere ai quesiti posti da altri cittadini?	¿En qué medida estaría disponible para responder las preguntas planteadas por otros ciudadanos?	To what extent would you be available to answer the questions posed by other citizens?
	Possible answers	a) Per nulla disponibile; b) Poco disponibile; c) Mediamente disponibile; d) Abbastanza disponibile; e) Molto disponibile	a) Nada dispuesto; b) Poco dispuesto; c) Disponibilidad media; d) Algo dispuesto; e) Muy dispuesto	a) Not at all available; b) Little available; c) On average available; d) Quite available; e) Very much available
6	Question	Tramite il bottone raffigurato qui sotto, hai inviato dei suggerimenti attraverso la pagina web del CPD. Quanto reputi importante che i suggerimenti dei cittadini vengano presi in considerazione dalla Pubblica Amministrazione per migliorare i servizi?	Mediante el botón que se muestra a continuación puedes enviar sugerencias haciendo uso de la página web del CPD. ¿Como de importantes crees que son las sugerencias de los ciudadanos para que las administraciones publicas mejoren sus servicios?	Through the button shown below, you sent suggestions through the CPD web page. How important do you think the suggestions of citizens are taken into consideration by the Public Administration to improve the provided services?
	Possible answers	a) Non è importante; b) Poco importante; c) Mediamente importante; d) Abbastanza importante; e) Molto importante	a) No es nada importante; b) No muy importante; c) Importancia media; d) Algo importante; e) Muy importante	a) It's not important; b) Not very important; c) On average important; d) Quite important; e) Very important

E3 - Servicepedia questionnaire (XUNTA pilot only)

#	XUNTA Pilot	English translation
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1	Question	¿Cuál es tu rango de edad?	What is your age group?
	Possible answers	a) Menos de 23; b) 23-35; c) 36-50; d) 51-70; e) mas de 70	a) Younger than 23; b) 23-35; c) 36-50; d) 51-70; e) older than 70
2	Question	¿Cuál es tu nivel de educación? Selecciona el nivel máximo de estudios	What is your qualification level?
	Possible answers	a) Secundaria; b) Bachillerato; c) Carrera universitaria; d) Postgraduado	a) High School; b) Bachelor degree; c) Master degree; c) Post graduate
3	Question	¿Encontraste alguna diferencia en la forma de mostrar la información de la página web oficial de la Xunta de Galicia frente a la página web de Servicepedia?	Did you find any difference in how information are presented between the official XUNTA de Galicia web page and the experimental Servicepedia web page?
	Possible answers	a) Sí, muchas; b) Sí, pero pocas; c) No hay diferencia	a) Yes, many; b) Yes, but not many; c) No difference
4	Question	En la página de Servicepedia, ¿qué información nueva encontraste que no estaba en la página web oficial de la XUNTA de Galicia?	On the Servicepedia page, what new information did you find that were not already on the official XUNTA de Galicia web page?
	Possible answers	(Texto libre)	(Free text)
5	Question	¿Cómo calificarías la notación gráfica usada en la página web Servicepedia?	How would you rate the graphic notation used on the Servicepedia web page?
	Possible answers	a) Muy intuitiva; b) Bastante intuitiva; c) No muy intuitiva, pero la legenda me ayudó a comprenderla mejor; d) Nada intuitiva y la legenda no me ayudó a compenderla	a) Very intuitive; b) Quite intuitive; c) Not very intuitive, but the legend helped me to understand better; d) Not at all intuitive, and the legend does not help understanding

6	Question	En la página web Servicepedia, las cajas numeradas representan...	On the Servicepedia web page, the numbered boxes represent ...
	Possible answers	a).... fases que pueden realizarse en cualquier orden; b).... fases que deben realizarse en un orden determinado; c).... documentos que la administración necesita para realizar el procedimiento	a) pashes that can be done in any order; b) phases that must me done in a particular order; c) documents that the administration needs in order to do the procedure
7	Question	En la página web Servicepedia, ¿cuál es la segunda fase del procedimiento llamado "Reconocimiento de discapacidad"?	On the Servicepedia web page, what is the second phase of the procedure called "Reconocimiento de discapacidad"?
	Possible answers	a) "Citación, reconocimiento y dictamen"; b) "Presentación de solicitudes"; c) "Resolución, notificación y terminación"; d) No hay segunda fase	a) "Citación, reconocimiento y dictamen"; b) "Presentación de solicitudes"; c) "Resolución, notificación y terminación"; d) There is no second phase
8	Question	En la página web Servicepedia, ¿qué representa este icono? (?)	On the Servicepedia web page, what does this icon represent?
	Possible answers	a) Hacer una pregunta nueva; b) Ver las preguntas relacionadas con este paso; c) Las dos anteriores	a) Make a new question; b) See questions related to this step; c) Both of the above
9	Question	En la página web Servicepedia, ¿en cuál de las siguientes fases se usa un formulario electrónico para comunicarse con la Administración Pública?	On the Servicepedia web page, in which of the following interactions an electronic form is used to communicate with the PA?
	Possible answers	a) "Citación, reconocimiento y dictamen"; b) "Presentación de solicitudes"; c) "Resolución, notificación y terminación"; d) En ninguna	a) "Citación, reconocimiento y dictamen"; b) "Presentación de solicitudes"; c) "Resolución, notificación y terminación"; d) None of the above
10	Question	¿Crees que la página web Servicepedia hace más comprensible	Do you think Servicepedia web page makes the information of the procedure

		la información del procedimiento?	more understandable?
	Possible answers	a) Mucho; b) Bastante; c) Lo mismo; d) Bastante menos; e) Lo hace mucho menos comprensible;	a) Very much; b) Quite much; c) The same; d) Quite less; e) It makes it more confusing;