

Citizen centric services by Digital Innovation Hubs: Innovative public services in cross-border regions

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Technologies for Efficiency Extremadura Digital Innovation Hub

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Fondo Europeo de
Desarrollo Regional
"Una manera de hacer Europa"

JUNTA DE EXTREMADURA
Consejería de Economía e Infraestructuras

04i OFICINA
PARA LA
INNOVACIÓN


FUNDECYT PCTEX


Unión Europea



Extremadura

Geographic and demographic influence

Scenario

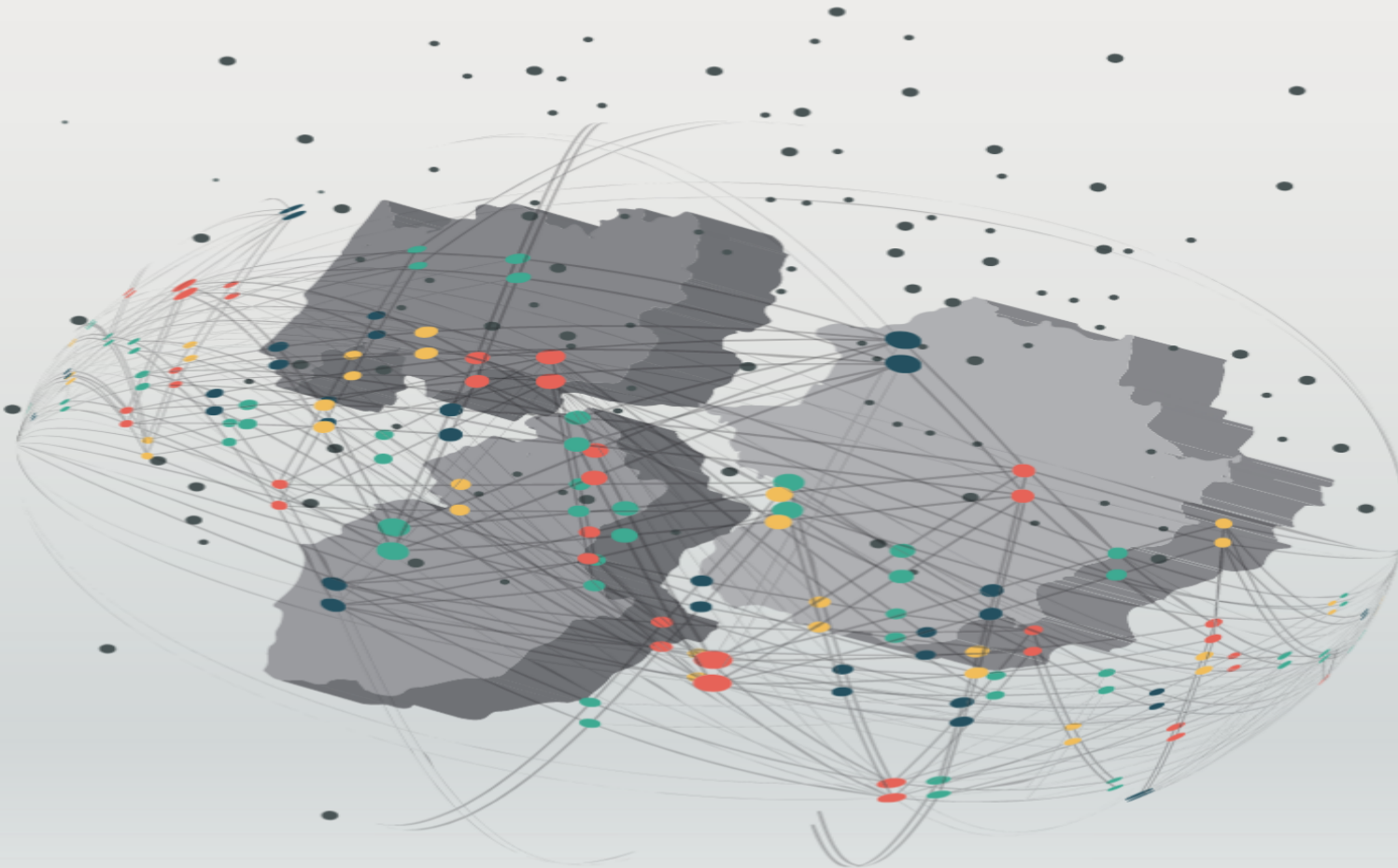
- 1.1 million inhabitants
- Area 41,634 Km²
- GDP 17€ billion
- Density of 26 inh./km²
 - EU rural concept 30inh./km²
- 383 small municipalities
 - 90% under 5.000inh.
- 2 Main cities:
 - Badajoz, 150.000 inh.
 - Cáceres, 90.000 inh.



EUROACE

Extremadura (Spain) Alentejo and Centro (Portugal)

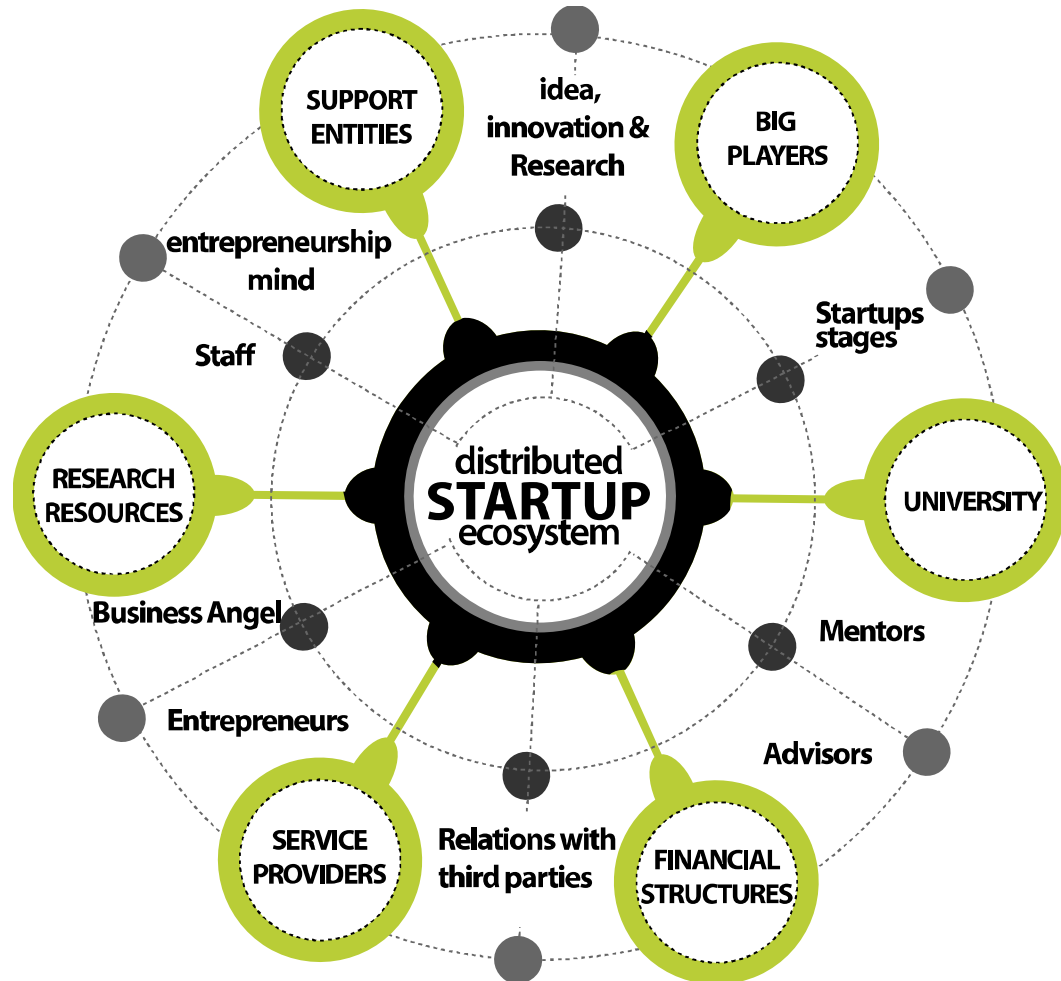
Less developed regions require their own model to go beyond the technology poles and reach the territory in a distributed and collaborative way.



Distributed model in the Region

and achieve their potential growth and impact

DISTRIBUTED ECOSYSTEM



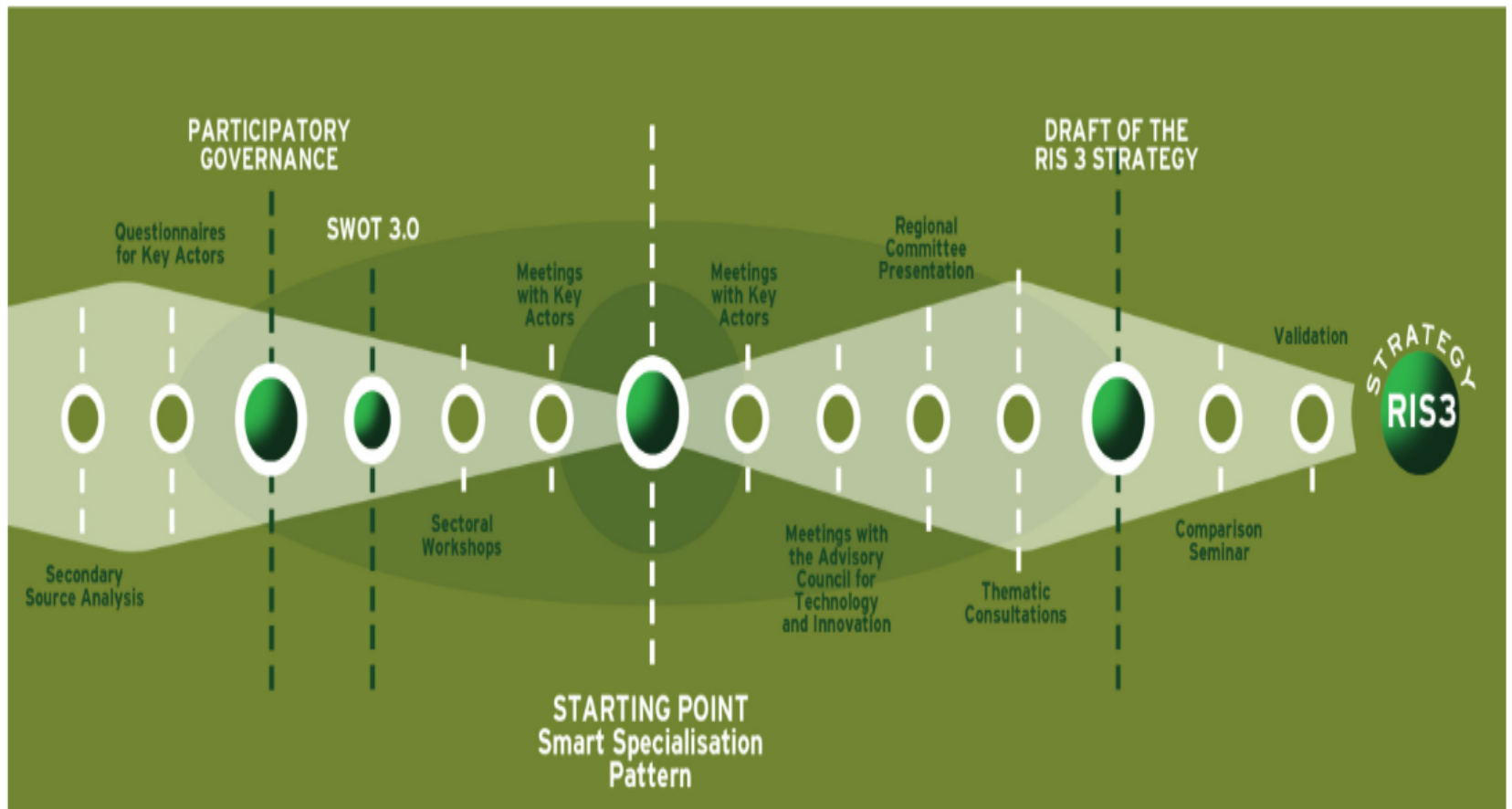


Figure 3: "Bottom-up" methodology used during the design process of the RIS3 Strategy of Extremadura.

Source: Prepared by the authors





Mission:

Contribute to the integral development of the territory of Extremadura through the provision of high quality services to entrepreneurs and innovative SMEs, regardless of the place where they carry out their activity.

Vision:

Develop a model for fostering and managing entrepreneurship and innovation in SMEs based on inter-institutional cooperation, innovation in service delivery, distributed management and the generation of a proactive and interactive community around the entrepreneurial phenomenon that Constitutes a European reference.

RED CETEIS

Socios del proyecto CETEIS que conforman la red distribuida para la prestación de servicios en la EUROACE
2.465 vistas
[COMPARTIR](#)

SOCIOS

- ADRAL - Agência de Desenvolvimento Re...
- Adraces- Associação Para O Desenvolvim...
- Associação Parkurbis Incubação
- Ayto. Cáceres
- CEC - Câmara de Comércio e Indústria do ...
- Cataa - Associação Centro Apoio Tecnoló...
- Câmara de Comercio de Cáceres
- Câmara de Badajoz
- DG Empresa
- Diputación Provincial De Badajoz
- Diputación Provincial De Cáceres
- Fundecyt - PCTEX
- INSTITUTE PEDRO NUNES
- Parque de Ciência e Tecnologia do Alentejo

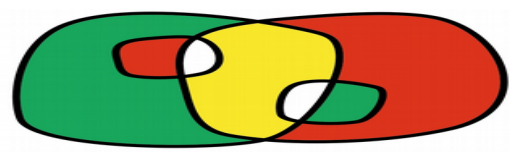
INCUBADORAS

- Vivero de Empresas de Azuaga. Câmara ...
- CEI - Centro de Empresas Inovadoras - C...
- CID Incubadora de Cabeza del Buey - DIP. ...
- CID Incubadora San Vicente de Alcántara...
- ... 35 más



CETEIS

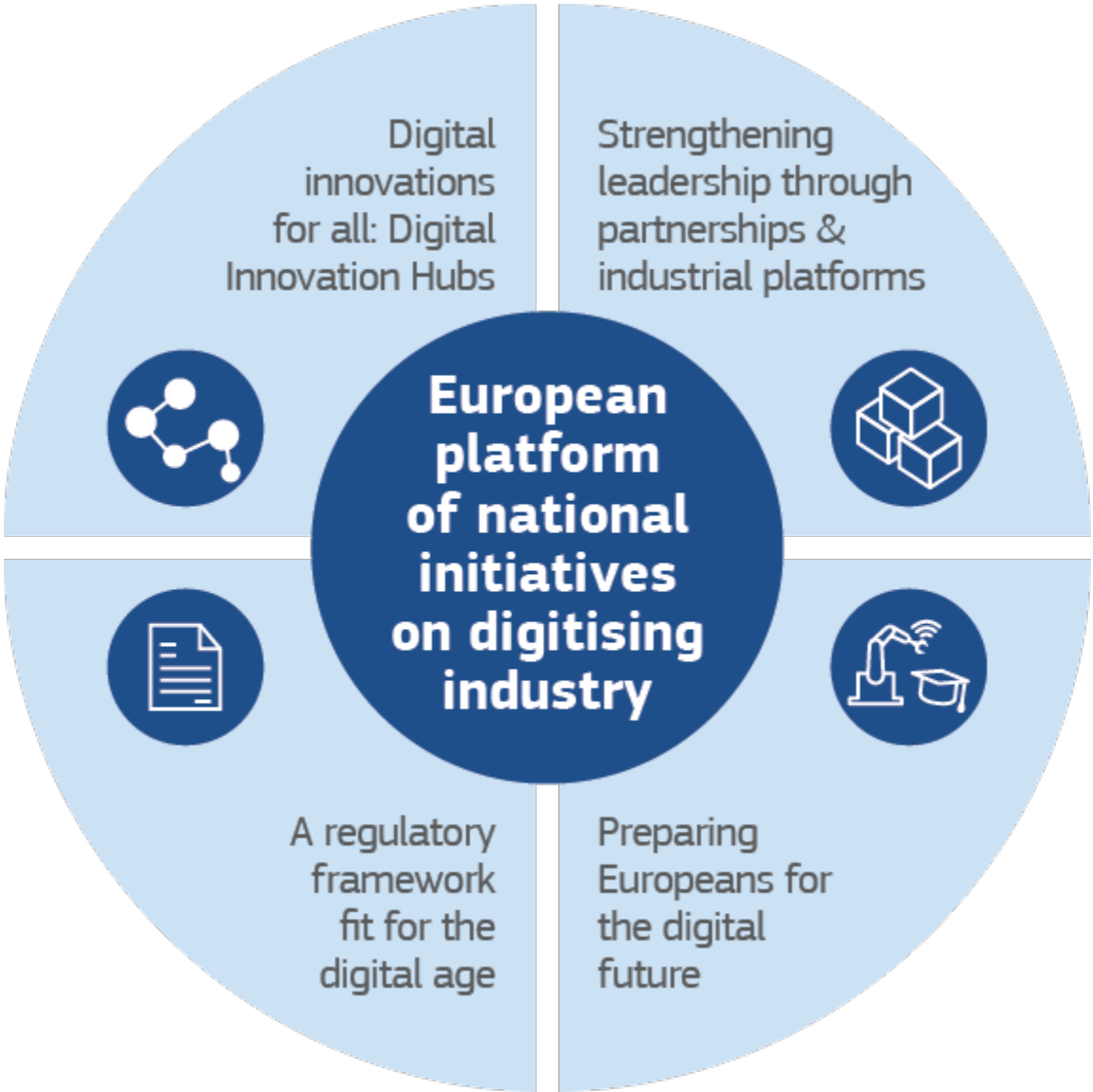
It aims to develop a distributed model of advanced services provision for entrepreneurship and innovation in SMEs in EUROACE, with the objective to contribute to high impact entrepreneurship and to the competitiveness of the territory.



PROGRAMA
COOPERAÇÃO TRANSFRONTEIRIZA
ESPAÑA ~ PORTUGAL
COOPERAÇÃO TRANSFRONTEIRIZA
2007 ~ 2013



Centros
Transfronterizos
de Apoyo
al Emprendimiento
Innovador

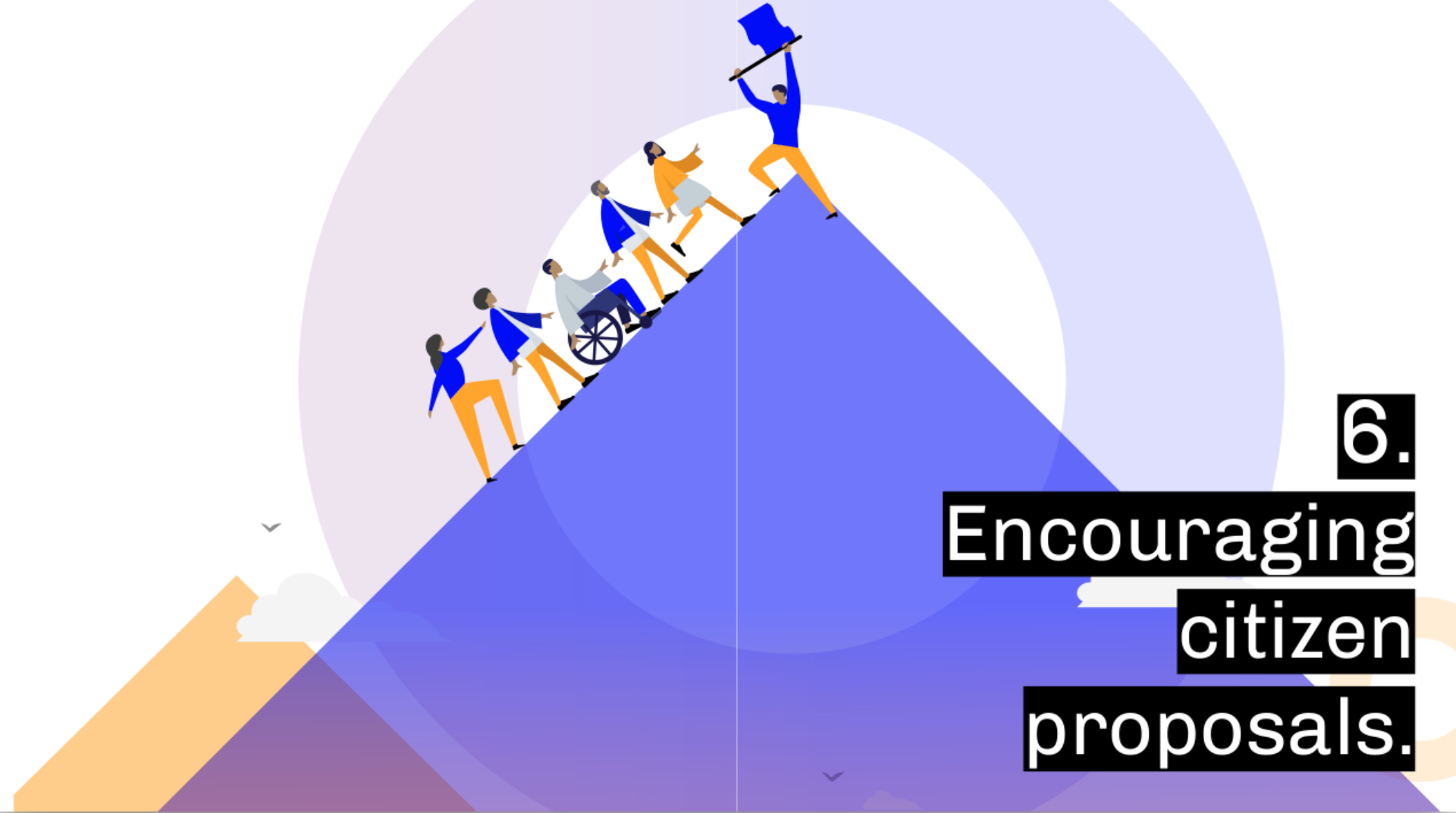




CLOSER TO CITIZEN



The P2P (peer-to-peer) approach is a paradigm shift in how we organize, share, produce and interact. We propose a new socioeconomic model in network, distributed, based on the relations between pairs, from the common, free and open; **Characteristics that underpin the main pillars of our own methodology**

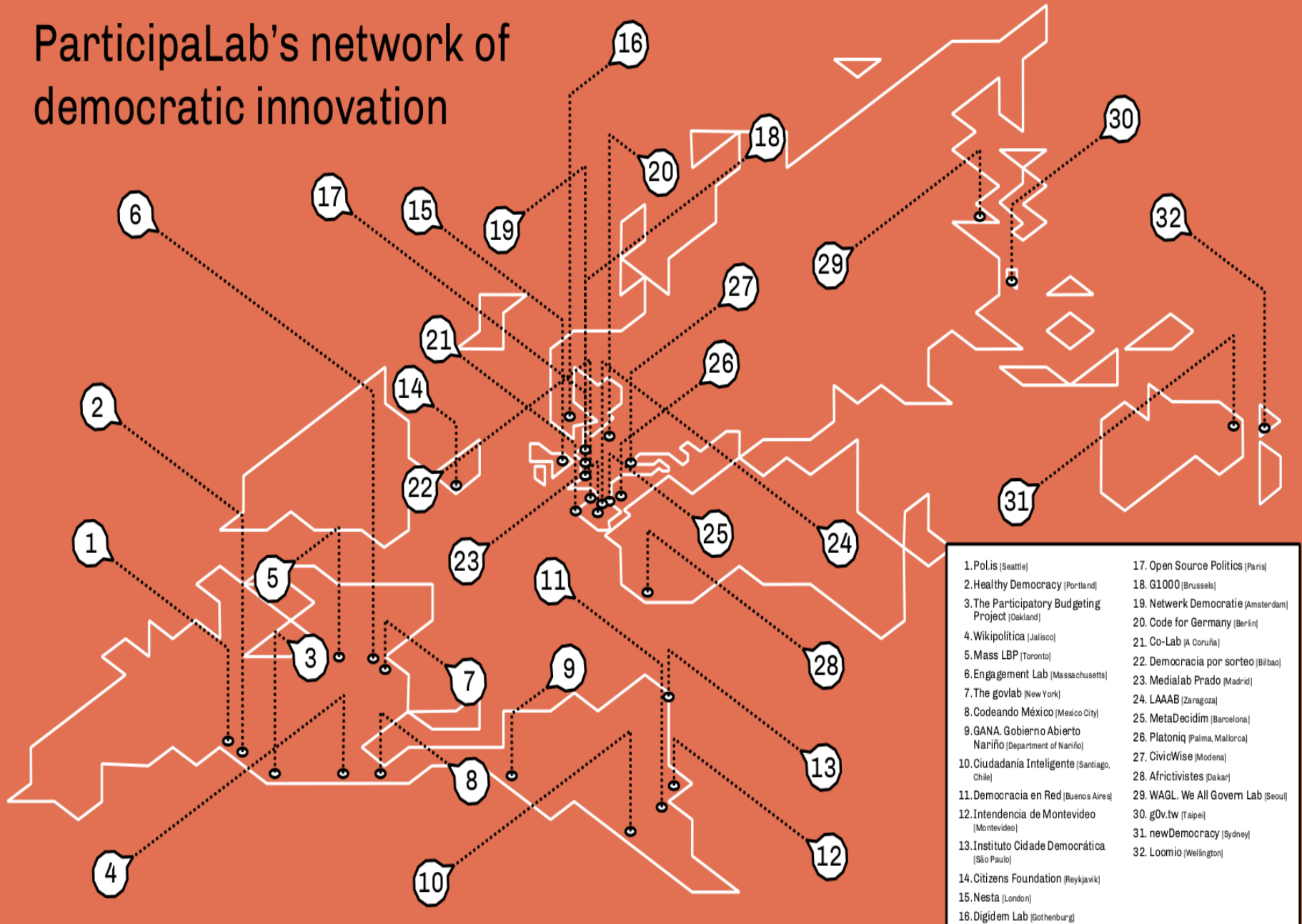


6.

Encouraging
citizen
proposals.

Massive and collaborative bottom up process around the territory for
Ecosystem assessment

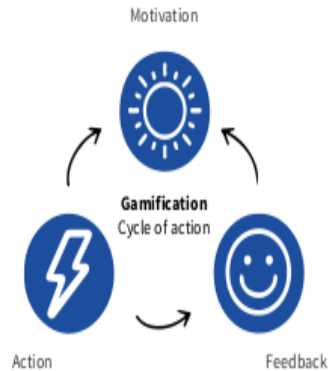
ParticipaLab's network of democratic innovation



- | | |
|---|-------------------------------------|
| 1. Polis (Seattle) | 17. Open Source Politics (Paris) |
| 2. Healthy Democracy (Portland) | 18. G1000 (Brussels) |
| 3. The Participatory Budgeting Project (Oakland) | 19. Netwerk Democratie (Amsterdam) |
| 4. Wikipolítica (Jalisco) | 20. Code for Germany (Berlin) |
| 5. Mass LBP (Toronto) | 21. Co-Lab (A Coruña) |
| 6. Engagement Lab (Massachusetts) | 22. Democracia por sorteo (Bilbao) |
| 7. The govlab (New York) | 23. Medialab Prado (Madrid) |
| 8. Codeando México (Mexico City) | 24. LAAAB (Zaragoza) |
| 9. GANA. Gobierno Abierto Nariño (Department of Nariño) | 25. MetaDecidim (Barcelona) |
| 10. Ciudadania Inteligente (Santiago, Chile) | 26. Platoniq (Palma, Mallorca) |
| 11. Democracia en Red (Buenos Aires) | 27. CivicWise (Modena) |
| 12. Intendencia de Montevideo (Montevideo) | 28. Afriktivistes (Dakar) |
| 13. Instituto Cidade Democrática (São Paulo) | 29. WAGL. We All Govern Lab (Seoul) |
| 14. Citizens Foundation (Reykjavik) | 30. gÖv.tw (Taipei) |
| 15. Nesta (London) | 31. newDemocracy (Sydney) |
| 16. Digidem Lab (Göteborg) | 32. Loomio (Wellington) |

The Mechanics of the Proposal Dashboard

_gamification is based on applying the dynamics and elements of games to non-game-related spheres.



Gamification is based on applying the dynamics and elements of games to non-game-related spheres. In this case, the work focused on mechanics such as rewards, the acquisition of new resources and feedback to create action loops. This concept of loop requires three key elements to achieve engagement: motivation, action and feedback. Motivation to draw in the user; action to generate a concrete goal that maintains people's interest and feedback to give results that can satisfy and surprise. Finally, these factors must strengthen motivation in order to keep the cycle of engagement going. The work was focused on translating this concept to a functional pattern that would be integrated into the 'digital life' of the citizen proposals; a pattern versatile enough to be adapted, expanded or sophisticated at any time, both on the Decide Madrid platform and on any other platform based on CONSUL.

Before the 'Proposal Dashboard' was implemented, users of the Decide Madrid platform had a user panel where they could manage their login information, preferences, fast access to the list of proposals, published proposals and related notifications. This pilot focuses on the development of a specific space for the Management of Citizen Proposals on Decide Madrid, where proposals can be edited, published or archived, but above all, where resources are provided in stages according to key variables: time and endorsements gathered. In this way and at any time, new resources or actions can be created from the Decide Madrid administration panel, and the visualisation of these resources and actions can be programmed based on the key variables. The action or resource can be activated or deactivated as needed just by indicating so on the administration

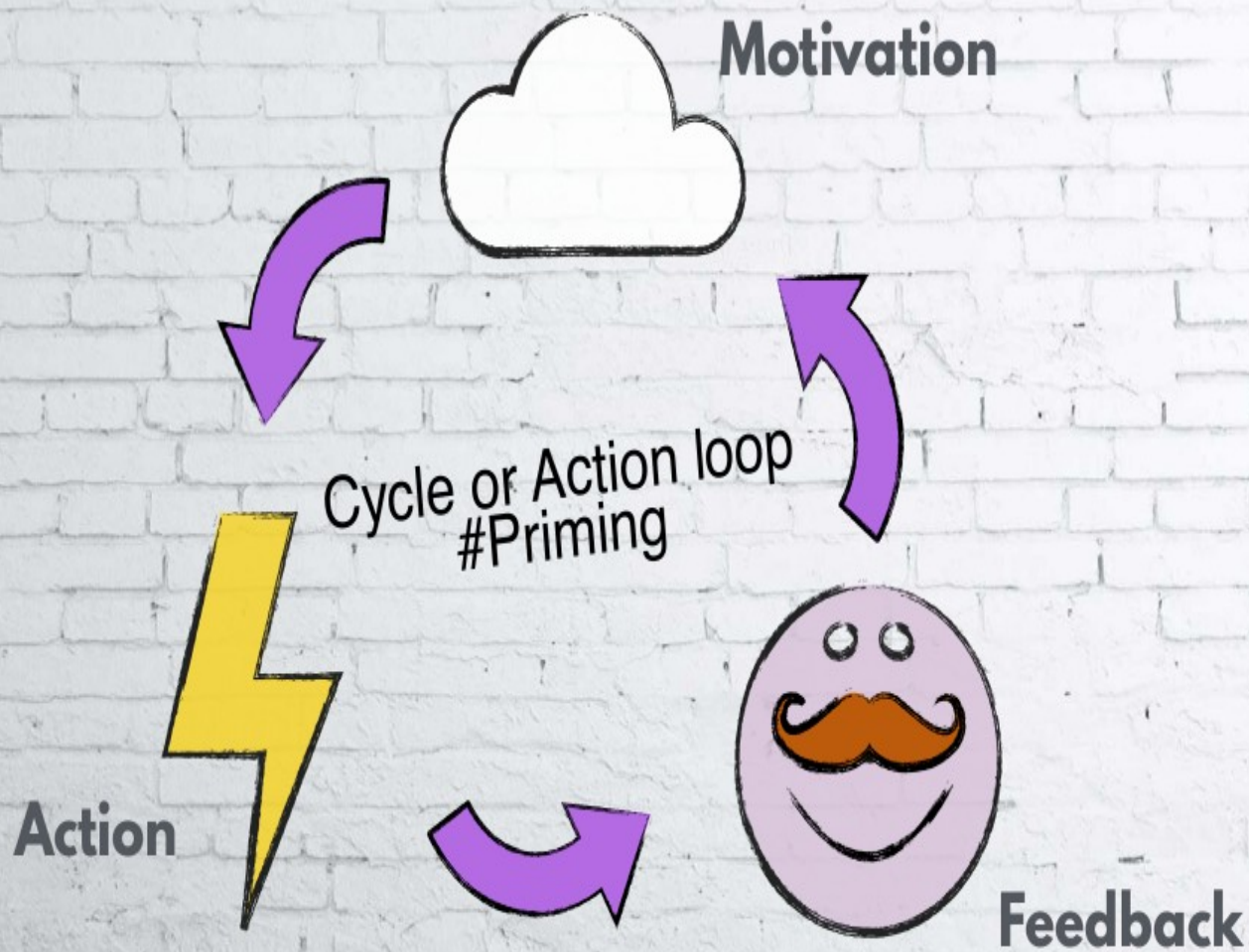
So we can see that it is possible to reach the goal and that patterns of success resemble those of a crowdfunding campaign. We need to get every user or community of users the tools that facilitate these dynamics of dissemination and collaboration, but how do we maintain the user's focus and motivation to spread the word? How do we turn Decide Madrid into a platform that speaks and stimulates with the mission of forging community and support? How do we help users who normally have no experience in diffusion and digital communication? The Proposal Dashboard tries to address this problem.

_how do we turn Decide Madrid into a platform that speaks and stimulates with the mission of forging community and support? How do we help users who normally have no experience in diffusion and digital communication?



Comparison of the accumulation of support by month for the two proposals that succeeded in reaching the threshold of 27,662 endorsements on Decide Madrid.

How Priming Impacts Participation



- Innovation for Manufacturing SMEs ([I4MS](#)),
- Smart Anything Everywhere ([SAE](#)),
- [iHub](#),
- Open Data Incubator Europe ([ODINE](#)),
- European Institute of Innovation & Technology ([EIT](#)),
Knowledge and Innovation Community ([KIC](#)),
- European Coordination Hub for Open Robotics
Development ([ECHORD++](#)),
- Access Center for Photonics Innovation Solutions and
Technology Support ([ACTPHAST](#)),
- Supercomputing Exercise for SMEs ([SESAME NET](#)),
- [Smart specialisation platform for industrial
modernisation](#) (junio 2016).

European Factories
of the Future PPP

I4MS

ECHORD++

FIWARE
iHubs



• Catalogue of DIHs



Digital Innovation Hub Networks



DIHNET.EU

Europe's Network of Digital Innovation Hubs

[Learn more](#)



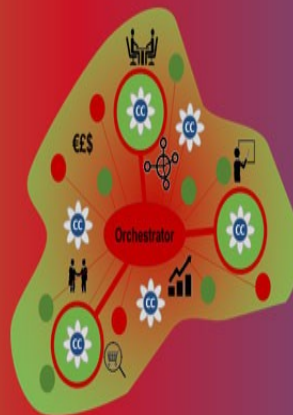
Competence centre



Digital Innovation Hub



Regional DIH network



Pan-EU DIH network



Within this framework, DIHNET.EU will facilitate the creation of a pan-European network of DIHs to foster the cooperation between regions offering tools to move from the traditional regional approach, to a network of DIHs acting as a doorway of European capacities to boost SMEs competitiveness.

T4E DIH is working on potential technologies and services to foster digital transformation of regional companies, in particular in **Efficiency** concept is a key factor for competitiveness in the four areas that shape the technological orientation challenges for Extremadura's DIH:

Energy: New sources of energy, monitoring of energy expenditure, power electronics, energy storage, distributed energy models, are some examples of specific technical challenges that are included in this field.

Economy industrial robots; automatized warehouses and inventory management systems; digital manufacturing techniques, new manufacturing processes; lean manufacturing, energy saving systems in industry; energy storage systems; hybrid and electric vehicles; new materials; virtual and augmented reality

Ecology : technologies for efficiency in agriculture (high precision farming, drones or UAVs, irrigation systems by telemetry, automatized meteorological stations); technologies for efficiency in livestock etc..

Equality : responsible production and consumption; technologies for distribution and sales; technologies to improve health; work flexibility, teleworking and e-learning; robotic assistance systems



How we do it ?

Office for Innovation. The O4i is a coordination tool for the innovation based on the active transfer and exchange of knowledge among business, research and technological community, society and public administration of Extremadura, with the aim of fulfilling the science and technological needs of the regional enterprises by a optimal utilisation of resources and capacities of the different regional agents of the Science, Technology and Innovation System of Extremadura

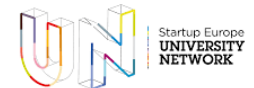
DigitaliseSME project (Digital Enablers in SMEs: Support for Digitalisation to Enhance SMEs' Capacity to Go International and Innovate). This EU-funded project supports the digital transformation of small and medium-sized companies as well as mid-caps in Extremadura. It connects companies to digital experts, referred to as "Digital Enablers".

Industry 4.0 strategy. The strategy aims to improve the competitiveness and efficiency of the regional businesses also Digital Agenda of Extremadura, the Smart Specialisation Strategy and the Regional RDI Plan

High tech Incubator. This incubator, specialised in Bioeconomy and Circular Economy, has been designed to foster technology-based business projects focused on obtaining new products and processes of high added valued, through purification and biotechnological processes of regional natural resources and wastes and derivates of the agrifood industry



How we can collaborate in an pananaeuropean network?



Conecte su empresa a Europa



- With our networks
- Our direrents european projects
- Our own distributed metodology and regional projects



OUR EXPERIENCE

Some reflections

1

Collective Intelligence has inspired us
in our public policies redesigning process

2

Is it possible to create big
companies/things/process in a rural and peripheral
ecosystem/region/territory?

3

Understand the **European way** to create and scale up
news developed models across the regions

OUR EXPERIENCE

Some reflections

4

From emphasis in entrepreneurial culture to **focus in setting basis for future growth and impact.**

5

More **participative** service designing process

6

Big effort to increase the **Inter-institutional coordination**

OUR EXPERIENCE

Some reflections

7

Need to **simplify administrative processes**

8

Need to take into account the **singularities of the territory**

9

Stimulate **cooperation** between innovation Ecosystem

OUR EXPERIENCE

Some reflections

10

Connection services

1. Entrepreneurial challenges with research and technology capabilities
2. Big companies with Start Up companies
3. Peripheral ecosystem with urban and competitive ecosystems
4. Public and private consortiums

Thank you
for your attention
@antorecio

Anto.recio@fundecyt-pctex.es