Joinup User Group Meeting
Brussels, 5 July 2018
D02.01

EUROPEAN COMMISSION
Directorate General for Informatics – DIGIT D2

Specific Contract n° 38
under ABC IV – Lot 3 Framework Contract

Joinup
ISA² action 2016.20
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Objectives of today’s meeting

**Inform**
To inform stakeholders about the state of play of the platform.

**Present**
To present the main achievements realised in the 1st half of the year.

**Discuss**
To discuss about the foreseen development for the 2nd half of 2018 onwards.

**Understand**
To understand needs and opinions of Joinup stakeholders as well as to answer any questions.
1. Objectives of today’s meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A
Agenda

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Context

Key facts

Complaints from stakeholders about the migration

A new project team

New project officers

European Commission

epractice.eu

SEMIC.EU

ISA²
Context
Outcomes from migration

New look
The new version is now mobile-friendly

Improved user-friendliness
Quick and easy content creation

New search functionality
Optimised searching experience

New content structure
Revision of how the content is structured thanks to ‘collections’

Personalised collections
Possibility of creating custom pages
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‘Collections’ provide easy access to grouped content types related to a specific domain/subject.
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Statistics
Highlights (as of July 2018)

- **Solutions**: 2,745 (+49 since the go-live)
- **Collections**: 102 (+13 since the go-live)
- **Downloads**: 30,218 (+25% compared to 2017)
- **Visits**: 165,816 (+6% compared to 2017)
Via the Joinup Support web form and a few direct emails, a total of 162 helpdesk tickets have been created.

79 Functional Requests
- Moderation (13)
- Layout changes (10)
- Content creation (7)

60 Technical Requests
- Broken links (10)
- Timeout errors (7)
- Notifications (3)

12 Legal Questions
- EUPL licence
- EUPL vs GPL
- GDPR compliance

11 Informational Requests
- eGovernment Factsheets 2018
- RSS service
- Joinup newsletter
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In an on-going effort to support new and existing Joinup users with their day-to-day interaction on the platform, a series of introductory and How-To videos have been prepared and published online.

- The Introduction videos provide an overview of the new platform and highlight some of the prominent features.

- The How-To videos outline in simple, concise steps how to achieve regular tasks on the Joinup platform.

Click here to access the videos
Main achievements
Highlights of new features / improvements

New features (sample list)
- Discussions
- Adding members in collections/solutions
- User tour
- Sorting of Event tiles
- Tallinn Declaration self-reporting tool
- Pinned tiles for Collection owners & facilitators

Improvements (sample list)
- Inclusion of an abstract in the ‘Overview’ pages
- Transfer collection ownership
- Re-designed banner (mobile-friendly)
- Functional Download counters
- Manual approval of new users
- Improved tile layout
- Improved Discussions (invite/subscribe users)
Users of Joinup collections can exchange views, ideas, questions and answers, and more by creating and using *Discussion* content items.

Once published, a *Discussion* item can:

- receive a user’s input through the use of the **POST COMMENT** button
- allow their creators to **invite** other collection members to join in
- allow other collection members to **subscribe** to them directly
User tours are now available to everyone who visits Joinup and would like to be guided in the main pages of the platform:

- Home page
- My account
- Collections
- Solutions
- Keep up to date

The initiation of the tour begins, by selecting the question mark icon on the upper header of the platform.

Each box will appear on the page when the user selects the **NEXT** button. Furthermore, an option to exit the tour will be available at all times.
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What is next on Joinup

High-level roadmap

Improvements

1st Semester 2018

- Inclusion of an abstract in the 'Overview' pages
- Transfer content/collection ownership
- Improvement of tiles' layout
- Subscription to discussions
- Manual approval of new users
- Pinned tiles for Collection owners & facilitators
- Creation of discussions
- Download Counters
- Access to platform-wide metrics
- Invitation to participate to a discussion
- Redesign of the banner
- Sorting of events
- Creation of User tours
- Tallinn declaration self-reporting tool
- Addition of members in Collections & Solutions

2nd Semester 2018 onwards

- Restructuring of the Joinup collection
- Add a map into new events
- Improved content management within custom pages
- Improved support pages
- Workflow management
- Multi-level navigation in Custom pages
- Improved content management within custom pages
- Further customisations
- Subscription Management
- Notification about Joinup updates
- Solutions affiliation
- Interaction with Newsroom
- ADMS Importer
- Implementation of EU login
- Invitations to join collections/solutions
- Implementation of RSS feed
- Possibility to contact other users
- Download metadata set of all documents in a collection
- Multilingual support
- Ensuring reusability of the source code
- Integration with third party services
- Creation of a FAQ section
- Implementation of RSS feed
- Download workflow management
- Possibility to contact other users
- Multilingual support
- Ensuring reusability of the source code
- Integration with third party services
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New features
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Thank you for your participation!
Run by the Interoperability Unit at DIGIT (European Commission) with 131CM budget, the ISA² programme provides public administrations, businesses and citizens with specifications and standards, software and services to reduce administrative burdens.