



# Joinup User Group Meeting

*Brussels, 30 November 2018*

*D02.01*

## EUROPEAN COMMISSION

*Directorate General for Informatics –  
DIGIT D2*

**Specific Contract n° 94**

*under ABC IV – Lot 3 Framework Contract*

ISA<sup>2</sup>

# Joinup

ISA<sup>2</sup> 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 2<sup>nd</sup> half of the year.



## Discuss

To discuss about the foreseen development for the 1<sup>st</sup> half of 2019 onwards.



## Understand

To understand needs and opinions of Joinup stakeholders as well as to answer any questions.



## Engage

To show how to better engage collection members with meaningful, attractive content & how to promote it.



1. Objectives of today's meeting
2. Context
3. Statistics
4. Main achievements
5. What is next on Joinup
6. How to better engage collection members
7. Q&A



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# Context

Let's introduce ourselves



## Functional Team & Project Officers

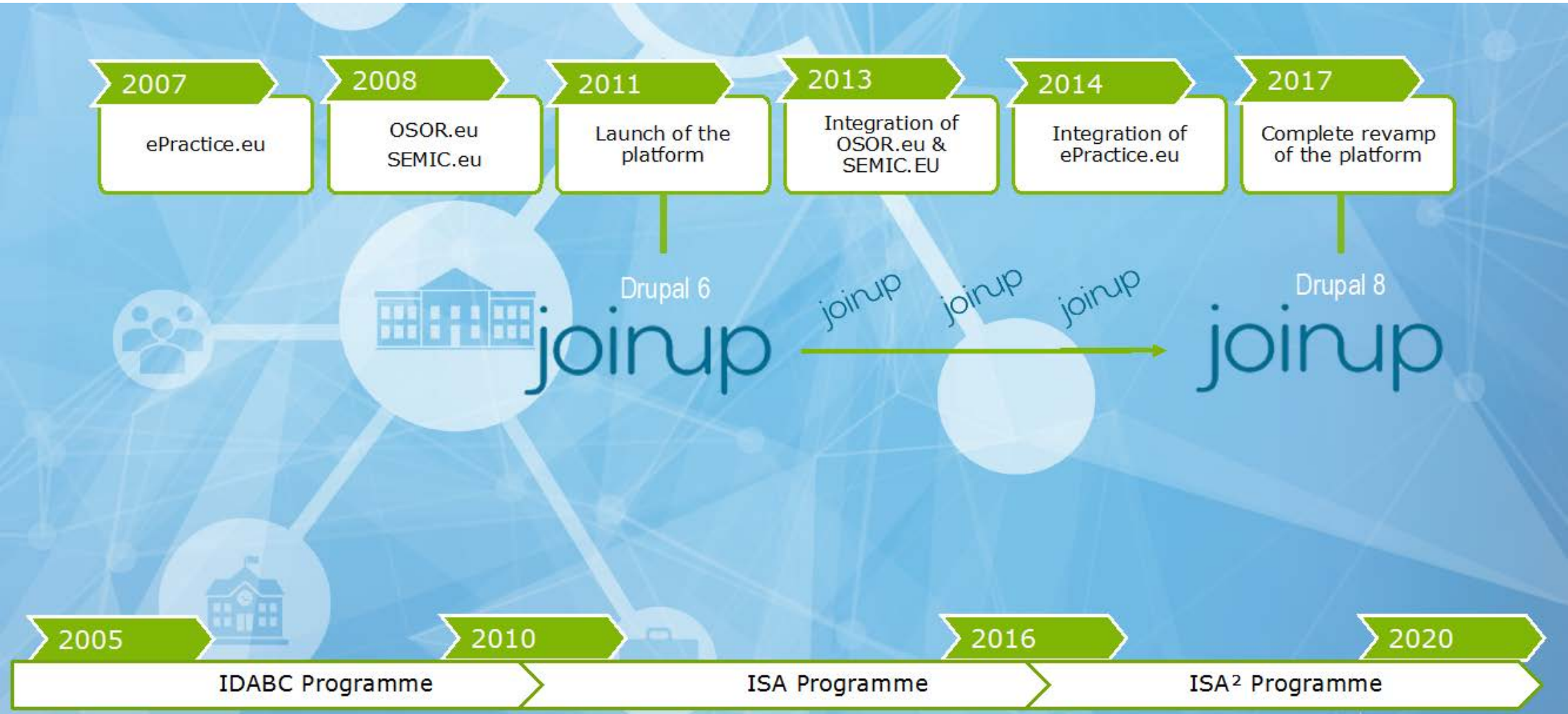


## Developer Team



# Context

## Key facts



# Context

## Outcomes from migration



### New look



The new version is now mobile-friendly



### Improved user-friendliness



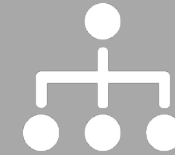
Quick and easy content creation



### New search functionality



Optimised searching experience



### New content structure



Revamp of how the content is structured thanks to 'collections'



### Personalised collections



Possibility of creating custom pages

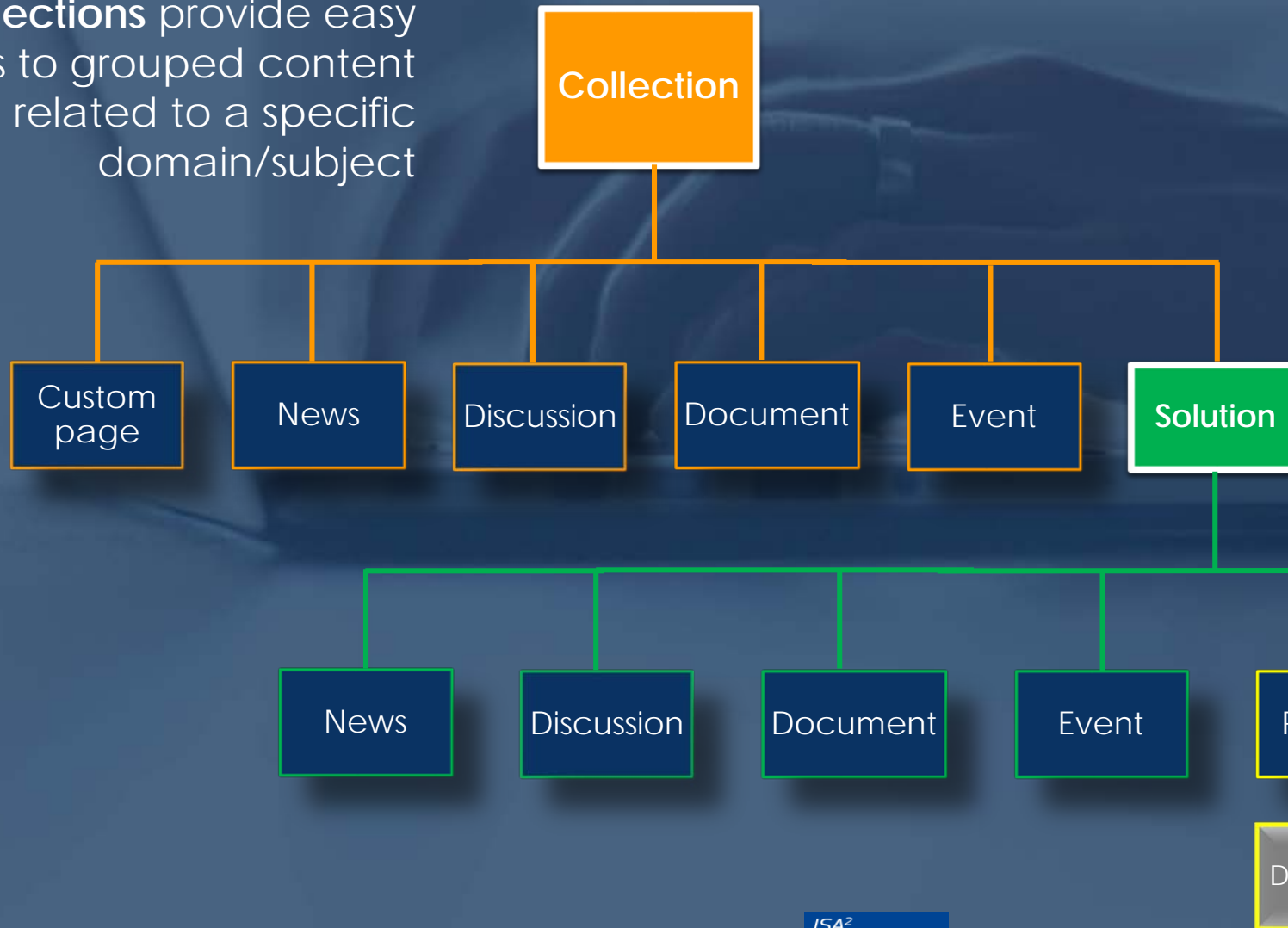


# Context

## Collections & solutions



Collections provide easy access to grouped content related to a specific domain/subject

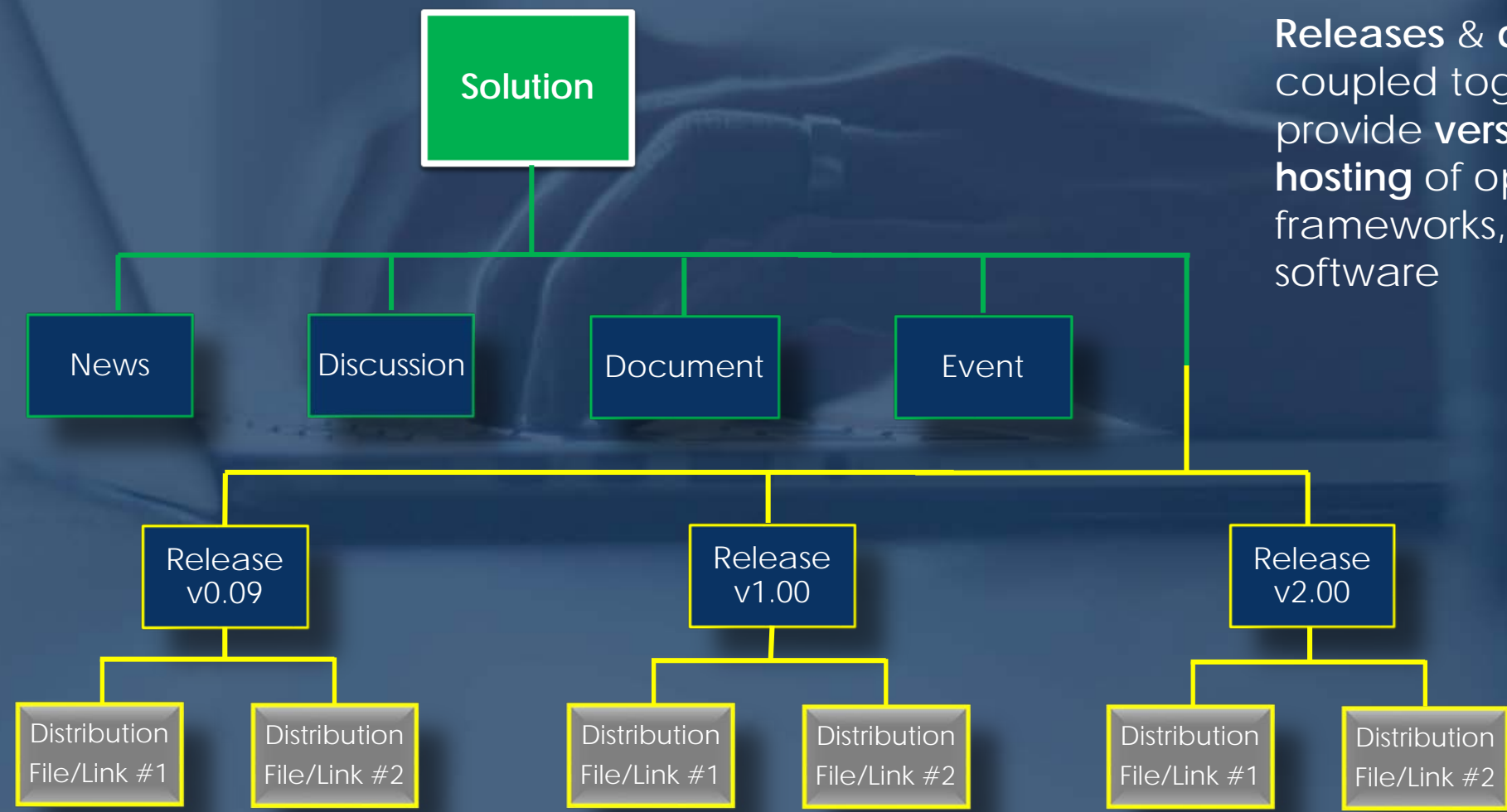


It is very important that the roles of the collection & solution owner/facilitator(s) are correctly assigned.

**Solutions** are created within a collection and provide access to content that is *related* to the collection

v0.9 Beta  
v1.0  
v1.1  
v2.0

Source code  
Licence  
Release note  
Etc.



Releases & distributions are coupled together to provide **versioning** & **hosting** of open standards, frameworks, services or software

# Context

## Releases & distributions (screenshot)



### EIRA solution example

The screenshot on the right shows the EIRA v2.1.0 release and its distributions (found under the EIRA solution).

Solution link:

<https://joinup.ec.europa.eu/solution/eira>

Release Link:

<https://joinup.ec.europa.eu/release/eira/v210>

A screenshot of the EIRA solution page on the JoinUp platform. The page is titled "European Interoperability Reference Architecture (EIRA)" and shows the latest release, "EIRA v2.1.0", which was released 9 months ago. Below the release information, there is a section titled "About the European Interoperability Reference Architecture" which describes the EIRA as an architecture content metamodel defining the most salient architectural building blocks (ABBs) needed to build interoperable e-Government systems. The page also features a "Distributions" section with four items: "EIRA\_v2\_1\_0\_ArchiMate.html.zip" (1.53 MB), "EIRA\_v2\_1\_0\_Overview.pdf" (3.74 MB), "ISA Product License v1.3.zip" (458.58 KB), and "EIRA v2.1.0 ArchiMate XML" (754.14 KB). Each distribution item has a "DETAILS" and "DOWNLOAD" link.

European Commission

COLLECTIONS SOLUTIONS KEEP UP TO DATE

**EIRA**  
EUROPEAN INTEROPERABILITY REFERENCE ARCHITECTURE

European Interoperability Reference Architecture (EIRA)  
Downloads: 1072

DOWNLOAD RELEASES

**EIRA v2.1.0** Latest release  
9 months ago

**About the European Interoperability Reference Architecture**

The European Interoperability Reference Architecture (EIRA©) is an architecture content metamodel defining the most salient architectural building blocks (ABBs) needed to build interoperable e-Government systems. The EIRA© provides a *common terminology* that can be used by people working for public administrations in various architecture and system development tasks. The EIRA© was created and is being maintained in the context of [Action 2016.32](#) of the [ISA² Programme](#). The EIRA uses (and extends) the [ArchiMate](#) language as a modelling notation and uses service orientation as an architectural style.

**Distributions**

Distribution Name	Weight	Licence
EIRA_v2_1_0_ArchiMate.html.zip	1.53 MB	ISA Product License
EIRA_v2_1_0_Overview.pdf	3.74 MB	ISA Product License
ISA Product License v1.3.zip	458.58 KB	ISA Product License
EIRA v2.1.0 ArchiMate XML	754.14 KB	ISA Product License

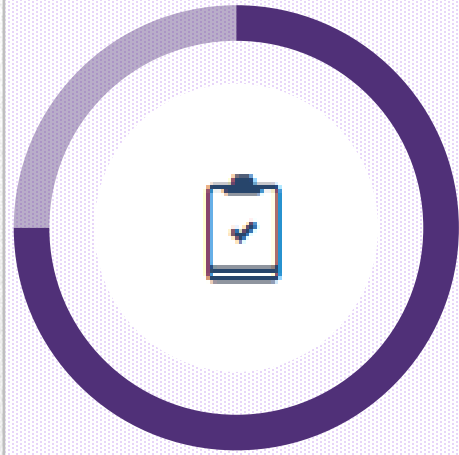
DETAILS DOWNLOAD



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# Statistics

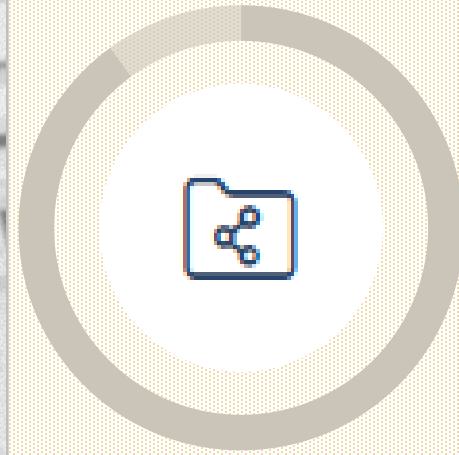
Highlights (as of October 2018)



**2.750**

**Solutions**

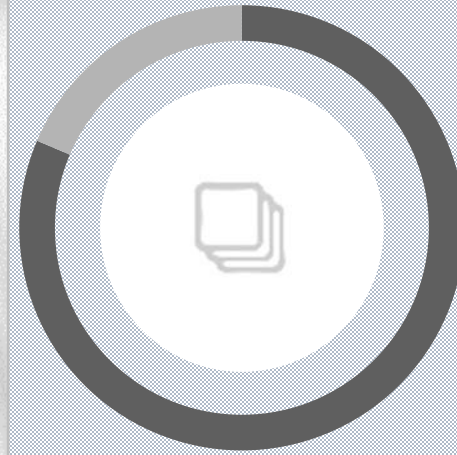
**+54**  
(since the go-live)



**106**

**Collections**

**+17**  
(since the go-live)



**48.154**

**Downloads**  
(Jan – Oct 2018)

**+10%**  
(compared to 2017)



**262.415**

**Visits**  
(Jan – Oct 2018)

**+2%**  
(compared to 2017)

# Statistics

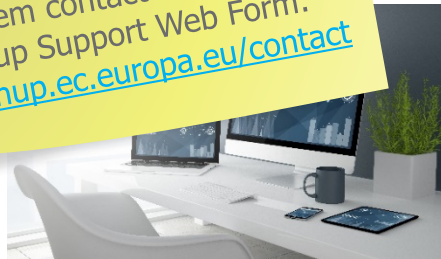
Helpdesk tickets (February to October 2018)



**Help is a click away...**

For quick resolution of your query/problem contact us directly via the Joinup Support Web Form:  
<https://joinup.ec.europa.eu/contact>

Via the Joinup Support web form and a few direct emails, a total of **260** helpdesk tickets have been created



**146**

**Functional Requests**

- ❖ Moderation process
- ❖ Content creation
- ❖ Statistics



**83**

**Technical Requests**

- ❖ Broken links
- ❖ Timeout errors
- ❖ Metadata export



**13**

**Legal Questions**

- ❖ EUPL licence
- ❖ EUPL vs GPL
- ❖ GDPR compliance



**18**

**Informational Requests**

- ❖ Joinup guides
- ❖ RSS service
- ❖ Joinup newsletter



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# Main achievements

Highlights of new features / improvements



## New features (sample list)

- ❑ ADMS-AP v2 importer
- ❑ Tallinn declaration implementation dashboard
- ❑ Export collection metadata
- ❑ How-To articles, Help videos, FAQ in Joinup collection
- ❑ Dedicated solution linking to Joinup's source code
- ❑ User tour

## Improvements (sample list)

- ❑ Restructuring of Joinup collection
- ❑ Better platform performance
- ❑ Enhanced HTML editor
- ❑ Inclusion of an abstract in the 'Overview' page
- ❑ Transfer of content ownership
- ❑ Improved tile layout
- ❑ Pinned tiles for collection owners & facilitators



# Main achievements

## Restructured Joinup collection



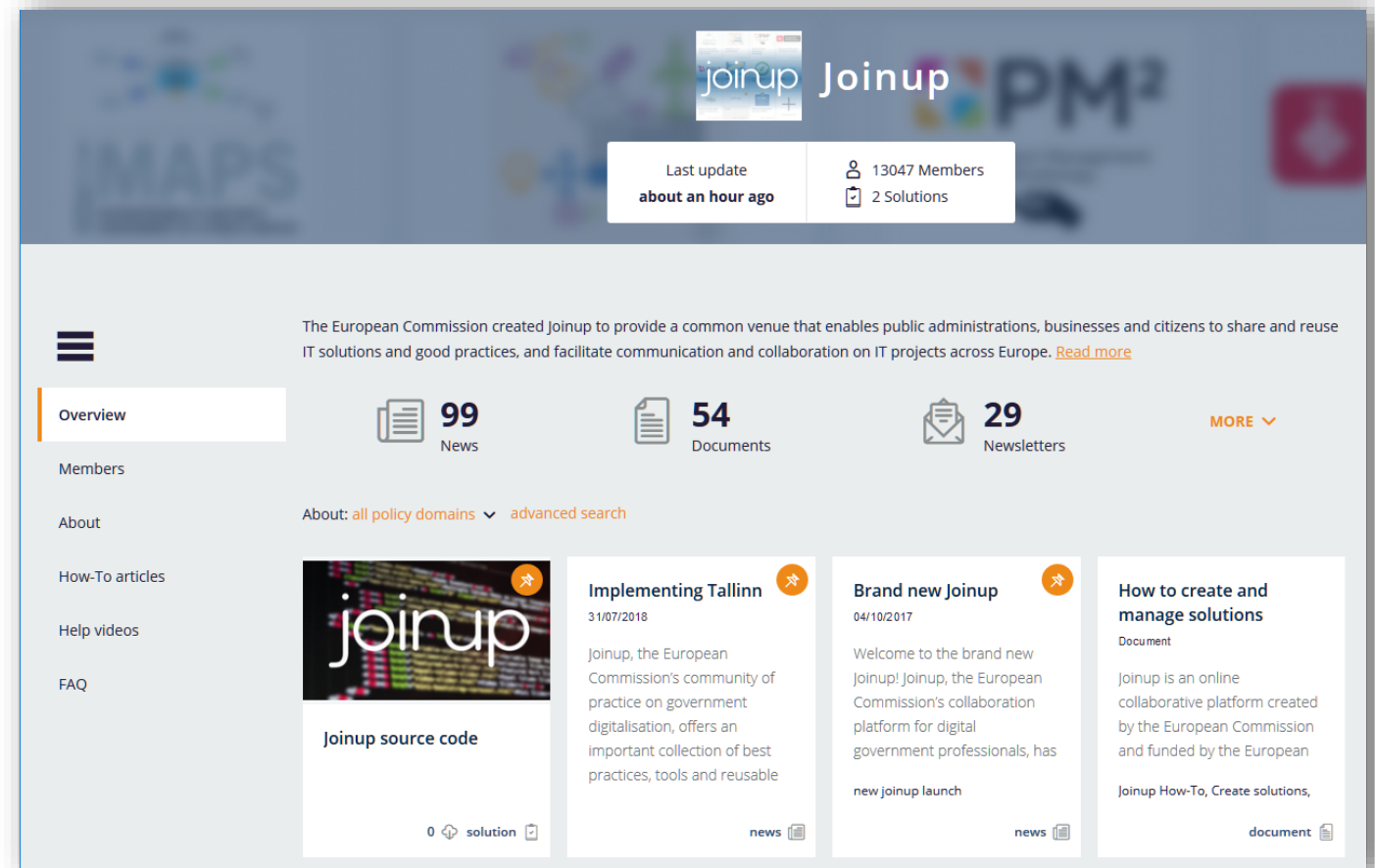
## Clear, up-to-date information about the Joinup collection

Dedicated menu entries for:

- **How-To articles**  
Short guides & tips on using Joinup
- **Help videos**  
Instructional & webinar videos
- **Frequently asked questions (FAQ)**  
The basics covered in simple Q&As

Dedicated solution for:

- **Joinup source code**  
Quickly find the source code & changelog of a Joinup release



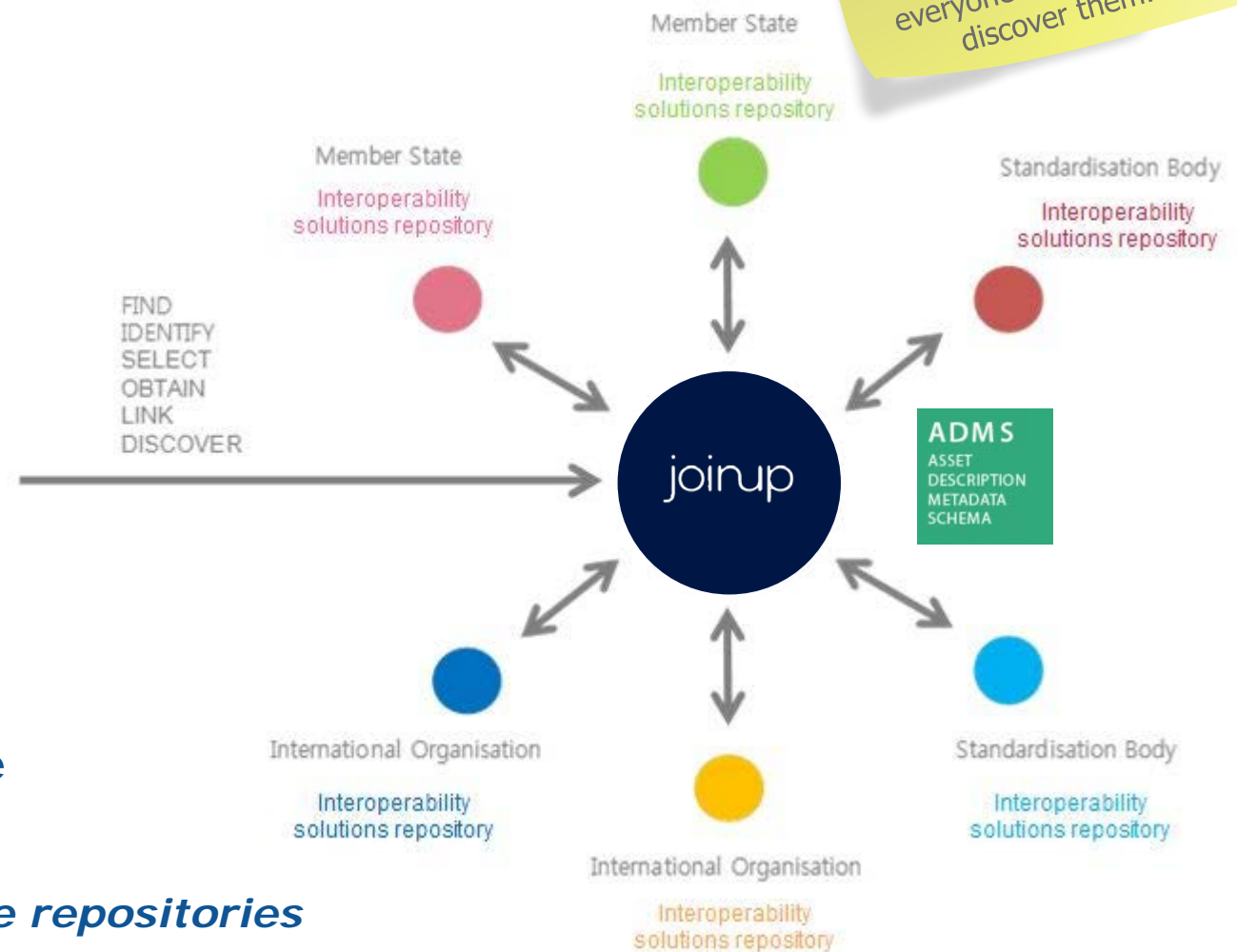
# Main achievements

ADMS-AP v2 Importer



## Connecting with Joinup's ADMS-enabled federation service (ADMS v2)

- ❑ The ADMS-enabled federation service allows publishers to describe their interoperability standards in a common way
- ❑ Publishers create metadata descriptions of their interoperability standards
- ❑ The service then helps publishers submit these metadata descriptions (in RDF format) to Joinup which validates & imports them in the platform



ADMS is a simple specification used to describe interoperability solutions, making it possible for everyone to search and discover them.

*An EU Survey is in progress to identify candidate repositories & coordinate their federation into Joinup*

# Main achievements

## Simplified content listing in custom pages



### Displaying specific items based on type & keyword

Joinup can group & display specific content in custom pages, via the **Display a community content listing** feature. Allowed types are:

- Discussion
- Document
- Event
- News
- Solution

Example query:

```
entity_bundle|document  
keywords|"Joinup How-To"
```

Future improvements will also allow inclusion of content based on titles, via a user-friendly query builder.

A screenshot of a configuration panel for the "Display a community content listing" feature. It includes a checked checkbox for the feature name, a sub-option for including shared content, and a text input field for query presets containing the example query. A note at the bottom explains the LUCENE syntax.

Display a community content listing  
Uncheck to disable completely the functionality.

Include content shared in the collection

Query presets

entity\_bundle|document  
keywords|"Joinup How-To"

Presets to apply to the query when it is executed. Must be entered in LUCENE syntax.

A screenshot of a content listing page. At the top right, there is a document icon and the number "6" with the word "Document" below it. The page displays six document cards in a 2x3 grid. Each card has a title, a subtitle, a short text description, and a "document" icon with a document symbol at the bottom right.

6  
Document

**How to create and manage solutions**  
Document  
Joinup is an online collaborative platform created by the European Commission and funded by the European  
Joinup How-To, Create solutions,  
document

**How to promote a collection**  
Document  
On Joinup , public services, businesses and citizens get together to develop interoperability solutions. We  
Joinup How-To, Promote  
document

**How to create meaningful content for your collection**  
Document  
On Joinup , public services, businesses and citizens get together to develop  
Joinup How-To, Create content  
document

**How to manage members**  
Document  
Joinup is a collaborative platform created by the European Commission and funded by the European  
Joinup How-To, Manager  
document

**How to create a custom page**  
Document  
Joinup is a collaborative platform created by the European Commission and funded by the European  
Joinup How-To, Custom page  
document

**How to make a collection attractive**  
Document  
On Joinup , public services, businesses and citizens get together to develop interoperability solutions. We  
Joinup How-To  
document

# Main achievements

## Tallinn declaration implementation dashboard



### Meaningful data... at a glance

The Tallinn collection offers an overview of the progress made in implementing the different "policy action lines" addressed to Member States by the Tallinn Ministerial Declaration on eGovernment.

This custom-made dashboard provides a general overview of the implementation status, and also allows the comparison of the implementation status of each policy action line between EU countries.



Display data entered via the self-reporting tool

Provide an overview of the implementation status

Download existing data in CSV format

Allow the comparison of implementation statuses between EU countries

**Tallinn Ministerial Declaration**

Last update a day ago | 62 Members | 5 Solutions | [JOIN THIS COLLECTION](#)

### Implementation monitoring

Overview  
Members  
About  
Implementation monitoring

As highlighted in the Tallinn Declaration, EU countries agreed to present their progress on the implementation of the different policy actions on a yearly basis.

In that regard, this page will host a dashboard that will provide an overview of the status of implementation for all policy actions carried out by European Union Member States and European Free Trade Area (EFTA) countries.

This will allow visitors of this page to have an evolving picture of the implementation progress in a clear and data-rich way.

EU + EFTA compared to No selection for Principles

Legend: Completed, In progress, No progress, No data

[DOWNLOAD CSV DATA](#)

The above-represented data are provided in tabular format.

REPORT ABUSIVE CONTENT



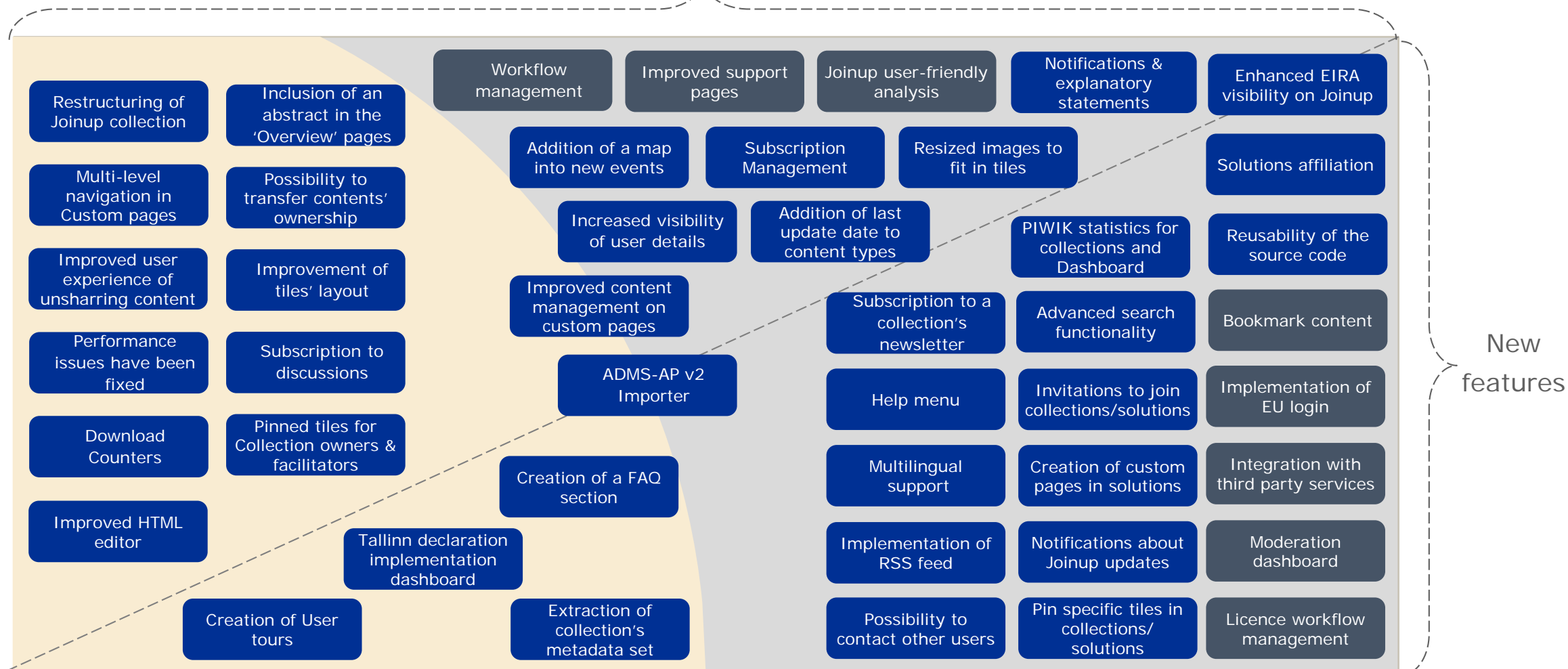
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# What is next on Joinup

## High-level roadmap



### Improvements



2018

ISA<sup>2</sup>

2019

New features



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# How to better engage collection members

Create meaningful content for your collection



## Quality of content

Add value

Increase knowledge

Update frequently

Worth reading, sharing, revisiting

## Attractive content

Relevant

Creative

Consistent

Moderated

## Curated content

Share content from other collections

Search for relevant content and add it to your collection



# How to better engage collection members

Make your collection attractive



Create a comprehensive 'About' page

- What is the aim of the collection?
- What are its objectives?
- What are the important milestones?
- How can others contribute?

Manage the 'Overview' page & the abstract section

- Maintain a rich and active front page to catch the eye of users and increase your membership
- Pin content to make it prominent on the front page
- Add a catchy abstract text

Publish & update content regularly

- Users visit collections for meaningful content
- Fresh content and frequent updates will convert users to members
- Present information in multiple ways (i.e., infographics, images etc.)



### Benefits of Custom pages

Personalise your collection

Separate content

Highlight content

Easy & quick access to content

### Custom pages functionalities

Create

Edit

Hide

Reorder

Check revisions

# How to better engage collection members

Promote your collection



## Sharing content from other collections

Bridge you collection

Extend your reach

Strengthen your presence

Reuse knowledge

## Use relevant social media channels

Raise awareness with LinkedIn & Twitter

Post updates, milestones, events

Connect with eGov professionals

Use hashtags (#) to draw attention

## Interact with your collection's members

Use multiple channels to reach members & new contributors

Use Discussions to exchange views, ideas, questions and answers, etc.



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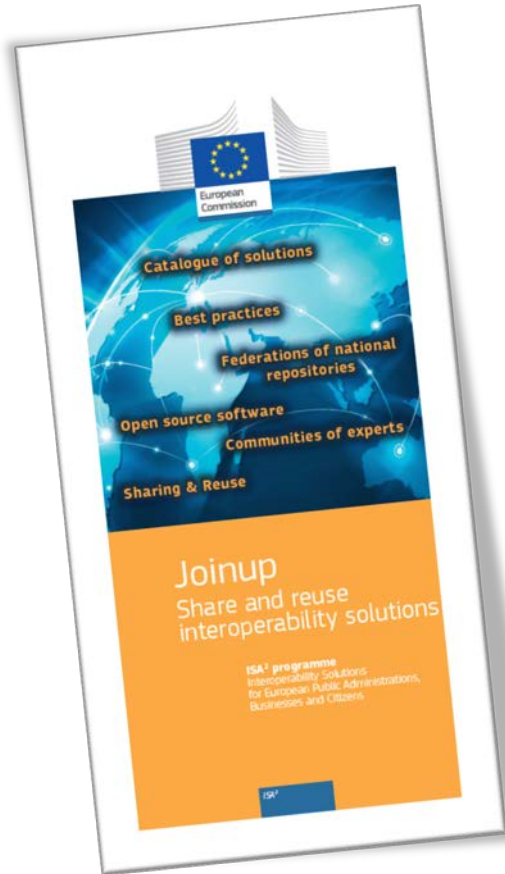
Thank you for your participation!



# ISA<sup>2</sup> programme

*You click, we link*

✓ **Joinup**



Want to know more?

*Get started*  
[Joinup.eu](http://Joinup.eu)

*Stay tuned*  
 [@Joinup\\_eu](https://twitter.com/Joinup_eu)  
 [Joinup Group](https://www.linkedin.com/company/Joinup-Group)

*Contact us*  
[joinup.ec.europa.eu/contact](http://joinup.ec.europa.eu/contact)

Run by the Interoperability Unit at DIGIT (European Commission) with 131€M budget, the [ISA<sup>2</sup> programme](#) provides public administrations, businesses and citizens with specifications and standards, software and services to reduce administrative burdens.