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*

Joinup

ISA² action 2016.20

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Objectives of today's meeting

Inform

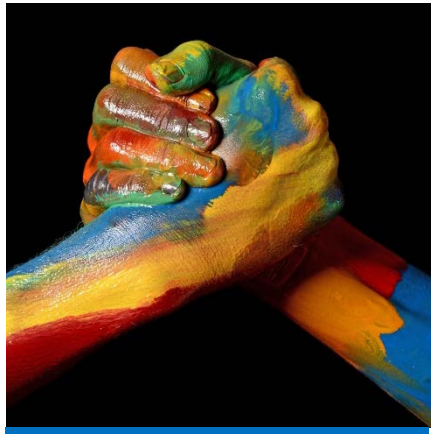
To inform stakeholders about the state of play of the platform.

Present

To present the main achievements realised in the 2nd half of the year.

Discuss

To discuss about the foreseen development for the 1st 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.

Agenda

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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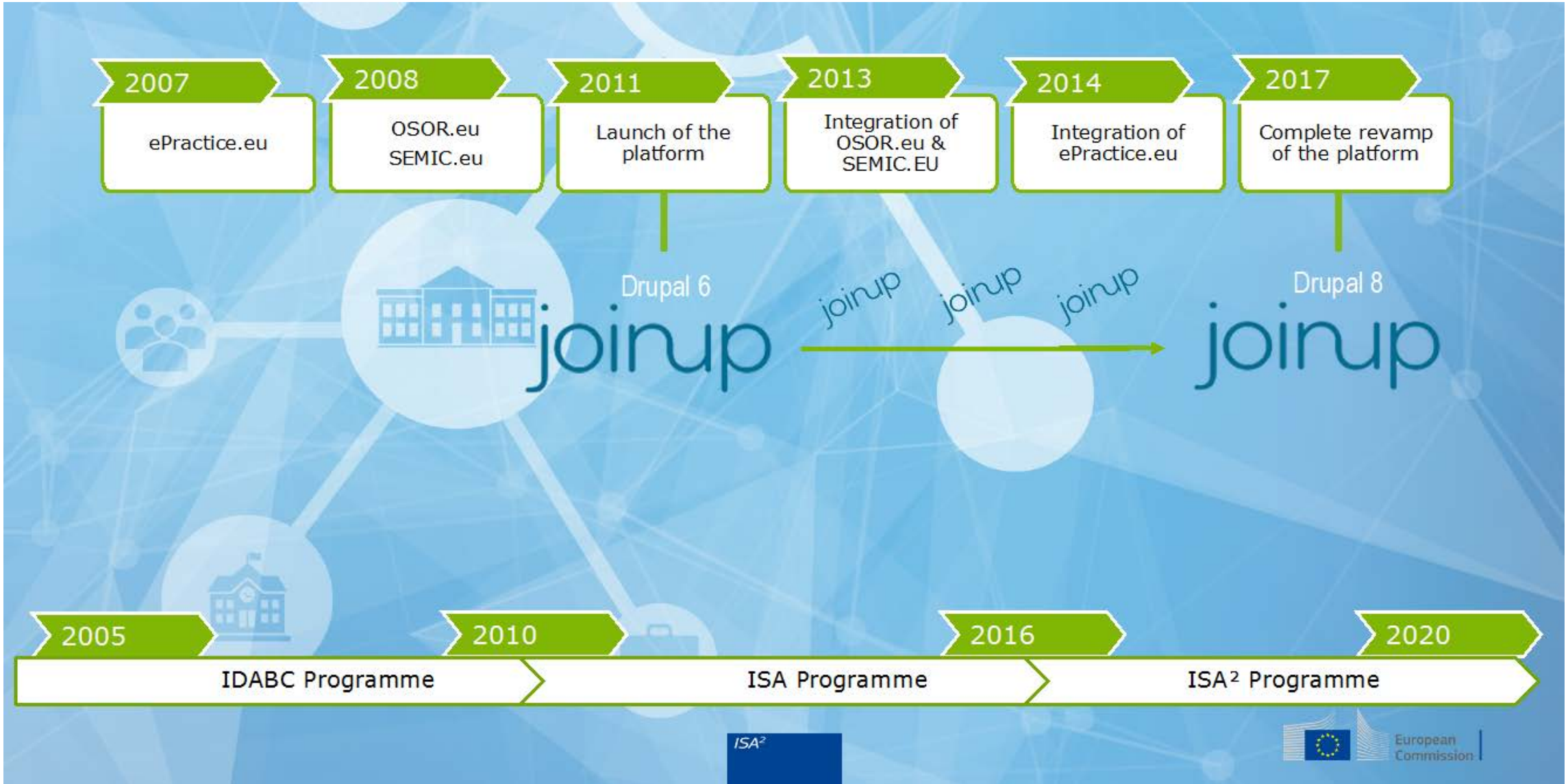
Context

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

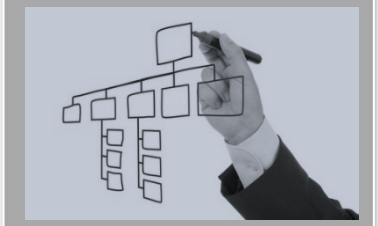
Improved user-friendliness

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

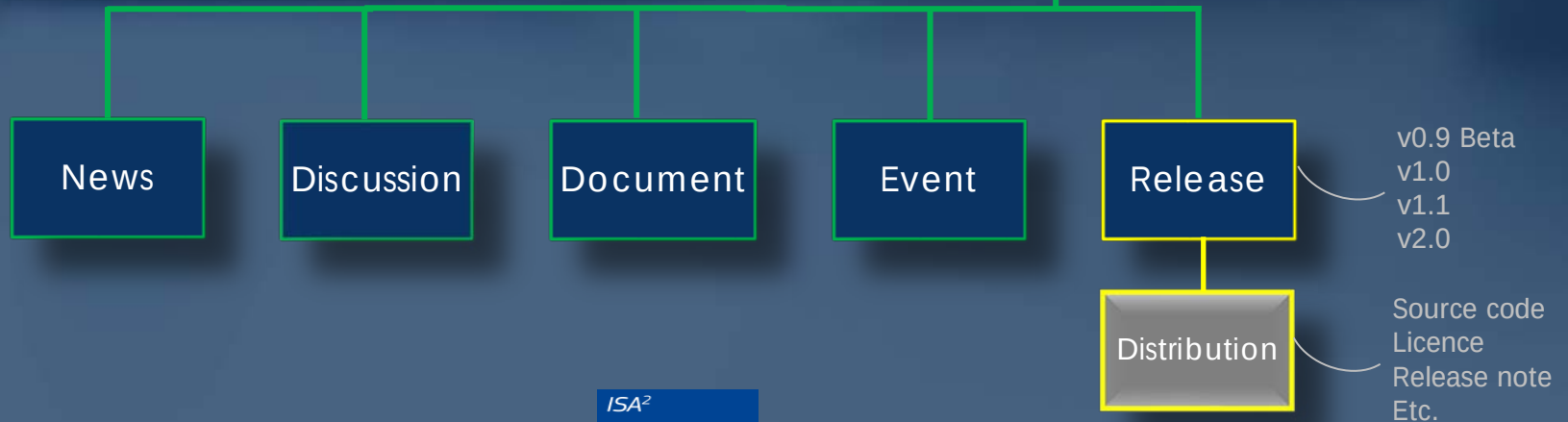
Context

Collections & solutions

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

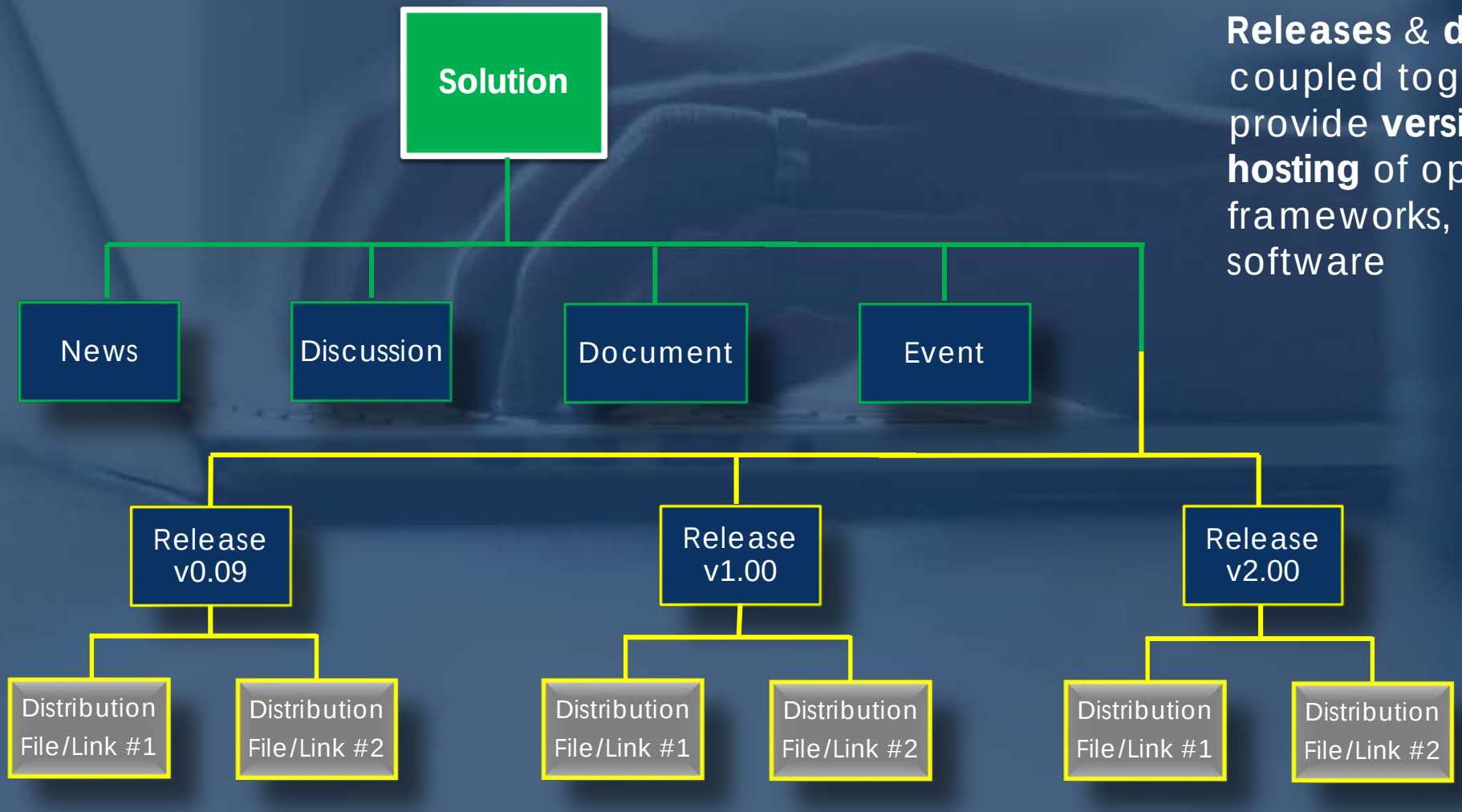
It is very important that the roles of the collection & solution owner/facilitator(s) are correctly assigned.

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



Context

Releases & distributions



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

Context

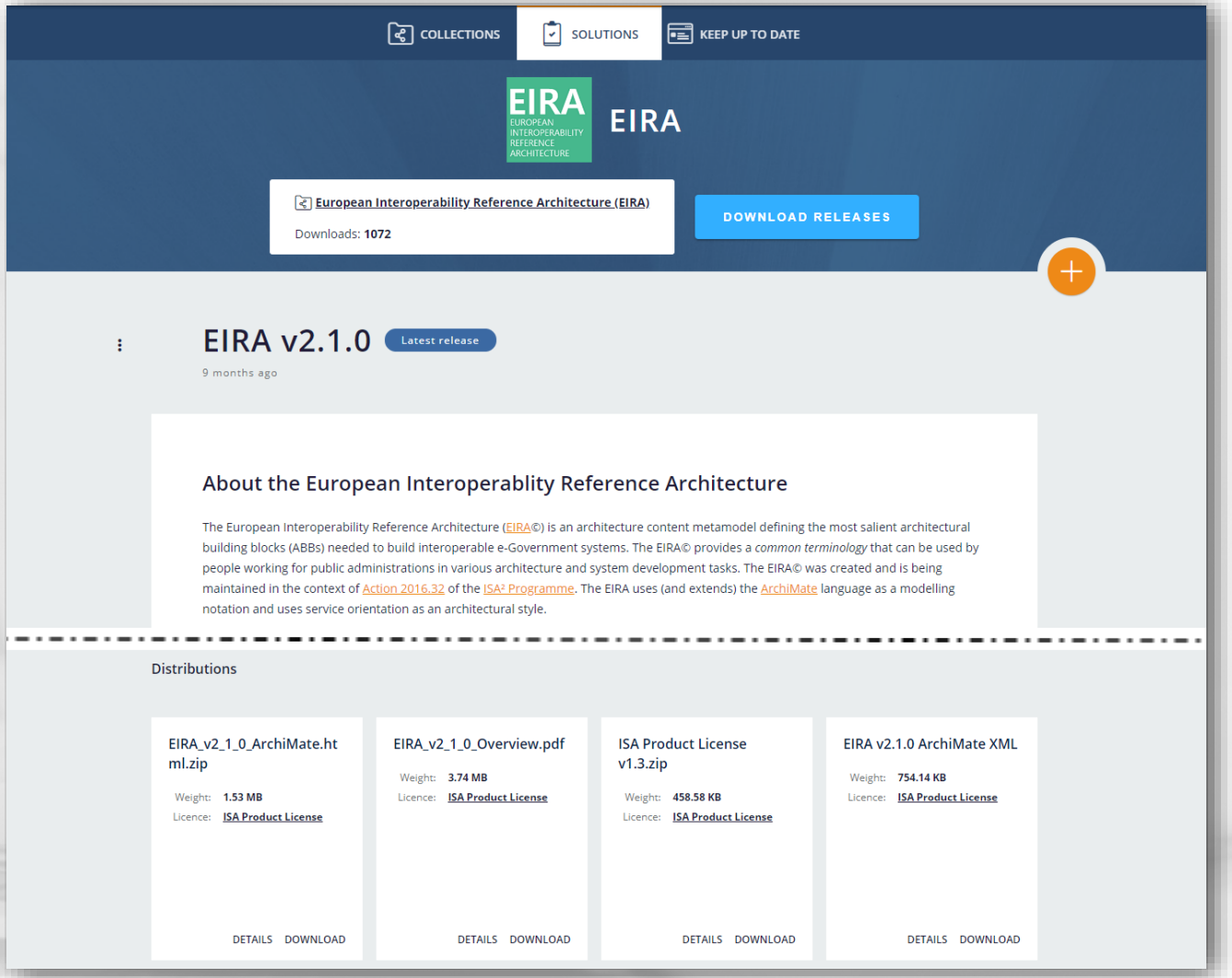
Releases & distributions (screenshot)

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



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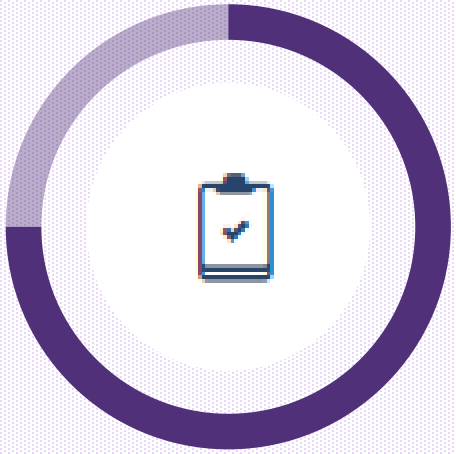
Statistics

Highlights (as of October 2018)



2.750

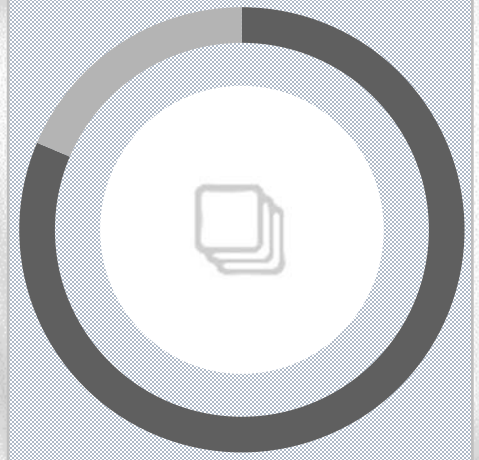
Solutions

+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)

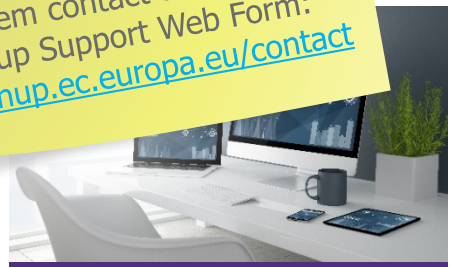
Statistics

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

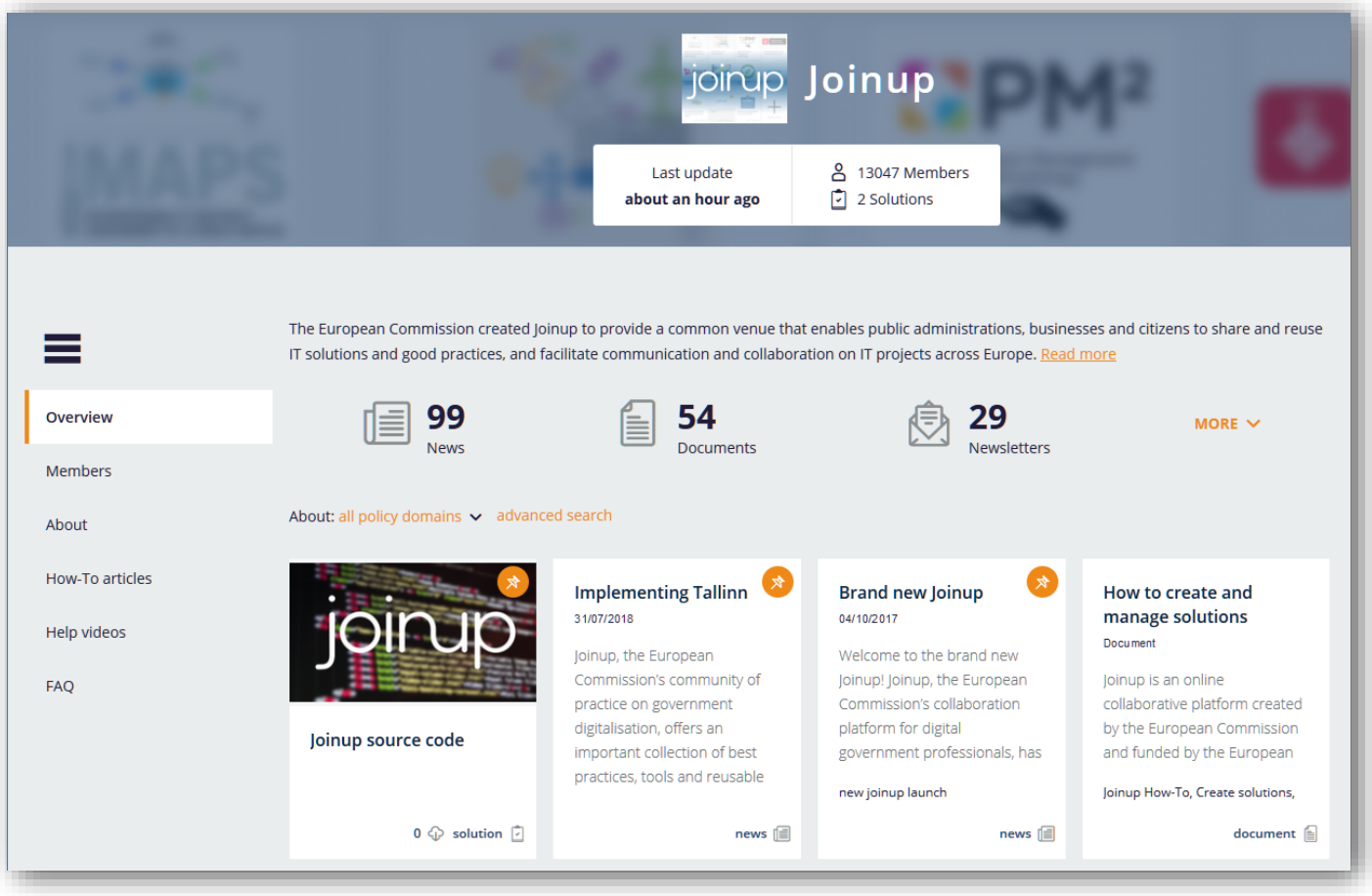
Clear, up-to-date information about the Joinup collection

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

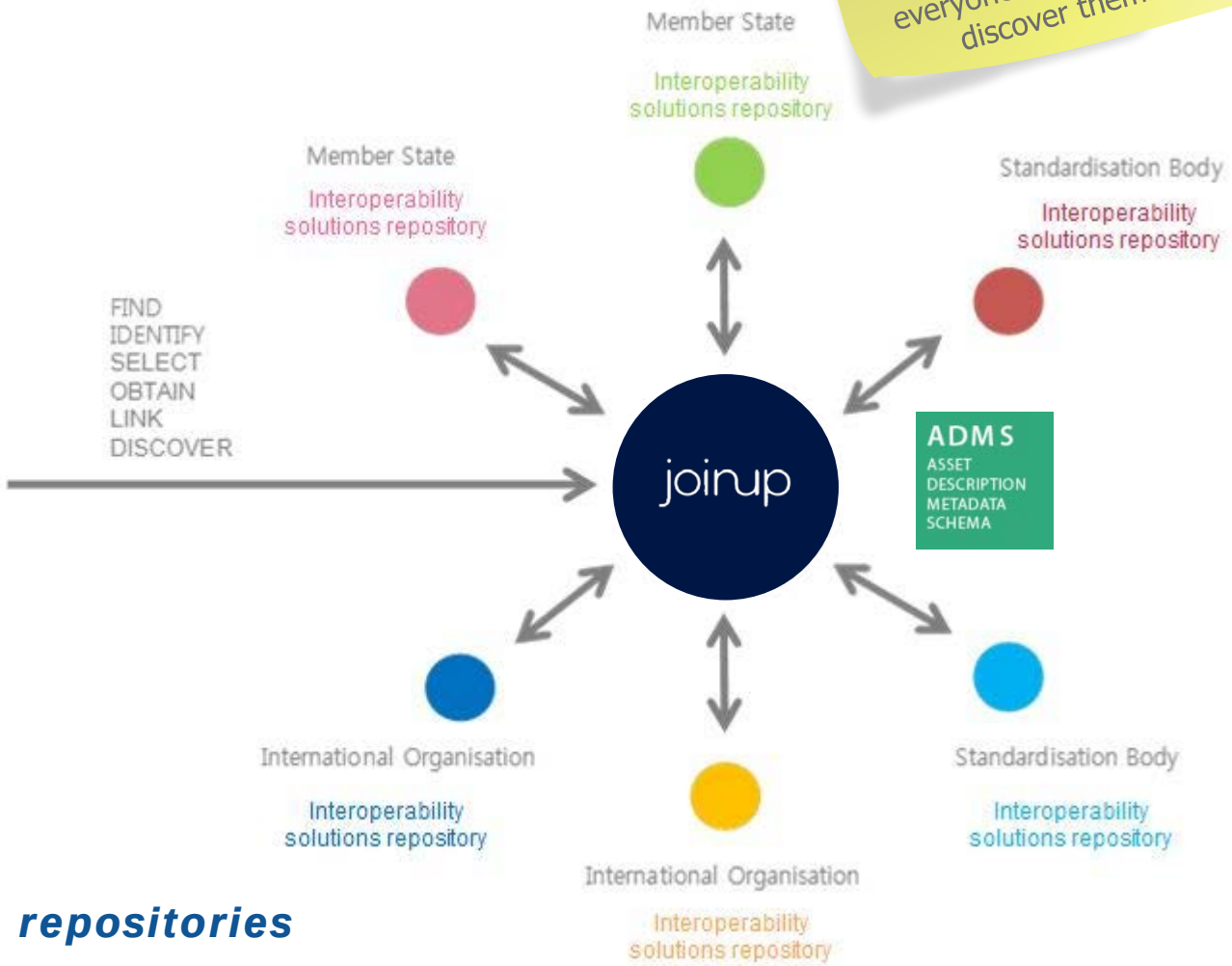
ADMS-AP v2 Importer

European Commission

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

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



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

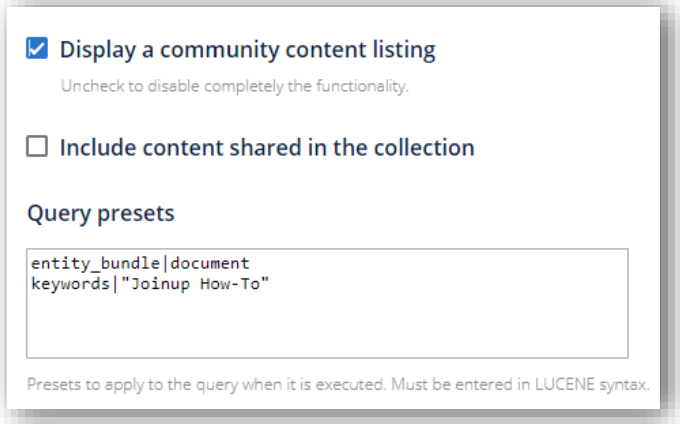
Main achievements

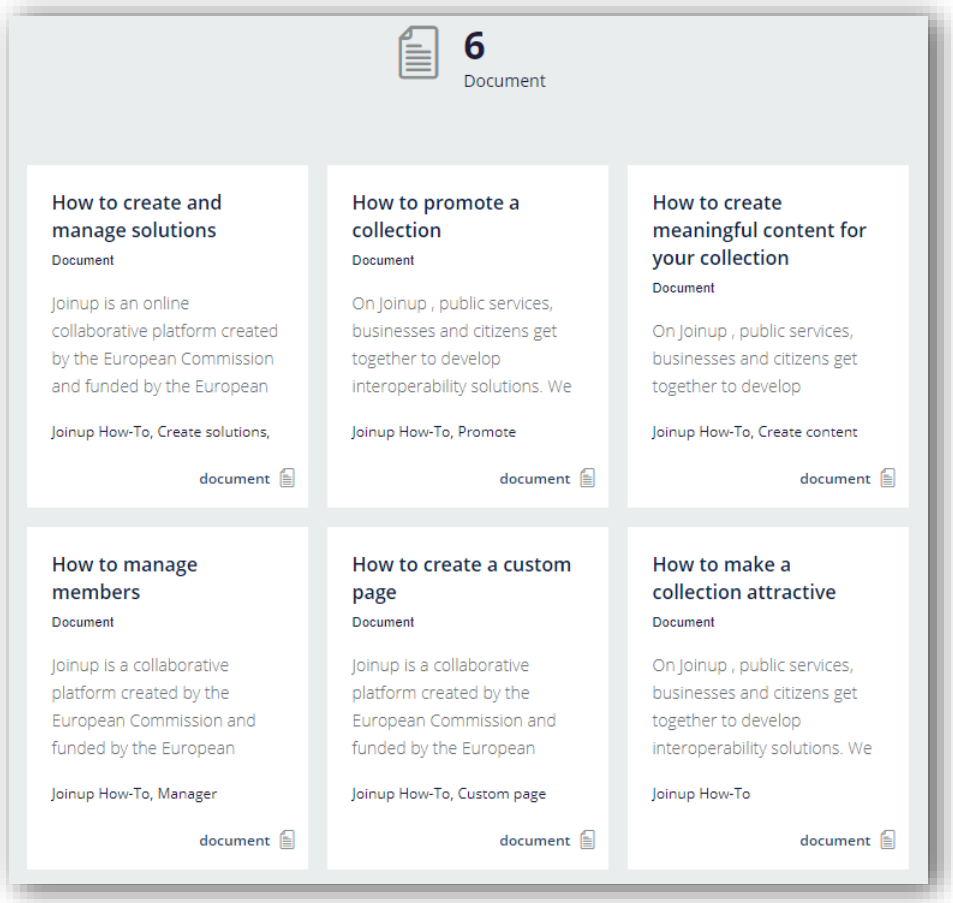
Simplified content listing in custom pages

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.

Main achievements

Tallinn declaration implementation dashboard

European Commission

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.

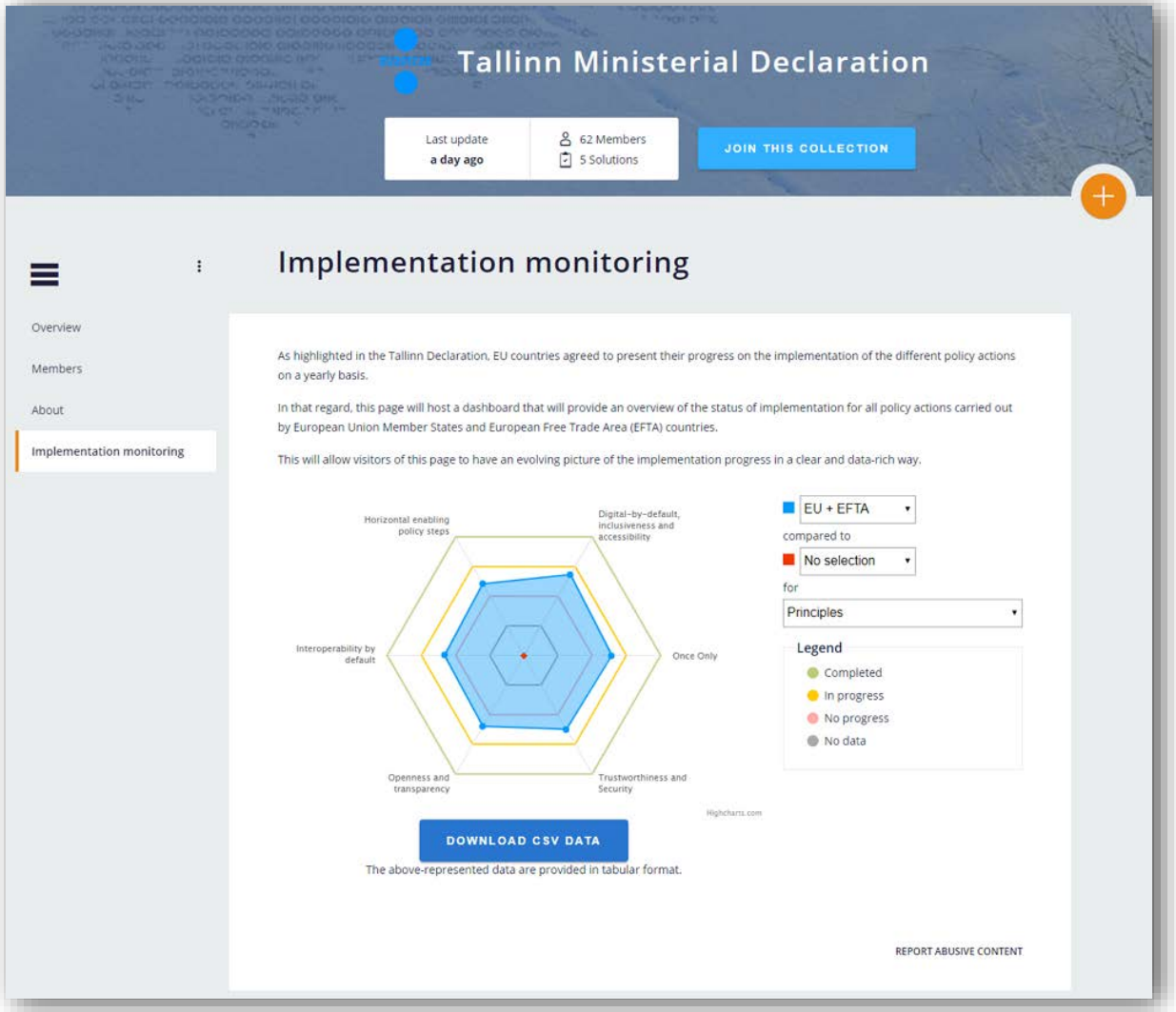
This custom-made dashboard provides a general overview of the implementation status, and also allows the comparison of the implementation status of each policy action line between EU countries.

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



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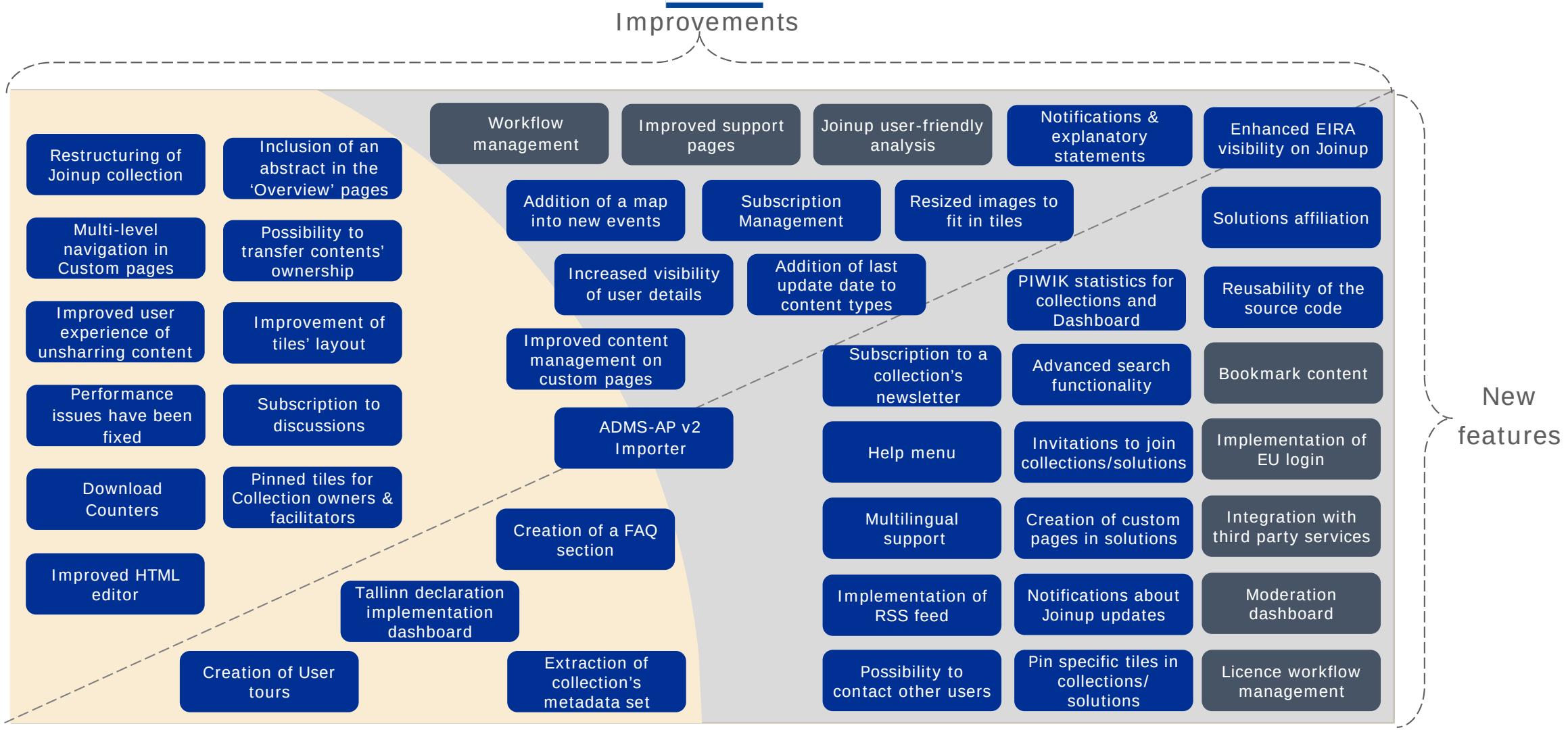
What is next on Joinup

High-level roadmap



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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.)

How to better engage collection members

Custom pages

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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Q&A

Thank you for your participation!

ISA² programme

You click, we link

✓ **Joinup**

Want to know more?

Get started

Joinup.eu

Stay tuned

@Joinup_eu

Joinup Group

Contact us

joinup.ec.europa.eu/contact

Run by the Interoperability Unit at DIGIT (European Commission) with 131€M budget, the ISA² programme provides public administrations, businesses and citizens with specifications and standards, software and services to reduce administrative burdens.