Co-creation of user centric Public Services for Open Governance

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 [...] an iterative and structured pathway in between innovation and research [...]  

Structured because we have defined a common VISION (a MANIFESTO) since the beginning.

To drive research effort by gathering real needs of the territory (bottom-up approach), offering Technological and design expertise

To provide an integrated framework, composed by technologies, methodologies and skills, supporting the Public Administration towards paradigm shift... ...from eGovernment to Smart Government

Our vision

City → Smart City
Technology + people + data

DIALOGUE
Smart City: SCIFI or current necessity?

*Next public services for current generation of European citizens*

- Put **NEW ACTORS** into the loop of Public Services delivery
- **REUSE RESOURCES**
- **Do more with less** + **Do the right things**
- **Do more and better with less**
MyOpenGov research project

- **Title:** MyOpenGov
- **Start/End date:** 2\textsuperscript{nd} January 2013 – 31\textsuperscript{st} December 2015
- Cofunded by Campania regional government (Italy), O.O. 2.1 and 2.2. of POR Campania FESR 2007/2013

http://myopengov.eng.it
MyOpenGov research project

The MyOpenGov project aims at developing a social collaboration platform, based on the OpenSource and Open service innovation approaches, that is able:

- To engage citizens to express their needs and ideas by using a **gamification approach**
- To integrate legacy systems of Italian Public Administrations;
- To let citizens to co-create through mashup personalized public services, by means of a citizen centric approach.
- Several novel approaches have been implemented to facilitate service co-creation (e.g. Sentiment Analysis, Social Network Analysis, user reputation and document digitalization algorithms)

**Some assets involved:**

- Service Innovation Decoder
- SocialGov
- Service Mashup Editor
- Artefacts Marketplace
- Service discovery and recommendation
WeLive EU innovation project

- **Title:** WeLive *(A new concept of public administration based on citizen co-created mobile urban services)*
- **Start/End date:** 1\textsuperscript{st} February 2015 – 31\textsuperscript{st} January 2018
- **Cofunded by the European Commission within Horizon 2020 programme (H2020-INSO-2014 – ICT-enabled Open Government topic)*

http://www.welive.eu
A novel **We-Government ecosystem of tools (Live)** that is easily deployable in different PA and which promotes **co-innovation and co-creation of personalised public services** through **public-private partnerships** and the **empowerment of all stakeholders** to actively take part in the **value-chain of a municipality or a territory**

WeLive enables:

- **Stakeholders to express their needs and elaborate new ideas** for services and apps;
- **Companies to develop basic building blocks** that emerge from the needs expressed by the selected ideas;
- **Public Administration and Citizens to release open data** that emerge from the needs expressed by the selected ideas;
- **Citizens and P.A. to fund companies** to transform popular ideas into Applications, using the building blocks (open service and open data) available in the marketplace.

**Some assets as results of the tailoring of MyOpenGov ones:**

- **Open Innovation Area** (tailoring of SocialGov)
- **Visual Composer** (tailoring of the Service Mashup Editor)
- **WeLive Marketplace** (tailoring of the Artefact Marketplace)
MyOpenGov asset: SERVICE INNOVATION DECODER

It facilitates the openness of data managed by existing ICT systems of PA and enables “data driven” interoperability among legacy systems

FEATURES:
• To catch datasets through specific data connectors to existing legacy systems and other data sources (e.g. web sites, IoT devices)
• To mashup data provided by connectors and create more complex data as a result of their integration
• To make available mashupped data as a service

USE CASES:
• Open Data Scenario
• Service integration of the Areas Suite of ENGINEERING
An example of the use of the Service Innovation Decoder: MyAreas app

- MyAreas exposes the services of multiple instances of the Areas Suite (*worker centric*), as a result of their mashup to the citizens.

- Features:
  - Booking of health services at the nearest Health Authority that is able to supply the service before others;
  - Payment of the Ticket;
  - Delivery of the medical report in the mobile device;

The management of medical report is performed through facilities provided by social services delivered within the MyOpenGov research project.

**NOTE:** It is possible to easily add other legacy health systems deployed in further Health Authorities.
SocialGov promotes the citizens participation in the co-definition and implementation of new cool ideas.

It provides functionalities:

- To suggest or report common interest topics, to Municipalities, for the development of the territory
- To co-define, through social and collaboration features, new ideas
- To evaluate and select the better idea;
- To contribute to the idea implementation through the interaction with the Service Mashup Editor.
**Marketplace** represents the place where to publish and search all the resources (e.g. services, apps) available in an ecosystem.

*The resources can be well described in order to allow them to be found according to needs (reusability) and can be voted and commented.*
The Marketplace is composed by two main logical components:

• **L-USDL editor:**
  - To edit the *formal artefact description in compliance* with a customized Linked-USDL metamodel;
  - To manage the artefacts description model stored into the repository;
  - To upload the artefact executable logic (e.g. the WAR in case of a web service, or the APK in case of an android application, Open social gadget and HTML5 zip archives);

• **Marketplace Catalogue** to:
  - search the artefacts published into Marketplace;
  - see the details of an artefact;
  - Vote and comment an artefact;
MyOpenGov/WeLive assets: Service Mash-up Editor/Visual Composer

**Service Mash-up Editor** allows to create new services as a composition of existing building blocks (services available) and datasets through a visual paradigm.

*This enlarge the number of potential users, enabling the so called “citizen integration” (adaptive integration) and moving towards reusability and sustainability by new actors involved.*
Service Mash-up Editor includes a Mockup editor
Conclusions

• Public Sector is facing two external conflicting and apparently irreconcilable aspects:
  – The reduction of available budget
  – The growing demand for innovation.

• ICT systems currently provided by Public Administration should be renewed and made inter-operable, breaking the PAs silos towards a strong integration based on mashups of data coming from heterogeneous ICT and IoT systems.

• Sustainability aimed by the Smart Cities paradigm asks for a more inclusive and participated public administration, incorporating, through different channels, citizens into the planning of development activities.
Thank you for your time

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Smart City is a place where technologies, service and data enable the dialogue with and among people.