CdParticipa

COMUNIDAD DE PRÁCTICA DE PARTICIPACIÓN
IV Plan de Gobierno Abierto España 2020 - 2024

GOBIERNO ABIERTO

INTERLINK

Comunidad práctica de Laboratorios
30 June 2022

Realizing co-creation of public services: INTERLINK

MORE lab
ICT for good

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"top-down" approach where Government holds primary responsibility for creating these services compliant with EU directives, sometimes seeking the support of citizens for specific design or delivery tasks

"bottom-up" approach in which citizens self-organize and deliver grassroot services where government plays no active role in day-to-day activities but may provide a facilitating framework

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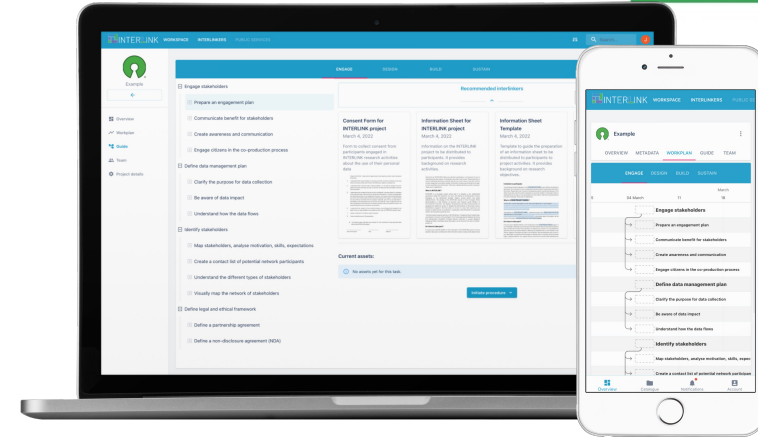
INTERLINK

https://interlink-project.eu
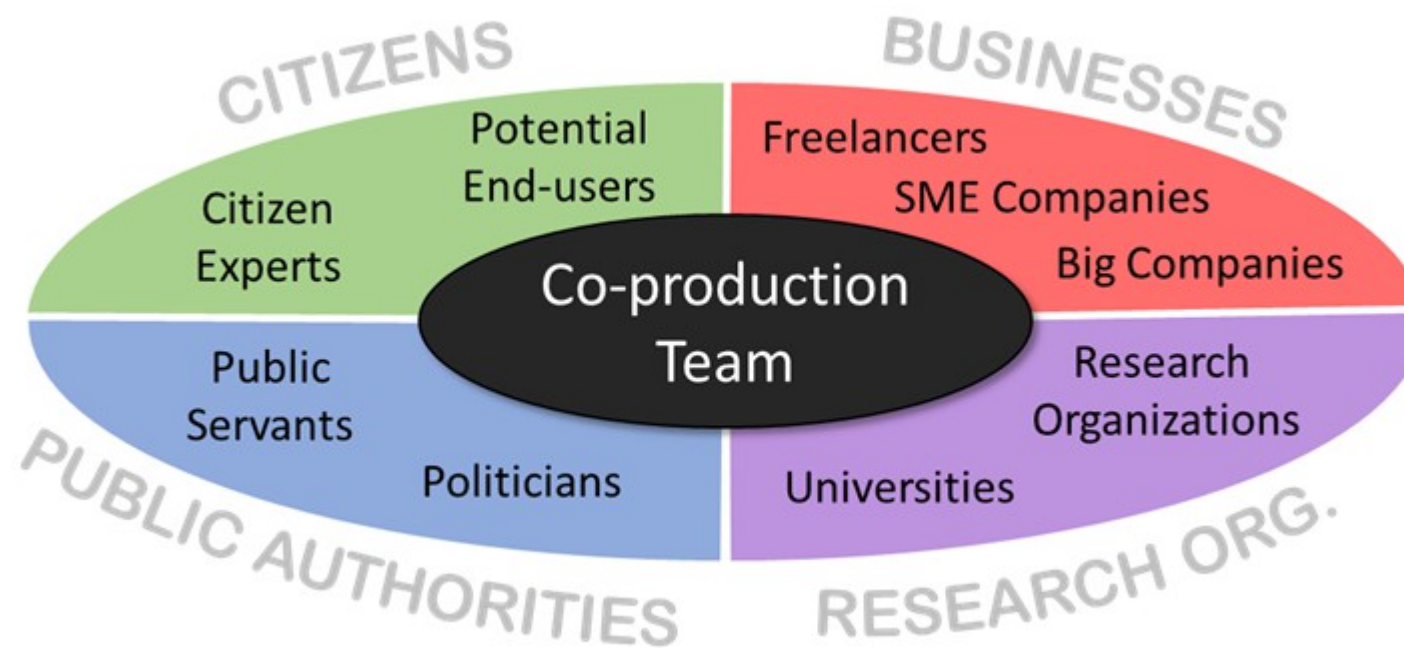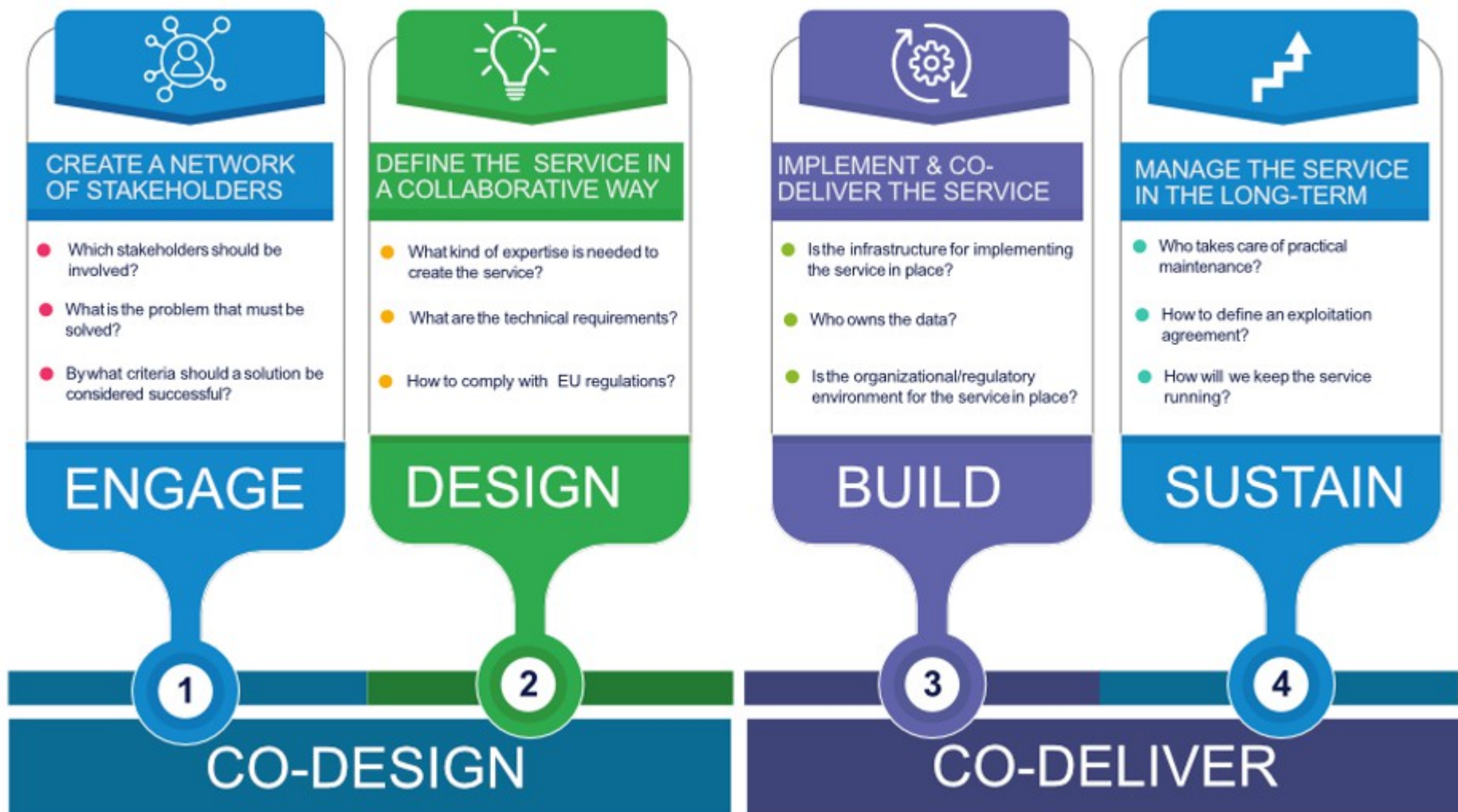
The INTERLINK platform offers a **digital environment that facilitates co-production processes between Public Administrations, private stakeholders and citizens and promotes the re-use** of software for delivery of public services.

INTERLINK provides a **step-by-step guidance for the co-production and co-delivery of public services** along with guidelines, tips and templates that facilitate the collaboration of different actors.

Pieces of knowledge or software that your team can re-use and customize to deliver services.

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Co-producer **team and project management**;

Guide for co-production process;

Recommendation of INTERLINKERs most suitable to the problem profiles represented by the chosen co-production task;

Selection and registry of use (displaying result of using the enabler, e.g. instantiation of a Business Plan) and

Access to INTERLINKER catalogue

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Create **rules** (DESIGN\Focus the problem collaboratively\Sketch an initial idea of the Hackathon: theme, plan, submission & evaluation process)

Only organizers can modify it

Create **participation form** (RUN\Service Implementation\Open Submissions)

Participants can only view it

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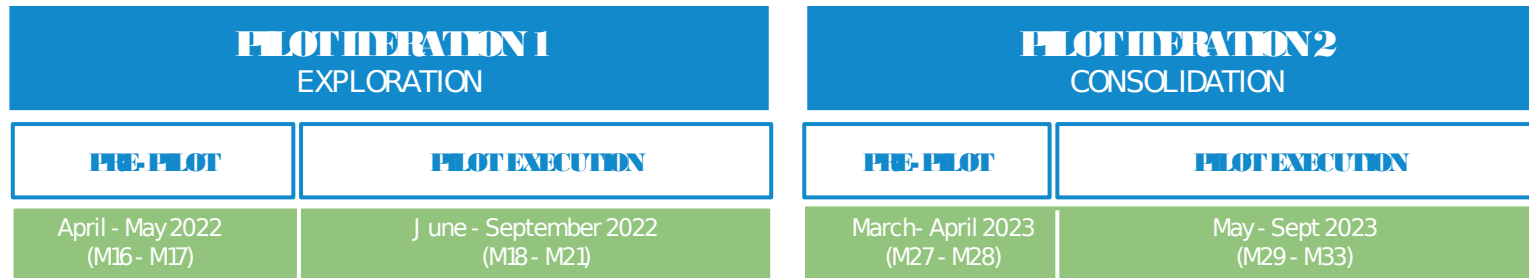
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You may

https://mef.interlink-project.eu/

https://varam.interlink-project.eu/

https://zgz.interlink-project.eu/

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- 2 iterations per pilot:

PILOT ITERATION 1 EXPLORATION		PILOT ITERATION 2 CONSOLIDATION	
PRE-PILOT	PILOT EXECUTION	PRE-PILOT	PILOT EXECUTION
April - May 2022 (M16 - M17)	June - September 2022 (M18 - M21)	March - April 2023 (M27 - M28)	May - Sept 2023 (M29 - M33)

- 2 sub-phases per phase:

ITERATION I (M16 - M21)

PRE-PILOT	PILOT EXECUTION
April 2022	June 2022 .... September 2022
GOAL: Instantiation of INTERLINK platform and testing	**GOAL:** Pilot open to all stakeholders (INTERLINKERs and services published and available to authorized users)
TESTING GROUP: Selected group of testers	**TESTING GROUP:** Open set of users: citizens, public administrations and local businesses (up to 200 users are expected)

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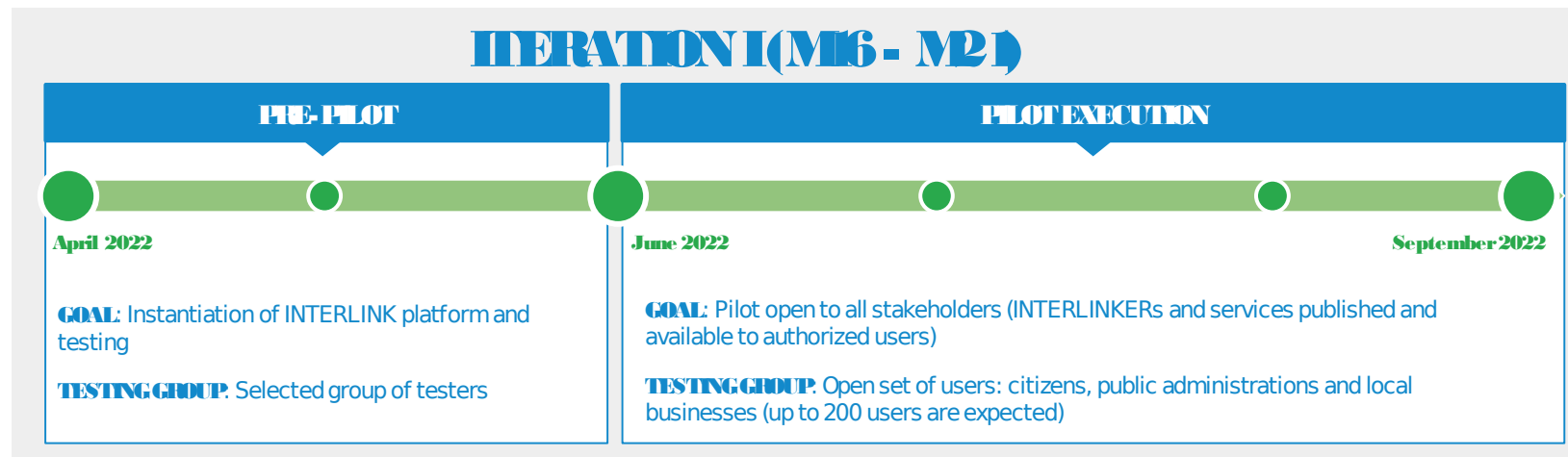
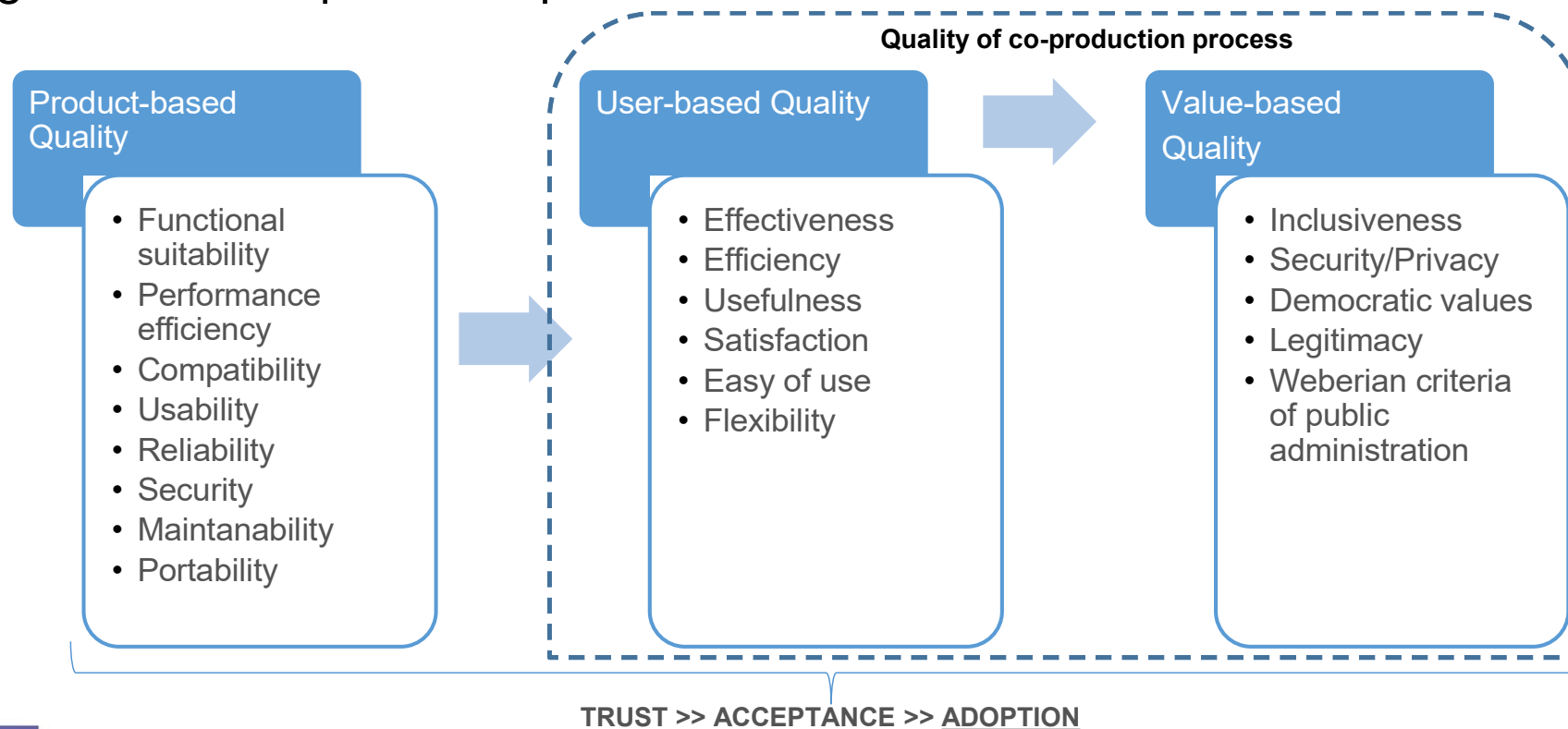| Tools and measurements	Latvia	Spain	Italy
Number of Interlinkers used in an actual service	4	5	5
Number of citizens involved in service customization	200	250	100
Number of partnership enablers used within INTERLINK service instance	5	5	5
Number of citizens registered to INTERLINK platform	200	500	200
Number citizens involved in co-delivered services	50	100	-
Number of TSOs involved in co-delivered services	10	10	200
Number of private companies involved in co-delivered services	-	5	--
Number of new co-delivered services	2	2	--
Self-sustainable services (without public expenses)	1	1	-

A. INTERLINK USE and CO-PRODUCTION of SERVICES. The number of INTERLINKERs in use, stakeholders involved with the INTERLINK solution during the two Pilots, as well as the co-production of services enabled by INTERLINK, which correspond to the KPIs specified in the Proposal and their targets

B. THE VALUE PROVIDED by INTERLINK. The value improvements provided by the INTERLINK solution

C. THE USERS' PERCEPTIONS of INTERLINK. Users' perceptions of INTERLINK regarding acceptance, usability, and trust

D. PILOT SPECIFIC KPIs. Custom made at each pilot site

What will be the degree of **ADOPTION** achieved by INTERLINK co-production model, supporting tools and co-produced public services and INTERLINKERs?

Quality of co-production process

Product-based Quality

- Functional suitability
- Performance efficiency
- Compatibility
- Usability
- Reliability
- Security
- Maintanability
- Portability

User-based Quality

- Effectiveness
- Efficiency
- Usefulness
- Satisfaction
- Easy of use
- Flexibility

Value-based Quality

- Inclusiveness
- Security/Privacy
- Democratic values
- Legitimacy
- Weberian criteria of public administration

TRUST >> ACCEPTANCE >> ADOPTION

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Guiding document and spreadsheet

Pre-Pilot sub-phase

Think-aloud methods

Pilot Execution sub-phase

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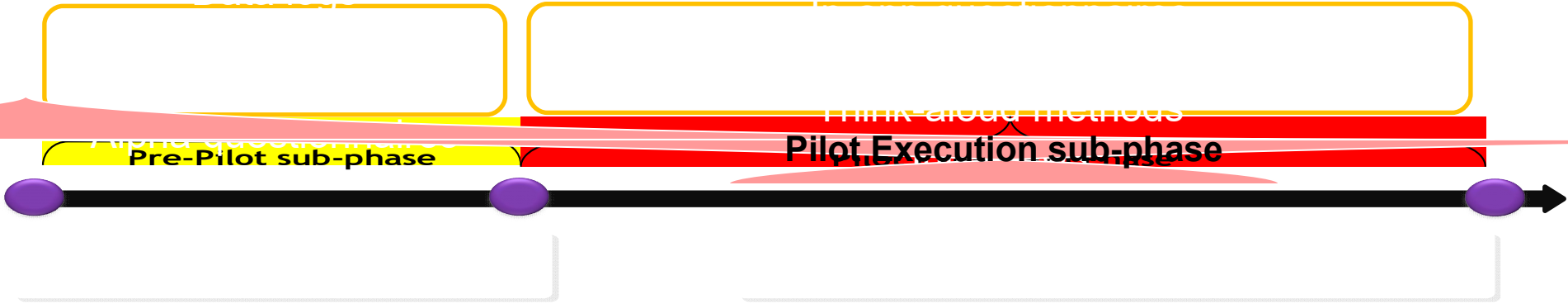
Use case: goal and iterations

MEF's use case goal is to **leverage on the INTERLINK platform and its enablers to co-design a Participatory Strategic Planning Module (PSPM).** These goals are divided into **two clear phases of co-design**.

Use Case Structure
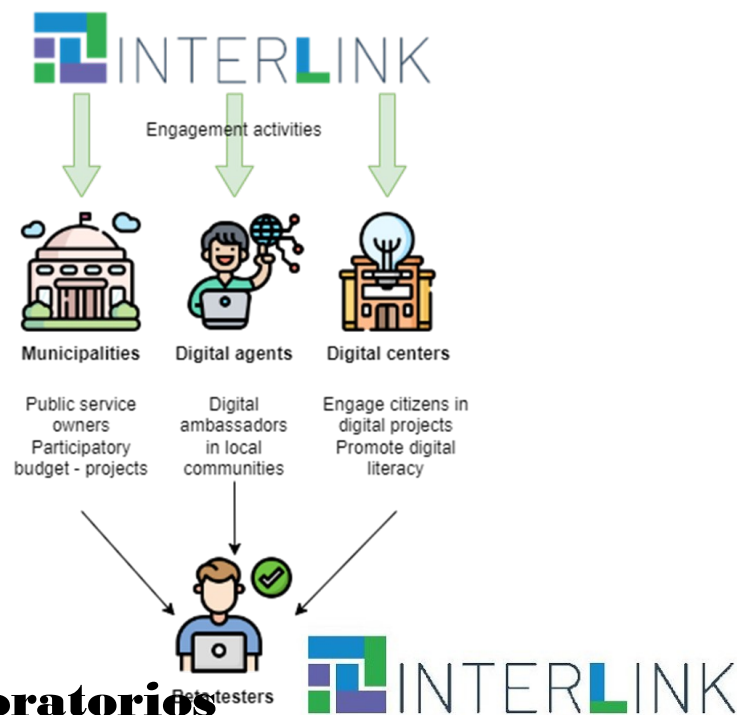
**First Iteration:
CO-DESIGN PHASE**

The first iteration has the goal of collecting expectations, requirements and feedback from stakeholders in order to test the usability of the INTERLINK platform and **to co-design a blueprint of the PSPM (Participatory Strategic Planning Module)** open to Public Bodies to allow their participation in the definition of the MEF's Strategic Plan.

Between *a blue PSPM* will be produced

**Second Iteration:
CO-CREATION PHASE**

The second iteration, foresees **further work on the INTERLINK platform, its enablers, and the PSPM** alongside some of the same and potentially new stakeholders to **gather additional requirements and feedback. The result** of these interactions **will be a mock-up of the PSPM.**
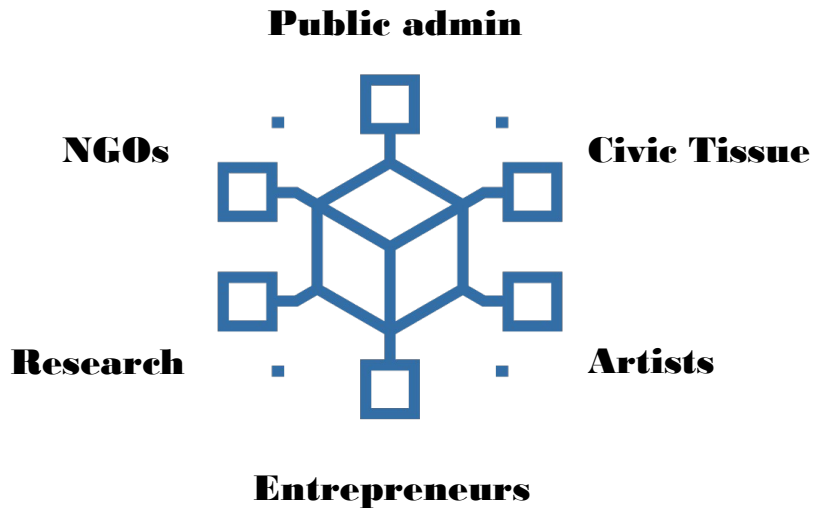
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Zaragoza UC context

eTOPIA_ Center for Arts & Tech. **Municipal Innovation Hub**

Public admin

NGOs

Civic Tissue

Research

Artists

Entrepreneurs

The City of Zaragoza (ZGZ) together with Zaragoza City of Knowledge Foundation (FZCC) work jointly to promote **collaborative and innovative programs** in education, entrepreneurship, smart city, and digital culture.

Etopia. Center of art and technology, is the headquarters of both the Smart City Service and the Zaragoza City of Knowledge Foundation.

In addition to Zaragoza City Council's Smart City Service and the Zaragoza City of Knowledge Foundation, Etopia also involves other stakeholders who design, organise and produce different programmes aimed at **schools, creators, artists, researchers, entrepreneurs, companies and citizens in general.**

DG.O 2022: Democratizing co-creation

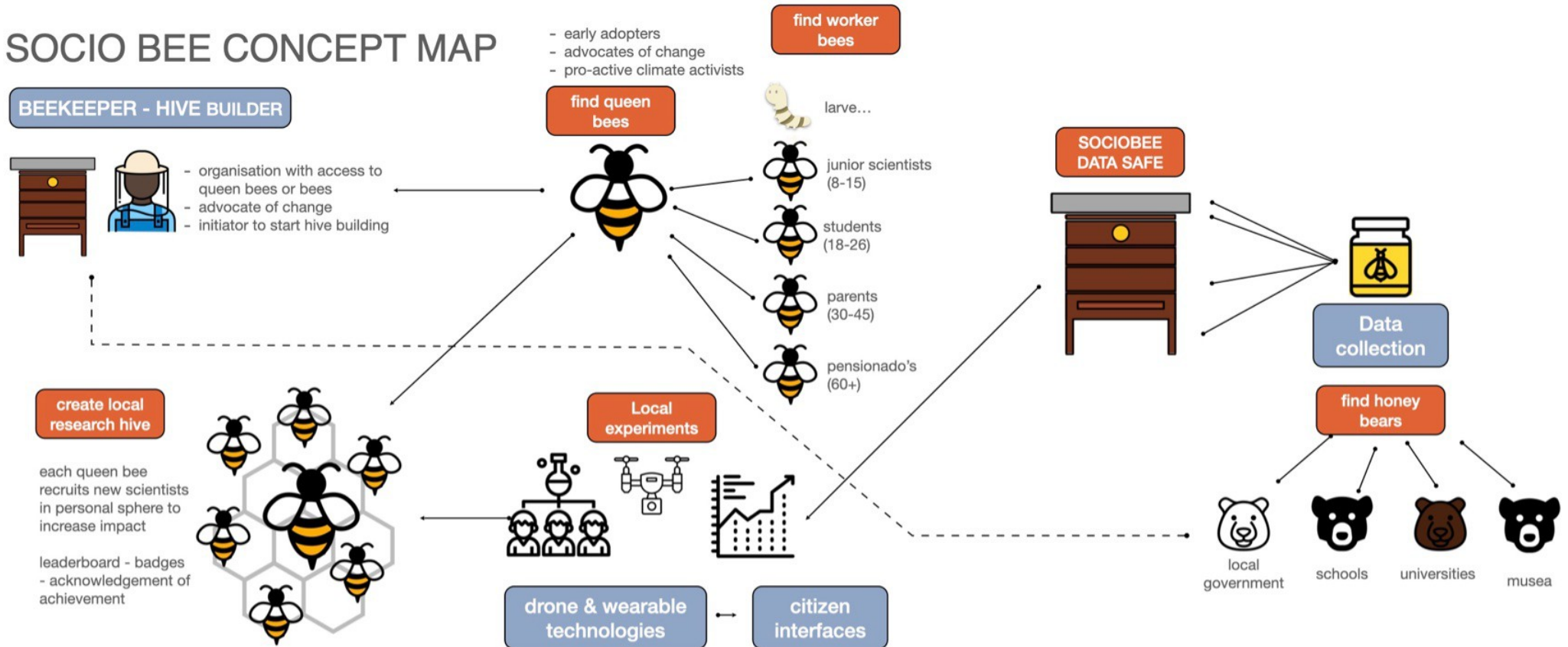INTERLINK
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Zaragoza UC: Goals and Expectations

1. Provide a **digital layer** to our physical **co-creation and co-delivery** activities
2. Increase our internal productivity through **better reporting**, tracking, and booking, also creating a **data feedback** loop for agile improvement
3. Improve the citizen perception in our **brand** as a City Making Center through a more accessible and open catalogue of services
4. Promote the **transition from users to co-producers and co-deliverers** from an **agile and "open source"** approach.
5. Enhance the engagement and participation level of the communities around Etopia_ including its **co-governance** through tokenization and gamification.

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