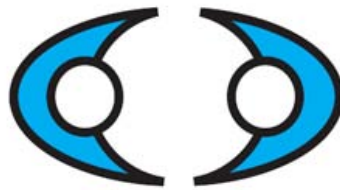




eParticipation Programme

Contract Number: EP-07-01-016

Project Full Title: CitizenScape
eParticipation in Legislation Implementation



CitizenScape

Periodic Progress Report

Jul-Dec09

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1 Publishable Executive Summary

1.1 Project Objectives

CitizenScape - eParticipation in Legislation Implementation

CitizenScape is a citizen-driven initiative that provides tools, applications and services which empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation by Local Authorities. CitizenScape involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.

CitizenScape integrated, pilot tested and validated state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and participate in the implementation of EU environmental legislation at a local level. It defined the precise conditions to be fulfilled, the desires and needs expressed by citizens for collective participation in major EU issues, and the specific barriers to be overcome for deployment.

The project, in parallel, integrated "best of breed" components into the technological solution, and adapted the very successful Public-i webcast methodology to create a framework for recruiting citizens to CitizenScape and then moderating their inputs. From this experience it is planned that the platform and approach will be applied and contribute to other EU policies as a key driver to sustain and expand the service after the trial period. The project sought to create a 'democratic pathway' by attracting and recruiting citizens to use the Web 2.- style space of CitizenScape and then migrating them to more formal online democratic tools (such as petitioning). These formal tools were then the means to access the decision makers – in this case Local Councillors.

CitizenScape is unique in its combination of a strong and focused implementation methodology alongside the operational use of innovative technology. CitizenScape is a flexible online space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools. The Citizen eParticipation methodology has created an accessible and inclusive model for engaging citizens which ensure that CitizenScape implementations not only have effective technologies but also effective offline recruitment activities and support to guarantee that the CitizenScapes are vibrant and active democratic centres.

The Citizenscape project delivered 4 pilot sites and explored the use of a new technology and methodological approach. It did this within the context of creating a co-production environment. Though the social web is by its nature a co-created space this does not automatically commute the top down approach of most government / citizen interactions easily. Many online consultation tools ask citizens if they want option A or option B – social web users expect to be able to suggest Option C. One of the early challenges of the Citizenscape approach is to ensure that the new civic space has been co-created – and this involves coaching for both the citizen and council participants. One of the conclusions of the project is that this idea of co-production can and must be explored further if Government is to work effectively within social web spaces.

This issue of identity management is also critical as in order for participants to move seamlessly from their social web spaces to the Civic Space it is clear that a shared identity management system would make the user experience far simpler. The use of OpenID has started to address this but the issue of how to create a permanent civic identity which can also be used in social web spaces is an important topic to explore in future projects.

This level of reliance on the social web assumes a level of technical sophistication from the participants which is more available within certain demographics. In designing these spaces it is important to try to avoid building for the enthusiastic early adopter and to aim at building for a participant who is less engaged with the technology in the first place as the usage of these

technologies is on the increase. This means that the offline engagement which needs to accompany the project must include a large element of en-skilling the participants if this approach is to work. The project team approached this by spending time training community moderators and activists and encouraging them to pass these skills on.

While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall pilot project, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.

1.2 Contractors involved

1.The National Microelectronics Applications Centre Ltd	(MAC)	IE	www.mac.ie
2.Public-i Group Ltd	(PI)	UK	www.public-i.eu
3.Bristol City Council	(BCC)	UK	www.bristol.gov.uk
4.Comune di Genova	(CDG)	IT	www.comune.genova.it
5.Donegal County Council,	(DCC)	IE	www.donegalcoco.ie
6.Rozvojova Agentura Zilinskeho Samospravneho Kraja, N.O.	(RDA)	SK	www.razsk.sk

1.3 Coordinator contact Details

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www.CitizenScape.org

1.4 Work performed & Results Achieved

During July to December 2009, the final period of the project the focus was on the continued operation/evaluation of the Service at the 4 Regional Pilot Trials, continued dissemination of its ongoing results, the Final Dissemination Event, development of the viability plan for sustainable operation of the service after the project ends, and preparation of the Final Report and Cost Claims and wrap-up of the project. The following deliverables were delivered:

- D2.1.2-CitizenScape Monitoring & Evaluation Report
- D2.2.3-CitizenScape Final Dissemination Workshop
- D2.3.2-Final CitizenScape Viability Plan for Sustainable Operation.
- D3.2.3-Half-yearly Monitoring Report 3 – HMR3 (Jan-Jun09)
- D3.2.4-Half-yearly Monitoring Report 4 – HMR4 (Jul-Dec09)
- D3.4-Final Report

1.5 Project logo



1.6 Project public website

www.citizenscape.org

2 Project objectives & major achievements during the reporting period

2.1 Objectives for the reporting period, work performed, contractors involved and the main achievements in the period

Please report your progress towards relevant objectives per WP and provide specific information on the work that each beneficiary has done

All phases of European legislation tend to be very remote from most EU citizens. So CitizenScape is focusing its work and trials on specific European Legislation and/or Directives that have an immediate impact on all local and regional Authorities across Europe. Operation of the CitizenScape service will be evaluated during 2009 in 4 very different regions, and thus determine best practice to interest and engage citizens in the implementation of such legislation at the local/regional level that is most directly and immediately relevant to their lives. As an interactive multimedia web-based service, CitizenScape complements and enhances at a regional level the vast amount of EU legislative online information and the European Parliament's own EPLive webcasting, and could provide future potential functional and citizen e-participation enhancements to that service.

CitizenScape has been a 2 year eParticipation Programme Trial Project that integrated and tested state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. The underlying assumption of Citizenscape is that people are already using the internet in a civic way – the question is whether it is possible to connect this to formal democracy. Citizenscape has looked at two main areas:

- How to work with and motivate citizens to participate democratically
- What technology is needed in order to support this

One of the most interesting contrasts highlighted by the Citizenscape project is the gap in thinking between the web 2.0 native websites, such as YouTube et al, that are being adopted by citizens online, and the usual approach of government engagement projects which tend to exist in isolation from the social network that most people work within online.

The challenge in changing this is not technical, as the development work is understood and can be implemented – it's social and political as we look for ways to create a civic space which is not only technically web native with the tools and features of the popular social websites but more importantly socially web native with the ideas of co-creation and networked content embedded throughout the space. In order to support the work of citizens the role of 'community ambassador' was created – which is explained in more detail later in this document.

Web 2.0 is a term which loosely groups together social networking technologies and websites. It represents a shift from websites which have a broadcast emphasis and moves towards far more collaborative spaces and content. In a local democracy context this shift should be seen as a chance to move from a position where the formal democratic bodies own the discussion to one where they are instead a leading participant in democratic debate with many other stakeholders also taking an active part. This change must however take place within the context of the existing democratic structures and must be used to enhance democracy and not create a parallel debate.

CitizenScape is unique in its combination of a strong and focused implementation methodology alongside the operational use of innovative technology. This approach has required the project to be in a state a perpetual beta development of the technology as the team responded to behaviours and requests from participants. This also reflects the typically more iterative development methodologies used for social web projects – and during the course of the project the development partner has in fact adopted AGILE as a development methodology.

CitizenScape provides tools, applications and services that empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation

by Local Authorities. CitizenScape will involve key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.

The CitizenScape project focused on the regional and local level, and addressed the legislation/legislative process at implementation (stage 3) of the four stages of European legislation:

1. the legislation proposal formation stage (e.g. by Regional Authorities and relevant institutions),
2. the debate on draft legislation (e.g. in Councils and with citizens, businesses, NGOs and other socio-economic groups),
- 3. the implementation level,**
4. the follow-up/monitoring of the legislation life cycle (e.g. amendments, impacts, etc).

The CitizenScape project focused on the implementation of EU Environmental legislation by Local Authorities as this is an important and tangible area of work for the Local Authority partners. The CitizenScape service gives decision makers formal comment and feedback via statutory instruments such as petitions as well as access to informal comment and discussion which should lead to a more informed debate and decision making process. Once proven during the project with environmental legislation, the CitizenScape service will be subsequently deployed to further EU legislation and policies.

The CitizenScape objectives were as follows:

Objective		Target
1.	Increased Citizen Participation in their Regional Legislative Processes.	(a) 25% increase in citizen participation in their regional legislative processes. (b) in 4 very different legislative regions across the EU during the project.
2.	Demonstration of a viable citizen led social networking site with re-useable recruitment and moderation methodology.	(a) Operation of a localised CitizenScape service in each of 4 Trial Regions. (b) Demonstration of the service scale-up potential to National and EU levels
3.	Sustainable operation of the CitizenScape Service	(a) Viability Plan for subsequent sustainable operation of the service across Europe.

The Citizenscape project delivered 4 pilot sites and explored the use of a new technology and methodological approach. It did this within the context of creating a co-production environment. One of the conclusions of the project is that this idea of co-production can and must be explored further if Government is to work effectively within social web spaces.

At the start of the CitizenScape project, the challenge was:

- How do we connect with the social web conversations which are already going on out on the web?
- How do we help Councils create content which works in these new social spaces?
- How do we do this in a way which supports the formal democratic decision making process so we can ensure that conversations bring results?
- How do we do this in an affordable, repeatable and sustainable way?

These questions were addressed and CitizenScape service was found to provide the following organizational benefits for local government:

- Flexibility: It brings the tools you want when you want into the process
- Co-Creation: It brings in citizen content and gives them ownership of the site
- Digitally Native: CitizenScape is a way forward which should balance the needs for Local Authorities to manage a process alongside the pressing need from online citizens to communicate in a way which works for them. This can change quickly and evolve, as the technology itself does.
- Creates a Virtual Civic Space which can outlast the next online technology fad.

While the CitizenScape pilot trials were the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall pilot project, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.

Evaluation of the CitizenScape Pilot Trials found that more work is needed – the project has been a strong Proof of Concept that is now being explored in further UK and other beta trials planned for 2010). Public-i are continuing the evaluation and piloting of this work with the UK based Virtual Town Hall Pilot, that is being reported at www.public-i.info and on a blog at www.curiouscatherine.wordpress.com. However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.

2.1.1 WP1.1- User Requirements & Service Specification

Objectives

- Define the User Requirements at each of the 4 sites.
- Document specific European Legislative Processes at each of the 4 Trial Sites.
- Develop a Technical Specification of the CitizenScape System, to guide its implementation and subsequent deployment across Europe.

Work Performed (by Partners)

No work during the period, WP1.1 was completed in period 1 with the delivery of D1.1.1 (CitizenScape User & Tech Requirements for all sites)

2.1.2 WP1.2 – Design & Develop CitizenScape System

Objectives

- A complete operational CitizenScape system.

Work Performed (by Partners)

No work during the period, as WP1.2 was completed with the delivery of D1.2.2 (CitizenScape System running) in January 2009.

2.1.3 WP1.3 – Installation in the 4 User Regions

Objectives

- CitizenScape System customised and localised to the Ireland, Italy, Slovakia & UK
- CitizenScape System operational at the 4 Trial Sites in their local languages – English, Italian & Slovakian

Work Performed (by Partners)

The 4 Regional Pilot Trial sites were installed during Dec08-Jan09, as the key outputs of this WP. WP1.3 was completed with the submission of the milestone deliverable D1.3.1 (CitizenScape System Operational in all 4 Trial Regions) in January 2009. However D1.3.1 was modified to a second version and resubmitted as requested in the Interim Review Report, which was received by the Consortium on 9th November 2009.

2.1.4 WP2.1 Pilot Trials, Monitoring & Evaluation

Objectives

- Initial service deployment and evaluation of the CitizenScape Trial service in 4 varied Legislative Authority contexts, countries and languages, as the key input to the CitizenScape Viability Plan (D2.3.2)

- Directly contribute to the Democratic Renewal and increased Citizen Legislative Engagement in those Regions, by a 25% increase in citizen participation in local legislative and democratic activities and interactions by the end of the 12 month Pilot Trials period.
- To evaluate the legislative participation impact of CitizenScape and its relationship to wider aspects of e-governance.
- To establish the varying contextual issues that need to be addressed in implementing CitizenScape in different legislative, constitutional, political and linguistic environments
- To develop lessons on implementation of CitizenScape in preparation for market roll-out to National and European levels, and other European countries.

Work Performed

- MAC
- Ongoing input s to the operation and evaluation of the operational trials in all 4 regions.
- PI
- The “Constant Beta” nature of the operational approach meant ongoing upgrades to the administration and user login system.
 - A user controlled administration system including OpenID was added to the system.
 - Completion of CitizenScape evaluation report & questionnaire reporting.
 - Finalisation and production of D2.1.2 (CitizenScape Monitoring & Evaluation Report) deliverable.
- BCC
- Continued use and promotion of Citizenscape Web2.0 tools including interactive noise map, discussion forum, videos and blogging to inform and engage people in the implementation of the European Noise Directive in Bristol through identification of problems caused by noise in the city and quiet places that are a refuge from this.
 - Training community facilitators to moderate and support the site and promote it within existing networks.
 - Continued outreach and training in using the Citizenscape site in areas of lower internet use and democratic participation in South Bristol.
 - Involvement of Executive Council Member for Transport and Sustainability in CitizenScape, including creation of a video on his views and response to the participation so far.
- CDG
- Use of the CitizenScape capabilities for the planned local urban renewal projects: “la Gronda” (to define a shared project with citizen about the realization of a new motorway junction on the west side of the city), “Progetto Boccadasse” (new housing scheme for the Boccadasse zone), Progetto area ex Verrina (Urban renewal and environmental improvement measures for the Verrina zone)
 - Starting the use of the Citizenscape tools and ideas on the Progetto ex Acciaierie di Cornigliano (Urban renewal and environmental improvement measures for the Cornigliano zone).
 - For the previous items we used videos, Viewfinder forums, and questionnaire on line with quite good results.
 - Many different type of stakeholders have been involved in the process.

- DCC
- Donegal Citizenscape was piloted over the year by demonstrating the website to different environmental groups in the County. These have ranged from youth groups, to mature/retired age groups. The site has been welcomed by all groups as a positive site in both addressing environmental issues but also in informing the public by gathering all the relevant data into one space. Which is the inherent concept of Citizenscape, to gather information into one online space. The website has been monitored every day to moderate discussion and to administer the website content.
 - Continuous liaison with Public-i re ongoing evolution and tweaking of the CitizenScape website and widgets. This has been necessary due to the different types of data feeds, functions and EU legislation being addressed by Donegal County Council for the Citizenscape project.
 - Installation of Citizenscape website was carried out in January and this final period has been addressing the installation of the administration section to allow Donegal County Council control the layout, colour scheme, data feeds, numbers of pages etc of the CitizenScape site. This is a major piece of functionality as it allows us to react to topics quickly and efficiently. This has also been a major piece of functionality that has been tested during the pilot trials.
- RDA
- Training of the moderators and, ongoing communication with the moderators.
 - Evaluation questionnaires were prepared, distributed and filled in.
 - Four discussion forums were in operation including necessary communication with Public-i.

Main Achievements.

This key workpackage ended with the D2.1.2 (CitizenScape Monitoring & Evaluation Report), delivered in January 2010, that reports on the evaluation of the pilot trials right into December 2009, based on the D2.1.1 (Evaluation Criteria & Pilot Trials Monitoring Plan) that was completed and submitted in July 2008.

Completion and submission of D2.1.2 (CitizenScape Monitoring & Evaluation Report) in January 2010 marked the end of WP2.1.

2.1.5 WP2.2 - Dissemination

Objectives

- Increased Legislative eParticipation awareness and the central importance of engaging citizens in all eGovernment legislative services and initiatives.
- CitizenScape Service awareness, particularly in the 4 Trials Countries (UK, IE, IT, SK)
- Promotional materials, website and two dissemination workshops.

Work Performed

- MAC
- Ongoing generation and maintenance of content for the project website at www.citizenscape.org.
 - Attendance at the Final Dissemination Event "Social Networking to engage Citizens" in London on 25 November 2009, as well as production and delivery of D2.2.3 "CitizenScape Final Dissemination Event" report.
 - Attendance at the MOMENTUM eParticipation Conference in the European Parliament on 15th December. See Section 4.
 - Presentation of the project at various meetings, as listed later.
- PI
- Final Dissemination Event, London, 24-Nov
 - Exhibition stand at "Future Democracy 2009" Conference, 24th Nov London.
 - Attendance at the MOMENTUM eParticipation Conference in the European Parliament on 15th December

- BCC
- Presentation of CitizenScape at a Noise and Health meeting in Cardiff;
 - Attendance at the Final Dissemination Event “Social Networking to engage Citizens” in London on 25 November 2009.
 - Presentation of CitizenScape at Tranquil spaces conference in London.
 - Liaising with Graham Watson MEP about the CitizenScape project and his response to the topic and resident involvement.
 - Stall at Local Democracy week event with promotional materials and demonstration of CitizenScape website.
 - Participation in 3rd Momentum concertation meeting 27th October 2009.
- CDG
- Organization and dissemination activities for the 9/09/09-10/09/09 Genoa, IT PEC6 & PPB6
 - Organization and dissemination activities for the 10/09/09-11/09/09 Genoa, IT Presentation at eParticipate Meeting.& User Group
 - Attended “Future eDemocracy 2009” Conference, 24th Nov London.
 - Network marketing alike strategy to spread information by means of the stakeholders of the different projects coped with
- DCC
- Donegal County Council took a very proactive dissemination at a local level.
 - They approached many environmental group sto seek permission to attend their meetings to demonstrate and discuss the website.
 - Many new Green Flag Schools were shown the site at organised events.
 - Their Waste awareness officer promoted the website during her work visits to groups and schools as a tool to help Donegal County Council raise awareness about environmental issue.
 - They also took a physical marketing approach and distributed flyers to public service counters, Libraries and other public buildings with details and descriptions and the themes of CitizenScape on them.
 - Produced bookmarks to promote the website, again with all the CitizenScape details, at a youth educational level.
 - CitizenScape was invited to address internal Cultural Services conference as a project using web 2.0 to interact with the public in an innovative way.
- RDA
- Ongoing dissemination via RDAs website, meetings with regional and local representatives and public including presentation of the project at some of them.
 - Attendance at the Final Dissemination Event “Social Networking to engage Citizens” in London on 25 November 2009. Inputs provided for D2.2.3 “CitizenScape Final Dissemination Event” report.

Main Achievements

Deliverable D2.2.3 (CitizenScape Final Dissemination Event) was completed and submitted during this period. The project continued to work very actively with the MOMENTUM support action and attended their concertation meeting in Athens on 27th October, and conference at the European Parliament in Brussels on 15th December.

Submission of deliverable D2.2.3 (CitizenScape Final Dissemination Event) was the last formal deliverable of WP2.2.

2.1.6 WP2.3 – Plans for Sustainable Operation

Objectives

- The Initial CitizenScape Viability plan (in Month 6). This will elaborate on the ideas described here based mainly on the results coming from WP1.1 and WP1.3 to be tested by the Pilot Trials in WP2.1.
- The Final Viability Plan for Sustainable Operation of the CitizenScape Service (D2.3.2) to deploy the CitizenScape system across Europe, and to National and European legislative process levels, as the major output of this project.

Work Performed

- MAC
- D2.3.2 (Final CitizenScape Viability Plan for Sustainable Operation) was completed and submitted in December 2009.
 - This was based on ongoing review and updating of the Initial Viability Plan and assumptions based on feedback from the Pilot Trials operation of the service in the 4 regions, and the findings of D2.1.2 (CitizenScape Monitoring & Evaluation Report).
- PI
- Meeting with Bristol to discuss ongoing operation, 28 Jul
 - Presentation to Public-i Business Partners for ongoing operation, 20 Oct
 - Presentation to various UK Councils interested in piloting CitizenScape, 27 Oct & 17 Dec
 - Public-i internal training day for CitizenScape, 11 Dec
- CDG
- Local political actors involved in considering the use of the CitizenScape tools on a regular basis with regard to urban renewal and other similar projects
- DCC
- CitizenScape is seen as a valuable tool to help raise the awareness of environmental issues in County Donegal.
 - It will be carried forward into 2010+ as an important web tool. It will also be incorporated into the IS web Strategy as a model of Web 2.0 technologies, and promote the reuse of the widgets in other aspects of www.donegalcoco.ie.
 - The themes of the CitizenScape pilot will be broadened to incorporate other aspect of the services provided by Donegal County Council.
 - The planning department have shown interest in the concept for planning issues and information provision, and a method to interact with the public on issues such as public consultation on draft development plans.
- RDA
- Communication with Public-i, other webcasting partners, and webcasting equipment owner established a future sustainable model of renting.
 - Inputs to the D2.3.2 (Final CitizenScape Viability Plan for Sustainable Operation) and final consultation made including provision of the Pilot Trials feedback.

Main Achievements

Completion and submission of D2.3.2 (Final CitizenScape Viability Plan for Sustainable Operation) marked the end of WP2.3 and the project in December 2009.

2.1.7 WP3-Project Management

Objectives

- an effective and efficient project that will facilitate the CitizenScape project to achieve its objectives.
- All Contractual deliverables and progress reports delivered on time.
- All Coordinator responsibilities and liaison with the Commission and Consortium concluded as per contract

Work Performed

- | | |
|-----|--|
| MAC | <ul style="list-style-type: none"> • Completion and submission of the D3.2.3-Half-Yearly Monitoring Report 3 – HMR3 (Jan-Jun09) in July 2009. <ul style="list-style-type: none"> ○ Its contents were also reformatted into the MOMENTUM Periodic Report format for the same period, as the additional D3.2.3.a (similar to this report and D3.2.4 HMR4 (Jul-Dec09)) • Preparation and attendance at <ul style="list-style-type: none"> ○ the Fifth Project Board and Executive Meeting at Brussels, Belgium on 14-15 July 2009, ○ the Sixth Project Board and Executive Meeting at Genoa, Italy on 9-10 September 2009, ○ the Seventh Project Board and Executive Meeting at London, UK on 24 November 2009, in conjunction with the Final Dissemination Event there. • Developed and agreed the actions in response to the Interim Review, which was received on 9th November 2009. • Preparation of the D3.4 - Final Project Progress Report and collection of Cost Reports from all Partners. • Preparation for the Final Progress Review to be held in Brussels on 9th Feb 2010. |
| PI | <ul style="list-style-type: none"> • Completion of HMR4 and CitizenScape Final Cost Claim |
| BCC | <ul style="list-style-type: none"> • Preparation and attendance at the 3 Project Board and Executive Meetings. • Input to the D3.4 - Final Project Progress Report, cost claim and attendance at the Final Progress Review to be held in Brussels on 9th February 2010. |
| CDG | <ul style="list-style-type: none"> • Attendance at 14/07/09 – 15/07/09 Brussels, BE PEC5 & PPB5 meeting • Organization and attendance at 9/09/09-10/09/09 Genoa, IT PEC6 & PPB6 meeting and at 10/09/09-11/09/09 Genoa, IT Presentation at eParticipate Meeting.& User Group meetings • Attendance at 24/11/09 – 25/11/09 London, UK PEC7 & PPB7 and Final Dissemination Event |
| DCC | <ul style="list-style-type: none"> • Completion of project reports with regard to our local activities • Input to the D3.2.3-Half-Yearly Monitoring Report 3 – HMR3 (Jan-Jun09). • Preparation and attendance at the 3 Project Board and Executive Meetings. • Input to the D3.4 - Final Project Progress Report, cost claim and attendance at the Final Progress Review to be held in Brussels on 9th February 2010. |
| RDA | <ul style="list-style-type: none"> • Inputs provided to the D3.2.3-Half-Yearly Monitoring Report 3 – HMR3 (Jan-Jun09). • Preparation and attendance at the 3 Project Board and Executive Meetings • Input to the D3.4 - Final Project Progress Report, cost claim and attendance Final Progress Review to be held in Brussels on 9th February 2010, • Completed required management of the work performed within the other work packages at Zilina. |

Main Achievements.

- Three very effective and efficient Project Policy Board and Executive Committee meetings were held:
 - Fifth Project Board and Executive Meeting at Brussels, Belgium on 14-15 July 2009
 - Sixth Project Board and Executive Meeting at Genoa, Italy on 9-10 September 2009
 - Seventh Project Board and Executive Meeting at London, UK on 24 November 2009
- The 6 scheduled deliverables were completed and submitted during the period.
- The consortium is working very effectively and well together.
- The project objectives were achieved.

3 Work package progress of the period

3.1 Overview of the actions carried out in the reporting period

3.1.1. Overview of progress and results against objectives per Main Activity	
<i>Describe concrete results (factual information, not generic descriptions) relevant to original objectives for each of the following Main Activities : Project Management, User Requirements Analysis & Design, Platform Implementation/Integration, Pilots / Evaluation of Project Results , Dissemination & Promotion</i>	
Main Activity	Progress within the reported Period
Project Management	The consortium worked very effectively and well together. The project objectives were achieved, and all scheduled deliverables were completed and submitted during the period. Three very effective and efficient Project Policy Board and Executive Committee meetings were held during the period.
User Requirements Analysis & Design	Completed in Year 1.
Platform Implementation	The CitizenScape System prototype systems were installed in January 2009 and were pilot trialled at all 4 sites during 2009.
Pilots / Evaluation of Project Results	Operation and evaluation of the 4 Regional Pilot Trials took place as planned throughout 2009.
Dissemination & Promotion	The project participated in many events and worked actively with the MOMENTUM Support Action. The D2.2.3 Final Dissemination Event took place in London, UK, on 25 th November 2009. The Final CitizenScape Viability Plan for Sustainable Operation of the service (D2.3.2) was developed from the Initial Viability Plan (D2.3.1) and feedback from the Pilot Trials evaluation.

3.1.2. Deliverables, their status and critical assessment of delay if any.				
<i>Please list the deliverables per main activity</i>				
Main Activity	Del. No-Title	Planned delivery date¹	Actual delivery date²	Status /Notes/ Explanation of deviations (if any)
Project Management	D3.2.3-Half-yearly Monitoring Report 3 – HMR3 (Jan-Jun09)	Jul09	Jul09	<i>Also reformatted to MOMENTUM format and submitted as the additional deliverable D3.2.3.a.</i>
	D3.2.4-Half-yearly Monitoring Report 4 – HMR4 (Jul-Dec09))	Jan10	Jan10	<i>Plus this additional D3.2.4.a</i>
	D3.4-Final Project Report	Jan10	Jan10	
User Requirements Analysis & Design				
Platform Implementation	D1.3.1-CitizenScape System Operational in all 4 Trial Regions.	Dec08	Jan09 & Nov09	<i>D1.3.1 was modified to a second version and resubmitted as requested in the Interim Review Report, which was received on 9th November 2009</i>
Pilots / Evaluation of Project Results	D2.1.2-CitizenScape Monitoring & Evaluation Report	Dec08	Jan10	<i>To include Pilot results of Dec09.</i>
Dissemination & Promotion	D2.2.3-CitizenScape Final Dissemination Workshop	Dec09	Nov09	
	D2.3.2-Final CitizenScape Viability Plan for Sustainable Operation.	Dec09	Dec09	

¹ dd/mm/yy

² dd/mm/yy

3.1.3. Milestones, their status and critical assessment of delay if any.

Please list the related milestones of the reported period per main activity

Main Activity	Milestone No-Title	Planned achievement date ³	Actual achievement date ⁴	Status /Notes/ Explanation of variance (if any)
Project Management				
User Requirements Analysis & Design				
Platform Implementation	MS1: CitizenScape Operational in 4 Regions	Dec08	Jan08	The CitizenScape Service is running at all 4 trial sites, which is the Interim Milestone of the project.
Pilots / Evaluation of Project Results				
Dissemination & Promotion	MS2: CitizenScape Viability Plan			The CitizenScape Viability Plan for sustainable operation of the service was delivered as D2.3.2, in December 2009.

3.1.4. Issues, deviations and corrective actions per Main Activity

Describe issues or problems that might affect achievement, delay activities, deliverables or milestones for each of the following Main Activities: **Project Management, User Requirements Analysis & Design, Platform Implementation, Pilots / Evaluation of Project Results, Dissemination and Promotion of project results**. Also, describe corrective actions and solutions applied in order to solve the matter!

Main Activities	Issues	Deviations from the initial plan	Corrective Actions
Project Management	Results of Interim Review received in Nov09.	Interim Review took place in Jan09.	Consortium met to discuss and agree response in Nov09
User Requirements Analysis & Design	None during period.		
Platform Implementation	Platform continued to evolve through Pilot Trials.	Web 2.0 "Constant Beta" evolution of the service during Pilot Trials	More development effort and time were contributed to WP2.1 than planned.
Pilots / Evaluation of Project Results	Evaluation Analysis continued to the end of Dec09.	Trials continued to the end of Dec09.	Evaluation Analysis & D2.1.2 Deliverable completed in Jan10.
Dissemination & Promotion	Final Dissemination Event brought forward a month.	Originally planned in Dec09. But Future Democracy conference was an ideal setting.	Also participated in the MOMENTUM eParticipation Conference in Brussels in Dec09.

³ dd/mm/yy

⁴ dd/mm/yy

4 Consortium Management

This section should summarise the status of the project and its management activity including information on:

4.1 Consortium management tasks and their achievement

Consortium management tasks and their achievement; problems which have occurred and how they were solved. Beneficiaries: comments regarding contributions, changes in responsibilities and changes to consortium itself, if any.

The consortium is working very effectively and well together. There have been no changes in responsibilities nor changes to consortium itself. No significant problems, that will affect the achievement of the objectives of the project, have been encountered

- The on-going project coordination continued as established at the beginning of the project.
- Six deliverables were finalised and submitted to the Commission using the process specified in the D3.1 Handbook. The process was found to work well and efficiently.
- The Fifth Project Board and Executive Meeting took place at Brussels, Belgium on 14-15 July 2009.
- The Sixth Project Board and Executive Meeting at Genoa, Italy on 9-10 September 2009.
- The Seventh Project Board and Executive Meeting at London, UK on 24 November 2009, in conjunction with the Final Dissemination Event there.
- The Project Final Review will take place in Brussels on 9th February 2010, and all Partners will be represented.

4.2 Project timetable and status

4.2.1. Schedule attainment			
Main Activity	Start month – End Month ⁵	Current Status ⁶	% of ⁷ completion
Project Management	Jan08-Dec09	Complete	100%
User Requirements Analysis & Design	Jan08-Jun08	Complete	100%
Platform Implementation	Feb08-Sep08	Complete	100%
Pilots / Evaluation of Project Results	Oct08-Dec09	Complete	100%
Dissemination & Promotion	Jan08-Dec09	Complete	100%

4.3 Co-ordination activities in the period

4.3.1. Project Meetings during the reported period		
Nature of meeting ⁸	Place	Date
PPB5/PEC5 Plenary Management Meetings	Brussels, BE	14-15 Jul 09
PPB5/PEC6 Plenary Management Meetings	Brussels, BE	9-10 Sep 09
PPB5/PEC7 Plenary Management Meetings	London, UK	24 Nov 09

4.3.2. Collaboration activities with other projects		
<i>Please list the collaboration actions performed with other projects</i>		
Projects Involved	Type of Collaboration activity ⁹	Results from collaboration Activity
MOMENTUM	Joint dissemination events.	Concertation meeting in Athens on 27 th October, and eParticipation Conference at the European Parliament in Brussels on 15 th December.
EuroPetition	Joint dissemination event; meeting; exchange of deliverables; circulation of material; know-how transfer; synergies identified	Allowing CitizenScape to build on its experience and findings, and disseminate to its partners & at its meetings.
FEED	Joint dissemination event; meeting; exchange of deliverables; circulation of material; know-how transfer;	Allowing CitizenScape to build on its experience and findings, and disseminate to its partners & at its meetings.

⁵ As per DoW

⁶ Started; In-Progress; Completed

⁷ Choose one from : (0-25)%, (25-50)%, (50-75)%, (75-100)%

⁸ Negotiation, kick-off, technical, plenary, management board meeting, other

⁹ Joint dissemination event; meeting; exchange of deliverables; circulation of material; know-how transfer; synergies identified, other (if any, please specify)

	synergies identified	
<i>eParticipate</i>	Joint dissemination event; meeting; exchange of deliverables; circulation of material; know-how transfer; synergies identified.	<i>Allowing CitizenScape to build on its experience and findings, and disseminate to its partners & at its meetings.</i>
<i>DemoNET</i>	Circulation of material, meeting, know-how transfer.	<i>Member of DemoNet Network, links & events information on website.</i>
<i>PepNET</i>	Circulation of material, meeting, know-how transfer.	<i>Information sharing, links & events information on website.</i>

5 Other issues including the Use & Dissemination

This section should briefly summarise project's executed dissemination activities for the period.

5.1. Dissemination activities performed in the period					
<i>Describe dissemination activities performed during the period, incl. Actual dates, Activity, Type of audience, Countries addressed, Size of audience, Feedback collected (if any)</i>					
Actual Date	Type of Activity¹⁰	Type of Audience¹¹	Size of audience	Countries addressed	Feedback collected
9/07/09	Facilitators Workshop	Research & practitioners	10	Bristol, UK	
16/07/09	Community Facilitators training workshop part 2	Research & practitioners.	10	Bristol, Uk	
3/9/2009	Presentation of project at workshop of Zilina region, Moravasilesian region and Silesian Voivodship	MPs, Research & practitioners, NGOs; citizens.	25	Dolní Lomná, CZ	
10/09/09-11/09/09	Presentation at eParticipate Meeting.& User Group	Research & practitioners.	35	Genoa, IT	
16/9/2009	Moderators training	Research & practitioners	12	Zilina, SK	
25/9/2009	Regional development strategy monitoring group meeting	MPs, Research & practitioners; NGOs; citizens.	15	Zilina, SK	
1/10/2009	Presentation of project at workshop of Zilina region, Moravasilesian region and Silesian Voivodship	MPs, Research & practitioners; NGOs; citizens.	25	Dolní Lomná, CZ	
13/10/09	Disseminate meeting with HSE Health & Enviro awareness unit	Research & practitioners;	20	Donegal, IE	
15/10/09	Stand at Local Democracy week participation event	MPs, Research & practitioners; NGOs; citizens.	150	Bristol, UK	
19/10/09	Presentation to Regional Authority IT group.	Research & practitioners.	12	Shannon, IE	
20/12/09-21/10/09	Presentation to Business Partners Meeting	Research & practitioners	12	Brighton, UK	
27/10/09	MOMENTUM 3rd eParticipation Projects Concertation Meeting	Research & practitioners	20	Athens, GR	
27/10/09	Virtual Town Hall London Pilot meeting	Research & practitioners.	15	London, UK	
3/11/09	AnTaisce, Green Flag Schools presentation	Research & practitioners; NGOs; citizens.	50	Donegal, IE	

¹⁰ Conference, Workshop, Publications,, Brochure, Electronic Newsletter; Press Releases; Whitepaper; Other (if any please specify)

¹¹ MPs, MEPs, Research & practitioners; NGOs; citizens; other (if any please specify)

4/11/09	AnTaisce, Green Flag Schools presentation	Research & practitioners; NGOs; citizens.	50	Donegal, IE	
5/11/09	AnTaisce, Green Flag Schools presentation	Research & practitioners; NGOs; citizens.	50	Donegal, IE	
12/11/09	Community facilitators evaluation meeting	Research & practitioners	12	Bristol, UK	
17/11/09-18/11/09	Presentation at EuroPetition Meeting	Research & practitioners	20	Malmö, SE	
19/11/09 – 20/11/09	Costruire paesaggi partecipati Meeting	Research & practitioners; NGOs; citizens.	25	Genoa, IT	
23/11/09	Virtual Town Hall planning meeting	Research & practitioners	12	Chorley, UK	
23/11/09	Virtual Town Hall planning meeting	Research & practitioners	12	North Lincolnshire, UK	
25/11/09	CitizenScape Final Dissemination Event	Research & practitioners; NGOs; citizens.	150	London, UK	
30/11/09	Kirklees Virtual Town Hall planning meeting	Research & practitioners	15	Huddersfield, UK	
11/12/09	CitizenScape training day	Research & practitioners	12	Brighton, UK	
15/12/09	MOMENTUM eParticipation in Practice Workshop	MEPs, Research & practitioners; NGOs; citizens.	200	Brussels, BE	
16/12/09	Donegal Cultural Services Conference Presentation	MPs, Research & practitioners; NGOs; citizens.	150	Donegal, IE	
16/12/09	Presentation of CitizenScape at FEED meeting	Research & practitioners	12	Brussels, BE	
17/12/09	Virtual Town Hall London Pilot meeting	Research & practitioners.	15	London, UK	
18/12/09	Meeting for CitizenScape evaluation & questionnaires	Research & practitioners.	12	Brighton, UK	

6 Consumed Effort

6.1. Estimation of consumed PMs / WP in the period per partner			
Partner: 1 - MAC			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specificaiton	0.5	0.0
1.2	Design & Develop CitizenSpace System	0.7	0.0
1.3	Installation in the 4 User Regions.	0.8	0.0
2.1	Pilot Trials, Monitoring & Evaluation	1.7	1.1
2.2	Dissemination	1.1	1.5
2.3	Plans for Sustainable Operation.	0.8	1.2
3	Project Mgt, Coord & Liasion with EU	2.5	4.1
Total		8.0	8.0

6.1. Estimation of consumed PMs / WP in the period per partner			
Partner: 2 - PI			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specificaiton	0.4	0.0
1.2	Design & Develop CitizenSpace System	1.5	0.0
1.3	Installation in the 4 User Regions.	1.2	0.1
2.1	Pilot Trials, Monitoring & Evaluation	2.9	10.1
2.2	Dissemination	1.1	0.8
2.3	Plans for Sustainable Operation.	0.5	1.1
3	Project Mgt, Coord & Liasion with EU	0.4	0.9
Total		8.0	12.9

6.1. Estimation of consumed PMs / WP in the period per partner			
Partner: 3 - BCC			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specificaiton	0.5	0.0
1.2	Design & Develop CitizenSpace System	0.4	0.0
1.3	Installation in the 4 User Regions.	0.2	0.0
2.1	Pilot Trials, Monitoring & Evaluation	1.4	3.3
2.2	Dissemination	0.6	0.9
2.3	Plans for Sustainable Operation.	0.3	0.0
3	Project Mgt, Coord & Liasion with EU	0.2	0.9
Total		3.6	5.1

6.1. Estimation of consumed PMs / WP in the period per partner			
Partner: 4 - CDG			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specificaiton	0.4	0.0
1.2	Design & Develop CitizenSpace System	0.4	0.0
1.3	Installation in the 4 User Regions.	0.4	0.0
2.1	Pilot Trials, Monitoring & Evaluation	2.5	1.0
2.2	Dissemination	0.3	1.3
2.3	Plans for Sustainable Operation.	0.3	0.2
3	Project Mgt, Coord & Liasion with EU	0.2	1.4
Total		4.5	3.9

6.1. Estimation of consumed PMs / WP in the period per partner			
Partner: 5 - DCC			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specificaiton	0.2	0.0
1.2	Design & Develop CitizenSpace System	0.5	0.0
1.3	Installation in the 4 User Regions.	0.4	0.1
2.1	Pilot Trials, Monitoring & Evaluation	2.5	4.2
2.2	Dissemination	0.3	0.5
2.3	Plans for Sustainable Operation.	0.3	0.4
3	Project Mgt, Coord & Liasion with EU	0.2	1.3
Total		4.4	6.4

6.1. Estimation of consumed PMs / WP in the period per partner			
Partner: 6 - RDA			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specificaiton	0.3	0.0
1.2	Design & Develop CitizenSpace System	0.9	0.0
1.3	Installation in the 4 User Regions.	0.6	0.0
2.1	Pilot Trials, Monitoring & Evaluation	3.2	1.0
2.2	Dissemination	0.6	1.3
2.3	Plans for Sustainable Operation.	0.5	1.0
3	Project Mgt, Coord & Liasion with EU	0.3	1.0
Total		6.5	4.3

6.2. Cumulative Effort for the project			
Work-package No	Workpackage title	Planned Effort (person-months)	Actual Effort (person-months)
1.1	User Requirements & Service Specifcaiton	10.6	8.7
1.2	Design & Develop CitizenSpace System	20.2	19.8
1.3	Installation in the 4 User Regions.	16.0	10.3
2.1	Pilot Trials, Monitoring & Evaluation	31.1	39.8
2.2	Dissemination	10.9	21.8
2.3	Plans for Sustainable Operation.	5.7	9.3
3	Project Mgt, Coord & Liasion with EU	10.2	27.3
Total		104.8	137.0

6.3. Estimated vs consumed PMs / Main activity in the reporting period		
Main activity	Estimated PMs for the period (person-months)	Effort consumed in the period (person-months)
<i>Project Management</i>	3.9	9.5
<i>User Requirements Analysis & Design</i>	2.4	0.0
<i>Platform Implementation</i>	4.5	0.0
<i>Pilots / Evaluation of Project Results</i>	17.7	20.9
<i>Dissemination & Promotion</i>	6.6	10.2
Total	35.0	40.6

7 Planning for the next period

7.1. Planned activities concerning the work for the next period	
Main Activity	Planned activities for the next period
Project Management	Prepare & attend at Final Review in Brussels on 9 th Feb 2010.
User Requirements Analysis & Design	None.
Platform Implementation	In line with its Web 2.0 approach the CitizenScape service will continue to improve and evolve based on its users' feedback and suggestions.
Pilots / Evaluation of Project Results	The 4 CitizenScape Pilots will continue in operation for the next year at least, as Public-i has agreed to keep their CitizenScape systems in place at least until the end of 2010.
Dissemination & Promotion	The CitizenScape service has been branded the "Virtual Town Hall" commercial service that will be promoted by Public-i through its Network of Business Partners, as described in the D2.3.2 Viability Plan.

7.2. Planned activities concerning the dissemination and promotion for the next period				
Planned Date	Type of the dissemination activity ¹²	Targeted Audiences ¹³	Countries addressed	Expected Size of audience
30 June 2010	Presentation at LGA Annual conference Conference	MPs, Research & practitioners; NGOs; citizens.	Harrogate, UK	200
29 Aug 2010	Presentation at ePart10 eParticipation Conference	MPs, Research & practitioners; NGOs; citizens.	Lausanne, SW	200
Sep 2010	Presentation at EDEM2010 Conference	MPs, Research & practitioners; NGOs; citizens.	Vienna, AT	200
Oct 2010	Presentation at SOLACE Conference	MPs, Research & practitioners; NGOs; citizens.	Brighton, UK	200

¹² Conference, Workshop, Publications,, Brochure, Electronic Newsletter; Press Releases; Whitepaper; Other (if any please specify)

¹³ MPs, MEPs, Research & practitioners; NGOs; citizens; other

Annex I: Deliverable Summaries

D1.3.1.2 -CitizenScape System Operational in all 4 Trial Regions V2.0

Project	CitizenScape
Del. Number	D1.3.1.2
Del. Title	CitizenScape System Operational in all 4 Trial Region V2.0
Related WP	WP1.3
References	
Abstract	<p>This deliverable outlines the phases of the installation of the CitizenScape sites in the 4 regions. It is split into two strands of work – the technical and the social – while each User Partner requires a site (CitizenScape container), this can only be completed once the social element (interaction, consultation and buy-in from stakeholders) of the installation has taken place.</p> <p>Each site requires a website that will act as the portal for a number of citizen engagement tools (set out in the technical specification – D1.2.1), known as widgets. The widgets will be used to engage citizens on a single issue in that region. This document highlights these issues and the methods through which they will be addressed – in terms of technology and media.</p> <p>Each of the User partner sites' URLs are:</p> <p>Bristol: www.bristol.CitizenScape.public-i.tv</p> <p>Donegal: www.donegal.CitizenScape.public-i.tv</p> <p>Zilina: www.zilina.CitizenScape.public-i.tv</p> <p>Genoa: www.genoa.CitizenScape.public-i.tv</p> <p>These sites have been live since 30 January 2009. The report presents an overview of the user partners' sites including screenshots of the sites as they currently are, as well as the User Manual for the administration part of the sites (see appendix).</p> <p>This report was updated to V2.0 as requested in the Interim Review Report, and describes new features of the systems, such as the inclusion of an administration system using OpenID which have been added to all sites since launch and adds significant benefit. Previously sites were depending on Public-i to update, whereas with their own administration tools as well as OpenID login, the sites not only have full functionality over the content of their sites, but the OpenID login allows for seamless interaction (no need to login twice) between the social web and CitizenScape sites.</p>
Related Keywords	Service, operational system.
Key Results	MS1 of the Project. CitizenScape System Operational in all 4 Trial Region

D2.1.2 -CitizenScape Monitoring & Evaluation Report

Project	CitizenScape
Del. Number	D2.1.2
Del. Title	CitizenScape
Related WP	WP2.1
References	
Abstract	<p>This report provides the evaluation results of the CitizenScape Pilot service in its 4 varied Legislative Authority contexts, countries and languages to assess the legislative participation impact of CitizenScape and its relationship to wider aspects of e-governance, to establish the varying contextual issues that need to be addressed in implementing CitizenScape in different legislative, constitutional, political and linguistic environments. This report was a key input to the CitizenScape Viability Plan (D2.3.2).</p> <p>This evaluation measured how the CitizenScape service contributes to the Democratic Renewal and increased Citizen Legislative Engagement in the 4 Regions, by a 25% increase in citizen participation in local legislative & democratic activities & interactions by the end of the 12 month Pilot Trials period.</p> <p>This CitizenScape evaluation plan looked at the full scope of the CitizenScape project and examines each of the following areas:</p> <ul style="list-style-type: none"> • Evaluation of the project against all stated objectives and business plan assumptions • Evaluation of the system usage by the public and its democratic impacts • Cost benefit analysis from the point of view of the actors involved • Review of the CitizenScape methodology • Technical evaluation of platform performance • SWOT analysis for wider deployment <p>This evaluation report examines all aspects of the project and in particular focuses on these questions:</p> <p>Technology:</p> <ul style="list-style-type: none"> • Did the technology work? • Are we happy with usability and accessibility? • Was the scope correct – was key functionality missing? <p>Community Ambassadors:</p> <ul style="list-style-type: none"> • How practical is it to work with citizens in this way? • Is it sustainable? • What resources / skills are needed? • Did we avoid the usual suspects problem? <p>Democratic:</p> <ul style="list-style-type: none"> • Are individuals who participate in social websites more likely to participate in online democracy – are they more likely 'eparticipants' than citizens who are currently participating in democracy in other ways? • Is the co-creation or co-production of that space a decisive factor in the design in terms of bringing about a positive democratic effect? <p>The Pilot Trials only lasted the 12 months of 2009, which is too short to see the impact on policy. However the evaluation aimed to determine if an online</p>

	<p>space could be designed and if subsequent management of that design could have a measurable positive effect on the formal democratic participation of the participants.</p>
<p>Related Keywords</p>	<p>Evaluation, Monitoring,</p>
<p>Key Results</p>	<p>The Citizenscape project delivered 4 pilot sites and explored the use of a new technology and methodological approach. It did this within the context of creating a co-production environment. Co-creation is something which has been discussed by community engagement specialists since the 1960's but has rarely been achieved. Though the social web is by its nature a co-created space this does not automatically commute the top down approach of most government / citizen interactions easily. Many online consultation tools ask citizens if they want option A or option B – social web users expect to be able to suggest Option C. One of the early challenges of the Citizenscape approach is to ensure that the new civic space has been co-created – and this involves coaching for both the citizen and council participants.</p> <p>One of the conclusions of the project is that this idea of co-production can and must be explored further if Government is to work effectively within social web spaces.</p> <p>This issue of identity management is also critical as in order for participants to move seamlessly from their social web spaces to the Civic space it is clear that a shared identity management system would make the user experience far simpler. The use of OpenID has started to address this but the issue of how to create a permanent civic identity which can also be used in social web spaces is an important topic to explore in future projects.</p> <p>The final point is that is that this level of reliance on the social web assumes a level of technical sophistication from the participants which is more available within certain demographics. In designing these spaces it is important to try to avoid building for the enthusiastic early adopter and to aim at building for a participant who is less engaged with the technology in the first place as the usage of these technologies is on the increase. This means that the offline engagement which needs to accompany the project must include a large element of en-skilling the participants if this approach is to work. The project team approached this by spending time training community moderators and activists and encouraging them to pass these skills on.</p> <p>While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall pilot project, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.</p> <p>At the start of the CitizenScape project, the challenge was:</p> <ul style="list-style-type: none"> • How do we connect with the social web conversations which are already going on out on the web? • How do we help Councils create content which works in these new social spaces? • How do we do this in a way which supports the formal democratic decision making process so we can ensure that conversations bring results? • How do we do this in an affordable, repeatable and sustainable way? <p>These questions have been addressed and CitizenScape provides the</p>

	<p>following organizational benefits for local government:</p> <ul style="list-style-type: none"> • Flexibility: It brings the tools you want when you want into the process • Co-Creation: It brings in citizen content and gives them ownership of the site • Digitally Native: CitizenScape is a way forward which should balance the needs for Local Authorities to manage a process alongside the pressing need from online citizens to communicate in a way which works for them. This can change quickly and evolve, as the technology itself does. • Creates a Virtual Civic Space which can outlast the next online technology fad. <p>However the consortium has learned that as the Social Web is inherently self-managed, attempting to 'choose' the topic to engage with is very difficult (as CitizenScape focused on the local implementation of EU legislation). Web 2.0 means that the "Command & Control" of the message is not possible, as it is on a traditional website. So we cannot choose or force the topic. Which is exactly what the Pilot Trials have found.</p> <p>In addition, the chosen topic was an 'expert' one and as such not easily related to more informal debate. This widened the gap between what people were talking about and wanted to talk about. It might have worked better to develop this through NGO relationships rather than directly to individual citizens. The NGOs could broker the conversations through Community Ambassadors who are experts in the space.</p> <p>In conclusion, evaluation of the Pilot Trials is telling us that more work is needed – the project has been a strong Proof of Concept that is now being explored in further UK and other beta trials planned for 2010). Public-i are continuing the evaluation and piloting of this work with the UK based Virtual Town Hall Pilot, that is being reported at www.public-i.info and on a blog at www.curiouscatherine.wordpress.com. However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.</p>
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D2.2.3 -CitizenScape Final Dissemination Workshop

Project	CitizenScape
Del. Number	D2.2.3
Del. Title	CitizenScape
Related WP	WP2.2
References	
Abstract	This report documents the Final dissemination event of the CitizenScape project which was held in London, UK on 25 th November 2009. The workshop was part of the Future Democracy'09 Conference, and centred on "Social Networking to engage Citizens". This document contains notes of and the presentations made at the workshop, and conclusions to be drawn.
Related Keywords	Dissemination, London, Future Democracy'09

Key Results

This workshop very effectively disseminated the CitizenScape service to eDemocracy practitioners. The workshop attracted 29 of the 97 conference participants from across the UK and Europe.

Social networking is one of the highest growth and greatest areas of internet usage and CitizenScape seeks to exploit and harness this within a democratic context in a socially purposeful way in concrete legislative and decision-making processes at 4 very different Local Authority sites across Europe. In democratic terms, people are talking on these growing social networks, but they are not talking to their local government agencies ! How do we get these 2 very different worlds to come together and make democracy better and more relevant to people's lives. If we can, then the potential is to reinvigorate local democracy. Its a very fertile space to engage citizens. Such Social Web "spaces" allow the LA and their citizens to engage in active participatory design and the "co-creation" of content.

This will require that LA's build online civic spaces, such as CitizenScape, that will outlive the latest technology trend (e.g. Twitter now), and will not have to change with the ongoing changes in technology. One approach to addressing this is a "The Virtual Town Hall", a permanent civic space which will provide an online space for democratic activity, where identity will be managed within the space and where citizens can take an equal part in shaping the outcomes of their engagement: a co-created space. This is not a website, but a web space which brings in content from the existing social web and connects it with democratic activities and outcomes. Its not the old static websites.

With CitizenScape Bristol City Council have focused on the use of an interactive Web 2.0 civic space looking at city traffic noise pollution in particular. This expands on the discussion forum that they used to have, and now incorporates feeds from various sources including external blogs. Their use of video and voxpops made by students on noise pollution has been particularly successful, with about 2,500 views of the videos – so a very effective medium. Overall Bristol City Council has concluded that they have engaged more people in the topic than they could have hoped to by using traditional means of consultation – they can see people getting involved as they want and where they are. The results of their work will feed into a permanent portal on Quite Places in Bristol.

Donegal County Council found similar results, and appreciated CitizenScape's blending of online and offline activities. Working with them in the latter, the Irish National Trust concluded: "*Citizenscape is a great tool to create an online community to get schools talking to each other.*"

While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall pilot project, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.

The project's Pilot Trials are now nearly complete, as the project ends on 31st December 2009. Evaluation of its Trials is finding the following:

- Technology
 - Web2.0 technology is constantly evolving and in "perpetual beta" throughout the trials, and the LAs really only got the benefits in the final stages.
 - It is very important for the Local Authority Administrator to be able to control the site and react quickly to new topics, and changes in the conversations.
 - However the users responded very well to the interactive and evolving approach of the CitizenScape "container" and widgets.

	<ul style="list-style-type: none"> ○ A travelling widget that allows parts of the CitizenScape site to be live on external (e.g. Community) websites is very important, as it reduces the need to drive people to the site, as it puts CitizenScape out onto the external websites where the social networking conversations are taking place. ● Community Ambassadors <ul style="list-style-type: none"> ○ The community ambassadors are a good idea in principle but need care to find people who already have a social presence online. ○ Where an LA is trying to work with a specific topic then they need subject-based evangelists as community ambassadors. ○ The role requires considerable motivation and incentivising people to participate – not money necessarily but other content or subject interest incentives. ● Democratic Impacts <ul style="list-style-type: none"> ○ Excellent information has been gathered both directly with increased engagement at some sites, and indirectly by increased volume of traffic etc at other sites. ○ In all sites, the project aimed to reach-out and involve a different group of people and did – this is important, to use social networking as a social engagement tool. <p>The results from the Pilot Trials have also taught the Consortium lessons for the future:</p> <ul style="list-style-type: none"> ● Social Web Audits should be carried out as a structured process to map the space by <ul style="list-style-type: none"> ○ Capturing the current activity which is going on in an area around social, political and community issues ○ Looking at geodata and local place names ○ Considering folksonomy and taxonomical descriptions of issues ● Engage with Elected Members <ul style="list-style-type: none"> ○ Its difficult but essential! to increase credibility of the service, strengthen the democratic promise of the process and build capacity within the elected body ○ This would help to address the key issue of the tension between direct and representative democracy. <p>In conclusion, evaluation of the Pilot Trials is telling us that more work is needed – the project has been a strong Proof of Concept that is now being explored in further UK and other beta trials planned for 2010. However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.</p>
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D2.3.2 -Final CitizenScape Viability Plan for Sustainable Operation.

Project	CitizenScape
Del. Number	D2.3.2
Del. Title	Final CitizenScape Viability Plan for Sustainable Operation.
Related WP	WP2.3
References	

<p>Abstract</p>	<p>This is the Final CitizenScape Viability plan for Sustainable Operation that elaborates on the plans outlined in the project Description of Work and described in the Initial Viability Plan (D2.3.1) and tested by the Pilot Trials in WP2.1 during 2009. CitizenScape is a flexible online civic space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. The key potential users and purchasers of CitizenScape will be Local Authorities and other Agencies, who wish to add this functionality to their Public-i eParticipation platform. The pilot trials found that CitizenScape is commercially attractive to these users and Public-i are already using the CitizenScape platform with a number of Local Authorities to provide "Virtual Town Hall" services on a commercially sustainable basis.</p>
<p>Related Keywords</p>	<p>Viability Plan, Sustainability</p>
<p>Key Results</p>	<p>This is the Final CitizenScape Viability plan for Sustainable Operation of the service that elaborates on the plans outlined in the project Description of Work and described in the Initial Viability Plan (D2.3.1) and tested by the Pilot Trials in WP2.1 during 2009.</p> <p>CitizenScape is a flexible online civic space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape is a citizen-driven initiative that provides tools, applications and services that empower citizens to contribute to legislative and decision-making processes and addresses the implementation of EU initiated legislation by Local Authorities. CitizenScape involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.</p> <p>The pilot trials evaluation (reported in D2.1.2) found that the CitizenScape service is a very strong Proof of Concept of an interactive multimedia Web 2.0 eParticipation service. Building on this, Public-i are undertaking further beta trials of deploying a fully commercial Virtual Town Hall interactive civic space service to Local Authorities across the UK and Europe.</p> <p>The evaluation found that the Local Authority purchasers of the CitizenScape are willing to pay commercially viable levels of annual fees for the service. However during the pilot trials there were found to be no synergies of the service with the European Parliament's EPLive and EPTV services, as was assumed in the initial viability plan. So the significant EP support funding that was assumed in the initial viability plan, has been dropped from the sustainability plan, and the focus is on commercial deployment to Local Authorities across Europe. The financial projections indicate that this will be commercially viable as an added-value extension to the Public-i Webcasting and eParticipation suite of products, being sold and supported by the Public-i Network of Business Partners across Europe.</p> <p>Based on the wide acceptance and interest in the CitizenScape approach found in the WP2.1 Pilot Trails, the future use and evolution of services such as CitizenScape is very good. Achieving the full benefits of the Social Web will require that Local Authorities build online civic spaces, that will outlive the latest technology trends, and will not have to change with the ongoing changes in technology. Public-i are proposing the "Virtual Town Hall" as a permanent civic space which will provide an online space for democratic activity, where identity will be managed within the space and where citizens</p>

can take an equal part in shaping the outcomes of their engagement: a co-created space. Not a website, but a web space which brings in content from the existing Social Web and connects it with democratic activities and outcomes.

But that will only be the beginning. For instance, building on the CitizenScape approach, eGovernment services could be linked with or embedded into third party and user platforms. These platforms may be controlled by businesses or other organisations, acting as providers of value added services or simply as gateways. Alternatively, users may prefer to embed some services in their own electronic environment, be that their personal Internet hub, a social networking site or their personal page¹⁴.

The two approaches of the traditional and social web seem contradictory, as one centralises access to services and the other decentralises it. However, both approaches can also be complementary. While one approach adds value to the other it may, for example, be meaningful to provide central access to most services whilst at the same time allowing for the integration of some services in the platforms of users and/or intermediaries using an evolved CitizenScape civic space.

Conceptions of service provision are still evolving for the post i2010 eGovernment Action Plan¹⁵. In addition to linking-up or embedding eDemocracy services in other, non-official, platforms, governments and Local Authorities may also want to collaboratively produce services with private, non-governmental or civic organisations using platforms like CitizenScape. This may require the integration of administrative processes with the processes of private and civic organisations, working in and out of the governance arena, for the provision of joint services.

Taking this further, this new generation of highly participative eGovernment services may also require a new type of architecture. This could involve an evolution from the currently popular paradigm of Service Oriented Architectures towards a new approach based on the concept of a Service Object Oriented Architecture.

Service Oriented Architecture (SOA) is an architectural style that aims to achieve a loose coupling among interacting software agents by allowing them to communicate. For Local Authorities, SOAs provide methods to orchestrate functionality around existing administrative processes and to package these as interoperable services. The concept of service-orientation is beginning to enter into our thinking about eParticipation because many services envisaged for the future require the capacity to couple administrative services across institutional boundaries, both nationally and internationally.

Future oriented architectures such as CitizenScape could benefit from moving beyond the concept of SOAs to Service Object Oriented Architecture (SOOA). SOOA is a design in which all identifiable service components (data, operations) may be combined as 'objects' for manipulation by the system (much like the CitizenScape widgets do now). Services will integrate these building blocks into a full service to the citizen. A SOOA not only unifies administrative processes by structuring them as a collection of

¹⁴ See "Study on User Expectations of a Life Events Approach for Designing eGovernment Services", SMART 2009/0075 Tender Specifications.

¹⁵ See for instance, "Visions and priorities for eGovernment in Europe", eGovernment Sub-Group Working document 20/03/09, and other sources such as Osimo David, Zinnbauer Dieter & Bianchi Annaflavia., 2007. *The future of eGovernment: An exploration of ICT driven models of e-Government for the EU in 2020.*, IPTS; Botterman Maarten, Millard Jeremy et al. (2009). *Value for citizens: A vision of public governance in 2020.* Report for the European Commission, Brussels: Information Society and Media Directorate. Codagnone Christiano & Osimo David (2008). *Future technology needs for future eGovernment Services: Services platform report.* Report for the European Commission, Brussels: Information Society and Media Directorate.

	<p>smaller modules or 'objects' but also allows different groups of actors both inside and outside an administration to use these objects according to their legislation, and to flexibly create new applications built from a mix of objects from the global pool.</p> <p>So a future SOOA-based CitizenScape service could help enable the post i2010 eGovernment Action Plan goals, particularly with regard to eParticipation, thus benefitting Europe's citizens and democratic processes, while providing a sustainable and significant commercial opportunity for its providers.</p>
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D3.2.3 -Half-yearly Monitoring Report 3 – HMR3 (Jan-Jun09)

Project	CitizenScape
Del. Number	D3.2.3
Del. Title	CitizenScape HMR3 (Jan-Jun09)
Related WP	WP3
References	
Abstract	<p>In this third period of the project the focus was on the mid-project review, the Interim Dissemination Event in Zilina on 2nd April and operation/evaluation of the Service at the 4 Regional Pilot Trials. The following deliverables were delivered:</p> <ul style="list-style-type: none"> • D1.2.2-CitizenScape System running. • D1.3.1-CitizenScape Sys Operational in all 4 Trial Regions. • D2.2.2 - CitizenScape Interim Dissemination Event • D3.2.2 - Half-yearly Monitoring Report 2 – HMR2 (Jul-Dec08) • D3.3 - Interim Project Progress Report
Related Keywords	Progress Report
Key Results	Progress Report

D3.2.3.a -Half-yearly Project Progress Report (Jan-Jun09)

Project	CitizenScape
Del. Number	D3.2.3.a
Del. Title	CitizenScape Project Progress Report (Jan-Jun09)
Related WP	WP3
References	
Abstract	HMR3 (Jan-Jun09) contents reformatted into MOMENTUM Periodic Report format as an additional deliverable.
Related Keywords	Progress Report

Key Results	Progress Report
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D3.2.4 -Half-yearly Monitoring Report 4 – HMR4 (Jul-Dec09)

Project	CitizenScape
Del. Number	D3.2.4 HMR4 (Jul-Dec09)
Del. Title	CitizenScape
Related WP	WP3
References	
Abstract	<p>In this fourth and final period of the project the focus was on the continued operation/evaluation of the Service at the 4 Regional Pilot Trials, continued dissemination of its ongoing results, the Final Dissemination Event, development of the viability plan for sustainable operation of the service after the project ends, and preparation of the Final Report and Cost Claims and wrap-up of the project. The following deliverables were delivered, as scheduled in the DoW:</p> <ul style="list-style-type: none"> • D2.1.2-CitizenScape Monitoring & Evaluation Report • D2.2.3-CitizenScape Final Dissemination Workshop • D2.3.2-Final CitizenScape Viability Plan for Sustainable Operation. • D3.2.3-Half-yearly Monitoring Report 3 – HMR3 (Jan-Jun09) • D3.2.4-Half-yearly Monitoring Report 4 – HMR4 (Jul-Dec09) • D3.4-Final Report
Related Keywords	Progress Report
Key Results	Progress Report

D3.2.3.a -Half-yearly Project Progress Report (Jul-Dec09)

Project	CitizenScape
Del. Number	D3.2.4.a
Del. Title	CitizenScape Project Progress Report (Jul-Dec09)
Related WP	WP3
References	
Abstract	<p>This report. HMR4 (Jul-Dec9) contents reformatted into MOMENTUM Periodic Report format as an additional deliverable.</p>
Related Keywords	Progress Report
Key Results	Progress Report, summaries of all deliverables, and final version of all risk monitoring and tracking sheets.

D3.4 -Final Report

Project	CitizenScape
Del. Number	D3.4
Del. Title	CitizenScape Final Report
Related WP	WP3
References	
Abstract	Final Report of the project in the format specified by the MOMENTUM project, and including the Final Cost Reports of all Partners.
Related Keywords	Final Progress Report, end of project.
Key Results	<p>This final report addresses the following:</p> <ul style="list-style-type: none"> • Publishable Executive Summary • Who can benefit from the project • The 'Project's' Proposition and the Challenge it addressed. • Highlights of Achievements • Validation & Evaluation of Project's Results • Measures of Success • Lessons Learnt

Deliverables from previous Periods

D1.1.1 -CitizenScape User & Tech Requirements for all sites

Project	CitizenScape
Del. Number	D1.1.1
Del. Title	CitizenScape User and Technical Requirements for all Sites.
Related WP	WP1.1
References	
Abstract	<p>This document defines the CitizenScape User and Technical Requirements that provide the key input to the CitizenScape System Technical Specification (D1.2.1).</p> <p>CitizenScape will integrate and test state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape will use Web 2.0 tools in order to create interaction spaces which Local Authorities can use in order to encourage and stimulate debate around the legislative process.</p> <p>Web 2.0 tools such as discussion boards, wikis and blogs will be used in order to create citizen interaction around either a single issue or a single legislative process. The focus of the project is on the integration of such tools, not on new development or research. These tools will be used in parallel with more formal democratic tools such as ePetitions and webcasting of meetings to ensure that the discussion reached decision makers in a format which they are able to respond to. Rather than create energy and engagement outside the formal process CitizenScape will use informal tools to create accessible inclusive mainstream debate.</p> <p>The project will, in parallel with integrating “best of breed” components into the technological solution, adapt the very successful Public-i webcast methodology to create a framework for recruiting citizens to CitizenScape and then moderating their inputs. From this experience it is planned that the platform and approach will be applied and contribute to other EU policies as a key driver to sustain and expand the service after the trial period.</p> <p>The project will create a ‘democratic pathway’ by attracting and recruiting citizens to use the Web 2.0 style space of CitizenScape and then migrating them to more formal online democratic tools (such as petitioning). These formal tools will be the means to access the Decision Makers – in this case Local Councillors. The CitizenScape Trials will involve key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.</p>
Related Keywords	User Requirements, technical spec
Key Results	User Requirements, technical specification of the CitizenScape service.

D1.2.1 -CitizenScape First Prototype & System Technical Specification.

Project	CitizenScape
Del. Number	D1.2.1
Del. Title	CitizenScape First Prototype & System Technical Specification
Related WP	WP1.2
References	
Abstract	<p>CitizenScape is developing a repeatable methodology for engaging with and mentoring Citizen's through different stages of engagement with the aim to ensure that participants have, as a result of the project activities, taken part in some kind of formal decision making process. The technology and first prototype (at http://demo.citizenscape.public-i.tv) to support this process are described in this document and have a number of core characteristics:</p> <ol style="list-style-type: none"> 1. All of the component parts of the CitizenScape architecture are built in a flexible and modular way so that stakeholders at each pilot site are able to create a facility that is tailored to their needs rather than requiring standardization across all the CitizenScape sites. 2. These 'widgets' are made available on external sites as well as within CitizenScape so that content can 'travel' to find its audience. 3. Widgets will be split into three types; (a) those which contain CitizenScape interactivity, (b) those which are read only content from external sites and (c) those which contain content from external sites but with some kind of interactivity. <p>One of the central tenants of the CitizenScape project is the use of existing Web 2.0 content where possible in order to emphasise the idea that the CitizenScape sites are co-created with Stakeholders.</p>
Related Keywords	Service, Technical Specification.
Key Results	First CitizenScape Prototype and Technical Specification.

D1.2.2 -CitizenScape System running.

Project	CitizenScape
Del. Number	D1.2.2
Del. Title	CitizenScape System running
Related WP	WP1.2
References	
Abstract	<p>This report describes the operational CitizenScape System as a follow-on from D1.2.1 (Technical Specification) describing the prototype site that was developed. The report explains the system that has been developed and the</p>

	<p>theory behind it.</p> <p>The prototype described in D1.2.1 is complete and being tested and validated. The next phase of the process involves the User Partners working with their stakeholders to agree on the descriptions of how the sites will be implemented. This phase of making the system operational is not just about the technology and the applications that will be used, but about winning the hearts and minds of those involved.</p> <p>One of the central tenants of the CitizenScape project is the use of existing Web 2.0 content where possible in order to emphasise the idea that the CitizenScape sites are co-created with Stakeholders.</p> <p>Before the actual sites are completed, the stakeholders (alongside the User Partners) must decide on the specific content that will be pulled in from other sources, putting the Web 2.0 element of the sites at the fore.</p> <p>This report explains the basic system that sits behind the regional user sites.</p>
Related Keywords	System, Prototype.
Key Results	CitizenScape Prototype system.

D1.3.1 -CitizenScape System Operational in all 4 Trial Regions

Project	CitizenScape
Del. Number	D1.3.1
Del. Title	CitizenScape System Operational in all 4 Trial Region
Related WP	WP3
References	
Abstract	<p>This deliverable outlines the phases of the installation of the CitizenScape sites in the 4 regions. It is split into two strands of work – the technical and the social – while each User Partner requires a site (CitizenScape container), this can only be completed once the social element (interaction, consultation and buy-in from stakeholders) of the installation has taken place.</p> <p>Each site requires a website that will act as the portal for a number of citizen engagement tools (set out in the technical specification – D1.2.1), known as widgets. The widgets will be used to engage citizens on a single issue in that region. This document highlights these issues and the methods through which they will be addressed – in terms of technology and media.</p> <p>Each of the User partner sites' URLs are:</p> <p>Bristol: www.bristol.CitizenScape.public-i.tv Donegal: www.donegal.CitizenScape.public-i.tv Zilina: www.zilina.CitizenScape.public-i.tv Genoa: www.genoa.CitizenScape.public-i.tv</p> <p>These sites will be activated on 30 January 2009 after completion of their testing and validation. This report presents an overview of the user partners' sites including wireframe pictures of the layout and content of each site.</p>

Related Keywords	Service, operational system.
Key Results	MS1 of the Project. CitizenScape System Operational in all 4 Trial Region

D2.1.1 -Evaluation Criteria & Pilot Trials Monitoring Plan

Project	CitizenScape
Del. Number	D2.1.1
Del. Title	Evaluation Criteria & Pilot Trials Monitoring Plan
Related WP	WP2.1
References	
Abstract	<p>This report is the CitizenScape project Evaluation Criteria & Pilot Trials Monitoring Plan, providing evaluation of the CitizenScape Pilot service in 4 varied Legislative Authority contexts, countries and languages to assess the legislative participation impact of CitizenScape and its relationship to wider aspects of e-governance, to establish the varying contextual issues that need to be addressed in implementing CitizenScape in different legislative, constitutional, political and linguistic environments. This will be a key input to the CitizenScape Viability Plan (D2.3.2).</p> <p>This plan will also measure how the CitizenScape service contributes to the Democratic Renewal & increased Citizen Legislative Engagement in the 4 Regions, by a 25% increase in citizen participation in local legislative & democratic activities & interactions by the end of the 12 month Pilot Trials period.</p> <p>This CitizenScape evaluation plan looks at the full scope of the CitizenScape project and examines each of the following areas:</p> <ul style="list-style-type: none"> • Evaluation of the project against all stated objectives and business plan assumptions • Evaluation of the system usage by the public and its democratic impacts • Cost benefit analysis from the point of view of the actors involved • Review of the CitizenScape methodology • Technical evaluation of platform performance • SWOT analysis for wider deployment <p>For each of those criteria, the scope of work is defined and actors are identified.</p>
Related Keywords	Evaluation Plan
Key Results	Pilot Trials Evaluation Plan

D2.2.1 -CitizenScape Dissemination Strategy

Project	CitizenScape
Del. Number	D2.2.1
Del. Title	CitizenScape Dissemination Strategy
Related WP	WP2.2
References	
Abstract	<p>This report is the CitizenScape Dissemination Strategy, which will be implemented in WP2.2 as the shop window of the project. The aim is to expose the progress and outputs of the CitizenScape project and European trials to disseminate real life implementation and experiences on the potential of such tools to reengage citizens in legislative and decision making processes thus increasing local authority's transparency.</p> <p>The Strategy aims to disseminate the project results to the different target groups identified, through a series of physical and web based events and known market opportunities. The work includes two dissemination workshops/communication events (mid- and end project, in Month 9 and 24), relevant press work from the start of the project (press conference, press releases, press clippings, etc.), attendance at relevant events, communications / briefings to identified audiences as well the setup and maintenance of a project web site at www.citizenscape.org.</p> <p>The project will also link into MOMENTUM and the other eParticipation Action projects to, where relevant, provide a coordinated dissemination from all of the projects.</p> <p>The key dissemination target groups for CitizenScape are:</p> <ol style="list-style-type: none"> a) Regionally: local citizens, local administration and local politicians, b) Nationally: other local authorities, business partners c) European level: the EC and stakeholders involved in formulating policies regarding eParticipation in Legislative Processes and other eDemocracy projects, particularly the European Parliament. <p>This Dissemination strategy describes mechanisms for the delivery of information to the target groups. It is the first release of the dissemination strategy for channelling CitizenScape's achievements to key external audiences. It is expected that while this document is delivered in month 3 of the project. The strategy will subsequently be reviewed and updated on an on-going basis (at least at each project meeting) to reflect new activities and actions. The strategy outlines the objectives of the dissemination workpackage (WP2.2) and defines the set of target audiences and regions, the methodology and detailed plans for channelling, the partner's responsibilities as well as the Web Marketing Plans.</p> <p>A consolidated schedule of activities will be maintained by the leader of WP2.2.</p> <p>The CitizenScape Dissemination strategy will be reviewed at each project meeting. During project reviews the WP2.2 leader will present progress against the current plan, and an updated plan will be produced, which takes account of newly identified opportunities or changes in previous opportunities.</p>

	<p>CitizenScape dissemination will be channelled through different means:</p> <ul style="list-style-type: none"> • Physical dissemination (in collaboration with MOMENTUM and other eParticipation Action projects where possible): <ul style="list-style-type: none"> ○ 2 principle dissemination workshops ○ Regional dissemination workshops at partner councils to demonstrate the CitizenScape services to local stakeholders (MEP's, neighbouring Councils, Strategic partners, Regional / Central Government and citizens) ○ Attendance / Exhibiting / demonstrations at identified conferences / events within the EU ○ Meetings / presentations to identified representatives within Central Government / MEP's and other Local Authority agencies/organisations in each partner territory • Print material <ul style="list-style-type: none"> ○ Press Coverage • Web marketing plan <ul style="list-style-type: none"> ○ The www.citizenscape.org website (and if necessary localised versions for partners –at partner's discretion) ○ European contact details database of local authorities and regular site visitors • Demonstration of the system to the European Parliament in order to show the usability of the service.
Related Keywords	Dissemination plan, strategy
Key Results	Dissemination Strategy & Plan

D2.3.1 -Initial Viability Plan for Sustainable Operation

Project	CitizenScape
Del. Number	D2.3.1
Del. Title	Initial Viability Plan for Sustainable Operation.
Related WP	WP2.3
References	
Abstract	<p>This is the initial viability plan for sustainable operation of the CitizenScape service, and elaborates on the plans outlined in the project Description of Work, to be tested and evaluated by the Pilot Trials in WP2.1, and will be finalised in the D2.3.2 Final Viability Plan at the end of the project.</p> <p>CitizenScape will be a flexible online space that will blend and integrate social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape is a citizen-driven initiative that will provide tools, applications and services that empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation by Local Authorities. CitizenScape will involve key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.</p>

	The key initial users and purchasers/funders of CitizenScape will be Local Authorities, who wish to add this functionality to their Public-i platform and the European Parliament to extend the impact of its EPLive and EPTV services to regional level. In due course National authorities and other relevant agencies will be targeted to adopt the service on their parliamentary platforms also.
Related Keywords	Viability Plan, Sustainable Operation.
Key Results	Viability Plan, Assumptions to be confirmed from Pilot Trials' evaluation.

D3.1 -Project Handbook & www.CitizenScape.org website

Project	CitizenScape
Del. Number	D3.1
Del. Title	Project Handbook & www.CitizenScape.org website
Related WP	WP3
References	
Abstract	<p>This document is a quick and easy reference Working Handbook of project management guidelines and practices to help the Consortium Partners achieve the CitizenScape project objectives, while delivering on their Grant Agreement commitments and responsibilities within the project in an efficient and effective manner.</p> <p>This document elaborates on, and must be read in conjunction with, the following documents:</p> <ul style="list-style-type: none"> CitizenScape Grant Agreement (No: EP-08-01-016), including all of its Annexes, Jan 2008. CitizenScape Grant Agreement Annex I – Description of Work, Jan 2008 CitizenScape Consortium Agreement, Jan 2008. <p>eParticipation Project Management Guidelines, version 08/06/2007¹⁶</p>
Related Keywords	Management Procedures, website,
Key Results	www.citizenscape.org

D3.2.1 -Half-yearly Monitoring Report 1 – HMR1 (Jan-Jun08)

Project	CitizenScape
Del. Number	D3.2.1

¹⁶ At http://ec.europa.eu/information_society/activities/egovernment_research/doc/pdf/epart_project_mgmt.pdf

Del. Title	Half-yearly Monitoring Report 1 – HMR1 (Jan-Jun08)
Related WP	WP3
References	
Abstract	<p>In this first period of the project the focus was on establishing the consortium, project procedures, dissemination, evaluation and planning the CitizenScape System user requirements, and then on defining and designing the CitizenScape service based on the user requirements.</p> <p>The following deliverables were completed and submitted:</p> <ul style="list-style-type: none"> • D1.1.1-CitizenScape User & Tech Requirements for all sites • D2.2.1 CitizenScape Dissemination Strategy • D2.3.1-Initial Viability Plan for Sustainable Operation • D3.1 CitizenScape Project Handbook
Related Keywords	Progress Report,
Key Results	Progress Report

D3.2.2 -Half-yearly Monitoring Report 2 – HMR2 (Jul-Dec08)

Project	CitizenScape
Del. Number	D3.2.2
Del. Title	Half-yearly Monitoring Report 2 – HMR1 (Jul-Dec08)
Related WP	WP3
References	
Abstract	<p>In this second period of the project the focus was on developing, completing and installing the CitizenScape service and procedures at the 4 user sites, and preparing for the mid-project Review. The following deliverables were delivered:</p> <ul style="list-style-type: none"> • D1.2.1-CitizenScape System Technical Specification. • D2.1.1-Evaluation Criteria & Pilot Trials Monitoring Plan • D3.2.1-Half-Yearly Monitoring Report 1 – HMR1 (Jan-Jun08)
Related Keywords	Progress Report
Key Results	Progress Report

D3.3 -Interim Project Progress Report

Project	CitizenScape
Del. Number	D3.3
Del. Title	Interim Project Progress Report
Related WP	WP3
References	
Abstract	<p>During the first of its 2 years, the project Partners researched the CitizenScape System user requirements, documented the project's dissemination and evaluation plans, developed an initial viability plan (to sustain the service after the project ends), designed and developed the prototype CitizenScape Service (which can be viewed at http://demo.citizenscape.public-i.tv) and is currently completing commissioning of the service in the 4 pilot use sites in Bristol (UK), Donegal (Ireland), Genoa (Italy) and Zilina (Slovakia), for the Pilot Trials that will be undertaken throughout 2009.</p>
Related Keywords	Interim Progress Report, Mid-Project
Key Results	<ul style="list-style-type: none"> • <i>Project Management</i>-The consortium is working very effectively and well together. The project objectives are being achieved, and all scheduled deliverables were completed and submitted during the period. Three very effective and efficient Project Policy Board and Executive Committee meetings have been held. • <i>User Requirements Analysis & Design</i>-The CitizenScape User & Technical Requirements for all sites were researched, agreed and completed. • <i>Platform Implementation</i>-The CitizenScape System First Prototype and System Technical Specification was agreed and completed, and the CitizenScape System prototype system was developed and is now running. • <i>Pilots / Evaluation of Project Results</i>-The CitizenScape Service is running at all 4 trial sites, which is the Interim Milestone of the project. The CitizenScape Evaluation Criteria & Pilot Trials Monitoring Plan was developed. The CitizenScape evaluation plans was developed, and operation and evaluation of the 4 Regional Pilot Trials will take place throughout 2009. • <i>Dissemination & Promotion</i>-The CitizenScape Dissemination Strategy was agreed and completed. The project has participated in many events and is working very actively with the MOMENTUM Support Action. The CitizenScape Initial Viability Plan for Sustainable Operation was developed and completed. Its assumptions will now be tested in the Pilot Trials leading to the Final CitizenScape Viability Plan for Sustainable Operation at the end of the project in December 2009.

Annex II: Risk Monitoring & Tracking Sheets

Risk ID¹⁷:	R1.1	Related WP / activity	WP1.1 - User Requirements & Service Specification		
Date Identified:	01/07	Originator¹⁸:	O'Flaherty, MAC		
Risk Statement:	Findings come back negative for a Web 2.0 eParticipation service on European Legislation.				
Actual / Potential Impact on the Project:	High impact as this is the main point of the project.				
Effect (Level of Impact)¹⁹	3 – critical	Probability²⁰	1 - low	Risk exposure²¹	High
Proposed solution / Mitigation strategy	This is unlikely given the UK & LEGESE experience, but the situation will be analysed to understand why and the platform will be appropriately refocused.				
Status²²	Contained		Status Date:	3/07/09	
Comments:					
Pilot Trials evaluated this key risk and found it not to be a problem. In fact the contrary, there is a very big demand for a Web 2.0 eParticipation service, though European Legislation proved to be of less interest.					
Closing date²³: 31/12/09			Approval²⁴: John J O'Flaherty		

¹⁷ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

¹⁸ Name, organisation

¹⁹ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

²⁰ 3— high, 2— medium, 1— low

²¹ High, Medium, Low, as per table in Section

²² Identified, Monitored, Contained

²³ Date when related activity is completed

²⁴ WP Leader

Risk ID²⁵:	R1.2	Related WP / activity	WP1.2 - Design & Develop CitizenScape System		
Date Identified:	01/07	Originator²⁶:	O'Flaherty, MAC		
Risk Statement:	Better existing systems may be found.				
Actual / Potential Impact on the Project:	Medium Impact as we could use the better systems.				
Effect (Level of Impact)²⁷	3 – critical	Probability²⁸	2 Medium	Risk exposure²⁹	Low
Proposed solution / Mitigation strategy	The CitizenScape platform is made up of "best of breed" applications and Web 2.0 omponents, so if better solutions are found, they will be incorporated into the eParticipation system				
Status³⁰	Contained		Status Date:	3/07/09	
Comments:					
The Pilot Trials did not identify better existing systems, and provide the basis for the commercial Virtual Town Hall for Public-i to exploit.					
Closing date³¹: 31/12/09			Approval³²: Catherine Howe		

²⁵ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

²⁶ Name, organisation

²⁷ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

²⁸ 3— high, 2— medium, 1— low

²⁹ High, Medium, Low, as per table in Section

³⁰ Identified, Monitored, Contained

³¹ Date when related activity is completed

³² WP Leader

Risk ID³³:	R1.3	Related WP / activity	WP1.2 - Design & Develop CitizenScope System		
Date Identified:	01/07	Originator³⁴:	O'Flaherty, MAC		
Risk Statement:	Scope of requested customisation may be much larger than expected and beyond the scope of the project.				
Actual / Potential Impact on the Project:	Unlikely as the project is using available Web 2.0 tools.				
Effect (Level of Impact)³⁵	3 – critical	Probability³⁶	1 - Low	Risk exposure³⁷	Low
Proposed solution / Mitigation strategy	Customisation and selection of Web 2.0 tools will be focused on the core Legislative eParticipation needs to keep the system simple and stay within budget and scope of the project				
Status³⁸	Contained		Status Date:	3/07/09	
Comments:	CitizenScope system is now operational so this was not a problem.				
Closing date³⁹: 31/12/08			Approval⁴⁰: Catherine Howe		

³³ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

³⁴ Name, organisation

³⁵ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

³⁶ 3— high, 2— medium, 1— low

³⁷ High, Medium, Low, as per table in Section

³⁸ Identified, Monitored, Contained

³⁹ Date when related activity is completed

⁴⁰ WP Leader

Risk ID⁴¹:	R1.4	Related WP / activity	WP1.2 - Design & Develop CitizenScape System		
Date Identified:	01/07	Originator⁴²:	O'Flaherty, MAC		
Risk Statement:	CitizenScape System may not operate reliably.				
Actual / Potential Impact on the Project:	High impact as this is critical for the service to be acceptable.				
Effect (Level of Impact)⁴³	3 – critical	Probability⁴⁴	1 - low	Risk exposure⁴⁵	Low
Proposed solution / Mitigation strategy	Only proven Web 2.0 components and applications are being integrated in CitizenScape to mitigate against this.				
Status⁴⁶	Contained		Status Date:	3/07/09	
Comments:	The Pilot Trials evaluation validated the system's reliability				
Closing date⁴⁷: 31/12/09			Approval⁴⁸: Catherine Howe		

⁴¹ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁴² Name, organisation

⁴³ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁴⁴ 3— high, 2— medium, 1— low

⁴⁵ High, Medium, Low, as per table in Section

⁴⁶ Identified, Monitored, Contained

⁴⁷ Date when related activity is completed

⁴⁸ WP Leader

Risk ID⁴⁹:	R1.5	Related WP / activity	WP1.3 - Installation in the 4 User Regions.		
Date Identified:	01/07	Originator⁵⁰:	O'Flaherty, MAC		
Risk Statement:	It may not be possible to install the Legislative eParticipation system in all 4 Pilot Sites.				
Actual / Potential Impact on the Project:	Low impact as this would just reduce the value of the trials. Unlikely as Web 2.0 tools are widely available and used.				
Effect (Level of Impact)⁵¹	2 - marginal	Probability⁵²	2 Medium	-	Risk exposure⁵³ High
Proposed solution / Mitigation strategy	There will be close liaison between the partners, prior and during this task to resolve any issues that might arise to delay or preclude installation in a specific site.				
Status⁵⁴	Contained.		Status Date:	3/07/09	
Comments:	Service was made operational in all 4 regions without any significant problems, so this was not an issue				
Closing date⁵⁵: 31/12/08			Approval⁵⁶: Catherine Howe		

⁴⁹ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁵⁰ Name, organisation

⁵¹ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁵² 3— high, 2— medium, 1— low

⁵³ High, Medium, Low, as per table in Section

⁵⁴ Identified, Monitored, Contained

⁵⁵ Date when related activity is completed

⁵⁶ WP Leader

Risk ID⁵⁷:	R2.1	Related WP / activity	WP2.1 - Pilot Trials, Monitoring & Evaluation		
Date Identified:	01/07	Originator⁵⁸:	O'Flaherty, MAC		
Risk Statement:	Evaluation may not be useful				
Actual / Potential Impact on the Project:	High impact as this is a key point of the project.				
Effect (Level of Impact)⁵⁹	2 - Marginal	Probability⁶⁰	1 - low	Risk exposure⁶¹	Medium
Proposed solution / Mitigation strategy	The focus of the project from day one, is on an evaluation of the CitizenScape system to determine if initial assumptions that underlie it are valid. So only useful evaluation in that context will be undertaken. Agreement and ongoing liaison				
Status⁶²	Contained		Status Date:	3/07/09	
Comments:	Evaluation of the Pilot Trials has proven to be extremely valuable to the sustainable exploitation of the service by Public-i.				
Closing date⁶³: 31/12/09			Approval⁶⁴: Catherine Howe		

⁵⁷ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁵⁸ Name, organisation

⁵⁹ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁶⁰ 3— high, 2— medium, 1— low

⁶¹ High, Medium, Low, as per table in Section

⁶² Identified, Monitored, Contained

⁶³ Date when related activity is completed

⁶⁴ WP Leader

Risk ID⁶⁵:	R2.2	Related WP / activity	WP2.2 - Dissemination		
Date Identified:	01/07	Originator⁶⁶:	O'Flaherty, MAC		
Risk Statement:	Ongoing dissemination may take more effort and resources than planned.				
Actual / Potential Impact on the Project:	Not a big impact on the core objectives of the project.				
Effect (Level of Impact)⁶⁷	2 - Marginal	Probability⁶⁸	1 - low	Risk exposure⁶⁹	Low
Proposed solution / Mitigation strategy	Continuous on-line liaison between the partners and with the Commission will ensure that this does not occur.				
Status⁷⁰	Contained		Status Date:	3/07/09	
Comments: This was not a problem, especially as we worked with MOMENTUM.					
Closing date⁷¹: 31/12/09			Approval⁷²: Keith Young		

⁶⁵ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁶⁶ Name, organisation

⁶⁷ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁶⁸ 3— high, 2— medium, 1— low

⁶⁹ High, Medium, Low, as per table in Section

⁷⁰ Identified, Monitored, Contained

⁷¹ Date when related activity is completed

⁷² WP Leader

Risk ID⁷³:	R2.3	Related WP / activity	WP2.3 - Plans for Sustainable Operation.		
Date Identified:	01/07	Originator⁷⁴:	O'Flaherty, MAC		
Risk Statement:	The WP2.1 analysis may indicate that a viable CitizenScape business model is unlikely.				
Actual / Potential Impact on the Project:	High impact as this is a key point of the project.				
Effect (Level of Impact)⁷⁵	1 - critical	Probability⁷⁶	2 - Medium	Risk exposure⁷⁷	High
Proposed solution / Mitigation strategy	Intense discussions will be undertaken amongst the partners to come up with a viable and sustainable model. The WP2.1 Trials and evaluation will be refocused to address this and test its assumptions.				
Status⁷⁸	Contained		Status Date:	3/07/09	
Comments:	The D2.3.2 Final Viability Plan described a viable business model that is now being pursued by Public-i.				
Closing date⁷⁹: 31/12/09			Approval⁸⁰: John J O'Flaherty		

⁷³ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁷⁴ Name, organisation

⁷⁵ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁷⁶ 3— high, 2— medium, 1— low

⁷⁷ High, Medium, Low, as per table in Section

⁷⁸ Identified, Monitored, Contained

⁷⁹ Date when related activity is completed

⁸⁰ WP Leader

Risk ID⁸¹:	R2.4	Related WP / activity	WP2.3 - Plans for Sustainable Operation.		
Date Identified:	01/07	Originator⁸²:	O'Flaherty, MAC		
Risk Statement:	The results from the trials may indicate that the Final Viability Plan assumptions are not valid or the system is not viable.				
Actual / Potential Impact on the Project:	High impact as this is a key point of the project				
Effect (Level of Impact)⁸³	1 - Critical	Probability⁸⁴	2 - Medium	Risk exposure⁸⁵	High
Proposed solution / Mitigation strategy	The evaluation will focus on validating the assumptions for sustainable operation. If these prove that pan-European deployment of the system is not viable, then partners will work with the partner local authorities to ensure that their needs are met within this Trial Project.				
Status⁸⁶	Contained	Status Date:	3/07/09		
Comments:					
Evaluation of the Pilot Trials did find that some assumptions were not correct, but a viable business was developed, reported in D2.3.2 and being pursued by Public-i.					
Closing date⁸⁷: 31/12/09			Approval⁸⁸: John J O'Flaherty		

⁸¹ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁸² Name, organisation

⁸³ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁸⁴ 3— high, 2— medium, 1— low

⁸⁵ High, Medium, Low, as per table in Section

⁸⁶ Identified, Monitored, Contained

⁸⁷ Date when related activity is completed

⁸⁸ WP Leader

Risk ID⁸⁹:	R3.1	Related WP / activity	WP3.3 - Administration, Project coordination & EU Liaison		
Date Identified:	01/07	Originator⁹⁰:	O'Flaherty, MAC		
Risk Statement:	Project management may require more effort and time than planned.				
Actual / Potential Impact on the Project:	Not a big impact on the core objectives of the project.				
Effect (Level of Impact)⁹¹	2 - Marginal	Probability⁹²	1 - low	Risk exposure⁹³	Low
Proposed solution / Mitigation strategy	Continuous on-line liaison between the partners and with the Project Officer to ensure that this does not occur.				
Status⁹⁴	Contained		Status Date:	3/07/09	
Comments:	Did not prove to be a problem.				
Closing date⁹⁵:	31/12/09		Approval⁹⁶:	John J O'Flaherty	

⁸⁹ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁹⁰ Name, organisation

⁹¹ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

⁹² 3— high, 2— medium, 1— low

⁹³ High, Medium, Low, as per table in Section

⁹⁴ Identified, Monitored, Contained

⁹⁵ Date when related activity is completed

⁹⁶ WP Leader

Risk ID⁹⁷:	R3.2	Related WP / activity	WP3.3 - Administration, Project coordination & EU Liaison		
Date Identified:	01/07	Originator⁹⁸:	O'Flaherty, MAC		
Risk Statement:	The partners may not be able to reach agreement on a Consortium Agreement				
Actual / Potential Impact on the Project:	High impact on the project consortium				
Effect (Level of Impact)⁹⁹	3 - critical	Probability¹⁰⁰	1 - low	Risk exposure¹⁰¹	High
Proposed solution / Mitigation strategy	This is currently being completed early in the project to ensure that the IPR issues are agreed & resolved before significant new IPR is created.				
Status¹⁰²	Contained		Status Date:	11/03/08	
Comments: Consortium Agreement was signed by all Partners. Did not prove to be a problem.					
Closing date¹⁰³: 31/03/08			Approval¹⁰⁴: John J O'Flaherty		

⁹⁷ In the form Ri.j where i=WP number and j=1,...n. Example R3.1 is Risk Nr 1 for WP3.

⁹⁸ Name, organisation

⁹⁹ 4—uncontrollable, 3—critical, 2—marginal, 1—negligible

¹⁰⁰ 3— high, 2— medium, 1— low

¹⁰¹ High, Medium, Low, as per table in Section

¹⁰² Identified, Monitored, Contained

¹⁰³ Date when related activity is completed

¹⁰⁴ WP Leader