

# Positioning Paper

## City ecosystem: Open Governance service

By

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- (1) What use case and scenario in your area would you consider the most appropriate and representative one for large-scale experimentation with the Future Internet platform to be built starting from 2013 ([please refer to the documents referred to on the above websites for inspiration](#))?

The scenario we are going to propose is the Open Governance service provided through the design and definition of a city ecosystem

**Open Governance.** Citizens noticing a problem which keeps annoying them in their daily life (e.g. a hole in the street, a missing bus stop, insufficient parking slots) can quickly and easily use their existing communication channels (city web portals, mobile phones) to send their comments with photos, geographical location and a brief note to responsible city authority. Such an incoming request automatically generates a series of proposed actions which are responded in a coordinated process of needs verification, cooperative solution development and appropriate action. Both citizens and public administration monitor the process through easy-to-use visual analytics tools and can use open innovation tools for building services required for satisfying the identified needs of the citizens.

- (2) What innovative Internet functionality and technologies would you consider important for your suggested use case and scenario (e.g. context awareness, sensor networks, advanced real time processing capabilities handling huge volume of data, ad hoc service composition and mash-up, managed broadband connectivity and services, embedded media support for interfaces easing the interpretation of processed contextual data, etc.)?

The use case is based on innovative Internet functionalities. Some of them will aggregate data through context awareness and physical sensor networks, mobile phones, user requests and other information sources and generate information to citizens through the web and through mobile applications. Other functionalities will enable reservations and payment for specific information or resources. All these services will be characterized by a strong user centric customization of services, both in terms of which service is provided as well as how and when the service is provided.

In addition, users will be directly involved in service customization and will be able to innovate them autonomously: all services implemented in the pilots will evolve through three stages, with different levels of user participation.

- (3) Which of the identified functionalities would you expect the Future Internet core technology platform to deliver to support your and other usage area scenarios?

**The functionalities, that the FI technology platform should provide with the Open Governance service, are:**

- **Customization:** The Open Governance Service can be easily customized for each city and for different user groups within a city based on issue-based groups or geographical criteria (neighbourhoods). This involves customizing the process logic, application functions and user interfaces for expressing needs, collecting user support, generating solution ideas and communicating them to the city administration. Based on user preferences, geographic location and previous activities on the platform and channels (web vs. mobile phones), user interest profiles are automatically adapted and the output determined.
  - **Monitoring:** The implementation of the city's negotiated service offering is monitored both by citizens and administrators through automatic status reports and easy-to-use visual analytical tools. The visualization tools also provide a clear presentation of complex information on available city services (e.g. existing budgetary measures), city information and data channels (e.g. traffic sensor information, air quality, sanitary inspections results) and citizen inputs on needs and solutions.
  - **User sharing:** The needs and solution ideas submitted by citizens through the different channels are shared with groups of citizens through geographical aggregation (neighbourhoods principle) and through tools for user mobilization (e-campaigning and social networking). The Web2.0 application interface allows end-users and city administrators to extend the existing functions of the Open Governance Service by building mashups with other data sources or by developing completely new functions. The Open Governance Application Exchange allows users from different cities to share and exchange applications and user experiences.
- (4) kind of experimentation environment would you consider necessary for broad large scale testing of the platform to be developed in your use area? What would be needed to experiment new services and applications cutting across use areas (services and application

mash-up) and building a new services and application ecosystem around the prototype implementations of the platform?

The experimentation environment will be based on the European Cities, starting from the medium one, such as Pisa and Florence in Italy, Thessaloniki in Greece, Maastricht in Netherlands and so on. In a second phase the system will be enlarged to capital cities, contact are already in place with Rome, Berlin, Istanbul, and so on.

In the definition of the use case the possibility to perform user test activities on early prototypes of the integrated system in order to test the system concept before the release of the platform is considered a must in order to validate the ideas and services and to make all the necessary decisions

- (5) How do you see the potential role of your organisation in the FI-PPP, in the context of Usage areas taking a prominent role in the Initiative, to ensure an appropriate application driven approach?

The long tradition in participating in research projects, combined with its intimate industrial nature, allows the Engineering R&D Department to be in charge of the definition and implementation of this use case; moreover the durable commercial activity in the field of Local public authority and in the e-gov for cities ensure a perfect capability in involving users. Advanced contacts are already in place with many cities majorities, organisation and associations, such as:

Moreover, Engineering being one of the main member of the NESSI platform is strongly involved in Future Internet programme. ICT innovative and competitive services is emerging as one of the most urgent and critical matter which local authorities, and in particular those authorities which are already Engineering's customers, need to deal with in the light of the growing social and scientific leverage pressure to move forward towards more sustainable environmental strategies. That's the reason why Engineering R&D Department is carrying out research activities in the field of sustainable mobility, through the participation to the Italian research project EASY RIDER (Enhancement of sustainability and Safety of mobility by integrating Intelligent roads, vehicles and service) within the scope of the Italian Program for the Industrial Innovation on the Sustainable Mobility.