

Citizenpedia:

simplifying Citizens interaction with Public Administration

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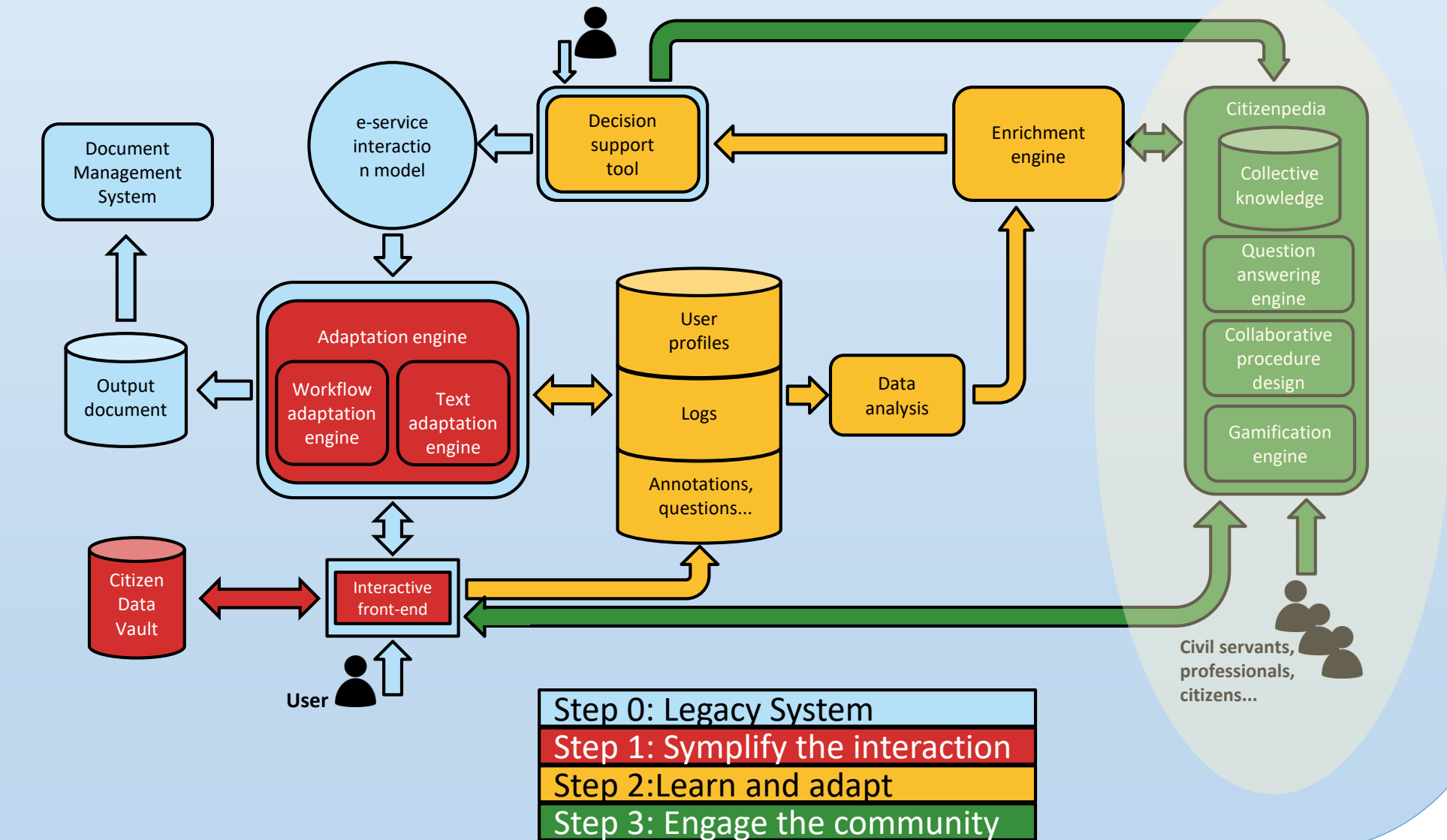
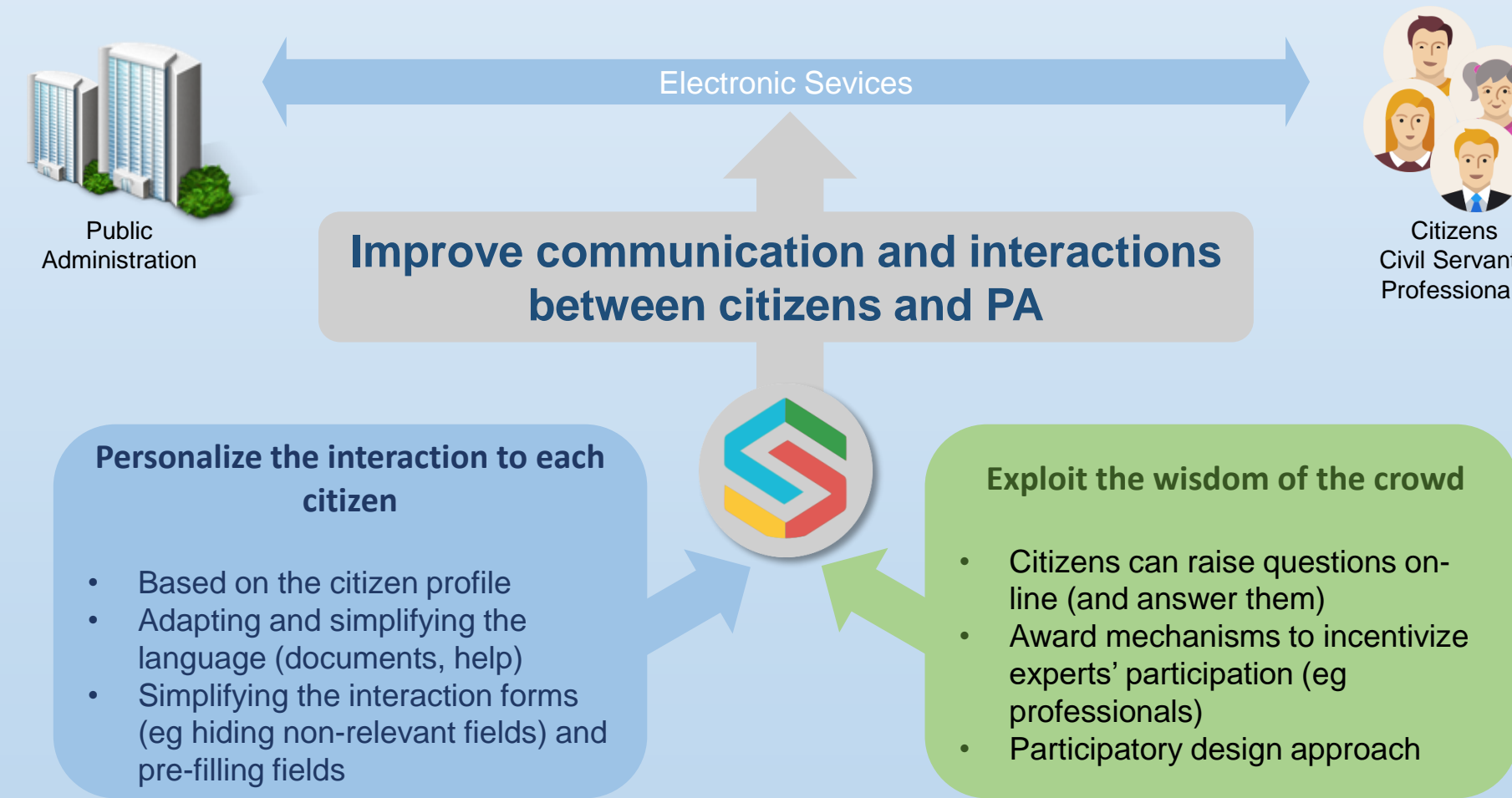
The SIMPATICO project

SIMplifying the interaction with Public Administration Through Information technology for Citizens and cOmpanies

SIMPATICO is an European H2020 project that proposes a novel approach for the delivery of personalized online services that makes interactions with the PA easier, more efficient and more cost effective.

SIMPATICO's goal:

- to improve the experience of citizens and companies in their daily interactions with the public administration...
- ... by providing a personalized delivery of e-services based on advanced cognitive system technologies ...
- ... and by promoting an active engagement of people for the continuous improvement of the interaction with these services.

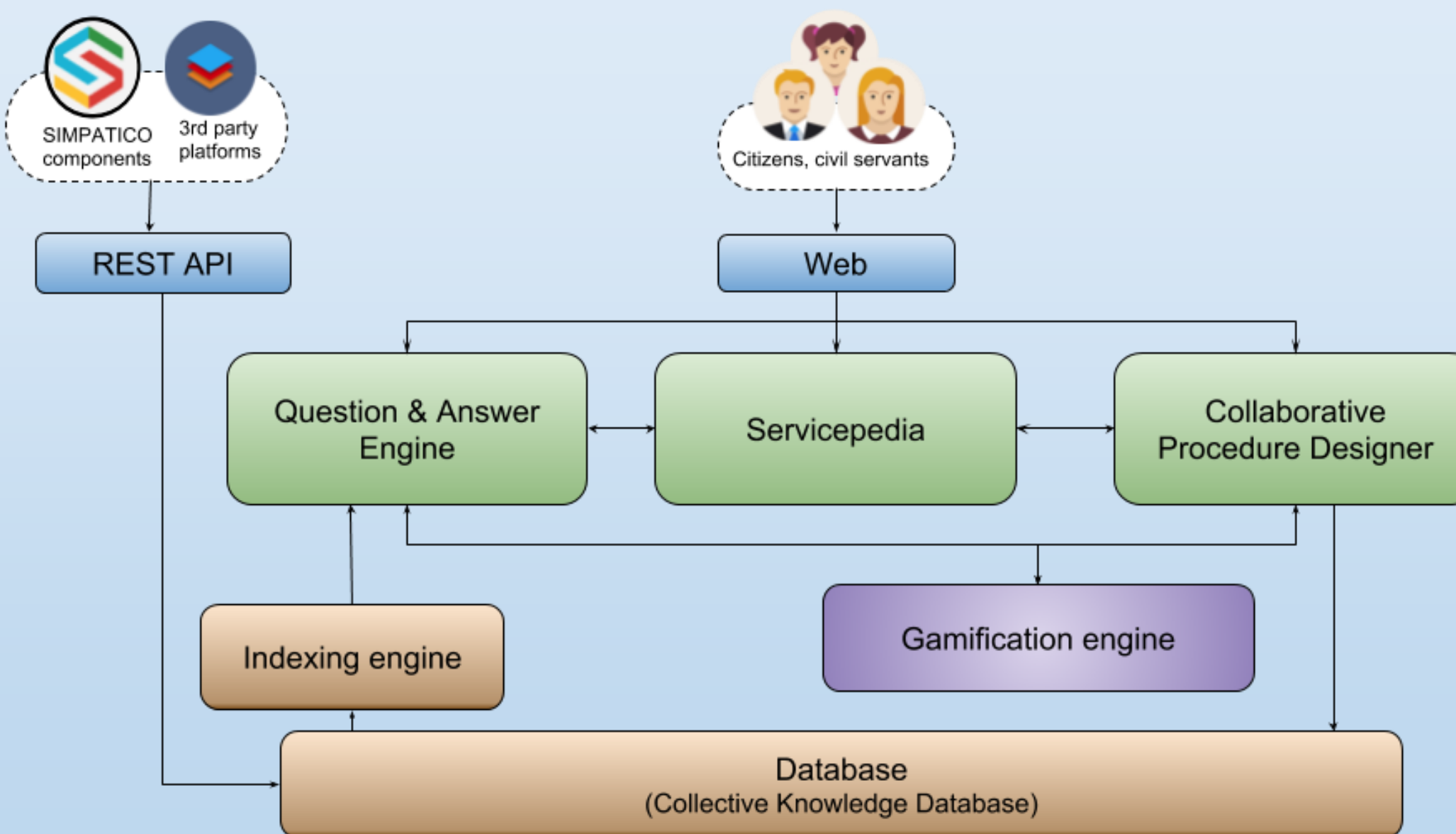


Citizenpedia

The **Citizenpedia** is the human computation framework that leverages the SIMPATICO project with the collaborative knowledge provided by its stakeholders. It will complement the SIMPATICO environment with a **place where citizens can solve their doubts** and interact in an amenable way with the public administration.

Two main ways of accessing the Citizenpedia exist:

- through a web user interface (mostly for citizens/civil servants)
- or through a REST API (aimed for the communications with other SIMPATICO components or 3rd party applications).



Citizenpedia architecture

The main three tools exposed to stakeholders are:

- the **Question and Answer Engine (QAE)**, where citizens can post and resolve doubts regarding e-services and public administration;
 - the **Collaborative Procedure Designer (CPD)**, that offers graphical tools to the civil servants and stakeholders to collaborate on the design of administrative procedures;
 - the **Servicepedia**, which serves as container for information about the PA services.
- The **Gamification engine** is a backend component which enables to apply gamification techniques within the Citizenpedia in order to improve citizens engagement.
- The persistent part of the Citizenpedia is maintained in the **Collective Knowledge Base (CKB)**, composed by the Database, which stores the data from the QAE and CPD, and by the **Indexing Engine** used to provide enhanced results to text-based queries in the QAE.

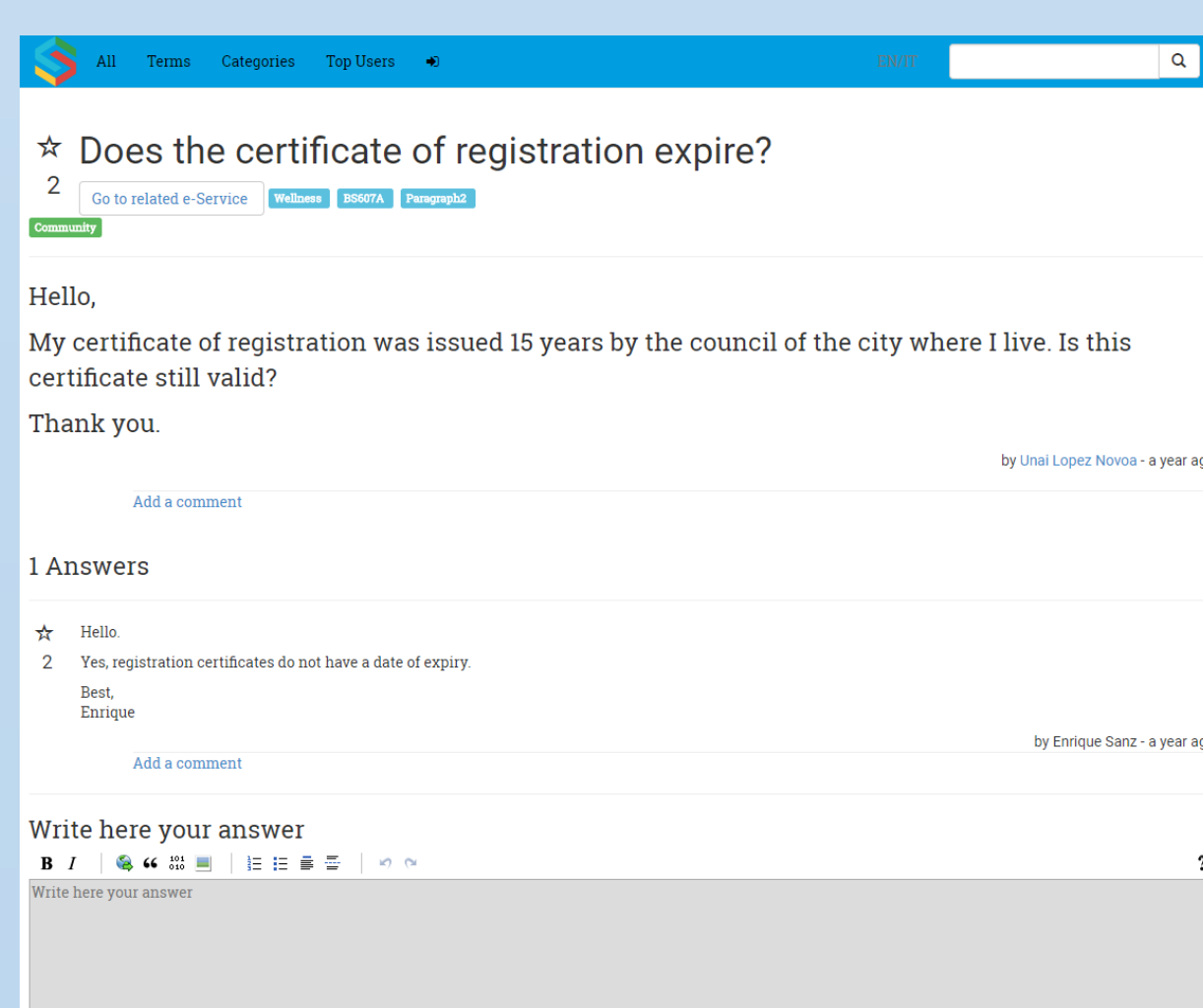
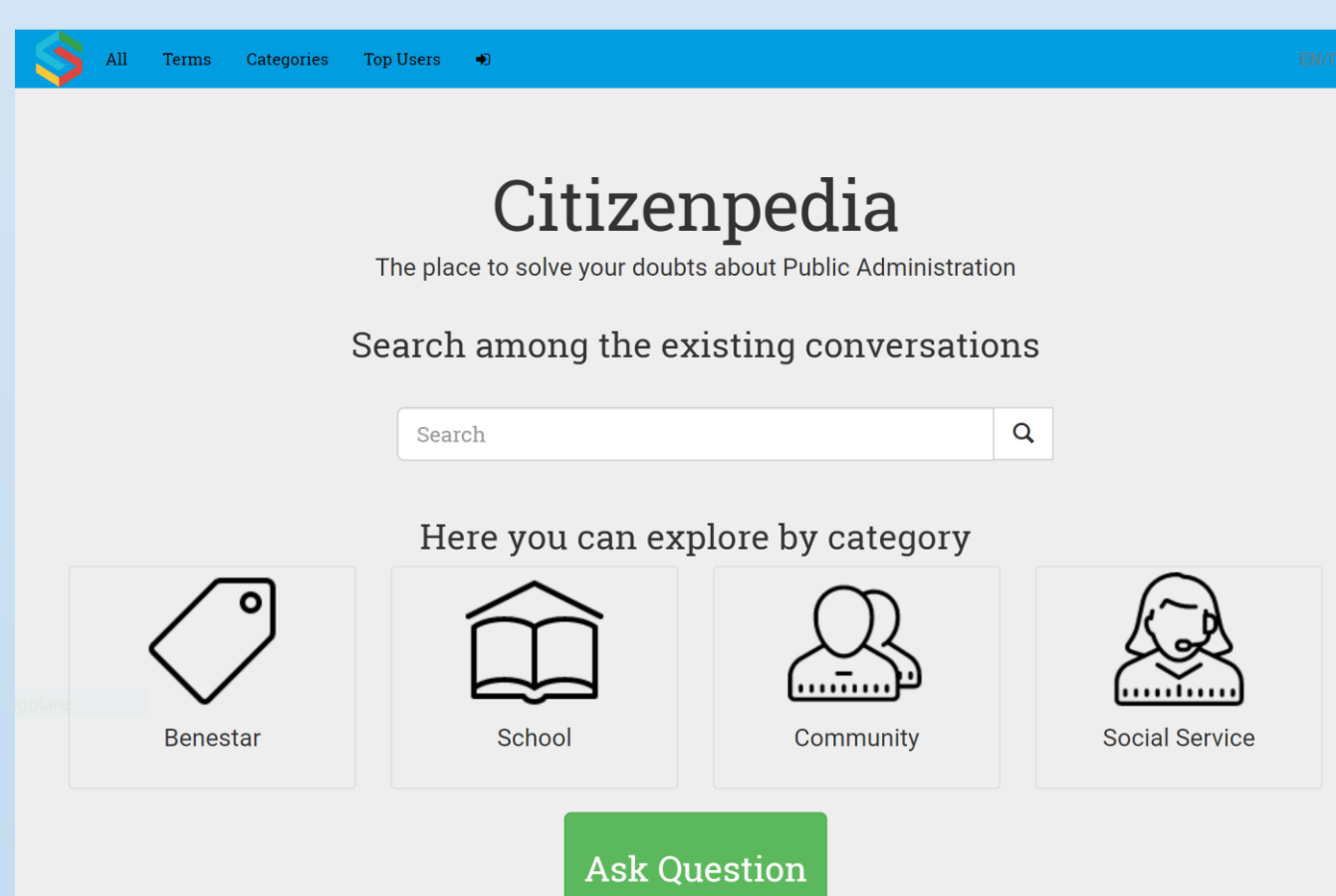
Question & Answer Engine

The **Question & Answer Engine (QAE)** provides a place where **citizens post and resolve doubts** regarding e-services and public administration.

Its look-and-feel is similar to popular question & answer web site. The main functionality of QAE is to create and answer questions in a public manner. Users are encouraged to communicate in a public manner, with the aim for all the generated information to remain over the time.

Key functionalities:

- Question, answer and comment management
- Category management
- Tag management
- Term management
- User management



Collaborative Procedure Designer

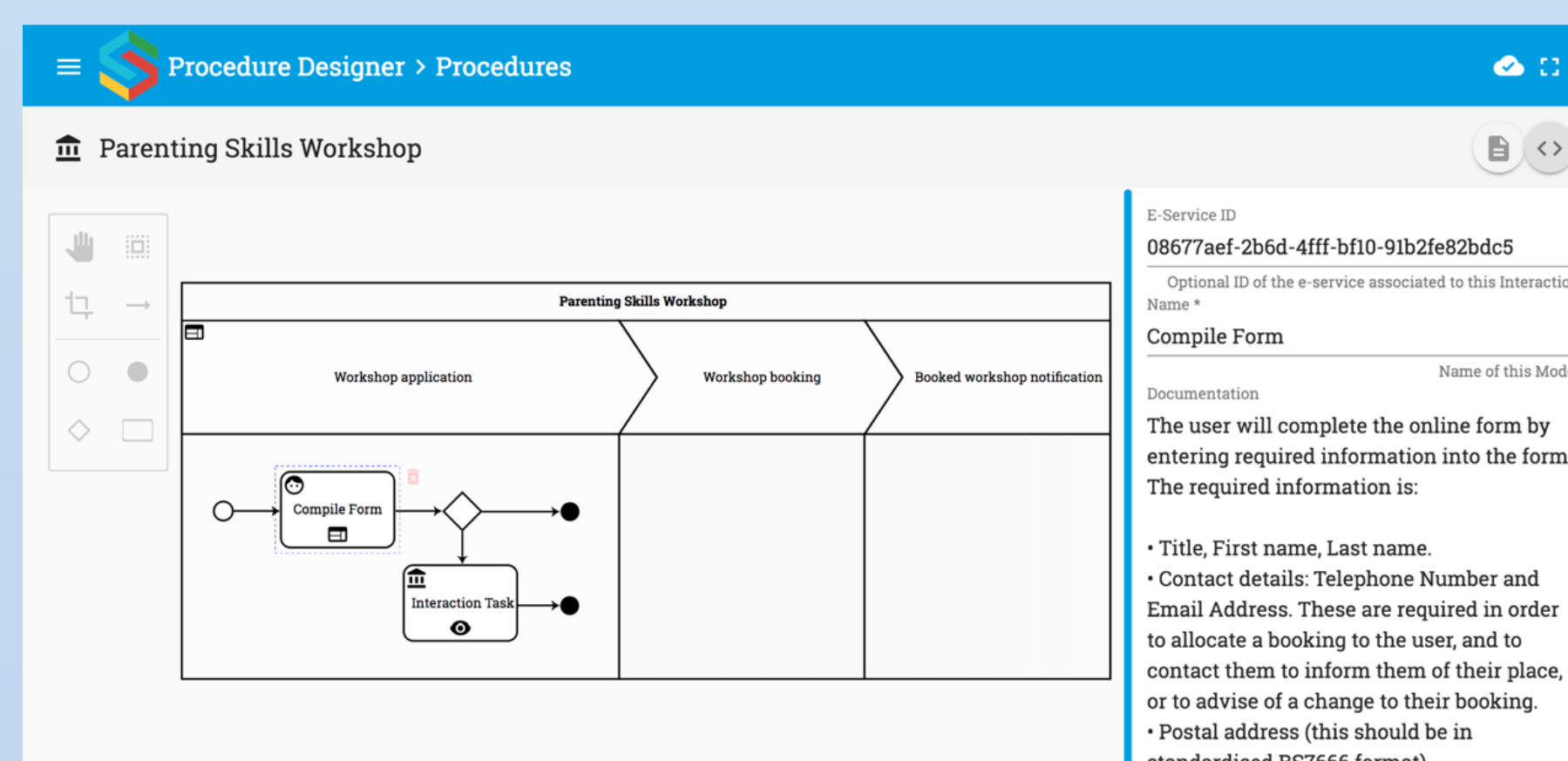
The **Collaborative Procedure Designer (CPD)** allows to **describe administrative procedures in the form of flowcharts/diagrams**, enabling citizens to comment on them.

The core of the CPD is a model that allows for the definition of **multiple hierarchical views**:

- The **value-chain view** provides information concerning the sequential phases that the procedure is broken into. From this view it is possible to learn the name of the phases and realize the phases' temporal order.
- The **interaction view** shows a flow of the interactions between the citizen and the PA that are carried out in that phase. Also, the communication channel through which the interaction will occur is explicitly indicated by means of specific icons

Key functionalities:

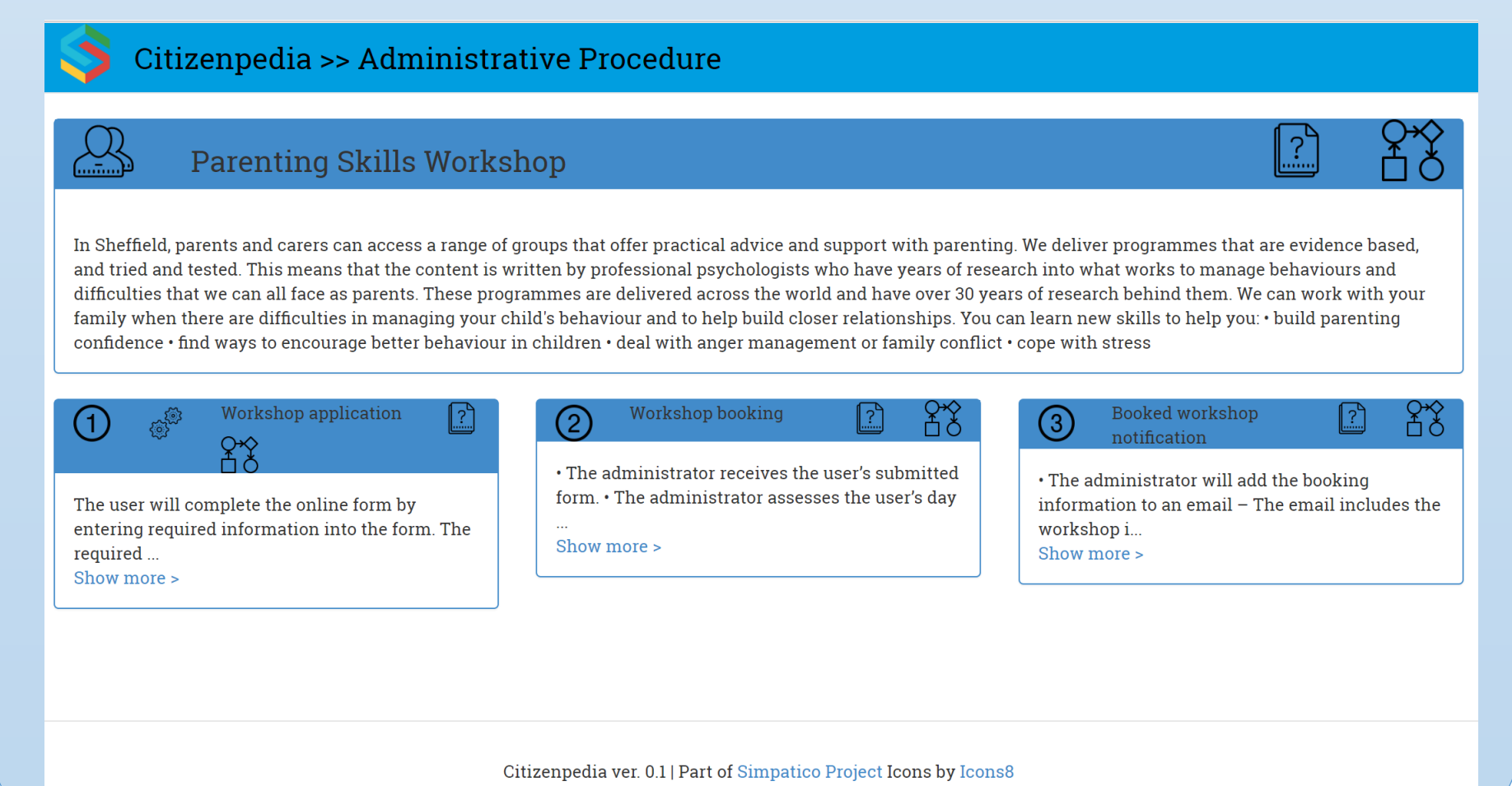
- Graphical design of administrative procedures
- Stakeholders' comments management
- Citizens' questions management
- User management



Servicepedia

The **Servicepedia** integrates information from the QAE, the CPD and the PA electronic services (mainly, html forms) to **contextualize the existing questions, answers and procedure steps**.

Through it, Citizens are granted access to the description of electronic services provided by the PA and its associated set of questions and answers contributed and bound to each of the elements the service is composed of (e.g., paragraphs or interaction elements of the html form).



Simpatico consortium and pilot sites



www.simpatico-project.eu

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