



Policy Cloud

Cloud for Data-Driven Policy Management

CLOUD FOR DATA-DRIVEN POLICY MANAGEMENT

Project Number: 870675

Start Date of Project: 01/01/2020

Duration: 36 months

D6.5 USE CASES ADAPTATION & RECOMMENDATIONS

Dissemination Level	PU
Due Date of Deliverable	28/02/2021, Month 14
Actual Submission Date	02/03/2021
Work Package	WP6 - Use Cases Adaptation, Integration & Experimentation
Task	Task 6.4
Type	Report
Approval Status	
Version	v1.0
Number of Pages	p.1 – p.19

Abstract: This document is the first of the series of deliverables that will detail the evaluation process presenting the proposed methodology, the evaluation methods proposed within the project lifecycle with their time planning, the expected impact and specific objectives they pursue.

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PolicyCloud has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870675.

Versioning and Contribution History

Version	Date	Reason	Author
0.0	18/12/2020	ToC	Miguel Angel Gracia
0.1	18/12/2020	Format	Rafael del Hoyo
0.2	01/02/2021	First Version of the document	Miguel Angel Gracia
0.3	16/02/2021	New version	Rafael del Hoyo
0.4	17/02/2021	Contribution to the corresponding use case	Duzha Armend
0.5	19/02/2021	Contribution to the corresponding use case	Ben Williams
0.6	19/02/2021	Contribution to the corresponding use case	Iskra Yovkova
0.7	22/02/2021	Consolidated version of the document for Internal Review	Miguel Angel Gracia
0.8	24/02/2021	Internal Review	Panayiotis Michael Konstantinos Theodosiou
0.9	26/02/2021	Final version ready for submission	Miguel Angel Gracia
1.0	26/02/2021	Quality Check performed and changes addressed	Argyro Mavrogiorgou

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Abbreviations and Acronyms

Abbreviation/Acronym	Definition
EC	European Commission
EOSC	European Open Science Cloud
PDT	Policy Development Toolkit
PP	Public Policy
IA	Impact Analysis
QV	Quality Validation
IS	Information Systems
ICT	Information and Communications Technology
SUS	System Usability Scale
TAM	Technology Acceptance Model
UMUX	Usability Metric for User Experience
UTAUT	Unified Theory of Acceptance and Use of Technology
HMI	Human-Machine Interfaces

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Executive Summary

This document is the first of a series of deliverables that will detail the evaluation process. It presents the proposed methodology, the time planning of the evaluation methods proposed within the project lifecycle, the specific objectives they pursue and their expected impact.

It provides an initial approach to the evaluation methodology differentiating between Impact Analysis (IA) evaluations which are intended to assess the expected impact of the project and how evidence based policies contribute to the policy modelling process and its implementation, and Quality Validations (QV), which try to determine how to validate the innovative tools and modules developed within the project, specifically the Policy Development Toolkit (PDT).

As an introduction the Public Policies Implementation Process is described, considering how the PolicyCLOUD project contributes to this aim at the different stages of this process, presenting also the way the policy definition and implementation process is linked to the evaluation methodology proposed in this document.

The Evaluation and Recommendation Process section begins with a brief introduction to the key points on which the methodology is based: impact assessment, technology acceptance and validation of the interaction and usability aspects. With these concepts in mind, the proposed methodology for evaluation and recommendation is presented. It consists of different interventions throughout the project to evaluate, both the expected impact of PolicyCLOUD as a project that could contribute to evidence-based policy development and, to this end, whether the solutions provided within the project, including the PolicyCLOUD PDT, will contribute to this function and to what extent.

Finally, in the Use Cases Evaluation section, the particularities for the evaluation of each use case will be defined. At this stage of the project it is not necessary to have the basis of the evaluation very closely established, but it is necessary to clearly identify the most relevant policy makers for each use case, and their functions.

The final result of these deliverables, once the different phases will be completed, is to understand how the PolicyCLOUD PDT integrates into the working practices of the policy makers and how they use the toolkit. To gather all the data and insights they will be interviewed to report the benefits, unexpected inconveniences and all the possible outcomes to be able to identify best practices and lessons learnt to achieve new improvements.

1 Introduction

1.1 Purpose and Scope

The purpose of this document is to present the evaluation methodology process proposed for PolicyCLOUD project and covered in task T6.4. The deliverable provides an initial approach to the evaluation methodology differentiating between Impact Analysis (IA) evaluations which are intended to assess the expected impact of the project and how evidence-based policies contributes to the policy modelling process and its implementation, and Quality Validations (QV), which try to determine how to validate the innovative tools and modules developed within the project, specifically the Policy Development Toolkit (PDT).

This first document will provide an initial overview of the evaluation process that will be completed throughout the project with the specification of the different evaluation sessions, materials and specific results for each use case.

1.2 Structure of the document

The document is structured as follows:

The first section, Public Policies Implementation Process, does a brief review of the public policy making process considering how the PolicyCLOUD project contributes to this aim at the different stages of this process, serving as an introduction and establishing how the policy definition and implementation process is linked to the evaluation methodology proposed in the following section.

The section related to the Evaluation and Recommendation Process, begins with a brief introduction to the key points on which the methodology is based: impact assessment, technology acceptance and validation of the interaction and usability aspects. With these concepts in mind, the proposed methodology for evaluation and recommendation is presented. It consists of different interventions throughout the project to evaluate, both, the expected impact of PolicyCLOUD as a project that could contribute to evidence-based policy development and, to this end, whether the solutions provided within the project, especially the PolicyCLOUDPDT, will contribute to this function and to what extent.

Finally, in the Use Cases Evaluation section, the particularities for the evaluation of each case of use will be defined. At this stage of the project, it is not necessary to have the basis of the evaluation very closely established, but it is necessary to clearly identify the most relevant policy makers for each use case, and their functions.

2 Public Policies Implementation Process

As illustrated in the Deliverable D5.2 [1], a public policy (PP) is a plan, course of action, or set of regulations adopted by the policy makers to influence and determine decisions or procedures that affect a group of public and private actors in order to achieve a desired outcome.

Policy Makers gather information through different methods, like public consultation and scientific research, to extract the necessary knowledge base and create a policy. In PolicyCLOUD we define policy makers as government bureaucrats and technocrats from various sectors (e.g., healthcare, education, security, environment, etc.) and public sector staff who implement and evaluate programs and therefore they will be the main actor considered in the evaluation process and the ones able to determine the impact of the proposed policies and those responsible to determine whether the tools proposed in the project, especially the PDT, serve to facilitate the modelling and implementation of new policies thanks to new technologies like Open Data, Big Data, AI and Cloud services.

Policy makers have to take into account the context and characteristics of the geographic area (e.g. region) where the policy has to be implemented, with the purpose of driving the PP content and the actors that have to be considered during its design. And finally, to close the Policy Analysis Circle proposed by Gagnon and Labonté [2], the evaluation process has to be taken into account including the definition and Key Performance Indicators (KPIs) to assess the expected impacts.

To implement these public policies, the process of policy making can be seen as a methodology or approach that is defined by seven phases. In the first stage, policy makers define and detail the given problem by characterizing the context, the stakeholders and the variables that affect the policy outcomes. Subsequently, the policy maker identifies the evaluation criteria that are fundamental and most relevant to the decision makers in the implementation process.

Once the problem has been identified and contextualized and the criteria are clear, the next phase consists of generating a list of possible policies; among which the most appropriate options will be selected to be implemented. In the implementation phase, planned actions will be carried out in order to achieve the expected impact and results that will be evaluated during the monitoring phase.

The contribution of the PDT proposed by the PolicyCLOUD project is mainly oriented to directly assist the policy maker in the policy creation and decision-making stages, and, indirectly, in the policy implementation and policy evaluation stages.

Therefore the evaluation process, within the PolicyCLOUD project, will evaluate the impact that the PDT has, how it contributes to the improvement of policy creation and how it makes the policy creation and decision making processes more efficient. The evaluation process also validates that the ICT prototypes provided are suitable for policy makers; since the purpose of the project is to support policy makers in developing the content of the policies as an evidence-based outcome of the PDT.

3 Evaluation and Recommendation Process

3.1 Evaluation Process Overview

One of the primary PolicyCLOUD project goals is to support policy makers in developing the content of the policies by providing a valuable tool for allowing policy choices to become more evidence-based and analytical.

Thus, it is important to be able to evaluate the proper development of the tools to be implemented within the framework of the project, and specially the PolicyCLOUD PDT since it is core part in the development of the policies. In addition to the importance of ensuring tools that could provide the quality that policy makers expect, it is also necessary to assess the impact on the process of PP implementation to determine whether they will be incorporated into work practices.

For these reasons, the evaluation process has to consider two main objectives. The first one is to define metrics and KPIs to measure the impact of PolicyCLOUD and its contribution to improve the development of evidence-based policies and the second one, which is to plan and describe the proper methods and tools for the iterative evaluation of the PDT and its validation. To present this methodology with this approach is the objective of the deliverable and it will be based on the following pillars:

- Public Policies Impact Measurement Instruments

These instruments will contain tools and methods from classical literature, which lead us to review and analyse the factors that influence on evidence-based policies and the expected impacts of the project on the policy decision making processes. The tools and methods proposed will be based on solid backgrounds to support the premise that evidence-based policies could contribute to the decrease of the degree of uncertainty and complexity when making policy decisions.

PolicyCLOUD project intends to contribute to evidence-based policies development by providing accurate information and analytical tools for policy makers who have to manage this information in the development process and how this contributes to the perceived impact of information technology on public policies implementation.

- Technology Success and Acceptance Tools

The PDT of PolicyCLOUD is intended to be a tool that will support policy makers in the evidence-based policy design and implementation process. As an ICT tool it is related to the Information Systems and therefore its acceptance has to be evaluated. There are several approaches to assess technology acceptance among which the following can be highlighted. The first ones to be consider could be the Technology Acceptance Model (TAM) [3], which explains why some information systems are more accepted by users than others, and its adaptation, which is the Unified Theory of Acceptance and Use of Technology (UTAUT) [4], that aims to explain user intentions to use an information system and the subsequent usage behavior based on four determinants of usage

intention and behavior that are the performance expectancy, the effort expectancy, social influence and the facilitating conditions. Also, it is interesting to consider the IS Success Model [5], which identifies and describes the relationships among six critical dimensions of IS success: information quality, system quality, service quality, system use/usage intentions, user satisfaction, and net system benefits

- Human-Machine Interfaces Assessments

Closely related to the acceptance of technology, and considering that some of these models above mentioned address to some extent this point is the fact that the PolicyCLOUD solutions need to be intuitive and easy to use, so HMI (human-machine interfaces) evaluations should also be considered.

Since the implemented solution is evolving and will present different degrees of maturity throughout the project lifecycle and in the different phases of pilot implementation, the methodology will propose different methods at the different stages of the project to evaluate the HMI. In this regard, usability and user experience methods should be considered. Policy Makers expect intuitive app interfaces, and for non-technical people this means using human-machine interfaces. The most reliable approach to choosing the right HMI is to examine the specific needs of the target application and work backwards to confirm that all necessary options are clearly available.

User Experience and usability are very closely related terms. User experience refers to a person's subjective feelings and attitudes when using or interacting with a particular solution. It deals with the sensory and emotional state of a user while usability is an important quality indicator for IS systems that refers to the degree to which products and solutions are effective, easy to use, easy to learn, efficient, error-free, and satisfying to users [6]. It means that usability deals with the user's evaluation of the interfaces. For these kinds of evaluations different approaches may be taken into account including based task methods, and questionnaires like SUS [7], UMUX/UMUX-Lite [8] or HED/UT [9].

3.2 Evaluation Methodology

The key objective of the evaluation methodology is to assess the impact of PolicyCLOUD as a project that could contribute to evidence-based policy development and, to this end, it is necessary to especially evaluate whether the PDT achieves this goal.

The methodological approach to reach this goal must investigate the impact that the project tool, the PDT toolkit, will have in the development of public policies based on evidence. For this reason, an evaluation based on different methods and tools will be proposed and the relevant actors for this evaluation phase will be both, policy makers and members of their teams. For this reason, for each use case, we will identify and point out the people we are targeting.

The role of the policy makers within the proposed evaluation process will be twofold. First, these experts will be invited to participate in the analysis of the nature and the importance of policies based on evidence, identifying which are the key factors for their successful implementation. Since this type of

research is largely exploratory in nature, the proposed method is to use structure interviews to determine the impacts and the inherent underlying factors. Thanks to their views, we will get the insights and the expected impacts. Therefore, these methods, i.e. structure interviews that will be conducted throughout the project life cycle, will be referred as **Impact Assessments (IA)**.

Second, drawing from policy makers' experience and knowledge, they will help in the process of determining whether the evaluated PDT provides the expected quality (system, information and interaction) to implement evidence-based policies. The methods used for these validations will be encompassed in what is called **Quality Validations (QV)**, which is highly dependent on the maturity of the PDT. To address these different stages of maturity of the solution along the project, mockups validations and functional prototypes demonstrations will be considered before the final implementation of the deployed PDT and they will allow us to test the functional feasibility of the PDT proposed, the value provided by the PDT and the ability of the solution to assist in the implementation of evidence-based policies.

Results from both evaluations will provide measures and will allow us to have a baseline in the course of the project with impact assessments and the results of the validations and will allow us to analyze the changes that happen after the introduction of new releases or functionalities of the PDT. Each time an evaluation will be performed, the focus and the approach of the evaluation should be determined in relation to the different stages and we will consider the following types of evaluations: ex-ante, on-going, ex-post, as it is shown in the following Figure.

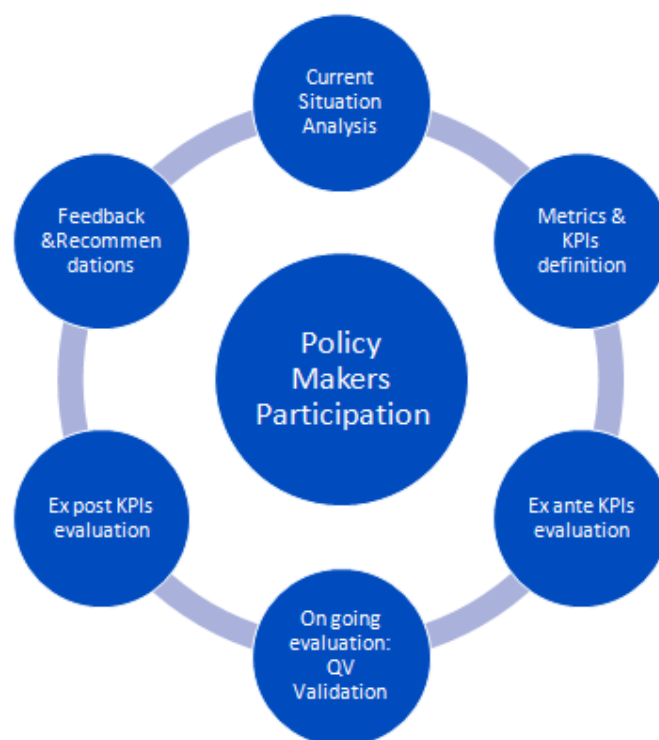


FIGURE 1- EVALUATION AND RECOMMENDATION CYCLE

To briefly outline the objective of each phase:

- Ex-ante phase: to assess the impact before the intervention, introduction of the PolicyCLOUD toolkit. It means to identify the initial state and to have a preliminary view for each use case of how evidence-based public policies are being implemented.
- Ongoing evaluation: to evaluate the toolkit and its use for new policy development. In these evaluations, suggestions and recommendations will be collected and will allow us to improve the toolkit.
- Ex-post evaluation: assess the impact after the final implementation, once the solution will be deployed and ready to use in all the use cases.

Evaluation time	Ex-ante	On-going	Ex-post
Object	Baseline impact assessment	PolicyCLOUD Toolkit validation	Longitudinal impact assessment
Purpose	Evaluation of the impact at t0 before using the toolkit	USE: Evaluate the toolkit and its use for the development of new policies (System and information quality)	Evaluation of the impact on productivity and innovation in the process of policy implementation
Methods	Interview (qual) Survey (quant) Focus Groups (qual)	Observation (qual) Interview (qual) Survey (quant)	Interview (qual) Survey (quant)
Target Audience	Policy Makers & Stakeholders	Policy Makers (analysts)	Policy Makers & Stakeholders

FIGURE 2 - EVALUATION PHASES

3.2.1 Impact Analysis Assessment

As mentioned before, to assess the expected impact, qualitative methods are proposed, specifically structured interviews in order to determine the factors and the dimensions on the implementation of evidence-based policies and its importance. This sort of questions will allow us to contextualize and understand the KPIs pursued for each use case and determine how the PDT toolkit could contribute to those objectives and the perceived impact that these technologies, information technologies to support evidence-based policies, could have on the policy development process.

For this purpose, interview guidelines will be provided to the use case leaders who will be involved as facilitators in the evaluation process and who will be responsible for coordinating the evaluation at local use case level, being at this point important the identification for each use case of the relevant actors who will be involved in the evaluation and recommendation process.

Once the primary actors are identified, ex-ante impact analysis interview will be conducted. The idea of the interviews will be to gain an understanding and knowledge about the expected impact of the PolicyCloud PDT and the subsequent effects on their work and on the policy decision-making processes. Impact evaluations will be carried out throughout the project in order to allow to detect possible lack of

understanding, and in addition with other evaluations and validations, to be used as an evaluation baseline for the project lifecycle.

3.2.2 Quality Validation Assessment

QV interventions are sessions aimed at presenting the PDT toolkit to the policy makers so they will be able to determine whether the approach and progress/evolution is adequate for allowing policy choices to become more evidence-based and analytical. In essence, these evaluations are intended to determine whether the PolicyCLOUD toolkit is a valuable tool or not.

The proposed validations include the following methods:

1. Mockups validation

Mockups validations are the first planned evaluations to be performed and can include the revision of the use cases and the proposed first user interfaces versions. The idea of conducting these sessions early in the PDT toolkit development process is that they can stimulate new ideas and features updates and trigger new changes on the interface, which could be implemented later on in the next iteration cycles. The focus of these evaluation activities should be to assess the feasibility of the PolicyCLOUD solutions.

The main idea is to use these methods to inquire policy makers to review the user scenarios and about the concepts to be implemented in the prototypes in order to validate them, as well as the functionalities and interaction paradigms. These validations will serve to demonstrate that the solutions meet the requirements and needs of the policy makers in order to implement public policies based on evidences.

The proposed method is to use think aloud tool, which enables inquiring into the cognitive processing of the policy makers, who are instructed to verbalize all their thoughts as they interact with the mockups proposed. Facilitators can encourage participants to share their insights by asking questions while they explore the solution and reveal how they would interact and use the PDT toolkit mockups to develop evidence based policy.

The validation session approach provides qualitative insight into the policy maker's perceptions of the mockup interfaces and concepts. These qualitative insights can be complemented with quantitative data coming from standardized questionnaires.

2. Prototype validations

Once the first versions of the prototypes are available, it is proposed to carry out validations for all the use cases with the policy makers. The proposed method for these validations will be user observations. The idea of the user observations is to address tasks in their actual context, which means to use the prototype to edit policies, establish KPIs, analyze data, etc. The objective of the proposed method is to get a deeper understanding of how policy makers develop new public policies and the influence of the Policy toolkit on this process within their natural environment. This contextual inquiry contributes to demonstrate how they perform their typical tasks and how the support received from the toolkit could contribute to their daily basis.

As previously mentioned, these validations will be carried out using prototypes which may have different degrees of maturity covering from the first version of the prototype, including the next releases until the final version. What is important for each intervention, where the presented prototype will be validated, is that the PolicyCloud toolkit should incorporate a complete piece of functionality (parts of the complete solution) in order to validate its quality, functionality and performance.

3. Validation of the final release of the PDT Toolkit

This final validation could be considered as a proof of use of the solution introduced within the PolicyCLOUD project. For this validation, we will convene the policy makers involved throughout the project and they will be able to use the PDT toolkit at their works in an unattended manner.

The idea of this final validation is to understand how the PolicyCLOUD toolkit integrates in their job practices and how they use the toolkit. To gather all the data and insights they will be interviewed to report the benefits, unexpected inconveniences and all the possible outcomes to be able to identify best practices and lessons learnt to achieve new improvements.

3.3 Overview of the setting up of an evaluation process

This section provides a brief overview of the general setting up of an evaluation process. The implementation of an evaluation is composed of three main steps: preparation, planning and execution and, the final stage: analysis and conclusions.

The **first step** is the preparation of the evaluation process. It considers the interventions to be carried out and has to determine the subject, the tools and methods proposed, the artifacts to be used, and the expected impacts, etc. In this step, ethical and legal issues have to be considered as their inclusion is an important topic in research involving human participants.

The **second stage** of the evaluation process is planning and execution. Timeline planning for this phase is guided by the development of the PolicyCLOUD Toolkit to support policy makers in the public policies development process. Therefore, the proposal is to carry out an evaluation each time the tool will be presented to the policy makers. At early stages of development, if the prototypes are not mature enough, mockups evaluations will be considered. Thus, it is seen that the timing depends on the maturity of the artefacts which will determine the best moment to perform the validation. In addition, the time window between evaluations will also be scheduled during the planning phase.

The **final step** of the process is the analysis and conclusions stage. The obtained results will aim to determine what to do next and to provide recommendations towards the technical activities of the project, regarding functional improvements, new considerations, etc.; and it will also help to determine if expected impacts may occur or not.

4 Use cases evaluation

In this chapter we will determine how to prepare the set-up environment for the different use cases evaluations and the peculiarities of each use case evaluation process, presenting the different adaptations and recommendations suggested by the users.

At this point in the project, it is still too early to define and plan the evaluations to be performed. However, for each use case, an identification of the most relevant policy makers, as well as their teams and stakeholders, have been done in order to convene the working groups for evaluation purposes.

4.1 Maggioli Use Case Evaluation

For the Maggioli use case, the primary policy makers who accepted our invitation to act as end users belong to the Lombardy Region. There will be two departments involved: (1) Simplification, Digital Transformation and Informative System Unit and (2) Integrated Urban security and Local Police Unit. Below we list the functions and main competences for both of them:

DG Education, University, Research, Innovation and Simplification - Simplification, Digital Transformation and Informative System Unit

- Coordination of relations and initiatives at regional, interregional and national level for the simplification and digitization of administrative processes and procedures in implementation of the Italian Digital Agenda and National Agenda for Simplification.
- Definition and implementation of the strategic program for the simplification and digital transformation in collaboration with the DG, the SIREG bodies, local and functional autonomies.
- Design and implementation of integrated, strategic and transversal projects regarding the simplification and digitization of administrative processes and procedures, in conjunction with the competent General Management, SIREG bodies and local and functional autonomies.
- Simplification of regional processes and procedures and reduction of regulatory burdens.
- Development of tools and methods for co-planning and co-designing IT services and applications.
- Enhancement of regional information assets for the reuse and development of innovative digital services and applications.
- Promotion of open government initiatives and projects.

DG Security - Integrated Urban security and Local Police Unit

- Agreements with central government bodies and local authorities for the development of interventions for fighting organized crime, territorial control and urban security.
- Implementation of Regional law No. 6/2015 “regional regulation of local police services and promotion of integrated urban security policies”.
- Training programs and projects developed through the enhancement of the Local Police Academy.
- Co-financing of urban security projects and promotion of associations between entities.
- Knowledge of the migratory phenomenon (ORIM) and policies to combat irregular immigration.
- Actions for the knowledge of criminal phenomena and the development of the culture of legality.

It is worth mentioning that in the second and third validation and demonstration phases activities we will involve policy makers from local authorities (under the Lombardy Region) as well. So far, we have received the confirmation from the following local authorities:

- Municipality of Corbetta – Urban Security Unit.
- Municipality of Bergamo – Urban Security Unit.
- Municipality of Martinengo – Urban Security Unit.
- Municipality of Olgiate Comasco – Urban Security Unit.
- Municipality of Rozzano – Urban Security Unit.
- Municipality of Cremona – Judicial Police - Protection of women and minors.

In the upcoming months, we will organise further co-creation sessions and workshops in order to raise awareness of the outcomes of the PolicyCloud project and engage with additional stakeholders at regional and local level.

4.2 Aragón Use Case Evaluation

For the Aragón Use Case, the primary policy makers identified are part of the Agri-Food Promotion and Innovation Division (Department of Agriculture of the Aragon Government). It would be very interesting to be able to count on the General Director and members of the team, since the functions entrusted to them and the lines of work established by this department are as follows:

- Market Organization Aid Service
- Agrifood Industrialization Service
- Agri-food Promotion and Quality Service
- Agri-food Quality Service: to promote active policies in the commercialization of agri-food products, encouraging their presence in the markets.
- Services for fruit and vegetable sector: provide Information on the fruit and vegetable sector. Fruit and vegetable producers' organizations. Aid and other procedures.
- Services for agricultural and food industries: planning and supervision of the industrialization of agricultural products in Aragon.
- Services for Agri-food promotion: Sponsorship Plans and Awards.
- Services for Agricultural processing companies (SAT): Information on agricultural processing companies (SAT) in Aragon.
- Services for local sale of agri-food products: Information on local sales modalities, agri-food products and requirements for their sale.
- Services for the wine sector: Information of interest for the vine and wine sector. Formalities on vineyards and the Wine Sector Market Information System. Legislation in force. Winegrowing Registry

For the moment their participation and involvement is being important in order to bring together the interests of the wine sector in Aragon and they are actively participating in the co-creation sessions.

4.3 Sofia Use Case Evaluation

Sofia Use Case focuses on areas, such as air quality, road infrastructure, urban environment, parking, transport, waste collection. Therefore, the primary policy makers identified are part of Sofia Municipality administration, working within units, responsible for the abovementioned focus areas. Other than Sofia Municipality central administration, there are 24 district administrations, which are responsible for policy making on a district level. Sofia also has several organizations, which are governed by Sofia City Council and are responsible for strategy making and project development. Below is a list of responsible entities, concerning definition, implementation and monitoring of policies:

- Air quality: directorate “Environment” and directorate “Climate, Energy and Air” within Sofia Municipality central administration, representatives from the district authorities and the Association for Development of Sofia, which is a non-government entity, established by the City Council
- Road infrastructure and urban environment
- Transport and parking: Directorate “Transport and Urban Mobility” within Sofia Municipality, representatives from the district authorities and Sofia Urban Mobility Centre, which is the municipal enterprise, responsible for mobility in Sofia
- Waste Collection: directorate “Waste Management and Control Activities” within Sofia Municipality

We plan also to consult with the Digitalization, Innovation and Economic Development department, responsible for implementation of digital and innovative solutions and improving the internal processes within the organization through innovation. Another organization we plan to consult is SofiaPlan, responsible for coordination of the strategic and planning documents of Sofia. The activities of SofiaPlan are governed by Sofia City Council.

4.4 London Use Case Evaluation

For the London Use Case, the primary policy makers identified are part of the London Borough of Camden organization (Department of Corporate services). The sub section of policy makers is governed by the head of strategy and the team consist of Policy, officers and designers who are involved in the following:

- Camden's Data Charter: Camden is consulting with residents about how we use and store data. The views of local residents will be used to help Camden write a set of policies and procedures for data usage in the future.
- Development Planning policies: Includes the Local Plan, Policies Map, Site Allocations Plan, Area Plans, North London Waste Plan and Camden Planning Policy Newsletter.
- Planning Policy - Monitoring, Data and Evidence: The Authority Monitoring Report, Retail Survey, and evidence base documents to support the production of the Camden Local Plan and other planning policy.
- Camden Council: Licensing Policy.
- Camden Council: The Council's Tenure Policy.

- Camden Council: Rent Policy.
- Camden Council: The Council's Tenancy or Landlord Policy.
- Camden Council: Parking Policy
- Camden Council: Pay Policy Statement.
- Camden Council: Decisions for issue Parking Policy Review.
- Camden Council: Parking Permit Policy.
- Camden Council: Landlord Policy Scrutiny Panel.
- Camden's Sex Establishment policy.

Camden also plans to consult fellow Policy makers from fellow local authorities in the second and third phase activities

- London Borough of Haringey.
- London Borough of Islington.

5 Conclusions

Determining the impact of the project and its contribution to the evidence-based policy implementation process is a challenging task. This document details the evaluation process presenting the proposed methodology, the evaluation methods within each phase of the project lifecycle, the expected impact and specific objectives they pursue. This methodology is common within the project; however the methods and tools to be used for the different use cases could be adapted to the peculiarities and diversity of each use case.

Next steps to be taken are to evaluate the user stories for each of the use cases with the identified policy makers, as an initial step towards carrying out the proposed impact assessments and validations. This will allow doing a revision of the use cases and determine how the PDT Toolkit behavior and functionalities will contribute to them.

To conclude, we must highlight that this deliverable is a good starting point to clarify how the evaluation process has been done since it presents the methodology to be used within the project, and lays the basis for the specific evaluations that will be covered in the next version of the document regarding the Use Cases Adaptation and Recommendation, month 26, which it will present the evaluations carried out within the project and its preliminary results and the last version of the document, month 36, which will include the Best Practices and Lessons Learned.

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