



Policy Cloud

Cloud for Data-Driven Policy Management

CLOUD FOR DATA-DRIVEN POLICY MANAGEMENT

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Abstract: This document is the second of the series of deliverables that will detail the evaluation process. In particular, this report details the outcomes of the evaluation of the PolicyCLOUD technologies and the benefits they provide to the use cases obtained in the co-creation & evaluation workshops. This document will feed back to the architecture specification

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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
NA	Not Answered

Contents

Versioning and Contribution History.....	2
Authors List	2
Abbreviations and Acronyms	3
Executive Summary.....	14
1 Introduction	15
1.1 Purpose and Scope	15
1.2 Summary of changes.....	15
1.3 Structure of the document.....	15
2 Public Policies Implementation Process	17
3 Evaluation and Recommendation Process.....	18
3.1 Evaluation Process Overview	18
3.2 Evaluation Methodology	19
3.2.1 Impact Analysis Assessment	21
3.2.2 Quality Validation Assessment.....	22
3.3 Overview of the setting up of an evaluation process	23
4 Use cases evaluation.....	24
4.1 Use Case 1 – Participatory policies against radicalization	24
4.2 Use Case 2 – Intelligent policies for the development of agrifood industry.....	25
4.3 Use Case 3 – Facilitating urban making and monitoring through crowdsourcing data analysis	26
4.4 Use Case 4 – Predictive analysis towards unemployment risks identification and policy making	26
5 Implementation of Evaluation Process.....	28
5.1 Introduction.....	28
5.2 Structure of co-creation workshops.....	28
5.3 Feedback questionnaire	29
6 Use case’s results.....	36
6.1 Use case 1. Participatory policies against radicalization (Maggioli).....	39
6.2 Use Case 2. Intelligent policies for the development of agrifood industry (Aragon)	49
6.3 Use Case 3. Facilitating urban policy making and monitoring through crowdsourcing data (Sofia)	59

6.4	Use Case 4. Predictive analysis towards unemployment risks identification and policy making (London).....	70
6.5	Summary.....	81
7	Conclusions.....	92
	References.....	93

List of Figures

Figure 1: Evaluation and recommendation cycle.....	20
Figure 2 - Evaluation phases.....	21
Figure 3 – Maggioli demo	36
Figure 4 – Aragon demo	36
Figure 5 – Sofia demo	37
Figure 6 – London demo	38
Figure 7 - Maggioli. Participation per gender.	39
Figure 8 - Maggioli. Years of Experience.....	39
Figure 9 - Maggioli. Role in Organization.....	39
Figure 10 - Maggioli. Resolving Questions.....	39
Figure 11 - Maggioli. Experience with Digital Platforms.	40
Figure 12 – Maggioli. Ease of Use	40
Figure 13 – Maggioli. User-Friendly.....	41
Figure 14 – Maggioli. Successful Performing tasks.....	41
Figure 15 – Maggioli. Performance	41
Figure 16 – Maggioli. Recommendation.....	41
Figure 17 - Maggioli. Ease of policies Creation	42
Figure 18 - Maggioli. Ease of KPIs Definition.....	42
Figure 19 - Maggioli. Ease of KPIs evaluation.....	42
Figure 20 - Maggioli. Clearness of Results.	43
Figure 21 - Maggioli. meeting my requirements.	43
Figure 22 - Maggioli. Frustrating experience.	43
Figure 23 - Maggioli. Ease of use.	44
Figure 24 - Maggioli. Too much time correcting things.	44
Figure 25 - Maggioli. Useful daily operations.....	44
Figure 26 - Maggioli. Decreasing of Workload.....	45
Figure 27 - Maggioli. Improvement of abilities.....	45
Figure 28 - Maggioli. Improvement of new ways to do job.....	45
Figure 29 - Maggioli. Better overview of the workflow.	46
Figure 30 - Maggioli. Improvement of situational awareness.....	46
Figure 31 - Maggioli. Useful for daily work.....	46
Figure 32 - Maggioli. Useful for daily work.....	47
Figure 33 - Maggioli. Ease of customizing displayed info.....	47
Figure 34 - Maggioli. Ease of reading displayed info	47
Figure 35 - Maggioli. Clearness of messages.	48
Figure 36 - Maggioli. Ease of finding information	48
Figure 37 - Maggioli. Training effort.....	48
Figure 38 – Aragon. Participation per Gender.	49
Figure 39 - Aragon. Years of Experience.....	49
Figure 40 - Aragon. Role in organization.....	49
Figure 41 - Aragon. Resolving Questions.	49

Figure 42 - Aragon. experience with Digital Platforms.	50
Figure 43 - Aragon. Ease of Use.	50
Figure 44 - Aragon. User-friendly.	50
Figure 45 - Aragon. Performance.	51
Figure 46 - Aragon. Successful performing tasks.	51
Figure 47 - Aragon. Recommendation.	51
Figure 48 - Aragon. Ease of policies creation.	52
Figure 49 - Aragon. Ease of KPIs definition.	52
Figure 50 - Aragon. Ease of KPIs Evaluation.	52
Figure 51 - Aragon. Clearness of Results.	52
Figure 52 - Aragon. Meeting my requirements.	53
Figure 53 - Aragon. Frustrating experience.	53
Figure 54 - Aragon. Ease of use.	53
Figure 55 - Aragon. Too much time correcting thing.	54
Figure 56 - Aragon. Useful daily operations.	54
Figure 57 - Aragon. Decreasing of Workload.	54
Figure 58 - Aragon. Improvement of abilities.	55
Figure 59 - Aragon. Improvement of new ways to do job.	55
Figure 60 - Aragon. Better overview of the Workflow.	55
Figure 61 - Aragon. Improvement of situational awareness.	56
Figure 62 - Aragon. Useful for daily work.	56
Figure 63 - Aragon. Display enough information.	56
Figure 64 - Aragon. Ease of customizing displayed info.	57
Figure 65 - Aragon. Ease of reading displayed info.	57
Figure 66 - Aragon. Clearness of messages.	57
Figure 67 - Aragon. Ease of Finding information.	58
Figure 68 - Aragon. Training effort.	58
Figure 69 - Sofia. Participation per gender.	59
Figure 70 - Sofia. Years of experience.	59
Figure 71 - Sofia. Role in organization.	59
Figure 72 - Sofia. Resolving questions.	59
Figure 73 - Sofia. Experience with digital platforms.	60
Figure 74 - Sofia. Ease of use.	61
Figure 75 - Sofia. User-friendly.	61
Figure 76 - Sofia. Successful performing tasks.	61
Figure 77 - Sofia. Performance.	62
Figure 78 - Sofia. Recommendation.	62
Figure 79. Sofia. Ease of policies creation.	62
Figure 80 - Sofia. Ease of KPIs definition.	63
Figure 81 - Sofia. Ease of KPIs evaluation.	63
Figure 82 - Sofia. Clearness of results.	63
Figure 83 - Sofia. Meeting my requirements.	64
Figure 84 - Sofia. Frustrating experience.	64

Figure 85 - Sofia. Ease of use.....	64
Figure 86 - Sofia. Too much time correcting things.....	65
Figure 87 - Sofia. Useful daily operations.....	65
Figure 88 - Sofia. Decreasing of Workload.	65
Figure 89 - Sofia. Improvement of abilities.	66
Figure 90 - Sofia. Improvement of new ways to do job.	66
Figure 91 - Sofia. Better overview of the workflow.....	66
Figure 92 - Sofia. Improvement of situational awareness	67
Figure 93 - Sofia. Useful for daily work	67
Figure 94 - Sofia. Display enough information.....	67
Figure 95 - Sofia. Ease of customizing displayed info.	68
Figure 96 - Sofia. Ease of reading displayed info.	68
Figure 97 - Sofia. Clearness of messages.	68
Figure 98 - Sofia. Ease of finding information.	69
Figure 99 - Sofia. Training effort.....	69
Figure 100. London. Participation per gender.....	70
Figure 101 - London. Years of experience.....	70
Figure 102 - London. Role in organization.	70
Figure 103 - London. Resolving questions.	70
Figure 104 - London. Experience with digital platforms.....	71
Figure 105 - London. Ease of Use.....	72
Figure 106. London. User-friendly.	72
Figure 107 - London. Successful performing tasks.....	72
Figure 108 - London. Performance.	73
Figure 109 - London. Recommendation.....	73
Figure 110 - London. Ease of policies creation.....	73
Figure 111 - London. Ease of KPIs definition.	74
Figure 112 - London. Ease of KPIs evaluation.....	74
Figure 113 - London. clearness of results.....	74
Figure 114 - London. Meeting my requirements.	74
Figure 115 - London. Frustrating experience.....	75
Figure 116 - London. Ease of Use.....	75
Figure 117 - London. Too much time correcting things.	75
Figure 118 - London. Useful daily operations.....	76
Figure 119 - London. Decreasing of Workload.....	76
Figure 120 - London. Improvement of abilities.....	76
Figure 121 - London. Improvement of new ways to do job.....	77
Figure 122 - London. Better overview of the workflow.	77
Figure 123 - London. Improvement of situational awareness.	77
Figure 124 - London. Useful for daily work.....	78
Figure 125 - London. display enough information.....	78
Figure 126 - London. ease of customizing displayed info.....	78
Figure 127 - London. Ease of reading displayed info.....	79

Figure 128 - London. clearness of messages.....	79
Figure 129 - London. Ease of finding information.....	79
Figure 130 - London. Training effort.....	80
Figure 131 - Participation per gender.....	81
Figure 132 - Years of experience.....	81
Figure 133 - Role in organization.....	81
Figure 134 - Resolving questions.....	81
Figure 135 - Experience with digital platforms.....	82
Figure 136 - Ease of Use.....	83
Figure 137 - User-friendly.....	83
Figure 138 - Successful performing tasks.....	83
Figure 139 - Performance.....	84
Figure 140 - Recommendation.....	84
Figure 141 - Ease of policies creation.....	85
Figure 142 - Ease of KPIs definition.....	85
Figure 143 - Ease of KPIs evaluation.....	85
Figure 144 - Clearness of results.....	85
Figure 145 - Meeting my requirements.....	86
Figure 146 - Frustrating experience.....	86
Figure 147 - Ease of use.....	86
Figure 148 - Too much time correcting things.....	87
Figure 149 - Useful daily operations.....	87
Figure 150 - Decreasing of Workload.....	87
Figure 151 - Improvement of abilities.....	88
Figure 152 - Improvement of new ways to do job.....	88
Figure 153 - Better overview of the Workflow.....	88
Figure 154 - Improvement of situational awareness.....	89
Figure 155 - Useful for daily work.....	89
Figure 156 - Display enough information.....	89
Figure 157 - Ease of customizing displayed info.....	90
Figure 158 - Ease of reading displayed info.....	90
Figure 159 - Clearness of messages.....	90
Figure 160 - EASE of finding information.....	91
Figure 161 - Training effort.....	91

List of Tables

TABLE 1 - General Agenda Co-Creation Workshops	29
TABLE 2 - Feedback Questionnaire. Preliminary Questions	29
TABLE 3 - Feedback Questionnaire. Requirement evaluation	30
TABLE 4 - Feedback Questionnaire. Platform Evaluation.....	31
TABLE 5 - Feedback Questionnaire. Policy evaluation.....	31
TABLE 6 - UMUX Questionnaire. Scenario Evaluation.....	34
TABLE 7 - UMUX Questionnaire. Ease of Use	35
TABLE 8 - Maggioli. Participation per Gender.....	39
TABLE 9 - Maggioli. Years of Experience.....	39
TABLE 10 - Maggioli. Role in Organization.....	39
TABLE 11 - Maggioli. Resolving Questions.....	39
TABLE 12 - Maggioli. Experience with Digital Platforms	40
TABLE 13 - Maggioli. Ease of Use.....	40
TABLE 14 - Maggioli. User-Friendly	41
TABLE 15 - Maggioli. Successful performing Tasks.....	41
TABLE 16 - Maggioli. Performance.....	41
TABLE 17 - Maggioli. Recommendation	41
TABLE 18 - Maggioli. Ease of policies Creation	42
TABLE 19 - Maggioli. Ease of KPIs Definition.....	42
TABLE 20 - Maggioli. Ease of KPIs Evaluation.....	42
TABLE 21 - Maggioli. Clearness of Results.....	43
TABLE 22 - Maggioli. Meeting my Requirements	43
TABLE 23 - Maggioli. Frustrating experience	43
TABLE 24 - Maggioli. Ease of Use.....	44
TABLE 25 - Maggioli. Too much time correcting things	44
TABLE 26 - Maggioli. Useful daily operations.....	44
TABLE 27 - Maggioli. decreasing of Workload	45
TABLE 28 - Maggioli. Improvement of abilities.....	45
TABLE 29 - Maggioli. improvement of new ways to do job.....	45
TABLE 30 - Maggioli. Better overview of the Workflow.....	46
TABLE 31 - Maggioli. Improvement of situational awareness.....	46
TABLE 32 - Maggioli. Useful for daily work.....	46
TABLE 33 - Maggioli. Display enough information.....	47
TABLE 34 - Maggioli. Ease of customizing displayed info.....	47
TABLE 35 - Maggioli. Ease of reading displayed info.....	47
TABLE 36 - Maggioli. Clearness of Messages	48
TABLE 37 - Maggioli. Ease of finding information.....	48
TABLE 38 - Maggioli. Training effort.....	48
TABLE 39 - Aragon. Participation per Gender.....	49
TABLE 40 - Aragon. Years of Experience.....	49
TABLE 41 - Aragón. Role in organization.....	49

TABLE 42 - Aragón. Resolving questions.....	49
TABLE 43 - Aragon. Experience with digital platforms.....	50
TABLE 44 - Aragon. Ease of use	50
TABLE 45 - Aragon. User-Friendly.....	50
TABLE 46 - Aragon. Successful performing tasks.....	51
TABLE 47 - Aragon. Performance	51
TABLE 48 - Aragon. Recommendation	51
TABLE 49 - Aragon. Ease of Policies creation.....	52
TABLE 50 - Aragon. Ease of KPIs Definition.....	52
TABLE 51 - Aragon. Ease of KPIs Evaluation.....	52
TABLE 52 - Aragon. Clearness of results.....	52
TABLE 53 - Aragon. Meeting my requirements	53
TABLE 54 - Aragon. Frustrating experience.....	53
TABLE 55 - Aragon. Ease of Use	53
TABLE 56 - Aragon. Too much time correcting things	54
TABLE 57 - Aragon. Useful daily operations.....	54
TABLE 58 - Aragon. Decreasing of Workload	54
TABLE 59 - Aragon. Improvement of abilities	55
TABLE 60 - Aragon. Improvement of new ways to do job.....	55
TABLE 61 - Aragon. Better overview of the Workflow.....	55
TABLE 62 - Aragon. Improvement of situational awarenes.....	56
TABLE 63 - Aragon. Useful for daily work	56
TABLE 64 - Aragon. Display enough information.....	56
TABLE 65 - Aragon. Ease of customizing displayed info.....	57
TABLE 66 - Aragon. Ease of reading displayed info.....	57
TABLE 67 - Aragon. Clearness of messages	57
TABLE 68 - Aragon. Ease of finding information	58
TABLE 69 - Aragon. Training effort.....	58
TABLE 70 - Sofia. Participation per gender.....	59
TABLE 71 - Sofia. Years of Experience	59
TABLE 72 - Sofia. Role in organization.....	59
TABLE 73 - Sofia. Resolving questions.....	59
TABLE 74 - Sofia. Experience with digital platforms	60
TABLE 75 - Sofia. Ease of use.....	61
TABLE 76 - Sofia. User-friendly	61
TABLE 77 - Sofia. Successful performing tasks.....	61
TABLE 78 - Sofia. Performance	62
TABLE 79 - Sofia. Recommendation.....	62
TABLE 80 - Sofia. Ease of policies creation	62
TABLE 81 - Sofia. Ease of KPIs creation	63
TABLE 82 - Sofia. Ease of KPIs evaluation.....	63
TABLE 83 - Sofia. Clearness of results	63
TABLE 84 - Sofia. Meeting my requirements	64

TABLE 85 - Sofia. Frustrating experience.....	64
TABLE 86 - Sofia. Ease of use.....	64
TABLE 87 - Sofia. Too much time correcting things.....	65
TABLE 88 - Sofia. Useful daily operations.....	65
TABLE 89 - Sofia. Decreasing of Workload	65
TABLE 90 - Sofia. Improvement of abilities	66
TABLE 91 - Sofia. Improvement of new ways to do job.....	66
TABLE 92 - Sofia. Better overview of the Workflow.....	66
TABLE 93 - Sofia. Improvement of situational awareness	67
TABLE 94 - Sofia. Useful for daily work	67
TABLE 95 - Sofia. Display enough information	67
TABLE 96 - Sofia. Ease of customizing displayed info	68
TABLE 97 - Sofia. Ease of reading displayed info	68
TABLE 98 - Sofia. Clearness of messages	68
TABLE 99 - Sofia. Ease of finding information	69
TABLE 100 - Sofia. Training Effort.....	69
TABLE 101 - London. Participation per gender	70
TABLE 102 - London. Years of experience	70
TABLE 103 - London. Role in organization	70
TABLE 104 - London. Resolving questions	70
TABLE 105 - London. Experience with Digital platforms.....	71
TABLE 106 - London. Ease of use	72
TABLE 107 - London. User-friendly	72
TABLE 108 - London. Successful performing tasks	72
TABLE 109 - London. Performance	73
TABLE 110 - London. recommendation	73
TABLE 111 - London. Ease of policies creation.....	73
TABLE 112 - London. Ease of KPIs definition	74
TABLE 113 - London. ease of KPIs evaluation.....	74
TABLE 114 - London. Clearness of results.....	74
TABLE 115 - London. Meeting my requirements	74
TABLE 116 - London. Frustrating experience.....	75
TABLE 117 - London. Ease of use	75
TABLE 118 - London. Too much time correcting things	75
TABLE 119 - London. Useful daily operations.....	76
TABLE 120 - London. Decreasing of Workload.....	76
TABLE 121 - London. Improvement of abilities.....	76
TABLE 122 - London. Improvement of new ways to do job.....	77
TABLE 123 - London. Better overview of the Workflow.....	77
TABLE 124 - London. Improvement of situational awareness.....	77
TABLE 125 - London. Useful for daily work	78
TABLE 126 - London. Display enough information.....	78
TABLE 127 - London. ease of customizing displayed info.....	78

TABLE 128 - London. Ease of reading displayed info.....	79
TABLE 129 - London. Clearness of messages.....	79
TABLE 130 - London. Ease of finding information.....	79
TABLE 131 - London. Training effort.....	80
TABLE 132 - Participation per gender.....	81
TABLE 133 - Years of experience.....	81
TABLE 134 - Role in organization.....	81
TABLE 135 - Resolving questions.....	81
TABLE 136 - Experience with digital platforms.....	82
TABLE 137 - Ease of use.....	83
TABLE 138 - User-friendly.....	83
TABLE 139 - Successful performing tasks.....	83
TABLE 140 - Performance.....	84
TABLE 141 - Recommendation.....	84
TABLE 142 - Ease of policies creation.....	85
TABLE 143 - Ease of KPIs definition.....	85
TABLE 144 - Ease of KPIs evaluation.....	85
TABLE 145 - Clearnes of results.....	85
TABLE 146 - Meeting my requirements.....	86
TABLE 147 - Frustrating experience.....	86
TABLE 148 - Ease of use.....	86
TABLE 149 - Too much time correcting things.....	87
TABLE 150 - Useful daily operations.....	87
TABLE 151 - Decreasing of Workload.....	87
TABLE 152 - Improvement of abilities.....	88
TABLE 153 - Improvement of new ways to do job.....	88
TABLE 154 - Better overview of the Workflow.....	88
TABLE 155 - Improvement of situational awareness.....	89
TABLE 156 - Useful for daily work.....	89
TABLE 157 - Display enough information.....	89
TABLE 158 - Ease of customizing displayed info.....	90
TABLE 159 - Ease of reading displayed info.....	90
TABLE 160 - Clearness of messages.....	90
TABLE 161 - Ease of finding information.....	91
TABLE 162 - Training effort.....	91

Executive Summary

This document is the second of the series of deliverables that will detail the evaluation process. In particular, this report details the outcomes of the evaluation of the PolicyCLOUD technologies and the benefits they provide to the use cases obtained in the co-creation & evaluation workshops. This document will feed back to the architecture specification.

D6.14 explains the implementation of the evaluation methodology differentiating between Impact Analysis (IA) evaluations and Quality Validations (QV). The implementation has been carried out during different workshops for each use case.

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 most important improvement from Deliverable D6.5 is the implementation and the results of the evaluation for the different uses cases. The impact analysis reported by the policy makers, highlights that the main problems they face, are lack of data, inaccurate data and lack of standards. This is a major barrier to implementing new policies in any field. In addition, data is decentralised and fragmented and very difficult to access. All this makes the quality of data very low and unreliable.

In general, we have obtained valuable feedback from the point of view of quality assessment of the platform. This feedback will guide the technical developments during 2022. Indicatively, some of the feedback we have received request for the environment to have the capability to export results, to provide more than one graph or type of graphs per scenario, to enable the comparison of information, to provide better labelling and data explicability, and to translate the environment into the local language.

1 Introduction

1.1 Purpose and Scope

The purpose of this document is to present the results of the evaluation process, it is a continuation of the deliverable D6.5 [10] and completes the work carried out in D6.12 [11]. The deliverable provides the initial results of the evaluation, which tries to validate the innovative tools and modules developed within the project, specifically the Policy Development Toolkit (PDT) and the use cases scenarios. Different statistics have been performed to analyse the different use cases and the PDT and a summary or conclusions has been generated that will be shared with other WPs to take into account Policy Makers feedback.

This second document provides the initial results of the evaluation process carried out on the current version of the platform and the scenarios. The final evaluation results will be produced at the end of the project and presented in D6.15, the final version of this document, due in December 2022.

1.2 Summary of changes

The executive summary, the introduction, and the overall organization of the text have been updated in this version. Following the assessment technique for the various scenarios, a general description of how the evaluation process was implemented within the co-creation meetings is presented. Finally, the various outcomes gathered are written down, as well as the various conclusions and policy makers comments. The abovementioned is covered in sections 0, 6, and 7, which are brand-new sections in this document.

1.3 Structure of the document

The document is structured as follows:

Initially, section 2 “Public Policies Implementation Process” provides 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.

Section 3 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 PolicyCLOUD PDT, will contribute to this function and to what extent.

In section 4, the Use Cases Evaluation section, the particularities for the evaluation of each case of use will be defined. Section 0 explains how the evaluation was implemented during the co-creation sessions for each of the use cases. Section 6 presents the various outcomes collected for each of the use cases and includes a summary of the overall results.

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 to identify for each use case 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 enable the detection of 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 evidence.

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, the policy makers involved in the project will convene and they will be able to use the PDT toolkit for their work 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 determines 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 step** 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, we carry out an evaluation each time the tool is presented to the policy makers. At early stages of development, until the prototypes are mature enough, mockups evaluations are considered. Thus, it is seen that the timing depends on the maturity of the artefacts which determines the best moment to perform the validation. In addition, the time window between evaluations is scheduled during the planning phase.

The **final step** of the process is the analysis and conclusions stage. The obtained results 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 also help to determine if expected impacts may occur or not.

4 Use cases evaluation

In this chapter, results gathered from the feedback questionnaires of the different workshops will be presented, thus receiving the opinion of policy makers and their conclusions.

After these evaluations, a set of recommendations will be given to improve the different use case scenarios presented and address the performance in the following iterations. More details on these scenarios can be obtained in D6.12 [11].

4.1 Use Case 1 – Participatory policies against radicalization

For Use Case 1, participatory policies against radicalization (Maggioli), the primary policy makers who accepted our invitation to act as end users belong to the Lombardy Region. Below we list the functions and main competences of participants:

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 Use Case 2 – Intelligent policies for the development of agrifood industry

For the Use Case 2, Intelligent policies for the development of agrifood industry (Aragon), the primary policy makers identified are part of the Agrifood 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
- Agri-food 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.

Their participation and involvement are important to bring together the interests of the wine sector in Aragon. They are actively participating in the co-creation sessions.

4.3 Use Case 3 – Facilitating urban making and monitoring through crowdsourcing data analysis

Use Case 3, facilitating urban making and monitoring through crowdsourcing data analysis (Sofia), 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 Use Case 4 – Predictive analysis towards unemployment risks identification and policy making

For the Use Case 4, Predictive analysis towards unemployment risks identification and policy making (London) 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 the fellow policy makers from fellow local authorities in the second and third phase activities listed below:

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

5 Implementation of Evaluation Process

5.1 Introduction

In this document the tools used to implement the evaluation process will be explained. The evaluation process has been developed during the co-creation meetings held in December 2021 for the different use cases. The information received from the different co-creation meetings at that time, has been described in deliverable 6.12.

5.2 Structure of co-creation workshops

Quality Validation 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.

Methods uses in those sessions are:

- **Mockup validations**
- **Survey**

Along 2021, different tools have been implemented to facilitate policy Makers the new policy development. These tools have been presented in different workshops described in Deliverable 6.12 structured as below:

Slot	Description	Length
#1	Welcoming	5 min
#2	PolicyCLOUD at glance <ul style="list-style-type: none">• Brief project introduction: goals, consortium, offered services, key stakeholders, pilot use cases• Importance of co-creation workshops	10 min
#3	Presentation of the use case + demo session <ul style="list-style-type: none">• Description of different use cases• Detailed explanation of the specific use cases• Demo session: instruments and visualizations available for the first scenarios• Current implementation status• Plan for the next months	30 min
#4	Open discussion <ul style="list-style-type: none">• Moderate discussion with the participants about the PolicyCLOUD platform: first impressions, questions	30 min
#5	Follow-up questionnaire <ul style="list-style-type: none">• Feedback and recommendations• Evaluation (technical, business...)	30 min

	Wrap up and meeting closure <ul style="list-style-type: none"> Summary and next steps 	5 min
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TABLE 1 - GENERAL AGENDA CO-CREATION WORKSHOPS

5.3 Feedback questionnaire

To extract a clear opinion from policy makers about the different use cases, the following questionnaire was developed. The objective through this feedback was to classify and identify the type of each user.

Preliminary questions	
1.	Gender <div style="float: right;"> <input type="checkbox"/> Female <input type="checkbox"/> Male </div>
2.	What is your role within the organisation? <div> <input type="checkbox"/> Policy maker <input type="checkbox"/> Data Analyst <input type="checkbox"/> Domain Expert <input type="checkbox"/> Consultant <input type="checkbox"/> Other (please specify): </div>
3.	How many years of experience do you have in your profession? <div> <input type="checkbox"/> Less than 1 year <input type="checkbox"/> Between 2 and 5 years <input type="checkbox"/> Between 6 and 10 years <input type="checkbox"/> More than 10 years </div>
4.	If you have questions in your daily routine, how do you get answers? (Several answers possible) <div> <input type="checkbox"/> I ask peers <input type="checkbox"/> I ask team members <input type="checkbox"/> I am a member of a professional group, where I can ask <input type="checkbox"/> I am registered on a digital platform for professionals, where I can ask <input type="checkbox"/> I take a look on the internet <input type="checkbox"/> Other (please specify): </div>
5.	Do you have experience with digital platforms? <div> <input type="checkbox"/> Not at all <input type="checkbox"/> Relatively few <input type="checkbox"/> More or less <input type="checkbox"/> Quite a lot <input type="checkbox"/> Very much </div>

TABLE 2 - FEEDBACK QUESTIONNAIRE. PRELIMINARY QUESTIONS

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. In this process we will analyze the requirements expected.

Requirement evaluation	
6.	According to your experience, what are the most common problems policy makers faces in their daily operation?
7.	According to your experience, what is the information that lack policy makers in handling evidence-based policies mostly?
8.	What do you think that an online platform would support policy makers to handle better with the mentioned problems?

TABLE 3 - FEEDBACK QUESTIONNAIRE. REQUIREMENT EVALUATION

As a next point the Quality Validation assessment of the different elements of the system is performed. QV interventions are a questionnaire 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.

Platform evaluation	
9.	How easy to use is the PolicyCLOUD platform?
	<input type="checkbox"/> Very easy <input type="checkbox"/> Moderately easy <input type="checkbox"/> Slightly easy <input type="checkbox"/> Not at all easy
10.	How user-friendly is the system interface?
	<input type="checkbox"/> Very user-friendly <input type="checkbox"/> Moderately user-friendly <input type="checkbox"/> Slightly user-friendly <input type="checkbox"/> Not at all user-friendly
11.	How successful is the PolicyCLOUD platform in performing the intended tasks?
	<input type="checkbox"/> Very successful <input type="checkbox"/> Moderately successful <input type="checkbox"/> Slightly successful <input type="checkbox"/> Not at all successful
12.	How can we improve PolicyCLOUD platform?
13.	Overall, are you satisfied with the performance of the PolicyCLOUD platform?

	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Moderately satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Not at all satisfied
14.	How likely are you going to recommend PolicyCLOUD to other colleagues from your organisation and/or other public organisations?
	<input type="checkbox"/> Very likely <input type="checkbox"/> Moderately likely <input type="checkbox"/> Slightly likely <input type="checkbox"/> Not at all likely

TABLE 4 - FEEDBACK QUESTIONNAIRE. PLATFORM EVALUATION

Policy evaluation	
15.	How easy is to create a Policy Model using the PolicyCLOUD platform?
	<input type="checkbox"/> Very easy <input type="checkbox"/> Moderately easy <input type="checkbox"/> Slightly easy <input type="checkbox"/> Not at all easy
16.	How easy is to define KPIs using the PolicyCLOUD platform?
	<input type="checkbox"/> Very easy <input type="checkbox"/> Moderately easy <input type="checkbox"/> Slightly easy <input type="checkbox"/> Not at all easy
17.	How easy is to assess the KPIs using the PolicyCLOUD platform?
	<input type="checkbox"/> Very easy <input type="checkbox"/> Moderately easy <input type="checkbox"/> Slightly easy <input type="checkbox"/> Not at all easy
18.	How clear are the results (visualisations) of the evaluation of the policies?
	<input type="checkbox"/> Very clear <input type="checkbox"/> Moderately clear <input type="checkbox"/> Slightly clear <input type="checkbox"/> Not at all clear
19.	Any other comment/suggestion you would like to share with us?

TABLE 5 - FEEDBACK QUESTIONNAIRE. POLICY EVALUATION

One of the main points of the QV is the UMUX part.

UMUX Questionnaire

ESCENARIO Evaluation Perceived usefulness	
20.	This system's capabilities meet my requirements.
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
21.	Using this system is a frustrating experience.
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
22.	This system is easy to use.
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
23.	I have to spend too much time correcting things with this system
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
24.	Overall, the system is useful for daily operations
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
25.	The system decreases my workload (if negative, implies added effort due to the system)



	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
26.	The system improves the chance to do something that make use of my abilities
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
27.	The system improves the chance to develop new and better ways to do the job
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
28.	The system gives a good overview of the workflow
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
29.	The system improves my level of situational awareness
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
30.	[BUILDING BLOCK XXX] is useful for my daily work (replace [] by use case relevant activity - e.g., Checking part availability through the system is useful for my daily work]
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat

- ☐ I disagree
☐ I strongly disagree

TABLE 6 - UMUX QUESTIONNAIRE. SCENARIO EVALUATION

	Ease of use
31.	The system displays an appropriate amount of information
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
32.	Customizing the displayed information is easy
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
33.	The information displayed is easy to read in all conditions
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
34.	Messages for interaction with the user are clear and easily comprehensible
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
35.	It's easy to find the information that I need



	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
36.	Getting used to the system was easy (training effort was low)
	<input type="checkbox"/> I strongly agree <input type="checkbox"/> I agree <input type="checkbox"/> I agree somewhat <input type="checkbox"/> undecided / neutral <input type="checkbox"/> I disagree somewhat <input type="checkbox"/> I disagree <input type="checkbox"/> I strongly disagree
37.	What would you do to improve the tool?

TABLE 7 - UMUX QUESTIONNAIRE. EASE OF USE

6 Use case's results

In this chapter the evaluation results of the different uses cases are presented. In the use case 1 “Participatory policies against radicalization” (Maggioli), the second co-creation an evaluation workshop was held on 2nd December 2021. During the event, the PolicyCLOUD project, the different scenarios developed in collaboration with Lombardy region in their current status of implementation, including the available visualizations were presented. During the workshop, it was evaluated scenario A (Radicalization incidents), which has been fully implemented

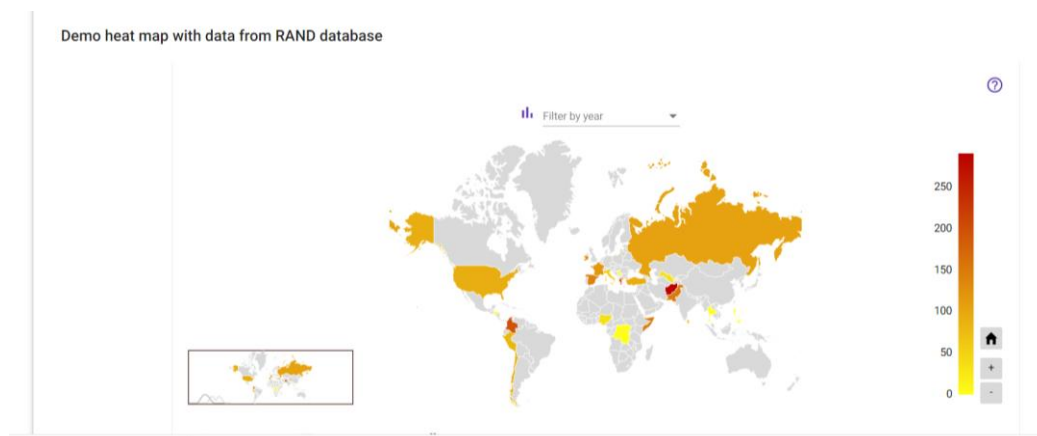


FIGURE 3 – MAGGIOLI DEMO

In the use case 2 “Intelligent policies for the development of agrifood industry” (Aragon), the workshop was held on 28th November, 2021 in Zaragoza. During the event, it was evaluated scenario B (Opinions on social media), which has been already implemented and different mockups of the other uses cases.

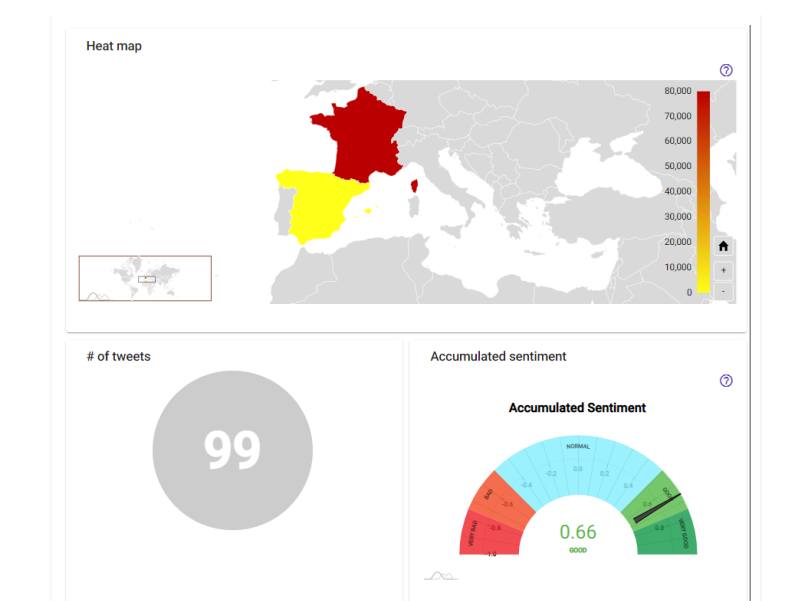


FIGURE 4 – ARAGON DEMO

In the use case 3 “Facilitating urban policy making and monitoring through crowdsourcing data analysis” (Sofia) the workshop was held 13th December 2021. A week before the event, it was sent to the participants:

- The questionnaire for the evaluation and a brief overview of the aspects of the system we would like to discuss in more detail together.
- A link to Sofia’s and Maggioli’s demos, so that they could have more time to experience the platform themselves, get acquainted with the available functionalities, and get a better idea of the focus of the webinar.

During the event, it was evaluated scenario A (Road infrastructure) based on the demos available.

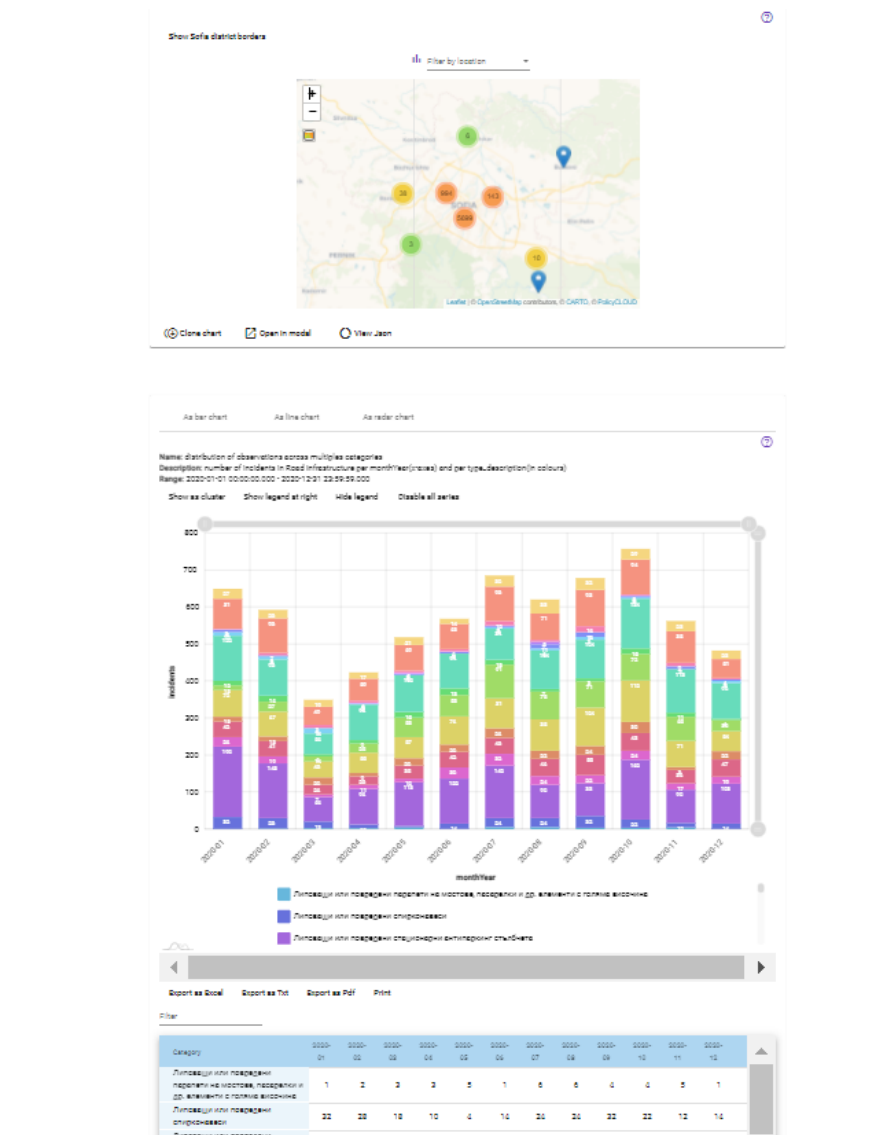


FIGURE 5 – SOFIA DEMO

Finally, use case 4 “Predictive analysis towards unemployment risks identification and policy making” (London) the workshop was held on December,2021 in London, scenario A (Analysis of statistics) was evaluated based on the demos available.

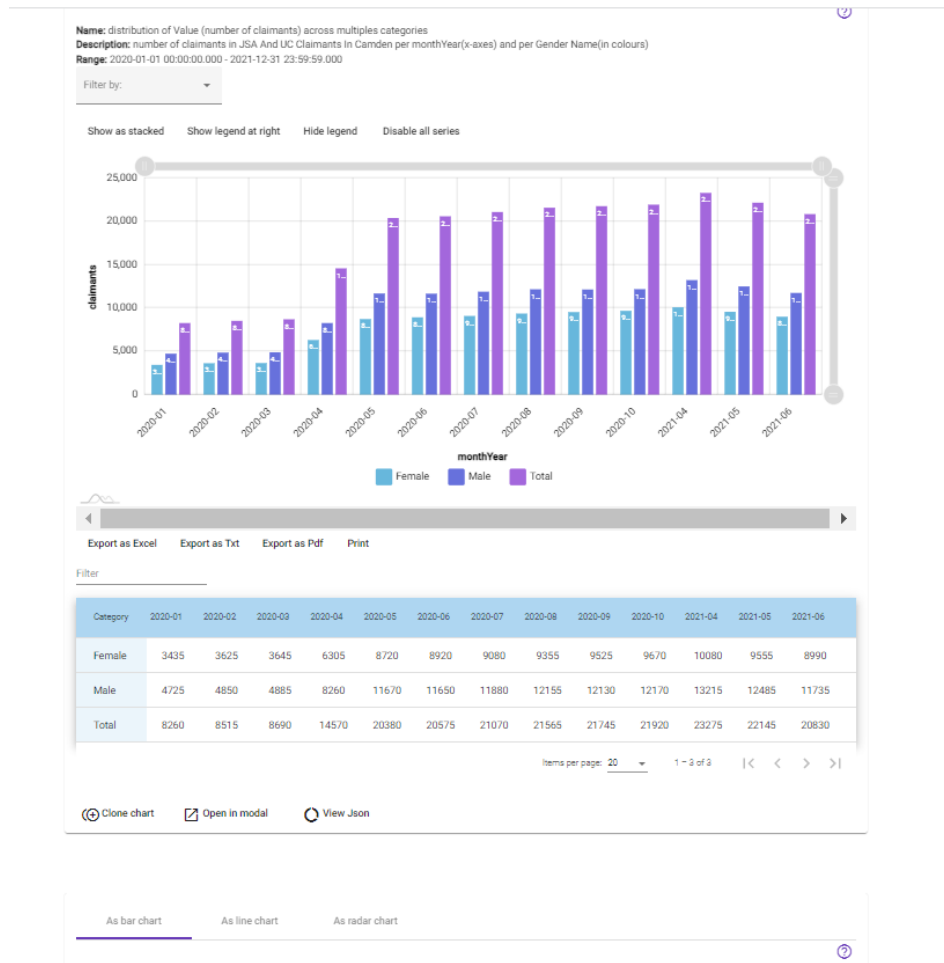


FIGURE 6 – LONDON DEMO

6.1 Use case 1. Participatory policies against radicalization (Maggioli)

Participation per gender	
	# Participants
Male	9
Female	1
Total	10

TABLE 8 - MAGGIOLI.

PARTICIPATION PER GENDER

Preliminary questions

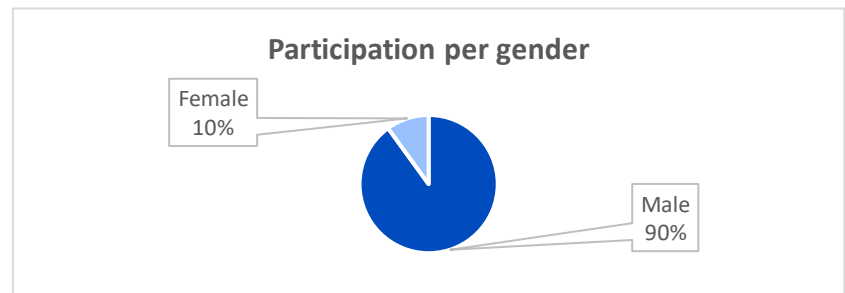


FIGURE 7 - MAGGIOLI. PARTICIPATION PER GENDER.

Years of experience	
	# Participants
<= 1 year	0
2 -5 years	2
6 -10 years	4
> 10 years	4

TABLE 9 - MAGGIOLI. YEARS OF EXPERIENCE

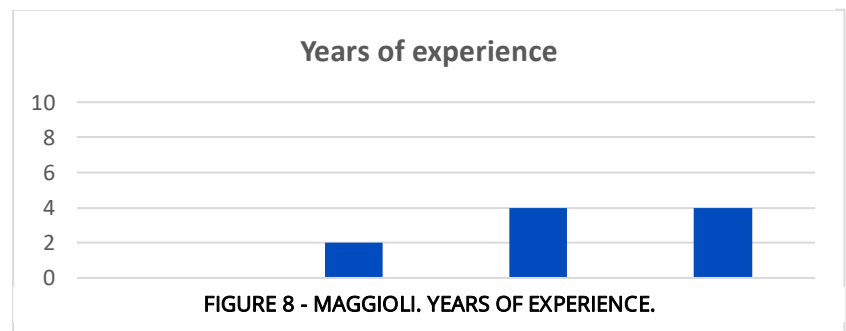


FIGURE 8 - MAGGIOLI. YEARS OF EXPERIENCE.

Role in organization	
Role	# Participants
Policy Makers	6
Data Analyst	0
Domain Expert	4
Consultant	0
Other	0

TABLE 10 - MAGGIOLI. ROLE IN ORGANIZATION

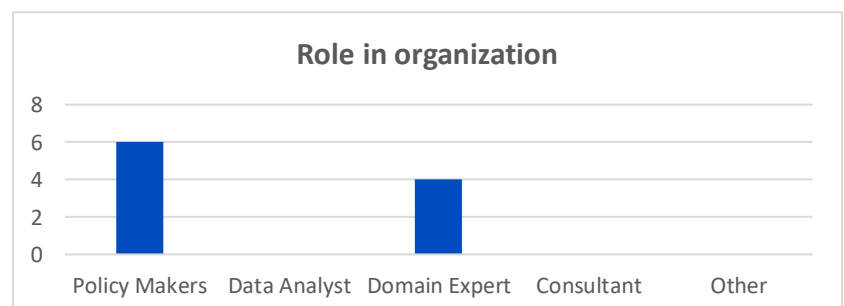


FIGURE 9 - MAGGIOLI. ROLE IN ORGANIZATION

Resolving questions	
	#Participants
Peers	8
Team Members	2
Professional group	0
Digital Platform	0
Look in Internet	0
Other	0

TABLE 11 - MAGGIOLI. RESOLVING QUESTIONS

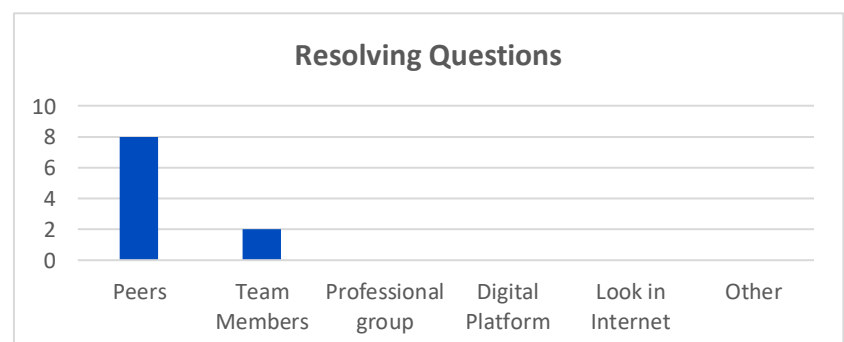


FIGURE 10 - MAGGIOLI. RESOLVING QUESTIONS.

Experience with Digital Platforms	
	# Participants
Not at all	0
Relatively few	3
More or less	2
Quite a lot	4
Very much	1

TABLE 12 - MAGGIOLI. EXPERIENCE WITH DIGITAL PLATFORMS

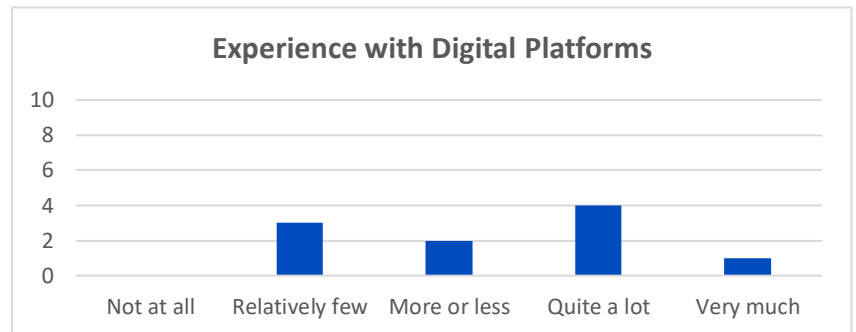


FIGURE 11 - MAGGIOLI. EXPERIENCE WITH DIGITAL PLATFORMS.

Requirement evaluation

What are the most common problems policy makers face in their daily operation?

- Lack of sufficient, up-to-date, systematic data in a machine-readable format is a key challenge preventing policy makers from implementing more data-driven policies.
- Data is mainly fragmented, inaccessible or difficult to access.
- Difficult to rely on to make high quality analysis.
- Lack of coordination between the different stakeholders, especially between entities with different decision powers.

What is the information that lack policy makers in handling evidence-based policies?

- Data is not always available in a standardised format.
- Need for a centralised / single entry-point system to collect various sources of data that can be shared among different entities.

Opinion about creating an online platform to support policy makers

- Possibility to make use of advanced analytics and visualisation capabilities.
- Possibility to automate many operations that currently are done manually.
- Possibility to integrate data from different sources and formats.
- Possibility to share data between different groups/departments/entities in a standardized format.

Policy Cloud Platform evaluation

Ease of use	
	# Participants
Very easy	4
Moderately easy	6
Slightly easy	0
Not at all easy	0

TABLE 13 - MAGGIOLI. EASE OF USE

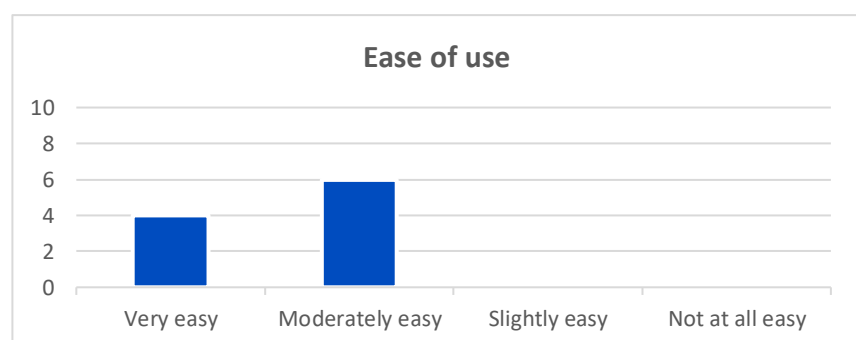


FIGURE 12 – MAGGIOLI. EASE OF USE

User-friendly	
	# Participants
Very user-friendly	3
Moderately user-friendly	7
Slightly user-friendly	0
Not at all user-friendly	0

TABLE 14 - MAGGIOLI. USER-FRIENDLY

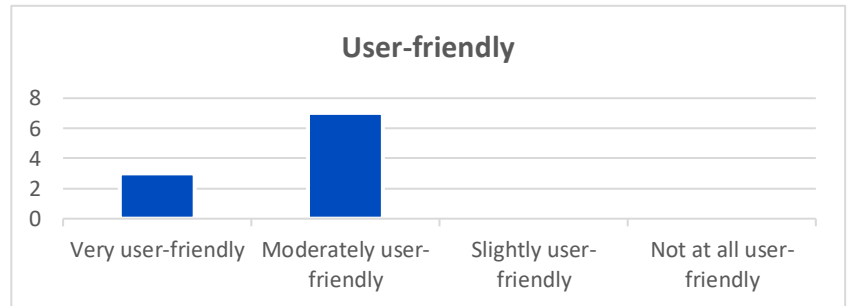


FIGURE 13 - MAGGIOLI. USER-FRIENDLY

Successful performing tasks	
	# Participants
Very successful	2
Moderately successful	8
Slightly successful	0
Not at all successful	0

TABLE 15 - MAGGIOLI. SUCCESSFUL PERFORMING TASKS

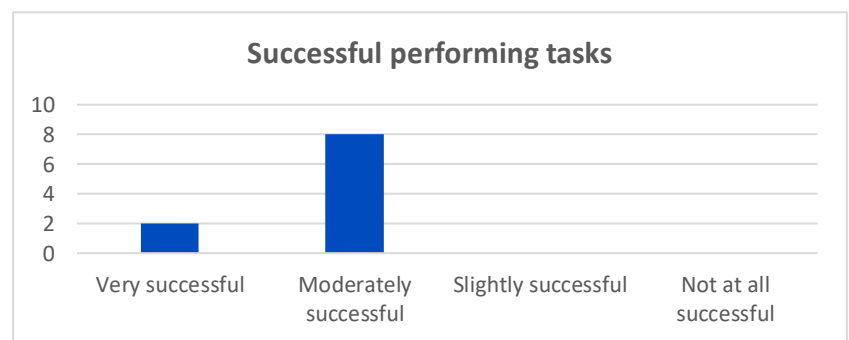


FIGURE 14 - MAGGIOLI. SUCCESSFUL PERFORMING TASKS

Performance	
	# Participants
Very satisfied	3
Moderately satisfied	7
Slightly satisfied	0
Not at all satisfied	0

TABLE 16 - MAGGIOLI. PERFORMANCE

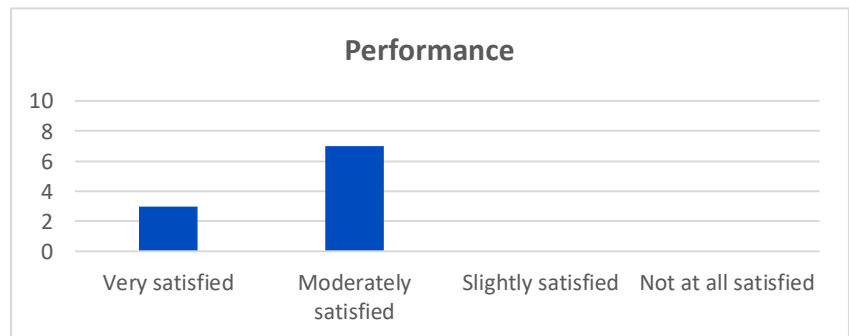


FIGURE 15 - MAGGIOLI. PERFORMANCE

Recommendation	
	# Participants
Very likely	5
Moderately likely	4
Slightly likely	0
Not at all likely	0

TABLE 17 - MAGGIOLI. RECOMMENDATION

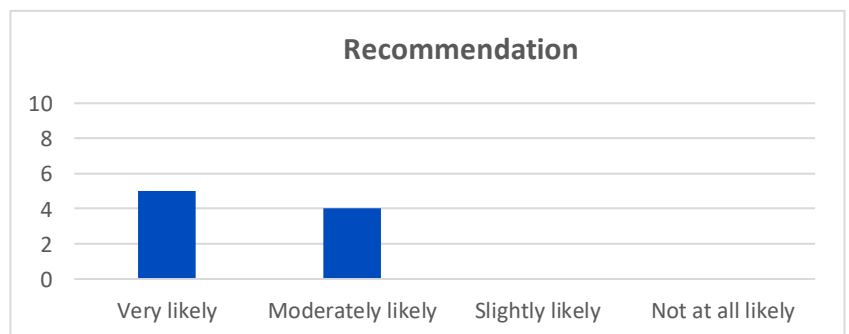


FIGURE 16 - MAGGIOLI. RECOMMENDATION

Improvements for PolicyCLOUD platform

- Many of the participants said they would like to see the integration of all scenarios running and have a demo account to play with the platform before they recommend any additional features to be added at this stage.
- Include exporting capabilities of the evaluation reporting with the visualisations.
- Include the possibility to have more than one graph visualised per scenario in order to allow for comparative analysis of the results.
- Increase knowledge exchange between the public entities that are partners in the project and possible with other entities that would like to test it before they decide to acquire a license of use.

Policy evaluation

Ease of Policies Creation	
	# Participants
Very easy	2
Moderately easy	6
Slightly easy	2
Not at all easy	0

TABLE 18 - MAGGIOLI. EASE OF POLICIES CREATION

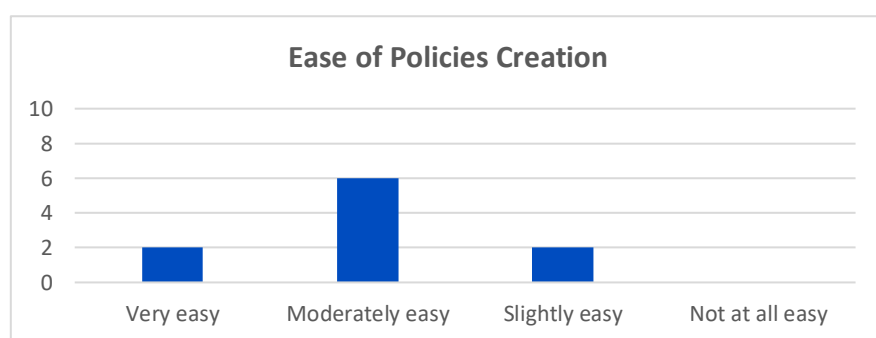


FIGURE 17 - MAGGIOLI. EASE OF POLICIES CREATION

Ease of KPIs Definition	
	# Participants
Very easy	3
Moderately easy	4
Slightly easy	2
Not at all easy	0
NA	1

TABLE 19 - MAGGIOLI. EASE OF KPIS DEFINITION.

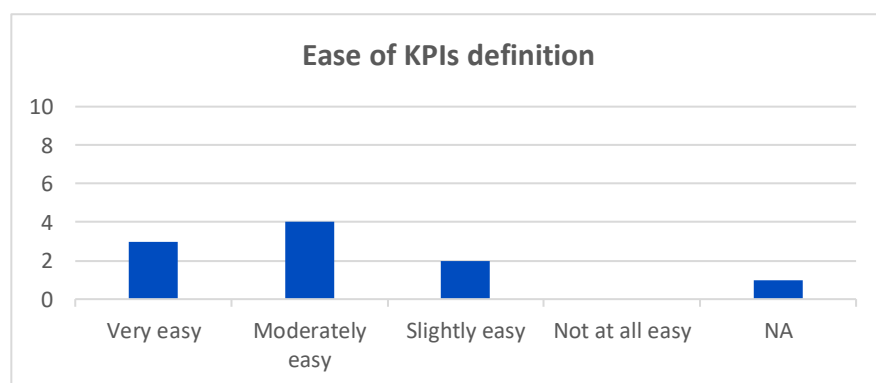


FIGURE 18 - MAGGIOLI. EASE OF KPIS DEFINITION.

Ease of KPIs evaluation	
	# Participants
Very easy	4
Moderately easy	3
Slightly easy	3
Not at all easy	0

TABLE 20 - MAGGIOLI. EASE OF KPIS EVALUATION

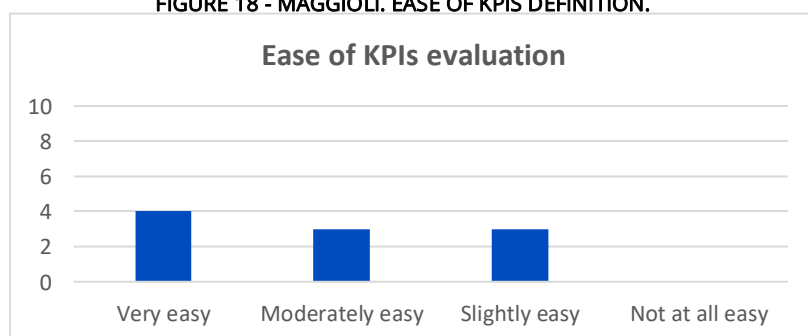


FIGURE 19 - MAGGIOLI. EASE OF KPIS EVALUATION.

Clearness of results	
	# Participants
Very clear	7
Moderately clear	3
Slightly clear	0
Not at all clear	0

TABLE 21 - MAGGIOLI. CLEARNESS OF RESULTS

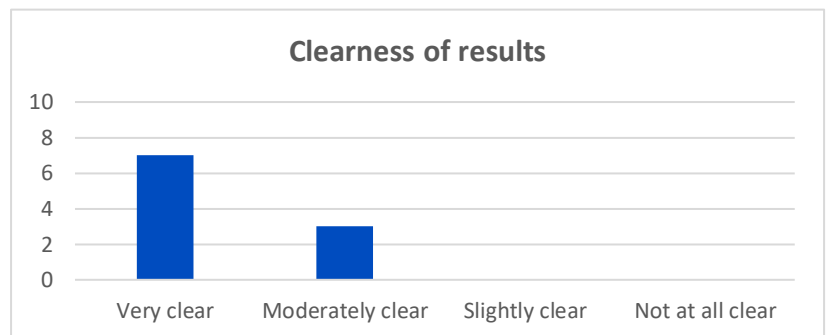


FIGURE 20 - MAGGIOLI. CLEARNESS OF RESULTS.

UMUX Questionnaire – Scenario evaluation

Meeting my requirements	
	# Participants
Strongly Agree	1
Agree	3
Agree somewhat	4
Neutral	2
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 22 - MAGGIOLI. MEETING MY REQUIREMENTS

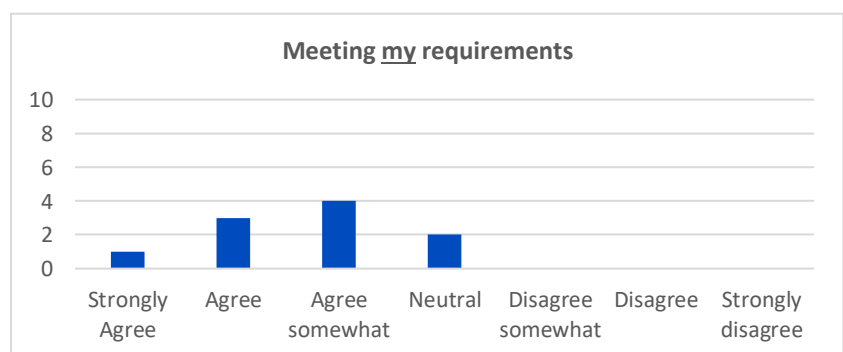


FIGURE 21 - MAGGIOLI. MEETING MY REQUIREMENTS.

Frustrating experience	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	7
Strongly disagree	3

TABLE 23 - MAGGIOLI. FRUSTATING EXPERIENCE

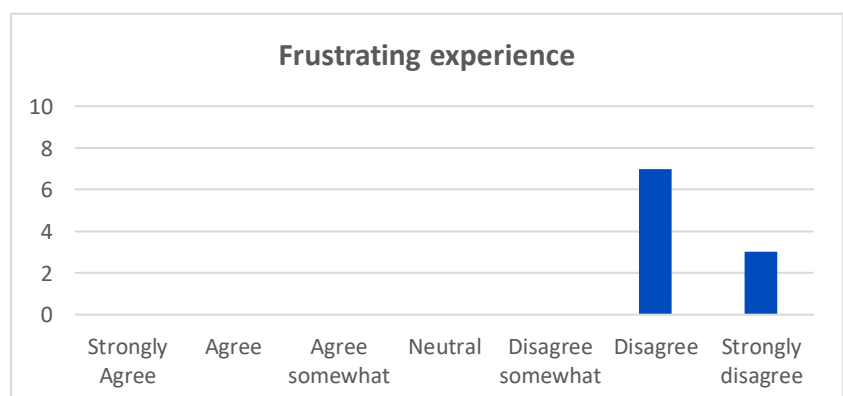


FIGURE 22 - MAGGIOLI. FRUSTATING EXPERIENCE.

Ease of use	
	# Participants
Strongly Agree	4
Agree	4
Agree somewhat	2
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 24 - MAGGIOLI. EASE OF USE

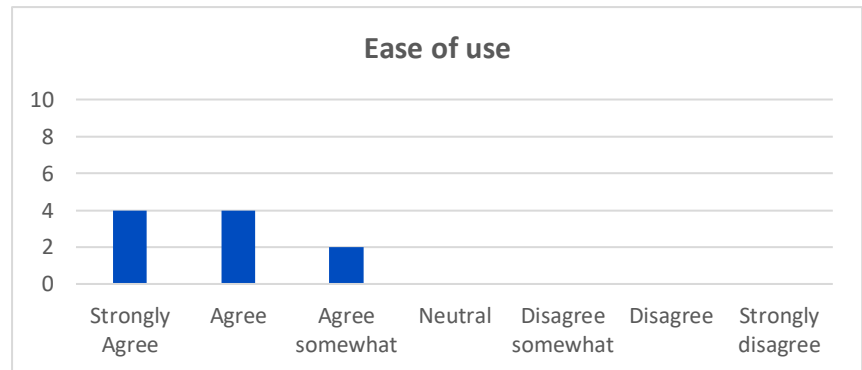


FIGURE 23 - MAGGIOLI. EASE OF USE.

Too much time correcting things	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	8
Strongly disagree	2

TABLE 25 - MAGGIOLI. TOO MUCH TIME CORRECTING THINGS

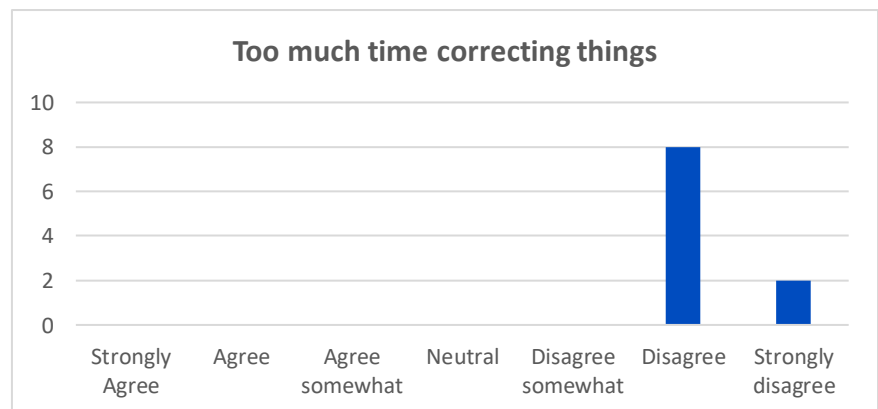


FIGURE 24 - MAGGIOLI. TOO MUCH TIME CORRECTING THINGS.

Useful daily operations	
	# Participants
Strongly Agree	3
Agree	7
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 26 - MAGGIOLI. USEFUL DAILY OPERATIONS

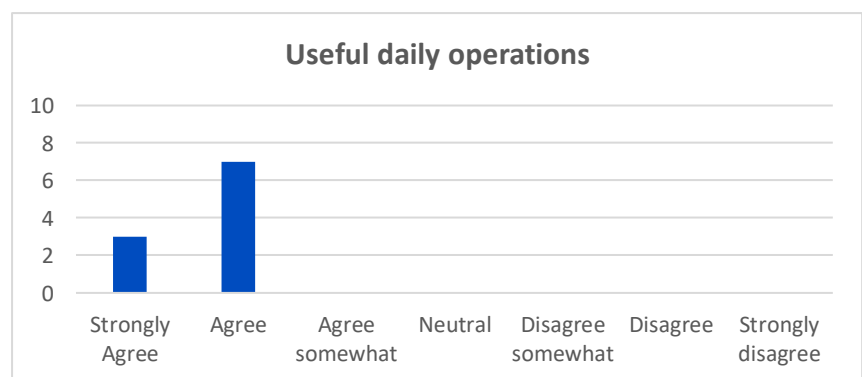


FIGURE 25 - MAGGIOLI. USEFUL DAILY OPERATIONS.

Decreasing of Workload	
	# Participants
Strongly Agree	7
Agree	2
Agree somewhat	1
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 27 - MAGGIOLI. DECREASING OF WORKLOAD

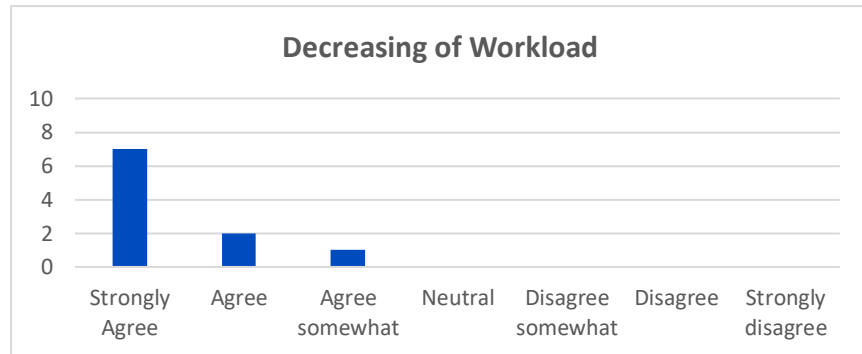


FIGURE 26 - MAGGIOLI. DECREASING OF WORKLOAD.

Improvement of abilities	
	# Participants
Strongly Agree	8
Agree	1
Agree somewhat	1
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 28 - MAGGIOLI. IMPROVEMENT OF ABILITIES

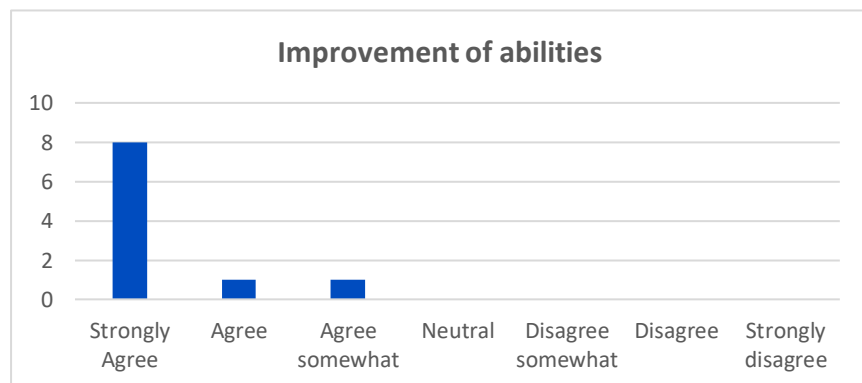


FIGURE 27 - MAGGIOLI. IMPROVEMENT OF ABILITIES

Improvement of new ways to do job	
	# Participants
Strongly Agree	9
Agree	1
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 29 - MAGGIOLI. IMPROVEMENT OF NEW WAYS TO DO JOB

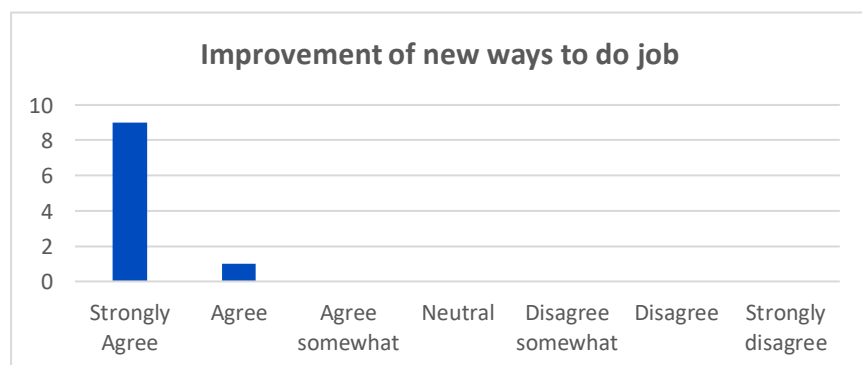


FIGURE 28 - MAGGIOLI. IMPROVEMENT OF NEW WAYS TO DO JOB.

Better overview of the Workflow	
	# Participants
Strongly Agree	8
Agree	2
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 30 - MAGGIOLI. BETTER OVERVIEW OF THE WORKFLOW

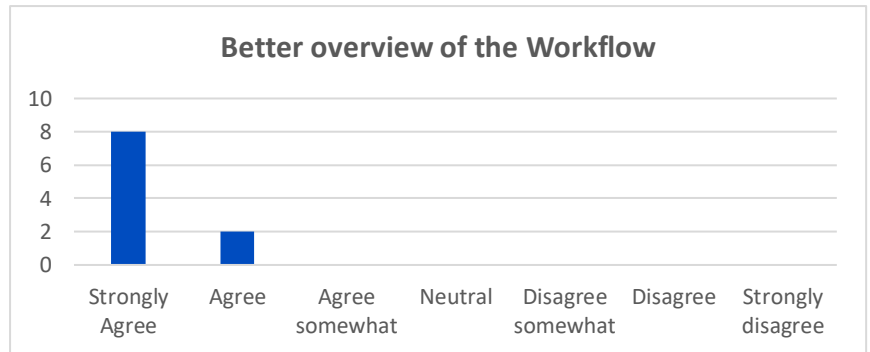


FIGURE 29 - MAGGIOLI. BETTER OVERVIEW OF THE WORKFLOW.

Improvement of situational awareness	
	# Participants
Strongly Agree	3
Agree	5
Agree somewhat	2
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 31 - MAGGIOLI. IMPROVEMENT OF SITUATIONAL AWARENESS

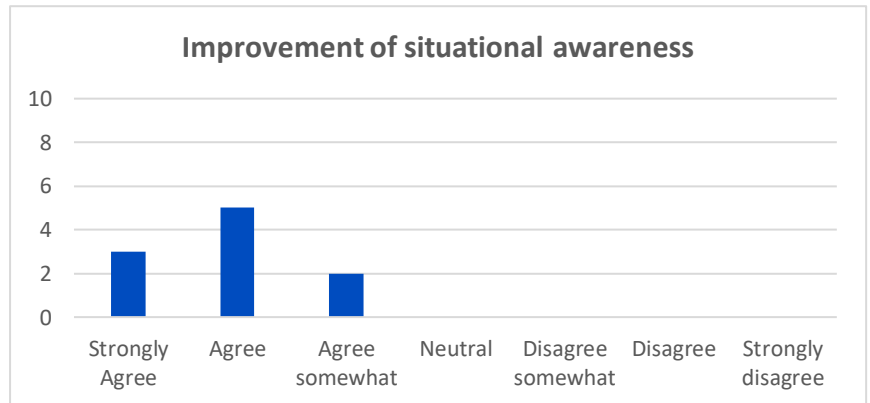


FIGURE 30 - MAGGIOLI. IMPROVEMENT OF SITUATIONAL AWARENESS

Useful for daily work	
	# Participants
Strongly Agree	8
Agree	2
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 32 - MAGGIOLI. USEFUL FOR DAILY WORK

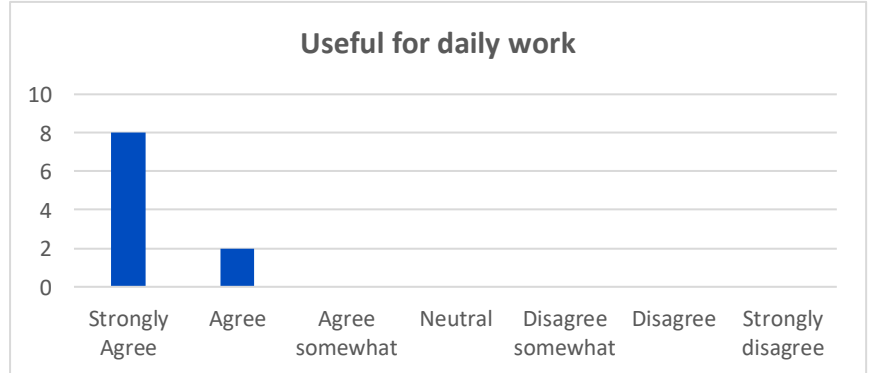


FIGURE 31 - MAGGIOLI. USEFUL FOR DAILY WORK.

UMUX Questionnaire – Ease of use

Display enough information	
	# Participants
Strongly Agree	1
Agree	7
Agree somewhat	2
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 33 - MAGGIOLI. DISPLAY ENOUGH INFORMATION

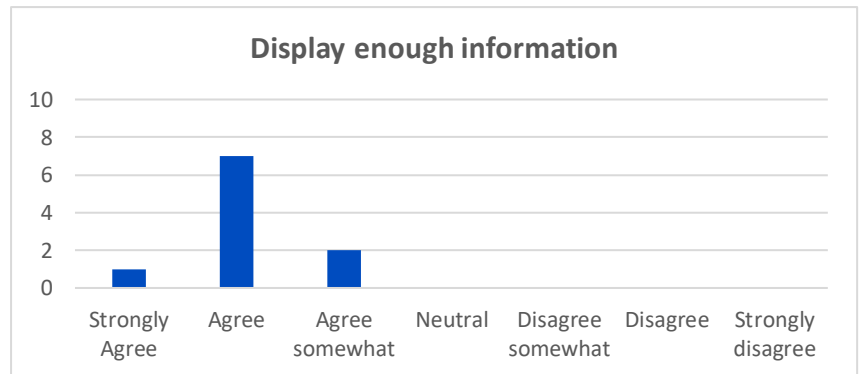


FIGURE 32 - MAGGIOLI. USEFUL FOR DAILY WORK.

Ease of customizing displayed info	
	# Participants
Strongly Agree	1
Agree	4
Agree somewhat	5
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 34 - MAGGIOLI. EASE OF CUSTOMIZING DISPLAYED INFO

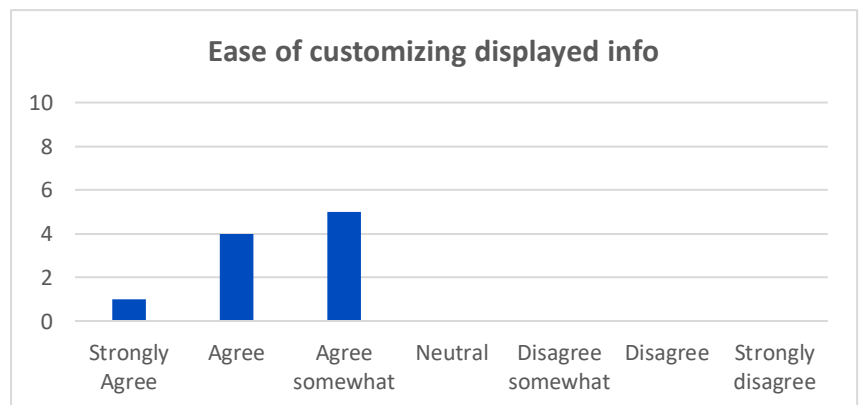


FIGURE 33 - MAGGIOLI. EASE OF CUSTOMIZING DISPLAYED INFO.

Ease of reading displayed info	
	# Participants
Strongly Agree	8
Agree	2
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 35 - MAGGIOLI. EASE OF READING DISPLAYED INFO

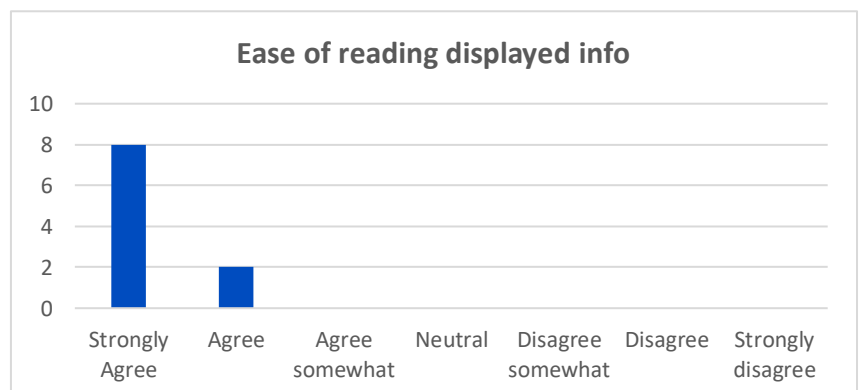


FIGURE 34 - MAGGIOLI. EASE OF READING DISPLAYED INFO

Clearness of messages	
	# Participants
Strongly Agree	7
Agree	3
Agree somewhat	0
Neutral	0
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 36 - MAGGIOLI. CLEARNESS OF MESSAGES

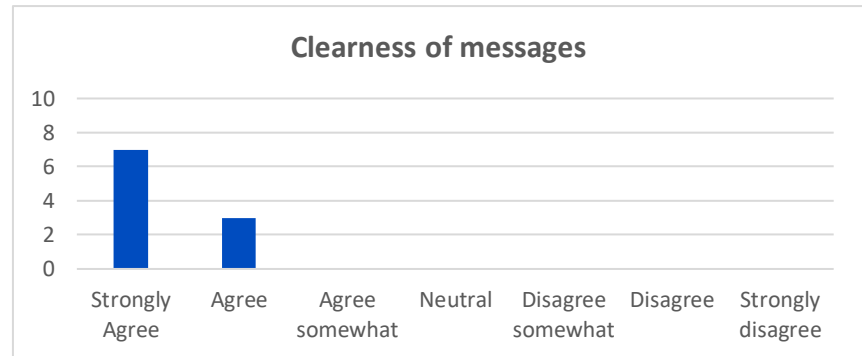


FIGURE 35 - MAGGIOLI. CLEARNESS OF MESSAGES.

Ease of finding information	
	# Participants
Strongly Agree	0
Agree	7
Agree somewhat	2
Neutral	1
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 37 - MAGGIOLI. EASE OF FINDING INFORMATION

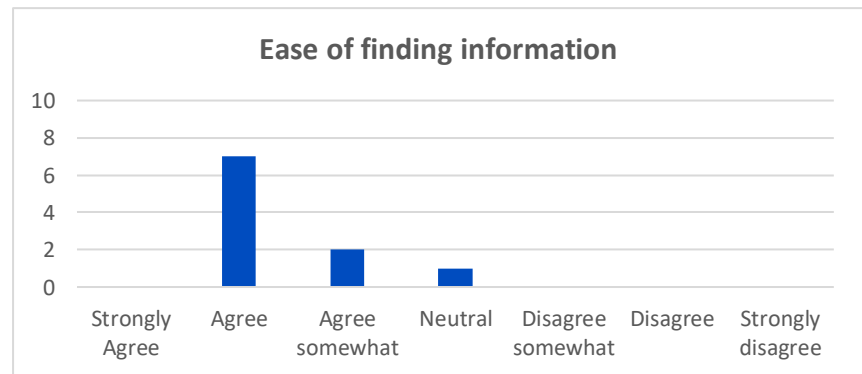


FIGURE 36 - MAGGIOLI. EASE OF FINDING INFORMATION

Training effort	
	# Participants
Strongly Agree	1
Agree	3
Agree somewhat	3
Neutral	2
Disagree somewhat	0
Disagree	0
Strongly disagree	0
NS/NC	1

TABLE 38 - MAGGIOLI. TRAINING EFFORT

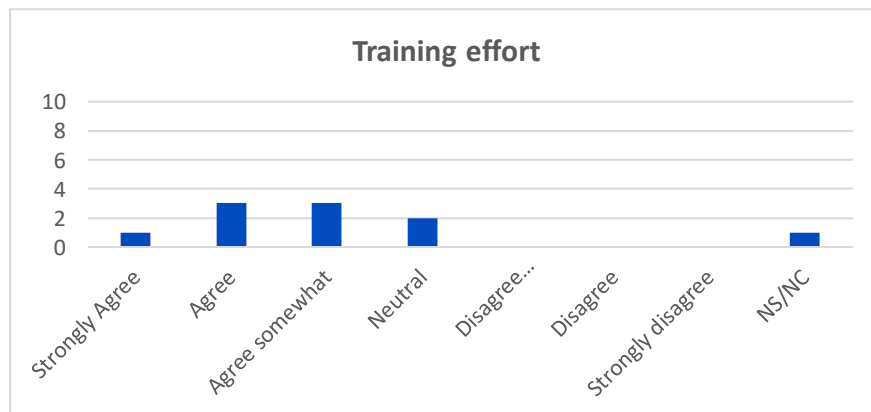


FIGURE 37 - MAGGIOLI. TRAINING EFFORT

6.2 Use Case 2. Intelligent policies for the development of agrifood industry (Aragon)

Preliminary questions

Participation per gender	
	# Participants
Male	12
Female	8
Total	20

TABLE 39 - ARAGON. PARTICIPATION PER GENDER

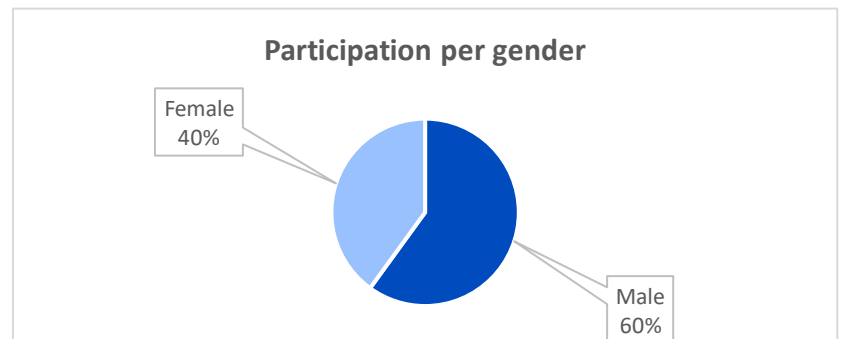


FIGURE 38 - ARAGON. PARTICIPATION PER GENDER.

Years of experience	
	# Participants
<= 1 year	2
2 -5 years	7
6 -10 years	5
> 10 years	6

TABLE 40 - ARAGON. YEARS OF EXPERIENCE

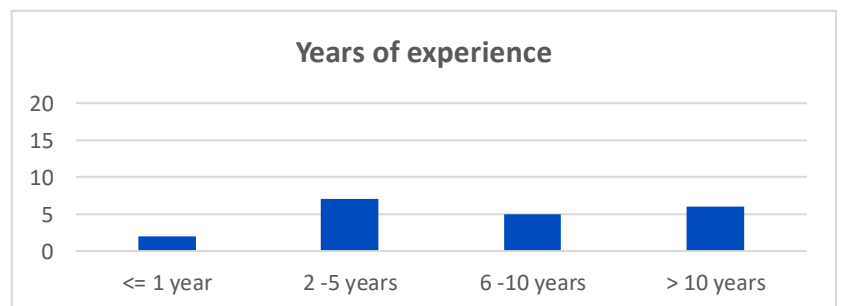


FIGURE 39 - ARAGON. YEARS OF EXPERIENCE.

Role in organization	
Role	# Participants
Policy Makers	5
Data Analyst	3
Domain Expert	10
Consultant	0
Other	2

TABLE 41 - ARAGÓN. ROLE IN ORGANIZATION

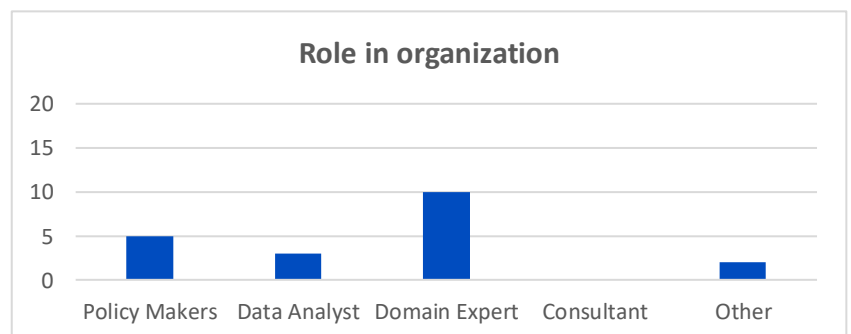


FIGURE 40 - ARAGON. ROLE IN ORGANIZATION.

Resolving questions	
	#Participants
Peers	10
Team Members	4
Professional group	0
Digital Platform	0
Look in Internet	6
Other	0

TABLE 42 - ARAGÓN. RESOLVING QUESTIONS

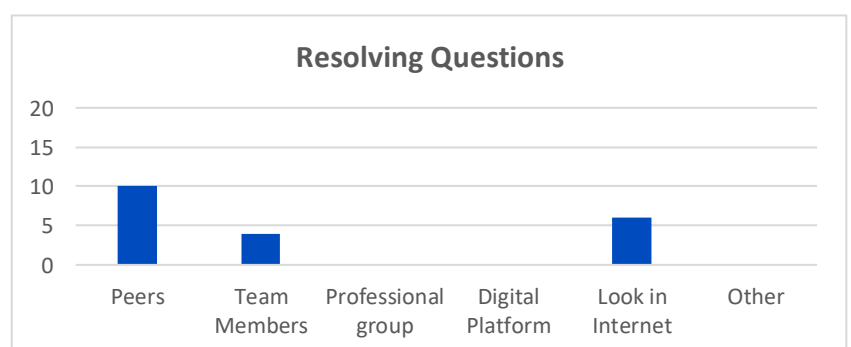


FIGURE 41 - ARAGON. RESOLVING QUESTIONS.

Experience with Digital Platforms	
	# Participants
Not at all	0
Relatively few	2
More or less	9
Quite a lot	10
Very much	0

TABLE 43 - ARAGON. EXPERIENCE WITH DIGITAL PLATFORMS

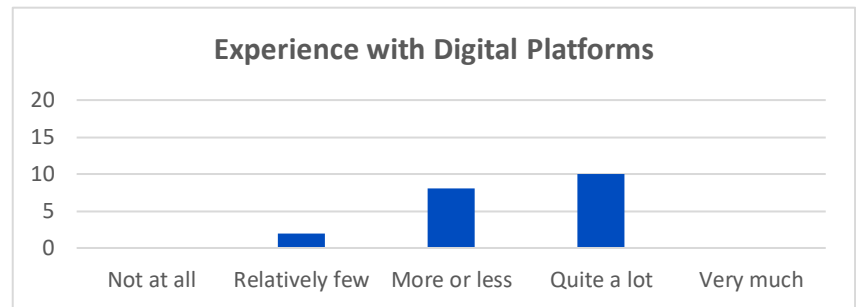


FIGURE 42 - ARAGON. EXPERIENCE WITH DIGITAL PLATFORMS.

Requirement evaluation

What are the most common problems policy makers face in their daily operation?

- Lack of data, coexistence among data.
- Data are very distributed, and it is difficult to find correlations.
- Difficult access to data.

What is the information that lack policy makers in handling evidence-based policies?

- Data is not always available in a standardise format.
- Centralization and communication.

Opinion about creating an online platform to support policy makers

- It improves the way to access information and share it.
- It makes it easier to work with data.

PolicyCLOUD Platform evaluation

Ease of use	
	# Participants
Very easy	0
Moderately easy	13
Slightly easy	5
Not at all easy	2

TABLE 44 - ARAGON. EASE OF USE

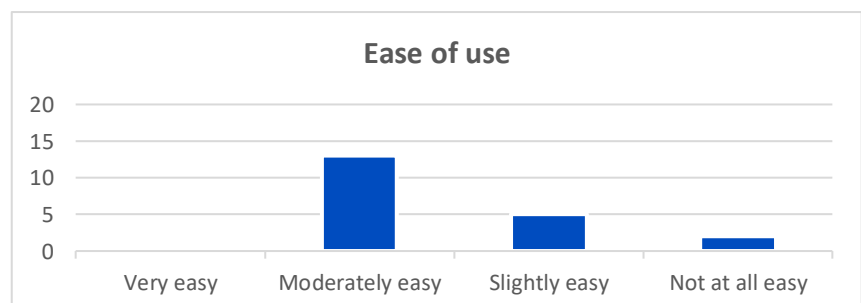


FIGURE 43 - ARAGON. EASE OF USE.

User-friendly	
	# Participants
Very user-friendly	0
Moderately user-friendly	10
Slightly user-friendly	8
Not at all user-friendly	2

TABLE 45 - ARAGON. USER-FRIENDLY

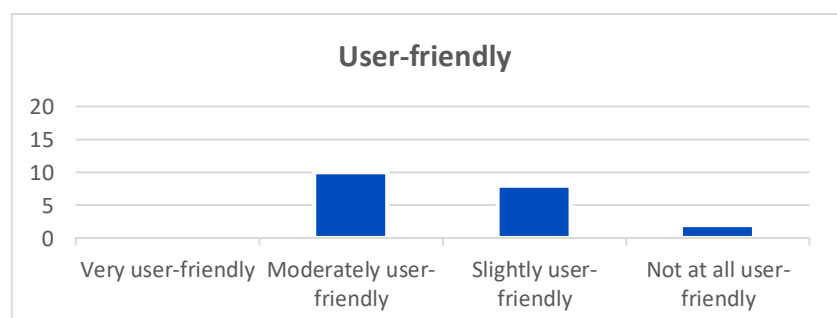


FIGURE 44 - ARAGON. USER-FRIENDLY.

Successful performing tasks	
	# Participants
Very successful	1
Moderately successful	2
Slightly successful	7
Not at all successful	6
Too early to say	4

TABLE 46 - ARAGON. SUCCESSFUL PERFORMING TASKS

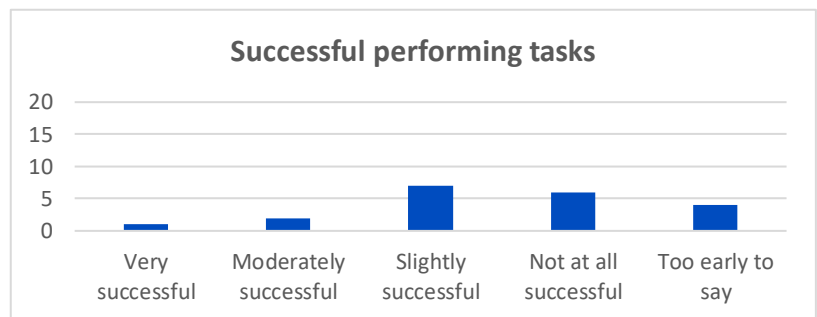


FIGURE 46 - ARAGON. SUCCESSFUL PERFORMING TASKS.

Performance	
	# Participants
Very satisfied	1
Moderately satisfied	12
Slightly satisfied	7
Not at all satisfied	0

TABLE 47 - ARAGON. PERFORMANCE

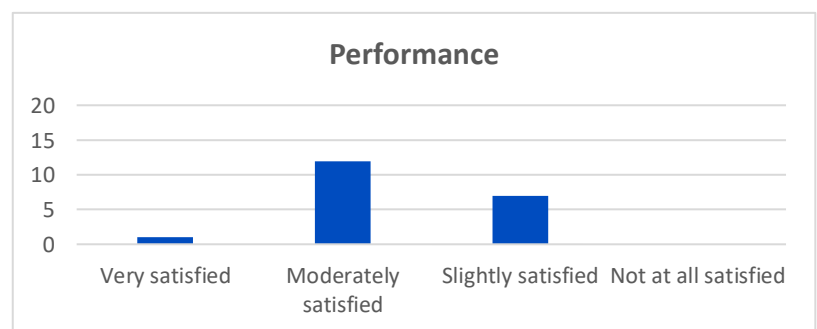


FIGURE 45 - ARAGON. PERFORMANCE.

Recommendation	
	# Participants
Very likely	5
Moderately likely	4
Slightly likely	0
Not at all likely	0

TABLE 48 - ARAGON. RECOMMENDATION

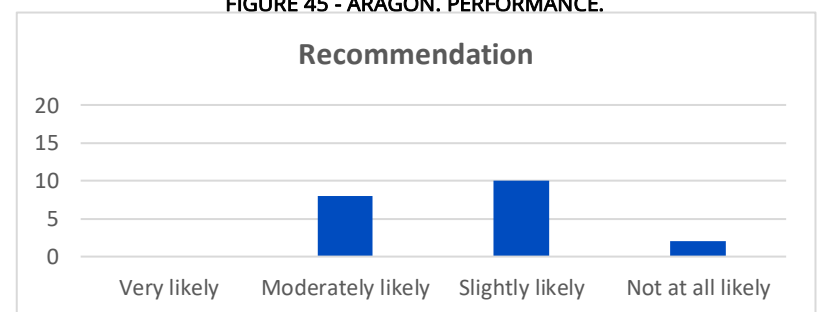


FIGURE 47 - ARAGON. RECOMMENDATION.

Improvements for PolicyCLOUD platform

- It would be important to have the ability to interact in an easier way with the platform customizing graphs.
- Adding more explanation to the graphs.
- It needs to be more user-friendly.

Policy evaluation

Ease of Policy creation	
	# Participants
Very easy	1
Moderately easy	3
Slightly easy	11
Not at all easy	2
Other	3

TABLE 49 - ARAGON. EASE OF POLICIES CREATION

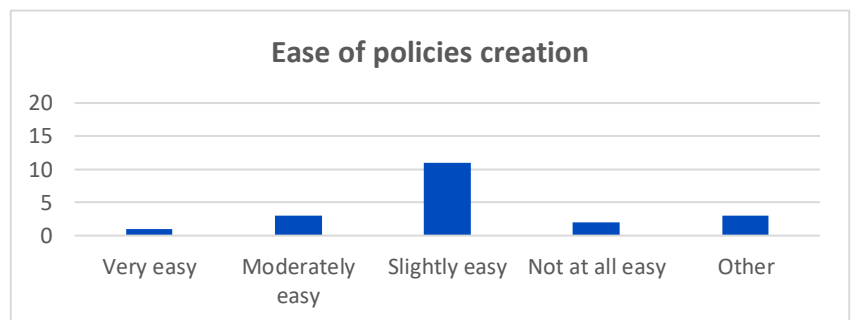


FIGURE 48 - ARAGON. EASE OF POLICIES CREATION.

Ease of KPIs Definition	
	# Participants
Very easy	0
Moderately easy	7
Slightly easy	8
Not at all easy	5
NA	0

TABLE 50 - ARAGON. EASE OF KPIS DEFINITION

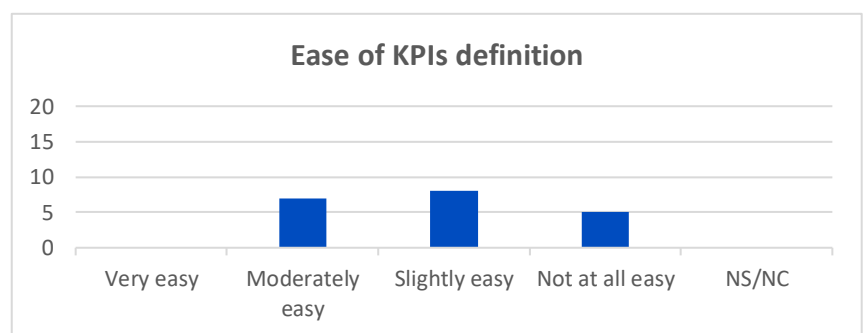


FIGURE 49 - ARAGON. EASE OF KPIS DEFINITION.

Ease of KPIs evaluation	
	# Participants
Very easy	2
Moderately easy	7
Slightly easy	8
Not at all easy	3

TABLE 51 - ARAGON. EASE OF KPIS EVALUATION

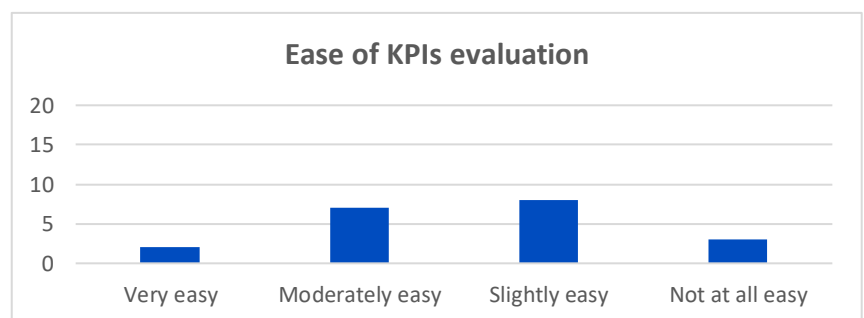


FIGURE 50 - ARAGON. EASE OF KPIS EVALUATION.

Clearness of results	
	# Participants
Very clear	1
Moderately clear	9
Slightly clear	9
Not at all clear	1

TABLE 52 - ARAGON. CLEARNESS OF RESULTS

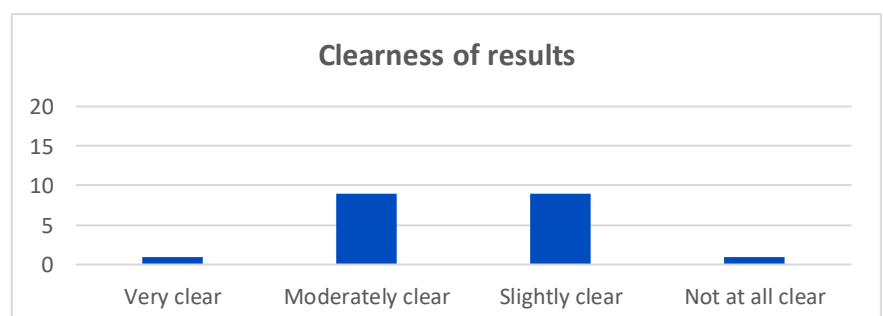


FIGURE 51 - ARAGON. CLEARNESS OF RESULTS.

Suggestions

- Improving interaction with the graphical tool in order to build KPIs and study results

UMUX Questionnaire – Scenario evaluation

Meeting my requirements	
	# Participants
Strongly Agree	1
Agree	2
Agree somewhat	3
Neutral	12
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 53 - ARAGON. MEETING MY REQUIREMENTS

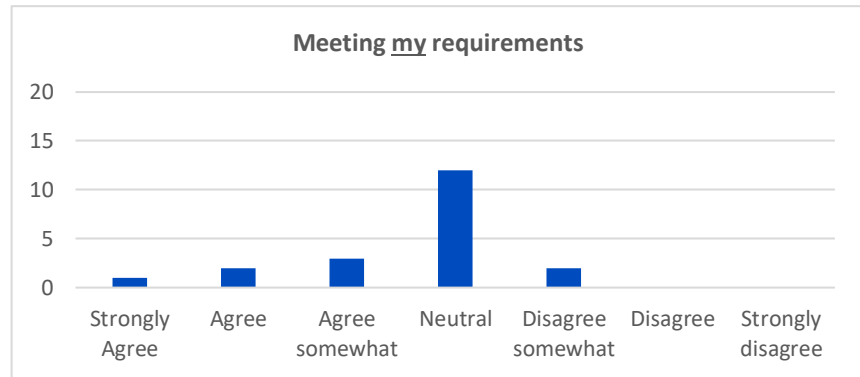


FIGURE 52 - ARAGON. MEETING MY REQUIREMENTS.

Frustrating experience	
	# Participants
Strongly Agree	0
Agree	3
Agree somewhat	2
Neutral	10
Disagree somewhat	3
Disagree	2
Strongly disagree	0

TABLE 54 - ARAGON. FRUSTRATING EXPERIENCE

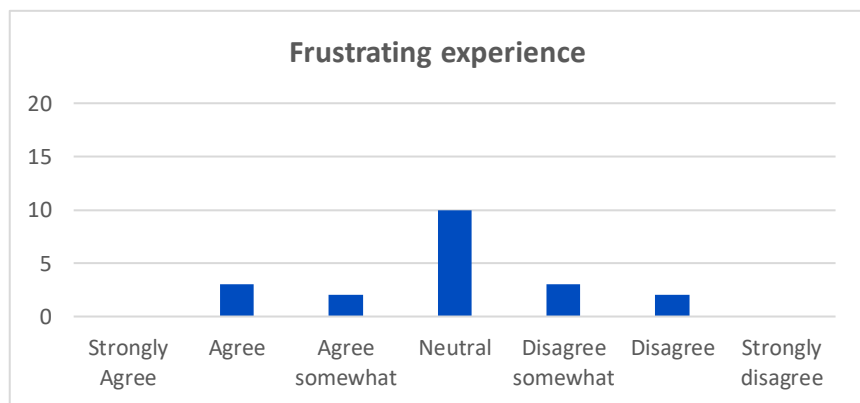


FIGURE 53 - ARAGON. FRUSTRATING EXPERIENCE.

Ease of use	
	# Participants
Strongly Agree	1
Agree	2
Agree somewhat	5
Neutral	8
Disagree somewhat	3
Disagree	1
Strongly disagree	0

TABLE 55 - ARAGON. EASE OF USE

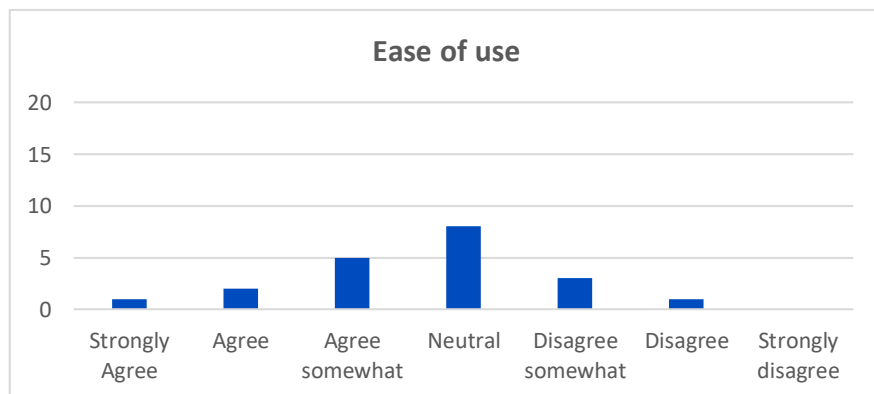


FIGURE 54 - ARAGON. EASE OF USE.

Too much time correcting things	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	3
Neutral	17
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 56 - ARAGON. TOO MUCH TIME CORRECTING THINGS

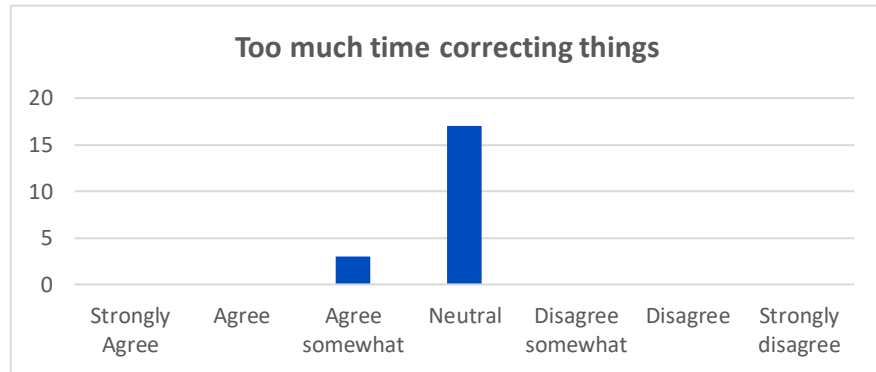


FIGURE 55 - ARAGON. TOO MUCH TIME CORRECTING THING.

Useful daily operations	
	# Participants
Strongly Agree	1
Agree	4
Agree somewhat	7
Neutral	6
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 57 - ARAGON. USEFUL DAILY OPERATIONS

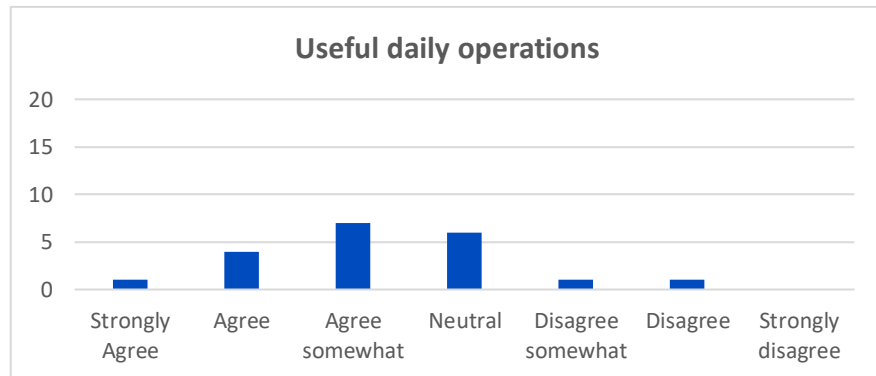


FIGURE 56 - ARAGON. USEFUL DAILY OPERATIONS.

Decreasing of Workload	
	# Participants
Strongly Agree	0
Agree	2
Agree somewhat	2
Neutral	12
Disagree somewhat	3
Disagree	1
Strongly disagree	0

TABLE 58 - ARAGON. DECREASING OF WORKLOAD

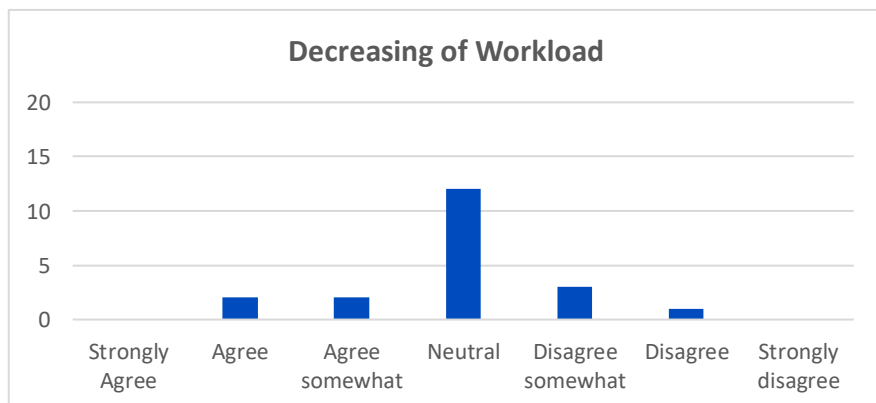


FIGURE 57 - ARAGON. DECREASING OF WORKLOAD.

Improvement of abilities	
	# Participants
Strongly Agree	0
Agree	2
Agree somewhat	3
Neutral	10
Disagree somewhat	2
Disagree	2
Strongly disagree	1

TABLE 59 - ARAGON. IMPROVEMENT OF ABILITIES

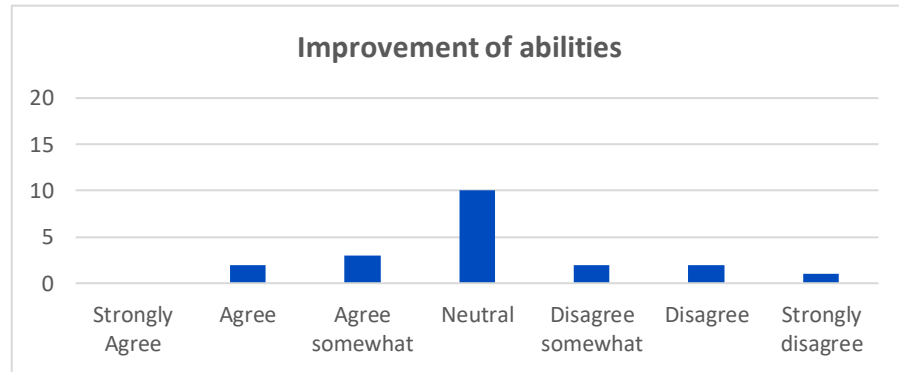


FIGURE 58 - ARAGON. IMPROVEMENT OF ABILITIES.

Improvement of new ways to do job	
	# Participants
Strongly Agree	1
Agree	1
Agree somewhat	3
Neutral	13
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 60 - ARAGON. IMPROVEMENT OF NEW WAYS TO DO JOB

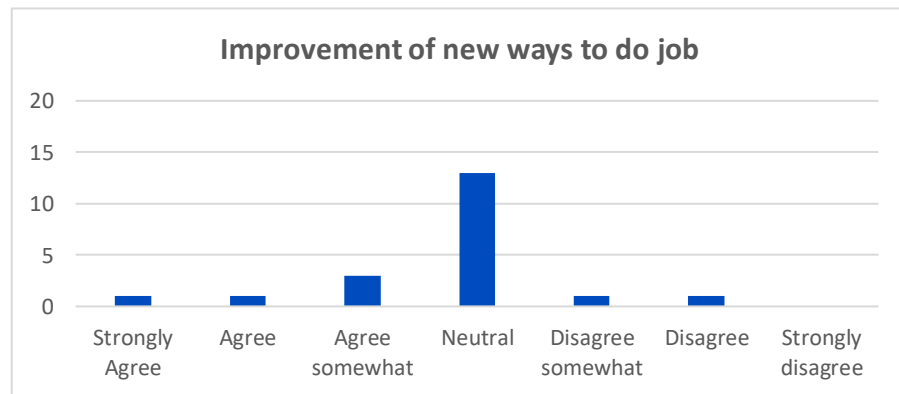


FIGURE 59 - ARAGON. IMPROVEMENT OF NEW WAYS TO DO JOB.

Better overview of the Workflow	
	# Participants
Strongly Agree	0
Agree	2
Agree somewhat	5
Neutral	11
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 61 - ARAGON. BETTER OVERVIEW OF THE WORKFLOW

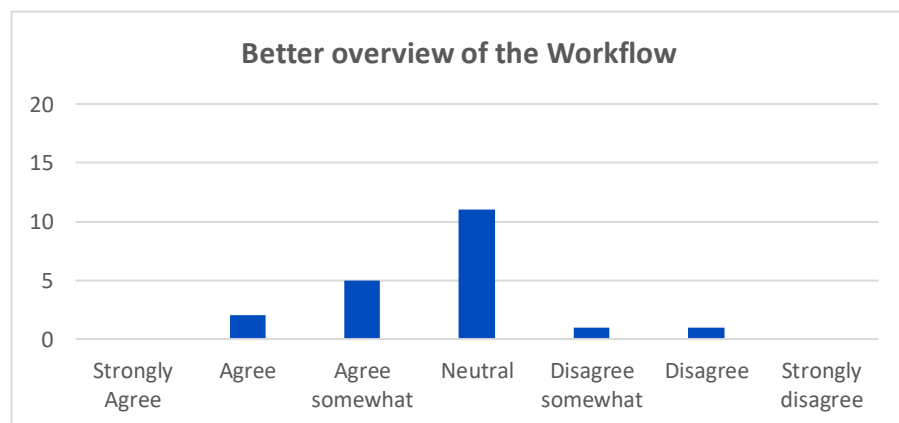
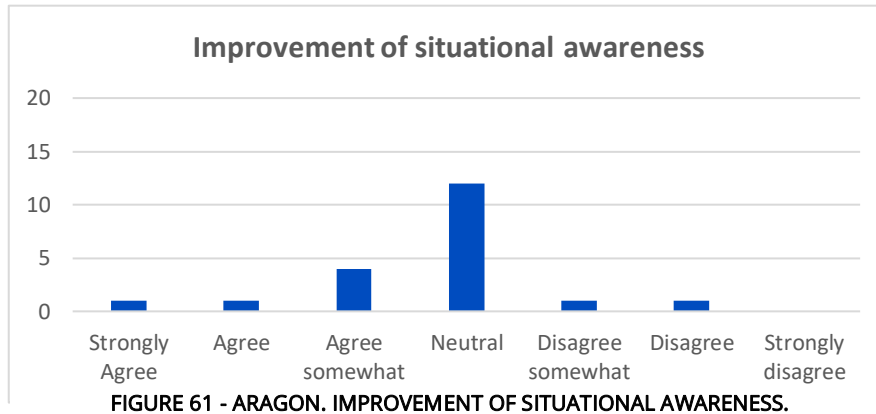


FIGURE 60 - ARAGON. BETTER OVERVIEW OF THE WORKFLOW.

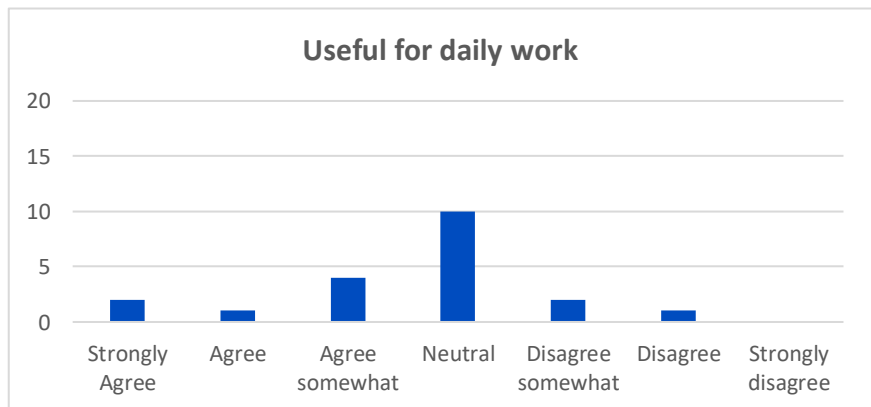
Improvement of situational awareness	
	# Participants
Strongly Agree	1
Agree	1
Agree somewhat	4
Neutral	12
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 62 - ARAGON. IMPROVEMENT OF SITUATIONAL AWARENES



Useful for daily work	
	# Participants
Strongly Agree	2
Agree	1
Agree somewhat	4
Neutral	10
Disagree somewhat	2
Disagree	1
Strongly disagree	0

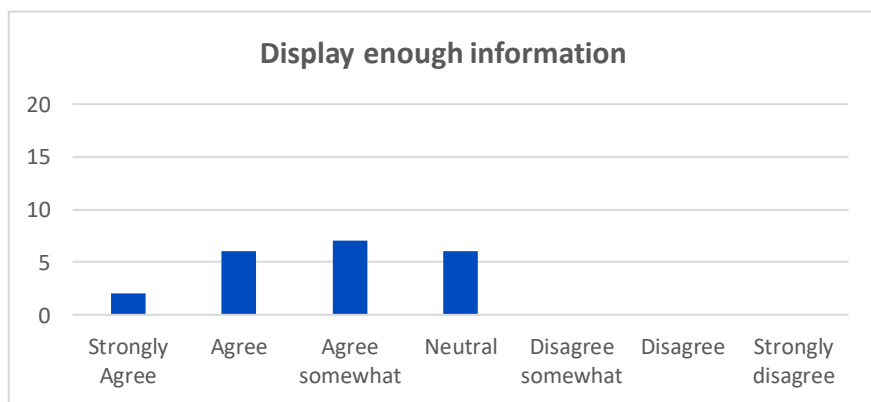
TABLE 63 - ARAGON. USEFUL FOR DAILY WORK



UMUX Questionnaire – Ease of use

Display enough information	
	# Participants
Strongly Agree	2
Agree	6
Agree somewhat	7
Neutral	6
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 64 - ARAGON. DISPLAY ENOUGH INFORMATION



Ease of customizing displayed info	
	# Participants
Strongly Agree	0
Agree	4
Agree somewhat	4
Neutral	11
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 65 - ARAGON. EASE OF CUSTOMIZING DISPLAYED INFO

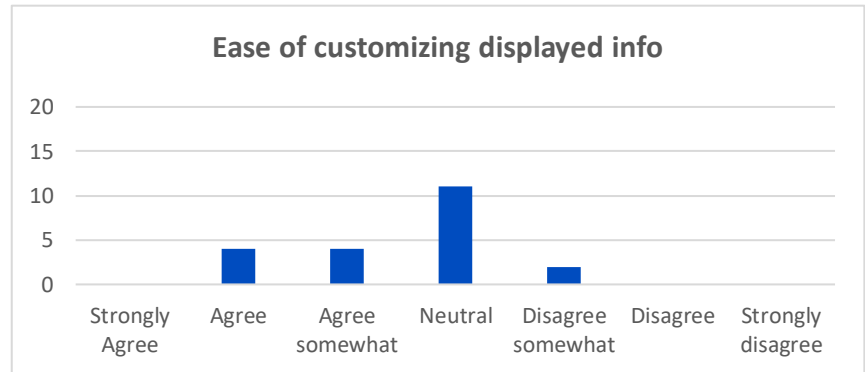


FIGURE 64 - ARAGON. EASE OF CUSTOMIZING DISPLAYED INFO.

Ease of reading displayed info	
	# Participants
Strongly Agree	0
Agree	4
Agree somewhat	6
Neutral	9
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 66 - ARAGON. EASE OF READING DISPLAYED INFO

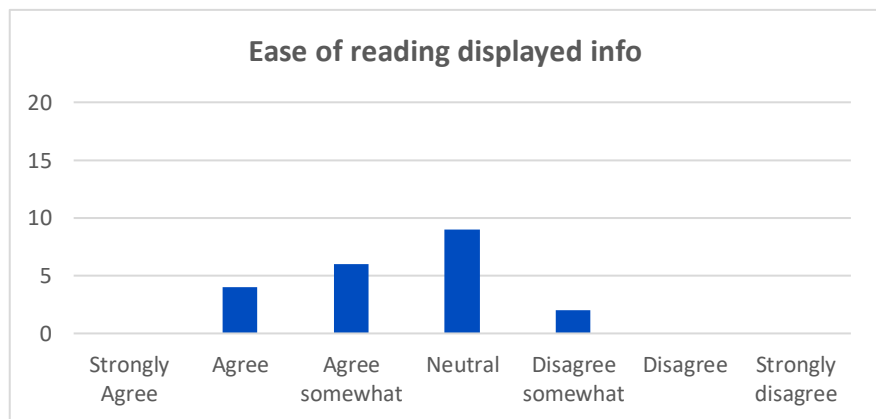


FIGURE 65 - ARAGON. EASE OF READING DISPLAYED INFO.

Clearness of messages	
	# Participants
Strongly Agree	0
Agree	6
Agree somewhat	4
Neutral	11
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 67 - ARAGON. CLEARNESS OF MESSAGES

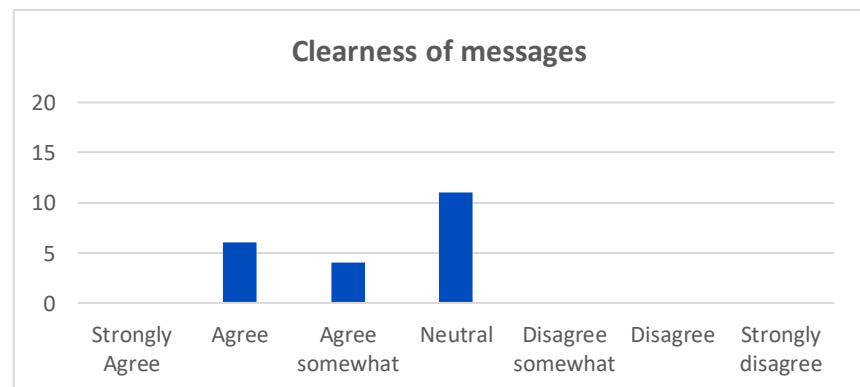


FIGURE 66 - ARAGON. CLEARNESS OF MESSAGES.

Ease of finding information	
	# Participants
Strongly Agree	2
Agree	9
Agree somewhat	6
Neutral	4
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 68 - ARAGON. EASE OF FINDING INFORMATION

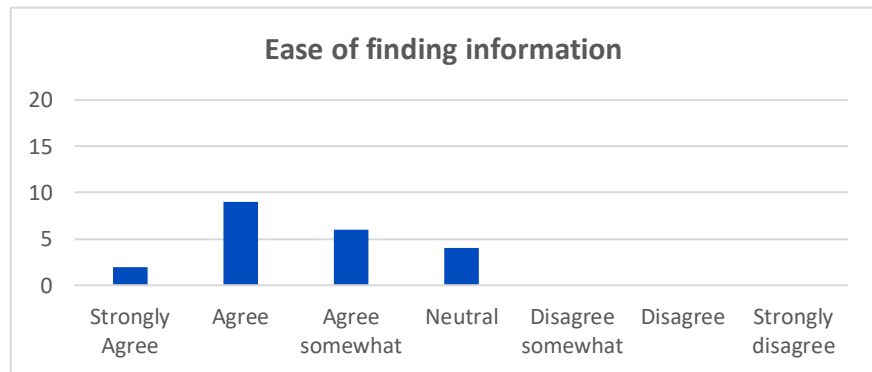


FIGURE 67 - ARAGON. EASE OF FINDING INFORMATION.

Training effort	
	# Participants
Strongly Agree	0
Agree	3
Agree somewhat	2
Neutral	5
Disagree somewhat	2
Disagree	8
Strongly disagree	0
NA	0

TABLE 69 - ARAGON. TRAINING EFFORT

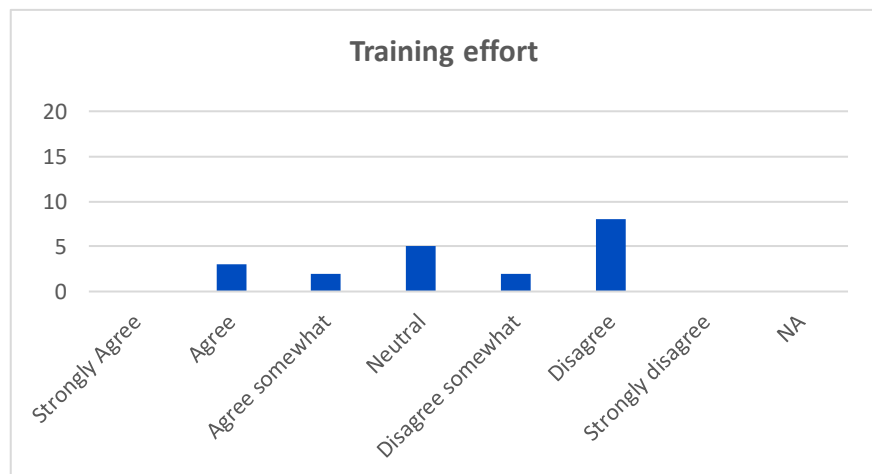


FIGURE 68 - ARAGON. TRAINING EFFORT.

How to improve the tool

- Improving interaction: Allow policy makers choose their graphs.
- More explanation about what is shown on screen
- People needs to study the tool, work with them, and study all the scenarios in order to have an opinion.
- End-users want to have the ability to interact with a live demo in order to be in a position to provide a more extensive opinion about it.

6.3 Use Case 3. Facilitating urban policy making and monitoring through crowdsourcing data (Sofia)

Preliminary questions

Participation per gender	
	# Participants
Male	4
Female	17
Total	21

TABLE 70 - SOFIA. PARTICIPATION PER GENDER

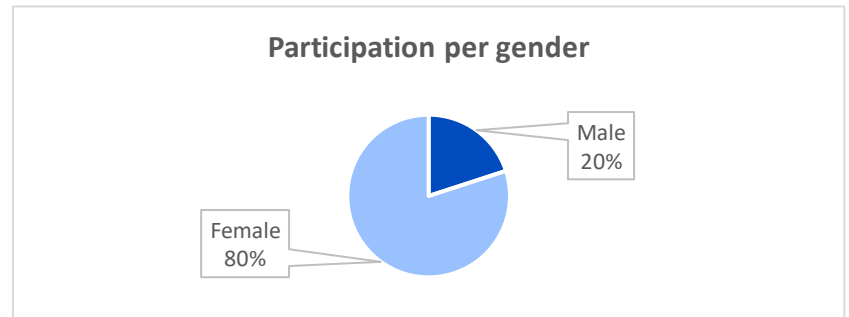


FIGURE 69 - SOFIA. PARTICIPATION PER GENDER.

Years of experience	
	# Participants
<= 1 year	4
2 -5 years	4
6 -10 years	7
> 10 years	6

TABLE 71 - SOFIA. YEARS OF EXPERIENCE



FIGURE 70 - SOFIA. YEARS OF EXPERIENCE.

Role in organization	
Role	# Participants
Policy Makers	4
Data Analyst	7
Domain Expert	4
Consultant	2
Other	4

TABLE 72 - SOFIA. ROLE IN ORGANIZATION

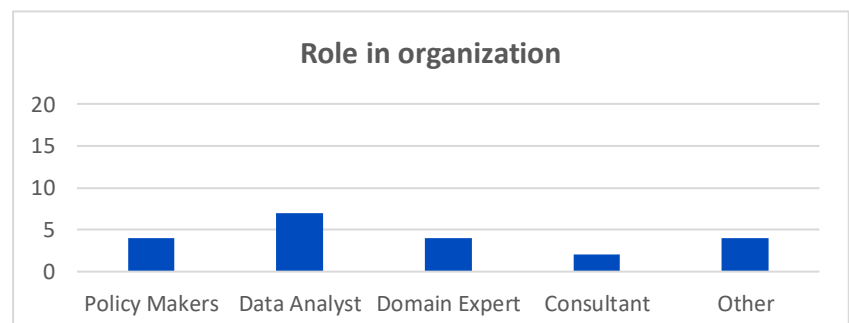


FIGURE 71 - SOFIA. ROLE IN ORGANIZATION.

Resolving questions	
	#Participants
Peers	6
Team Members	6
Professional group	3
Digital Platform	1
Look in Internet	5
Other	0

TABLE 73 - SOFIA. RESOLVING QUESTIONS

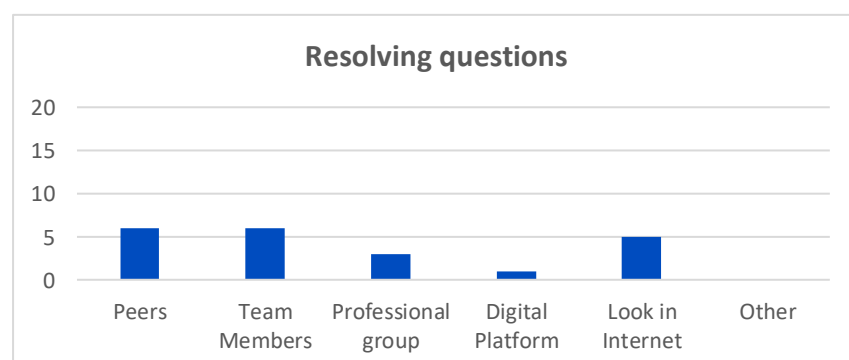


FIGURE 72 - SOFIA. RESOLVING QUESTIONS.

Experience with Digital Platforms	
	# Participants
Not at all	2
Relatively few	2
More or less	7
Quite a lot	4
Very much	6

TABLE 74 - SOFIA. EXPERIENCE WITH DIGITAL PLATFORMS

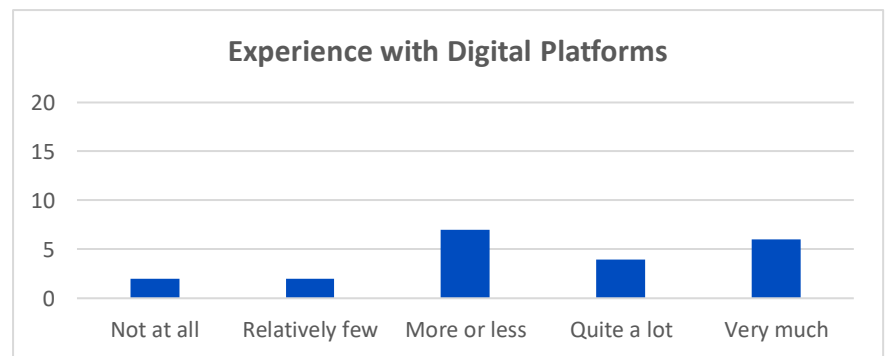


FIGURE 73 - SOFIA. EXPERIENCE WITH DIGITAL PLATFORMS.

Requirement evaluation

What are the most common problems policy makers face in their daily operation?

- Lack of sufficient, up-to-date, systematic data in a machine-readable format is a key challenge preventing policy maker from implementing more data-driven policies.
- Data is mainly fragmented, inaccessible or difficult to access.
- Difficult to rely on to make high quality analysis.
- Lack of good coordination between the different stakeholders together with the lack of tools for involving them at the relevant stages of the policy making cycle.
- Lack of automated tools to support data-based decision making and the presence of so-called “data silos”, reinforced by technological problems.
- Lack of quality data on the basis of which to perform analysis and make adequate decisions.

What is the information that lack policy makers in handling evidence-based policies?

- The ability to visualise this data in order to have a better comprehension. Presenting information and data in an easily digestible form is something that policy makers would definitely benefit from.
- Data should be easily readable and provided on a platform that is easily accessible and visualised in order to draw conclusions and make different breakdowns and analysis, recognize trends.
- Information about the level of importance of a given area for the public (priorities).
- They are lacking up-to-date data. Policies are based on data by default on order to be more efficient, policy makers should have the necessary information through the whole cycle of policy making.
- Lack of tools that integrate data from different sources. Data are not digitised.
- No information about the context in which the data is being collected. Too much rely on separate, isolated datasets that are no enriched with data from additional sources.

Opinion about creating an online platform to support policy makers

- Visualising data according to the data chosen by policy maker, using filters and visualisations depending on the needs of the specific policy.
- Providing the opportunity to synthesise the data, to compare them, separate different samples in a readable and visual format.

- Providing a sufficient amount of objective information for the formation and prioritisation of policies.
- Providing accurate and up-to-date information.
- Visualisation of information as a clear story behind the numbers.
- A properly designed platform with enough resources and functionalities.
- Using machine learning and artificial intelligence.
- Aggregation of data from different data sources.
- Semantic analysis.

Policy Cloud Platform evaluation

Ease of use	
	# Participants
Very easy	6
Moderately easy	13
Slightly easy	2
Not at all easy	0

TABLE 75 - SOFIA. EASE OF USE

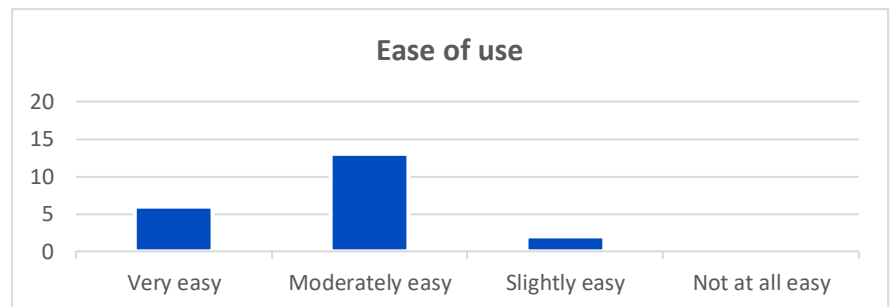


FIGURE 74 - SOFIA. EASE OF USE.

User-friendly	
	# Participants
Very user-friendly	6
Moderately user-friendly	15
Slightly user-friendly	0
Not at all user-friendly	0

TABLE 76 - SOFIA. USER-FRIENDLY

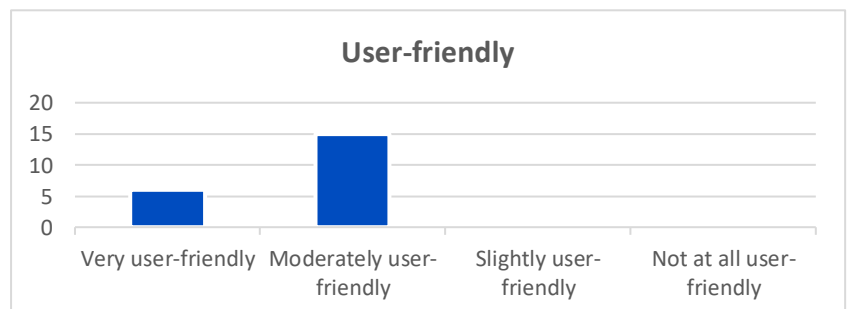


FIGURE 75 - SOFIA. USER-FRIENDLY.

Successful performing tasks	
	# Participants
Very successful	2
Moderately successful	13
Slightly successful	2
Not at all successful	0
Too early to say	4

TABLE 77 - SOFIA. SUCCESSFUL PERFORMING TASKS

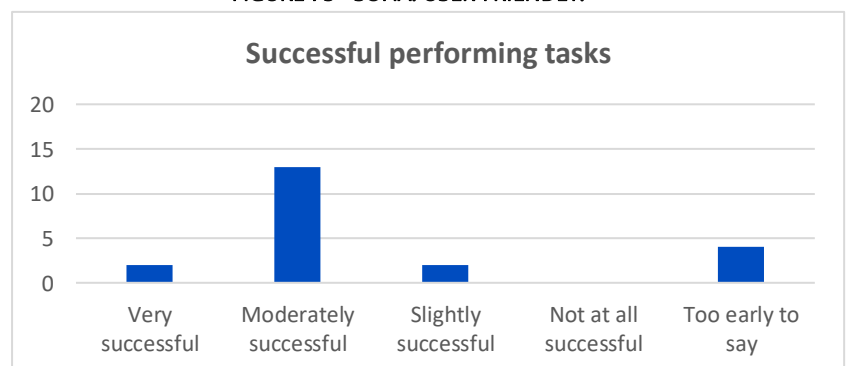


FIGURE 76 - SOFIA. SUCCESSFUL PERFORMING TASKS.

Performance	
	# Participants
Very satisfied	6
Moderately satisfied	15
Slightly satisfied	0
Not at all satisfied	0

TABLE 78 - SOFIA. PERFORMANCE

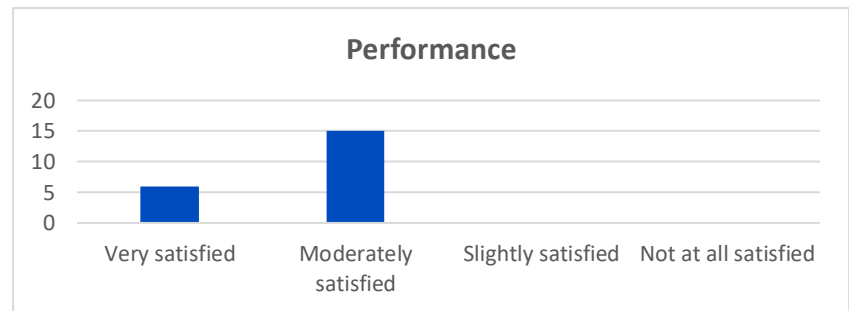


FIGURE 77 – SOFIA. PERFORMANCE.

Recommendation	
	# Participants
Very likely	13
Moderately likely	8
Slightly likely	0
Not at all likely	0

TABLE 79 - SOFIA. RECOMMENDATION

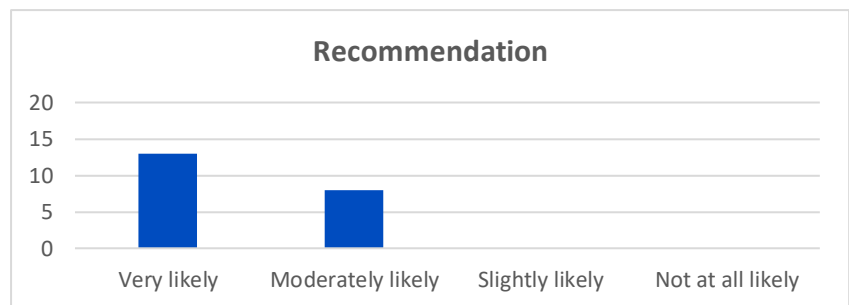


FIGURE 78 – SOFIA. RECOMMENDATION.

Improvements for PolicyCLOUD platform

- Some participants said that is difficult to provide suggestions at this stage.
- The platform looks great, especially since it is still under development. Upgrading with additional data and capabilities for various visualisations and filters would be very valuable.
- It would be good to increase the size of the space for visualisation of the graphs, in order for the individual series and the inscribed values to be more visible and easier to understand.
- Some of the visualisations are not entirely clear. They do not show the data on a good scale and the bars are not clearly visible or the numbers are not readable.
- At this stage, it's not entirely clear whether the graphs will only show different types of visualisations, or opportunities for different data breakdowns.
- Move away from pure statistics to introduce more analysis and as a result to offer priorities.
- Better user experience, which should come with the completion of all functionalities.
- Providing more interactivity in terms of user interaction with the platform interface. Improve the bar chart visualizations.

Policy evaluation

Ease of policies creation	
	# Participants
Very easy	2
Moderately easy	13
Slightly easy	4
Not at all easy	0
Other	2

TABLE 80 - SOFIA. EASE OF POLICIES CREATION

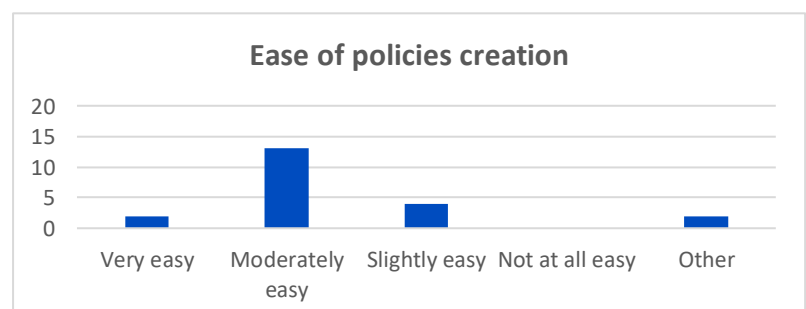


FIGURE 79. SOFIA. EASE OF POLICIES CREATION.

Ease of KPIs creation	
	# Participants
Very easy	0
Moderately easy	14
Slightly easy	7
Not at all easy	0
NS/NC	0

TABLE 81 - SOFIA. EASE OF KPIS CREATION

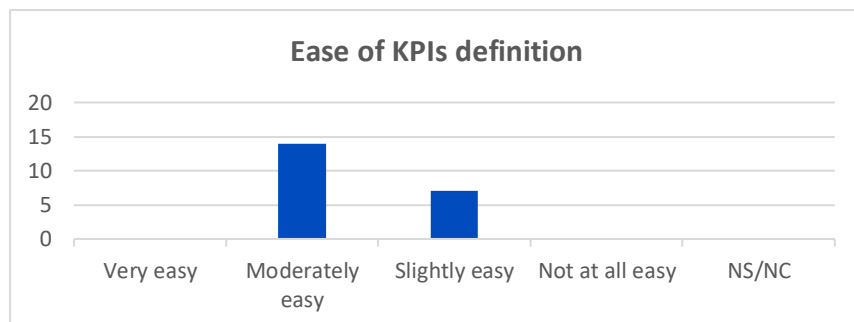


FIGURE 80 - SOFIA. EASE OF KPIS DEFINITION.

Ease of KPIs evaluation	
	# Participants
Very easy	2
Moderately easy	15
Slightly easy	4
Not at all easy	0

TABLE 82 - SOFIA. EASE OF KPIS EVALUATION

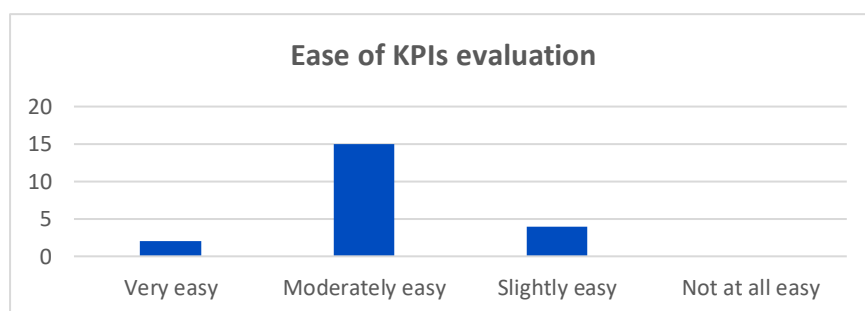


FIGURE 81 - SOFIA. EASE OF KPIS EVALUATION.

Clearness of results	
	# Participants
Very clear	4
Moderately clear	15
Slightly clear	2
Not at all clear	0

TABLE 83 - SOFIA. CLEARNESS OF RESULTS

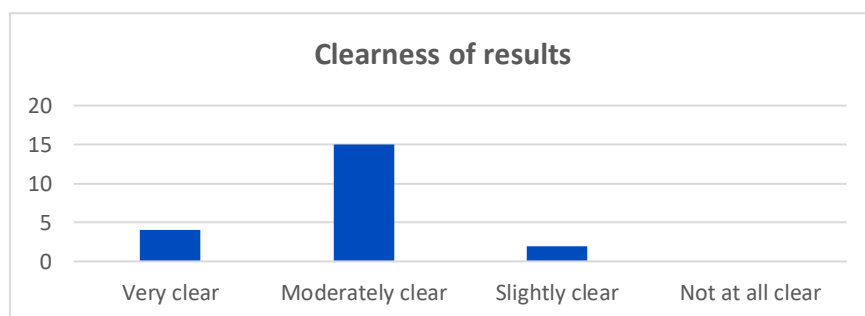


FIGURE 82 - SOFIA. CLEARNESS OF RESULTS.

Suggestions

- The visualisations currently give a snapshot by types and location of problems over time. It doesn't seem a result of policy analysis. The result of policy analysis should be new graphs in which the values of a given type of problem are presented and compared before and after the action is taken by the administration. Declining values after action (undertaken policies) illustrate the effectiveness of policies taken.
- Visible quantitative data are well illustrated by time, types and location, but trends on an annual or other basis may need to be shown. The data from the call centre may provide information about the concrete status of each signal, which is providing insights on the work of the responsible (competent for the problem) units of Sofia Municipality. It would be useful if the instrument proposes policies that lead to the fastest, most lasting or most socially significant result.

UMUX Questionnaire – Scenario evaluation

Meeting my requirements	
	# Participants
Strongly Agree	1
Agree	2
Agree somewhat	11
Neutral	7
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 84 - SOFIA. MEETING MY REQUIREMENTS

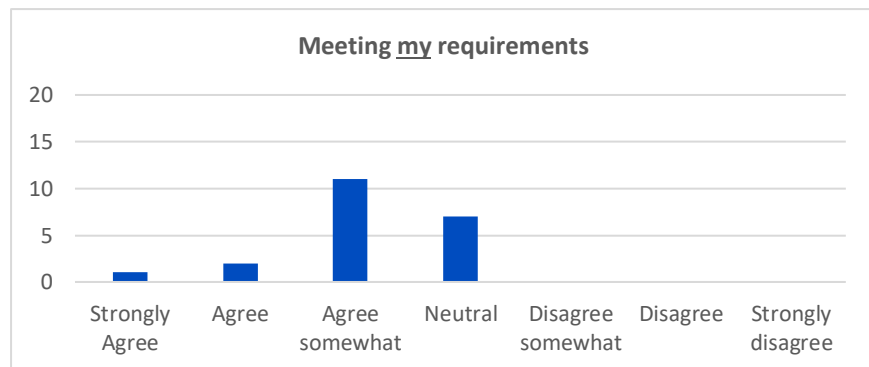


FIGURE 83 - SOFIA. MEETING MY REQUIREMENTS.

Frustrating experience	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	4
Disagree somewhat	2
Disagree	13
Strongly disagree	12

TABLE 85 - SOFIA. FRUSTRATING EXPERIENCE

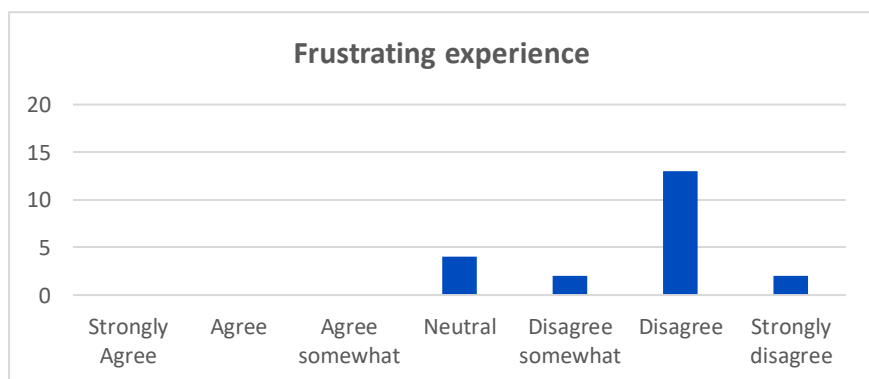


FIGURE 84 - SOFIA. FRUSTRATING EXPERIENCE.

Ease of use	
	# Participants
Strongly Agree	4
Agree	11
Agree somewhat	2
Neutral	4
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 86 - SOFIA. EASE OF USE

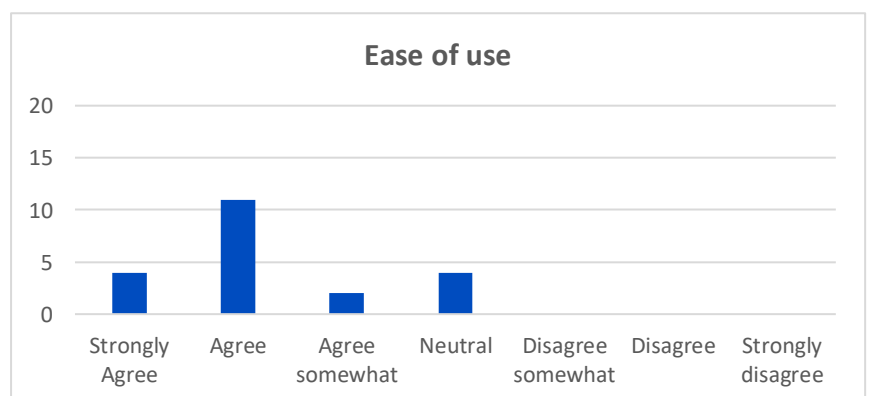


FIGURE 85 - SOFIA. EASE OF USE.

Too much time correcting things	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	17
Disagree somewhat	0
Disagree	4
Strongly disagree	0

TABLE 87 - SOFIA. TOO MUCH TIME CORRECTING THINGS

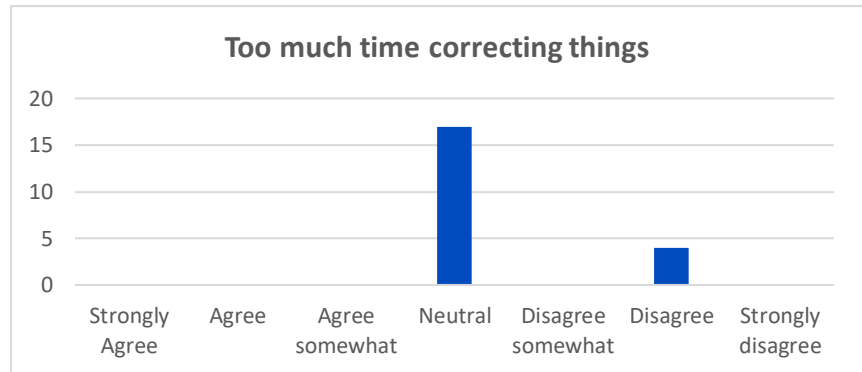


FIGURE 86 - SOFIA. TOO MUCH TIME CORRECTING THINGS.

Useful daily operations	
	# Participants
Strongly Agree	2
Agree	9
Agree somewhat	4
Neutral	6
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 88 - SOFIA. USEFUL DAILY OPERATIONS

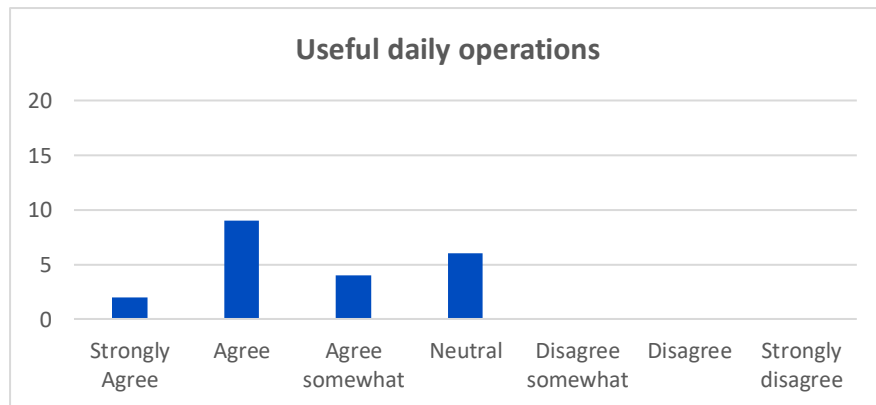


FIGURE 87 - SOFIA. USEFUL DAILY OPERATIONS.

Decreasing of Workload	
	# Participants
Strongly Agree	0
Agree	4
Agree somewhat	6
Neutral	11
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 89 - SOFIA. DECREASING OF WORKLOAD

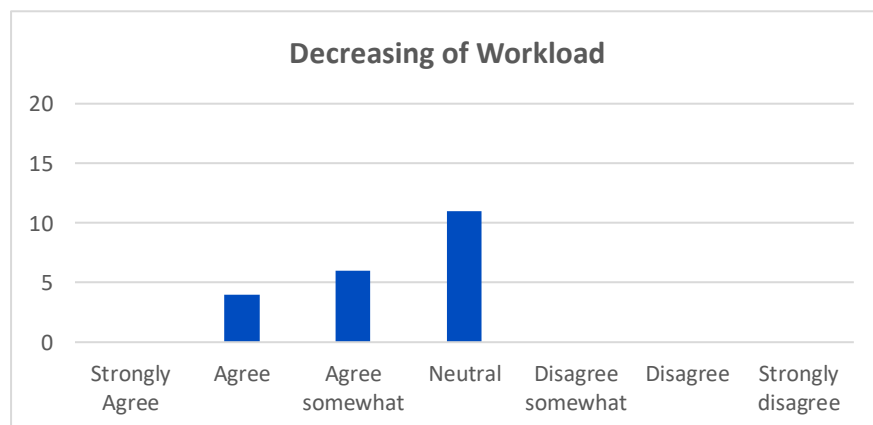


FIGURE 88 - SOFIA. DECREASING OF WORKLOAD.

Improvement of abilities	
	# Participants
Strongly Agree	0
Agree	6
Agree somewhat	6
Neutral	9
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 90 - SOFIA. IMPROVEMENT OF ABILITIES

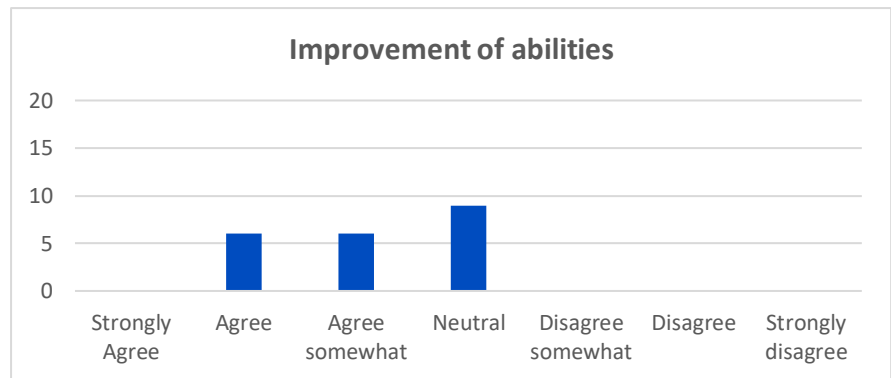


FIGURE 89 - SOFIA. IMPROVEMENT OF ABILITIES.

Improvement of new ways to do job	
	# Participants
Strongly Agree	2
Agree	4
Agree somewhat	4
Neutral	11
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 91 - SOFIA. IMPROVEMENT OF NEW WAYS TO DO JOB

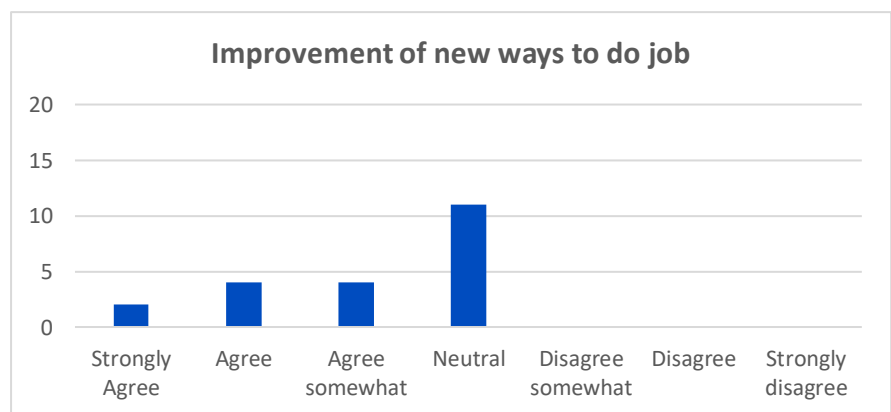


FIGURE 90 - SOFIA. IMPROVEMENT OF NEW WAYS TO DO JOB.

Better overview of the Workflow	
	# Participants
Strongly Agree	1
Agree	3
Agree somewhat	4
Neutral	13
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 92 - SOFIA. BETTER OVERVIEW OF THE WORKFLOW

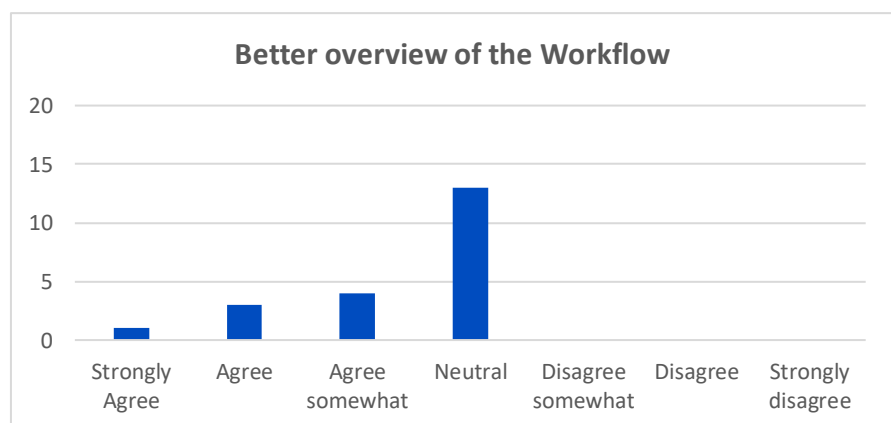


FIGURE 91 - SOFIA. BETTER OVERVIEW OF THE WORKFLOW.

Improvement of situational awareness	
	# Participants
Strongly Agree	2
Agree	13
Agree somewhat	4
Neutral	1
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 93 - SOFIA. IMPROVEMENT OF SITUATIONAL AWARENESS

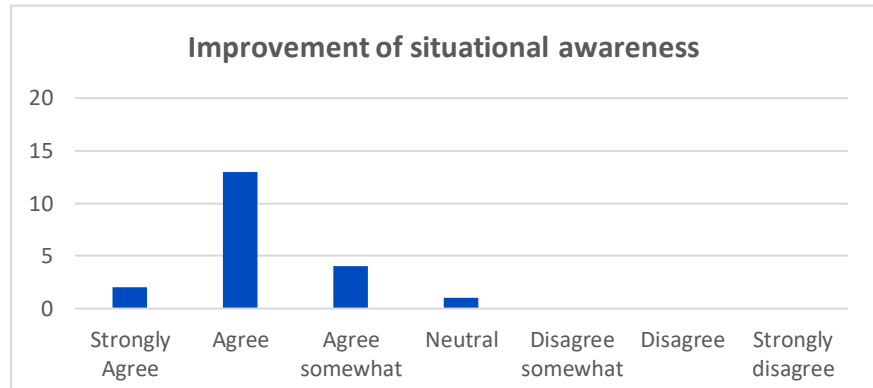


FIGURE 92 - SOFIA. IMPROVEMENT OF SITUATIONAL AWARENESS

Useful for daily work	
	# Participants
Strongly Agree	6
Agree	9
Agree somewhat	2
Neutral	4
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 94 - SOFIA. USEFUL FOR DAILY WORK

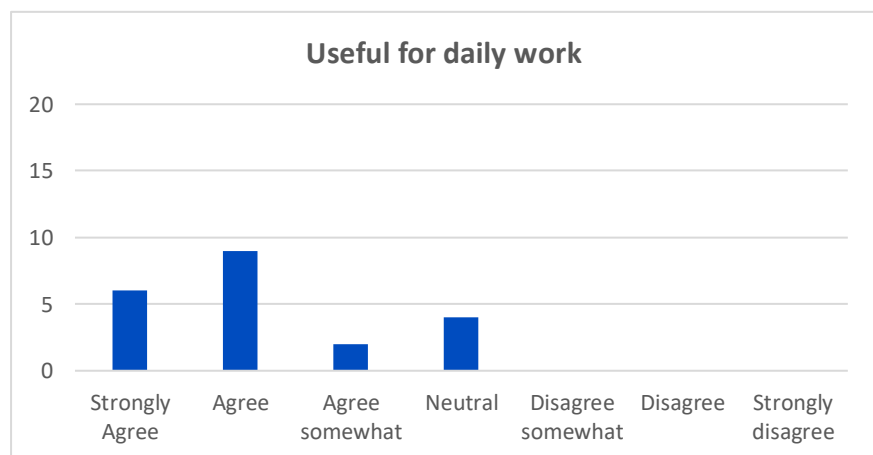


FIGURE 93 - SOFIA. USEFUL FOR DAILY WORK

UMUX Questionnaire – Ease of use

Display enough information	
	# Participants
Strongly Agree	2
Agree	6
Agree somewhat	7
Neutral	6
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 95 - SOFIA. DISPLAY ENOUGH INFORMATION

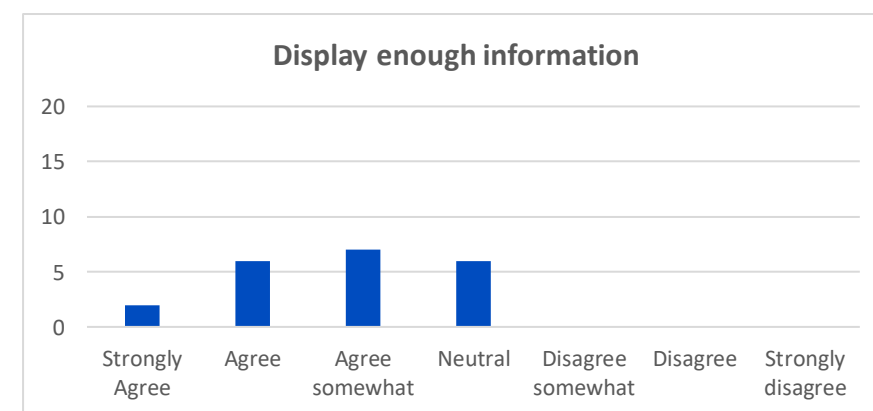


FIGURE 94 - SOFIA. DISPLAY ENOUGH INFORMATION.

Ease of customizing displayed info	
	# Participants
Strongly Agree	0
Agree	4
Agree somewhat	4
Neutral	11
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 96 - SOFIA. EASE OF CUSTOMIZING DISPLAYED INFO

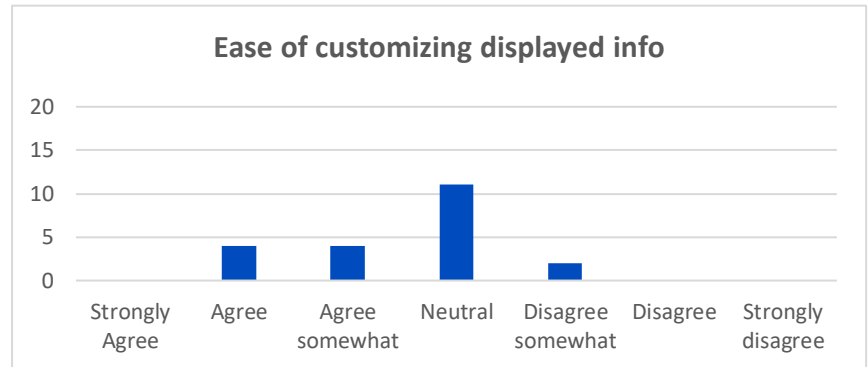


FIGURE 95 - SOFIA. EASE OF CUSTOMIZING DISPLAYED INFO.

Ease of reading displayed info	
	# Participants
Strongly Agree	0
Agree	4
Agree somewhat	6
Neutral	9
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 97 - SOFIA. EASE OF READING DISPLAYED INFO

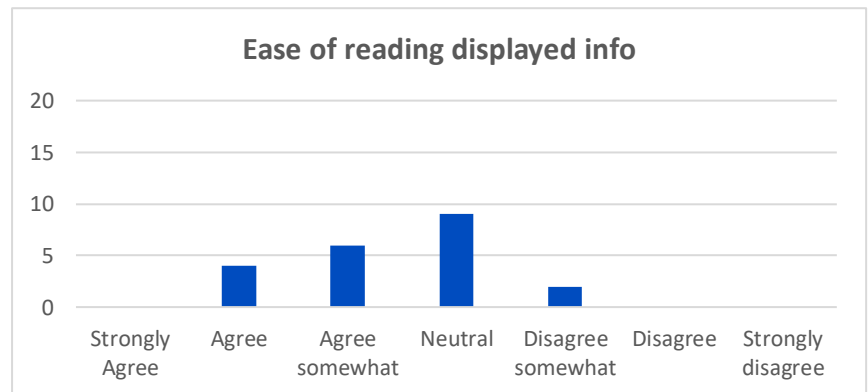


FIGURE 96 - SOFIA. EASE OF READING DISPLAYED INFO.

Clearness of messages	
	# Participants
Strongly Agree	0
Agree	6
Agree somewhat	4
Neutral	11
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 98 - SOFIA. CLEARNESS OF MESSAGES

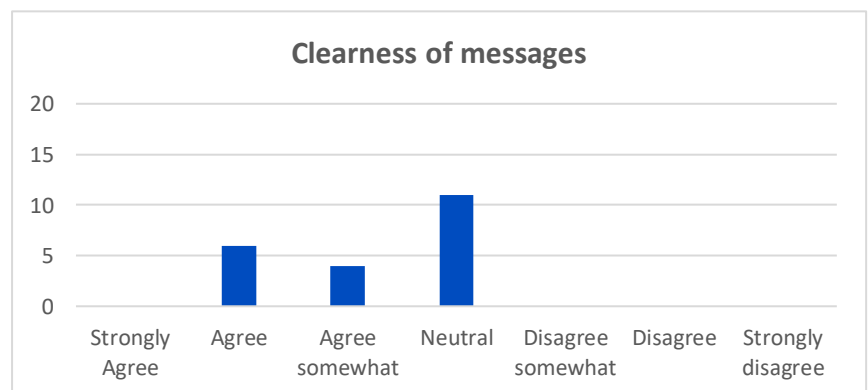


FIGURE 97 - SOFIA. CLEARNESS OF MESSAGES.

Ease of finding information	
	# Participants
Strongly Agree	2
Agree	9
Agree somewhat	6
Neutral	4
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 99 - SOFIA. EASE OF FINDING INFORMATION

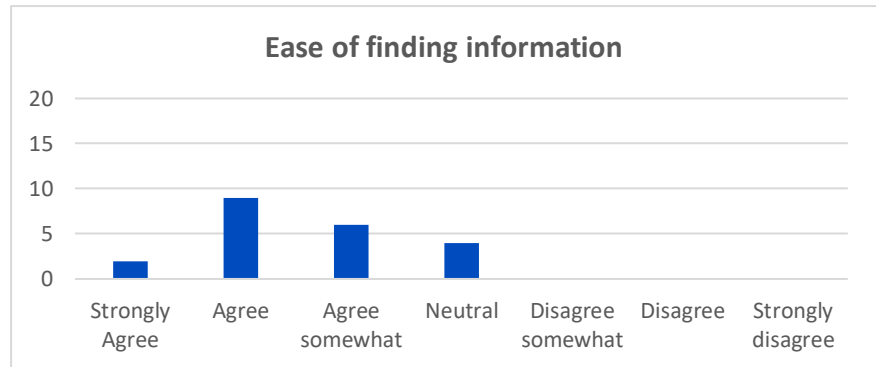


FIGURE 98 - SOFIA. EASE OF FINDING INFORMATION.

Training effort	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	21
Disagree somewhat	0
Disagree	0
Strongly disagree	0
NS/NC	0

TABLE 100 - SOFIA. TRAINING EFFORT



FIGURE 99 - SOFIA. TRAINING EFFORT.

How to improve the tool

- They need to receive a clear idea of all the available functionalities in order to propose something.
- The general opinion is positive.
- People are interested in the data processing and analysis capabilities and how they will be used for the optimisation of policies and the creation of new ones.
- It would be useful that the platform will be available in Bulgarian.

6.4 Use Case 4. Predictive analysis towards unemployment risks identification and policy making (London)

Preliminary questions

Participation per gender	
	# Participants
Male	2
Female	3
Total	5

TABLE 101 - LONDON. PARTICIPATION PER GENDER

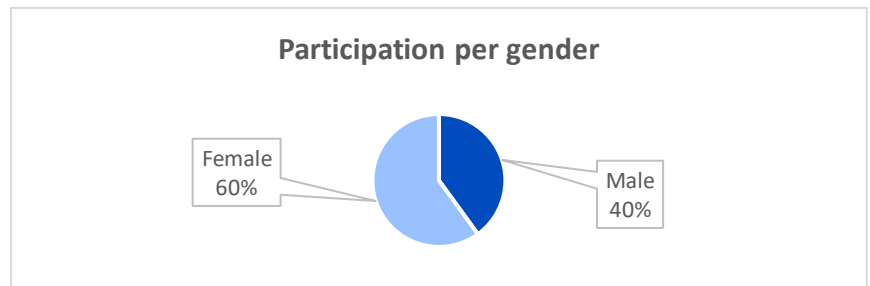


FIGURE 100. LONDON. PARTICIPATION PER GENDER.

Years of experience	
	# Participants
<= 1 year	0
2 -5 years	3
6 -10 years	1
> 10 years	1

TABLE 102 - LONDON. YEARS OF EXPERIENCE

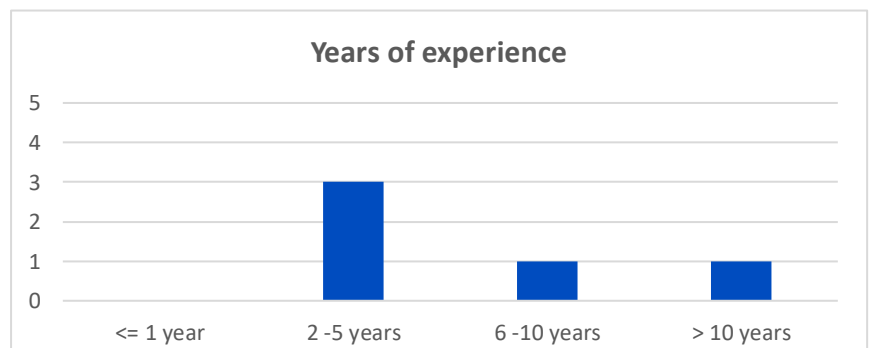


FIGURE 101 - LONDON. YEARS OF EXPERIENCE.

Role in organization	
Role	# Participants
Policy Makers	1
Data Analyst	2
Domain Expert	0
Consultant	0
Other	2

TABLE 103 - LONDON. ROLE IN ORGANIZATION

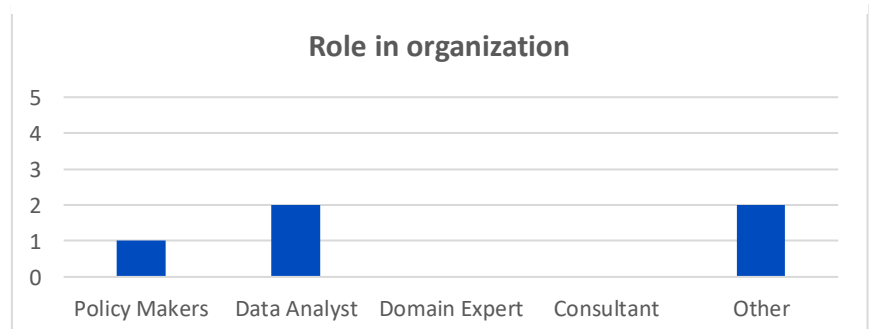


FIGURE 102 - LONDON. ROLE IN ORGANIZATION.

Resolving questions	
	#Participants
Peers	4
Team Members	5
Professional group	
Digital Platform	1
Look in Internet	5
Other	

TABLE 104 - LONDON. RESOLVING QUESTIONS

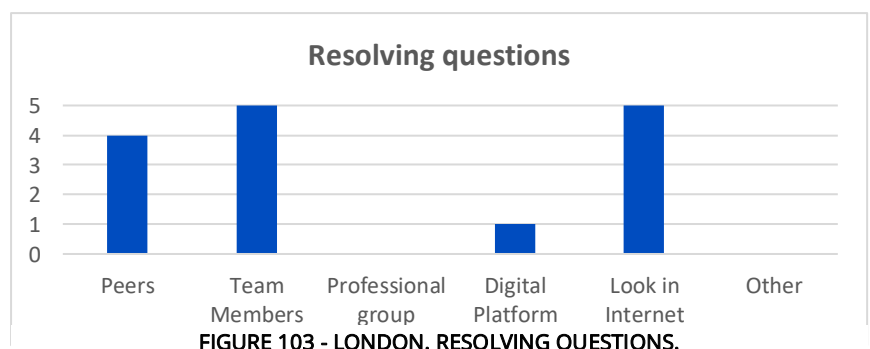


FIGURE 103 - LONDON. RESOLVING QUESTIONS.

Experience with Digital Platforms	
	# Participants
Not at all	1
Relatively few	
More or less	1
Quite a lot	3
Very much	

TABLE 105 - LONDON. EXPERIENCE WITH DIGITAL PLATFORMS

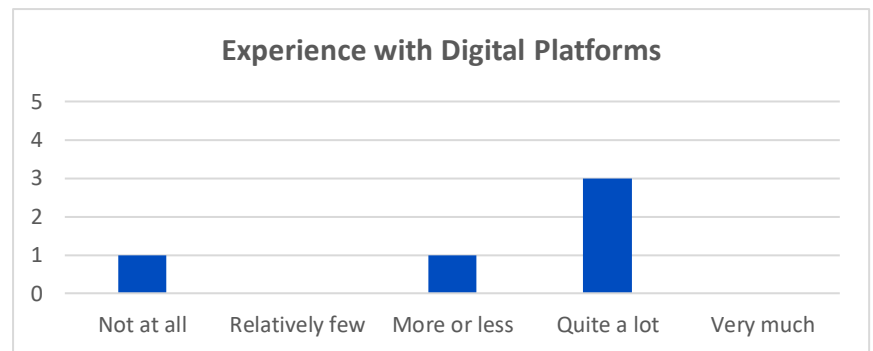


FIGURE 104 - LONDON. EXPERIENCE WITH DIGITAL PLATFORMS.

Requirement evaluation

What are the most common problems policy makers face in their daily operation?

- Lack of data or not being able to find relevant data of good quality.
- Impacting policy is difficult, not only because of the challenges translating research into policy-speak but also because of challenges inherent in the policymaking process itself.
- Lack of emphasis on prevention. There is ample evidence to show the scarring effects of life events such as adverse childhood experiences, persistent low income, family break-down or mental ill health. Policy interventions can feel like 'whack-a-mole', where a problem addressed in one area pops up elsewhere in a in a different guise at a later date.
- Having the relevant information presented in a way that makes them aware of the possible consequences of their decisions, and the future trajectory of the outcomes based on their decisions.
- Economic changes, legislation and decision making.
- Making it real - something that residents can see adds value, rather than just some nicely written theory.
- Lack of credibility with from line services.
- Pressure to turn things around very quickly – this should be a planned task, but often becomes reactive.

What is the information that lack policy makers in handling evidence-based policies?

- Incomplete, biased or incorrect datasets can lead to poor decision making, and even if these are taken care of data can often be visualised poorly so that those reading it doesn't understand it fully.
- Telling the story behind the data.
- Resident insight.
- Front line services insight.
- Qualitative as well as quantitative info.

Opinion about creating an online platform to support policy makers

- It would be great to enable those without data analysis skills to do basic data visualizations.
- Evidenced based decision-making capabilities.

- Shared open data visualised in a way that is consistent and user friendly would allow policy makers to have a deeper understanding of the impact of their decisions.
- The online platform would support policy makers monitor trends through the usage of visual analytics which will aid in decision making.
- Allow others to post comments.
- Allow some kind of surveys.
- Some equalities breakdowns of data.
- More comparison between teams and services.

Policy Cloud Platform evaluation

Ease of use	
	# Participants
Very easy	0
Moderately easy	1
Slightly easy	4
Not at all easy	0

TABLE 106 - LONDON. EASE OF USE

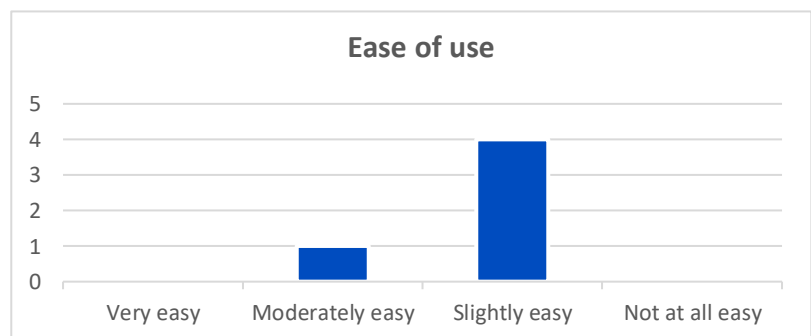


FIGURE 105 - LONDON. EASE OF USE.

User-friendly	
	# Participants
Very user-friendly	0
Moderately user-friendly	1
Slightly user-friendly	3
Not at all user-friendly	1

TABLE 107 - LONDON. USER-FRIENDLY

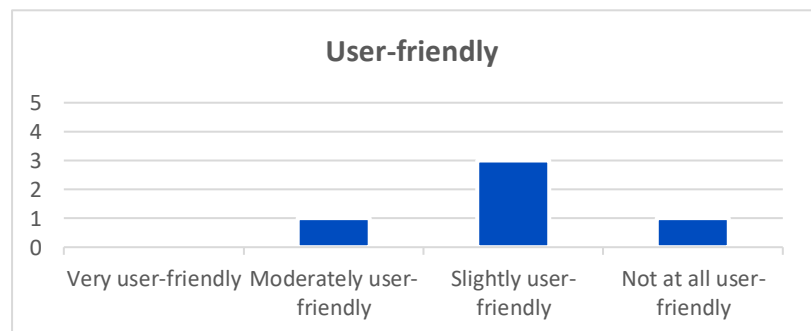


FIGURE 106. LONDON. USER-FRIENDLY.

Successful performing tasks	
	# Participants
Very successful	0
Moderately successful	1
Slightly successful	1
Not at all successful	0
Too early to say	3

TABLE 108 - LONDON. SUCCESSFUL PERFORMING TASKS



FIGURE 107 - LONDON. SUCCESSFUL PERFORMING TASKS.

Performance	
	# Participants
Very satisfied	
Moderately satisfied	1
Slightly satisfied	2
Not at all satisfied	
NS/NC	2

TABLE 109 - LONDON. PERFORMANCE

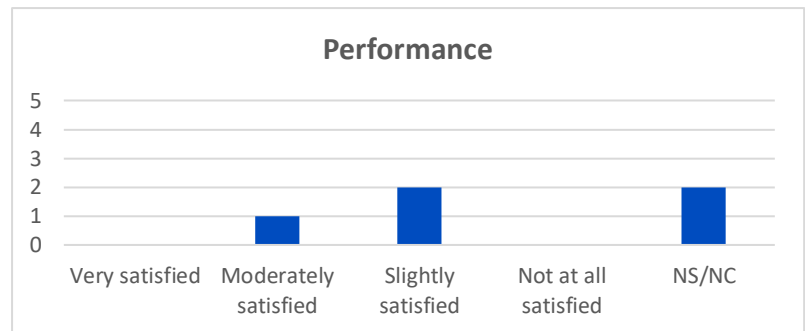


FIGURE 108 - LONDON. PERFORMANCE.

Recommendation	
	# Participants
Very likely	
Moderately likely	
Slightly likely	3
Not at all likely	
NS/NC	2

TABLE 110 - LONDON. RECOMMENDATION

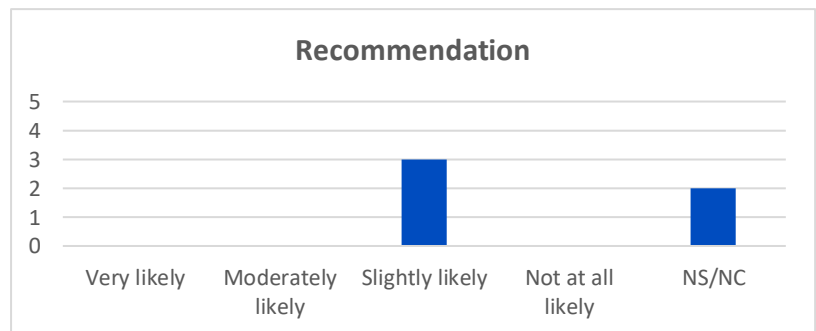


FIGURE 109 - LONDON. RECOMMENDATION.

Improvements for PolicyCLOUD platform

- The user interface needs to be friendlier.
- More mapping options for data visualisation.
- An interactive presentation through a demo version would have been better.
- Better labelling of the visualisations would make them easier to understand. It took quite a bit of investigation to understand what they were displaying and someone with less experience with using data visualisation platforms would struggle even more.
- Ensuring the sites connection is secured by an SSL certificate.
- More local comparison.
- Difficult to say.

Policy evaluation

Ease of policies creation	
	# Participants
Very easy	0
Moderately easy	0
Slightly easy	2
Not at all easy	0
Other	3

TABLE 111 - LONDON. EASE OF POLICIES CREATION

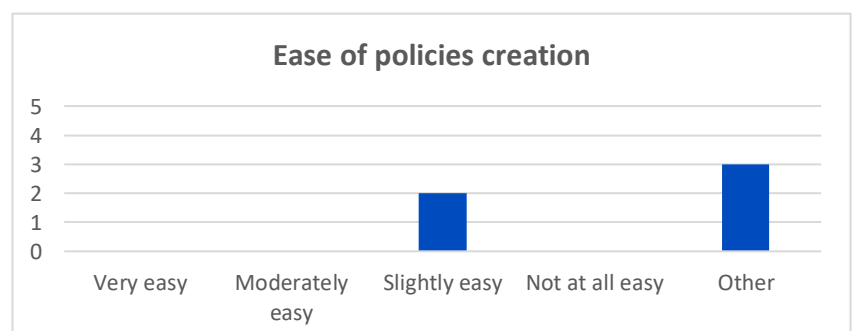


FIGURE 110 - LONDON. EASE OF POLICIES CREATION.

Ease of KPIs definition	
	# Participants
Very easy	0
Moderately easy	1
Slightly easy	2
Not at all easy	0
NA	2

TABLE 112 - LONDON. EASE OF KPIS DEFINITION

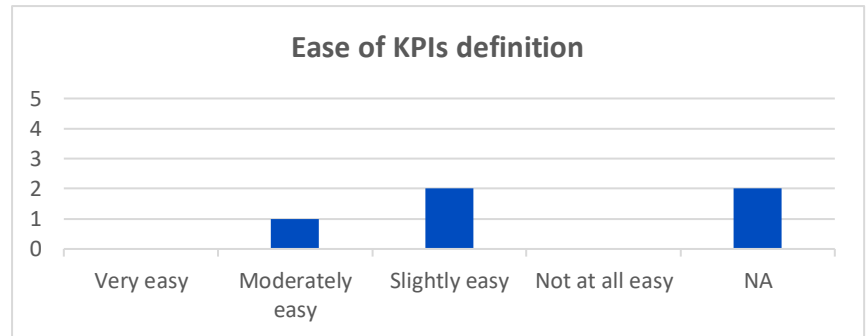


FIGURE 111 - LONDON. EASE OF KPIS DEFINITION.

Ease of KPIs evaluation	
	# Participants
Very easy	
Moderately easy	2
Slightly easy	1
Not at all easy	
NA	3

TABLE 113 - LONDON. EASE OF KPIS EVALUATION

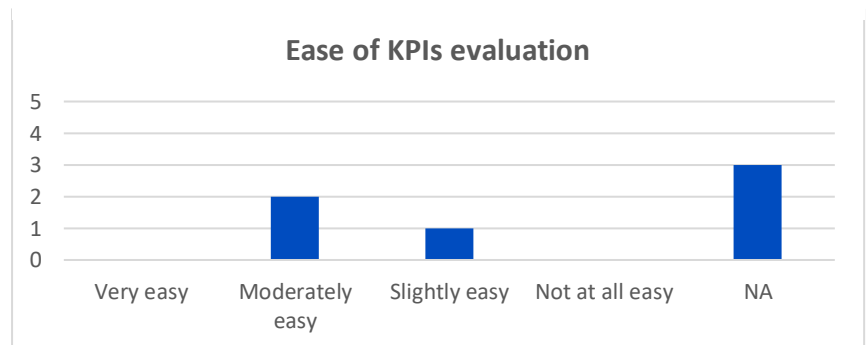


FIGURE 112 - LONDON. EASE OF KPIS EVALUATION.

Clearness of results	
	# Participants
Very clear	1
Moderately clear	1
Slightly clear	2
Not at all clear	0

TABLE 114 - LONDON. CLEARNESS OF RESULTS

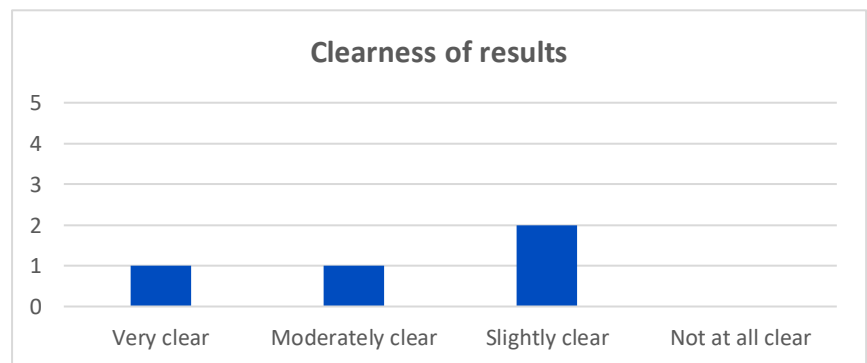


FIGURE 113 - LONDON. CLEARNESS OF RESULTS.

UMUX Questionnaire – Scenario evaluation

Meeting my requirements	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	4
Disagree somewhat	1
Disagree	0
Strongly disagree	0

TABLE 115 - LONDON. MEETING MY REQUIREMENTS

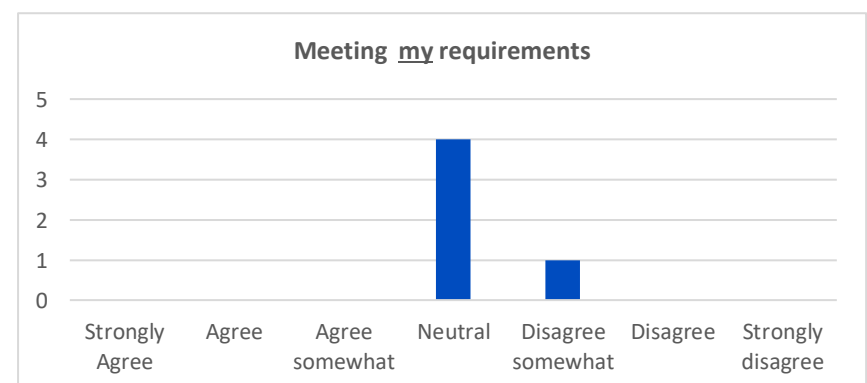


FIGURE 114 - LONDON. MEETING MY REQUIREMENTS.

Frustrating experience	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	2
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 116 - LONDON. FRUSTRATING EXPERIENCE

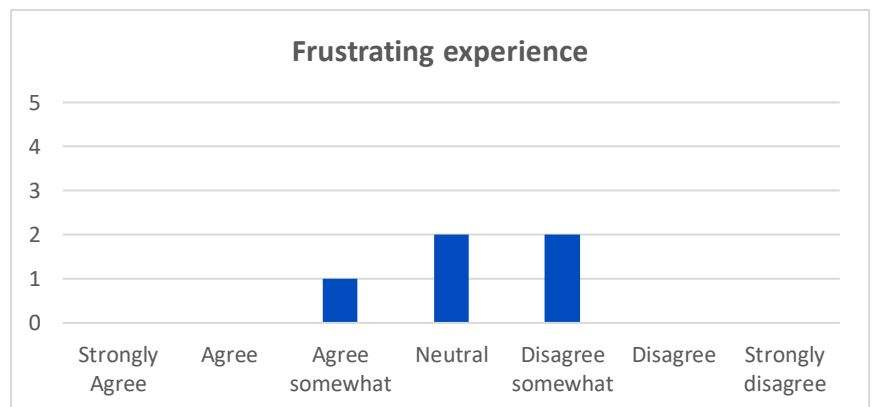


FIGURE 115 - LONDON. FRUSTRATING EXPERIENCE.

Ease of use	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	2
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 117 - LONDON. EASE OF USE

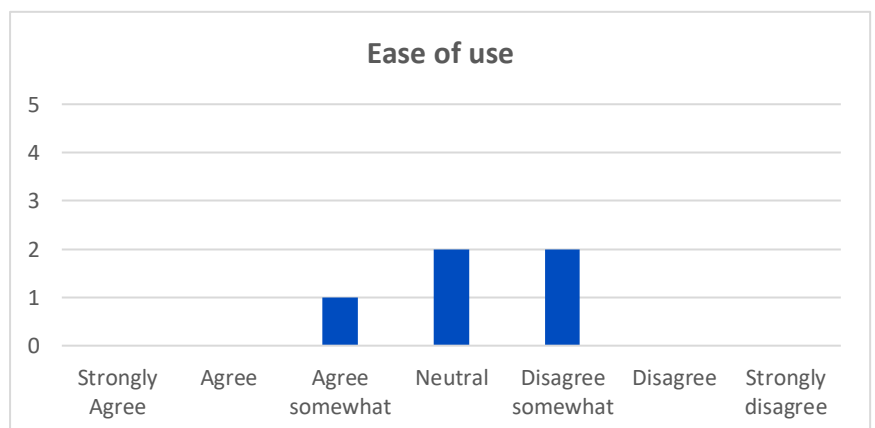


FIGURE 116 - LONDON. EASE OF USE.

Too much time correcting things	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	4
Disagree somewhat	0
Disagree	1
Strongly disagree	0

TABLE 118 - LONDON. TOO MUCH TIME CORRECTING THINGS

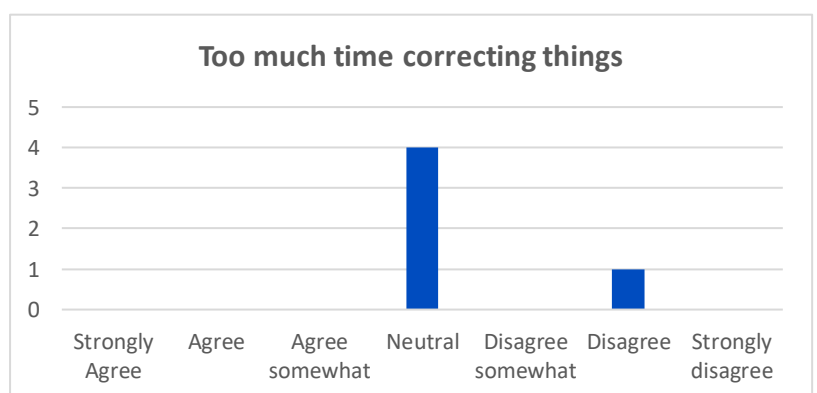


FIGURE 117 - LONDON. TOO MUCH TIME CORRECTING THINGS.

Useful daily operations	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	4
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 119 - LONDON. USEFUL DAILY OPERATIONS

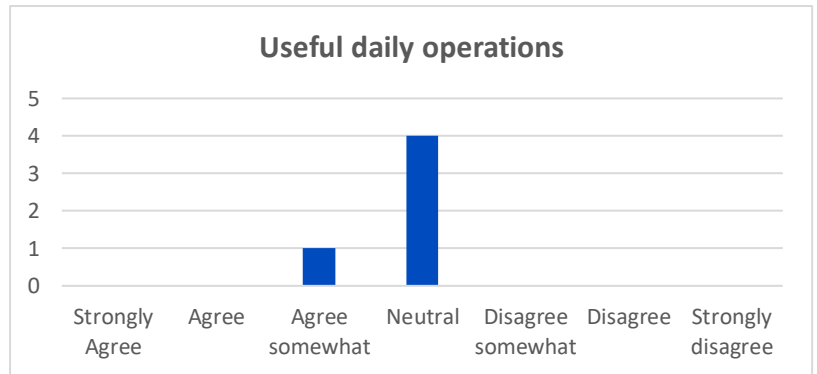


FIGURE 118 - LONDON. USEFUL DAILY OPERATIONS.

Decreasing of Workload	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	5
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 120 - LONDON. DECREASING OF WORKLOAD

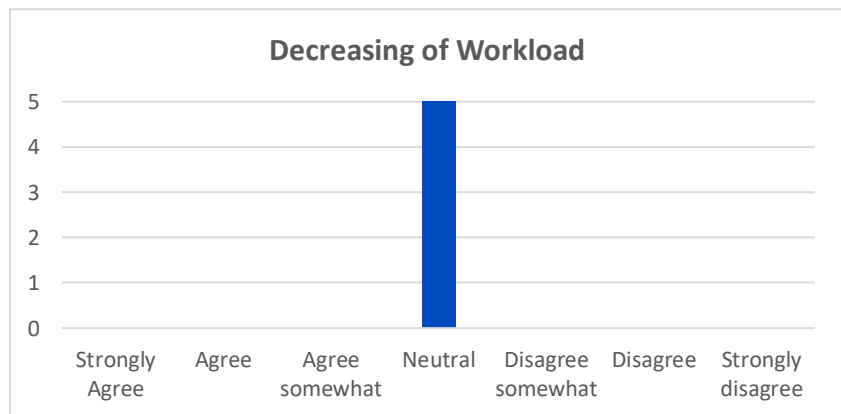


FIGURE 119 - LONDON. DECREASING OF WORKLOAD.

Improvement of abilities	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	2
Neutral	3
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 121 - LONDON. IMPROVEMENT OF ABILITIES

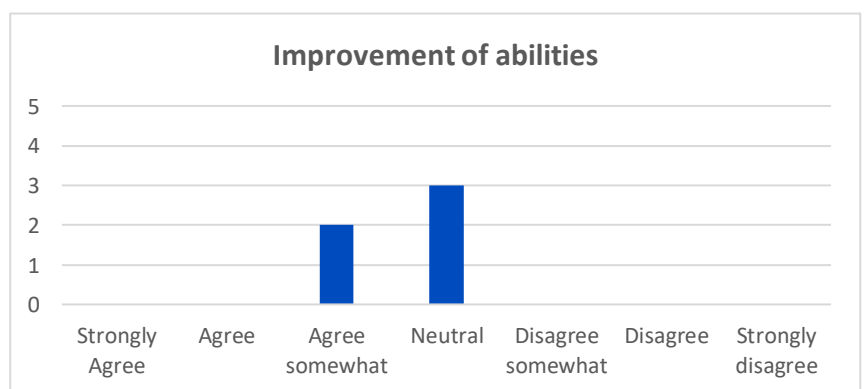


FIGURE 120 - LONDON. IMPROVEMENT OF ABILITIES.

Improvement of new ways to do job	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	2
Neutral	3
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 122 - LONDON. IMPROVEMENT OF NEW WAYS TO DO JOB

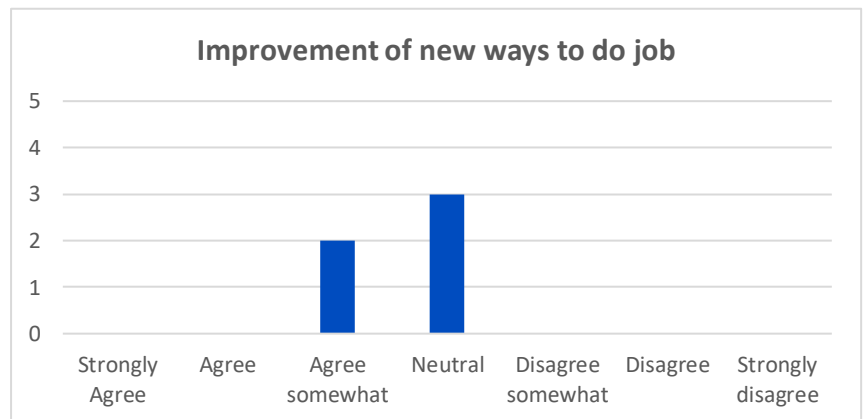


FIGURE 121 - LONDON. IMPROVEMENT OF NEW WAYS TO DO JOB.

Better overview of the Workflow	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	3
Disagree somewhat	1
Disagree	0
Strongly disagree	0

TABLE 123 - LONDON. BETTER OVERVIEW OF THE WORKFLOW

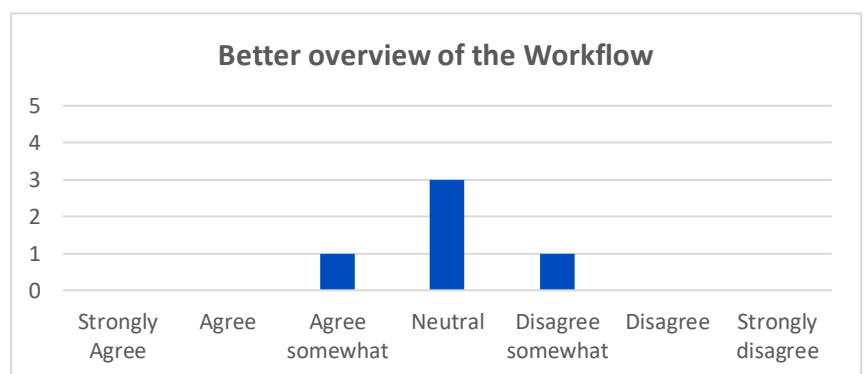


FIGURE 122 - LONDON. BETTER OVERVIEW OF THE WORKFLOW.

Improvement of situational awareness	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	5
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 124 - LONDON. IMPROVEMENT OF SITUATIONAL AWARENESS

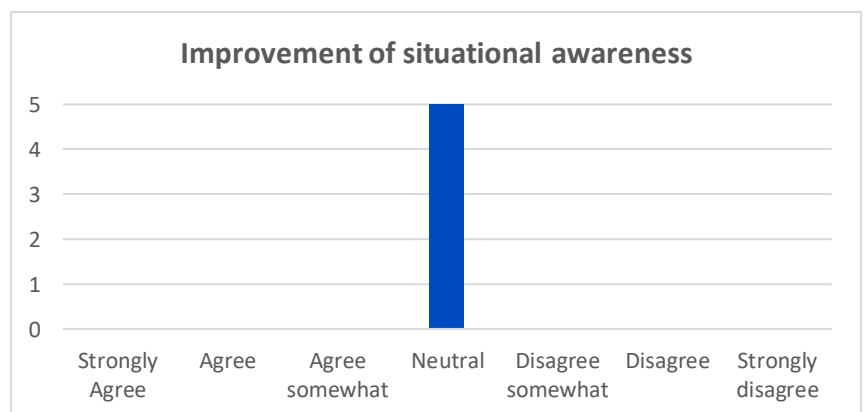


FIGURE 123 - LONDON. IMPROVEMENT OF SITUATIONAL AWARENESS.

Useful for daily work	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	0
Neutral	5
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 125 - LONDON. USEFUL FOR DAILY WORK

UMUX Questionnaire – Ease of use

Display enough information	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	3
Disagree somewhat	1
Disagree	0
Strongly disagree	0

TABLE 126 - LONDON. DISPLAY ENOUGH INFORMATION

Ease of customizing displayed info	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	2
Neutral	3
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 127 - LONDON. EASE OF CUSTOMIZING DISPLAYED INFO

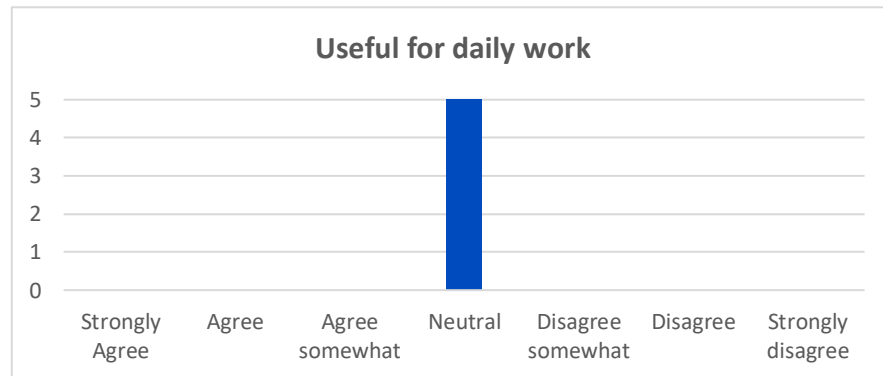


FIGURE 124 - LONDON. USEFUL FOR DAILY WORK.

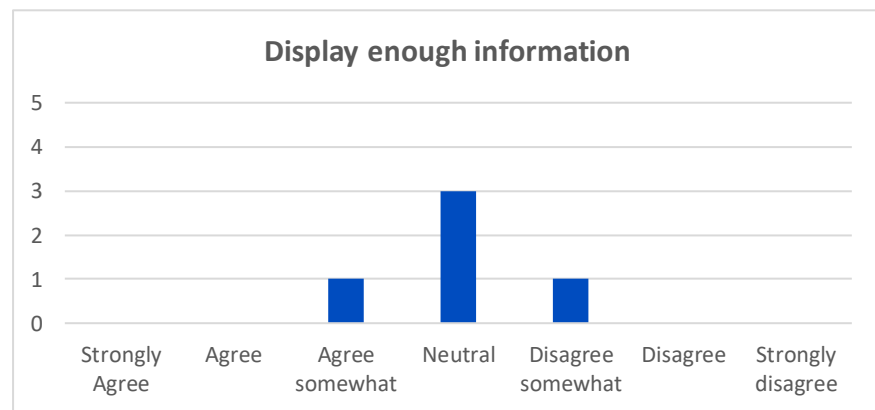


FIGURE 125 - LONDON. DISPLAY ENOUGH INFORMATION.

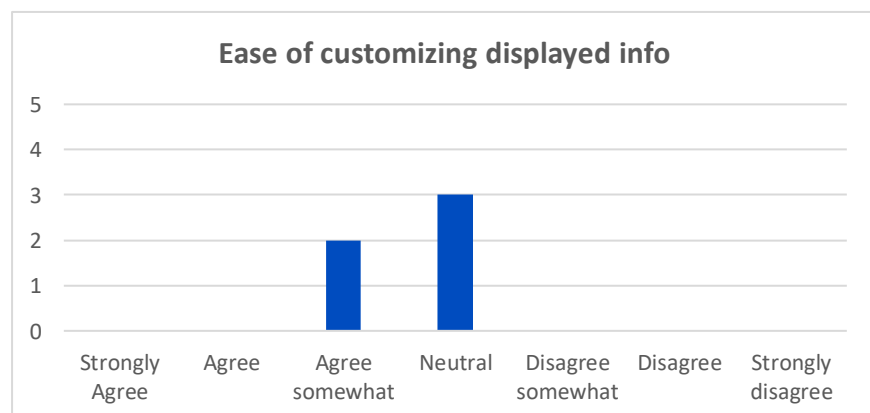


FIGURE 126 - LONDON. EASE OF CUSTOMIZING DISPLAYED INFO.

Ease of reading displayed info	
	# Participants
Strongly Agree	0
Agree	1
Agree somewhat	1
Neutral	3
Disagree somewhat	0
Disagree	0
Strongly disagree	0

TABLE 128 - LONDON. EASE OF READING DISPLAYED INFO

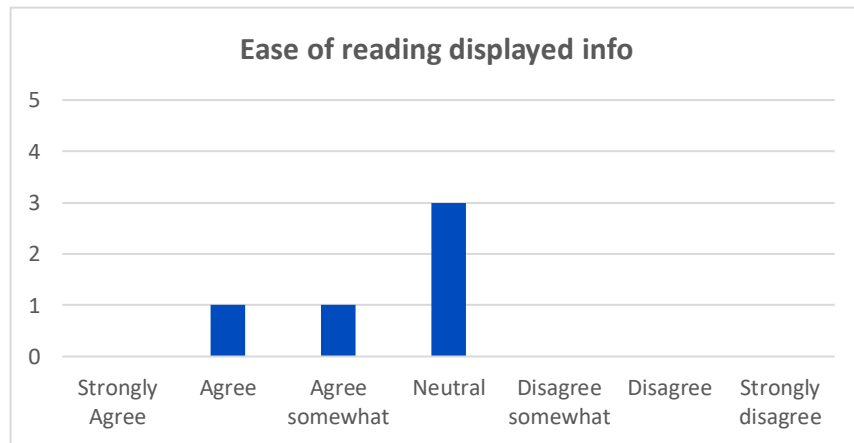


FIGURE 127 - LONDON. EASE OF READING DISPLAYED INFO.

Clearness of messages	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	2
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 129 - LONDON. CLEARNESS OF MESSAGES

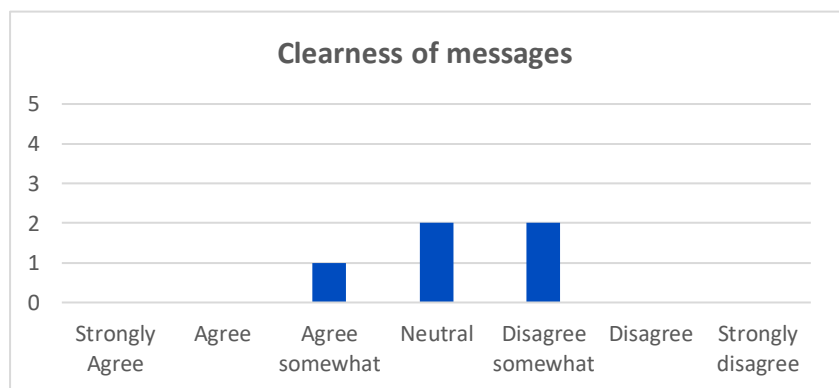


FIGURE 128 - LONDON. CLEARNESS OF MESSAGES.

Ease of finding information	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	2
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 130 - LONDON. EASE OF FINDING INFORMATION

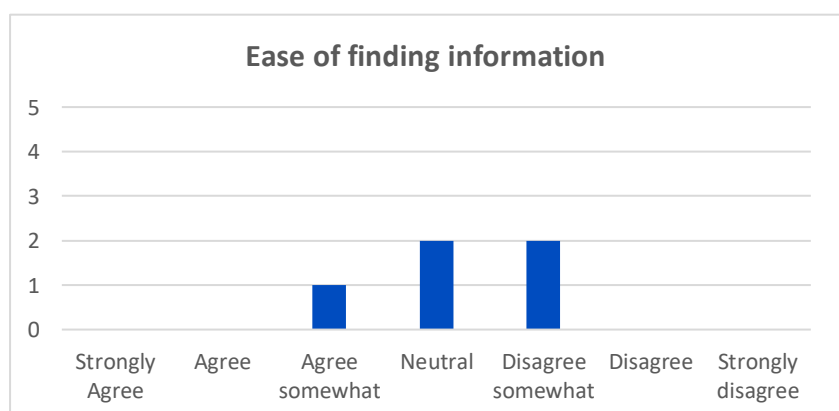


FIGURE 129 - LONDON. EASE OF FINDING INFORMATION.

Training effort	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	1
Neutral	2
Disagree somewhat	2
Disagree	0
Strongly disagree	0
NS/NC	0

TABLE 131 - LONDON. TRAINING EFFORT

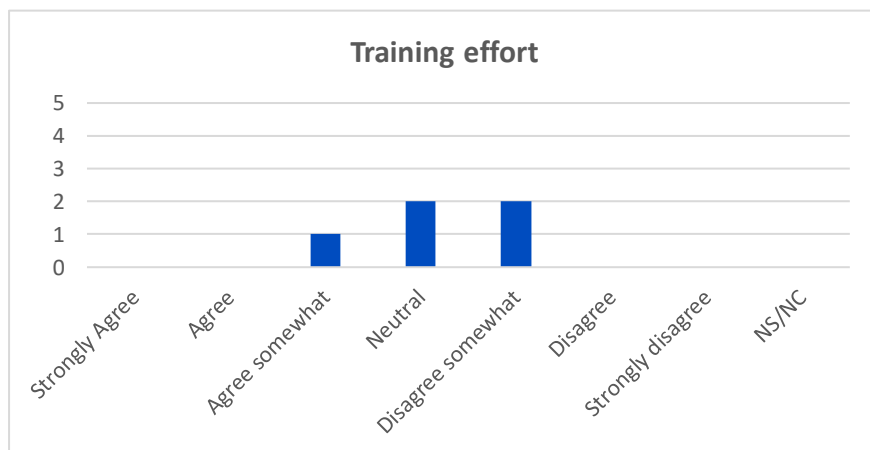


FIGURE 130 - LONDON. TRAINING EFFORT.

How to improve the tool

- Better labelling of tables, more appropriate visualisations and a more user-friendly set of tools to help the user to understand what they can do with the visualisations and the data they are seeing.
- Incorporating more tooltips/explanation for first time users will improve the overall user experience.

6.5 Summary

Preliminary questions

Participation per gender	
	# Participants
Male	27
Female	28
Total	55

TABLE 132 - PARTICIPATION PER GENDER

Years of experience	
	# Participants
<= 1 year	6
2 -5 years	16
6 -10 years	17
> 10 years	17

TABLE 133 - YEARS OF EXPERIENCE

Role in organization	
Role	# Participants
Policy Makers	16
Data Analyst	12
Domain Expert	18
Consultant	2
Other	8

TABLE 134 - ROLE IN ORGANIZATION

Resolving questions	
	#Participants
Peers	28
Team Members	17
Professional group	3
Digital Platform	2
Look in Internet	16
Other	

TABLE 135 - RESOLVING QUESTIONS

Participation per gender

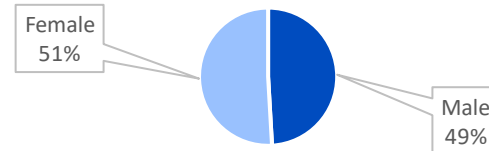


FIGURE 131 - PARTICIPATION PER GENDER.

Years of experience

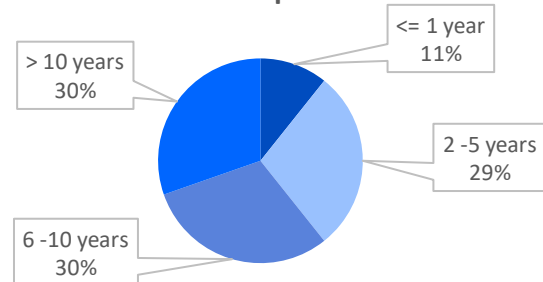


FIGURE 132 - YEARS OF EXPERIENCE.

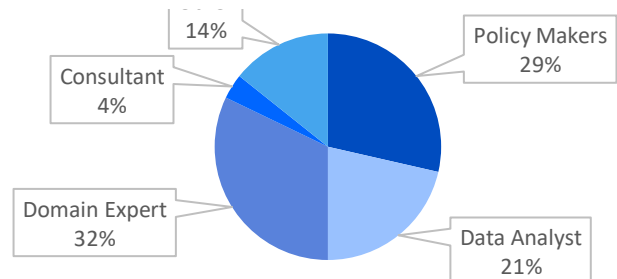


FIGURE 133 - ROLE IN ORGANIZATION.

Resolving questions

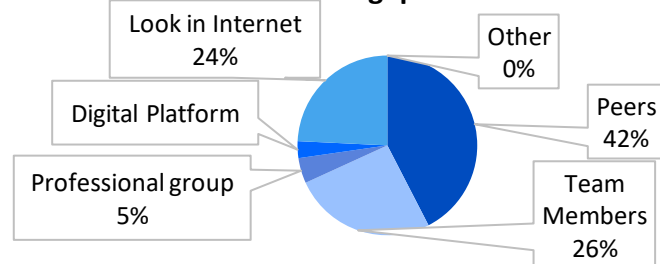


FIGURE 134 - RESOLVING QUESTIONS.

Experience with Digital Platforms	
	# Participants
Not at all	3
Relatively few	7
More or les	18
Quite a lot	21
Very much	7

TABLE 136 - EXPERIENCE WITH DIGITAL PLATFORMS

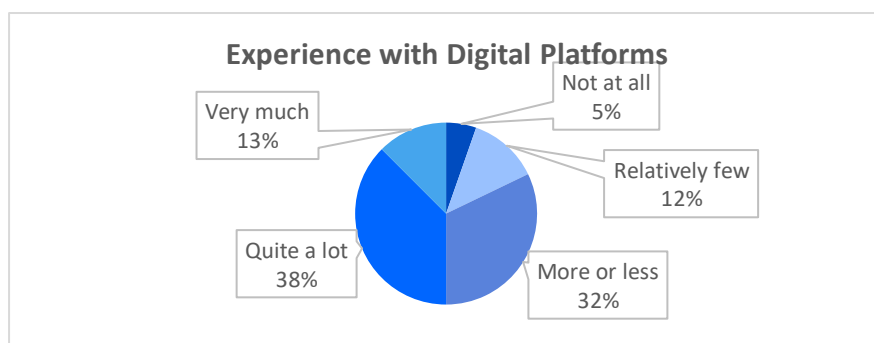


FIGURE 135 - EXPERIENCE WITH DIGITAL PLATFORMS.

Requirement evaluation

What are the most common problems policy makers face in their daily operation?

Most participants agree that the main problems they face are lack of data, inaccurate data and lack of standards. This is a major barrier to implementing new policies in any field. In addition, data is decentralised and fragmented and very difficult to access. All this makes the quality of data very low and unreliable.

There is also a significant lack of coordination on the part of the main stakeholders and entities involved in the generation of these policies. On the other hand, there is also a lack of emphasis on prevention; measures are taken once the problems have already arisen.

All this policy making should be more transparent for the target public/citizens concerned.

What is the information that lack policy makers in handling evidence-based policies?

Data are not always available in standard formats, nor are they centralised. It would be interesting to provide a single point of access to the data shared among all the entities that make use of it.

Having the data represented graphically would help to better understand the information, analyse and process it and draw conclusions.

The context in which the data is being collected should also be available to assist in decision making. It is important to tell the story behind the data.

Data quality.

Trend analysis.

Opinion about creating an online platform to support policy makers

The creation of an online platform to support policy making would be beneficial and should contain the following features:

- Advanced data analysis and visualisation techniques.
- Integration of data from different data sources together with the possibility of sharing data between different stakeholders.
- Use of filters according to the specific needs of a policy.
- Ability to synthesise data, compare data, stratify data.
- Being able to extract the story behind the data.
- Use of Machine Learning techniques, artificial intelligence and semantic analysis.
- Evidenced based decision-making capabilities
- Use of visual analytics to aid decision making.

Policy Cloud Platform evaluation

Ease of use	
	# Participants
Very easy	10
Moderately easy	33
Slightly easy	11
Not at all easy	2

TABLE 137 - EASE OF USE

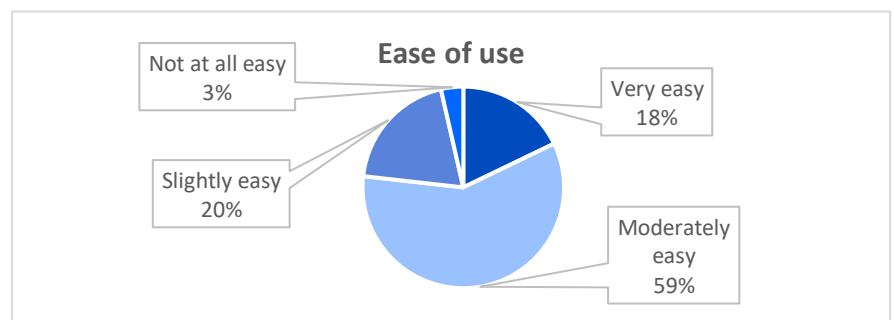


FIGURE 136 – EASE OF USE.

User-friendly	
	# Participants
Very user-friendly	9
Moderately user-friendly	33
Slightly user-friendly	11
Not at all user-friendly	3

TABLE 138 - USER-FRIENDLY

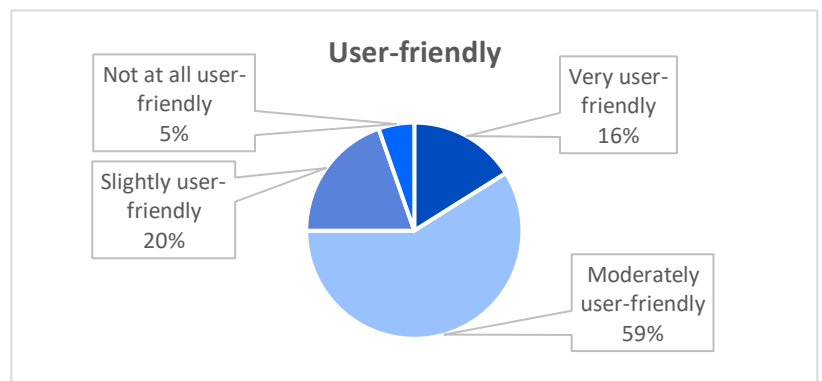


FIGURE 137 – USER-FRIENDLY.

Successful performing tasks	
	# Participants
Very successful	5
Moderately successful	24
Slightly successful	10
Not at all successful	6
Too early to say	11

TABLE 139 - SUCCESSFUL PERFORMING TASKS

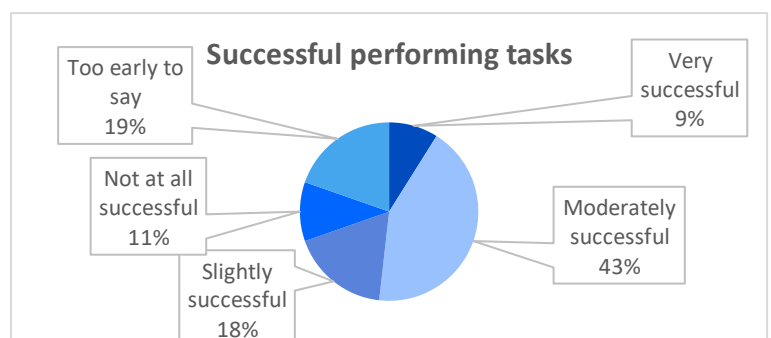


FIGURE 138 – SUCCESSFUL PERFORMING TASKS.

Performance	
	# Participants
Very satisfied	10
Moderately satisfied	35
Slightly satisfied	9
Not at all satisfied	0
NA	2

TABLE 140 - PERFORMANCE

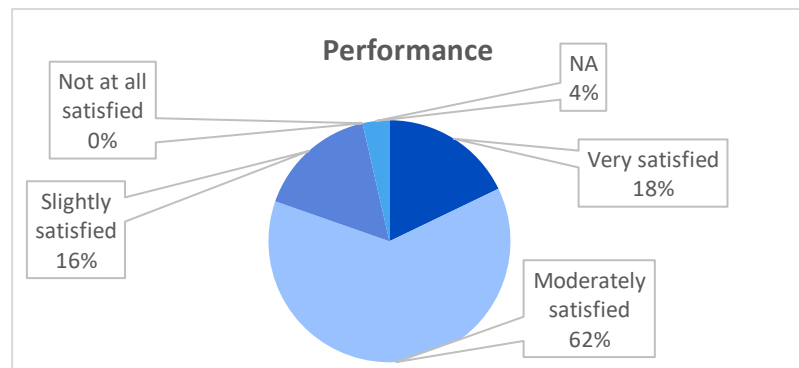


FIGURE 139 - PERFORMANCE.

Recommendation	
	# Participants
Very likely	18
Moderately likely	20
Slightly likely	13
Not at all likely	2
NA	2

TABLE 141 - RECOMMENDATION

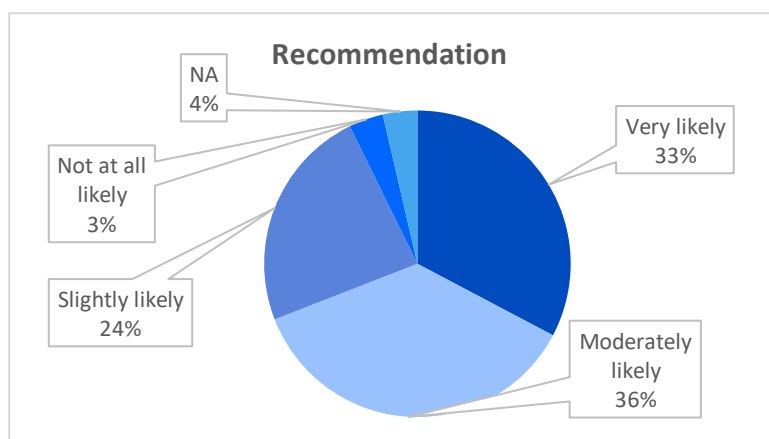


FIGURE 140 - RECOMMENDATION.

Improvements for Policy cloud platform

Many of the participants indicate that at this point it is very difficult for them to indicate how the platform could be improved, they indicate that if they could work with a demo version it would be easier.

That said, several actions for improvement are proposed by inquired people:

- Exporting results.
- Being able to have more than one graph or type of graph per scenario to be able to compare information
- Customisable graphs
- Better user experience, more user-friendly
- More space for the visualisation of the graphs
- Better labelling
- Data explicability

Policy evaluation

Easy to create Policies	
	# Participants
Very easy	5
Moderately easy	22
Slightly easy	19
Not at all easy	2
Other	8

TABLE 142 - EASE OF POLICIES CREATION

Ease of KPIs definition	
	# Participants
Very easy	3
Moderately easy	16
Slightly easy	19
Not at all easy	5
NS/NC	3

TABLE 143 - EASE OF KPIS DEFINITION

Ease of KPIs evaluation	
	# Participants
Very easy	8
Moderately easy	27
Slightly easy	16
Not at all easy	3
NS/NC	3

TABLE 144 - EASE OF KPIS EVALUATION

Clearness of results	
	# Participants
Very clear	13
Moderately clear	28
Slightly clear	13
Not at all clear	1

TABLE 145 - CLARNESS OF RESULTS

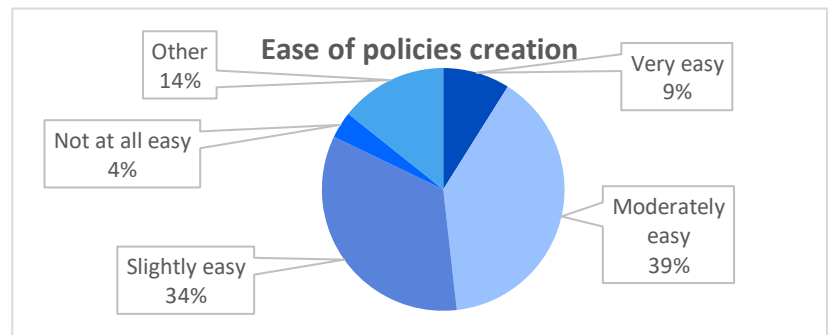


FIGURE 141 - EASE OF POLICIES CREATION.

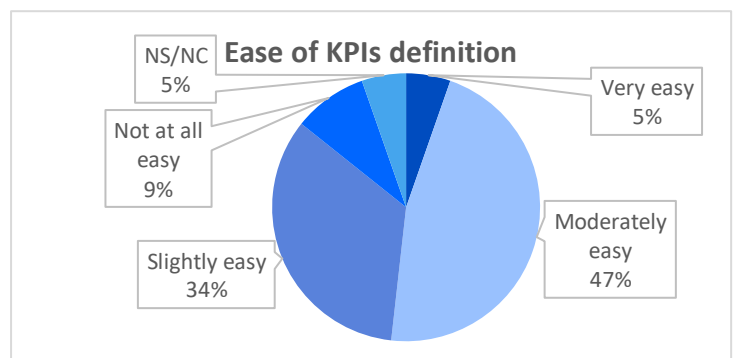


FIGURE 142 - EASE OF KPIS DEFINITION.

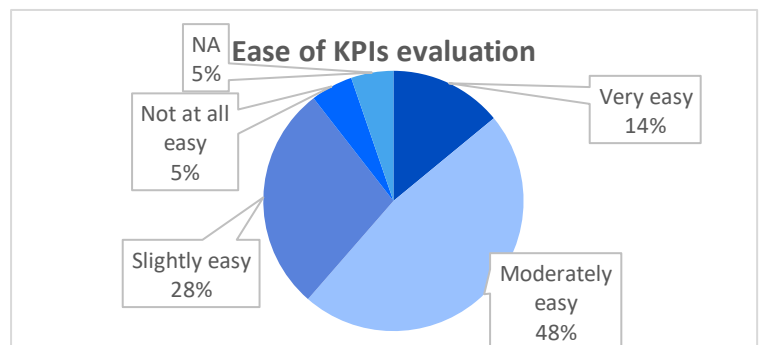


FIGURE 143 - EASE OF KPIS EVALUATION.

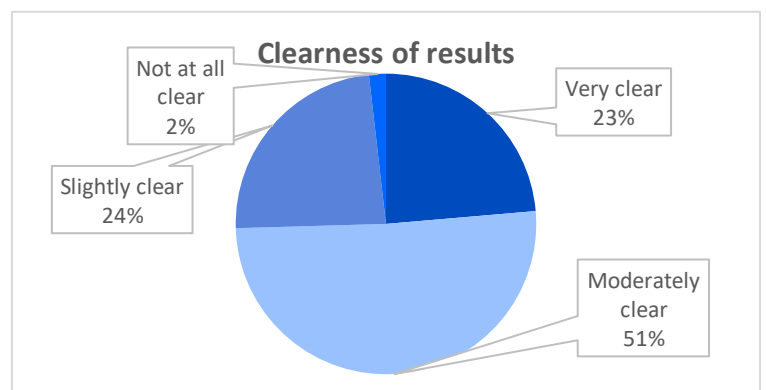


FIGURE 144 - CLARNESS OF RESULTS.

Suggestions

- Improving interaction with the graphical tool in order to build KPIs and study results.
- The result of policy analysis should be in the form of new graphs in which the values of a given type of problem are presented and compared before and after the action is taken by the administration.

UMUX Questionnaire – Scenario evaluation

Meeting my requirements	
	# Participants
Strongly Agree	3
Agree	7
Agree somewhat	18
Neutral	25
Disagree somewhat	3
Disagree	0
Strongly disagree	0

TABLE 146 - MEETING MY REQUIREMENTS

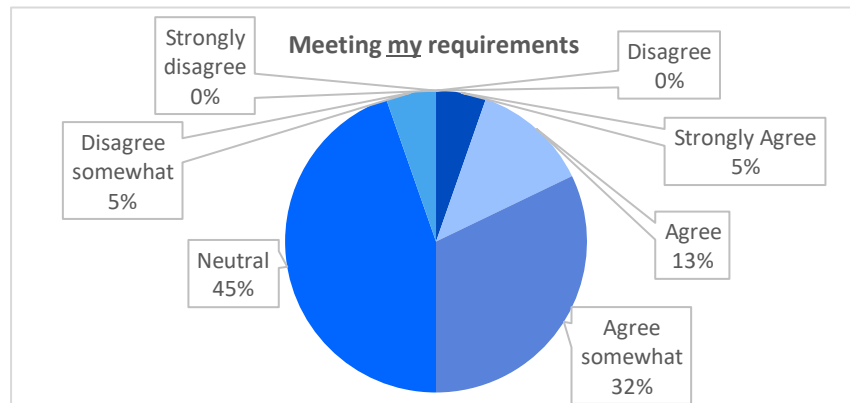


FIGURE 145 - MEETING MY REQUIREMENTS.

Frustrating experience	
	# Participants
Strongly Agree	0
Agree	3
Agree somewhat	3
Neutral	16
Disagree somewhat	7
Disagree	22
Strongly disagree	5

TABLE 147 - FRUSTRATING EXPERIENCE

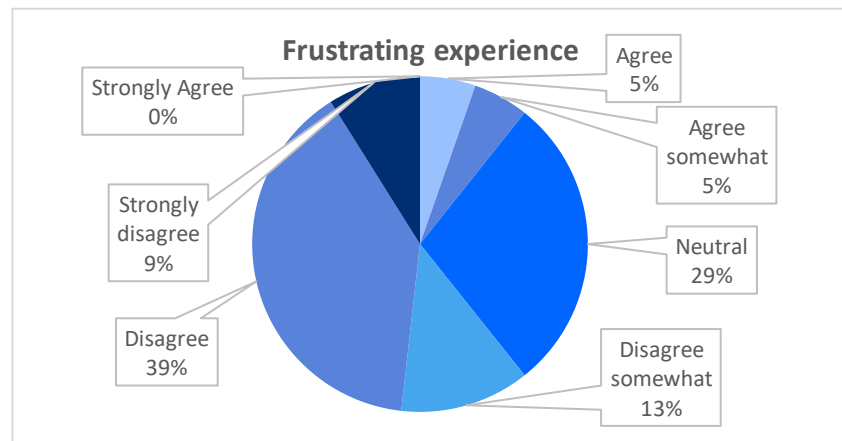


FIGURE 146 - FRUSTRATING EXPERIENCE.

Ease of use	
	# Participants
Strongly Agree	9
Agree	17
Agree somewhat	10
Neutral	14
Disagree somewhat	5
Disagree	1
Strongly disagree	0

TABLE 148 - EASE OF USE

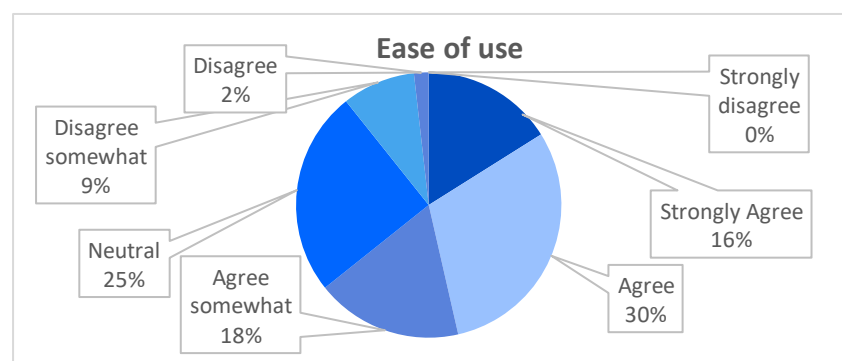


FIGURE 147 - EASE OF USE.

Too much time correcting things	
	# Participants
Strongly Agree	0
Agree	0
Agree somewhat	3
Neutral	38
Disagree somewhat	0
Disagree	13
Strongly disagree	2

TABLE 149 - TOO MUCH TIME CORRECTING THINGS

Useful daily operations	
	# Participants
Strongly Agree	6
Agree	20
Agree somewhat	12
Neutral	16
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 150 - USEFUL DAILY OPERATIONS

Decreasing of Workload	
	# Participants
Strongly Agree	7
Agree	8
Agree somewhat	9
Neutral	28
Disagree somewhat	3
Disagree	1
Strongly disagree	0

TABLE 151 - DECREASING OF WORKLOAD

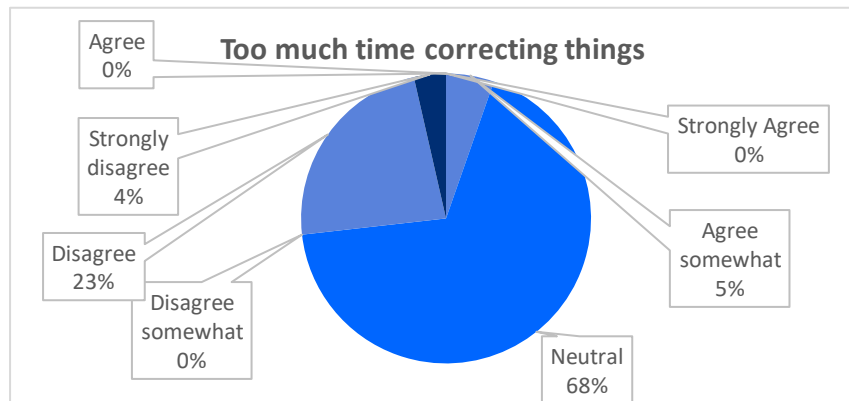


FIGURE 148 - TOO MUCH TIME CORRECTING THINGS.

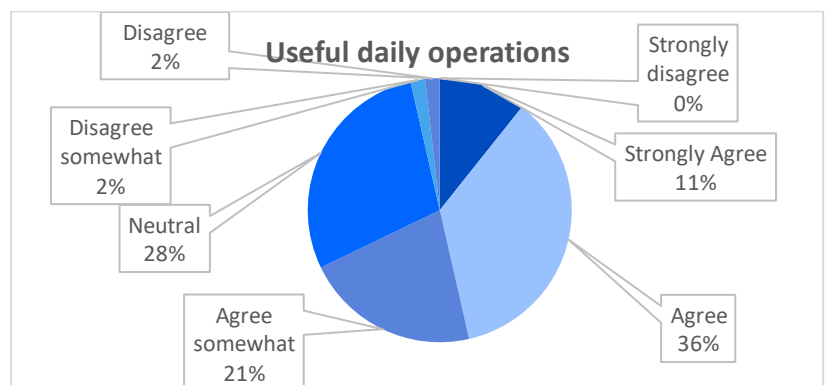


FIGURE 149 - USEFUL DAILY OPERATIONS.

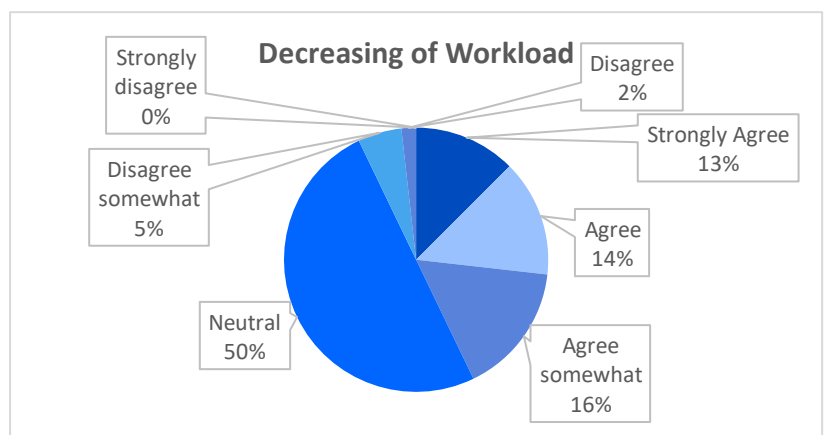


FIGURE 150 - DECREASING OF WORKLOAD.

Improvement of abilities	
	# Participants
Strongly Agree	8
Agree	9
Agree somewhat	12
Neutral	22
Disagree somewhat	2
Disagree	2
Strongly disagree	1

TABLE 152 - IMPROVEMENT OF ABILITIES

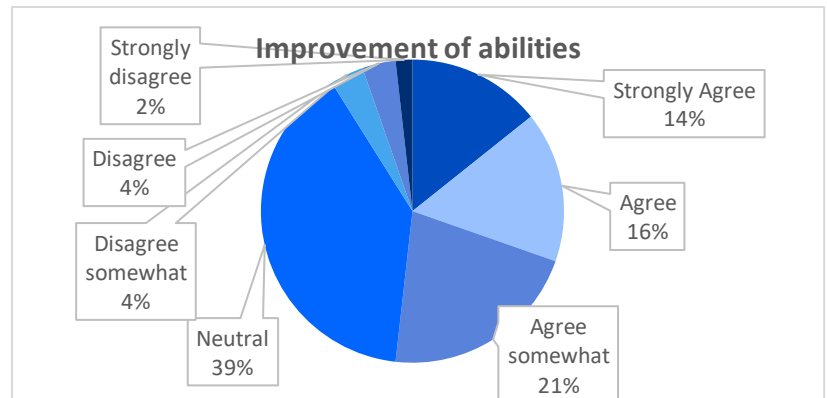


FIGURE 151 - IMPROVEMENT OF ABILITIES.

Improvement of new ways to do job	
	# Participants
Strongly Agree	12
Agree	6
Agree somewhat	9
Neutral	27
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 153 - IMPROVEMENT OF NEW WAYS TO DO JOB

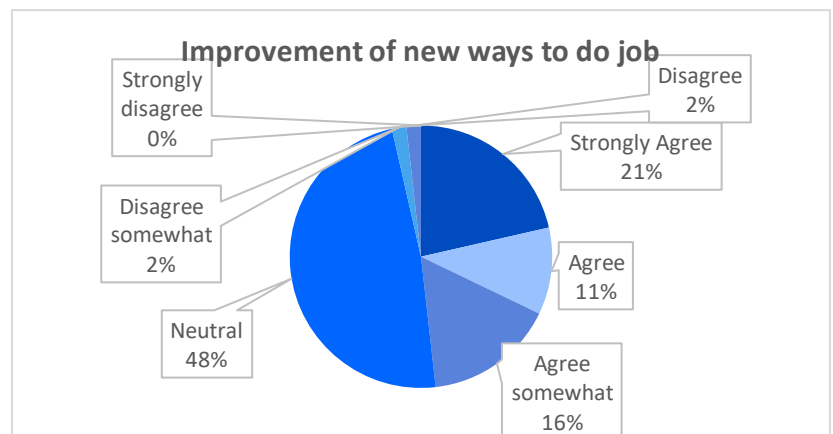


FIGURE 152 - IMPROVEMENT OF NEW WAYS TO DO JOB.

Better overview of the Workflow	
	# Participants
Strongly Agree	9
Agree	7
Agree somewhat	10
Neutral	27
Disagree somewhat	2
Disagree	1
Strongly disagree	0

TABLE 154 - BETTER OVERVIEW OF THE WORKFLOW

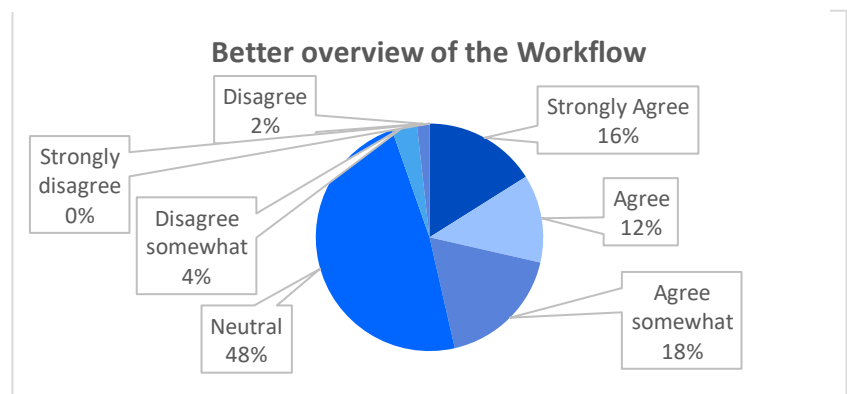


FIGURE 153 - BETTER OVERVIEW OF THE WORKFLOW.

Improvement of situational awareness	
	# Participants
Strongly Agree	6
Agree	19
Agree somewhat	10
Neutral	18
Disagree somewhat	1
Disagree	1
Strongly disagree	0

TABLE 155 - IMPROVEMENT OF SITUATIONAL AWARENESS

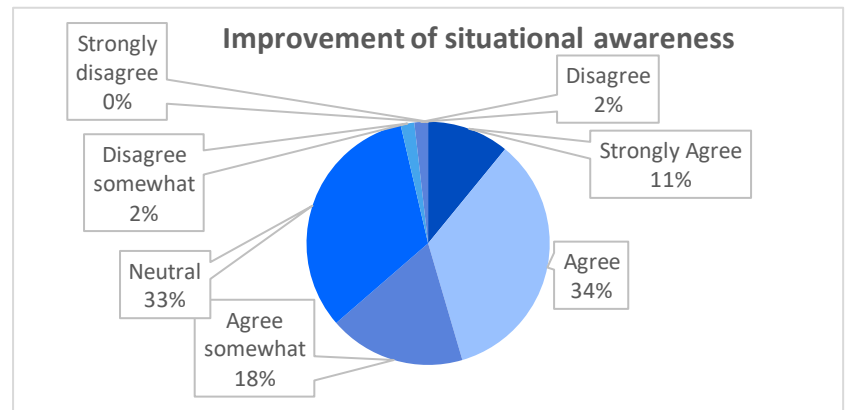


FIGURE 154 - IMPROVEMENT OF SITUATIONAL AWARENESS.

Useful for daily work	
	# Participants
Strongly Agree	16
Agree	12
Agree somewhat	6
Neutral	19
Disagree somewhat	2
Disagree	1
Strongly disagree	0

TABLE 156 - USEFUL FOR DAILY WORK

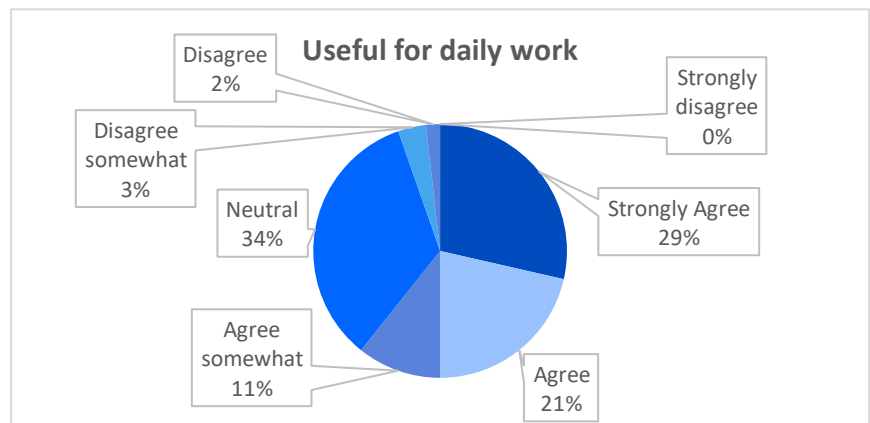


FIGURE 155 - USEFUL FOR DAILY WORK.

UMUX Questionnaire – Ease of use

Display enough information	
	# Participants
Strongly Agree	5
Agree	19
Agree somewhat	17
Neutral	15
Disagree somewhat	1
Disagree	0
Strongly disagree	0

TABLE 157 - DISPLAY ENOUGH INFORMATION

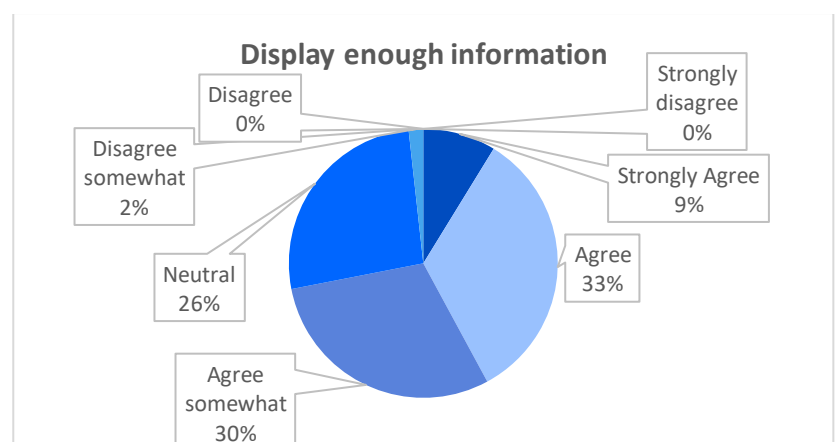


FIGURE 156 - DISPLAY ENOUGH INFORMATION.

Ease of customizing displayed info	
	# Participants
Strongly Agree	1
Agree	12
Agree somewhat	15
Neutral	25
Disagree somewhat	4
Disagree	0
Strongly disagree	0

TABLE 158 - EASE OF CUSTOMIZING DISPLAYED INFO

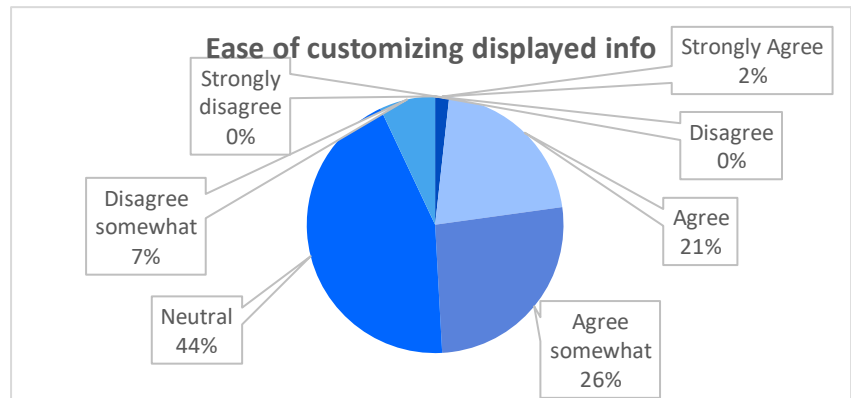


FIGURE 157 - EASE OF CUSTOMIZING DISPLAYED INFO.

Ease of reading displayed info	
	# Participants
Strongly Agree	8
Agree	11
Agree somewhat	13
Neutral	21
Disagree somewhat	4
Disagree	0
Strongly disagree	0

TABLE 159 - EASE OF READING DISPLAYED INFO

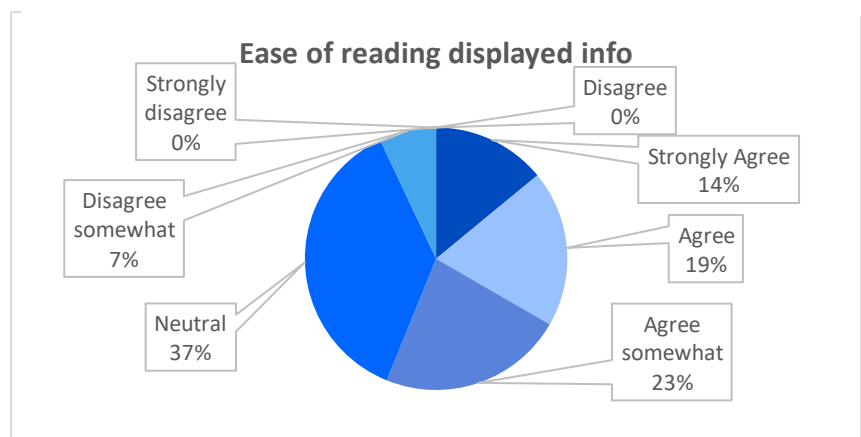


FIGURE 158 - EASE OF READING DISPLAYED INFO.

Clearness of messages	
	# Participants
Strongly Agree	7
Agree	15
Agree somewhat	9
Neutral	24
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 160 - CLEARNESS OF MESSAGES

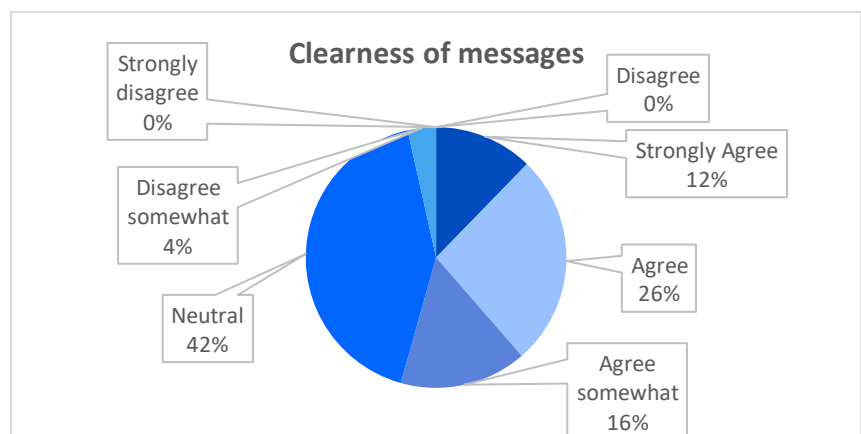


FIGURE 159 - CLEARNESS OF MESSAGES.

Ease of finding information	
	# Participants
Strongly Agree	4
Agree	25
Agree somewhat	15
Neutral	11
Disagree somewhat	2
Disagree	0
Strongly disagree	0

TABLE 161 - EASE OF FINDING INFORMATION

Training effort	
	# Participants
Strongly Agree	1
Agree	6
Agree somewhat	6
Neutral	30
Disagree somewhat	4
Disagree	8
Strongly disagree	0
NA	1

TABLE 162 - TRAINING EFFORT

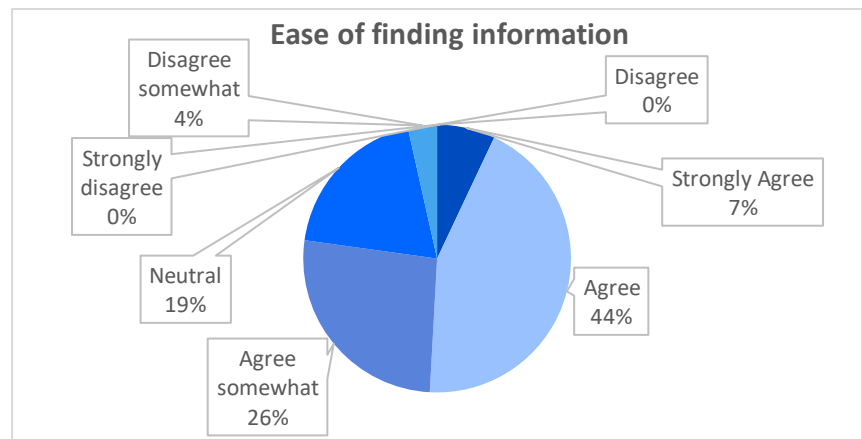


FIGURE 160 - EASE OF FINDING INFORMATION.

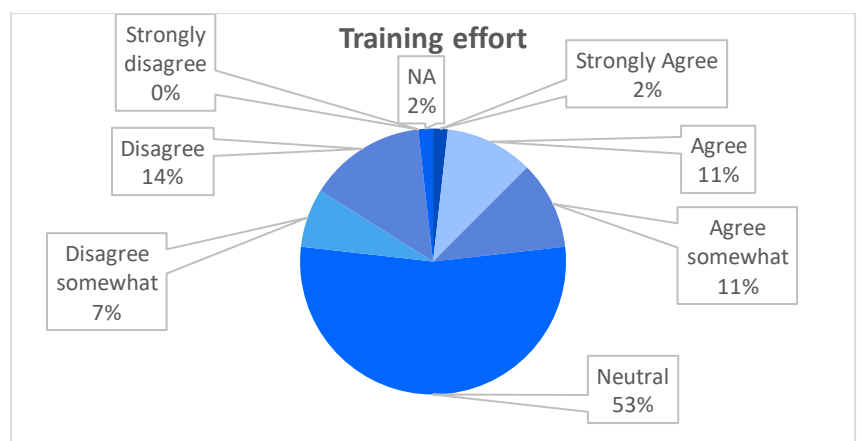


FIGURE 161 - TRAINING EFFORT.

How to improve the tool

There are not many suggestions on how to improve the tool, this is because many of the participants expressed the need to see the platform more evolved and expressed the need to interact with it in order to draw their own conclusions.

Some of the proposals are:

- Translate the platform into the local language.
- Include more explanations and help for those using the tool for the first time.
- Allow more interaction with the end-user, so that they are able to build their own graphs.
- Better labelling of tables
- More user-friendly

7 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, in particular the outcomes of the evaluation of the PolicyCLOUD technologies and the benefits they provide. It presents the evaluation results of different scenarios, for each one of the use cases, carried out by policy makers.

From the perspective of policy makers there are some improvements that need to be performed for PolicyCLOUD to be a success, as follows:

1. To implement the rest of the scenarios based on the feedback obtained in the evaluation of the current platform.
2. The platform must continue to be easy to use and provide valuable features that save time in the policy decision process.
3. Increased integration and stability of the overall environment is needed.

To conclude, we must highlight that the feedback obtained from the different uses cases and described in this document - especially in chapter 6 - are a good starting point to improve the platform and make PolicyCLOUD a success.

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