



DELIVERABLE

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Project Title: A unique European citizens' attention service

Deliverable 7.2. Project dissemination website

Revision: 1.0

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Dissemination Level		
P	Public	X
C	Confidential, only for members of the consortium and the Commission Services	

REVISION HISTORY AND STATEMENT OF ORIGINALITY

Revision History

Revision	Date	Author(s)	Organisation	Description

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1. Document details

Context

WP 7	Project Dissemination and Exploitation
WPL	Formez
Task 7.2	Dissemination activities
TL	Salvatore Marras
Dependencies	This deliverable uses specifically the input of the deliverables D7.1
Starting date	11/12/2009
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Authors	Baudouin de Sonis (eForum); Salvatore Marras (Formez), Laura Manconi (Formez)
Contributors	Martin Maguire (EIWH)
Reviewers	All project participants by collaborative work through the project intranet
Approved by	iSAC6+ consortium

History

Version	Date	Authors/Reviewers	Sections affected
1.0	28/02/10	Salvatore Marras/Baudouin de Sonis	

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3. Summary

In this report, we describe the D7.2 Project dissemination website deliverable www.isac6plus.eu, which is the public website of the iSAC6+ project.

We present screenshots of the main pages and a brief description of contents and features developed for the website, in accordance with project partner's suggestions.

Before, we introduce the information architecture model used to design the website.

4. iSAC6+: the information architecture model

In this section we present the information model, used as starting point for designing the iSAC6+ website.

The followings are the key elements considered for the website structure, in accordance with the web 2.0 approach to web design:

- a simple layout;
- few, clear and simple users-centred contents;
- simple navigation, easy to interpret, target and select ;

To enable communication between the project and the potential users of the iSAC services, the web site structure is organised in dedicated web pages, one for each of the 3 target identified in the Dissemination plan (citizens', cities, service providers).

These second levels pages include both short textual presentations of iSAC solutions and services and multimedia resources or links to the other project communication channels (e.g the iSAC6+ community on ePractice).

logo

iSAC for citizens

textual description of the isac solution advantages, in a citizens perspective
textual description of the isac solution advantages, in a citizens perspective
textual description of the isac solution advantages, in a citizens perspective

What is a SAC?

Demo

What is a Citizens attention service (SAC)

A definition of Citizen attention service
A link to the correspondent voice on the Wikipedia website: <http://en.wikipedia.org>

Demo

From the [isac6plus channel](#) on Youtube, the video presentation of Terrassa

Citizens opinion

video interviews to isac users
in the 6 pilot scenarios



Embedded video



logo

iSAC for cities

textual description of the isac solution advantages, in a city perspective
textual description of the isac solution advantages, in a city perspective
textual description of the isac solution advantages, in a city perspective

SAC for cities

SAC for cities

How to join iSAC6+

A definition of Citizen attention service

A link to the correspondent voice on the Wikipedia website: <http://en.wikipedia.org>

iSAC community

isac community's **RSS feed** from the epractice website

How to join iSAC6+

a brief explanation on how public administrations can join the project

[Join](#) the isac community

logo

iSAC for service providers

textual description of the isac solution advantages, in a service providers perspective
textual description of the isac solution advantages, in a service providers perspective
textual description of the isac solution advantages, in a service providers perspective

Open source in SAC

Open source in SAC

How to become a partner

Reference framework

Get started with isac

OS benefits for public administrations

iSAC community

isac developers community's **RSS feed** from the sourceforge website

How to become a partner

A brief explanation on how service providers can join the project

[Join](#) the isac community

Get started with isac

A short description of the isac applicative architecture

A brief explanation on how you can use the isac platform

iSAC6+ Project

[Log in](#)

[Request new password](#)

Username: *

Enter your iSAC6+ Project username.

Password: *

Enter the password that accompanies your username.

[Log in using OpenID](#)

[Log in](#)

5. iSAC6+ home page

In this chapter we present the content of the home page, and brief explanation about the purpose of each section linked in the home page header: Home, Project, News, Events. The project intranet is described too.

The home page (Figure 1) presents the main targets identified by the Dissemination plan (citizens, cities, service providers). For each target there's a short text with significant keywords phrases to capture individuals looking "topics".



Figure 1. Home page

The home page header links to the following pages:

- Project;
- News;
- Events and
- the project intranet.

The Project page (Figure 2), introduces the objectives, the activities (work packages) and the composition of the project consortium. This page includes also a list of public deliverables, which will be updated regularly.

The screenshot shows the ISAC6+ project website. At the top left is the logo 'iSAC6+' with the tagline 'A UNIQUE EUROPEAN CITIZENS' ATTENTION SERVICE'. A navigation bar contains links for 'Home', 'Project', 'News', 'Events', and 'Intranet'. A sidebar on the left lists 'Objectives', 'Project work', 'Public deliverables', and 'Project partners'. The main content area is titled 'ISAC6+ project' and contains the following sections:

- Objectives:** ISAC6+ project aims to promote and deploy an innovative ICT solution (ISAC) that will enhance considerably the capability of various public authorities to respond to citizens' attention and information requirements at the European level.
- Project work:** ISAC is an on-line SAC that has been designed following a citizen-centred, citizen-inclusive and community-centred approach. Its mission is to attend to citizens' demands on-line, by retrieving and managing information from existing databases.
- Objectives:**
 - To improve the efficiency and capacity of responses from local SACs;
 - To reduce the time, money, stress, administrative burdens and other resources invested by both citizens and companies, especially SMEs, in trying to find information about their local administration;
 - To work towards a Single European Information Society for all, by installing a common on-line citizens' attention and information service in a range of different scenarios and different SAC across the European Union.
- Project work:** The project work plan consists of 7 work packages (WP). The main objectives and tasks of each work package are:
 - Work Package 1: Project Management.** This WP comprises all managerial and coordination tasks and activities.
 - Work Package 2: Analysis of administrative burdens and localisation tasks.** The main objectives:
 - Base line local analysis of administrative burdens and improvement objectives. The measurement of administrative burdens reduction achieved in the 5 pilot scenarios after the pilot phase. A common methodology will be developed and applied.
 - Analysis of administrative burdens reduction and service improvements after project activities.
 - The definition of a set of indicators that will be used to assess the quality of the service in WPS (service evaluation).
 - The definition of the main service contents, (i.e. local SAC data bases and EIW data base), language and linguistic registers for each pilot scenario.
 - The analysis of the service accessibility and inclusiveness.
 - Work Package 3: ISAC integration and set-up in pilot scenarios.** Installation and integration tasks will be carried out in every pilot scenario. SAM (as Certifying Company), local system integrators and target pilot organisations (4 local administrations, one local police service and one European NGO) will achieve the objectives of WP3 through collaborative work.
 - Work Package 4: Local community network (semantics and collaboration).** The main objectives are:
 - To build up local semantic networks (in English, French, German and Italian) in each pilot scenario and share them by means of the ISAC platform repository for semantic networks.
 - To use a wiki (web 2.0) module in each pilot scenario that will allow citizens' and the users of EIW website to contribute to inform and help other citizens' and users of the EIW website.
 In order to achieve these objectives, a common methodology for the development of semantic networks will be delivered, discussed and transferred through training at every local scenario.
 - Work Package 5: Service evaluation.** Service evaluation will be performed internally (with SAC employees in each pilot scenario) and externally (with citizens and EIW users). The set of indicators defined in WP2 will be applied.
 - Work Package 6: Validation for exploitation (integration, certification and maintenance).** The deployment of the service in future European scenarios will be based on a certification scheme developed and maintained by SAM, which will be tested at this work package with the local scenarios. This WP comprises all tasks to create this certification scheme and establish the strategies and tools to ensure its sustainability and scalability after the ISAC6+ project completion. Additionally, a business plan for the further deployment of the service at the full European level will be produced. Results and difficulties encountered within WP 3, 4 and 5 will be considered, analysed, and many of them will be fixed in this project (according to the Agile methodology).
 - Work Package 7: Project dissemination and exploitation.** A dissemination plan for the project will be designed and executed. Both end users and potential investors will be targeted. A specific ePractice community will be created on the European portal ePractice1.
- Public deliverables:**
 - D7.1 Dissemination plan
 - D7.2 Project dissemination website
 - D7.3 ePractice Community
- Project partners:** The project consortium is composed of:
 - Universitat de Girona (Spain)
 - Ajuntament de Terrassa (Spain)
 - Mairie St Médard en Jales (France)
 - Comune di Prato (Italy)
 - Bremerhaven City Council – B.I.T. (Germany)
 - South Yorkshire Police (United Kingdom)
 - European Institute of Women's Health (Ireland)
 - King-e Client (Spain)
 - Strategic Attention Management (SAM)
 - Consorci Administració Oberta de Catalunya (Spain)
 - Formez Centro di Formazione Studi (Italy)

The ISAC6+ project is financed under the ICT-PSF work programme 2008.

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Figure 2. Project page

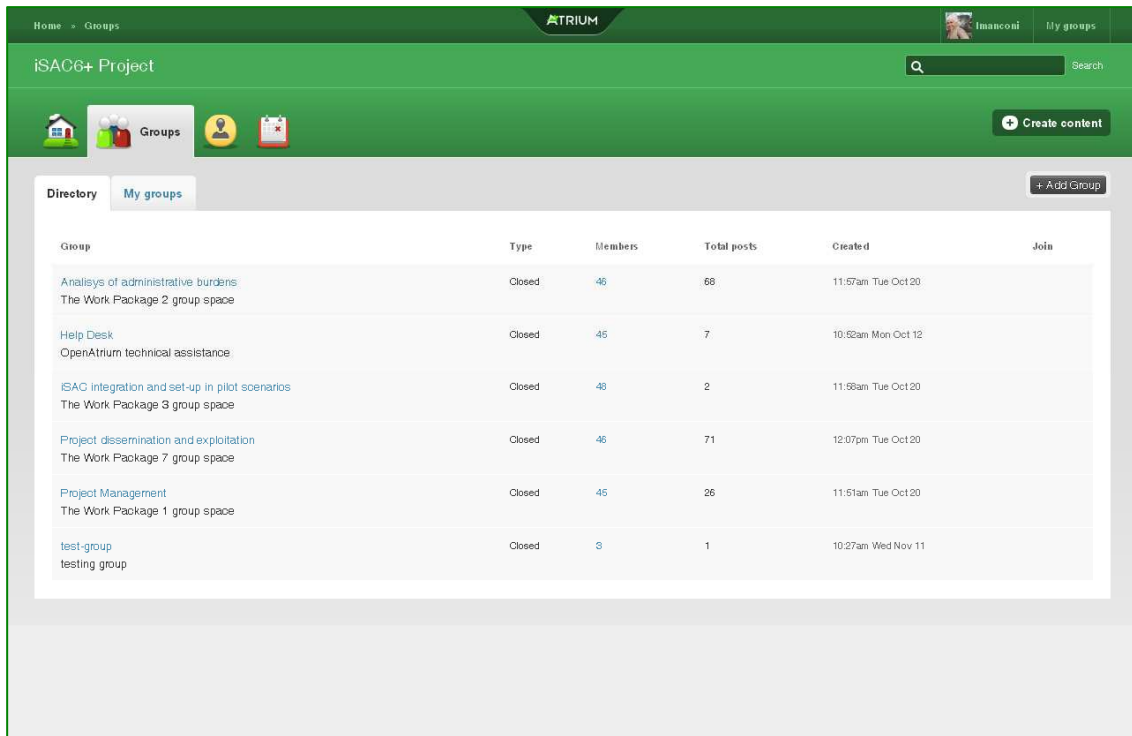
While the Project page presents mainly static contents, in the News and Events pages users will find dynamic contents, automatically submitted by project partners through the use of a customized web publishing tool.

6. iSAC6+ intranet

The isac6+ intranet (Figure 3) can be accessed directly from the public website. It is a virtual working space, organized in groups in accordance with the project work plan, where all project partners are able to communicate and share contents, documents and be updated on the ongoing activities.

Project members are allowed to use the following features:

- a blog
 - a wiki
 - a calendar
 - a to do list
 - a shoutbox and
- a dashboard to manage it all.



Group	Type	Members	Total posts	Created	Join
Analaysis of administrative burdens The Work Package 2 group space	Closed	46	68	11:57am Tue Oct 20	
Help Desk OpenAtrium technical assistance	Closed	45	7	10:52am Mon Oct 12	
ISAC integration and set-up in pilot scenarios The Work Package 3 group space	Closed	48	2	11:58am Tue Oct 20	
Project dissemination and exploitation The Work Package 7 group space	Closed	46	71	12:07pm Tue Oct 20	
Project Management The Work Package 1 group space	Closed	45	26	11:51am Tue Oct 20	
test-group testing group	Closed	3	1	10:27am Wed Nov 11	

Figure 3. Intranet main page

7. iSAC6+ for citizens'

This page describes the advantages of the iSAC solution in a citizen's perspective and includes a Demo of the service already implemented in the City of Terrassa.

The video presentation is linked from the [isac6+ channel](#) on www.youtube.com



The screenshot displays the iSAC6+ website interface. At the top left is the logo "iSAC6+" with the tagline "A UNIQUE EUROPEAN CITIZENS' ATTENTION SERVICE". A navigation bar below the logo contains links for "Home", "Project", "News", "Events", and "Intranet". The main content area features a section titled "ISAC6+ for citizens". On the left, there is a sub-section "ISAC in Terrassa:" with a link to "a video presentation". The main text describes iSAC as a "24hours/365days" and "easy-to-use" online service for accessing local information. It notes that citizens' questions submitted through the website can be processed by iSAC regardless of linguistic register (colloquial, specialised, etc.) and that the service can handle single words, keywords, or complex sentences, including localisms and orthographic errors. A "Demo" section mentions a video on the iSAC6plus channel on YouTube. Below the text is a video player showing a screenshot of the iSAC6+ interface with a play button overlay. The browser's taskbar at the bottom shows "Adobe Reader 9:3", "Mozilla Firefox", "Download", and "ISAC6+_D7_".

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Figure 4. Citizens' page

8. iSAC6+ for cities

This page (Figure 4) describes the advantages of the iSAC solution in a city perspective (reduction of administrative costs, better communication with citizens...) and presents the isac6+ community of practice, created on www.epractice.eu at the aim to support project dissemination and promote exchanging of experiences on the field of specialized services for citizen's attention (SAC) at the European local level.

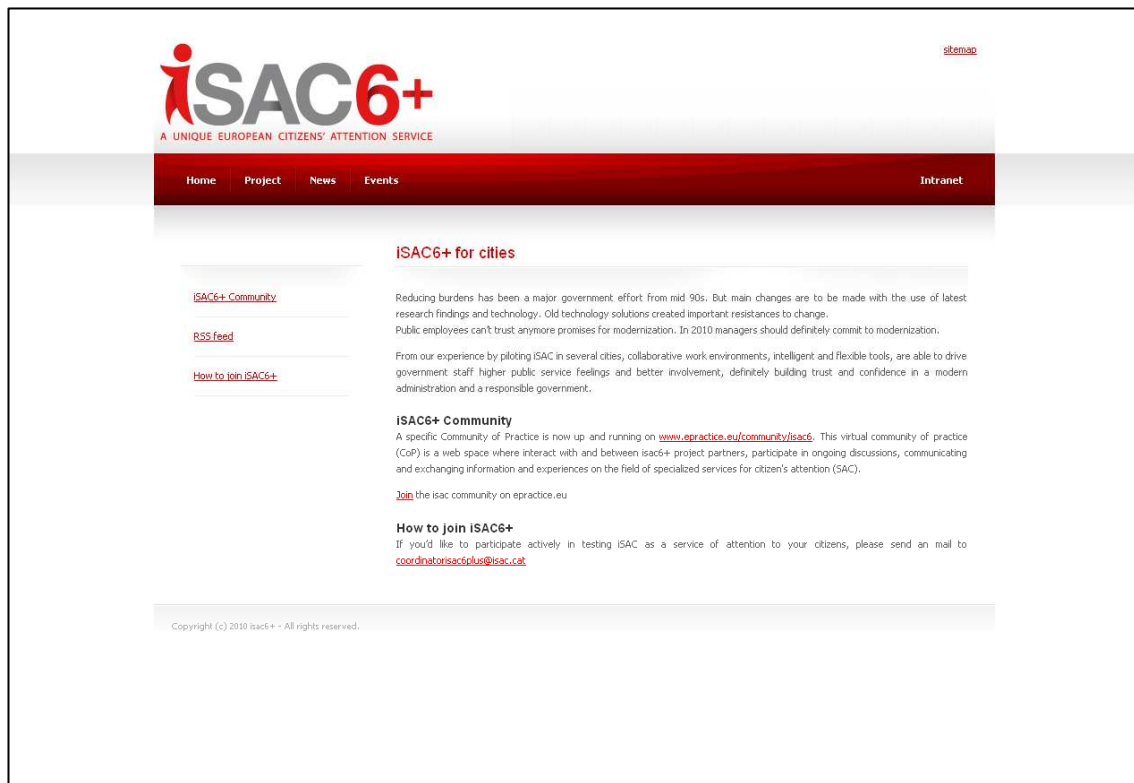


Figure 4. Cities page

9. iSAC6+ for providers

This page (Figure 5) describes the advantages of the iSAC solution for a service provider interested in becoming a technological iSAC6+ partner.



iSAC6+
A UNIQUE EUROPEAN CITIZENS' ATTENTION SERVICE

Home Project News Events Intranet

iSAC6+ for providers

[Technology](#)

[How to become a partner](#)

iSAC is an innovative, multilingual SAC, developed using open source software (OSS), connected to one single database, can be structured as one or several modules.

It is able to process different linguistic registers, such as colloquialisms, administrative terms and localisms. Searches can be made using single words or sentences, and the system will filter orthographic and grammatical errors.

iSAC is modular, and so can be tailored to provide the set of services required by each target organisation, and it improves through continuous use which trains its built-in learning technology. It can also be complemented by on-line users' and qualified staff contributions through the implementation of web 2.0 tools.

Technology

The technological resources used in this project include:

- POP2.0 Natural language processing (NLP) open software, including n-grams algorithms for language Detection;
- Freelinek and other open source semantic networks in English, Spanish, French and German;
- Apertium and other open source semantic networks in Catalan and Italian;
- Open Office dictionaries, in English, French, Catalan, Spanish, German and Italian;
- GNU Linux, Apache server, and related open source server solutions;
- A server (hardware) devoted to the service is budgeted for every pilot organisation.

How to become a partner

iSAC has been developed as Open Source Software by the UdG. The owners of the software are the Ajuntament de Terrassa (TER), the Consorci de l'Administració Obrera de Catalunya (AOC) and the Universitat de Girona (UdG), all of them iSAC6+ participants. iSAC, as described in Section 62.4 of this document, will be delivered under the EUPL v.1.0 to the rest of the partners of the iSAC6+ consortium, as well as to future users and developers after the project completion. A dual license will be established for further modules or developments, in those cases where it might be convenient.

If you'd like to become a partner and participate actively in testing iSAC, please send an mail to coordinadorisac6plus@isac.cat

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Figure 5. Providers page