



DELIVERABLE

Project Acronym: iSAC6+

Grant Agreement number: 238887

Project Title: A unique European citizens' attention service

Deliverable 7.3. epractice community

Revision: 1.0

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Project co-funded by the European Commission within the ICT Policy Support Programme		
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 7.3	Create and stimulate a Community of Practice on Citizens' services on the ePractice portal
TL	Salvatore Marras
Dependencies	This deliverable uses specifically the input of the deliverables D7.1
Starting date	08/09/2009
Release date	28/02/2010
Authors	Laura Manconi (Formez); Salvatore Marras (Formez)
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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/Laura Manconi	

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3. Summary

In this report, we describe the D7.3 ePractice community deliverable <http://www.epractice.eu/community/isac6>, which is the public community of practice of the iSAC6+ project. We present screenshots of the main pages and a brief description of contents and features available for the community members.

Main objective of the iSAC6+ community, hosted on ePractice, a web portal created by the European Commission, is to contribute disseminating project results and promoting knowledge creation and sharing of experiences in using the iSAC platform within the partners organisation and between the European the professional community of eGovernment, eInclusion and eHealth practitioners.

The iSAC6+ community is open: any ePractice.eu registered member can join it.

4. iSAC6+ community

The ePractice portal provides the following tools for keeping the community active:

- a blog
- a calendar
- a messaging system
- document sharing and networking features.

The main page of the community (Figure 1) show users-generated contents, automatically selected according to the iSAC6+ community preferences (topics, tags..). These contents, submitted by community members and tagged with keywords, include: blog posts, cases (written summaries of real-life projects or business solutions developed by public administrations, entrepreneurs and corporations) news, events, library items and workshops.

The screenshot shows the main page of the iSAC6+ community on the epractice.eu portal. The page is structured as follows:

- Header:** Includes the epractice.eu logo, a search bar, and user options for 'Login' and 'Register'.
- Navigation:** A menu bar with 'Communities' highlighted, and sub-links for 'Home', 'Cases', 'News', 'Events', 'Library', 'Factsheets', 'People', 'Workshops', 'TV', 'Blog', and 'Communities'.
- Community Introduction:** A section titled 'iSAC6+' describing the platform's purpose and listing its domain, topics, tags, and facilitators.
- Latest Blog Posts:** A list of recent blog entries, including 'Experiencia de mejora del acceso a la información en el Principado de Asturias a través de la modernización del BOPA' and 'A new and interesting book from Stephen Goldsmith: "The power of social innovation"'. Each entry includes a date, author, and a 'read more' link.
- Highlighted News:** A section titled 'EU: iSAC6+ project goes live' with a date of 13 January 2010 and a 'read more' link.
- Highlighted Cases:** Two case studies are listed, including 'Intelligent Virtual Citizens Attention Service' and 'Online Information and Referral Services to Reduce Phone Calls', each with a date, location, and 'read more' link.
- Highlighted Events and Library Items:** Both sections indicate that there are no highlighted events or library items for this community.
- Right-Side Widgets:**
 - 'Subscribe to the community RSS feed.'
 - 'Join this community' button.
 - 'Latest Members to join' section with profile pictures of members like Pons Catherine, Dor Santos, and others.
 - 'Most Popular Tags' section listing tags like 'eGovernment', 'access attention', etc.
 - 'Community Facilitators' section with profile pictures of Salvatore Marras, Laura Manconi, and boudouin de sons.
- Footer:** Contains links for 'About Us', 'Important Legal Notice', 'Contact Us', 'Site Map', 'FAQ', 'Glossary', and 'RSS', along with a copyright notice for the European Union (2009-2010).

Figure 1. isac6+ community: main page

This page include also communication and interaction tools: each community member is able to view the list and the professional profile of the others, send them a messages, post a comment in the dedicated blog.

To stay updated with all the latest content and posts in the community, members can subscribe to the community RSS feed, a feature available in the main page. The same feed is shown in the iSAC public website, for informing users in real-time whenever a new content or comment is posted in the community.

Finally, members are supported by community facilitators at the aim to:

- maintain the community's terms of reference, its rules and scope;
- support regular communications with members;
- organize community online synchronous events, using virtual classroom facilities;
- keep the community focused on its core agenda;
- support project dissemination activities;
- set the environment features and define the community rules;
- provide technical help to members.

The iSAC6+ blog (Figure 2) is the virtual space for having thematic conversation and discussions in the field of specialized services for citizen's attention (SAC), with special attention to the intelligent web interfaces.

The screenshot shows the ePractice.eu website interface. At the top, there is a search bar and navigation links for 'Login' and 'Register'. Below the header, a menu bar includes 'Home', 'Cases', 'News', 'Events', 'Library', 'Factsheets', 'People', 'Workshops', 'TV', 'Blog', and 'Communities' (which is highlighted). The main content area is titled 'The iSAC6+ Blog' and contains a list of blog posts. Each post includes a date, author profile picture, title, and a brief description. The right sidebar features a 'Subscribe to the community RSS feed' button, a 'Post to blog' button, a 'Most Active Members' section with profile pictures of several users, and a 'Most Popular Tags' section listing various topics like 'eGovernment', 'access attention', and 'citizen-gov'. At the bottom of the page, there are links for 'About Us', 'Important Legal Notice', 'Contact Us', 'Site Map', 'FAQ', 'Glossary', and 'RSS', along with a copyright notice for the European Union from 2009-2010.

Figure 2. isac6+ community: blog page