



# AIL-iGob project

ITs and participation– 19 05 10

Contribution of eGovernance to AIL project

Local Innovation Agenda



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**2.2 Governance, Citizen Participation  
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**2.3 ICTs, tools for the governance**

**2.4 Analyzed scenarios**

**2.4.1 Colaboration virtual spaces:  
ICTs as holders for deliberating  
participation processes**

**2.4.2 Collaborating with existing  
virtual communities**

**3 Discussion**

## Diapositiva 2

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**o1**

capítulos de la guía  
literalmente  
olizaralde; 07/05/2010

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## Work Team:

- EUDEL
- Technicians responsible citizen participation in Local Government
- Lecturer of the University of Mondragon

**Goal:** To complete the last practical guide, adding a reflexion around the Government, Citizen Participation and Innovation trinomial and the ITs (Information Technologies) as enabling tools, as handler of the transformation of the local government to local governance.

## Contents of the guide “Governance, Citizen participation and Innovation”:

INTRODUCTION

GOVERNANCE, CITIZEN PARTICIPATION and INNOVATION

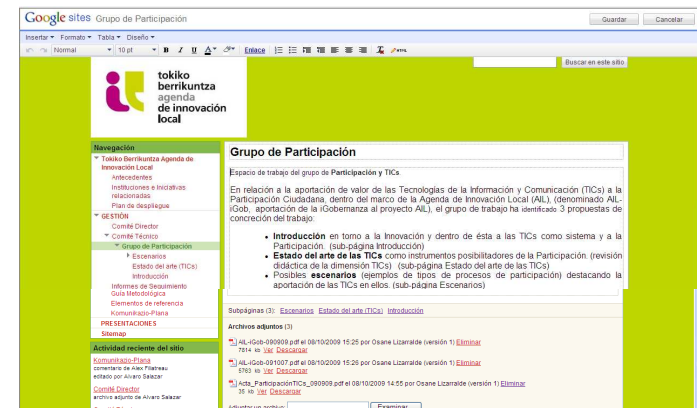
ICTs, TOOLS FOR THE GOVERNANCE

SCENARIOS

1-virtual collaboration spaces with IT support to the face-to-face deliberative process

2-Collaborate with existing virtual communities

APPENDIX



### Governance, Citizen Participation and Innovation:

Key concepts on the building of a new model of society, with new institutions and new interaction ways between social agents and institutions

**Change of era: new problems demanding new answers.**

It is required the **policy as dialog**.

### Reference to the real transformation of institutions

New ways of management and govern, new ways of **Governance**, promotion of dialog and relations at all levels, based on **Citizen Participation**, the **transversality** and the searching of a collective intelligence.

**Multilevel government, with inter-institutional relations.**

**Innovation**, as transformation into value

**“Democratic learning”**: promotion and construction of values and attitudes.

**ICTs**, key for the design of new collaborative models of governance.

### ITs as tools for the Governance

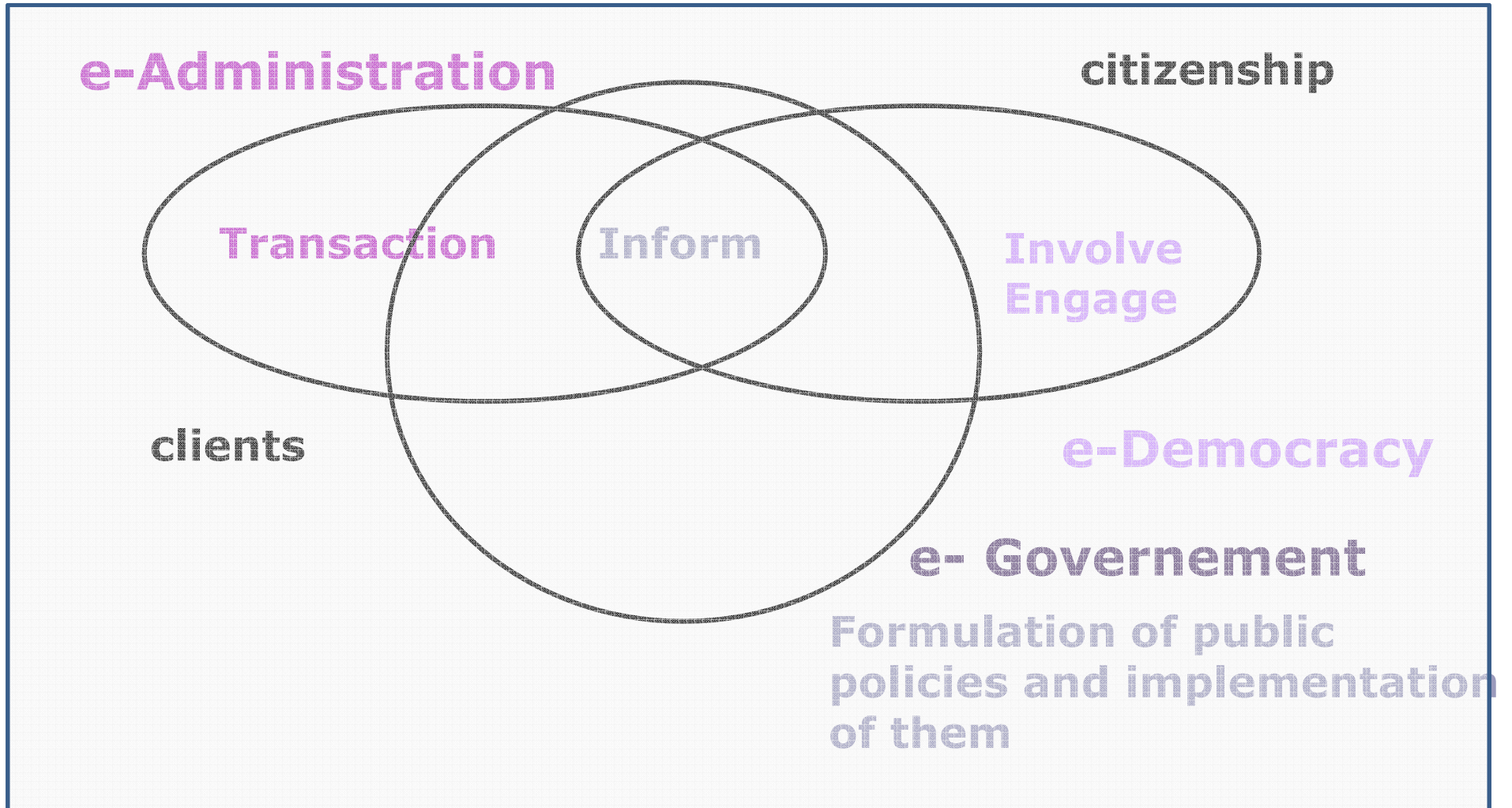
Chapter dedicated to the ICTs with a brief didactic revision of the state of the art as enable tools for the Governance, raised in a format of questions and answers

Here are some of the developed questions:

- Which is the relation between the ITs and public institutions?
- Which ICTs are involved in citizen participation?
- What kind of interaction enables ICTs?
- Can ICTs enable improvements on the actual democratic model?
- Which are the contributions of ICTs?
- Which are the key factors when talking about ITs and citizen participation?
- Can we talk about standard solutions for participation and ICTs?
- Which are the dimensions to be considered in a ICTs project?
- And for WEB 2.0?
- Which are the WEB 2.0 tools?
- What kind of projects have been implemented by our institutions?
- Is it possible to identify another kind of scenarios?
- Finally, Which skills needs an 2.0 administration employee?

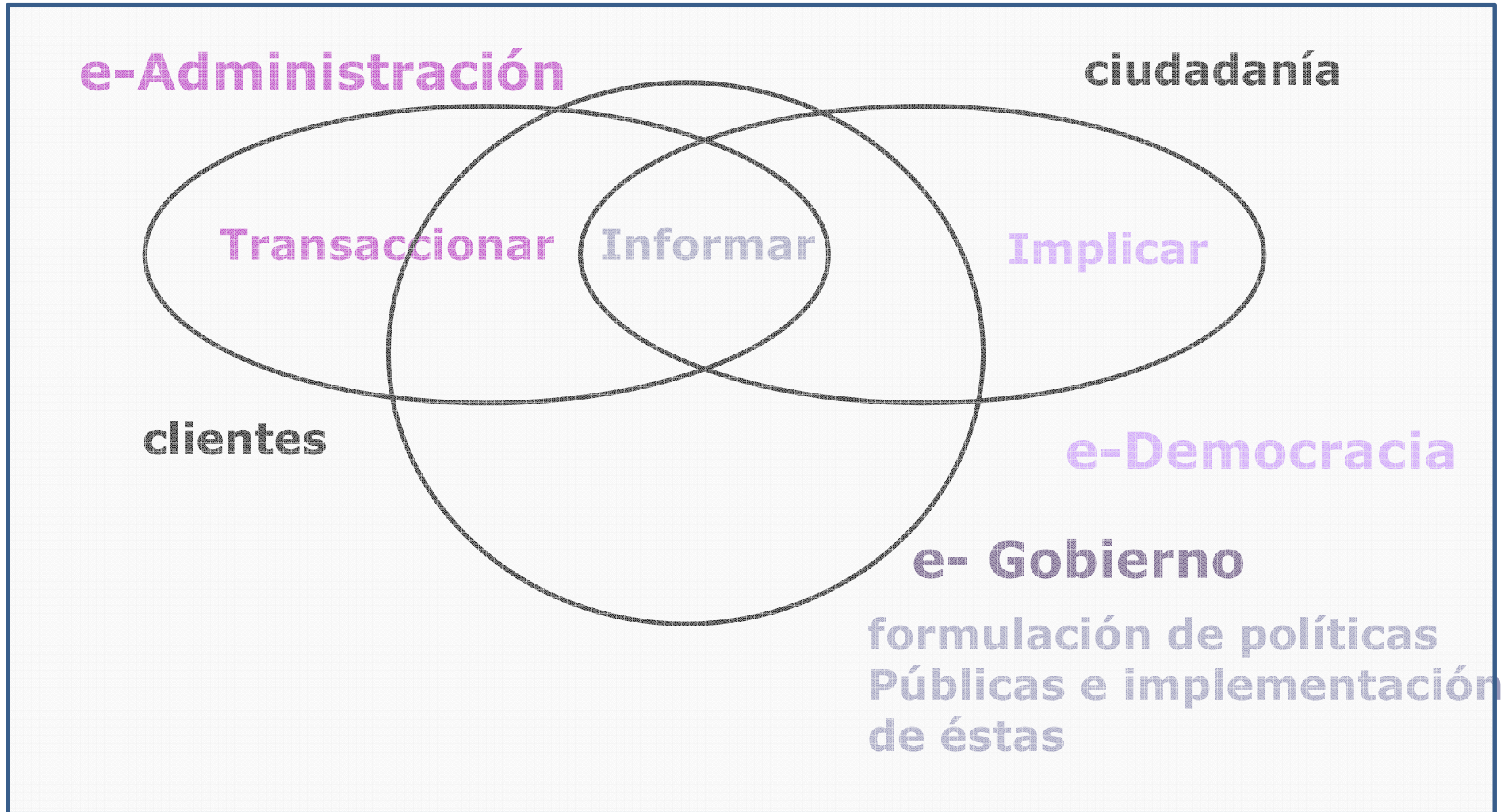
Which is the relation between the ICTs and public institutions?

## e- Governance



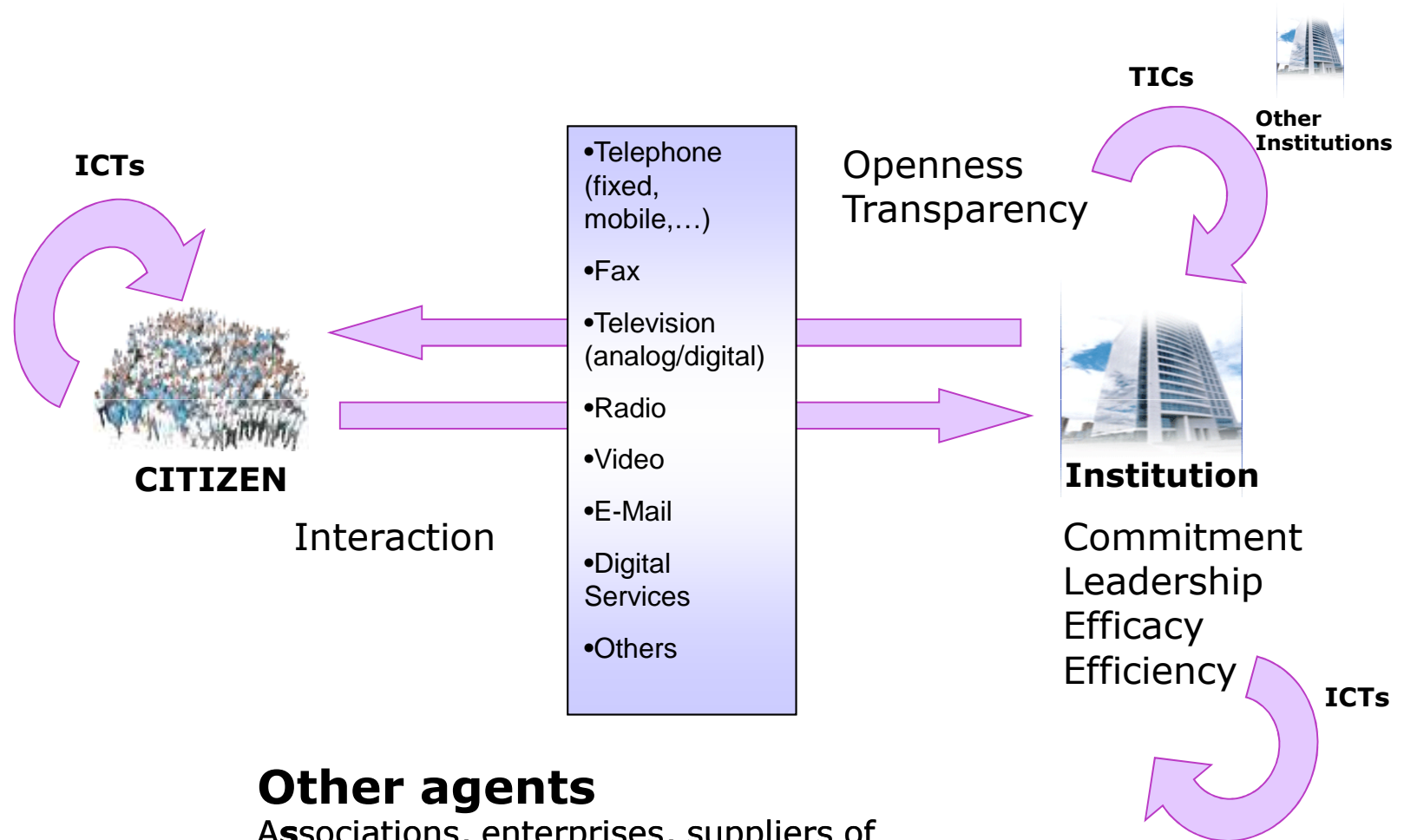
¿Cuál es la relación entre las TICs en y las instituciones públicas?

## e- Gobernanza



What kind of interaction enables ICTs?

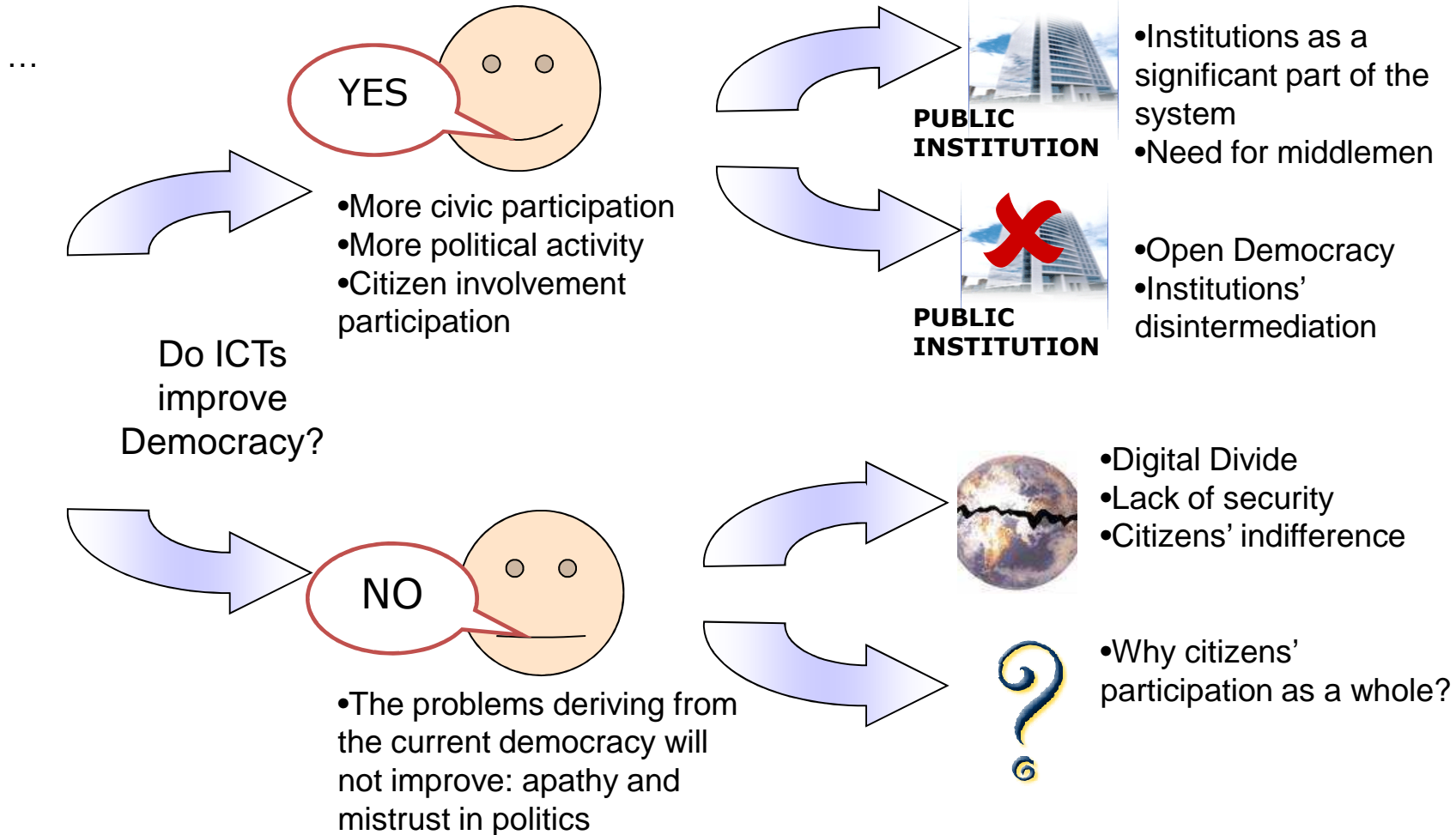
- ...
- G 2 G
- G 2 E
- G 2 C
- C 2 C
- ...



**Other agents**

Associations, enterprises, suppliers of technology, the media,...

Can ICTs enable improvements on the actual democratic model?

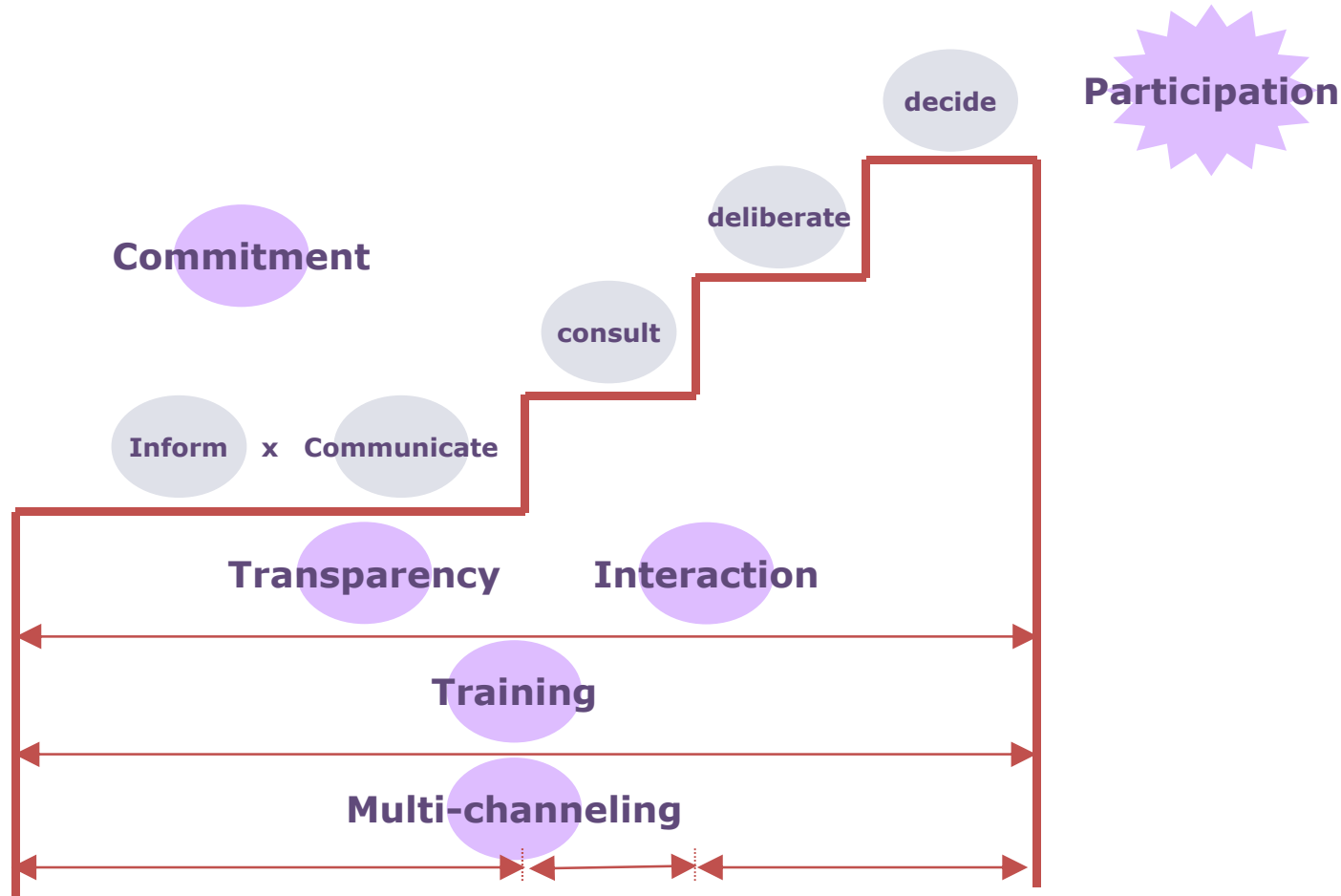


•Which are the contributions of ICTs?

- To promote the transparency
- To promote the interaction and participation,  
to share and create knowledge
  - More participants
  - Direct communication
  - Open forum
  - More plural and open debates
- To support participative decision processes
- To identify, to stick or to create new communities
- To create observatories, with rich information
- To improve institutional internal management
- ...

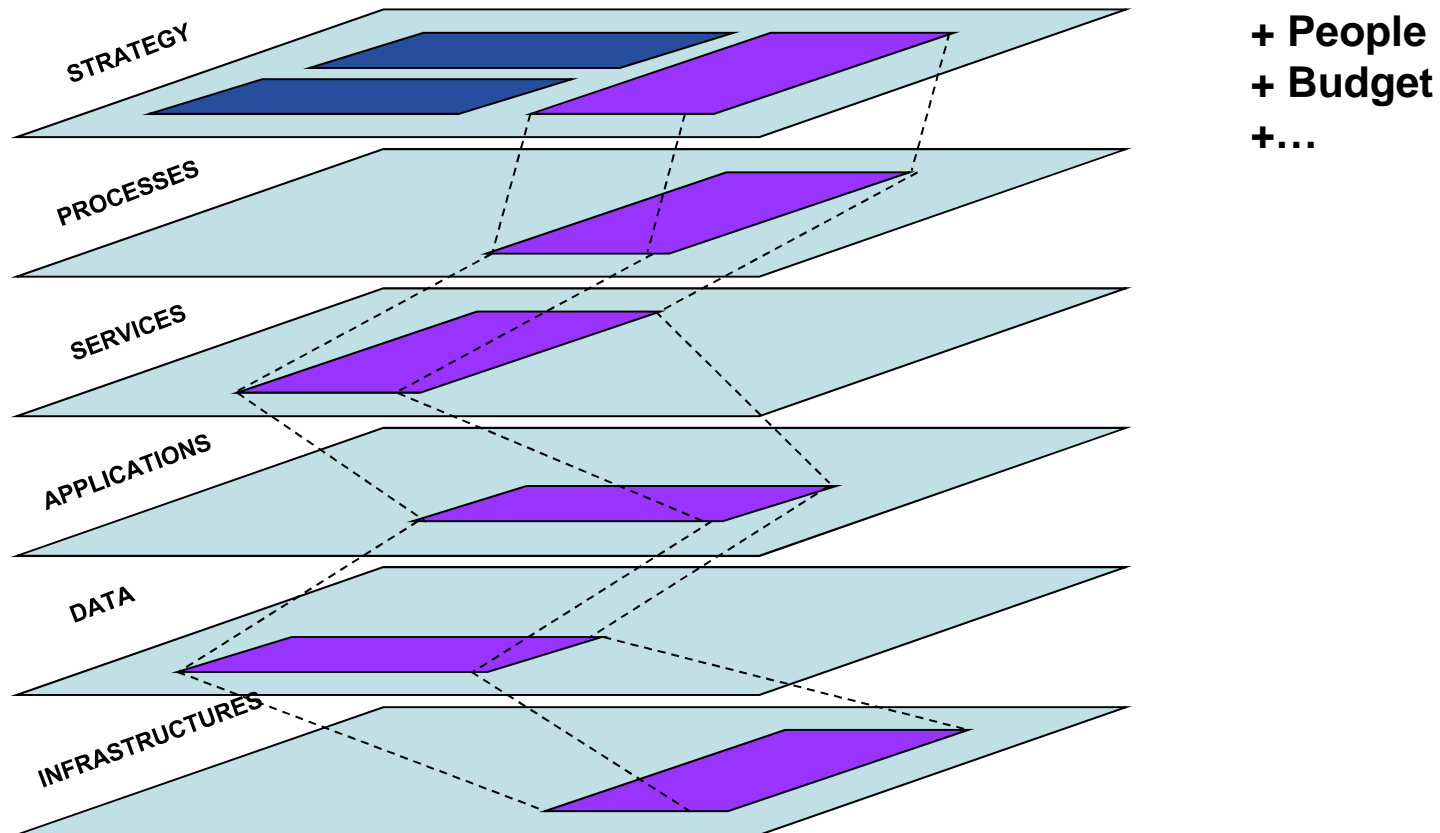
(++ many examples)

•Which are the key factors when talking about ITs and citizen participation?



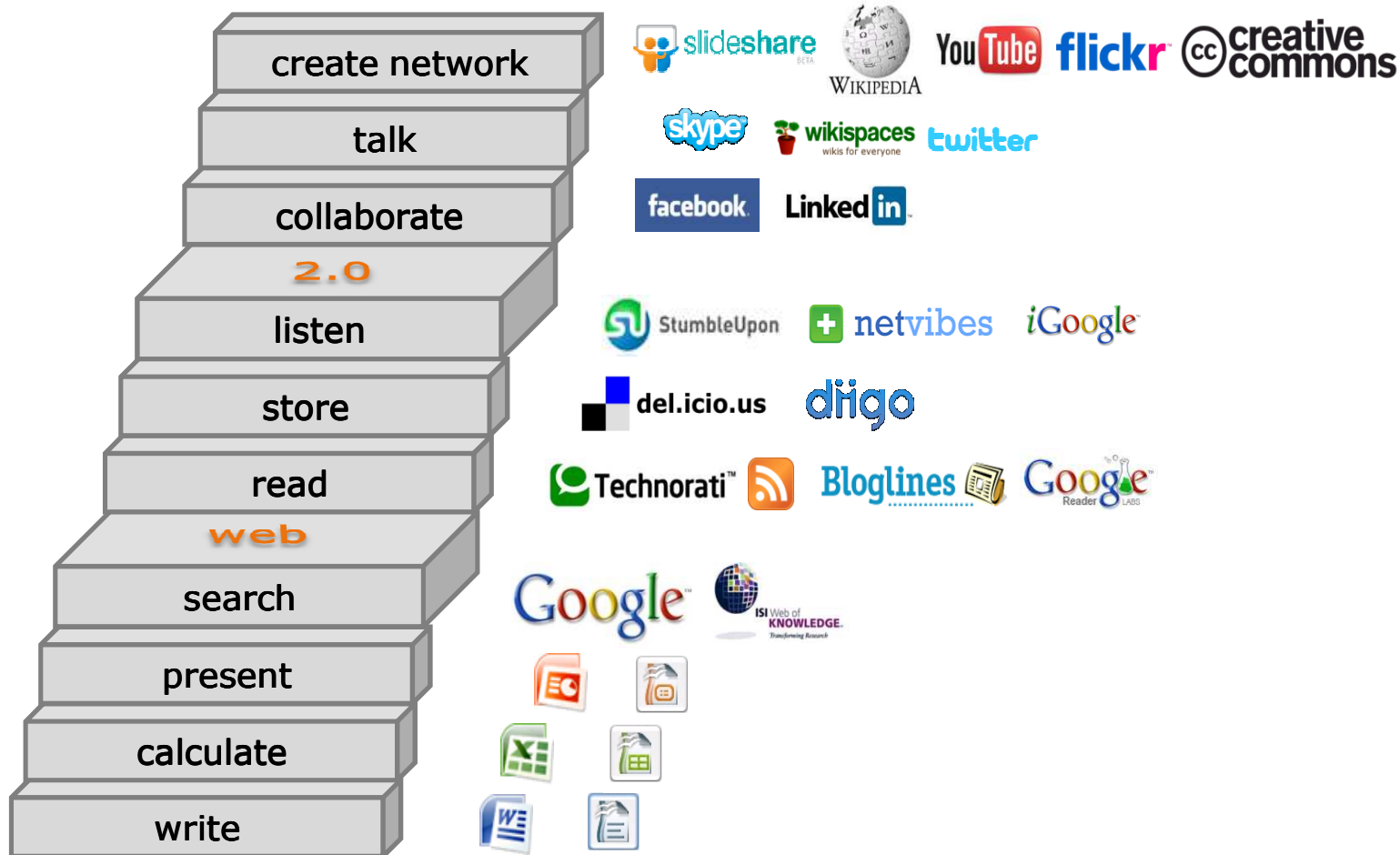
Can we talk about standard solutions for participation and ICTs?

Which are the dimensions to be considered in a ICTs project?



•And for WEB 2.0?

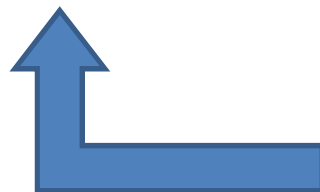
Which skills needs an 2.0 institutional employee?



[Alberto Ortiz de Zárate, Funkziona web!, 2008]

## What kind of projects have been implemented by our institutions?

### Citizen mailbox service or Mayor's mailbox



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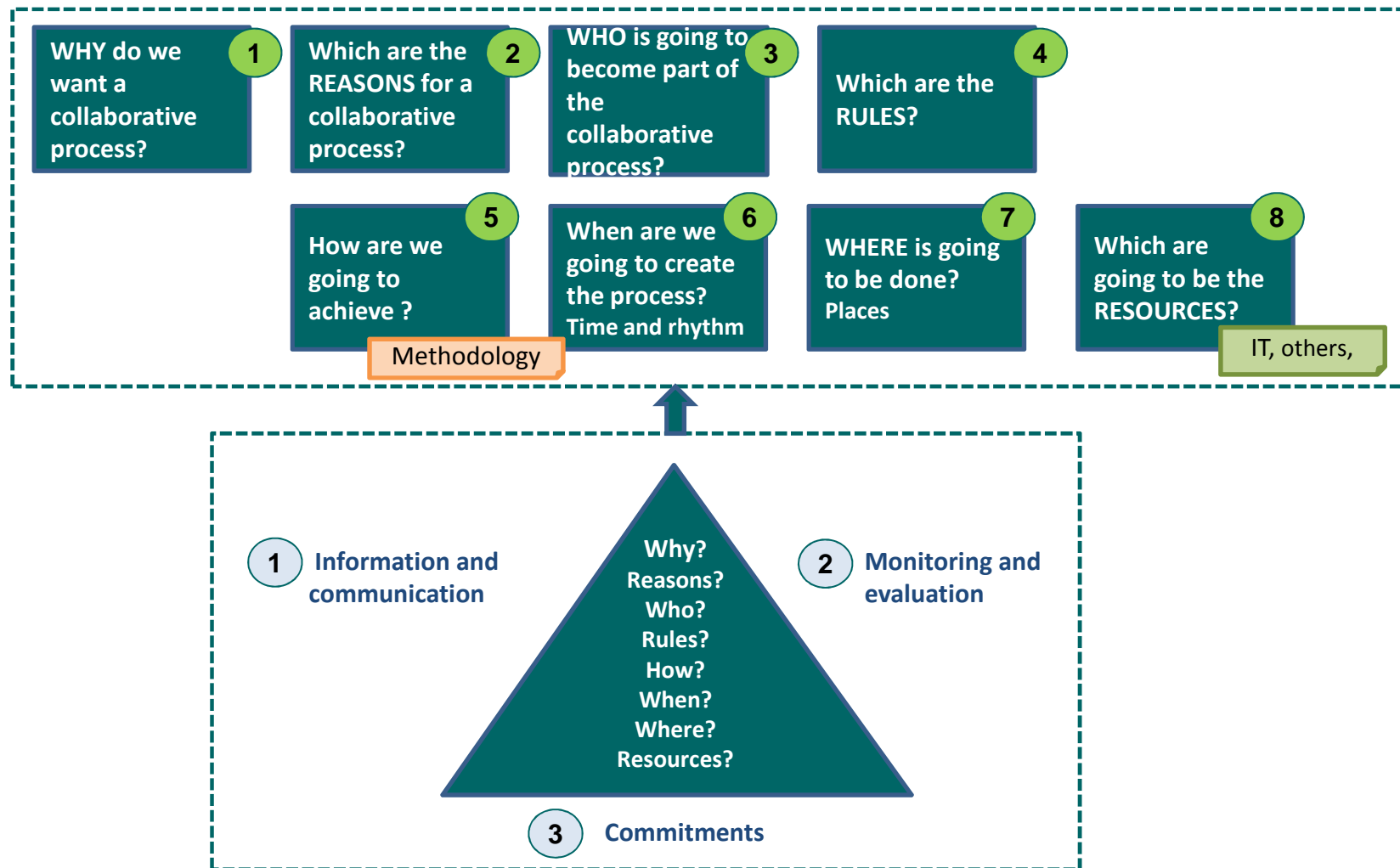
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**Scene1- Virtual collaboration spaces with IT support to the face-to-face deliberative processes (formula 8 +3, 8 steps and 3 conditions)**



## Scene1- Virtual collaboration spaces with IT support to the face-to-face deliberative participation processes (formula 8 +3, 8 steps and 3 conditions)



**Institutions**, responsible for the activation of the collaborative process and for its results execution

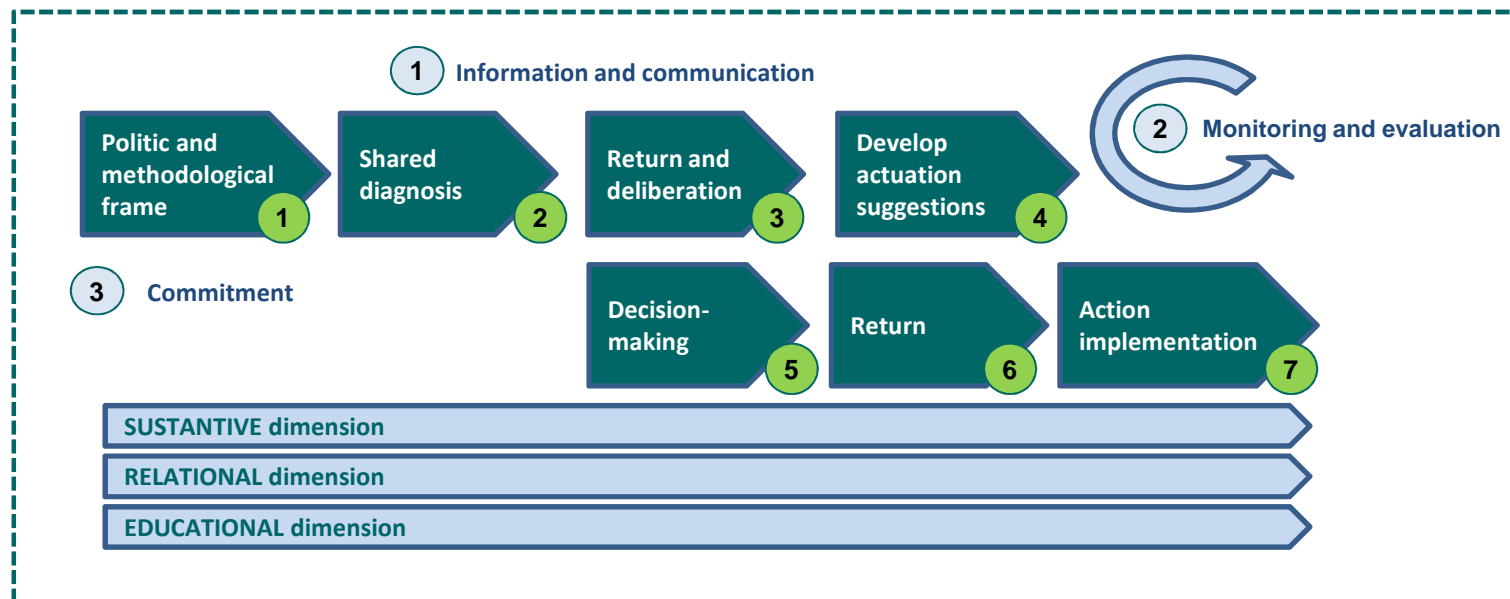
**Technical staff of the collaborative process**, in charge of making easier the participative process

**Participants of the collaborative process**, citizens that have accepted to take part in the collaborative process

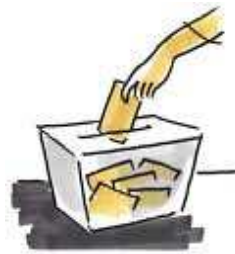
**Speakers**, group of people that add different situations, knowledge areas and discussions with diverse dimensions with the point of generating a global and plural vision

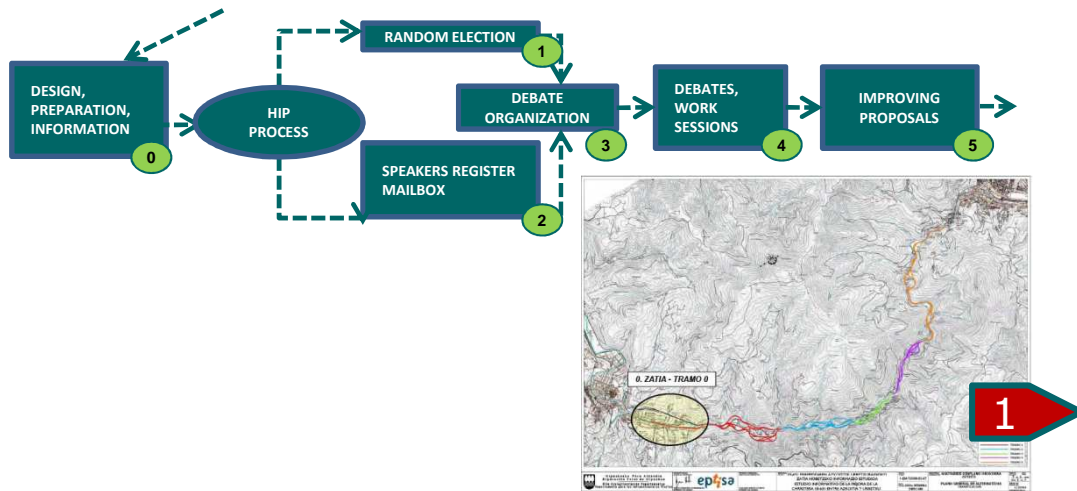
**Citizens**

Methodology



### Citizen polls Selection of town-planning projects





<http://www.gipuzkoapartehartzen.net/gi-631>

1.- Citizen participation process for the election of a new route of the GI 631 road (5 municipalities)

2.-Presential meetings with the collaborating citizens

3.- Web : blog + wiki, repository of documents, pictures, videos...).

## Scene1- Virtual collaboration spaces with IT support to the face-to-face deliberative processes (formula 8 +3, 8 steps and 3 conditions)

### Requirements to be considered:

- Login: unique access point
- Multi-user, multi-profile,
- Multi-language:
- Easy-usage: Tools 2.0 .
- Generation of content in a collaborative way.
- Synchronize and unsynchronized communication: different ways of communication, from delivering services to instant messages of forum services.
- Notifications: RSS, SMS, ... real time web: twitter,...
- Collaborative environment: tools that administer better groups' dynamic, meetings, etc.
- Content access: access to the generated information (multimedia) (links to speeches, citizens' forum meetings, movies, etc. ) Uploading of content to more places (Youtube, Flickr,...)
- Online opinion polls: collection and working of the data, related to the continuous evaluation. 2.0 tools are helpful for these purposes
- TV channel, video streaming, live/prerecorded broadcast
- ....

## Scene 1- Virtual collaboration spaces with IT support to the facte-to-face deliberative participation processes (formula 8+3, 8 steps and 3 conditions).

### Workshop(*world café*):

Advantages and disadvantages of using ITs as support tools for the deliberating participation processes

How to maximize the advantages and minimize disadvantages?

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## Scene 2- Collaborating with existing virtual communities

ITs have enabled the creation of collaborative environments, virtual communities, that are involved in conversations and collaborate actively in the creation of knowledge and in the defence of some principles, ideas or simply in some concrete goals. It can not be denied that there are some communities, they are there. It seems obvious that it is possible and that they must be taken into account, it is necessary to be near the conversation.

### Workshop (*world café*):

How can we build a positive collaboration between the institutions and existing virtual communities?

Dimensions to be considered:

Institution's role

Open collaboration / intrusion

Expectatives

Recognition

On 7<sup>th</sup> November, 2008 the group of bloggers Politika 2.0 execute 3 parallel workshops:

- 1 To do a **diagnosis** and to **identify improvements to the actual participation services of the Basque Parliament**, using at the same time open participation mechanisms. Involving legislators too.
- 2 To think about the possibility to transform actual staff, civil servants and legislators, into 2.0 users. For that, the purpose is to **analyze the potential of the 2.0 tools** and create some educational pills to make this transformation possible.
- 3 To run a course at the **Summer University of the Basque Country**, which will permit people enrolled in this course to learn how to define strategies and manage projects in political innovation and related activities, share with course participants, analyze a list of Best Practices and have an overview of a selection of real-life initiatives.





- Technological collaboration platform.
- Creation of tools to open ways for collaboration.
- Citizen's involvement promotion.

**Groups**

**Forums**

**Blogs**

**Many activities .....**

### Appendix

Attached document of concepts and 2.0 tools, where they are briefly explained, conceptually and in a enabling point of view, with some bibliography references or links to tutorials or explicative videos.

- Web 2.0, social web
- Blog
- Wiki
- Social networks
- Bookmark management and social bookmarking
- Content syndication
- Real time web
- Multimedia presence
- Advanced search
- Geographic localization
- Online polls
- Web positioning
- .....
- Creative commons

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How to maximize the advantages and minimize disadvantages?

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