8.10 COMMUNITY BUILDING AND EFFECTIVE USE OF COLLABORATIVE PLATFORMS (2016.22)

8.10.1 IDENTIFICATION OF THE ACTION

Type of Activity	Accompanying measure
Service in charge	DG DIGIT.B6
Associated Services	DG CNECT

8.10.2 EXECUTIVE SUMMARY

The Community Building action is at the core of the Joinup platform. It facilitates collaboration through the platform, supporting and enhancing the activities of hosted communities. Community-building activities will continue under ISA² programme.

Promoting the exchange of good practices is a good way to ensure spreading them across Europe. Member States can replicate useful approaches and solutions to deliver electronic services minimising effort and time.

In this context, the implementation and promotion of best practice online as well as the facilitation of offline sharing are key. They help to ensure a wider deployment across the EU to the benefit of Public Administrations, businesses and citizens.

The ISA² communication strategy to be developed in 2016 will consider also the activities performed under the Community building action.

8.10.3 OBJECTIVES

The main objective of this action is to facilitate the exchange of best practises in the area of interoperability and e-Government, notably by the set-up and operation of pertinent user communities.

8.10.4 SCOPE

Any community interested in interoperability and e-Government is in scope of the action. These communities are open to all stakeholders as long as they are not used for commercial purposes and clearly demonstrate that they represent the interest of the public service.

This action covers one of the priority areas of the European Interoperability Strategy which is the sharing of best practices and common solutions among public administrations. It covers also some priorities of the Digital Single Market. As a result, it will continue building new and maintaining existing communities (within and outside the EU borders).

8.10.5 PROBLEM STATEMENT

European public administrations, who are the main target group of this ISA[2] action, have progressed a lot in the area of interoperability and most of them already have advanced national portals/platforms as repositories for the sharing of their common solutions. These reside within the national borders, and therefore are often more appealing to national users than the pan-European ones. However, national platforms are not always known or accessible (e.g. due to linguistic issues) to all EU citizens and concerned communities are in national isolation without the broadest possible visibility.

The creation of a single place, i.e. Joinup, where relevant communities can be hosted, supported and maintained is a solution to the above problem. It should be noted that Joinup should not be perceived as a competitor to other local sites but rather as their complement at EU level. Joinup software itself can be downloadable by stakeholders wishing to have their own collaborative space.

Joinup.eu covers content from all across the EU and beyond and therefore it can also support public administrations when adopting a European perspective in interoperability rather than focusing at national level only. The full re-use and benefits of best practices and solutions is not possible without providing European level visibility to such practices. This is exactly what Joinup.eu is committed to do and will be achieved by supporting the building and maintenance of online communities.

8.10.6 EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Public administrations, business and citizens	• Knowledge/solutions sharing and reuse; • Co-working on issues of common interest; • Better, more effective and efficient public services via sharing, re-use and collaboration.

8.10.7 EXPECTED RE-USABLE OUTPUTS (solutions and instruments)

Output name	news items, cases studies around eGovernment and OSS in public sector
Description	A set of news items, case studies around eGovernment and OSS in the public sector.
Reference	http://joinup.ec.europa.eu
Target release date / Status	regularly published throughout 2016,

Output name	OSS highlights
Description	A publication highlighting the most important initiatives, good practices around using OSS in the public sector in 2016
Reference	http://joinup.ec.europa.eu

Target release date / Status	Q1 2017

8.10.8   RELATED EU ACTIONS / POLICIES

Action / Policy	Description of relation, inputs / outputs
ISA Action 1.1 – Methodologies for the development of semantic assets	ISA Action 4.2.2 hosts and manages the SEMIC and CESAR communities of the ISA Action 1.1.
ISA Action 1.12 – European Citizen's Initiative	ISA Action 4.2.2 hosts and manages communities.
ISA Action 4.2.1 – ISA Integrated collaboration platform	Joinup offers the technical place to host the activities of the Community Building action.
ISA Action 1.6 – PEPPOL Sustainability (CIPA)	ISA Action 4.2.2 hosts the user community around CIPA e-Delivery building block.
ISA Action 1.7 – e-Prior action	ISA Action 4.2.2 hosts the user community around the e-Prior tool.
ISA Action 4.2.3 NIFO	ISA Action 4.2.2 hosts the user community of NIFO. NIFO through the delivery of factsheets and interoperability reports at EU level can be a reference point for many of the communities.

8.10.9   ORGANISATIONAL APPROACH

8.10.9.1 Expected stakeholders and their representatives

Stakeholders	Representatives
Member States	Member State Experts
Communities of Practice	ELANET
European Public Administrations	Public Administrations from National, Regional and Local levels together with all EU Institutions and Agencies.

8.10.9.2 Communication plan

Communication activities are ensures through constant contacts with the existing and potential stakeholders and through presentations to the ISA² management bodies.

8.10.9.3 Governance approach

The action will be managed by DIGIT with the support of an external contractor.

8.10.10 TECHNICAL APPROACH

The action consists of two parts:

- Community building

The Commission provides answers to all questions, comments and suggestions community members might have, be it on open source, interoperability or of technical nature.
The Commission will ensure that communities are active and will support their facilitator to create content and stipulate discussions between the members.

In 2016, the service will continue and further enriched as Joinup functionalities will be extended due to migration to a newer Drupal version. Support to communities will be intensified, also through providing better content, statistics to facilitators so as to identify new trends needing discussion, running awareness campaigns, etc.

- Sharing of best practice

The Commission will be responsible for the content generation on Interoperability and eGovernment and also support users to submit their own content in terms of news, events, cases and documents.
This action sustains most of the actions within the ISA^2 programme, as it is able to support their communities on Joinup.eu.

In 2016, social media will be better integrated to allow for success stories and best practises to be easily captured and communicated. Real-life events (workshops, conferences) will be organised to support communities in a variety of themes.

Generally, through this action the Commission is taking a pro-active role in the area of collaboration. Also, he Commission shall search for similar initiatives in the EU public administrations and identify possibilities for collaboration.

8.10.11 COSTS AND MILESTONES

8.10.11.1 Breakdown of anticipated costs and related milestones

Phase: Inception Execution Operational	Description of milestones reached or to be reached	Anticipated Allocations (KEUR)	Budget line ISA²/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational	Content provision, moderation of online discussions, support to online communities, showcasing of best practices organising workshops.	500	ISA^2	Q2/2016	Q1/2107
	Total	**500**			

8.10.11.2 Breakdown of ISA^2 funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2016	Operational	500	
2017	Operational		
2018	Operational		
2019	Operational		
2020	Operational		