

8.7 EUSURVEY (2016.35)

8.7.1 IDENTIFICATION OF THE ACTION

Type of Activity	Common Services – Communication with citizens Reusable Generic Tool
Service in charge	DIGIT.A3
Associated Services	DIGIT.C, DGT.R3, DG EAC, EUROSTAT.B5

8.7.2 EXECUTIVE SUMMARY

EUSurvey is a new multilingual online survey management system built for the creation and publication of public consultations and surveys among **European businesses, administrations and citizens,**

It covers all steps of a survey life cycle,(design, launch,analysis and publication of results) and it offers different types of multiple-choice questions, free text fields, as well as more complex elements like editable tables and gallery elements.

Results can be displayed as histograms, percentages or in full detail and can be exported to different formats.

All the answers submitted (or a sub-set) can be published automatically on a dedicated webpage within the application.

Access to EUSurvey is secured by ECAS, the European Commission's Authentication Service.

The tool offers a wide variety of features to meet different survey needs, including:

- Customisable forms
- Scheduled publishing
- High level security
- Customisable look and feel
- Offline answering
- Uploading of supporting files
- Result analysis & publication
- Invitations sent directly from the application

EUSurvey has quickly become an efficient and appreciated tool to conduct mixed typed of survey activities. The EUSurvey statistics count **2.600+ surveys created and managed by 1.500+ form managers, 1.000.000+ contributions** already as of 07/2015 (after the initial production launch at the end of 2013).

This document provides an overview of the current project situation and expresses the needs for its evolution:

- Service sustainability
- Provide new features and services
- Increase the interoperability capabilities
- Extend the service for mobile devices

Taking into account the feedback received during the ISA work Programme 2010-1015, the results of the EU-Survey Perceived Quality Survey and the evolution of 'form/survey' tools needs in general, the challenge for EU-Survey now lies in building further upon the 'ground work' done so far:

- Use the new user interface to develop further additional functionality, suited for mobile access
- Use the new architecture to improve the responsiveness and robustness (horizontal scaling) of the solution
- Take advantage of the new technologies to be more agile in implementing user requests
- Offer professional, dynamic support with modern training materials

The yearly operational costs for EU-Survey remained constant despite an increase in activity.

8.7.3 OBJECTIVES

EU Survey was introduced in 2013 to replace IPM (Interactive Policy Making). The service, deployed by DIGIT, is widely used by the Institutions and in Member States. It enables to collect easily the opinion of the citizen, key information for decision making processes and implementation of cross-border and cross-sector activities.

The objective is:

- To sustain the service provision, guarantying a reliable and effective service including support to end-users.
- To analyse and treat the current business requests and coming needs.
- To offer new services in the area of Interconnectivity, User eXperience, Mobile, Reporting and Archiving.

8.7.4 SCOPE

EUSurvey enables the creation of surveys amongst European businesses, administrations and citizens, and the collection of answers via a web based user interface. It is an open-source **multilingual** application which is widely accessible and provides support for either identification or anonymity, depending on the survey requirements.

EUSurvey is the ideal tool for quickly and reliably poll opinions from a widespread community, guiding them throughout the contribution process. It supports the implementation of many EU priority sectors and also various other types of surveys and forms.

EUSURVEY is used for very large scale consultations aimed at European populations down to citizens such as:

- Public consultation as part of the Fitness Check of the EU nature legislation (Birds and Habitats Directives) (550.000+ contributions)
- Erasmus Programme - Student Mobility (240.000+ contributions)
- Participant Report Form – Learning Mobility of Individuals (126.000+ contributions)
- A common approach to reducing the harm caused by criminal use of firearms in the EU (85.000+ contributions)
- Public consultation on the possible revision of the Tobacco Products Directive 2001/37/EC (70.000+ contributions)

Because EUSurvey is available, under the EUPL license, from an open source software forge (joinup.eu), it can also be installed anywhere as a standalone application or reused as a component of another Information System.

Some EUSURVEY key figures:

- **2.600+** (in 07/2015 **+78%**) **surveys** since the beginning of 2015
- **1.500+ form managers** (+100% vs 2014) in 07/2015
- **1000+** Service Help-Desk calls (**-20%**), **2000+** Service Help-Desk calls in 2014
- Already **1.000.000+** survey contributions by 07/2015
- Used by most of the Member States

The scope of the project includes:

- Maintain the quality of the current service and support
- Increase the EUSurvey interoperability and reusability towards other national & EUI information systems
- Develop new features and improvements following user's requests
- Mobile access to EUSurvey (contribute to a survey via mobile devices)

8.7.5 PROBLEM STATEMENT

8.7.5.1 Service sustainability

The EUSurvey service and the EUSurvey OSS version, disseminated via Joinup, are in widespread use by many Institutions, administrations and businesses. EUSurvey plays an important operational role for these bodies to support their mission and it is therefore **critical to sustain this service** and continue to deliver updated OSS application code.

Businesses and policy makers react in a more and more agile way and need to gather reliable information easily while their stakeholders are contributing from all over the world.

These contributors require intuitive, reliable and modern tools suited to the strict data collection rules they are confronted with and need automated productivity tools enabling them effortlessly to answer surveys while concentrating on their core business activities.

8.7.5.2 New challenges

Performance Pack

- **[Hardware] Scaling the infrastructure of EUSurvey**

*The continuously growing number of users and consultation audiences, demands a solidly built infrastructure to ensure a **reliable service**. Therefore it is crucial to analyse and deploy **an improved server-database and application-server infrastructure** in order to cope with the **increasing needs and requirements** of our users.*

Service Pack

Based both on the operational feedback about EUSurvey, the results of the perceived quality survey and the evolution of data collection needs in general, the following high level requirements have emerged:

- Integration with other services & information systems, leading to
 - **Embedded surveys**
*Allowing users to **embed** EUSurvey questionnaires within their own webpages in order to **make our service more attractive** to a larger peer group.*
 - Extend the offer of **webservices** (auto-filling of surveys, compatibility with translation information systems)
*Including the possibility to automatically **pre-fill surveys** with information and an **improved compatibility** with **Poetry translation management tool**.*
 - Export formats compatible with **statistical tools**
*To ease an **extended exploration** of answer contributions for end-users, i.e. adapting the exports to be compatible with professional Analytics tools*
- **Rich typed surveys**

Creation of specific features, built-ins, to improve the provision of different survey types such as:

- **e-Voting**
With a possible re-use of the e-Signature tool from ISA Action 1.9..
- **Quiz-Surveys**
*In order to increase the **applicability** of EUSurvey; this will require the analysis and development of **new question types** and an **improved user feedback** within the User Interface.*
- **Events-Oriented Surveys**
*A significant part of our users, use EUSurvey to **plan events** and **organize the registration** of their participants. To completely fit their requirements, additional analysis and development of **new features** will be **necessary**.*
- **Mobile application**
 - Implementation of a **responsive User Interface** to enable users to contribute from mobile devices.
*As mobile devices are taking a more and more important role in the digital world (~39% of all web traffic is caused by mobile devices), it will become **inevitable** to adapt and optimize our User Interface to interact with different **mobile platforms**.*
 - Analyze the possibility of using “**voice based**” contributions, i.e. “**dictating**” and “**recording**” features.
*Such a feature would improve the **accessibility** by letting the user contribute via **voice recognition**.*

8.7.6 EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Institutions & bodies	The common EUSurvey service is readily available to Institutions for the creation of surveys, forms and the management, collection and publication of answers in policy making or any other context. They have the possibility as well to do local deployments.
Member States' public administrations and other, non EU administrations	Administrations can also benefit from the EUSurvey service either for answering surveys within the EU policy context or for other purposes. They can as well decide to deploy the OSS version within their environment.

8.7.7 RELATED EU ACTIONS / POLICIES

Action / Policy	Description of relation, inputs / outputs
ISA Action 1.4 – ECAS-STORK	Both EU Survey and ECAS-STORK systems need to be integrated to enable EUSurvey users to authenticate by means of their national eID.
2.8 Machine Translation Service	A translation service allowing you to quickly check the general meaning of incoming information
EAC programmes Mobility actions	At the end of Erasmus exchanges, students and other participants are asked to fill in a satisfaction questionnaire, designed with EU Survey. A future web service integration, aiming at collecting and consolidating feedback on Erasmus+ Mobility actions, will store the data in a repository at DG EAC.

8.7.8 REUSE OF SOLUTIONS DEVELOPED BY ISA, ISA² OR OTHER EU / NATIONAL INITIATIVES

See section RELATED EU ACTIONS / POLICIES

8.7.9 EXPECTED RE-USABLE OUTPUTS (solutions and instruments)

Output name	Updated EUSurvey
Description	See section “new challenges” for a complete lists of new features
Reference	https://joinup.ec.europa.eu/software/eusurvey/description
Target release date / Status	2016

8.7.10 ORGANISATIONAL APPROACH

8.7.10.1 Expected stakeholders and their representatives

Stakeholders	Representatives
ISA ² programme management	DIGIT.B6 (Margarida ABECASIS)

European Institutions, Member State Administrations and businesses	ISA ² management committee, dedicated ISA ² working group
DIGIT A	Paulo Jose SANTOS (Acting Director), Henri PUTSEYS , Olivier HOICHE, Benoît ORIGAS
DIGIT C	Philippe VAN DAMME

8.7.10.2 Communication plan

Event	Representatives	Frequency of meetings / absolute dates of meetings?
User Group Conference	Olivier HOICHE, Benoît ORIGAS, Margot FASSIAN	Once a year
ISA Events	Olivier HOICHE, Benoît ORIGAS, Margot FASSIAN	TBD

8.7.10.3 Governance approach

The approach and governance of the project is structured around 3 groups: the ISA² Coordination Group (or ISA CG equivalent), the Project Management Group and the Users Group.

The **ISA² Coordination Group** assists the Commission in translating priorities into actions and ensures continuity and consistency in their implementation.

The **Project Management Group** (DIGIT A3) will be used to bridge the perspectives among the internal stakeholders.

Regular project review meetings (review of project progress), alternating with team meetings (review of the individual tasks) will be held inside each of the involved entities to ensure timely delivery of the project.

DIGIT A contracts external resources for service management, development, maintenance, community management, trainings and help-desk support.

DIGIT A provides a Service/Project and Communication Manager.

The '**Users Group**': Based on actual needs and to bridge better bridge technical and business aspects, a 'Users Group' has been set up.

It is used to consult the users, when additional information and clarification is required, to provide the opportunity to submit **enhancement requests** and to exchange opinions and best practices.

Meetings of the 'Users Group' will take place only when needed.

8.7.11 TECHNICAL APPROACH

The technical approach is following an adapted **agile version of RUP@EC** methodology and is based on a three steps workflow: Inception, Execution and Operational. Those three steps are cycling as often as needed by the expressed user's needs.

The primary concern is the continuous improvement of the maintained products which is done by deploying new revisions in regular intervals, called product versions.

Individual tasks, to be implemented within a product version, are combined into work packages called sprints. A sprint usually takes 4 weeks and covers the time required to conduct the following tasks:

Implement specified behavior

Test the implementation

Deploy the result of the implementation.

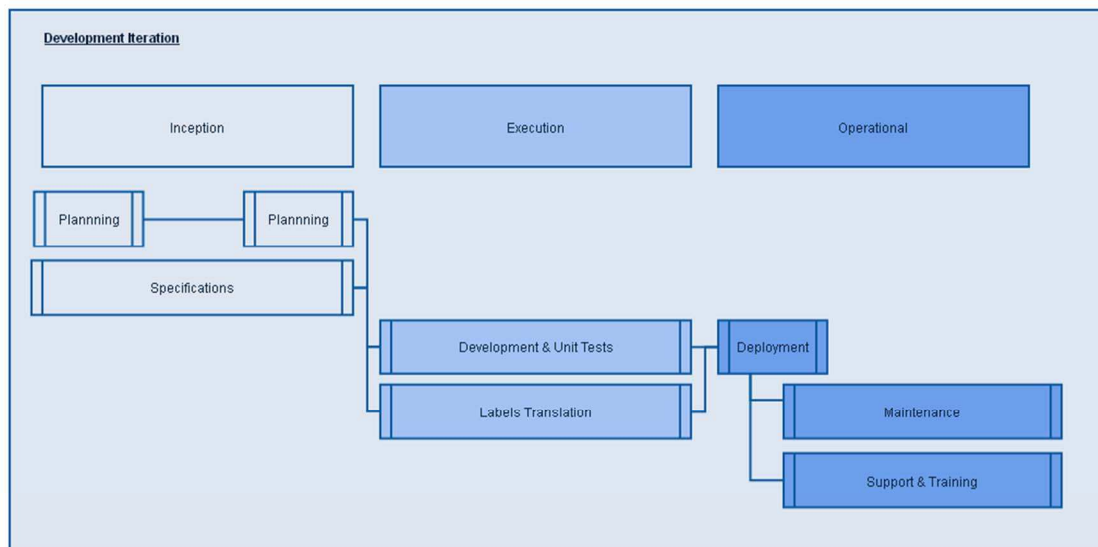


Figure 1: Development cycle

EU Survey is delivered as an OSS project via [Joinup.eu](https://joinup.eu), the Forge made available by ISA.

The OSS community will have the possibility to actively contribute at the source code level. Support is also provided to the community.

8.7.12 COSTS AND MILESTONES

8.7.12.1 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)
Inception	Performance Pack	25	ISA ²	Q1/2016	Q4/2016
Inception	Service Pack	25	ISA ²	Q1/2016	Q4/2016
Operational	EUSurvey Service	250	ISA ²	Q1/2016	Q4/2016
Operational	Training – e-learning	50	ISA ²	Q1/2016	Q4/2016
Execution	Service Pack	100	ISA ²	Q1/2016	Q4/2016
Inception	Service Pack	25	ISA ²	Q1/2017	Q4/2017
Operational	EUSurvey Service	250	ISA ²	Q1/2017	Q4/2017
Operational	Training – e-learning	50	ISA ²	Q1/2017	Q4/2017
Execution	Performance Pack	50	ISA ²	Q1/2017	Q4/2017
Execution	Service Pack	50	ISA ²	Q1/2017	Q4/2017
	Total	925			

8.7.12.2 Breakdown of ISA² funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2016	Inception	50	
2016	Operational	300	
2016	Execution	100	
2017	Inception	25	
2017	Operational	350	
2017	Execution	100	

8.7.13 ANNEX AND REFERENCES

Description	Reference link	Attached document
EUSURVEY OSS project on joinup.eu	https://joinup.ec.europa.eu/software/ipm/home	
What is EUSURVEY on Europa	http://ec.europa.eu/yourvoice/ipm/	
EUSURVEY service	http://ec.europa.eu/yourvoice/ipm/forms/html/index.html	
Joinup.eu	http://joinup.ec.europa.eu/	

8.8 INTEROPERABILITY TEST BED (ITB) (2016.25)

8.8.1 IDENTIFICATION OF THE ACTION

Type of Activity	Common Services
Service in charge	DIGIT B6
Associated Services	

8.8.2 EXECUTIVE SUMMARY

The ISA/ISA² programmes and other EU initiatives fund the development of several IT solutions. Before connecting new components to these systems (e.g. new partners to a communication network or new clients to a service), extensive testing is necessary, to avoid compromising an already operational system. Usually these tests require connecting the system to an instance of the service or the communication partner; consequently there is a need for a *reference implementation* of this service that is separate from the production instance. In a situation where the compatibility of different systems relies on conformance to a standard or specification, this conformance can also be assured through testing – either simply by connecting to the reference implementation (which is assumed to implement the specification correctly) or, more reliably, through the execution of detailed test cases to separately test each clause of the specification, or both.

The "Interoperability test bed" action was conceived under the ISA programme to provide an environment where reference implementations of different systems/services could be hosted – studies conducted during previous phases showed that a dedicated test bed software can support this by providing a user interface, a standardised way to execute tests and access test results, and some test automation. In addition, the use of a test bed also enables formal conformance testing against a specification.