Joinup User Group Meeting

Brussels, 5 July 2018
D02.01

EUROPEAN COMMISSION
Directorate General for Informatics – DIGIT D2

Specific Contract n° 38
under ABC IV – Lot 3 *Framework Contract*

Joinup

ISA² action 2016.20

Project Officers:
Georges LOBO
Victoria KALOGIROU

Disclaimer

The information and views set out in this publication are those of the author(s) and do not necessarily reflect the official opinion of the European Commission. The European Commission does not guarantee the accuracy of the data included in this document. Neither the European Commission nor any person acting on the European Commission's behalf may be held responsible for the use which may be made of the information contained therein.

© European Union, 2018

Objectives of today's meeting

Inform

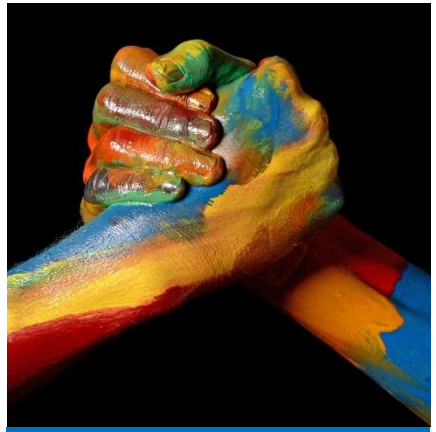
To inform stakeholders about the state of play of the platform.

Present

To present the main achievements realised in the 1st half of the year.

Discuss

To discuss about the foreseen development for the 2nd half of 2018 onwards.



Understand

To understand needs and opinions of Joinup stakeholders as well as to answer any questions.

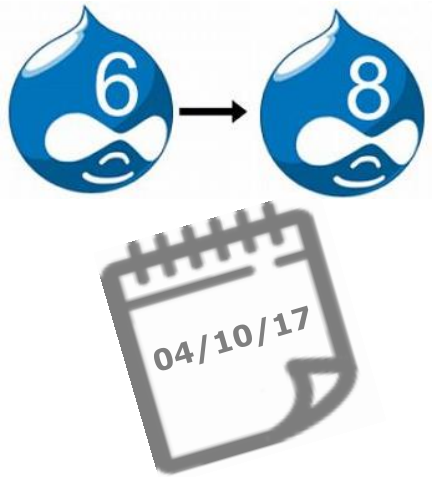
Agenda

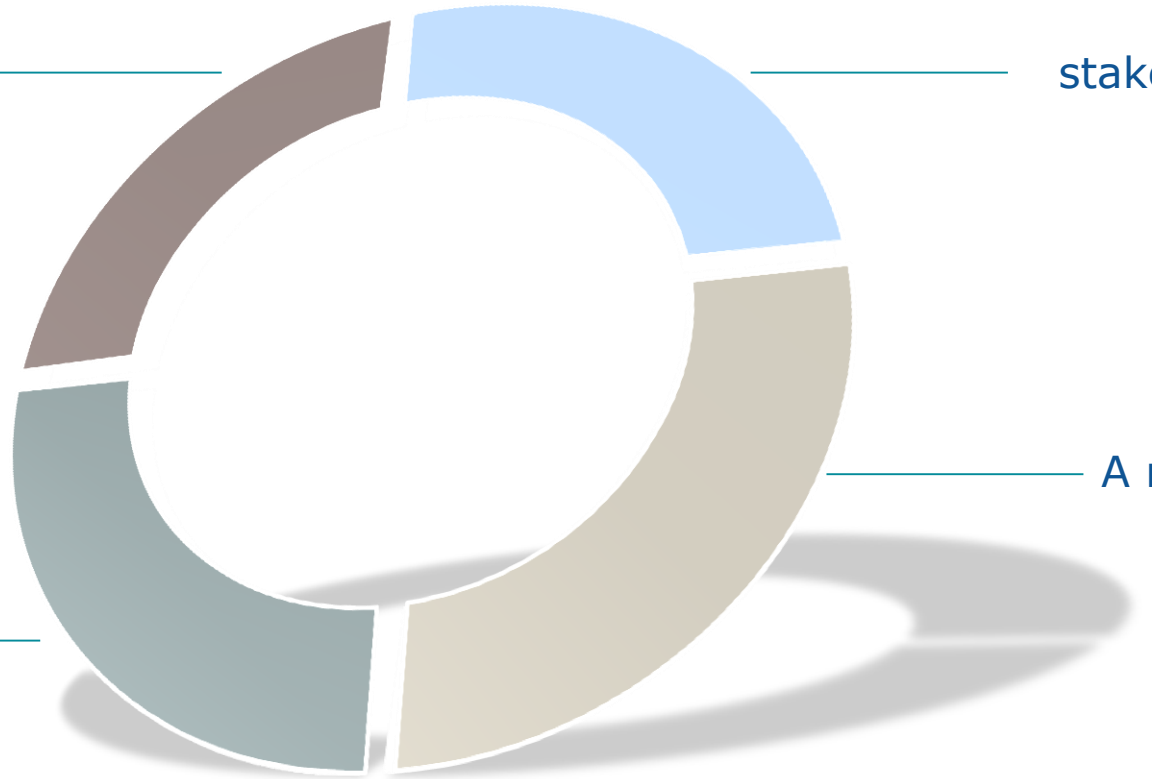
1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

Agenda

1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

Context
Key facts





Complaints from stakeholders about the migration

A new project team

New project officers

Context
Outcomes from migration

European Commission

New look

The new version is now mobile-friendly

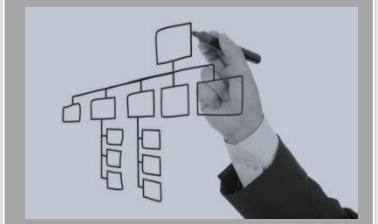
Improved user-friendliness

Quick and easy content creation

New search functionality

Optimised searching experience

New content structure



Revision of how the content is structured thanks to 'collections'

Personalised collections

Possibility of creating custom pages

ISA²

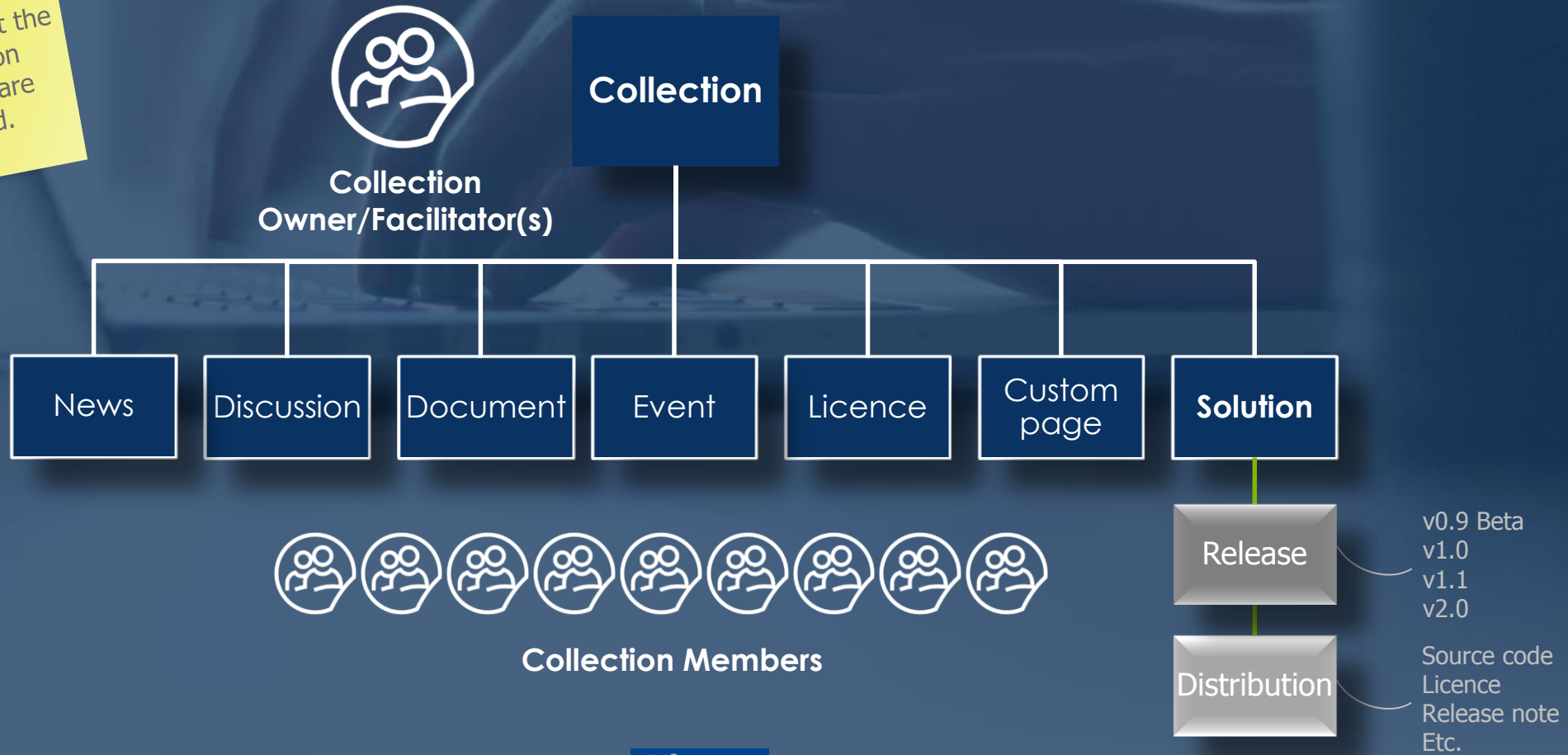
Agenda

1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

Key concepts
Collections & content types

'**Collections**' provide easy access to grouped content types related to a specific domain/subject

It is very important that the roles of the collection owner/facilitator(s) are correctly assigned.

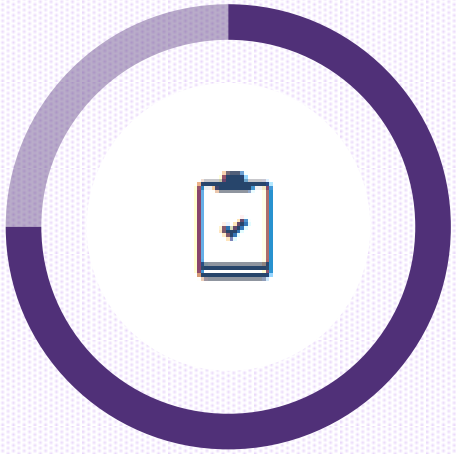


Agenda

1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

Statistics

Highlights (as of July 2018)



2.745

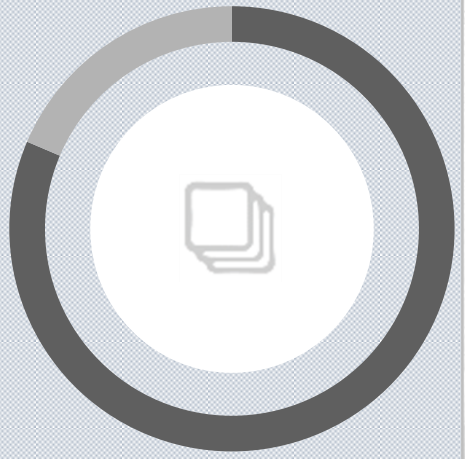
Solutions

+49
(since the go-live)

102

Collections

+13
(since the go-live)



30.218

Downloads
(Jan – Jul 2018)

+25%
(compared to 2017)

165.816

Visits
(Jan – Jul 2018)

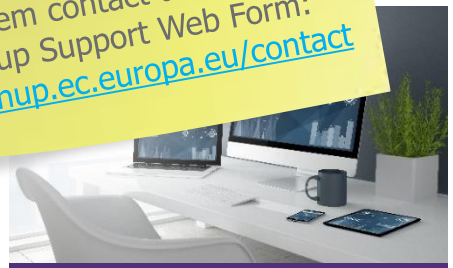
+6%
(compared to 2017)

Statistics
Helpdesk tickets (as of July 2018)

Help is a click away…

For quick resolution of your query/problem contact us directly via the Joinup Support Web Form: https://joinup.ec.europa.eu/contact

Via the Joinup Support web form and a few direct emails, a total of **162** helpdesk tickets have been created



79
Functional Requests

- Moderation (13)
- Layout changes (10)
- Content creation (7)

60
Technical Requests

- Broken links (10)
- Timeout errors (7)
- Notifications (3)

12
Legal Questions

- EUPL licence
- EUPL vs GPL
- GDPR compliance

11
Informational Requests

- eGovernment Factsheets 2018
- RSS service
- Joinup newsletter

Agenda

1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

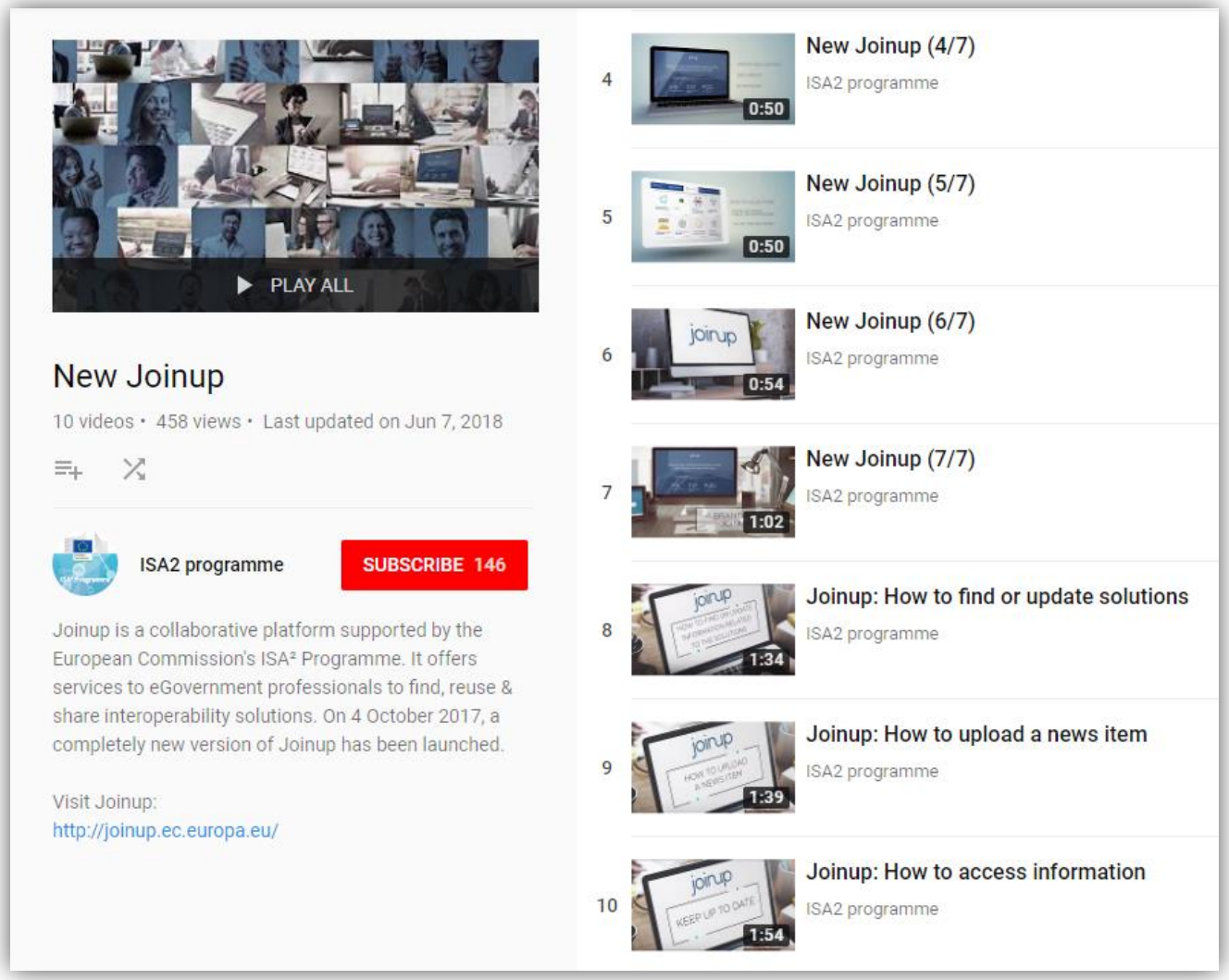
Main achievements

Joinup introduction & How-To videos

In an on-going effort to support new and existing Joinup users with their day-to-day interaction on the platform, a series of introductory and How-To videos have been prepared and published online.

- The **Introduction videos** provide an overview of the new platform and highlight some of the prominent features.
- The **How-To videos** outline in simple, concise steps how to achieve regular tasks on the Joinup platform.

[Click here to access the videos]



Main achievements

Highlights of new features / improvements

New features (sample list)

- Discussions
- Adding members in collections/solutions
- User tour
- Sorting of Event tiles
- Tallinn Declaration self-reporting tool
- Pinned tiles for Collection owners & facilitators

Improvements (sample list)

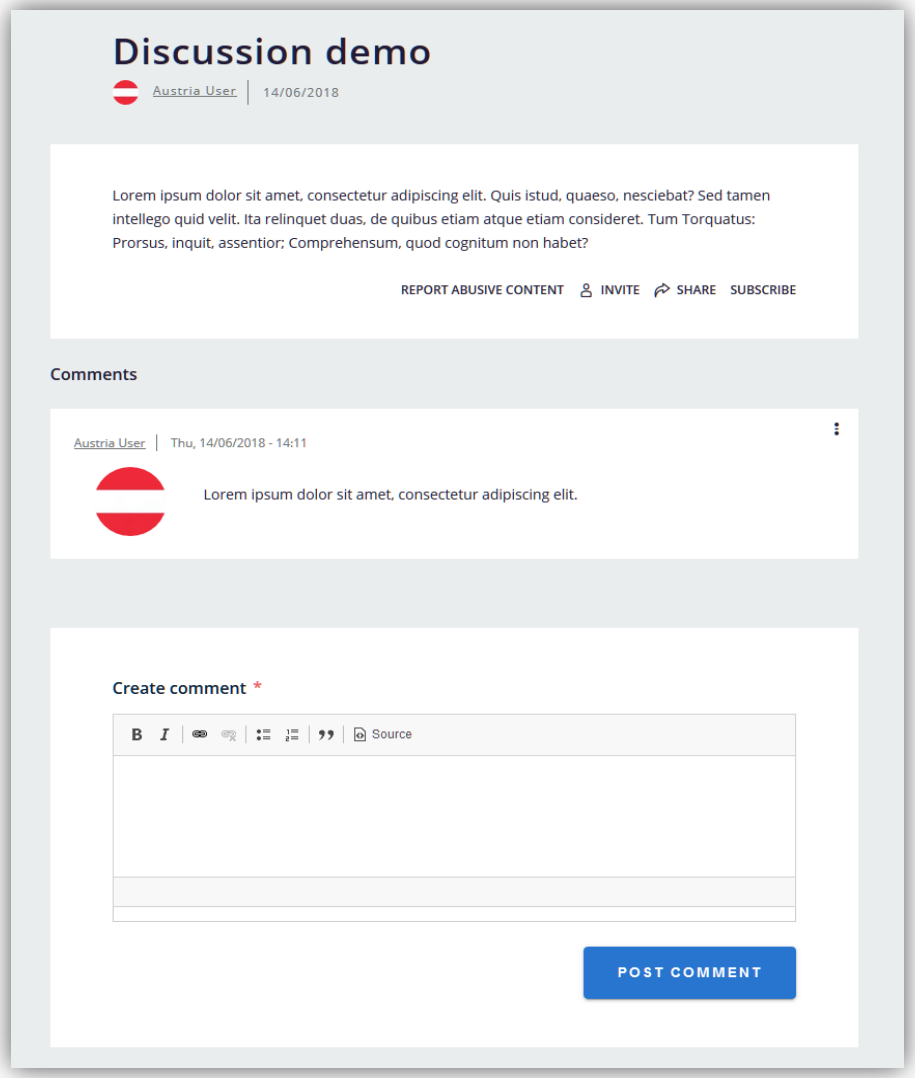
- Inclusion of an abstract in the 'Overview' pages
- Transfer collection ownership
- Re-designed banner (mobile-friendly)
- Functional Download counters
- Manual approval of new users
- Improved tile layout
- Improved Discussions (invite/subscribe users)

Main achievements
Discussions

Users of Joinup collections can exchange views, ideas, questions and answers, and more by creating and using *Discussion* content items.

Once published, a *Discussion* item can:

- receive a user's input through the use of the **POST COMMENT** button
- allow their creators to **invite** other collection members to join in
- allow other collection members to **subscribe** to them directly

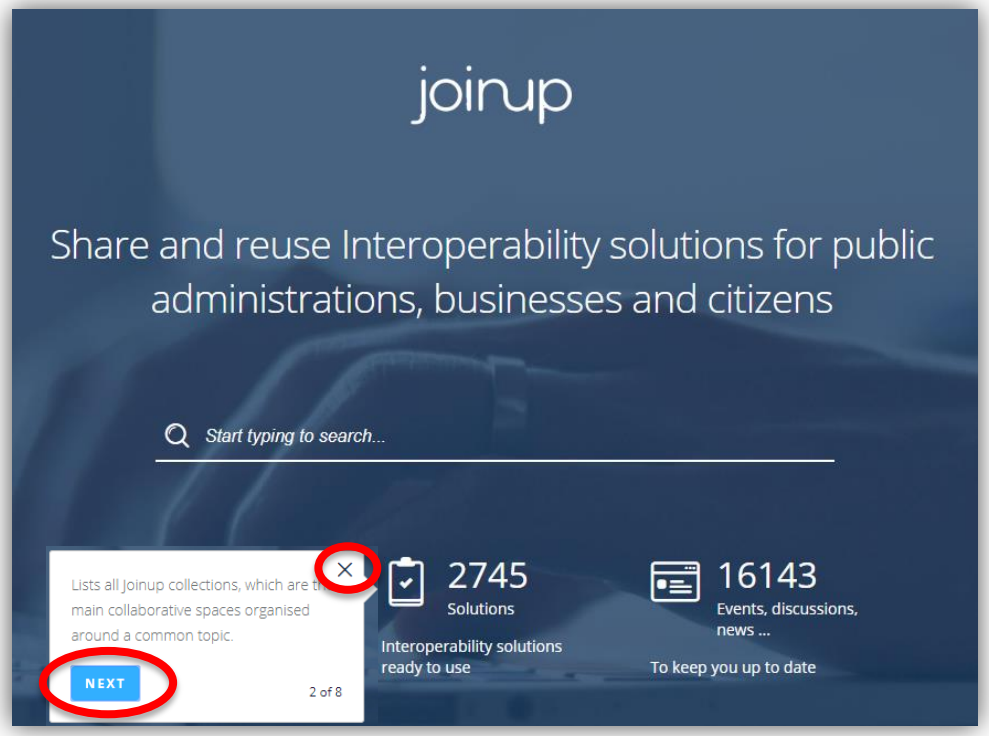


Main achievements
User tour

User tours are now available to everyone who visits Joinup and would like to be guided in the main pages of the platform:

- Home page
- My account
- Collections
- Solutions
- Keep up to date

The initiation of the tour begins, by selecting the question mark icon on the upper header of the platform.



Each box will appear on the page when the user selects the **NEXT** button.

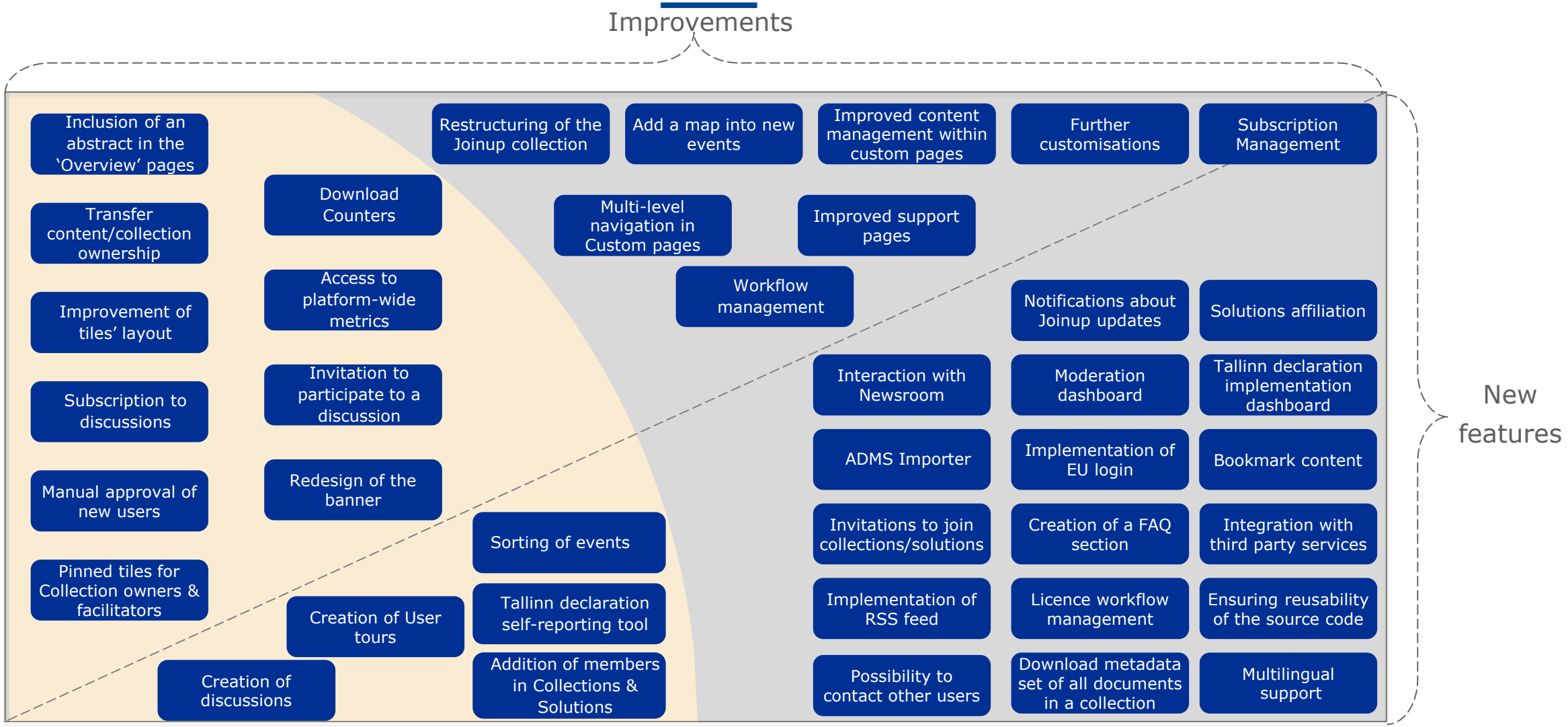
Furthermore, an option to exit the tour will be available at all times.

Agenda

1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

What is next on Joinup

High-level roadmap



Agenda

1. Objectives of today's meeting
2. Context
3. Key concepts
4. Statistics
5. Main achievements
6. What is next on Joinup
7. Q&A

Q&A

Thank you for your participation!

ISA² programme

You click, we link

✓ Joinup

Want to know more?

Get started

Joinup.eu

Stay tuned

@Joinup_eu

Joinup Group

Contact us

joinup.ec.europa.eu/contact

Run by the Interoperability Unit at DIGIT (European Commission) with 131€M budget, the ISA² programme provides public administrations, businesses and citizens with specifications and standards, software and services to reduce administrative burdens.