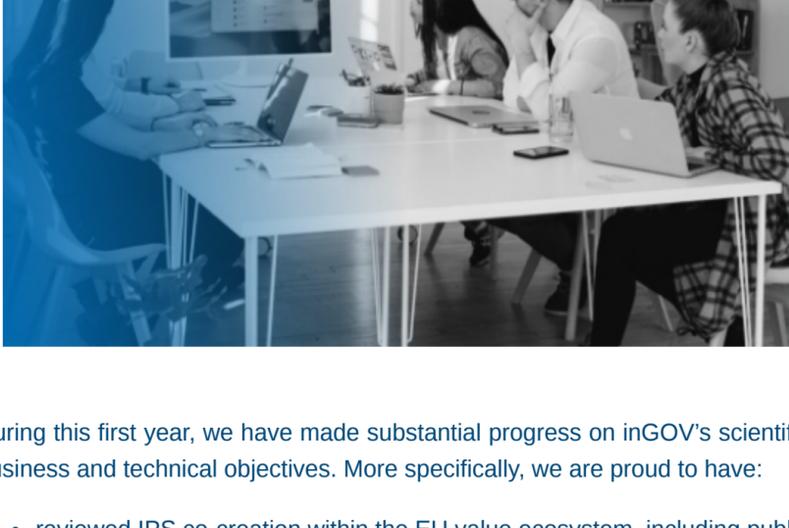


The inGOV project has completed its first year of operation!

In the second issue of our newsletter find out what happened, what is in store, read about our approach to ethics and peek at our blog and journal publication.

The vision of the inGOV project is to provide innovative ICT-supported governance models for Public Services.



During this first year, we have made substantial progress on inGOV's scientific, business and technical objectives. More specifically, we are proud to have:

- reviewed IPS co-creation within the EU value ecosystem, including public values and principles, emerging technologies and IPS best practices;
- analysed stakeholders' needs in relevance to IPS and co-creation – overall, 98 stakeholders have been interviewed in all 4 pilot countries;
- revised existing IPS and PS conceptual models, i.e. the enhanced Integrated Public Service Co-Creation Conceptual Model (IPS-Co) and the enhanced Core Public Service Vocabulary (CPSV);
- constructed a first version of an IPS holistic framework for IPS co-creation and co-delivery, including guidelines and recommendations on IPS governance, IPS agreements, stakeholders' involvement and an agile roadmap;
- derived a reference architecture that is compatible with existing initiatives (i.e. EIRA, EIF) and supports the new IPS holistic framework for IPS co-creation and co-delivery;
- laid out the piloting and evaluation plan for the first pilot implementation in 4 pilot sites (Austria, Croatia, Greece and Malta);
- disseminated inGOV activity through 7 scientific publications, organization of 2 workshops, participation in numerous conferences, workshops and clustering events, and an active online and social media presence.

Currently, at the beginning of inGOV's second year, we are preparing to conduct co-creation in action by engaging diverse stakeholders (citizens, businesses, NGOs, public administration employees, and policy makers) in multiple co-design activities in each pilot site. Following, we will focus on capitalizing the results and lessons learnt from the piloting activities in order to:

- produce an updated version of an IPS holistic framework for IPS co-creation and co-delivery;
- construct the inGOV modular platform for supporting the new IPS co-creation governance models based on emerging IT paradigms for accessible mobile and apps development;
- prepare for the second pilot implementation where the inGOV platform and tools will be tested;
- and, of course, continue to disseminate our findings to the wider academic and practitioner community.

Further details on the aforementioned results will be available in the first inGOV public deliverables that will be published after official approval by the European Commission. So, stay tuned!

By Efthimios Tambouris (University of Macedonia), inGOV Scientific and Innovation Manager

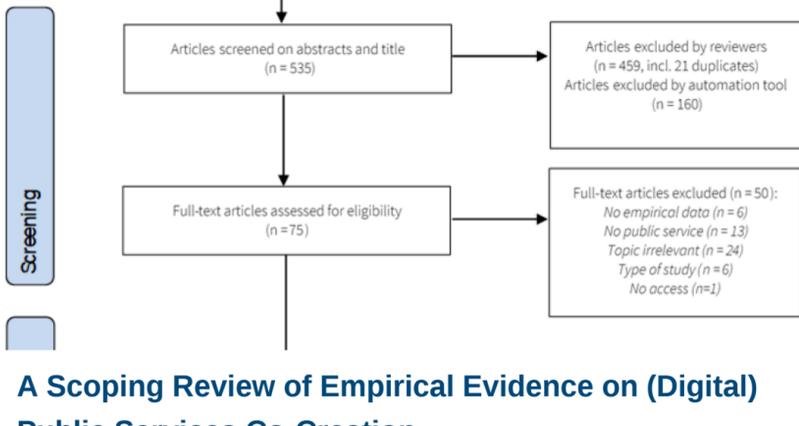
Read more from inGOV



Towards a holistic framework for integrated public services in Europe

Throughout the last twenty years, the public sector has significantly committed to using digital technologies for better public service provision. Although the back-end processes have positively benefited from this investment, the still 'siloe'd' approach holds up the digital transformation of public administrations.

[Read the full blog post](#)



A Scoping Review of Empirical Evidence on (Digital) Public Services Co-Creation

... Our findings primarily suggest that co-creation can be implemented in a wide range of sectors and settings, to improve public services and to foster innovation, throughout the whole public service cycle, using a variety of digital, analog and hybrid co-creation tools and strategies ...

[Read the whole article in "Administrative Sciences"](#)

Ethics in inGOV

The inGOV project has taken into serious consideration the fact that Ethics is given the highest priority in the EU funded research, therefore the inGOV consortium has carried out all the activities in compliance with the Horizon's 2020¹ ethical principles and the relevant national, EU and international legislation. What is more, GDPR was taken into consideration and the ethics guidelines for Trustworthy AI published on the 8th of April 2019 by the High-Level Expert Group on AI².

In addition, inGOV belongs to citizen-centric projects that require public participation and stakeholders' engagement which involve ethics considerations, related to personal data protection. Practically it means that during the conduct of the study the following principles of responsibility toward research participants have been observed:

- provision of a project information sheet
- provision of information in the context of the study
- confirmation of the voluntary nature of participation
- respect for the dignity of persons, privacy and confidentiality
- provision of anonymity
- consideration of the concerns raised by the research and building of a shared understanding that all the benefits of this research are for the common good
- protection from harm and discomfort
- respect of the principle of proportionality
- right to withdraw from the study.

The developed strategy for the ethical monitoring of the project was based upon the fact that all partners in charge have prepared the Ethics Applications and have obtained either the Ethics Approval from the Ethics Committees or the DPO Opinion of the relevant company prior to conducting research on human participants. With regards to the Protection of Personal Data, the Work Package Leaders along with the Ethics Manager were both responsible to mitigate security measures within 5 days in case of any data breach.

Last, but not least, it is important to highlight that the aim of the ethical review is twofold: first, to protect the participants and second, to protect the researchers. Researchers need to present evidence of the ethical approval in order to work with participants and to ensure that the research methods and means of collecting data are safe. If ethical approval has not been obtained, the individual researcher bears personal responsibility for any claims made by the participants. Thus, at the same time, the ethical review protects the researcher and shows that the researchers have adhered to the accepted ethical standards.

By Georgia Livieri (Unisystems) and Noella Edelmann (University of Continuing Education Krems)



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