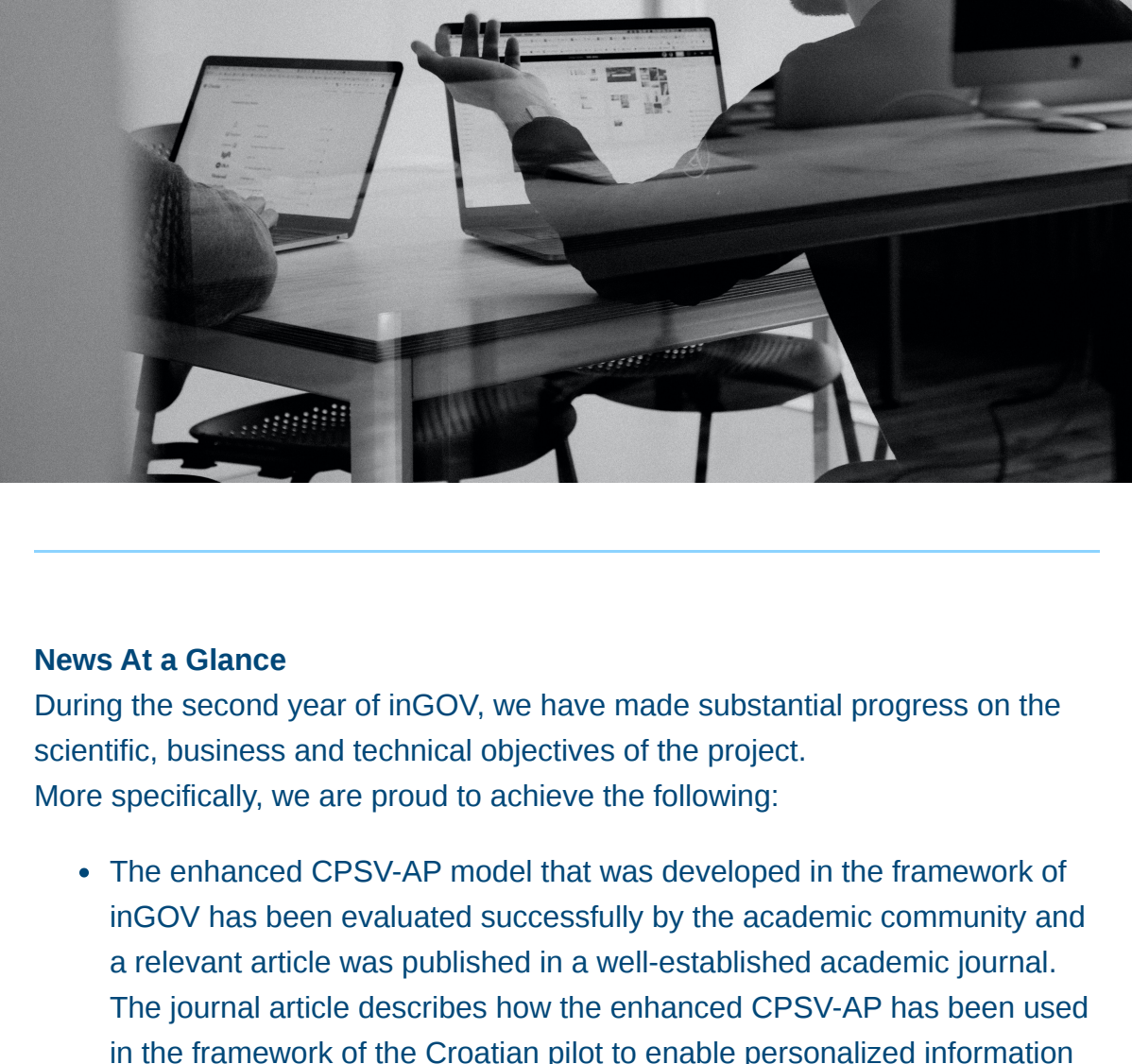


The inGOV project is sharing its news, updates & knowledge!

Welcome to the fourth issue of our newsletter, in which you will find out what happened, what is in store and what is going on around our blog and journal publications.



News At a Glance

During the second year of inGOV, we have made substantial progress on the scientific, business and technical objectives of the project.

More specifically, we are proud to achieve the following:

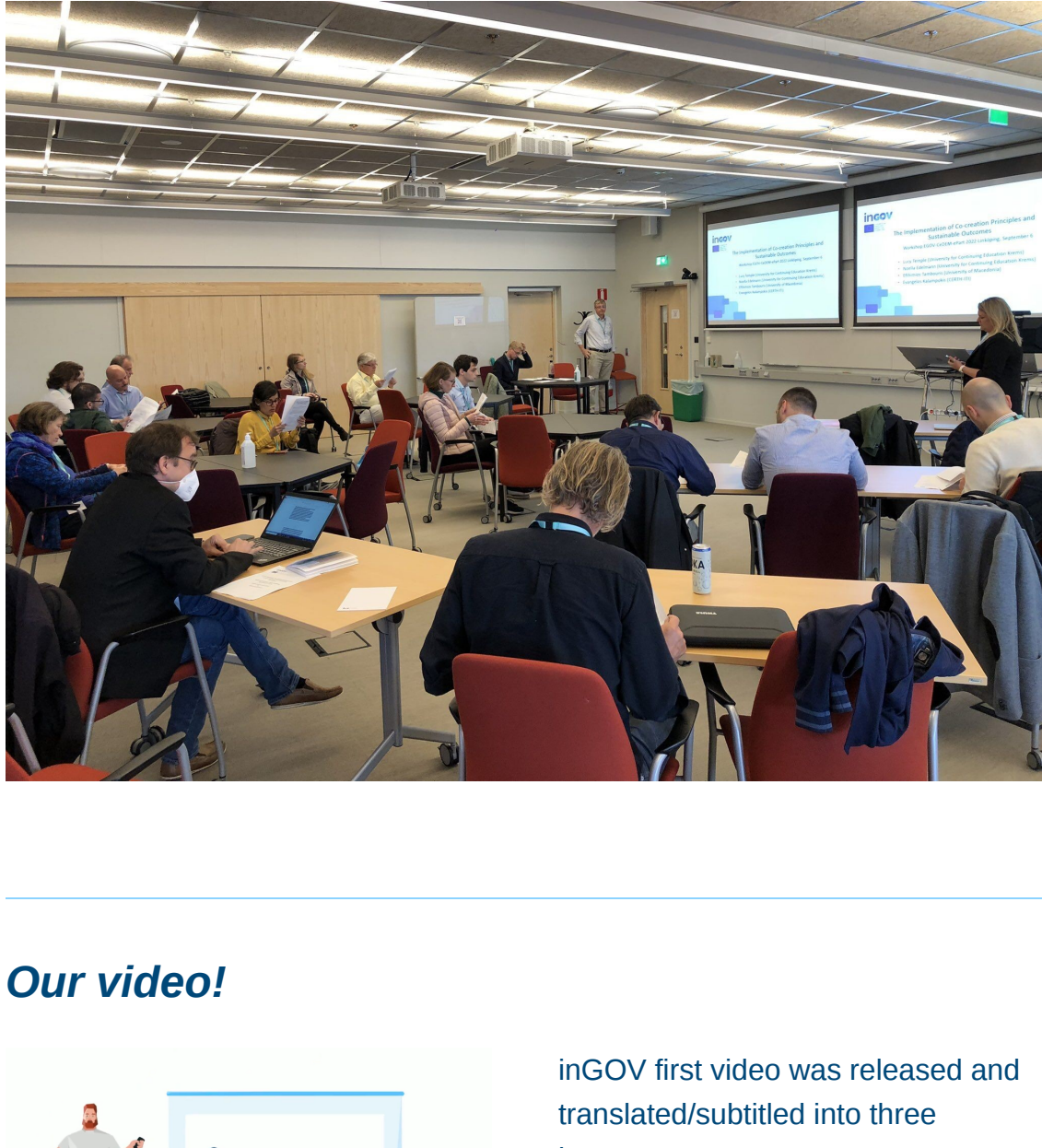
- The enhanced CPSV-AP model that was developed in the framework of inGOV has been evaluated successfully by the academic community and a relevant article was published in a well-established academic journal. The journal article describes how the enhanced CPSV-AP has been used in the framework of the Croatian pilot to enable personalized information provision regarding public services of the City of Bjelovar.
- The IPS co-creation conceptual model was used as the basis for the construction of the interim version of the IPS Holistic Framework. The IPS Holistic Framework, including an agile roadmap and relevant recommendations, has been exploited during the implementation of all inGOV pilots.
- A set of architecture diagrams were produced, one for each pilot, that make use of the high-level viewpoint of the European Interoperability Reference Architecture (EIRA) by aligning the high-level descriptions of the solution blocks, that will facilitate each pilot, with architecture blocks of EIRA. In parallel, the second version of the ICT tools, including mobile applications and virtual assistants was released which were validated by the inGOV pilots.
- The project results were validated in the four pilots' sites (Austria, Croatia, Greece, Malta). The results of the 2nd round of evaluations, that mainly took place by pilots' stakeholders during dedicated workshops, are encouraging.
- Preparatory work towards a sustainability plan and relevant policy recommendations has been initiated and will be concluded in the final year of the project.
- Dissemination of the project in several scientific publications, organization of workshops, participation in numerous conferences, workshops and clustering events, and an active online and social media presence
- Beyond the four pilots, inGOV aims to transform public service delivery through introducing co-creation in the provision of integrated services and by strengthening the need for solid governance of the IPS, which is in line with the European course of interoperability. In this context, inGOV has been contributing its experience to EU policies and the new EU regulatory framework, participating in the working group for the evolution of CPSV-AP which is coordinated by the European Commission

Regarding our future steps for the third year of the project, we focus on capitalizing the results and lessons learnt from the piloting activities in order to: produce the final version of an IPS holistic framework, develop the inGOV modular platform and novel mobile apps and chatbots, develop a sustainability plan of the project and general policy recommendation and continue to disseminate our findings, engaging diverse stakeholders.

inGOV 4th PLENARY MEETING

The fourth inGOV Project Plenary Meeting was held in Krems, Austria on 20 – 21 September 2022, hosted by the team at the University for Continuing Education Krems (UWK). This was the second plenary in the post-Covid era to be conducted as a hybrid meeting.

The two-day format allowed for an in-depth discussion of the issues surrounding each work package – work delivered since the last meeting, improvements undertaken in response to feedback from our mid-project review, significant achievements and progress made, detailed planning for the year to come, and potential challenges and risks to performance in the next six months – punctuated by workshops through which task leaders were able to tap into the collective expertise of the group.

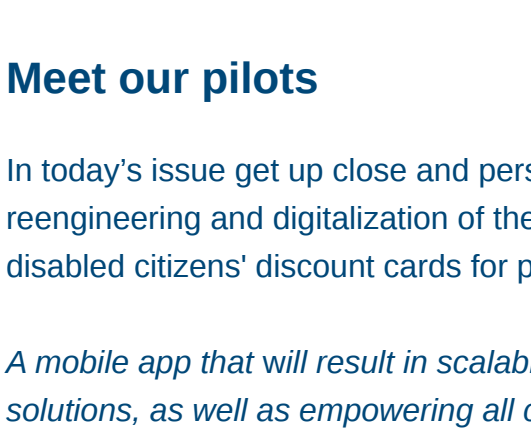


WORKSHOPS

The inGOV project organized successfully the workshop “The Sustainable Implementation of Co-creation Principles and Outcomes”, in the framework of EGOV2022 – IFIP EGOV-CeDEM-EPART 2022. Throughout the workshop the H2020 inGOV project was presented, and a detailed description of the goals and methodology used to achieve them was described, alongside the work the pilots had achieved during the last months. The activity was not only a great opportunity to share information about the project and the ongoing results, but also a space to collect feedback from experts on the development of inGOV. The participants brought forward their opinions and expertise on the topic of sustainability in the public sector, and how to make co-creation activities sustainable, how these should be framed.



Our video!

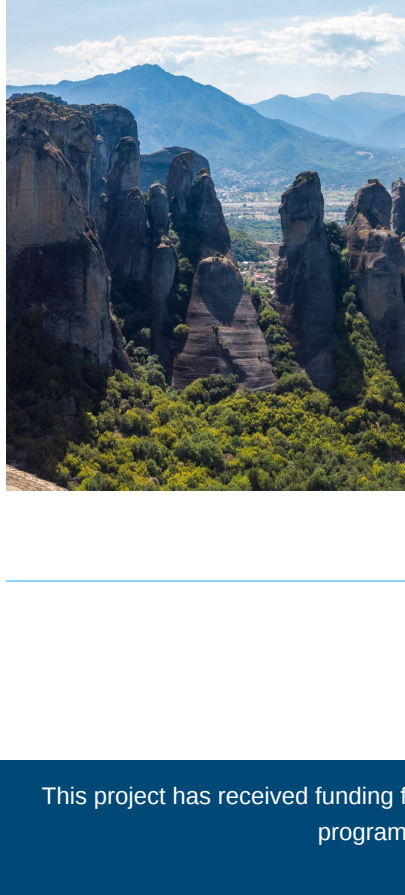


inGOV first video was released and translated/subtitled into three languages

[Enjoy it here](#)

Read more from inGOV

Blogspot



Co-Creation & Sustainability within inGOV Project

Co-created public governance breaks with the view that the public sector can be the sole provider of public goods (Torfing, Sørensen, & Røiseland, 2019). There is growing interest in the potential of digital technologies to enhance co-creation in public services, but there is a lack of hard evidence on their actual impact because “conceptual fuzziness and tech-optimism stand in the way of collecting such evidence” (Lember, Brandsen, & Tõnurist, 2019, p. 1665). In addition, although co-creation is understood as strengthening the sustainability of collaborative practices, research on co-creation has been more concerned with identifying the drivers, barriers and conditions that lead to co-creation rather than with measuring and assessing its impact and outcomes (Jaspers & Steen, 2019).

[Read the full blog post](#)

Publications

On using CPSV-AP to publish public service descriptions as linked open data

Service Oriented Computing and Applications, hosts inGOV article "On using CPSV-AP to publish public service descriptions as linked open data". The article is edited by inGOV project team members representing University of Macedonia.

[Read more here](#)

A Study on the Enablers and Challenges of Co-Creation for the Digital Common Household Unit Integrated Public Service in Malta

MDPI, the peer-reviewed, open-access journal, guests inGOV article "A Study on the Enablers and Challenges of Co-Creation for the Digital Common Household Unit Integrated Public Service in Malta". The article is edited by inGOV project team members representing Malta Information Technology Agency.

[Read more here](#)

Meet our pilots

In today's issue get up close and personal with our [Greek pilot](#), which aims to reengineering and digitalization of the issuing and renewal procedure of the disabled citizens' discount cards for public transportation in two Greek Regions.

A mobile app that will result in scalable and more affordable accessibility solutions, as well as empowering all citizens in an inclusive way

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 962563.

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