PM² Template v2.5

Minutes of Meeting

SC417_D02.04.2_User Group Meeting minutes

Meeting Title:	Joinup User Group meeting	**Meeting Date/Time:**	30/06/21
Meeting Type:	User Group meeting	**Meeting Location:**	Online
Meeting Coordinators:	Petro DUDI, Elena Cristina COSMA, Victoria KALOGIROU	**Issue Date:**	28/07/21

Meeting Agenda

The Joinup User Group Meeting (UGM) was held online via MS Teams due to the Covid-19 situation. The meeting was organised by the Project Team and the Project Officers of the Joinup Action (2016.20) with the following agenda:

- Joinup in 2021;
- Joinup's new vision;
- The Joinup revamp.

Each section was followed by an interactive session in which the participants provided their feedback for the platform by accessing an online tool called Beekast[1]. In Beekast, the Project Team created a series of questions and polls that addressed specific topics, allowing participants to provide their answers in real time and also view the results live.

Meeting Summary

Context

From October 2017 and onwards, Joinup has progressed to become a one-stop shop for interoperability solutions, and knowledge around eGovernment-related content such as factsheets, studies, and use cases supporting the digital transformation of public administrations. Moreover, the redesigned Joinup platform has been receiving major enhancements in the areas of user-friendliness, mobile usability, stability etc. During 2020 and 2021, Joinup strengthened its vision proposal in the European Digital landscape and began a major UI/UX revamp process to engage further in increasing its user base.

Introduction

The Project Officers (PO) opened the meeting by welcoming the participants and presenting the Joinup Team, the meeting's objectives, Joinup's timeline as well as Joinup users testimonials:

- The Joinup Team. The User Group meeting is an opportunity to present the people behind the management and development of the platform.
- The meeting's objectives. The User Group meeting is also responsible to communicate and keep stakeholders up-to date on the latest activities and gather feedback, requests as well as understand the needs of stakeholders.
- Timeline. The timeline offers users a brief overview of the history of the platform.
- Joinup user testimonials. The User Group Meeting is also the ideal place to share success stories and interesting use cases within the Joinup community.

The presentation's summary is provided below. Each section of the agenda is followed by the questions and results from the interactive session.

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[1] Beekast is an online platform that offers interactive features that motivate participants to engage in a virtual conversation (word maps, interactive questions, real-time statistics etc.).

1) Joinup in 2021

- The Project Officer opened the first section with a very brief overview of the key figures and trends in terms of site visits, visits from social media, and site use by device.
- The Project Team continued by highlighting the platform's major new features and functionalities implemented in 2021.
- The project Team introduced the first interactive session. The questions and results are presented below.

Joinup in 2021 – interactive session #1

Which of the following entities matches your profile?

★	**Top answer**	EU institutions and bodies
👥	**Participants**	41
📄	**Votes**	41

	Answers	**Answer rate**
1	EU institutions and bodies	41 % (17 answers)
2	National public administrations	15 % (6 answers)
3	Private sector	34 % (14 answers)
4	Academia	2 % (1 answer)
5	Other	7 % (3 answers)

What is your job role?

★	**Top proposition**	IT Manager/developer
👥	**Participants**	41
📄	**Votes**	41

	Answer	**Answer rate**
1	Public administrator	24 % (10 answers)
2	Policy maker	10 % (4 answers)
3	IT Manager/developer	41 % (17 answers)
4	Researcher	5 % (2 answers)
5	Other	20 % (8 answers)

What's the first word that comes to mind when thinking of Joinup?

Note: Answers are provided in verbatim.

Why do you use Joinup?

Note: Answers are provided in verbatim.

For you, Joinup is primarily:

★	Top proposition	A repository of interoperable solutions, best practices, and studies
👥	Participants	36
📄	Votes	36

	Answers	Answer rate
1	A repository of interoperable solutions, best practices, and studies	42 % (15 answers)
2	A collaborative, community-based platform	3 % (1 answer)
3	An online space to showcase your work	25 % (9 answers)
4	All the above	31 % (11 answers)
5	None of the above	0 % (0 answer)

2) Joinup's new vision

- The Project Officer shortly introduced the main elements that Joinup offers today, such as being a platform allowing digital government interaction, an observatory of Open Source/Interoperability/Semantics etc., and an online repository of ICT interoperability solutions.
- The Project Officer continued by sharing the new Joinup vision and its values that will position the platform as a one-stop shop for digital initiatives, targeting the digital transformation in the public sector and playing a major role in the new Digital European Programme.
- The Project Officer concluded by presenting the three hubs approach that will restructure the platform into more meaningful and practical areas that will adjust to the users' needs.
- The Project Officer introduced the second interactive session. The questions and results are presented below.
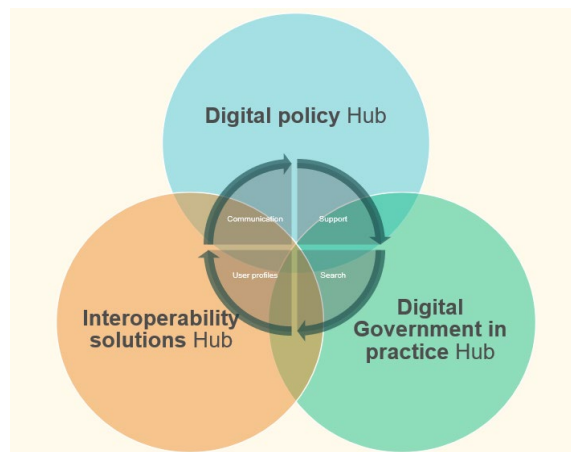
Joinup's new vision – interactive session #2

What do you think of the new Joinup vision?

Note: Answers are provided in verbatim.

1	Looks very interesting
2	Unclear
3	Promising
4	It is a much needed improvement - more structured than just a loose set of collections
5	Looks good but requires clarification on the subcategories
6	Ambitious
7	Looking forward to it do. you know when this will be done?
8	Very promising! Looking forward to see it in practice
9	Solution wording needs to be seen in a larger way (not only solutions listed in the repository)
10	I like it
11	Special attention on the search functionality
12	Nice

Which of the 3 hubs is more relevant to you?

★	**Top proposition**	Digital government in practice hub
👥	**Participants**	21
📄	**Votes**	37

	Answers	**Answer rate**
1	Digital policy hub	33 % (7 answers)
2	Interoperability solutions hub	67 % (14 answers)
3	Digital government in practice hub	76 % (16 answers)

In a few words, would you change anything in the new vision?

Note: Answers are provided in verbatim.

no change but a lot to be done!
make it adaptive to changes
looks good
facilication of joint development?
all support from users needed
great!!!!! let's start
implementing it in an agile way
more focus on interactions
single entry point for ms dgov solutions

3) The Joinup revamp

- The Project Team described the concept of "Topic" and outlined its importance in the platform's revamp process.
- The Project Team briefly introduced the new page designs that are currently under development: the Home Page and Search Results page.
- The Project Team also presented the major upcoming enhancements that are part of the long-term revamp process.
- The Project Team introduced the third and last interactive session. The questions and results are presented below.

The Joinup revamp – interactive session #3

What new community/collaboration feature would you need the most?

Note: Answers are provided in verbatim.

share draft publications with colleagues
make contributing easier
smart contracts between users featured solution of the month
clear repository (max 30 solutions) like functionality
upload content easily forum better integration with github feature requests
chat archiving and cleaning tool
connect with other users of the solution
like content ability to interact 1 to 1 between users dead ink checker
no chat !!! connect better editorial monitoring exchange ideas
bug reports bookmark content integrate with code repositories
find relevant contacts chat with other users powerful search engine (1' max: info)
email based discussions
make it easy to find the latest version
send customised newsletters community

Which of the following features would be more useful to you?

★	**Top proposition**	Poll feature
👥	**Participants**	21
📄	**Votes**	39

	Answers	**Answer rate**
1	"Like" button	52 % (11 answers)
2	Poll feature	81 % (17 answers)
3	Chatbot	48 % (10 answers)
4	Other	5 % (1 answer)

Which of the following User Profile enhancements would you prefer most?

★	**Top proposition**	Dynamically adapt displayed content based on your interests/background
👥	**Participants**	22
📄	**Votes**	37

	Answers	**Answer rate**
1	Allow connecting with and following other User Profiles	55 % (12 answers)
2	Offer User Profile integration with LinkedIn	32 % (7 answers)
3	Dynamically adapt displayed content based on your interests/background	73 % (16 answers)
4	Other	9 % (2 answers)

How would you make the concept of Collections more clear?

★	**Top proposition**	Categorise them based on type (i.e. project / community / organisation)
👥	**Participants**	21
📄	**Votes**	21

	Answers	**Answer rate**
1	Rename them to Communities	19 % (4 answers)
2	Categorise them based on type (i.e. project / community / organisation)	48 % (10 answers)
3	Remove them	29 % (6 answers)
4	Other	5 % (1 answer)

In your opinion, Solutions should mainly be used for:

★	Top proposition	Software-based material (i.e. code)
👥	Participants	25
📄	Votes	25

	Answers	Answer rate
1	Software-based material (i.e. code)	48 % (12 answers)
2	Best practices, studies, documentation etc.	40 % (10 answers)
3	Sub-grouping content in a Collection	0 % (0 answer)
4	Other	12 % (3 answers)

The presentation ended with the Project Team pointing out the core activities to be performed in the upcoming months:
- Carry on with improving the content quality;
- Continue the revamping of the platform targeting more pages;
- Put the new vision into practice;
- Organise the new User Group Meeting (UGM).

This table summarises the actions logged during the meeting.

Actions			
Action Id	Description	Target Date	Owner(s)
A1	Distribution of the minutes to participants	*29/07/21*	*Joinup Project Team*
A2	*Publication of the UGM news on Joinup*	*29/07/21*	*Joinup Project Team*