

Deliverable D6.1

Pilot Plan & Detailed Application Scenario

WP 6

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1 Executive Summary

eRepresentative work package (Wp) 6 consists of the pilot of the 'eRepresentative virtual desktop' and the report addresses the first of the work package objectives, i.e. the pilot planning and a detailed application scenario. The main sections are outlined below :-

- eRepresentative services that each assembly expects to pilot are identified.
- A usage scenario is given for each assembly, to be used in the alpha pilot to brief their user panels on how their chosen application(s) should enable elected members and support staff to work differently.
- Critical success factors for the pilot are identified, specifically:-
 - Recruitment of user panels, comprising elected members and specialist staff who support committee business
 - Approval of assembly authorities to formally involve committee members in the user panels' activities
 - Identification of the scope of the content to be provided to user panels
 - Metadata indexing practices and assembly policies that may affect success of the pilot.
- Risks associated with each of the above factors
- Pilot task planning

The needs for approval from the relevant authorities are not believed to be a high risk to the pilot, since contingency measures are considered including the use of specialist staff in elected members' roles. These are outlined in the report together with the scope of the content to be delivered in the pilot software.

Differences in assembly practices for metadata indexing represent a high risk to the success of inter-assembly searching services. Regarding the relevant assembly policies, data privacy and acceptance testing policies are not considered a high risk.

Finally a schedule is provided for the alpha and beta pilots.

2 Introduction

eRepresentative work package (Wp) 6 consists of the pilot of an ‘eRepresentative virtual desktop’, in two phases (alpha and beta). The goals of the work package are defined in the eRepresentative work plan as follows:-

- To develop a pilot plan and detailed application scenario for each elected assembly
- Set up the alpha version and use it within the participating assemblies
- Following initial feedback, deploy a beta version in the assemblies

The report addresses the first of these objectives, i.e. the pilot planning and detailed application scenario. The scenarios will be used in the alpha pilot. The alpha pilot is from M15-18 and the beta from M19-22. The beta pilot focuses primarily on inter-legislative communications.

2.1 Scope and content

The report is the output of task 6.1. The work plan¹ for this task commits Napier to work with the participating elected assemblies:-

- “to develop a plan on how to set up and deploy each version of the pilot *to ensure that pilot usage provides the necessary input into WP7*” [validation and impact assessment]
- “to support them in developing a detailed application scenario description”

The present report addresses those aims in the following main sections.

Section 3. Lists the services each assembly expects to pilot

Section 4. Gives a usage scenario for each assembly, to be used to brief their user panels on how their chosen service(s) should enable elected members and support staff to work differently

Section 5. Critical success factors for the pilots, specifically:-

- Identification of user panels, comprising elected members and specialist staff who support committee business, who will provide research data on their usage of the pilot software and their views on its acceptability.
- Approval of assembly authorities where it is required to involve committees in the user panels’ activities
- Identification of the scope of the content to be provided to user panels
- Metadata indexing practices and any assembly policies that may affect success of the pilot.

Section 6. Risks associated with each of the above factors

Section 7. Pilot task planning

¹ eRepresentative Contract Annex I - “Description of Work”, p.52

The report is *not* concerned with technical management issues that, while important elements of the pilot planning, are addressed through project management activities (wp9). These include ensuring the software is ready for local implementation and that each assembly has the expertise in place to do that and to run the pilot.

Table 2.1 below briefly summarises the scope of the report.

Table 2.1 Scope of this report

Subject Area	Included	Excluded
Scenarios	<ul style="list-style-type: none"> Scenario writing 	<ul style="list-style-type: none"> Scenario text translation (Task 6.2) Delivery to the intended users, to gather feedback/ comments on feasibility & desirability of eRep functions (Wp7)
Pilot planning	<ul style="list-style-type: none"> Pilot preparations relevant to Validation & Impact Assessment 	<ul style="list-style-type: none"> Technical planning and software testing (Wp4) Details of assemblies' internal acceptance testing procedures

2.2 Relation to other deliverables

This deliverable contributes to one other work package; WP5 Mobile working strategy. That contribution is from the application scenarios, which will be used alongside briefing materials developed in Wp5, to support communication with elected representatives and assembly staff.

The pilot, and therefore it's planning, is heavily *dependent* on development tasks in Wp4, and will *contribute* to WP 7 (validation and impact assessment).

Task dependencies are further detailed below.

2.2.1 Activities the pilot depends on

The alpha pilot is dependent on successful completion of these WP4 development tasks:-

Task 4.1 Architecture Design

- eRep functions are expressed in use case scenarios

Task 4.3 User Interface Design

- eRep application interfaces mentioned in scenarios are available for demonstration to users

Task 4.7 Alpha version implementation & testing

- The various aspects of the system have been integrated prior to deployment by the elected assemblies.

- The elected assemblies have deployed the system on a server within their IT Department
- The elected assemblies have tested the system and provided feedback to the Technical Coordinator
- The technology partners have fixed any bugs reported.

The Beta pilot is also dependent on:-

WP4 Task 4.8 Beta version of legislative working environment

- The assemblies repositories have been interconnected to facilitate secure document exchange
- The elected assemblies have tested the system and provided feedback to the Technical Coordinator
- The technology partners have fixed any bugs reported.

2.2.2 Activities that depend on the pilot

The results of the pilot are used in the following work packages: -

- WP4 Task 4.8 Beta version of legislative working environment
- WP7 Impact Analysis and Validation.

A forthcoming deliverable, D7.1 Methodology Report, is in preparation and details the instruments, methods and approach to be used to gather research data.

3 Applications to be piloted

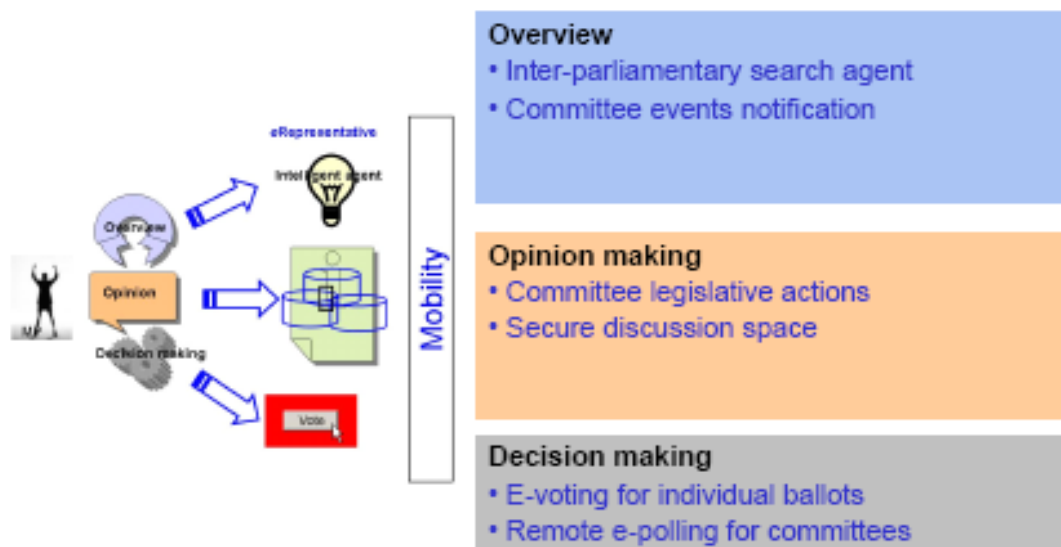
3.1 Summary

Deliverable 2.2 User Requirements identified 6 high-level requirements

- Inter-assembly search and retrieval;
- Tracking of committee legislative actions;
- Notification of committee events;
- A secure discussion space;
- E-voting support for individual ballots;
- Remote e-polling for committees.

These were expressed as business-level use cases, which were further elaborated and defined in functional terms in the D4.1 eRepresentative architecture. They correspond to the applications, or integrated web services, illustrated below (see also D4.1 p.16):-

What can we provide the eRepresentative? (Services)



3.2 Services to be piloted by each assembly

The assemblies differ in the eRepresentative services they intend to pilot, since their existing capabilities to support elected members legislative activities also differ widely (Reports D1 and D2.2 provide further details of differences in legacy systems and eRepresentative requirements).

Table 3.2 below details the services that each assembly intends to pilot. In the alpha pilot the 'inter-assembly search' functions will operate only on the assemblies' local repository.

Table 3.2 Services to be piloted by each assembly

	Dutch Parliament	Catalonian Parliament	Hungarian Parliament	Lithuanian Parliament	Westmeath County
Inter-assembly search and retrieval <ul style="list-style-type: none"> •Submit local documents •Get local, regional or global documents 	Yes	Yes	-	Yes	Yes
Committee event notifications <ul style="list-style-type: none"> •Define user groups, topics and events •Receive notifications 	Yes	Yes	Yes	Yes	Yes
Track committee legislative actions <ul style="list-style-type: none"> •Add/modify/create committee workspace •Provide/ read committee documents 	Yes	Yes	Yes	Yes	Yes
Secure discussion space <ul style="list-style-type: none"> •Maintain forum •Participate in forum 	Yes	Yes	Yes	-	Yes
E-voting for individual ballots <ul style="list-style-type: none"> •Prepare & Manage Voting •Participate in voting •Validate vote 	Yes	-	-	-	-
Remote e-polling for committees <ul style="list-style-type: none"> •Prepare & Manage e-polling •Participate in poll 	Yes	Yes	-	-	-

4 Application Scenarios

4.1 Introduction~ role of the scenarios

The application scenarios developed in this work package are intended to stimulate discussion with the intended users of eRepresentative applications, serving two main roles in the pilot:-

- Firstly to obtain feedback on the acceptability of the services depicted, i.e. is eRepresentative delivering a service that the intended users believe will contribute to changes in working practices that are feasible and desirable? The scenarios make various claims, for example that the services depicted will meet one or more of the acceptance criteria established in D2.2. By making these claims explicit, the scenarios offer the intended users an opportunity to dispute or support those claims.

The scenario feedback should help to prioritise the pilot services or content that is of most interest to the user panels in each assembly. This feedback will also provide material that will help to answer the research questions (given in D2.2), along with further enquiry through interviews, observation and discussion.

- Secondly the scenario provides a context for usability testing. Test scenarios, that relate the application scenarios back to the use cases, can be used to provide a sequence of tasks that the test participant is asked to perform. They can also be cross referenced to the acceptance criteria, since each application scenario identifies the anticipated benefits to representatives and their assistants.

The first role relates to the outputs of *Wp5*, where scenarios complement the briefing materials produced in that WP. Both roles also serve the purpose of *Wp7*, and will be discussed further in D7.1 Methodology Report.

The form of scenario used here differs from the *use case* format used in *Wp4*; use cases represent the required functionality, while the application scenarios relate that functionality to the working practices and contexts that will shape the future course of deployment.

4.2 Scenario Development

The scenarios were developed with the assembly representatives in a workshop held at the 4th consortium meeting in Budapest. This format was adopted since it was essential to draw on the assemblies' local knowledge of their elected members' and advisors' working practices and interests. That knowledge also needed to be combined with other partners' experience with the approach and the previously agreed use cases and acceptance criteria.

In the workshop the assembly partners were provided with a template and asked to refer to the use cases for one of the applications they intend to pilot, and the actors (user roles) depicted in it. These roles were described generically in the user

requirements (D2.2) and architecture report (D4.1) as *content user*, *content admin*, or *system admin*.

Participants were asked to include one or more of these roles, and consider:-

- *Who would take this role?* i.e. what would the job title of the person be and what fictional name could be used in the scenario.
- *Where/when could it be done?* Given the assembly partners local knowledge of working practices of assembly staff and representatives.
- *What would users see?* i.e. what interfaces should be visible, and on what devices.
- *How should they benefit?* Given the list of previously agreed acceptance criteria and which applications these apply to, how would the example illustrate specific benefits to the individuals involved.

The scenario template also included space to describe one of the following *settings* that actors in the above roles could use eRepresentative in:-

- Committee Room
- Assembly office
- Informal meeting place
- Travelling
- Constituency/ home office

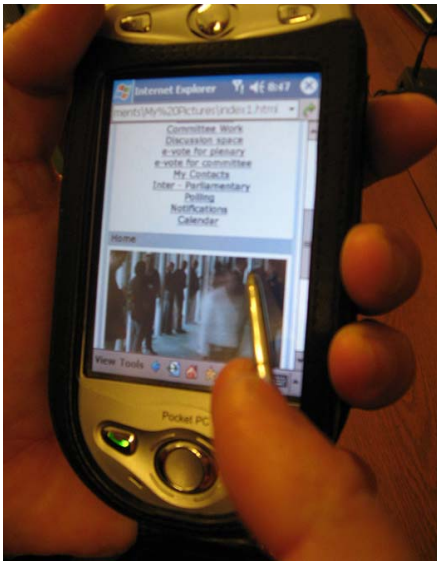
The assembly partners, each working with one of the technology partners, then wrote short paragraphs describing concrete examples of interactions with the eRepresentative software, naming people, settings, and events to reflect their local knowledge. Each scenario is intended to focus on more than one eRepresentative function, to illustrate how the functions to be piloted in the assembly would be used in an integrated manner.


Following the workshop, participants indicated that they found developing the scenarios helped to articulate a shared view of what the pilot applications could deliver. In some cases the scenarios were worked on further, after the workshop, as the assembly partners checked with their colleagues on details of local practice. The Catalanian parliament example is notably longer than the others- this was a result of their further development of their scenario as a learning experience, as a way to see how eRep would fit to their circumstances. The scenario will be edited before the pilot to provide their user panel with a simpler introductory version.

The resulting scenarios follow below. They will be adapted further, particularly to include better screen-shot illustrations, and will be translated into the relevant local languages for use in the pilots.

4.3 Dutch Parliament

Committee Event Notification



 Actors	Job title or role	Name
User	Committee of agriculture and nature	Boer Piet
Admin	DCO LNV	

Setting- MP travelling during the parliamentary recess period

In the parliamentary recess period Boer Piet is travelling on his GPS steered tractor. He receives a notification for an unplanned high urgency committee debate concerning measures against bird flu disease. On his GPS PDA he already received the analysis of the most up-to-date situation, the draft agenda and the position of the EU committee.

The meeting room and time are shown. Out of the list of sent url's he selects those documents he wants to read in the train on his way to Den Haag. While driving home on the tractor he arranges for the documents to be printed in his house. When he gets there he redresses,, collect the documents and departs.

Using the discussion space on his PDA he collects information from his fellow committee members. And on the internet he searches for background information. Half way to Den Haag, he gets notified with updated information, and half hour before the committee meeting he receives the updated agenda, including the abstracts of an interview of the EU commissioner on agriculture.

- More efficient use of time (he is using the time travelling to prepare himself)*
- Prevents information overload. (possibilities to select the most relevant data)*
- Overview of other opinions (EU influences)*
- Up-to-date agenda and documents*

Hungarian Parliament

Committee Event Notification

Secure Discussion Space

 <i>Actors</i>	<i>Job title or role</i>	<i>Name</i>
<i>User</i>	<i>Expert of the European Issues Committee</i>	<i>dr. László Juhász</i>
	<i>Expert of the Security Committee</i>	<i>dr. István Kiss</i>

Setting- Committee experts are working together out of office

The European Issues Committee got a report from EU about the completion of the Schengen Border in Hungary. The chairman of the Committee asked dr. László Juhász to prepare a summary and presentation for the committee members. Dr. László Juhász realized that he needs an other expert from the Security Committee. They need a shared working environment therefore they put the document into a common workspace using the Internet connection with VPN at home, where they prepare the report.

After finishing the report dr. László Juhász connects to eRepresentative "Track committee legislative actions" and publishes the prepared report to the Committee Workspace and proposes a new agenda item for the next Committee meeting.

eRepresentative's "Committee event notification" automatically sends notification about the new document to all committee members and committee staff.

- More effective use of time*
- Overview of other opinions*
- Up-to-date agenda and document*

 *Interfaces*

laptop showing:

- *Committee Agenda*
- *Committee Workspace*

Catalonian Parliament

Inter-Assembly Search

Track Committee Legislative actions

Committee Event Notification

Actors

Marta Camprubí (MP; Head of Committee): content user and content admin

Lluís Borràs (MP assistant): content admin

Settings- (1) Travelling (abroad, in a taxi, in a hotel room); (2) Home office

January 18th, half past noon, Marta Camprubí, assistant spokesperson of Party Group #4 of the Catalonian Parliament (in the opposition), is in front of the Catalan House in Lovaina. She has just participated in an act celebrating the 100th anniversary of the birth of the Catalan poet Leopold Durà -- who held tenure in Lovaina's Catholic University for many years -- as part of the Catalan Parliament official representation.

When she's about to go back to her hotel she gets a phone call from Xavier Ponts, head spokesperson of her Party Group, who is in top of the Canigó mountain taking part of the excursion that he and his old Law School schoolmates organize every year. He tells her that:

- 1- He has just been notified that this morning, at half past eleven, a building has collapsed in the centre of El Prat de Llobregat. There hasn't been any serious personal injuries (just an 18 yo boy with a broken leg and an old lady with a nervous breakdown) but the damages are important. A dozen buildings and commercial locals, one of them occupied by squatters, and several cars parked in the area have been seriously damaged.
- 2- There are excavation works nearby building a train tunnel. They are responsibility of Adif, the organism depending on the Spanish Ministerio de Fomento in charge of the works for the new TGV that is to link Barcelona with Madrid and the French frontier.
- 3- A few days ago several neighbours had complained about the appearance of cracks in their homes. However, there is no official study linking the works with the cracks; the architects of El Prat were studying the matter. Camprubi's party supports the mayor of El Prat and they expect to improve their results in the incoming May local elections.
- 4- He got the news from the collapse from Isidre Comamala, spokesperson of Party Group #5 (also in the opposition), who was near the building when it fell, and who phoned him to prepare a joint action of the opposition groups to:
 - a. Demand the immediate stop of the excavation works until the accident is investigated.
 - b. Claim that the Government has acted recklessly because they didn't listen to the complaints from the neighbours.
 - c. Demand the application of the control measures for public works that GP#5 proposed in the Parliament two months ago.
 - d. Ask the Government to introduce measures to facilitate the access to housing to young people.
- 5- He (Ponts) has agreed with Comamala in general terms, has told him that they will support Comamala's parliamentary proposals and that it would be a good idea to include GP#6 (also in the opposition) in their strategy.
- 6- His mobile's battery is about to die and he won't be able to get down the mountain any time soon... at this moment the call finished abruptly

 *Interfaces*

*Notebook PC
showing:*

- 1- Management of
committee
agenda items*
- 2- Management
(retrieval and
addition) of
committee
workspace
documents*
- 3- Local and global
searches results*

Camprubí decided to put herself to work. She has years of experience and she knows what her boss expects of her:

- 1- To confirm the facts before taking any action
- 2- To send some presents to the victims (a flower bouquet for the old lady, an iPod for the boy, a set of bongos for the squatters)
- 3- To tell the secretary of their GP that Camprubí is taking charge of the situation and nobody else is to make any public statement
- 4- To write a press release with the official line of their party on the matter. In her party's last congress a document on public works was approved: it should be available in her party's web pages. She will have to look also for antecedents on the problem and the Government's past response to them.
- 5- To contact Isidre Comamala (GP#5 spokesperson) and Mariona Vives (GP#6 spokesperson) to coordinate their joint actions in Parliament.
- 6- To call an urgent meeting of the Environment and Housing Committee, which she heads.

Lluís Borràs, her assistant, has already left for Barcelona, so she'll have to handle the situation herself. During her trip to the hotel she phones to the party's secretary and commands him to confirm the facts, and to spread the command of not making any public statement. She will await his call confirming the facts before doing anything else.

When she's already at her hotel she receives the phone call confirming the facts. She then asks the secretary to take care of the presents (signing the notes in her name). She stops packing for a while and opens her notebook.

In the *Environment and Housing Committee eRep Workspace* she finds information about previous incidents with public works. She also finds proposals and declarations on the matter, both of her party and other GPs. She will use one of them as the model for her public statement. She downloads her party's official position on public works from her party's webpage and stores it for writing the press release later.

She gives a quick look at her personal agenda to decide the date for the Committee meeting she will call. She sees that FC Barcelona plays at home this evening; this means that she will have to take her daughter to the match.

Her agenda also tells her that she's to give a university class tomorrow at 10 AM. She will have to explain how to resolve the collision between freedom of information and the right to privacy; she knows the matter well, but she will have to look up a couple of the most recent Constitutional Court sentences about the matter, to put an exercise for her students.

She uses eRep *inter-assembly search and retrieval* for compiling all the laws, proposals and interpellations in the Catalan Parliament related to public works. She also uses it for looking up the Constitutional sentences for her class, and also she has the idea of adding a few more related sentences from other countries, in order to make the exercise a bit more challenging for her students.

While waiting for eRep's results, she sets the date for the meeting; eRep will send the email *notifications* automatically to the members of the Committee.

On her way to the airport she phones Comamala and Vives. They discuss a bit about the strategy to take and agree on meeting in person tomorrow, after the first reactions of the parties have been aired. By then Pont will have descended from Canigó, she hopes.

When she arrives to Barcelona she will have the results of eRep searches, and she will set to write the press release; she wants to have it in time to appear in the evenings news and tomorrow's newspapers. She will also send it to Lluís, her assistant, so that he adds it to the Committee Workspace documentation. Then she'll prepare the exercise for her students with the results of the other eRep search.

- More effective use of time: Easy scheduling of an urgent agenda meeting
- More convenient access to relevant legislative documents:
 - Camprubí can find in the committee workspace documents relevant to the matter at hand
 - Camprubí can use the local and global searches for relevant documents

Lithuanian Parliament

Inter-Assembly Search


Track Committee Legislative actions

Committee Event Notification



Interfaces

Notebook PC showing
- Inter-parliamentary search results
- Committee workspace

 <i>Actors</i>	<i>Job title or role</i>	<i>Name</i>
<i>user</i>	<i>Advisor of Committee</i>	<i>Vardenis Pavardenis</i>

Setting- committee advisor working in his home office

Advisor *Vardenis Pavardenis* has been asked to prepare a report by the committee chairman on other countries' experience in the regulation of nuclear power plants. As the report must be prepared as soon as possible, he connects to the internet at home.

He connects to eRepresentative inter-parliamentary search and enters phrase "nuclear power plant". eRep says that it has found 5 documents in 2 minutes; three documents in English, one in Dutch, and one in Catalanian. He reads the documents in English, and finds the necessary information in two of them. He prepares the report.

Later on in the evening the advisor connects to eRepresentative "Track committee legislative actions" and publishes the prepared report to the Committee Workspace.

eRepresentative's "Committee event notification" automatically sends notification about the new document to all committee members and committee staff.

Benefits

- More effective use of time – he can work at home*
- More convenient access to legislative documents:*
 - He can use experience of other countries;*
 - He can share documents with his colleagues.*

Westmeath County Council

Inter-Assembly Search and Discussion Space

 Actors	Job title or role	Name
user/contributor	Member of the SPC on Environment	WC Bowls
user	SPC Members	
admin	SPC Administrator	Jane Doe



Setting Travelling: an elected representative on working holidays

Councillor Bowls attends an SPC Environment meeting where he learns that the next item of policy to be formulated relates to the use of Jet Skis on local waters. This is an important local issue and Cllr Bowls is going to be abroad in Cyprus on holiday for a number of weeks during the early stages of discussion.

He agrees to use some of the time abroad to carry out some research into this policy area and make his results available to other SPC members.

While abroad, Cllr Bowls uses eRepresentative Inter-Assembly Search & Retrieval to look for relevant policy documents on the use of Jet Skis, Power Boats and other motorised watercraft. His initial search across Irish local authorities returns three documents relevant to the topic. He decides to expand his search to local assemblies within Cyprus where he has observed Jet Skis etc in operation. This search yields a number of policy documents that led to by-laws in force in coastal towns across Cyprus.

Having downloaded the relevant documents to his laptop, he spends some time reading them and extracted the relevant information from which he compiles a report. He then uploads his report into the secure discussion space (which was had been setup prior to his departure) along with the relevant documents he found during his search. This triggers the notification process informing the other SPC members that new information is available in the discussion space.

Interfaces

Notebook PC showing

1. Inter-assembly search & retrieval
2. Discussion Space

Benefits

- More effective use of time – Councillor can work on policy while abroad
- More convenient access to relevant legislative documents – ability to search and filter, local and trans national databases

5 Critical Success Factors

5.1 Introduction

This section describes factors being considered in planning the pilots, focusing on those relevant to ensuring that pilot provides useful feedback on the acceptability of eRepresentative services to users. A questionnaire was used by WP6 leader Napier to provide an updated overview of factors identified in the User Requirements report (D2.2)

The main factors considered in this section are as follows:-

- ✧ Assemblies are ready to recruit their user panels
- ✧ Assemblies are ready to obtain approval where required
- ✧ Assemblies have identified the scope of the content
- ✧ Assembly policy and practice constraints are identified; specifically regarding:-
 - ✧ Differences in Eurovoc thesaurus indexing practices
 - ✧ Data security
 - ✧ Acceptance and user testing.

An important pre-requisite of the pilots is for assemblies to enlist the necessary technical skills for local deployment of eRepresentative software, and interfacing to legacy systems. This is reported elsewhere as it is a technical management activity (wp9).

5.2 Assemblies ready to recruit their user panels

5.2.1 Summary

It is highly desirable to have the active involvement in each assembly's user panel of members of one of the assembly committees. Assemblies have paid particular attention to the need for cross-party representation in their user panels, as far as this can be achieved.

This is an ambitious aim given the time pressures on committee business. A realistic alternative is to involve assembly staff that advise or support committees, to play the roles that members would perform in practice. Of course the assembly staff members are also sought for their own knowledge and experience of the working practices the system must effectively support or usefully change.

The assemblies identify below the committees that may realistically be expected to become involved, and the member and/or staff composition of their user panels. Staff representation includes specialists from non-IT departments that would be stakeholders in the successful deployment of eRepresentative beyond the research phase.

User panels of elected members and staff, interested in the potential of eRepresentative to support members' work, were convened for the user requirements phase. The continuity of members' involvement has unfortunately been limited by elections that have taken place during the year, as well as the usual constraints on obtaining members' time that were mentioned in D2.2.

5.2.2 Catalanian Parliament

The user panel is expected to comprise elected members and personnel from various departments (in addition to the IT Department), who may vary according to the application as follows:-

Service	Anticipated user panel membership
Inter-assembly search & retrieval	<ul style="list-style-type: none"> - Members (two or three) of a committee, possibly the Committee for Young People's Policies (Commissió de Polítiques de Joventut). - Archivists from the Documentation Dept.
Committee event notifications	<ul style="list-style-type: none"> - The whole committee (20-25 representatives) - Parliamentary Management Dept
Track committee legislative actions	<ul style="list-style-type: none"> - Committee members (two or three) - Parliamentary Management Dept. personnel - Legal Dept. personnel - Archive personnel
Secure discussion space	<ul style="list-style-type: none"> - Committee members (four to six) - The Lawyer of the committee
Remote e-polling for committees	<ul style="list-style-type: none"> - Committee members (six to eight)

5.2.3 Dutch Parliament

The project team aims to involve:-

- Members (6 max.) of the Strategic Committee on Information Development (STOI)
- Employees of the Clerk's office and committee offices.

5.2.4 Hungarian Parliament

The project team expects to identify a committee to involve in the pilot early in February (M13). The user panel is expected to involve 5 Members or employees of the selected Committee.

5.2.5 Lithuanian Parliament

The pilot will involve the Committee of the Development of Information Society. The user panel membership is expected to comprise:-

- Members of the committee (3 to 7)
- The Senior Advisor to the committee
- Personnel from the Indexing Group and IT Departments

5.2.6 Westmeath County Council

The pilot will involve one of the Strategic Policy Committees (11 members maximum). The actual committee is to be agreed, and will be determined following

the agreement of the annual programmes for the SPCs. It will be important to select a committee with a policy item that will correspond with the timeframe of the pilot. Sectoral representatives (non-assembly SPC Members) will also be consulted on the pilot.

Administration staff in the Corporate Services section may be asked to assist with searches using the *inter-assembly search & retrieval* tool.

The relevant Director of Services (depending on which CPG participates) and designated staff will be involved in the pilots of the *Committee event notifications* and *Track committee legislative actions* services.

5.3 Assemblies ready to obtain approval where required

5.3.1 Summary

The eRepresentative services are focused on committee work. The pilot aims to involve members of committees, and enquire into how the services may support their pre- and post-meeting work. Therefore approval of the assembly authorities who govern committee work is necessary if committee members are to be formally involved in the pilots. Each assembly reports below on the relevant authorities and the approximate time when their approval will be sought.

5.3.2 Catalanian Parliament

Involvement of the Committee requires its agreement, and particularly of the Spokespeople of each Parliamentary Group involved in the Committee. The approval of the Presiding Board of the Parliament is also needed, and is expected to be obtained in March (M13).

At the same time support is expected to be obtained from the Legal Department to pilot *Inter-assembly search & retrieval*; and from the Board of the Committee, regarding the *Track committee legislative actions* service.

5.3.3 Dutch Parliament

Support is required from members of the Strategic Committee on Information development (STOI), and the Management Team. Personnel changes in the project team mean that it is not possible to identify when this support will be obtained.

5.3.4 Hungarian Parliament

Support is required from the e-Parliament Board, led by the vice-speaker. This is expected to be obtained early in M13 (February).

5.3.5 Lithuanian Parliament

The Committee of the Development of Information Society is committed to participate in the project and no further approval is required.

5.3.6 Westmeath County Council

Support is needed from the Corporate Policy Group and the County Manager and is expected to be obtained very shortly.

5.4 Assemblies have identified the scope of the content

5.4.1 Summary

For the assemblies intending to pilot *inter-assembly search and retrieval* services, it is necessary to consider in advance the criteria for selecting a 'snapshot' of the documents to be imported from legacy sources. The corresponding documents and data relating to committee members and their work need to be imported into the software test environment for eRepresentative.

For the other applications to be piloted it is less important to identify the content categories this far in advance of the pilot, for example discussion topics may be defined during the pilot. However broad characteristics are identified by the assemblies below:-

5.4.2 Catalanian Parliament

Service	Content scope
Inter-assembly search&retrieval	<p>To support users to compare parliamentary proposals about a topic, and research comparative law and associated documentation and bibliographic references. We would like to use four type of legislative documents:</p> <ul style="list-style-type: none"> - Dossiers of the proceedings (about 105.000) - BOPC (Official Bulletin of the Parliament of Catalonia) (about 1.000) - DSPC (Sessions Diary of the Parliament of Catalonia) (about 1.100) - Laws (about 1.000) <p>We would take two full legislative terms plus the current one. This means data from 1999 to the present. We'll use data related to all committees, and also not related to the work of committees.</p> <p>This would amount to some 1.800 Mb of data.</p>
Committee event notifications	<p>Typical events: Assigning a legislative topic to a committee; a call to a committee meeting, the modification of a committee meeting, and the annulation of a committee meeting.</p>
Track committee leg. actions	<p>Papers drawn from the sources in brackets: Agendas (SIAP or Web Portal); Minutes (SIAP); Legislative proposals (Web Portal); Committee papers (Web Portal); Reports (Intranet).</p>
Secure discussion space	<p>Typical topic: Housing Policies for young people.</p>
Remote e-polling for committees	<p>Typical question: A proposal of a working schedule for the committee.</p> <p>Response types could be any of: -</p> <ul style="list-style-type: none"> o Choose one option from two or more o Choose several options from two or more o Make a comment (text with a defined max. length)

5.4.3 Dutch Parliament

Documents will be extracted from the new Parlis and VLOS legislative databases according to the interests and current responsibilities of the MPs who agree to be

involved. The project team is unable to identify more specific content categories or topics in advance of the pilot.

5.4.4 Hungarian Parliament

Discussion space topics and committee members' notification events will be determined closer to the pilot as these depend on the interests and current responsibilities of the MPs who agree to be involved.

5.4.5 Lithuanian Parliament

Service	Content scope
Inter-assembly search&retrieval	Legislation from the 2004-2006 period will be extracted from the Legal Acts database, amounting to approx 400 laws, 8000 pages.
Committee event notifications	Typical events: Meetings, information about deliberation, extraordinary events.
Track committee leg. actions	IT staff will extract Agendas, Minutes, Legislative proposals and Committee papers from the Legal Acts database.

5.4.6 Westmeath County Council

Service	Content scope
Inter-assembly search&retrieval	Documents from the October 2004- current period will be uploaded manually to the eRep environment by staff of the directorate supporting the chosen SPC, as follows:- <ul style="list-style-type: none"> - Policy Documents for the chosen SPC - Meeting Agendas - Minutes of meetings - Discussion documents - National and EU legislation relevant to policy items - Guidelines / Best Practice Documents These will amount to approx. 250Mb.
Committee event notifications	Typical events may include: <ul style="list-style-type: none"> - Meetings of the CPG, SPC, Full Council - Seminars/Workshops/Conferences relevant to the SPC - Events relevant to current policy topic - Launches/Official Openings associated with policy initiatives of the SPC. - Training Events
Track committee leg. actions	As above (inter-assembly search)
Secure discussion space	Discussion topic is likely to be determined following agreement of annual work programme in January 2007

5.5 Assembly policy and practice constraints identified

5.5.1 Summary

In preparing for the pilots we have sought further details of the assemblies' policies and practices on the topics below.

Differences in Eurovoc thesaurus indexing practices

Beyond their obvious relevance to the task of repository maintenance, assembly indexing practices are a likely constraint on a successful outcome, because differences between them may (among other factors) limit the effectiveness of the inter-assembly search & retrieval functions.

While eRepresentative will use Eurovoc thesaurus terms as a means to overcome language differences, if two assemblies (A and B) also differ in the number and specificity of the terms they assign to each document, there is a lower possibility of a user in assembly A finding a relevant document in the repository of assembly B.

Differences are summarised below.

Assembly	Eurovoc version	Average no. of terms used	Documents indexed
Catalonian	4.1	10-11 terms (99 max.) ²	Committee minutes, reports, transcripts, and publication of the legislative proposals.
Dutch	? (No response)	5-6 terms ³	Committee minutes, reports, papers submitted as evidence
Hungarian	Not used	n/a	Comment: Special Hungarian terms used in the Library
Lithuanian	4.2	5	Legal acts, but not committee papers.
Westmeath	Not used	n/a	n/a

Conclusions on indexing

While it remains an open question whether acceptable results can be obtained from inter-assembly searches based on Eurovoc terms, the extent of the differences shown above reduces that possibility. There are also significant risks that committee documents of interest to members of another assembly are not currently indexed, since resources for additional indexing are not available.

² Additional 'in-house' terms are used. These are mostly geographical terms. Also some terms particular to Catalonia's political system.

³ However this includes terms from the Dutch Parliament's in-house thesaurus.

Data security

Assemblies were asked to state any constraints that their security policies are likely to place on the pilot, and their responses are given below. This is pertinent to the *discussion space* eRepresentative application. In particular it was necessary to identify any constraints on the eRepresentative software recording anything that could be deemed to be the personal data of elected members and/or other users.

	Cat.	Du.	Hu.	Li.	We.
Requirement to obtain <i>elected members'</i> informed consent to record data?	Yes	Yes	Yes	No	Yes
Requirement to obtain <i>non-elected individuals'</i> informed consent to record data?	Yes	Yes	Yes?	No	Yes
Any other aspects of the policy that you think may affect eRepresentative?	Possibly	No	Possibly	No	No

Focusing on the assemblies that have identified specific constraints:-

Catalonian Parliament: The security policies cover the protection of personal data. Security in the connection between the assemblies should also be considered. Other factors may arise during the tests.

Dutch Parliament: Policy limits the collection of personal data, and specific constraints need to be confirmed.

Westmeath: The Data Protection Act applies; currently only basic information – already in the public domain – relating to party membership and views expressed at public meetings and recorded in minutes is held.

Conclusions on data security

Participants in pilots must be given a written assurance of the non-disclosure of any stored data identifying them individually with their opinions or actions. For research purposes only anonymized data will be used. The Methodology Report D7.1 needs to include an appropriate consent form to be used in the pilots, with prior agreement of the assemblies.

User acceptance testing

Assemblies were asked to outline of the scope of their normal procedures for *user acceptance testing*, particularly to identify any usability testing or evaluation of benefits that is normally performed.

Catalonian Parliament: Most user software is developed internally; cost-benefit analysis and other tools for deciding acceptability are included in the process. End users are involved in the process and help defining the software requirements.

Dutch Parliament: Usability, functional and technical acceptance testing is performed before deployment.

Hungarian National Assembly: Usability, functional and technical acceptance testing is performed before deployment.

Lithuanian Parliament: Formal procedures are not applicable to piloting eRepresentative.

Westmeath: Before an application is piloted usability testing and acceptance testing are normally carried out; and prior to any deployment these are followed by a workshop with users and appraisal forms.

Conclusions on user acceptance testing

The assemblies are experienced in testing software intended for use by their elected representatives and staff, and know well the procedures that the eRepresentative software will be required to follow. The Wp6 Pilots are dependent on prior functional and technical tests, so results of that testing should be made available in English. Usability and other acceptance test methods are defined in the forthcoming wp7 report.

Briefing events and materials

Assemblies were also asked to describe appropriate kinds of *event and briefing materials* to familiarise representatives and assembly staff with the pilot eRep applications. Responses are below:-

Catalonian Parliament: Briefing materials should be as brief as possible, very didactic and not too formal. They would be helpful both in paper and online e.g. Powerpoint, Flash tutorials. As an example of the kind of briefing material currently provided to representatives, we have an online flash presentation explaining the use of the web portal for the legislative process, as part of an educational project (in Catalan):

http://www.parlament-cat.net/portal/page?_pageid=34,35935&_dad=portal&_schema=PORTAL

To open a new window with the presentation click on:-

Demostració gràfica del funcionament de l'entorn virtual del Projecte "Fem una llei".

Dutch Parliament: The briefing should be provided in a workshop in a room used for training purposes; and preferably also at the office of each of the interested representatives/ their assistants. Materials should be as brief as possible.

Hungarian parliament: no response received.

Lithuanian Parliament: Personal briefings are preferred, i.e. at the office of each of the interested representatives/ their assistant. Materials should be approx 30 pages in total, preferably both paper and online.

Conclusions on briefing events and materials

It is the role of WP5 to determine the scope and content of briefing materials for representatives and staff. This report is concerned only with establishing basic details of the desired manner of delivery, given the assemblies' current practice and expectations of the pilot.

The expectations are that a combination of workshops and workplace-based delivery will be used, and that materials will be partly online and partly on paper. A self-directed tutorial or 'guided tour' format would be suitable, perhaps with 'frequently asked questions' in a printable format.

In any case the final version of the scenarios should take account of the content of Wp5 briefing materials and be cross referenced to them.

6 Risk Assessment

Risks	Rating	Contingency plans
Security policies prevent eRep being used to record anything that identifies the user.	Low	Users log in using pseudonyms, and real identities are known to the user panel.
Elected members are unavailable for user panels	Medium	Assembly advisors and specialist staff with knowledge of procedure play the roles of committee members and parliamentary bodies.
Approval cannot be obtained for the formal involvement of any committee	Low	As above, plus elected members are invited to participate on an individual basis as advisors to the user panel.
Assemblies have insufficient documents that are suitably tagged (e.g. Eurovoc) and relevant for inter-assembly search& retrieval purposes.	High	Provide further scenarios of inter-assembly search/retrieval for feedback on the concept. Shift pilot resources to more in-depth assessment of intra-assembly applications.

This table will be reviewed before and during both pilots. Contingency plan implementation decisions will be escalated to the Project Board where required, and if necessary also the Commission.

7 Task planning

The schedule below will be reviewed and revised before and during the pilots. The timing of workshop sessions will consider the user panel members' availability.

The tasks below apply to *both* the alpha pilot (M15-18) and beta pilot (M19-22) each of which run for 16 weeks.

Task / week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1. IT staff usability testing	*															
2. Collate and distribute feedback	*															
3. Clarify/resolve issues from testing (see NOTE)		*			*	*		*	*	*	*	*				*
4. Briefing * for staff user panel			*													
5. Collate, translate and distribute feedback				*	*	*	*	*	*	*	*	*				
6. Staff user testing workshop **						*										
7. Briefing for representatives on user panel *						*										
8. Project team support staff user trials ***						*	*	*								
9. Representative user testing								*								
10. Project team support all user trials ***									*	*	*	*				
11. Whole user panel follow-up workshop or workplace-based assessment ***												*				
12. Final collection & return of usage data															*	

* With scenarios, Wp5 materials and any further guidance from technical partners that assemblies need.

** With usability testing materials provided by Napier

*** With research instruments and support provided by Napier

NOTE. Technology partner involvement to 'clarify and resolve issues' is limited to 4 person-days by each partner (HP, Gov2U and ScytI), but is additional to WP4 effort to modify the software and is repeated in Beta pilot.