



# Simpatico

**Project acronym:** SIMPATICO

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## D7.3 – Dissemination & Communication Materials

**Executive Summary:** This document is the final analysis of the exploitation potential of SIMPATICO outcomes. In this version, a reduced set of information is provided due to its public release. That reduction affected only confidential data related to business models, competitive advantages and initiatives each partner is planning for the future.

**WP:** WP7 - DISSEMINATION AND EXPLOITATION ACTIVITIES

**Author(s):** Matteo Gerosa (FBK), Fabio Perossini (SPA).

**Editor:** Matteo Gerosa (FBK)

**Leading Partner:** FBK

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### Statement of originality

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

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## Glossary

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<b>AAC</b>	Authentication and Authorization Component
<b>AJAX</b>	Asynchronous JavaScript and XML
<b>API</b>	Application Programming Interface
<b>AST</b>	Authoring Support Tool
<b>CDV</b>	Citizen Data Vault
<b>CKB</b>	Collective Knowledge Base
<b>CPD</b>	Collaborative Procedure Design
<b>DA</b>	Data Analysis
<b>DB</b>	Dashboard
<b>DB</b>	Data Base
<b>DOM</b>	Document Object Model
<b>EE</b>	Enrichment Engine
<b>eSM</b>	e-Service Monitor
<b>EIF</b>	European Interoperability Framework
<b>GE</b>	Gamification Engine
<b>GUI</b>	Graphical User Interface
<b>HTML</b>	HyperText Markup Language
<b>HTTP</b>	Hypertext Transfer Protocol
<b>IFE</b>	Interactive Front-End
<b>IL</b>	Integration Layer
<b>JSON</b>	JavaScript Object Notation
<b>LOG</b>	Interaction Log (module)
<b>PA</b>	Public Administration
<b>PDS</b>	Personal Data Store
<b>QAE</b>	Question Answering Engine
<b>RDF</b>	Resource Description Framework
<b>REST</b>	Representational State Transfer
<b>RO</b>	Research objective
<b>SF</b>	Session Feedback
<b>SME</b>	Small and Medium Enterprise
<b>SSO</b>	Single Sign On
<b>TAE</b>	Text Adaptation Engine
<b>UI</b>	User Interface
<b>UPM</b>	User Profile Manager
<b>WAE</b>	Workflow Adaptation Engine
<b>XML</b>	EXtensible Markup Language

## **Executive summary**

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Dissemination and communication activities are an integral part of the SIMPATICO project, and are considered a core activity in order to achieve the desired project impact.

This current deliverable presents the dissemination and communication activities as well as the materials created during the project. These activities and the accompanying materials follow the strategy outlined in D7.2 – Dissemination plan and the material produced during the first year of the project and include project poster; project leaflet; project newsletter; project logo; project presentation as well as specific materials for each pilot site.

The main goal of the dissemination carried out during the second half of the project was on the one hand to engage citizens and users in the three pilot cities before during and after the second phase of testing, on the other hand to make the results of SIMPATICO known to the wider public.

We also produced material for project-wide exploitation such as the project video.

This deliverable will present the dissemination material in the three pilot sites, and the dissemination material at the project level.

## 1 Introduction of SIMPATICO

It is SIMPATICO'S aim to improve the experience of citizens and businesses in their daily interactions with a public administration by providing a personalized delivery of e-services based on advanced cognitive system technologies. This will be achieved by promoting an active engagement of users for the continuous improvement of their interaction with these services. The SIMPATICO approach is realisable through a platform that can be deployed on top of an existing PA system which allows for a personalized service delivery without having to change or replace its internal systems: a process often too expensive for public administration, especially considering the cuts in resources imposed by the current economic situation.

The objective of SIMPATICO is accomplished through a solution based on the interplay of language processing, machine learning and the wisdom of the crowd (represented by citizens, business organizations and civil servants) to change for the better the way citizens interact with the PA. SIMPATICO will adapt the interaction process to the characteristics of each user; simplify text and documents to make them understandable, enable feedback for the users on problems and difficulties in the typical interaction, engage civil servants, citizens and professionals so as to make use of their knowledge and integrate it in the system that is both open and dynamic, see (Fig. 1).

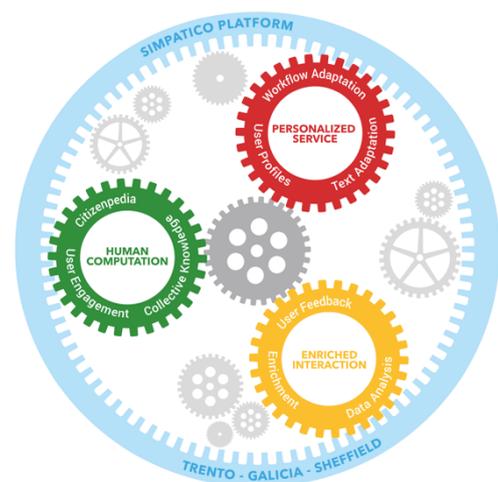


Figure 1 - SIMPATICO concept as a glance

The project can be broken down into the following smaller research objectives (ROs).

**RO1. To adapt the interaction process with respect to the profile of each citizen and company (PA service consumer) in order to make it clear, understandable and easy to follow.** The process will include:

- A **text adaptation** framework that is based on a **rich text information layer**, on machine learning algorithms capable of **inducing general text adaptation operations from few examples and on customizing these adaptations to the user profiles.**
- **Workflow adaptation engines** that takes user characteristics and tailor the interaction according to the user's profile and needs.
- A feedback and annotation mechanism that **gives users the possibility to visualize, rate, comment, annotate and document the interaction process** (e.g., underlying the most difficult steps). This will provide valuable feedback to the PA while further refining the adaptation process and enriching the interaction.

**RO2. To exploit the wisdom of the crowd in order to enhance the entire e-service interaction process using:**

- An **advanced web-based social question answering engine (Citizenpedia)** where citizens, businesses and civil servants discuss and suggest potential solutions and interpretation for the most problematic procedures and concepts.
- A **collective knowledge** database used to simplify e-services and improve understanding among stakeholders.
- An **award mechanism** that engages users and incentivises them to collaborate by giving them reputation (a valuable asset for professionals and organizations) and **privileges** (for the governance of Citizenpedia – a new public domain resource) according to stakeholders' contributions.

**RO3. To deliver the SIMPATICO Platform as an open software system that can:**

- **Interoperate with PA legacy systems.**
- Combine **consolidated e-government methodologies with innovative cognitive technologies** (language processing, machine learning) at different levels of maturity enabling their experimentation in more or less controlled operational settings.
- Provide an interoperability platform that enables an **agile integration of SIMPATICO's solution with PA legacy systems** to allow the exploitation of data and services from these systems with SIMPATICO's adaptation and personalization engines.

**RO4. To evaluate and assess the impact of the SIMPATICO solution through:**

- Customising, deploying, operating and evaluating the SIMPATICO solution on **three use-cases in two EU cities** – Trento (IT) and Sheffield (UK) – **and one EU region** – Galicia (ES).
- **Assessing the impact** of the proposed solution in terms of **increase in competitiveness, efficiency of interaction and quality of experience by stakeholders.**

## 2 Dissemination Objectives

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As defined in D7.2 – Dissemination Plan, our priority is to make sure that the technologies, resources and assets made available through the SIMPATICO project reach the target audience it aims to help. Consequently, we will focus on making sure that also non-native English speakers are able not only to find, but also to understand SIMPATICO enabled services through dissemination.

SIMPATICO communication activity is much decentralised, as it must take into account the specifics of each of the countries that we work in. All of our internal stakeholders will have direct access to flyers and posters.

The core priorities in the SIMPATICO dissemination strategy are organized around four actions as follows:

1. First, to improve the visibility of pilot’s achievements and results, we intend to disseminate the project objectives and results which should lead to future business opportunities at the local level, in order to raise awareness, engage stakeholders and users necessary for business engagement
2. Second, exploiting our network of contacts and participation at relevant events at the local, national, and EU level to engage new public administrations interested in the adoption of the SIMPATICO results.
3. Third, disseminating research activities results of the project, in particular natural language processing and text adaptation, targeting both research communities and industries. Further priority is to target additional sectors where the SIMPATICO approach and techniques developed may be of value.
4. Fourth, improving the partners’ own scientific and research profile by attending events for such communities with the goal of generating new ideas, cross-disseminating to other fields of PA activities and sharing expertise.

In doing that we plan to follow two pathways: Communication and Attraction where Communication aims at giving detailed information about project achievements to general public while Attraction is intended to support the engagement of stakeholders either they are scientists, business or public administrations

### 2.1 Stakeholders

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Attracting interest and participation in SIMPATICO for specific stakeholder categories is one of the most challenging objectives of project dissemination and it is closely linked with SIMPATICO stakeholders’ engagement process. In WP7 we will give to our WP6 colleagues all the material to allow them to gain the maximum benefit from the involvement of stakeholders.

To plan those activities, we will provide a different “attraction strategy”, for each category of stakeholder; Figure 2 proposes a view of identified specific groups (see Table 1) and their possible interest in SIMPATICO deliverables.

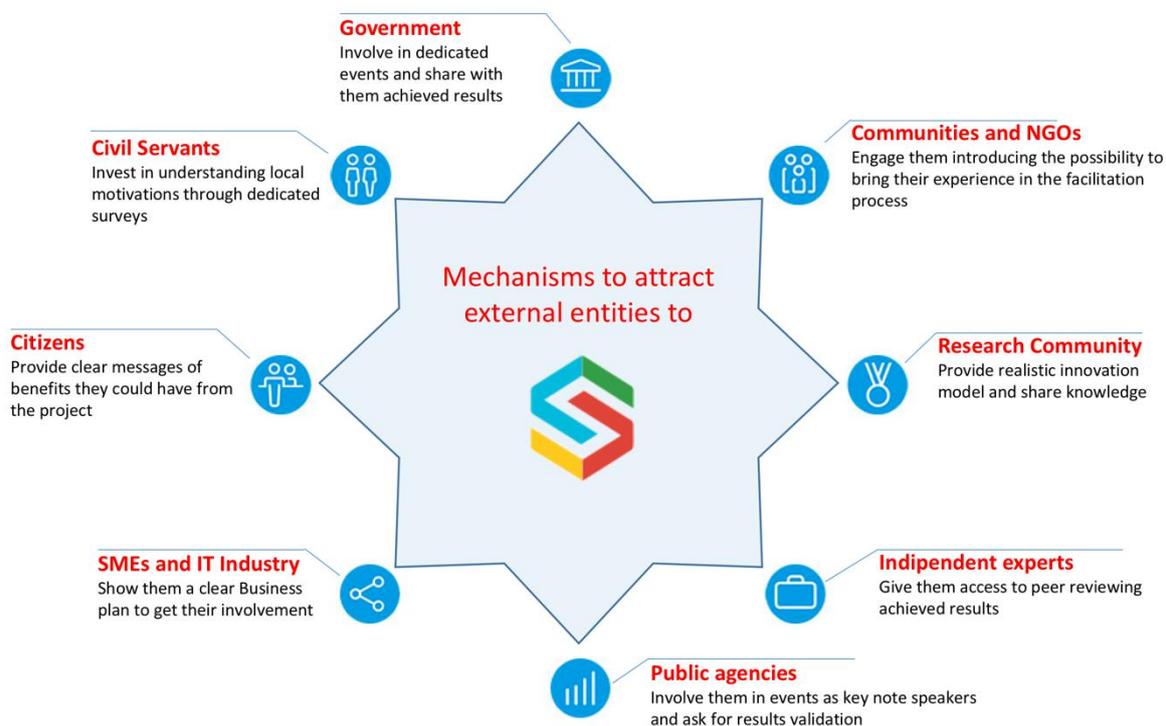


Figure 2 - SIMPATICO strategies for each Stakeholder category

### 3 Dissemination strategy and channels

The main goals of dissemination activities involve **four target stakeholder groups**: **Research community**, **Public administrations**, **IT companies** providing solutions for the public sector, and **Civil society**, composed by citizens, professionals and businesses.

Our strategies and dissemination objectives help us to choose Stakeholder groups based on various level of detail in order to best fit the project needs. This is highlighted in Table 1.

Main Target groups	Specific groups	Target audience
<b><u>Research community</u></b>	Universities & Research centres	Research communities
<b><u>Public administrations</u></b>	Government	Public Administrations
	Civil Servants	
	Public Agencies	
<b><u>IT companies</u></b>	Providers (SMEs and IT industry)	Providers (SMEs and IT industry)

<b>Civil society</b>	Citizens	Citizens
		Policy makers
		New generations
	Communities & NGOs	Communities & NGOs
	Independent experts	Independent experts

Table 1 - Stakeholder groups

This requires the use of different channels to present and promote the project, as well as different media and communication activities. A detailed dissemination strategy is described in D7.2 – Dissemination Plan. In the rest of this document we will list dissemination materials, media channels and dissemination/communication activities in line with the top-down strategy agreed by the consortium.

### 3.1 Website

The SIMPATICO project website, <http://www.simpatico-project.eu>, has been originally designed to quickly address the key questions that external visitors to the website are expected to have including, namely:

- What is the project about?
- What is the project delivering, and why?
- What cities are participating in the project?
- Who is participating in the project?
- What additional details are available?
- Who can be contacted for more information?

The SIMPATICO project website is one of the main tools for disseminating information about the consortium and the achievements of the project, providing visitors with comprehensive information about its context and objectives.

### Main web site Page visits and visitors

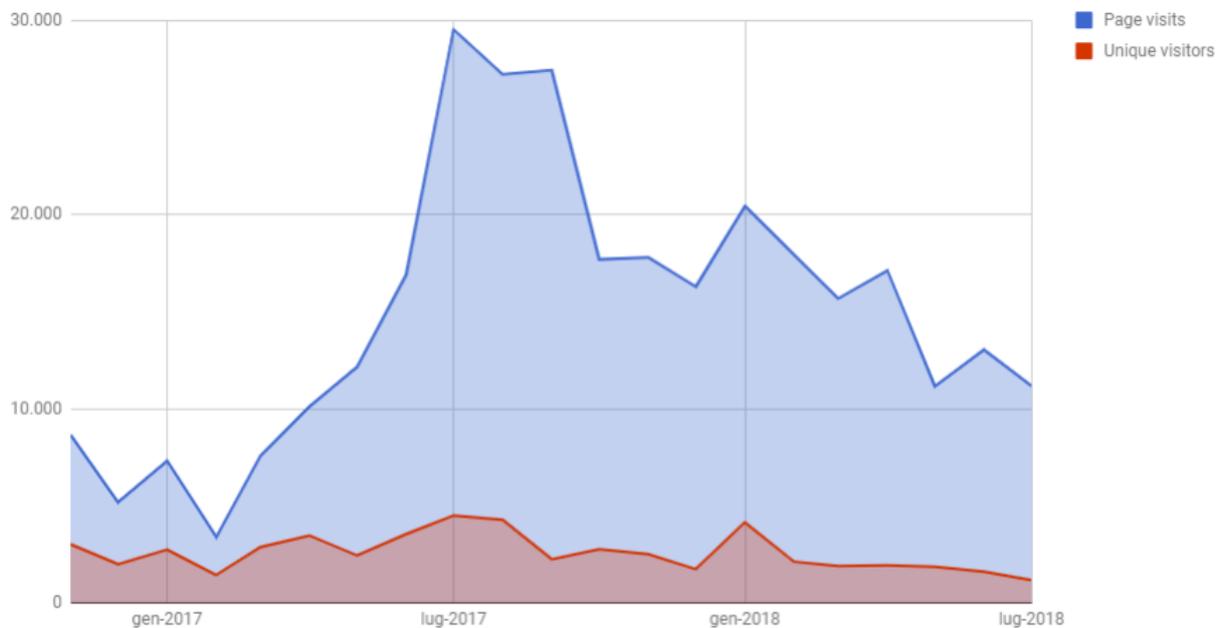


Figure 3 - An extraction window of the SIMPATICO website statistics

While the website statistics were quite good (see Figure 3) the consortium felt that the website was not enough focused on exploitation of the results but rather on the description of the project. For this reason the Website was redesigned in October 2018 to foster a more exploitation-oriented approach. In particular, the current website is targeted to possible adopters of the SIMPATICO solution, PAs or IT companies, and it focuses on the SIMPATICO platform features and components. The description of the platform and of its technical components (that represents the main exploitable assets of the project) has a prominent role on the website. In addition to this the website serves as a single entry point for all the dissemination material produced in the project. Below we show a list of screenshots of the current website.

## Platform description



**Our Platform**

SIMPATICO wants to simplify the interaction of Citizens with e-services, by adapting and personalizing them to the user needs.

**Our Platform**

The Platform	Front End	Data Analysis	Citizenpedia
<ul style="list-style-type: none"> <li>Resource Management System</li> <li>Adaptation Engine</li> <li>Workflow Designer</li> <li>Workflow Adaptation Engine</li> <li>Personal Data Vault</li> <li>Personal Data Repository</li> <li>Personal Data Service</li> <li>Personal Data Controller</li> <li>Personal Data Processor</li> </ul>	<ul style="list-style-type: none"> <li>Web Services</li> <li>APIs</li> <li>Mobile Services</li> <li>Web Applications</li> <li>Web Services</li> <li>APIs</li> <li>Mobile Services</li> <li>Web Applications</li> </ul>	<ul style="list-style-type: none"> <li>Data Analytics</li> <li>Big Data</li> <li>Cloud Storage</li> <li>Cloud Services</li> <li>Cloud Applications</li> <li>Cloud Services</li> <li>Cloud Applications</li> </ul>	<ul style="list-style-type: none"> <li>Citizenpedia</li> <li>Personal Data Vault</li> <li>Personal Data Repository</li> <li>Personal Data Service</li> <li>Personal Data Controller</li> <li>Personal Data Processor</li> </ul>

The SIMPATICO Platform is a software platform that uses advanced technical solutions and applies them to existing PA systems to simplify the interaction of citizens and companies with a wide range of public services.

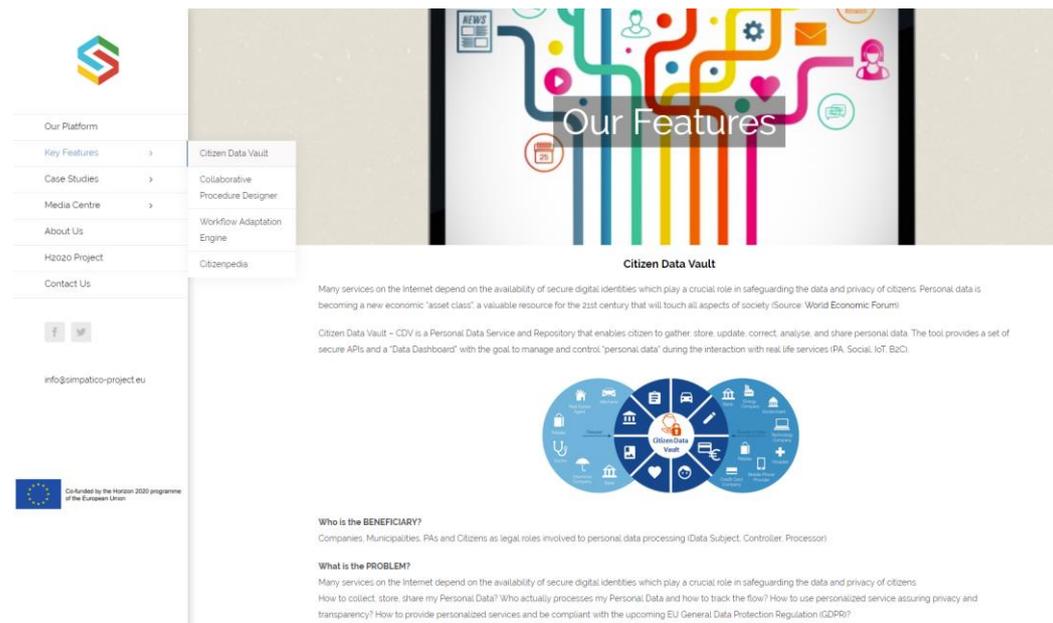
The value offered by the SIMPATICO Platform is the unique opportunities of delivering customer-centric, personalized services and of triggering a continuous optimization of services and processes, thus overcoming the existing barriers in the adoption of e-services.

A schematic representation of the architecture of the SIMPATICO Platform can be seen to the left.

Figure 4 - Description of SIMPATICO Platform on the Website

The main page is the description of the platform with an animation showing how SIMPATICO works in simple terms so to be understood also by non-technical experts. The page explains the main elements of the solution and is mainly devoted to PAs.

## Key Features



**Our Features**

**Citizen Data Vault**

Many services on the internet depend on the availability of secure digital identities which play a crucial role in safeguarding the data and privacy of citizens. Personal data is becoming a new economic "asset class", a valuable resource for the 21st century that will touch all aspects of society (Source: World Economic Forum)

Citizen Data Vault - CDV is a Personal Data Service and Repository that enables citizen to gather, store, update, correct, analyse, and share personal data. The tool provides a set of secure APIs and a "Data Dashboard" with the goal to manage and control "personal data" during the interaction with real life services (PA, Social, IoT, B2C).

**Who is the BENEFICIARY?**  
Companies, Municipalities, PAs and Citizens as legal roles involved to personal data processing (Data Subject, Controller, Processor)

**What is the PROBLEM?**  
Many services on the internet depend on the availability of secure digital identities which play a crucial role in safeguarding the data and privacy of citizens. How to collect, store, share my Personal Data? Who actually processes my Personal Data and how to track the flow? How to use personalized service ensuring privacy and transparency? How to provide personalized services and be compliant with the upcoming EU General Data Protection Regulation (GDPR)?

Figure 5 - Citizen Data Vault description on the website

The Key Feature page describes the SIMPATICO technical components ready for exploitation. This page is devoted to potential partner companies that may find these interesting for a joint exploitation scenario.

### Media center

This page allows users to access to news about SIMPATICO and to download relevant documents. It contains a Blog (news) section, a section with scientific publications, a section with public Deliverables approved by the commission, a section with Open datasets produced by the project and a section with the most relevant press cuts.

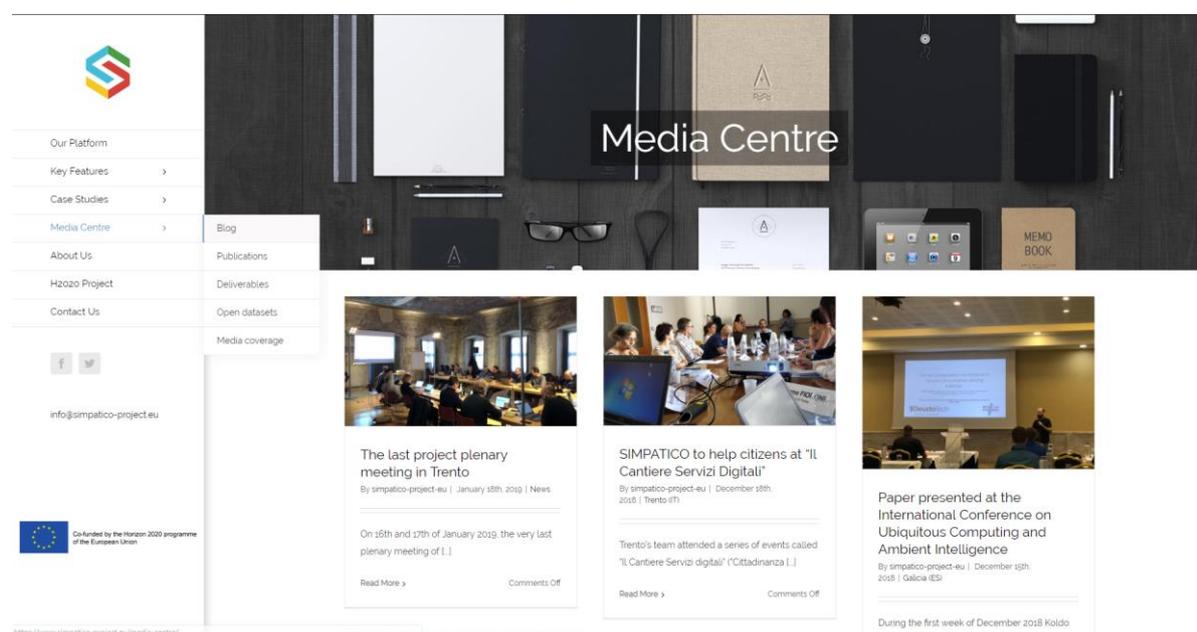


Figure 6 - SIMPATICO media center

## 3.2 Social Network profiles

Dedicated pages have been opened in Facebook, Twitter and YouTube. The partners have populated them during the project with posts and news respecting the defined SIMPATICO image criteria.

A screenshot of the current SIMPATICO Facebook profile is reported in Figure 7. Management of the account has been shared by all partners, where the first idea is that each partner contributed regularly to providing content for the page. Statistics on social network reach are reported in Table 2.

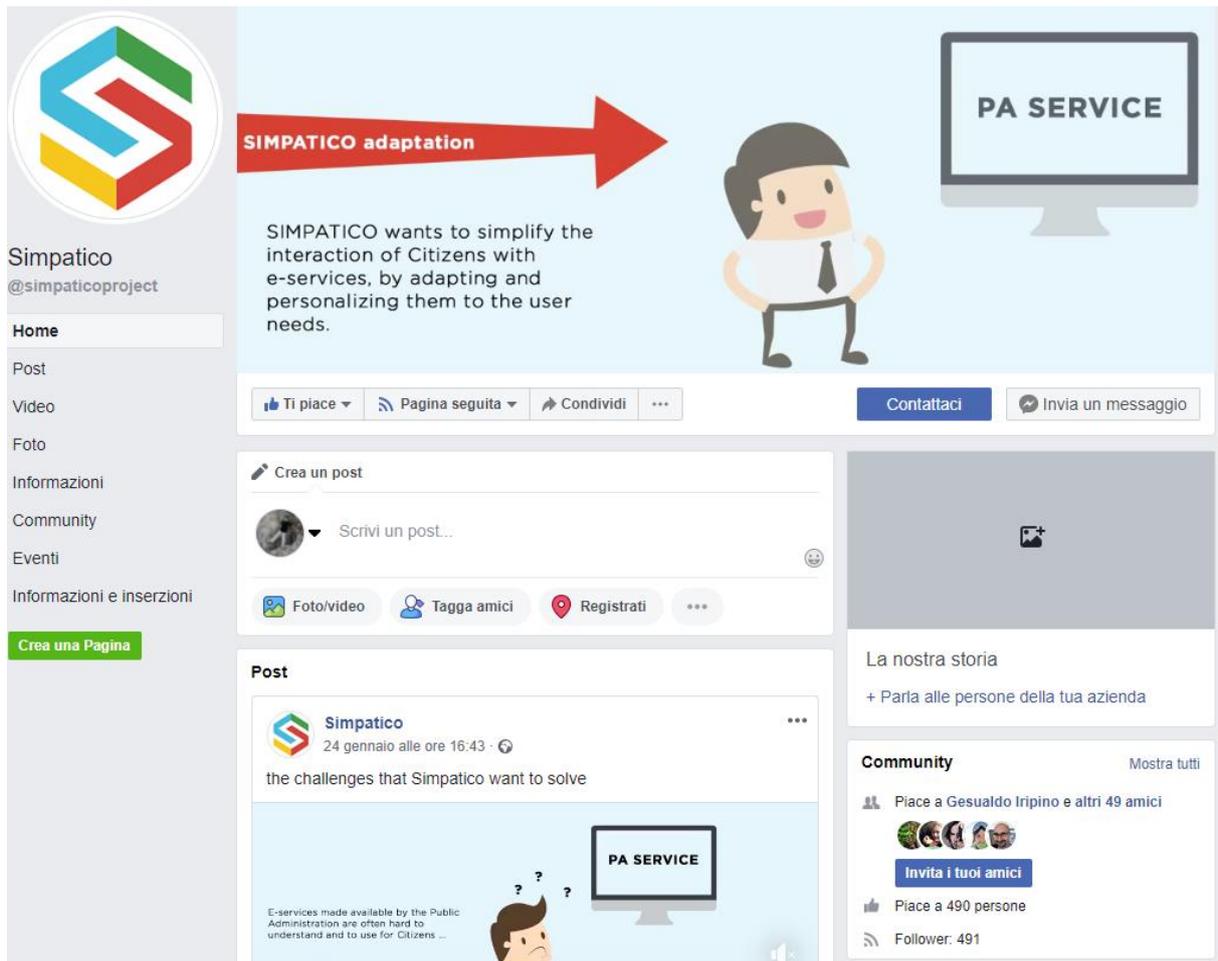


Figure 7 - SIMPATICO Facebook profile

SIMPATICO also has a twitter account that was used to reach other users and have contacts with the twitter accounts of other projects in the EURO-6 call (e.g. SONNETS, WEGOVNOW, OPENGOVINTELLIGENCE). While this is certainly an interesting channel our experience demonstrated that Twitter, that usually requires short and frequent communications, is not the right channel for a project like SIMPATICO that has more lengthy news spread out in time.



Figure 8 - SIMPATICO Twitter profile

SIMPATICO also has a YouTube channel where video of the project as a whole and of the use-cases are shared ([https://www.youtube.com/channel/UC7CWRNxQik9QOIGcxNkb\\_Q](https://www.youtube.com/channel/UC7CWRNxQik9QOIGcxNkb_Q)), The channel currently features 11 videos and have roughly 250 views.

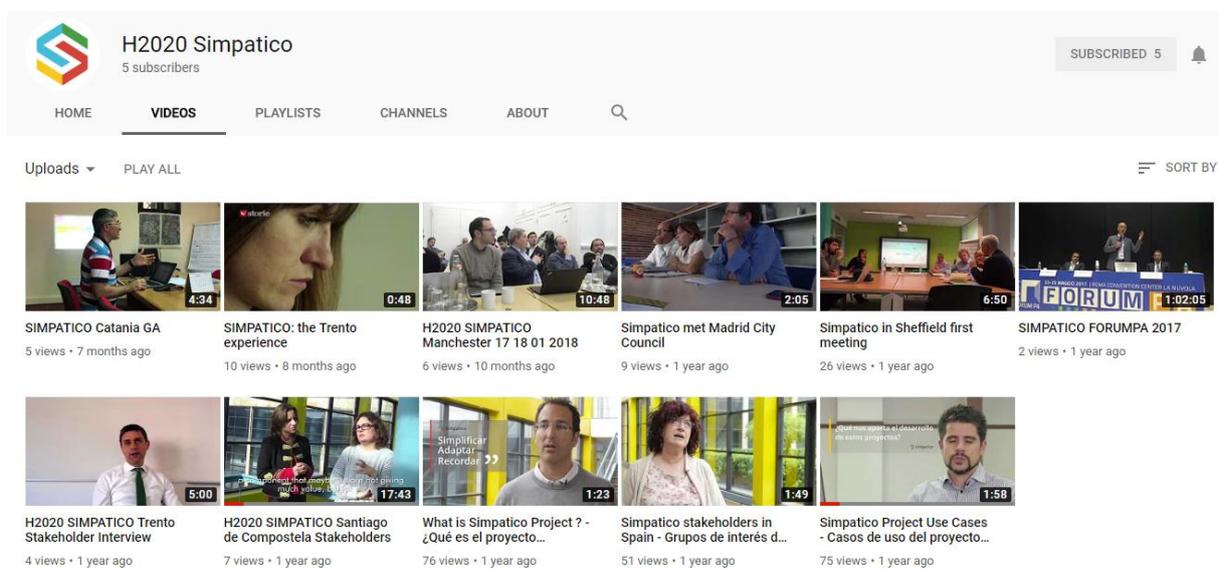


Figure 9 - SIMPATICO YouTube channel

### 3.3 Policy brief

A policy briefs has been produced to explain to the policy makers within the EC SIMPATICO results and its potential impact and to give recommendations based on our lesson learned to foster the adoption of AI in e-services in Europe. The Policy Brief can be found in Appendix 1.

## 4 Project level dissemination materials

### 4.1 Project Logo

It is important to consider the logo design SIMPATICO, and ensure it carries a powerful brand image and for viewers to understand what SIMPATICO is about in the most effective way possible.



aligned, centred, all white, all black than it would still fit to the theme whereas the old version was very limited.

The logo we have produced can work effectively in a range of different formats so whatever the situation is there is a logo version suitable. This means if we wanted use the icon on its own, left

A detailed explanation and rationale behind the Logo can be found in Deliverable D7.2 - Dissemination Plan.

Figure 10 - Left logo

## 4.2 Project Poster

SIMPATICO poster was created so that project partners could have a physical representation of the project to show at workshops and conferences. The poster does not enter into the details of the project but explains its main characteristics leaving the website address for those interested in going into more details. The poster was translated in Italian, Spanish and Galego.



The poster features a header with logos of project partners: Horizon 2020, Universidad de Deusto, ENGINEERING, ESCUELA TECNICA DE INGENIERIA, Hiberia, Sheffield Hallam University, SPARTADIGITAL, The University of Abertay, COMARCA DE ORENSE, and XUNTA DE GALICIA.

**www.simpatico-project.eu**

**Make it Easier** 

*"Bureaucratic administration means fundamentally domination through knowledge"*  
- Max Weber

SIMPATICO is going to improve the experience of citizens and companies in their daily interactions with the public administration by providing a personalized delivery of e-services based on advanced cognitive system technologies.

**Advanced information search and recommendation mechanisms**  
**Human computation**

**Browser extensions**  
**Information extraction and text analysis**

**Citizen data vaults**  
**Process design**

**OBJECTIVES**

- 1) Adapt the interaction process with respect to the profile of each citizen and company (PA service consumer), in order to make it clear, understandable and easy to follow.
- 2) Exploit the wisdom of the crowd to enhance the entire e-service interaction process. Deliver the SIMPATICO Platform, an open software system that can interoperate with PA legacy systems.
- 3) Evaluate and assess the impact of the SIMPATICO solution.

**APPROACH**

The goal will be achieved through a solution based on the interplay of language processing, machine learning and the wisdom of the crowd (represented by citizens, business organizations and civil servants) to change for the better the way citizens interact with the PA.

**PILOT SITES**

- TRENTO (IT):** Procedures in the housing domain.
- GALICIA (SP):** Multi language social e-services improvement.
- SHEFFIELD (UK):** Interaction with migrants.

**Simpatico**

H2020 Project Reference: 692819  
Start date: 01.03.2016 End date: 28.02.2019  
Total cost: EUR 3 628 718,75  
EU contribution: EUR 3 628 718,75

Horizon 2020 European Union funding for Research & Innovation

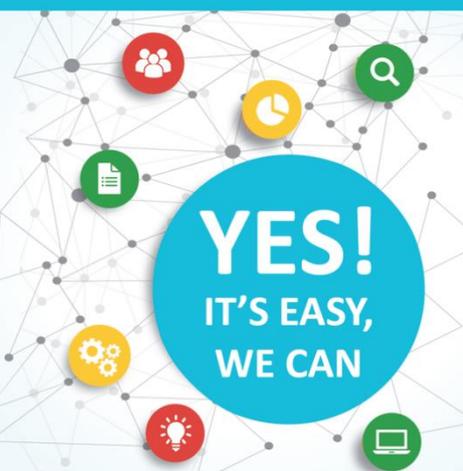
Figure 11 - SIMPATICO poster

## 4.3 Project Leaflet

The brochure represents synthetically and clearly the most important aspects of the SIMPATICO branding: the mission, the partners, the potential, everything perfectly combined with images and

colours. The harmony of texts and images gains the attention and makes SIMPATICO brochure usable by a wide and miscellaneous audience, in line with the purpose of the project. The leaflet was translated in Italian, Spanish and Galego.

*"Bureaucratic administration means fundamentally domination through knowledge" – Max Weber*



## YES!

IT'S EASY,  
WE CAN

**Simpatico**

H2020 Project Reference: 692819  
Start date: 01.03.2016 End date: 28.02.2019  
Total cost: EUR 3 628 718,75  
EU contribution: EUR 3 628 718,75

Website: [www.simpatico-project.eu](http://www.simpatico-project.eu)  
Email: [info@simpatico-project.eu](mailto:info@simpatico-project.eu)

European Commission  
Project 2016  
Horizon Europe  
Digital and Industry

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- 2) Exploit the wisdom of the crowd to enhance the entire e-service interaction process. Deliver the SIMPATICO Platform, an open software system that can interoperate with PA legacy systems.
- 3) Evaluate and assess the impact of the SIMPATICO solution.

**APPROACH**

The goal will be achieved through a solution based on the interplay of language processing, machine learning and the wisdom of the crowd (represented by citizens, business organizations and civil servants) To change for the better the way citizens interact with the PA.

**COMPONENTS**

- Advanced information search and recommendation mechanisms.
- Browser extensions
- Citizen data vaults
- Human computation
- Information extraction and text analysis
- Process design
- Text adaptation

**PILOT SITES**

**TRENTO (IT):**  
Procedures in the housing domain.

**GALICIA (SP):**  
Multi language social e-services improvement.

**SHEFFIELD (UK):**  
Interaction with migrants.

**MAP OF CONSORTIUM**



The SIMPATICO consortium counts on a highly competent international team consisting of an internationally well recognized research institute (FBK), two prestigious universities (DUSTO and USFQ), a large company (ENIG), three innovative SMEs (HIB, SPA, BENO) and three public administrations (TRENTO, GALICIA, SCC), for a total of ten organizations from three countries.

Figure 12 - SIMPATICO Leaflet

## 4.4 Project Presentation

The project presentation, designed following the unique template of SIMPATICO, has been created since the beginning of the project to promote the project and help propagate a unique image of the project across Europe.

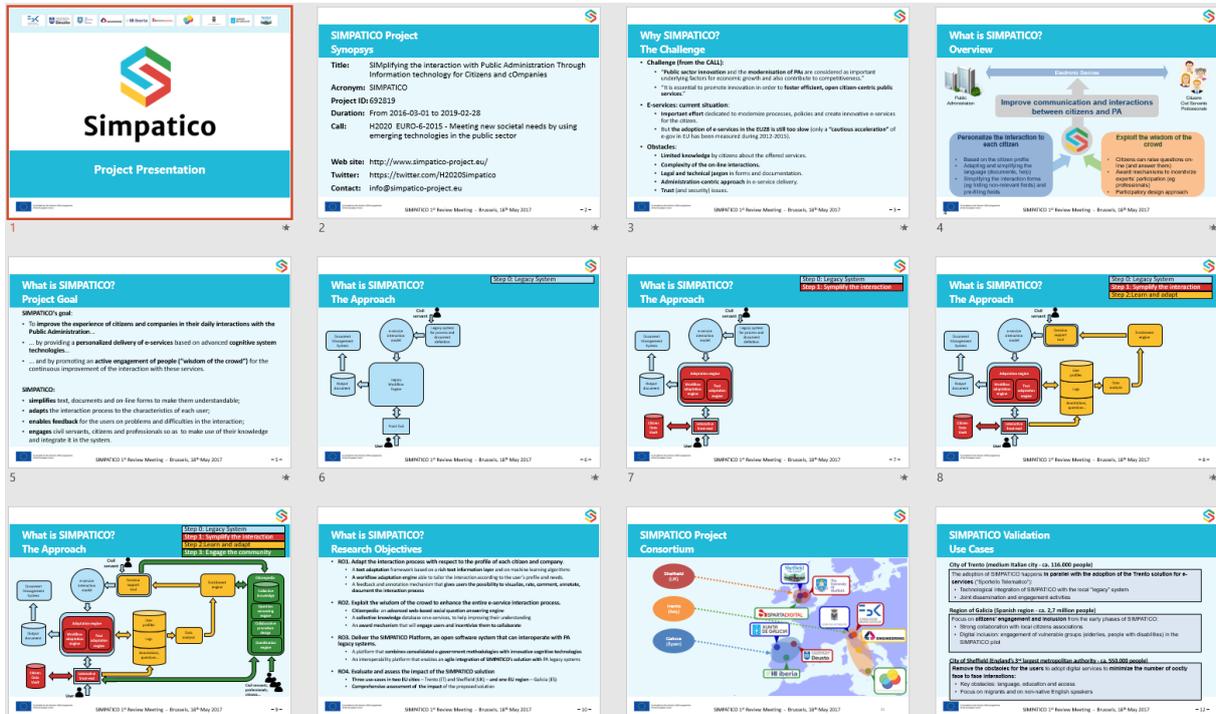


Figure 13 - Extract of SIMPATICO project presentation

## 4.5 Project Newsletter

SIMPATICO released two issues of a project newsletter in February 2017 and May 2018, respectively. The newsletter contained news and information about the SIMPATICO project and its results. The first issue contained the project presentation and preliminary results, while the second issue was focused on the pilot experimentation results after the first phase and SIMPATICO existing functionalities. The language of the newsletters is English as their main target are companies, professionals and researchers within the EU.

A third issue is foreseen after the end of the project to report its final conclusions; it will report on the results of the second pilot evaluation and on the future of SIMPATICO after project end.

### The SME view of SIMPATICO as a way to grow business

One of the research objective of the SIMPATICO project is to deliver a software Platform able to interoperate with PA legacy systems. It will combine consolidated e-government methodologies with innovative cognitive technologies (language processing, machine learning) at different levels of maturity enabling their experimentation in more or less controlled operational settings. Besides that, the project will provide an interoperability platform that enables an agile integration of SIMPATICO's solution with PA legacy systems to allow the exploitation of data and services from these systems with SIMPATICO's adaptation and personalization engines. Thus, the SIMPATICO vision (and the resulting software platform) will be interesting, from a business point of view, for all the IT SMEs whose daily work is to support the local PAs that wants to become Smarter in delivering public services to citizens.

Since SIMPATICO has among its goals to define guidelines, best practices and tools to build "simplified services" for citizens, the work of software SMEs will be simplified too, allowing them to focus on the technological part of the service. By using the appropriate SIMPATICO tools, PA's civil servants will be responsible for the creation of the "text content" of the e-services (e.g. procedure description, phases, e-services information, e-services form fields) while the software SME will focus on the software development and the management of the service itself. The SIMPATICO platform and tools can be integrated and interoperate with the heterogeneous software solutions of different software vendors, offering to them the advanced SIMPATICO capabilities in terms of simplification and customization of the interaction among users and existing (or newly created) public services.

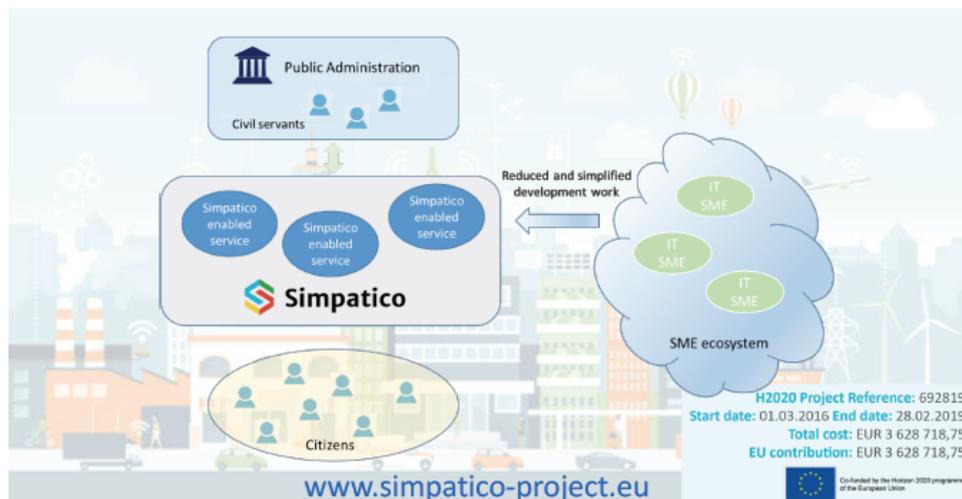


Figure 14 - Excerpt from SIMPATICO second Newsletter

## 4.6 Project Video

A final project video is being realized by FBK. The goal is to show the experience of SIMPATICO within the PAs participating in the project, thus inviting other PAs to adopt the system.

The video is modular: it is composed by one minute introduction (translated into four languages), plus one minute video for each pilot. It is possible to remove parts of the video so to have a personalized video for each of the three project countries.

The first part of the video is a cartoonish representation with one simple concept: a citizen reads a complicated text, clicks a SIMPATICO button, and the text is rewritten in a clearer way. The use cases in the video are interviews with key people in each use-case site.

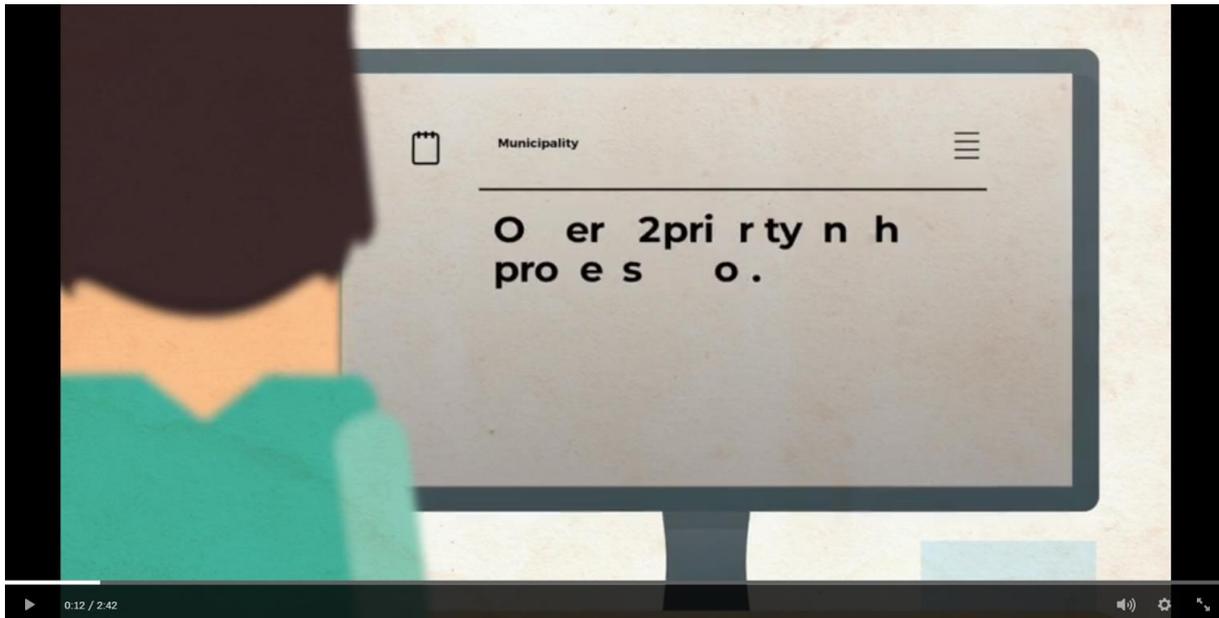


Figure 15 - SIMPATICO video frame

## 5 Use-case specific dissemination materials

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While project specific dissemination material could be used also in the Sheffield city pilot, given it was realized in English, pilots in Italy and Spain had to create their own dissemination material in Italian and Spanish/Galego. Below is a list of the dissemination material created.

### 5.1 Comune di Trento dissemination materials

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Trento prepared several specific dissemination materials in Italian:

- A poster to introduce the new Nursery service with SIMPATICO to the general population
- A flyer presented during the smart city week
- Several presentations used during the engagement events in the city, during Ferrara Pitch and during Forum PA



Figure 16 - Trento use-case dissemination material

## 5.2 Xunta de Galicia dissemination materials

Xunta de Galicia prepared several specific dissemination materials in Spanish and Galego:

- A translation of the SIMPATICO poster (Spanish and Galego) to introduce the project to the three user associations involved in the testing
- A translation of the SIMPATICO flyer (Spanish and Galego) for general dissemination
- A translation of the project's Information sheet to Galician.
- Several videos with interviews to SIMPATICO project member, members of Xunta de Galicia, and representatives of users' associations ATEGAL, FEGAUS and COGAMI. These videos were either in Spanish or Galego, depending on the person speaking.
- Several project explanation materials to be used during pilots



Figure 17 - Galicia use-case dissemination material



Figure 18 - Galicia pilot specific materials in Galician.

## 6 Dissemination activities

### 6.1 Events participation

Event/meeting	Contribution (description and type)	Participants	Date	Attendees reached
SEMIC 2016 - Data standards for interconnected Public Administrations	Starting the adoption of the Core Public Service Vocabulary to be compliant with the Data standards for interconnected Public Administrations	ENG	May-16	20
Messina ICT Innovation Day Workshop, Messina, Italy	Keynote speech (Roberto Di Bernardo) during the afternoon session entitled "Introduzione alle Smart Cities: tecnologie e servizi per il cittadino" (Introduction to Smart Cities: technologies and services for citizen)	ENG	Jun-16	20
Director General of the Transparency and Attention to the Citizen area of the Madrid City Council	Established communication with this particular division of the City Hall (we had others in other areas such as Police and Security) and explored potential approaches to collaborate between HI Iberia and the department	HIB	Jul-16	6
13th IEEE International Conference on Ubiquitous Intelligence and Computing (UIC 2016) in Toulouse (France)	Presentation of the research paper "Citizenpedia: A human computation framework for the e-government domain"	DEUSTO	Jul-16	300

TRENTO Smart City Week 2016, Trento, Italy	A roundtable has been organized where Comune di Trento and FBK SIMPATICO project has been presented to the auditors (mainly PA members and citizens). Also for the whole duration of the Smart City Week FBK activated an Info Point where information of the SIMPATICO project has been given	FBK, TRENTO	Sep-16	500
Meeting with representatives of Galician associations relevant to Simpatico project during project meeting	Agreement with representatives of associations ATEGAL, FEGAUS and COGAMI for the involvement of elderlies and people with disabilities in testing SIMPATICO solution	ALL PARTNERS	Nov-16	6
3 <sup>rd</sup> Italian Conference on Computational Linguistics, Naples, Italy	Presentation of scientific paper <i>"SIMPITIKI: a Simplification corpus for Italian extracted from Wikipedia"</i> .	FBK	Dec-16	100
26th Conference on Computational Linguistics (COLING 2016), in Osaka, Japan	Presentation of three published papers:	USFD	Dec-16	1400
Festival of Languages, Rovereto, Italy	FBK organised a half-day workshop during the "Festival of Languages" devoted to the presentation of the technologies for automated text simplification developed within SIMPATICO, and a discussion of their possible applications in the education domain.	FBK	Mar-17	70
The 15th European Chapter of the Association for Computational Linguistics, in Valencia,	Presentation of the published paper "Lexical Simplification with Neural Ranking".	USFD	Apr-17	1000

Spain				
SEMIC 2017 - Data and Information Management	Presentation of SIMPATICO project in the Networking activities. In particular, the discussion was focused on the comparison between Citizen Data Vault and the national personal data management presented by Estonia.	ENG	May-17	30
Workshop “SIMPLICITAS. Semplificazione Linguistica della Comunicazione Istituzionale per facilitare l’Accessibilità ai Contenuti Informativi”, co-located with the Conference of the Italian Association of Linguistics	Presentation of the activities carried out within SIMPATICO	FBK	Sep-17	60
“Fa’ la cosa giusta” Fair, Trento, Italy	Presentation of the SIMPATICO project and activated an info point where information on its innovative services, and SIMPATICO among them in particular, has been given during the whole duration of the fair.	TRENTO	Oct-17	130
“iCityLab” national event, Milan, Italy	Presented SIMPATICO in three sessions, together with other national new innovative services and solutions.	TRENTO	Oct-17	150
Conference to present the new digital tools of the City of Trento, Trento, Italy	Presentation during a public event organised by Comune of Trento, to show the new Sportello Online and the SIMPATICO tools enriching the online forms	TRENTO	Nov-17	50
The City meets the elderly community of	SIMPATICO Project has been presented, together with all the	TRENTO	Nov-	20

Trento, Trento, Italy	other innovative services and project, to the elderly community of Trento.		17	
The 8th International Joint Conference on Natural Language Processing (IJCNLP 2017), in Taipei, Taiwan	Presentation of the published papers “Learning How to Simplify From Explicit Labeling of Complex-Simplified Text Pairs”, “MASSAlign: Alignment and Annotation of Comparable Documents”, “MUSST: A Multilingual Syntactic Simplification Tool”, and “Complex Word Identification: Challenges in Data Annotation and System Performance”.	USFD	Nov-17	400
4 <sup>th</sup> Italian Conference on Computational Linguistics, Rome, Italy	Presentation of the paper “The impact of Phrases on Italian Lexical Simplification”	FBK	Dec-17	120
Trento-Milan Digital Bridge	Trento Simpatico team met the Innovation team of the Milan Municipality. The main theme of the meeting was the sharing of knowledge and experience in the field of the online services and the interaction between the PA and citizens and/or companies.	FBK, TRENTO	Mar-18	6
Trento Smart City Week 2018, Trento, Italy	Trento Simpatico team attended all the four days, disseminating and publicising the activities done and the results achieved by project since now, even more than all the other innovative services made available in the last months for the whole citizenry	FBK, TRENTO	Apr-18	5000
AgID workshop on Artificial Intelligence linked with the online services, Milan, Italy	Simpatico project was mentioned as an example of how it could be possible to link AI and online services.	FBK, TRENTO	May-18	15

19th Annual International Conference on Digital Government Research (DG.O 2018), Delft, Netherlands	Presentation of the scientific paper " <i>Citizenpedia: simplifying Citizens interaction with Public Administration</i> "	BENG	May-18	190
SEMIC 2018 - Linked Digital Public Administrations	Presentation of last version of Citizen Data Vault in the Networking activities, showing the adoption of Core Vocabularies supported by ISA2.	ENG	May-18	50
Easy to Read Days of Generalitat Valenciana	Presentation of SIMPATICO achievements in a forum of easy-to-read researchers in technology and linguistics.	HIB	May-18	150
"Il Cantiere Servizi digitali" ("Cittadinanza digitale" before), round-table promoted by FPA (ForumPA), Rome, Italy	Trento shared its experience in simplifying the online services thanks to the Simpatico tools adopted within its e-services portal "Sportello Online".	TRENTO, ENG, FBK, SPA	May 2018 , June 2018 , December 2018	20
SPRINT project Kick-off meeting, Bergamo, Italy	Trento's Simpatico team showed a detailed report of its experience in simplifying the online services and the interaction between citizens/professionals and the PA through the Simpatico' set of tools	FBK, TENTO	Jun-18	15
56th Annual Meeting of the Association for Computational Linguistics, in Melbourne, Australia	Carolina Scarton was invited to the University of Melbourne give the an invited talk: "Text Simplification: beyond sequence-to-sequence models".	USFD	Jul-18	25

56th Annual Meeting of the Association for Computational Linguistics, in Melbourne, Australia	Presentation of the published paper “Learning Simplifications for Specific Target Audiences”.	USFD	Jul-18	150
11th edition of the Language Resources and Evaluation Conference, in Miyazaki, Japan	Presentation of the published papers: (i) “Text Simplification from Professionally Produced Corpora” and (ii) “SimPA: A Sentence-Level Simplification Corpus for the Public Administration Domain”.	USFD	Jul-18	180
Scientific Cafè - Smart City Labs, Trento, Italy	Simpatico Project was one of the strong points to highlight during the Scientific Cafè organized by the City, with a dedicated emplacement to show people the Simpatico tools and environment.	TRENTO	Sep-18, Oct-18	30
“Artificial Intelligence 2018” event, Brussels, Belgium	Marco Pistore (project coordinator) has been invited to participate to the panel on “Data and Innovation: From R&D to Marketplace” and present the point of view of SIMPATICO.	FBK	Oct-18	30
Workshop for Master of Business Administration - TIAS business School - Tilburg, Palermo, Italy	Engineering organized a seminar at Engineering R&D Laboratory in Palermo. With the theme "Personal Data and Cyber Security in sharing Economy" where the main outcomes of the research done within the SIMPATICO project were presented.	ENG	Oct-18	32
iCityLab 2018, Florence, Italy	Trento had a slot of time to show its experience in the engagement of stakeholders, through the usage of SPID and	TRENTO	Oct-18	110

	the online services developed. SIMPATICO in particular and its simplification tools raised the interest of the attendees due to their great potential in helping citizens and professionals during their interaction with the PA.			
12th International Conference on Ubiquitous Computing and Ambient Intelligence, Punta Cana	Presentation of research papers and chairing activities	DEUSTO	Dec-18	30
Joint workshop between FBK and Comune di ferrara, Trento, Italy	Half-day workshop with Comune di Ferrara at FBK premises. One of the sessions was devoted to the presentation of SIMPATICO project (Trento Pilot in particular) and a discussion of their possible applications in the municipality of Ferrara.	FBK	Dec-18	20
5th Italian Conference on Computational Linguistics, Turin, Italy	Presentation of scientific papers "Towards Personalised Simplification based on L2 Learners' Native Language." and "TINT 2.0: An All-inclusive Suite for NLP in Italian."	FBK	Dec-18	140
ICT conference 2018, Vienna, Austria	Several members of the SIMPATICO consortium attended the ICT conference and spoke about Simpatico to researchers, public officials and IT companies in order to foster adoption and promote follow-up initiatives.	FBK, ENG, DEUSTO	Dec-18	50
Download Innovation Festival, Bergamo, Italy	Trento's Simpatico team showed the evolution of the Simpatico project and the simplification tools which	TRENTO	Dec-18	30

	constitute the reusable kit shared with three other Italian PAs: Bergamo, Syracuse and Amalfi.			
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## 6.2 Press conferences and mass media coverage

Venue	Contribution (description and type)	Participants	Date	Estimated targets reached
Local newspaper "L'Adige"	Article: "Smart City" Trento adesso accelera	TRENTO, FBK	Mar-16	22.000
Local newspaper "L'Adige"	Article: "Iscrizioni online con l'aiuto dell'operatore"	TRENTO	Sep-17	22.000
Local newspaper "L'Adige"	Article: "Pubblica amministrazione sempre più digitale"	TRENTO	Nov-17	22.000
RTTR TV channel (IT)	Giacomo Fioroni (TRENTO) presented SIMPATICO Project during a TV interview. <a href="http://www.comune.trento.it//content/download/1132541/10886450/video">http://www.comune.trento.it//content/download/1132541/10886450/video</a>	TRENTO	Nov-17	15.000
"Smart City", Radio 24, National Radio, (IT)	Marco Pistore, Simpatico coordinator, is guest of Smart City program and presents SIMPATICO	FBK	May-18	4% average National share
Local newspaper "La Sicilia" (IT)	Article "Un rapporto "Simpatico" tra cittadini e pubblica amministrazione.	BENG	May-18	17.000
TG2 Storie, RAI2 National channel (IT)	Weekly stories portraying collaboration between FBK and TRENTO in SIMPATICO	FBK, TRENTO	Jun-18	5.44 average National Share
La Voz de Galicia, (ES)	Alumnado de Ategal protagoniza el proyecto europeo «Simpático», <a href="https://www.lavozdeg Galicia.es/noticia/santiago/2018/10/16/sociedad-alumnado-ategal-protagoniza-proyecto-europeo-simpatico/0003_201810S16C4995.htm">https://www.lavozdeg Galicia.es/noticia/santiago/2018/10/16/sociedad-alumnado-ategal-protagoniza-proyecto-europeo-simpatico/0003_201810S16C4995.htm</a>	XUNTA	Oct-18	94.000

EuropaPress (ES)	Simpatico, un proyecto de Deusto para simplificar los trámites administrativos, llega a su recta final. <a href="https://www.europapress.es/comunicados/tic-00911/noticia-comunicado-simpatico-proyecto-deusto-simplificar-tramites-administrativos-llega-recta-final-20190201095800.html">https://www.europapress.es/comunicados/tic-00911/noticia-comunicado-simpatico-proyecto-deusto-simplificar-tramites-administrativos-llega-recta-final-20190201095800.html</a>	DEUSTO	Feb-19	Europress is together with EFE the most important news agency in Spanish language
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Figure 19 – Example of one press cut, SIMPATICO mentioned on "La Sicilia"

### 6.3 General purpose Publications

Venue	Contribution (description and type)	Participants	Date	Estimate targets reached
Yearly magazine of the School of Engineering of the University of Deusto	Simplificando la interacción entre administración pública, empresas y ciudadanos a través de las TIC.	DEUSTO	Sep-16	200
Newsletter di Trento Smart City, Issue 1	Presentation of SIMPATICO within a focus on Trento H2020 projects.	TRENTO	Sep-17	500
Newsletter di Trento Smart City, Issue 2	Presentation of SIMPATICO within the publication "Sportello online: un nuovo passo verso la semplificazione"	TENTO	Nov-17	500

Voluntariado dixital (Web portal about volunteerism)	Ategal, Cogami y Fegaus protagonizan la sesión inaugural de la nueva fase del Proyecto 'Simpático' - <a href="https://voluntariadodixital.xunta.gal/es/nova/9303/ategal-cogami-y-fegaus-protagonizan-la-sesi%C3%B3n-inaugural-de-la-nueva-fase-del-proyecto-simp">https://voluntariadodixital.xunta.gal/es/nova/9303/ategal-cogami-y-fegaus-protagonizan-la-sesi%C3%B3n-inaugural-de-la-nueva-fase-del-proyecto-simp</a>	XUNTA	Oct-18	1000
Planetic (Spanish Technological Platform)	Nota de Prensa - Proyecto SIMPATICO - <a href="http://planetic.es/content/nota-de-prensa-proyecto-simpatico">http://planetic.es/content/nota-de-prensa-proyecto-simpatico</a>	XUNTA	Jan-19	200
University of Sheffield public website	Article "Simplifying Text with SIMPATICO"	USFD	Feb-19	100

#### 6.4 Scientific Articles and Technical Publications

- Tonelli Sara, Palmero Aprosio, Alessio, & Mazzon Marco. (2019). The impact of phrases on Italian lexical simplification (Version 2.0). Zenodo. <http://doi.org/10.5281/zenodo.2534080>
- Tonelli Sara, Palmero Aprosio, Alessio, & Saltori Francesca. (2019). SIMPITIKI: A Simplification Corpus for Italian (Version 2.). Zenodo. <http://doi.org/10.5281/zenodo.2534132>
- Cartelli Vincenzo, Di Modica Giuseppe, Tomarchio, Orazio, López-de-Ipiña Diego, Zabaleta Koldo, & Sanz Enrique. (2018). Citizenpedia: simplifying citizens interaction with public administration. In Proceedings of the 19th Annual International Conference on Digital Government Research: Governance in the Data Age (p. 106). ACM. Zenodo. <https://zenodo.org/record/2535208>
- Zabaleta Koldo, López-de-Ipiña Diego, Sanz Enrique, Irizar-Arrieta A, Cartelli Vincenzo, Di Modica Giuseppe, & Tomarchio Orazio (2018). Human Computation to Enhance E-Service Consumption among Elderlies. In *Multidisciplinary Digital Publishing Institute Proceedings* (Vol. 2, No. 19, p. 1221). Zenodo. <https://zenodo.org/record/2203659>
- Alessio Palmero Aprosio, & Giovanni Moretti. (2018). Tint 2.0: an All-inclusive Suite for NLP in Italian. *Proceedings of CLIC-it 2018*. Zenodo. <http://doi.org/10.5281/zenodo.1565256>
- Palmero Aprosio Alessio, Menini Stefano, Tonelli Sara, Ducceschi Luca, & Herzog Leonardo. (2018). Towards Personalised Simplification based on L2 Learners' Native Language. *Proceedings of CLIC-it 2018*. Zenodo. <http://doi.org/10.5281/zenodo.1565296>
- Carolina Scarton, Gustavo Henrique Paetzold, & Lucia Specia. (2018). Text Simplification from Professionally Produced Corpora. *Proceedings of the Eleventh International Conference on Language Resources and Evaluation (LREC-2018)*. Zenodo. <http://doi.org/10.5281/zenodo.1410451>
- Carolina Scarton, & Lucia Specia. (2018). Learning Simplifications for Specific Target Audiences. *Proceedings of the 56th Annual Meeting of the Association for Computational Linguistics* (Vol. 2, pp. 712-718). Zenodo. <http://doi.org/10.5281/zenodo.1410314>

- Carolina Scarton, Gustavo Henrique Paetzold, & Lucia Specia. (2018). SimPA: A Sentence-Level Simplification Corpus for the Public Administration Domain. *Proceedings of the Eleventh International Conference on Language Resources and Evaluation (LREC-2018)*. Zenodo. <http://doi.org/10.5281/zenodo.1410455>
- Carolina Scarton, Lucia Specia, Alessio Palmero Aprosio, Sara Tonelli, & Tamara Martín Wanton. (2017). MUSST: A Multilingual Syntactic Simplification Tool. *Proceedings of the IJCNLP 2017, System Demonstrations*, 25-28. Zenodo. <http://doi.org/10.5281/zenodo.1042492>
- Pretel Ivan, Lopez-Novoa Unai, Sanz-Yagüe Enrique, López-de-Ipiña Diego, Cartelli, Vincenzo, Di Modica Giuseppe, & Tomarchio Orazio (2017). Citizenpedia: A human computation framework for the e-government domain. In *2017 IEEE SmartWorld, Ubiquitous Intelligence & Computing, Advanced & Trusted Computed, Scalable Computing & Communications, Cloud & Big Data Computing, Internet of People and Smart City Innovation (SmartWorld/SCALCOM/UIC/ATC/CBDCom/IOP/SCI)* (pp. 1-6). IEEE. Zenodo. <https://zenodo.org/record/2415711>
- Zampieri Marcos, Malmasi Shervin, Paetzold Gustavo Henrique, & Specia Lucia. (2017). Complex Word Identification: Challenges in Data Annotation and System Performance. *arXiv preprint arXiv:1710.04989*. Zenodo. <http://doi.org/10.5281/zenodo.1040837>
- Paetzold Gustavo Henrique, & Specia Lucia. (2017). Lexical Simplification with Neural Ranking. *Proceedings of the 15th Conference of the European Chapter of the Association for Computational Linguistics* (Vol. 2, pp. 34-40). Zenodo. <http://doi.org/10.5281/zenodo.1040785>
- Paetzold Gustavo Henrique, Alva-Manchego Fernando, & Specia Lucia. (2017). MASSAlign: Alignment and Annotation of Comparable Documents. *Proceedings of the IJCNLP 2017, System Demonstrations*, 1-4. Zenodo. <http://doi.org/10.5281/zenodo.1040791>
- Fernando Alva-Manchego Joachim Bingel, Gustavo Henrique Paetzold, Carolina Scarton, & Lucia Specia. (2017). Learning How to Simplify From Explicit Labeling of Complex-Simplified Text Pairs. *Proceedings of the Eighth International Joint Conference on Natural Language Processing* (Vol. 1, pp. 295-305) Zenodo. <http://doi.org/10.5281/zenodo.1042505>
- Corcoglioniti Francesco, Palmero Aprosio, Alessio, Nechaev Yaroslav, & Giuliano Claudio. (2016). MicroNeel: Combining NLP Tools to Perform Named Entity Detection and Linking on Microposts. *CLiC-it/EVALITA. 2016*. Zenodo. <http://doi.org/10.5281/zenodo.1048868>
- Paetzold Gustavo Henrique, & Specia Lucia. (2016). Anita: An Intelligent Text Adaptation Tool. Zenodo. *Computational Linguistics: Technical Papers* . <http://doi.org/10.5281/zenodo.1040774>
- Paetzold Gustavo Henrique. (2016). Understanding the Lexical Simplification Needs of Non-Native Speakers of English. *Proceedings of COLING 2016, the 26th International Conference on Computational Linguistics: Technical Papers* (pp. 717-727). Zenodo. <http://doi.org/10.5281/zenodo.1040782>
- Paetzold Gustavo Henrique, & Specia Lucia. (2016). Collecting and Exploring Everyday Language for Predicting Psycholinguistic Properties of Words. *Proceedings of COLING 2016, the 26th International Conference on Computational Linguistics: Technical Papers* (pp. 1669-1679). Zenodo. <http://doi.org/10.5281/zenodo.1040776>

## 6.5 Clustering activities

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### 6.5.1 The SPRINT Project (<http://www.pongovernance1420.gov.it/it/ocpa-2020/sprint-sportello-polifunzionale-riusabile-innovativo-e-telematico/>)

**Contact owner:** TRENTO, FBK



**SPRINT (Sportello Polifunzionale Riusabile, INnovativo e Telematico)** is a PON-GOV project involving 4 Italian PAs: Trento, Bergamo, Syracuse and Amalfi. The project aims at the development of a reusable kit based on Sportello Online,

ComunWeb and the SIMPATICO tools for other Italian municipalities.

Currently Trento uses Sportello Online as e-service portal and ComunWeb as web service portal. In both of the platforms there are detailed description pages which give all the information about the e-services and the related administrative process. The integration of the tools within both the e-services and the service portals is able to really simplify the interaction with the PA for citizens and professionals. As a matter of fact, having a seamless integration between SIMPATICO tools, Sportello Online and ComunWeb will be the key to improve the e-services usability.

**Actions:** The involvement of FBK and TRENTO in SPRINT project gives the possibility to re-use the SIMPATICO solutions in other sites as an example of good practises and to test new and improved solutions. In particular the SIMPATICO tools which will be exploited are TAE, WAE, Authoring Tool, CPD and, if possible, Q&A.

Within the project, the Municipalities of Bergamo, Syracuse and Amalfi will adopt the Sportello Online and ComunWeb solution where to deploy their e-services, with the possibility to benefit from the SIMPATICO tools which will be integrated in both the portals.

On the other hand it is clear that the SPRINT project can be the perfect occasion to raise the awareness of other bodies (not involved in the SPRINT project) about Sportello and ComunWeb environments and the SIMPATICO tools.

Moreover, the SIMPATICO tools will be published on <https://developers.italia.it/> as a re-use kit and could be adopted by other realities and public bodies (through an appropriate licensing system).

### 6.5.2 The SONNETS project (<http://www.sonnets-project.eu/>)

**Contact owner:** FBK



SONNETS' aims at renovating the way the public sector operates by suggesting a concrete set of actions that will place the public sector in the front line of tackling societal challenges, armoured with the right ammunition and with the right people that could take over the necessary tasks and activities.

SONNETS's concept for delivering its roadmap is based on the following major sub-concepts, which are all closely related and can be witnessed as a quadruple helix:

- Needs Identification through evidence-based research approaches and methods
- Innovations Identification and Gap Analysis

- Impact generation through Community Building and Intense Networking
- Innovation Transfer through best practice identification in multidisciplinary areas and impact assessment

**Actions:** FBK (on behalf of SIMPATICO) has participated to various meetings and workshops of the SONNETS project, contributing to the validation of the methodology proposed by the project. We expect that the usage of SONNETS results can be of benefit for the impact of the SIMPATICO and its sustainability, helping SIMPATICO to better identify the needs that we should address, as well as barriers and opportunities. More precisely, SIMPATICO is interested in exploiting the list of *public sector needs* and the list of *barriers and success factors* identified by SONNETS:

- Citizens, public administration and businesses are three key stakeholders for SIMPATICO. The analysis of the *needs* of this three stakeholders performed by SONNETS will be used in the second iteration of the SIMPATICO project to refine the objectives of the project and better direct the communication and engagement activities with these stakeholders.
- The analysis of *barriers and success factors* performed by SONNETS will help SIMPATICO in the analysis of the context factors and conditions that may affect the success of the project, both in terms of impact during project execution and in terms of future exploitation.

### 6.5.3 The OPENGOVINTELLIGENCE project (<http://www.opengovintelligence.eu>)

**Contact owner:** DEUSTO



The OpenGovIntelligence project, funded by the same call of SIMPATICO, aims to modernize Public Administration by connecting it to Civil Society through the innovative application of Linked Open Statistical Data (LOSD). We believe the publication of high quality public statistics can transform society, services and enterprises throughout Europe. Towards this end, OpenGovIntelligence also seeks to support and develop approaches to co-design and service co-production; whilst providing software tools to aid decision making and better manage the complexities and precise nature of high quality statistical data.

Opengovintelligence anticipates developing and adopting new business processes, policies, and tools to enable the active participation of society and enterprise in data sharing and in the co-production of innovative data-driven public services.

**Actions:** There was a close and extensive e-mail exchange between SIMPATICO and OPENGOVINTELLIGENCE. Both projects pursue the objective of democratizing, making more accessible, the usage of public services. SIMPATICO achieves it by providing a tool suite combining Hybrid Intelligence, i.e. machine and human intelligence, to simplify the text, workflow of e-services and annotate them with questions, answers, procedure explanations and comments, that help in their understanding. On the other hand, OpenGovIntelligence is more centred on the understanding of data usually publicly available at Open Government portals. Rather than simply exposing that raw data so that third parties make sense of it, OpenGovIntelligence aims to export knowledge that can be adopted directly by final users and help them in decision-making processes. For example, it combines datasets about buildings, schooling, local businesses or crime levels to create new statistical relationships among those datasets and give place to enhanced datasets with their accompanying visualizations, so that stakeholders in the Housing market can take decisions.

SIMPATICO performs analysis of user interactions with e-services in order to foster the continuous enhancement of those services. On the other hand, OpenGovIntelligence analyses through statistics data, so that they can be directly used for enhance decision making.

Members of the two consortiums are currently exchanging ideas and view on future collaborations also in the joint submission of further proposals.

#### 6.5.4 The WEGOVNOW project (<http://wegovnow.eu>)

**Contact owner:** BENG



The WeGovNow project, funded by the same call of SIMPATICO, and its 12 partner organisations are building upon earlier research and development by further developing existing solutions and integrating them within a single community engagement platform. This platform will allow people to report problems and suggest improvements, to discuss their relevance, explore ways to fix problems through collective action, find solutions to compensate for resource shortages affecting the quality of publicly provided services, debate topics of strategic nature, and develop and vote upon concrete suggestions for local policy action.

**Actions:** In the context of the "clustering" activities that have been undertaken within the SIMPATICO project, a contact point was created with the WEGOVNOW consortium with the aim of fostering the establishment of bi-directional information flows between the SIMPATICO project and the WEGOVNOW project. The goal is having the two projects closely linked in terms of sharing milestones, success and failure points, etc. The person contacted on the WEGOVNOW side was Dr. Lutz Kubitschke, coordinator of the project. Two Skype calls were hold respectively on November 16<sup>th</sup>, 2017 and on October 30<sup>th</sup>, 2018. The two calls occurred after the two projects' first and the second pilot evaluation respectively. Before the calls, the points to discuss were agreed and put in the form of questions, to which the representatives of the two projects had to answer. The questionnaire with answers provided by WEGOVNOW's PC is reported below.

Topic	Questions	Answers
Working with the PA	According to your experience, how open are the PAs to the innovation?	They are somehow open
	Are they ready to accept citizens as collaborators in their internal activities?	This is the big challenge of the project. Anyhow, citizens are not requested to collaborate in the PA's internal activities, rather, they will have to provide inputs and stimuli in terms of real needs. The local administration can still decide to either listen or not listen to them
	Do PA have internal HR that run and maintain their own IT services? How much do they lean on third parties?	Does not apply. For the project purpose, no Service has been installed in the PA service

	How easy/tough was integrating the software platform with the PA's IT systems? In that respect, what was the main issue/concern?	Does not apply. There is no integration between the PA's e-services and the WEGOVNOW platform
Project activities	During the design of the functionality of the platform, have you considered adopting a participatory approach?	Citizens and civil servants participate in the test phase. Feedbacks from the tests are sent to the design people to accordingly adjust
	At design time, did you also take into account user diversity (inclusive design)?	WEGOVNOW has its own internal consultant for e-service accessibility. In this respect, much care was given to designing services and interfaces for people with disabilities
	What strategies are you looking at for exploiting at best the project results? Are the PAs interested in being active part of the exploitation plans or will they just act as stakeholders?	They will act as stakeholders
Experience from the pilot evaluation	Which approach/methodology/tool did you adopt to engage citizens and civil servants?	<ul style="list-style-type: none"> <li>Mainly organization of public events to raise the awareness of citizens. Some were held in a theatre, others in the public libraries. NGOs involved in the project helped a lot in the engagement of citizens.</li> <li>Press-release, events (big fair), other municipality channels</li> <li>Local NGOs (charity, sports, etc.) were very active</li> <li>WEGOVNOW labs: platform used by administrations for citizens. Policy issues: to what extent platform can be used to address those issue? Put citizen in the loop!!</li> </ul>
	How do you judge the experience of civil servants and citizens? What was the citizens' attitude over "being active part" in the local administration? In that respect, what could be improved?	<ul style="list-style-type: none"> <li>Commitment was hard to achieve.</li> <li>Citizens are surprisingly open! Some of them are a bit suspicious that the PA will let them "impact" on the policy shaping. From this point of view, there is not a complete trust in the PA.</li> <li>Citizens are suspicious...what's behind this.....is my contribution taken on board? Majority is focusing on just one use case, one component. They do not try cross-component, cross-scenario</li> </ul>
	What really went wrong? If there's been a failure, what was the root cause? A cultural	The barrier is not technological, but cultural.

	or a technological barrier?	
	Anything else to report (in terms of experiences/lessons learned)?	<ul style="list-style-type: none"> <li>• WEGOVNOW allowed people to organize themselves a proposal. We are far from a sustainable process, they are not keen on organizing themselves, they need encouragement. People are well prepared (have time) to sit down and prepare ideas. It all depends a lot on the specific policy use case and on the way municipality pushes</li> <li>• Turin, former industrial area, turned into a public park. Idea: we could further develop the area with a co-design process which engaged citizens An idea would be to organize a workshop in which users can provide proposals and discuss ideas through the platform. Municipality did not commit to this but started to check the legal viability and economical sustainability.</li> </ul>

### 6.5.5 The DECODE project (<https://decodeproject.eu>)

**Contact owner:** ENG



- The DECODE is a response to people’s concerns about a loss of control over their personal information on the Internet. The ability to access, control and use personal data has become a means by which Internet companies can drive profits. However the people who create much of this data have lost control over how it is used. DECODE will explore how to build a data-centric

digital economy where data that is generated and gathered by citizens, the Internet of Things (IoT), and sensor networks is available for broader communal use, with appropriate privacy protections.

The DECODE solution for “Giving people ownership of their personal data” should be investigated to see if it can be applied to SIMPATICO, as DECODE provides tools that put individuals in control of whether they keep their personal data private or share it for the public good.

**Actions:** a consistent email exchange was carried out with DECODE coordinator. This resulted also in a physical meeting in Turin to discuss further collaborations where we met both with the DECODE Project Coordinator and Technical Leader, informing them about SIMPATICO project and our intention to start a collaboration between the two project. Current discussion are still underway.

### 6.5.6 EIT digital (<https://www.eitdigital.eu>)

**Contact owner:** FBK and ENG



EIT Digital is a leading European digital innovation and entrepreneurial education organisation driving Europe's digital transformation.

EIT Digital delivers breakthrough digital innovations to the market and breeds entrepreneurial talent for economic growth and improved quality of life in Europe. It does this by mobilising a pan-European ecosystem of over 130 top European corporations, SMEs, start-ups, universities and research institutes.

Both FBK and ENG are core partners of EIT digital (Trento is one of EIT Digital co-location centers), and will investigate the opportunity offered by its Call for Activities to enhance SIMPATICO exploitation opportunities.

**Actions:** FBK and ENG actively pursued exploitation opportunities offered by the EIT Digital KIC. By presenting SIMPATICO to the KIC Action Line Leader in Digital cities and using it as a "Carrier" project FBK and ENG were able to submit two EIT project proposals, BRIDGE and CaPe, exploiting the CDV and the Italian adaptation components. These two project were successfully funded and have the aim to further mature the technology and use it to create new products for business champion partners.

#### 6.5.7 FIWARE (<https://www.fiware.org/>)

**Contact owner:** ENG



The FIWARE Community is an independent Open Community whose members are committed to materialise the FIWARE mission, that is: "to build an open sustainable ecosystem around public, royalty-free and implementation-driven software platform standards that will ease the development of new Smart Applications in multiple sectors". The FIWARE Community is not only formed by contributors to the technology (the FIWARE platform) but also those who contribute in building the FIWARE

ecosystem and making it sustainable over time. As such, individuals and organizations committing relevant resources in FIWARE Lab activities or activities of the FIWARE Accelerator, FIWARE Mundus or FIWARE iHubs programmes are also considered members of the FIWARE community.

**Actions:** The Citizen Data Vault was presented to the FIWARE Foundation that demonstrated interest for the tool to manage the personal data. We started the discussion in order to understand how the Citizen Data Vault can be included in the FIWARE Reference Architecture to manage the personal data and their related consent. In the meantime, we used the FIWARE Data Models in the Citizen Data Vault architecture in order to be already compliant with the FIWARE recommendations.

#### 6.5.8 The European Innovation Partnership on Smart Cities and Communities (EIP-SCC) (<http://ec.europa.eu/eip/smartcities/>)

**Contact owner:** FBK



The European Innovation Partnership on Smart Cities and Communities (EIP-SCC) brings together cities, industry and citizens to improve urban life through more sustainable integrated solutions.

This includes applied innovation, better planning, a more participatory approach, higher energy efficiency, better transport solutions, intelligent use of Information and Communication Technologies (ICT), etc.

SIMPATICO will evaluate to become a becoming a member of the EIP-SCC platform, in order to have a voice at EU level, meet potential partners and form partnerships to reach common goals

**Actions:**

- SIMPATICO has analyzed the different areas on intervention covered by EIP-SCC, identifying only a weak match with its goals and objectives. In particular, the CitizenCity initiative (<https://eu-smartcities.eu/initiatives/1/description>) within the Citizen Focus action cluster (<https://eu-smartcities.eu/group/3/description>) appears to be the most relevant for SIMPATICO. The goal is to create and adopt a societal engagement toolkit to include citizens in co-creation activities; the specific application field foreseen by EIP-SCC is however to co-create urban spaces, not electronic services. Given the weak match, no follow-up actions have been planned
- The EIP-SCC Marketplace offers the possibility to host smart city projects (see <https://eu-smartcities.eu/projects>), with the goal of sharing with experiences and ideas with the community, establish partnerships, and acquire additional funding. While the number of projects is still very small (14) and the covered topics are very broad and in many cases not related to the ones of SIMPATICO, we believe that this marketplace can offer exploitation opportunities for the project results. For this reason, in the final phase of the project, the consortium will submit SIMPATICO to the EIP-SCC Marketplace.

## 7 Monitoring

Two main tools have been designed to facilitate dissemination monitoring:

- Planning excel table providing each partner with expected activities and their schedule;
- The DAR (Dissemination Activity report), form to be completed for each dissemination event or outcome.

Dissemination was monitored during the project to control the status of KPIs and direct in a top-down way dissemination activities. Table 2 reports KPIs, target values and achieved results for our dissemination activities. As we can see some of the target values are not met: the reason is partially the lack of activities within the UK pilot and partially that some of the target value were deemed not relevant. For example there was no need to create more leaflet poster since the project partners were happy with the one already created.

Table 2 - Table with Dissemination tools and channels, Target KPIs and achieved results.

Dissemination tool / channel	KPI	Target	Value at project end
SIMPATICO	Yearly visits	5000	337.000 page visits, 57.442 unique visitors (as of the old website)

Dissemination tool / channel	KPI	Target	Value at project end
Website	Monthly downloads.	25	Open publications on Zenodo have 349 total downloads and 415 view for a total of 754 accesses. Considering most of the accesses came in the second part of the project the value is quite higher than the target KPI.
	References from external web pages	15 (excluding partner web pages)	9
SIMPATICO Social network profiles	Twitter followers	500 followers	315
	Facebook likes	500 likes	501
Mass Media	Number of releases (annually)	2 per country	8
Leaflets and Posters	Number of leaflets/posters per year	3	6
Newsletter	Number of issues each year	1	3 (2 published, 1 in press)
	Number of downloads per issue	100	n.a.
Trade shows and fairs	Number of events attended	3	12+
Scientific publications	Number of journal and conference papers per year.	18 (6 per year)	19

## 8 Conclusion

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The dissemination strategy defined in D7.2 has been the guideline for the dissemination activities within the project.

As a whole, the dissemination results have been very good: materials were created at project level and pilot level, the project has a good presence on social media and its participation to events more than meets the target. The project has also left a strong impact in the scientific community, with many publications in high-impact scientific conferences and presentations in top venues. This, combined with the release of 14 open datasets, has made SIMPATICO very well-known among the scientific community, especially the one working in Natural Language Processing.

While results as a whole were satisfactory and in line with our strategy, dissemination activities and results are most focused in Italy and Spain, while only a few actions have been performed in the UK. The main reason for this mismatch is the different status of the pilots: while Trento use-case went well beyond the promised TRL 6 and has been actually deployed in the wild (TRL8-9), and thus has the most dissemination activities, the Sheffield use-case has been delayed and is being tested only just at the end of the project. We expect that this situation will improve in the final weeks of the project and in the months immediately after project's end, as Sheffield task force will have completed its evaluation and will have concrete results to communicate.

## Appendix A

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H2020 - EUROPEAN PROJECT

Date: 8/2/2019

# POLICYBRIEF

**for EC internal use**

**Project title: SIMPATICO – SIMplifying the interaction with Public Administration Through Information technology for Citizens and cOmpanies [Grant agreement ID: 692819]**

### I. INTRODUCTION

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SIMPATICO addressed a strategic challenge towards the innovation and modernization of the public sector: the need to offer a more efficient and more effective experience to citizens, professionals and businesses in their daily interaction with Public Administration (PA). This is obtained offering a personalized delivery of PA online services (e-services), enabling a better comprehension of the complex processes and documents (forms, regulations, etc.) behind these services, and engaging citizens and professionals to improve the administration processes and services. In the preparation of this policy brief we identified two important aspect on which SIMPATICO can contribute: the digital transformation of the public sector and the use of AI, in particular Natural Language Processing, as enabler of this transformation.

SIMPATICO objectives are aligned with the third pillar of the current eGovernment Action Plan 2016-2020, entered into force after the beginning of SIMPATICO, in facilitating digital interaction between PAs, citizens and businesses for high-quality public services. We embraced the European Union (EU) vision to make PAs open, efficient and inclusive, providing personalised, user-friendly, end-to-end digital public services to all citizens and businesses within Europe.

Evaluation results of the past eGovernment Action Plan 2011-2015 recognise that it had a positive impact on the development of eGovernment at the European and Member State (MS) level. It contributed to the coherence of national eGovernment strategies as well as to the exchange of best practices and the interoperability of solutions between MSs. In particular, it led to the development of technological enablers that are key to facilitate access to and use of public services. However, citizens and businesses are not yet getting the full benefit from digital services that should be available seamlessly across the EU. By joining efforts at the EU, national and local level, the availability and take-up of eGovernment services can be increased, resulting in faster, cheaper, more user-oriented digital public services.

SIMPATICO addressed this EU challenge to move towards a personalized delivery of e-services leveraging both on innovative technologies (i.e., “cognitive systems”) and on the collaboration with citizens (i.e., “wisdom of the crowd”). Incentivizing citizens to take a more active role, going from consumers to “prosumers” of services

and data, is indeed recognized as one of the EU priorities to enhance the delivery of e-service. In this framework, during the project lifespan, the Consortium has therefore devoted its effort to rethinking, designing and launching some e-services, which, due to their utility and frequency of use, have important repercussions on the life of citizens and companies. Moreover, the Consortium has worked to investigate, experiment and analyze approaches to better engage citizens – in particular vulnerable groups – in the adoption of e-services.

## II. SOCIOECONOMIC AND DEMOCRATIC IMPACTS

SIMPATICO use cases (see Deliverable “D6.6 - SIMPATICO Evaluation Report v2” and sections below) demonstrated positive in the facilitation of the digital interaction between PAs, citizens and businesses, based on high-quality public services, and on the reduction of administrative burden. This impact, measured in the project, has positive impact also on administration efficiency, economic growth and social development.

To demonstrate the high impact potential delivered by SIMPATICO, we analyzed the relevance of the SIMPATICO achievements following the methodology proposed by the SONNETS Coordination and support action (see <https://www.sonnets-project.eu>). The SONNETS project has identified societal and public needs to support and promote the transformation of public services, as well as barriers and success factors in the road of this transformation (see: <https://www.sonnets-project.eu/content/societal-public-sector-needs>). SIMPATICO has a direct impact on several of the identified needs, including: “Transparent and participative access to Public Sector services”, “Streamlined and reliable administrative procedures in the Public Sector”, “Digitalization, “Reduce taxation levels and lessen complexity”, “Resource optimization” and “Lean Bureaucracy”.

Broadening the picture, recent studies have analyzed the positive influence of eGovernment development – such as the one promoted by SIMPATICO – not only on the reduction of administrative burden, but also GDP growth and social development among European countries. In addition, the introduction and adoption of digital technologies in government is confirmed by literature to have positive influence economic performance and provision of better social policies (Gustova, 2017; Baller et al., 2016; Stanimirovic et al., 2013).

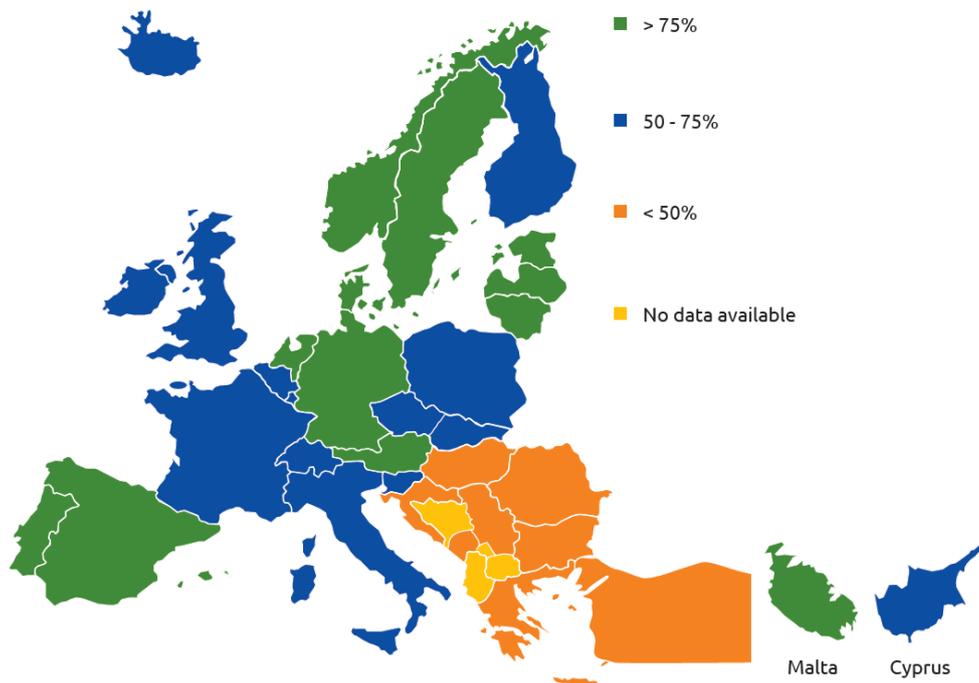
Additionally, the evidence from SIMPATICO confirms the achievement of the main goals presented in the European eGovernment Action Plan 2011-2015 and the European eGovernment Action Plan 2016-2020 and demonstrated empirical results of the implementation of the digital government among European countries, such as improving the experience of citizens and companies in their daily interactions with PA by providing a personalized delivery of e-services and, therefore, enabling efficiency and effectiveness of PAs.

Since the development of eGovernment systems is gaining worldwide momentum, the EU is constantly increasing its efforts to induce the development of eGovernment systems in its Mss. In general, the UN E-Government Development Index, which presents the state of “eGovernment” Development of the United Nations Member States (i.e., composite measure of three important dimensions of e-government, namely: provision of online services, telecommunication connectivity and human capacity), has increased since 2003 until 2018 from 0.624 up to 0.772 in Europe. The UN E-Participation Index, which focuses on the use of online services to facilitate provision of information by governments to citizens (“e-information sharing”), interaction with stakeholders (“e-consultation”), and engagement in decision-making processes (“e-decision making”), started its development in Europe with a rather small level of progress. Since 2003 until 2012 the level of the index has changed just from 0.332 up to 0.392. However, the highest jump in E-Participation trend was presented after 2012 with the change of the score from 0.392 up to 0.810 in 2018. These results show that adaptation to new technologies by citizens and usage of electronic means in interacting with governmental organizations started more than a decade after the introduction of electronic government in European countries simultaneously with the entry into force of the eGovernment Action Plan 2011-2015 and of the current one (Gustova, 2017).

Despite these ongoing efforts by and successes of the EU regarding eGovernment, studies are repeatedly revealing that the quality and acceptance by the citizens of digital public services are varying heavily within Europe. Being based on the same political guidelines provided by the EU, the national strategies implemented the core principles to different degrees (van Kampen, 2018). This is confirmed by the “eGovernment Benchmark 2017 - Taking stock of user-centric design and delivery of digital public services in Europe” (Tinholt

et al., 2017), according to which overall eGovernment performance in the EU is moving in the right direction. However, as shown by the heat map in Figure 1 below, 12 countries are most advanced when combining the results for user centricity, transparency, cross-border mobility and deployment of key enablers. These countries have managed to make these services available online, mobile friendly, transparent, with support of key enablers, and for both country nationals as well as citizens and businesses from neighbouring countries for the majority of their public services related to business start-up, losing & finding a job, studying and family life. The top-5 consists of Malta, Denmark, Sweden, Estonia and Norway.

Figure 1 - Overall eGovernment performance in Europe (equally weighting top level benchmarks for user centricity, transparency, mobility and key enablers; EU28+,2016)



The evaluation of SIMPATICO use cases confirmed the different eGovernment performance in Europe and its different socio-economic impacts, if comparing MSs with different backgrounds such as Spain, Italy and the UK. The following tables summarize the general and services specific KPI measured during the evaluation phase of the Italian and Spanish pilots in Trento and Galicia. These findings provide evidences of the improved relationship between citizens and public administrations thanks to SIMPATICO activities and briefly describe the socio-economic and democratic impacts of the project in the two EU MSs.

### III. USE CASES

In order to make the SIMPATICO objectives measurable and to validate the project's achievement, SIMPATICO proposed three use-cases within the three Public Administrations of the Consortium: the city of Trento, the region of Galicia and the city of Sheffield. This enabled us to investigate different aspects of the problem of improving public e-services (e.g. inclusion increase in case of poor language skills, reduction of bureaucracy burden in case of companies and so on), in different areas of PA (e.g. housing, schools, etc.), and in countries characterized by different languages and by different attitudes of citizens towards the PA. The most significant results are the following.

- Trento has allowed to test SIMPATICO integrated with the city e-service portal (including also the management of an important upgrade of the software running the portal) and in a production setting, with lay citizens exploiting SIMPATICO and the e-service platform to submit actual service requests to the city – with different degrees of help and support from civil servants. It has also allowed engaging civil servants in the adoption of SIMPATICO – thus evaluating SIMPATICO in combination with direct help from civil servants. It must be remarked that in this use-case the project went well beyond the promised TRL of 6, and in fact the system was (and is) deployed and used without supervision within the official website of the public administration (TRL 8-9). More than 100 business owner completed e-services in the Trento web portal using SIMPATICO and the **reduction of administrative burden was significant well beyond the target values** (e.g. **40% reduction in procedure time, 75% reduction in clarification requests to PA officials**).
- In Galicia, replicas of the e-services have been created for the evaluation, and the users (real citizens) have played fictitious characters in the interaction of the services. Thanks also to the liaison with citizens' associations, this approach has allowed engaging a large number of users in a relatively short time, and has permitted a controlled A/B testing to compare e-service application with and without SIMPATICO tools. Specific emphasis has been dedicated to participatory design with civil servants and to the digital inclusion and engagement of vulnerable groups (elderlies, people with disabilities). While in this case the validation of SIMPATICO was done in a controlled environment, it allowed us to show a **25%-60% increase in the number of disadvantaged users (e.g. elderlies, people with disabilities...)** that can complete the e-service autonomously. This is a very important result toward the achievement of social impact as it shows that AI techniques can help in bridging the digital divide and increase social inclusion.

#### IV. POLICY IMPLICATIONS AND RECOMMANDATIONS

SIMPATICO original goals was to “improve the experience of citizens and companies in their daily interactions with the public administration by providing a personalized delivery of e-services based on advanced cognitive system technologies and by promoting an active engagement of people for the continuous improvement of the interaction with these services.”

In the use-cases testing performed within the project, we validated this concept by demonstrating that cognitive technologies (AI) improve efficiency of e-service delivery and social inclusion, as discussed in Section III. However, during the course of the project we experienced some limitations of our approach and learned some important lessons concerning the use of natural language technology in Public Administration services. The most important finding are the following.

- **Language coverage.** During the course of the project we had to deal with services in different languages: English, Italian, Spanish and Galego. As the Text simplification module of SIMPATICO is language dependent, available language resources are an important constraint in the development of accurate simplification algorithms.

It became apparent that, when dealing with languages with few resources, only the most basic techniques can be safely implemented, and even then the achieved accuracy may not be sufficient in real scenarios. This became evident when we worked with Galego language (2,4 million native speakers), for which there are virtually no resources available, but also in the comparison of the resources available for English wrt any other language.

The risk that we must avoid is that the introduction of AI technology in eGovernment causes a digital divide in favour of the most spoken EU languages.

**Recommendation.** An important recommendation is that, when using AI-based language technology in public portals, we must make sure that all languages are treated fairly, in order to give all EU citizens equal opportunities. This may imply investing public money in the creation of ad-hoc language corpora for each language, to make it possible to apply AI algorithms to that language specificity. This aspect may be taken up by the European strategies on AI.

- **Adoption of IA techniques in production environments.** SIMPATICO project focused mostly on the adaptation/simplification of the workflow and language of e-services during their execution. In this way, the service could be simplified dynamically according to the profile of the user. During SIMPATICO execution it was clear that while Text Adaptation has a strong research appeal, text adaptation engines designed using general purpose approaches are able to reach a high enough accuracy to be used off the shelf in a real scenario. The 75-80% accuracy, obtained by SIMPATICO techniques at the end of the project, is very high for the research community; but simplifying 1 word out of 5 incorrectly is not acceptable in a municipality portal open to the public. This situation, described for Text Adaptation is common for other AI techniques, which are not mature enough for adoption in production environments, but which require adoption in real operational settings to improve their accuracy.

**Recommendation:** When deploying technologically sophisticated AI techniques in a public portal (and in similar production environments), even when the techniques have a high accuracy for research standards, it is important to consider that a single mistake may cause legal issues, appeals etc... It is hence important to complement automated AI approaches with **back-up mechanisms (e.g, rule-based approaches** like the one used for text adaptation). These back-up mechanisms have however high operational (and hence financial) costs that may result in failed adoption of the AI techniques. Dedicated incentives (e.g., EC funding promoting the adoption of AI techniques in production environments) could compensate these costs thus promoting the increase of accuracy in AI techniques and, at the same time, their acceptance and adoption for public service transformation.

- **Complexity of PA documents and text.** During engagement with civil servants we found out a much desired feature was to be able to perform a pre-simplification of an e-service text before publishing it. This is a much easier scenario as the problem becomes that of a semi-supervised simplification: the algorithm simplify the text and then the civil servant further corrects it before publishing. For this reason SIMPATICO made available a complexity gauge to evaluate the complexity of each paragraph in a text, so that civil servants could check if the text of a procedure is simple enough for the target audience. By using this tool we found out there is a huge variability in the complexity of texts in the Municipalities website, and most of the text intended for the general public is categorized as difficult to read.

**Recommendation.** A **general policy or guidelines on the level of complexity text and documents on the websites of Public Administrations**, if published and endorsed at EU level, could significantly promote the simplification of public services. The guidelines on publishing text for an information page or an e-services targeted to the general population should be based on well-known complexity measures and should offer tools to measure the complexity of a text against a given threshold.

## V. SUSTANABILITY TOOLKIT

As reported in Deliverable “D7.5 - Market Analysis and Exploitation Plan V2”, SIMPATICO defined an innovation strategy that drove for all actions which are going to enforce the use of project results. This strategy derives from the relationships between results themselves, activities performed in the project and stakeholders’ needs according to their own vision. In particular in the design of SIMPATICO innovation strategy by the consortium, the overall project complexity and the wide range of multidisciplinary competences in place have been considered, taking into account that missions of project partners are focused in at least three areas: Sustainability, Research and Business. Following this strategy, the main measures taken in order to ensure the sustainability at the end of the project are the following.

- **Identification of exploitable results.** We created a relationship map to assess, in the overall innovation strategy, each of the early identified expected SIMPATICO outcomes. The map is intended to drive focused and tailored exploitation activities addressing directly each stakeholder’s expectation. Each of the expected result is the output of one or more SIMPATICO WPs and each result is going to generate outcomes that interest one or more stakeholders’ exploitation categories. Twelve exploitable

results were identified and analysed, a business model was defined for each of them and exploitation channels were defined.

- **IPR assessment.** As part of our Innovation Strategy we performed an assessment of IPR issues for SIMPATICO foregrounds. The process started consulting the IPR helpdesk<sup>1</sup> and downloading a provided schema for the foreground. A complete table including for each foreground the Description, Owner(s), License and Use schema is shown in “D7.5 - Market Analysis and Exploitation Plan V2”. At the present stage of the project the IPR management is in line with what is defined in the Consortium Agreement
- **Early sustainability initiatives.** Following our innovation strategy we deemed important to start exploitation already during SIMPATICO lifetime by identifying and carrying on exploitation initiatives that have been grouped according to the three pathways identify in the innovation strategy: Research and Education, Sustainability and Business oriented. Among these initiatives, described in “D7.5 - Market Analysis and Exploitation Plan V2”, we can cite that SIMPATICO partners already won three follow up projects of SIMPATICO: a PON Governance project (**SPRINT**) that aims at the development of a reusable kit based on Sportello Online, ComunWeb and the SIMPATICO tools for other Italian municipalities and two EIT Digital projects (**BRIDGE** and **CAPE**) that exploit some of the components of SIMPATICO to develop improved service for public administrations.

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1 IPR Helpdesk: <https://www.iprhelpdesk.eu/>