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Demos@Work

Enable European-wide discussion between elected representatives and civil society

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D4.3 - Methodology Report

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Executive Summary

Demos@Work is a project co-financed under the 2007 eParticipation call which aims to facilitate European-wide discussion between elected representatives and civil society on emerging policy issues that have a potential impact on all countries within the European Union, by integrating already-created ICT-based eParticipation and eGovernment tools in a real-life implementation. The issue selected for this trial project is in the field of public health, more specifically, the harmful effects of smoking.

This will be achieved by configuring and putting into trial a secure, mobile environment through which elected representatives are able not only to engage with citizens on policy issues using a semantically enriched user-interface, but also to communicate and collaborate with their peers. Therefore, the focus of this project is mainly on citizens and politicians. The specific objectives of the project are detailed in the following list:

- To address the issue of citizen disengagement from decision making processes
- To strengthen the EU fight against tobacco use:
- To improve the quality of services provided to citizens
- To facilitate the work of MPs
- Increase the awareness of the Parliament activities among its citizens
- Accelerate transition to a knowledge society

The project Consortium is composed by:

- GFI Informática
- Gov2u
- Scytl
- National University of Athens
- Parliament of Lithuania
- Parliament of Catalonia

Targeting the first two stages (debate and drafting) of the legislative process, the project proposes a concrete case where the resulting legislation can be improved and the participation of the public (citizens, business, civil society, NGOs, socio-economic and political groups, etc.) in the decision making process can be enhanced.

The whole process will be driven by a diverse set of trial applications that capture the challenges of materializing the vision of a citizen-elected representative collaborative environment. The same software systems will be used as trial applications in order to validate and demonstrate the benefits of the approach. The National Parliament of Lithuania and the Regional Parliament of Catalonia were selected to test the technical solution. For the trial, Demos@Work will be kept as a separate site from the dedicated sites of the Lithuanian Parliament and Catalanian Parliament, but will be linked to from therein.

MPs using the system will be able to directly access and use the information gathered from the citizens and processed by the system in order to use in their deliberations and law-making processes. MPs will also be able to initiate different citizen participation processes by themselves. Citizens will be able to see the issues that are currently under debate through the Demos@Work platform. By selecting an issue, they will be able to access related legal information (opinions and interpretations expressed by representatives and experts, draft

legal documents, etc.), to express their opinion on the selected issue and to request the inclusion of different issues in the law-making process.

This report describes the Monitoring & Evaluation (M&E) methodology for the Demos@Work trial application in real life.

The main sections of this report are outlined below:

1. The first part of the report presents the scope of the report and its relation with other deliverables and work packages of the project.
2. The second part of the report presents an overview of the trials planned for Demos@Work.
3. The third part presents the methods and tools that will be used to monitor and evaluate the real life implementation of Demos@Work and to collect information regarding its performance.
4. The assessment forms are presented in the fourth part of the report.
5. Finally, references are given in the last part of the report.

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I. INTRODUCTION

I.1. Purpose of the deliverable

The purpose of this deliverable is to describe the Monitoring & Evaluation (M&E) methodology for the Demos@Work trial application in real life. Monitoring and evaluation (M&E) are essential to improving the effectiveness and efficiency of the project and helps to improve performance and achieve results. Careful trials monitoring will allow appropriate decisions on a day-to-day basis and ensures that the trials are carried out as designed and modified when necessary. Monitoring includes the collection of data and information by observation and measurement while the evaluation is the analysis of the data and information collected during the monitoring phase. This deliverable will define the data collection systems and methods that will be used to generate a continuous stream of information on whether performance indicators are being met. The aim of M&E is to validate metrics which will clearly demonstrate and measure the impact and benefits of Demos@Work. These metrics combine both quantitative and qualitative assessments.

I.2. Scope and content of the deliverable

The scope of this report is to present the approach to be used in order to measure the impact and benefits of Demos@Work. The report is a deliverable of the Work Package **(WP) 4: “Requirements and results analysis. Assessment of costs and benefits of the project’s outcomes”** and the **“Assessment instruments and critical success factors”** report produced within the **Task 4.2**.

The objective of the WP4 “Requirements and results analysis - Assessment of costs and benefits of the project’s outcomes” is to evaluate Demos@Work deliverables from both a technological and sociological perspective. In other words, the aim is to assess and document benefits, drawbacks and critical success factors. Once the trial applications are almost stabilised thanks to previous test executions, this work package will firstly ensure their actual use beyond the sample of end-users involved in tests. It will also evaluate the added value and impact of the Project tools in the trial environments. In this way, it will address training, awareness creation, actual use and monitoring of the applications by a large group of users and will benefit evaluation.

This document contains the following resources which each Parliament will have to adapt for local conditions and translate where necessary:

- Test observation records
- Questionnaires for users

I.3. Intended audience

This report is released for public audience and it could be a source of information for the practitioners in e-participation regarding the evaluation framework for projects that create and test new technologies to promote representative and transparent governance. At the same time, this report is addressed to the project partners in order to help them to measure the performance and to demonstrate the results of their work. Other intended audience for this report is composed by potential end-users of Demos@Work, the Advisory Board as well as the independent experts that will be involved in measuring the performance and evaluate the impact and benefits of the project.

I.4. Related documents and work

The Monitoring Report is related to the WP 2- Demos@Work Platform because the success of the project depends first of all on the development of a functional application that has to be tested in order to demonstrate and measure the impact and benefits of the project.

The parameters to be monitored in order to demonstrate the impact and benefit of Demos@Work are referring to the trials that will be executed with real citizens and MPs. These parameters were defined within the deliverable D.4.2. Success Criteria Report. The Monitoring report will present the methodology approach and the assessment instruments that will be used to monitor these parameters.

The Monitoring Report is related to WP2-Trial Applications which provides the complete vision for starting the trials and to all activities planned for the trial application phase that are described in the Task.3.2.Trials Applications.

The Methodology Report acts as the foundation for the methods approach developed for the project evaluation. That is why this deliverable is related with the **D4.3 Basic Platform Trials' Demonstration Evaluation** and **D4.6. - Trials' Demonstration Assessment Report**. Within the forthcoming deliverable D4.3 Basic Platform Trials' Demonstration Evaluation the first evaluation of the user satisfaction after the beginning of the demonstration phase will be presented while the deliverable D 4.6. Trials' Demonstration Assessment Report, which is planned for the Month 24, will assess the actual impact of the application on the leading entity, evaluated through several perspectives:

- Evolution of the satisfaction of end-users on the quality of the results provided by the system thanks to the project feature (the baseline being measured at the beginning of the demonstration phase);
- Evolution of the performance supported by trial application as defined by managers of the trial's leading entity and measured independently of Demos@Work (typically through their own management indicators)
- Satisfaction of the managers of these entities.

I.5. Preparation contacts

Contact data from all partners that appear in the cover page as contributors and the responsible for the deliverable.

Responsible	Contributor
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II. OVERVIEW OF THE TRIALS PLANNED FOR DEMOS@WORK

II.1. Intended end-users of Demos@Work

The National Parliament of Lithuania and the Regional Parliament of Catalonia were selected to test the technical solution. For the trial Demos@Work will be kept as a separate site from the Lithuanian Parliament's and also from Catalanian parliament page, with a link from it. The same software systems will be used as trial applications in order to validate and demonstrate the benefits of the approach.

The end users will be divided in two groups, the members of the Elected Representatives User Group and the Citizens User Group.

Members of the Elected Representatives user group can be one of the following user categories:

- Members of the Regional Parliament of Catalonia
- Members of the National Parliament of Lithuania
- Members of the European Parliament
- Operational staff of the Parliaments of Catalonia and Lithuania

Members of the Citizens user group can be one of the following user categories:

- Citizens of Catalonia in Spain and citizens of Lithuania
- Associations and Unions of citizens and enterprises
- Doctors, consultants and experts on the public health sector
- Researchers
- Members of NGOs
- Representative of businesses from the tobacco industry, restaurants and bars etc.
- Members of public authorities or agencies involved in the public health policy from Catalonia and Lithuania

II.2. Description of the trials

On the 19th of December 2008, the Alpha Version of Demos@Work (Basic Platform) will be launched in both locations for execution of the e-Participation trials.

These trials will involve citizens and MPs, who will interact in four different ways:

- Citizen-citizen (reviewing/commenting other citizens' opinions)
- Citizen-MP (providing feedback and opinions on the issues being discussed)

The Demos@Work platform provides a secure mobile workspace for Elected Representatives User Group and a participation portal where Citizens User Group can interact with each other and their elected representatives. Demos@Work system will allow citizens end users to participate in the different stages of the legislative process, as well as elected representatives end-users to view expressed opinions that are related to specific legal information and legal issues from their mobile workspace.

Specific committees from these two Parliaments will be assigned to use the platform. The platform will allow MPs to logon to a secure remote environment from anywhere using a laptop, PC or PDA with an internet connection and:

- Use secure discussion space to discuss the positions of party groups and fellow representatives, and to view any related comments on any given legislative proposal.
- Publish and share documents with the members of their committees.
- Launch participation processes for citizens by publishing documents and create the citizens' forums on the public participation portal.
- View the citizens' input through online forum contributions and rating tools from the public participation portal related to discussions and the documents that have been published by the MPs on that portal.
- Obtain personalized data from the parliament's legacy systems and the launched participation processes.
- Receive notifications about upcoming events related to the parliamentary activity.
- Track committee legislative actions to follow the evolution of committee work in terms of legislative proposal content and the history of the changes.
- View the calendar of committee activities planned, agenda of the meetings and minutes of the meetings.

An elected representative could use the system to formulate an opinion, to suggest the introduction of an amendment at a plenary session using the secure discussion space function, to comment and invite comments on issues or proposals with party or inter-parliamentary colleagues or interest group representatives.

Citizens will be able to see the issues that are currently being debated in Parliament through the Demos@Work public participation portal. They will be able to perform discussion activities by reading the documents published by the MPs, comment on them, revise them, and discuss them between other portal members. After selecting an issue, the citizens will be able to see related legal information (opinions and interpretations expressed by representatives, draft legal documents, etc), express their opinion about the selected issue or rate an argument posted to a specific legislative draft/debate issue. In addition, they will have the opportunity to discuss in forums issues related to the theme of the online platform, namely the harmful effects of smoking. The discussion of other health related topics is also possible. Furthermore, citizens will have the opportunity to subscribe to the online newsletter that will be published on the public participation portal and to subscribe to receive notifications about events from the portal.

The public participation portal from Catalonia will be accessed at <http://77.211.16.68:8080/> while the public participation portal for Lithuania will be access at <http://demosatwork.lrs.lt/>.

The parliaments' personnel involved in the trials will be responsible of engaging citizens in the discussion, and to incentive the participation of MPs. They will moderate the participation tools that allow citizens to express their opinions on the issues under discussion and will support the MPs work while using Demos@Work.

The Beta version of Demos@Work (Semantic-Decision Making Process Platform) will be delivered at the end of March 2009. This version of Demos@Work will allow the MPs to easily understand and make a decision based on the citizens' opinions. This is due to the fact that the system will 'automatically' analyze and classify citizens' comments by topics. The automatic categorization of the citizens' comments will be done into the most appropriate topic groups. In fact, a comment could be included into more than one group since it could be relevant to a number of topics. When a MP will search for specific subject content in order to support the decision-making process, the system will automatically offer the comments done by citizens along with the related Legislative documentation (legal documents, draft laws etc.).

The platform will allow the MPs and Citizens not only to select the topics related to their claim and to insert them in natural language into the system, but also to see any current topic argumentation.

Below we present possible use cases for both locations where the trials will be executed. A use case defines the interactions between external actors and the system under consideration to accomplish a goal.

Use case for Lithuania:

The group of MPs prepares a draft law about prohibiting tobacco usage (smoking) in public areas.

The project is registered in the Secretariat of the Plenary Sitings. The Draft is submitted to the SEIMAS. Consideration procedure starts. SEIMAS sets the Principal committee (Committee on Health Affairs) for further consideration or improvement of the draft.

Deliberations in the Principal Committee are launched. As the subject of the Draft raises many discussions and disagreements during the Committee members, it is decided to ask public opinion about the Draft.

For this Committee, a workspace for the Draft is created and a public discussion is opened in the forum.

The discussion thread receives a number of visits and opinions from different kind of people, waiters, bar-owners, health experts and normal customers among them. After some time, the opinions are systematized using semantic technologies and its results are sent to the members of the Committee on Health Affairs.

Use case for Catalonia:

The current Spanish law that regulates public smoking forbids smoking in all workplaces. However, it allows bars and restaurant owners to decide in most cases whether to permit or not smoking to their customers. This causes the paradox that people who work in those places in front of the public are exposed to tobacco smoke in their workplace.

The Bars and Restaurants Workers Section of the Labour Union has contacted members of the Health Committee asking them to change the regulation so that their affiliates are more protected against smoke use in their workplace.

The Health Committee is aware of the existence of Demos@Work project through the Parliament's dissemination activities. They think that it would be a good tool to open to public debate the issue of bars and restaurant workers and to see the public opinion on the matter.

A member of the Committee staff enters DemosMP platform and from there he can open a public discussion in the Demos@Work public portal. There he exposes the situation and the position of the Labour Union, and he adds several documents for reference (Spanish smoking law, Generalitat's regulations, medical reports...).

The public discussion receives the opinions and arguments of the public: restaurant workers, owners and customers, health experts and public health officials, etc. The semantic technologies provided by DemosMP are used to analyse and systematise the arguments and its results are sent to the Health Committee.

When the results are received, the Committee instructs the Committee staff to schedule a meeting to discuss the matter and to open a discussion in the Committee's workspace discussion area. After some debates among members of the Committee, the Committee staff will open a poll among Committee members to discuss a possible law amendment.

The members of the Committee vote on the poll and the decision is likely to go ahead. They open another discussion in DemosMP and they invite some members of the European Parliament of different party groups to participate in it.

The representative who first brought the issue writes in the public forum of Demos@Work to inform the citizens that the Health Committee is working on the matter. This provokes a new round of arguments and ideas coming from the citizens interested in the issue.

Different arguments and replies are made within the Committee discussion forum. New ideas are brought in from the public forum using semantic technologies and visualization technology included in DemosMP platform. Finally, a consensus is reached and a parliamentary document is written.

The representative or his staff appears again in the public forum to inform the people of the parliamentary document and to thank everybody for their contribution.

III. TRIALS MONITORING & EVALUATION METHODOLOGY

III.1. M & E Approach

M&E of the Demos@Work trials needs to address the interdependencies between the system design, policy implementation and the policies and practice of communications between citizens and government, what is referred to as a socio-technical aspect of evaluation. All stakeholders will be involved in the evaluation process, including citizens and government officials. Evaluation will take into account both the view of the participants and that of the government.

The trials monitoring will stop at the end of September 2009 to allow enough time to analyse the results. Of course the parliaments will be free to continue using the platform till the end of the project and beyond.

Demos@Work trials will be evaluated from political, technological and sociological perspectives.

The political evaluation will assess:

- To what extent the targeted participant groups (citizens and MPs) have actually participated
- How accessible and understandable was the information provided to the participants on the website
- If the contributions of citizens were relevant to the policy topic that was chosen for this project and were they informed contributions
- To what extent did the contribution of citizens affected the policy (Was there an impact on policy content?, were there changes made to policy as a result of citizens participation?)
- Were the MPs influenced by the participants' views, if so how and what was the response?
- The extent of giving feedback to the citizens during and after their e-participation.

The technical evaluation will assess:

- The usability of Demos@Work application
- The users satisfaction with the look and feel, structure of content, reliability, ease of use, navigation, response time, search and retrieval , security , easy to understand the content, training provided (in the case of referents), in addition to the user documentation provided.

The social evaluation will assess:

- The categories of users (citizens) according to gender, age, Internet skills, professional status, field of activity
- The purpose of the users (citizens) for visiting the website
- To what extent did the users feel that the project met a purpose relevant to their own and their community's need.(perceived utility from the point of view of intended users (citizens and elected representatives).
- How effective the users found the process.

- What did the users feel they gained from the exercise (the users' change in behaviour, skills, knowledge, attitude, etc)
- What do citizens see as the outcomes of their involvement
- To what extent do citizens feel that their participation has impacted on policy-making
- What are the lessons for future practice from the point of view of the users

The scope and success of the project depends greatly on the involvement of the EU Parliament. Therefore, an Advisory Board composed of the following members of the European Parliament Carlos Carnero, Alexandra Dobolyi and Ralph Walter, will actively take part in the deliberations.

Furthermore, a small group of 3 independent experts including Prof. Ann Macintosh (University of Leeds) and Sven Rohr, Political Advisor, European Parliament, who are active in the eParticipation sector and who are familiar with EU strategy in the field will evaluate Demos@Work deliverables from both a technological and sociological perspective. In other words, they will assess and document benefits, drawbacks and critical success factors.

Finally, an external Demos@Work Stakeholders Group, which will include civil society representatives, industry representatives and collective bodies from all the countries involved, will be loosely attached to the Demos@Work consortium in order to facilitate interaction between the core consortium and the elected assemblies and other stakeholders, providing assistance to and collecting feedback for the core partners.

A combination of methods ensures that the M&E will provide evidence of what the users actually do with the eParticipation tool as well as what they say about their experience. Using a variety of M&E methods will help to maximize the validity of research results, by providing triangulation of the methods and/or the data.

III.2. M & E Methods

The methods that will be used for M&E of Demos@Work are the following:

1. Application and analysis the users' questionnaires
2. Usability test sessions
3. Web server log analysis
4. Analysis of the online discussions/responses
5. Analysis of the users' feed-back
6. Analysis of the profile of the users
7. Permanent communication with the parliamentary staff involved in the trials

More details about each method used for gathering the data for the evaluation of Demos@Work and the assessment instruments are presented below.

III.2.1. Applying and analysing the user questionnaires

Users' questionnaires will be used to identify the users' satisfaction with the tools and with the process in general and to assess the impact of the e-participation on users.

Two Users Surveys will be developed that aim to discover what users think and feel about using Demos@Work application, to assess the perceived quality of use and the evolution of user satisfaction. The first survey will be developed during the demonstration phase and the second at the end of the demonstration phase.

The questionnaires for citizens **will be posted online** on the public participation portal, while the questionnaires for MPs and for Administrators of the portals will be sent by e-mail. The link to the survey for the citizens will be through a pop-up window inviting Demos@Work users to take the questionnaire into consideration. Demos@Work Stakeholders Group will receive by e-mail the questionnaires for citizens.

Data from both surveys will be compared and contrasted to assess the evolution of the satisfaction of end-users on the quality of the results provided by the system.

The preliminary survey is designed to measure the baseline and to identify the users' satisfaction and their expectations for using the Demos@Work application. At the same time the administrators will be questioned about their satisfaction with the functionality of the Alpha version.

This survey contain a questionnaire for each type of users (see the Annex)

1. Citizens who use the participation portal and members of the Demos@Work stakeholders group
2. MPs and MEPs who use the MPs Front End
3. The Administrators (committee and IT staff from both Parliaments)

The questionnaire for citizens will be posted online in February 2009, and feedback is expected to start arriving the moment it is online. Also, the questionnaires for MPs/MEPs, for administrators and for Demos@Work Stakeholders Group will be sent in January with deadline for return established for the end of January.

The second survey will consist of 3 questionnaires for each category of users as are defined above (see the Annex). These questionnaires will be aimed to:

- Measure the satisfaction of both categories of users with the functionality of Beta version
- Measure if there was an impact on policy content
- Determine the impact of Demos@Work application on users
- Measure how far the Demos@Work pilots have met their objectives from users' point of view.
- Identify suggestions for enhancements and improvements This second survey will contain questions relating to functionality not piloted within the Alpha version, such as argument visualization, classification of citizens' comments and retrieving to the MPs citizen's comments and legislative documentations associated with searching keywords.

The online questionnaire for citizens for the second survey will be posted on Demos@Work participation portal between July and September 2009. The questionnaires for MPs and Administrators will be send by e-mail on September 2009 with deadline for return on October 2009.

III.2.2. Usability test sessions

Usability testing aims to observe how users interact with the tools in order to get an understanding of acceptability of the Demos@Work application and the nature of any usability problem that occur in the real-life setting.

Usability testing after the release of a platform means to gather data for the next or a new version of the product (Nielsen, 1993). That means that the current Demos@Work platform (Alpha version) is the prototype for the next generation of the platform (Beta Version). The

installed platform will be further evaluated and improved. In order to gather the necessary usability data and collect feedback from the intended users of the platform we will organize usability test session with each category of the users (citizens and MPs).

Three to five citizens will be chosen at random among the Demos@Work Stakeholders Group, encompassing a broad spectrum of age, profession and level of knowledge to use PC and Internet. They will evaluate the usability of the Demos@Work features related to the MPs Front End.

Three to five MPs will be chosen to evaluate the usability of the Demos@Work features related to the MPs Front End. The sessions will be conducted by the referents from both parliaments. Referents are selected among committees and IT staff of the parliaments.

The users will be asked to carry out a short series of tasks using the software related to the test scenarios. They will be encouraged to make comments as they progress through the test case.

The referents from both Parliaments will use **Test observation records** (see the Annexes) to note down comments made by users, the users' actions and any difficulties they encounter as well as to identify bugs and usability problems in the design of the application.

Test observation records aim to evaluate the usability of Demos@Work from the administrators, moderators and librarians point of view (see the Annexes). They will have to fill in by themselves these records and to return them to the technical partners.

Bugs or issues found during this process should be recorded, for later logging on **Bugzilla** for prioritisation and resolution by the technical partners. Bugzilla is a web-based general-purpose bugtracker tool originally developed and used by the Mozilla project, it has been adopted by a variety of organizations for use as a defect tracker for both free software and proprietary products. (<http://www.bugzilla.org>). The Bugzilla database provides a permanent record of bugs found and resolved and also enhancement requests.

Prioritization of the enhancements will depend on management decisions on relative user demand and effort required to implement requested changes, forming the beginnings of a roadmap for ongoing enhancement of Demos@Work. After the launching of the Beta version of Demos@Work usability testing sessions will take place but the focus will be especially on the functionality of the new integrated modules of the platform. The existent Test observation records will be adapted to the new functionalities of the platform in order to be used by the referents for evaluation.

III.2.3. Web server log analysis

Web log analysis derives indicators about who, when, and how a web server is visited. We will use Google Analytics (GA) which is a free service offered by Google that generates detailed statistics about the visitors to a website. In our case, with the support of Google Analytics we will get information regarding:

- Number of users involved in the trial (Absolute Unique Visitors)
- Number of citizens' visits (Returning visitors vs. New visitors)
- Number of citizens visitors per week
- Session duration - Average amount of time that users spent on the site each time they visit the portal

III.2.4. Analysing the online discussions/responses

The discussion forums will serve as a repository to record the history of the users' interactions and extract specific information from their input that reflect their needs, concerns and ideas with respect to the national smoking policies.

A summary of the citizens' discussions from the forums will be done and will be forwarded to decision-makers from national and EU level.

At the same time, the rating of different issues (information related to a specific process, draft bills, comments) posted on the portal will be counted and reported in the final evaluation report.

III.2.5. Analysing users' feedback

The online comment forms can supplement online surveys by probing more open-ended inputs from citizens. Problems identified by the users while using Demos@Work tool and their suggestions related to its functionality, content or any other issue will be sent through the online Contact Form and will be recorded by the administrators from both Parliaments and forwarded to the management of the project.

III.2.6. Analysing the profile of the users

An analysis of the users' profile will be performed in order to identify the kind of institutions they represent. This analysis will help us to identify the number of public institutions involved in the trials, which represent a metric for the project evaluation.

This assessment can be done from the Citizens Back End, where the profiles of the registered members can be viewed. When the users register at the portal, in case that they work in the public sector they will have to fill the name of the public institution they represent in the Registration Form.

This analysis will also allow keeping track of the number of registered users and calculating useful statistics such as the ratio of active users to registered users.

III.2.7. Permanent communication with the parliamentary staff involved in the trials

A permanent communication with the parliamentary staff involved in the trials will support the technical partners to detect any deviation from the expected values. All the partners will review the information provided by the parliamentary staff to decide whether to continue the trials as defined or to make some changes to enhance the performance. All this information will be recorded in order to be used for the final project reports.

III.3. M & E Matrix

Within the Deliverable D 4.2.-Success Criteria report, we have identified the metrics that will clearly measure and demonstrate the benefits of Demos@Work. In the table below we present the M&E matrix:

Metric	Data gathering methods and sources of verification	Responsible for data gathering	Frequency/timing of data gathering
Number of committees that agree to be involved in the trial	Interview with the referents from each parliament Identifying the number of committees from the MPs Front End with active discussions.	Gov2u	At the end of the trials period
Number of public institutions involved in the trial	Checking the profile of the users- they have to write in a obligatory field if they represent a public institution and which one	Gov2u	At the end of the trials period
Number of referents trained	List of participants to the training	Gov2u	At the training session
Number of referents involved in the trial	There are two methods: 1. The Test observation record that will be used by the referents to test the platform will contain also the name of the referents. 2. Counting the number of user IDs retrieved for the referents in order to use MPs Front End.	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Number of users involved in the trial (Absolute Unique Visitors)	Web server log analysis	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Number of citizens' visits (Returning visitors vs. New visitors)	Web server log analysis	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Number of registered users among citizens	Citizens Back End shows the registered users (citizens)	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Number of parliamentarians and parliaments' staff involved in the trial	There are two methods: 1. Interview with the referents 2. MPs Back End shows the registered members (MPs and staff)	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Number of representatives of	Checking the profile of the users of Citizens Front End	Gov2u	For the first users evaluation (at the end of

public institutions			February 2009) At the end of the trials period (at the end of September 2009)
Number MEPs involved in the trial	Checking the profile of the users of Citizens Front End	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Session duration - Average amount of time that users spent on the site each time they visit	Web server log analysis	Gov2u	For the first users evaluation (at the end of February 2009) At the end of the trials period (at the end of September 2009)
Number of citizens visitors per week	Web server log analysis	Parliaments	Every week
Number of EU MPs involved in the assessment of project results	Counting the numbers of MEPs who will fill in and return the assesment questionnaires regarding the project results can be a source of verification of their involvement.	GFI, Gov2u	After the end of the trials period
Number of eDemocracy experts involved in the assessment of project results	Interview with the eDemocracy experts can be a source of verification of their involvement	GFI	After the end of the trials period
Number of summaries of discussions on pre-selected issues concerning public health and especially smoking policy that will be forwarded to relevant decision-makers in national and European level;	Interview with referents who will conceive and submit the summaries. Existence of the summaries and a list with the name of of decision-makers who received the summaries can be a source of verification	Parliaments	After the end of the trials period
Number of policy drafts available online	Analysing the online discussions (existence of discussions on Demos@Work regarding of at least one issue related to smoking policy for each location)	Gov2u	At the end of the trials period
Percent change in user satisfaction survey/ Improvement in user satisfaction survey	Analysing the difference between two user surveys-one at the beginning of the trial and one at the end of the trial	Gov2u	At the end of the trials period
Overall user satisfaction with the Demos@Work	Analyzing the Users questionnaires applied at the	Gov2u	During the first users evaluation

application in terms of: look and feel, structure of content, reliability, usability (ease of use), navigation, response time, search and retrieval, security and easy to understand the content	beginning at the trial and of the Users questionnaires applied at the end of the trial		At the end of the trials period, during the second users evaluation
User Satisfaction with Project Team in terms of: Effective handling of the problems identified by the users regarding the Demos@Work functionality, Training provided and User documentation provided	Analyze the Users questionnaires applied at the beginning at the trial and of the Users questionnaires applied at the end of the trial	Gov2u	During the first users evaluation At the end of the trials period, during the second users evaluation
Users opinion about Demos@Work usefulness – if it meets users needs	Analyze the Users questionnaires applied at the beginning at the trial and of the Users questionnaires applied at the end of the trial	Gov2u	During the first users evaluation At the end of the trials period, during the second users evaluation
Users overall satisfaction with Demos@Work platform	Analyze the Users questionnaires applied at the beginning at the trial and of the Users questionnaires applied at the end of the trial	Gov2u	During the first users evaluation At the end of the trials period, during the second users evaluation

IV. ANNEXES

IV.1. QUESTIONNAIRES FOR THE FIRST USERS SURVEY

IV.1.1. Questionnaire for Citizens User Group

1. Please indicate your gender:

Female Male

2. Please indicate your age category:

under 20 31 –40 51 – 60
 20 – 30 41 – 50 61 +

3. How experienced are you in using the internet?

- No experience
- Basic Skills (internet browsing)
- Intermediate Skills (word processing, data entry into spreadsheets, presentation applications)
- Advanced Skills (router installation and administration, database management systems, computer hardware etc.)
- Expert/Professional Skills (Software Developer, Systems Engineer, Network Designer etc.)

4. Do you have any kind of disability that makes it harder to use the internet?

Yes No

5. What is your professional situation?

Student In work Retired Unemployed

6. Which sector are (were) you active in?

- Agriculture, Horticulture & Fisheries
- Army
- Banking/Finance/Financial intermediation
- Computing/ IT / Telecom
- Constructions
- Education & Training
- Electricity, gas and water supply

- Health & Social work
- Human Resources
- Legal
- Leisure & Tourism (bars, clubs, hotels, pubs, restaurants)
- Insurance
- Industrial
- Manufacturing
- Media
- Marketing
- NGOs, non-profit
- Oil & gas
- Public administration
- Real estate, renting and business activities
- Transport
- Wholesale and retail trade
- Other (please specify in box)**

7. How did you find out about this site?

- From media
- From friends/colleagues/collaborators
- From invitation received by e-mail
- Search Engine
- A link from another site
- Other (please specify in box)**

8. In your opinion, how relevant is the topic proposed for debate on Demos@Work (the harmful effects of smoking) for your own and your community's need? (Please tick one)

- Very relevant
- Relevant
- Not so relevant
- Not relevant

If you have any comments about the relevance of the topic please specify in the box

9. Please indicate what your purpose was when visiting/using the Demos@Work website?

10. Please indicate how satisfied you were with the fulfilment of your purpose by visiting/using this website

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please indicate what your expectations were when using the Demos@Work website?

12. Please indicate how satisfied you were with the followings and if you have any observation:

Submit a link	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
View links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Propose an event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
View Archives								
Post arguments for debated issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reply to arguments posted by other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rate the debated issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Read newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Subscribe to Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

b) Usefulness for your purpose

	I didn't use it	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Observation
User registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
User profile updating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The Participation process –the information, documents,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

links, topics in forums related to a debated issue

Post replies in Forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Evaluating the opinions of others in forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
The news posted on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive Event notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Submit a link	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Propose an event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View Archives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Post arguments for debated issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Reply to arguments posted by other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Rate the debated issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Read newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Subscribe to Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

14. Did you send to the website administrator an online complaint about a problem identified by you in the website functionality?

Yes No

15. If yes, how satisfied were you with the way your complaint was dealt with?

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. How satisfied are you with the guiding information on how to use the functions of the website?

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Which items on the website would you like to see improved?

Site design/layout Navigation Ease of finding information Download speed of web pages

Other (please specify in box)

18. Do you intend to visit and/or use the services of this website again?

Yes No

19. If yes, what would make you return to this site?

Interesting information	Feeling to be able to participate in policy making	Feeling that my concerns are heard	Other (please describe below)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

20. Would you recommend the website to friends, colleagues etc.?

Yes No

21. Were you ever involved in policy debates?

Participating in public hearings Yes No

- Lobby Yes No
- Sending or signing petitions to the Parliament Yes No
- Referendum Yes No

Other (please specify in box)

22. If you never have been involved in policy debates, please specify why? [You can choose one ore more answers]

- Lack of time
- Lack of interest in the issues debated in Parliament
- Lack of information about how to be involved in policy-making process
- Lack of transparency in the legislative process
- Lack of facilitating legislation for citizens' involvement in policy-making process
- I don't think that my opinions will be take into consideration
- I didn't have anything to say
- I was never asked

Other (please specify in box)

23. Do you think that Demos@Work gives the citizens the chance to express their views on the policy-making process?

- Yes No No opinion

24. If you have any other ideas, suggestions, and/or recommendations that you want us to know please provide us your feedback here:

IV.1.2. Questionnaire for Elected Representatives User Group

1. Please indicate your gender:

- Female Male

2. Please indicate your age category:

- under 20 31 –40 51 – 60
- 20 – 30 41 – 50 61 +

3. How experienced are you in using the internet?

- No experience
-

- Basic Skills (internet browsing)
- Intermediate Skills (word processing, data entry into spreadsheets, presentation applications)
- Advanced Skills (router installation and administration, database management systems, computer hardware etc.)
- Expert/Professional Skills (Software Developer, Systems Engineer, Network Designer etc.)

laptop

Get access from a PDA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Search for documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Find out about events scheduled for today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Find upcoming agendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
View agenda and minutes of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Subscribing to the Notification system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use the workspace in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Access and use sub-workspaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
View all the documents uploaded to a workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downloading workspace documents to your computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Uploading documents from your computer or laptop to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Edit workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

documents

Publish information to the citizens portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Create the citizen's forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View the opinions left by the citizens on the participation portal related to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Reply to topics in workspace forums (reply to a discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Create new topics in workspace forums (start a new discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

b) Usefulness for your purpose

	I didn't use it	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Observation
Search for documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Find out about events scheduled for today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Find upcoming agendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

View agenda and minutes of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive notifications about upcoming committee meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive notifications when are published on the workspace the agendas of upcoming meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive notification when are published on the workspace the minutes of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Downloading workspace documents to your computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Uploading documents from your computer or laptop to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Edit workspace documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Publish information to the citizens portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Create the citizen's forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View the opinions left by the citizens on the participation portal related to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Reply to topics in workspace forums (reply to a discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Create new topics in workspace forums (start a new discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

6. Which items on the website would you like to see improved?

- Site design/layout Navigation Ease of finding information Download speed of web pages
- Other (please specify in box)**

7. Please indicate your overall satisfaction with Demos@Work portal:

- | | | | | |
|--------------------------|--------------------------|--|--------------------------|--------------------------|
| Very dissatisfied | Dissatisfied | Neither satisfied,
nor dissatisfied | Satisfied | Very satisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. Please indicate what your expectations from using Demos@Work portal are:

- To gain information on citizen's views
- To develop best value legislative initiative
- To save time when collaborate with the other MPs
- To increase transparency and understanding of parliamentary process among citizens
- Other (please specify in box)**

9. How would you describe that the overall impact of public participation on final decision-making in your Parliament was until now? (Please tick one)

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Not at all influential | Occasionally influential | Fairly influential | Often influential | Very influential |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify in box)

10. In your opinion, how relevant is the topic proposed for debate on Demos@Work (the harmful effects of smoking) for your own and your community's need?

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Very relevant | Relevant | Not so relevant | Not relevant at all |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you have any comments please specify in box

11. If you have any other ideas, suggestions, and/or recommendations that you want us to know please provide us your feedback here:

IV.1.3. Questionnaire for referents (Committee staff: administrators, moderators, librarians)

2. Which items on the website would you like to see improved?

Site design/layout Navigation Ease of finding information Download speed of web pages

Other (please specify in box)

5. Please indicate how satisfied you are with the functions of the website related to the Citizens back-office (Gov2Demoss back-office) in terms of use

	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable	Observation
Manage the users (add/edit/block/delete)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Approve links submitted by citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

6. Please indicate how satisfied you are with the functions of the website related to the Citizens front-end (Gov2Demoss front-end) in terms of use

	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable	Observation
Manage the news (add/edit/(un)publish)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage participative processes (create, edit, delete, archive, activate again)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Send Mass E-mail to the registered users related to a process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Upload documents to participative processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the document categories (add or remove categories)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage Collaborators, users and moderators for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

participative processes

Manage logos and Collaborators (upload)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage forums (create new topics in forums, add/modify/delete boards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage arguments that were send by the citizens (see/delete)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the Newsletter (add/edit/send/delete)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the Calendar of events (add/edit/delete/ events and approve events submitted by a citizen)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

7. Please indicate your overall satisfaction with Demos@Work portal

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you have any other ideas, suggestions, and/or recommendations that you want us to know please provide us your feedback here:

IV.2. QUESTIONNAIRES FOR THE SECOND USERS SURVEY

IV.2.1. Questionnaire for the Citizens User Group

1. Please indicate your gender:

Female Male

2. Please indicate your age category:

under 20 31 –40 51 – 60
 20 – 30 41 – 50 61 +

3. How experienced are you in using the internet?

- No experience
- Basic Skills (internet browsing)
- Intermediate Skills (word processing, data entry into spreadsheets, presentation applications)
- Advanced Skills (router installation and administration, database management systems, computer hardware etc.)
- Expert/Professional Skills (Software Developer, Systems Engineer, Network Designer etc.)

4. Do you have any kind of disability that makes it harder to use the internet?

Yes No

5. What is your professional situation?

Student In work Retired Unemployed

6. Which sector are (were) you active in?

- Agriculture, Horticulture & Fisheries
- Army
- Banking/Finance/Financial intermediation
- Computing/ IT / Telecom
- Constructions
- Education & Training
- Electricity, gas and water supply
- Health & Social work
- Human Resources
- Legal
- Leisure & Tourism (bars, clubs, hotels, pubs, restaurants)
- Insurance
- Industrial
- Manufacturing
- Media
- Marketing
- NGOs, non-profit
- Oil & gas
- Public administration
- Real estate, renting and business activities
- Transport
- Wholesale and retail trade
- Other (please specify in box)**

7. How did you find out about this site?

- From media
- From friends/colleagues/collaborators
- From invitation received by e-mail
- Search Engine
- A link from another site
- Other (please specify in box)**

8. In your opinion, how relevant was the topic proposed for debate on Demos@Work (*the harmful effects of smoking*) for your own and your community's need? (*Please tick one*)

- Very relevant
- Relevant
- Not so relevant
- Not relevant

If you have any comments about the relevance of the topic please specify in the box

9. Please indicate what was your purpose to visit/use the Demos@work website?

10. Please indicate how satisfied you was with the fulfilment of your purpose by visiting/using this website:

- | | | | | |
|--------------------------|--------------------------|--|--------------------------|--------------------------|
| very dissatisfied | dissatisfied | neither satisfied,
nor dissatisfied | satisfied | very satisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. In your opinion, what was the goal of the public participation process from the Demos@Work portal?

Personal data privacy (data gathered for registration as member)

13. Please indicate how satisfied you were with the functions of the website in terms of

a) Ease of use

	I didn't use it	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
User registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
User profile updating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Sign on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Access of the Participation process –access and read the information, documents, links, topics in forums related to a debated issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Post comments on the forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Evaluating the opinions of others in forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Read about the latest news posted on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
(Un) Subscription for event notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Submit a link	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Propose an event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View Archives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Post arguments for debated issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Reply to arguments posted by other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Rate the debated issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Read newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Subscribe to Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Argument Visualization Diagram of users' opinions related to a selected subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

b) Usefulness for your purpose

	I didn't use it	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
User registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
User profile updating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
The Participation process –the information, documents, links, topics in forums related to a debated issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Post replies in Forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Evaluating the opinions of others in forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
The news posted on the portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive Event notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Submit a link	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Propose an event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View Archives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Post arguments for debated issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Reply to arguments posted by other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Rate the debated issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Read newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Subscribe to Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Argument Visualization Diagram of users' opinions related to a selected subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

14. Did you send to the website administrator an online complaint about a problem identified by you in the website functionality?

Yes No

15. If yes, how satisfied were you with the way your complaint was dealt with?

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. How satisfied were you with the guiding information about how to use the functions of the website?

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Did you visit and/or use the tools of this website more than once?

Yes No

18. If yes, what did make you return to this site?

Interesting information	Feeling to be able to participate in policy making	Feeling that my concerns are heard	Other (please describe below)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

19. Did you recommend the website to friends, colleagues etc.?

Yes No

20. Were you ever involved in policy debates?

- Participating in public hearings Yes No
- Lobby Yes No
- Sending or signing petitions to the Parliament Yes No
- Referendum Yes No

Other (please specify in box)

21. If you never have been involved in policy debates, please specify why? [You can choose one ore more answers]

- Lack of time
- Lack of interest in the issues debated in Parliament
- Lack of information about how to be involved in policy-making process
- Lack of transparency in the legislative process
- Lack of facilitating legislation for citizens' involvement in policy-making process
- I don't think that my opinions will be take into consideration
- I didn't have anything to say
- I was never asked

Other (please specify in box)

22. In your opinion, was useful for you to use Demos@Work to bring subjects in the attention of the Parliament?

Very useful

Quite useful

Not very useful

Totally useless

Don't know / not applicable

23. What do you feel that you have gained from using Demos@Work?

For example

- | | | |
|----------------------------|---|--------------------------|
| Change in behaviour | More engaged in the policy debates (active citizen) | <input type="checkbox"/> |
| Change in skills | Better Internet skills | <input type="checkbox"/> |
| | Better advocacy skills- capacity to contribute to debates and policy-making | <input type="checkbox"/> |
| | Better communication skills | <input type="checkbox"/> |
| Change in knowledge | Better informed about harmful effect of smoking | <input type="checkbox"/> |
| | Better informed about the policy-making process | <input type="checkbox"/> |
| Change in attitude | More interested about the legislative process | <input type="checkbox"/> |
| | More trust in the government | <input type="checkbox"/> |
| Nothing | | <input type="checkbox"/> |

Other (please specify in box)

24. To what extent you feel that citizens comments and opinions posted on Demos@Work have impacted on policy-making

- Completely
- Partly
- Not at all
- I don't know

25. How effective did you find that the process of involvement of citizens in the policy-making through the support of Demos@Work application was ?

- Very Effective
- Efective
- Not so effective
- Not at all
- I don't know

26. What are the lessons for a future use Demos@Work from your point of view?

27. Would you like to use Demos@Work in the future?

- Yes No

IV.2.2. Questionnaire for Elected Representatives User Group

1. Please indicate your gender:

- Female Male

2. Please indicate your age category:

- under 20 31 –40 51 – 60
 20 – 30 41 – 50 61 +

3. How experienced are you in using the internet?

- No experience
- Basic Skills (internet browsing)
- Intermediate Skills (word processing, data entry into spreadsheets, presentation applications)
- Advanced Skills (router installation and administration, database management systems, computer hardware etc.)
- Expert/Professional Skills (Software Developer, Systems Engineer, Network Designer etc.)

4. Please indicate how satisfied you were with the followings and if you have any observation:

	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable	Observation
Website navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Ease of finding information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
The look and feel of the website (website design)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
The speed of Web pages loading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Search engine results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Ease to understand and use the website functions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

The protection of personal data.

5. Please indicate how satisfied you were with the functions of the website in terms of:

a) Ease of use

	I didn't use it	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
Get access (log on) from a computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Get access from a PDA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Search for documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Find out about events scheduled for today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Find upcoming agendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View agenda and minutes of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Subscribing to the Notification system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Use the workspace in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Access and use sub-workspaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

View all the documents uploaded to a workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downloading workspace documents to your computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Uploading documents from your computer or laptop to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Edit workspace documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Publish information to the citizens portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Create the citizen's forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
View the opinions left by the citizens on the participation portal related to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reply to topics in workspace forums (reply to a discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Create new topics in workspace forums (start a new discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visualization of Citizen's opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

together with the legal information related to a selected subject

Argument Visualization Diagram of users' opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Support in formulating the queries related to the smoking domain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

b) Usefulness for your purpose

	I didn't use it	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable
Search for documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Find out about events scheduled for today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Find upcoming agendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View agenda and minutes of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive notifications about upcoming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

committee meetings							
Receive notifications when are published on the workspace the agendas of upcoming meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Receive notification when are published on the workspace the minutes of meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Downloading workspace documents to your computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Uploading documents from your computer or laptop to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Edit workspace documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Publish information to the citizens portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Create the citizen's forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
View the opinions left by the citizens on the participation portal related to the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Reply to topics in workspace forums (reply to a discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Visualization of Citizen's opinions together with the legal information related to a selected subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Argument Visualization Diagram of users' opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Support in formulating the queries related to the smoking domain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

6. Please indicate your overall satisfaction with Demos@Work portal

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How would you describe the overall impact of public participation on final decision-making in your Parliament until now? (Please tick one)

Not at all influential	Occasionally influential	Fairly influential	Often influential	Very influential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify in box)

8. In your opinion, how relevant was the topic proposed for debate on Demos@work (the harmful effects of smoking) for your community's need?

Very relevant	Relevant	Not so relevant	Not relevant at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have any comments about the relevance of the topic please specify in box

9. In your opinion, were the contributions of citizens relevant to the policy topic that was chosen for this project?

Very relevant	Relevant	Not so relevant	Not relevant at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have any comments about the relevance of the citizen's contributions please specify in box

10. How effective did you find that the process of collaboration with other MPs through the Demos@Work application was ?

- Very Effective
- Effective
- Not so effective
- Not at all
- I don't know

11. To what extent were you influenced by the citizens' views?

To a very large extent	To a large extent	To a moderate extent	To a small extent	To no extent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. To what extent did the contribution of citizens affected the policy?(Was there an impact on policy content? Were there changes made to policy as a result of citizens' participation?)

To a very large extent	To a large extent	To a moderate extent	To a small extent	To no extent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Please indicate what your expectations from using Demos@Work portal were:

- To gain information on citizen's views
- To develop best value legislative initiative
- To save time when collaborate with the other MPs
- To increase transparency and understanding of parliamentary process among citizens
- Other (please specify in box)**

14. Please indicate to what extent your expectations were fulfilled:

To a very large extent	To a large extent	To a moderate extent	To a small extent	To no extent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. What are the lessons for the future use of Demos@Work from your point of view?

16. Would you like to use Demos@Work in the future?

Yes No

IV.2.3. Questionnaire for referents (Committee staff: administrators, moderators, librarians)

Create new workspace forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the users who have access to workspaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Upload files form your computer to workplaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Add documents to workspaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Move documents between workspaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Edit Workspace document categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the types of notification events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Send notifications to Committees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

3. Please indicate how satisfied you were with the functions of the website related to the MPs front-end (eRep front-end) in terms of use

	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable	Observation
Manage the Committees Meetings calendars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Publish on Citizens Front End documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

existing in the
Committees
Workspaces

Manage the document groups for workspace documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Create forums on Citizens Front End that are associated with documents created by the MPs and published on Citizens Front End	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage the workspaces forums (remove/ lock topics in forums)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage boards (add/modify/move)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage the members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage the permission for members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage member groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage the permissions for the member groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. Please indicate how satisfied you werewith the functions of the website related to the Citizens back-office (Gov2Demoss back-office) in term of use

Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable	Observation
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Manage the users (add/edit/block/delete)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Approve links submitted by citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

5. Please indicate how satisfied you were with the functions of the website related to the Citizens front-end (Gov2Demoss front-end) in terms of use

	Very dissatisfied	Dissatisfied	Neither satisfied, nor dissatisfied	Satisfied	Very satisfied	Don't know / not applicable	Observation
Manage the news (add/edit/(un)publish)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage participative processes (create, edit, delete, archive, activate again)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Send Mass E-mail to the registered users related to a process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Upload documents to participative processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the document categories (add or remove categories)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage Collaborators, users and moderators for participative processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage logos and Collaborators (upload)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Manage forums (create new topics in forums, add/modify/delete boards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage arguments that were send by the citizens (see/delete)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the Newsletter (add/edit/send/delete)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Manage the Calendar of events (add/edit/delete/ events and approve events submitted by a citizen)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

6. Please indicate your overall *satisfaction* with Demos@Work portal

very dissatisfied	dissatisfied	neither satisfied, nor dissatisfied	satisfied	very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Please indicate how satisfied you were with the Training and Support provided to you in order to use Demos@work?

very dissatisfied	dissatisfied	neither satisfied, nor dissatisfied	satisfied	very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What are the lessons for future using of Demos@Work from your point of view?

IV.3. TEST OBSERVATION RECORDS (TOR)

This is an example since the final version will be slightly different since certain functionalities and names will change on the beta version, and final Alpha version. We will probably send a different version to each parliament since the names on the opinions are no longer in English.


IV.3.1. TOR for Citizens Front-End

Use case for CITIZENS FRONT END (users = citizens)	Expected	Actual, if different from Expected	P/F/PF (Pass/Failed/Partially Failed)	Comments	Date of the test	Name of the referent
Citizen wants to view the website and enters web site address (http://demosatwork/) in the browser using one of the following browsers: <ul style="list-style-type: none"> - Internet Explorer 7 or higher - Firefox 2 or higher - Opera 7 or higher Safari	System displays main page of the CITIZENS FRONT END					
Citizen wants to register and fills in his/her data in all the obligatory fields	System registers the user in the Demos@Work database and displays an appropriate message (Registration Complete! You may now login.)					
A registered citizen wants to update his profile	The system allows the citizen to edit his profile and to upload new picture					
Citizen wants to register and does not fill in his/her data in all the obligatory fields	System displays an error message					
Citizen wants to log in and enters invalid username and/or password	System displays an error message: Incorrect username or password. Please try again.					

<p>Citizen enters valid username and password</p>	<p>System confirms correct login, presents main page</p>					
<p>Citizen is logged in, accesses his/her profile and wants to modify his/her data. From main page he clicks My Profile →Edit→Update Your Profile</p>	<p>System shows user modifiable profile items of the user that do not affect user authorisation. If the user clicks the “Update” button after he enters the new data to his profile, then the system saves the changes, otherwise not.</p>					
<p>Citizen wants to log in but forgot his password. He presses the “Forgot password” link in order to receive a new password.</p>	<p>System displays the “Forgot Password” page which contains the message: “Please enter your Username and e-mail address and then click on the Send Password button. You will receive a new password shortly. Use this new password to access the site.”</p>					
<p>Citizen enters his username and e-mail address in the “Forgot Password” page and clicks on the “Send Password” button</p>	<p>If the username and e-mail match with the ones stored in the database, the system automatically sends a new password to the citizen’s e-mail address stored in his account, otherwise not.</p>					
<p>Citizen enters keywords and starts the search</p>	<p>System presents a list of selections or an appropriate message informing the user that could not find any match results</p>					

Citizen selects to read information from the produced search list	System displays the data associated with the URL selected					
Citizen wants to see or to download on his PC the Agenda of an event published on the website. He clicks " Agenda " button from the main menu and after clicks the name of the agenda he wants to see or download.	System displays a window which allows the citizen to open the file by choosing a application from a list or to save the file on his PC.					
A registered citizen wants to see all the participative processes. He presses " My Agora " button from main menu.	System displays " My Agora " page which contains a list of all the open processes and the option to show all the archived processes.					
Citizen wants to see all information related to a participative process that he selected to see it. From the main page he clicks of the title of the process he want to read about,	System displays all the documents and links related to the selected process. Also, citizen can see all the topics in the forum associated to that process					
Citizen wants to see the forums available. He press " Forum " link from main menu ,	System displays " Forum " page with the list of forums available.					
Citizen wants to read comments for a selected forum. He selects the title of the forum from the " Forum " Page.	System displays the comments for the selected forum.					
Citizen is logged in and wants to post a comment to a selected topic in a forum. He clicks the " Reply " button.	System displays the Post reply Page . If the citizen enters comment and after presses " Post " button, the system displays his comment,					

	otherwise not.					
Citizen wants to be notified for new topics in a forum. He clicks “ Notify ” button associated with that forum.	System displays the message: “ Are you sure you wish to enable notification of new topics for this board? ” If citizen selects the “ Ok ” button , system sends automatically a message to the citizen e-mail each time that are posted new topics in that forum, otherwise not.					
Citizen wants to be notified on new replies for a topic. He clicks the “ Notify ” button associated with that topic.	System displays the message: “ Are you sure you wish to enable notification of new replies for this topic? ” . If citizen selects the “ ok ” button , system sends automatically a message to the citizen e-mail each time are added new replies for that topic, otherwise not.					
Citizen wants to send a topic to a friend. He clicks the button “ Send topic ”	System displays a page where the citizen can write the name and the e-mail of the recipient. If he fills in all the entire data and presses “ Send ” button , the system sends the topic to the recipient, otherwise not.					
Citizen wants to view the agenda of an event. He clicks “ Agenda ” button from main menu and after	System displays a window which allows citizen to select from a list the program he wants					

<p>he click on the icon  next to the event name</p>	<p>to open the document or to save the document on his PC.</p>					
<p>Citizen is not logged in and wants to propose an event. He presses the “Propose an event” link from the main page, situated above the Calendar.</p>	<p>System displays the Registration form where the user must register if he wants to propose an event.</p>					
<p>Citizen is logged in and wants to submit an event. He presses the “Propose an event” link from the main page, situated above the Calendar.</p>	<p>System displays the “Add an event” page where he can enter the data related to the event and save the data by clicking “Add event” button.</p> <p>System displays the message: “Your event has been submitted! However, it will NOT appear on the calendar until it receives administrator approval. Thank you for your submission!”</p>					
<p>Citizen is logged in and wants to submit a link. He clicks “Submit a link” button from the main menu.</p>	<p>System displays “Submit a link” page that should be filled in by the citizen. If the citizen press ‘Save’ icon the system</p>					
<p>Citizen wants to read the news. He clicks the “News” button from the main page.</p>	<p>System displays the “News” page with all the pieces of news published on the website. If the citizen clicks on the title of a piece of news, the system displays the text of that piece of news.</p>					
<p>Citizen wants to find all the processes that are not active any</p>	<p>System displays the “Archives” page where</p>					

more. He clicks “ Archives ” button from the main menu.	it is a list with all the processes that are not active any more. By clicking on the title, citizen can see the content of the Theme without participating.					
Citizen wants to insert a new topic for debate. From the main menu he clicks “ Structured discussion issue ” link and after the “ <u>Insert new topic</u> ” link	System displays a page where the citizen can write the title and the text of the new topic for debate and post it if he clicks ‘ Post ’ button , otherwise not.					
Citizen wants to rate an argument posted to a specific legislative draft/debate issue. He clicks “ Structured Discussion ” link from main menu and after the title of the draft.	System displays a page with all the arguments related to the legislative draft selected by the citizen, Here the citizen can slide to rate the argument. If he chooses “ ok ” in the windows displayed by the system after he rated the argument, then the system will display the rate, otherwise not.					
Citizen wants to post a new argument related to a debate issue. He clicks “ Structured Discussion ” link , the title of the debate issue and after the <u>Post a new argument</u> link	System displays a page where the citizen can write his argument, select the type of his argument (pro or contra) and post it if he clicks ‘ Post ’ button , otherwise not.					
Citizen wants to reply to an argument posted by another user. He clicks “ Reply ” button corresponding to the argument.	System displays a page where the citizen can write his reply to the argument. and post it if he clicks ‘ Post ’ button ,					

	otherwise not					
Citizen wants to report an argument to the administrator. He clicks on Structured Discussion link , finds the topic and the argument he wants to report, and clicks Report .	System displays a message confirming that the argument has been reported					
Citizen wants to read an issue of the newsletter of Demos@Work. He clicks " E-Buzz " button from the main page.	System displays a list of all issues of the newsletter that can be downloaded in PDF format. If the citizen clicks the title of one of the newsletter issues, the system displays the text of that newsletter issue.					
Citizen wants to subscribe to the online newsletter. When he registered as a member he checks the box next to: Subscribe to Newsletter . If he didn't subscribe when he registered, he can do it when modifies his profile.	System sends automatically to the subscriber an email with a link to the latest issue. After citizen's initially sign-up, the system sends him a follow up e-mail asking him to confirm his subscription. Citizen must confirm his subscription in order to receive the e-mail with a link to the latest issue.					
Citizen logs out. He clicks " Exit " and after " Logout " button.	System displays the front-page page					


Use case for CITIZENS FRONT END (users = Administrators)	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
An user who has permission as Administrator enters the	System displays the main page of the Citizens Front					

website address: http://demosatwork/	End					
A user who has permission as Administrator wants to logon and enters his username and password.	System displays the Login page of the user if he entered his username and password correctly, otherwise displays an error message: “Incorrect username or password. Please try again.”					
Administrator wants to manage the News. He clicks the “News” link from the Main Menu	System displays the “News” page where administrator can edit or delete a piece of news.					
Administrator wants to edit a piece of news. From the News page he clicks on the icon representing the edit function associated with the title of the news he wants to edit	Systems displays “The news / Edits Content” page where the administrator can edit the piece of the news he selected to edit. If the administrator saves the entries, the system displays the new content of the piece of news, otherwise not.					
Administrator wants to add a new piece of news. From the News page he clicks on “New” button from the bottom of the page.	System displays “The news / Add Content” page where the administrator can add the new piece of news. If the administrator saves the entries, the system displays the new piece of news in the list with news from the News page , otherwise not.					
Administrator wants to publish on the Citizens Front End the new piece of news he added. From “The news / Edit Content” page related to this piece of news he changes the State to	The new piece of news created will appear to the listing of news of the main page.					

<p>"Published", checks the "Show on Front End" box and after save the change by pressing "Save" button</p>						
<p>Administrator wants to unpublish a piece of news from the Citizens Front End. From "The news / Edit Content" page related to this piece of news he can change the state to "Unpublished" and save the changes by pressing the "Save" button</p>	<p>System removes the piece of news from the Main page and from the News Page.</p>					
<p>Administrator wants to see all the available participative processes. From the Main menu he clicks the "My Agora" button.</p>	<p>System displays a list with all the available processes (My Agora page).</p>					
<p>Administrator wants to see details about a participative process. He can choose the participative process or from the Main page by clicking the name of the process or by clicking the name of the process from the list with all the available processes from My Agora page</p>	<p>System displays the main page of the process selected.</p>					
<p>Administrator wants to edit the process he has chosen to view. From the Main page of the process he clicks the "Edit" button</p>	<p>System displays the "Process Details" form where the administrator can edit the data of the process and then saves or not the entries. If Administrator clicks the "Apply" button, system displays the new data introduced for that process, otherwise not. In case that the administrator</p>					


	<p>selected the “Published” status, the system publishes the process on Main page. In case that the administrator selected the “Unpublished” status, the system removes the process from the Main page.</p>					
<p>Administrator wants to send Mass E-mail to the registered users related to a process. From the Main page of the process he clicks the “Send Mass E-mail” button</p>	<p>System displays the “Send Mass E-mail” form where the administrator can write the message, chose the registered user that will receive the message. If he clicks “Send Mass E-mail” button, the system will send that e-mail to the registered users selected by the administrator, otherwise not.</p>					
<p>Administrator wants to upload a document to a current process. He clicks the “Submit Document” link from the Main page of the current process where he wants to upload the document.</p>	<p>System displays the “Upload a document” page where the administrator can enter the title, the author, the description of the document he want to uploaded and to browse the document before to uploaded. After Administrator enters all data on the “Upload documents page” if he clicks “Apply” button then system uploads the document to the current process, otherwise not.</p>					
<p>Administrator wants to suggest a workgroup for a current process. He clicks the “Suggest a workgroup” link from the main page of that current process.</p>	<p>System displays the “Process Details” form where the administrator can manage Collaborators, users and moderators for that process. If he clicks the “Apply” button system</p>					

	saves the data and allows access to the process only to the users and moderators specified by the administrator.					
Administrator wants to create a new process. From My Agora page he clicks on “Create a New Process” link from the bottom of the page.	System shows “Process Details” page where the administrator can introduce all the details of the new process. After administrator has defined all the details of the new process if he clicks on the “Apply” button then the system publishes the new process on the Main Page, otherwise not.					
Administrator wants to delete a process. From My Agora page he clicks the “Delete this process” link associated with the process he wants to delete.	System displays the message: Are you sure you want to delete this process? With the options “Ok” and “Cancel” . If administrator clicks “ok” button then the system deletes the process from the list of My Agora page and also from the Main Menu, otherwise not.					
Administrator wants to archive a process. From My Agora page he clicks the “Archive this process” link associated with the process he wants to archive.	System displays the message: Are you sure you want to archive this process? With the options “Ok” and “Cancel” . If the administrator chooses the option “Ok” then the System archives the process (The process will be transferred to the ‘Archive’ page and at the same time it will be deleted from My Agora page from the list with					




	available processes.), otherwise not..					
Administrator wants to see all the archived process. He clicks on the main menu on "Archives".	System displays " Archives " page which contain a lists with all the processes that are not active any more.					
Administrator wants to activate again an archived process. From Archives page he clicks "Activate" link associated with an archived process.	System displays a window with the message: " Are you sure you want to activate this process? " and with the options "Ok" and "Cancel". If administrator clicks "ok" button then System deletes the process from the list with archived processes and transfer it to the list with available processes (My Agora page), otherwise not.					
Administrator wants to find all the documents and links related to a current process. From the main page of the process he clicks "Document, Photo and Links" button.	System displays a list with all the documents and links related to the current process. Here he can see the details of the document or the link by clicking on its name.					
Administrator wants to delete a document from the list with documents related to a current process. He clicks on the "delete" icon () that is on the right of the row corresponding to that document.	System displays a window with the message: " Are you sure you want to delete this document? " and with the options "Ok" and "Cancel". If administrator clicks "ok", then the system deletes the document from the list of documents associated with that process, otherwise not.					
Administrator wants to add or remove a document category. He clicks "My	System displays " Document Categories " page where the administrator can add or					


<p>Agora” button from main menu and after the system shows “My Agora” page he clicks the “Document Categories” link.</p>	<p>remove a category of documents. After administrator writes the name of a new category of documents in if he clicks “Add category” button system displays the name of the new category in the list of Categories from the inferior picture of the “Document Categories” page. If administrator clicks “Apply”, system adds the new category and displays “My Agora” page</p>					
<p>Administrator wants to delete an existing category of documents. He selects it from the list existing on the “Document Categories” page by clicking on its name and after clicks on the “Remove category” button</p>	<p>System removes the category from the list of categories.</p>					
<p>Administrator wants to manage logos and collaborators. He clicks on “Manage logos and Collaborators” link from “My Agora page.</p>	<p>System displays a page where are the details of the logotypes that can be associated with a process and with the sub-processes, and the collaborators who can also associate themselves with a process.</p>					
<p>Administrator wants to delete a logotype/collaborator from the system. He clicks “Delete” icon next to the logotype or collaborator he wants to delete (from the page with the tables Manage</p>	<p>System deletes the logotype or the collaborator selected by the administrator to be deleted from the table with logos or with collaborators.</p>					

logos and Manage collaborators).						
Administrator wants to upload a logo. From the Manage logos table he clicks “Upload a logo” link	System displays a page where the administrator can indicate which image file he wants to upload to the system and data about it. If he clicks “Apply” button , system upload the logo, otherwise not.					
Administrator wants to upload a collaborator. From the Manage collaborators table he clicks “Upload a collaborator” link	System displays a page where the administrator can specify a URL or web site link where the users who clicks on the logo of the collaborator will be send to. If he clicks “Apply” button , system upload the data about the collaborator, otherwise not.					
Administrator, who has accessed the Forums Page , wants to create a new topic in a forum. He accesses the forum in question and clicks on the “New topic” button .	Systems opens “Start new topic” page that will allow administrator to give a title and a brief description of the new topic he wants to create. If the administrator clicks “Post” button , the new topic will be added under the existing topics in the forum, otherwise not.					
Administrator wants to access the administration panel of the Forum. He clicks ‘Forum’ on the main page and then “Admin”	System displays the Administration Center page for the management of the forums.					
Administrator who accessed the Administration Center page from management the forums wants to modify or	System displays “Modify Boards” page where the administrator can modify the data of an existing board. If					

<p>delete an existing board. He clicks the “Boards” link situated at the “Forum” section of this page and after clicks “modify” button next to the name of the board he wants to modify.</p>	<p>he saves the data by pressing “Modify”, the system will show the page with all the boards available. If he clicks “Delete Board” button the system display the message: “Do you really want to delete this board?”. If the administrator choose “ok” button the system deletes the board otherwise not.</p>					
<p>Administrator who accessed the Administration Center page wants to add a new Board. He clicks “Boards” link and then the ‘Add Board’ button</p>	<p>System displays the “New Board” page where the administrator can fill in the data of the new board and to save it by pressing “Add Board” button.</p>					
<p>Administrator wants to see a list of the reported arguments that were send by the citizens. He clicks on Structured Discussion link and clicks on the Reported Arguments link,</p>	<p>System display the list of reported arguments and the administrator has the option to delete the ones he wants. If the administrator deletes an argument, System displays a confirmation that the argument has been deleted.</p>					
<p>Administrator wants to manage the Newsletter. He clicks on the section “e-buzz!” from Main Page</p>	<p>System displays the “Newsletter” page from where the administrator can create a new Newsletter or edit the existing one.</p>					
<p>From the “Newsletter” page the administrator wants to edit an existing newsletter item, He clicks on the icon of edition  placed beside the</p>	<p>Systems displays “Edit: Newsletter Item” page where the administrator will be able to edit the contents of the existing Newsletter through an HTML editor that allows him to include</p>					

<p>Newsletter he wants to edit</p>	<p>images, links and special text formats. It can also be pointed out to publish the Newsletter or not and the dates of publication. After the administrator clicks "Save" button, System publishes the Newsletter item if the administrator selected "Yes" for the field "Published" and doesn't publish the Newsletter if he chose "No" for this field.</p>					
<p>Administrator wants to add a new newsletter item. From the Newsletter page he clicks on "New Newsletter" button.</p>	<p>Systems displays "Add: Newsletter Item" page where the administrator will be able to edit the contents of the new Newsletter item through an HTML editor that allows him to include images, links and special text formats. It can also be pointed out to publish the Newsletter or not and the dates of publication.</p> <p>After the administrator click "Save" button, System publishes the Newsletter item if the administrator selected "Yes" for the field "Published" and doesn't publish the Newsletter if he chose "No" for this field.</p>					
<p>Administrator wants to send the New Newsletter to the users who are subscribers. From the "Newsletter" page he clicks on the send</p>	<p>If administrator saves the data entered on Send Newsletter page, the system sends the new</p>					

<p>icon  next to that newsletter . In the Send Newsletter page he enters the data and checks <i>Only confirmed Accounts</i> box</p>	<p>issue of the newsletter to all the confirmed subscribers, otherwise not.</p>					
<p>Administrator wants to delete a newsletter item by clicking on the icon  next to it title from the Newsletter page.</p>	<p>System deletes the newsletter issue from the list of newsletters if the administrator clicks “Ok” button in the window asking him if he wants to delete that newsletter item, otherwise not.</p>					
<p>From “Calendar” page the administrator wants to edit the contents of an existing event. He clicks on the editing icon  associated with that event</p>	<p>System displays a form where the administrator can edit data about the event and upload the minutes and/or agenda of the event. After he clicks “Add event” the system publish the new data of the event in the Calendar and on “Agenda” page</p>					
<p>Administrator wants to create a new event. He press the button “Propose an Event” link under the Calendar or clicks “Agenda” from main menu and after that the “Propose and Event link</p>	<p>System displays a form where the administrator must edit data about the event and upload agenda of the event. After he clicks “Add event” the system publish the new event in the Calendar</p>					
<p>Administrator wants to check the events proposed by the citizens in order to approve them or not.</p>	<p>The administrator clicks on a day from the Calendar on the right column. The daily view is displayed. At the top of the page, administrator can the following message if there are events pending: “Event Administration: Events to</p>					

	Approve (XX)”					
From “Calendar” page the administrator wants to delete an event from the Calendar. He clicks the delete icon ( associated with that event.	System displays the message: “Are you sure you want to delete this event ?”. If the administrator choose “ok” button, the system delete the event, otherwise not.					
Administrator wants to approve an event submitted by a citizen. He clicks “Agenda” button from the Main menu and in the new page that will be displayd he clicks “Event Administration : Events to Approve” link “	System displays a list of all the events pending for the approval of the administrator. There the administrator can edit, approve or reject the event he selects from that list.					
Administrator selects to approve an event submitted by a Gov2Demoss user. He clicks the icon representing the “approve” option	System publishes the event and shows a message confirming that the event was approved.					
Administrator wants to logs out. He clicks Exit button from Main menu and after the logout link	System displays the front-page.					

Use case for CITIZENS FRONT END (users = Moderators)	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
An user who has permission as Moderator enters the website	System displays the main page of the Citizens Front					

address: http://demosatwork/	End					
A user who has permission as Moderator wants to logon and enters his username and password.	System displays the Login page of the user if he entered his username and password correctly, otherwise displays an error message: “Incorrect username or password. Please try again.”					
Moderator wants to find all the documents and links related to a current process. From the main page of the process he clicks “Document, Photo and Links” button.	System displays a list with all the documents and links related to the current process. Here he can see the details of the document or the link by clicking on its name.					

IV.3.2. TOR for Citizens Back-Office

Use case for Administrators logged in at CITIZENS Back-Office	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
User wants to log in as administrator and to the web browser opens a page on Demosatwork machine: http://Demosatwork/administrator/	System displays the Joomla administrator login page					
User who enters to the Joomla Administrator login page enters the username and password to login as administrator	System displays the “Control Panel” page if the data entered by the user are correct, otherwise displays an error message: “The credentials you provided cannot be determined to be authentic.”					
Administrator wants to manage the users. He goes to Components in the main menu, selects “Community Builder” and then “User Management” .	System displays “User Manager” page.					
Administrator wants to add new user. From the “User Manager” page he clicks the “New” button	System displays the “Add user” page where the administrator can					

	introduce the data of the new user and after to save or cancel the entries. If the administrator saves the entries then the System adds the user and displays user name in the User Manager Page , otherwise not.					
Administrator wants to edit an existent user. He selects the user from the “User Manger” page and clicks after the “Edit” button .	System displays the “Edit User” page where the administrator can edit the data of the existing user and after save or cancel the entries.					
Administrator wants to block a registered user. From Edit User” page the administrator change the option “No” with “Yes” from the “Block User” field .	System doesn't allow the user to register as member.					
Administrator wants to delete an existing user. He selects the user from the “User Manger” page and clicks after the “Delete” button .	System displays the message: “Are you sure you want to delete selected items” with the options “Ok” and “Cancel” for the Administrator to choose. System deletes the user if the administrator presses “ok” otherwise not.					
Administrator wants to approve a link submitted by a citizen. He selects the option “Web Links”	System displays the link in the front-end under the category					

under the “Components” menu. He edits the status of the link to “ Published: Yes ”.	specified.					
Administrator wants to logs out. He clicks “ Logout ” link from main page	System displays the Citizens Front End.					

IV.3.3. TOR for MPs Front-End

Use case for MPs FRONT END (users = MPs)	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
MP use a PC or laptop and wants to view the website and enters web site address (http://demosatworkmp/) in the browser using one of the following browsers: Internet Explorer 7 and higher Firefox 2 and higher Opera 2 and higher	System displays log on page					
Access the MPs Front End from a mobile device	System displays log on page					
MP wants to access the MPs Front-End and enters his username and password	System displays the MPs Front End if the MP entered his username and password correctly, otherwise displays an error message” The credentials you provided cannot be determined to be authentic ”					
MP wants to find out about events scheduled for today. He clicks on the “ Today’s Events ” link on the menu.	System displays a page that shows a listing with today’s meetings and upcoming meetings					
MP clicks on Today’s Agenda	System displays in detail the agendas for today’s meetings					

MP clicks on Upcoming Agenda	System displays a list with all the upcoming agendas					
MP wants to view a selected Upcoming Agenda from the list with all upcoming agenda	System displays the Upcoming Agenda and it allows various views of the information: <ul style="list-style-type: none"> • By Month • By Week • By Day Flat view					
MP wants to add an event in the Upcoming agenda	System displays the “Add event” page where the MP can fill all the data related to the event he wants to add. After the MP clicks ‘Add event’ button, system displays the following message: <i>“Your event has been submitted! However, it will NOT appear on the calendar until it receives administrator approval. Thank you for your submission!”</i>					
MP clicks on “Committee workspace” link from Main Menu	System displays a listing of all the committee workspaces to which the MP belongs/has access.					
MP wants to access a Committee workspace from the list of all committees he belongs to.	System displays the workspace of the committee selected by the MP					
MP who accessed a Committee workspace wants to access a sub-workspace belonging to this Committee workspace	System displays the sub-workspace selected by the MP to view					
MP wants to view the opinion of the citizens regarding a specific workspace that has been published on the participation portal. For this he access the committee workspace he is	System displays the forums from the participation portal (Citizens Front End)					

interested and press the “View participation” button						
MP who has view the citizens’ opinion from the forums of the Citizens Front End wants to return to the MP Front End. He must press the ‘Committee Workspaces’ option on the bottom left of the user menu.	System displays the Home Page of the MPs Front End					
MP who accessed a Committee Workspace that is published on the participation portal wants to view the 10 most common issues. He clicks on the “View 10 most common issues” link	THIS IS AVAILABLE FOR BETA VERSION					
MP who accessed a Committee Workspace that is published on the participation portal wants to view Argument Visualization. He clicks on the “View Argument Visualization” link	THIS IS AVAILABLE FOR BETA VERSION					
MP who accessed a selected Committee workspace wants to upload a document from his PC in order to be published on the workspace documents section from the selected Committee workspace or Committee sub-workspace. He clicks the “Upload document” button from the Workspace Documents section or Sub-Workspace documents section.	System allows the MP to browse the document he want to publish on the “Workspace documents” area and then fill in data related to this document (title, committee etc). After the MP saves the data, the system displays the following message: “Thank you for your submission.”					
MP selects to view a document from a listing of all the documents uploaded to the workspace (from “Workspace documents” section) by clicking ‘View’ button	System displays in other window the document to be viewed by the MP					
MP selects to download on his PC a document from the list with all the documents uploaded at a “Workspace documents” area by clicking	System displays a window which allows MP to select from a list the program he wants to open the document or to save the					

‘Download” button.	document					
MP who accessed a selected Committee workspace wants to view the forum topics associated with this workspace	System displays all the forum topics that are associated with the Committee workspace. In case that there are no forums associated with this workspace, system displays the message “No forum topics available” . If the MP clicks on one topic, the system shows all the replies of that topic.					
MP who accessed a selected Committee workspace and a forum topic wants to send that topic to a friend. He clicks the “Send this topic” button .	System displays a form where the MP can write the name and the e-mail of the recipient. If MP clicks “Send” button , system sends the e-mail to the recipient, otherwise not. (After the MP clicks “Send” the system displays the forum topic page.)					
After read a topic, a MP wants to make it unread. He clicks the “Make Unread” button	System displays the lists of forum topics related to that Committee workspace and that topic it is displayed as unread.					
MP clicks on the “Notifications” link on the main menu	System displays the “Notification” Page which contains a listing of all the available notification events that have been enabled by the Demos@Work Administrator					
MP who accessed the Notification page clicks on the plus sign next to a category of events from the list of all notification events	System displays all the sub-categories related to that category selected by the MP					
MP who accessed the Notification page wants to be notified about a specific subcategory of events he selected from the list of subcategories	System displays the “Notification Subscription” Page related to the subcategory selected by the MP where the MP has the options to enable					

	the notification and to choose the method to be notified (by SMS and/or by e-mail)					
MP who accessed the Notification Subscription page (related to a selected subcategory of events) enables the notification, chooses the notification method and presses “Save” button	System displays a conformation message letting him know his settings have been saved.					
MP clicks on the “Discussion Space” section from the Main Menu	System displays the “Forum” page which contains the workspace forums.					
MP who accessed the Discussion Space and a selected discussion board wants to start a new discussion and for this he clicks on the New Topic button	System displays the “Start new topic” page which allows MP to edit, preview and after to post the new topic.					
MP wants to reply to a discussion that he has selected from the Discussion Space and clicks the “Reply” button	System displays the “Post reply” page which allows MP to edit, preview and after to post the reply.					
MPs have posted a reply and wants to modify his reply by clicking on the “Modify” button that is situated on the top right corner of his reply.	System displays the “Modify message” page where the MP can modify, preview and after save his reply.					
MP posted a reply and wants to remove his reply by clicking on “Remove” button that is situated on the top right corner of his reply.	System displays the message: “Remove this message?” and if the MP choose “Ok” , the system removes the reply otherwise not.					
MP wants to see what new messages he received. For this he access the Discussion Space and press the “My Messages” button	System displays a list with the new messages if exists, otherwise shows No messages...					
MP who accessed Discussion Space and “My Messages” wants to send a message and clicks on “New	System displays a “New message” page where the MP can write the message and send					

message” button	it to the e-mail address he wants					
MP who access “My message” section wants to view all the messages he received and for this he press ‘Inbox” button	System displays all the messages received by the MP					
MP who access “My Message” section want to see if he has messages that are written by him but not send. For this he push the “Outbox” button	System displays all the messages written by the MP that were not sent yet.					
MP clicks on “Calendar” link from the Main Menu	System displays the Calendar homepage					
MP brows the calendar in the monthly view	System displays all dates on which meetings have been entered by the Administrators					
MP wants to read details (agenda, minutes, event description) about a particular meeting that he selected from the Calendar	System displays the meeting details page associated with the meeting selected by the MP to view.					
After the end of a meeting, the MP wants to download the minutes of the meeting to his PC. For this he access the Meeting details page and choose the option “Download”	System displays a window which allows MP to select from a list the program he wants to open the document or to save the document on his PC.					
MP who accessed the Calendar page wants to add an event. He clicks “Add Event” button.	System displays the “Add event” page where the MP can fill all the data related to the event he wants to add. After the MP clicks ‘Add event” button, system displays the following message: “Your event has been submitted! However, it will NOT appear on the calendar until it receives administrator approval. Thank you for your submission!”					
MP who accessed the Calendar page	System displays the list of					

wants to search an event. He press “ search ” button and in the windows that opens enters a keyword	events that match with the keyword entered by the MP					
MP wants to read about an event that is in the list of events found it through the search option. He clicks on the title of the event.	System displays the information about the event that was selected by the MP to read					
MP clicks on “ Document repository ” link on Main Menu	System shows the “home” page of the repository.					
MP wants to find a document from local repository. MP clicks on Local Search ’ link	System displays the “ Local search ” form where MP can introduce the searching criteria					
MP wants to search a document in the local repository after keywords. MP enters one or more words in the “ Keywords ” field from the “ Local search ” form to search on these words within any document and after clicks the “ Search ” button .	System retrieves a list with all documents available in the local repository that matches with the keywords introduced by MP					
MP selects to read a document from presented search list. He clicks on the hyperlink that represents the title of the document	System open selected documents in its associated default viewer. No permanent local copy is made. Error message provided when no default viewer is available					
MP wants to copy a document from presented search list to his computer. He clicks on the link of the document and clicks on Save on his browser.	System copies the document to the MP’s Computer.					
MP wants to search a document in the local repository using tags MP selects the top level Eurovoc tag category in the “ Eurovoc tags ” field from “ Local Search ” form . After he Click on “ Drill down ” or double click.	System shows the current level of the Eurovoc hierarchy in the “Tag hierarchy” field while displaying all subtags at this level in “Eurovoc tags.					

MP reached the proper subtag level and clicks on the “Add” button next to the Tag hierarchy field to select this subtag as search criteria.	System displays a list will all the selected tags.					
MP who selected the tags wants to remove a tag from the list with all the selected tags, selects that tag and press “Remove” button	System remove the tag selected by the MP to be removed from the list with selected tags,					
MP who selected the tags wants to start the search, and clicks the “Search” button .	System retrieves a list of all documents available in the local repository that matches with the selected tags.					
MP wants to search on both keywords and Eurovoc tags, fills in the fields of both the keywords as well as the “Selected tags” for Eurovoc tags and click “Search” .	System retrieves a list of all documents available in the local repository that matches with the selected tags and with the keywords too.					
MP wants to see more details about a document from the list of documents found in the local repository and clicks “Details” button .	System displays all the details related to the document					
MP logs out	System displays the logout page with the following message: <i>“You have successfully logged out of the DemosatWork portal. For security reasons, exit your web browser”</i>					

Use case for MPs FRONT END (users =Librarians)	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
User who has permission as	System displays the log on page.					

Librarian enters web site address: http://demosatworkmp/						
User who has permission as Librarian wants to log on and enters his username and password	System displays the MPs Front End if the user entered his username and password correctly, otherwise displays an error message " The credentials you provided cannot be determined to be authentic ".					
Librarian wants to submit a document. Librarian clicks on the " Submit Document " link. He/She fills in the required fields (Title, Abstract, Author, File Format and Description), uploads the file by clicking on the " Browse " button and clicks on " Add ". Librarian can add more files to the same document or click on " Submit document " to the document to the System.	System adds the document to the local repository.					
Librarian wants to add tags a document from the repository.	Librarian clicks on " Index Documents ". He/She selects the document she wants to add tags to and clicks Select. The user adds tags by using the Drill Up/Down and Add buttons or removes them using the Remove button. Librarian clicks on Add Tags to save her tags.					
Librarian wants to log out and press the " Logout " button from Main Menu.	System displays the message: " You have successfully logged out of the DemosatWork portal. For security reasons, exit your web browser. "					

Use case for Administrators logged in at MPs Front End	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
User logs in as administrator at MPs front End	System displays the main page with the access for the administrator.					
Administrator wants to manage the Committee Meetings calendar, and from the front-end selects "Calendar"	System displays the "Calendar" page with all the events of the current month.					
Administrator accesses the Calendar page and wants to create a new committee meeting. He press the "Add event" button	System displays the "Add event" page where the MP can fill all the data related to the event he wants to add and can upload agenda, minutes and pictures related to that event. After administrator introduced all the data related to that event, if he clicks 'Add event' button, system displays the event in the calendar for committee members to see, otherwise not.					
Administrator wants to publish an event on the participation portal for citizens. After he selects the event he wants to publish he pushes the "Publish" button from the upper menu	System displays "Publish Calendar Events" page. On "Publish Calendar Events" page, the Administrator selects the events he wants to publish and clicks the "Save" button then the system publishes the selected event on the participation portal at the Calendar section, otherwise not.					
Administrator wants to publish on Citizens Front End a document existing in the Committee Workspace. He press the 'Select Documents for Citizen participation' button from Participation section	System displays the documents existing on that Committee workspace. After administrator selects which documents wants to publish on the participation portal (Citizens Front End) by checking the boxes next to their titles if he press "Save" button, system publishes automatically the document on the participation portal, otherwise not.					
Administrator wants to create a forum where the	System returns the Administrator to the workspace home page.					

<p>citizens can provide their opinions related to a specific document that was created by the MPs and after published on Citizens Front End. He checks the 'Create Forum on Gov2DemoSS' checkbox next to the title of the document he want to be discussed by the citizens.</p>						
<p>Administrator wants to create a new group name. From the Committee workspace where he wants to make the new group, press "Select Documents for Citizen participation" button and in the Group Name field write the name of the new group he wants to be created and save the entry.</p>	<p>System displays the new group name in the list of Document Groups from where it can be associated a document group for each workspace document.</p>					
<p>Administrator wants to manage the forums, open the Discussion Space page and clicks "Admin" button</p>	<p>System displays the Administration Center page.</p>					
<p>Admin reads the forum entries and decides to remove or hide entries that are considered inappropriate. Admin clicks on the topic he wishes to remove and clicks on the "Remove Topic" button.</p>	<p>System deletes the topic from the database.</p>					
<p>Admin wants to lock a discussion (a workspace forum) to disable any further modification to the contributions. Admin clicks</p>	<p>System locks the topic and disables the "Reply" button for all users making the topic Read-only.</p>					

on the topics he wishes to lock and clicks on the “ Lock Topic ” button.						
Administrator wants to create a new board. From the Administration Center page , clicks “ Boards ” → “ Modify boards ” → “ Add Board ” button.	System displays “ Add Board ” page where the administrator can edit information about the new board he wants to add.					
Administrator wants to modify a board. From the Administration Center page , he clicks “ Boards ” → “ Modify boards ” → “ modify ” link next to the board he wants to modify.	System displays a page where administrator can edit settings of the selected board. The main settings to modify include the Board's Category, name, description, and order of appearance.					
Administrator wants to move a board. From the Administration Center page , he clicks “ Boards ” → “ Modify boards ” → “ move ” link next to the title of the board he wants to move.	System displays a page where administrator can move the board and place it in whichever order or category you wish, by clicking on the down arrow.					
Administrator wants to modify a forum category. From the Administration Center page he clicks “ Boards ” → Modify button next to the category name	System displays a page where administrator can set the order of the category, the name of the category, and whether the category can be collapsed by the members on the Board index (meaning the boards in the category will be hidden when the category is collapsed).					
Administrator wants to manage the members and their permission. From Administration Center page he clicks “ Members ” button	System displays a listing of all the members currently registered with the forum. If administrator checks the box associated with an registered user and after press “ Delete Selected Members ” button, the system deletes that user.					
Administrator wants to	System displays the “ Manage member					

manage member groups. From Administration Center page he clicks "Member groups" button	groups" page					
In the Manage membergroups page , the administrator wants to add a new group. He clicks 'Add Member group" link	System displays the Add Member group page where the administrator can edit the information about the groups he wants to add. If he clicks 'Add group" button , system add the new group, otherwise not.					
In the Manage member groups page , the administrator wants to edit a member group. He clicks 'Edit Member group" link	System displays a list of the available member groups.					
Administrator wants to manage the permissions for the member groups. From Administration Center page he clicks "Permissions" button .	System displays the "Management Permissions" page from where the administrator can set permissions for member groups					
In the "Management Permission" page , the administrator can modify the permission of one member group by clicking on "modify" button next to the member group name.	System displays a page from where the administrator can change the permission for that member group by checking or unchecking the boxes related to the type of access System save the changes if the administrator press "Save changes" button , otherwise not.					
Administrator wants to logout and press the "Logout" button from Main Menu	System shows the Logout page which contains the message: "You have successfully logged out of the DemosatWork portal. For security reasons, exit your web browser."					

IV.3.4. TOR for MPs Back-Office

Use case for Administrators logged in at MPs Back-Office	Expected	Actual, if different from Expected	P/F/PF (Pass/ Failed/ Partially Failed)	Comments	Date of the test	Name of the referent
User wants to log in as administrator and opens a page to the DemosatworkMP machine: http://DemosatworkMP/administrator/	System displays the Joomla administrator login page					
At the Joomla Administrator login page user enters the username and password to login as administrator	System displays the “Control Panel” page if the data entered by the user are correct, otherwise displays an error message: “The credentials you provided cannot be determined to be authentic.”					
Administrator wants to manage the workspaces. From Control Panel page menu bar, he selects Components → Committee Workspaces → Manage Workspaces .	System displays the Workspaces Manager screen .					
Administrator wants to create a new workspace. On Workspace Manager screen he clicks the “New” button .	System displays the “Configure Workspace” page where the administrator can edit the data of the new workspace and save or cancel to confirm or cancel his entries.					
Administrator wants to create a forum in the Discussion Space of a new workspace. From Configure Workspace page the administrator selects the Automatically create a	System displays the new workspace with the forum in its Discussion Space.					

<p>forum section checkbox and, after he edit all the data of the new workspace, he clicks “Ok”.</p>						
<p>Administrator wants to create a document section in a new workspace he wants to create. From Configure Workspace page the administrator selects the Automatically create a document section checkbox and, after he edit all the data of the new workspace, he clicks “Ok” button.</p>	<p>System creates automatically a section in the discussion document repository of the new created workspace.</p>					
<p>Administrator wants to link the new workspace he wants to create with an existing Calendar category. From Configure Workspace page the administrator selects the calendar category and after press “Save ” button.</p>	<p>System automatically links the new workspace with the calendar category selected by the administrator.</p>					
<p>Administrator wants to select which members of the portal will have access to a new Workspace he wants to create. In the Configure Workspace page, from the list with the members of portal he keeps the CTRL key pressed to select individual members from the list. Use the SHIFT key to select a range of members by first selecting the first member and then the last member of the group. After that he presses “Save” button.</p>	<p>System save these entries and will allowed access only to the members selected by the administrator to have access to that new workspace.</p>					
<p>Administrator wants to edit a workspace that he selects from the Workspaces Management page. (he selects the workspace by putting a checkmark in the box before the workspace name checking the box before the workspace name and</p>	<p>System displays the “Configure Workspace” page where the administrator can edit the data of the workspace and save or cancel to confirm or cancel his entries.</p>					

after he pushes the “Edit” button).						
Administrator wants to create a forum and document section in a existent workspace that doesn't have these options. From the Configure Workspace page associated with that workspace the administrator select the checkboxes for forum and document section. After he clicks “Save” button..	System displays the forum and the document section in the workspace that was edited by the administrator.					
Administrator wants to delete a workspace. From the Workspace Management page He selects the workspace and pushes the “delete” button.	System deletes the workspace.					
Administrator wants to create a sub-workspace about specific documents, meetings or parties. From the Workspace management page he selects “Create sub-workspace” link next to the workspace he wants to add it to.	System displays the “Configure sub-workspace” page where the administrator can edit the data of the new sub-workspace and save or cancel to confirm or cancel his entries.					
Administrator wants to manage the documents for discussion from the committee workspaces. He clicks “Components” and after “DOCman” button.	Systems displays the “DOCMan” page					
Administrator access the “File” menu from the DOCman page in order to upload a new document and selects “Upload” button from the top right menu	System displays “Upload wizard” from where the Administrator must choose from a list one of the following options: Upload a file from your computer Transfer a file from another server to this server Link a file from another server to this server					

<p>Administrator selects “Upload a file from your computer” and clicks “Next”.</p>	<p>System displays the “Upload wizard- Upload a file from your hard disk” page where the administrator can choose the file to upload. After he choose the file to upload, if he clicks “Submit” button then System displays the uploaded file in the “File management” page, otherwise not.</p>					
<p>Administrator wants to upload a zipped archive with multiple files. From the “Upload wizard- Upload a file from your hard disk” page he checks the “Batch Mode” checkbox and clicks “Submit” button.</p>	<p>System displays the uploaded files in the “File management” page</p>					
<p>Administrator wants to made available to the workspace members an uploaded document. He clicks Components → DOCMan → Documents.</p>	<p>System displays the Documents Management page (DOCMan Documents)</p>					
<p>Administrator wants to create a new document that will be available to a selected workspace. From the Documents Management page he clicks the “New” button</p>	<p>System displays “Add Document” page where the administrator can select the uploaded document and the workspace where he wants to make it available. System displays the document in the workspace selected by the administrator if he clicked “save”, otherwise not.</p>					
<p>Administrator wants to edit a document from the Document Management Page. He chooses the document he wants to edit by checking the box before the document name. After he clicks “Edit” button</p>	<p>System displays the “Edit document” page where the administrator can edit the document and choose after to save or cancel his entries.</p>					

<p>Administrator wants to move a Document to a different Workspace. From the Document Management Page he chooses the document he wants to move by checking the box before the document name. After he clicks “Move” button</p>	<p>System displays “Move to Category” page where the administrator can choose from a list the workspace where he wants to move the document. After he can save or cancel his option.</p>					
<p>Administrator wants to delete a document. From the Document Management Page he chooses the document he wants to delete by checking the box before the document name. After he clicks “Delete” button</p>	<p>System displays a window with the question “Are you sure?” and the administrator can choose “ok” or “cancel” in case he wants or not to delete the document.</p>					
<p>Administrator wants to publish or unpublish a document. From the Document Management Page he chooses the document he wants to publish or unpublish by checking the box before the document name and after clicks “Publish” or “Unpublish” button.</p>	<p>System publishes or unpublishes the document selected by the administrator to publish or not.</p>					
<p>Administrator wants to edit a Workspace document category. From the main administration menu selects from the menu bar: Components → DOCMan → subentry Categories.</p>	<p>System displays the “Categories” page</p>					
<p>From “Categories” page the administrator clicks on the name of the category he wants to edit and presses “Edit” button</p>	<p>System displays the ‘Edit category workspace documents’ page for the category selected by the administrator where the administrator can edit the information about the category and after can save or cancel his entries. If he saves the entries,</p>					

	system saves the entries and displays the category with the new saved data.					
Administrator wants to view the event on which notification can be performed. He clicks Components → Notification-Notifications .	System displays “Events Notifications” page containing a list with all the events on which notification can be performed					
Administrator wants to add a new type of notification event. In the “Events Notifications” page he clicks “New” button	System displays “Notification: New” page where administrator can Notification Details like name, description, event, committee that will receive this notification. If he clicks “Save” the system saves this entry, otherwise not.					
Administrator wants to remove a notification event. He checks the box next to the name of the event from the “Events Notifications” page nad after he clicks “Delete” button	System displays the question “Are you sure you want to delete selected items?” System removes the notification event selected by the administrator to be deleted from the list with notification events if the administrator clicks “OK” , otherwise not.					
Administrator wants to send manual a notification to a Committee. He clicks Components → Notification → Manual Trigger	System displays the Notification Manual Triggering page where the Administrator writes the notification and selects the Committee he wants to send this notification and the type of event. If he clicks the “Send” button the system notifies the members of that Committee displaying the message sent by the administrator.					
Administrator logs out by pressing the “Logout” button	System displays the MPs Front End.					

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