



Roadmap for policy making 2.0



Description and state of the art	
 <p>Definition</p>	<p>Policy Making 2.0 refers to the adoption of a Web 2.0 approach to the policy cycle composed of four main steps: agenda setting, policy design, policy implementation, monitoring and evaluation. More specifically, the adoption of a more open, bidirectional and discursive approach by government agencies offers interesting opportunities for: i) increasing citizens' participation and engagement, by providing to more groups a voice in discussions of policy development and implementation; ii) promoting transparency and accountability, and reducing corruption; iii) public services co-production, by enabling government agencies and the public to develop and design jointly government services; and iv) exploiting public knowledge and talent in order to develop innovative solutions to the increasingly serious and complex societal problems.[375–377]</p> <p>In addition, Web 2.0 platforms enable government agencies to 'crowdsource' useful fresh ideas from large numbers of citizens concerning possible solutions to social needs and problems, new public services or improvements of existing ones, or other types of innovations.[378, 379] This can lead to the application of open innovation ideas in the public sector[379] and gradually result in 'co-production' of public services by government and citizens in cooperation.[380]</p> <p>According to Lukensmeyer and Torres[381] such 'citizen-sourcing' may change government's perspective from viewing citizens as "users and choosers" of government services to "makers and shapers" of them.</p>
 <p>Addressed societal /business or public sector need</p>	<p>Public sector need:</p> <p>Civil servants as community of change</p>



Existing solutions
/applications
/services

There are already a number of platform supporting policy making 2.0 activities platforms running, both governmental ones as well as from private organisations. However, the popularity of these e-participation platforms varies from country to country:

- Pol.is (TW) [382]
- Liquid democracy (INT) [278]
- change.gov (US)[279]
- Citizen Space[280]
- Futurium[281]
- Puzzled by Policy[282]
- SOLVIT[283]
- OurSpace[284]
- Agora Voting[287]
- kosovakosovo.com (Serbia, Kosovo)[288]
- OpenKratio[289]
- Policy Compass[291]
- Sirvo A Mi Pais[292]
- FUPOL applications[294]
- Better Reykjavik[295]
- Gothenburg, Online forum[295]
- The Malmö Initiative[295]

Existing initiatives that support policy making 2.0 already are:

- European Citizens’ Initiative (ECI)[297]
- Online EU Public Consultations[298]
- Petitions to the European Parliament[299]



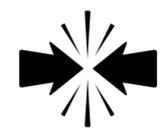
Main actors regarding R&D of this technology

- Intrasoft International SA,
- Aegean University,
- University of Krems,
- Technische Universiteit Delft,
- Demokritos,
- Open Evidence
- IPTS JRC



Current research activities

Most of the projects that focused on the use of social media were financed during the FP7 programme, some examples are: PADGETS, POLICY COMPASS, NOMAD, COCKPIT, OCOPOMO. More recently the focus shifted towards the exploitation of big data approaches. Examples in this area are: Big Data for Better Outcomes, Big data against childhood Obesity.



Impact assessment

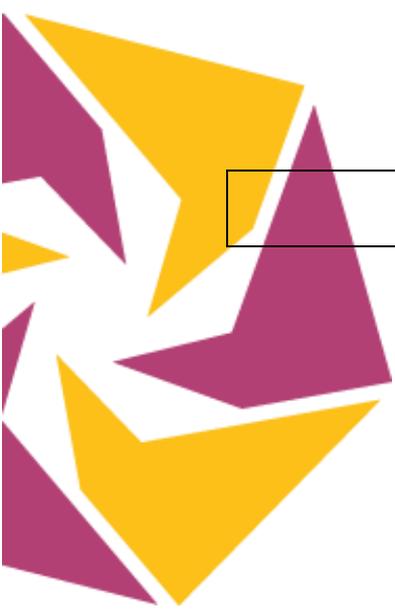
Public sector modernization:

- More effective allocation of tax payers money
- More transparency and accountability
- Creation of trust and confidence in the public sector
- Possibility to leverage collective intelligence

Public Sector as an Innovation Driver:

- Public Sector Innovation as an open innovation platform





- Better alignment between companies innovation needs and support services rendered



Necessary technological modifications

 <p>Potential cases use</p>	<p>The adoption of policy making 2.0 solutions may serve different purposes depending on the stage of the policy cycle in which they are implemented. To exemplify they could enable a more effective governance of a given territory by leveraging collective attention, the simulation of potential alternative policy scenarios, the increase of acceptance levels of decisions thanks to a higher level of involvement in the early stages, a higher perceived impact of policy measures thanks to a more engaging and capillary communication strategy. Some concrete examples are listed below:</p> <ul style="list-style-type: none"> • Urban SIM[383] • GLEAM[384] • Economía[385] • Insight Maker[386]
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 <p>Technological challenges</p>	<p>The European Citizen Action Service (ECAS) recommends to improve online EU public consultations by making them more accessible and less technical.[307]</p> <p>ECAS further recommends improving the cost-effectiveness, user-experience and the regulatory framework of the European Citizens Initiative. For online EU public consultations it was recommended, to reduce their complexity and always make sure to publish the results on time and accurately and ensure meaningful feedback.[307]</p> <p>Additional technological challenges are linked with the development of big data and block-chain based solutions for policy modelling and assessment.</p>
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Necessary activities (in or for the public sector)

 <p>Development of a specific training necessary</p>	<p>Open task</p>	<p>The training activities should focus on promoting a more evidence-based culture among civil servants and policy makers as well as on crowdsourcing methods and effective social media communication styles.</p>
 <p>Advanced adapted infrastructure needed or ICT</p>	<p>Open task</p>	<p>New infrastructures may be necessary in the case of blockchain-based solutions such as:</p> <ul style="list-style-type: none"> • Democracy Earth[387] • Bitnation[388] • Flux[389]

 <p>Change of (public sector / internal) processes necessary</p>		<p>No issues identified.</p>
 <p>Promotion of information / of stakeholders necessary</p>	<p>Open task</p>	<p>A Scottish study concluded that e-government tools cannot reach their potential if the engagement process they are embedded within is not promoted and does not allow citizens to engage in a meaningful and accessible manner, within a suitable timeframe.[307]</p> <p>The 'Puzzled by policy' project concluded that a lot of human resources were required to develop citizens' engagement on the platform. It is essential to create partnerships with mediators in the policy field which can help support the process. When involving hard-to-reach groups of citizens in policy-making, combining online and offline participatory approaches are needed.[305]</p> <p>The European Citizen Action Service (ECAS) recommends to[307]</p> <ul style="list-style-type: none"> • Keep promoting the European Citizens Initiative (ECI) as a tool that encourages participation and active citizenship in the EU • Keep encouraging citizens to use the ECI to express their own interests and make sure they have a chance to put those interests on the EU's agenda by using it.
 <p>Need to deal with cyber security issues</p>		<p>No issues identified.</p>
 <p>New or modified</p>	<p>Open task</p>	<p>When using e-participation tools, organisations must follow their own policies and procedures relating to record-keeping, data security, intellectual property and privacy. It may be helpful to develop guidelines for safe and</p>

<p>legislative framework or regulations necessary</p>		<p>acceptable use and publicise these to users.[312]</p> <p>Important supporting factors are legal environment, administrative and political culture. In the case of its legal environment, Estonia has removed most regulative barriers that would hinder transparency or access to information. However, there are some areas where regulations should be updated, according to technology-driven changes in society. For example, the issue of internet freedom versus copyright and privacy protection is an ongoing debate on a global scale.[295]</p>
 <p>Development of a common standard necessary</p>		<p>No issues identified.</p>
 <p>Need for a more economical solution</p>		<p>No issues identified.</p>
<p>Dealing with challenges</p>		
 <p>Ethical issues</p>	<p>Open task</p>	<p>The use for research purposes of “public” data on social media websites opens the door to deontological issues. The problem is: can those data be used without any ethical or privacy consideration? How the researchers can be sure that their activity is not harmful for some of their subjects? On one hand is impossible to ask for data use permission from all the subjects present in a database. On the other hand, the mere fact that the data are available does not justify their use. Accountability to the field of research and accountability to the research subjects are the ethical keys for data-driven processes. In all the traditional fields of science, researcher must follow a series of professional standards aimed at protecting the rights and well-being of human subjects[390].</p>

 Societal issues		No societal issues identified.
 Health issues		No health issues identified.
 Public acceptance	<p style="text-align: center;">Open task</p>	<p>The risk of societal resistance may emerge from both internal stakeholders (policy makers) and external ones (society at large). The former may perceive a reduced latitude in the decision making processes while the latter may interpret data-driven policy making as the application of a big-brother approach to societal monitoring and management.</p>