



IA4SI PROJECT

"Impact Assessment For Social Innovation"

Contract n° 611253

**WP3: Self-Assessment Toolkit and Citizens Engagement Platform
Development**

**Deliverable 3.2– Self-Assessment Toolkit, User Data Gathering tool and
Citizens Engagement Platform. Final Version**



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IA4SI – Impact assessment for Social Innovation

IA4SI is a support action project developing a socio-economic and environmental impact self-assessment methodology for evaluating projects in the field of social innovation. The project is collaboration between iMinds (project coordinator), T6 Ecosystems, Eurokleis and ATC and runs from 2013 to 2016.



*D3.2 - Self-Assessment Toolkit, User Data Gathering tool and Citizens Engagement Platform
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Acronyms

Acronym/Term	Definition
IA4SI	Impact Assessment for Social Innovation
CAPS	Collective Awareness Platforms for Sustainability and Social Innovation
SAT	Self-Assessment Toolkit
UDGI	User Data Gathering tool
CEP	Citizens Engagement Platform (Impact4you platform)

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Executive Summary

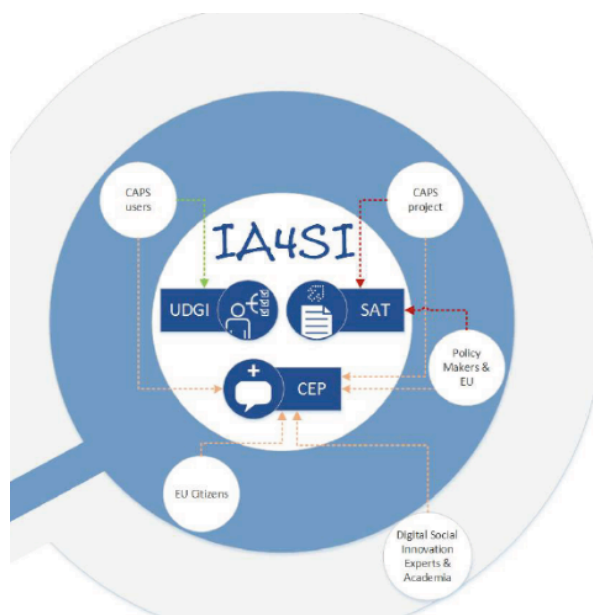
This Deliverable derives from the work performed in Work Package 3 of the IA4SI project and presents the functionalities of the three IA4SI tools:

- **Impact4youplatform**

(www.impact4you.eu): The Impact4you platform is a dynamic online knowledge and collaboration Web-based tool supporting content production and thematic discussions and stimulating collaboration among the participants. The platform:

- present CAPS outputs to European citizens that are invited to provide their opinions on those outputs by answering few questions (closed and open). CAPS projects are able to see other citizen's opinions and engage with them through a dedicated discussion forum.
- disseminate CAPS services to the wider audience and citizens can express their opinion about the services that CAPS provide

Finally, Citizens have the opportunity to know more about social innovation initiatives, approach and opportunities.



- **Self-AssessmentToolkit** (<http://www.ia4si.eu/toolkit/>): the tool support CAPS projects in performing the self-assessment of their project's social, economic, political and environmental impacts. The SAT (Self-Assessment Toolkit) is a semi-automatic instrument supporting CAPS projects in performing the self-assessment of the project's social, economic, political and environmental impacts. By logging in to the SAT, each CAPS project gets access to a list of questions guiding their (self)-assessment, information from the CAPS users' on a project's performance and the results of the assessment.
- **User Data Gathering tool:** The UDGI (User Data Gathering) tool gathers information directly from the CAPS users. It is structured both for citizens and organisations. Through this tool projects' users provide their opinion about the output/services they use and their potential impacts.

The document is structured as follows:

- Section 1 presents all the functionalities of the Impact4you platform including relevant screenshots.
- Section 2 presents all the functionalities of the Self-Assessment Toolkit including relevant screenshots.
- Section 3 presents all the functionalities of the User Data Gathering tool including relevant screenshots.
- Finally, Section 4 gives a short conclusion of the document.

1. Impact4you platform Infrastructure

The aim of the Impact4you platform is to present CAPS projects to the general audience (European citizens' at large, social innovation practitioners and experts). Through the platform citizens have the opportunity to learn about CAPS solutions and tools and voice their opinion by answering specific questions. The feedback provided by the citizens has been used by projects in order to improve their services.

The Impact4you platform has been implemented based on the relevant users' requirements and technical specifications described in "D3.1 Self-Assessment Toolkit, User Data Gathering tool and Citizens Engagement Platform" [1]. The whole platform integration has been performed by ATC.

ATC together with T6 Ecosystems and iMinds provided the necessary content for the platform as well as the relevant translations that are used for the implementation of the Italian version of the platform.

1.1 Platform URL

The IA4SI consortium has reserved the following URL that is used by all users for accessing the Impact4you platform: <http://www.impact4you.eu>. The platform is available in two languages: English and Italian.

1.2 Underlying technology

The Impact4you web based platform has been implemented using the Drupal framework. Drupal is a free software package that allows easy organizing, managing and publishing of content, with an endless variety of customization. It is free, there are no licensing fees or per registered user fees associated with it. In addition, the code to the application is open and available to all. More information about Drupal is described in D3.1 Self-Assessment Toolkit, User Data Gathering tool and Citizens Engagement Platform [1].

1.3 Navigation within the Impact4you Platform

As stated above, the platform implementation is accessible through the link (<http://www.impact4you.eu>). As stated above, the platform is available in two languages: English & Italian.



Figure 1: Home Page of the Impact4you platform

On the top of the home page a user can view:

- The “**Login**”/**Register**” option where he/she can login or register to the platform. If he/she has already been registered, he/she uses the fields’ username and password. If not, he/she presses the “Create new account” button and fills in the relevant data and after the completion of this procedure an informative e-Mail is sent to the specified address and activates the user account. The option “Request your password” next the login field is used for password reminder. If the user has forgotten the password, he/she has to write the username or email address and press “Send”. The password will be sent by e-Mail to the specified address. The user can also login to the platform by using his/her Facebook, Twitter, and LinkedIn account in the relevant icon. The registration is compulsory only for the Forum.
- The [Twitter](#) and [Facebook](#) icons that redirect the user to the social media accounts created by the project in order to inform the public about the latest news and developments of the

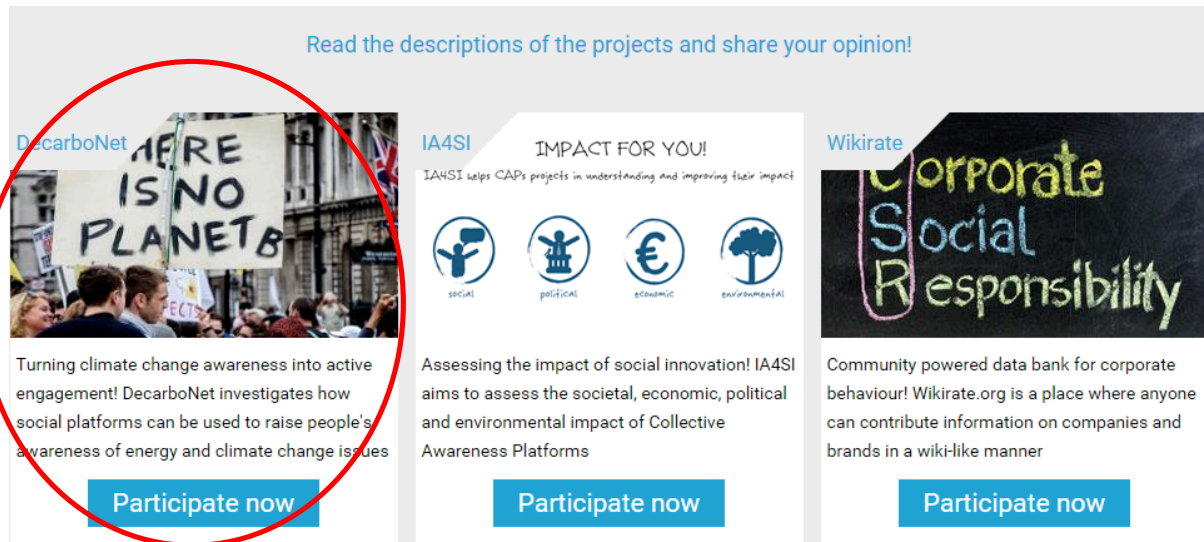
platform and related news about CAPS projects and social innovation (page: Impact4you, @impact4you).

- The **“Search”** button, which offers typical searching functionality within the platform pages.
- The **“Learn more”** option where the user can find more about the usage of the platform.

At the bottom of the Home page the user can view:

- The **“Contact us”** option: the user has three options available in order to contact the consortium
- The **“Give us your feedback”** option: where the user can provide his/her feedback regarding the functionalities of the platform (i.e. report a problem or a malfunction or even provide proposals)
- The **“Terms of Use”** and the **“Privacy Policy”**

In the central part of the Home page the visitor can view a slider with a short description of the CAPS (Collective Awareness Platforms) projects. Below the slider the visitor can view the latest news of the IA4SI project and CAPS projects as well as a “map” viewing the number of visitors accessing the platform per country. As stated above the visitor can view a slider that includes a short description presenting the CAPS. By clicking the relevant “Participate now” button the user is being redirected to the relevant project’s page. i.e. if he/she chooses DECARBONET (CAPS project) and clicks on “Participate now”, he/she will be redirected in DECARBONET’s page which includes the below information:



Read the descriptions of the projects and share your opinion!

DecarboNet

HERE IS NO PLANET B

Turning climate change awareness into active engagement! DecarboNet investigates how social platforms can be used to raise people's awareness of energy and climate change issues

Participate now

IA4SI

IMPACT FOR YOU!

IA4SI helps CAPs projects in understanding and improving their impact

social political economic environmental

Assessing the impact of social innovation! IA4SI aims to assess the societal, economic, political and environmental impact of Collective Awareness Platforms

Participate now

Wikirate

Corporate Social Responsibility

Community powered data bank for corporate behaviour! Wikirate.org is a place where anyone can contribute information on companies and brands in a wiki-like manner

Participate now

Figure 2: Slider/DECARBONET

Within the relevant page of a project, the following aspects are presented: a short description of the project objective, information about the project’s identity (project website url, social media presence, projects’ starting date), information about the tools that the project has initiated and the benefits that citizens gain from this project. Additionally, the user can share the description provided through his/her social media.

Also the user can view all the projects similar to DECARBONET belonging to the [Research projects for grassroots experiments and pilots](#).

impact4 powered by iA4Si

Home Explore CAPs Community Forum About News Glossary

DecarboNet

Share your opinion!

DecarboNet

A Decarbonisation Platform for Citizen Empowerment and Translating Collective Awareness into Behavioural Change

DecarboNet investigates how social platforms can be used to raise people's awareness of energy and climate change issues, and to turn this awareness into active engagement for reducing the carbon footprint, consuming less energy, and improving climate resilience. In this way, DecarboNet aims to contribute to climate change mitigation and adaptation, addressing one of the greatest threats to our planet.

Why is our project important?

We are consuming more and more energy by the day. Studies show that although technology and information can help in bringing about a change in people's energy consumption behavior, these alone do not guarantee a

What are our goals?

- Increase awareness among citizens about the longterm impact of their actions on energy consumption and climate change.
- Make behaviour change possible with the use of a collaborative portal

Initiatives, tools and services we have already launched

- Energy Toolkit: An easy to use and fun paper-based tool to engage everyone in the family to find energy saving opportunities in the home. In the end, one of your household members can become the Energy

Initiatives, tools and services we are still working on

- Climate Challenge, A social media application in the tradition of games with a purpose to engage citizens, increase awareness and trigger behavioural change.

Who will benefit from our project?

- Citizens interested in climate change can use the Media Watch on Climate Change to investigate risk awareness and perceptions around the world, as they are reported in different media. In addition, individuals

Similar Projects

- CAP4Access
- CATALYST
- D-CENT
- Corporate Social Responsibility Wikirate

Full Title

A Decarbonisation Platform for Citizen Empowerment and Translating Collective Awareness into Behavioural Change

Website <http://www.decarbonet.eu>

Started on Thursday, January 10, 2013

Coordinator

The Open University (Coordinator) MODUL University Vienna (Scientific Coordinator)

Social Media: [Twitter](#)

Join the discussion in our forum

Earth Hour 2015 Official Video

Facebook Share Twitter Tweet LinkedIn Share

Figure 3: DECARBONET project page

Below the information a list of questions are available to the user. Upon completion of the questionnaire, a short thanking message is appeared.

Share your opinion!

The aim of this website is to give EU-citizens the opportunity to discuss and learn about digital social innovation projects as the one you just read about. Your opinion will be very useful for us and for the project that developed the service: it will allow us to further improve the service and this platform.

I am: *

- ☐ Currently using one of the services of the project described or participating in one of its activities
- ☐ Not a user/participant of the project services or activities, but a person who is actively involved in the topic/social challenge discussed (I'm a volunteer in organisations working on the cause, I donate to this cause/topic, I participate to related events, etc.)
- ☐ Not a user of the project services or activities, but a person interested in the topic described and following it via different media
- ☐ Not a user of the project services or activities, but a person caring about the topic but not really following it via different media
- ☐ None of the above
- ☐ Other

I am from: *

My age is: *

- ☐ Below 25
- ☐ 25-35
- ☐ 36-45
- ☐ 46-60
- ☐ over 60

Which is your highest school qualification? *

- ☐ No qualification
- ☐ Primary education
- ☐ Secondary education
- ☐ University bachelor's degree (3 years programmes)
- ☐ University master's degree (2 years programmes)
- ☐ Post-graduate degrees (Ph.D., specialisations, etc.)

What is your main occupation?

Your email address

We will now ask you a few questions about the service described above.
Please read the following statements and indicate to what extent you agree or disagree:

1. I would like to use the service described above *

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ Not applicable as I'm already a user
- ☐ Not applicable as the service is not targeting me

2. I will recommend the service to others, such as peers, friends, colleagues and/or family members *

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree

3. I think the service will help solving the social challenge/issue addressed. *

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree

Write a direct message to the project team (Please leave your email address in order to respond to your message):

Please use this space for your suggestions and for supporting them in improving their work. The message will not be displayed on this website, it will reach the project team directly.

Visualizations such as keyword graphs and geographic maps help to understand emerging trends and explore related topics

- ☐ N/A
- ☐ Strongly disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree

What are trusted online sources that you access to find o

Share your opinion!

Thank you for sharing your insights.

As we'd like to reach as many European citizens as possible, it would be of great value if you could share this initiative with your network.

Remember to fill in your email address in **3 surveys**, and we'll be in touch to let you choose your reward!

[f](#) [t](#) [in](#) [✉](#)

1.3.1 Explore CAPS Community

By clicking the “Explore CAPS Community” button on the top of the home page the user is redirected to the CAPS description page. The page includes a short description of CAPS, its main aim as well as the list of CAPS per category.

impact4you
powered by iA4SI

Home Explore CAPS Community Forum About News Glossary

Explore CAPS Community

Explore the community of organizations and initiatives involved in Social Innovation.

The following initiatives are funded by the EC under FP7 objective 5.5 of Work Programme 2013 and divided into three categories as presented below. These projects are developing solutions related to social issues through the use of ICT tools. The vision behind this initiative is that individuals can collectively make things better in the society if they are given the opportunity to act socially.

These initiatives are called CAPS (Collective Awareness Platforms for Sustainability and Social Innovation) and according to EC are ICT systems leveraging the emerging "network effect" by combining open online social media, distributed knowledge creation and data from real environments ("Internet of Things") in order to create awareness of problems and possible solutions, requesting collective efforts, enabling new forms of social innovation.

Visit their websites and learn more about what they do!

View the "Collective Awareness Platforms for Sustainability and Social Innovation: An Introduction" book and find more about CAPS.

Research projects for grassroots experiments and pilots

- Decarbonisat**
A Decarbonisation Platform for Citizen Empowerment and Translating Collective Awareness into Behavioral Change
- CAPSAccess**
Collective Awareness Platforms for Improving Accessibility in European Cities & Regions
- USEEMP**
User Empowerment for Enhanced Online Presence Management

Seed funding

CHEST
Collective enhanced Environment for Social Tasks

CHEST (Collective enhanced Environment for Social Tasks) is a 30 month Collaborative project co-financed with support from the European Commission through Framework Programme 7.

The aim of the project is to promote the development of digital based innovations that have the potential to address key societal challenges. In addition to the creation of an online community platform that will facilitate the sharing and exchanging of ideas, CHEST will invest up to 2.5M Million in highly innovative ideas through the launch of two open funding rounds. Social entrepreneurs will be invited to not only propose new ideas with the potential to receive support but also evaluate and discuss the ideas of others with highest rated projects selected for funding.

Support Actions

- CAPS2020**
Promoting visibility and networking among CAPS projects and social innovation actors by, among other activities, organising an annual international conference focusing on CAPS
- Web-COSI**
Web-Communities for Statistics for Social Innovation
- SciCafe 2.0**
Involving science in societal issues

Menu

- Home
- Explore CAPS Community
- Forum
- About
- News
- Glossary

Contact us

email: info@impact4you.eu
twitter: @twitter
facebook: impact4you page

Give us your feedback

Your email:
Tell us your opinion about the platform:
SUBMIT

Figure 4: Explore CAPS Community

1.3.2 Forum

A discussion space is available to the user for discussing any relevant topics. It has to be noted that only registered users can participate in the forum. The forum is structured as follows:

- CAPS Forum: which contains the Discussions on CAPS initiatives: every project has a space available in order to discuss any issue related to the project
- Impact4you discussions: within this space the IA4SI team has initiated a number of discussions where people can discuss and exchange ideas

By pressing the “View Forums” title the visitor views all the discussions that are available per project:

Forum	Topics	Posts	Last post
CAP4Access Discussions Discussions about the CAP4Access project and its services	0	0	n/a
CAPS2020 Discussions Discussions about the CAPS2020	0	0	n/a
CATALYST Discussions Discussions about the CATALYST project and its services	0	0	n/a
CHEST Discussions Discussions about the CHEST project	0	0	n/a
D-CENT Discussions Discussions about the D-CENT project and its services	2	3	Do you think that... by marinakli 10/21/2015 - 15:47

Figure 5: View Forums

By pressing the “Active Topics” title, the visitor views all the discussions that are available

Topic	Replies	Views	Last post	Forum
Sources of data for environmental issues by Katrina on Fri, 09/18/2015 - 16:00	8	0	by marinakli Wed, 10/21/2015 - 15:48	Decarbonet Discussions
Do you think that collective deliberation and participation in online debates increase one's political awareness? by Katrina on Wed, 09/30/2015 - 15:41	1	0	by marinakli Wed, 10/21/2015 - 15:47	D-CENT Discussions
Are you satisfied with the feedback received from democratic institutions, such as Councils or Parliaments? by Katrina on Wed, 09/30/2015 - 15:40	0	0	by Katrina Wed, 09/30/2015 - 15:40	D-CENT Discussions
What privacy protection changes would you like to see implemented? by Katrina on Wed, 09/30/2015 - 15:38	0	0	by Katrina Wed, 09/30/2015 - 15:38	USEMP Discussions
What do you think about the privacy protection measures currently proposed by social networks such as Facebook? by Katrina on Wed, 09/30/2015 - 15:37	0	0	by Katrina Wed, 09/30/2015 - 15:37	USEMP Discussions
What interests you the most about a company's behavior? by Katrina on Wed, 09/30/2015 - 15:35	0	0	by Katrina Wed, 09/30/2015 - 15:35	Wikirate Discussions
What aspect of behaviour of companies impacts you the most? by Katrina on Wed, 09/30/2015 - 15:35	0	0	by Katrina Wed, 09/30/2015 - 15:35	Wikirate Discussions
What do you think about the CAPS descriptions on this platform? by Katrina on Fri, 09/18/2015 - 16:03	0	0	by Katrina Fri, 09/18/2015 - 16:03	IA4SI Discussions
Do you find the platform easy to use? by marinakli on Mon, 06/23/2014 - 15:37	6	0	by JanC Tue, 10/14/2014 - 14:49	Impact4you platform
Terminology of buttons by JonasSmit on Tue, 07/01/2014 - 11:31	4	0	by testing_SMIT Mon, 10/13/2014 - 12:49	Impact4you platform
How might we help people to know better about CAPS? by marinakli on Mon, 06/23/2014 - 15:33	3	0	by tingerber Thu, 10/02/2014 - 15:42	Social Innovation
How might we increase social impact in young people? by marinakli on Mon, 06/23/2014 - 15:34	3	0	by JonasSmit Tue, 07/01/2014 - 11:28	Social Innovation
Is the event as structured in its 2014 edition of interest for you? What would you suggest to make the event accessible to a wide by marinakli on Mon, 06/23/2014 - 15:29	1	0	by JonasSmit Tue, 07/01/2014 - 11:25	CAPS2014 Conference

Figure 6: Active Topics

IA4SI Project (Contract n°611253)

By pressing the “Unanswered topics” title, the visitor views all the discussions with no replies. Additionally, the user can view the new topics that are available as well as the updates per topic.

Topic / Topic starter	Replies	Views	Last update	Forum
Do you think that collective deliberation and participation in online debates increase one's political awareness? new by Katrina on Wed, 09/30/2015 - 15:41	1 View 1 new	0	by marinakli Wed, 10/21/2015 - 15:47	D-CENT Discussions
Are you satisfied with the feedback received from democratic institutions, such as Councils or Parliaments? new by Katrina on Wed, 09/30/2015 - 15:40		0	by Katrina Wed, 09/30/2015 - 15:40	D-CENT Discussions
What do you think about the privacy protection measures currently proposed by social networks such as Facebook? new by Katrina on Wed, 09/30/2015 - 15:37		0	by Katrina Wed, 09/30/2015 - 15:37	USEMP Discussions
What interests you the most about a company's behavior? new by Katrina on Wed, 09/30/2015 - 15:35		0	by Katrina Wed, 09/30/2015 - 15:35	Wikirate Discussions
What aspect of behaviour of companies impacts you the most? new by Katrina on Wed, 09/30/2015 - 15:35		0	by Katrina Wed, 09/30/2015 - 15:35	Wikirate Discussions

Figure 7: Unanswered topics/ New & updated topics

The user can choose the discussion in which he or she is interested in and can leave his or her comment/post by filling in the relevant fields.

1.3.3 About

The “About” page includes information about the aim of the Impact4you web based platform as well as guidelines on how to use its main functionalities and participate within the available discussion forum. A video explaining in simple words on how to use the platform is available.



Figure 8: About page

1.3.4 News & Glossary

The “**News**” section includes a list of news related to events organized by CAPS projects, IA4SI team and any other relevant social innovation initiative.

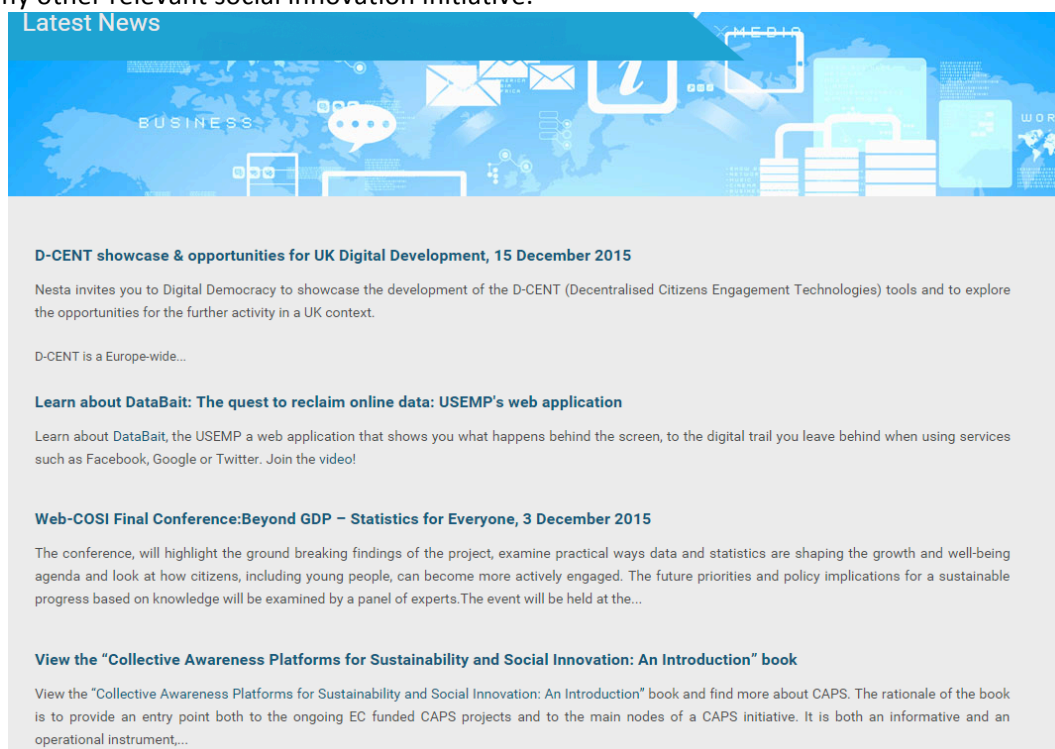


Figure 9: News page

The “**Glossary**” section includes a list of terms related to social innovation. This section provides an alphabetic list of terms aiming to make them understandable to the wider public.

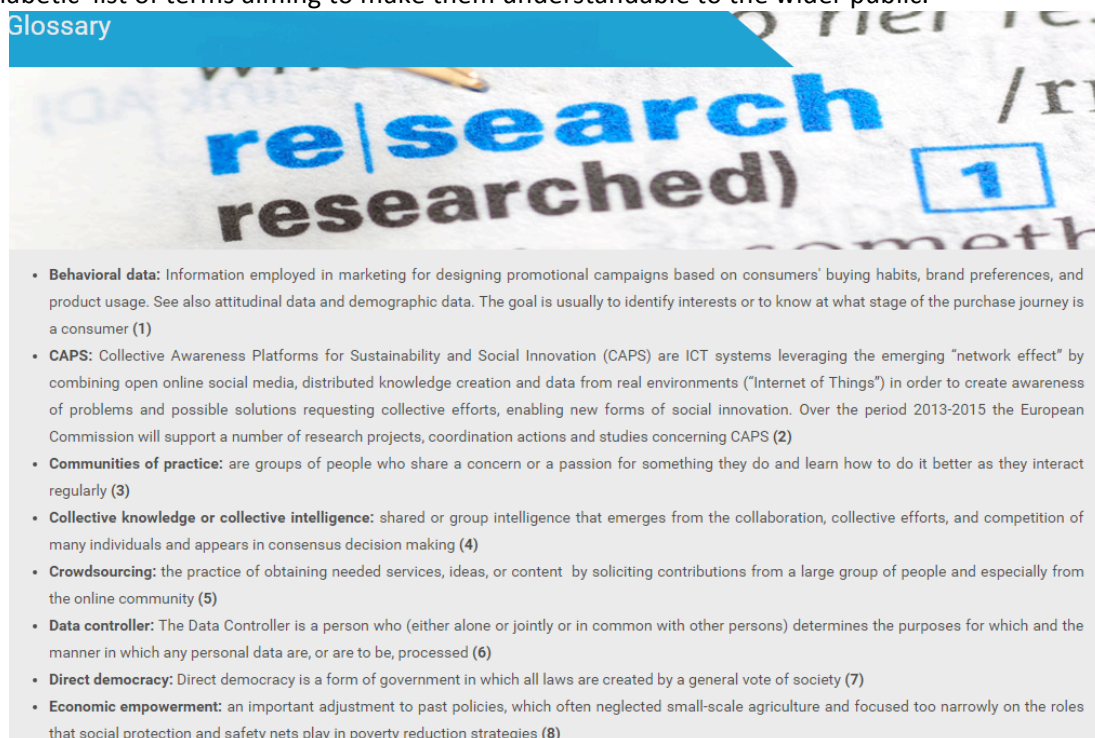


Figure 10: Glossary page

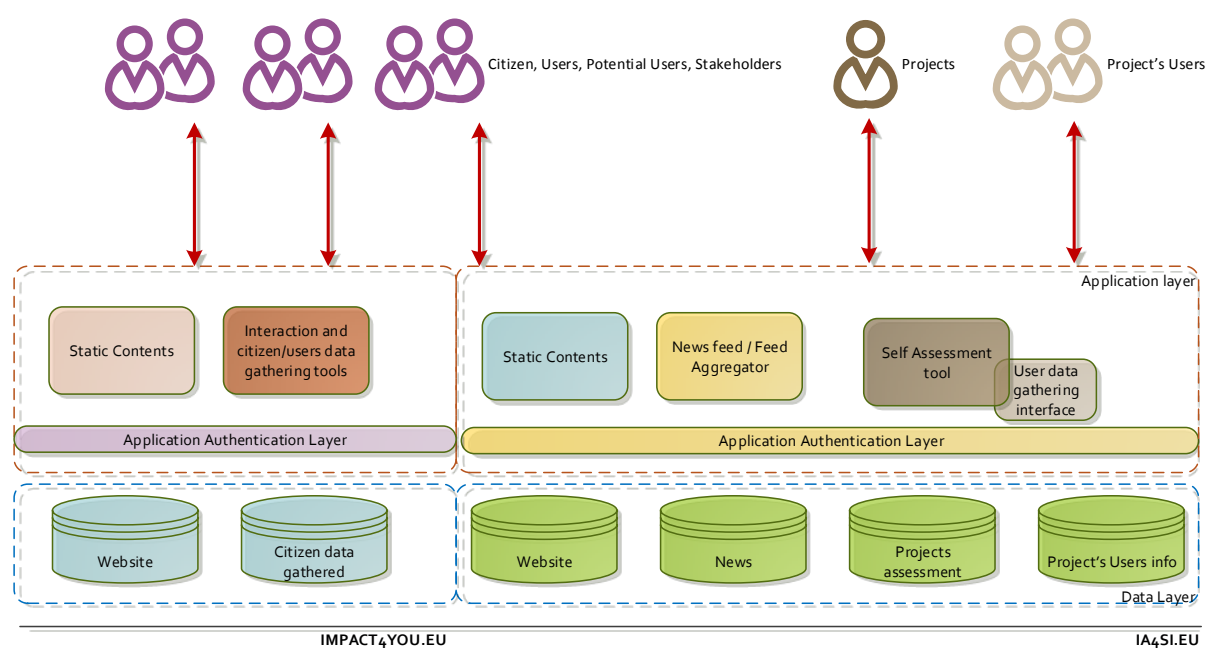
2. Self-Assessment Toolkit Infrastructure

The aim of the Self-Assessment Toolkit (SAT) is to help CAPS projects to assess their socio-economic, environmental and political impact. Each project, by simply logging to the SAT, will find a list of questions to be answered in order to assess projects' impacts: some of the information is being provided by the projects themselves, while other is prefilled by the IA4SI team, thanks to the information gathered during projects mapping. The SAT visualizes the result of the impact assessment in a concise and user-friendly way. The data gathered are anonymised and will be further elaborated by the IA4SI team in order to assess the impact of the CAPS domain.

The Self-Assessment Toolkit (SAT) has been implemented based on the relevant users' requirements, the IA4SI Methodology (D2.1 and D2.2) and technical specifications described in "D3.1 Self-Assessment Toolkit, User Data Gathering tool and Citizens Engagement Platform" [1]. The software has been implemented by EK while the contents have been elaborated by T6 and EK with the cooperation of all partners.

2.1 Self-Assessment Toolkit URL

The self-assessment toolkit is inserted in the project technological architecture reported in the figure below.



The following URL is used by all users for accessing the Self-Assessment Toolkit: <http://www.ia4si.eu/toolkit/>

2.2 Underlying technology

The framework is based on Linux and Apache web server. The programming language used for the development of the SAT and (Users Data Gathering Interface) UDGI is be PHP. The user authentication uses LDAP, in order to manage a big number of users and group memberships (projects and roles on the project) in an easy and interoperable way.

All the information is stored in a relational database created in MySQL and the data is organized to track historical information to guarantee to the project the ability to analyse data across the project life cycle.

2.3 Navigation within the Self-Assessment Toolkit

As stated above, the toolkit implementation is accessible through the IA4SI website (<http://www.ia4si.eu/toolkit/>). The Home page includes the description of the Toolkit, its objectives and functionalities.

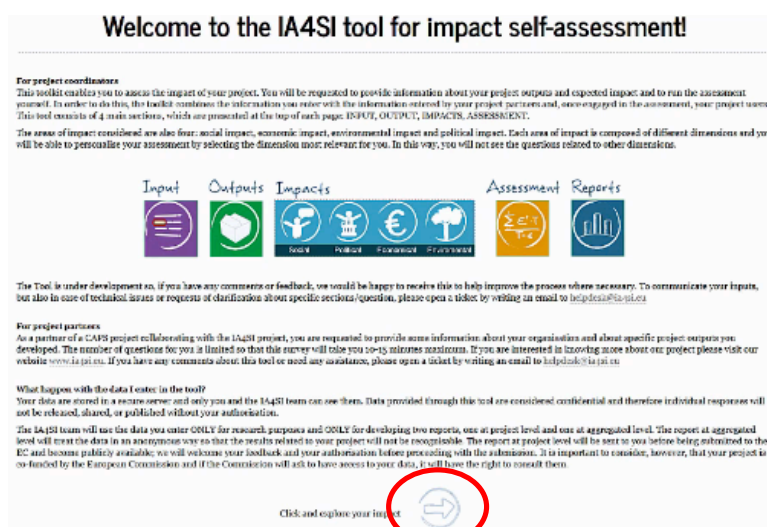


Figure 11: Home page of the SAT

By clicking the “Click & explore your input” option, the user fills in the relevant data (username & password). If he/she does not have or has lost the username and password, he/she can contact the help desk system.

By logging into the Toolkit the user visualizes a list of questions that need to be answered in order to assess their impact. Some information should be provided by the projects and other is pre-filled by the IA4SI team.

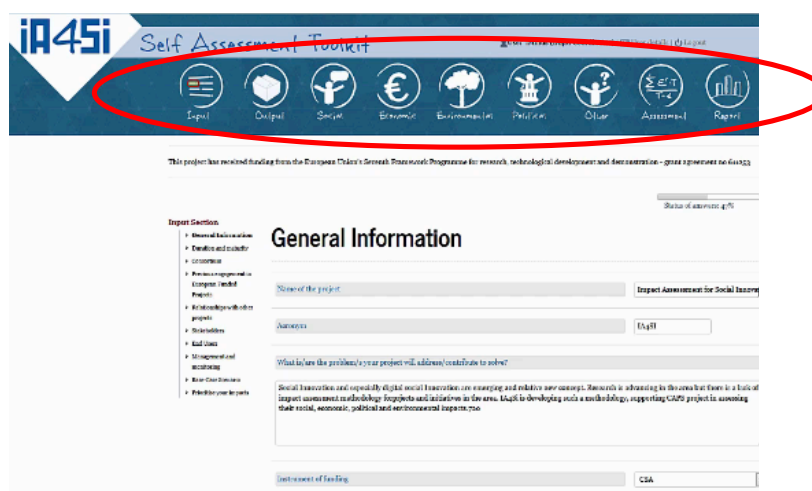


Figure 12: Menu

After completing all the questions for each section the user clicks on the “Save” button.

Figure 13: Save button

The Menu consists of nine main sections:

- **Input:** This section aims to collect on the one hand the general information about each project (such as Duration, Consortium composition, Collaborations with other projects, Previous engagement in European projects, People employed, etc.) and on the other hand allows the identification of project's stakeholders and users.

Figure 14: Input section

- **Output:** the user will be asked to describe the project's technological input: the innovative solutions that is being developed, the tool, its main services and its components.

Output Section

Main Outputs

An Output is the direct consequence of a project, e.g. a product and/or a service produced. Within the IA4SI context, identifying and describing outputs mean describing the observable technological results of a project such as released software and technological solutions. Please consider that there will be dedicated questions for publications, training modules and dissemination-related outputs. So please focus here on main outputs, for example the ones that will be tested in pilot actions and for which an exploitation strategy will be developed at the end of the project.

Which are the technological outputs of your project? Please list them and describe

N°	Name	Description	Users
1	SAT	Social innovation impact assessment will be per	10
2	Impact4you platform	The system constitutes a web based platform w	108
3	UTDGI	The User Data Gathering Interface is a tool, wh	0

Figure 15: Output section

- Social:** this section aims to map the impact of the project on the relevant users, on the online communities engaged in the platform and on the local communities potentially affected by the project. Also requested are the impact on project partners and on people working in the project.

Social Section

Impact on Community Building and Empowerment

One of the central characteristics of Digital Social Innovation is that of engaging a certain number of users, able to create a network effect so that new forms of organizations, new opinions, behaviors and, more generally, new ways of tackling pressing social needs can be spread at social level. In this section of the tool we would like to know more about project users, their use of the CAPS platform, the relationship between online communities facilitated by the CAPS platform and local communities not directly engaged on the platform, empowerment processes and the collaborations within and outside the CAPS community.

Does your project develop a Collective Awareness Platform for sustainability and social innovation or an ICT solution directly engaging final users? ☐ Yes ☐ No

With the term "final users" we intend any user outside the project consortium such as European Citizens, social innovators, researchers, etc. Please notice that in the following questions all the ICT solutions indicated in this question will be referred to as "platforms".

Does your project build on pre-existing online platforms or online communities of users? ☐ Yes ☐ No

This question and the following ones are needed in order to understand your starting point, the scenario before the beginning of the EU-funded project you are assessing.

Please indicate the number of users of your platform at the moment of the assessment. I don't know

Figure 16: Social section

- Economic:** the aim is to analyze the relevant economic impacts of the Outputs that CAPS projects develop along their lifetime. Three dimensions (economic impact of project's output, economic value presented by the project, economic on ICT driven innovation) are explored plus the feedback from users on economic impact empowerment.

Economic Section

Impact on the economic value generated by the project

This subcategory is aimed at assessing the economic impact developed by the CAPS projects through their outputs. The area is divided in three main dimensions: "Economic results", "Business models", "Competitiveness and exploitation". The first dimension called "Economic results" aims to evaluate the economic impact of the outputs developed by the CAPS projects in terms of Cost-benefit and Return on Investments (ROI). The second dimension analyses the contribution of the project for the creation of new business models, the development of new market opportunities for the partners of the project, the increasing of internal and external collaborations with business partners and the collaboration with the industry. The third dimension aims at providing an analysis of competitiveness of the projects and their capability to keep pace with competitors.

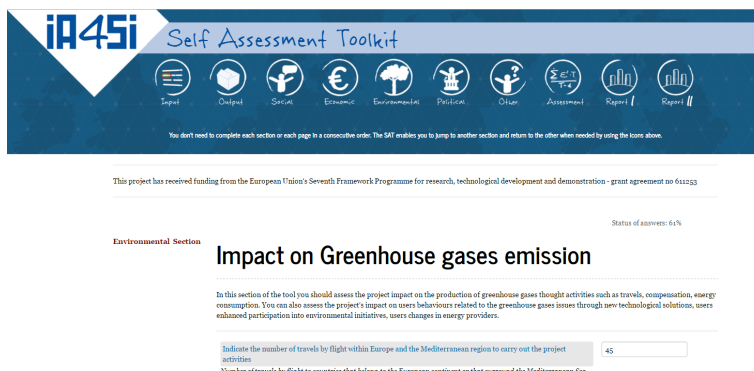
To what extent do you agree with the following sentence: "Our project will increase the resource pooling for our users?" ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ N/A

Please attribute a value from 1 to 6 to where 1 is "totally disagree" and 6 is "totally agree".

Pooling is a resource management term that refers to the grouping together of resources (assets, equipment, personnel, effort, etc.) for the purposes of maximizing advantage and/or minimizing risk to the users.

Figure 17: Economic section

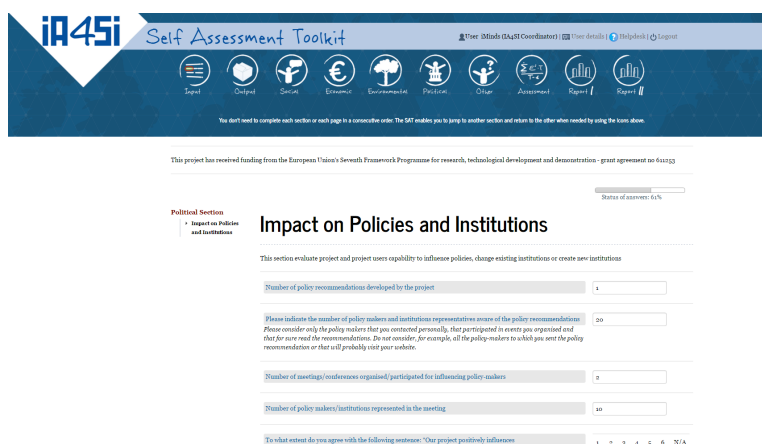
- **Environmental:** within each of the selected categories, project will assess two dimensions of environmental impacts: the ones produced by the projects themselves, and those produced by users of the projects (or, the projects' impacts on user's environmental behavior).



The screenshot shows the 'Environmental Section' of the iA4Si Self Assessment Toolkit. The title is 'Impact on Greenhouse gases emission'. Below the title, there is a paragraph explaining the purpose of this section: to assess the project's impact on greenhouse gas emissions, including travel, compensation, energy consumption, and user behavior. The form contains three input fields for the number of travels by flight, train, and other means, each with a corresponding label and a small text box for additional information.

Figure 18: Environmental section

- **Political:** this section evaluates project and project users' capability to influence policies, change existing institutions or create new institutions.



The screenshot shows the 'Political Section' of the iA4Si Self Assessment Toolkit. The title is 'Impact on Policies and Institutions'. Below the title, there is a paragraph explaining the purpose of this section: to evaluate the project and project users' capability to influence policies, change existing institutions, or create new institutions. The form contains four input fields for the number of policy recommendations, meetings, and policy makers, each with a corresponding label and a small text box for additional information.

Figure 19: Political Section

- **Other:** contains two open questions that aim to identify issues not covered by the tool.
- **Assessment:** the Assessment section is divided in two main parts: assess your project and manage user's data pools. In "Assess your project" the user has to confirm that the information provided in the previous pages reflects the actual project status and click on "assess your project" button.

Report: this section shows the results of the project assessment. The data inserted by CAPS representatives is elaborated in real time by the SAT that provides an impact assessment report. In a graphic, an easy-to-understand method, project representatives will be able to visualize their impacts and be able to compare their performance with a set of benchmarks.

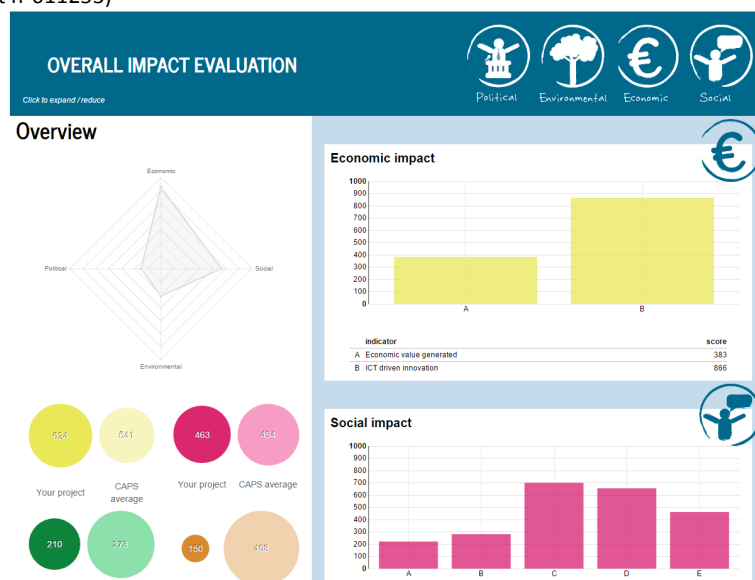


Figure 20: Report detail 1

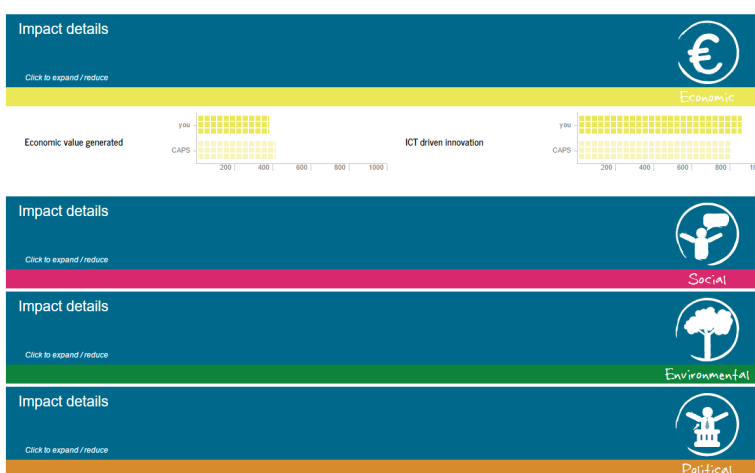


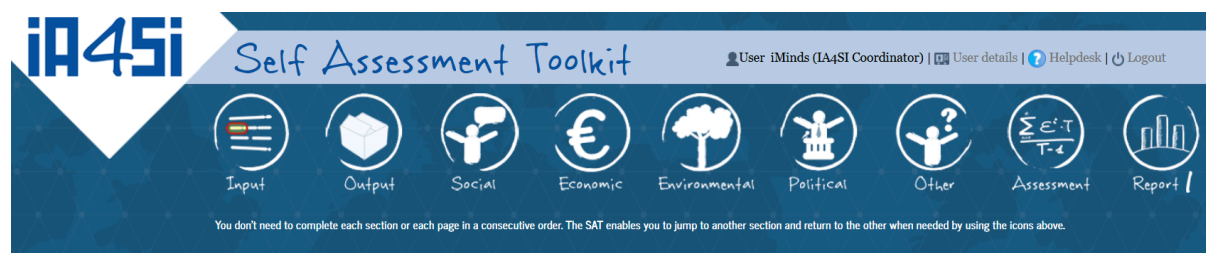
Figure 21: Report detail 2

3. User Data Gathering Tool Infrastructure

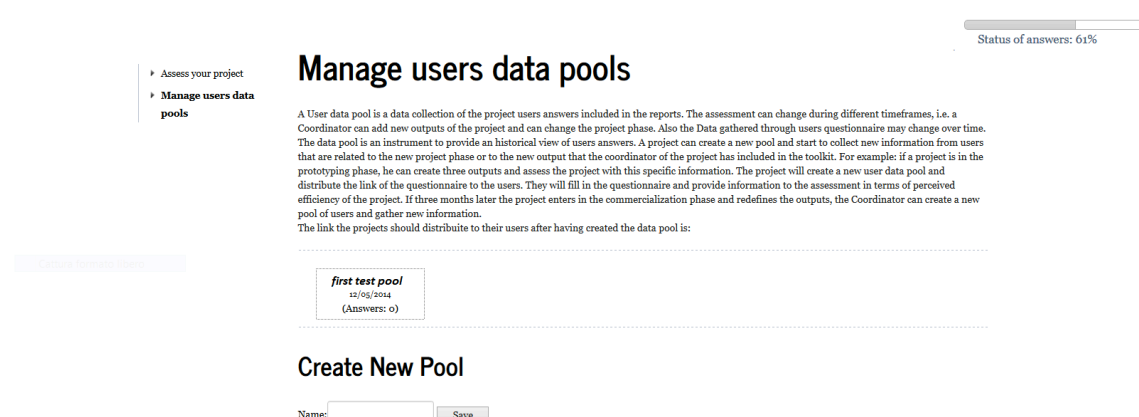
The User Data Gathering Interface is strictly connected with the IA4SI.eu infrastructure and is designed to gather user's information in order to give to the project the perception of users about the project.

The process of gathering information is started from the SAT. After the completion of the SAT the project representative can create a new user data pool; This user data pool is intended to take a snapshot of users' impression of the current state of the project and the project coordinator can create multiple pool that are associated to the current assessment information about project.

The figure below shows the user data pool management console within the SAT.



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3.1 User Data Gathering tool URL

The following URL is used by all users for accessing the Self-Assessment Toolkit <http://www.ia4si.eu/udgi/>

3.2 Navigation within the User Data Gathering tool

The user data gathering interface is a flat questionnaire, the question are directed to gather information about perceived impact of the project in the areas:

- Social
- Economic
- Environmental
- Political

Here we kindly ask you to provide information about the project/scenario/service you are using. More specifically we are requestin you to provide information about the output (in this context called project scenario/service) of a CAPS project.
The information you provide will help CAPS projects to assess their socio-economic, environmental and political impacts. The data that you provide here will remain anonymous and analysed at an aggregated level.
Thank you in advance for your time and support.

Section 1. Information about the Project/service you are using

1. Project

2. Project Scenario/Service that you have used:

Section 2. Profiling

You are: ☐ an organisation ☐ a single user

1. Organisation typology:
- Please Select -

2. Country:
- Please Select -

3. Number of persons in the organisation using the Project Scenario/ Service you are evaluating:
[]

4. How long have you used the Project Scenario/Service for?
[] months

5. Usage frequency
- please select -

Section 6. Security Code

89E2LY [] (Different image)

Save Data

Figure 22: UDGI tool home page

The gathered data is used in the assessment report to show the perception of the users and compare it with the relevant aspect of the self-assessment exercise performed by CAPS.

4. Conclusion

This Deliverable D3.2 is part of the WP3 “Self- Assessment Toolkit & citizens engagement platform development” and presented the main functionalities of the three online tools: citizens engagement platform Impact4you, Self-Assessment Toolkit: SAT, User Data Gathering tool: UDGI).

The Impact4you platform is publicly available since January 2015 and is an important tool for disseminating CAPS projects to the wider audience. Through the platform stakeholders can learn about social innovation initiatives and can participate in an open discussion about CAPS outputs. This report described in detail all the platform’s functionalities that have been implemented. The presented version has taking into account all the comments/suggestions from users and IA4SI partners received since its launch until now.

CAPS projects take advantage of two other online tools developed by the IA4SI project: a “Self-Assessment Toolkit” (SAT) and a “User Data Gathering Interface” (UDGI). The first is dedicated to CAPS projects coordinators and partners and the second one to CAPS users (grassroots communities). The data inserted by CAPS representatives is elaborated in real time by the SAT that provides an impact assessment report. In a graphic, easy-to-understand way, project representatives will be able to visualise their impacts and be able to compare their performance with a set of benchmarks.

In parallel, CAPS users will be invited to fill in the UDGI, an online questionnaire that investigates the CAPS benefits from the point of view of their users. The information gathered by the UDGI will then appear in the SAT and each CAPS project will be able to see the opinions of its users in an aggregated, anonymous way.

5. References

- [1]. D3.1 Self-Assessment Toolkit, User Data Gathering Interphase and Citizens Engagement Platform