IA4SI PROJECT

"Impact Assessment For Social Innovation"

Contract n° 611253

WP4: Projects and domain impact assessment

Deliverable 4.2 – Best Practices Report

SEVENTH FRAMEWORK PROGRAMME

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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 a collaboration between iMinds (project coordinator), T6 Ecosystems, Eurokleis and ATC and runs from 2013 to 2016.

DISCLAIMER

ACRONYMS

Acronym/Term	Definition
CAPS	Collective Awareness Platforms for Sustainability and Social Innovation
DSI	Digital Social Innovation
EEA	European Environmental Agency
UNEP	United Nations Environment Programme
OECD	Organization for Economic Cooperation and Development
TRL	Technological Readiness Level

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EXECUTIVE SUMMARY

This deliverable presents a selection of best practices that emerged from the analysis of the CAPS projects. The examples reported in the document do not correspond to single projects nor are based only on projects scores. Instead, some broad areas of engagement about which CAPS projects have delivered good results or have developed good potentialities emerged from the analysis of the projects.

These categories focus on the projects' capacity to bring citizens closer to research projects (Opening Up Research Framework programme to citizens), to put in contact different actors, organisations, categories (Bridging Among Different Communities), to support the diffusion of Digital Social Innovation (Facilitating Digital Social Innovation Ideas), to gather communities around their activities (Building Communities). Moreover, some projects presented specific features that made them particularly sustainable and replicable (Sustainability, Exploitation and Sustainability) or that made the ICT solutions they developed particularly remarkable (Watch Out These ICT Solutions!).

Some projects achieved outstanding quantitative results (DecarboNet about Community Building, SciCafe2.0 about Bridging Communities), others addressed challenging tasks (CHEST and Web-COSI about Facilitating DSI) or innovative ones (D-CENT and IA4SI about Opening Up Research Frameworks).

Some projects developed interesting and replicable models (CAPS2020 about Bridging Communities, CATALYST about transferability, while others built their strategy around a strong topic (WIKIRATE about Building Communities and CAP4ACESS about Opening Up Research Framework).

A short section is also dedicated to CAPS technological outputs, which achieved a significant Technological Readiness Level.

All of them, with respect to the specific features described in this deliverable, contributed to identify strategies and tools that are more likely than others to produce significant and positive impacts. The identification of these practices is a key contribution for future CAPS and for DSI actors in general.

INTRODUCTION

The D4.1 “Project assessment and aggregated domain analysis” allowed the IA4SI project to deliver one more relevant outcome from the methodology development process: the identification of CAPS “best practices”. “Best practices” refer here to those activities and strategies that allowed the CAPS projects to deliver significant results. The practices that will be described in the following chapters are examples of how the CAPS projects developed valuable and innovative solutions, positively supporting five main categories of societal engagement and obtaining good performances themselves. Such categories have emerged from the analysis of the data entered in the Self-Assessment Toolkit: the analysis highlighted some areas (community building, information, ICT driven innovation) about which the project performances are particularly successful and effective, and the different kind of activities that shaped the most successful case histories. Such activities have been organised among the five practices to which this deliverable refers. Those practices do not correspond to projects or to projects’ scores, but they are broader concepts under which the projects outstanding results are presented. This choice is based on the following points:

- CAPS projects are all very different and the data analysis confirmed that comparison might be useful to set up standards but does not allow understanding the specificities of each project. This is particularly true when dealing with their best results, which are often related to a particular context;
- Some projects achieved very good results in one area of impact and lower results in others: this is consistent with the very different foci of the projects, and it should not prevent to identify best practices beyond averages scores;
- Working on a sample of 11 CAPS, making a selection of 5 projects would mean presenting only half of them, which wouldn’t be significant as a selection. Moreover, all projects are already presented in D4.1 “Project assessment and aggregated domain analysis”.

For these reasons, this deliverable does not rank the projects but it aims to answer the following question: “In order to be successful, what did CAPS project do and how? We identify those practices (considering all the projects) that have been particularly capable of reaching a certain set of goals within their specific area of engagement.

As mentioned above, the present deliverable identifies five main areas of engagement and selected the appropriate CAPS practices to illustrate the project’s contribution to the category. The structure of the deliverable is therefore the following:

- Chapter 1 describes how some projects contributed to making research framework programmes accessible to citizens, engaging them and developing their results through highly participatory practices.
- Chapter 2 focuses on projects that achieved significant results by bridging different communities and supporting networking activities.
- Chapter 3 illustrates how some CAPS managed to become effective facilitators for the emergence and the dissemination of social innovation ideas.
- Chapter 4 presents cases in which the projects managed to attract large communities using different drivers.
- Chapter 5 deals with relevant examples of highly sustainable and transferrable CAPS that managed to fully exploit their potentialities and their outputs.
- Chapter 6 presents a showcase of CAPS’ ICT driven innovation.

The following chapters have been updated and integrated accordingly to IA4SI review on December 2015 and to the CAPS projects new data analysis (updated D4.1).

CHAPTER 1. OPENING UP RESEARCH FRAMEWORK PROGRAMME TO CITIZENS

One of the first and most notable best practices that emerged from the analysis of the CAPS projects is their capacity to develop tools, contents and activities that are genuinely oriented to be citizens' friendly and that make new instruments and knowledge accessible to citizens. This is not a frequent occurrence for projects that are largely based on research and on scientific approaches. In fact, academic language is often difficult to translate for non-academic audiences and scientific results are often addressed to scientific communities only. On the contrary, and consistently with their "collective" nature, all CAPS planned from the very beginning the development of contents and channels that are intended to be spread among a wide number of citizens and communities (the number of projects' users, according to the self assessment, is over 11.200).

CAPS projects reached this goal through the exploitation of different kind of ICT tools and through participatory approaches, specifically targeting some communities and developing tailor made contents. Three practices emerged as particularly successful, reflecting clear goals and practices of specific projects that should be taken into account for future strategies of similar projects and in general as potential solution towards a more inclusive approach to research.

1.1 Engaging citizens in political participation: D-CENT

The project focuses on democratic participation of citizens, developing ad hoc tools and engagement processes. The project provides civic society with open-source privacy aware tools in order to improve citizens' engagement in the democratic process. It aims to provide privacy aware and open source tools to communities enabling them to share data, collaborate and organize their activities to promote direct democracy and economic empowerment. From the research point of view, D-CENT also explores how communities manage trust, reputation and common goods with blockchain-based tools.

The peculiarity and strength of the D-CENT strategy for citizens' engagement into the research framework lays in its choice to match the research development with the two main activities of the project that are highly inclusive by default: the implementation of the modular federated platform, that gathers the three main communities engaged by the project, and the development of 10 pilots projects (with the same 3 and with other communities), in order to enhance the technological outputs of the projects.

Through this approach, citizens' political participation is perceived not only as a purpose but also as a mean for developing the research. The strict connection with communities and pilots brought to the project a high number of grassroots stakeholders (NGO, associations, activists and social movements, bloggers) and users (social movements and activists, software developers, citizens).

1.2 Encouraging citizens towards social inclusion: CAP4ACCESS

The project has a clear goal: addressing the issue of barriers to accessibility in European cities for people with limited physical mobility. Related to this, the project tackles four main challenges: the limited awareness of the problem on the part of decision-makers involved in shaping the urban built environment, i.e. local authorities, planners, service operators, shop, restaurant and hotel owners, etc.; the lack of awareness among the public in general; the lack of data on accessibility of the built environment; and the lack of possibilities for bottom-up actions to remove or overcome barriers.

The simplicity of the project overall focus makes its tools very accessible to citizens and allows the project to develop them and enhance them as real crowdsourced research outputs.

One of the main outputs, Wheelmap.org, is an online map to search, to find and to mark wheelchair-accessible places in Europe and worldwide. Thanks to the coloured tags, users can see which place on the map is accessible (a green tag), limited accessible (a yellow tag), inaccessible for disabled persons (a red tag), or unknown (a grey tag). Wheelmap is available in 22 languages and the app for smartphones is available. As a matter of fact, users and citizens "feed it" and make it grow by uploading information on urban accessibility. Moreover, the project strongly supports the transfer of the scientific results from universities and researches centres to the social innovation domain.

Engaging citizens in impact assessment: IA4SI

As a complementary activity to the development of the impact assessment methodology, IA4SI developed the Impact4you platform in order to spread knowledge about CAPS and social innovation in general, to gather citizens' feedback about CAPS and to create a direct communication channel between the citizens and the projects.

Enabling citizens to participate into an assessment process was a first attempt that was generally appreciated by CAPS and by the citizens, who left their comments on the platform. It is then indicated as a best practice because of its novelty and because of the relevance of its potential applications. It is however necessary to point out that engaging citizens in this process has been a complex work that requested more effort than originally planned. Although the platform was developed in agreement and in collaboration with CAPS in order to address the topics in the most accessible and most appealing language possible, it has been difficult to create a spontaneous and steady flow of citizens towards it. Here below some first lessons learnt:

- At the beginning of the CAPS projects, Digital Social Innovation as a concept was quite fresh. Because of the newness of the concept, it is a relatively small circle to which our recruitment effort rings an immediate bell or raises enough interest to proceed to the platform. Also being part of a larger impact assessment exercise is not always clear to the general public that is not directly schooled in this matter.
- Though CAPS have common denominators, they also cover a range of different topics, which is why it is not easy to balance between a general presentation of the caps and a more project oriented focus. Although IA4SI designed messages in relation with targeted audience (for example highlighting projects working on the environment to people or organisations concerned about climate change), when confronted with the platform, there was a feeling on unease on how to relate to the other projects or the domain. A presentation of CAPS in relation to audience categories instead of projects can leverage this challenge.
- Though the Impact4you content was written in collaboration with the CAPS and considerable attention was paid to the accessibility of the text, it remained difficult for many people who have no first hand experience with European project environments. Moreover, it can be difficult for the citizens to appreciate the timespan between the presentation of what will be developed as CAPS output in the description and the actual delivery of tools they themselves can use or see. The European project narration and dynamic is probably complex for "outside" audiences. In the future, working around topics or tools, instead of a presentation of individual projects might make the field more 'tangible' or 'imaginable'.

CHAPTER 2. BRIDGING AMONG DIFFERENT COMMUNITIES

One of the most relevant achievement emerged from the data analysis about many CAPS projects is their capacity to put in contact different communities and make them work together, developing common languages and activities. Most of the projects, within their specific field of engagement, tried and often successfully managed to involve as many stakeholders as possible and in particular to bring together the academic world and the wider public, or to support the dissemination of good practices from community to community, when they where facing similar challenges. This activity is very significant from the social point of view, as it means that CAPS can actually impact on the networking dynamics of communities, projects and stakeholders. Within the CAPS landscape, the analysis identified two main examples of project which achieved very good results through different approaches:

2.1 Developing an easy replicable approach: SciCafé2.0

SciCafe2.0 directly addressed the issue of the crowdsourcing for participatory discussion. The project's main aim is to create a European network of Science Cafes in cities of different geographical, demographic and cultural characteristics. In particular, the specific mission of this network is the involvement of science in social issues, in order to provide local civil society organizations with the scientific knowledge they need.

An enhanced and more focused evolution of the science café approach, this project aims to bring science closer to society and support scientific knowledge transferral to civil society organizations. It makes available an online participatory discussion tool and encourages users and citizens at large to create their own community and to take advantage from the opportunities offered by new technologies in the field of education, discussion and awareness rising.

The project implemented several pilots, successfully managing to gather diverse, scientific and non-scientific communities around different topics, from environment, to human rights, to tourism, to health. In two years the project made over 50 events available on YouTube, had 60 radio transmission and 5 webinars.

One of the main merits and strength of the SciCafe2.0 approach is its flexibility: it is adaptable to very different purposes and situations, regardless to physical boundaries, topics or audiences homogeneity, and it can be developed by mean of open access tools that are nowadays accessible to all citizens who have a minimum ICT literacy. This allowed the project to involve such a wide and diverse range of communities in its events in just two years,

2.2 Developing a model for networking activities: CAPS2020

As a support action, CAPS2020's goal was to support and maximise CAPS networking potential among themselves and with external actors and stakeholders, from social innovators, to policy makers, to businesses. According to the project assessment reported, the goal was successfully achieved: two international annual conferences, tens of sessions, tens of high qualified and highly diverse speakers, around 90 collaborations established inside and outside the social innovation domain.

Beyond the numbers, though, what is interesting and worth to point out within this deliverable is the process through which CAPS2020 achieved these targets. The project, in fact, managed its relationships with CAPS and other actors developing a collective intelligence model based on progressive steps:

- Discuss & observe (actors, context)

- Harvest / catch (main relevant information, dynamics, issues)
- Categorise and Map (all the data gathered)
- Summarise (developing a coherent narrative of actors and context)
- Monitor & moderate
- Reflect, communicate and share

These steps actually allowed the project to go beyond the concrete networking activities and to actually develop a vision and knowledge about the scenario in which it moved. Moreover, proceeding progressively, it managed during time to attract a bug variety of actors in a durable way, since the involvement did not stop at a simple participation to the event organised, but attendee had the perception to have the opportunity to really contribute to the overall debate.

CHAPTER 3. FACILITATING DIGITAL SOCIAL INNOVATION IDEAS

One of the CAPS most relevant objectives was to support the dissemination and implementation of digital social innovation ideas. Most of the CAPS projects developed online platforms and social networks that are used not as the main output of the project but as an instrument for dissemination and exploitation of their results. Hence, for the evaluation of the ROI generated by the CAPS projects IA4SI used the Social Media metrics adapted for the context of Digital Social Innovation. At the same time IA4SI itself made available to CAPS projects the Impact4you platform (http://www.impact4you.eu/) in order to allow them to communicate their outputs to a larger audience and eventually improve their dissemination and exploitation strategies.

The paragraphs below illustrate three different approaches through which some projects achieved this goal.

3.1 Facilitating Digital Social Innovation through seed funding (CHEST)

CHEST aims to support the rapidly growing European community of technology and social entrepreneurs in order to advance ideas that focus on the use of digital technologies (such as open data, open knowledge, open hardware, and open networks) to deliver solutions for key societal challenges. The primary mechanisms to achieve this aim within CHEST are the provision of seed finance through three open funding calls; the creation of a community of key stakeholder groups coming from within Europe's Digital Social Innovation community; and the development of a dedicated Community Platform that is available for anyone with an interest in Digital Social Innovation.

Through the 3 open calls CHEST financed:

- 35 ideas that were top-voted by the CHEST online community. They received up to € 6.000 seed funding (call 1).
- 5 projects (call 2) facing the themes of social complexity, the use of digital resources for promoting the mental health and wellbeing of young people, traffic measurement campaigns, computers' reuse and sustainable consumption. These initiatives joined the CHEST consortium as subprojects with up to € 150.000 of funding.
- 23 projects have been selected (call 3) receiving up to € 600.00 for enlarging the spectrum of Digital Social Innovation initiatives. Projects' activities contribute to Digital Social Innovation by means of though the implementation of very different tools and activities (i.e. mobile platform that aims to assist people with Dyslexia, innovative mobile payment, self-monitoring of the air pollution and data sharing, digital market places, innovative matching platform for schools, etc.).

3.2 Facilitating DSI through Open calls for Collaboration (CATALYST)

The aim of CATALYST is to develop and test collective intelligence tools and make them available, as open source solutions, to any interested community. These tools can be considered as comprising a spectrum of capabilities that range from collective sensing (where a collective gathers data regarding its environment), through sense making (interpreting data to identify patterns that warrant action), ideation (developing ideas about which actions to pursue), decision-making (selecting the best actions), and, finally, collective action (implementing these actions in a coordinated effective way).

CATALYST partners launched in July 2014 an Open Call for Collaboration to community partners interested in trying and testing the collective intelligence tools, processes and methodologies developed through the project activities among their own communities.

This approach produced very positive results in relation to the capability to produce an impact mainly on process and on organisational innovation. CATALYST also generates high improvements in terms of efficiency of pre-existing technologies.

Through the development of Assembl, LiteMap, DebateHub, Edgesense and CI Dashbord outputs, CATALYST is generating a very scientific breakthrough that is innovative for the CAPS market. This result is also validated by the fact that all these outputs have a technology readiness level of 8 on a maximum scale of 9. In this way, they are all actual systems completed and qualified through test and demonstration activities.

3.3 Facilitating DSI through contest for Data Visualisation (Web-COSI)

Web-COSI is designed to improve people's engagement with statistics beyond GDP. It aims to:

- Increase trust in collectively generated statistics;
- Encourage the use of both official and non-official statistics;
- Improve the collection, production and visualisation of data related to societal progress and well-being;
- Facilitate access, uploading and use of data produced by grassroots civil society organisations;
- Promote the use of a broader range of statistics to inform the development of new indicators.

Wikiprogress ran an info graphic and data visualization contest. The prize for the top 3 winning entries was a paid trip to Guadalajara, Mexico, where they could attend the 5th OECD World Forum on 13-15 October 2015. The competition was open to all individuals, both amateurs and professionals.
The winners of the contest proposed:

- A visualization that shows how varied well-being measures can be within a country and consequently how country-wide statistics can oversimplify. While it's convenient to characterize whole populations by talking about national averages, we are often masking a lot of important complexity. This visualization attempts to make the understanding of this complexity approachable by allowing users to view the overall distribution of different well-being indexes as well as let them focus on a particular area.
- A visualisation that refers to what people ask for is most significant to them in life and how this is reflected in their choice of a new home. The tool "Seeking a Better Life" provides an interesting juxtaposition of two data sets: what people say is most important to them in life (based on OECD Better Life Index responses) and how this is reflected in their choice for a new home (based on data from the International Migration Database). It also raises the question how other aspects like distance, language and immigration laws, are affecting the decision.
- An infographic "Access to Higher Education is Not Equal" that provides interesting new insights into the question "how far your education level depends on the one of your parents". The visual solution has ample character and invites exploration and comparison across countries. The succinct but informative text provides helpful background information and explanation for the observed data. The graphic presents a great example of how exploration and explanation can go hand in hand with a unique visual.

CHAPTER 4. BUILDING COMMUNITIES

This area of engagement is to some extent complementary to the idea of "bridging among different communities" and push it one step further: it is not just about creating link among the actors, but to really bring them to perceive themselves as a group. A good number of CAPS managed to demonstrate that it is possible to effectively gather a significant number of citizens and communities, also quite far and different among themselves, around a process or an idea. This is a critical achievement, as attracting users and "transform" them in a community that recognises itself as such is one of the biggest challenges for this kind of platforms. After assessing CAPS results, we identified three main successful strategies for creating large communities.

4.1 Involving big multipliers: DecarboNet

The main issue addressed by DecarboNet is citizens' awareness about climate change and energy consumption. The project investigates how social platforms can be used to raise people's awareness of those issues, and to translate awareness into behavioural changes with a focus on carbon footprint reductions. This project managed to generate an impressive flow of users (around 15.000 at the time of the self assessment), communities, information (millions of articles circulating on its tools), all gathered around a quite clear goal: tackling the climate change and the energy consumption issues and spreading awareness around these topics.

The way in which the project managed in a relatively short time to obtain the attention and participation of such a wide audience lies in the presence, within its consortium, of one relevant international organisation (WWF) which provided by default of a wide network of contacts and followers, contributing to enhance the community building capacity of the project. Similarly, DecarboNet built its main collaborations outside the social innovation domain with big institutional actors (EEA, UNEP) able to reach international audiences and to easily get under the spotlight.

In conclusion, the project managed to build its community by gathering big players with sound reputation and networks of members, followers or partners around a clear objective.

4.2 Building on strong links with local communities: D-CENT

As already mentioned, D-CENT built its activities in collaboration with local and grassroots organizations since the very beginning. A part from allowing the project to effectively involving the communities into research activities (ch.1), this strongly enhanced its capacity to multiply its networking capacity through the one of the communities. Such communities are often facing similar constraints or have identified similar goals. Some of them had, before getting engaged in the project, experimented different solutions related to participatory democracy and were refining it and obtaining their first results. All this made the different communities eager to exchange experiences, models, tools and allowed them to feel as one big, disperse and multicultural community with a common goals: to tackle the mainstream democratic processes.

With respect to the DecarboNet project, it is possible to say that the two strategies reached similar results by addressing the issue from two specular perspectives: on one side we have one (or few) big actor working as a catalyst for the community building potential of the entire consortium. On the other side, many small and locally situated actors produce the same effect, somehow from a top down approach.

4.3 Gathering a community around a compelling issue: WIKIRATE

Finally, and regardless of the actors involved in the project, we have the WIKIRATE example: the project aims to help consumers to express themselves as ethical economic citizens. The objective is to be the ‘go-to’ place for gathering information on the social, environmental and ethical practices of companies, allowing consumers and stakeholders, such as policymakers or the media, to be better informed about them. An open social networking system allows Internet users to cooperatively create and share knowledge on company behaviours by feeding an on line platform, Wikirate.org. This makes available a wide amount of information about hundreds of companies organised by industry and critical issues (i.e. human rights, pollution, food…).

In this case, the attracting factor is the topic in itself: highly actual, easily understandable, and close to everyone’s life and needs. Moreover, tackling an activity (buying) that is part of everyone’s everyday life, the contribution to the platform could potentially be within anyone’s’ reach.
The choice of a topic that has these characteristics implies a great potential for community building. This will be assessed upon a further data entering in the SAT.

CHAPTER 5. SUSTAINABILITY, EXPLOITATION AND TRANSFERABILITY

It is of particular interest of IA4SI to understand whether the impacts produced by project are going to last over the time and how long they will continue to deliver benefits to the project beneficiaries and/or other stakeholder after the EU's financial support is expired. This can happen only if CAPS identify exploitable products, exploitation strategies and business model since from the beginning. Some CAPS showed a significant capacity to deliver durable, transferable and fully exploitable outcomes. The paragraphs below describe the main features that allow the projects to achieve those results.

5.1 Do CAPS enable economic impact? (D-CENT)

In general, CAPS projects were rather aware about the potential economic impact of their activities. In this area, the D-CENT project has achieved the best results. The project provides civic society with open-source privacy aware tools in order to improve citizens' engagement in the democratic process. It aims to provide privacy aware and open source tools to communities enabling them to share data, to collaborate and to organize their activities for promoting direct democracy and economic empowerment. Besides the network democracy platform, the project explores how communities might manage trust, reputation and common goods with blockchain-based tools. The project developed highly significant work on complementary currency systems and crypto currency that led to two very well received research publications and the development of Freecoin, a novel *blockchain* based complementary currency Toolkit. This work tackles in particular social exclusion and communities that have economic difficulties due to austerity and public services cuts and can be righty considered as a significant result obtained in the field of citizens' economic empowerment. The project provides a substantial contribution to ICT driven innovation and all the results of the project are make available as open source.

5.2 Are CAPS sustainable? (CHEST, IA4SI and CATALYST)

Less explored by CAPS projects is the aspect of sustainability, especially referring to the capability to cope with environmental issues. Surprisingly, the projects that are the most promising in terms of sustainability are Coordination and Support Actions and IP. The CHEST project represents an interesting case mainly because it is the only project that highly contributes to fund other ideas within the Digital Social Innovation context and actively support them in developing sustainability plans in the medium and long term. Moreover, the project reduces the need of its users to access emergency finance and it supports the creation of entrepreneurial initiatives. Furthermore, CHEST also helps its users to diversify income resources and increase their resilience to cope with a crisis.

The fact that CSAs and the IP are more sustainable in comparison to the STREPs projects is an evident sign that purely research projects are too focused on the development of the technological outputs and on the engagement of the users, rather than on the future sustainability at mid and long term. For example, IA4SI has identified a business model for the commercialisation of the Self-Assessment Toolkit, also within other sectors and for the business world.

CATALYST has created a business plan for some of its tools and the participation of the project partners to CATALYST determined new market opportunities for the SMEs involved in the consortium.

5.3 Are CAPS results transferable? (DecarboNet, IA4SI and CATALYST)

The assessment exercise also explored the issue of transferability of results and technologies. Some encouraging results have emerged and can be considered as best practices.

DecarboNet had presented its research results in 20 events (average number of participants: 100) and had disseminated them through the Networks of Associate Partners including the United Nations Environment Programme (UNEP) and the Climate Program Office of the National Oceanic and Atmospheric Administration (NOAA). Besides the 12 peer-reviewed articles it published 15 articles on non-specialised magazines and on newspapers and organised 5 events addressing a non-academic audience. It strongly supports the knowledge transfer between universities/research centres and the social innovation domain.

IA4SI's research results have also been presented in 3 events, involving an average number of 20 participants, and in 6 events addressing non-academic audiences (average participants for each event: 20). The project's activities also support the knowledge transfer between universities and the social innovation domain mainly through the Impact4you platform, which is a good channel for bringing research project outputs to social innovation actors and vice-versa and through the workshop organized so far. IA4SI has already developed 20 activities and this is a very good result considering that the consortium is not large and 7 people have the required skills to perform transfer activities.

Finally, CATALYST supports the knowledge transfer between universities, research centres and the social innovation domain, as social innovators or incubators for social innovators can use tools to gather ideas, build structured discussions and analyse the attitudes and trends of a community.

CHAPTER 6. WATCH OUT THESE ICT SOLUTIONS!

CAPS projects achieved important results on ICT driven innovation that also positively influence their economic impact. Most of the CAPS projects have selected to have an Impact on ICT Driven Innovation, with respect to the other two categories. Projects propose a number of ICT solutions that were tested with communities and attracted positive feedbacks form users.
From Horizon 2020, the Technology Readiness Level (TRL) scale is used as a tool for decision-making on RDI investments at EU level. Among the criteria to select which type of projects to fund (more research oriented vs innovation oriented), the focus on reaching a good TRL is by now highly relevant. IA4SI used also this indicator in order to understand how much the CAPS technologies are close to a potential exploitation.

Here below a list of the projects which tools reached a significant Technological Readiness Level:

- DecarboNet developed technological outputs specifically aimed to increase citizens' awareness and to encourage behavioural change with reference to climate change and energy consumption. Four of its main technological outputs contributing to these goals had reached TRL 7 at the date of the assessment.
    - Recognyze Named Entity Recognition and Resolution
    - MWCC Word Tree
    - MWCC Geographic Projection
    - Content Monitoring Services
- IA4SI developed two main technological outputs (SAT and Impact4you) and both tools are at TRL 8.
    - The Self-Assessment Toolkit allows project coordinators and by project partners to enter the information needed for the socio-economic assessment of CAPS project. The wizard interface guides the user through the sections of information acquisition, at the end of which the user can set the parameters for the assessment and launch the project assessment.
    - Impact4you platform is aimed to present to the European citizens the CAPS projects outputs. The Impact4you platform is a roadshow for CAPS to promote their achievements. Through the on line platform EU citizens will have the opportunity to express their opinion and discussed by the services offered by CAPS and other Digital Social Innovation projects.
- CATALYST tackles the issue of improving the quality and management of online debates by making available to users new tools and updated network analytics. All these tools are at TRL 8 and tested in a real environment with communities.
    - Assembl focuses on moving an unstructured debate toward a structured set of ideas. Ideas are extracted and organized into a table that provides an overview of the discussion. The unstructured discussion is key to facilitating the co-creation of new ideas while the structuring process allows people to quickly hone in on the area of discussion that interests them. Assembl's tools help reduce the time this structuring process would normally take by a factor of 10.
    - LiteMap is a tool to support sensemaking and summarization of public debates across Web forums and discussion media. By allowing easy markup and annotation through any Web browser, LiteMap enables users to grasp clips of text from an online conversation and make them objects of further reflection and discussion. Within LiteMap content from previously disconnected online conversations and debates can be connected in new meaningful ways. Visual maps can be built by single users or groups to make a point or better communicate ideas and results to others. LiteMap is designed to help both community managers.

    - Collective Intelligence Dashboard is a tool aiming at monitoring, measure and understand the nature and quality of the collective intelligence processes emerging with the community debate. In other words, it is the place in which advanced analytics on social and conversational dynamics can be made visible and fed back to the community for further awareness and reflection on the state and outcomes of a public debate.
    - DebateHub is an innovative tool for community deliberation that provides an intuitive interface for large-scale argumentation and advanced analytics and visualisations to enhance sensemaking, attention mediation and community moderation.
    - Edgesense is a Drupal module that adds social network analytics to Drupal forum and community sites. By augmenting online conversations with network analytics, we hope to be able to foster collective intelligence processes. The vision behind all this is to contribute to building a format for participatory democracy that works at the global scale.
- D-CENT's modular federated platform enables people to discuss and share content, to engage in mass scale deliberation, to experience collaborative policymaking, and to vote. Five of the outputs developed by the project have a technological readiness level of 9. Hence, these three outputs are actual systems proven through successful mission operations and ready for end users usage.

CONCLUSIONS

As anticipated at the beginning, this deliverable is complementary to D4.1 and it is an outcome of the self-assessment process. The IA4SI team developed it with the aim of offering from one side an acknowledgment to CAPS that developed valuable solutions and activities, from the other side a useful tool for future CAPS and other organizations looking for a guidance about which choices are more likely to be successful, and why.

The categories here identified are key to any actor approaching the DSI domain, and IA4SI hopes that a constant use of its methodology and tools would contribute to a quick progress in the knowledge of this field. For projects working on building communities, engaging with research tasks from citizens perspectives, developing sustainable and transferable ICT tools, the examples illustrated above and the lessons learnt summarised at the end of each chapter could constitute an effective guidance towards the achievement of their goals.