



## *i*-COIN Functional Technology Policy

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## Introduction

According to the i-COIN project application the project will deliver “a new online communications service” that “will be developed and designed by the citizens in cooperation with regional/local actors in rural/structurally weaker areas”. Furthermore it states that there will be development of a “transnational e-government/e-services solution”.

Based on the basic principle of the citizen perspective the i-COIN project has focused on how to best cater to the needs of this wide and not homogeneous target group. In order to get to know the citizen user the project members have organized a number of panel group discussions and have also worked with a set of questionnaires targeted at different parts of the projected end users.

The requests and opinions of the end users will form the basic functional demands of the i-COIN platform and serve as an input to the platform designers in their task of finding the best technology to support the functions requested/needed.

The findings in this report are based on the i-COIN project application, the user panel reports, the joint questionnaires and the i-COIN project transnational work shops.



## The user perspective

According to the background material the potential user of the i-COIN platform wants to use a system that is not only easy to use but also one that guides them in their dealings with the authorities. The user may have an idea what he/she wants to accomplish but may not have any idea how to do it, whom to contact or to what authority they should direct their inquiries. The i-COIN platform should therefore be a “one stop shop” portal that connects to the entry points of different authority IT systems. The user will see a collection of easy to use “guides” that helps him/her to the right authority no matter whether it’s a set of instructions, a form on the screen to be filled in, a form to be printed, an e-mail to the correct recipient, the phone number to authority personal or just a plain web site.

The thought of seeing i-COIN as the modern equivalent of the medieval town square was mentioned. It should be the place where you get informed and get to interact with the authorities and with the community at large.

Then at the other end of the user perspective is the service provider. These users have indicated they want an easy way of including new service processes. They have also stated that it would be good if the system had a way of showing how time and money is saved internally by using the system.

The following key elements should be observed when building the i-COIN portal:

- Visually attractive but not cluttered
- Easy to use functionality
- Clear and easy to follow information structure
- Built in help/support function
- Easy

## The i-COIN project perspective

During the i-COIN workshops there has been a lot of serious discussion regarding the i-COIN platform and the suggestion that most definitely would serve the user perspective is that of a general configurator. This is a portal that supports the output of the applications needed for the different processes in the i-COIN pilot projects.

In order to support all the processes the platform will be able to connect not only to the existing authority web systems but also to other databases and legacy systems.

In the workshop discussions, an interesting idea came up regarding having the system generate a log to see what the users have done, what pages they have visited and how they have used the system. This could be a very valuable tool to generate documents laying the groundwork for the further development of the i-COIN platform.



As the scope of the project is to make a transnational platform another idea is to build the system using a language look-up table. Not only to cater to all the languages in the i-COIN member countries but also in order to accommodate new languages if and when other EU municipalities show an interest in using the i-COIN platform.

## **Users and service providers**

The list of potential users and service providers supplied below is not by any means complete and should be seen as a small remainder that the user base is varied in many aspects. The same goes for the service providers.

Users:

Local citizens

Municipality workers

Administrators in various places like hospitals, schools, tourist boards, etc.

Politicians

Tourists/visitors

Service providers:

Municipality

Government

Hospitals

Schools

Fire department

Police

Refuse collection services

Recycling agency

Department of defence

National and regional tax authorities

Political parties

Local sports associations

Youth clubs

Culture establishments

## **Conclusion**

The work done in within the scope of Work Package 1 of the i-COIN project point clearly at the portal being the i-COIN platform as it supports the user perspective and the service provider perspective as well as the findings within the i-COIN workshops.