About eGovlab

eGovlab is a place where we are forging the future of inclusive governance – not just in theory but also in practice. We apply unconventional research frameworks and methods to visualise the impact of ICT on government transformation towards inclusion, transparency, efficiency and change management. eGovlab delivers projects across a range of sectors from decision support systems and geospatial information systems to solutions aiming at mobile inclusiveness, democracy and smart communities. Our free thinking team of engineers, anthropologists, designers, academics and programmers, develops and designs new possibilities for inclusive future communities and participatory governance.

One important aspect is technology and the possibilities that technology creates in the domain of eGovernment. With enabling technologies we mean the basic building blocks needed in order to make co-creation, testbed services and other core themes and services possible. The current focus is on the building blocks provided by EU in the form of eID, eDelivery, eSignatures, and so on. eGovlab focuses on capacity building within these various technologies and knowledge transfer to Swedish and if needed Nordic initiatives. This also entails working with open data and creating API’s and helping agencies in allowing access to their various open data sources.

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eGovlab (EGL)

Description:
A place where we are forging the future of inclusive governance – not just in theory but also in practice

Stakeholder(s):
Govlab Board of Directors
Ekenberg Lovee: Chairman of the Board
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Iversen Lars: CEO Frogleap
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Thashmee Karunaratne: Project Manager - Senior Researcher
Thuning Eric: Researcher
Welin Arvid: Senior Advisor

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Stakeholders (continued)

**eGovlab Collaborators:**

*What are the advantages of working with eGovLab?*

**Knowledge** — One of the eGovlab’s most important benefits includes the generation and transfer of creative ideas for the use of a single new technology, or the convergence of several technologies.

- **Living Lab** — Governments and businesses can view first-hand innovative technologies and demonstrations of applied research.
- **Conceptualisation** — eGovlab input can assist collaborators in creating new product concepts, provide critical feedback during various stages of product development, or help to reframe an existing product line. Faculty members and staff are always available for consultation.
- **Network** — Collaborators recognize the value of meeting other collaborators or practitioners, opening the possibility for collaboration, or even for using their time at the Lab to organize collaboration with multiple divisions within their own large companies.
- **Pre-Acceleration** — Collaborators can use our facilities to build business connections and collaborate with downstream partners, which can enable them to come to market with a more complete product.

**European Commission**

**Sida**

**Vinnova**

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**Mission**

To forge the future of inclusive governance

**Values**

**Innovation** — Innovation & Co-creation -- We have a clear focus on the innovation of digital solutions and integrated processes. At eGovlab, we foster multiple levels of the public sector to initiate, implement and participate in innovation projects together with citizens, suppliers and academia. Developments in ICTs are happening at increasing speed and eGovlab focuses on identifying which of these will be the future disruptive technologies. This work is accomplished through the co-creation process and the living lab.

**Interdisciplinarity** — eGovlab promotes interdisciplinarity as a key element of eGovernance. eGovernance is a complex notion that involves different disciplines (i.e. computer sciences, information systems, public administration, political science, sociology, etc.), all of which are essential to reach an extensive and integrated understanding of the cultural, political, social and technical angles of eGovernance.

**Creativity** — Creative thinking and innovative methodologies are paramount for facilitating the shift to a new paradigm of representative democracy. The eGovlab seeks to challenge traditional processes by offering pioneering and high-quality knowledge and ICT tools that promote and facilitate meaningful engagement between citizens, Civil Society and Governments. This is why we promote the use of “disruptive” technologies and methodologies in our everyday decision making practices – be it in the way we conduct workshops with diverse stakeholders, using unconventional thinking tools, or in the way we promote bottom up, citizen led initiatives transforming governance.

**Participation** — Participation – Privacy -- We shall seek to promote participation in online deliberation and to ensure user protection by respecting the right to security and privacy of personal data. Within this broad area, we are particularly passionate about freedom of the internet, encryption, protection of individual privacy (personal data) and this is reflected in the legal, social and technological choices we make when we gather, store and process data. We are particularly passionate about freedom of the internet, encryption, protection of individual privacy (personal data) and this is reflected in the legal, social and technological choices we make when we gather, store and process data.

**Privacy**

**Knowledge** — We consider knowledge a vital condition for meaningful and well-informed deliberation. We pledge to provide smart technologies that present and mine complete and up-to-date information. Furthermore, we value actions that introduce and educate citizens on the effective use of ICT tools to empower civic engagement. This will be accomplished by offering education and development activities for, initially, government employees.
**Diversity**: Diversity and Inclusion -- We recognize the immense value of global diversity and believe that collective advancement can only be achieved through the respect and inclusion of diverse opinions, cultures and ideas on an equal basis and within the principle of freedom of speech. Participation and civic engagement through innovative methodologies and online frameworks presupposes wide and equitable access. We value the right for citizens and groups to participate in and have access to the decision-making process through consultation, active deliberation, and participation.

**Inclusion**

**Transparency**: Transparency and Accountability -- We pledge to maintain autonomy to protect civic liberties and the integrity of our lab within an honest framework for citizens, Industry, Civil Society and Governments. We shall remain accountable to our partners and above all with respect to the outcome of our projects. We pledge to maintain autonomy to protect civic liberties and the integrity of our lab within an honest framework for citizens, Industry, Civil Society and Governments. We shall remain accountable to our partners and above all with respect to the outcome of our projects. integrity of our lab within an honest framework for citizens, Industry, Civil Society and Governments.

**Accountability**

**Anticipation**: Anticipatory -- Anticipation is increasingly central to urgent contemporary debates, from climate change to the global economic crisis. Anticipatory practices are coming to the forefront of political, organizational, and citizens’ society. According to Fuerth (2009, p. 29): ‘‘A system of institutions, rules and norms that provide a way to use foresight for the purpose of reducing risk, and to increase capacity to respond to events at early rather than later stages of their development.’’ We at eGovlab build on this principle of being prepared based on acute risk mapping strategies and tools that we have developed.

**Sharing**: Sharing and Educating -- Throughout our work in research and education, we demonstrate a commitment to sharing our knowledge resources openly in accessible formats (e.g. open access journals, open source software, mentoring programmes for change agents, etc).

**Education**

**Themes**: The core themes represents underlying areas where egovlab is active and they are also essential to eGovernment as a whole and the process of eGovlab more specifically. These themes serve as the foundation of many of the activities inside of egovlab.

**Openness**: Open Innovation -- The networked global economy and the advent of ICT that supports wide knowledge sharing have opened the possibility of much wider collaboration for innovation. Chesbrough (2003) coined the word “open-innovation” for inside-out and outside-in collaborative innovative efforts for value creation. The basic idea of open-innovation is to build a world-class value chain through a new innovation ecosystem where various complements can be combined into coherent value creating solutions seamlessly on collaborative arrangements. A creative convergence of the organization’s own competence with external expertise is the core of open-innovation. Today, collective intelligence and crowdsourcing are possible through formal channels and/or social networks. While increasingly people use social technologies to get what they need from other individuals rather than from formal channels, such arrangements often lack compelling experience among the participants. Thus, co-innovation is a platform where new ideas or approaches from various internal and external sources are applied differently to create new value or experience for all stakeholders, including the perceived end users (Von Hippel et al., 2011). The core of co-innovation includes engagement, experience, and co-creation for value that is difficult to imitate by competition. The co-innovation platform is built on principles of convergence of ideas, collaborative arrangement, and co-creation of experience with stakeholders. At eGovlab, we apply the above co-innovation model for our everyday work – across all sectors of research, education, technology development and public service redesign. By drawing on both formal and informal channels of collaboration, we tap into hitherto tacit networks of knowledge and expertise. The overarching motivation behind selecting this model of innovation, is to build on our core values of participation, transparency, openness and inclusion.

**Co-Creation**: The traditional processes used in innovation and problem-solving resembled a push system, where the decision makers developed certain strategic plans to produce products and/or services and pushed such plans to their stakeholders. However, in a co-creating process of value creation, the enterprise works in cooperation with all the
stakeholders, especially the intended end-users. The core principle of co-creation is “engaging people to create valuable experiences together” while enhancing network economies (Ramaswamy and Gouillart, 2010). Co-creation is especially relevant for value, relevance, representation and sustainability of outcomes for stakeholders. Increasingly today diverse stakeholder communities, are actively involved in working with decision makers to create value, not only for themselves but for the general public at large, including such social issues as ethics and the environment. At eGovlab, over the past few years, we have designed, deployed and further developed our own methodology for open innovation and co-creation. Below is a brief description of the process we adopt when engaging with our stakeholders (be they from governments, industry, academia or civic society): We follow a 6 phase approach, where we begin by identifying the challenges (problem formulation). This first phase is entirely driven by the stakeholders, be they citizens, government agencies, industry or academic partners. Once the challenge is well defined and the scope determined, we move to stage two, where we apply the quadruple helix model which brings together the diverse stakeholders from academic/ scientific communities, public sector or governmental agencies, civil society as well as private sector. We physically bring together these key players using “open innovation jam sessions” – events/interactive workshops/ hackathons – that provide a platform for co-creation. At eGovlab we have a team of dedicated personnel who are experts in this field and they draw on a wide range of tools, methodologies and epistemologies. The outcomes of the second phase are then visualised using tools such as videos that explore further the various future “what-if” scenarios. Post concept visualisation, we move towards testing and sand-boxing the ideas developed earlier. We do so by preparing our test-bed with open data from agencies and APIs. Stage five and two iteratively then build on the co-creation outcomes via active citizen engagement, in a feedback loop that is non-linear in progression. In other words, we iteratively go back to the drawing board in light of new ideas, inputs and insights. The final stage of this methodology involves creating a tangible road-map, prototyping and pre-acceleration. A critical component of our methodology for co-creation at eGovlab, is the transition from ideation and conceptualisation, via visualisation and co-creation to market readiness. We support winning ideas and solutions with pre-acceleration in order to sustain the dividends of this open innovation process.

**Sustainability:** A core thematic for eGovlab over the coming two years is to focus on Sustainability – both from a social and ecological perspective. As we move forward from a post COP-21 landscape, our commitment to addressing challenges arising from a lack of socio-ecological resilience are reflected in the new projects and engagements we are successfully undertaking. Be these in the field of water governance, citizen observatories, or smart communities connected via an environmental platform built on open data, we are strongly motivated to be a part of this movement. At eGovlab, we adopt a “life cycle analysis” or “systems thinking” perspective when focusing on the intersection between technology design and societal consumption. Towards this end we support and explore new solutions that are open, ethically sourced and conflict-free, with a low environmental footprint. Furthermore, a core idea that we are nurturing within eGovlab is the synergetic mix of ICT & Development (ICTD) with ICT & Sustainability (ICTS) communities of practice. This is of particular relevance in light of the recently released UN Sustainable Development Goals. Our commitment to sustainability as a core theme, cuts across our research priorities, engagement with civic sector and governmental agencies, as well as industrial partners (as is reflected in our projects, training activities and civic engagement).
1. Anticipatory Governance

1.1. Misinformation

*Research the best methods to contribute towards a misinformation-resilient society.*

Co-Inform — Co-Inform is a European Union H2020 project bringing together as a consortium European top-level universities, SMEs and associate partners with the objective to research the best methods to contribute towards a misinformation-resilient society. Policymakers, fact-checking journalists and citizens will convene in different countries with the aim to test technological tools, platforms and fact-checking methods. Using the co-creation framework established by our researchers, these crucial stakeholders in the battle against online misinformation will provide an important bottom-up approach to our research.

**Stakeholder(s):**
- European Top-Level Universities
- SMEs
- Policymakers
- Fact-Checking Journalists
- Citizens

1.2. Identification & Authentication

*Realize a single European electronic identification and authentication area.*

STORK 2.0 — STORK2 aims to contribute to the realization of a single European electronic identification and authentication area. It does so by building on the results of STORK (Secure idenTity acrOss boRders linked), establishing interoperability of different approaches at national and EU level, eID for persons, eID for legal entities and the facility to mandate.

**Stakeholder(s):**
- EU
- Persons
- Legal Entities

1.3. Public Services

*Develop and facilitate access of citizens and businesses to public services across borders by electronic means.*

e-SENS — An European Large Scale Pilot-project, will merge the results of five EU projects in the areas of e-procurement, e-health, e-legal information and business life cycle, to develop and facilitate access of citizens and businesses to public services across borders by electronic means.

**Stakeholder(s):**
- EU
- Citizens
- Businesses

1.4. Decision- & Policy-Making

*Assist in decision-making and policy-making.*

SENSE4US — A European Union FP7-ICT project, seeks to integrate open data and social media discussions into the broad range of information available to policy- and decision-makers and to build a decision support system that presents a visualization of information to assist in the decision-making and policy-making.
1.4.1. Open Data & Social Media

Integrate open data and social media discussions into the broad range of information available to policy- and decision-makers.

1.4.2. Visualization

Build a decision support system that presents a visualization of information.

1.5. Democracy in Botswana

Enhance democratic processes in Botswana.

Botswana Speaks — The Botswana Speaks Parliamentary Initiative started in September 2012 with the aim to enhance democratic processes in Botswana through the use of new ICTs by fostering communication between citizens and their elected representatives in the National Assembly. The initiative runs a pilot online platform through which Members of Parliament can view citizens’ messages and treat them as meaningful policy preferences that will lead to actions with wider societal impact. The Botswana Speaks Parliamentary Initiative is co-funded by the Swedish International Development Cooperation Agency.

Stakeholder(s):
Botswana                              Swedish International Development Cooperation Agency

1.6. Sub-Saharan African Aid

Enhance the coherence and effectiveness of international actors involved in e-infrastructures development projects and initiatives in SSA.

iMentors — iMentors is the only e-infrastructure mapping project to date covering all e-infrastructures in Sub-Saharan Africa (SSA). The overall objective is to enhance the coherence and effectiveness of international actors involved in e-infrastructures development projects and initiatives in SSA. The aim is provide valuable insights on the gaps and progress made in the region. This will enhance the coordination of international actors involved in information and communication technology (ICT) initiatives in SSA. iMentors is an EU co-funded project.

Stakeholder(s):
Sub-Saharan Africa  EU
International Actors
1.7. Atrocities

*Predict and prevent atrocities.*

Atrocity Watch — Is part of the UN action “Responsibility to Protect” (R2P), bringing together industry and academia to predict atrocities and prevent them.

**Stakeholder(s):**

UN  
Academia  
Industry
2. Public Service Re-design

2.1. Employability

*Increase employability of young job seekers.*

SkillsMatch — With the goal of increasing employability of young job seekers, SkillsMatch is a brand new project initiated by us and co-funded by the EU Commission. The project aims to develop an EU-wide system where users get help adapting to the conditions of labour market, focusing on soft skills such as creativity, teamwork and collaborative ability.

**Stakeholder(s):**
- Young Job Seekers
- EU Commission

2.2. Learning Technology

*Develop a European wide learning technology system.*

e-Skills Match — Aims to develop a European wide learning technology system. That is dynamically adapted to changes occurring in the labour market. The project will create classifications that will support retraining for acquiring the necessary e-skills and digital competences to access the desirable jobs within ICT or non-ICT sectors.

**Stakeholder(s):**
- ICT Sector
- Non-ICT Sectors

2.3. TOOP

*Explore and demonstrate the “once-only” principle.*

TOOP — The “Once-Only” Principle Project (TOOP) explores and demonstrates the “once-only” principle through multiple sustainable pilots, using a federated architecture on a cross-border collaborative pan-European scale in order to identify drivers and barriers and to provide a basis for future implementations and wider use. eGovlab and SU is the Swedish beneficiary. Together with Swedish stakeholders as Bolagsverket we will contribute to a successful result.

2.4. Public Services

*Develop and facilitate access of citizens and businesses to public services across borders by electronic means.*

e-SENS — An European Large Scale Pilot-project, will merge the results of five EU projects in the areas of e-procurement, e-health, e-legal information and business life cycle, to develop and facilitate access of citizens and businesses to public services across borders by electronic means.

**Stakeholder(s):**
- Citizens
- Businesses

2.5. Identification & Authentication

*Realize a single European electronic identification and authentication area.*

STORK 2.0 — STORK2 aims to contribute to the realization of a single European electronic identification and authentication area. It does so by building on the results of STORK (Secure idenTity acrOss boRders linked),
establishing interoperability of different approaches at national and EU level, eID for persons, eID for legal entities and the facility to mandate.

**Stakeholder(s):**
- Europe
- Legal Entities
- Persons

### 2.6. Service Access

*Allow citizens to access eGovernment services securely, effectively and quickly in any EU Member State.*

STORK — STORK established a European eID Interoperability Platform that allows citizens to access eGovernment services securely, effectively and quickly in any Member State they live in, move to or temporarily reside by using the electronic identification systems provided by their home countries. It is implemented by a consortium of 35 partners, including 18 EU Member and Associated States, a number of companies and organizations from the private, academic and civil society sectors. The six STORK operational pilots - “Cross-border Authentication Platform for Electronic Services” pilot, “Safer Chat” pilot, “Student Mobility” pilot, “Electronic Delivery” pilot, “Change of Address” pilot, “ECAS Integration” pilot - are viable solutions providing real services to citizens and constitute a new development for interoperability in the field of digital identity. Via the pilots, STORK offers several cross-border eGovernment identity services.

**Stakeholder(s):**
- EU Member States
- EU Associated States

### 2.7. Regional Ties

*Strengthen ties within and between regions.*

UPSIDE — UPSIDE is an FP7 project aimed at strengthening ties within and between regions. It includes mentoring emerging triple helix clusters by established regions as well as establishing international ties for EU regions. eGovlab will contribute by providing eGovernance expertise and infrastructure for other partners to test pilot ideas.

**Stakeholder(s):**
- EU Regions

### 2.8. Citizens’ Initiatives

*Reflect on challenges associated with the regulation on the European Citizens’ Initiatives.*

ECI Link — ECI link is a project funded by the European Commission that started in March 2012. It reflects on different challenges the regulation on the European Citizens’ Initiatives has from the legal, campaigning and technical perspectives. DSV is capturing all discussions with the aim to generate training material.

**Stakeholder(s):**
- European Commission
3. Smart & Sustainable Communities

3.1. Data, Knowledge & Planning

Strengthen the feedback-loop in the information chain from citizen-based data collection to knowledge sharing for joint decision-making and cooperative planning.

Ground Truth 2.0 — A H2020 project coordinated by UNESCO-IHE, where we as in eGovlab, Stockholm University are the Swedish National Demo Case Leaders. This project will deliver the demonstration and validation of six scaled up citizen observatories in real operational conditions both in the EU and in Africa. It will strengthen the full feedback-loop in the information chain from citizen-based data collection to knowledge sharing for joint decision-making and cooperative planning. The project focuses on environmental indicators in urban and rural areas related to spatial planning issues, with a specific focus on flora and fauna as well as water availability and water quality for land and natural resources management.

Stakeholder(s):
- UNESCO-IHE
- Stockholm University
- EU
- Africa

3.2. Societal Trends

Deliver activities to young people that ensure responsiveness to the trends in society.

ICT4YOUTHWORK — Enabling youth workers reaching young people and delivering them activities through the latest technologies and digital media. The project’s aim is to address the needs of youth organizations, youth services, and youth workers to better reach young people and to deliver activities that ensure responsiveness to the trends in society such as new technology and tools in today’s digital era.

Stakeholder(s):
- Youth Workers
- Young People

3.3. Mobility Services

Create equitable mobility services truly focused on citizens’ needs.

PRIMAAS — The main vision of PriMaaS is to promote the integration of traditional collective transport modes with personal and innovative ones by creating equitable mobility services truly focused on citizens' needs. Regional and national policy instruments should be adapted to promote a fully integrated intermodal approach between all transport services, namely by using data provided and gathered in real-time about both travel demand and travel supply. At the same time, multiscale policy instruments should ensure that the more comfortable and affordable travel options for any individual to get from A to B has also minimum carbon levels.

3.4. Urban Transport

Improve the efficiency in the use of urban transport infrastructure through ICT.

CISMOB — CISMOB main vision is to promote innovative ways to reduce carbon footprint and increase the sustainability of urban areas by improving the efficiency in the use of urban transport infrastructure through ICT. In a context of increasing availability of sensor technology to monitor and record large amounts of data, a common challenge to policy makers is to identify the best practices to take advantage of these new sources of data and use them to prioritize intervention areas, to manage efficiently current road networks, to inform citizens and motivate them to choose more sustainable mobility options.
3.5. Understanding & Engagement

Enable citizens to engage with the public authorities and understand what happens in their city.

**Stakeholder(s):**

**Cities**

**ThunderMaps:**
eGovlab is mentoring Thundermaps, a start-up based in Goteborg, Sweden. Thundermaps is developing a smart city technology that enables citizens to engage with the public authorities and understand what happens in their city.

**Government Agencies:**
Thundermaps uses data released by the government agencies in a creative way to improve public safety and risk reporting.

**Municipal Citizens:**
At the same time, this citizen-centric e-service, facilitates community engagement and smart communication via interactive dialogue/reporting between the stakeholders involved.

**Public Authorities**

3.6. Problems & Complaints

Simplify the process of giving feedback or reporting local problems and complaints.

Munizapp — Munizapp is an application for smartphones that citizens can use to simplify the process of giving feedback or report problems and complaints in the area where they live. All that is required is to report a detected issue by taking a picture, and then send the notification via smartphone. Munizapp then communicates with the local case management authority.