E-Catalunya: a web 2.0 and social network platform

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Introduction
é-Catalunya platform overview
User cases
Social networking
Other considerations
Conclusions
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User cases

Social networking

Other considerations

Conclusions
e-Catalunya is an initiative of the Department of Presidency of the Autonomic Government of Catalonia (Spain) in collaboration with the Technical University of Catalonia.
The Autonomic Government has **strong competencies in important areas of government** and public administration in Catalonia (e.g. education, health or justice).

Catalonia:
- More than 7,000,000 inhabitants
- A very active and collaborative society
About Catalonia
It's an open source platform to support different kind of communities.
37 portals or communities (November 2007)
e-Catalunya communities

✅ **Professionals**, people working in
  - the Catalan health system
  - supporting start-ups
  - assisting the work of collectives dedicated to prevention of gender-based violence
  - supporting innovation projects
  - social family workers
  - ... and other collectives in the Catalan public administration

✅ **Citizens** interested in debates opened by these collectives.
Contents

✓ Introduction
✓ e-Catalunya platform overview
✓ User cases
✓ Social networking
✓ Other considerations
✓ Conclusions
Each portal may contain a hierarchy of groups/subgroups, with an unlimited number of levels inside.

Users may register to several portals and thus become members of them.
Registered users can play different roles at different levels in the platform:

- At portal level: member / moderator / administrator
- At group level: member / moderator / administrator

Global platform administrator
People organize themselves into portals and groups where they collaborate and share information.
Different Privacy settings may be defined:

- At portal level
  - public or private (only for registered members of the portal)
- At group level
  - public (for people with access to the portal)
  - private (only for members)
- At collaboration tool level (different privacy settings to determine who can read or contribute).
web 2.0 collaboration tools are normally used inside groups.

Middleware allows collaboration tools to behave according to user roles. This is valid also for third party integrated open software.

Some collaboration tools can also be associated to individual members.
El grup Internet és un punt de trobada virtual per a tots els professionals involucrats en projectes d’Internet de la Generalitat de Catalunya. Podeu participar-hi per resoldre dubtes sobre l’adquada presència de la Generalitat de Catalunya a Internet, aquestes tècniques, questions com la solvibilitat de dominis, la línia gràfica, l’arquitectura de continguts o l’estil editorial, etc., i també per intercanviar experiències i ajudar-vos mutuament.

El blog és l’espai de notícies del grup. Els usuaris poden publicar continguts, fotografies i altres gràfiques. També podem crear anotacions a través de la calendària, que pot ser dividida en mesos o anys.

El wiki és una oberta per a esmentacions i la creació de continguts. Els usuaris poden editar la informació, la qual es pot consultar per a tots. Des de aquest espai també podrem fer serveir el recomanador d’anyatges per a promoure siguinacions, jocs i altres activitats.

El forum és un lloc per a debat i intercanvi de opinions. Aquí podrem compartir nous temes i idees, i també podrem obrir nous temes de debat. El calendària és un únic de reunions, activitats i altres esmentacions. Aquesta web ofereix una gran varietat de tools per a la col·laboració en l’àmbit de la Generalitat de Catalunya.
Collaboration tools (I)

✓ **Blog**
- “diary” alike tool
- typically configured to allow all group members to post new articles and comments.

✓ **Mailing list**
- email based group messaging tool (with archive) that uses «sympa» as list manager.
- lists are created and configured to be restricted to group members.

✓ **Calendar**
- activity scheduling and announcing.
- They can be configured to allow all group members to publish new activities (without moderation), introduce comments to activities, etc.
Collaboration tools (II)

✓ **File repository**
  - file sharing, uploading and downloading files.
  - possibility to add descriptions, keywords and comments to existing files.
  - Supports a very granular permission system for operations on files and folders.

✓ **Photo Album: Image sharing tool**
  - image sharing, album management, uploading and downloading images
  - possibility to add descriptions, keywords and comments to existing images.

✓ **Forum:**
  - Popular discussion web tool based on PHPBB. It may be moderated.
Wiki
- Popular collaborative web-content publishing tool.
- It is based on «xwiki» software.
- It is normally used for collaborative editing
- It uses a wiki syntax for text formatting and to create new sections.
- It supports file attachments, user comments and a record/log of the different document releases.

Mailroom
- It is a survey engine that allows administrators to set up different kind of surveys in order to gather information in brief from portal users or the general public using made-to-measure questionnaires.
- It may be used for carrying out opinion surveys or reaching a broadly agreed decision through votes cast by users.
Collaboration tools and their contents are indexed using «Lucene».

Searching:
- simple or advanced
- search results are filtered depending on users' permissions.

The list of new contents or posts is also obtained from the index.
- special sections (at home page, initial group page, etc.)
- news alerts via email
- news feed (RSS).

Most common words
Contents

- Introduction
- e-Catalunya platform overview
- User cases
- Social networking
- Other considerations
- Conclusions
Justice portal: 32 groups 1,669 members participation from 7% to 44%, depending on the group.
Justice portal: November 2007
The family mediators group

Members are mainly independent professionals that collaborate with the Justice administration in family mediation processes.
The family mediators group

Members use blogs to analyze and discuss news related to their profession. They also announce activities related to their work.
- Every member of the group (more than 1,000) can post a new article or comment others’ ones.
- It’s also open to the public, in order to allow citizens to acquire an in depth knowledge of their profession.

One of their leaders is Nuria Villanueva who is a family mediator.
- She also has a personal blog in the platform where she collects family issue related articles published in the media.
- Some of her readers are subscribed to her blog using RSS (a web feed format).
- She uses a mailing list to distribute a weekly newsletter and to send reminders to the members of the group.

We use blogs to analyze and discuss news related to our profession...
The artistic instructors from the penitentiary services of Catalonia

✓ A private group to share ideas, knowledge and best practices with people working in similar jobs

Imatges

Sínia Mearns

A mi també em canvia molt interessant que se puga treballar amb gent que munti exposicions professional. Tots allí que tingui proposta millor que millor.

21-05-2007 02:59

Anna Serra

4 Punt bàsics per participar: 1. aquesta participació és una manera d'interactuar agilitzant el meu calzei gairebé de compartir moltes ocres amb col·leccions però tot sol el seu temps de què ens podem mutuament aixecar.

07-06-2007 05:37

Sínia Mearns

PROPEA REUNIÓ

Segona reunió l'proper 10 de juliol hi haverà una altra reunió de la xarxa del Comitè del Comitè per a la creació de nous anys. L'objectiu principal és la possibilitat de poder reunir-se a algú que era aquest mes més a més de que va poder anar a una reunió en un moment d'espai. Què veu vre u agradable que veurem a aquesta persona o gup de persones a la propera reunió??

12-06-2007 05:48

Gloria Saber

coèsar

Em sembla perfecte que un espai estig a la preparació d'expos. En aquest cas, Potser un

14-06-2007 09:51

Rosa Sanchez

Invitació de professionals

Rola a totpoble! Em sembla molt interessant la idea de considerar algú que ens aconsi en el montatge d'expos pot ajudar molt a tot. ¡Gracias!

30-06-2007 13:37

Rosa Sanchez

Invitació de professionals

Rola a totpoble! Em sembla molt interessant la idea de considerar algú que ens aconsi en el montatge d'expos pot ajudar molt a tot. ¡Gracias!
Prevention of gender-based violence between the youth

An open portal to everybody interested in this issue.

Using the wiki tool we are building in collaborative way a resource directory related with our work.
Barris amb projectes: a public community to explain and share best practices in more than 50 urban districts of different towns of Catalonia with important urban regeneration projects.
i2CAT portal: a private community to enable collaboration in innovation and research.

I can decide which tools to use for project collaboration. File repositories, wiki, calendars and mailing lists are the most popular tools.
Contents

- Introduction
- e-Catalunya platform overview
- User cases
- Social networking
- Other considerations
- Conclusions
Social networking

e-Catalunya is a place to keep in contact and meet new people

- Profile management
  - Users can create and manage their own profiles.

- User’s contacts
  - Users can manage their contacts, that is people they know and with whom they have a special trust relation

- Members directory

- Social network functionalities
It’s easy to find people, see who is online or examine their profile.

To upload or change your photos:
1. Click "Upload" in your profile.
2. Click "Save" to upload the selected photo.
Social network: based on user’s contacts

I can establish direct contacts with other members and explore my social network...
Knowledge network: Based on the analysis of users activities.

I can find people similar to me and get recommendations of documents.
Accessibility

- The platform accomplishes level A of the WAI (Web Accessibility Initiative) and most of the guidelines necessary to be level AA compliant.
  - a requirement for official government websites.
  - guidelines designed to enable physically handicapped or people subject to technological barriers to access information.

- The platform is fully accessible to almost each web navigator
Usability testing
- all kind of users have to be able to use the platform and to make it easier to participate.
- An initial usability testing was performed with real users.

An external **usability expert** periodically reviews the platform
- to improve usability of the new functionalities added in recent releases.
- to propose solutions to difficulties detected by users.

**Language review**
Training and users support

- **Contextual on-line help** is provided for users, moderators and administrators of the platform.

- **Specific training and consultancy** for the promoters and moderators of new communities
  - to understand their collaboration needs and make an initial setup of their portal matching them.
  - It is crucial to have active people participating in their communities.

- **QUECAT demonstration portal**
  - A specific portal has also been created (QUECAT, http://ecatalunya.gencat.net/quecat) with information, documents, multimedia tutorials and examples to explain the possible uses of the platform.

- **Help desk**
  - Portal administrators also receive support from a help desk in order to report possible problems.
Law compliance

✓ The platform has to comply with the **personal data protection Spanish law**.

✓ **The legal notice**
  - **must be explicitly accepted by every new user** before becoming member of the platform (the **date and ip address of the user** must be registered and kept in a log file).
  - Contents:
    - Legal conditions of access and use of the platform.
    - Correct use of the platform and its services. User obligations and forbidden uses.
    - Intellectual and industrial property aspects.
    - Confidentiality of personal details.
    - Rights to access, rectify or cancel information.

✓ Users also have to comply with laws governing **industrial and intellectual property**.
  - whenever a new content is uploaded to the platform they have to explicitly indicate they hold the rights to do that.
Nowadays the e-Catalunya platform is prepared to protect basic personal information:

- it is forbidden for users to enter data that is specially protected and that require medium or high levels of security. For instance, sharing a file with patients' information is not allowed.

Registered users can correct their personal information or modify their visibility through their personal zone. They can also cancel the information entered on the platform by contacting the responsible of the platform.

Special considerations:
- Personal pictures
- Cancelling user information
- Use of the platform by minors
The Autonomic Government guarantees the **confidentiality of information** relating to users of the platform.

**Security measures:**
- firewalls, intrusion detection systems, system update policies, SSL, etc.
- application security review
- HTML filtering!!!
Roadmap

Dec 2004
Project start

Sep 2005
First prototype

Mar 2006
V0.9

Apr 2006
V1.0

Jul 2006
V1.1

Nov 2006
V1.2

Apr 2007
V1.3

First prototype
- Integration of open source tools
- Middleware development

V0.9
- Graphic design
- Multi-portal support

V1.0
- Major usability changes
- User and group statistics
- Advanced search

V1.1
- RSS
- User presence control
- Portal statistics
- Invitation to groups
- Knowledge network

V1.2
- News alerts by email
- Accessibility
- Legal adaptations
- Mail list archive
- New blog tool
- Portal sitemap

V1.3
- Multi-language support and translation
- New initial page
- New calendar tool
- Flash interface to social & Knowledge network
- Security filters
**Roadmap**

- **V1.4**
  - New file repository tool
  - Improvements to document recommendations
  - Added geo-location information to calendar tool

- **V1.5**
  - New photo album tool
  - Major usability changes

- **ECAT Platform liberation**

- **V1.6**
  - New wiki tool
  - Personalization of graphic design of the different portals
  - Administrative tools improvements

**Jul 2007**

**Nov 2007**

**2008**
Contents

✓ Introduction
✓ e-Catalunya platform overview
✓ User cases
✓ Social networking
✓ Other considerations
✓ Conclusions
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✓ The e-Catalunya experience demonstrates that web 2.0 technologies can be applied to e-governance purposes.

✓ Key points for success:
  - The platform allows an easy setup of new communities with a rich set of options to configure them.
  - Continuous development is being done in order to continuously improve its functionality.
  - Listen to your users.
  - This is more than a technical project, communities have to be able to change the way of working.

✓ We think this can be exported to other environments like universities, private companies, municipalities, etc.
  - The ECAT platform is also being prepared for its distribution as open software.
-Catalunya

More than a web 2.0 and social network platform