ICT-2011.5.6 ICT solutions for Governance and Policy Modelling
FP7-ICT-2011 Coordination Action (CA) project

Final Sustainable eGovPoliNet Portal (D 2.3)

Work package:	WP 2 – eGovPoliNet portal

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Abstract:	WP 2 aimed to create and maintain the eGovPoliNet portal, namely the project's online presence for multidisciplinary and international constituency building and knowledge exchange. The portal intends to act as an information and collaboration point as well as a community environment, where members of the community (i.e. users of the portal) are able to access the publicly available resources and discuss them as well as to access different collaboration spaces. This report documents the maintenance and updates performed to the eGovPoliNet portal during the third and final period of the project. It also describes the final sustainable eGovPoliNet knowledge portal.

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ABRREVIATIONS AND ACRONYMS

Abbreviation	Description
AIS	Association for Information Systems
API	Application Programming Interface
CERTH	Centre for Research and Technology Hellas, Greece
COMPASS	Centre of Methods and Policy Application in the Social Sciences, The University of Auckland, New Zealand
DOI	Digital Object Identifier
DoW	Description of Work
EC	European Commission
ESSA	European Social Simulation Association
EUAK	EA European Academy of Technology and Innovation Assessment GmbH, Germany
ICT	Information and Communication Technologies
IFIP	International Federation for Information Processing
INNOVA	Innova spa, Italy
ITMO	Saint Petersburg National Research University of Information Technologies Mechanics and Optics, Russian Federation
IS	Information Systems
ISBN	International Standard Book Number
ISSN	International Standard Serial Number
KhNU	Khmelnitsky National University, Ukraine
MRSU	Moskow Regional State University, Russian Federation
NGO	Non-Governmental Organisation
PUC-PR	Associacao Paranaense de Cultura, Brazil
RG	Rijksuniversiteit Groningen, Netherlands
R&D	Research and Development
RTD	Research and Technological Development
SIG	Special Interest Group
SUNY	The Research Foundation of State University of New York, United States of America
TU Delft	Delft University of Technology, Netherlands
TUK	Technical University Kosice, Slovakia
UBRUN	Brunel University London, United Kingdom
UCDNUID	University College Dublin, National University of Ireland, Dublin, Ireland
UKL	University of Koblenz-Landau, Germany
ULAVAL	Université LAVAL, Canada
UNU-IIST	United Nations University - International Institute Software Technology
URL	Uniform Resource Locator
UTS	University of Technology Sydney, Australia

VOLTERRA	Volterra Partners LLP, United Kingdom
VUB	Vrije Universiteit Brussel, Belgium
WP	Work Package

1. INTRODUCTION

eGovPoliNet focuses on establishing a dialogue, building consensus and drawing up common political agendas to promote the RTD and use of ICTs in the strategic planning and decision-making processes and in parliamentary and government environments thereby contributing to better governance and policy modelling. An important instrument to achieve these objectives is to establish a knowledge portal for sharing relevant cases, theories, methods and tools for ICT solutions in governance and policy modelling from different disciplines as well as from research and practice.

1.1. PURPOSE AND SCOPE OF WORK PACKAGE 2

The overall objective of work package 2 (eGovPoliNet portal) is "*the creation of the online presence for multidisciplinary and international constituency building and knowledge exchange of researchers and practitioners including governments and industry. The platform will not only act as an information point but also as a collaborative environment, where members of the community (i.e., users of the portal) will be able to access the publicly available documents and participate in the various service offers. Moreover, the system to be deployed will also offer various features to the members of the consortium and to the multidisciplinary and international users coming from academia, industry and governments in order to provide them with mechanisms that will increase productivity and facilitate the spread of knowledge.*"[1]

Accordingly, WP 2 aims to create and maintain the eGovPoliNet portal, namely the project's online presence for multidisciplinary and international constituency building and knowledge exchange. The portal intends to act as an information and collaboration point but also as a community environment, where members of the community (i.e. users of the portal) are able to access the publicly available resources and discuss them as well as to access different collaboration spaces.

The major activities of the past two working periods have focused on the collaboration agreement with CROSSOVER, according to which the eGovPoliNet portal took over the already deployed CROSSOVER portal as well as the maintenance and the enhancement of that portal[2].

Work carried out during the third period of the project focused on the following:

- *maintenance and, where needed, enhancement of the functionality of the portal*. Maintenance of the portal included a check and clean up of the resources' database and an update of the API connecting the portal to LinkedIn groups, while enhancement of the functionality mainly referred to implementing a new registration process and opening up registration to the public.
- *support of the users in their activities in the portal*, including the production of a user manual for submitting resources.
- *monitoring of user statistics*.
- *enrichment of the content of the portal*. During the third period of the project, the knowledge portal has been continuously enriched with the material produced in WP4. In total 116 knowledge items were added to the portal in the following categories: publications, technical reports, grand challenges, presentations, and glossary.
- *reorganisation of the portal*. Combining the ontology for the knowledge portal developed in eGovPoliNet's D 4.1 with the ontology initially developed by CROSSOVER and

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[1] Cf. Description of Work (DoW) of eGovPoliNet, objectives of Work Package 2, p. 9 (internal document)

[2] See technical report D 2.2 available online under http://www.policy-community.eu/results/technical-reports-and-publications/public-deliverables (last access: 15/02/2015)

implemented at the knowledge portal, the portal's entries were reorganized towards a more appealing, usable and friendly to the user structure.

After the project funding period, the knowledge and collaboration platform (eGovPoliNet portal) developed in Work package 2 will be a critical means for coordinating and integrating the research and practice activities in the sustainable policy community, thereby orchestrating synergy between the results achieved within the field of ICT solutions for participation, governance and policy modelling.

This report is the third deliverable of WP 2: eGovPoliNet Portal. It describes the eGovPoliNet portal (http://www.policy-community.eu/knowledge-portal) and its main functionality.

1.2. SCOPE AND STRUCTURE OF DELIVERABLE 2.3

Deliverable D 2.3 sums up the main achievements of work package 2 in the third period of the project, specifically maintenance and upgrade of the knowledge portal as well as finalisation of the sustainable eGovPoliNet portal. These enhancements are in line with the mission's focus of eGovPoliNet on "sharing knowledge, expertise and best practice, discussing, collaborating and innovating" as they focus on increasing the number and the quality of online resources and collaboration spaces as well as on increasing members' interaction and collaboration on these resources. The final eGovPoliNet portal offers various features to the members of the policy community and to its external users in order to provide them with mechanisms that will increase productivity and facilitate the spread of knowledge.

This report provides a documentation of the maintenance and updates performed to the eGovPoliNet portal (http://www.policy-community.eu/) during the third and final period of the project as well as a presentation of the final sustainable eGovPoliNet knowledge portal.

In its last chapter, this deliverable presents the final sustainable eGovPoliNet portal, its main actors, i.e. the guest user, the registered user, the administrator and the reviewer, and the available functionality per actor.

The remainder of this report is as follows: The next chapter (0) sums up the continuous work during the third period of the project in work package 2, including the enhancement of the portal's functionality and enrichment of content. Chapter 3 presents the final sustainable eGovPoliNet portal while the last chapter (0) concludes this deliverable with reflections of the achievements of work in period three as well as the overall achievements of work package 2.

2. MAINTAINING AND UPGRADING THE KNOWLEDGE PORTAL

The key objective of the development of the knowledge portal is to develop a sustainable instrument for the policy community, ensuring that data feeding mechanisms, visibility, and modern collaboration demands are adequate also beyond the funding period. Therefore, during the third period of the project, eGovPoliNet's work packages 2 and 4 continued enhancing portal's functionality and enriching content of the portal.

This chapter sums up the continued work performed in work package 2 and the efforts of the consortium regarding the knowledge portal during the third and final period of the project. The chapter presents in the following subsections:

- maintenance and, where needed, enhancement of the functionality of the portal in Section 2.1,
- support of the users in their activities in Section 2.2,
- enrichment of the content of the portal in Section 2.3, and
- reorganisation of the portal in order to make it more appealing, usable and friendly to the users in Section 2.4.

The final sustainable eGovPoliNet portal is described in Chapter 3.

2.1. MAINTENANCE AND ENHANCEMENT

During the third period, work package 2 conducted work related to maintaining and enhancing the portal's functionality. In particular:

- Performed a check of the resources' database and cleaned up items that were not needed any more (described in Section 2.1.1),
- Implemented a new registration process and opened up registration to the public (presented in Section 2.1.2),
- Performed monitoring and maintenance of the functionality developed over the second period (e.g. the LinkedIn API needed update) described in Section 2.1.3, as well as
- Performed frequent monitoring of user statistics (results presented in Section 2.1.4).

The rest of this Chapter provides more detail on the aforementioned activities.

2.1.1. Content clean-up

A check of the resources' database has been performed in order to ensure it was in perfect condition before allowing submissions from users out of the consortium. This check resulted in spotting a number of test instances (e.g. entries made from partners for testing) as well as a number of duplications (e.g. expert names that appeared twice in the database). All such problematic instances have been then removed from the resource database.
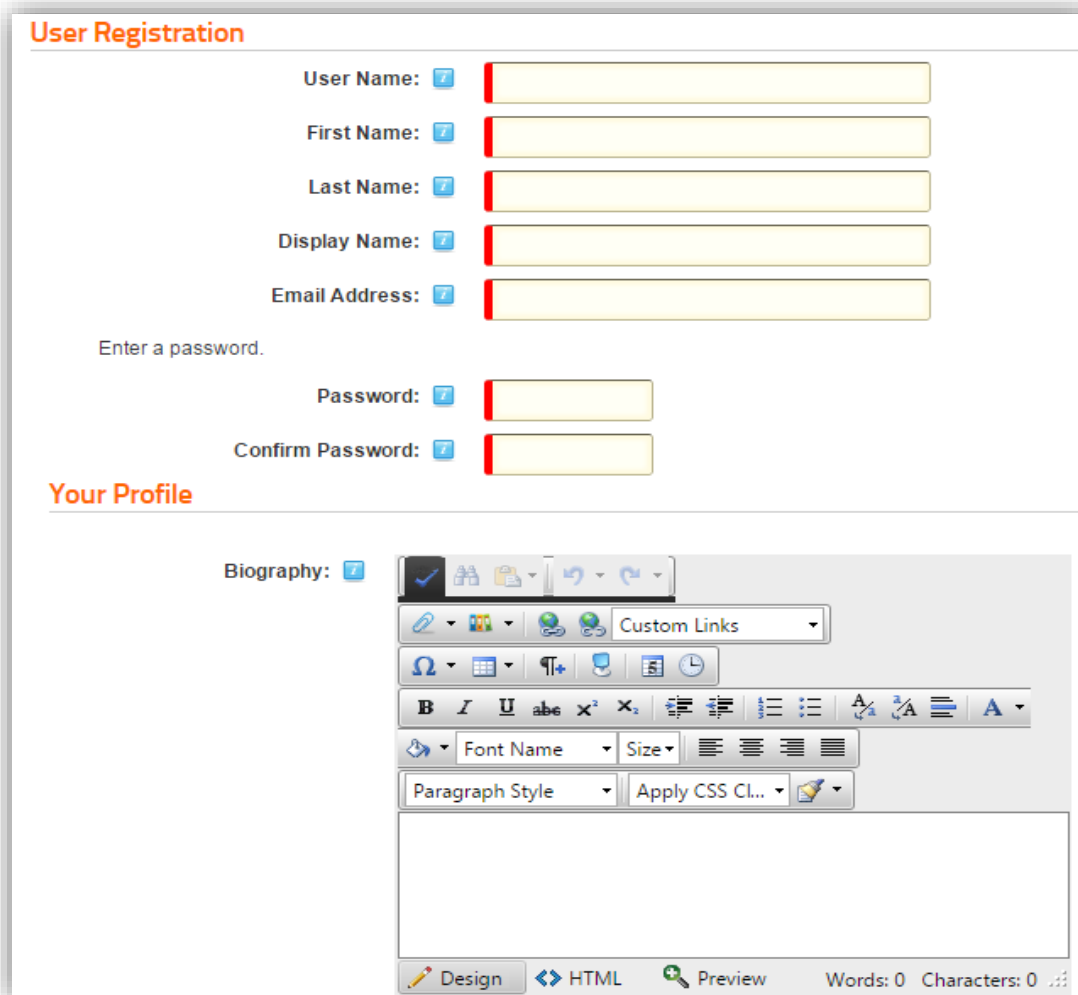

2.1.2. Opening up registration

The consortium adopted a "closed" registration policy, in order to ensure the registration of expert users in the knowledge portal. The reasoning for this decision is that since all the resources of the portal are available to anyone without registration, and the additional right of the registered users is to be able to add resources to the portal, it is only reasonable to allow only expert users as registered users in order to ensure that the submitted resources will be relevant and of high quality.

Thus, we implemented a registration authorisation mechanism enabling an authorised user to review each registration application and decide whether to accept it or not. The registration process is performed according to the following steps:

1. The interested user fills in the registration form (Figure 1) at the knowledge portal. The required fields for the registration are: i) the user name, ii) the first name, iii) the last name, iv) the display name, v) a valid email address, vi) the password, and vii) a short biography.
2. The portal administrator is notified via email that a new user has submitted a registration request and is asked to review the user.
3. The portal reviewer can see the list of all unauthorised users in the portal (Figure 2) and select a user to review.
4. The portal reviewer checks the new user profile (Figure 3) i.e. his/her biography and accepts or rejects the application
5. The new user receives an email with the result of the screening procedure (either acceptance or rejection).

Figure 1: User registration form

Figure 2: List of unauthorised users

Figure 3: Review of the new user's profile by the administrator

2.1.3. Maintaining registration with LinkedIn

Most of the functionality developed over the previous periods did not need any special maintenance. However, the module integrating LinkedIn's group discussions on the portal needed maintenance due to changes performed from LinkedIn's side. This was fixed as soon as it was spotted, and the updated module continued to function properly.

2.1.4. Monitoring the website traffic

Usage of the portal was also monitored during the third period of the project. The following figures (Figure 4 and Figure 5) provide an overview of usage of the portal over the period 3 as well as the countries of origin of the users.
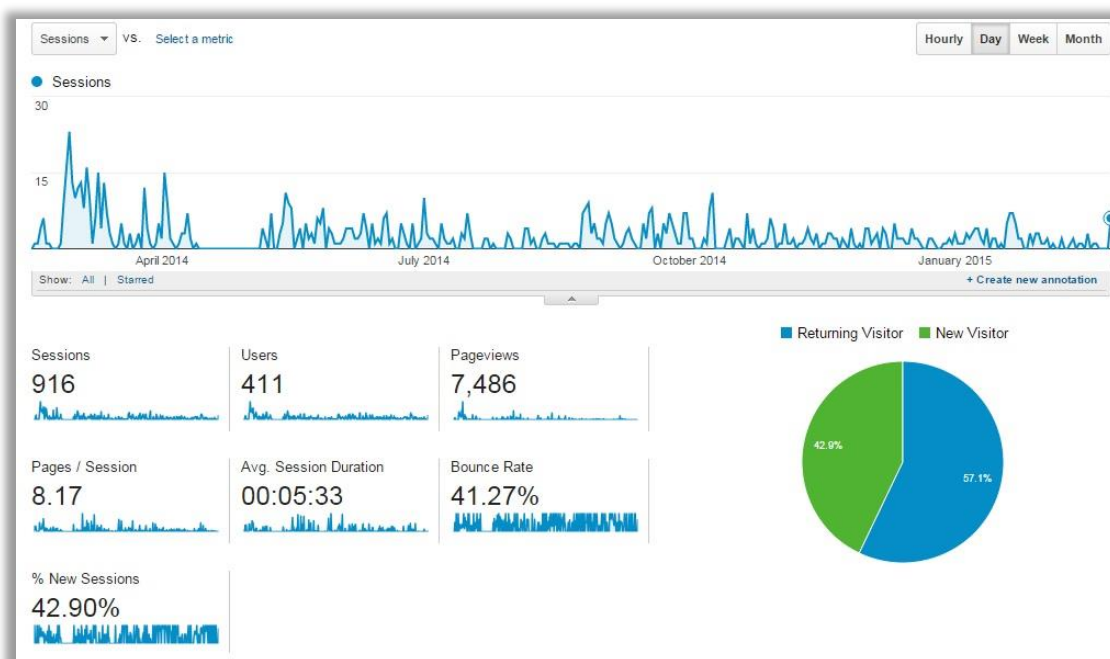
Figure 4: Usage statistics for period 3
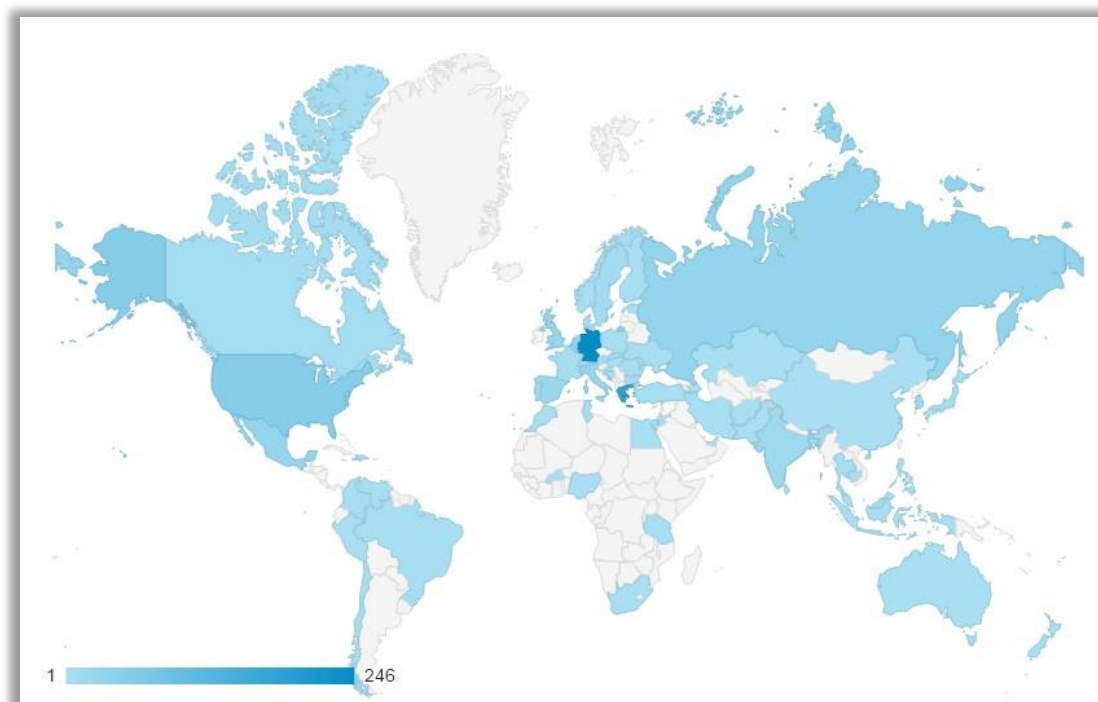
Figure 5: Visitors' country of origin

In total, users from 73 countries from all over the world have visited the knowledge portal. Most visits have been performed from Germany (246 sessions) followed by Greece (180 sessions) and USA (54 sessions).

2.2. USER SUPPORT

During the third period of the project, work package 2 was assisting the users in their interaction with the portal. Most of the assistance needed was for submitting resources, therefore work package 2 additionally developed and circulated a detailed tutorial on resources' submission.

2.3. CONTENT ENRICHMENT

The knowledge portal of eGovPoliNet is a web-based repository containing state-of-the-art knowledge and references to knowledge assets in the field of ICT for governance and policy modelling (cf. Deliverable D 2.2). It enables users to access the expertise of different knowledge domains, by classifying and categorising existing assets of knowledge on ICT solutions for governance and policy modelling.

During the third period of the project, the knowledge portal has been continuously enriched with the material produced in work package 4. In total 116 knowledge items were added to the portal in the following categories: publications, technical reports, grand challenges, presentations, and glossary. Detailed information on the resources was added during period 3 and final status of knowledge assets in the knowledge portal is available in Deliverable D 4.3.

Beyond the work of CROSSOVER, during the second and the third period of the project, eGovPoliNet added in total 171 knowledge items to the portal. In specific, the added knowledge resources included the following:

- Glossary terms
- White papers produced by the comparative analyses
- Conference publications
- Book chapter citations and abstracts
- Visionary scenarios on ICT solutions for governance and policy modelling
- Grand challenges of research on ICT - supported governance and policy modelling
- Authors of white papers and book chapters
- Technical reports
- Presentations
- Projects

More details on knowledge assets added to the portal are available in deliverables D 4.2 and D 4.3.

2.4. REOGRAGINSATION OF THE KNOWLEDGE PORTAL

As described in deliverable D 2.2, eGovPoliNet continued building the knowledge portal that was initially developed by CROSSOVER. In the second and the third period of the eGovPoliNet project, significant work was performed on the initial knowledge portal to meet requirements of the lively and sustainable policy community (cf. D 2.2).

The main demands of the policy community regarding the sustainable knowledge base were explained and elaborated in eGovPoliNet deliverable D 4.1[3]. Two main objectives comprised a requirement that adding new content to the portal is intuitive and a requirement for the collaboration spaces for sharing knowledge at the portal for different working groups and the communities related to the policy community. The latter is explained in Section 3.3, while the former is presented in the rest of this Section.

The CROSSOVER's solution[4] for adding knowledge assets to the portal assumed two types of different portal entries:
- Papers & Cases
- People & Organisations

A further distinction within the two categories could be made by the user under the primary tag. However, this approach does not provide enough clarity at the beginning for a user and, as such, is not suitable for sustainability purposes.

Combining the ontology for the knowledge portal developed in eGovPoliNet's D 4.1, and taking into consideration the emerging needs of the sustainable policy community with the ontology initially developed by CROSSOVER and implemented at the knowledge portal, the eGovPoliNet reorganised the portal's entries in the following way:
- Instead of the two initial categories of portal entries (Papers & Cases and People & Organisations), the final knowledge portal offers six different types of portal entries: Publication, Project / Case / Framework, Event, People, Organisation, and Media.
- A user can choose one or more domains from the following list of domains related to policy making: Economic affairs, Education, Enterprise strategy, Environmental protection, Future internet for collaborative governance, Health, Housing and community, Human-computer interaction, Identity, privacy and trust, Industry, Information and communication technology (ICT), Information management, Law, Safety and rescue management, Modelling and Simulation, Open government data, Policy modelling, Public defence, Public policy domain, Recreation, culture and religion, Research and development, Social protection, Social computing, Stakeholder engagement and collaboration, User-centred design, Visual analytics, and Other.
- A publication is presented at the knowledge portal with title, author, year of publication, start page, end page, ISBN/ISSN, abstract, URL / DOI, type of publication (article in book, journal article, white paper, journal, book (monographic), or other), whether it was developed within a project (and which project), events, media and attachments connected to the publication (if any) and domain(s) the publication is associated with.
- Projects, cases and frameworks are described at the portal with name, acronym, start and end date, budget (optional), description, URL, type (research, research & implementation, implementation, or other), implementation level (pilot, deployed, or other), implementation body (institution, consortium or other), funding programme, reference person, relevant publications, results, events, media and attachments, and domain.

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[3] See technical report D 4.1 available online under http://www.policy-community.eu/results/technical-reports-and-publications/public-deliverables (last access: 15/02/2015)

[4] See technical report D 1.1 Repository of models, tools & methodologies available online under http://www.crossover-project.eu/Portals/0/0501F01_Repository%20of%20models%20tools%20and%20methodologies.pdf (last access: 15/02/2015)

- Events are presented at the portal with name, start and end date, location, host, description, agenda, URL, type (conference, public election, workshop or other), reference person or organisation, relevant publications, results, projects, cases, frameworks, media and attachments connected to the event as well as domain.
- People are presented at the knowledge portal with their last and first name, gender, URL, contact data, current position, affiliation to organisation(s) and consortium(s), short bio, topics of interest, discipline, type (researcher, public official, industry, consortium member, scientific society member, citizen, NGO's member, or other), relevant publications, projects, cases, frameworks, communities, events, media, attachments, discipline, and domain.
- Organisations are described at the knowledge portal with name, acronym, contact data, URL, description, type (academia, public body, industry, consortia, scientific organisation, NGO, or other), related publication, projects, cases, frameworks, events, media, attachments, as well as domain.
- Media items at the portal are described with name, creator, year, version, description, URL, type (audio, video, web page, software, presentation, blog, discussion thread, news, or other), related publications, projects, cases, frameworks, events, attachments, as well as domain.

3. THE FINAL SUSTAINABLE EGOVPOLINET PORTAL

This chapter presents the final sustainable eGovPoliNet portal[5], its main actors and functionality. As actor is considered a user who exchanges data with the portal. The main actors supported by the knowledge portal are the guest user, the registered user, the administrator and the reviewer.

The chapter commences with an overall presentation of the portal and, in specific, its homepage as well as other relevant pages (Section 3.1), and continues with describing the functionality offered per user role, in particular:

- guest functionality is described Section 3.2,
- registered user functionality in presented in Section 3.3,
- reviewer functionality in Section 3.4,
- administrator functionality is described in Section 3.5, and
- summary of user functionality at the knowledge portal in Section 3.6.

The rest of this chapter presents in more details the aforementioned presentation of the portal and its functionality as well as basic user types.

3.1. PRESENTATION OF THE PORTAL

During the third period of the project, the home page as well as other pages of the portal have received a reshaping of the appearance with the main objective to enable a straightforward access to the key messages, important information and knowledge resources. Figure 6 depicts the new version of the portal's home page.

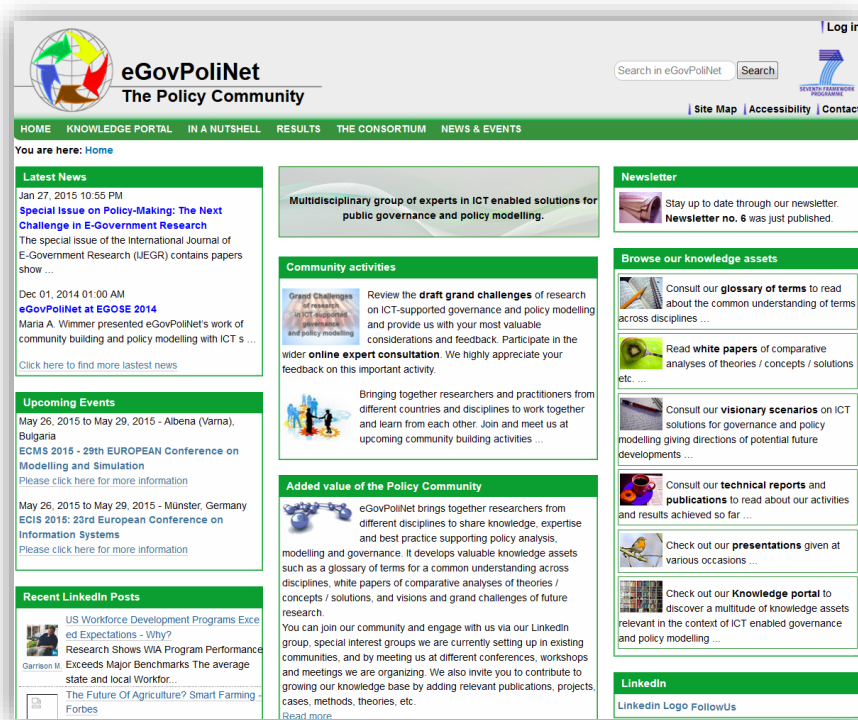[5] See the portal under http://www.policy-community.eu/

Figure 6: The home page of the knowledge portal

Specifically, the following reshaping of the web presence of the knowledge portal was introduced:

- The home page was reshaped into three main columns and the content was updated:
  - The left column of the portal's home page reports the most dynamic information from the community; i.e. latest news, upcoming events and recent posts from the LinkedIn group "Policy making 2.0⁶" (see the left column of Figure 6).
  - The left column as it is at the home page is always the same at every further page of the portal.
  - The central column of the portal's home page describes the main activities at the portal including short messages (sliding banners) placed at the top of the column as well as relatively short paragraphs describing current "top" activities, the target community and the invitation for different events as well as the added value of the policy community leading to the page "In a Nutshell" (see the central column of Figure 6).
  - The right column of the portal's home page enables an easy access to the newsletters as well as the main knowledge resources of the portal: the glossary, the white papers of comparative analyses, the visionary scenarios of ICT solutions for governance and policy modelling, the technical reports and publications, the presentations made by community members and the further knowledge assets (see the right column of Figure 6).
- The top, horizontal menu of the portal enables an alternative access to portal resources, as well as additional information about the policy community, such as the partners and the workspace of

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⁶ https://www.linkedin.com/groups?gid=4165795

different working groups (for registered users only – see Section 3.3 for more details on functionality available to registered users).

- The web pages "Results", "Newsletters" and "In a Nutshell" at the portal were also reshaped (see Figure 7, Figure 8 and Figure 9 respectively). The page "Results" provides direct access to different knowledge assets, the page "Newsletter" provides fast and direct access to the latest activities at the portal and in the policy community, while the page "In a Nutshell" gives more information about the policy community and links to other relevant pages.

Other web pages of the portal also received different kinds of restructuring, such as improvement of navigation and presentation of contents.
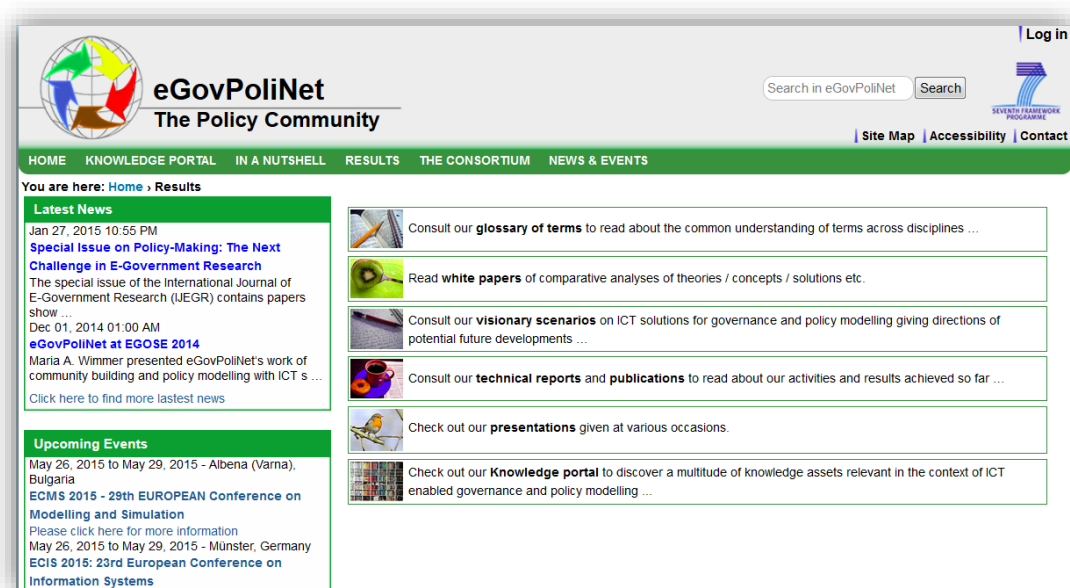

Figure 7: The web page "Results" at the portal.

Figure 8: The web page "Newsletters" at the knowledge portal
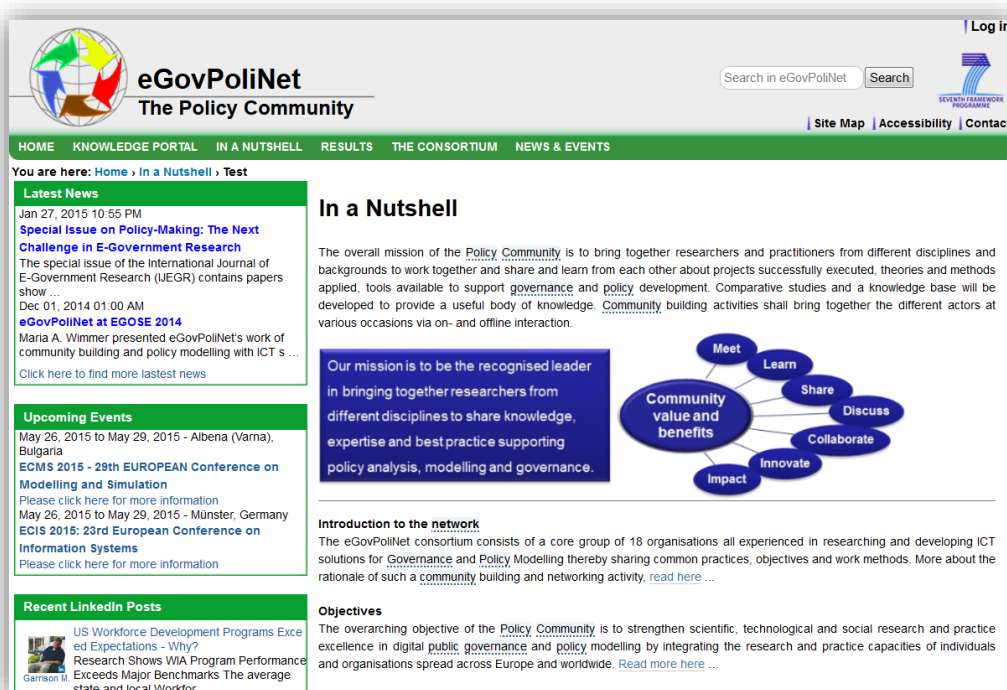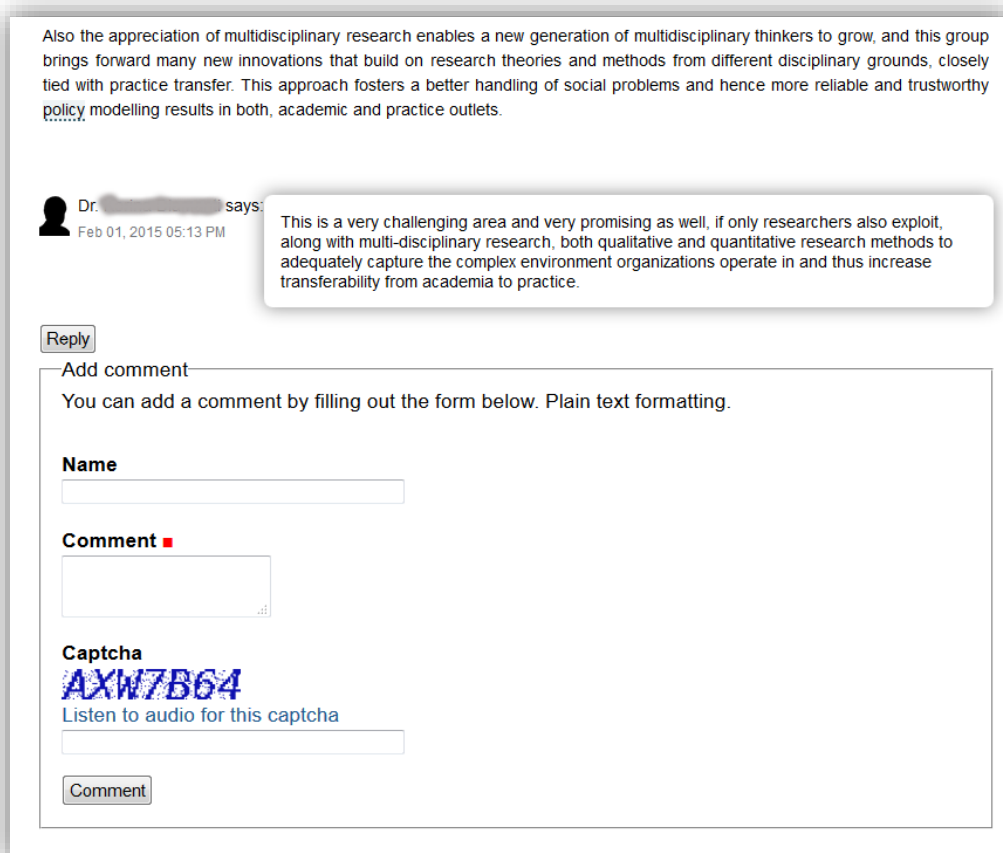

Figure 9: The web page "In a Nutshell" at the knowledge portal

3.2. GUEST FUNCTIONALITY

The Guest user is considered a user who wants to browse the content of the portal without registration at the portal. The above figures, from Figure 6 to Figure 9, present the display of respective web pages for a guest user. The following functionality is provided to the guest user:

- The guest user is able to browse the published portal's entries, specifically knowledge assets, presentations, news, community events and other activities, as well as to use search functionality throughout all pages of the portal.

- The guest user can view the details of the published portal's entries, such as the title, year, name, surname, e-mail etc. of publications, projects/cases, people, organisations, and other published portal's entries (for more details see Section 3.2). However, the guest user has no right to add or modify the existing content of the portal.

- The guest user can view the attached materials (e.g. papers in pdf format, videos attached to presentations, etc.), but has no rights to download the attachments.

- The guest user can give comments and reply to existing comments to grand challenges of research on ICT-supported public governance and policy modelling (see Figure 10).

Also the appreciation of multidisciplinary research enables a new generation of multidisciplinary thinkers to grow, and this group brings forward many new innovations that build on research theories and methods from different disciplinary grounds, closely tied with practice transfer. This approach fosters a better handling of social problems and hence more reliable and trustworthy policy modelling results in both, academic and practice outlets.

Dr. ~~~~ says:
Feb 01, 2015 05:13 PM

This is a very challenging area and very promising as well, if only researchers also exploit, along with multi-disciplinary research, both qualitative and quantitative research methods to adequately capture the complex environment organizations operate in and thus increase transferability from academia to practice.

Reply

Add comment
You can add a comment by filling out the form below. Plain text formatting.

Name

Comment ■

Captcha
AXW7B64
Listen to audio for this captcha

Comment

Figure 10: Guest user functionality: comment grand challenges of research

3.3. REGISTERED USER FUNCTIONALITY

A user interested in becoming a registered member of the knowledge portal fills in and submits a registration form, which contains the following fields: user name, first name, last name, display name, e-mail address, password and a short biography. As described in Section 2.1.2, the user becomes registered once the submitted form is accepted by one of the portal's reviewers.

The reviewer also decides to which user group the registered user will be affiliated, which in some sense restricts the user's activities at the knowledge portal. However, the user is not aware of the restricted areas, which provides a good collaboration atmosphere (see examples in Figure 11 and Figure 12). In this way, different groups of users can form their own subgroups, uploading and sharing content within their own collaboration spaces at the knowledge portal, which will be visible only to the members of that particular group.

A registered user can belong to as many user groups as requested. By the end January 2015, the following groups of registered users are enabled at the knowledge portal: SC6-AB, SIG AIS, IFIP WG 8.5, and SIG Policy Modelling.

As described in deliverables D 1.2 and D 5.3, eGovPoliNet plan for sustainability is to organise Special Interest Groups (SIGs) within different communities with their private collaboration spaces at the knowledge portal. Therefore, SIG-AIS is a collaboration space at the knowledge portal organised for members of the SIG along Association for Information Systems (AIS), WG 8.5 is a collaboration space established for the members of the SIG of the working group on "Information Systems in the Public Sector", while SIG Policy Modelling is a collaboration space of the SIG along European Social Simulation Association (ESSA). Figure 13 shows the private collaboration space of the SIG AIS. Each group has its own administrator(s) who can publish materials produced by the group members.
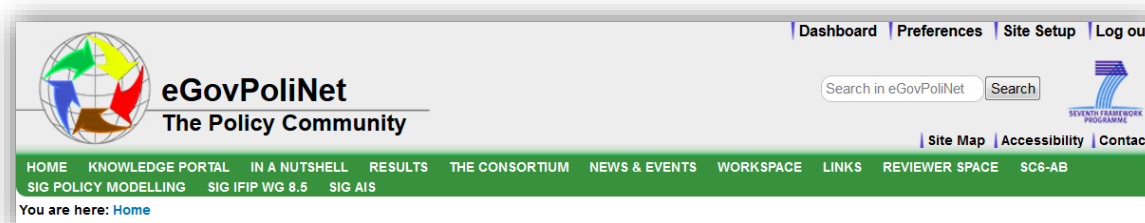

Figure 11: Administrator view with an overview of all collaboration spaces
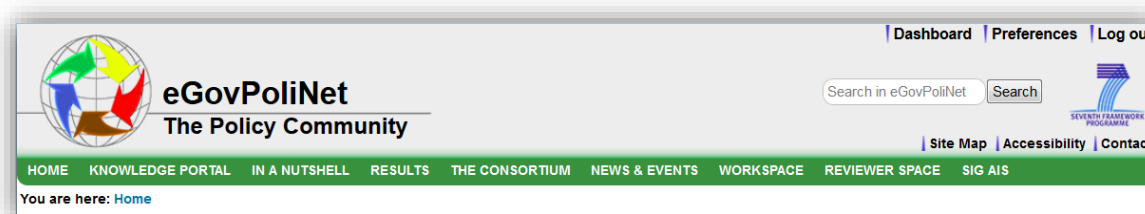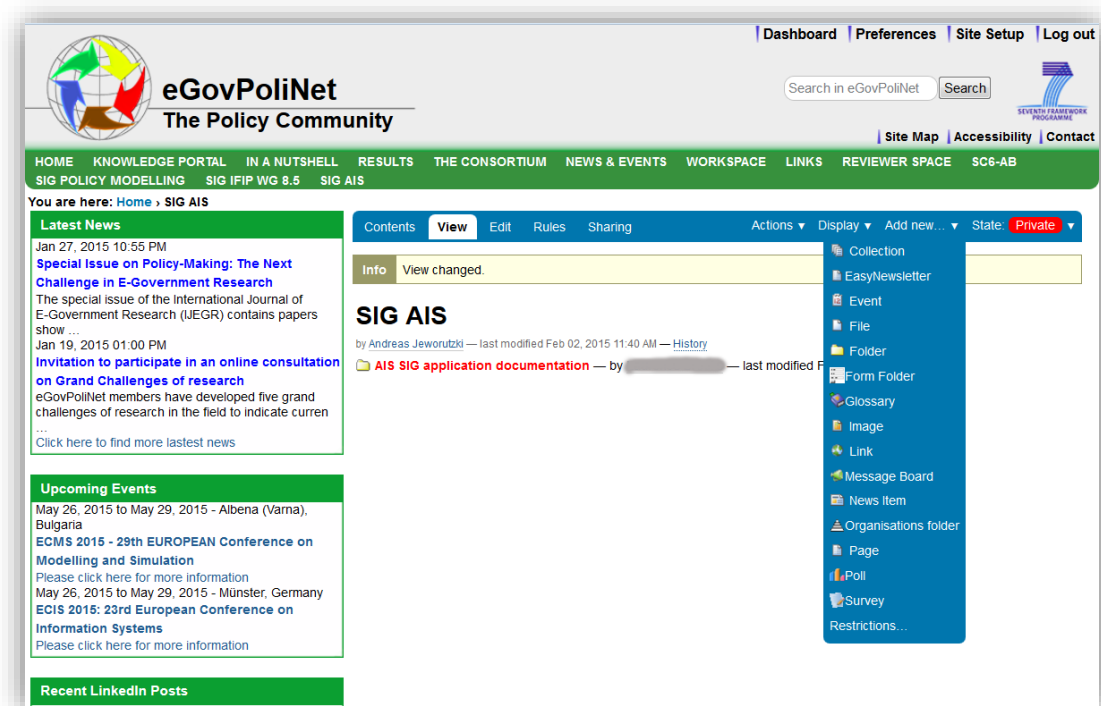

Figure 12: Menu view of a register user who belongs to the collaboration spaces of three groups: Workspace, Reviewer Space and SIG AIS

Figure 13: Private collaboration space of the SIG AIS

The registered user has all above mentioned possibilities of the guest user (see Section 3.2) with the following additional privileges that come with the registration:

- The registered user can add new content to the portal, such as publications, cases, practices, experts, organisations, events, collections, forums, images, surveys, polls, etc. (see a drop-down blue menu at Figure 13).

- The registered user can download attached content and provide relevant feedback and comments on the existing portal's items.

- The registered user can edit details of existing assets in order to correct errors or add missing information.

- The registered user can access the Wiki on the knowledge portal (see Figure 14).

- The registered user can submit the items for publication (see the blue drop-down menu at Figure 15). After submission, to the reviewer is sent a message to review and eventually publish the content.

- The registered user can add mass paper citations to the portal. A mass paper citation upload mechanism enables the automatic import of existing citations from databases/libraries in bibtex format, thus facilitating and accelerating the population of the portal with content. When the papers are imported, they undergo the review process as every other manually-added resource in order to be approved and checked before publishing.
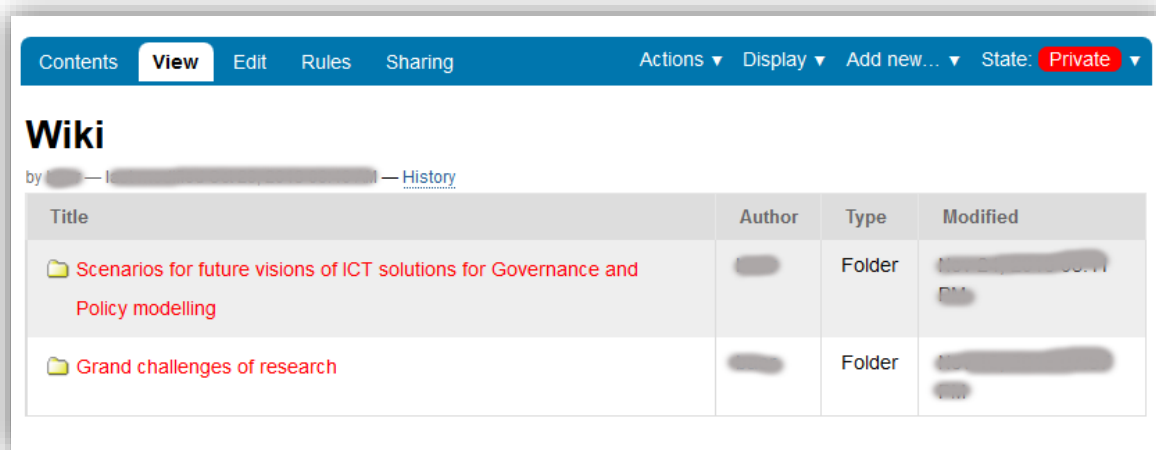
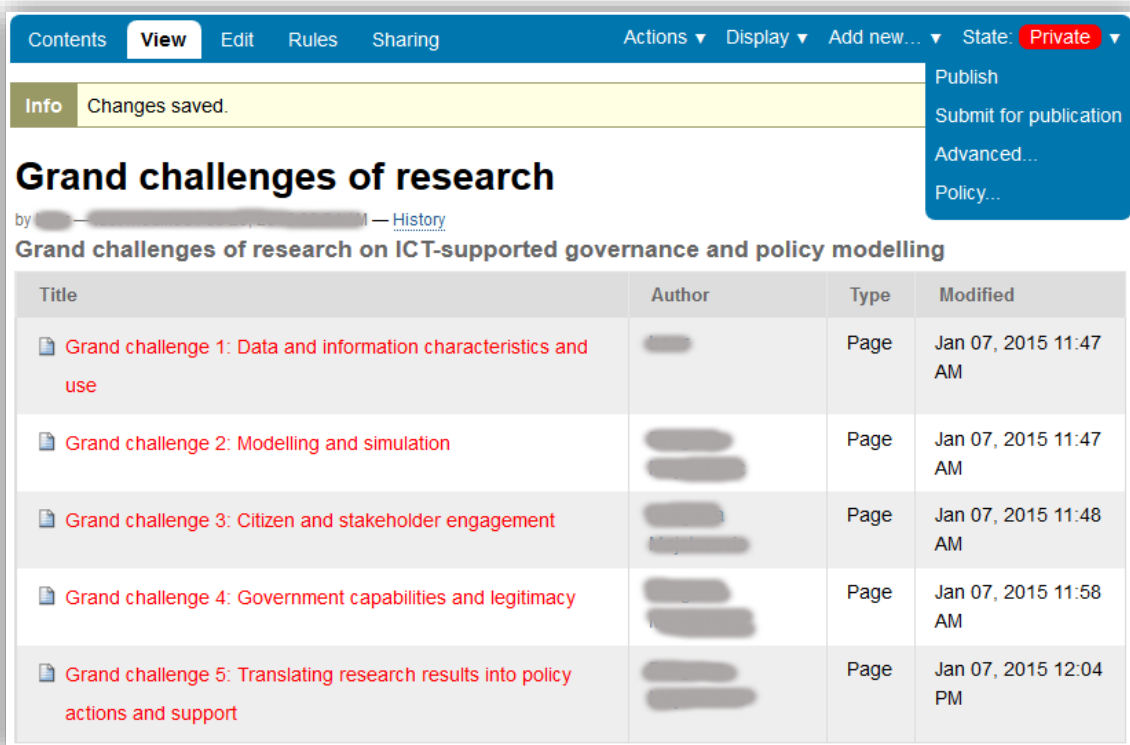**Figure 14: Wiki at the knowledge portal**

3.4. REVIEWER FUNCTIONALITY

The reviewers are responsible to check the submitted content (papers, cases, people, organisations, events, and other assets added to the knowledge portal) and decide whether it is appropriate for publishing. The reviewers have all the above mentioned possibilities of the registered user (see Section 3.3) together with the special privileges of reviewers. In particular, the actions available to the reviewers are:

- The reviewer can edit the submitted content.
- The reviewer can decide if the user's registration is accepted.
- The reviewer can view the submitted content in the way it is to be published.
- The reviewer can delete the submitted content if found not appropriate for publishing.
- The reviewer can publish the submitted content.

Figure 15 presents an example of publishing a collection on pages containing details on five grand challenges of research on ICT-supported governance and policy modelling (for details on the grand challenges see deliverable D 4.3). An item's status (also called its review state) determines who can see it. The current state of the page is "private" and therefore, it is visible only to the members of a group who created this page. A blue drop-down menu shows that the reviewer can publish the page with grand challenges (thus publishing all subpages). Published materials will be then visible to all users, including guest users as well. If necessary, the reviewer can change the item's status and push the published materials back to the private state.

Another way of controlling visibility of an item is setting up its publishing and/or expiring date (option "Advanced" at the blue drop-down menu presented at Figure 15). In this case, an item is not publicly searchable before its publishing date or after its expiring date, which prevents the item from showing up in listings, although it could be available directly via its URL.
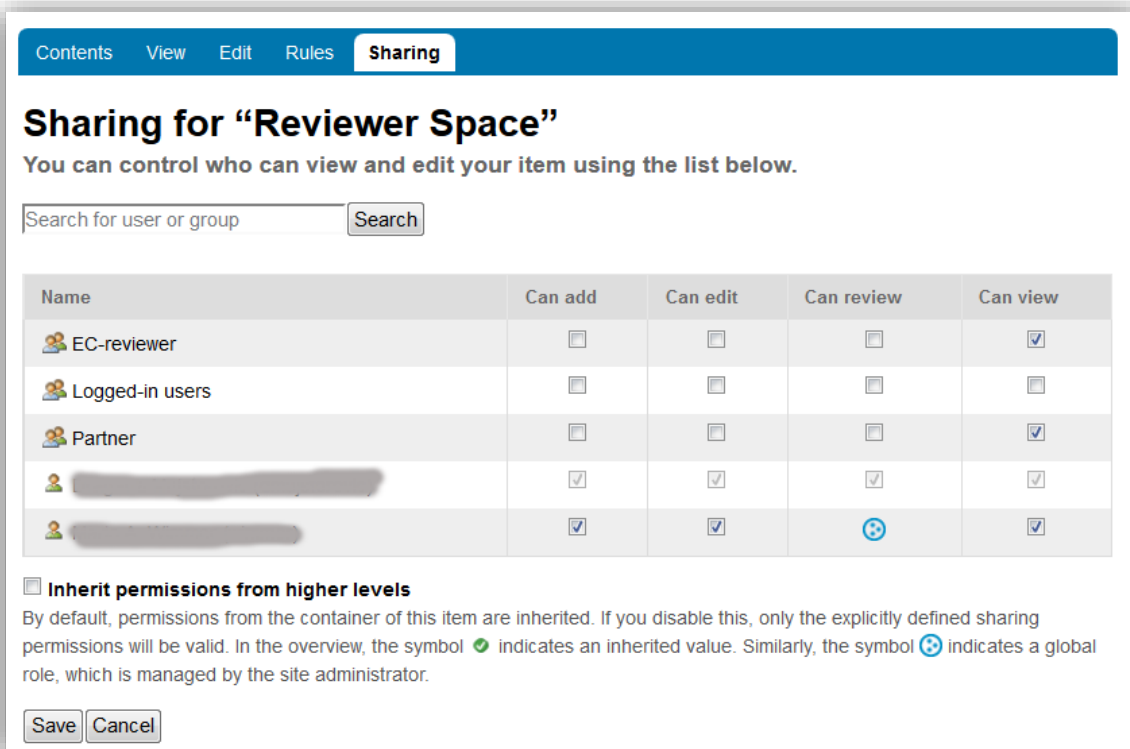
Figure 15: Reviewer functionality of the knowledge portal: publishing the content

3.5. ADMINISTRATOR FUNCTIONALITY

The Administrator monitors the portal from the technical point of view, ensures its proper operation and handles users, roles and statistics. The administrator is also responsible for the overall operation of the portal and especially for the ways the content is submitted and/or provided to the users and can be made available through the platform in an easy and effective way. To illustrate this functionality, Figure 16 presents a specification of sharing a content called "Reviewer space" among different user groups of the portal, in particular, users from the groups EC-reviewer and Partner can view the content of the folder, logged-in users cannot view the content at all while two users can fully administrate the content on the portal's item.

Specifically the portal administrator can:

- Handle application parameters and item metadata. The administrator can view, add, modify, delete, search application related parameters.
- Handle roles (security & permissions). Specifically the administrator can create a new role, modify an existing role, assign permissions to roles and remove a role.
- Handle users. The system administrator can assign roles to users, add new or modify existing users, remove users.
- Run statistics (google traffic statistics). The system administrator is responsible to monitor the user traffic at the portal and run and see reports based on portal's activity statistics.
- Handle editor's choice entries e.g. select content to appear to the home page.
- Application setup i.e. handles general options or handle pages and menu options

Figure 16: Administrator functionality of the knowledge portal: sharing the content

3.6. SUMMARY OF USER FUNCTIONALITY AT THE KNOWLEDGE PORTAL

Table 1 presents functionality of the knowledge portal along its target actors and user groups. Columns 2 to 5 indicate (indicated with "x") to which target actor a specific functionality of the portal is enabled. Indication "[x]" means that the administrator is able to do everything as the reviewer, however, these user functionalities are clearly separated because the reviewer decides upon the content while the administrator is more concerned with the functioning of the portal.

Table 1: Functionality of the knowledge portal along portal's target actors and user groups

Functionality	Guest user	Registered user	Reviewer	Administrator
Browse published portal entries	x	x	x	x
Search published portal assets	x	x	x	x
View details of the published portal's entries	x	x	x	x
View the materials attached to the portal entries	x	x	x	x

Give comments and reply to existing comments on grand challenges of research	x	x	x	x
Be affiliated to one or more collaboration groups		x	x	x
Add new content to the portal		x	x	x
Download the attached materials		x	x	x
Provide feedback and comments on the existing portal's items		x	x	x
Edit details on existing assets		x	x	x
Access the Wiki		x	x	x
Submit the items for publication		x	x	x
Mass paper citations upload		x	x	x
Edit the submitted content			x	[x]
Decide upon user's registration			x	[x]
View submitted content as it will be published			x	[x]
Delete the submitted content			x	[x]
Publish the content			x	[x]
Handle application parameters and items' metadata				x
Handle portal's roles				x
Handle users				x
Run portal's statistics				x
Handle editor's choice entries				x
Handle general options				x

4. CONCLUDING REMARKS

The overall aim of work package 2 was to develop a portal of knowledge assets relevant to the community of ICT supported governance and policy modelling. In phase three of the project, in a cooperation between work packages 2 and 4, key knowledge resources were added to the knowledge portal, such as glossary terms, comparative analyses, abstracts of book chapters, analysis of the visionary scenarios and grand challenges of research on ICT-supported policy modelling and public governance as well as significant work was performed on the maintenance of the portal and its improvements.

This deliverable documents on the one hand the work performed in the third period of the project regarding the knowledge portal, while on the other hand, presents the resulting final knowledge portal.

The work performed within work package 2 has laid a good ground to support an emerging community of ICT supported governance and policy modelling (cf. D 1.2, D 3.3, and D 5.3). The knowledge portal as introduced in this deliverable can be considered as a key asset for the policy community to sustain over the time.