Metadesigning e-Government Services: A Case Study in a Local Agency

Daniela Fogli, Loredana Parasiliti Provenza
Dipartimento di Ingegneria dell’Informazione
Università degli Studi di Brescia

Sergio Colosio
Servizio Intranet-Intranet
Divisione Generale - Comune di Brescia

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Several web-based government-to-citizen (G2C) services
from tax payment ...
... to enrollment in schools and courses

• developed according to a form-based metaphor which reminds the approach with paper-based forms in traditional scenarios

• G2C service structure usually characterized by recurring patterns
A typical G2C service
...for pupils’ enrollment in nursery schools

In the hands of software professionals

- repetitive and boring activities...
- many interactions with administrative employees...

often affected by misunderstandings and ambiguities

Why not empower administrative personnel to develop G2C services themselves?
Administrative personnel profile

- **experts** in several administration issues
- with a **deep** (often **tacit**) **knowledge** of the government domain

**BUT**

- generally **not expert** in ICT **nor willing to be**
- **not very motivated** in service creation if it means
  - learning new software tools
  - changing their work practices

Our proposal

**Metadesign a proper design environment**

- supporting and improving employees’ best practices
- equipped with EUD tools suitable to administrative employees

thus creating the **socio-technical conditions** for the employees to act as **unwitting service developers**
Design Patterns as Metadesign tools

to design the metaphor and interaction experiences most suitable for administrative personnel

As in Borchers [2001]

Three design pattern languages for EUD

The domain pattern language for government service creation

EUD4Services, May 25, 2010
The HCI pattern language for EUD of G2C Services

From [Tidwell 2005]

Conclusions

We have been designing the interaction experiences of administrative employees in creating G2C services

FURTHER STEPS

- Define all the pattern languages
- Develop a prototype of the design environment and evaluate it with administrative employees