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Executive Summary

The WeGov project was initiated to address the challenge experienced by policy makers who were attempting to engage with their community of citizens using the internet, but were frustrated in these efforts by the limitations of dedicated websites for garnering public opinion. Many such sites exist, yet they are visited, except on very rare occasions, by remarkably few people. The reality is that ordinary people meet and discuss the issues of the day over social network connections; principally now Facebook and Twitter. Therefore the project sought to develop tools which policy makers could use to find, follow and join discussions that were going on within these networks, and provide analysis tools that would give those policy makers a better understanding of the scope, sentiment and behaviour of those discussions. This was, and still is, seen as the route to making that vital link between eGovernment and eSociety which is so important in governance today.

The approach taken by the project was to develop a toolset that which would allow advantage to be taken of a wide range of existing and well established social networking sites (such as Facebook, Twitter, Bebo, WordPress etc.) to engage citizens in two-way dialogs as part of governance and policymaking processes. The tools would make it possible to detect, track and mine opinions and discussions on policy oriented topics.

The tools allow discussions to be seeded and stimulated through injection of policy discussion points into relevant communities, securely and in a controlled manner. They allow the origins, bias and evolution of opinions to be tracked to provide auditable records of provenance, guard against misuse, and ensure that trust and privacy is maintained for all involved.

WeGov followed a process of continual discussion with end users, evaluation and improvement which was fed back into the development plan, and which resulted in the presentation of a series of increasingly sophisticated and relevant toolbox prototypes to representative end users. We aimed to retain flexibility, and incorporated a large number of check-points within the project timeline. This allowed us to remain focused on the overall objective of the project whilst developing our technical approach in line with the evolving understanding of the needs of our end users. Thus we succeeded in delivering a toolbox concept appropriate to the needs of the policy makers with whom we were working.

In order to evaluate the usability and relevance of the toolset, we performed a number of evaluation exercises with a range of end users which allowed us to identify those areas which worked well, and to highlight areas in need of further improvement. We also identified the critical issues surrounding legal and ethical use of the toolkit, and developed a best practice guide based on a study of the relevant issues, which has been made publically available.

The project has been well represented at international events and through publications, which has ensured high quality dissemination and provoked lively discussion in the media. We have investigated the options for exploitation of the work done, with possible routes to exploitation covering commercial use, sharing and exchange of knowledge and further RTD development.

Project context and objectives

The WeGov project was initiated to address the challenge experienced by policy makers who were attempting to engage with their community of citizens via the internet, but were frustrated in these efforts by the limitations of dedicated websites for garnering public opinion. Many such sites exist, yet they are visited, except on very rare occasions, by remarkably few people. The reality is that ordinary people meet and discuss the issues of the day over social network connections; principally now Facebook and Twitter. Therefore the project sought to develop tools which policy makers could use to find, follow and join discussions that were going on within these networks, and provide analysis tools that would give those policy makers a better understanding of the scope, sentiment and behaviour of those discussions. This was, and still is, seen as the route to making that vital link between eGovernment and eSociety which is so important in governance today.

A number of innovations, and related objectives, were identified at the outset of the project. We have retained those objectives throughout the project, and this section gives a brief description of the way we have addressed and achieved them.

1. The first stated innovation of WeGov is "*to allow eGovernment and NGOs to extract information from, and inject discussions and facts, into social platforms. This innovation will allow policy makers and NGOs to enter the social Web using safeguarded entry points in a way that protects the identity and privacy of all users involved, safeguards against misuse, yet maintains transparency of the process.*"

   The challenge arising from this innovation requires WeGov to address the research and technology challenge of managing information exchange with multiple social platforms, crawling of information from social networks and safeguarded maintenance of privacy, identity and access rights in a distributed setting.

   To address this challenge we have provided search and injection tools that enable the WeGov user to extract and inject information from and to Facebook and Twitter. We have also utilised social network "aggregators" – external sites that collect and aggregate information from multiple social networks. We have provided repeating scheduled searches that collect data automatically and periodically over time, thus giving the user the opportunity to conduct long-term searches, or to easily gather large amounts of data to view trends over time.

   The need to inject posts using the WeGov toolkit was not a strong requirement from our external end users. What has been identified as useful is the ability to highlight where injection may best be made, to which end we have provided the means to inject information directly from the results of analysis.

   We have also made recommendations for the best use of the system in order to respect privacy, since addressing the privacy issues imposes certain constraints on any organisation exploiting WeGov. We have provided controlled access to the WeGov tool, with user authentication, and segregation of users' data. All use of the WeGov tool is recorded, so an audit trail is available.

2. The second innovation of WeGov is "*to allow eGovernment to better understand eSociety by providing new tools for analysing discussions that take place across existing online social communities including the understanding and monitoring of their dynamics*".

This innovation requires an understanding of the context within which opinions are expressed. Unlike opinions collected by marketers about specific products or attitudes to them, which may be considered in isolation, political opinions are bound to broader topics; they evolve in discussions between individuals or social groups. Thus, this second innovation requires a comprehensive representation and analysis of topics, discussions and opinions and an analysis of the corresponding structure of the eSociety within which they are expressed.

In addressing this objective, the WeGov search tools are used to provide context, for example performing a search for a keyword which returns social network postings relevant to that keyword. The challenge after this is to comprehend the search results, and the WeGov topic-opinion analysis provides this understanding by connecting these keywords to the wider debate around the issue. The tool is therefore able to provide a means to make sense of a deluge of social network posts quickly and easily through theme mining and sentiment and controversy analysis, whereby the topic-opinion analysis tool provides indications of how people are feeling in a debate. This reports whether people in the discussion are in general positive or negative and gives a measure of controversy, which indicates whether there is a large amount of agreement or disagreement in the sentiment expressed.

3. The third innovation of WeGov is "*to provide new tools for increasing the participation of eGovernment in political discussion processes of the eSociety. These tools will facilitate eGovernment to join a discussion, to layout their facts and arguments and to easily inject them into the appropriate places (whilst avoiding the spamming of platforms)*".

   This innovation requires the appropriate contextualization of communication (facts, arguments, opinions) contributed by eGovernment. It requires an ability to model common discussion processes in order to support the decision made by policy makers about when to join a political discussion, on which platform and using which content.

   From the evaluation performed in the project (described later in this document), we have found that the injection of discussion topics using the WeGov tools is of less importance to the end users than understanding the discussion. Nonetheless, the tools do support injection of material into the social networks and provide advice on where the user might best make a comment, which members of the discussion are most influential, which debates are hot. Based on the results of the search, the analysis components provide the knowledge which enables recommendations to be made about where the policymaker could engage with active and influential participants in the debate. These recommendations are made on the basis of the behaviour analysis and topic-opinion tools. We have also provided the means to inject information directly from the results of analysis – if there is a key post or social network user identified; the user has the option to reply, retweet, favourite etc. alongside the analysis result.

4. The fourth innovation of WeGov is "*a Software-as-a-Service model based on open source software deployed on cloud infrastructure (e.g. Amazon S3 and EC2) so the WeGov tools can be readily evolved and operated as in a sustainable, scalable and low cost way by a wide range of policy making bodies, from municipal councils through to NGOs and national government*".

   This innovation addresses the technical challenges of distributing the data to be analyzed in an appropriate way to the computing tasks and to manage the multiple stakeholders that may use the system at the same time.

   Following a detailed investigation into the possibility of deployment on a public cloud provider, and since an over-riding concern is the protection of personal data, then it must be concluded that any provider of computing services must be compliant with data protection regulations which currently rules out the use of public clouds. There may be applications of

WeGov that are less critical, or which can be run on managed private clouds, and the system architecture is designed to support such usage and expansion as it becomes necessary and feasible to do so.

5. Within the fifth innovation, it is proposed that "*WeGov will provide a methodology and best practices collection that will allow future eGovernment to easily adopt the government toolbox.*"

   This innovation requires that existing experiences from similar implementations in eParticipation are thoroughly surveyed, that all relevant legal and ethical concerns are raised and that all experiments are carefully documented.

   The results of the extensive evaluation exercises performed by the WeGov project are described elsewhere in this report [.] and in other publications, accessible via the project web-site [.]. A significant amount of information has been gained from these field trials, both in the form of recommendations about how to use the toolbox, and also suggestions for its extensions into the future. An analysis of best practice has also been performed which represents the project's conclusions regarding how a WeGov-type system can be used whilst protecting privacy and operating legally and ethically.

Project Methodology

WeGov set out to ensure that there was a clear and manageable work plan with tasks delineated within a detailed work package structure, which allowed development tasks to run in parallel over the entire duration of the project. This allowed a process of continual discussion, evaluation and improvement which was fed back into the development plan, and which resulted in the presentation of a series of increasingly sophisticated and relevant toolbox prototypes to show to representative end users. It was inevitable that some of the original project assumptions would prove impossible to fulfil and that other requirements would arise during the course of the project which had not been anticipated, but which would need to be addressed. The project approach retained flexibility, with a large number of check-points within the project timeline allowing the project to remain focused on the overall objectives yet permitting the development of the technical approach in line with an evolving understanding of the needs of end users. Thus, the structure which was envisaged at the outset (reproduced in figure 1 below) was retained throughout the project, and succeeded in delivering a toolbox concept appropriate to the needs of the policy makers with whom the project was engaged.

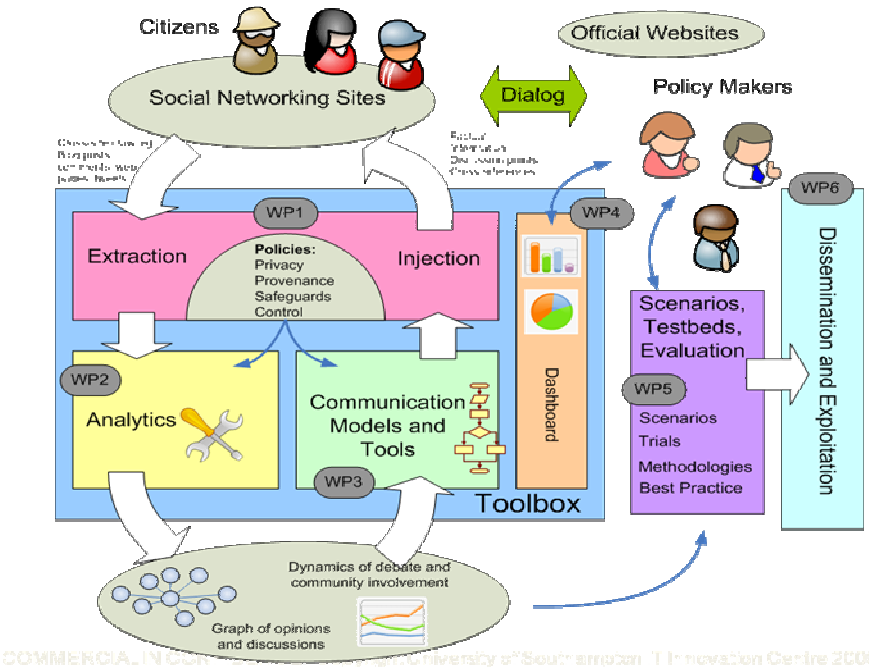

Figure 1: Initial Project Structure

To assist in understanding the developmental approach taken in the project, a more detailed description of the approach taken in each project work package is given here:

WORK PACKAGE 1: Information exchange with social network sites

The objective of WP1 was to develop extraction and injection tools for information and content exchange with a wide range of social network sites, but in a way that adheres to privacy and safeguarding measures. The work package investigated the types of information that social networking sites contain, and built interfaces to allow automated access to this information whilst investigating mechanisms to write information directly into social network

sites, for example to initiate new discussion groups, to start a new topic, and to connect between various relevant pieces of information and/or groups. In order to understand the limitations imposed by legal and ethical issues, a detailed study was performed as part of work package 5 into such issues, the result of which (a published report) was used to inform the decisions made in the technical work packages, and which determined the technical solutions available.

WORK PACKAGE 2: Analytics of online discussions

The objective of WP2 was to develop analytics tools which would allow discussions on government policies to be understood by policy makers participating in online communities. In order to understand online discussion going on on social platforms we found that it is necessary to provide information at both a low –and high- level of analysis. This would allow a politician to gain a quick insight into key topics of conversation and sentiments being expressed, but would also provide the more detailed tools necessary for a serious researcher to track discussions and build a more comprehensive understanding of public opinion. This WP focused on building tools for the creation and analysis of topic-discussion-opinion graphs in four main areas:

(a) Understanding the subject of discussions e.g. a particular discussion topic and discovering the opinions expressed by people and how they are related to it.

(b) Understanding the people and groups involved in the debate through diagnostics that indicate the health of a discussion e.g. the number of people involved, or any attempts to manipulate the discussion.

(c) Understanding the direction and dynamics of the discussion and e.g. if the discussion is diverging, converging, going in circles, splintering, or influenced heavily by some individual.

(d) Understanding the balance of the discussion, e.g. its range of opinions or its relative strengths of different points of view.

WORK PACKAGE 3: Communication models and tools

The objective of WP3 was to develop the tools and processes which would enable the effective engagement of policy makers with citizens in online communities. This was a research work package in which models of individual and community behaviour were developed and tools produced to support policy makers in determining the placement strategy they should follow when joining or influencing on-line debate. The ultimate purpose was to find ways to stimulate discussion and encourage debate, and to promote healthy discussion whilst isolating or marginalizing disruptive behaviours. This work package focused on:

(a) How to capture and automate the process of communication between policy makers and citizens in a structured way

(b) How to model peoples' behaviour in order to inform decision making on promoting healthy discussion and

(c) How to best place content into social network sites in order to stimulate discussion.

WORK PACKAGE 4: Opinion and Discussion Toolbox

The objective of WP4 was to develop dashboards for live visualisation of discussions, using service-oriented models, possibly using cloud-infrastructures for scalability and performance. The work package looked at how to access the tools developed in previous work packages in an integrated way using a 'live view dashboard' for policy makers, and how to organize and operate the toolbox as a service in order to achieve the necessary scalability and performance for large scale discussions across multiple social network sites. This WP included the systems

integration activity of the project (interfaces, integration, testing and technical verification). The final technical implementation of this work package was strongly influenced by the limitations imposed through consideration of privacy and security issues identified in the analysis performed in work package 5.

WORK PACKAGE 5: Scenarios, Testbeds and Evaluation

The objective of WP5 was to develop methodology, guidelines and best practice for use of WeGov techniques and tools when interacting with citizens on open social networking sites. WP5 developed a number of complementary scenarios for use of the WeGov toolbox, in collaboration with government institutions around Europe. It also included investigation and analysis of the legal and ethical issues in the early stages of the project so that the scenarios and technical implementation could be informed by the decisions reached. At a later stage of the project the results of this evaluation were applied to the experimental use of the toolbox and used to create a 'best practice guide' for publication with the released WeGov toolbox at the end of the project.

WORK PACKAGE 6: Dissemination and Exploitation

Dissemination and exploitation were continuous and ongoing activities in the project using a wide range of mechanisms including the project website, press releases, presence on social networks, workshops, conferences and journal publications. A market analysis and positioning study, development of an exploitation plan, and agreements on IP licensing were part of this work package. In particular, emphasis was given to the creation of a sustainable model for maintaining and developing the implemented toolbox as a service after the lifetime of the project.

WORK PACKAGE 7: Management

The project was organized into a simple management structure, in which all significant operational project decisions were made at the level of a General Assembly (GA), containing representatives of each partner organisation on an equal basis. The project manager chaired the GA, and provided the principal route for information exchange with the EC Project Officer. Technical management of the project, including monitoring of progress and risk management, was the responsibility of the Technical Steering Board (TSB), chaired by a Technical Manager, with all Work Package Leaders represented on the TSB. Specific responsibilities, such as dissemination and exploitation were allocated to appropriate individuals at the GA.

Scientific and Technical Results

Toolbox concept and design

WeGov is a web-based system that enables the user to collect and analyse social network postings and users, and to inject posts into social networks. The system is deployed and hosted at a server, and the user connects to this using their web browser.

The user can specify and run searches on social networks and feed the search results into WeGov's two analysis components to provide summaries and automated insights into the (sometimes very large) data set returned from the social networks.

The user can search on the two social networks currently supported: Facebook and Twitter. On Facebook, the user can monitor public groups and pages - the user can instruct WeGov to collect posts and comments on those posts from a Facebook group or page by specifying the URL of the page. On Twitter, the user can search for keywords or hashtags. Searches can be scheduled, so that they repeat automatically. This is useful for collecting data over an extended period. The system is designed so that when a search is executed multiple times by a schedule, it will not collect any duplicate posts, since duplicate posts would cause inaccurate analysis results.

The first of the analysis components of WeGov is behaviour analysis, developed by the Open University Knowledge Media Institute (KMI), which determines the discussion activity, categorises users into behaviour types and highlights posts and users to watch. The second analysis component is topic-opinion analysis developed by the University of Koblenz, which determines themes of the documents by identifying sets of terms that frequently occur together in multiple posts and grouping them together into topic groups. In addition, opinions are determined by sentiment analysis, and the topic groups can be measured in terms of whether they express positive or negative opinion.

WeGov presents data in two formats: "widgets" and "advanced". Both formats provide search and analysis functions: widgets provide simple and quick functionality whilst the advanced search and analysis provides more control and flexibility in the way results can be viewed. Figure 2 shows some example widgets, and Figures 3 and 4 show example advanced search and analysis results respectively.

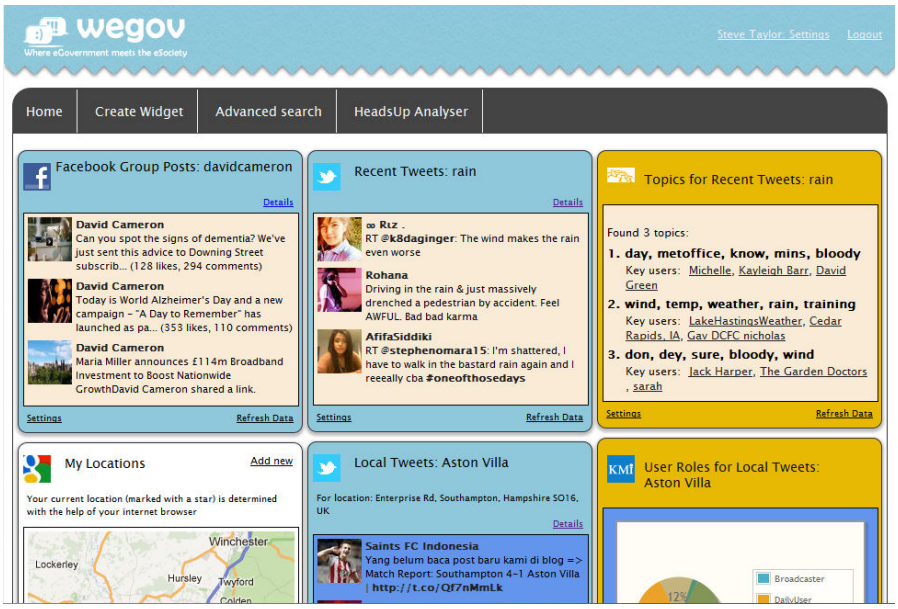

Figure 2: Widgets

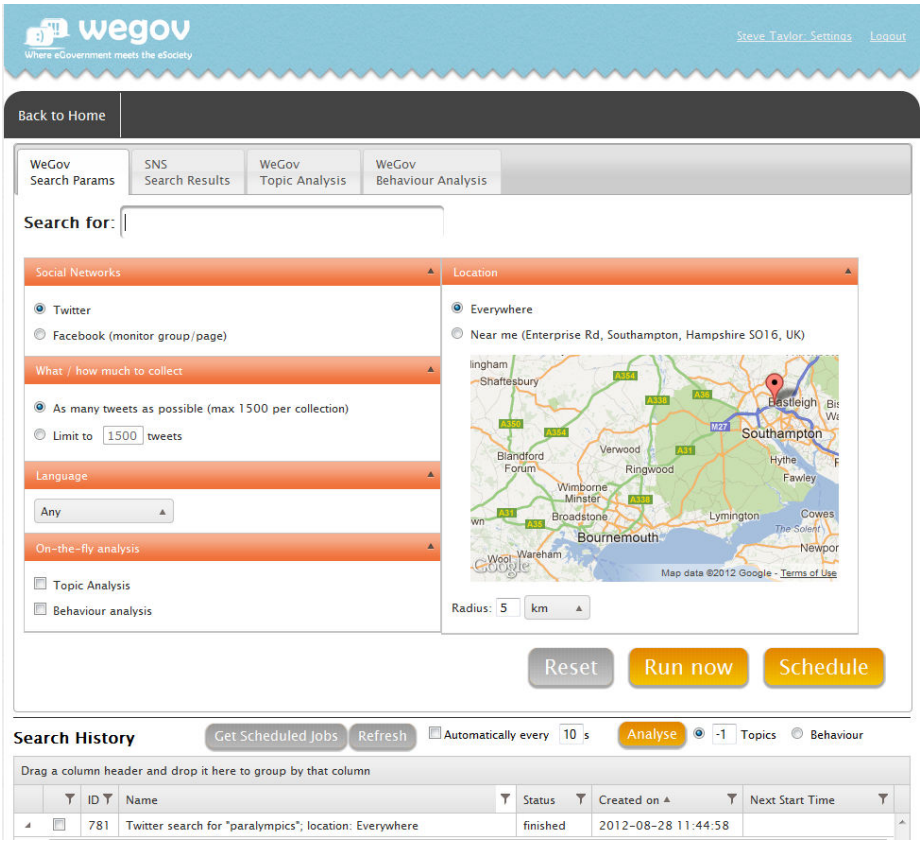

Figure 3: Advanced Search

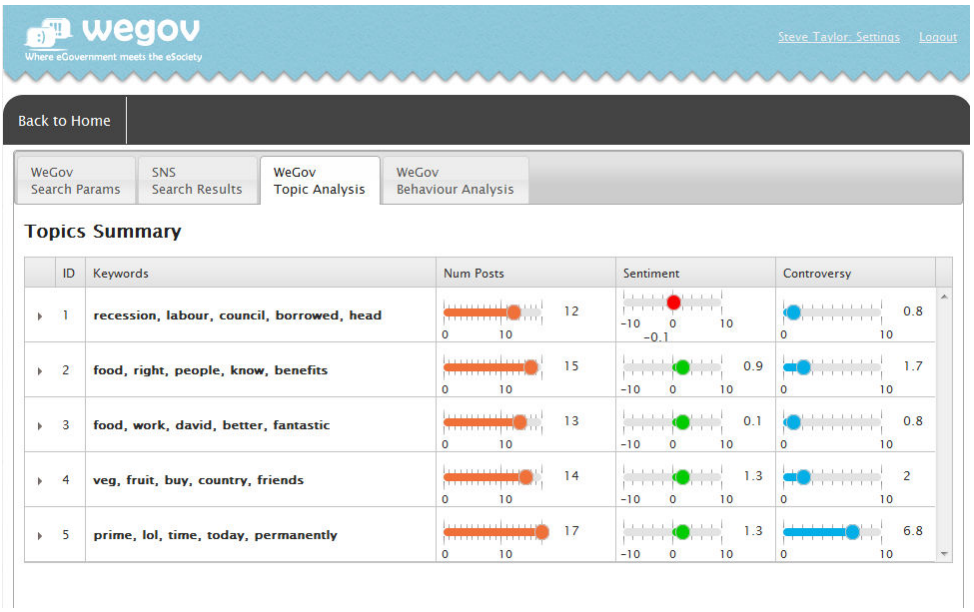

Figure 4: Advanced Analysis Results (Topic-Opinion Analysis)

Toolbox architecture

WeGov is a standard web application that is accessed by the user using their browser, and therefore all the system components are deployed at a web server. The overall architecture of WeGov is shown below in Figure 5

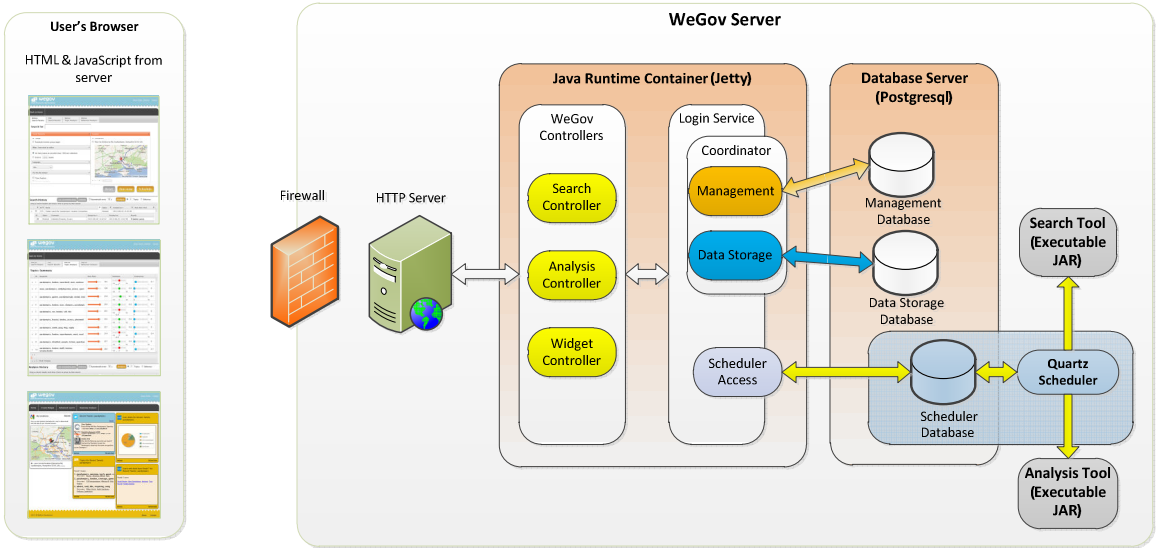

Figure 5: Overall WeGov Architecture

In the architecture shown above, the separation between the user's browser (on the left) and the WeGov server (on the right) is shown. The WeGov server contains the main WeGov components, which return search and analysis results to the user which are rendered in the user's browser.

The main development language of the WeGov server is Java. The server is deployed behind a firewall and the main components of the system are executed in a java servlet container. WeGov uses two database schemas, one to store management information (e.g. to track the

executions of searches and analyses), and another to store the actual data from search and analysis results. The two databases are hosted inside the same database server, as two schemas. For the database server, we use Postgresql, as it has a good reputation for reliability and scalability. WeGov incorporates automatic searching and scheduling using its own database for recording data about schedules, for example which schedules are pending and audit records of completed executions, etc.

WeGov is implemented and deployed using a number of standard security techniques to provide protection against data compromise or leakage, and to protect its users. These include:

a) The channel between the user and WeGov is secured using secure socket layer encryption (commonly known as HTTPS). This means that anything sent over this link is not visible to anyone but the user and WeGov.
b) Users are registered by a human who vets their application and makes a judgement as to the suitability and level of trust of a prospective user.
c) Users are authenticated with a username and a password that is not stored on the server. (A hash is generated and used to confirm the password when the user logs in.)
d) Each WeGov user has its own secure space. Any data collected for one user is not visible to any other WeGov user.
e) Each user's activity is recorded at the server, to protect other users and provide an audit trail in the event of misbehaviour.
f) The server is deployed in a de-militarised zone (DMZ) behind a firewall.
g) The server is kept patched and up to date with frequent virus scanning.
h) The server is segregated from other servers.

Analysis tools

Two major tools deployed by WeGov in the toolbox are two different types of analysis. Firstly there is semantic analysis of data collected from a social network (SNS) to determine the topics and opinions of discussions in the SNS data, and secondly there is content and user influence and behaviour analysis. There follows a more detailed discussion of these two analysis tools:

Content and User Analysis

With billions of users generating information in online communities, it is becoming increasingly important to distinguish those users who are most likely to generate more activity than others. This knowledge will help policy makers focus their attention on those users who have a higher potential of elaborating or influencing public opinion. To this end, the WeGov analysis tools take two approaches. Firstly, identifying features of users and posts that are likely to attract higher levels of attention, and secondly associating users with roles that describe their behaviour. These two analysis tools collect a set of features to describe the users and their posts that have been collected:

- **User features** describe the author, 'U', of a post by capturing his standing and engagement in the system. These features are: in-degree (number of users following U), out-degree (number of users U follows), post count (number of posts U has made), user age (the length of time U has been a member of the community), and post rate (number of posts made by U per day)
- **Content features** define quality measures of a post 'P' such as novelty of language, sentiment and time of posting. These features are: post length (number of words), complexity (cumulative entropy of P's terms to gauge the concentration and dispersion of language), readability (Gunning fog index, gauging how hard the post is to parse by

humans), referral count (number of hyperlinks within the post), time in day (number of minutes through the day), informativeness (the novelty of the post's terms with respect to other posts), and polarity (average polarity of the post using Sentiwordnet).

Prediction of Discussion Activity

The objective of this component of WeGov is to distinguish which features of users and posts help to generate high levels of activity in an online community, and therefore maximise the engagement of the public with the policy maker. Identifying important features and predicting high-attention posts offer two benefits to the policy maker. Firstly, it assists the policy maker in focusing his attention where the largest participation occurs therefore maximising his own involvement to the community. Secondly, it provides the policy maker with recommendations on where and when to make their own posts (content placement strategies) for provoking high activity around his own posts.

Predicting the discussion activity a given post is likely to generate is carried out in two steps:

- **Identifying seed posts**: We define a seed post, 'P', that will obtain a reply. The goal of this step is to understand which of the User and Content features render P as a seed. The first task is to perform model selection by testing three different classifiers (Naive Bayes, Maximum Entropy and J48 decision tree) using three sets of features, the User's, the Content's and their combination. The second task is to identify which features are the most important in identifying seeds by removing one feature at a time from the best performing model and measuring the reduction in accuracy. We split the datasets into a 70/20/10% split for training/validation/testing, using the training and validation splits for the first task, and the training and testing splits the second. We use F-measure, precision, recall and the area under the ROC curve to measure the accuracy of our predictions, and therefore judge the best performing model. The outcome of this step is the ranking of the features that helps us identify seed posts from non-seed posts.
- **Predicting Activity levels**: In addition to understanding which features are important we also want to obtain a ranking over a set of seed posts. The ranking of seed posts is done using a linear regression model using the same two tasks as in step 1. We first perform model selection using the three different feature sets (User, Content and combination of the two) then we assess the features based on their coefficients in the best performing model and how they are associated with an increase in activity. To evaluate the accuracy of our predictions we use Normalised Discounted Cumulative Gain (nDCG), predict a ranking using a linear regression model and compare this ranking against the actual rank based on activity volume (number of replies). The outcome of this step is the ranking of a given set of posts based on our predicted value of number of replies they will generate.

We performed this analysis on different datasets collected from online communities. In the scope of the WeGov Project we analysed a large (1.5M posts) randomly collected dataset from Twitter. For identifying discussion seeds the most important features are (in order of importance), time in day (posts that get replies are made earlier in the day, 6am to 9am), out-degree (authors of posts who get replies follow more users, on average, than non-seed post authors), polarity (posts with a lower polarity, more negative, are more likely to yield a reply) and informativeness (posts with lower informativeness, more familiarity with the language norm, are more likely to get a reply).

Modelling User Behaviour

This work aims to identify the citizens that are mostly active and citizens who are generally inactive. This is to draw the attention of the policy maker to a smaller, more manageable, set

of users, with whom he may want to engage more closely (read their contributions, monitor their opinion, answer their questions, invite to participate in further discussions, surveys etc.). This analysis is particularly useful when there is a large number of participants that the policy maker cannot possibly pay equal attention to. Users are classified into different behavioural types. This is carried out in the following steps.

- **Modelling users**: The association of users with behavioural types is done based on similarity of the user features to the behavioural type. We model each user's activity and describe each user with the set of features explained above.
- **Identifying appropriate roles**: Different communities with different idiosyncrasies allow for the emergence of different roles and largely influence the association of these roles with features. Using existing role sets we select the ones that better apply to the online community of reference taking into consideration the availability of user features. For each of the roles selected, we build a role classifier that contains the distinguishing features of this role. For example an "Information Source" is someone who is followed by many people and usually posts frequently. Translating this description into feature-value association we see that the available features are the User in-degree and the post-rate. The descriptions of high/low are translated into exact values by calculating the averages of these features in the community.
- **User-Role Association**: This is the last step of our approach where the features of each user are compared against the features of each role classifier and then associated to the most appropriate role. In the previous example, in order for a user to be classed as an Information Source he should have high values of post-rate and in-degree. The outcome of this step is the classification of a given set of users into roles that best represent their behaviour.

For representing users in Twitter, we selected the roles of Broadcaster (users who post a lot and are followed a lot but rarely follow anyone), Information Source (users who post a lot, are followed by many people but they also follow many people themselves), Information Seeker (users who follow many users but do not post frequently themselves), Rare Poster (users who post very rarely) and Daily User (users who follow a lot of other users, are also followed themselves by others but also post on a daily basis). We applied this method to the aforementioned randomly selected dataset of Twitter with 800K users and obtained more than 90% of equally balanced Information Seekers and Daily Users, 12% of Rare Posters and less than 2% of Broadcasters and Information Sources. As the role-user association does not only count on mere post-count but also on community following, it shows that the distribution of users follows the general trend of online communities in which users who generate the majority of the content in online communities are few (Information Source, Broadcaster), while the majority of users post with a lower degree (Daily Users, Information Seekers, Rare Posters).

Analysis of Topics and Opinions

In many cases, discussion tracks in social media become quite long and complex. Stakeholders of WeGov technology (such as politicians, political researchers, active users) are often interested in gaining a quick overview of such a discussion, including understanding its thematical aspects, identifying key pro and contra arguments and finding the most influential users. However, completely reading hundreds (or even thousands) of posts is a time-consuming enterprise. The Topic-Opinion Analysis toolbox of WeGov aims to provide appropriate summarization techniques by identifying latent themes of discussion (topics), most relevant contributions and arguments for each topic, as well as identifying the most active users that influenced a certain aspect of discussion.

The topic-opinion tool employs state of the art methods of Bayesian learning and opinion mining for finding the most relevant pieces of information that should be presented to the user:

- **Modelling topics**: Probabilistic Bayesian models are used for mining the latent semantic structure of the online discussion. The WeGov approach can be seen as an extension to the state-of-the-art method coined Latent Dirichlet Allocation (LDA). The collection of postings is represented by means of probabilistic distributions over terms (words) that appear in particular discussion postings with different frequencies. The Bayesian learning process provides estimates of multinomial distributions over terms for a limited number of topics (themes). In other words, each topic can be characterized by its most relevant terms. Consequently, postings are represented by means of distributions over topics. Postings that belong to a certain topic with high probability are considered as most characteristic examples for the certain aspect of online discussion.
- **Modelling opinions**: The WeGov toolbox employs state of the art techniques for mining user opinions and affect states. Conceptually, they are based on structured vocabularies of affect-specific terms (including ANEW, LIWC, ADU, WordNet-Affect) that indicate a certain emotional state of the posting writer (e.g. scepticism, positive or negative emotions, anger, etc). Consequently, postings with strong, characteristic opinion/emotion expressions are selected for presentation to the user.
- **Topic-opinion summarization**: Results of topic and opinion analysis are combined for achieving suitable diversification of content that will be presented to the user. First, candidate postings are chosen with respect to their high relevance regarding particular discussion aspects (i.e. topics). Second, for each pre-selected posting, the opinion/emotion analysis is performed. The output is constructed in such a way that a) all topics identified in the dataset are appropriately reflected, and b) postings chosen for each topic reflect different opinions and emotions. As a result, the output contains a limited number of "must-see-first" contributions from the online discussions, covering a broad spectrum of its contextual and emotional facets. Furthermore, the toolbox output contains most characteristic terms for each topic that can be presented to the user as an explanation of the latent discussion structure.

The topic-opinion tool has been evaluated in various realistic settings, including summarization of Twitter tracks of postings, comments to editorial articles on Yahoo News, and commented online blogs of political parties. In all cases, the diversified summaries of discussion tracks have been positively evaluated by test users as a helpful tool for gaining a quick and systematic overview over long and fragmented discussion tracks. Quantitative evaluations have shown that the use of the topic-opinion tool allows for a statistically significant reduction of the time necessary for reading and analysing online discussions.

Evaluation and Validation of project results and approach

The WeGov toolbox is a research project that has developed a web application to support policy makers in engaging with citizens on SNS. Conversely, the WeGov toolbox can also be seen as a feasibility study for the use of automatic analysis components to engage with data from SNS. The project faced the challenge of reconciling the politicians' needs with the technical feasibility of analysis components that were developed in the project. It was therefore necessary to engage policy makers from the beginning. The toolkit development process needed to be continuous, with each new iteration combining policy makers' requirements with the technical feasibility of analysis tool development. This iterative process was accompanied by internal and external evaluation and validation exercises, conducted during formal events or through dedicated experiments performed during the course of the project.

To achieve this continuity, the WeGov project developed five prototypes in total which allowed the consortium to expand its strategy by creating more software iterations for stakeholder engagement, which gave increased opportunities for user feedback to be incorporated. The prototypes developed in the project are:

- prototype 1.0 implemented the use case of injecting posts into Facebook group and analysing users' feedback afterwards;
- version 2.0 included the concept of creating workflows, using the functionality for quicker search and analysis;
- toolbox version 2.5 enabled multiple long-term searches on geographically restricted information from social networking sites;
- prototype version 2.6 implemented the functionality for analysing multiple long-term searches,
- the final toolbox, version 3.0, combined the functionalities that were highlighted by stakeholders.

Methodology

A long-term research and development project runs the risk of losing its stakeholders' interest if the engagement process is not well managed. A further risk for WeGov was that the end users were policy makers and members of parliaments who are extremely busy. Internal shifts in the political climate of Europe and due to regional and local elections can make it all the more challenging to sustain engagement with the same group of people throughout the project's lifetime.

We therefore built into our methodology a process for stakeholder engagement that would facilitate a viable model in response to the constraints mentioned above. This model of engagement sustains interest from the stakeholders because it stresses the need for frequent reporting to them on project evolution, hands-on demonstrations as well as the arrangement of face-to-face and virtual conferences or symposia, where project findings could be debated with the immediate and wider stakeholder group. The rationale behind this was to encourage involvement from the stakeholders whose participation was sought within the project. This also enabled us to feed back to them how their suggestions, comments and views were integrated in the evolving prototype versions of the toolkit.

As a result of this approach, we succeeded in keeping a loyal core user group engaged during the full project duration. Although a number of initial candidates dropped out during the project lifetime, for various reasons, this was more than offset by a significant number of new stakeholders joining the trials. Overall, WeGov ended the project with a significant net increase of its trial user population.

The WeGov stakeholder engagement model shown below considered the good stakeholder engagement principles of transparency, meaningful dialogue, expectation-management, feedback and analysis within its practical execution. This iterative engagement with stakeholders on the project's evolution, progress and outcomes, allowed the final results to be firmly grounded and externally verified by the policy makers, meeting their needs and expectations.

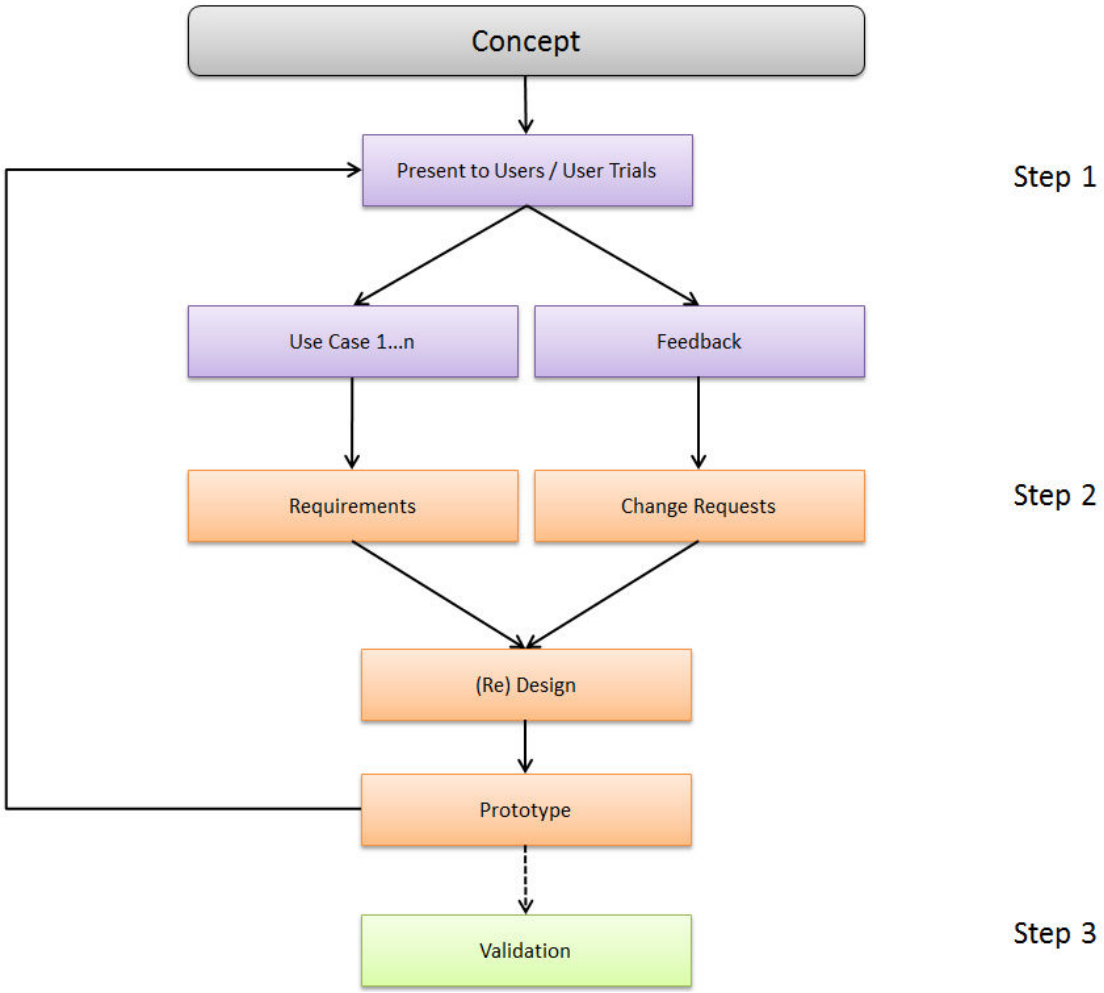

Figure 6: WeGov process model

End User Evaluation

The aim of having three successive software prototypes (2.5, 2.6 and 3.0) was to iteratively improve the WeGov toolbox so that it properly addressed the needs of the target end users (the policy makers) and fitted into their daily workflow. Therefore, the WeGov partners (mainly GESIS, Gov2u and Hansard Society) tested

the system as a first step. The benefit of this "pre-evaluation" is that the end-user project partners became familiar with the prototype, found and reported bugs, and identified important gaps in order to avoid end users focusing on known technical limitations in their feedback – we wanted them to concentrate on functionality and exploring the uses of the system. Hence, the pre-evaluation was a very important process that increased the quality of the system before it was shown to external users, and therefore the quality and usefulness of end user feedback was higher than without this step. The pre-evaluation started approximately two weeks before the main evaluations with end users were conducted. During the pre-evaluation GESIS and Gov2u started with the preparation for the end user evaluation, while IT Innovation fixed the technical bugs.

Toolbox 3.0 was the final version that was developed within the WeGov project. On the basis of the WeGov "three-steps" evaluation model this phase focused on the validation of analysis results and its usefulness for the policy maker's everyday use. In addition, this phase considered the evaluation of the system as a whole and how the different end user groups may use the tool. In comparison to the previous evaluations the strategy included the preparation of customized analysis reports for each end user based on their specific thematic and geographic interests. The purpose was to show end users more concrete results related to how the tool may support them. Previous evaluations had shown that stakeholders were not willing to spend the time on the tool that was necessary to get in-depth analysis results.

The stakeholders that have been engaged during the WeGov project and shaped the development of the Toolkit are summarized in the table below. Here we are using the N-factor to show the total number of stakeholders that participated in the interview or in the questionnaire for one of the three toolbox evaluations. In combination with the workshop the N-factor shows the number of workshops rather than the number of participants.

Level	***Participant***	***Toolbox 1.0***	***Toolbox 2.5***	***Toolbox 3.0***
EU Parliament	**MP**	Interview (N=1)	Interview (N=1)	Interview (N=1)
	MP's staff	Interview (N=4)	Interview (N=3)	Interview (N=3)
				One initially engaged MEP was elected in his own country. Instead the head of the web communications department of the DG Communications within the EU Parliament was engaged
German Parliament	**MP**	---	---	Interview (N=2) Questionnaire (N=2)
	MP's staff	**Workshop** (N=1) Interview (N=11)	**Workshop** (N=1) Interview (N=7)	**Workshop** (N=1) Interview (N=8) Questionnaire (N=7)

Level	*Participant*	*Toolbox 1.0*	*Toolbox 2.5*	*Toolbox 3.0*
				One office skipped participation, because of illness
State Parliament	**MP**	Interview (N=1)	---	Interview (N=2) Questionnaire (N=1)
	MP's staff	---	---	Interview (N=1)
Local Government	**State Chancellery**	---	---	Interview (N=1) Questionnaire (N=1)
				One further state chancellery has confirmed participation, but didn't engaged in time
Big city[2]	**Department for e-government**	---	---	Interview (N=2) Questionnaire (N=2)
				One city has confirmed participation, but didn't engage in the end
Mid-size city	**Department for e-government**	---	Interview (N=1)	*One city has confirmed participation, but didn't engage in the end*
Small city	**Department for e-government**	---	---	Interview (N=1) Questionnaire (N=1)
Parliamentary Party	**Department for public affairs**	Interview (N=1)	Interview (N=1)	***New accounts have been delivered 2.10.2012***[3]
NGO	**Organizer / Department for public**	Interview (N=1)	---	***New accounts have been delivered 2.10.2012***[4]

[2] WeGov considers three sizes for cities: A big city has more than one million citizens, the mid-size city has less than one million citizens and the small city has less than one hundred thousand citizens.
[3] A party central office of one of the biggest people's party in Germany; one parliamentary party of the State Parliament NRW

Level	*Participant*	*Toolbox 1.0*	*Toolbox 2.5*	*Toolbox 3.0*
	affairs			

The first column shows seven different governmental levels, including: the EU Parliament, a federal parliament (German Bundestag), a state parliament (State Parliament NRW), local government (Germany), three different sizes for cities, political parties, and an NGO.

The people with whom WeGov has engaged are represented in the second column. For instance the level of different parliaments includes the Member of Parliament and the Member of Parliament's staff. While the MP is the figure head, the office employees typically interact with the social web by using labels #team or #office and do not use their own identity. With respect to the day to day interaction on the social web for presswork and public relation issues, the office employees also engage with citizens, and the monitoring and exploitation of social network is generally their responsibility. This is why they are important to engage as stakeholders within the WeGov project.

The columns three, four and five show the methodology (e.g. interview) and number of participants who influenced the three prototypes (version 1.0, 2.5 and 3.0) that were shown to end users. While the end user partner Hansard Society acted mainly as an NGO and provided important feedback, the end user partners Gov2u and GESIS arranged the stakeholder participation. The different colours in the table show which stakeholders were contacted by Gov2u or by GESIS.

HeadsUp: Topic Opinion Evaluation

Introduction

HeadsUp is a forum hosted by the Hansard Society and was chosen by the project as a validation and evaluation case study. It represented a valuable opportunity both because of its relevance to the project and because it is a real-world case involving real data and analysis.

The objective of this evaluation was twofold:

1. to assess the usefulness of the toolkit in analysing online engagement within a civil society context,
2. to assess how accurate and reliable the analysis of data is when compared to human analysis.

This evaluation was self-contained and independent of the other trials managed by Gov2u and GESIS, but its outcomes were also fed into the specification and development of the WeGov toolkit prototypes.

Background

HeadsUp (www.headsup.org.uk) was launched in June 2003 to promote political awareness and participation amongst young people. It is an online debating space for 11-18 year olds

[4] We have some very recent new external end users: A church organization in the city of Cologne; a blogger in the city of Dortmund; a music school located close to the city of Hamburg

that gives them the opportunity to debate political issues with their peers, elected representatives and other decision-makers.

Five, three-week debates happen each year and fit around both the school and parliamentary calendar. The forum discussions are based around political topics of interest to young people, as well as those related to key political events, issues of debate in Parliament and the media, and current government policy. Each forum is supported by background materials and teaching resources to ensure that the discussions are of a high-quality.

The discussions are analysed by the Hansard Society and are summarised in a report, which is disseminated widely. The report contains the key themes of the debate with direct quotes from participants, other information about the forum and the political context at the time the debate happened.

The core reason for analysing the forums and distributing the report is to allow young people to have their voices heard by those that make decisions on their behalf, and to highlight that their perspectives are often different to those of adults. This is a vital aspect of HeadsUp: the report provides a channel to feed back information from the forums to policy-makers, politicians and journalists; thereby allowing young people's perspectives to inform a wide audience of those with the power to effect change.

Evaluation

The fact that each debate has been analysed and recorded in the forum reports provides a good basis for evaluating the WeGov toolkit. Each report is written just after the forum has taken place and the findings are based on a purely human analysis of the discussions. As all comments are pre-moderated, the human analysts have a good understanding of the content of the forums, but those discussions that have hundreds of comments can prove a challenge to analyse manually.

It is important to note that the purpose of the forum and reports is not to provide a 'pure' research tool. The forums are primarily used for education purposes and to allow decision-makers a way to understand young people's opinions on a whole range of issues. The methodology used to compile the reports may therefore not be as research oriented as other parts of the WeGov evaluations.

However, having the historical forum data and a pre-existing set of manually analysed reports, most of them written before the WeGov project was formed, means that there is an independent set of data that provided a useful comparison point to test the accuracy of the algorithms.

This evaluation dealt only with the University of Koblenz's analysis components. It was decided that an evaluation of the KMI behaviour analysis components would not be that effective because users' behaviours are not a feature of the HeadsUp reports, and are compiled primarily to understand the themes of debate. Furthermore, the behaviour analysis components from KMI were not compatible with the HeadsUp data, as the relationships

between posts are not recorded on the forums, meaning that a significant outcome from analysing this data was unlikely.

The evaluation had three distinct aims:

1. To compare the similarity of the analysis results between the WeGov toolkit and the forums that have been analysed manually;
2. To confirm the accuracy of the toolkit and explore how well it interprets post data, allocating comments to topic groups and understanding positive or negative sentiment;
3. To identify improvements that could be made to the usability of the toolkit and to explore how understandable the current results are to an ordinary user.

Methodology

Each HeadsUp forum is accompanied by a report created shortly after the forum finished which highlights the key themes of the debate in order to show policy-makers and politicians which issues were of most interest to the young people taking part. These reports were created by a human analyst and formed the bench-mark that were used to assess the accuracy of the analysis carried out by the WeGov toolkit.

This evaluation focused on three different sized forums:

- one small (fewer than 100 posts) *Sex Education – Do you get enough?* (36 posts)
- one medium (fewer than 400 posts) *Youth Citizenship Commission: are young people allergic to politics?* (317 posts)
- and one large (800+ posts) *How equal is Britain?* (1186 posts)

This allowed us to test the accuracy of the topic analysis with small numbers of comments when human analysis was capable of understanding the entirety of the debate. Progressively larger forums were chosen to explore how the toolkit dealt with larger amounts of data that presents more of a challenge for human interpretation.

Conclusion of HeadsUp Evaluation

Although WeGov was primarily conceived of as a project focusing on the analysis of political conversations on social media, it also has applications for forums and blogs. Most websites now support comments and sites such as the BBC or Daily Mail regularly have hundreds of comments on each article.

Civil society groups also run forums and blogs to connect with their members and supporters. Analysing the themes of these discussions is often beyond the resources these organisations have. WeGov could play an important role in helping small not-for-profit organisations, larger media organisations, as well as politicians and policy-makers to understand feedback across a range of communication channels.

In the case of HeadsUp, the WeGov toolkit could be helpful in analysing forum data, particularly the larger forums with hundreds or thousands of comments. The WeGov toolkit takes seconds to analyse hundreds of comments, whereas human analysis takes days to see similar results. The interface is also beneficial independent of the analysis because it means

that posts can be viewed and sorted in a number of different ways. Without this interface, a spreadsheet is used to sort, record and analyse comments, which is very time consuming.

However, it is important to note that the data being tested on the toolkit had already been analysed manually so there was already an understanding of what the debates were about; discussions that were previously unseen may be more challenging for a user to understand.

As the toolkit has been shown to work best when dealing with larger quantities of data this provides a useful tool for situations when the human brain cannot understand the entirety of a debate. As the toolkit performs well on relatively in-depth data this lends itself well to digital channels, such as blogs and forums that encourage more considered and less immediate responses.

The toolkit also performed well in showing the nuances between different elements of a wider debate, such as the women's sport debate, which is encouraging. This was useful as it provided a counter-perspective regarding the major issues of importance within a debate.

The HeadsUp analyser is certainly an application the Hansard Society would use again, although we would be wary of relying on it entirely due to some of the issues that have been flagged up in this evaluation. However, the issues noted appear to be very dependent on the situation, the data being used and the context of the discussion.

Conclusion of the evaluation of the final toolbox

All stakeholders involved in this last evaluation round recognized the important progress made since the beginning of the project and as a result of the integration of their feedback on previous versions.

The major improvements integrated in the last prototype of the WeGov project (version 3.0) had been made in terms of creating a logical workflow all the way from the initial search, the presentation of a clear overview of storable search results, to the initiation of analyses and the presentation of their results, and to the combination of analyses on different search run results. Significant effort had been made in the presentation aspects of the tools, by using colours to distinguish the functions and relationship of widgets, and to show sentiment analysis results. The user could configure lots of parameters to guide the searches and to make a trade-off between level of detail of topic analysis and system performance. The geographically restricted search had been better adapted to fit with the policy maker's constituency. The introduction of German language in the analysis components has demonstrated the ability to cope with multilingualism, which was an especially important issue for the policy makers at a European level.

The last evaluation phase was by far the richest one through its combined application of different methods. Workshops and direct interviews with stakeholders as diverse as policy makers from elected assemblies and institutions, supporting staff and experts, allowed a continuous focus on usability and functionality. Complementary, in depth experiments were carried out to validate the accuracy and reliability. With the HeadsUp experiment, this happened by comparing WeGov topic opinion analysis results to a control group of manually pre-analysed data sets. In parallel, results of analyses based on four weeks' intensive monitoring on a specific policy area and Facebook pages selected by German policy makers, were assessed by taking into account their existing experience with content discussed and user behaviour in their respective public spheres. Additionally, the Headsup experiment concluded that the WeGov tools are also applicable to forums and blogs.

Both experiments gave a relative match between compared data sets but concluded that additional investigation is needed, especially to make the topic opinion analysis results more relevant, reliable and credible. The key result from these experiments is that the WeGov analysis tools' results are only as good as the quality of the input data. Much concern was indeed expressed by the stakeholders about the relative weakness of data or lack of sufficiently nuanced opinions available on the social media to exploit for governance purposes. As WeGov will never be able to control this reality, it needs to find how to offer the best response to cope with it. Strategies including additional related searching to generate more input data and cleaning of data to remove obvious or useless words (e.g. "Facebook", "Twitter", "http") and duplicate postings should be investigated. The combined user feedback showed the toolkit is not yet a market ready product because it needs further development to address the usability issues, to create more transparency regarding the algorithms used in the different analyses and to give guidance to the optimal integration of the offered functionality in the policy maker's everyday environment. Nevertheless, this evaluation round has brought out many interesting use cases as suggested by the stakeholders.

Privacy and Ethics

Background

In developing tools for soliciting, harvesting, processing and storing citizens' political opinions, WeGov must address significant legal and ethical considerations. The basis for our legal and ethical position has been the very comprehensive analysis conducted by the University of Southampton's Internet law group, ILAWS, during the first year of the project. It was essential that we convert the conclusions of their work into practical guidelines for the technologists and policy-makers that will use the WeGov toolset. It is also necessary to recognise where advances in technology and evolving legal process and ethical debate indicate a need to reassess or expand on ILAWS' findings. The following sections outline the legal and ethical position that should be taken, and highlight those areas where further research is required.

Privacy Considerations

It is important to distinguish between those situations where citizens have a reasonable expectation of privacy, and those situations where data is clearly made publicly available and there is no expectation of privacy. On a technical level there is a spectrum of privacy, with, for example, public Tweets at one end of the spectrum being freely accessible by anyone, whereas access to posts on a private Facebook wall is technically restricted by password authentication. Where there is an expectation of privacy, there is a legal obligation to obtain explicit consent from users before harvesting and processing their SNS data. Where there is no expectation of privacy, the legal obligation is less onerous: the data controller must provide a privacy policy or fair-processing notice, unless to do so would be unduly onerous. However actual privacy does not necessarily correspond to expectation of privacy and unfortunately there is not yet public consensus on which SNS platforms are considered private. Individuals may have an expectation of privacy even when they have hundreds of explicit followers and the technology used makes the messages publicly accessible. Pending the establishment of a legal precedent, WeGov users must make their own judgement on the privacy of different kinds of SNS message.

The situation is further complicated when private or personal information can be inferred from a collection of individually innocuous pieces of information. In considering the privacy and data protection issues surrounding individual SNS messages, we have become aware that we must also consider the cumulative effect of harvesting messages posted by a single individual to different SNS platforms or on different topics. There is a danger of creating a 'data cocktail' where mining relationships between individual SNS messages allows an intimate impression to be formed of a citizen's life or beliefs.

Governments have a particular need to be open and honest about their handling of public data and to avoid any impression that they are placing citizens under surveillance. A greater understanding is needed of the sensitivities specific to political discussion and Government consultation with citizens. Citizens expectations of how Government should behave differ from the behaviour they accept from commercial businesses. Arguably there is greater suspicion of Government motives than there is of corporations. Policy-makers, for their part, may be more risk averse than commercial marketing departments. It has been important during the development of the WeGov tools that we recognised the danger of negative publicity to policy-makers, to the project partners and to the Commission itself, as the funding agency for the project.

Development of best practice guidelines

Following the extensive end user engagement to create the final released version of the WeGov toolkit, an understanding of how the toolkit should be used legally and ethically was developed, which has been summarised in a best practice guideline document released at the end of the project. The following points highlight the position we have established:

- It must be accepted that any data collected may qualify as personal data.
- Comments made on public areas of websites that are clearly intended for a mass public audience are not considered private and we believe collecting these messages for analysis is acceptable. This category includes websites of mass-circulation newspapers and broadcasters where comments are solicited in response to a particular news story.
- In the absence of a clarifying legal ruling, Twitter messages are considered to be broadcast in the public domain and we believe collecting these for analysis is acceptable. (This is consistent with the position taken by commercial SNS analytics vendors). Nonetheless public perception of whether Twitter messages are public may change in response to external events and this may change the way the tools can be used.
- Private Facebook posts are ruled out of scope for WeGov tools except where a user has explicit consent from all members of the group.
- Further research is required before wider harvesting of publicly accessible Facebook posts is done, due to the lack of clarity regarding citizen expectation and understanding of privacy for such messages and the evolving privacy policies of the platform provider.
- If citizens are actively invited to participate in a closed consultation it must be explicitly stated how and why they have been chosen, and how their discussions will be stored and processed.
- Where possible WeGov should provide advice on best-practice use of its toolset and indicate where potentially contentious uses of the WeGov tool should be brought to the attention of senior management or an organisation's ethics review panel through a best practice guide.

Potential impact

Readiness of the toolkit for wide use

The toolkit version 3.0 is the result of an RTD exercise, and as such is not in the final form necessary for full commercial release, which would imply commercially rugged software, full support, an ongoing update programme and comprehensive documentation, the creation of which, we have determined, will demand further investment by a commercial organisation to achieve. We have also identified additional activities which would be necessary to bring the toolkit to a commercial product. Some of these are generic improvements, and some are the result of the extensive user trials that have been conducted during the final 6 months of the project that have identified the features that future users of the toolkit would like to see incorporated.

During the course of the project we have identified apparently competitive products available in the market place. In general, it is the case that these are directed at marketing applications, and feature product-specific discussion tracking and rudimentary sentiment and opinion analysis, intended to provide marketeers with a check on the perception of their products in the marketplace. This is in contrast to the WeGov toolkit, which searches

for hot topics without preconception and uses a complex topic analysis to extract the most significant elements of discussion. Whilst policy makers can (and do) use existing marketing tools to track popular discussion about policy, WeGov represents the first tool designed specifically to give them the search and analysis tools they want, based on feedback and design input from the users themselves. Current commercial products are less focused on the individual, but are rather looking at the broad perception of a product, whereas the WeGov users are interested to predict the development of a discussion, on the basis of the types of users promoting or following a conversation.

Updates and necessary additions

A number of updates have been identified as necessary for the toolkit to gain significant traction in its intended market place. These include the following:

1. Support of multiple languages – at present the toolkit supports only English and German. It will be necessary for a commercial version of the toolkit to support a majority of the 23 European languages. An analysis of the difficulty of incorporating each language (some of which are less well supported by existing libraries) has been performed by the project and reported in deliverable D6.2.
2. Additional social networks – at present the toolkit supports Twitter and Facebook. These are the principal networks in use, but others are of specific interest to some users, for example the German social network Wer-kennt-wen which was highlighted by German users.
3. The current usage of social networks is based on the publically available limits imposed by the social network provider. Research projects can benefit from these restrictions, since the data collection and use are guaranteed to remain strictly within legal restrictions on public usage. However, in a developed commercial exploitation it would be wise to formalise the relationship with social network operators and agree on specific licence agreements.

Other potential improvements that were identified during the evaluation process were:

1. An evolution to deal with the wide variety of data and expressions the toolkit might encounter, e.g. the use of negatives, short posts or non-specific language.
2. Greater flexibility for the user to select the conditions of the analysis (such as excluding certain words or splitting posts into sections that deal with different elements of a debate)
3. Greater level of explanation of the functioning of the analysis for the more advanced user. This would help those who are more familiar with the tools to interpret the results.
4. Better identification of key users in terms of their importance in any particular discussion. This would distinguish them from participants who merely retweeted or posted an agreement.
5. The meaning of the terms ‘sentiment’ and ‘controversy’ need to be clearly explained and presented more visually.

Impact foreseen by the project partners

It was clear from the interest received in the tools and their applications, that there is a strong need for such tools to enable engagement within the eSociety to be effective. This need results from the enormous amount of discussion which happens on social networking sites, and the impossibility of manually analysing all the discussion which takes place. Users of the toolset therefore have the ability to discover trends in discussion which they are then able to investigate more deeply. It was noted during the trials with the HeadsUp data, performed by the Hansard Society, that an analysis which would take a human researcher many days to complete took only a few minutes using the WeGov tools, and particularly on this more verbose data, it returned very useful and consistent results.

Use of the toolbox does of course raise issues of privacy, and the concern that citizens may feel they are being 'spied upon' by government. This is something that must be addressed, and it is the reason that the project undertook studies into the legal and ethical impact of using tools such as these. It is inevitable that these issues will continue to be at the forefront of social network engagement as the eSociety develops, and the work which the WeGov project has done is an important contribution to this debate.

The research partners in the project see the work carried out in order to create this toolkit as being a valuable advancement in their field of research. The possibility to continue this work on the basis of developments in WeGov will have significant impact on their research direction and its relevance to their future collaborations.

The wider exploitation opportunities have also been noted, in particular the opportunity for the tools and architecture developed in the project to be used within the public sector at national, regional and local level and its potential for other users, for example in the media industry, or brand managers in a wide range of industries from manufacturing to healthcare. There is also the opportunity for these tools to be used within service industries such as tourism, insurance and travel, where an analysis of hot topics and sentiment could guide their business decisions and the advice they give to their customers.

Wider impact

Within the project we have analysed the wider opportunities for exploitation beyond the case of commercial exploitation through a business. This was based upon the approaches which were received from other organisations and research projects interested in using the WeGov toolset in their own work, and who therefore offered a means by which the knowledge generated in the project could be built upon. As a result of these approaches it was agreed that the WeGov server would be maintained for at least 12 months after the end of the project, and that log-in credentials would be given to users who wanted to access the tools for evaluation purposes. To date there are 109 users external to the project with this access (some of them via the end user partners), some with generic log-ins via the European Parliament and some with their own named login. All of these users have contributed in some way to the evaluation of the toolbox and provided feedback,

and they will continue to have access for at least 12 months after the end of the project. We are still receiving enquiries from interested users, who are given log-ins to enable them to try the toolbox for themselves and give feedback. Named accounts, rather than open access accounts, are being used to ensure that we maintain contact with the interested users.

Over the final period of the project, once an easily usable toolset was available for demonstration and experimentation, we found a significantly increased level of interest from many potential users of the tools. This level of interest has been greatly enhanced by the publicity and level of exposure that the WeGov project has received over this time (including articles on the BBC website, the Guardian and prominent blogs).

In order to capture the different exploitation routes available to us, we created the following table, which summarises the opportunities beyond direct commercialisation of the toolkit.

OTHER EC PROJECTS	NON-EC RESEARCH	COMMERCIAL EXPLOITATION	ISSUES
WeGov partners	Depends on collaborative relationship and type of RTO	Owned by partners, licensed through business partner or 3rd party	**IP**
Collaboration Agreement	LGPL ??	Commercial?	**Licensing**
Additional funding from contract, partnering in the project, sub-contract, new project	Payment from project for support, INCO funding	Commercial Consultancy	**Funding Support Activity**
	Source Forge?		**Additional Features, relates to new IP creation during exploitation, and its ownership**
			IP Creation
			Terms of use
			Acceptable use policy (AUP), can it be a condition of sale?
Collaboration	Collaboration or business	Business/commercial	**Relationship**
			Degree/closeness, is exploitation hands-on or hands-off
Hosted by ITI to a 'best efforts' level	By ITI, by the research organisation, by a third party? ???	Commercial basis	**Hosting**
			costs - who bears the cost of hosing?
Kept private?	??	Data protection issues	Legal responsibility, who takes legal responsibility for the data?
			Ethics
			Acceptable use policy, can the AUP form part of the delivered package, and how can it be imposed?
			Responsibility, who is responsible for ensuring ethical conditions are met?
By login to ITI server	Packaged software	3rd party commercial distribution	**Distribution**
Future projects, brownie points with commission, wider validation	Kudos, finance to support software and development, relationship building for future collaboration	Money, licensing for partners, spin-off company	**Benefits, what are the benefits to each individual partner?**

It can be seen that there are several exploitation routes which can be followed in parallel, the major options being other collaborative EC projects, projects through other routes (for example with non-European research teams or governmental organisations) and direct commercial exploitation. The project partners intend to pursue each of these routes as the opportunities arise.

Section A (public)

List of all scientific (peer reviewed) publications relating to the foreground of the project.

Note that, where primary URL's are not available for publications, they can be found on the project web-site at http://www.wegov-project.eu/index.php?option=com_content&view=article&id=55&Itemid=10

TEMPLATE A1: LIST OF SCIENTIFIC (PEER REVIEWED) PUBLICATIONS, STARTING WITH THE MOST IMPORTANT ONES

NO	Title	Main author	Title of the periodical or the series	Number, date or frequency	Publisher	Place of publication	Year of publication	Relevant pages	Permanent identifiers[5] (if available)	Is/Will open access[6] provided to this publication?
1	*Paradox of Proximity – Trust & Provenance within the context of Social Networks & Policy*	*Somya Joshi, Timo Wandhoefer, Vasilis Koulolias, Catherine Van Eeckhaute, Beccy Allen, Steve Taylor*	*In Proceedings of the 4th International Conference on Social Informatics, SocInfo 2012, Lausanne, Switzerland.*	*N/A*	*N/A*	*N/A*	*Pending publication*	*N/A*	N/A	N/A
2	*WeGov Toolbox - Politicians engage with Citizens*	*Wandhöfer, Timo; Van Eeckhaute, Catherine; Taylor, Steve; Fernandez, Miriam*	*Joint Proceedings of Ongoing Research and Projects of IFIP EGOV and IFIP ePart 2012*	*N/A*	*N/A*	*N/A*	*2012*	*p. 267-268*	*N/A*	*N/A*
3	*Engaging Politicians with Citizens on Social Networking Sites: The WeGov Toolbox*	*Wandhöfer, Timo; Taylor, Steve; Alani, Harith; Joshi, Somya; Sizov, Sergej; Walland, Paul; Thamm, Mark; Bleier, Arnim; Mutschke,*	*International Journal of Electronic Government Research*	*July-September 2012, Vol. 8, No. 3*	*Information Resources Management Association*	*N/A*	*2012*	*p. 22-43.*	*http://www.igi-global.com/article/engaging-politicians-citizens-*	*No*

[5] A permanent identifier should be a persistent link to the published version full text if open access or abstract if article is pay per view) or to the final manuscript accepted for publication (link to article in repository).

[6] Open Access is defined as free of charge access for anyone via Internet. Please answer "yes" if the open access to the publication is already established and also if the embargo period for open access is not yet over but you intend to establish open access afterwards.

		Peter							*social-networking/70074*	
4	*FREuD: Feature-Centric Sentiment Diversification of Online Discussions*	*Naveed, Nasir and Gottron, Thomas and Sizov, Sergej and Staab, Steffen*	*Proceedings of the 4th International Conference on Web Science (WebSci'12), June 22 – 24, 2012.*	*N/A*	*N/A*	*N/A*	*2012*	*N/A*	*N/A*	*N/A*
5	*WeGov Analysis Tools to connect Policy Makers with Citizens Online*	*Wandhöfer, Timo; Van Eeckhaute, Catherine; Taylor, Steve; Fernandez, Miriam*	*Proceedings of the tGov Conference, May 8th – 9th 2012*	*N/A*	*Brunel University*	*University Kingdom*	*2012*	*N/A*	*N/A*	*N/A*
6	*Bringing Citizens' Opinions to Members of Parliament: The Newspaper Story.*	*Geana, Ruxandra; Taylor, Steve; Wandhöfer, Timo*	*Conference of E-Democracy and Open Government – CeDEM12 Proceedings*	*N/A*	*Edition Donau-Universität Krems*	*Donau-Universität Krems*	*2012*	*p. 125-136*	*http://www.donau-uni.ac.at/imperia/md/content/department/gpa/zeg/dokumente/cedem12_conference_proceedings.pdf*	*Yes*
7	*Approaches for validating automatic Analytic Tool results on social networking data for its Exploitation within Politicians' everyday Workflow.*	*Wandhöfer, Timo*	*General Online Research 2012 - GOR 2012. Mannheim, 05.-07.03. 2012.*	*N/A*	*N/A*	*N/A*	*2012*	*N/A*	*N/A*	*N/A*
8	*Politician2.0 on Facebook: Information Behavior and Dissemination on Social Networking Sites – Gaps and Best-Practices*	*Timo Wandhoefer, Mark Thamm, Somya Joshi*	*Journal of eDemocracy - JeDEM*	*Vol 3, No 2 (2011)*	*CC: Creative Commons License*	*N/A*	*2011*	*pp. 207-215*	*http://www.jedem.org/article/view/78*	*Yes*
9	*Latent Spatial Semantics of Social Media*	*Sizov, Sergej*	*ACM Transactions on Intelligent Systems and Technology (ACM TIST)*	*Pending publication*	*N/A*	*N/A*	*2011*	*N/A*	*N/A*	*N/A*
10	*LiveTweet: Microblog Retrieval Based on Interestingess and an Adaptation of the Vector Space Model.*	*Arifah Che Alhadi, Thomas Gottron, Jérôme Kunegis, and Nasir Naveed*	*In Proceedings of the Text Retrieval Conference, TREC 2011, Gaithersburg, Md. USA.*	*N/A*	*N/A*	*N/A*	*2011*	*N/A*	http://userpages.uni-koblenz.de/~kunegis/paper/che-alhadi-	*N/A*

									livetweet-microblog-retrieval-trec.pdf	
11	*Searching microblogs: coping with sparsity and document quality.*	*Naveed, Nasir and Gottron, Thomas and Kunegis, Jérôme and Alhadi, Arifah Che*	*In Proceedings of the 20th ACM international conference on Information and knowledge management, CIKM '11, 2011, Glasgow Scotland, UK*	*N/A*	*ACM*	*New York, NY, USA.*	*2011*	*p. 183 - 188*	*http://dl.acm.org/citation.cfm?doid=2063576.2063607*	*Yes*
12	*Detecting Culture in Coordinates: Cultural Areas in Social Media.*	*Kling, Christoph and Gottron, Thomas*	*Proceedings of the International Workshop on DETecting and Exploiting Cultural diversiTy on the Social Web (DETECT'11), Oct 24, 2011, Glasgow, UK*	*N/A*	*ACM*	*New York, NY, USA.*	*2011*	*pp. 11-16*	*http://dl.acm.org/citation.cfm?id=2064043*	*Yes*
13	*Detect'11: International Workshop on DETecting and Exploiting Cultural diversiTy on the Social Web.*	*Sizov, Sergej and Siersdorfer, Stefan and Gottron, Thomas and Sorg, Philipp*	*Proceedings of the 20th ACM Conference on Information and Knowledge Management, CIKM 2011, Glasgow, United Kingdom, October 24-28, 2011*	*N/A*	*ACM*	*New York, NY, USA.*	*2011*	*pp. 2621-2622*	*http://dl.acm.org/citation.cfm?id=2064043*	*Yes*
14	*Modelling and Analysis of User Behaviour in Online Communities*	*Angeletou, S., Rowe, M. and Alani, H.*	*In: 10th International Semantic Web Conference (ISWC 2011), 23 - 27 Oct 2010, Bonn, Germany*	*N/A*	*N/A*	*N/A*	*2011*	*N/A*	*http://oro.open.ac.uk/29581/*	*Yes*
15	*Anticipating Discussion Activity on Community Forums,*	*Rowe, M., Angeletou, S. and Alani, H.*	*In: Third IEEE International Conference on Social Computing (SocialCom2011) , 9-11 October 2011, Boston, MA, USA*	*N/A*	*N/A*	*N/A*	*2011*	*pp. 315 - 322*	*http://www.iisocialcom.org/conference/socialcom2011/*	*Yes*
16	*Rethinking Governance via Social Networking: The case of direct vs. indirect stakeholder injection*	*Joshi, Wandhoefer, Thamm, Mathiak, Van Eeckhaute*	*International Conference on Theory and Practice of Electronic Governance (ICEGOV2011), 26-28 September 2011, Tallinn,*	*N/A*	*ACM*	*N/A*	*2011*	*N/A*	*N/A*	*Yes*

			Estonia							
17	SNS-Based eParticipation and Cloud Computing – A Consideration of the Issues Raised.	Beales, R., Taylor, S., Walland, P.	In: Electronic Government and Electronic Participation, Joint Proceedings of the Ongoing Research and Projects of IFIP EGOV and ePart 2011, 29 Aug - 1 Sep 2011, Delft, the Netherlands. Trauner Verlag	N/A	N/A	N/A	2011	pp 400-407	N/A	N/A
18	ATT: Analyzing Temporal Dynamics of Topics and Authors in Social Media.	Naveed, Nasir and Sizov, Sergej and Staab, Steffen	In: Proceedings of the ACM WebSci'11, June 14-17, Koblenz, Germany.	N/A	ACM	N/A	2011	N/A	http://www.websci11.org/fileadmin/websci/Papers/103_paper.pdf	Yes
19	Bad News Travel Fast: A Content-based Analysis of Interestingness on Twitter.	Nasir Naveed and Thomas Gottron and Jérôme Kunegis and Arifah Che Alhadi	In Proceedings of the ACM Web Science Conference, ACM WebSci'11, June 14-17, Koblenz, Germany.	N/A	ACM	N/A	2011	N/A	http://www.websci11.org/fileadmin/websci/Papers/50_paper.pdf	Yes
20	Predicting discussions on the social semantic web.	Rowe, Matthew; Angeletou, Sofia and Alani, Harith	In: 8th Extended Semantic Web Conference (ESWC 2011), 29 May - 2 June 2011, Heraklion, Greece.	N/A	Springer Berlin / Heidelberg	N/A	2011	p.405-420	http://www.springerlink.com/content/k18848440160v3tv/	Yes
21	Extracting a basic use case to let policy makers interact with citizens on Social Networking Sites: a report on initial results.	Wandhoefer, Timo; Thamm, Mark; Mutschke, Peter	CeDEM11: proceedings of the international conference on e-democracy and open government ; 5-6 May 2011, Danube University Krems, Austria, Krems	N/A	Edition Donau-Universität Krems	Donau-Universität Krems	2011	p. 355-358.	http://works.bepress.com/cgi/viewcontent.cgi?article=1006&context=timo_wandhoefer	Yes
22	GeoFolk: latent spatial semantics in web 2.0 social media.	Sizov, Sergej	In Proceedings of the third ACM international conference on Web search and data mining (WSDM 2010),	N/A	N/A	N/A	2010	pp. 281-290.	http://www.wsdm-conference.org/2010/proceedings/docs/p281.pdf	Yes
23	New ways for policy makers to interact with citizens	Addis, M., Taylor, S., Fletcher, R., Wilson, C.,	Internet, Politics, Policy 2010: An Impact	N/A	N/A	N/A	2010	N/A	http://microsites.oii.ox.ac.uk	Yes

	through open social network sites - a report on initial results.	*Fallon, F., Alani, H., Mutschke, P. and Wandhoefer, T.*	*Assessment (IPP2010), 16-17 September 2010, Oxford, UK.*						*/ipp2010/system/files/IPP2010_Addis_Taylor_Nasser_Paper.pdf*	
24	*Political Discourse 2.0: A critical consideration of the appropriate legal restrictions to scraping, mining and seeding political discourse on social networking sites.*	*Caroline Wilson*	*In Society of Legal Scholars Annual Conference 2010, Southampton, UK, September 13-16, 2010.*	*N/A*	*N/A*	*N/A*	*2010*	*N/A*	*N/A*	*N/A*
25	*Is it Politic? Policy-makers' use of SNSs in policy-formation*	*Caroline Wilson*	*In "IT Law Workshop - Gikii V", Edinburgh, UK, June 28-29, 2010.*	*N/A*	*N/A*	*N/A*	*2010*	*N/A*	*http://www.law.ed.ac.uk/ahrc/gikii/papers.asp*	*Yes*
26	*Semantics, sensors, and the social web: The live social semantics experiments. Greece.*	*Szomszor, Martin; Cattuto, Ciro; Van den Broeck, Wouter; Barrat, Alain and Alani, Harith*	*In: 7th Extended Semantic Web Conference, 30 May - 30 June 2010, Heraklion*		*Springer Berlin / Heidelberg*		*2010*	*pp. 196–210*	*http://www.springerlink.com/content/gw6648g34414h874/*	*Yes*
27	*The debate on social networking and the usability of SNSs in e-governance*	*Souri, E., Karamagioli, E. and Koulolias, V.*	*Int. J. Electronic Governance - IJEG*	*Vol. 3, No. 4, (2010)*	*InderScience Publishers*	*N/A*	*2010*	*pp. 373–394*	*http://www.inderscience.com/info/inarticle.php?artid=38607*	*No*

List of all dissemination activities

(publications, conferences, workshops, web sites/applications, press releases, flyers, articles published in the popular press, videos, media briefings, presentations, exhibitions, thesis, interviews, films, TV clips, posters).

TEMPLATE A2: LIST OF DISSEMINATION ACTIVITIES								
NO.	Type of activities[7]	*Main leader*	Title	Date/Period	Place	Type of audience[8]	Size of audience	Countries addressed
1	*Project website*	*Gov2u*	*Design and creation of project website*	*January 2010 (M1)*	*Online*	*All*	*N/A*	*All*
2	*Project website*	*Gov2u*	*Facilitation and updating of project website and its sections (project news, publications, promotional materials & presentations, contact, partners' private workspace, back end, website technical management, etc.)*	*January 2010 – September 2012 (M1-M33)*	*Online*	*All*	*N/A*	*All*
3	*Project website*	*Gov2u*	*Creation of new project website section "Publications"*	*November 2011 (M23)*	*Online*	*Scientific Community, Industry, Civil Society, Policy makers*	*N/A*	*All*
4	*Project website*	*Gov2u*	*Update the project website with a Christmas celebration website design*	*December 2010 – January 2011 (M12-M13)*	*Online*	*All*	*N/A*	*All*
5	*Project website*	*Gov2u*	*Update the project website with a Christmas celebration website design*	*December 2011 – January 2012 (M24-M25)*	*Online*	*All*	*N/A*	*All*
6	*Project website*	*Gov2u*	*Installed Google Analytics for monitoring project website's progress*	*April 2010 (M4)*	*Online*	*N/A*	*N/A*	*N/A*
7	*Promotional materials*	*Gov2u*	*Design and creation of project logo*	*January 2010 (M1)*	*N/A*	*All*	*N/A*	*All*

[7] A drop down list allows choosing the dissemination activity: publications, conferences, workshops, web, press releases, flyers, articles published in the popular press, videos, media briefings, presentations, exhibitions, thesis, interviews, films, TV clips, posters, Other.

[8] A drop down list allows choosing the type of public: Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias, Other ('multiple choices' is possible).

8	*Promotional materials*	*Gov2u*	*Project templates for the project documents were designed and created. Templates include: project presentations in PowerPoint format, project deliverables in Word format, project press releases in Word format and project newsletter issues in html format*	*March 2010 (M3)*	*N/A*	*All*	*N/A*	*All*
9	*Promotional materials*	*Gov2u*	*Design and creation of first WeGov promotional materials in the English language (project flyer, project poster, and generic power point presentation).*	*March 2010 (M3)*	*N/A*	*All*	*N/A*	*All*
10	*Promotional materials*	*Gov2u*	*Design and creation of updated WeGov promotional materials in English Language (updated project flyer and updated project poster).*	*March 2011 (M15)*	*N/A*	*All*	*N/A*	*All*
11	*Promotional materials*	*Gov2u*	*Design and creation of a Christmas – New Year's e-card*	*December 2010 (M12)*	*N/A*	*All*	*N/A*	*All*
12	*Promotional materials*	*Gov2u*	*Design and creation of a Christmas – New Year's e-card*	*December 2011 (M24)*	*N/A*	*All*	*N/A*	*All*
13	*Promotional materials*	*GESIS/ Gov2u*	*Creation of project user guide which aimed to assist user-engagement activities in English and in German.*	*April 2012 (M28)*	*N/A*	*Scientific Community, Industry, Policy makers*	*N/A*	*All*
14	*Promotional materials*	*GESIS*	*Creation of the updated project user guide for the final WeGov toolbox (version 3.0) in German.*	*September - October 2012 (M33)*	*N/A*	*Scientific Community, Industry, Policy makers*	*N/A*	*All*
15	*Promotional materials*	*Gov2u*	*Design and creation of the final WeGov promotional materials in English (final project flyer and final project poster).*	*May 2012 (M29)*	*N/A*	*All*	*N/A*	*All*
16	*Promotional materials*	*Gov2u*	*Design and creation of a WeGov project brochure to present the WeGov toolbox and its added value.*	*May 2012 (M29)*	*N/A*	*All*	*N/A*	*All*
17	*Promotional materials*	*Gov2u*	*Creation of updated project generic power point presentation, which included information about the project in general, the field trials and the project's technological solution.*	*June 2012 (M30)*	*N/A*	*All*	*N/A*	*All*
18	*e-Newsletter*	*Gov2u*	*WeGov Newsletter, Volume 1 – January 2011, http://wegov-project.eu/newsletters/0111/index.htm*	*21/01/2011 (M13)*	*Online*	*All*	*N/A*	*All*
19	*e-Newsletter*	*Gov2u*	*WeGov Newsletter, Volume 2 – August 2011, http://wegov-project.eu/newsletters/0811/index.htm*	*03/08/2011 (M20)*		*All*	*N/A*	*All*
20	*e-Newsletter*	*Gov2u*	*WeGov Newsletter, Volume 3 – December 2011, http://wegov-project.eu/newsletters/1211/index.htm*	*12/12/2011 (M24)*	*Online*	*All*	*N/A*	*All*
21	*e-Newsletter*	*Gov2u*	*WeGov Newsletter, Volume 4 – April 2012, http://wegov-project.eu/newsletters/2604/index.htm*	*30/04/2012 (M28)*	*Online*	*All*	*N/A*	*All*
22	*e-Newsletter*	*Gov2u*	*WeGov Newsletter, Volume 5 – August 2012, http://wegov-project.eu/newsletters/0712/index.htm*	*01/08/2012 (M32)*	*Online*	*All*	*N/A*	*All*
23	*Press Release*	*Gov2u*	*The WeGov project - Closing the loop between policy makers & citizens http://bit.ly/RPXFEq*	*12/05/2010 (M5)*	*Online*	*All*	*N/A*	*All*
24	*Press Release*	*Gov2u*	*Deliverable 5.1 - Scenario definition, advisory board and legal/ethical review http://bit.ly/ODTIPx*	*30/06/2010 (M6)*	*Online*	*All*	*N/A*	*All*

25	*Press Release*	*Gov2u*	*Legal & Ethical Issues http://bit.ly/OcP8pW*	*15/09/2010 (M9)*	*Online*	*All*	*N/A*	*All*
26	*Press Release*	*Gov2u*	*Enriching dialogue by harnessing the dynamic potential of Social Networking Sites http://bit.ly/P8B3MQ*	*05/11/2010 (M11)*	*Online*	*All*	*N/A*	*All*
27	*Press Release*	*Gov2u*	*WeGov Field Trials http://bit.ly/Pf8KL9*	*21/01/2011 (M13)*	*Online*	*All*	*N/A*	*All*
28	*Press Release*	*Gov2u*	*1st WeGov Workshop within eChallenges e-2011, in October 2011 http://bit.ly/TGzpXb*	*18/10/2011 (M22)*	*Online*	*All*	*N/A*	*All*
29	*Press Release*	*Gov2u*	*Initial Evaluation & 1st WeGov Workshop Results http://bit.ly/vrpuHy*	*30/11/2011 (M23)*	*Online*	*All*	*N/A*	*All*
30	*Press Release*	*Gov2u*	*2nd WeGov Workshop - EGOV 2012 http://bit.ly/PDaalw*	*23/07/2012 (M31)*	*Online*	*All*	*N/A*	*All*
31	*Press Release*	*Gov2u*	*WeGov Project Final Results & Highlights http://bit.ly/RZV74v*	*16/10/2012*	*Online*	*All*	*N/A*	*All*
32	*Social Media*	*Gov2u*	*Created Facebook user account for WeGov and a Facebook WeGov page http://www.facebook.com/pages/WeGov_project/119689461376445*	*21 April 2010 (M4)*	*Online*	*All*	*N/A*	*All*
33	*Social Media*	*Gov2u*	*Created Twitter profile for WeGov http://twitter.com/#!/WeGov_project/*	*21 April 2010 (M4)*	*Online*	*All*	*N/A*	*All*
34	*Social Media*	*Gov2u*	*Created a SlideShare profile for WeGov http://www.slideshare.net/WeGovSns/*	*November 2010 (M11)*	*Online*	*All*	*N/A*	*All*
35	*Social Media*	*Gov2u*	*Created a LinkedIn profile for WeGov http://be.linkedin.com/pub/wegov-project/4b/5b9/849*	*April 2012 (M28)*	*Online*	*All*	*N/A*	*All*
37	*Social Media*	*Gov2u*	*Management and facilitation of the project's social media profiles in Facebook, Twitter, SlideShare and LinkedIn. Continuous regular updating of project's social media profiles with general news on the general theme of the project and project latest news and developments (events, newsletters, promotional materials, press releases, etc.)*	*April 2010 – October 2012 (M4 – M33+)*	*Online*	*All*	*N/A*	*All*
38	*Participation in external events*	*GESIS*	*PolitCamp 2010*	*20-21/03/2010*	*Berlin, Germany*	*Policy makers, Scientific Community, Industry, Civil Society, Media, Other*	*900 <*	*Germany*
39	*Participation in external events*	*Gov2u*	*1st Crossroad Workshop*	*29-30/04/2010*	*Seville, Spain*	*Scientific Community, Policy makers*	*40*	*International*
40	*Participation in external events*	*GESIS*	*4th International Conference on Electronic Democracy (CEDEM2010)*	*07/05/2010*	*Krems, Austria*	*Scientific Community*	*Approx. 200*	*International*
41	*Participation in external events*	*KMi*	*7th Extended Semantic Web Conference (ESWC 2010)*	*30/05-03/06/2010*	*Heraklion, Greece*	*Scientific Community*	*~300*	*European*
42	*Participation in external events*	*KMi*	*IT Law Workshop – Gikii V*	*28-29/06/2010*	*Edinburgh, UK*	*Scientific Community*	*N/A*	*European*
43	*Participation in external events*	*Gov2u*	*Samos Summit 2010*	*8/07/2010*	*Samos, Greece*	*Scientific Community*	*40<*	*European*
44	*Participation in*	*KMi*	*Legal Scholars Annual Conference 2010*	*13-16/09/2010*	*Southampton,*	*Scientific Community*	*N/A*	*European*

	external events				UK			
45	Participation in external events	ITInn	Internet, Politics, Policy 2010: IPP2010	16-17/09/2010	Oxford, UK	Scientific Community	100	European
46	Participation in external events	GESIS	Government 2.0 Camp 2010	30/09-01/10/2010	Berlin, Germany	Policy makers, Scientific Community, Industry, Media,Other	400<	Germany
47	Participation in external events	GFI	eChallenges 2010 Conference (e-2010)	27-29/10/2010	Warsaw, Poland	Scientific Community, Policy makers, Industry	650<	European
48	Participation in external events	Gov2u	Open Government Conference 2010	15-16/12/2010	Brussels, Belgium	Policy makers, Scientific Community, Industry, Media, Civil Society, Other	N/A	European
49	Participation in external events	GESIS	E-Democracy and Open Government (CeDEM11)	05-06/05/2011	Krems, Austria	Scientific Community, Policy makers, Industry	Approx. 100	International
50	Participation in external events	KMi	8th Extended Semantic Web Conference - (ESWC 2011)	29/05 – 02/06/2011	Heraklion, Greece	Scientific Community	~300	European
51	Participation in external events	GESIS	International Association of Social Science Information Services & Technology 2011 (IASSIST 2011)	30/05-03/06/2011	Vancouver, Canada	Social Science Community, e-government	Approx. 500N/A	International
52	Participation in external events	UKob	ACM WebSci 2011 conference	14-17/06/2011	Koblenz, Germany	Policy makers, Scientific Community, Industry, Media, Civil Society, Other	Approx. 200	International
53	Participation in external events	Gov2u	Tunis Exchange Forum 2011	23-26/06/2011	Gammarth, Tunisia	Civil Society	Approx. 150	European, Mediterranean, Arab
54	Participation in external events	Gov2u	Samos 2011 Summit	04-06/07/2011	Samos, Greece	Scientific Community, Policy makers, Industry, Civil Society	40<	European
55	Participation in external events	KMi	2nd Web Science Doctoral Summer School 2011	06-13/07/2011	Galway, Ireland	Scientific Community	100<	International
56	Participation in external events	KMi	8th Summer School on Ontology Engineering and the Semantic Web (SSSW'11)	10-16/07/2011	Cercedilla, Madrid (Spain)	Scientific Community	50	International
57	Participation in external events	GESIS	Government2.0 Camp (Open Government Camp) 2011	29-30/09/2011	Berlin, Germany	Policy makers, Scientific Community, Industry, Media, Other	400<	Germany
58	Participation in external events	ITInn	3rd International conference on eParticipation (ePart 2011)	29/08-01/09/2011	Delft, The Netherlands	Policy makers, Scientific Community, Industry, Media, Other	N/A	International

59	*Participation in external events*	*GESIS*	*IFIP e-Government conference (IFIP EGOV) 2011*	*28/08-02/09/2011*	*Delft, the Netherlands*	*Scientific Community*	*Approx. 500*	*International*
60	*Participation in external events*	*GESIS*	*5th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2011)*	*26-28/09/2011*	*Tallinn, Estonia*	*All*	*350*	*International*
61	*Participation in external events*	*GESIS*	*Government2.0 Camp (Open Government Camp) 2011*	*29-30/09/2011*	*Berlin, Germany*	*Policy makers, Scientific Community, Industry, Media, Other*	*400<*	*Germany*
62	*Participation in external events*	*All*	*eChallenges 2011 Conference, e-2011*	*26-28/10/2011*	*Florence, Italy*	*All*	*600<*	*European*
63	*Participation in external events*	*KMi*	*3rd IEEE International Conference on Social Computing (SocialCom2011)*	*9-10/10/2011*	*Boston, USA*	*Scientific Community, Industry*	*~300*	*International*
64	*Participation in external events*	*KMi*	*10th International Semantic Web Conference (ISWC 2011)*	*23-27/10/2011*	*Bonn, Germany*	*Scientific Community*	*~800*	*International*
65	*Participation in external events*	*UKob*	*20th ACM Conference on Information and Knowledge Management (CIKM 2011)*	*24-28/10/2011*	*Glasgow, Scotland*	*Policy makers, Scientific Community, Industry, Media, Civil Society, Other*	*Approx. 200*	*International*
66	*Participation in external events*	*UKob*	*Text Retrieval Conference (TREC) 2011*	*15-18/11/2011*	*Gaithersburg, Md. USA*	*Scientific Community*	*N/A*	*International*
67	*Participation in external events*	*GESIS*	*Conference "General Online Research 2012" (GOR12)*	*05-07/03/2012*	*Mannheim, Germany*	*Scientific Community*	*Approx. 200*	*European*
68	*Participation in external events*	*Hans*	*Social Media Forum (SMWF Europe)*	*27-28/03/2012*	*London, UK*	*Industry*	*4000*	*European*
69	*Participation in external events*	*Hans*	*Digital Futures workshop*	*29-30/03/2012*	*Brussels, Belgium*	*All*	*N/A*	*European*
70	*Participation in external events*	*GESIS*	*Conference of E-Democracy and Open Government – CeDEM12*	*03-04/05/2012*	*Krems, Austria*	*Scientific Community, Policy makers, Industry*	*Approx. 100*	*International*
71	*Participation in external events*	*GESIS*	*tGovernment Workshop 2012 (tGov2012)*	*08-09/05/2012*	*London, UK*	*Scientific Community*	*Approx. 50N/A*	*International*
72	*Participation in external events*	*UKob*	*9th Extended Semantic Web Conference ESWC-2012*	*28/05/2012*	*Heraklion, Greece*	*Scientific Community*	*300*	*International*
73	*Participation in external events*	*UKob*	*Web Science Conference (WebSci 2012)*	*22-24/06/2012*	*Evanston, IL, USA*	*Policy makers, Scientific Community, Industry, Media, Civil Society, Other*	*Approx. 200*	*International*
74	*Participation in external events*	*GFI*	*2nd Digital Agenda Assembly*	*21-22/06/2012*	*Brussels, Belgium*	*All*		*European*
75	*Participation in external events*	*ITInn*	*Samos Summit 2012*	*02-04/07/2012*	*Samos, Greece*	*Scientific Community, Policy makers, Industry, Civil Society*	*40<*	*European*

76	*Participation in external events*	*GESIS, ITInn*	*11th Conference on Electronic Government (EGOV 2012)*	*03-06/09/2012*	*Kristiansand, Norway*	*Scientific Community*	*N/A*	*European*
77	*Participation in external events*	*GESIS*	*PolitCamp12*	*22-23/09/2012*	*Berlin, Germany*	*Policy makers, Scientific Community, Industry, Civil Society, Media, Other*	*900 <*	*Germany*
79	*Participation in external events*	*KMi*	*The 11th International Semantic Web Conference (ISWC2012)*	*11-15/11/2012*	*Boston, USA*	*Scientific Community, industry*	*~300*	*International*
80	*Participation in external events*	*Gov2u*	*4th International Conference on Social Informatics (SocInfo 2012)*	*05-07/12/2012*	*Lausanne, Switzerland*	*Scientific Community*	*N/A*	*International*
81	*Organisation of events*	*IT Inn GESIS Gov2u*	*1st WeGov Workshop: "WeGov – Where eGovernment meets eSociety" within e-2011 (e-2011), during the conference session Workshop 7b.*	*27/10/2011*	*Florence, Italy*	*All*	*30*	*European*
82	*Organisation of events*	*Gov2u GESIS*	*WeGov Online Event: "Open Evaluation Discussion"*	*26/04/2012*	*Online*	*Advisory Board*	*Approx. 10*	*European*
83	*Organisation of events*	*ITInn*	*+Spaces/ WeGov joint legal Workshop: "Legal challenges for FP7 projects" within Samos 2012 Summit on Open Data for Governance, Industry and Society. The workshop was organized in the framework of collaboration with other FP7 project.*	*04/07/2012*	*Samos, Greece*	*Scientific Community, Policy makers, Industry, Civil Society*	*15*	*European*
84	*Organisation of events*	*All*	*2nd WeGov Workshop: "WeGov Toolbox - Politicians engage with Citizens" within the 11th Conference on Electronic Government - IFIP EGOV 2012, during Track A - EGOV: Workshop D.*	*06/09/2012*	*Kristiansand, Norway*	*Scientific Community*	*N/A*	*International*
85	*Organisation of events*	*Hans/ ITInn*	*Hansard Society/Wegov event: "More heat than light? Can social media inform policy making?"*	*11/09/2012*	*Westminster, London (UK)/ Online (live tweeted)*	*Policy makers, Scientific Community, Media, Civil Society*	*80*	*European*
86	*Associated events*	*KMi*	*SocialObjects2011 Workshop: "1st International Workshop on Social Object Networks" within the 3rd IEEE International Conference on Social Computing (SocialCom2011). WeGov partner KMi co-organised the workshop and a presentation on WeGov was given.*	*09/10/2011*	*Boston, USA*	*Scientific Community, Industry*	*~40*	*International*
87	*Associated events*	*UKob*	*DETECT Workshop: "International Workshop on DETecting and Exploiting Cultural diversiTy on the Social Web", within 20th ACM Conference on Information and Knowledge Management (CIKM 2011). UKob WeGov partner was co-organised the Workshop and gave a presentation on WeGov.*	*24/10/2011*	*Glasgow, Scotland*	*Policy makers, Scientific Community, Industry, Media, Civil Society, Other*	*N/A*	*International*
88	*Associated events*	*KMi*	*CrowdSens 2012 Workshop: "1st International Workshop on Multimodal Crowd Sensing", held in conjunction with the 21st ACM*	*02/11/2012*	*Maui, Hawaii, (USA)*	*Scientific Community*	*N/A*	*International*

			International Conference on Information and Knowledge Management (CIKM 2012). WeGov partner KMi organises this workshop and WeGov presentation has been confirmed.					
89	*Collaborations*	*Gov2u*	*Collaboration with PEP-Net (http://pep-net.eu). Project partner Gov2u is a member of PEP-Net and has been disseminating the project via: exchange of information and knowledge regarding the development of the project; publishing news articles & project briefs, creating links & references regarding the project; identification of key experts and stakeholders, maintaining data bases with contacts related to the project.*	*May 2010 – October 2012 (M5-M33+)*	*Online*	*Scietific Community/ Civil Society*	*60<*	*European*
90	*Collaborations*	*Gov2u*	*Collaboration with ePractice (http://www.epractice.eu/). Project partner Gov2u is an ePractice member and has collaborated regularly with ePractice via: exchange of information and knowledge regarding the development of the project; publishing news articles & project briefs, creating links & references regarding the project; identification of key experts and stakeholders maintaining data bases with contacts related to the project; participating or co-organizing joint events with the participation of the European Commission and external experts for presentation of project developments, results and lessons learnt.*	*April 2010 – October 2012 (M4 – M33+)*	*Online*	*Scientific Community, Policy makers, Industry*	*100,000 <*	*European/ International*
91	*Published Article*	*Gov2u*	*WeGov: Where eGovernment meets eSociety http://www.epractice.eu/en/cases/wegov The Editorial Team of ePractice reviewed the WeGov case and awarded it an Editor's Choice 2010 label on eGovernment.*	*22/04/2010*	*Online*	*Scientific Community, Policy makers, Industry*	*100,000 <*	*European/ International*
92	*Published Article*	*Gov2u*	*Initial Evaluation & 1st WeGov Workshop Results http://www.epractice.eu/en/news/5320538*	*05/12/2011*	*Online*	*Scientific Community, Policy makers, Industry*	*100,000 <*	*European/ International*
93	*Published Event*	*Gov2u*	*2nd WeGov Workshop: WeGov Toolbox - Politicians engage with Citizens http://www.epractice.eu/en/events/wegov2ndworkshop-0-0*	*August 2012*	*Online*	*Scientific Community, Policy makers, Industry*	*100,000 <*	*European/ International*
94	*Published Article*	*Gov2u*	*Cutting-edge WeGov software solution supporting policy-makers in the analysis of SNS http://www.epractice.eu/en/news/5399901*	*19/10/2012*	*Online*	*Scientific Community, Policy makers, Industry*	*100,000 <*	*European/ International*
95	*Published Articles/ Blogs*	*Gov2u*	*Gov2u via its collaboration with ePractice **has published 21 Blog** entries regarding the project and its latest developments. These can be accessed here: http://www.epractice.eu/en/people/42362/blog_tab*	*April 2010 – September 2012 (M4 – M33)*	*Online*	*Scientific Community, Policy makers, Industry*	*100,000 <*	*European/ International*
96	*Collaborations*	*Gov2u*	*Collaboration with DoWire.Org - Democracies Online Groups. Project partner, Gov2u is a member of the DoWire online community and regularly shares information with the network of three DoWire Groups namely:Democracies Online Exchange, E-Democracy and E-Government Researchers Network, European Democracy Online Exchange*	*May 2010 – October 2012 (M4 – M33+)*	*Online*	*Scientific Community, Policy-makers, Civil Society, local authorities*	*2,800<*	*International (more than 80 countries)*

			Regular collaboration with DoWire has been undertaken via: exchanging information and knowledge regarding the development of the project (press releases, emailing – correspondence, newsletter);publishing news articles & project briefs, creating links & references regarding the project (blogging, affiliate marketing); identification of key experts and stakeholders maintaining data bases with contacts related to the project.					
97	*Collaborations*	*Gov2u*	*Gov2u via its collaboration with DoWire has published 40 Blog entries regarding the project and its latest developments. These can be accessed here: http://groups.dowire.org/p/pG5oyt2GU7DuZuqGL2xGk*	*May 2010 – October 2012 (M4 – M33+)*	*Online*	*Scientific Community, Policy-makers, Civil Society, local authorities*	*2,800<*	*International (more than 80 countries)*
98	*Collaborations*	*Gov2u*	*Collaboration with other FP7 projects as well as similar eGovernment and eParticipation initiatives. For these reasons, WeGov has initiated and fostered collaboration with other FP7 projects by finding common ground and investigating possibilities of joint collaboration activities, such as: exchange of information and knowledge on the progress of the work; publishing news articles & project briefs, creating links & references regarding the project; identification of key experts and stakeholders maintaining data bases with contacts related to the project; participating in or co-organizing joint events with the participation of the European Commission and external experts for the presentation of project developments, results and lessons learnt.*	*February 2010 – October 2012 (M2 – M33+)*	*N/A*	*Scientific Community*	*Approx. 20*	*European*
99	*Published Link*	*Gov2u*	*By +SPACES http://bit.ly/wcay7b*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
100	*Published Link*	*Gov2u*	*By Crossroad http://bit.ly/wXH7Ni*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
101	*Published Article*	*Gov2u*	*By EuroPetition http://bit.ly/R4gDpY*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
102	*Published Article*	*Gov2u*	*By FinES http://bit.ly/eEDTVZ*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
103	*Published Link*	*Gov2u*	*By FUPOL http://bit.ly/y3wmnz*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
104	*Published Article*	*Gov2u*	*By FUPOL http://bit.ly/RkhYI1*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
105	*Published Blog*	*Gov2u*	*By FUPOL http://on.fb.me/S5QPu9*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
106	*Published Link*	*Gov2u*	*By Horizon project Navigator http://bit.ly/wr4WiA*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
107	*Published Link*	*Gov2u*	*By IMPACT http://bit.ly/yJeG92*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
108	*Published Link*	*Gov2u*	*By Nomad http://bit.ly/VryD2t*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
109	*Published Link*	*Gov2u*	*By OCOPOMO http://bit.ly/yLZ9Qi*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
110	*Published Link*	*Gov2u*	*By OurSpace project http://bit.ly/RPeb4x*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
111	*Published Link*	*Gov2u*	*By PADGETS http://bit.ly/yWAasY*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
112	*Published Blog*	*Gov2u*	*By Padgets http://bit.ly/RbRKcB*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*

113	*Published Event*	*Gov2u*	*By Puzzled by Policy http://on.fb.me/xrRwST*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
114	*Published Article*	*Gov2u*	*By THINK! http://bit.ly/u9OSjA*	*N/A*	*Online*	*Scientific Community*	*N/A*	*European*
115	*Meeting*	*GESIS, ITInn, Gov2u*	*WeGov consortium partners ITInn organized a **meeting with FUPOL**. In this meeting the two projects discussed how they might be able to collaborate and create synergies, and how both can further explore and take advantage of possible exploitation opportunities.*	*10/05/2012*	*Southampton, UK*	*Scientific Community*	*Approx. 5*	*European*
116	*Collaboration*	*Gov2u*	*Collaboration has been also established via the social network LinkedIn and the following FP7 projects' LinkedIn Groups: +SPACES, CEMSDI, CROSSROAD, COCKPIT, ENGAGE, FP7, FUPOL, IRMOS, NET-EUCEN, OCOPOMO, PADGETS, Policy-making 2.0 (Crossover). **Gov2u initiated 123 Discussions** on the aforementioned groups on subjects related to WeGov and its developments.*	*April 2012 – October 2012 (M28 – M33+)*	*Online*	*All*	*N/A*	*European/ International*
117	*Direct contact (Presentations/ Interviews)*	*GESIS*	*German Parliament MP Offices presentation about WeGov in meetings with the German MP Offices of Ute Vogt, Fritz Rudolf Körper and Lars Klingbeil*	*16/08/2010*	*Berlin, Germany*	*Policy makers*	*Approx. 4*	*Germany*
118	*Direct contact (Presentations/ Interviews)*	*GESIS*	*Q| Agentur für Forschung meeting where GESIS gave a presentation at the Q | Agentur für Forschung GmbH*	*14/10/2010*	*Mannheim, Germany*	*Scientific Community,*	*1*	*Germany*
119	*Direct contact (Presentations/ Interviews)*	*GESIS*	*Deutscher Bundestag presentation about the project, including a demonstration, which was followed by an open discussion at the Deutscher Bundestag (German Parliament). The audience consisted of the Europasaal with 29 employees of MPs of the Deutscher Bundestag.*	*31/03/2011*	*Berlin, Germany*	*Policy makers*	*Approx. 30*	*Germany*
120	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*European Parliament meeting with the Directorate General Communications of the European Parliament (EP) to receive their buy-in for participation in the WeGov user trials and to help identify the best candidates for this.*	*March 2011*	*Belgium, Brussels*	*Policy makers*	*N/A*	*European Parliament*
121	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*European Parliament meeting with the Secretary and Chairman of the Committee on the Internal Market and Consumer Protection (IMCO) to receive their buy-in for participation in the WeGov user trials and to help identify the best candidates for this.*	*March 2011*	*Belgium, Brussels*	*Policy makers*	*N/A*	*European Parliament*
122	*Direct contact (Presentations/ Interviews)*	*GESIS*	*Co:llaboratory think tank meeting to discuss the topic of Open Government. GESIS presented their findings about how MPs engage with SNSs and what the challenges are with a two-way dialogue between politicians and citizens online.*	*22/07/2011*	*Germany*	*Scientific Community, Civil Society*	*Approx. 30*	*Germany*
123	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*IMCO of the European Parliament meetings with three members of the IMCO of the EP and/or their staff. In these meetings the static model of the WeGov toolkit (presentations/ mock-ups) was*	*July 2011*	*Belgium, Brussels*	*Policy makers*	*4<*	*European Parliament*

			presented and a questionnaire regarding policy-makers feedback was handed out, collected and analysed. The feedback was channelled into the design of Prototype 2.					
124	*Direct contact (Presentations/ Interviews)*	*GFI*	*After-Sales Department of Toyota Belgium meeting related to exploitation. GFI presented the WeGov toolkit to the After-Sales department of Toyota Belgium. Toyota showed great interest and will be re-contacted when the new prototype is ready.*	*August 2011*	*Brussels, Belgium*	*Industry*	*N/A*	*Belgium*
125	*Direct contact (Presentations/ Interviews)*	*GESIS*	*German Bundestag presentation of the new version of the WeGov toolbox (second version) at the German Bundestag. The presentation included a software demo followed by an open discussion. This event initiated the second main evaluation phase (Phase 2) with the project's prime end-users; namely, policy-makers.*	*15/03/2012*	*Berlin, Germany*	*Policy makers*	*Approx. 20*	*Germany*
126	*Direct contact (Presentations/ Interviews)*	*GESIS*	*State Parliament Nordrhein-Westfalen presentation when GESIS introduced the WeGov Toolbox via a presentation with the title "Using Facebook, Twitter and Co. for the decision-making process - Enriching the dialogue with citizens by monitoring opinions and identifying local topics", gathering participants' feedback.*	*May – June 2012*	*Nordrhein-Westfalen, Germany*	*Policy makers*	*3*	*Germany*
127	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*IMCO of the EP and the European People's party meetings. A new round of interviews with the initial trial user population, and specifically three MEPs of the IMCO Committee, their staff and the Social Media Coordinator of the European People's Party within the European Parliament.*	*July 2012*	*Brussels, Belgium*	*Policy makers*	*5<*	*European Parliament*
128	*Direct contact (Presentations/ Interviews)*	*GESIS*	*City of Cologne meeting during the main evaluation phase (Phase 2). Two employees from the City of Cologne participated in the evaluation by answering a questionnaire and giving an interview. Both interviewees are working for the City's Department for e-Government.*	*27/08/2012*	*Cologne, Germany*	*Public Authorities*	*Approx. 3*	*Germany*
129	*Direct contact (Presentations/ Interviews)*	*GESIS*	*City of Kempten meeting during the main evaluation phase (Phase 2). One employee from the City of Kempten participated in the evaluation by answering a questionnaire and giving an interview. Interviewee is working for the City's Department for e-Government.*	*18/06/2012*	*Kempten, Germany*	*Public Authorities*	*Approx. 2*	*Germany*
130	*Direct contact (Presentations/ Interviews)*	*Hans*	*Hansard Society engaged with high profile stakeholders from the political sphere, civil society and the UK media during the joint Hansard Society/ WeGov event. Lord Toby Harris (All-Party Parliamentary Group on Policing & Parliamentary Internet, Communications and Technology Forum), Roy Cellan-Jones (BBC), Deborah Mattinson (Britain Thinks), Nick Jones (Digital*	*11/09/2012*	*Westminster, London (UK)*	*Policy makers, Civil Society, Media*	*Approx. 40*	*England, UK*

			Communications & Prime Minister's Office and Cabinet Office), Kevin Brennan MP (Social Media MP of 2010), and Nick Pickles (Big Brother Watch), all spoke on the panel and answered questions from the audience. The engagement generated much feedback and a number of articles written in the national UK media (The Guardian, BBC News and others) about WeGov and the use of SNS to inform policy-making.					
131	*Direct contact (Presentations/ Interviews)*	*GESIS*	*German Bundestag presentation of the final version of the WeGov toolbox. The presentation included a software demo followed by an open discussion. This event was part of the main evaluation phase (Phase 2) with the project's prime end-users; namely, policy-makers.*	*September 2012*	*Berlin, Germany*	*Policy makers*	*N/A*	*Germany*
132	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*IMCO of the European Parliament meeting when Gov2u engaged with members of the IMCO of the EP to present the current version of the WeGov toolbox (prototype 2.5) and to gather their evaluation feedback. A demo of prototype 2.5 was given.*	*April/ May 2012*	*Brussels, Belgium*	*Policy makers*	*N/A*	*European Parliament*
133	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*IMCO of the European Parliament meeting when Gov2u engaged with members of the IMCO of the EP to present the current version of the WeGov toolbox (prototype 3.0) and to gather their evaluation feedback.*	*September 2012*	*Brussels, Belgium*	*Policy makers*	*N/A*	*European Parliament*
134	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*European People's Party Group (EEP) meeting to hear the EEP's social media coordinator perspective on the demo of prototype 2.5 was given.*	*April 2012*	*Brussels, Belgium*	*Policy makers*	*N/A*	*European Parliament*
135	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*European People's Party Group (EEP) meeting with the EEP's social media coordinator when the demo of prototype 3.0 was presented and to collect his evaluation on the progress of the toolbox.*	*October 2012*	*Brussels, Belgium*	*Policy makers*	*N/A*	*European Parliament*
136	*Direct contact (Presentations/ Interviews)*	*Gov2u*	*Web Communication Unit – DG Communications (within EP) meeting with seven representatives of the Web Communication Unit – DG Communications who animate and follow the social networks on behalf of the EP Institution. This was an opportunity to meet dedicated social media professionals specialised in institutional communication at a European level, with a good knowledge of the European public sphere.*	*October 2012*	*Brussels, Belgium*	*Policy makers, Public administration*	*Approx. 8*	*European Parliament*
137	*Direct contact (Presentations/ Interviews)*	*GESIS*	*Saarland State Chancellery meeting in the main evaluation phase (Phase 2). The head of the department of the State Chancellery Saarland participated in the evaluation of the WeGov toolbox by answering a questionnaire and an interview via telephone.*	*11/10/2012*	*Online/ phone*	*Policy makers, Public Authorities*	*Approx. 2*	*Germany*
138	*Monitoring Media*	*Gov2u*	*Gov2u monitors the media immediately after sending each project press. Research that has been conducted using Google Blog Search with the keyword "WeGov project" has shown a plethora of*	*June 2010 – October 2012 (M6 – M33+)*	*Online*	*All*	*N/A*	*All*

			blogs that have highlighted the project. Google actually displays about 16,300 results. ***More than 50 news articles*** *and/ or references to the WeGov project were monitored.*					
139	*Published Article*	*Gov2u*	***Smart Cities:*** *Cutting-edge WeGov software solution supporting policy-makers in the analysis of SNS http://bit.ly/sPooG*	*22/10/2012*	*Online*	*All*	*N/A*	*All*
140	*Published Article*	*Gov2u*	***eGov Daily News:*** *Cutting-edge WeGov software solution supporting policy-makers in the analysis of SNS http://bit.ly/RPgdC6*	*22/10/2012*	*Online*	*All*	*N/A*	*All*
141	*Published Article*	*Gov2u*	***IfG.CC The Posdam eGovernment Competence Center:*** *Cutting-edge WeGov software solution supporting policy-makers in the analysis of SNS http://bit.ly/PjNutl*	*20/10/2012*	*Online*	*All*	*N/A*	*All*
142	*Published Article*	*Gov2u*	***Global Center for ICT in Parliament****: WeGov software solution supporting policy-makers in the analysis of social networking sites http://www.ictparliament.org:8088/es/node/5366*	*19/10/2012*	*Online*	*All*	*N/A*	*All*
143	*Published Article*	*Gov2u*	***Forum AESE Saúde:*** *Cutting-edge WeGov software solution supporting policy-makers in the analysis of SNS http://aesesaude.org/aggregator*	*19/10/2012*	*Online*	*All*	*N/A*	*All*
144	*Published Article*	*Gov2u*	***United Nations Development Programme:*** *Cutting-edge WeGov software solution supporting policy-makers in the analysis of SNS http://bit.ly/RNpv1B*	*19/10/2012*	*Online*	*All*	*N/A*	*All*
145	*Published Article*	*Gov2u*	***BonVote:*** *WeGov project Final Results & Highlights http://www.bonvote.com/rss.php?s=2656740*	*16/10/2012*	*Online*	*All*	*N/A*	*All*
146	*Published Article*	*Gov2u*	***Information Policy:*** *WeGov project Final Results & Highlights http://bit.ly/RybWmz*	*16/10/2012*	*Online*	*All*	*N/A*	*All*
147	*Published Article*	*Gov2u*	***Digitale Buerger (Digital Citizens):*** *On the occasion of WeGov's participation in PolitCamp12 in Berlin on September 2012. GESIS gave an interview addressing the exploitation of the WeGov toolbox in the wider context of eParticipation (in German). http://bit.ly/SfJA0Z*	*01/10/2012*	*Online*	*All*	*N/A*	*Germany*
148	*Published Article*	*Gov2u*	***The Guardian:*** *Article about the project and the HanS/WeGov event http://bit.ly/P9VgzL*	*27/09/2012*	*Online*	*All*	*N/A*	*All*
149	*Published Article*	*Gov2u*	***Civilzone:*** *Article about the project and the HanS/WeGov event http://bit.ly/T8Fk8l*	*14/09/2012*	*Online*	*All*	*N/A*	*All*

150	*Published Article*	*Gov2u*	***Fishburn Hedges:*** *Article about the project and the HanS/WeGov event http://bit.ly/SgAiA2*	*13/09/2012*	*Online*	*All*	*N/A*	*All*
151	*Published Article*	*Gov2u*	***BBC News article:*** *A BBC news article regarding the project and the HanS/WeGov event. http://bbc.in/Q3WgXg*	*13/09/2012*	*Online*	*All*	*N/A*	*All*
152	*Published Article*	*Gov2u*	***Kevin Brennan MP:*** *Article about the project and the HanS/WeGov event http://bit.ly/Uhi4Eu*	*12/09/2012*	*Online*	*All*	*N/A*	*All*
153	*Published Article*	*Gov2u*	***Innovation Technology transfer:*** *Reference to the 2nd WeGov Workshop http://bit.ly/Ul8s7n*	*01/09/2012*	*Online*	*All*	*N/A*	*All*
154	*Published Article*	*Gov2u*	***Digital humanities:*** *Open-Government Widgets for Enhanced Citizen-Government Dialogue http://bit.ly/N9yNmF*	*12/08/2012*	*Online*	*All*	*N/A*	*All*
155	*Published Article*	*Gov2u*	***Politik Digital Deutschland (Journal):*** *Workshop: WeGov Toolbox für politische Kommunikation in Social Networks http://bit.ly/S8zLjj*	*24/07/2012*	*Online*	*All*	*N/A*	*Germany*
156	*Published Article*	*Gov2u*	***Digital Government & Society:*** *Bringing Citizens' Opinions to Members of Parliament http://bit.ly/RYNd9d*	*03/05/2012*	*Online*	*All*	*N/A*	*All*
157	*Published Article*	*Gov2u*	***Digg:*** *WeGov project http://bit.ly/sanpPo*	*13/12/2011*	*Online*	*All*	*N/A*	*All*
158	*Published Article*	*Gov2u*	***Centre for Digital Design:*** *Open Government - Links - December 29, 2011 http://bit.ly/tP9eqc*	*10/12/2011*	*Online*	*All*	*N/A*	*All*
159	*Published Article*	*Gov2u*	***eGovernment Resource Center:*** *WeGov Initial Evaluation and First Workshop Results http://bit.ly/sXnyLD*	*08/12/2011*	*Online*	*All*	*N/A*	*All*
160	*Published Article*	*Gov2u*	***eGovernment Bulletin:*** *Political search: social media analysis http://bit.ly/vg5KiC*	*07/12/2011*	*Online*	*All*	*N/A*	*All*
161	*Published Article*	*Gov2u*	***Global Centre of ICT in Parliament:*** *WeGov Initial Evaluation and 1st WeGov Workshop Results http://bit.ly/uF9UkM*	*05/12/2011*	*Online*	*All*	*N/A*	*All*
162	*Published Article*	*Gov2u*	***Information Policy:*** *Initial Evaluation & 1st WeGov Workshop Results http://bit.ly/t64qD7*	*02/12/2011*	*Online*	*All*	*N/A*	*All*
163	*Published Article*	*Gov2u*	***Digital Citizenship in Schools:*** *Where eGovernment meets the eSociety http://bit.ly/Rkr9bi*	*01/12/2011*	*Online*	*All*	*N/A*	*All*
164	*Published Article*	*Gov2u*	***Australian Policy Online Blog:*** *Information everywhere but where are the policies? http://bit.ly/v4I6Ba*	*12/2011*	*Online*	*All*	*N/A*	*All*

165	*Published Article*	*Gov2u*	***THINK! The Innovation Knowledge Foundation:*** *New innovation case on THINK!: WeGov Project http://bit.ly/RX0Ye6*	*27/11/2011*	*Online*	*All*	*N/A*	*All*
166	*Published Article*	*Gov2u*	***Network news:*** *1st WeGov Workshop within eChallenges e-2011 http://bit.ly/u92jMR*	*19/10/2011*	*Online*	*All*	*N/A*	*All*
167	*Published Article*	*Gov2u*	***ICT news:*** *EU to 'inject' social media in policy making http://bit.ly/uMlmtf*	*29/07/2011*	*Online*	*All*	*N/A*	*All*
168	*Published Article*	*Gov2u*	***Asia – Pacific Future Gov:*** *EU to 'inject' social media in policy making http://bit.ly/r3ZqXt*	*28/07/2011*	*Online*	*All*	*N/A*	*All*
169	*Published Article*	*Gov2u*	***Public Service Europe:*** *Article about WeGov including an interview with Paul Walland. http://bit.ly/oppQvb*	*27/07/2011*	*Online*	*All*	*N/A*	*All*
170	*Published Article*	*Gov2u*	***Elaine Byrne:*** *Keeping an eye on promises of reform http://bit.ly/vxv8i8*	*11/02/2011*	*Online*	*All*	*N/A*	*All*
171	*Published Article*	*Gov2u*	***Blog of Neelie KROES:*** *My vision for eGov and how to make it real http://bit.ly/QGQ0FF*	*15/10/2010*	*Online*	*All*	*N/A*	*All*
172	*Published Article*	*Gov2u*	***Digital Government & Society:*** *A report on WeGov initial results. http://bit.ly/d4g6Ja*	*16/09/2010*	*Online*	*All*	*N/A*	*All*
173	*Published Article*	*Gov2u*	***EC – Information Society:*** *Closing the loop between policy makers & citizens http://bit.ly/wq441Q*	*8/06/2010*	*Online*	*All*	*N/A*	*All*
174	*Published Article*	*Gov2u*	***Bruno Koninckx:*** *Closing the loop between policy makers & citizens: introducing the wegov project http://bit.ly/OwhT1h*	*17/05/2010*	*Online*	*All*	*N/A*	*All*
175	*Published Article*	*Gov2u*	***The Fwix blog:*** *WeGov: Where eGovernment meets the eSociety http://bit.ly/Rz4MTt*	*11/05/2010*	*Online*	*All*	*N/A*	*All*
176	*Published Article*	*Gov2u*	***Intute project:*** *WeGov Project http://bit.ly/NEA8FQ*	*11/05/2010*	*Online*	*All*	*N/A*	*All*
177	*Published Article*	*Gov2u*	***Connecting Bristol – Bristol City Council:*** *WeGov - Where eGovernment meets the eSociety http://bit.ly/aJPfc2*	*11/05/2010*	*Online*	*All*	*N/A*	*UK*
178	*Published Article*	*Gov2u*	***eGovernment Computing:*** *EU-Projekt will Ideenaustausch zwischen Bürgern und Politikern fördern http://bit.ly/SatlWz*	*11/05/2010*	*Online*	*All*	*N/A*	*Germany*
179	*Published Article*	*Gov2u*	***Newswire:*** *WeGov Project Launches in Europe*	*10/05/2010*	*Online*	*All*	*N/A*	*All*

			http://bit.ly/R2AOVw					
180	*Published Article*	*Gov2u*	***FriendFeed:*** *WeGov Project Launches in Europe* http://bit.ly/R2AN3D	*10/05/2010*	*Online*	*All*	*N/A*	*All*
181	*Published Article*	*Gov2u*	***Landesbildungsserver Baden-Württemberg:*** *Ein gemeinsamer virtueller Treffpunkt für Regierende und Bürger* http://bit.ly/OGVnII	*24/03/2010*	*Online*	*All*	*N/A*	*Germany*
182	*Published Article*	*Gov2u*	***ScientificCommons.org:*** *A report on initial results (2010)* http://bit.ly/P2Wb6j	*5/03/2010*	*Online*	*All*	*N/A*	*All*
183	*Published Article*	*Gov2u*	***The Government Transformation Blogspot:*** *The FP7 research projects on ICT for Governance and Policy Modelling* http://bit.ly/rCj2EH	*03/03/2010*	*Online*	*All*	*N/A*	*All*
184	*Published Article*	*Gov2u*	***Demas Web ID:*** *WeGov were eGovernment meets eSociety* http://bit.ly/OIGm3h	*3/03/2010*	*Online*	*All*	*N/A*	*All*
185	*Published Article*	*Gov2u*	***diagramm.net:*** *Ein gemeinsamer virtueller Treffpunkt für Regierende und Bürger* http://bit.ly/T8AJTx	*03/03/2010*	*Online*	*All*	*N/A*	*Germany*
186	*Published Article*	*Gov2u*	***Fachzeitung:*** *Ein gemeinsamer virtueller Treffpunkt für Regierende und Bürger* http://bit.ly/UhiVVM	*19/02/2010*	*Online*	*All*	*N/A*	*Germany*
187	*Published Article*	*Gov2u*	***THINK!:*** *WeGov project detailed description.* http://bit.ly/u9OSjA	*N/A*	*Online*	*All*	*N/A*	*All*
188	*Published Article*	*Gov2u*	***EC – Information Society:*** *WeGov project presentation* http://bit.ly/xgIP3i	*N/A*	*Online*	*All*	*N/A*	*All*
189	*Published Article*	*Gov2u*	***e-codex:*** *Related FP7 projects* http://bit.ly/zws0CY	*N/A*	*Online*	*All*	*N/A*	*All*
190	*Published Article*	*Gov2u*	***Global Centre of ICT in Parliament:*** *WeGov project presentation* http://bit.ly/zsgHM5	*N/A*	*Online*	*All*	*N/A*	*All*
191	*Published Link*	*Gov2u*	***Zotero:*** http://bit.ly/A9emlF	*N/A*	*Online*	*All*	*N/A*	*All*
192	*Direct marketing*	*All*	*WeGov Consortium partners have published project briefs and direct links to the WeGov website via their home pages, blogs, and social media profiles. In total there have been 37 references by partners via their organisations online media.*	*M1 – M33+*	*Online*	*All*	*N/A*	*All*
193	*Other*	*Gov2u*	*Separate* ***mailing lists*** *for each type of targeted stakeholder have*	*M4 – M31*	*N/A*	*All*	*1200<*	*All*

			been created and are used to disseminate information, news, press releases, newsletters, and other information. These lists were for internal use only and are regularly updated.					
194	*Other*	*Gov2u*	***Event list 2010** - An Event list was created at the beginning of each project year. This list included events that partners could participate in to showcase the project. Partners used this list to target events. The list was regularly updated throughout the year and it also contained a list of Journals that partners could target in order to submit publications relating to the project.*	*February 2010*	*N/A*	*All*	*N/A*	*All*
195	*Other*	*Gov2u*	***Event list 2011***	*February 2011*	*N/A*	*All*	*N/A*	*All*
196	*Other*	*Gov2u*	***Event list 2012***	*February 2012*	*N/A*	*All*	*N/A*	*All*
197	*Other*	*Gov2u/ All*	***Stakeholders' List** - A list has been collated and maintained during the project in an iterative manner, where all partners of the consortium were requested to add suggestions and contact details of stakeholders and experts (in all relevant fields for the project). These suggested individuals were then contacted to participate in online and offline events, to gather feedback as well as to disseminate project outcomes.*	*M6 – M33*	*N/A*	*All*	*N/A*	*All*
198	*Other*	*Gov2u/ All*	***Publications List** - A list has been created which contains the publications that WeGov partners have submitted and are related to the project. This list has been the base for creating the new website section "Publications" as mentioned above. The Publications' list is updated every time a publication by a WeGov partner is accepted for publication in conference proceedings or in a scientific journal.*	*M23 – M33*	*N/A*	*Scientific Community*	*N/A*	*All*
199	*Other*	*Gov2u*	***List of Affiliated projects** - This list contains data of affiliated projects to WeGov; name of affiliated project, URL, Contact person (job title if applicable), and contact information (email or other). This list has been created within WP6 in order to assist the dissemination objectives at EU level. The list was updated regularly and is available to all partners via the restricted website section "Partners private workspace".*	*M27 – M33*	*N/A*	*Scientific Community*	*N/A*	*European*

200	*Other*	*Gov2u*	***Indicative Task Lists*** *of planned dissemination activities for each dissemination phase/ period were created and provided to partners. These documents included an indicative task-list of future dissemination to be undertaken by partners.*	*M06 – M33*	*N/A*	*All*	*N/A*	*All*

Section B (Confidential[9])

Part B1

patents, trademarks, registered designs, etc.

The list should specify at least one unique identifier e.g. European Patent application reference. For patent applications, only if applicable, contributions to standards should be specified. This table is cumulative, which means that it should always show all applications from the beginning until after the end of the project.

The WeGov project has created an open access demonstrator prototype system. No patents, trademarks or other registrations have been applied for.

TEMPLATE B1: LIST OF APPLICATIONS FOR PATENTS, TRADEMARKS, REGISTERED DESIGNS, ETC.					
Type of IP Rights[10]:	Confidential Click on YES/NO	Foreseen embargo date dd/mm/yyyy	Application reference(s) (e.g. EP123456)	Subject or title of application	Applicant (s) (as on the application)

[9] Not to be confused with the "EU CONFIDENTIAL" classification for some security research projects.

[10] A drop down list allows choosing the type of IP rights: Patents, Trademarks, Registered designs, Utility models, Others.

Part B2

Table of Exploitable Foreground

Type of Exploitable Foreground[11]	Description of exploitable foreground	Confidential Click on YES/NO	Foreseen embargo date dd/mm/yyyy	Exploitable product(s) or measure(s)	Sector(s) of application[12]	Timetable, commercial or any other use	Patents or other IPR exploitation (licences)	Owner & Other Beneficiary(s) involved
Knowledge & Code	Buzz Analysis	NO						KMI
Knowledge & Code	User role analysis	NO						KMI
Knowledge & Code	Topic-Opinion Analysis	NO						U Koblenz
Knowledge & Code	SNS API	NO					LGPL	IT Innovation / GFI
Knowledge	WeGov system design	NO						IT Innovation
Knowledge & Code	User Interface	NO						IT Innovation / GFI
Knowledge & Code	Database design	NO					LGPL	IT Innovation / GFI

[19] A drop down list allows choosing the type of foreground: General advancement of knowledge, Commercial exploitation of R&D results, Exploitation of R&D results via standards, exploitation of results through EU policies, exploitation of results through (social) innovation.

[12] A drop down list allows choosing the type sector (NACE nomenclature) : http://ec.europa.eu/competition/mergers/cases/index/nace_all.html

Type of Exploitable Foreground[11]	Description of exploitable foreground	Confidential Click on YES/NO	Foreseen embargo date dd/mm/yyyy	Exploitable product(s) or measure(s)	Sector(s) of application[12]	Timetable, commercial or any other use	Patents or other IPR exploitation (licences)	Owner & Other Beneficiary(s) involved
Knowledge	Privacy analysis	NO						ILAWS / IT Innovation
Knowledge	Technical measures for Privacy	NO						U Koblenz
Knowledge	Evaluation methodology	NO						GESIS / Gov2u
Knowledge	Topic-opinion evaluation & lessons learned	NO						Hansard Society
Knowledge	External user relationships	NO						GESIS / Gov2u
Knowledge & Code	Search & Analysis tool integration pattern	NO						IT Innovation
Knowledge & Code	Coordinator	NO						IT Innovation
Knowledge &	Widgets	NO						IT Innovation

Type of Exploitable Foreground[11]	Description of exploitable foreground	Confidential Click on YES/NO	Foreseen embargo date dd/mm/yyyy	Exploitable product(s) or measure(s)	Sector(s) of application[12]	Timetable, commercial or any other use	Patents or other IPR exploitation (licences)	Owner & Other Beneficiary(s) involved
Code								

In addition to the table, please provide a text to explain the exploitable foreground, in particular:

4.1 Report on societal implications

Replies to the following questions will assist the Commission to obtain statistics and indicators on societal and socio-economic issues addressed by projects. The questions are arranged in a number of key themes. As well as producing certain statistics, the replies will also help identify those projects that have shown a real engagement with wider societal issues, and thereby identify interesting approaches to these issues and best practices. The replies for individual projects will not be made public.

A General Information *(completed automatically when **Grant Agreement number** is entered.*	
Grant Agreement Number:	248512
Title of Project:	WeGov
Name and Title of Coordinator:	University of Southampton, IT Innovation Centre

B Ethics	
1. Did your project undergo an Ethics Review (and/or Screening)? • If Yes: have you described the progress of compliance with the relevant Ethics Review/Screening Requirements in the frame of the periodic/final project reports? Special Reminder: the progress of compliance with the Ethics Review/Screening Requirements should be described in the Period/Final Project Reports under the Section 3.2.2 *'Work Progress and Achievements'*	***0Yes 0No Yes***
2. Please indicate whether your project involved any of the following issues (tick box) :	***YES***
RESEARCH ON HUMANS	
• Did the project involve children?	
• Did the project involve patients?	
• Did the project involve persons not able to give consent?	
• Did the project involve adult healthy volunteers?	
• Did the project involve Human genetic material?	
• Did the project involve Human biological samples?	
• Did the project involve Human data collection?	
RESEARCH ON HUMAN EMBRYO/FOETUS	
• Did the project involve Human Embryos?	
• Did the project involve Human Foetal Tissue / Cells?	
• Did the project involve Human Embryonic Stem Cells (hESCs)?	
• Did the project on human Embryonic Stem Cells involve cells in culture?	
• Did the project on human Embryonic Stem Cells involve the derivation of cells from Embryos?	
PRIVACY	
• Did the project involve processing of genetic information or personal data (eg. health, sexual lifestyle, ethnicity, political opinion, religious or philosophical conviction)?	YES
• Did the project involve tracking the location or observation of people?	
RESEARCH ON ANIMALS	
• Did the project involve research on animals?	
• Were those animals transgenic small laboratory animals?	
• Were those animals transgenic farm animals?	

• Were those animals cloned farm animals?	
• Were those animals non-human primates?	
RESEARCH INVOLVING DEVELOPING COUNTRIES	
• Did the project involve the use of local resources (genetic, animal, plant etc)?	
• Was the project of benefit to local community (capacity building, access to healthcare, education etc)?	
DUAL USE	
• Research having direct military use	0 Yes 0 No
• Research having the potential for terrorist abuse	

C Workforce Statistics

3. Workforce statistics for the project: Please indicate in the table below the number of people who worked on the project (on a headcount basis).

Type of Position	Number of Women	Number of Men
Scientific Coordinator		1
Work package leaders	2	4
Experienced researchers (i.e. PhD holders)	4	15
PhD Students		
Other	4	5

4. How many additional researchers (in companies and universities) were recruited specifically for this project?	**2**
Of which, indicate the number of men:	1

D Gender Aspects

5. Did you carry out specific Gender Equality Actions under the project?

○ Yes
■ No

6. Which of the following actions did you carry out and how effective were they?

	Not at all effective				Very effective
❑ Design and implement an equal opportunity policy	○	○	○	○	○
❑ Set targets to achieve a gender balance in the workforce	○	○	○	○	○
❑ Organise conferences and workshops on gender	○	○	○	○	○
❑ Actions to improve work-life balance	○	○	○	○	○

○ Other:

7. Was there a gender dimension associated with the research content – i.e. wherever people were the focus of the research as, for example, consumers, users, patients or in trials, was the issue of gender considered and addressed?

○ Yes- please specify

■ No

E Synergies with Science Education

8. Did your project involve working with students and/or school pupils (e.g. open days, participation in science festivals and events, prizes/competitions or joint projects)?

○ Yes- please specify

■ No

9. Did the project generate any science education material (e.g. kits, websites, explanatory booklets, DVDs)?

○ Yes- please specify

■ No

F Interdisciplinarity

10. Which disciplines (see list below) are involved in your project?

○ Main discipline[13]: 1.1

○ Associated discipline[13]: 5.4

○ Associated discipline[13]:

G Engaging with Civil society and policy makers

11a Did your project engage with societal actors beyond the research community? *(if 'No', go to Question 14)*

■ Yes
○ No

11b If yes, did you engage with citizens (citizens' panels / juries) or organised civil society (NGOs, patients' groups etc.)?

■ No

○ Yes- in determining what research should be performed

○ Yes - in implementing the research

○ Yes, in communicating /disseminating / using the results of the project

[13] Insert number from list below (Frascati Manual).

11c In doing so, did your project involve actors whose role is mainly to organise the dialogue with citizens and organised civil society (e.g. professional mediator; communication company, science museums)?	■ ○	Yes No

12. Did you engage with government / public bodies or policy makers (including international organisations)

- ○ No
- ■ Yes- in framing the research agenda
- ■ Yes - in implementing the research agenda
- ■ Yes, in communicating /disseminating / using the results of the project

13a Will the project generate outputs (expertise or scientific advice) which could be used by policy makers?

- ■ Yes – as a **primary** objective (please indicate areas below- multiple answers possible)
- ○ Yes – as a **secondary** objective (please indicate areas below - multiple answer possible)
- ○ No

13b If Yes, in which fields?

Agriculture		Energy		Human rights	
Audiovisual and Media		Enlargement		**Information Society**	
Budget		Enterprise		**Institutional affairs**	
Competition		Environment		Internal Market	
Consumers		**External Relations**		Justice, freedom and security	
Culture		External Trade		Public Health	
Customs		Fisheries and Maritime Affairs		**Regional Policy**	
Development Economic and Monetary Affairs		Food Safety		Research and Innovation	
		Foreign and Security Policy		Space	
Education, Training, Youth		Fraud		Taxation	
Employment and Social Affairs		Humanitarian aid		Transport	

13c If Yes, at which level?

- ■ Local / regional levels
- ■ National level
- ■ European level
- ○ International level

H Use and dissemination

14. How many Articles were published/accepted for publication in peer-reviewed journals?	**27**
To how many of these is open access[14] provided?	**15**
How many of these are published in open access journals?	**1**
How many of these are published in open repositories?	
To how many of these is open access not provided?	
Please check all applicable reasons for not providing open access:	
■ publisher's licensing agreement would not permit publishing in a repository ❑ no suitable repository available ■ no suitable open access journal available ❑ no funds available to publish in an open access journal ■ lack of time and resources ❑ lack of information on open access ❑ other[15]: ……	

15. How many new patent applications ('priority filings') have been made? *("Technologically unique": multiple applications for the same invention in different jurisdictions should be counted as just one application of grant).*		**0**
16. Indicate how many of the following Intellectual Property Rights were applied for (give number in each box).	Trademark	**0**
	Registered design	**0**
	Other	**0**
17. How many spin-off companies were created / are planned as a direct result of the project?		**0**
Indicate the approximate number of additional jobs in these companies:		

18. Please indicate whether your project has a potential impact on employment, in comparison with the situation before your project:

❑	Increase in employment, or	❑	In small & medium-sized enterprises
❑	Safeguard employment, or	❑	In large companies
❑	Decrease in employment,	❑	None of the above / not relevant to the project
■	Difficult to estimate / not possible to quantify		

19. For your project partnership please estimate the employment effect resulting directly from your participation in Full Time Equivalent (*FTE = one person working fulltime for a year*) jobs:	*Indicate figure:*

[14] Open Access is defined as free of charge access for anyone via Internet.
[15] For instance: classification for security project.

Difficult to estimate / not possible to quantify	❑

I Media and Communication to the general public

20. As part of the project, were any of the beneficiaries professionals in communication or media relations?

○ Yes ○ No

21. As part of the project, have any beneficiaries received professional media / communication training / advice to improve communication with the general public?

○ Yes ■ No

22 Which of the following have been used to communicate information about your project to the general public, or have resulted from your project?

■	Press Release	■	Coverage in specialist press
■	Media briefing	■	Coverage in general (non-specialist) press
❑	TV coverage / report	■	Coverage in national press
❑	Radio coverage / report	❑	Coverage in international press
■	Brochures /posters / flyers	■	Website for the general public / internet
❑	DVD /Film /Multimedia	❑	Event targeting general public (festival, conference, exhibition, science café)

23 In which languages are the information products for the general public produced?

❑	Language of the coordinator	■	English
■	Other language(s)		

***Question F-10*:** Classification of Scientific Disciplines according to the Frascati Manual 2002 (Proposed Standard Practice for Surveys on Research and Experimental Development, OECD 2002):

FIELDS OF SCIENCE AND TECHNOLOGY

1. NATURAL SCIENCES

1.1 Mathematics and computer sciences [mathematics and other allied fields: computer sciences and other allied subjects (software development only; hardware development should be classified in the engineering fields)]

1.2 Physical sciences (astronomy and space sciences, physics and other allied subjects)

1.3 Chemical sciences (chemistry, other allied subjects)

1.4 Earth and related environmental sciences (geology, geophysics, mineralogy, physical geography and other geosciences, meteorology and other atmospheric sciences including climatic research, oceanography, vulcanology, palaeoecology, other allied sciences)

1.5 Biological sciences (biology, botany, bacteriology, microbiology, zoology, entomology, genetics, biochemistry, biophysics, other allied sciences, excluding clinical and veterinary sciences)

2 ENGINEERING AND TECHNOLOGY

2.1 Civil engineering (architecture engineering, building science and engineering, construction engineering, municipal and structural engineering and other allied subjects)

2.2 Electrical engineering, electronics [electrical engineering, electronics, communication engineering and systems, computer engineering (hardware only) and other allied subjects]

2.3. Other engineering sciences (such as chemical, aeronautical and space, mechanical, metallurgical and materials engineering, and their specialised subdivisions; forest products; applied sciences such as

geodesy, industrial chemistry, etc.; the science and technology of food production; specialised technologies of interdisciplinary fields, e.g. systems analysis, metallurgy, mining, textile technology and other applied subjects)

3. MEDICAL SCIENCES

3.1 Basic medicine (anatomy, cytology, physiology, genetics, pharmacy, pharmacology, toxicology, immunology and immunohaematology, clinical chemistry, clinical microbiology, pathology)

3.2 Clinical medicine (anaesthesiology, paediatrics, obstetrics and gynaecology, internal medicine, surgery, dentistry, neurology, psychiatry, radiology, therapeutics, otorhinolaryngology, ophthalmology)

3.3 Health sciences (public health services, social medicine, hygiene, nursing, epidemiology)

4. AGRICULTURAL SCIENCES

4.1 Agriculture, forestry, fisheries and allied sciences (agronomy, animal husbandry, fisheries, forestry, horticulture, other allied subjects)

4.2 Veterinary medicine

5. SOCIAL SCIENCES

5.1 Psychology

5.2 Economics

5.3 Educational sciences (education and training and other allied subjects)

5.4 Other social sciences [anthropology (social and cultural) and ethnology, demography, geography (human, economic and social), town and country planning, management, law, linguistics, political sciences, sociology, organisation and methods, miscellaneous social sciences and interdisciplinary , methodological and historical S1T activities relating to subjects in this group. Physical anthropology, physical geography and psychophysiology should normally be classified with the natural sciences].

6. HUMANITIES

6.1 History (history, prehistory and history, together with auxiliary historical disciplines such as archaeology, numismatics, palaeography, genealogy, etc.)

6.2 Languages and literature (ancient and modern)

6.3 Other humanities [philosophy (including the history of science and technology) arts, history of art, art criticism, painting, sculpture, musicology, dramatic art excluding artistic "research" of any kind, religion, theology, other fields and subjects pertaining to the humanities, methodological, historical and other S1T activities relating to the subjects in this group]

2. FINAL REPORT ON THE DISTRIBUTION OF THE EUROPEAN UNION FINANCIAL CONTRIBUTION

This report shall be submitted to the Commission within 30 days after receipt of the final payment of the European Union financial contribution.

Report on the distribution of the European Union financial contribution between beneficiaries

Name of beneficiary	Final amount of EU contribution per beneficiary in Euros
1.	
2.	
n	
Total	