



User
Centri
Cities

UserCentriCities

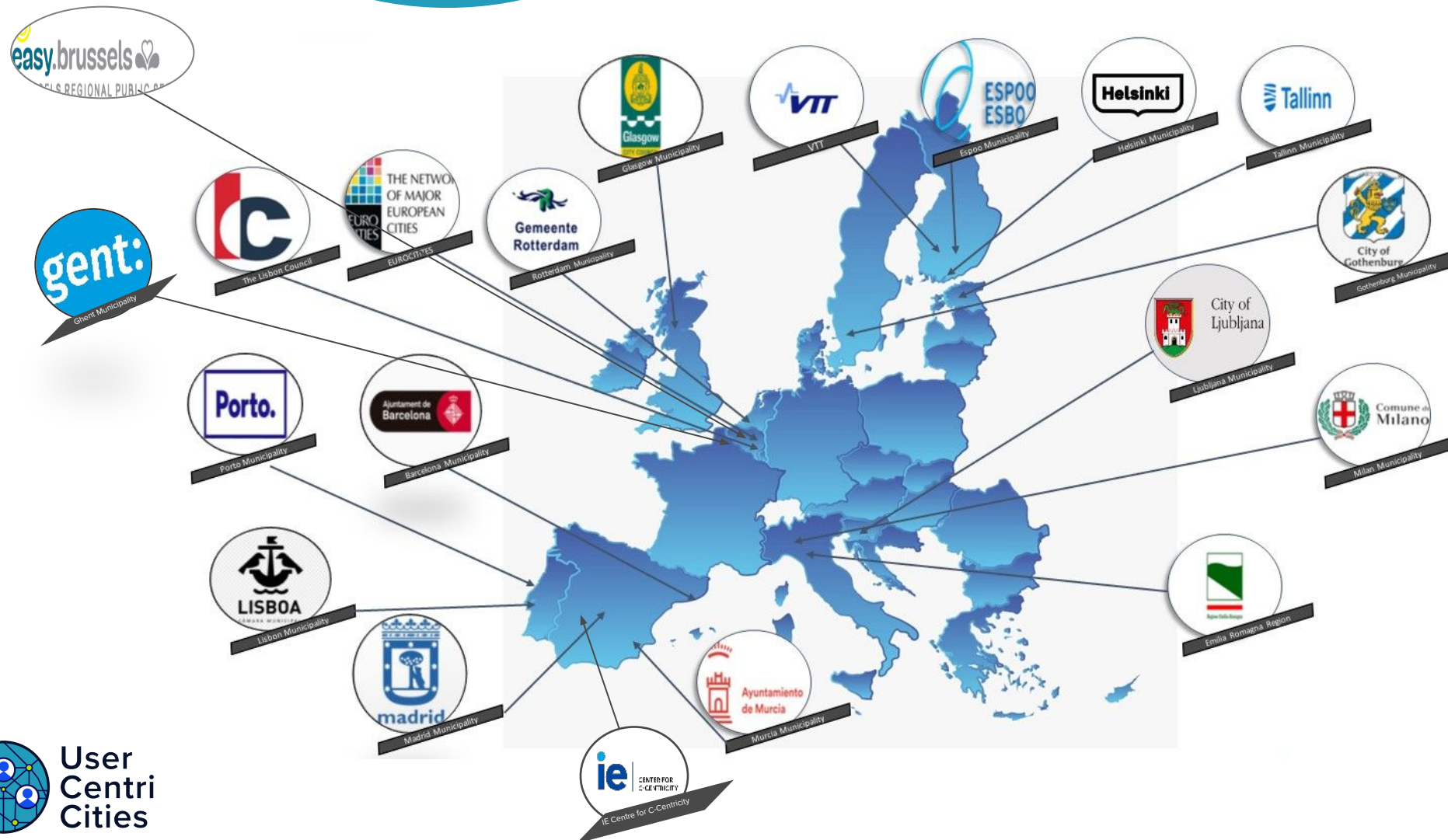
Martedì, 31 Maggio 2022

The Lisbon Council



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UserCentriCities

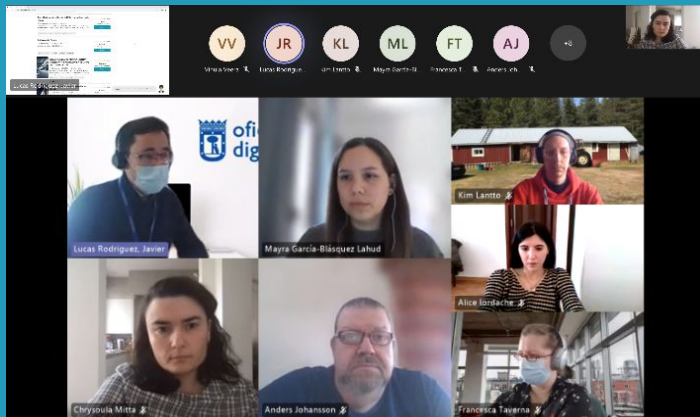


- **Cosa:** Horizon 2020 iniziato a Dicembre 2020; durata 30 mesi (fine maggio 2023)
- **Chi:** 6 città e regioni partner; 12 città associate (in espansione)
- **Obiettivo:** costruire una piattaforma per le autorità locali che le aiuti a valutare e confrontare le loro prestazioni con quelle dei loro pari, condividendo pratiche comuni sull'implementazione della centralità dell'utente nei servizi
- **Come:** rafforzando la collaborazione locale dell'UE, tramite strumento di benchmarking online, un kit di strumenti a supporto, un archivio di pratiche esemplari e premi annuali

Attività In Corso

Service-Design Toolkit

Summit e Policy Brief



Dashboard

UserCentriCafé

theLisbonCouncil
think tank for the 21st century

User Centri Cities

User-Centricity

What It Means, How It Works, Why It's Needed

Interactive policy brief Issue 28/2021

How Relentless Focus on End-Users Raises Adoption and Delivers Better Services to Citizens

By **Chrysoula Mitta**, **Charlotte van Ooijen** and **David Osimo**
Chrysoula Mitta is associate director operations and community management at The Lisbon Council. Charlotte van Ooijen is senior research fellow and David Osimo is director of research.

The message was clear enough.¹ On 19 September 2007, 31 ministers from European Union and European Free Trade Association countries committed to “deliver eGovernment services that are easier to use and of benefit to all citizens by increasing user-centricity” at a summit in Lisbon, Portugal.² Subsequent generations of ministers and officials met, deliberated and signed similar declarations – often accompanied by action plans and detailed annexes – culminating in *The 2020 Berlin Declaration on Digital Society and Value-Based Digital Government*, the sixth declaration of this type and the most recent iteration of this peculiar brand of literature.³

¹ This policy brief builds on the early research co-created for the UserCentriCities project, a 16-partner consortium co-financed by the European Union. The consortium includes the Lisbon Council, VTT Technical Research Centre (Finland), Eurociertes and 13 leading cities and regions (the founding partners – Espoo, Milan, Murcia, Rotterdam, Tallinn and Emilia Romagna – and seven participating cities: Barcelona,



Dashboard

Entra a far parte del progetto UserCentriCities e compila la Dashboard con i dati relativi alla tua città!

1) Scrivi una mail esprimendo interesse a partecipare al progetto a alice.iordache@lisboncouncil.net o chrysoula.mitta@lisboncouncil.net

2) Crea un account sul sito in due semplici step

3) Compila il form **entro il 30 Giugno 2022**

Repository E Premio

- Un archivio di servizi centrati sull'utente nelle autorità locali
- **Obiettivo:** facilitare la condivisione delle migliori pratiche tra le città e le regioni europee
- I servizi presentati sono stati valutati da una giuria internazionale e premiati con il premio annuale UserCentriCities (07 giugno 2022 in Espoo (FI))



What are the best examples of user-centric public services in European cities and regions?

How does user-centricity in local public services look like in practice?
Browse the repository to learn more and add your user-centric service.
Services added to the repository become automatically candidates for the UserCentriCities Awards, given each year by UserCentriCities. For more information on what services are eligible and how to enter yours, visit this page.

[Add your user-centric service](#)



Country

- Italy (6)
- Estonia (3)
- Netherlands (3)
- Spain (3)
- Finland (2)
- Portugal (1)
- Sweden (1)

Search services

Displaying 1 - 10 of 19 practices (filtered) - [Clear filters](#)

A screenshot of the search results page. It shows a list of service cards. The first card is a map of a city area with a legend and the text 'Võimalik uus hoone Skoone baskimüüki küll'. To the right, there are two smartphone screens displaying mobile applications. The first screen shows a map and the text 'Avisos Madrid Los servicios de tu ciudad en el palma de tu mano.' The second screen shows a map and the text 'Servicios de tu ciudad Avisos, servicios, información, trámites. Todo en una misma app.'

Service-Design Toolkit

- Un toolkit basato sul web con metodologie, strumenti, metodi e tattiche per supportare le città nell'adozione di un approccio incentrato sull'utente nelle diverse fasi di progettazione ed erogazione dei servizi pubblici
- In collaborazione con l'OPSI Toolkit Navigator dell'OCSE

User Centri Cities

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Service Design Toolkit

Welcome to the UCC service design toolkit!

This toolkit will support the adoption of a user-centric approach at different stages of design and delivery of digital public services for citizens and businesses.

This toolkit is meant for professionals and practitioners involved in the design and delivery of digital services and anyone involved\interested in the design of digital public services.

Building a user-centric mindset
Tips and methodologies
For adopting a user-centric mindset in the service design and delivery

Engaging citizens in the design process
Methods
for continuous representation of citizens' needs, practises and habits into the digital service design process

Service design process and cases
Handbook and tools
for supporting the application of methods in particular cases of service design and delivery

Checklists and tips
Checklists and other practical means
that support facilitators and service designers in applying the methods

Related contents
[Interview] Citizens at the Centre of Innovation: Porto City as Living Lab
VIDEO: The 2021 UserCentriCities Summit: Delivering Digital Government
NEW POLICY BRIEF: User-Centricity: What It Means, How It Works, Why It's Needed

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Prossimi Appuntamenti



User-Centricity Dashboard



User-Centricity Toolkit



Report “Lo Stato della Centricità dell’Utente” (TBD)



2022 UserCentriCities Summit (TBD)



Premio UserCentriCities 2022

A network diagram on a blue background with white lines and nodes. Four stylized avatars are connected to the network. The avatars are: a person with a red horn, a woman with long dark hair, a woman with short dark hair, and a person with glasses.

Grazie per l'attenzione!

Alice Iordache, Research associate

Email: alice.iordache@lisboncouncil.net

www.usercentricities.eu