



Co-creation for online public services

Prof. Paolo Coppola - University of Udine

Democratic e- participation

Article 9 of Legislative Decree No. 82 of 2005

1. *The Public Administrations, shall encourage all forms of use of new technologies to promote greater participation of citizens*, including those residing abroad, in the democratic process and to facilitate the exercise of political and civil rights and **improve the quality of their acts**, including **through the use**, where provided for and within the resources available under current legislation, **of forms of prior consultation** by telematic means on the proposals for acts to be adopted.

Right to simple, integrated online services

Article 7 Legislative Decree No. 82/2005

1. Public administrations **shall reorganize and modernize the services provided, based on a preliminary analysis of the real needs of users** and make their services available online in compliance with the provisions of this Code and the standards and quality levels identified and periodically updated by the Agency for Digital Italy with its own Guidelines also taking into account technological evolution.

3. For online services, public administrations, **allow users to express satisfaction** with respect to the quality, including usability, accessibility and responsiveness, of the service provided to them and publish the results, including usage statistics, on their sites.

Designers Italia

Seguici su



guida e manuale

Kit

Modelli

Piano attività

Notizie

Partecipa

Tea

the Designers Italia Design Kit

Tutti i kit



Organizza



Comprendere



Progettare



Realizzare



Validare

Kit

Co-progettazione

Coinvolgi stakeholder e utenti del servizio in una sessione di co-progettazione



cerca nel documento...

i Informazioni

versione-corrente ▾

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Sorgente

the design operational manual

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1.1. Design per l'amministrazione digitale (*e-government*)

1.2. L'approccio progettuale

1.2.1. Buone pratiche

1.3. Il processo progettuale

3. Progettazione di servizi

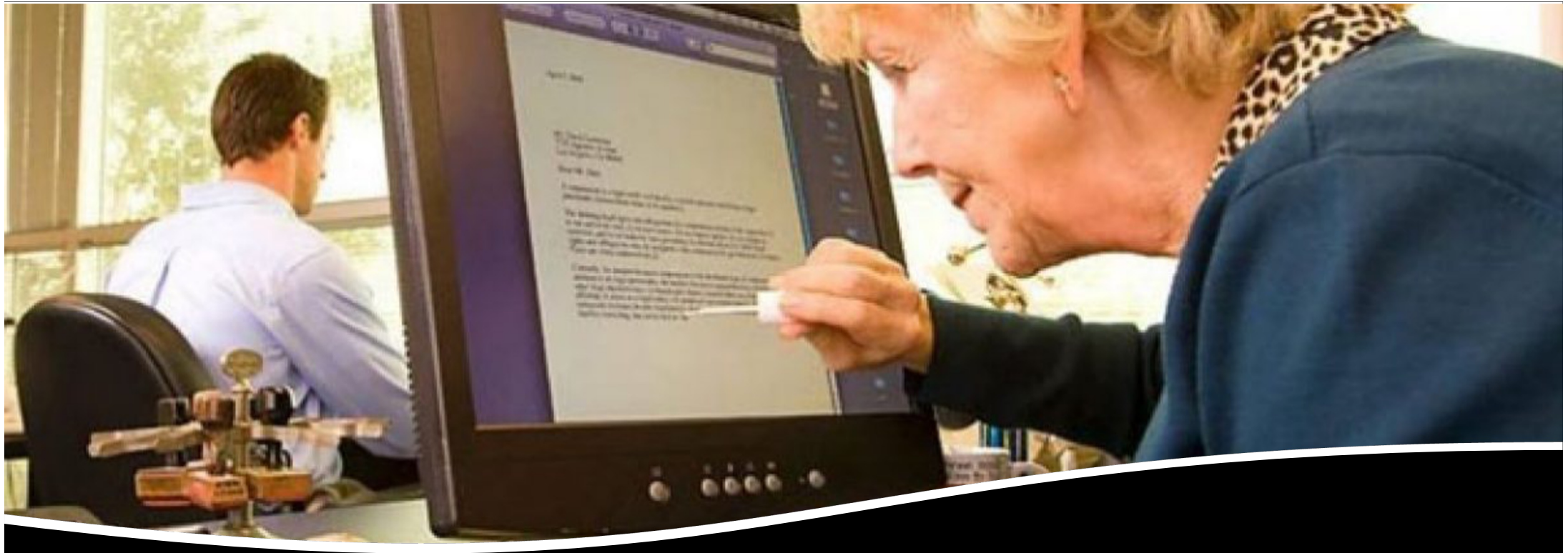
vedi azioni

Il manuale operativo di design dedicato alla progettazione dei servizi pubblici, mette a disposizione dei progettisti e dei funzionari della Pubblica Amministrazione, o dei loro fornitori, una serie di risorse utili all'analisi delle necessità di tutti gli attori coinvolti, che aiutano a mettere a fuoco tutte le variabili necessarie e quindi gestire la complessità del progetto, strutturando il servizio in modo che sia usabile ed efficace per l'utente, e allo stesso tempo efficiente per gli operatori della Pubblica Amministrazione.



Outcome vs. Compliance

Agile vs. Traditional



Cultural change

A photograph showing a group of people's hands stacked in a circle, symbolizing teamwork and collaboration. The hands are of various skin tones and are wearing different types of clothing, including a plaid shirt and a dark t-shirt. The background is slightly blurred, showing more of the group and some outdoor gear like a backpack.

**Horizontal
subsidiarity**

Open source

Thank you



Paolo Coppola
paolo.coppola@uniud.it
[twitter@coppolapaolo](https://twitter.com/coppolapaolo)
Fb: paolocoppola.it

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