

This document was developed by the Lisbon Council to support local administrations providing the necessary information for the creation of the UserCentriCities Dashboard. To deliver on-point, useful, and clear data, a short explanation for each question is added to guide the respondent throughout the form completion.

For any further question or assistance please contact usercentricities@lisboncouncil.net.

Create City Metric

0. BACKGROUND INFORMATION

Name of the authority

Total number of employees of the local authority


Total population of the local authority

Total annual budget of the local authority (of the least year OR the average of the last three years)

How many ICT specialists does the local authority employ directly (full-time equivalent)?

 The calculation of full-time equivalent (FTE) is an employee's scheduled hours divided by the employer's hours for a full-time workweek.


How many ICT specialists are part of the local authority team indirectly, through subcontractors?

 Subcontractors refer to a company or person whom a general contractor, prime contractor or main contractor hire to perform a specific task as part of an overall project and normally pays for services provided to the project.

1. ENABLERS

1.1 Skills

Does the local authority have internally any position such as service designers OR user researchers OR user experience experts?


 Respondents should answer with the skill set of those positions in mind and not strictly with the job names provided, which are indicative. Note that these positions do not include basic IT positions, but address special skills related to user-centricity.

N/A

Yes

N

Has the local authority provided training on service design or user research to its employees in the last three years?


 This indicator complements the first two in this list. The question covers all types of employees (civil servants, outsourced personnel, freelances, etc.).

N/A

Yes

No

Has the local authority provided training on ICT to its employees in the last three years?


 Training on ICT should cover all types of digital-related skills (data use and reuse, electronic communications, video conferencing, data protection rules, etc.).

N/A

Yes

No

Has the local authority provided training on ICT to citizens in the last three years?

 User-centric services demand the participation of citizens and addressing the digital divide. Respondents should report on any projects related to e-inclusion or digital skills that fall under this category. And all types of citizens, irrespective of their age, level of skills, etc.).


N/A

Yes

No

1.2 Strategies

Does the local authority have a digital strategy less than three years old?

 Respondents should reply with recent strategies in mind dedicated to digital government, even if they do not include user-centricity. Strategies are formal, operationalised and implemented rather than random and informal, and with progress monitoring attached.

N/A

Yes

No

Does the local authority have a position of Chief Digital Officer or equivalent?

🔍 Chief Digital Officer role helps to deal with the digital transformation plan of the local authority, by using new technologies and big data to improve services and to achieve objectives more quickly through higher efficiency. “or equivalent” here refers to similar positions, like Chief Digital Information Officer (CDIO) and Chief Data Officer (CDO).

N/A

Yes

No

Does the local authority have formal service standard (like for instance the UK Government Digital Service standards)?

🔍 The [UK Government Digital Service standards](#) provide a set of 14 rules to follow when “creating and running great public services. The city of Barcelona has similar standards. Other countries have design guidelines and toolkit.

N/A

Yes

No

Does the local authority have design guidelines valid across departments, including for instance standards or protocols for simple language?

🔍 A good example – but not exhaustive- of design guidelines for digital service providers is provided by the OECD <https://www.oecd.org/mcm/OECD%20Guidelines%20for%20Digital%20Service%20Providers.pdf>. They include child safety by design; information provision and transparency; privacy, data protection, and commercial use; and governance and accountability. The respondents should not only limit their answer to guidelines that their administration has come up with, but also international guidelines endorsed by their administration and applied on an operationalised level within the administration.

N/A

Yes

No

Does the local authority have in place formal methods to monitor and enforcesuch service standards and design guidelines?

🔍 A service standard helps to define what a customer can expect from a service and how it should be delivered by the service provider. For more information, please check the [European Services Directive](#).

N/A

Yes

No

Are service design or user experience mentioned in digital strategy or some other strategy level document?

🔍 “Service design” and “user experience” should be explicitly mentioned and not implied. However, if it is described in detail but not spoken out, it will be considered valid.

N/A

Yes

No

1.3 Ecosystem

Does the local authority provide APIs to other administrations and to private companies?

🔍 APIs are Application Programming Interfaces, which is a software intermediary that allows two applications to talk to each other. It provides the connection between computers or between computer programmes. If at least one API is provided, the answer is yes, and further details can be added in the evidence field.

N/A

Yes

No

Does the local authority use standardised services modules, provided at national or European level (e.g. CEF building blocks, national payment service or eID)?

🔍 National government and the European Commission have developed [servicemodules such as payments, identification, translation](#) that can be freely reused. Respondents should choose “yes” if they have integrated at least one of such services.

N/A

Yes

No

Has the local authority carried out within the last two years innovative forms of procurement, such as pre-commercial procurement, hackathons, other forms of collaboration with SMEs and startups?

🔍 Innovative forms of procurement can be pre-commercial procurement (PCP) or public procurement of innovative solutions (PPI). If the respondent answers “yes”, please provide details on the type of collaborations in place.

N/A


Yes

No

2. USER-CENTRICITY PERFORMANCE

2.1 Co-creation

Does the local authority habitually (as standard practice on every new digital service) use service co-design / user research sessions in developing its services before their launch?

 Please note that only sessions held before the launch of a service will be taken into consideration. Please provide details on what types of sessions and activities the local authority organises.

N/A

Yes

No

Does the local authority habitually carry out users' research sessions on a regular basis (at least once a year) AFTER the launch of a service?


 Please consider only sessions held after the launch of a service.

N/A

Yes

No

Does the local authority habitually use specific service co-design / user research sessions with disadvantaged communities (e.g. minorities, elderly, disabled people, etc.)?


 Please specify which target groups the local authority addresses from time to time and how the sessions differ among cohorts.

N/A

Yes

No

Does the local authority habitually use web analytics and other service data to improve digital services (e.g. completion rates and most frequent errors)?


 Beside involving users in the design and development, answer yes if the local authority systematically uses data from the usage of services after the launch in order to detect areas for improvement and iteration.

N/A

Yes

No

Does the local authority habitually plan for releasing regular (at least once a year) new releases for existing digital services (not including technical updates automatically provided by software provider)?


 This can include fixed release schedules or regular smaller chunks depending on the service's needs.

N/A
Yes
No

PLEASE NOTE: Evidence is required in this field in the 2023 edition of the Dashboard.

2.2 Supply of online services


Does the local authority provide the majority of services fully online (out of total services provided that could potentially be digitalised)?

 The “majority,” means more than half (50%) of the services that can be potentially digitalised.

N/A
Yes
No


Does the local authority have a dedicated app?

NEW QUESTION IN 2023: Does the local authority have a dedicated app that is downloaded by more than 20% of the population?

 Here, “app” describes a mobile application. It can be an app that gathers all the services in one point, or a group of services only. **In 2023 the requirement to answer YES is that the app is downloaded by at least 20% of the population in the local authority. Evidence should be number of downloads in the respective store.**


N/A
Yes
No

Does the local authority offer at least one proactive service, where users are automatically signed up for a service based on the government-held data?

 Proactive services indicates that citizens are automatically registered for specific benefits or services if they qualify, for instance see [Portugal social energy tariff in the policy brief](#).


N/A
Yes
No

Has the local authority already fulfilled the requirements of the [Single Digital Gateway](#) (deadline end of 2022)?

 Please reply with “yes” only if the authority has already fulfilled all the requirements of the [Single Digital Gateway](#), and not if it plans to do so in the future.

N/A
Yes
No

Does the local authority provide habitually to citizens the possibility to check online the progress status of the services they request?

 This should apply to the majority of most important services, and not all the onlineservices provided.

N/A


Yes

No

PLEASE NOTE: Evidence is required in this field in the 2023 edition of the Dashboard.

2.3 Usability

Do all the websites or websites sections of the local authority have consistent design and look&feel?


 Consistency in web design should cover both functionality and visual identity. Citizens should be offered clear and consistent navigation across all websites and online services, including the use of common page layouts, fonts and typography, language and branding.

N/A

Yes

No

Does the local authority provide the possibility to citizens to have live audio/video interaction (such as videoconference or single telephone number)?


 There are no specifics on what tools are used, respondents are encouraged to provide as many details as possible. Please, mention also the kind of activities that can be carried out during such interactions (e.g. info desk, service delivery, financial service, etc.).

N/A

Yes

No

Are the local authority web services in line with accessibility guidelines([WCAG](#))?

 The Web Content Accessibility Guidelines are part of a series of web accessibility guidelines published by the Web Accessibility Initiative of the World Wide Web Consortium, the main international standards organization for the Internet. They define how to make web content more accessible to people with disabilities.

N/A

Yes

No

Does the local authority habitually carry out usability assessment of its online services, using standard tools such as System Usability Scale (SUS)?

🔍 “habitually” means as standard practice on every new digital service.

N/A

Yes

No

2.4 Security and privacy

Are the users able to use national eID, as a means of authentication for online services requiring authentication?

🔍 eID does not have to be offered exclusively but can be included alongside other alternatives.

N/A

Yes

No

PLEASE NOTE: Evidence is required in this field in the 2023 edition of the Dashboard.

Has the local authority put in place measures to ensure citizens' control over the data held about them (such as seeing who has access to the data and for what reason, correcting data, etc)?

🔍 Respond yes if citizens have instruments to monitor how their data are accessed and used. For instance, tools allowing citizens to see which offices have requested and accessed their data, for what purposes.

N/A

Yes

No

Has the local authority in place documents on measures, practices or procedures on ICT security?

🔍 If the respondent says “yes”, please provide the name of the document and the date of release.

N/A

Yes

No

2.5 Citizens redress, and feedback mechanisms

Does the local authority provide online mechanisms for both citizens and businesses to complain and seek change to a decision?

🔍 To fulfil this criterion, the administrations should also be processing complaints in real life with tangible results.

N/A

Yes

No

Has the local authority put in place structured means for users to provide feedback?

 If "yes", please provide information on how this feedback is taken into account.

N/A

Yes

No

2.6 – Interoperability

This section is a new addition in 2023. Please make sure to answer the questions if you are already part of the dashboard or completing it for the first time.

Does the local authority apply the once-only principle in its services, so that citizens are not required to submit documents already held by the administration?

 If "yes", please provide information on how it is implemented concretely.

N/A

Yes

No

Does the local authority encourage the use of standards in IT development and procurement?

 If "yes", provide a short explanation and link to concrete documents

N/A

Yes

No

Has the local authority policies in place to encourage the use of open-source solutions?

  If "yes", provide a short explanation and link to concrete documents

N/A


Yes

No

3. OUTCOME

3.1 Adoption

Considering only services that are available online, are the majority of transactions carried out online?

 Respondents should note that by “majority” we refer to more than half (50%) of online services.

N/A

Yes

No

Does the local authority publish data on usage of online services (such as a dashboard with metrics on transactions) on a regular basis?

 Respondents should note that “on a regular” basis means at least once a year.


N/A

Yes

No

3.2 Reduction of burden

Does the authority measure the average time saved by citizens when using an online service compared to the offline one?


 Evidence can include a recent report, article on a website, an internal presentation, public or private data, etc. Please, also provide the results themselves.

N/A

Yes

No

Does the authority measure the amount of annual financial savings for the public administration?

 Preferably, savings can be measured annually but other time periods (6-months, 2-year) are accepted too. Evidence can include a recent report, article on a website, an internal presentation, public or private data, etc. Please, also provide the results themselves.


N/A

Yes

No

3.3 Satisfaction

Does the local authority measure the citizens’ level of satisfaction with regards to the services’ provision?


 This implies that the authority has indicators in place for measuring citizen satisfaction. They can be standard methods or not. Examples can be the Net Promoter Score (NPS) or SERVQUAL.

N/A

Yes

No

Is the share of satisfied users above 80%?

 If there is no overall number available, please provide an average from two or more examples of digital services.

N/A

Yes

No