

28/02/2014
ROME



City Service Development Kit



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Lamia-Gnosis

PARTICIPATION REPLICATION PILOT

FACT TABLE

How long it took to implement the API?	Municipality of Lamia 3 Man-Months Gnosis Computers 6 Man-Months
Services and apps created using the API	Apart from the implementation of the API that is hosted on municipality's infrastructure there are two apps developed that support the API, one for Android devices and one for Windows Phone. Apps currently use Lamia's and Helsinki's endpoints.
Code Libraries or other Resources	
Data sources used in the Pilot	The only datasource used was municipality's database that supported the existing issue reporting system
Business models evolved	Models that based on motivation techniques: <ul style="list-style-type: none">• Rewarding• Gamification• Crowd sourcing



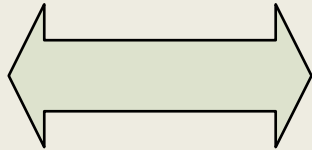
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API Implementation

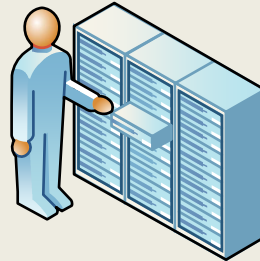
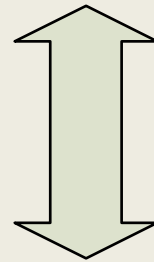
MOBILE APP



PARTICIPATION
API



MUNICIPALITY'S
WEB SITE



MUNICIPALITY'S
BACKEND SYSTEM



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Online Statistics

ΤΕΛΕΥΤΑΙΑ ΕΒΔΟΜΑΔΑ

ΤΕΛΕΥΤΑΙΟΣ ΜΗΝΑΣ

ΑΡΧΗ ΛΕΙΤΟΥΡΓΙΑΣ



Κατηγορία	Μη ανηλειμμένο	Σε εξέλιξη	Ολοκληρωμένο	Σύνολο
Αίτημα	0	46	12	58
Αντικατάσταση Λαμπτήρων	0	4	132	136
Εργασίες Σιδηρουργείου	0	0	7	7
Ηλεκτρικές Βλάβες	0	4	22	26
Λακκούβες	0	0	1	1
Πιστοποιητικό Μόνιμης κατοικίας	0	0	1	1
Πιστοποιητικό Οικογενειακής Κατάστασης	0	0	1	1
Συντήρηση Παιδικών Χαρών	0	0	1	1
Σχολεία - Ηλεκτρικές Βλάβες	0	0	18	18
Σχολεία - Υδραυλικές βλάβες	0	0	9	9
Υδραυλικές Βλάβες	0	2	11	13
ΣΥΝΟΛΑ	0	56	215	271



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Services and Apps Created

- Service: Open 311 was implemented according to CitySDK specifications. Plans are to add more functionalities. Why not design all together a new “Open 311 Extended” standard?
- Apps: Two apps, one on Android Platform and one on Windows Phone Platform. Apps currently consume Lamia’s and Helksinki’s endpoints. More cities to be added.
- Finally, after replacing the iOS developer, an iOS app will be soon available.
- An html5 app will be developed too.



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Code Libraries

- No external code libraries were used. API was developed using MICROSOFT ASP.NET WEB API 4 and is hosted on municipality's infrastructure.
- Backend system is being redesigned using ASP.NET MVC and jQuery (Hope to get some feedback from you!).



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Data Sources

- Lamia's implementation used as a data source only data offered by the existing reporting issues system. Currently it is not related to any other data source.
- Our early thoughts about Open311 Extended involve many other data sources that are not necessarily related, e.g. Polls, surveys, FAQs can be added.



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Business Models

All models refer to Extended Open 311 plans:

- Rewarding: We are planning to add some reward to users adding requests or adding comments to existing requests. This assumes some kind of authentication.
- Crowd Sourcing: Add comments to existing requests, suggest new topics for polls, etc.
- Gamification: Develop a web based game to make younger people more interested in using e-services.



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Developer Engagement

- There is an app contest taking place in Lamia where participants are students of Technical Education Institute of Lamia – Department of Informational Technology
- 12 participants
- Mayor of Lamia will announce prizes for winners



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