

User Requirements for Legislative eParticipation Applications

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Agenda

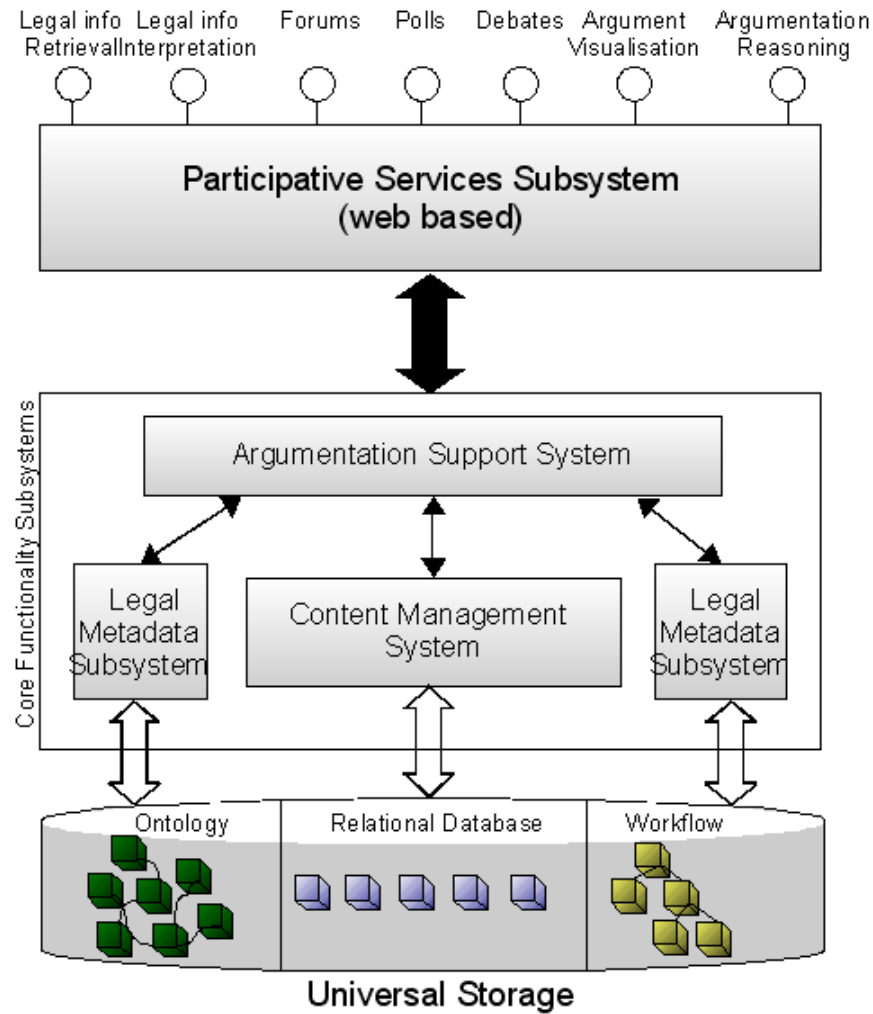
1. **LEX-IS project**
2. **Methodology**
3. **Strategic (legal and organizational) constraints**
4. **Identifying target groups**
5. **Target groups' user requirements**
6. **Conclusion and next steps**

- ❑ **Project Title: Enabling Participation of the Youth in the Public Debate of Legislation among Parliaments, Citizens and Businesses in the European Union**
- ❑ **Co-funded by the EC in the eParticipation Preparatory Action, grant agreement n°2006/01/018**
- ❑ **See <http://www.lex-is.eu> for further information**



LEX-IS - Objectives

- ❑ **Improve the legislative process in National Parliaments**
- ❑ **Promoting the participation of younger citizens**
- ❑ **Enhancing public participation in preparatory stages**
- ❑ **Use of State-of-the-Art tools and technologies**



- ❑ **Requirement Analysis: Detection and elicitation of requirements**
 - Boundaries of the system
 - Stakeholders
 - Goals of the system
- ❑ **Desktop research**
- ❑ **Questionnaire**
 - stakeholders of the legislation process in the different Parliaments
 - documents used in the legislation formation and debate processes
 - dissemination of documents for the purpose of debating a draft law
 - concrete processes, and
 - technology currently in use in the Parliaments to support the processes and stakeholder participation.

Strategic (legal and organisational) constraints

- ❑ **Boundaries set via organisational contexts a system is to be placed in**
 - Support from the Parliaments
 - Conflicts between informative and participatory elements
- ❑ **Legal constraints set by a constitution or by laws**
- ❑ **Disengagement of citizens**
 - Educational and promotion initiatives
- ❑ **eParticipation problems, as**
 - Bad quality
 - Language problems
 - Digital and social divide

Identifying target user groups

Role Stereo- types	Stakehol- der	Permission to elaborate documents and data	View data and documents
Coordinator	MPs, other operational staff	Add/edit documents (special permission) view documents	View reports
Guest	All		View reports
Data Manager	MPs, other operational staff	Add/edit/download any data	Full rights to view all information gathered
Administra- tor	Operational staff	Change any information	View any information
Participant user	All	Comment documents and vote on documents	View data (comments from others) and reports

Target groups' user requirements

- ❑ **General recommendation set**
- ❑ **Templates with**
 - ID
 - Description or optionally an argumentation for the requirement
 - Indication of functionality (process/service)
 - Actors
- ❑ **Different groups of requirements:**
 - Essential user interface requirements
 - Requirements resulting from the Infrastructure
 - Requirements to help the citizens to „find their way to be involved“
 - Requirements to support the operational staff and MPs
 - Security requirements

Essential user interface requirements

- ❑ *UR1. (essential). The client user interface should be web based.* Process/Service: Users access to participation tool. Actor: All users
- ❑ *UR2. (essential): The client user interface has to be very intuitive.* Process/ Service: Users access to participation tools. Actor: Users with no computer experience.
- ❑ *UR3. (essential): The client user interface has to be accessible so that people with disabilities can use it.* Process/ Service: Users access to participation tools. Actor: Users with disabilities.

- ❑ *UR5. The platform should be integrated in the software environment of the Parliament.* Process/Service: Workflow integration. Actors: MPs, operational staff of the Parliaments.
- ❑ *UR6. The system needs a linkage at the official web sites of the parliaments.* Process/Service: Easy access to user groups. Actor: All users.
- ❑ *UR7. The system has to integrate the existing access technologies in a multi-channel approach.* Process/Service: Users access to participation tools. Actor: All users.

Requirements to help the citizens to „find their way to be involved“

- ❑ *UR8. The system should have a discussion forum (or similar tool) to support (pre-parliamentary) discussions over legislative drafts.* Process/Service: Users access to participation tools, Argumentation Support System. Actor: All users.
- ❑ *UR9. The system should provide an overview of the discussions held and the comments given.* Process/Service: Evaluation of input. Actor: MPs.
- ❑ *UR10. The system should present polling results.* Process/Service: Polling in the Argumentation Support System. Actor: All users.
- ❑ *UR11. The system should present drafts rejected during a discussion, and it should document the arguments and reasons for the rejection.* Process/Service: Presentation of rejected drafts and committee conclusions. Actor: All users.



Requirements to support the operational staff and MPs

- ❑ *UR12. The system should support the special expert roles in the different process steps.* Process/Service: Users access to participation tools. Actor: Experts.
- ❑ *UR13. The Participative Services Subsystem has to operate in real-time.* Process/Service: Users access to participation tools. Actor: All users.
- ❑ *UR14. The system should be simple to administer and maintain.* Process/Service: Administration. Actors: System Administrators.



Security requirements

- ❑ TRUST is necessary => general security requirements can be seen as user requirements.
- ❑ *UR15. The LEX-IS platform should be secured against sabotages.* Authorization, authentication, and access control mechanisms are needed to ensure the confidence and trust of the users in the system. Process/Services: All services. Actors: All users.

Conclusion and next steps

- ❑ **Identification of Target User Groups**
- ❑ **Providing a set of general requirements**
- ❑ **Next steps**
 - Pilots in Austrian and Greek Parliament
 - Further investigations with the target groups, refinement and extension of requirements
 - Prove after finalisation of the project

Thank you for your attention!

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