














CITADEL

**CONTACT INFORMATION DETAILS**  
**Project Coordinator**  
Leire Orue-Echevarria (TECNALIA)  
Leire.Orue-Echevarria@tecnalia.com  
+34 664 103 005

[www.citadel-h2020.eu](http://www.citadel-h2020.eu)

Citadelh2020    

# CITADEL

Empowering *Citizens* to *Transform*  
European *Public Administrations*

## UNDERSTANDING AND TRANSFORMING THE LANDSCAPE OF THE EUROPEAN PUBLIC SECTOR



# Objective

Explore, monitor and analyse the drivers, enablers, impact, risks and barriers of **open, innovative and collaborative** government across a diverse terrain of PAs (Public Administrations) through an open and scalable platform based on innovative ICTs in order to **understand, transform and improve** by proposing recommendations to enhance the PAs **policies and processes** with a view to deliver effective, inclusive and high quality public services across Europe.

# Benefits

- For PAs, to be able to understand
  - Why digital public services are being used or not by citizens.
  - The reasons why citizens stay loyal to them, why they stop using them and what is preventing citizens from using them.
- For citizens, which allows them to improve and co-create digital public services in conjunction with PAs.

# Use cases

- Stad Antwerp. LECTOR: Life Events CiTizen platform
- Regione Puglia. GET IN TOUCH - Growing citizens Engagement by Technology application IN apulian TOURistic and Cultural Heritage.
- Latvia: Improved take-up of digital services at National Citizens portal of Latvia [www.latvija.lv](http://www.latvija.lv).

# Results

**CITADEL Recommendations and guidelines to transform the PAs**

**CITADEL Information monitoring service** which monitors and analyses all available citizens' (user and non-users) data (e.g. feedback, open data, demographic statistics, preferences and so on, to extract, information required for the formulation of the recommendations.

**CITADEL tool-supported methodology for the co-creation of services:** to guide and support PAs in the co-creation process which will be customized taking into account the characteristics of each PA. This will be accompanied by the co-creation collaborative tool.

**CITADEL Discovery service**, that allows discovering digital public services based on the citizen's profile and data such as preferences, utilization, opinions and so on. **CITADEL Assessment service** which allows citizens that use digital public services to evaluate them so as to provide useful information to improve them.

**CITADEL Security toolkit**, including a dedicated asset for the integration of privacy regulations, an implementation of cloud-and device-based personal data privacy features as well as Privacy-by-Default features.

**CITADEL Ecosystem** is the main result of the project and aggregates both the social and technical aspects.

# Approach

