

BOLOGNA MUNICIPALITY

- > **The Iperbole Civic Network**

- > **eParticipation and the online/off line
decision making processes**

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Leda Guidi
leda.guidi@comune.bologna.it

Bologna Municipality
Communication Department





Bologna City Profile



- **Seventh largest city in Italy for number of inhabitants (almost 400,000), 9 districts and 100.000 students at the oldest university of the world;**
- **The metropolitan area (more than 900,000 inhabitants) ranks second after Milan;**
- **High level of economic development and extensive pre-school, educational, social, cultural and sport services.**



Bologna as a “digital city”: an ongoing project since 1993

The Municipality in its vision and strategy for the community and quality of life improvement **has always been open** to the use and experimentation of the most advanced information and communication means **both in the administrative procedures and internal managing processes as well as in the relation with citizens and the local community.**

Through the last 15 years the Municipality has been constantly focusing its government/governance action towards a considerable increase **in the use of new networking technologies for the delivery of information and interactive services to community, the two way communications and e-participation trials.**





Iperbole Civic Network



- *Started as service in January 1995*
- *Designed, promoted and financed by Bologna Municipality*
- *A telematic "bridge" between the virtual community and the city*
- *A horizontal and link between citizens and no profit system (social networking)*
- *A kind of lab for "collective intelligence"*
- *and social capital environment at local level*

by April 2008:

- **20.209 citizens** and **1.813 collective bodies** connected;
- Hosting e-resources produced by **non-profit bodies and third sector:** more than one third of the **20.175 web pages;**
- **Avg. daily visits: 30.850**



eGovernment and eCommunity through Iperbole

Main on line services (e-govmnt):

- **access** to administrative documents and acts, also simplified in language and provided with abstractsand glossaries;
- **forms, payments** and telematic procedures;
- **services** for schools and libraries;
- **Single Sign On:** authentication that enables a user to authenticate once and gain access to the resources of multiple systems and db;
- **"One-Stop-Shop"** for enterprises and building permits;
- **Electronic cartography of high resolution** of Bologna with "path find" functions "GIS" and "DEM", a 3d model for all the buildings, Internet navigable such as a flight "simulator".

Main on line facilities foe the community (e-governance):

- **Free internet access, e-mail and newsgroups, wireless access for free** (www.comune.bologna.it/wireless/) to the citizens and universities students /wireless community;
- **Internet public attended places** in districts, libraries and civic/social centres and hot spot wifi for free at the central information office, with dedicated places for disabled people
- **Health & care information and on line services / spaces; Informations and on-line services/spaces** for young people; for women (gender issues are crucial)
- **Improvement of the web site** in compliance to the accessibility and usability rules.





- On-line discussion spaces as:
 - forums,
 - guestbooks,
 - newsletters, etc.
- Improvement of e-democracy tools **with the multichannel platform** (new media, mobile, dtt, sms, streaming, etc)
- Experimenting **Natural Language Processing (NLP)** and semantic tools applied to the web resources

Consultation processes:

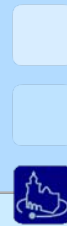
- Mandate Programme 2004-2009
- New master plan for the city
- **Extension of the e-participation process to several "district laboratories"**
- Public Audit on immigration policies
- Public Audit on policies in favour of disabled people
- Mobile and wireless aerials' stations location in the city area
- Municipal regulations for the support of civil society bodies

PLANNED: social - environmental (eco) - gender "budget" (accountability)





eDemocracy through Iperbole



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eParticipation: an overview



Main strenght points

- Multi-channel and multi-medial approach, *access anytime/anywhere*
- Information, documents, etc. available for the citizens/participants
- Proximity level and EU context
- Involvement of all kinds of local 'social actors' (multistakeholders vision) and individuals
- On line and off line processes guided/managed by professional mediators/facilitators too
- Clear and agreed rules since the beginning of the processes and transparent commitment on the outcomes/decisions reached together

Weak points to be tackled:

- The various *"e-divides"*, it is crucial to reach and involve the whole citizens with more targeted actions of telematic literacy, in a broad sense
- Lack of involvement to e-Participation on the political side
- Commitment by administrators at every level of government, offices and facilities, is also crucial
- Sustainability models for e-governance and e-democracy services
- New skills and profiles within the administration are needed
- More efforts to simplify languages and specific and professional *"jargons"*





next months challenge: Iperbole 2.0 project



Launched an **experimental platform** allowing the implementation of new communication flows through the **use of 2.0 tools** (**My Iperbole**).

Iperbole 2.0 will be an open platform, multichannel and easy to use.

Main features:

- ***interactivity***: the documents published by the Administration allow citizen to interact, posting comments or multimedia related contents
- ***customization***: everyone **can customize the layout of the portal** choosing which contents to be shown and in which way, adding links or **Rss feed**
- ***opensource***: there is a planned shift from a traditional, distributive, more **broadcasting structure**, to **a social sharing of contents** (**wiki, blogs, user generated contents, tagging/geotagging, folksonomies, etc**).

PAs have to make a “global rethinking” about the role and the use of their websites and communication models (editorial frame, professional profiles, back-offices organisation, etc).

The spirit of open and participative communities (as creative commons and open source ones) can be applied to civic networks, opening a challenging phase of their evolution, since the rights to access are progressively changing into rights to participation and co-production (e-rights).

