



Network of laboratories

*Civic technologies co-production*

Co-design Approach on the  
co-production of a living lab  
for civic technologies

# General Structure of Co-design Approach

## Setting up a living lab for civic technologies

Preparatory meetings with officers of 3 Municipalities  
Identify stakeholders and areas of interest

Pilot Mapping Workshops  
Spot challenges, needs and potential impact

Training Session 01  
Civic technologies showcase and analysis depending the needs of each Municipality

## Pilot Use Cases Scenarios defined

Co-Design Workshops  
Analysis of workflow in pilot cases area of interest.  
Translation of aspects in digital services

Training Session 02  
Digital service development presentation. Feedback loops and raising awareness of functionality and sustainability aspects

Training Session 03  
Service delivery. Maintenance Guide. Tracking impact.

## Evaluation activities



what are the main needs or challenges?  
IN TERMS OF PUBLIC ADMINISTRATION (INTERNALLY)



think about main concepts  
IN TERMS OF HOW IMPACT CITIZENS' EVERYDAY LIFE

analyze the basic concpets through their main aspects



describe them through keywords or related themes

← start creating connections between them →



map possible stakeholders or allies



A. Mapping needs canvas

map in the following map:



1. points of interest for team's coordination, 2. institution with which you cooperate , 3.problems, needs and opportunities of improvement



<div>need covered by the service</div>	<div>expected functionalities and capacities</div>	<div>technical requirements of installation and functioning</div>	<div>potential institutions which can offer resources or knowledge in development and sustainability</div>
<div>basic problems or limitations</div>	<div>diagram of function</div> <div>dangers and vulnearable points</div>		



B2. digital platform design canvas

mapping of needs from canvas A	analysis of needs' basic characteristics	diagram of ongoing process	design of new process with the use of digital tool (workflow diagram)	individuals/institu- tions that are involved or affected