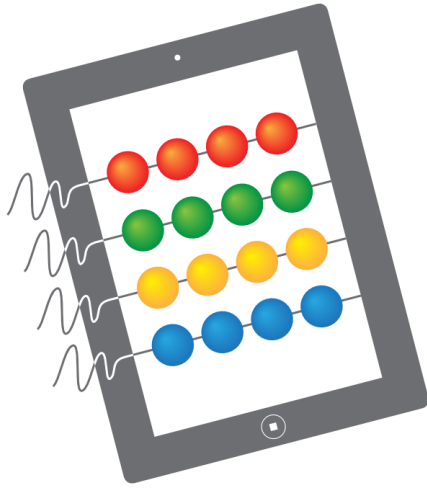




FP7 ICT STREP Project



LEARN PAD

Deliverable D8.3

# Demonstrators Populated Learning Platform

<http://www.learnpad.eu>



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<b>Project Title</b>	: Learn PAd Model-Based Social Learning for Public Administrations

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## Abstract

Deliverable D8.3 consists of the final version of the Learn PAd content for the two demonstrators developed in the project: European Project Budget Report (EPBR), and Sportello Unico Attività Produttive (SUAP). The deliverable is of software and report nature. In this brief document we provide a mapping to places from where the official released version of content at M24 can be retrieved. We also include information on how such contents can be accessed. In particular, we refer to both the Learn PAd Modeling Environment and the Learn PAd Learning Platform.

## Keyword List

Public Administration, European Project Budget Report, Sportello Unico Attività Produttive, Modelling Environment, Learning Platform



## Document History

Version	Changes	Author(s)
1.0	First Draft - Table of Content.	Barbara Re (UniCam)
2.0	Detailed description of the Deliverable.	Barbara Re (UniCam)
3.0	Contents are produced. Feedbacks on the description of the Deliverable are collected.	Barbara Re (UniCam), Andrea Polini (UniCam), Flavio Corradini (UniCam), Barbara Thönssen (FHNW), Nesat Efendioğlu (BOC), Jean Simard (XWIKI), Andrea Sergiacomini (Regione Marche), Alessia Balducci (Regione Marche), Laura Giorgio (Regione Marche), Serena Carota (Regione Marche), Alessio Ferrari (CNR), Stefania Gnesi (CNR), Giorgio Spagnolo (CNR)
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## Glossary, acronyms & abbreviations

Item	Description
BP	Business Process
BPMN	Business Process Model and Notation
EPBR	European Project Budget Reporting
EU	European Union
PA	Public Administration
SUAP	“Sportello Unico Attività Produttive”
WP8	Work Package 8
KPI	Key Performance Indicators





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# 1 Introduction

## 1.1. Purpose

In the context of the Learn PAd project, the two developed demonstrators (i) help the technical and research work-packages to better focus their activities; and (ii) they permit to assess the applicability, acceptance and effectiveness of the proposed solutions within real working contexts. According to WP8 objectives, we have to populate the Learn PAd platform with scenarios that can show the platform effectiveness in supporting civil servants training and collaborative activities.

Deliverable D8.3 – Demonstrators Populated Learning Platform – concerns the final delivery of the contents for the two different scenario. Content will be made available within the Learn PAd platform.

This is a short accompanying document to the actual content (software nature) and its purpose is just to point out the links and places where the source files as well as related information about how to access the contents can be found. It does not report a detailed explanation of the demonstrators models and contents that can be found in preliminary version in Deliverable D8.1: Demonstrators BP and Knowledge models (available from the Learn PAd web site). Similarly, more focused descriptions about the technical background behind the demonstrators (including the implementation choices, best practices, and tools that have been setup in order to facilitate the development and the deployment of the Learn PAd prototypes) were presented in several deliverables already released, related to both the modeling environment and the learning platform.

## 1.2. Structure of the Deliverable

Besides this brief introduction, the deliverable is organized as follows:

- Chapter 2 reports the included model and how to access the models considering Learn PAd Modelling Environment;
- Chapter 3 introduces to the running instance of the Learn PAd Platform that the consortium makes available including such contents.



## 2 Available Learn PAd Models

This chapter describes the contents produced in order to populate the Learn PAd platform and plan the final evaluation. In Chapter 2.1 we describe the contents included in the Learn PAd Modelling Environment and in Chapter 2.2 we describe how to access these contents.

### 2.1. LearnPAd Models for the Two Demonstrators

To produce the final contents relative to both cases studies: SUAP and EPBR, we use the available running instance of the Learn PAd Modelling Environment. Precisely, we use Version 4.0 of the Learn PAd Modelling Environment, which is available at the following link:

<https://www.adoxx.org/live/web/learnpad-developer-space/prototype-v4.0>

SUAP refers to the activities that the Italian Public Administrations have to put in place in order to permit entrepreneurs to set up new companies or generally to organize business activities. To reduce the administrative burden, the entrepreneurs can refer to a single point of contact that is the SUAP office. Moreover, any contact between entrepreneurs and the SUAP office has to be done completely online. SUAP office can be considered as a mediator among entrepreneurs and PAs. It means that in case an entrepreneur wants to start a manufacturing activity, he/she needs just to contact the SUAP office that is in charge of forwarding the request to all the other involved administrations. In order to produce the final version of the content we focused on the Business Process of Titolo Unico, since it results to be the procedure having the highest impact on the workload of civil servants.

EPBR refers to the activities that the Italian Public Administrations have to put in place in order to report about activities done in the context of EU project. The Business Process of grant management has been selected as reference point for the European Project Budget Report. Grant management includes some sub-processes, which are: Periodic Report, Final Report, Manage Payment and optionally Manage Amendment. Considering intra-organizational perspective we focus on the case of an Italian public research body acting as Coordinator since it is the most complete scenario.

For both cases the models we include are listed in the following:

- Business Process model;
- Organizational model;
- Documents and Knowledge model;
- Competence model;
- Business Motivation model.

The KPI model is also included in a preliminary version since at time of writing the work on KPI in ongoing and Deliverable D5.4: KPI Ontology and Learners Assessment Mechanisms is due in three months (on M27). Finally, Case Management model is not included since the knowledge intensive scenarios relative to the two demonstrators are already covered through the Business Process models.

The models are available at the following link:

<https://www.adoxx.org/live/web/learnpad-developer-space/prototype-v4.0>.  
In particular, it is possible to download two .adl files, i.e.:

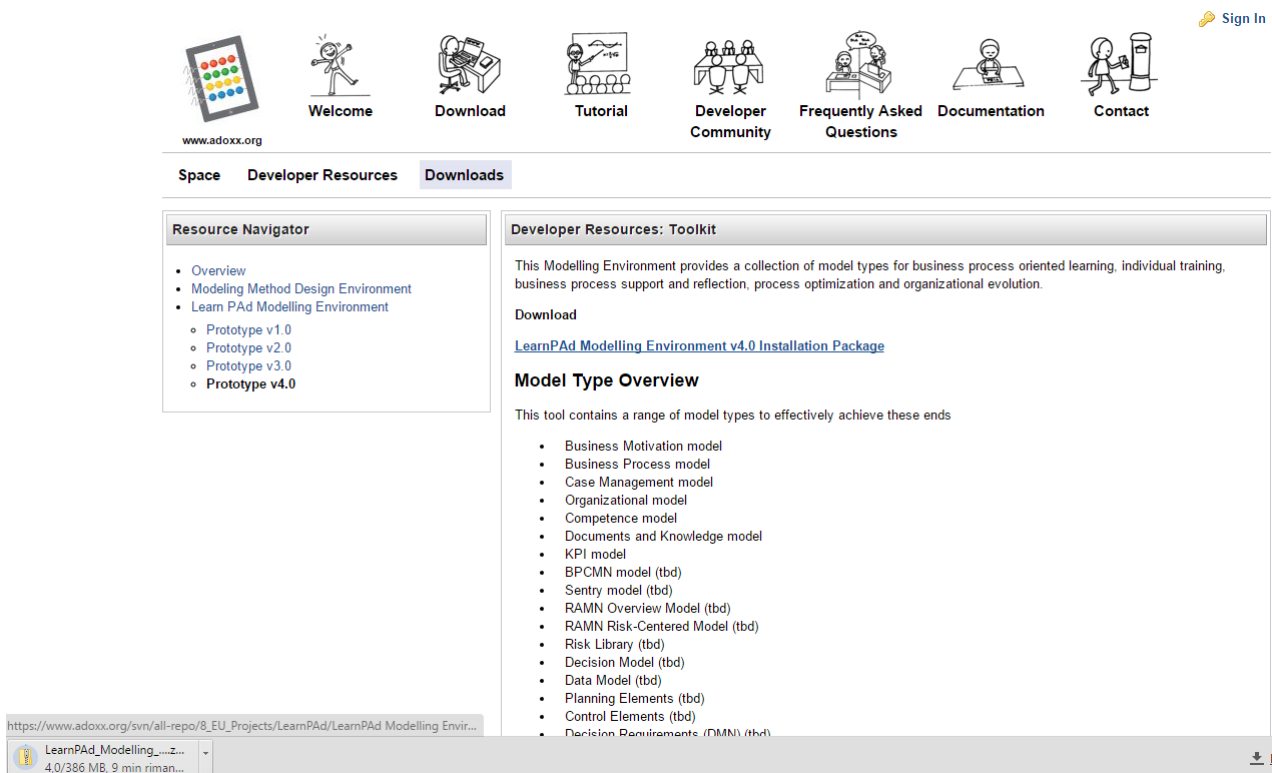
- TitoloUnicoModelSet.adl
- EPBR-CoordicatorModelSet.adl

## 2.2. Download and Install the Modelling Environment

In this section we are going to explain the steps necessary to download the LearnPAD Modelling Environment.

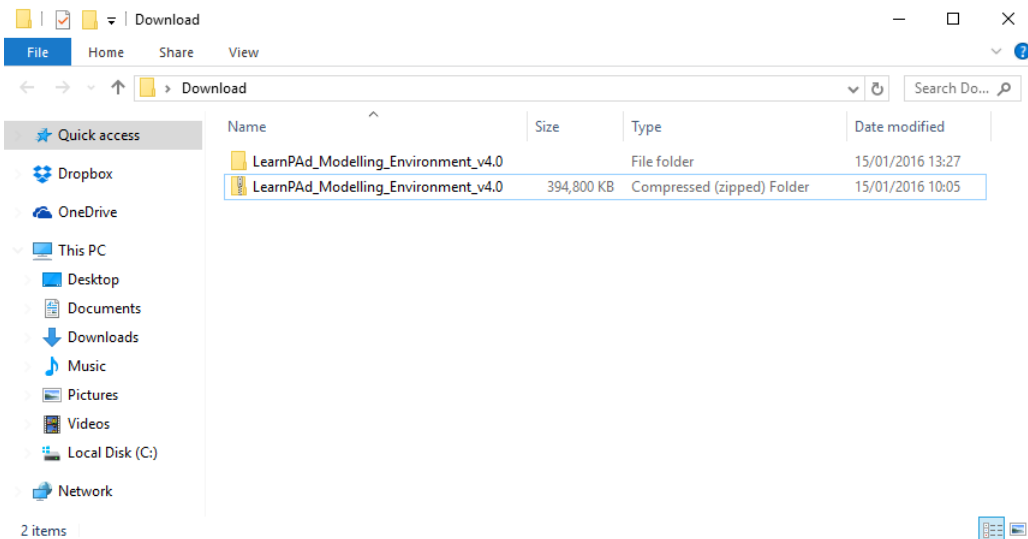
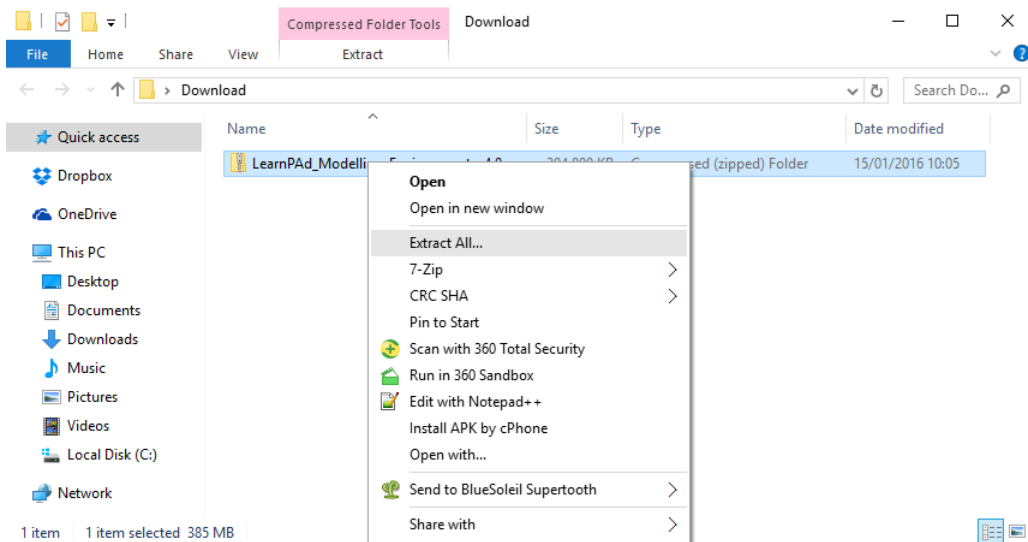
1) The first thing to do for using the Modelling Environment is to access the website

<https://www.adoxx.org/live/web/learnpad-developer-space/prototype-v4.0>  
and click on “LearnPAD Modelling Environment v4.0 Installation Package” to start downloading the tool in a .zip format.

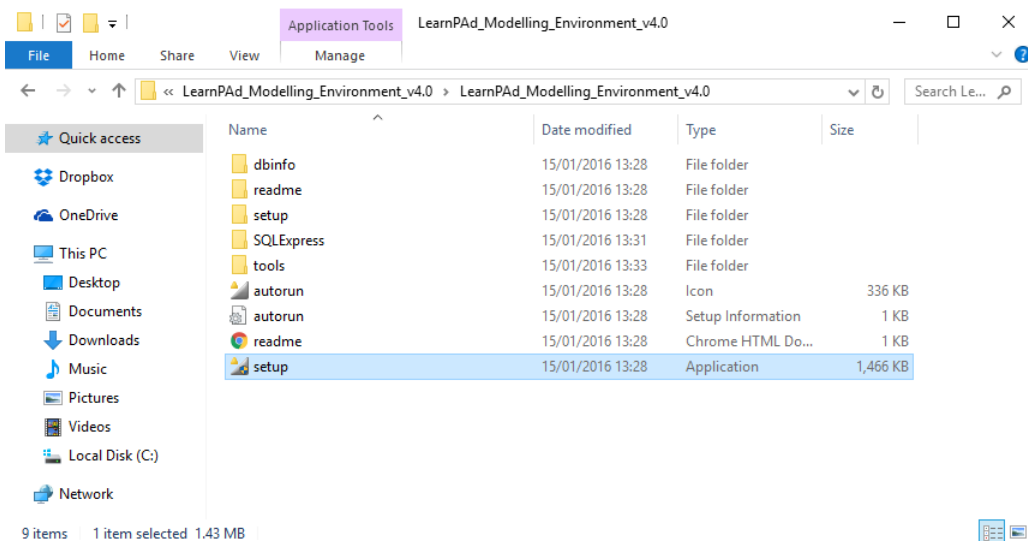


The screenshot shows the website [www.adoxx.org](http://www.adoxx.org) with a navigation menu including Welcome, Download, Tutorial, Developer Community, Frequently Asked Questions, Documentation, and Contact. The 'Downloads' tab is active, displaying a 'Resource Navigator' on the left with a tree structure: Overview, Modeling Method Design Environment, and Learn PAD Modelling Environment (with sub-items for Prototypes v1.0, v2.0, v3.0, and v4.0). The main content area, titled 'Developer Resources: Toolkit', provides an overview of the modelling environment and lists various model types available for download, such as Business Motivation model, Business Process model, Case Management model, Organizational model, Competence model, Documents and Knowledge model, KPI model, BPCMN model (tbd), Sentry model (tbd), RAMN Overview Model (tbd), RAMN Risk-Centered Model (tbd), Risk Library (tbd), Decision Model (tbd), Data Model (tbd), Planning Elements (tbd), Control Elements (tbd), and Decision Requirements (DMN) (tbd). A download button is visible at the bottom right of the page.

2) Once the download is completed, we need to extract the folder that is contained in the .zip file by right-clicking on the .zip file and selecting “Extract All”.

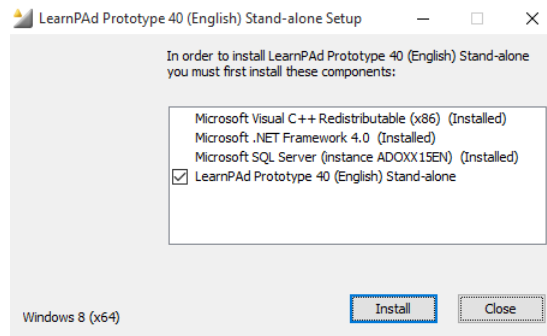


3) Once we have done that, we enter into the extracted folder and have to find the setup file.

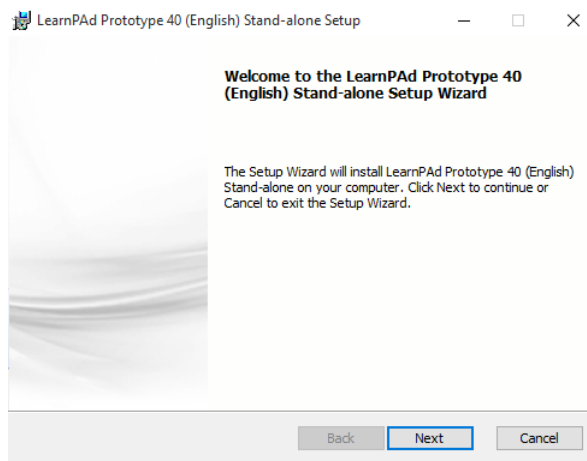


4) We click on the setup file and see all the programs that we need to install for using the Modelling

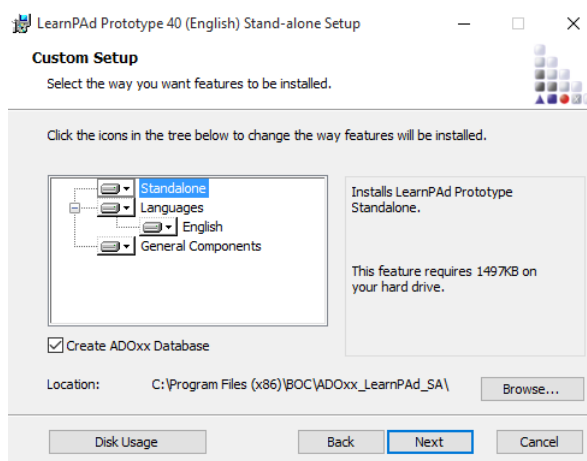
Environment. Then we click “Install”. If we already have the required programs installed we don’t need to install them again, and instead the word “Installed” will appear besides them.



- 5) The last component that will be installed is actually the “LearnPAD Prototype”. During its installation, a welcome window is displayed and we are asked to press Next.

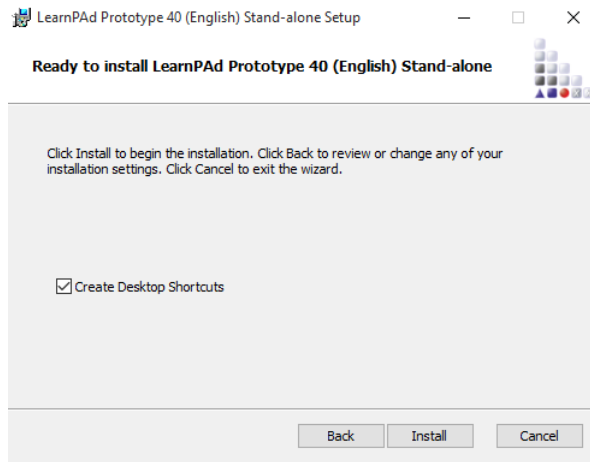


- 6) We are then asked to select the way we want to install the component features (we should leave it as is, if we don’t know what to do). Then we press “Next” again.

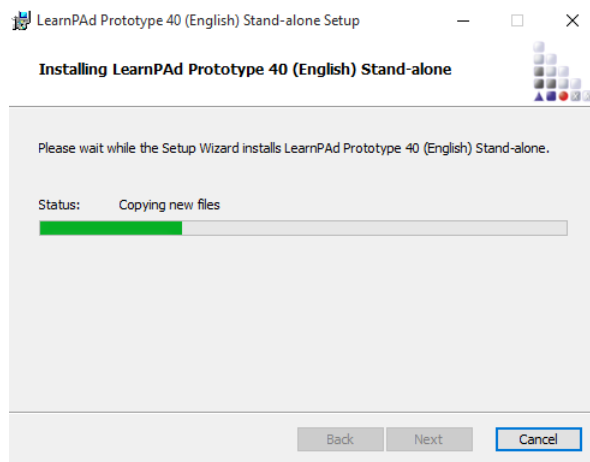


- 7) Finally we are asked if we want to create a Desktop Shortcut to easily access the Modelling Environment (we say yes checking the box). Then we press “Install”.

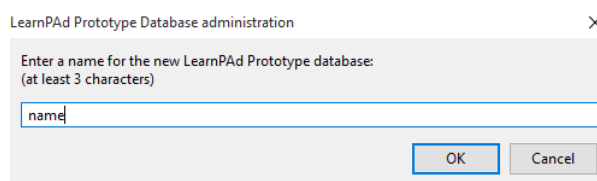




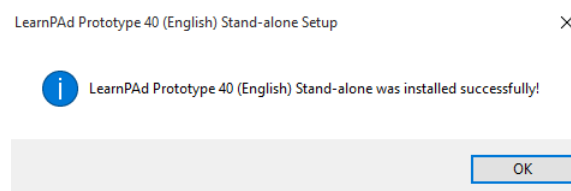
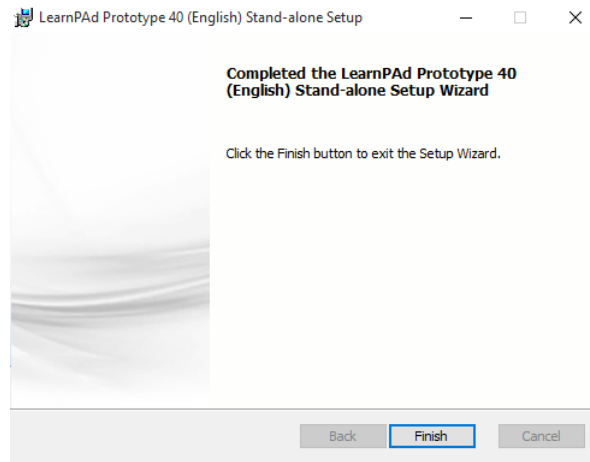
8) The LearnPAD Prototype will be installed.



9) During the installation we will be asked to add a name for the database that will be created. We insert the name and we press “OK”.



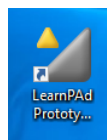
10) The installation is now completed and we will be asked to press “Finish” to close the setup window, and “OK” to finalize the installation.



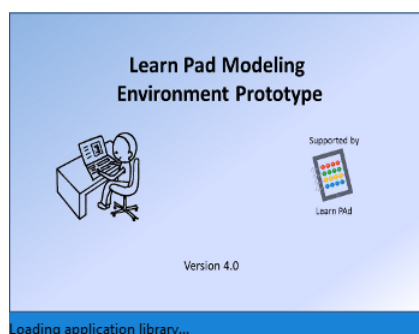
## 2.3. Use the Modelling Environment

In this section we are going to describe how to use the Learn PAd Modelling Environment. We can use the Modelling Environment to create several different models or we can import and visualize already designed ones. Below we will describe how to import already defined models into the Modelling Environment.

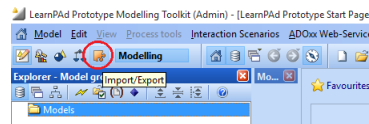
- 1) First of all we need to open the tool. We can do so by clicking on the generated desktop shortcut.



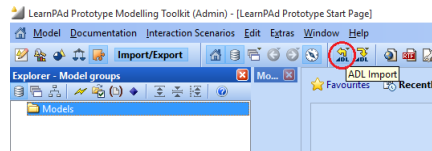
- 2) Then the tool will start loading.



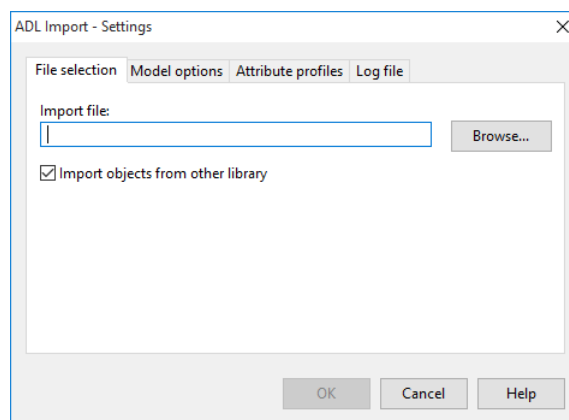
- 3) Once the tool is ready, we can click on the symbol represented in figure, to change toolbar.



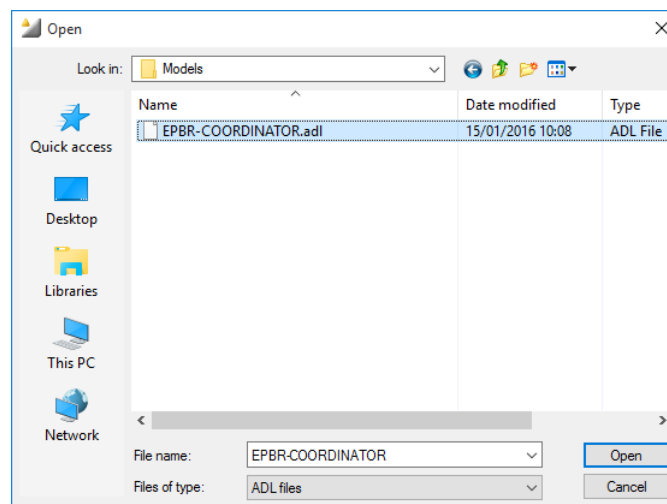
- 4) After the toolbar has changed, we click on the symbol represented in figure to import our previously designed models (saved in format .adl).

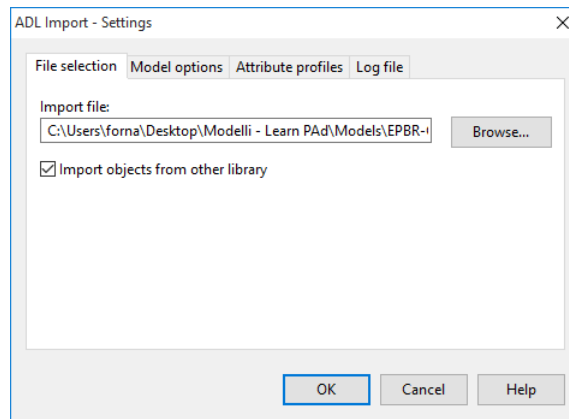


- 5) After clicking on the ADL import symbol, we have to check the “Import objects from other library” box and click on “Browse...” to select our .adl file.

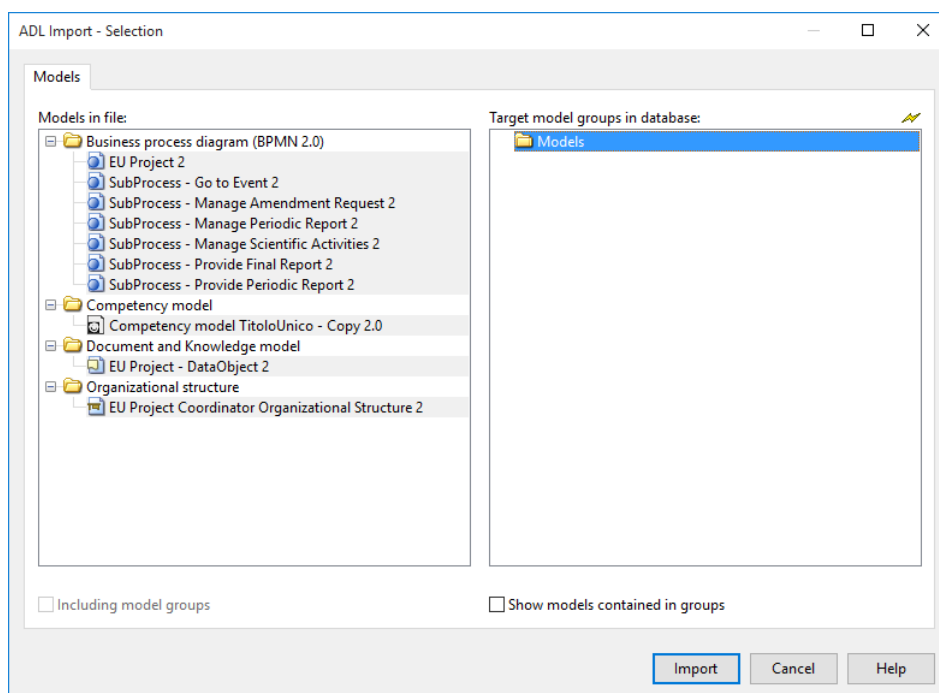


- 6) We select our .adl file and we press “Open”; in this way the path to our .adl file will be detected. After that, we press “OK”.

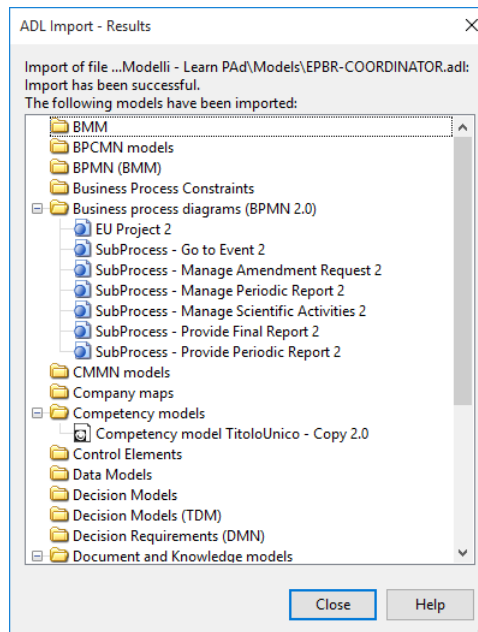




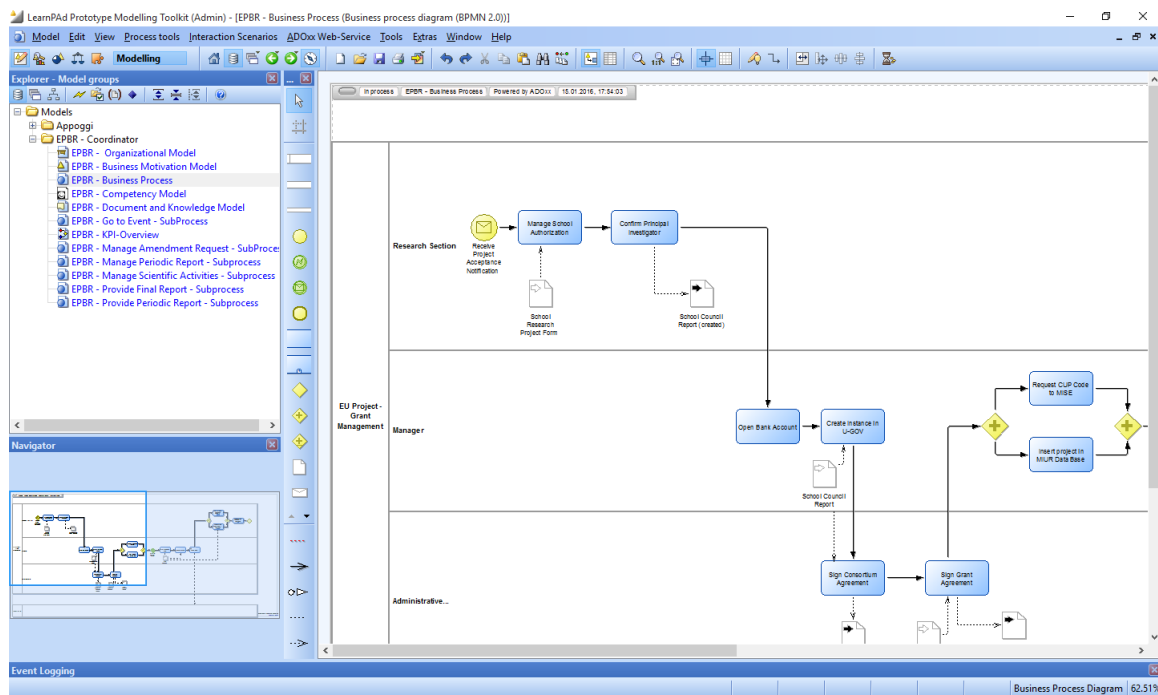
- 7) Then, we select the models to import (on the left) and the destination folder (on the right), then we press “Import”.



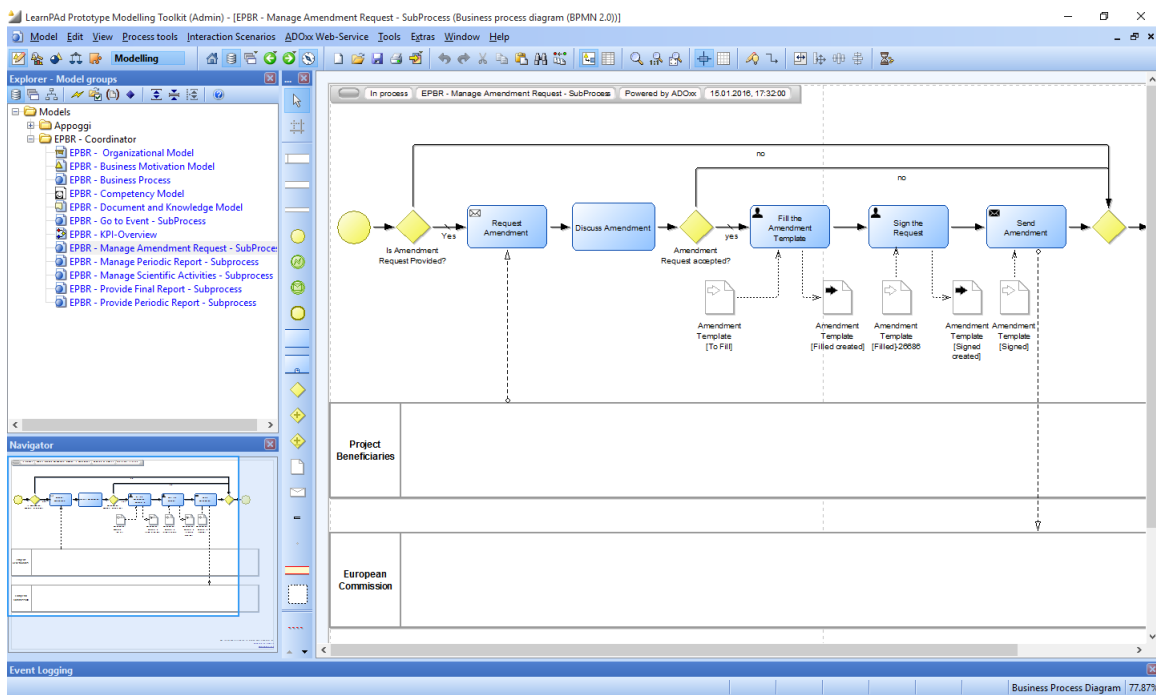
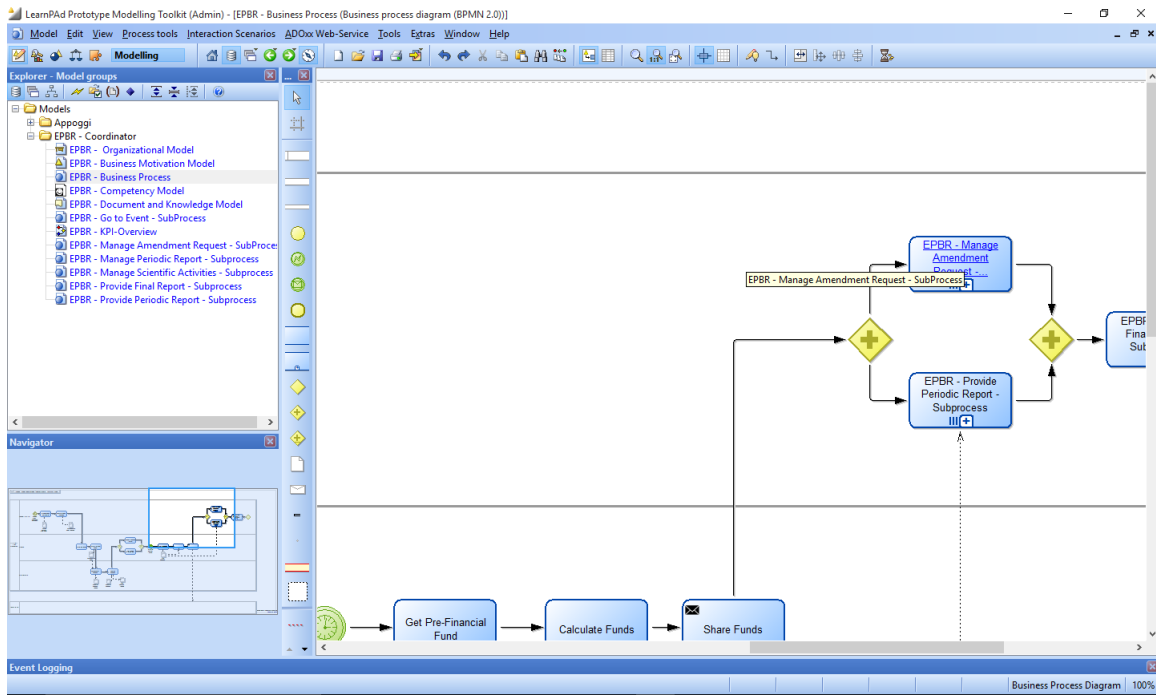
- 8) Once the tool imports the models, a window is displayed summarizing the imported models. Then we press “Close”.



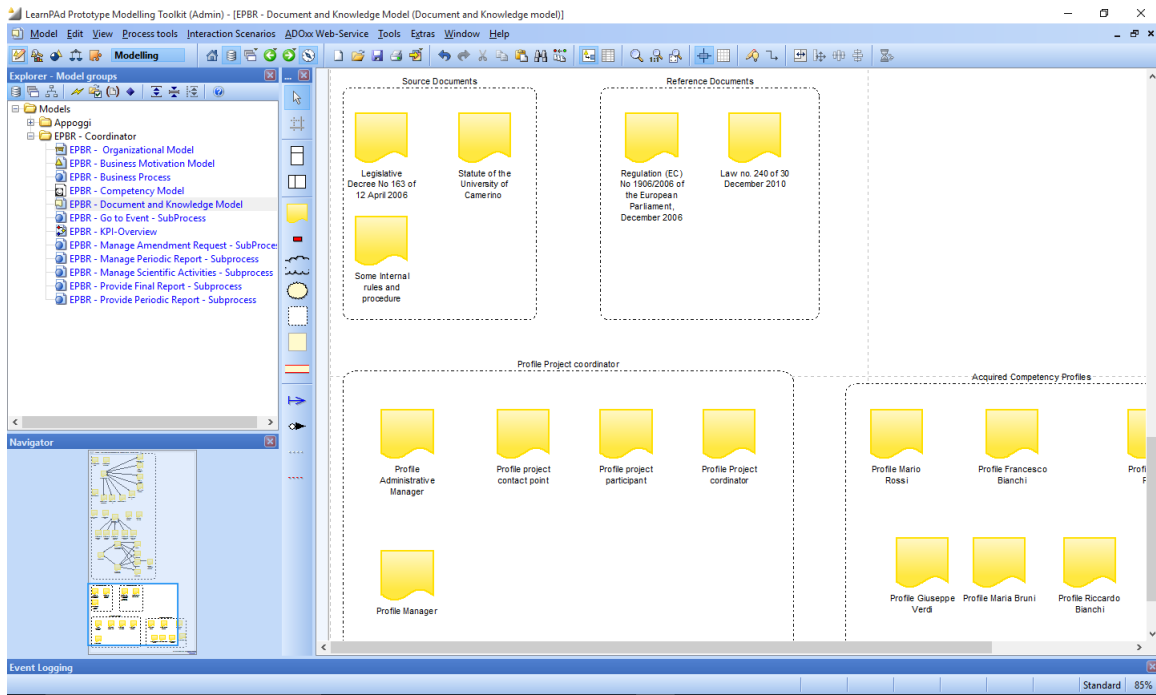
9) We can see the imported models on the left side. If we select one of it, we can open it and visualize it; we can navigate the model, and make changes.



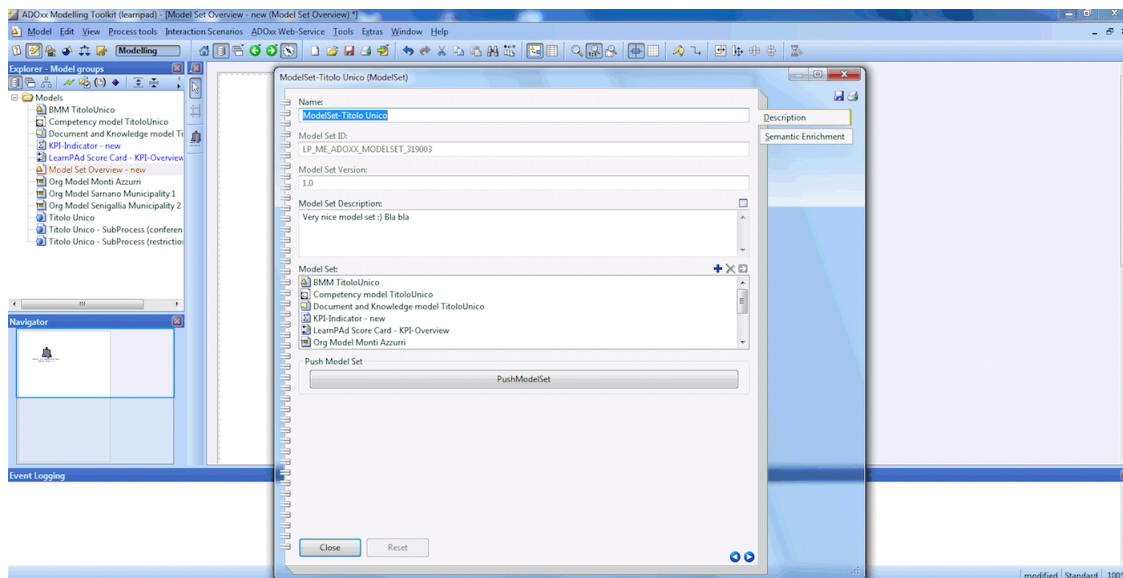
10) For example, we can select a subprocess inside the model and we can access directly to that subprocess (if a model for this subprocess is provided).



11) Then we can continue to navigate the other models like the one in figure.



At this point the models can be pushed from the Learn PAD modelling environment to the Learn PAD Platform.







## 3 Accessing and Using Contents into Learning Platform

A running instance of the Learn PAd platform is deployed on an XWiki server for testing purposes. This instance is available at the address: <http://testbed.learnpad.eu/>.

A new deployment was done<sup>1</sup>, which includes all the content for both the cases studies. Some contents are generated automatically from the content included in the Modelling Environment, others are collaboratively edited.

### 3.1. Overview

As described in Deliverable 4.2 - Sect. 2.1, the automatically generated content will be part of the Static Wiki Page. Such page cannot be modified by the civil servants through the Learn PAd platform, and includes the content that helps a reader to have a first understanding of the process or task described in the page. Instead, the collaboratively edited content will be part of the Collaborative Wiki Page. Such page is accessible from the Static Wiki Page, and can be modified through the Learn PAd platform. The page includes more detailed content that is useful for any learner to have additional insights on the process or task described in the page. During the Learn PAd set-up, a first version of Collaborative Wiki Page is expected to be edited by an expert (Content Manager, according to the terminology used in Deliverable 4.2). Then, other civil servants can modify the content with additional examples, corrections, and experience reports taken from their daily work-life. The modified content is expected to be validated by an expert (i.e., the Content Manager), who has the role of ensuring the soundness of the overall content.

It is worth noting that both the root model and each entity of the model (task, gateway, etc.) have their own pair of Static and Collaborative Wiki Pages. Nevertheless, at this stage, we have filled the content solely for the root models of our case studies. Such content is reported in the following sections.

As a final remark, the reader shall notice that both the content of the Static and Collaborative Wiki Pages is edited according to a template. The structure of the template (referred as NL Content Template) is reported in Deliverable 4.2 - Sect. 5.6. Few changes to the template have been applied in the context of the current deliverable, to comply with practical constraints faced along the definition of the case studies. Moreover, part of the fields have been purposely left empty, to showcase the completeness checking features of the Content Analysis Component of Learn PAd (Deliverable 4.2).

### 3.2. Contents for the SUAP Demonstrator

#### 3.2.1. Static Wiki Page - SUAP

##### Source Documents:

- Deliberation of the Marche Regional Council n. 845/2012 considering the composition of a permanent regional table on the regional SUAPs.

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<sup>1</sup>At time of writing we refer to version deployed on January, 14th, 2016

- Marche Regional Law n. 7 of 29 April 2011, representing the Regional actuation of European Directive 2006/123/CE referring to the institution of regional SUAP system.

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### Reference Documents:

- European Directive 2006/123/CE of the European Parliament and of the council of 12 December 2006 on services in the internal market.
- Decree-Law n. 112/2008 article 38 converted into Law n. 133/2008 has expanded the scope for participation of Italian Municipalities to the fight against tax evasion.
- Decree-Law n. 82/2005 e s.m.i. introducing the Code of Digital Administration.
- Decree of the President of the Republic (DPR) n. 160/2010 article 7 introducing details regarding the SUAP.
- Law n. 241/1990 regarding New Rules Regarding Administrative Procedure and the Right of Access to Administrative Documents where the articles 14 introduces the Service Conference and article 19 presents declaration of start an economic activity.
- Decree-Law n. 5/2012 referring urgent provisions in the areas of simplification and development, whereby in Article 12 it discusses the simplification of activities needed to perform a business. It was converted into Law n. 35/2013.

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### Description:

In the case of Titolo Unico, the entrepreneur applies for opening the activity and he/she has to wait for feedback by the administration before starting the business activity. The application has to be electronically delivered, by the entrepreneur, to the SUAP office. Such application consists in reporting details activity, location, etc. SUAP office forwards the request to the municipality offices and third parties administrations involved in the verification activity. They check the correctness of the request and provide feedbacks to the SUAP office in order to clarify if the request is acceptable or not. Municipality offices and third parties can also ask the entrepreneur for some integration if some data are missing or wrong. In case the request is particularly complex to manage, at any time SUAP office can organize the Conferenza dei Servizi (CdS) (named in English Service Conference) that is a meeting in which all involved participants (municipality offices, third party administrations, and entrepreneur) discuss about the case and decide if the business activity is acceptable or not. Eventually, the acceptance or the rejection for the request to start the activity is provided to the entrepreneur.

---

### 3.2.2. Collaborative Wiki page - SUAP

**Headline:** SUAP - Titolo Unico Business Process.

---

### Glossary:

- **Conferenza dei servizi:** in English, it is named Service Conference. It is a meeting in which all involved participants (both municipality offices, third party administrations, and entrepreneur) discuss about the case and decide if the business activity is acceptable or not.
- **Sportello unico per le attività produttive (SUAP):** it refers to the activities that the Italian Public Administrations have to put in place in order to permit to entrepreneurs to set up a new company or more in general to organize a business activity.

- **Titolo Unico:** in English, it is named Standard request to start business activity. It is introduced in the Italian law D.P.R. 160/2010 in Article 7 in which a citizen requests to the municipality and third parties the permission to start an activity. In this case the entrepreneurs have to wait the office decision before starting the activity.

---

**Context:** In the PA context, this process defines all the tasks that are required to allow citizens to open a commercial activity.

In any BP referring to the SUAP the entrepreneurs (eventually an intermediate acting on behalf of he/she) is involved and he/she is the trigger of the process. At the same time municipality or aggregation are the contact points. At this level different offices of the municipality can be involved. This is related to the internal organization of the municipality and to the type of business activity. Several third party administrations are involved. Nevertheless, it is not possible to generalize such third party participants because they differ depending on a several variants. It means that two applications in the same municipality can involve completely different third party administrations considering the content of the application. The SUAP office is not explicitly stated as a participant, it is just a part of an organization. It can be part of the municipality or of the organization that provides the aggregated SUAP.

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**Motivation:** SUAP refers to the activities that the Italian Public Administrations have to put in place in order to permit to entrepreneurs to set up a new company or more general to organize a business activity. Reducing the administrative burden the entrepreneurs refers to a single office, the SUAP office. Contact between entrepreneurs and SUAP office has to be done completely online. SUAP office can be considered as a mediator among entrepreneurs and PAs. It means, that in case an entrepreneur wants to start a manufacturing activity, he/she needs to contact just the SUAP office that is in charge to forward the request to all the other involved administrations.

---

**Intended readership:** Any civil servant who has to perform the SUAP process. Could be a front-end employee or manager.

---

#### **Required tools:**

- FedCohesion is the regional authentication framework supporting federated digital identity management. It is used as a regional standard for authentication to front and back office procedures. For what concern authentication it supports national service card, username and password, or username, password and pin as different levels of security mechanisms to access the services.
- Carta Raffello is free delivery to citizens, business and administrations in the region of national identity card including digital signature and personal authentication credentials. For more information see <http://www.regione.marche.it/Portals/0/Infrastrutture%20abilitanti%20della%20Regione%20Marche%20v.%20def-4.pdf> (in Italian).

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#### **Detailed Description:**

SUAP refers to activities that the Italian Public Administrations have to put in place in order to permit entrepreneurs to set up new companies or generally to organize business activities. Reducing the administrative burden the entrepreneurs refer to a single office, the SUAP office. Contact between entrepreneurs and SUAP office has to be done completely online. SUAP office can be considered as a mediator among entrepreneurs and PAs. It means that in case an entrepreneur wants to start a manufacturing activity, he/she needs just to contact the SUAP office that is in charge of forwarding the request to all the other involved administrations. SUAP office can be organized as an office of the municipality or it is possible that small municipalities decide to delegate such responsibility to a consortium that provides the SUAP office for more than one municipality.

The “Titolo Unico” is named in English as “Standard Request to Start a Business Activity”. It is introduced by Art. 7 of the Italian Law D.P.R. 160/2010. The BP of “Titolo Unico” involved four participants interacting in order to provide the service, which are listed in the following. Entrepreneur is the citizen that has to certify the start of an activity. The SUAP office can be provided by the municipality (“sportello municipale”) or their aggregation (“sportello comprensoriale”). There are also other offices in the municipality or their aggregation that are delegated to check some part of the documentation sent by the Citizen Applicant. The offices involved are not generalizable since they change case by case. Third Party PA, it is an external PA that is involved in the BP. It is delegated to do some checks. More than one external PA can be involved in the “SCIA Commerciale”. Service Conference represents the group of people that are involved in a meeting to discuss about the case. They altogether decide if the request of the citizen is feasible.

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**Examples/Experiences:** No content

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**What to do in case of failures:** No content

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**FAQ:** There are a lot of already available FAQs:

- <http://www.impresainungiorno.gov.it/pa/help-center/faq>
- [http://ec.europa.eu/small-business/faq/index\\_it.htm](http://ec.europa.eu/small-business/faq/index_it.htm)
- <http://www.sardegnaimpresa.eu/it/suap/tutteleinformazioni/domande-frequenti>

## 3.3. Contents for the EPBR Demonstrator

### 3.3.1. Static Wiki Page - EPBR

#### Source Documents:

- Legislative Decree No 163 of 12 April 2006 - Code of public contracts of works, services and supplies in implementation of Directives 2004/17/EC and 2004/18/EC.
- Statute of the University of Camerino (Rector Decree N. 194, July 30th 2012 and published in the Official Journal of the Italian Republic n. 200, August 28th 2012).
- Some internal rules and procedure (Mobility Regulation, Research Activity Regulation, Budget Management Regulation).

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#### Reference Documents:

- Regulation (EC) No 1906/2006 of the European Parliament, December 2006 - laying down the rules for the participation of undertakings, research centres and universities in actions under the Seventh Framework Program and for the dissemination of research results (2007- 2013).
- Law no. 240 of 30 December 2010 concerning the organization of Universities (the so-called Gelmini Law), all Faculties have now been substituted by new organizational structures, i.e. Departments. These Departments are the principal centres for scientific research, teaching and training.

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#### Description:

The grant management BP has been selected as reference point for the European Project Budget Report. Grant management includes some sub-processes, namely: Periodic Report, Final Report, Manage Payment and optionally Manage Amendment. Considering intra-organizational perspective we report the case of an Italian public research body acting as Coordinator or Beneficiary. In both the considered cases of the grant management, BP is triggered by the notification of project acceptance and then it considers all the activities that have to be reported to the EU Commission.

### 3.3.2. Collaborative Wiki page - EPBR

**Headline:** EPBR - EU Project - Grant Management

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**Glossary:**

[http://ec.europa.eu/research/participants/portal/desktop/en/support/reference\\_terms.html](http://ec.europa.eu/research/participants/portal/desktop/en/support/reference_terms.html)

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**Context:** The participation to a EU financed project oblige the beneficiary in budget reporting activities as an evidence of the tasks performed within the project.

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**Motivation:** Over the last years the Seventh Framework Program (FP7), and now Horizon 2020, are funding opportunities for many organizations in Europe in order to support innovation and collaboration. Submitting a EU project the organizations have to be aware of the complexity of the environment in which they are working. They have to be able to manage different ways to work considering the different programs, funding and reporting schemes, etc. The ability to deal with this complexity is critical for the success of the project the organization is involved in. Introducing simplification in Horizon 2020, the European Commission itself recognized the complexity of the reporting procedures for FP7. Nevertheless such complexity is still high for running projects. We focus in the following on the Italian scenario.

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**Intended readership:** Any civil servant who has to perform the reporting process should read it. They can be both teachers-researchers and technical-administrative personnel.

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**Required tools:**

- U-GOV a new integrated information system designed uniquely for Higher Education Institutions. Its aimed at defining objectives, strategies and means for achieving and monitoring results. U-GOV combines applications for the management of the main administration areas of Universities in a single systemic vision. Personnel, accounting, research, learning and student services coexist in a unique and integrated architectural environment, together with decision support tools.
  - ECAS is the European Commission Authentication Service. It allows users to access a wide range of Commission information systems, using a single username and password. Once you log in, ECAS will remember you as long as you keep your browser open. During that time, you will not have to identify yourself again, no matter how many online services of the Commission you access.
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**Detailed Description:**

The process is triggered by the reception of the notification acceptance of the project by EU. To continue, the authorization of the involved school has to be asked also in order to assign the role of the Principal Investigator. Then, a bank account to manage the budget of the project has to be created; in particular due to the Italian law an N-IBA account must be created (standard IBAN is forbidden by the

law). Each new project has to be added as a new entry to the U-GOV tool - a software to financially manage all the projects of the university. At this point, the Consortium and the Grant agreements are signed. All the projects of Italian universities have to be investigated by MIUR, then the project must be inserted in the related database, and a specific project-code named CUP has to be requested to MISE. Within 60 days from the signature of the Grant agreement, pre-financial funds are given by the European community. Then, they are shared with other partners. After the assignment of pre-financial funds the project activities start; the university has to manage project activities, and according to the grant agreement, Periodic Reports and related Amendments if needed. At the end of the project the University has to send a Final Report to the EU community.

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**Examples/Experiences:** No content

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**What to do in case of failures:** No content

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**FAQ:**

<http://ec.europa.eu/research/participants/portal/desktop/en/support/faq.html#c,faqs=question,answer,category,tagList,programmeList/s/top%20FAQ/1/1/0>