



D4.4 INSTRUCTION AND TRAINING REPORT

PROJECT

Acronym: **OpenDataMonitor**
Title: Monitoring, Analysis and Visualisation of Open Data Catalogues, Hubs and Repositories
Coordinator: SYNYO GmbH

Reference: **611988**
Type: Collaborative project
Programme: FP7-ICT

Start: November 2013
Duration: 24 months

Website: <http://project.opendatamonitor.eu>
E-Mail: office@opendatamonitor.eu

Consortium: **SYNYO GmbH**, Research & Development Department, Austria, (SYNYO)
Open Data Institute, Research Department, UK, (ODI)
Athena Research and Innovation Center, IMIS, Greece, (ATHENA)
University of Southampton, Web and Internet Science Group, UK, (SOTON)
Potsdam eGovernment Competence Center, Research Department, Germany, (IFG.CC)
City of Munich, Department of Labor and Economic Development, Germany, (MUNICH)
Entidad Publica Empresarial Red.es, Shared Service Department, Spain, (RED.ES)

DELIVERABLE

Number: **D4.4**
 Title: **Instruction and Training Report**
 Lead beneficiary: SYNYO
 Work package: WP4: Demonstration and Instructions
 Dissemination level: Public (PU)
 Nature: Report (R)

Due date: September 30, 2015

Submission date: September 30, 2015

Authors: **Bernhard Jäger, SYNYO**

Contributors: **Stefan Ruscher, SYNYO**
Johannes Burger, SYNYO
Amanda Smith, ODI
Vassilis Kaffes, ATHENA
Dimitris Skoutas, ATHEN
Qiong Bu, SOTON
Sirko Hunnius, IfG.CC
Nacho Sanchez, RED.ES
Sonia Castro, RED.ES
David Hernando, RED.ES
Wolfgang Glock, MUNICH
Raymond Saller, MUNICH

Reviewers: **Ejona Sauli, SYNYO**

Acknowledgement: The OpenDataMonitor project is co-funded by the European Commission under the Seventh Framework Programme (FP7 2007-2013) under grant agreement number 611988.

Disclaimer: The content of this publication is the sole responsibility of the authors, and in no way represents the view of the European Commission or its services.

TABLE OF CONTENTS

1	Introduction	5
2	Instruction and training structure	6
2.1	Early instructions to demonstration partners and connected stakeholders.....	6
2.2	Support on the demonstration site	6
2.3	Knowledge Base	7
2.4	Events	9
3	Instruction and training materials	10
3.1	Knowledge	10
3.2	Introduction video.....	11
3.3	Instructions and showcase	12
3.4	Instruction videos	14
3.5	Training	14
3.6	FAQs.....	15
3.7	Technical resources	16
4	Attract end users.....	18
5	Conclusion	19

LIST OF TABLES

Table 1: Introduction of the OpenDataMonitor at events.....	9
---	---

LIST OF FIGURES

Figure 1: OpenDataMonitor Demonstration Site - Instruction videos	7
Figure 2: The OpenDataMonitor Knowledge Base.....	8
Figure 3: Knowledge Base – Knowledge Section	10
Figure 4: OpenDataMonitor Mendeley Repository	11
Figure 5: OpenDataMonitor Introduction Video	12
Figure 6: Knowledge Base – Instructions and Training Section	13
Figure 7: Knowledge Base – Introduction Screencasts.....	14
Figure 8: Knowledge Base – Training Tasks.....	15
Figure 9: Knowledge Base – FAQ Section.....	16
Figure 10: Knowledge Base – GitHub Repository	17

1 INTRODUCTION

The main goal of task 4.4 was to ensure that the created materials in D4.3 support end users in an ideal way and to allow all kinds of users to benefit from the OpenDataMonitor. In addition we also had the intention to create a useful resource holding all relevant research outcomes and technical outputs of the project and provide it in a highly usable way to the community. Therefore the OpenDataMonitor Knowledge Base which was introduced in D3.4 was massively improved and extended.

This report gives an overview on the created instructions and training materials that were conducted during the last project phase. In addition it provides more insights on the generated content and how it is presented to ensure that the outcomes of the OpenDataMonitor can be used efficiently by the users also after the official project end.

2 INSTRUCTION AND TRAINING STRUCTURE

Throughout the project we used several approaches to raise awareness on the OpenDataMonitor platform and give further insights and instructions how to use and make use of the OpenDataMonitor Demonstration Site and additional project outcomes.

2.1 Early instructions to demonstration partners and connected stakeholders

The workshops that took place in Madrid and Munich were an excellent opportunity to give a general introduction what the OpenDataMonitor was created for and in addition get relevant first hand feedback from the demonstration partners as well as connected stakeholders that were invited. Based on all available main functionalities on the Demonstration Site that were available at this time the provided feedback also gave us a better impression which materials would ideally support real end-users and main contents that should be provided to them.

Each workshop started with presentation of the aims, project settings, basic information on the functionality, technical principals, mapping of terms and the questions to be answered in the session. After that the participants were provided with a step by step walkthrough of the Demonstration Site. The following discussions on the functionality of the platform were noted down and provided us with important insights for the following steps (see D4.2). This affected of course the following development and fine tuning of the platform but also the creation of manuals and additional materials (see D4.3) and the ideal presentation and dissemination of these elements.

2.2 Support on the demonstration site

The OpenDataMonitor Demonstration Site (<http://opendatamonitor.eu>) was updated with screencast tutorial videos that should allow each user to quickly get a better understanding of what OpenDataMonitor does and how it works in detail. The About section of the platform is presented below.

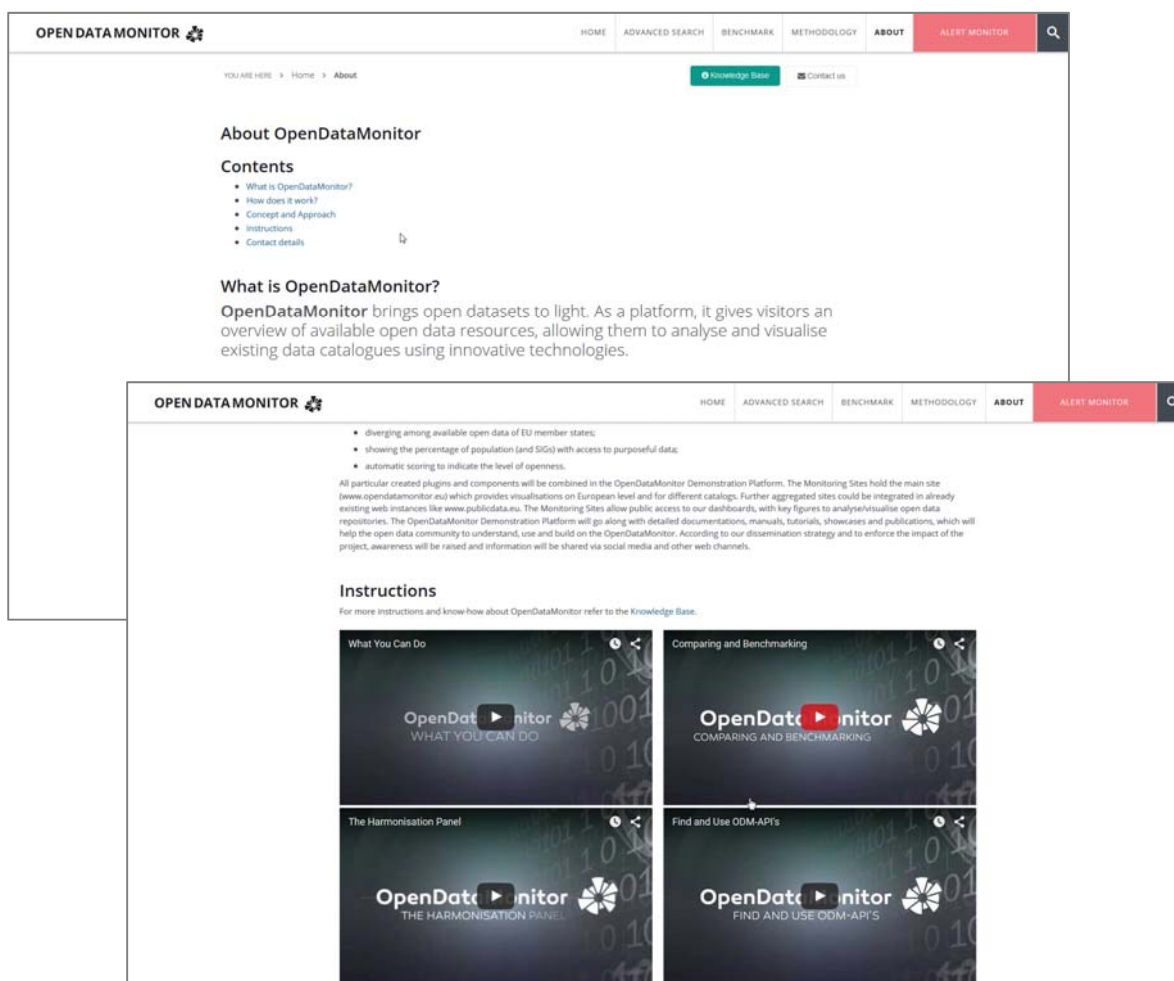


Figure 1: OpenDataMonitor Demonstration Site - Instruction videos

The videos also hold subtitles in French, German and Spanish to reach and support a broader community. For a quick introduction on the project purpose and main outcomes of the project also a promotion/introduction video was created. For those who want to get more insights and looking for more descriptions also a link to the OpenDataMonitor Knowledge Base is provided.

2.3 Knowledge Base

The OpenDataMonitor project does not only offer the community to make use of the developed parts and the Demonstration Site but also wants to share important insights that were made during particular project steps. Therefore the Knowledge Base (<http://knowhow.opendatamonitor.eu/>) was established and recently updated with the latest insights. To make the access to this knowledge as easy as possible for the community the Knowledge Base provides relevant information in smaller bits, such as short blog entries. Since the start of the Knowledge Base in the end of the first project period

it was strongly updated and adjusted as it is also seen as an important resource for the sustainability of the whole project and its outcomes. The Knowledge Base also allowed us finally to combine all relevant instruction materials in a useful and comfortable way for the users.

The Knowledge Base contains following main parts:

- Knowledge
- Instructions and Trainings
- Frequently Asked Questions
- Resources

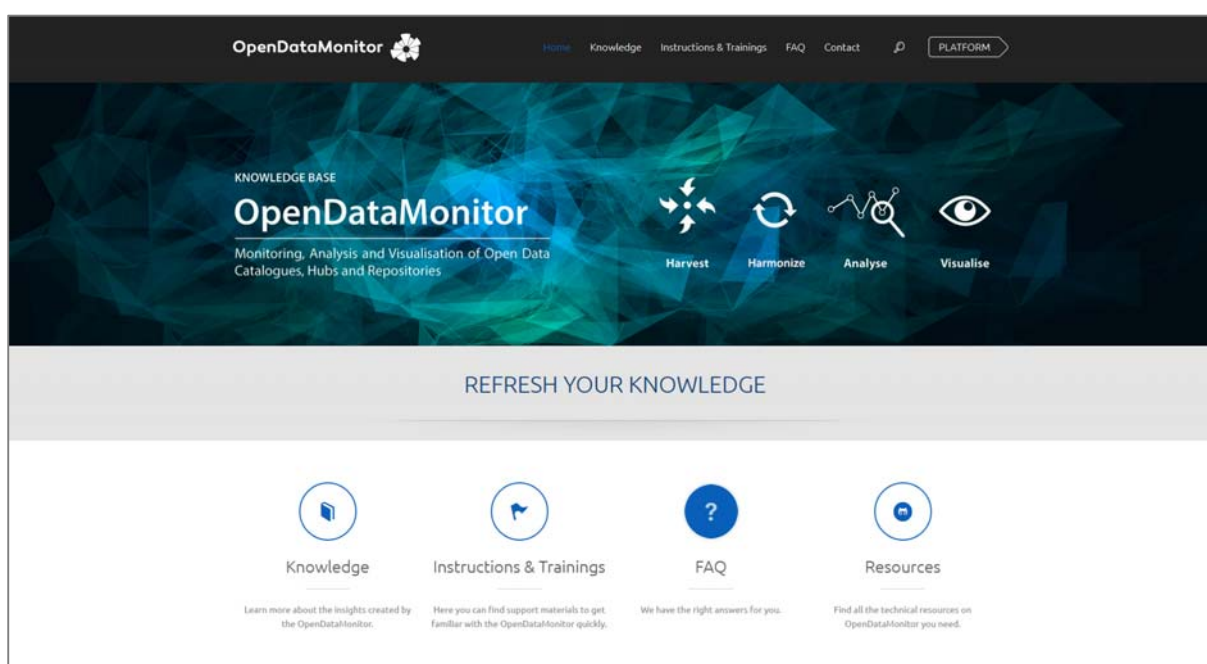


Figure 2: The OpenDataMonitor Knowledge Base

The Knowledge Base will be updated until the end of the project to ensure that the provided content ideally support the users. Besides general materials also screencasts were created that give an overview on essential parts of ODM. We also took into account further feedback from the demonstration partners to adjust the Knowledge Base.

The Knowledge Base is accessible via this link: <http://knowhow.opendatamonitor.eu/>

In addition it is directly connected with:

- the OpenDataMonitor Demonstration Site (<http://opendatamonitor.eu/>) and
- the project website (<http://project.opendatamonitor.eu/>).

2.4 Events

The OpenDataMonitor was also introduced to a broader public at several events. Below you can find a selection of events that took place or will take place in the last project phase and where further potential users were provided with more information about the capability of the OpenDataMonitor. At events such as the OASA Hackathon also knowledge and tools from ODM were exploited and discussed with participants.

Table 1: OpenDataMonitor at events

Date	Event	City	Country	Partner
2015-06-03	ESWC	Portoroz	Slovenia	SOTON
2015-07-02	Open Data Oslo & DaPaaS Data Labs workshop	Oslo	Norway	ODI
2015-07-02	Open Data Oslo evening meetup	Oslo	Norway	ODI
2015-07-06	IT-as-a-utility network community conference	Southampton	United Kingdom	ODI
2015-07-18/19	OASA Hackathon	Athens	Greece	ATHENA
2015-09-09	Open Government Tage	Munich	Germany	IFG/MUNICH
2015-09-10	PublicaMundi Hackathon	Athens	Greece	ATHENA
2015-10-05	OpenDataMonitor Symposium	London	United Kingdom	All
2015-10-11	Open Data Camp	Manchester	United Kingdom	ODI
2015-11-03	ODI Summit	London	United Kingdom	ODI
November TBC	Share PSI workshop 5	Berlin	Germany	ODI

Especially at the OpenDataMonitor Symposium taking place on the 5th of October in London a detailed introduction of the platform and the research outcomes will be provided to a broad audience. Interested users will find the opportunity to test the platform, watch the videos, go through instruction and training materials and ask the researchers and developers specific questions (in case further relevant questions will come up these will be integrated in the FAQ section of the Knowledge Base).

3 INSTRUCTION AND TRAINING MATERIALS

In a close cooperation with the creation of materials in D4.3 the Knowledge Base was improved with detailed information on relevant outputs created during the project as well as online tutorials, videos and basic trainings that support interested users to get familiar with the platform quickly. The Knowledge Base consists of following parts.

3.1 Knowledge

The Knowledge section contains main insights derived from the OpenDataMonitor deliverables that were created throughout the project. It not only includes technical insights and description of processes of the OpenDataMonitor platform but also relevant knowledge that was identified during the stakeholder analysis and general research on open data. To make it easy and entertaining for users to browse through these contents they are presented as short blogs. The section contains following topics:

- Open Data Research
- Stakeholder Analysis
- ODM Platform Architecture
- Harvest Open Data
- Harmonize Open Data
- Measure Open Data

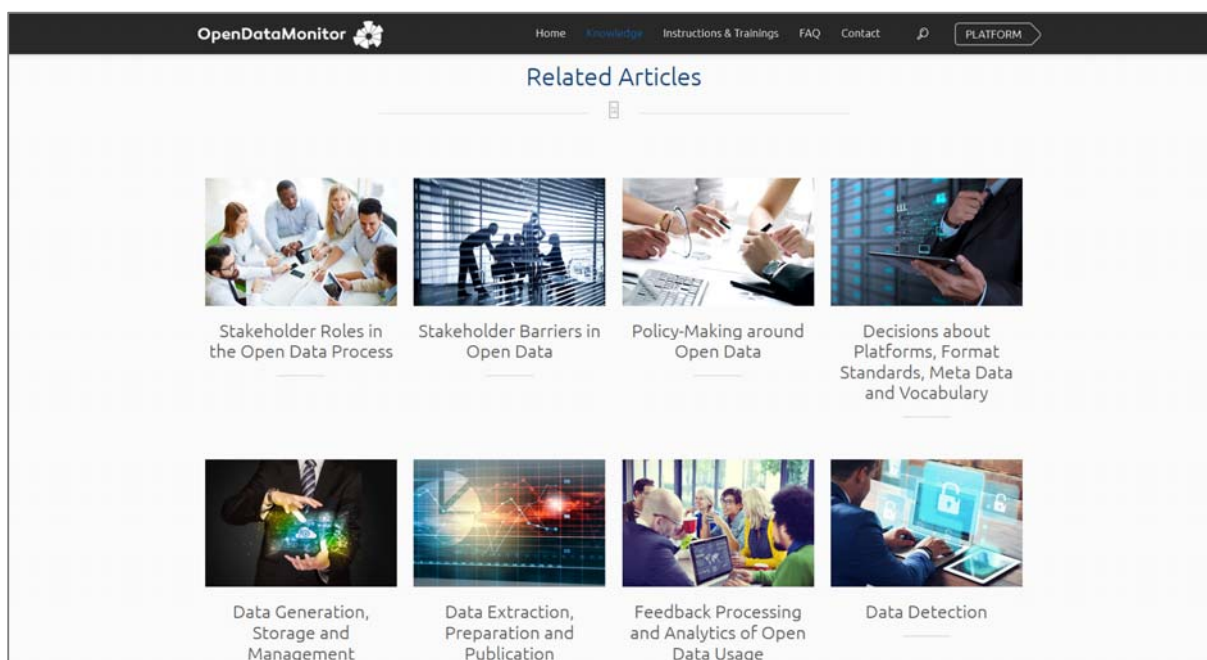


Figure 3: Knowledge Base – Knowledge Section

During the comprehensive research activities an extensive list of relevant papers was collected in Mendeley, allowing all interested users to join the OpenDataMonitor group to benefit from the gathered references and also contribute to it. The blog entries are linked to the Mendeley resource to allow the users to take a closer look on particular sources.

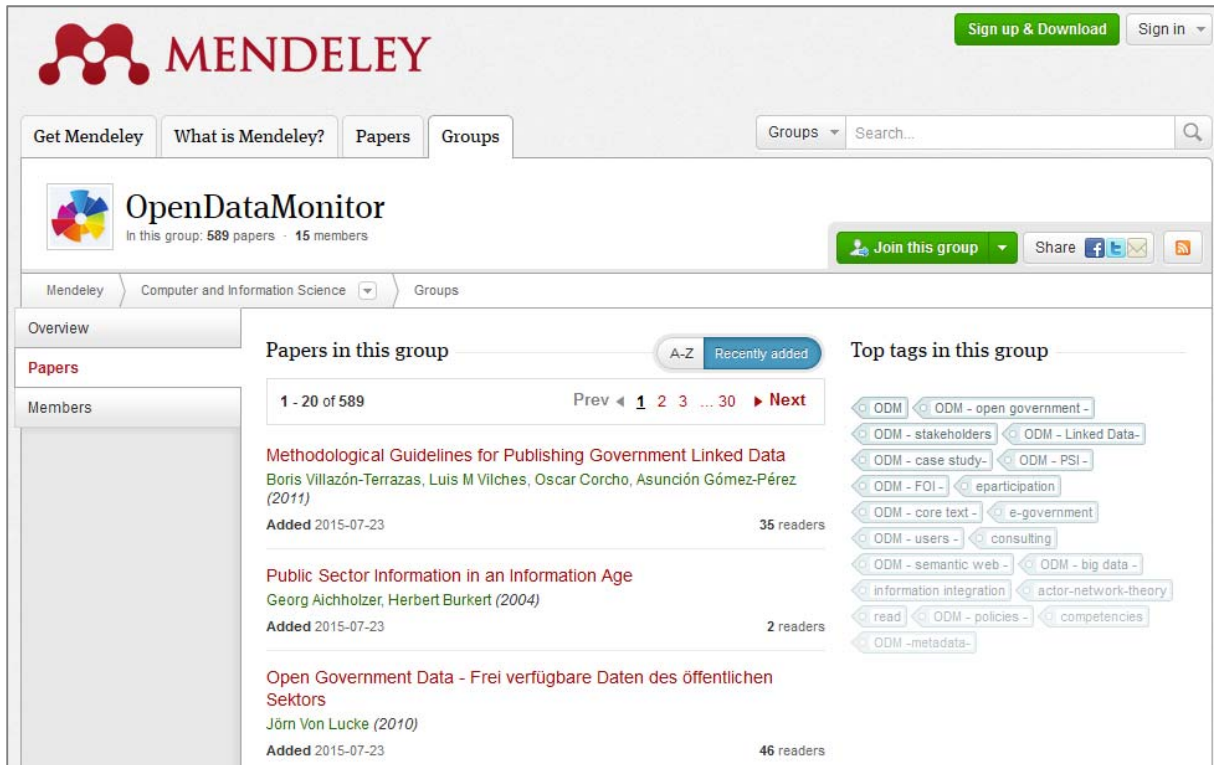


Figure 4: OpenDataMonitor Mendeley Repository

3.2 Introduction video

To give everybody a quick start what OpenDataMonitor is, how it basically works and which features it hold a sophisticated introduction video was created. It is presented on the Knowledge Base. This video is embedded as a YouTube resource and can be easily shared over social media which shall also support the dissemination of the whole project and attract more interested users.



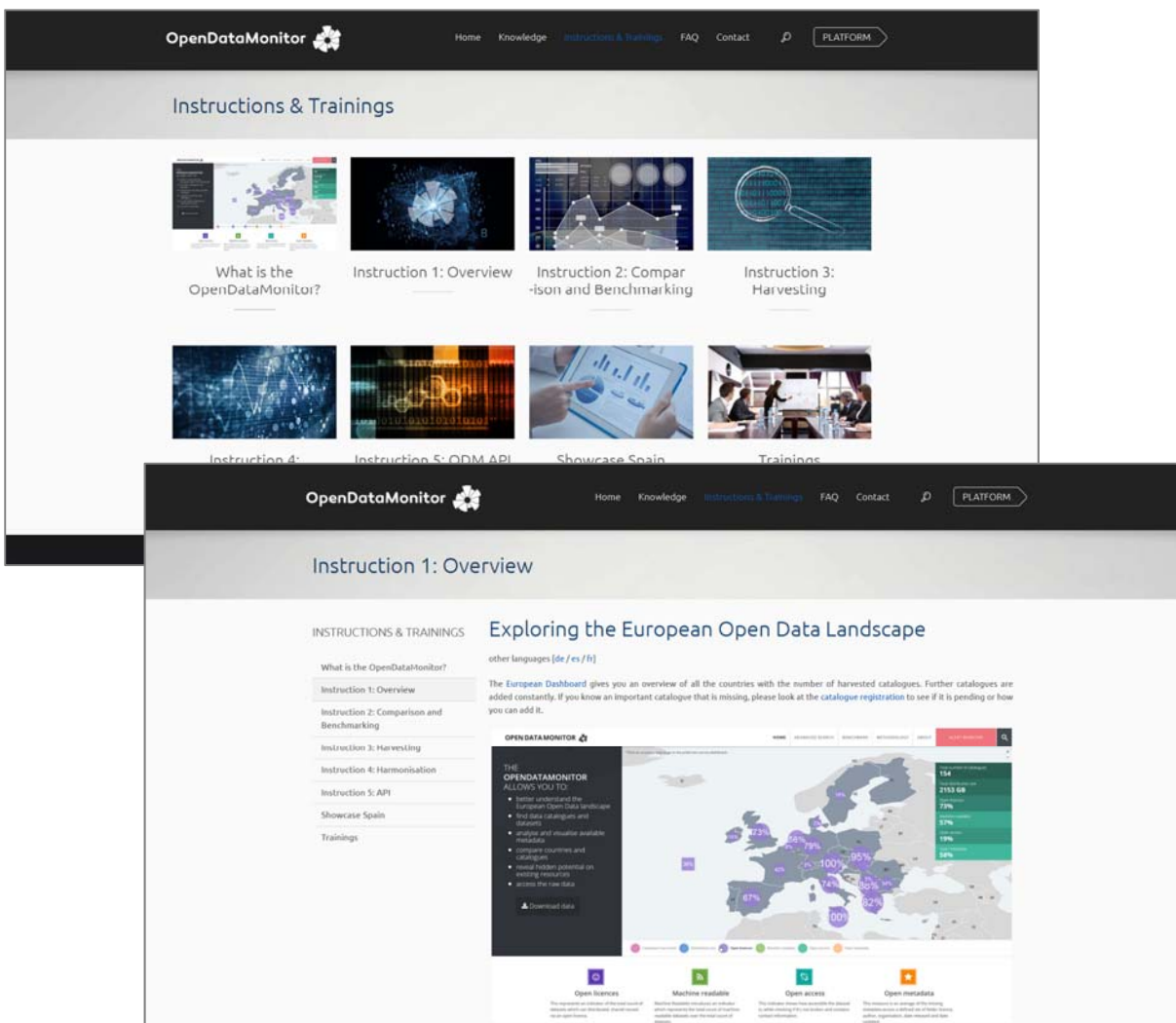
Figure 5: OpenDataMonitor Introduction Video

3.3 Instructions and showcase

To provide interested users in an ideal way with relevant information on particular parts of the OpenDataMonitor the manuals created in D4.3 were transferred to the Knowledge Base and shown

as structured online tutorials. For a better understanding also a showcase was created that demonstrates which insights can be gained by using the platform for a specific case. The section contains following parts:

- The European Dashboard
- Comparison and Benchmarking
- Harvesting
- Harmonisation
- API
- Showcase Spain



The image shows two screenshots of the OpenDataMonitor website. The top screenshot displays the 'Instructions & Trainings' section with a grid of eight instructional cards. The bottom screenshot provides a detailed view of 'Instruction 1: Overview'.

Instructions & Trainings Section:

- What is the OpenDataMonitor?
- Instruction 1: Overview
- Instruction 2: Comparison and Benchmarking
- Instruction 3: Harvesting
- Instruction 4: Harmonisation
- Instruction 5: ODM API
- Showcase Spain
- Trainings

Instruction 1: Overview Section:

Exploring the European Open Data Landscape

Instructions & Trainings

What is the OpenDataMonitor?

Instruction 1: Overview

Instruction 2: Comparison and Benchmarking

Instruction 3: Harvesting

Instruction 4: Harmonisation

Instruction 5: API

Showcase Spain

Trainings

other languages [de / es / fr]

The European Dashboard gives you an overview of all the countries with the number of harvested catalogues. Further catalogues are added constantly. If you know an important catalogue that is missing, please look at the catalogue registration to see if it is pending or how you can add it.

OPEN DATAMONITOR

THE OPENDATAMONITOR ALLOWS YOU TO:

- Visualise and explore the European Open Data landscape
- Find data catalogues and datasets
- Analyse and evaluate available metadata
- Compare countries and catalogues
- Reveal hidden potential on existing resources
- Access the raw data

Download data

Open licences

The OpenDataMonitor platform provides a comprehensive overview of the available open licences and their usage across the European Open Data landscape.

Machine readable

Machine readable metadata is essential for the automatic discovery and access of data. The OpenDataMonitor platform provides a comprehensive overview of the available machine readable metadata and its usage across the European Open Data landscape.

Open access

The OpenDataMonitor platform provides a comprehensive overview of the available open access catalogues and their usage across the European Open Data landscape.

Open metadata

The OpenDataMonitor platform provides a comprehensive overview of the available open metadata and its usage across the European Open Data landscape.

Figure 6: Knowledge Base – Instructions and Training Section

3.4 Instruction videos

The created screencast tutorials are also provided in the instruction section of the Knowledge Base. Users can choose to go through the tutorials step by step supported by images or if they prefer to watch a short video that gives them within a few minutes the most important inputs on the instruction topics. The screencasts were included as YouTube videos which also allow users to share them with others that might be interested.

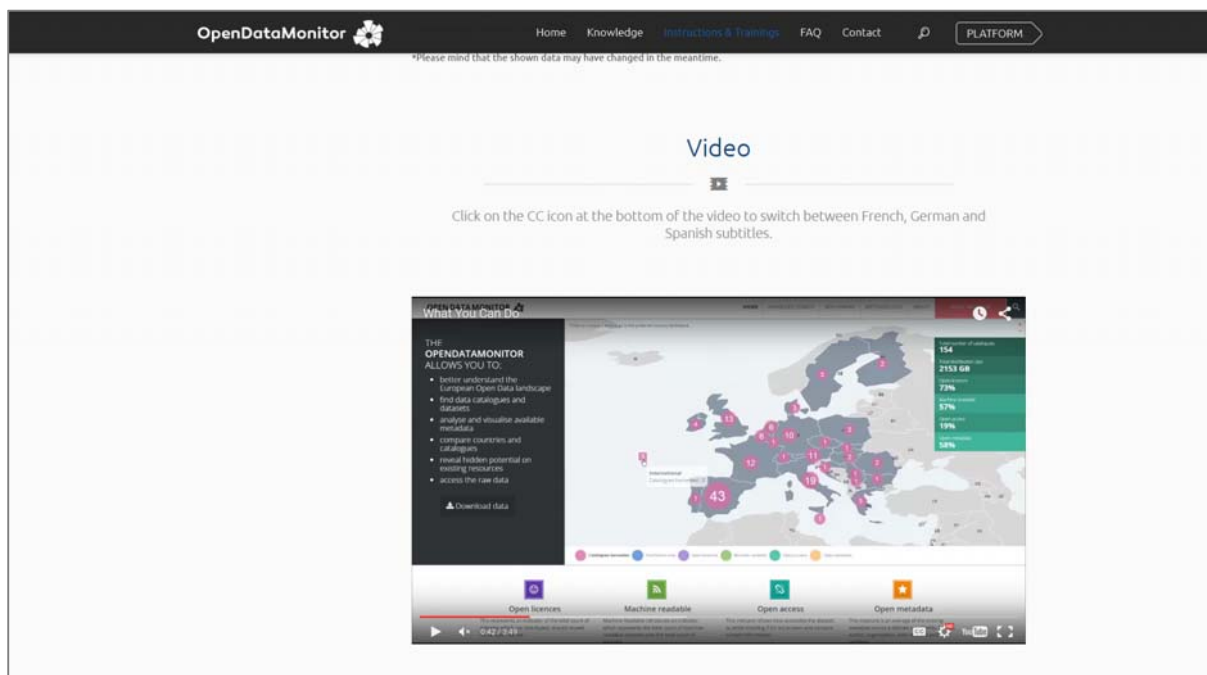


Figure 7: Knowledge Base – Instruction Screencasts

3.5 Training

As the initial introduction and training with selected end users was performed during the workshops before the OpenDataMonitor Demonstration Site reached the final development stage it was decided to include a set of simple tasks in the Knowledge Base. Besides the instruction materials and screencast videos this tasks allow each interested user to get familiar with the platform easily. The design of this section allows to display the task texts and the OpenDataMonitor next to each other. Step by step the user can see if s/he is able to find the relevant information. In case the user is not able to do so s/he can get with one click on the flag icon next to the task to the page which provides the relevant information. With this easy system users can get to know OpenDataMonitor without the need for a personal instructor.

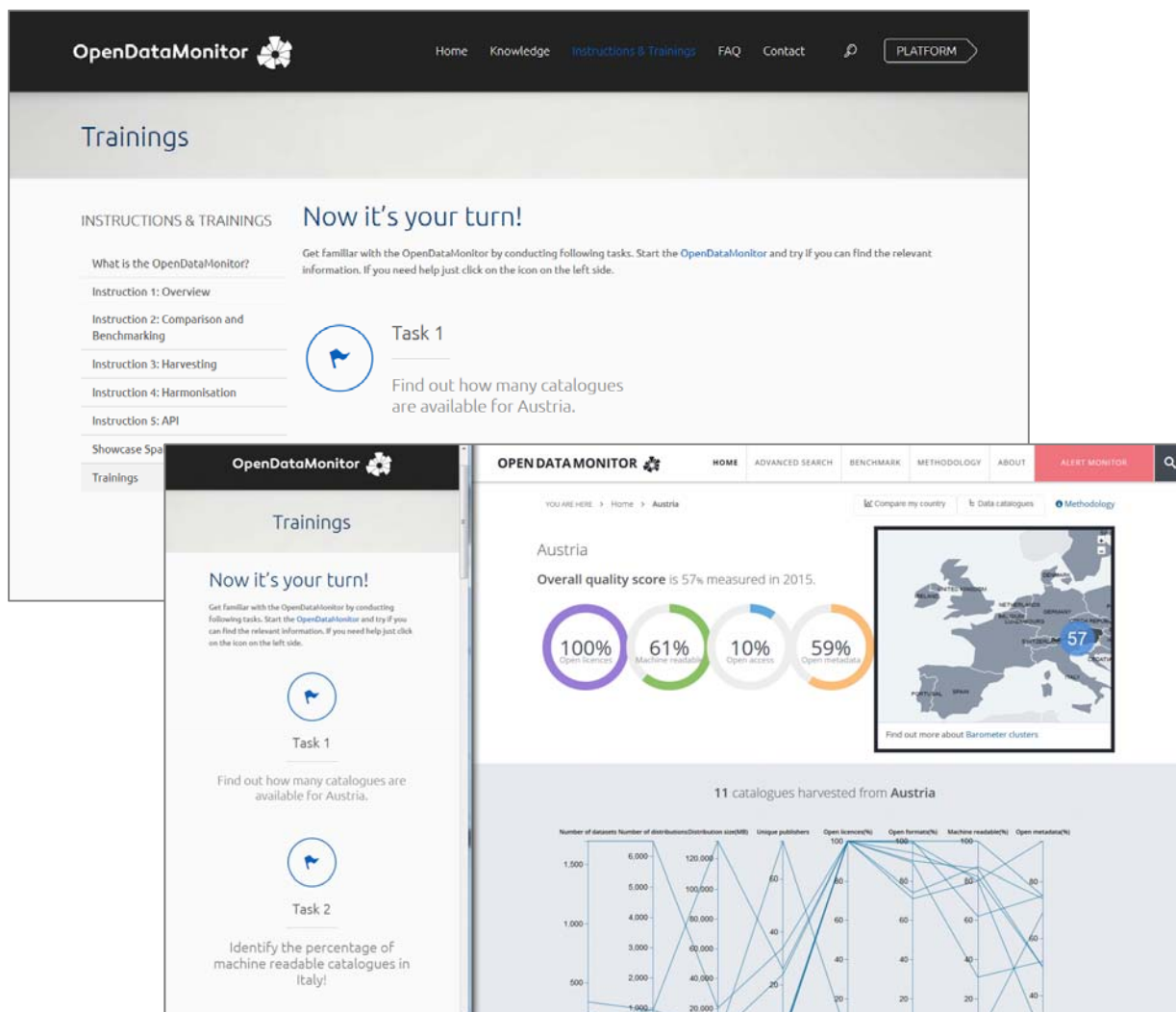


Figure 8: Knowledge Base – Training Tasks

3.6 FAQs

The Frequently Asked Question section was filled with several general questions as well as with questions that refer directly to the OpenDataMonitor. Most of the questions were raised during the workshops and in other situations where the platform was presented or discussed with end users.

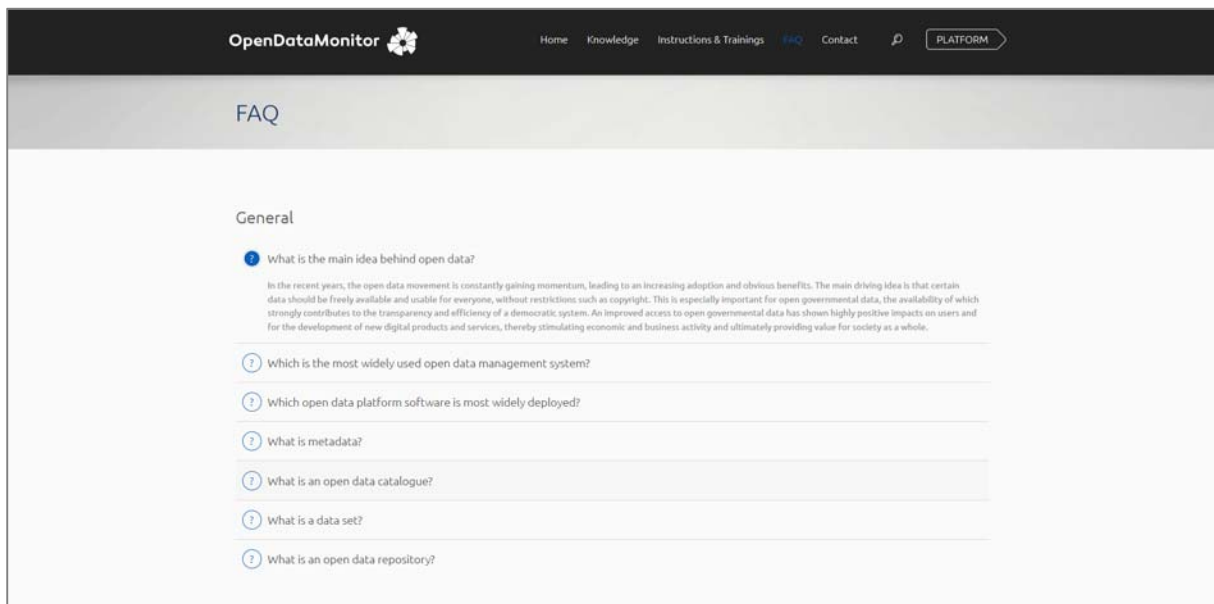


Figure 9: Knowledge Base – FAQ Section

3.7 Technical resources

All relevant resources for developers can be found on the GitHub repository of the OpenDataMonitor (<https://github.com/opendatamonitor>). The Knowledge Base provides a direct access to these materials such as the ODM restful API, a tool for harmonising metadata labels and values as well as the harvesters.

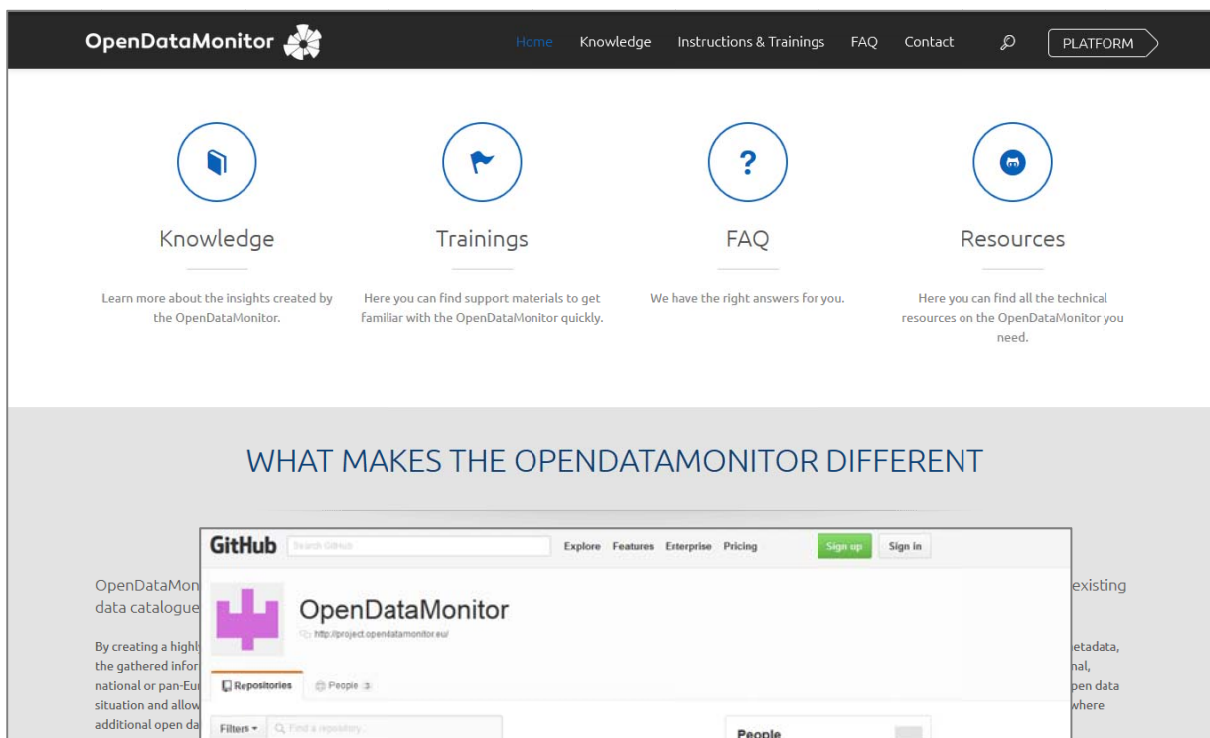


Figure 10: Knowledge Base – GitHub Repository

4 ATTRACT END USERS

An additional goal of OpenDataMonitor is also to make the platform as well as the support materials available to a high number of users and reach a variety of stakeholders therefore following approaches were and will be used:

- direct contacts established during the project (with researchers, experts, other projects, organisations etc.).
- at events such as the ODM workshops, ODM symposium, conferences, summits and hackathons and further events were ODM partners present the platform and highlight supporting materials.
- via the project website and social media such as Twitter which plays also a crucial role for the dissemination and awareness of the platform and help materials. With the final release also the improved Knowledge Base and online materials will be spread over social media to attract various stakeholders to benefit from the project outcomes.

5 CONCLUSION

The OpenDataMonitor project created several important outcomes which includes the Demonstration Site, the parts it consists of (e.g. harvester, harmonisation, visualisation engine) and new insights on the open data landscape and stakeholders. The main intention of the project was always to share these developments and insights with the open data community and further interested stakeholders. The actions performed in work package 4 included thereby not only the testing and demonstration of the platform. We also used these steps to introduce the OpenDataMonitor to a broader audience and receive feedback for further improvement of the platform. Based on this we created finally materials in a way that they are not only helpful to users but that they are also entertaining to reach out to a broad audience to present the outcomes of our project and invite the community to use the OpenDataMonitor for own purposes. For the sustainability of the project outcomes we established the Knowledge Base which combines all relevant information and support materials in one place. This area should mainly function as place where users can learn from the insights of the project, access technical and scientific resources that were gathered and get familiar with particular functionalities of the OpenDataMonitor.