



External management web page and new media communication

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This report is part of the research project „Social Platform on innovative Social Services“ (INNOSEV). INNOSEV investigates innovative approaches in three fields of social services: health, education and welfare. The INNOSEV Consortium covers nine European countries and aims to establish a social platform that fosters a europeanwide discussion about innovation in social services between practitioners, policy-makers, researchers and service users. This project is funded by the European Union under the 7th Framework Programme (grant agreement nr. 290542).



I. Feature descriptions of the web site (Public Homepage)

Summary

A central element of the project is the use of new media technologies embedded in an online platform. Using these innovative technologies, we intend to strengthen:

- communication within the consortium
- providing software tools for collecting and structuring information and supplying decision processes (coordinated by BI)
- presenting visual material (coordinated by BI)
- involving stakeholders
- dissemination of results (content management by UHEI)

The expected delivery date for Homepage was initially the 31th of May 2012. As the Call for tenders process was longer than expected, this date had to be postponed. The first call for tenders was launched with a deadline by the 11th of April, 2012 at 12:00 p.m. This call was not successful because only one company answered it. A second call was launched the 23th of April with a new deadline May the 7th 12 PM. This second call was successful and Pont EzCompany in Budapest was selected by a twofold skype process at the end of May 2012. The contract was signed on: the 1st of June 2012. Therefore, the work on the web platform started on: the 2nd of June, 2012. The contractor for the consortium is EASPD represented by LukZelderloo.

Domain name: inno-serv.eu

Web site address: <http://www.inno-serv.eu>

II. Available services on the web platform, July the 2nd of 2012

1- As an anonymous user of the inno-serv.eu platform, you can have information about the Innoserv project, concepts and objectives, get the latest news about project (blog), see users questions and member participations (forums), have information about members (members profile) and get in touch with members (member contact form).

2 - As an authenticated user of the inno-serv.eu platform, you can search for a content with keywords or tags (Health, Welfare, Education), you can post your comments, vote for your favorite innovative service example, vote to a poll, participate in forums and request for a group membership.

2.1 - As an authenticated user, you can join the discussion in the “[Other innovative projects](#)” forum.

3 Stakeholder member

3.1 - As a stakeholder member of the inno-serv.eu platform, you have access to private **Project Information** space which is here to centralize all important information and documents about project.

3.2 - As a stakeholder member of the inno-serv.eu platform, you have access to private **Service Examples Database**. This database allow you to find basic information about innovative service examples, to find other examples using the same tag (Health, Welfare, Education), allow you to sort examples list by name, country, updated date.

3.3 - As a stakeholder member of the inno-serv.eu platform, you can ask for a group membership. We started groups in relation with project working groups such as: Education, Health, Welfare, Education & Health, Education & Welfare.

A group is a place for members who share the same interest for a topic (Health, Welfare, Education, IT...). Groups are somehow like sub-sites of inno-serv.eu website. Groups enabled users to create collaborative groups, allow commentary on your work by whomever you select and keep track of colleagues' work.

A post published inside a group cannot be visible outside this group and each time a new post is published in a group, all members are automatically informed by an email.

3.4 - As a stakeholder member of the inno-serv.eu platform, you are able to publish content such as:

- Blog post (Innoserv latest news)
- Page
- Document in Project Informations
- Innovative service example in Examples database
- Video
- Forum topic
- Group
- Post (Content that will belong to a single or multiple groups)

3.5 - As a stakeholder member of the inno-serv.eu platform, you can control document publishing process. Page content is published and visible to groups, stakeholders, users or public.

3.6 - As a stakeholder member of the inno-serv.eu platform, you can download mobile application for iPhone/iPAD & Android in order to watch the 20 videos offline.

3.7 - As a stakeholder member of the inno-serv.eu platform, you can plan a meeting with online registration. It will allow you to track user registration and automatically close the meeting when a capacity is reached.

III Timeline for web platform for 2012

June 15: Pilot launched

June 30: First version of the public site in service

July 30: Second version of the public site in service

September 1: Rich function for the public site in service

Features	June	June	July	July	December
Logo	Delivered	Delivered	Delivered		
Theme			Delivered		
User Authentication	Delivered				
Blog	Delivered				
Tags	Delivered				
Rich Editor	Delivered				
Search (text& tags)	Delivered				
Help support and contact forms			Delivered		
File upload&share	Delivered				
Roles		Delivered			
Comments		Delivered			
Voting		Delivered			
Import existing cases from word documents		Delivered	Delivered		
Image upload		Delivered			
Possibility to change to different languages				Expected deliverable	

Forums		Delivered			
RSS			Delivered		
Organic Groups		Delivered			
Features	June	June	July	July	December
WAI compliant (Web Accessibility Initiative)				Delivered	
Newsletters (public)					Delivered
Twitter					Delivered
Calendar					Delivered
Videos					Delivered
SEO					Delivered
Statistics					Delivered

IV Timeline for web platform and mobile applications for 2013

Features	April	May	june	August
Event registration	Delivered			
iPhone / iPad application		Delivered		
Translations		Delivered		
Questionnaires		Delivered		
Bots prevention		Delivered		
Android Application			Expected deliverable	
iPhone application v2 (subtitles+translations)				Expected deliverable

