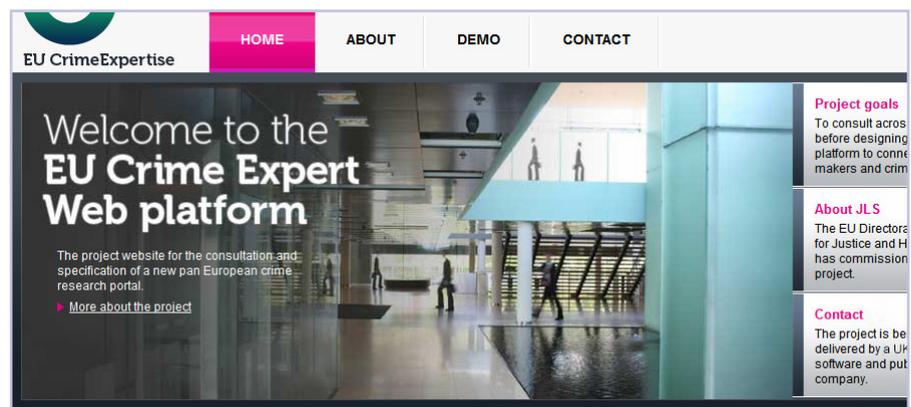


# European Commission, DG for Justice – Crime Expert Specification



## Deliverables at-a-glance

- » European-wide consultancy exercise to help gather requirements for EU-level crime research expertise platform
- » Services: requirements gathering, user needs analysis, prototyping, technical specification
- » Sector: Innovation; Education; Public Sector

## Challenge: Connecting politicians and academia through a central online hub

In 2009, the European Commission's DG Justice and Security contracted Idox to deliver a pan-European consultancy exercise to specify the requirements and functionality for a new online portal designed to play a central role in developing contacts between European policy makers and crime research experts from academia.

The basis for the portal stemmed from a potential need identified by the Commission in the Millennium Strategy to help connect politicians and civil servants with academic experts outside of the 'usual suspects' to better inform policymaking.

## Solution: Undertaking extensive consultancy to understand requirements and create a platform fit for purpose

The aim of the exercise was to help validate the identified need amongst the wider community and to help the Commission make a decision about the content and functionality required to make it a success.

Critical issues to be addressed in the consultation included:

- » Understanding the scope, scale and quality-assurance procedures for content on the portal
- » Defining an appropriate taxonomy to classify information
- » Identifying the functionality and tools required by users in order to interact effectively
- » Recommending a suitable strategy for the development and maintenance of content
- » Addressing key issues around the sustainability of the portal and its marketing

Idox's role was to put forward a plan for the initial development and implementation of the portal.

## Outcomes: Consolidating opinion and consultation to inform the future

The consultation took place over 10 months and involved an initial 'Visioning' session with an Expert Group of stakeholders representing academia and policy makers from across the EU27.

In this session, a series of wireframes and prototypes of potential portal functionality were shown and initial feedback gathered. As no similar portal currently existed in the field of crime research, a desk research exercise was conducted to identify other similar applications and to ascertain what was 'state-of-the-art'.

The consultation phase of the project involved telephone interviews with 115 individuals representing a cross-section of potential users of the system from each Member State.

Telephone consultations were delivered in the interviewee's native language. This was followed by an online survey which tested key propositions and functionality amongst the consultees and validated initial findings.

An interim report which synthesised the key findings from the consultation was presented to the European Commission before the business planning phase of the project commenced.

This phase sought to specify in detail the functional requirements of the system and was accompanied by a series of implementation, content development and engagement strategies designed to inform the final procurement of the platform and to guide the European Commission through its ongoing lifecycle.

The final report was presented to the project team and to the Expert Group at their annual conference in Brussels in January 2010.

