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Director of GFOSS - Open Technology Alliance

**Open-source coding with Citizens: The collaborative
wikification of public sector procedures and other
use cases from Greece**

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About GFOSS

Organization

- Established in 2008, in operation since 1996
- members: 35 Universities and Research Centers
- non-profit organization with shareholders its members
- Board of Directors (9 members)
- Scientific Committee (27 members)
- 8 working groups (>300 members)
- Over 9,000 individual members

Objective

Produce & Promote

- Open Standards
- Open Software
- Open Content
- Open Data
- Open Licences
- Open Educational Resources
- Open Hardware
- Open Design

• in

.Education, Public Administration & Business



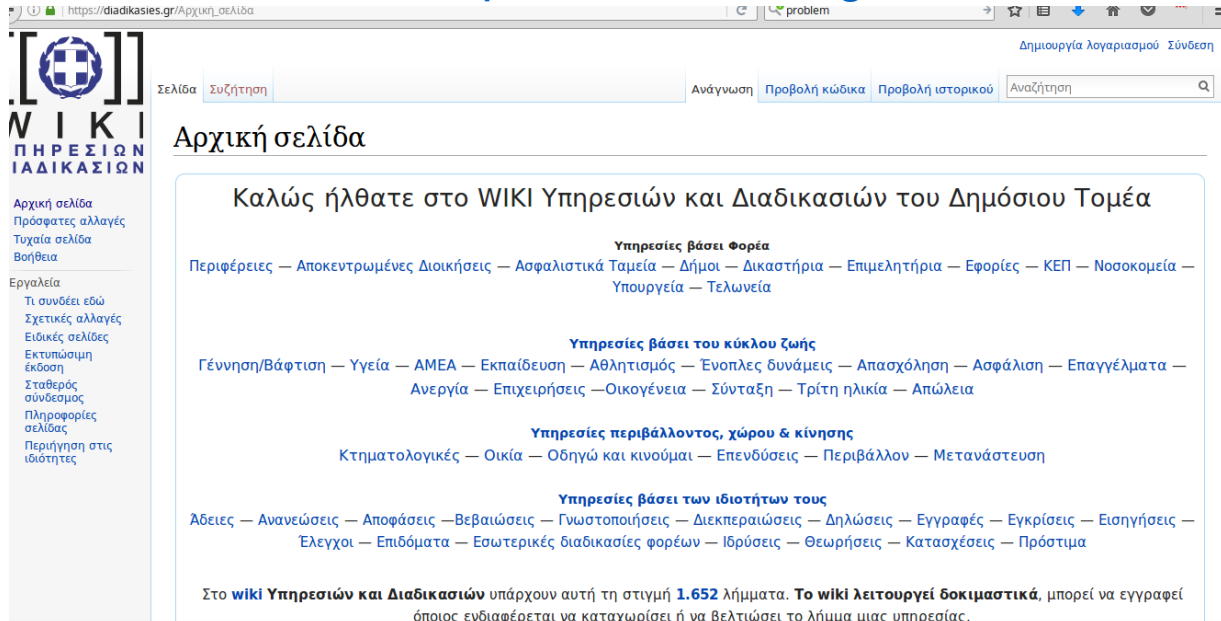
2

Use Cases

(a)

The collaborative wikification of public services procedures

<https://diadikasies.gr>



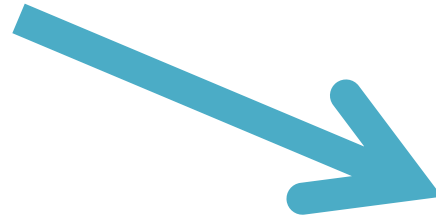
The screenshot shows the homepage of the diadikasies.gr website. The header includes the site logo, navigation tabs (Σελίδα, Συζήτηση, Ανάγνωση, Προβολή κώδικα, Προβολή ιστορικού), and a search bar. The main content area is titled 'Αρχική σελίδα' and 'Καλώς ήλθατε στο WIKI Υπηρεσιών και Διαδικασιών του Δημόσιου Τομέα'. It lists various service categories: Υπηρεσίες βάσει Φορέα (Περιφέρειες, Αποκεντρωμένες Διοικήσεις, Ασφαλιστικά Ταμεία, Δήμοι, Δικαστήρια, Επιμελητήρια, Εφορίες, ΚΕΠ, Νοσοκομεία, Υπουργεία, Τελωνεία), Υπηρεσίες βάσει του κύκλου ζωής (Γέννηση/Βάφτιση, Υγεία, ΑΜΕΑ, Εκπαίδευση, Αθλητισμός, Ένοπλες δυνάμεις, Απασχόληση, Ασφάλιση, Επαγγέλματα, Ανεργία, Επιχειρήσεις, Οικογένεια, Σύμβαση, Τρίτη ηλικία, Απώλεια), Υπηρεσίες περιβάλλοντος, χώρου & κίνησης (Κτηματολογικές, Οικία, Οδηγώ και κινούμαι, Επενδύσεις, Περιβάλλον, Μετανάστευση), and Υπηρεσίες βάσει των ιδιοτήτων τους (Άδειες, Ανανεώσεις, Αποφάσεις, Βεβαιώσεις, Γνωστοποιήσεις, Διεκπεραιώσεις, Δηλώσεις, Εγγραφές, Εγκρίσεις, Εισηγήσεις, Έλεγχοι, Επιδόματα, Εσωτερικές διαδικασίες φορέων, Ιδρύσεις, Θεωρήσεις, Κατασχέσεις, Πρόστιμα). A footer note states that there are 1,652 items in the wiki and that it is a test environment where users can register and improve services.



Public Sector Procedures in Greece



- Not fully described or documented
- Poor maintenance of relevant information
- Broad & multiple interpretations



- public servants: don't know what / how to implement
- citizens/ business: delays / uncertainty

Proposed Solution

- Use of open, standardized and widely available tools like MediaWiki
- Customisation
- Training activities
- Crowdsourcing of procedure documentation and maintenance

Results

- Development of a community of over 500 Public Servants to maintain the procedures
- Collaboration with 3 major Greek Universities
- Organisation of over 20 workshops for public servants and developers
- *Documentation of over 2000 procedures*





(b)



Google Summer of Code



GSoC is a global program focused on introducing students to open source software development. Students work on a 3 month programming project with an open source organization during their break from university.

GFOSS participates for the last 3 years:

2017: 4 Open Source Projects
2018: 10 Open Source Projects
2019: 15 Open Source Projects

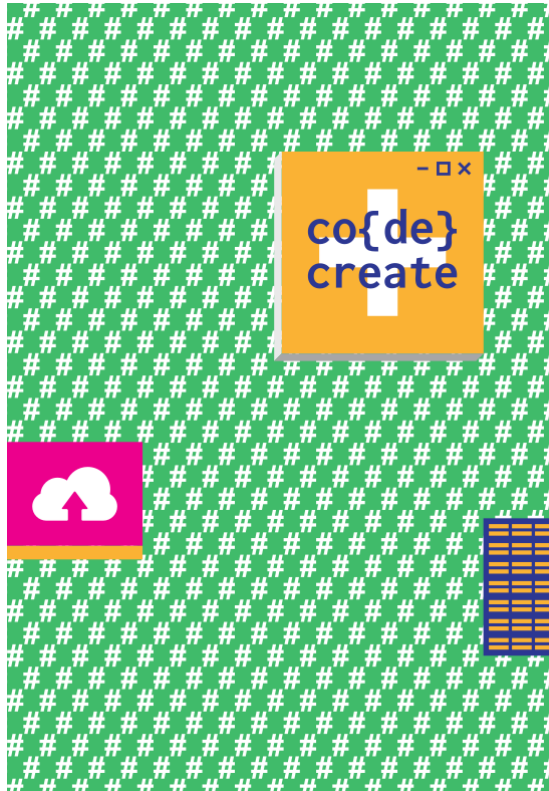
More info in our [wiki page](#)

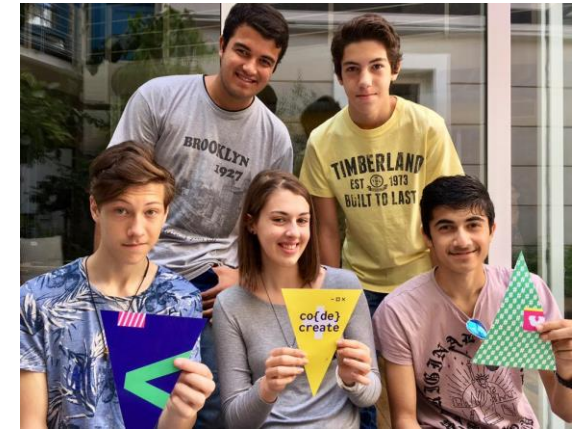


The screenshot shows the GFOSS Google Summer of Code page. At the top, there's a navigation bar with links: Σελίδα, Συζήτηση, Ανάγνωση, Επεξεργασία, and Επεξεργασία κώδικα. The main heading is "Google Summer of Code". Below it is the GFOSS logo and the text "Google Summer of Code". A welcome message reads: "Welcome to the GFOSS Google Summer of Code page [επεξεργασία | επεξεργασία κώδικα]". A list of links follows: "See Google Summer of Code 2019 Accepted projects", "See Google Summer of Code 2019 proposed ideas", "See Google Summer of Code 2018 Accepted projects", "See Google Summer of Code 2018 proposed ideas", "See Google Summer of Code 2017 Accepted projects", and "See Google Summer of Code 2017 proposed ideas". At the bottom, there's a section titled "Open Technologies Alliance at Google Summer of Code Archive [επεξεργασία | επεξεργασία κώδικα]" with links for "GFOSS at GSOC 2018" and "GFOSS at GSOC 2017". On the left side of the screenshot, there's a sidebar with the "ΕΛΛΑΚ" logo and a list of links in Greek: "Αρχική σελίδα", "Πρόσφατες αλλαγές", "Παλαιά σελίδα", "Βοήθεια", "ΕΛΛΑΚ pages", "ellak.gr", "Ρυθμίσεις", "Τι συνδέει εδώ", "Σχετικές αλλαγές", "Αντίστροφο αρχείο", "Ειδικές σελίδες", "Εκτυπωμένη έκδοση", "Σταθερός σύνδεσμος", "Πληροφορίες σελίδας", "Περιήγηση στις ιδιότητες", and "Παραβείτε αυτή τη σελίδα".



(C)





Project Idea and Objectives:

- Create an educational program for mixed classes in order to teach youth digital skills with the use of open technologies.
- Provide refugee youth who are not in school or have no access to other educational activities with a solid foundation in digital & tech skills.
- Provide a shared space for refugee and Greek youth to interact, learn and work together on digital projects.
- Create an inspiring learning environment where youth are encouraged to learn, connect and problem-solve



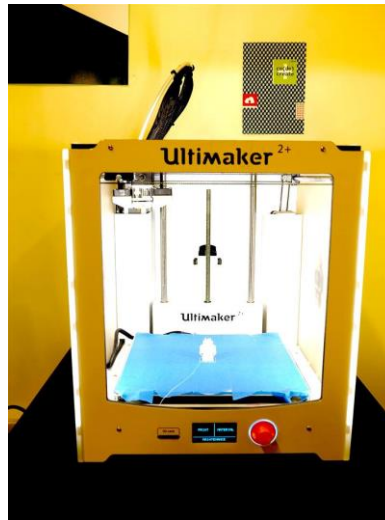
Program Setup:

- Educational material in english, openly licensed and available online in [moodle](#) as an open educational resource freely for everyone to reuse, modify and redistribute
- Set up of **Open Labs** using laptops, 3d printers, robotic kits etc.
- Free snacks and transportation for participants
- Social activities
- Gender and cultural balance within the class
- Free lab day for experimentation



Implementation:

- May 2017 – Ongoing
- More than 350 beneficiaries
- 8 Courses (Python, Robotics & IoT, Web Design & Digital Content Creation, Office Automation, WEB II - Advanced design course, Web Design & Web Development, 3D printing with circuits & Arduino, Basic ICT Skills)



(d)

Hackathon
Community
OpenSource
Collaboration
Hack
Developers
Create



q+a

