

# City Service Development Kit



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PARTICIPATION REPLICATION PILOT  
Helsinki 10-6-2014



# Open 311, API's Implementation

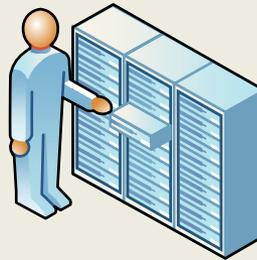
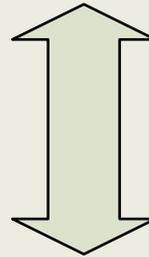
MOBILE APP



PARTICIPATION  
API



MUNICIPALITY'S  
WEB SITE



MUNICIPALITY'S  
BACKEND SYSTEM



City SDK



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COMPUTERS



# Apps & Technologies

- API was implemented according to CitySDK specifications. For the implementation ASP.NET WEB API 4 was used. API is hosted on municipality's infrastructure.
- Apps: Two apps already on market stores, one on Android and one on Windows Phone Platform. Apps currently consume Lamia's, Helsinki's and Lisbon's endpoints. More cities to be added.
- iOS app is on final production phase.
- Html5 app is being developed too.



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# Engagement & Dissemination Activities

## Developer's engagement & dissemination activities

Month	Event Category	Event	Main target groups – Participants
March & April	Developer's engagement	Open Data Workshops for Academic audience in Technological Education Institution of Lamia	Students of Technological Education Institution.
March	Developer's engagement	App's Contest with winning awards	Software engineers.
May	Project's Dissemination	2 <sup>nd</sup> Lamia Night Run	Wide Public (Over 1200 participants Over 25000 visitors of special web site)
May	Project's Dissemination	Special Hall for the promotion of CitySDK activities in Panhellenical Exhibition of Greece	Wide Public (35.000 visitors)
June	City's events center	Pan-European week of environment	Ecologists, environmental groups, (Over 800 participants)



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# Sustainability steps

- Current issue reporting API fulfills all the requirements of defining and submitting a request.
- In order to attract more developers and subsequently more users we create a separate API that offers more specialized features.
- This new API is **a complement and not a substitution** of issue reporting API.
- It can be integrated in any city that is CitySDK compliant



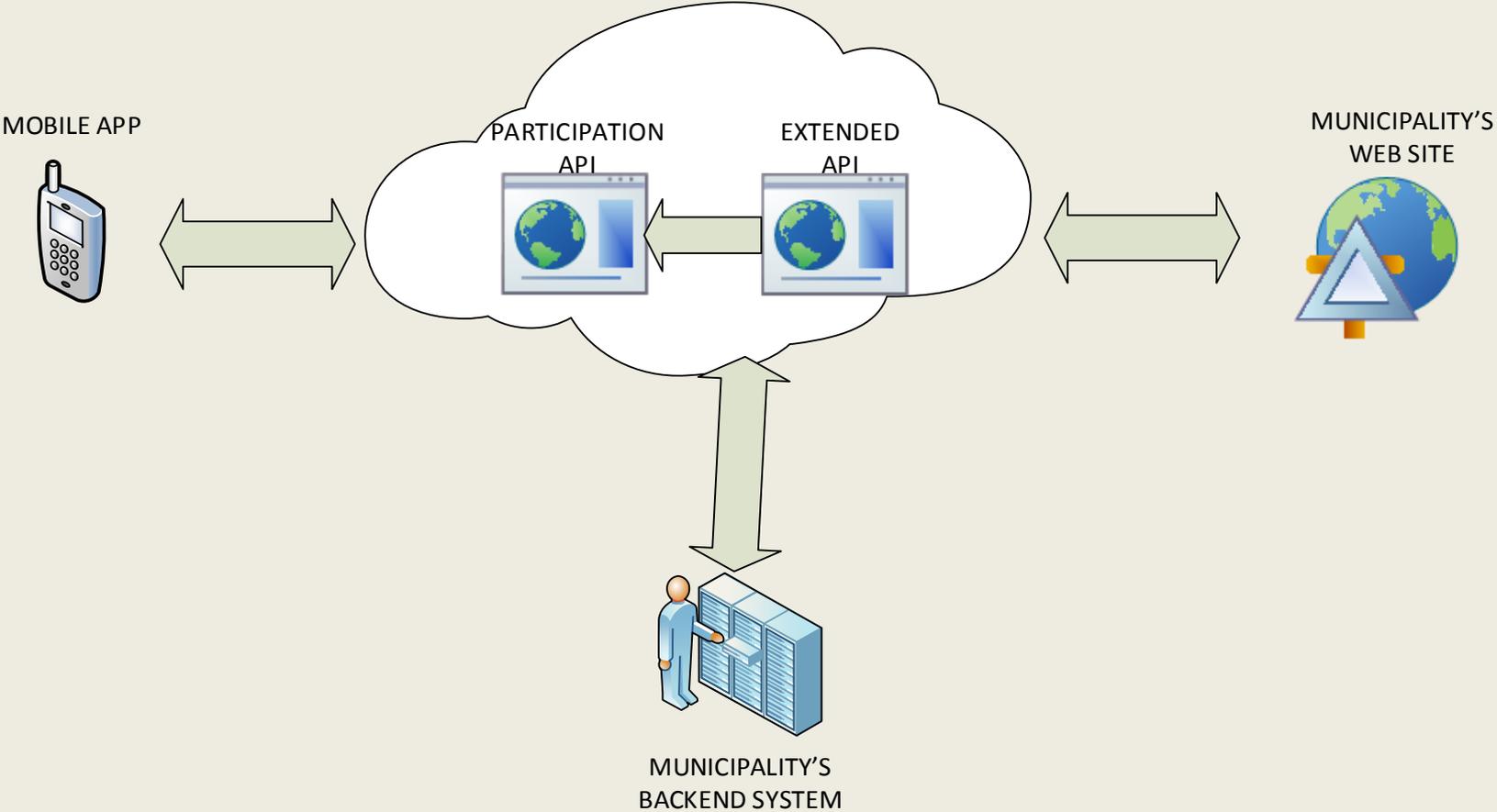
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# Sustainability steps



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# Sustainability steps

## Features of the complementary API:

- Mark submitted issues using like - dislike
- Comment submitted issues
- Receive push notifications when the status changes
- Register using the credentials from most popular social networks (e.g. Facebook, Twitter, etc.) so you can keep track of your activity
- Publish your requests to above social networks
- Get rewards depending on your monthly activity (e.g. User with most requests submitted, User with most comments submitted, etc.)
- Three apps (one for each mobile platform: Android, iOS, WP) have been developed that consume both APIs(CitySDK issue reporting and new extended API)



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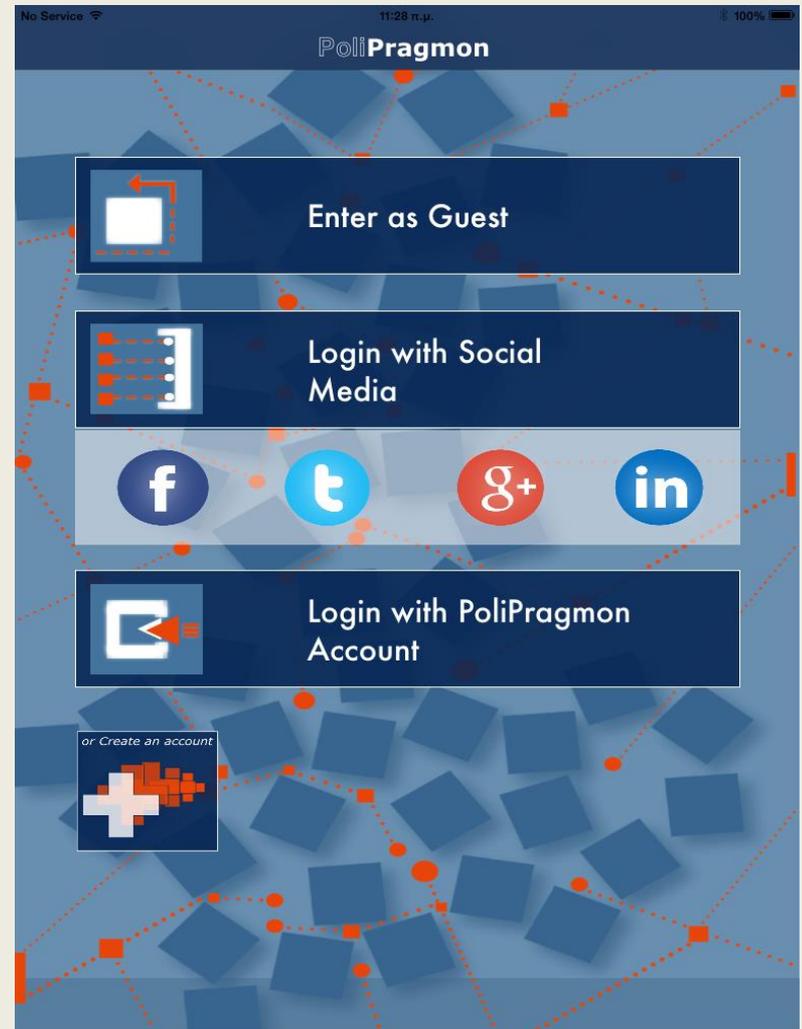


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# Consuming the Extended API in a Nutshell

Register using the most popular social networks as well as in-app accounts



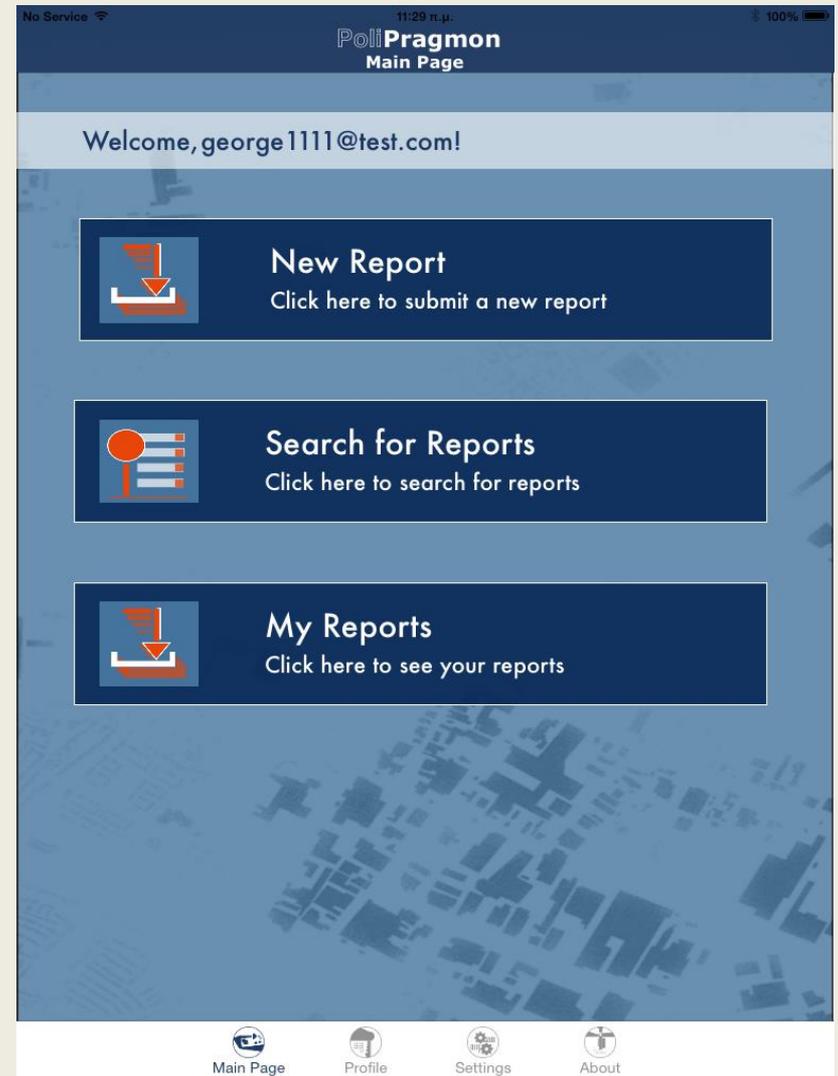
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# Consuming the Extended API in a Nutshell

Three main options:  
submit, search and locate  
personal reports



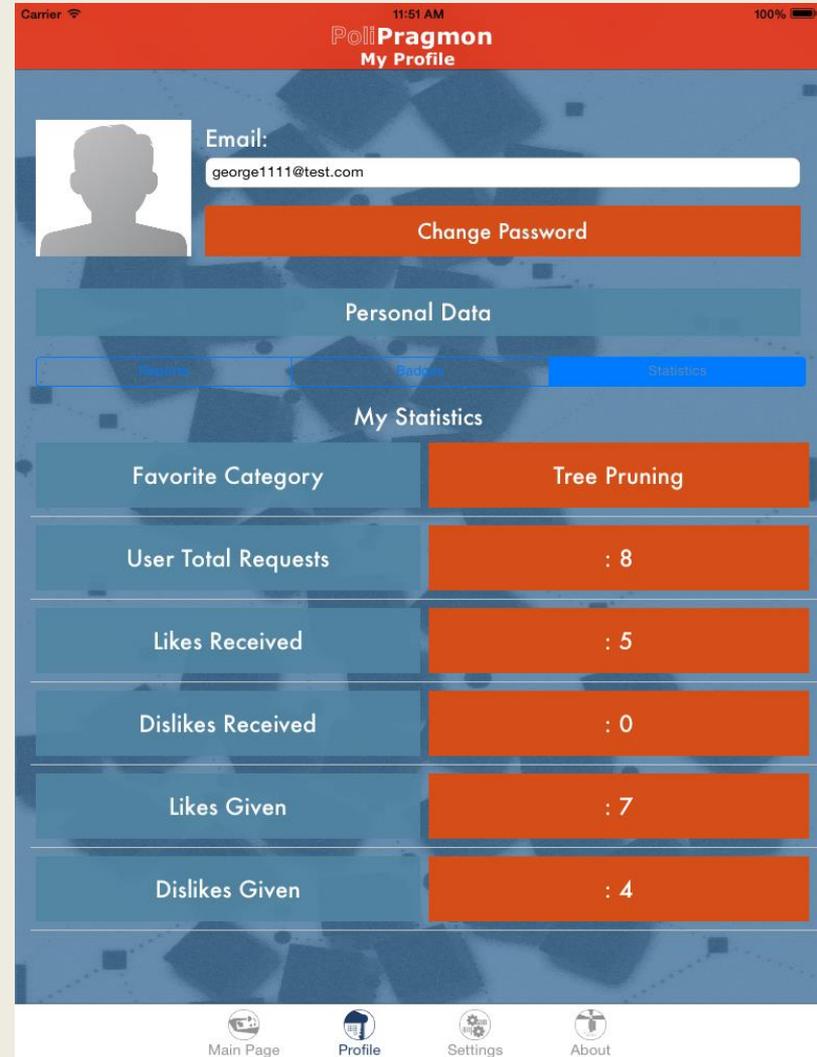
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# Consuming the Extended API in a Nutshell

Users can monitor their own profile and statistics



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