

“Collaborative approach to requirements gathering in Italian Programmes”

Jems Italian Group

User Group meeting

Vienna, 13-14 September 2023

News 1 - this morning

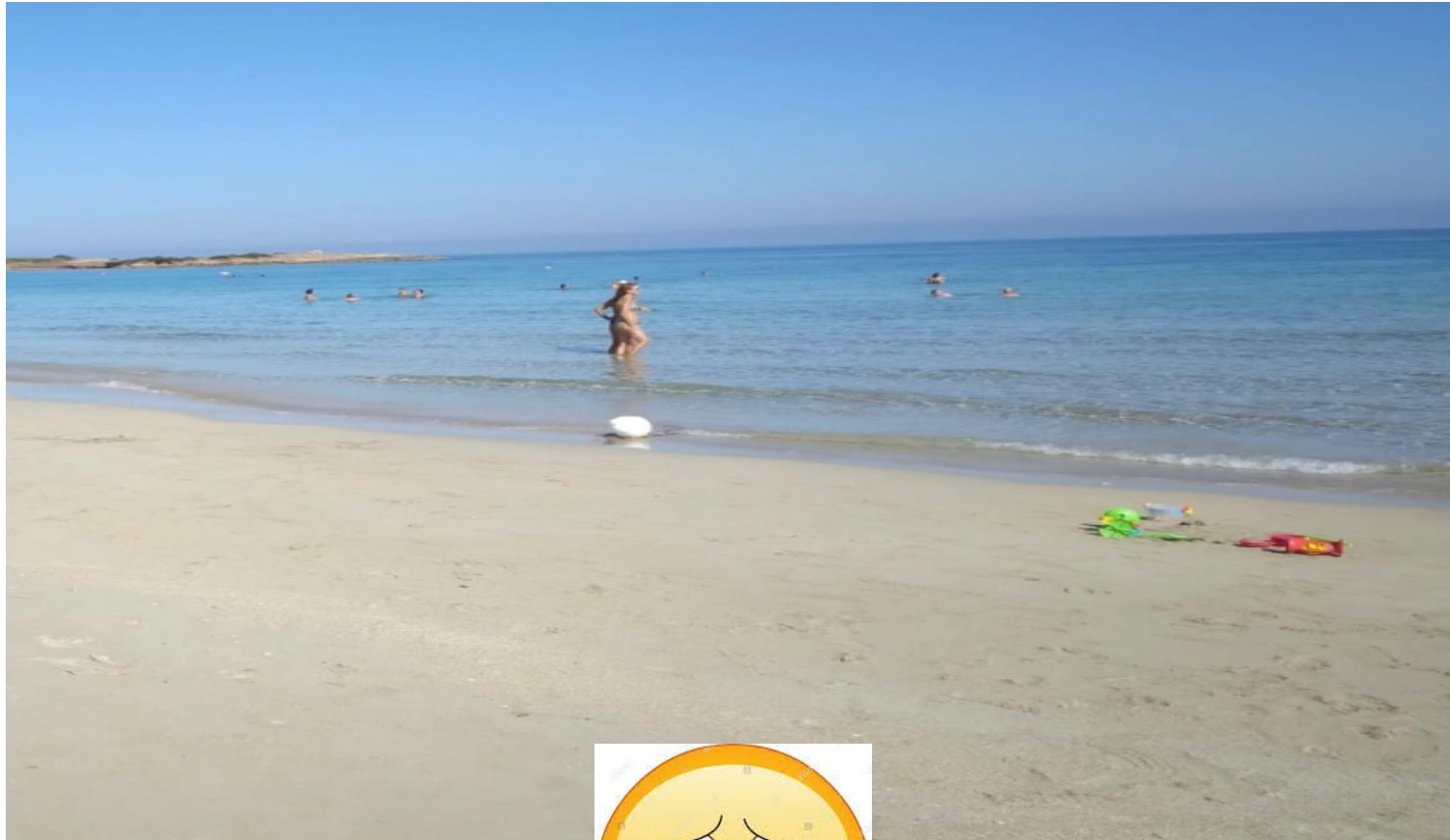


Il futuro della PA tra nuove intelligenze e transizione digitale

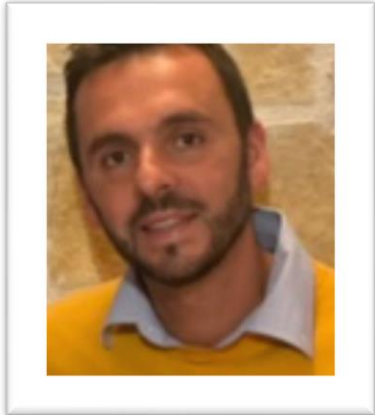
 13 settembre 2023



News 2 - ...also this morning



Who we are & The main steps



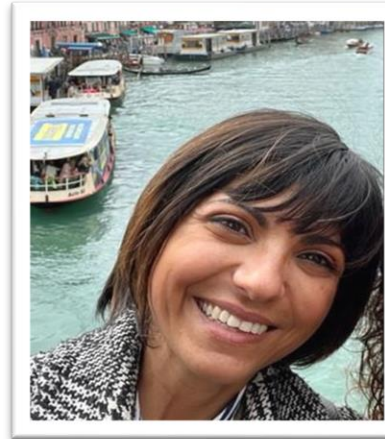
FABRIZIO ERRICO

Jems Coordinator

IPA South Adriatic

eMS Coordinator

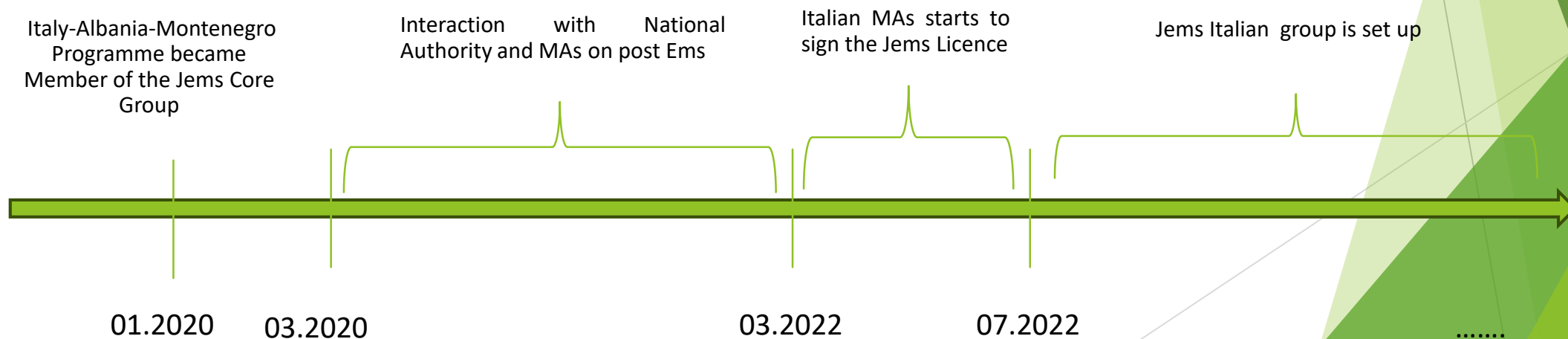
IPA CBC Italy-Albania-Montenegro



SIMONA LULLO

Jems Specialist

IT-HR Programme



Members of the Jems Italian Group



Why this Group

Share experiences and problems of individual Programs to improve the usability of the system

- After one year of informal dialogue with the National Authority, a better structure was needed;
- The various Managing Authorities started to "*wink at the Jems*»;
- Licence agreement signed;
- Many features and/or problems were common to the various programs (EiDAS, PUC, data extraction, etc)
- By using all the same technological platform, it was possible to maximize costs and times;

Why collaborative requirement gathering

- To have a single and shared vision of all functional and technical requirements;
- To not replicate similar functionality and/or plug-in;
- To avoid flooding the Interact help desk;
- To increase the value and weight of requests presented to the Core Group;



Collaborative Requirement Gathering Approaches

The collaborative approach & the operative methodology

Jems Italian Group adopts the same approach proposed by Interact within the Core, User and thematic Group

- Online meeting every month (2-3 hours of meeting) in proximity of the Core group meetings



- Homework from Interact shared with all programmes
- The topics covered are often in preparation for the Core Group

- 1 or 2 representative per programme

- Physical meeting every 6 months. First meeting on 21 September in Venice hosted by Italy-Croatia Programme



Collaborative Requirement Gathering Approaches

Communication channels

- ▶ Google meet for online meeting
- ▶ Slack for instant communication. Different spaces by topic
- ▶ Google cloud for sharing docs
- ▶ Doodle for decisions



Ensuring Representation of All Programme Needs

ITALIAN PROGRAMME NEEDS

- ▶ The coordinators of the Italian JEMS group collect the needs of the Programmes which will be discussed during the meetings.
- ▶ The goal is to find a solution that can be developed jointly while respecting the timelines of all Programmes (Igrue protocol)

IDENTIFIED NEEDS TO INTERACT

- ▶ The Italian JEMS GROUP identifies priorities
- ▶ CG representatives communicate the group's needs DURING the feature development phase.

Lessons Learnt and Best Practices

An agreement was made between MA to share some solutions including :

- Update of System & Application Translation (in Italian and French)
- Common technical/legal specifications for software suppliers;
- the possibility of having a common middleware on which to develop specific plugins;
- building plugins collaboratively (cost/time sharing)
- periodic test days

Lessons Learnt and Best Practices

- At least 1 person (from each Programme) who knows well program processes (*not a developer but a good analyst who understands needs and knows how to transform them into real solutions*)
- Ability to adapt and imagine possible alternative solutions (costs/benefits)

But most of all

- Remember that there is no software capable of satisfying all imagined needs and requirements

It's not easy... but we try!

