

# MiICT

Quarterly Newsletter (October—December 2019)

## The power of co-creation proved again:

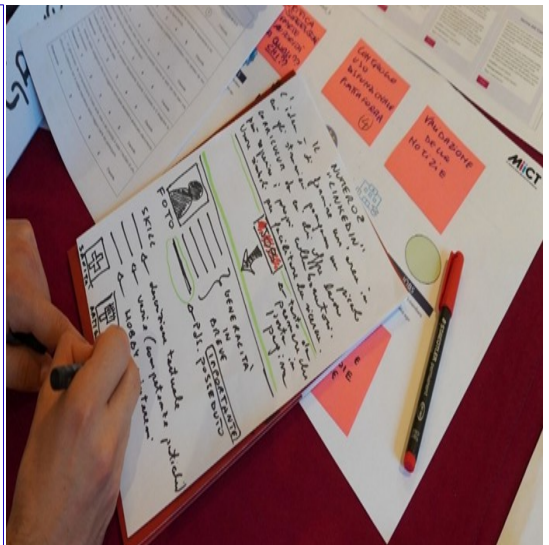
### Mind mapping and prototyping teased out solutions for main challenges

The second round of co-creation workshops was successfully completed. We can be proud of the whole series of events that took place in Italy, Cyprus and Spain. In addition to our project team members and local partners, we had the privilege to co-create and co-design ICT-enabled services with participants from different stakeholders: migrants (including asylum seekers and refugees), public service providers and NGOs.

Each pilot workshop was split into two sessions. In the first session, participants worked in mixed teams using mind maps to co-create solutions for the nine pillars of challenges identified in April 2019. In Cyprus and Spain, there were 3 groups, each completed 3 mind maps, one for a pillar. In Italy, there were 2 groups, each completed 4 mind maps with one pillar repeated between the teams. The nine pillars were education, accommodation, health, social integration, social welfare, employment, language, status and transportation. To differentiate the perspectives of the participants, migrants drew their ideas with a green pen, NGOs' representatives used blue and public service providers used red pens. This was the same across all of the pilots.



Participants, split into teams, were advised to get familiar with the services on paper and through tablets. Services were available in a test environment, enabling users to click and test the navigation and some basic functionalities. The main objective of prototyping was to generate further ideas regarding the initial proposed services considering established design frames resulting from previous elicitation activities and to incorporate potential solutions proposed during the mind mapping phase. Teams voted and ranked generated ideas. The TOP 5 prioritised ideas, were used to create prototypes detailing ideas and proposed solutions.



The second phase of workshops enhanced the perception of the co-design and co-creation methodology, as suitable for partnering with participants to develop solutions. Creating and designing together with participants created the sense of ownership for them which would enhance their acceptance of the services provided by the online platform (IMMERSE) being developed. Valuable feedbacks were received which would aid the ongoing technical development, as we look forward to prototyping and sustained testing from June 2020.

If you are aware of any dissemination opportunities, including but not limited to conferences, panels, seminars or joint publications, please let us know via [miict@shu.ac.uk](mailto:miict@shu.ac.uk).

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