

MIICT Final Conference 26.01.2022



# MICADO

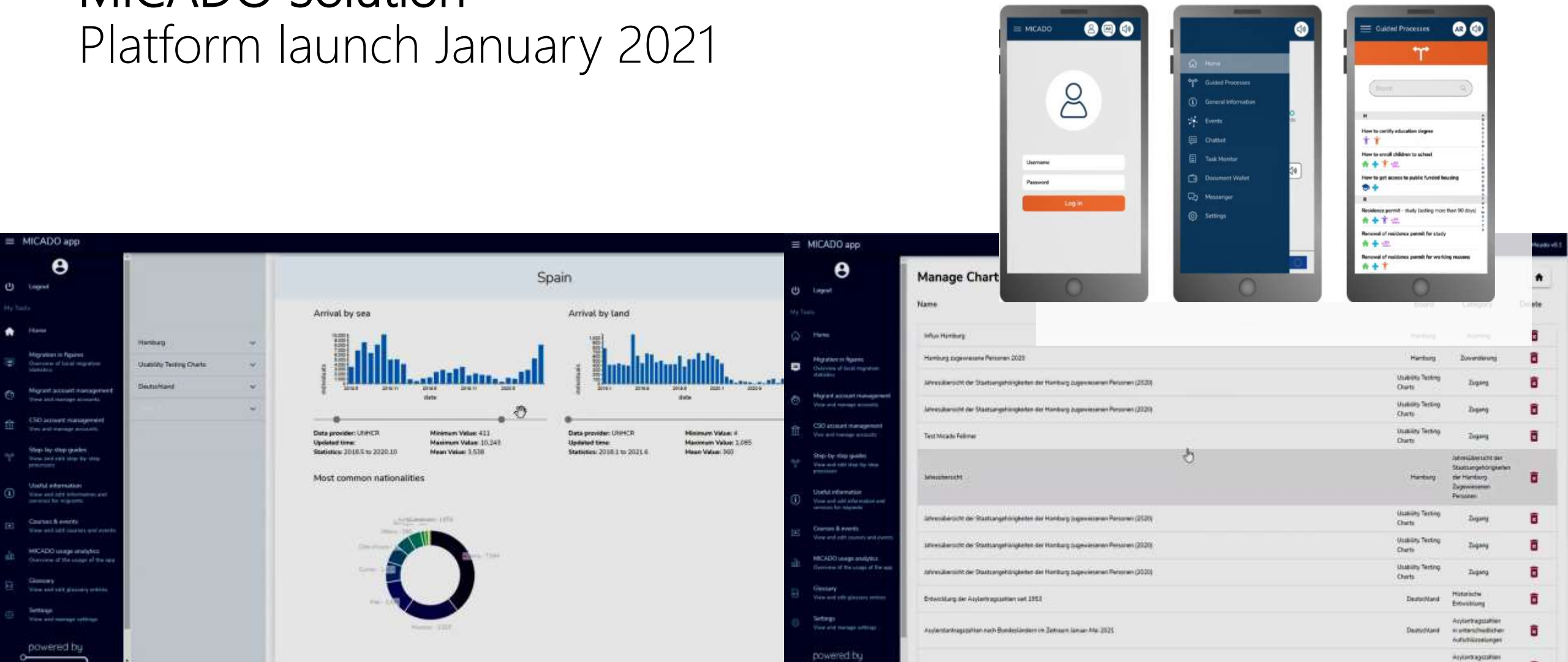
## Impact & Sustainability

Prof. Dr.-Ing. Jörg Rainer Noennig (HCU Hamburg)



# MICADO Solution

## Platform launch January 2021



MVP component: Migrant Situation Monitor

# In a Nutshell Application Scenarios



Migration in figures  
View and manage migration statistics



Migrant account management  
View and manage accounts



CSO account management  
View and manage accounts



Step-by-step guides  
View and edit step-by-step processes



Useful information  
View and edit information and services for migrants



Courses & events  
View and edit courses and events



MICADO usage analytics  
Overview of the usage of the app



Glossary  
View and edit glossary entries



Settings  
View and manage settings



Housing



Education



Healthcare



Employment



# In a Nutshell Target Groups



## Migrant account management

View and manage accounts



## CSO account management

View and manage accounts



## Step-by-step guides

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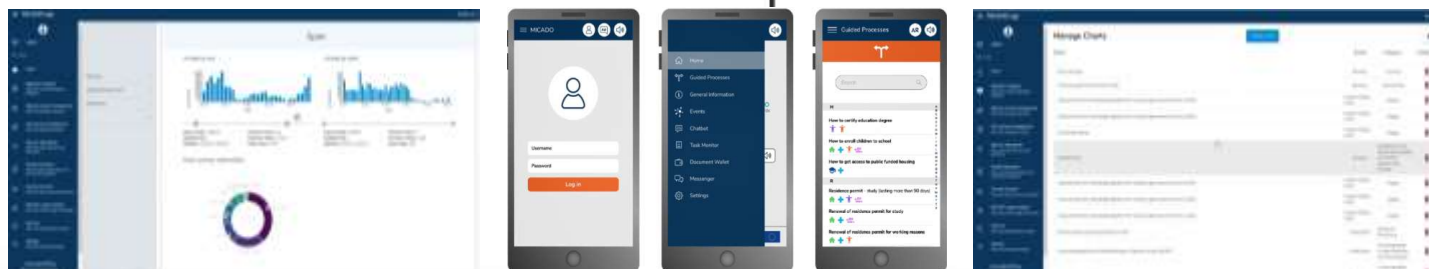


## Settings

View and manage settings



# In a Nutshell Target Applications



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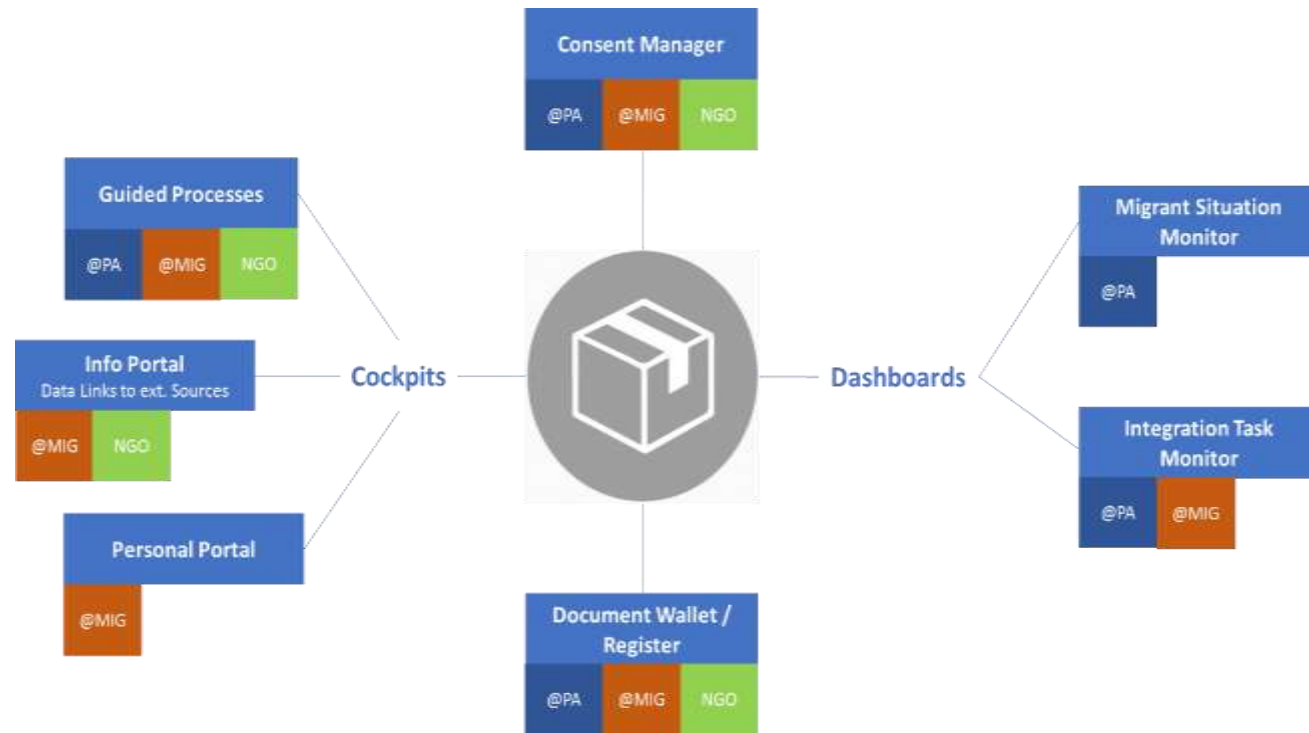
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# MICADO Minimal Viable Product (MVP)

## Universal Solution / Generic Services



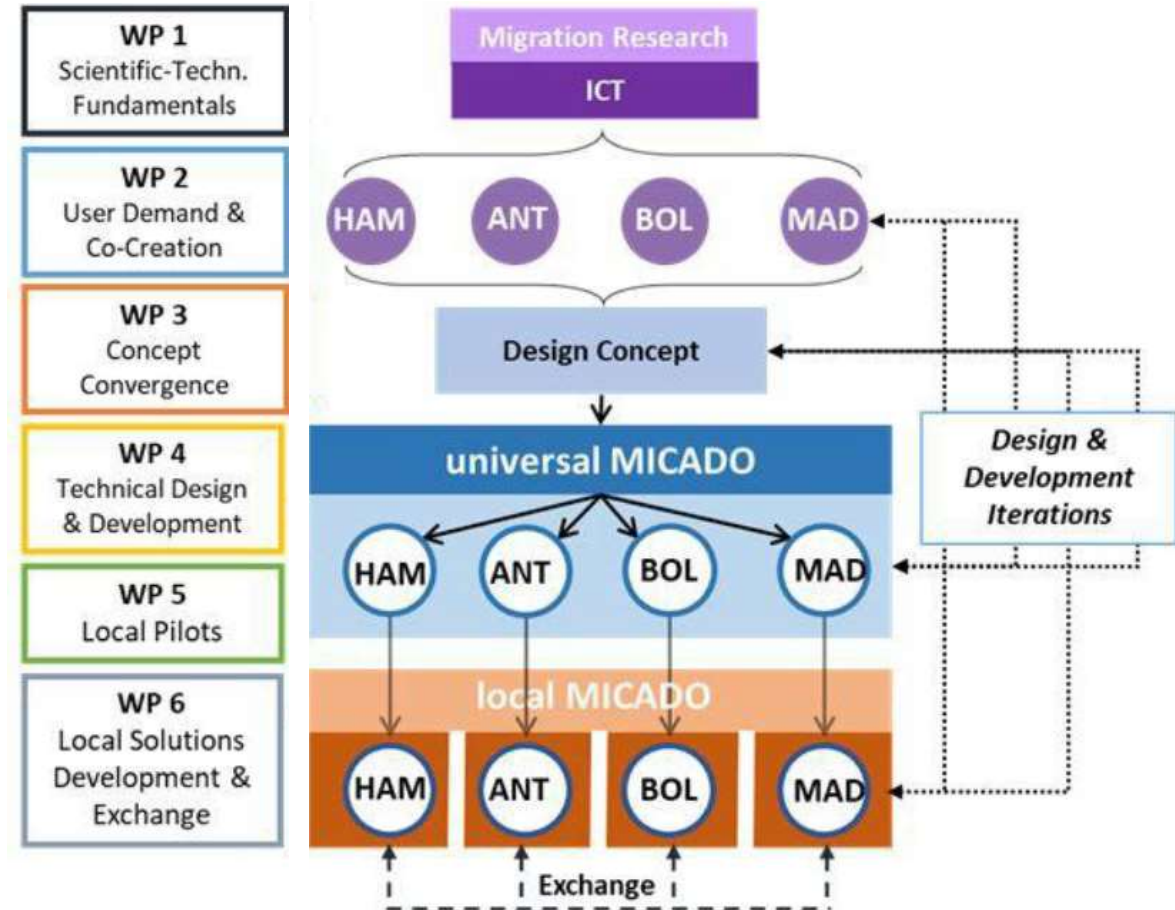
-  **Migration in figures**  
Overview of local migration statistics
-  **Migrant account management**  
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# MICADO Sustainability by Project Design

## Co-creation, Convergence, and Uptake

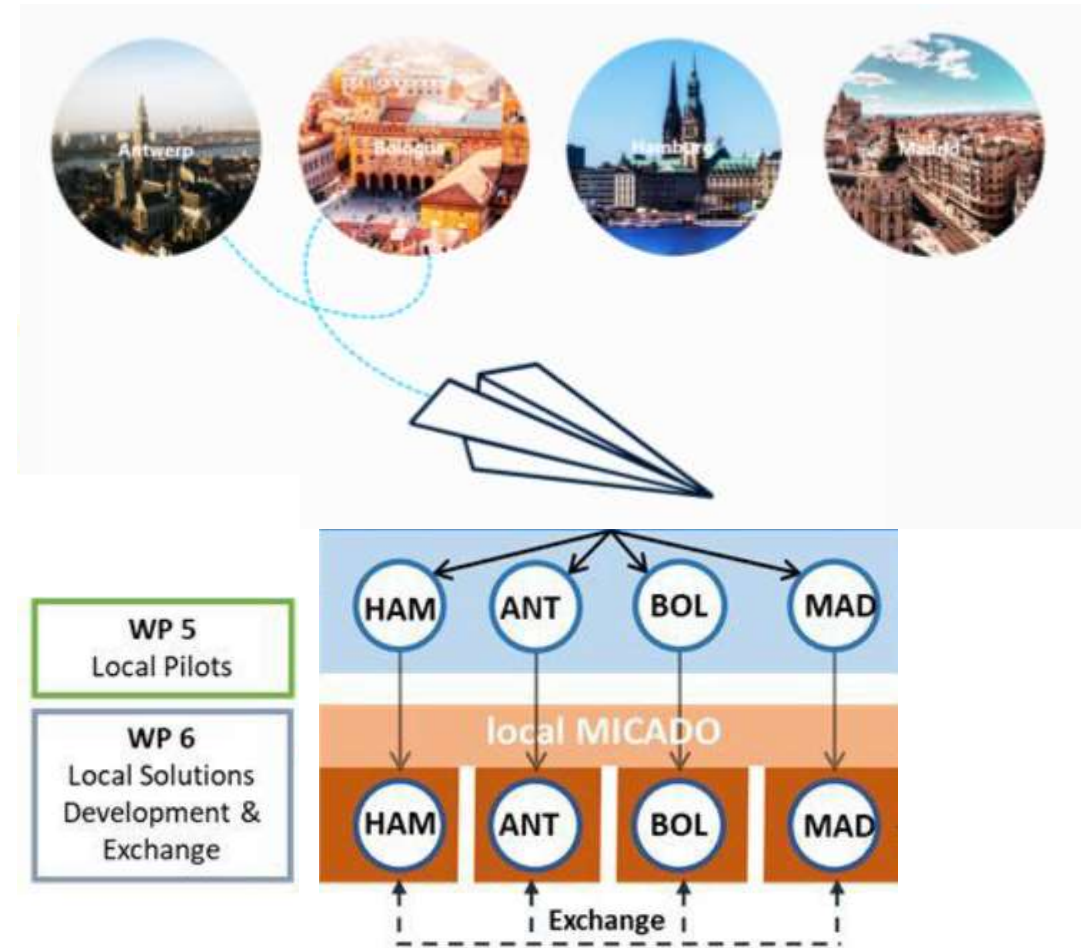
- **Goal:** Ensure long-term sustainability and development of MICADO solution beyond project run-time
- **Project structure** targeting embedding of MICADO within institutions, communities, routines and (data) environments
- **Uptake Workpackages:** Dedicated WP 5 “Local Pilots” and WP 6 “Local Solutions, Development & Exchange”



# MICADO Sustainability by Project Design

## Multiple Local Solutions

- Ensuring applicability and future evolution in the different geographical / cultural contexts by way of **multiple local solutions** (“MICADA”) responding to local end-users and specific conditions
- Most relevant **knowledge generated during pilotation** in four cities (WP 5), needs to be included in final technical development stage and in Uptake and Sustainability Plans and Strategies



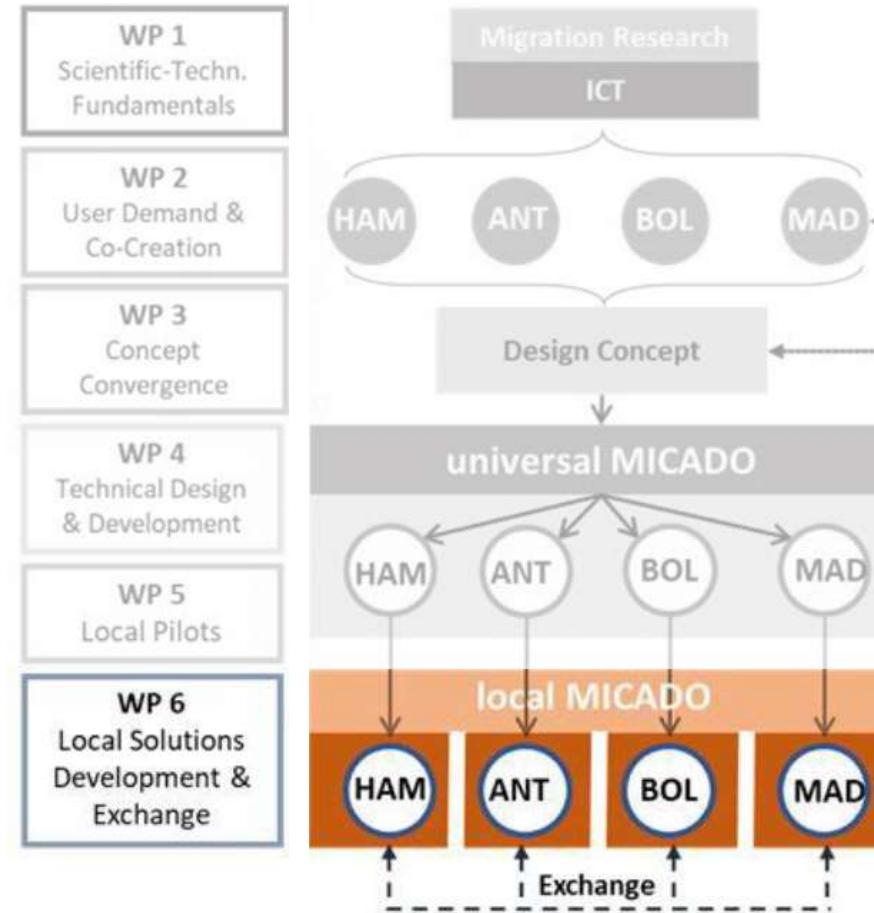


# MICADO Uptake and Sustainability Plan

## Work in Progress

**Key deliverable** for WP 6 “Local Solutions, Development & Exchange”: processes, events, activities, guidelines

1. **General Uptake and Sustainability Plan:** General demands → General measures (location-agnostic)
2. **Local Uptake Strategies:** Location-specific demands → Location-specific measures





# Local Uptake



## Migrant account management

View and manage accounts



## CSO account management

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## Step-by-step guides

View and edit step-by-step processes



## Useful information

View and edit information and services for migrants



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Local communities



Dedicated Outlet

# MICADO Local Uptake Model

## Antwerp



Sounding Board Group Digitalisation Antwerp

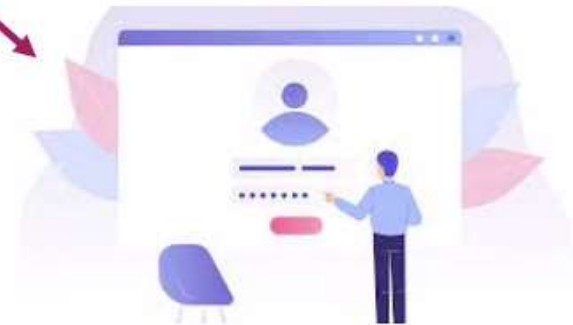


Follow Me

**micado**  
migrant integration cockpits & dashboards



App van 't Stad



Flemish Civic Integration Digitalisation Unit

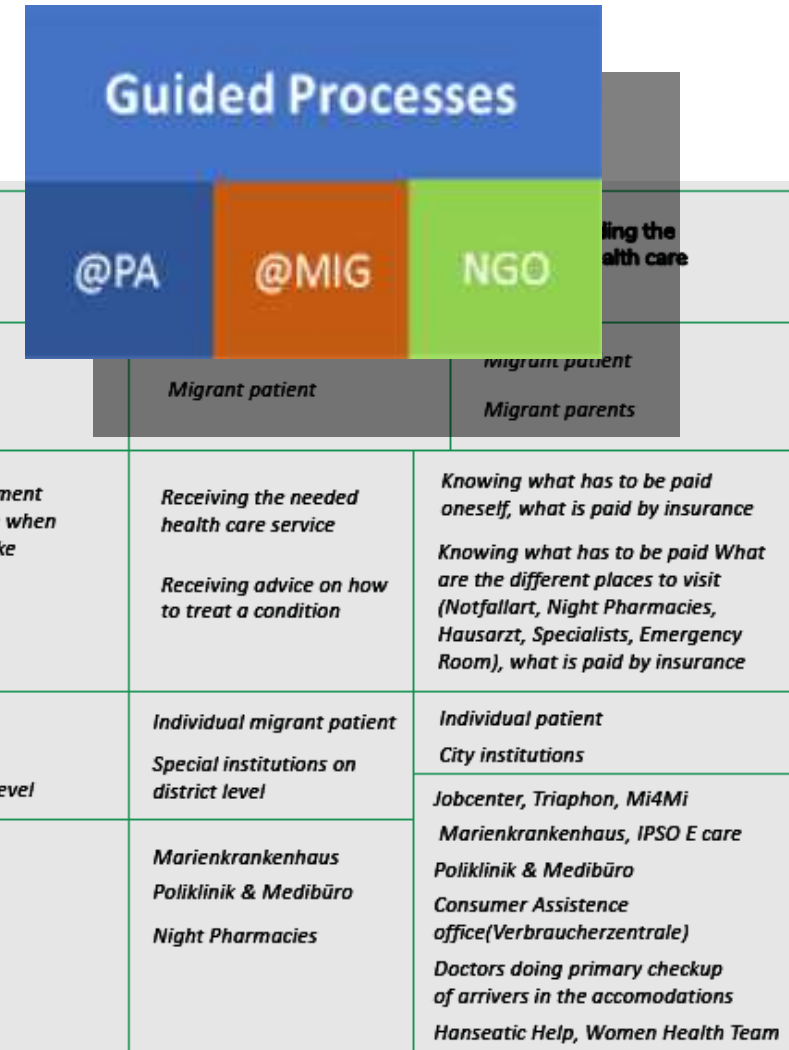
# MICADO Local Uptake Model

## Hamburg



# MICADO Adaptation to local contexts

## Local specification of services



Housing Bologna	Search apartment to rent	To Candidate for a social house	procedures for emergency housing
<b>Main actors</b>	Migrants Rent app agencies Online platform	Migrants ACER (Social housing institution in Bologna region)	Migrants Social services ASP (Housing transition)
<b>Goal as perceived by participants</b>	Find the best housing solution available	Get access to the social housing paying a cheap rent	find a temporary solution in the shortest possible time that can mitigate the housing emergency
<b>Level of organisation</b>	Municipality level Digital level	Metropolitan level housing institution level	Metropolitan Level (metropolitan city of Bologna) Municipality level
<b>Stakeholders involved</b>	Migrant social network Local community Association/third sector	ASP Social workers Association (Ex: Sunia)	Social workers

Health (Migrant Perspective)	getting an appointment	Receiving the needed health care service	Receiving advice on how to treat a condition	Knowing what has to be paid oneself, what is paid by insurance
<b>Main Actors</b>	Migrant patient Doctor's practices	Migrant patient	Migrant patient	Migrant parents
<b>Goal as perceived by participants</b>	Getting an appointment as quick as possible when in an emergency (like tooth ache)	Receiving the needed health care service	Receiving advice on how to treat a condition	Knowing what has to be paid oneself, what is paid by insurance Knowing what has to be paid What are the different places to visit (Notfallart, Night Pharmacies, Hausarzt, Specialists, Emergency Room), what is paid by insurance
<b>Level of organisation</b>	Individual/doctor's offices level Individual/patient level	Individual migrant patient Special institutions on district level	Individual patient City institutions	Jobcenter, Triaphon, Mi4Mi Marienkrankenhaus, IPSO E care Poliklinik & Medibüro Consumer Assistance office(Verbraucherzentrale) Doctors doing primary checkup of arrivers in the accomodations Hanseatic Help, Women Health Team
<b>Stakeholders involved</b>	Doctor's offices Hospital's emergency rooms Pharmacies	Marienkrankenhaus Poliklinik & Medibüro Night Pharmacies		

# MICADO Adaptation to local contexts

## Local Pilot Testing

### - EMAIL & PHONE:

#### - Co-creation:

- 26 by email (26/11, 9/12)
- 22 reminders by phone (9-10/12)

#### - Usability test candidates:

- 155 by email (26/11, 9/12)
- 6 reminders by phone (9-10/12)

#### - Other migrants:

- 1.306 by email (29/11, 10/12)

#### - CPS associates born in a foreign country:

- 340 people (02/12, 09/12)

#### - Migrant and refugee Associations

- 33 by e-mail (9/12)
- Reminders by phone

#### - Migrant University Associations

- 7 by email (21/12, 21/12).

#### - E-mail sending 27,051; Opened by 5,700

### - FACEBOOK:

- 57 groups, 880,285 members (17/12, 22/12, 11/01)

### - TWITTER 2

### - LINKEDIN 1

### - WEBSITE 1

## Madrid Pilot KPI

Target group	Subgroup/personas	
<b>Migrants*</b>	Refugees and asylum seekers	3
	Female migrants	3
	Migrants living for longer than 10 years in the immigrant country	3
	EU migrants & other categories of migrants	3
	<b>Total</b>	<b>12</b>
<b>Public Authorities</b>	Directors and middle management (coordinators, team leaders, etc.)	4
	1st line social workers/advisors	4
	<b>Total</b>	<b>8</b>
<b>NGOs / Local communities**</b>	NGOs and any other organisation working for and with migrants	4
	Civil society organisations / Volunteers	4
	<b>Total</b>	<b>8</b>
<b>Overall total</b>		<b>28</b>

\*For having a representative sample, each city has to have at least 4 migrants with a low level of formal schooling, and/or basic digital skills (within the total number of participants =12), and ideally 1 participant per language available in the tool.

\*\* For having a representative sample it will be important to have participants from organisations of the 4 main topics of MICADO: housing, health, work and education



# MICADO Location-specific Sustainability Measure

## Local context demands

- **Adaptation and extension** of general UASP for local and sustainable implementation
- **Local uptake profiles** with key specifics, individuality, differences of involved cities / places
- **Mapping stakeholders** and their specific roles in each local group

### UPTAKE PROFILE HAMBURG

City-state with the cross-connecting Senate Chancellery as a coordinating unit (partner within MICADO consortium). Multiple Experiences from previous research-driven IT-projects (DIPAS, COSI a.o.) that were embedded in municipal ecosystem.

**USE:** State authority for Social Affairs (BASFI), Local District Authorities for Social Affairs

**HOSTING:** Dataport Central IT service provider for North German federal states, costly

**DEVELOPMENT** HCU (university) and LGV (state authority)



# MICADO Location-specific Sustainability Measure

## Local context activities

- **Portfolio** of place-specific approaches and unique solution (good practices, learning cases)
- **Mutual adaptation** special uptake formats for adapting the system to local end-users and vice versa
- **Local Caretaking:** Actively using the interests and capacities of MICADO consortium partners

### UPTAKE MEASURE HAMBURG

#### MICADO inside HCU academic curriculum

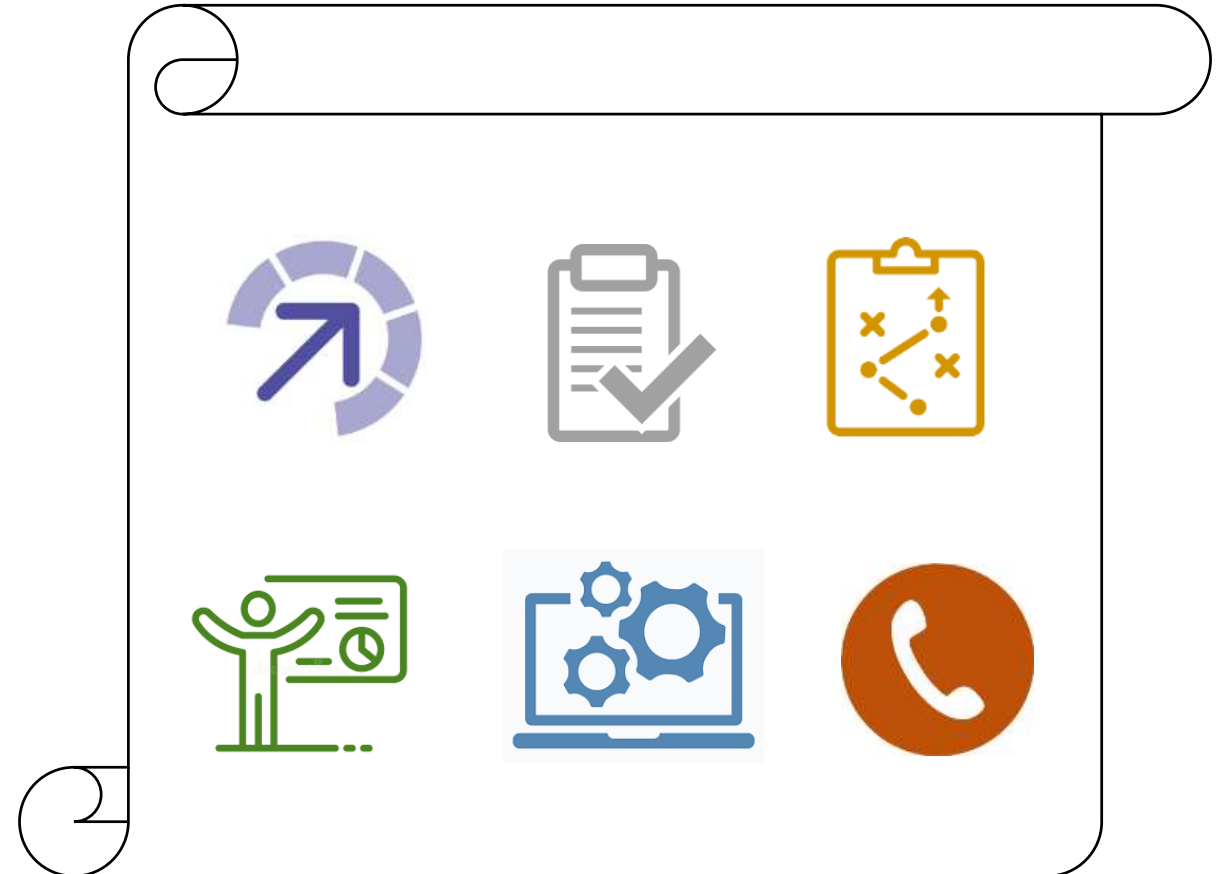
HafenCity University (HCU) will embed creative software development and experimental application of MICADO within its academic teaching e.g. as regular component within the curriculum of Digital City Science lab (MICADO coordinator), or as interdisciplinary block seminar (hackathons).



# MICADO Brief Guideline

## How to create a Local Uptake Strategy?

- **Contextualised roadmap** from current status quo to MICADO's sustainability goals. Derived from general UASP and local-specific demands / measures
- **From sketch to strategic document:** from definition of overall direction to concrete measures and events



# MICADO General Sustainability

## Three Levels

**1. Sustainable Use:** using the solution in daily professional practice, defining new use cases

**2. Sustainable Hosting:** operating and managing the technical deployment, maintenance, caretaking

**3. Sustainable Development:** new use cases, features, functionalities; adaptation to new demands, managing GitHub repository (request, questions, tasks)

- **Key question:** are these roles are distributed across different institutions, or in one hand?



REQUISITE  
uptake formats  
Processes  
guidance

# MICADO General Sustainability

## Ensuring Impact

- *@ Sustainable Use: **Market Place***: Community platform (repository, website, forum) for contacting, publication, and exchange
- *@ Sustainable Use: **LESCs*** Usage of existing Local Expert and Stakeholder Committees
- *@ Sustainable Development: **Central caretaker group***: a core team for long-term open source development
- *@ Sustainable Development: **Dev Community Event*** promote to open source software development community (e.g. Translateathon)



# MICADO General Sustainability Measure

## Sample event: Translateathon

**Purpose:** Generation of translated text for the MICADO app via the format of a playful and gamified workshop. Can be carried out outline, multiple times, potentially a recurring event also within school classes (language education, social work). **Activity:** Participants can participate in two roles, either as 1) as translator, or as 2) validator. To the “translators” English text (taken from the MICADO app) are given to be translated into their own language. To the “validators”, translated text from the translators are given for semantic and grammatical check. Participants, after a while, can swop the roles. To spur the translateathon, gamification elements are used e.g. artificial timelimits, translator competitions, increasing difficulty of text etc.

- **Duration:** 3...5 hours
- **Location:** Online
- **Organiser:** Authorities, universities, school
- **Participants:** Native speaking migrants or migrant supporters
- **Preparation:** Text bodies, Online / game room, Credits and incentives





# MICADO Local Uptake Strategies

## Local Uptake Strategy Sketch: Hamburg

**PURPOSE** The uptake activities ensure that MICADO is known and well-received by administrators and tech developers in relevant local Hamburg authorities, as well as in the creative SW scene, in order to motivate them to further use and develop MICADO after the H2020 project has finished.

**STRATEGY ROADMAP** Administrators and tech developers from migration-related authorities Hamburg authorities, as well as from the creative SW scene resp. CSO, will receive targeted communication about MICADO in the end of 2021, and be invited to co-creative uptake workshops beginning of 2022. Over the course of 2 months, 3 targeted workshops will be carried out at HCU Hamburg with approx. 30 participants. Workshop 1 addresses administrators and technical developers from the local Hamburg tech scene and invited to facilitated hackathons. The uptake process is accompanied by a press & media campaign in local media, and a thorough documentation of activities and results. The MICADO solutions, the software code and results will be documented in an open repository.

**PARTNERS** Authority for Social Affairs, Geoinformation Agency, Senate Chancellery, Code for Hamburg, Hamburg Universities, Hamburg Innovation, Media Tech Cluster Hamburg.

**FORMATS & TOOLS** In accordance to the different partners / stakeholder groups, 2 different workshops formats will be carried out: 1) Hackathon (two local event over 2 days), 2) Business Case Competition (1 online event over 2 weeks). The press and media campaign consists of press releases, press conference, and social media posts. A Github documentation will be created with a Hamburg branch and curated by [person] until [date].

**SCHEDULE** Press announcement [date], Hackathon 1 - invite [date], Hackathon 1 – event [date], Hackathon 2 - invite [date], Hackathon 2 – event [date], Business Case Competition - invite [date], Business Case Competition - event [date], Press conference [date]

**RESOURCES** Cost for workshops [room rent, catering, tech licenses], communication, personnel. The costs will be covered by resources from [MICADO, authorities, sponsors, else]

**CONTACTS** From the local MICADO team, [persons] will organize and supervise the uptake activities. Contact persons from the participating partners are [persons].



# MICADO Uptake Planning Manual

6 Chapters for Impact and sustainability



1. Why & what?



2. Outcomes & Results



3. Uptake Strategies



4. Formats



5. Tools



6. Contact & Support

# EU Uptake MICADO Market & Community

[solutions.micadoproject.eu](https://solutions.micadoproject.eu)

[Home](#) [Core Functions](#) [Tutorials](#) [Github](#) [Contact Us](#)

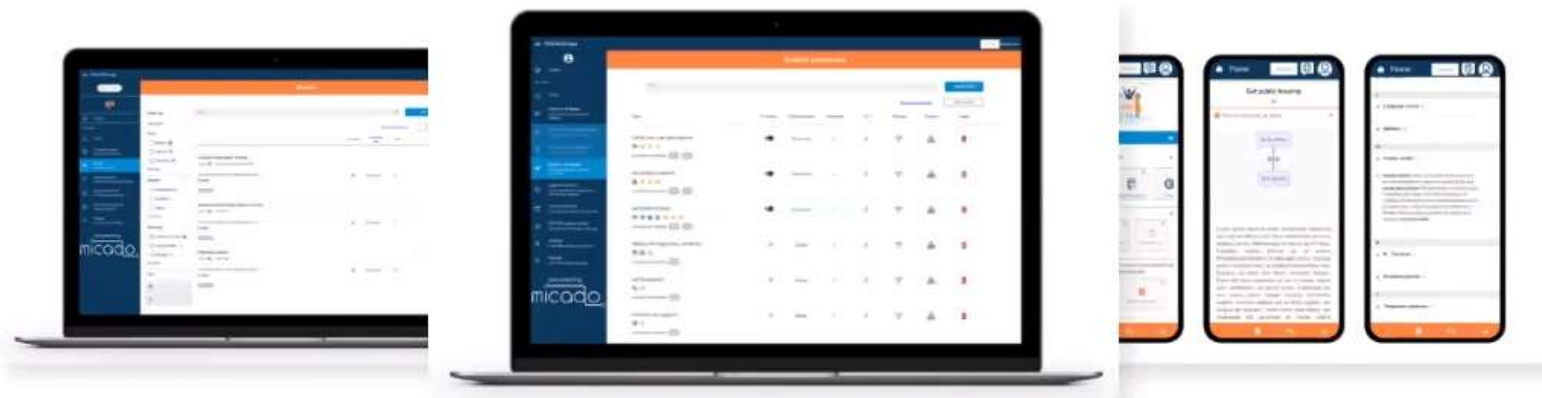
MICADO SOLUTIONS

## Digital solutions for migrants, local governments, and NGOs.

The interconnected online tools bring together migrants, local authorities and NGOs to facilitate easy access to relevant information and services.

Contact us

Github



Back to Radar

# Work in progress.

