



Instructions for using the IMPACT toolbox prototype

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toolbox: <http://impact.uid.com:8080/impact/#>

project web site: <http://www.policy-impact.eu/>

Introduction:

The IMPACT toolbox offers four different tools for argument reconstruction, visualization, consultation and policy modelling. The following instructions will guide you through the main functions of the toolbox to let you experience how the tools work in the context of online policy consultations. Feel free to use other functions of the tools as well, but please note that the toolbox is still a prototype and some functions may not work as intended. In case you can't proceed with your task at any point, please go back to the start screen and start over again. This walkthrough will take approximately 30mins if you follow the instructions below and take the survey once you're finished.

- ➔ *Using Firefox or Chrome (not Internet Explorer), go to the start screen of the IMPACT toolbox at <http://impact.uid.com:8080/impact/>*
- ➔ *Once you're finished, go to the online survey at <http://ofb.zebralog.de/policy-argumentation/> and answer the questions about the tools you have tested.*

Background information:

Policy consultations are debates about specific proposals for public policies. They are typically started by public agencies at a time when a proposal has already been drafted, but no decisions have been taken and several details are still open. A typical example is a Green Paper consultation in the European Union which centres around the Green Paper with draft policy proposals on a certain issue and the several questions that are raised by the responsible public officials. The consultation addresses all those who are affected by the proposed regulation. Usually, anyone interested is invited to contribute with opinion and expertise to the policy formulation.

Online policy consultations are policy consultations where the Internet is one channel to obtain feedback from stakeholders. Online policy consultations can have various forms, from providing an e-mail address for input to the consultation or setting up online questionnaires for specific target groups up to full-fledged online forums for online deliberation about policies. A new approach is to also consider opinions that are raised in third online spaces such as private blogs etc. as contributions to a policy debate, even if they have no explicit reference to the official space of an online debate like, e.g., an online forum.

Arguments form a constituent part of policy debates. Any proposal is justified by arguments, and debates about proposals and their particulars operate by exchanging arguments that support or criticise the proposal or the justification. Apart from their quality – are they convincing? are they well formulated? – arguments can be distinguished by their form. Argumentation theorists have identified certain schemes that can be applied to arguments and help to order them according to their form.

These *argumentation schemes* consist of a formal structure that limits the possible content of an argument's prepositions. A typical scheme in the context of policy consultations is the 'practical reasoning scheme'. Here, the conclusion of the argument is an action that should be taken, and this is justified by specifying the agent that should perform the action, by certain circumstances, by outlining the consequences the action would have and by reference to the values that are promoted by the action. Policy debates have often been criticised to focus more on strategic and personal aspects than on arguments, the rational substance of the debate. The IMPACT tools employ argumentation schemes to help identify arguments in policy debates and to analyse them and subject them to thorough critique.

The Green Paper Consultation scenario:

To demonstrate the different functions of the IMPACT toolbox in a realistic setting, we have designed a scenario based on a real EU policy consultation. The issue here is the reform of copyright in the EU on the background of new technological possibilities. In 2008, the European Commission has published a *Green Paper on 'Copyright in the Knowledge Economy'* and has asked citizens and stakeholder organisations for feedback. This Green Paper consultation is the starting point of the prototype setup, which includes original material from the consultation (policy documents as well as feedback from stakeholders).

Two *roles* are available in this scenario: The role of a policy analyst working for the European Commission and organising the consultation, and the role of a librarian who is representing professional libraries and participates in the consultation as stakeholder representative. You can either choose one role and follow the associated steps explained below, or you try both roles. In any case, please keep in mind that the librarian is assumed to have only basic knowledge of policy-making and argumentation (but is an expert in his / her field, copyright issues), whereas the policy analyst is assumed to have expert knowledge both of argumentation and of copyright policy.

➔ *Please turn to the next page for instructions for using the Argument Visualisation tool!*