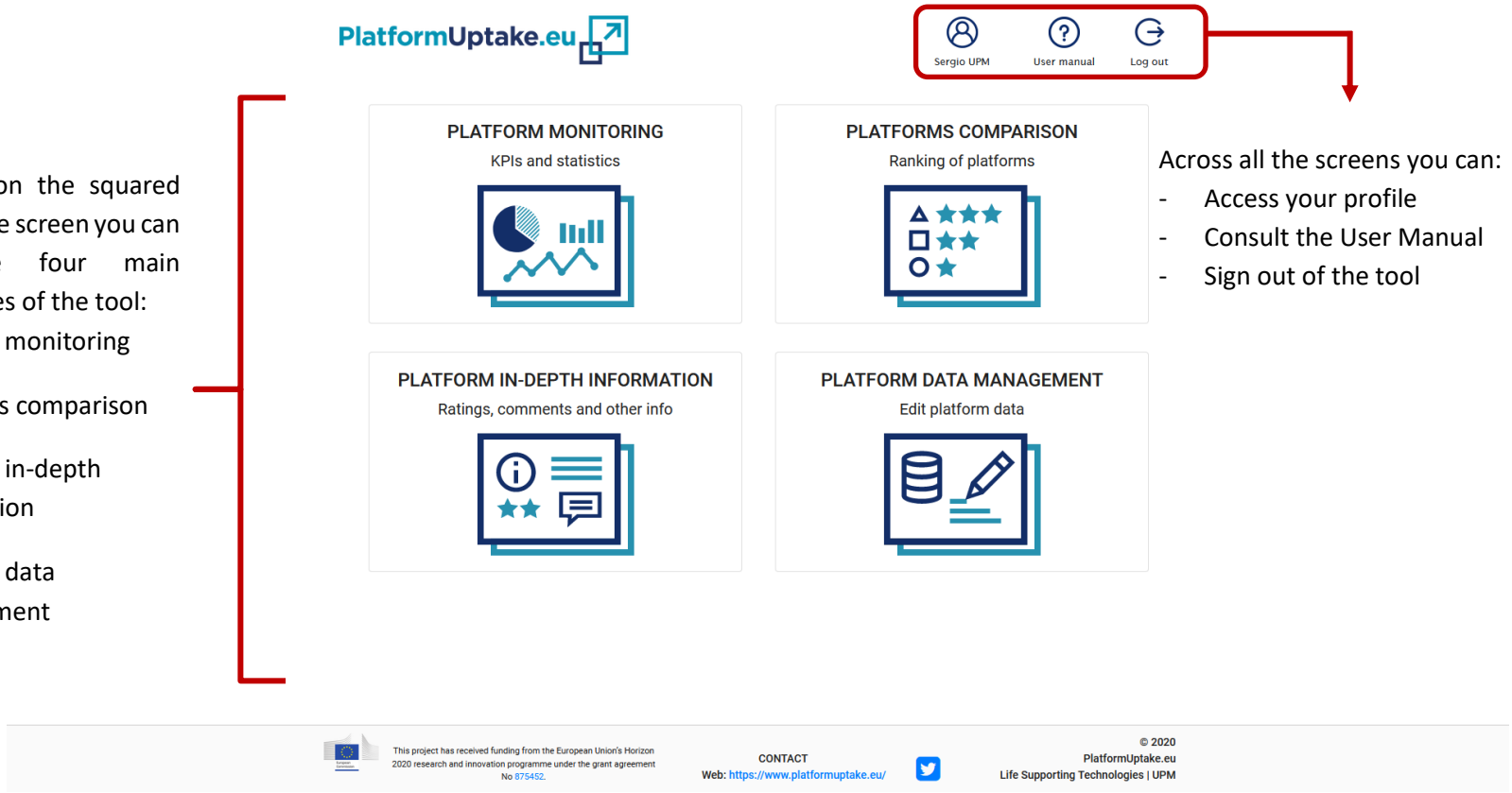
ANNEX III: User Manual of the tool for Platform Owners

By clicking on the squared options of the screen you can access the four main functionalities of the tool:

- Platform monitoring
- Platforms comparison
- Platform in-depth information
- Platform data management



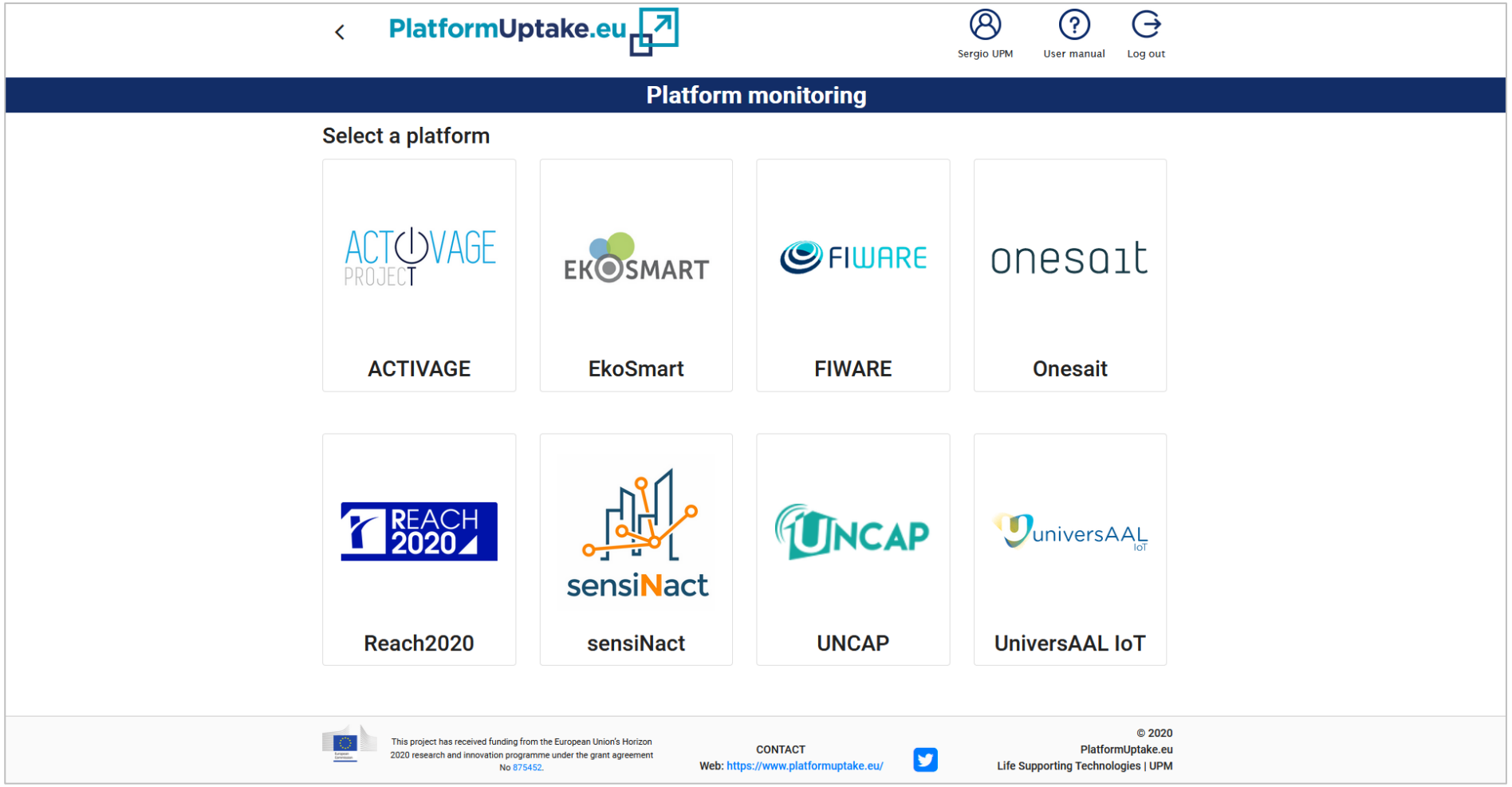
Across all the screens you can:

- Access your profile
- Consult the User Manual
- Sign out of the tool

Note: The Platform Data Management functionality is only available for the administrators of the tool (i.e. Global Admin and Platform Owners Tool Admin). Platform Owners have partial access to this functionality, only to edit existing and entry new values of the indicators' measurements (i.e. KPIs and statistics).

PLATFORM MONITORING allows you to visualize different platform data and scores for a specific platform. The information about the platforms that you can find here is related to a set of KPIs that have been defined to strategically measure tha successful uptake, interoperability, synergies and cost-benefit of service platforms, as well as a set of relevant statistics.

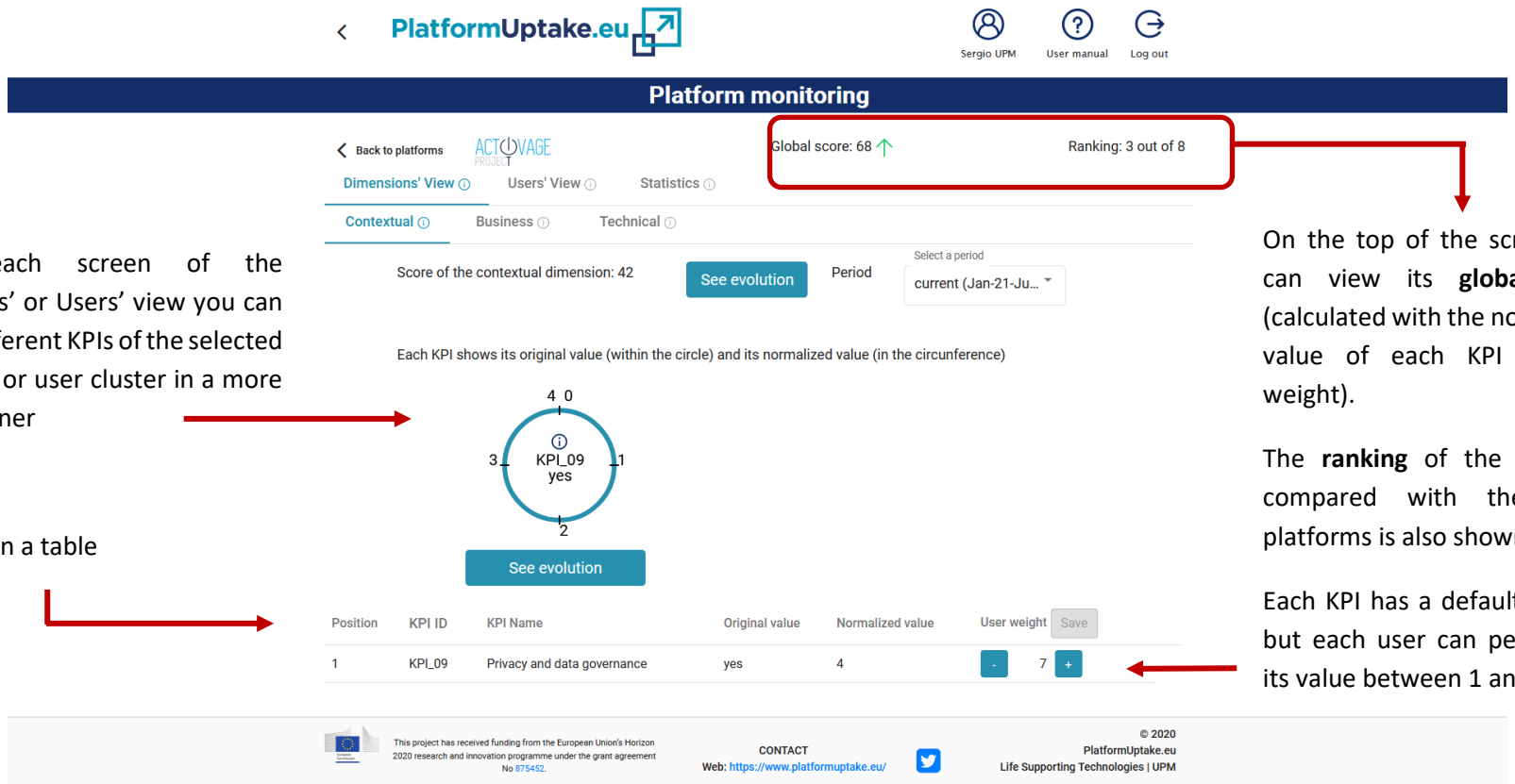
You can select any of the available platforms and visualize its information.



Once you select a platform you can visualize the information in different ways:

KEY PERFORMANCE INDICATORS (KPIs) are organized and can be visualized either per relevant **DIMENSION** for a platform (Contextual, Business and Technical) by selecting the ***Dimensions' View*** tab or per **TARGET USER CLUSTER** relevant for a platform by selecting the ***Users' View*** (Primary End Users, Technology Providers, End User Customers and Government).

STATISTICS can be visualized by selecting the third tab.



Within each screen of the Dimensions' or Users' view you can see the different KPIs of the selected dimension or user cluster in a more visual manner

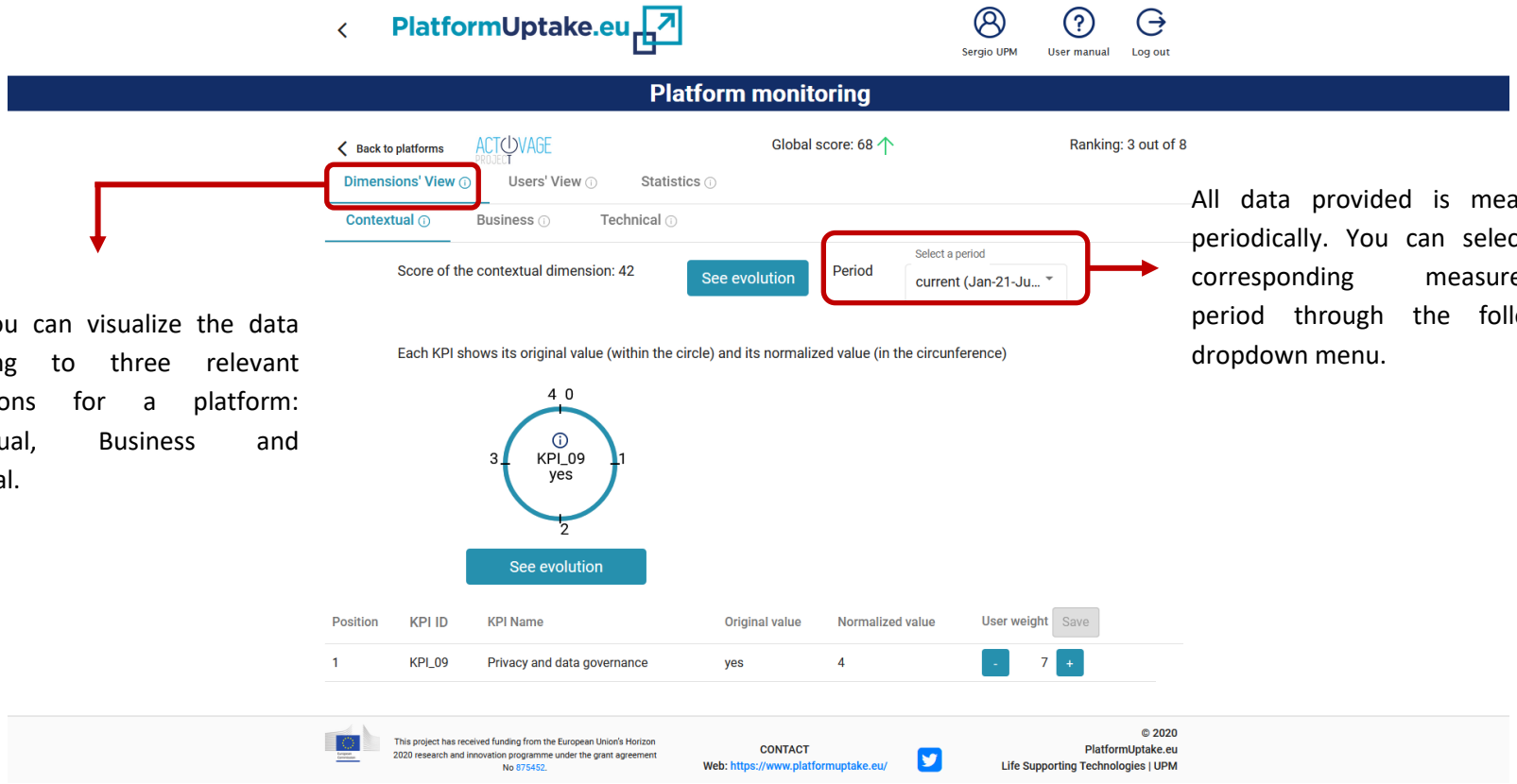
As well as in a table

On the top of the screen you can view its **global score** (calculated with the normalized value of each KPI and its weight).

The **ranking** of the platform compared with the other platforms is also shown.

Each KPI has a default **weight**, but each user can personalize its value between 1 and 10.

DIMENSIONS' VIEW: This option allows to visualize the data according to the three relevant dimensions for a platform, which are: **Contextual** (related to the regulatory framework, ethics and privacy, data sharing governance and Intellectual Property Rights), **Business** (based on the Business Model Canvas) and **Technical** (related to the solution structure and implementation of the physical, service, application, semantic and interoperability layers, as well as the features regarding the device management, integration and interoperability, information security, types of protocols and data analytics).



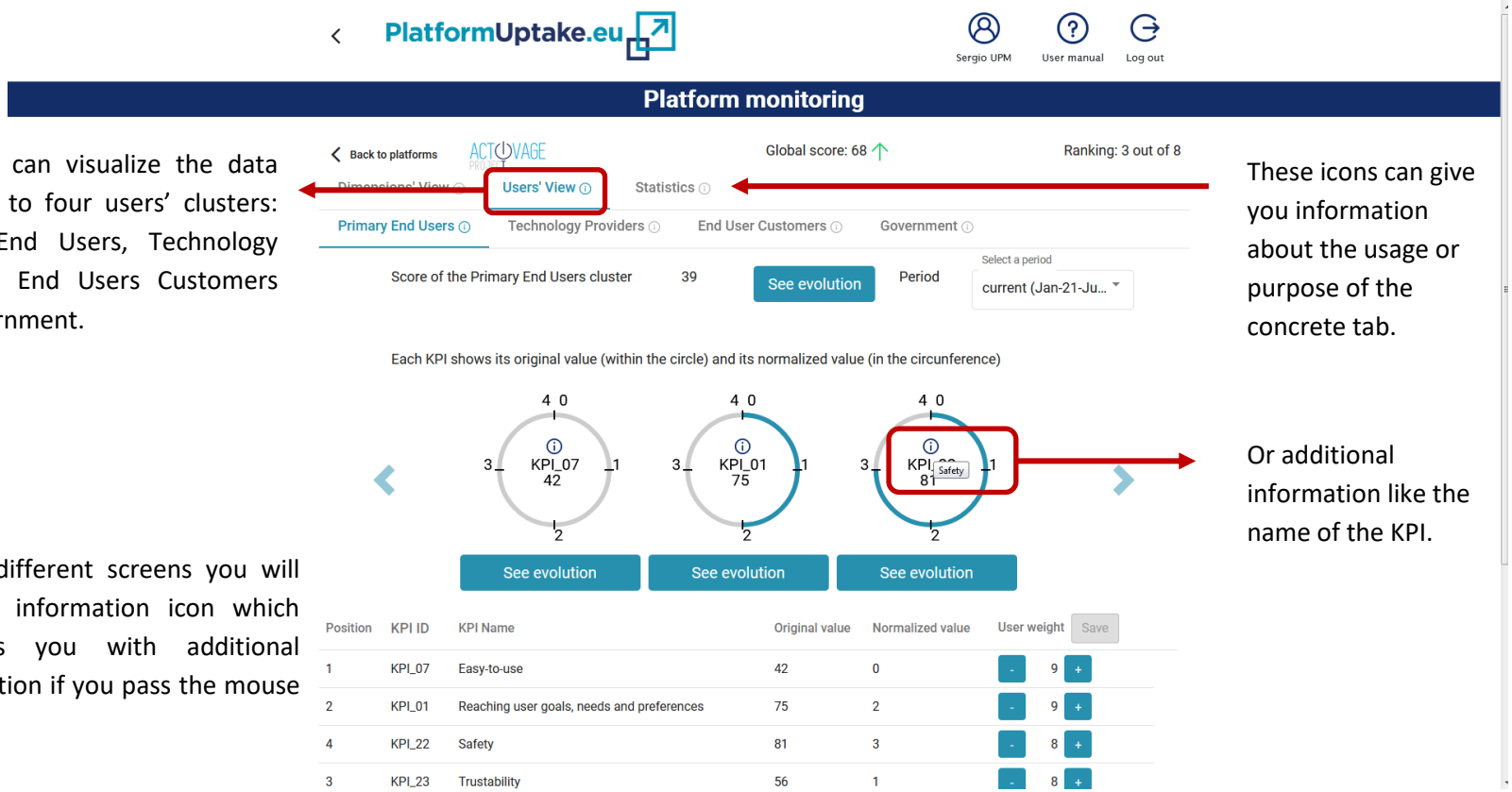
Here you can visualize the data according to three relevant dimensions for a platform: Contextual, Business and Technical.

All data provided is measured periodically. You can select the corresponding measurement period through the following dropdown menu.

USERS' VIEW: This option provides the information that is relevant to each cluster of users of the platform, which are: **Primary End Users** (older people – assisted persons, caregivers), **Technology Providers** (platform owners, platform developers, 3rd party developers, etc.), **End User Customers** (healthcare providers, social and wellbeing organizations, etc.) and **Government** (Authorities and Policy Makers).

Here you can visualize the data according to four users' clusters: Primary End Users, Technology Providers, End Users Customers and Government.

In the different screens you will find an information icon which provides you with additional information if you pass the mouse over it.



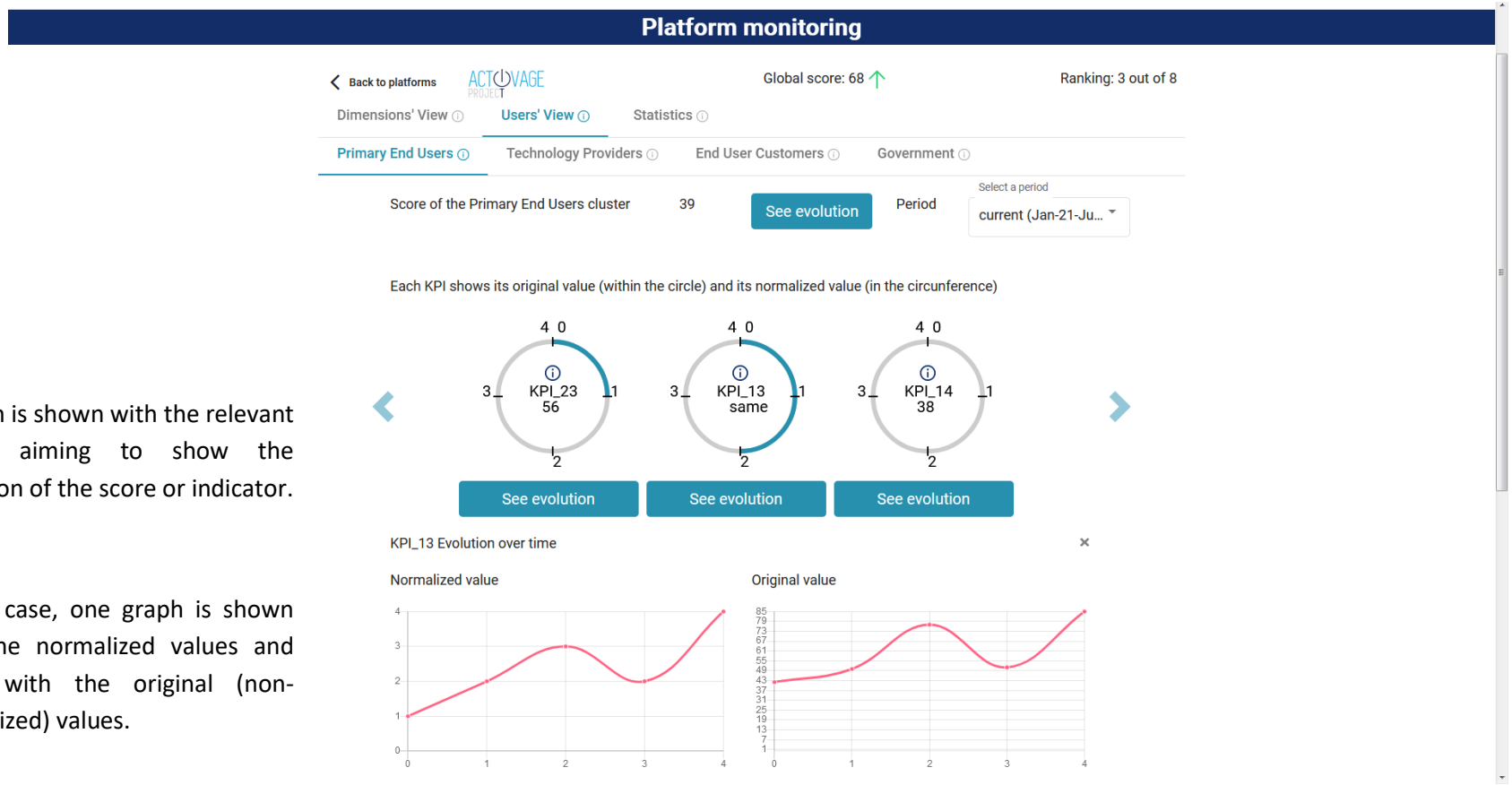
These icons can give you information about the usage or purpose of the concrete tab.

Or additional information like the name of the KPI.

You can also see the **evolution** of the score of a cluster of the historical values of a KPI by clicking on the „See evolution“ buttons that are in the different screens.

A graph is shown with the relevant values aiming to show the evolution of the score or indicator.

In this case, one graph is shown with the normalized values and other with the original (non-normalized) values.



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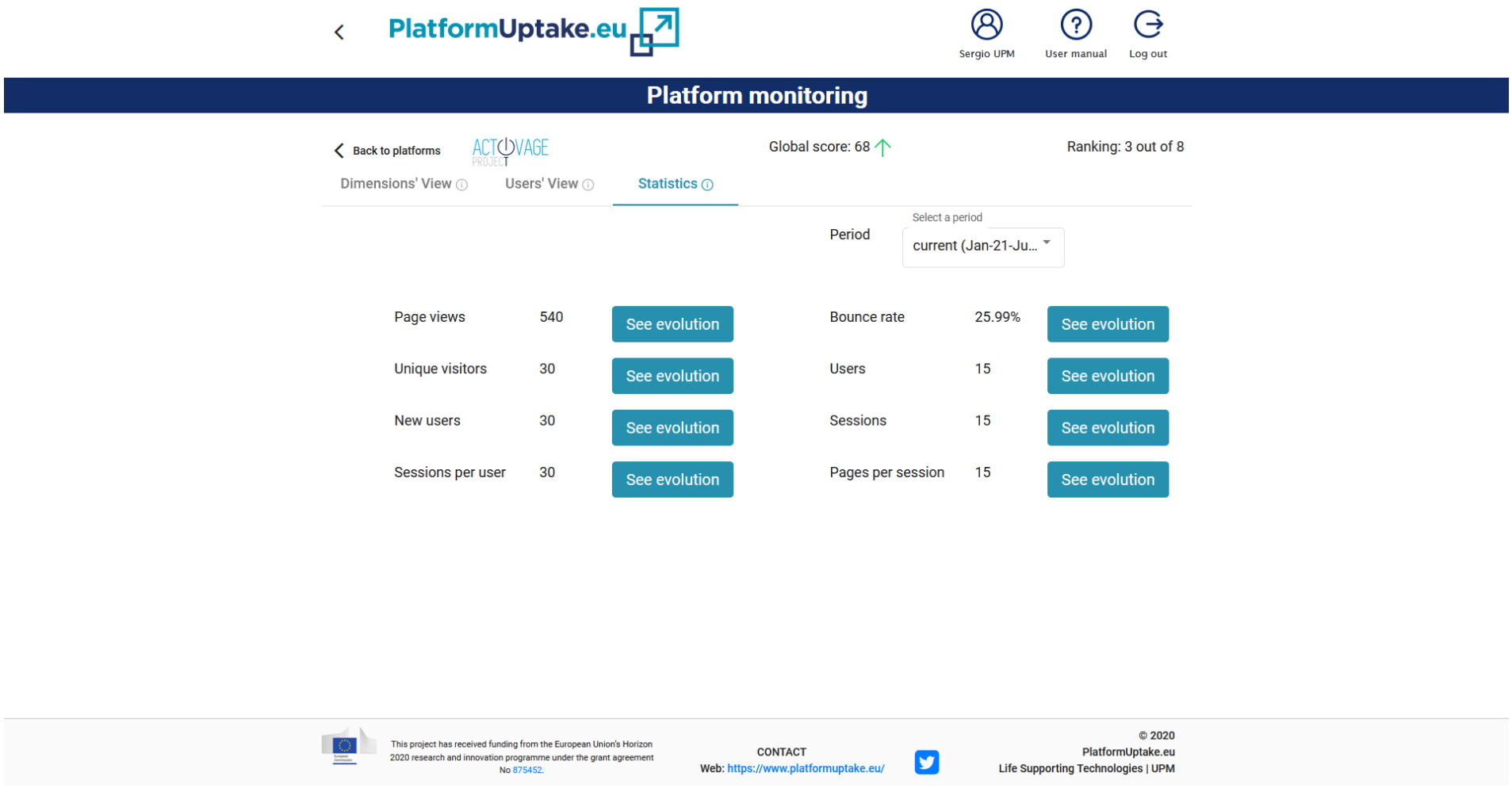
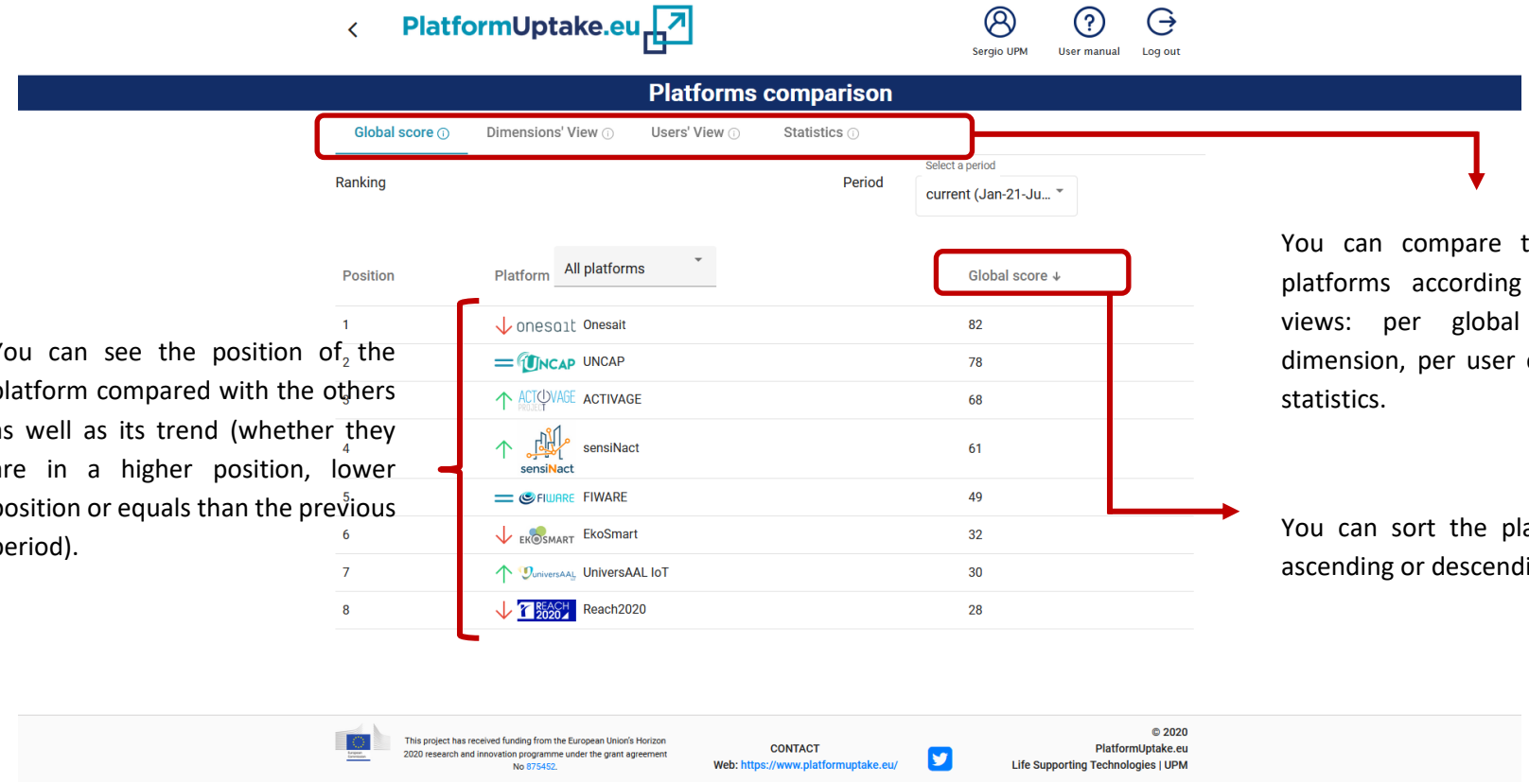
Similar to what happens with the KPIs information, the **STATISTICS** information is provided per period and you can also visualize the historical data of the values of each statistic.



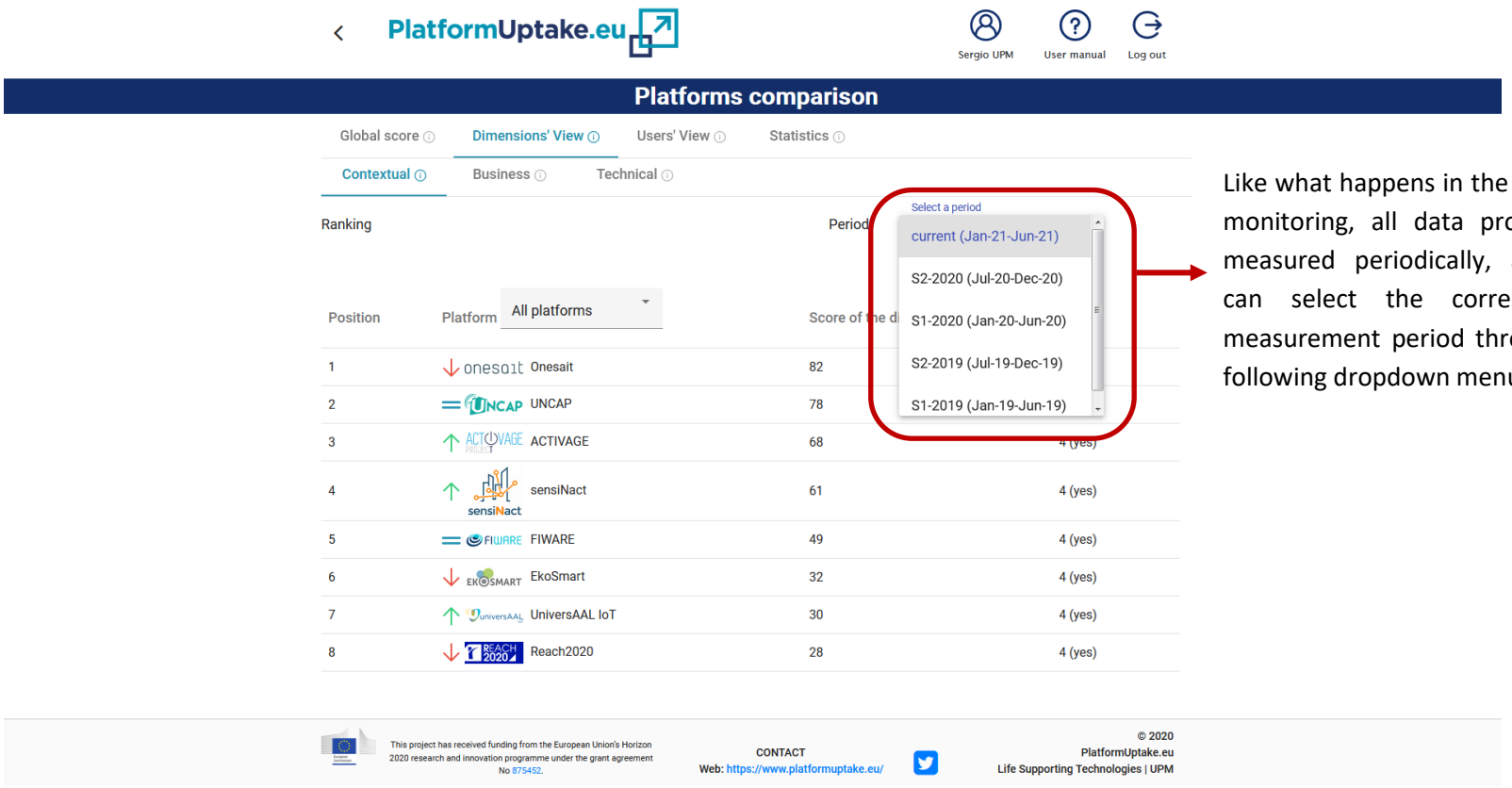
PLATFORMS COMPARISON allows you to view platform data and scores (for a selected measurement period) for more than one platform, presented in a comparative manner.



You can see the position of the platform compared with the others as well as its trend (whether they are in a higher position, lower position or equals than the previous period).

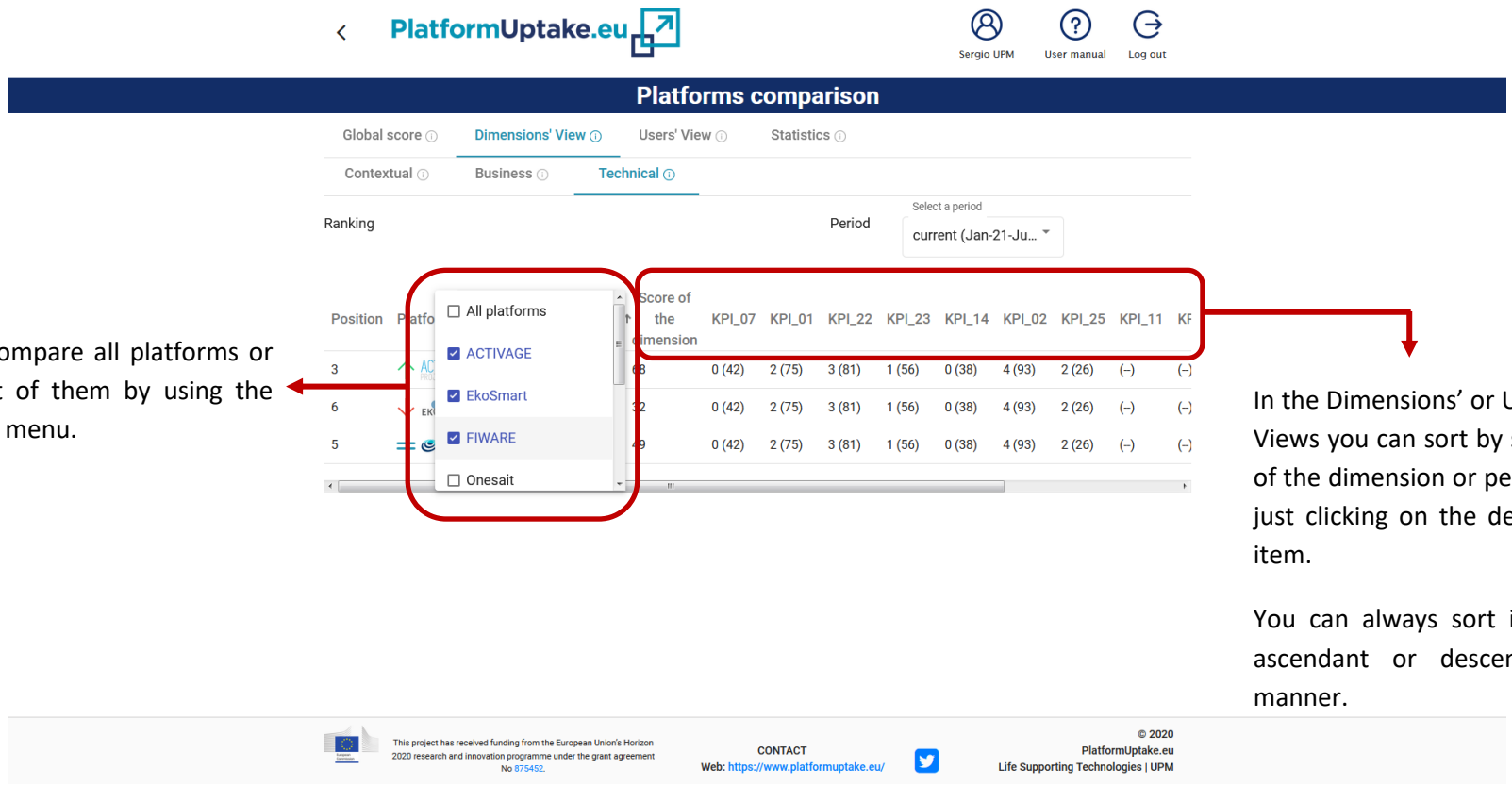
You can compare two or more platforms according to different views: per global score, per dimension, per user cluster or per statistics.

You can sort the platforms in an ascending or descending manner.



Like what happens in the Platform monitoring, all data provided is measured periodically, and you can select the corresponding measurement period through the following dropdown menu.

You can compare all platforms or only a set of them by using the dropdown menu.

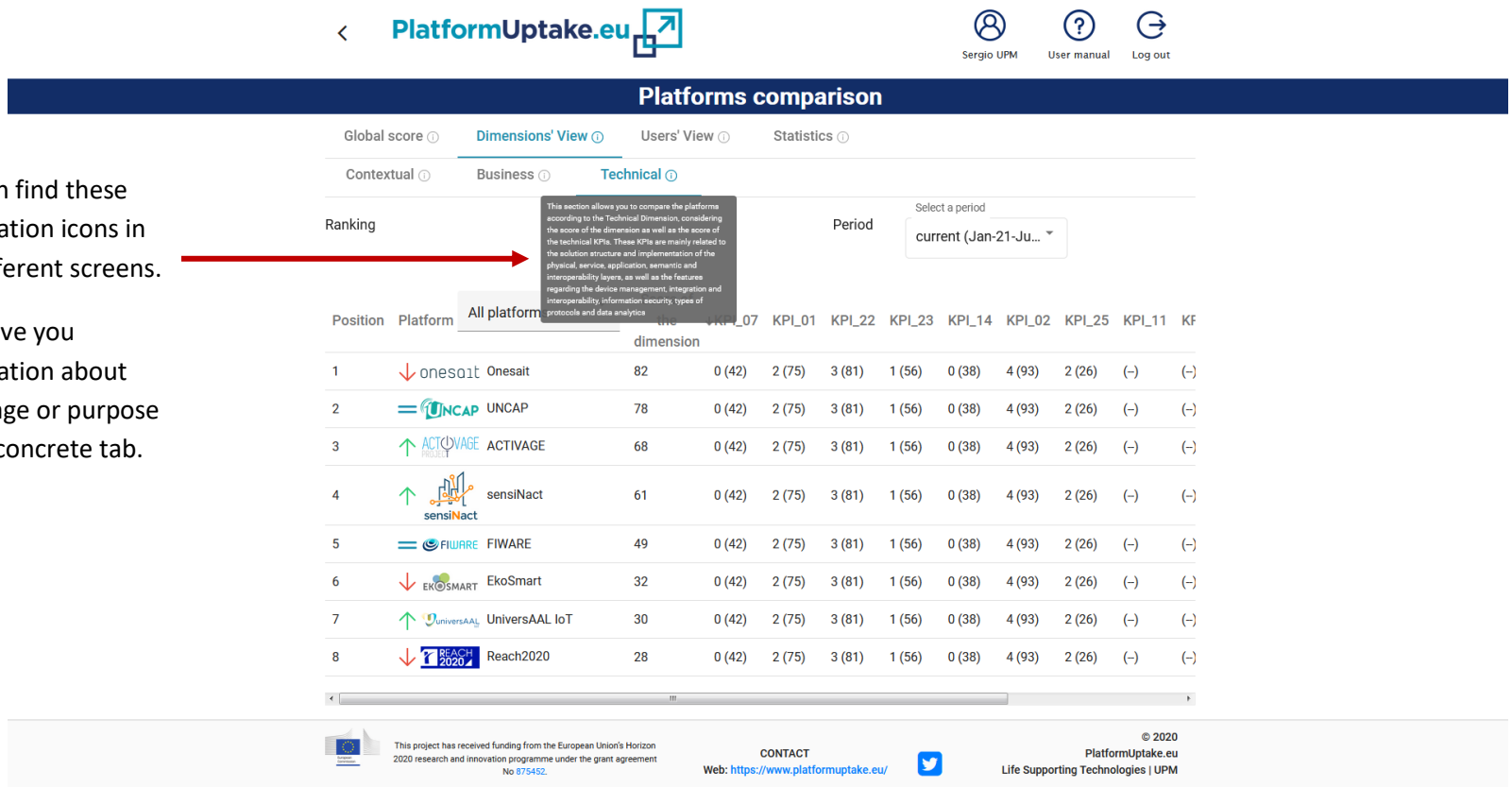


In the Dimensions' or Users' Views you can sort by score of the dimension or per KPI, just clicking on the desired item.

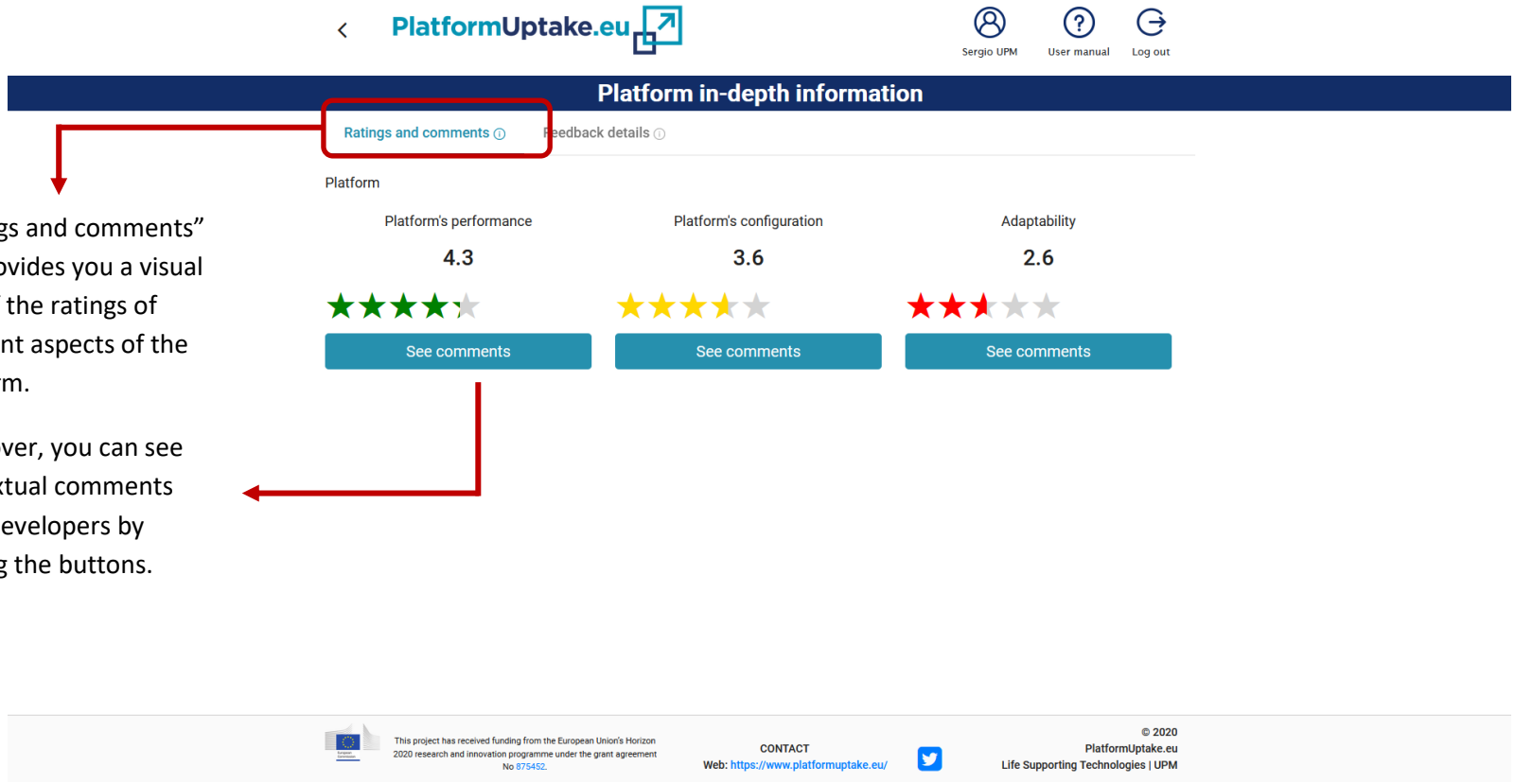
You can always sort in an ascendant or descendent manner.

You can find these information icons in the different screens.

They give you information about the usage or purpose of the concrete tab.

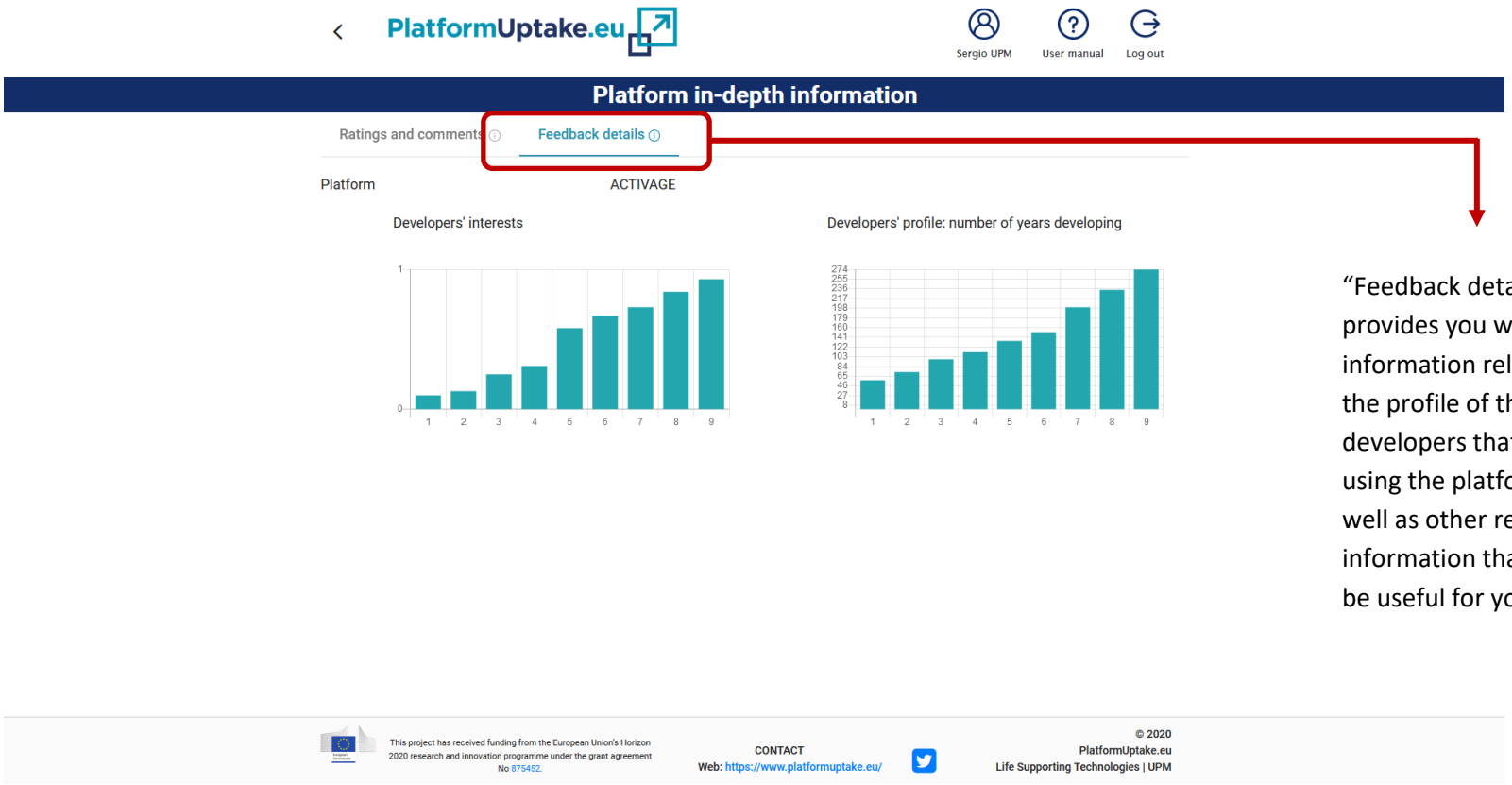


PLATFORM IN-DEPTH INFORMATION allows you to visualize the feedback and evaluations provided by developers of applications or services that are using the platform as the basis of their developments. The evaluations' information is organized per "Ratings and comments" and "Feedback details".



"Ratings and comments" tab provides you a visual way of the ratings of different aspects of the platform.

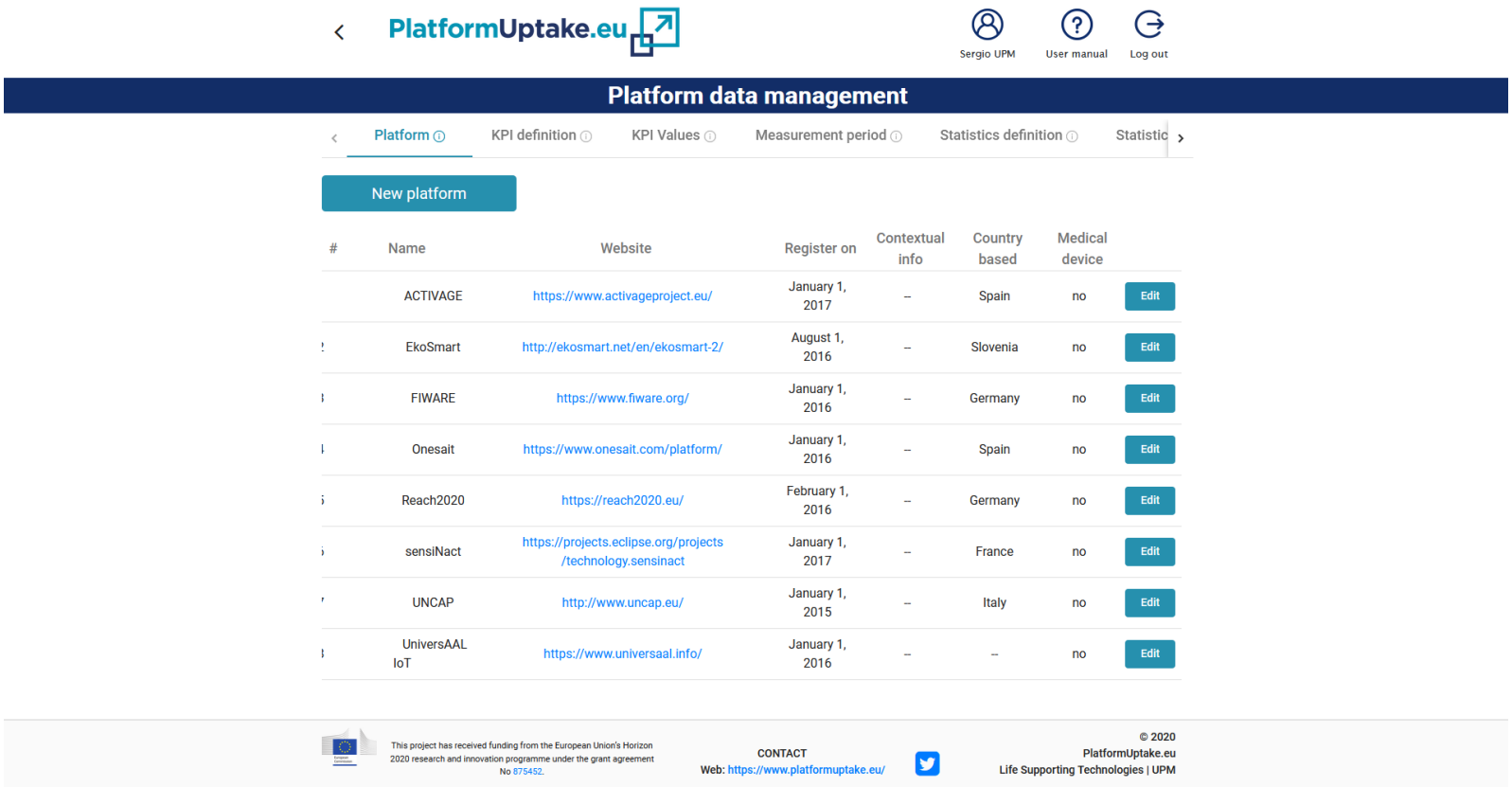
Moreover, you can see the textual comments from developers by clicking the buttons.



"Feedback details" provides you with information related to the profile of the developers that are using the platform as well as other relevant information that might be useful for you.

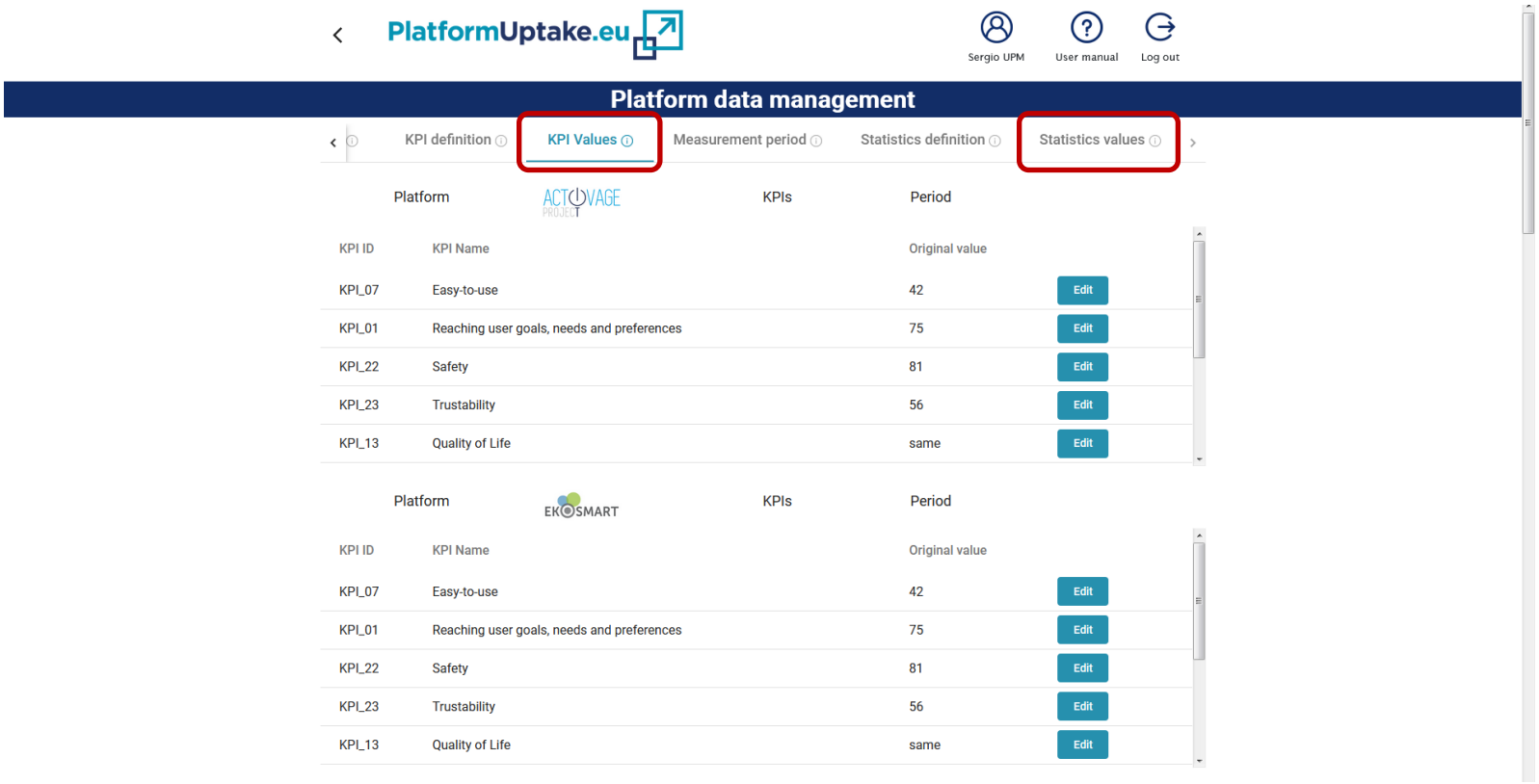
PLATFORM DATA MANAGEMENT is only fully available for the **administrators of the system** (i.e. **Global Administrators** and **Platform Owners Tool Admin**) and partially available for **Platform Owners**.

Overall, it allows to edit or entry new data, including create or edit platform's info, create or edit KPIs, create or edit statistics, manage measurement periods, and enter new measurement values for KPIs and/or statistics.



If you are a **Platform Owner**, you only have access to enter new measurement values for KPIs and/or statistics.

This means that you only have access to the tabs “KPI values” and “Statistic values” where you can enter new measures per each KPI o statistic by clicking in the Edit button.



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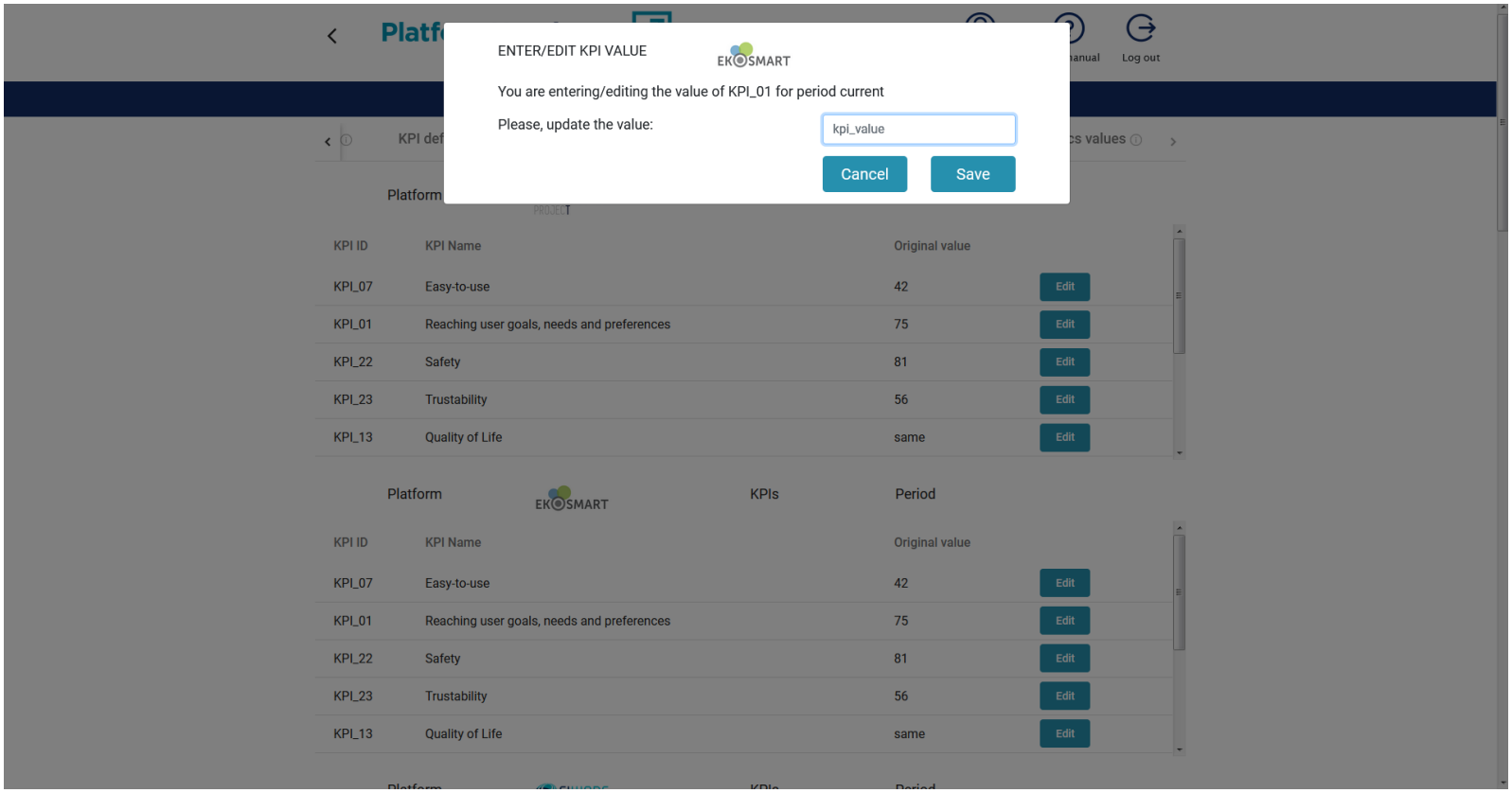
A pop up will appear that allows you to enter the new value.



If you are an **administrator of the system** (i.e. **Global Administrator** or **Platform Owners Tool Admin**), you can access all the functionalities of Platform data management.

This means that, in addition to the entry of new values of KPIs and statistics, you can also enter a new platform, edit the data of an existing one, create a new KPI or statistic as well as manage the measurement period.

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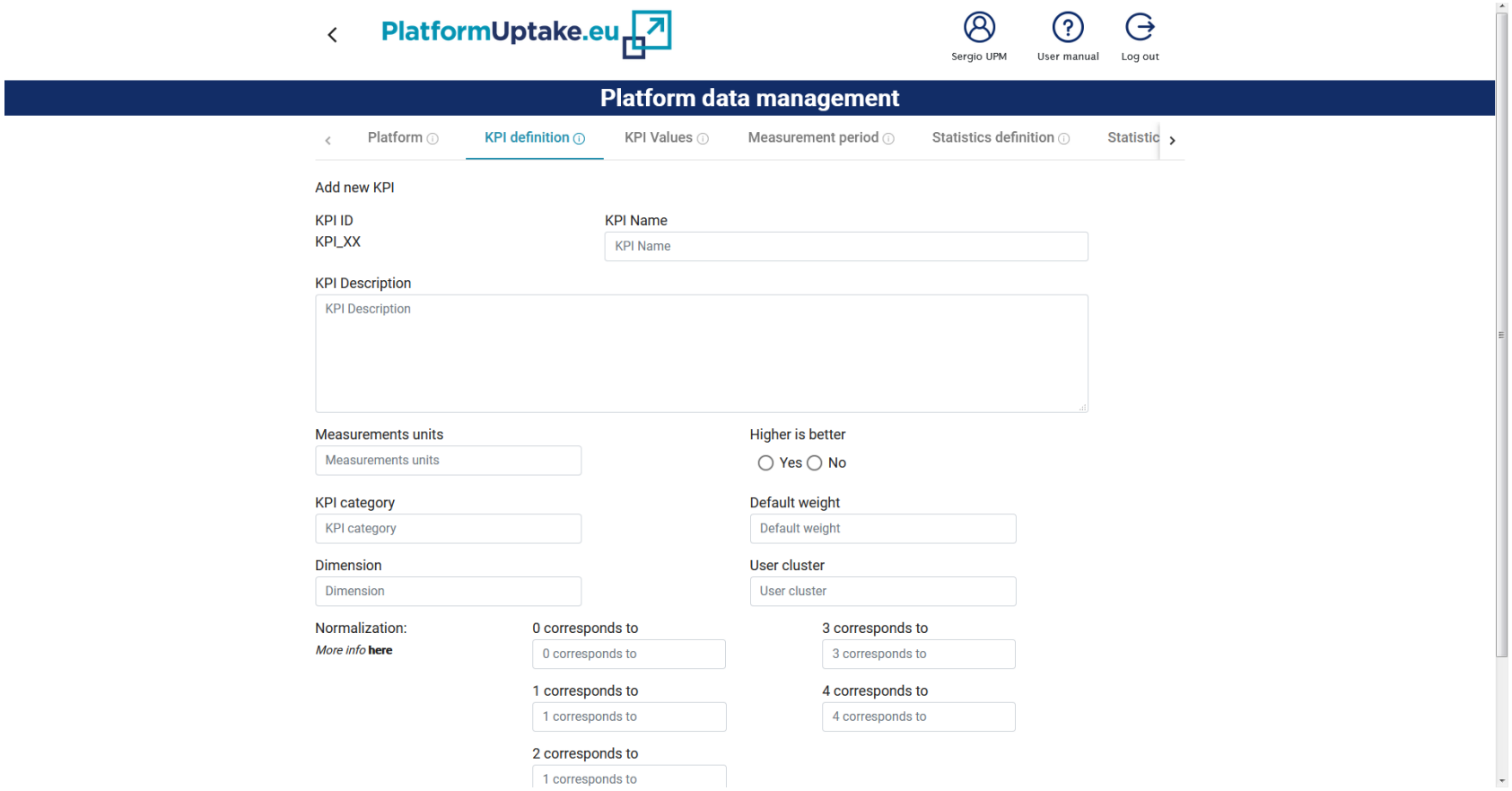
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User manual
Log out
Platform data management
Platform
KPI definition
KPI Values
Measurement period
Statistics definition
Statistic
Add new KPI
KPI ID
KPI_XX
KPI Name
KPI Name
KPI Description
KPI Description
Measurements units
Measurements units
Higher is better
Yes
No
KPI category
KPI category
Default weight
Default weight
Dimension
Dimension
User cluster
User cluster
Normalization:
More info here
0 corresponds to
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