

How We Failed to Make an Online Deliberation Tool

Experience from sense.tw

Slido
#sense

Yun-Chen Chien
@aelcenganda
Oct. 30 2019 @DecidimFest
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sense.tw

Issue Policy Mapping Tool

Self-intro

Sli.do
#sense

Former product manager of sense.tw

g0v.tw participant

Blogger



sli.do
#sense

g0v.tw

Taiwan Civic Tech Community

cc by 4.0 @moon @ttcat

Open Collaboration

**Decentralized. Open as default.
Everybody can contribute.**

Online2offline collaboration





sense.tw

Issue Policy Mapping Tool

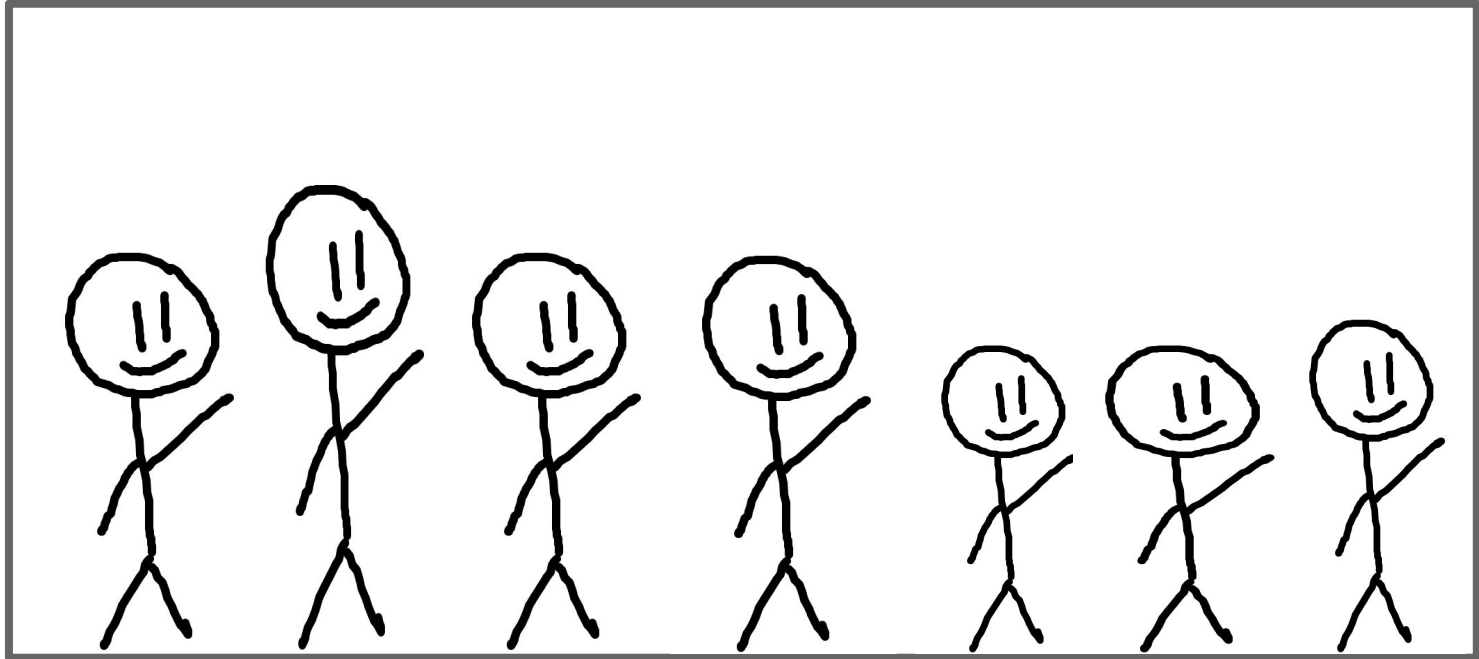
Online Deliberation Tool

Sli.do
#sense

Project results

1. Issue mapping tool-
sense.tw:
~120 users
~200 annotations
2. Online participation
guideline
~500 reads
3. Tech community interested
topics
~70 communities
~20 community issues
4. Tech policy meetup:
~10 meetup
5. Research report

As startup team to build new product



Director

hychen

Senior
Engineer

pm5

Cloud

Yen-Wen

Front-end
Engineer

caasi

UI/UX

Kanail

Product
Manager

ael

Intern

Ya-jun

1. Understand stakeholders and their goals

Board of Science and Technology

Society and
Technology
Communication

Regional
Innovation

Cross
Thinktank
Collaboration

online

Offline
deliberation

Thinktank
Scenario
analysis

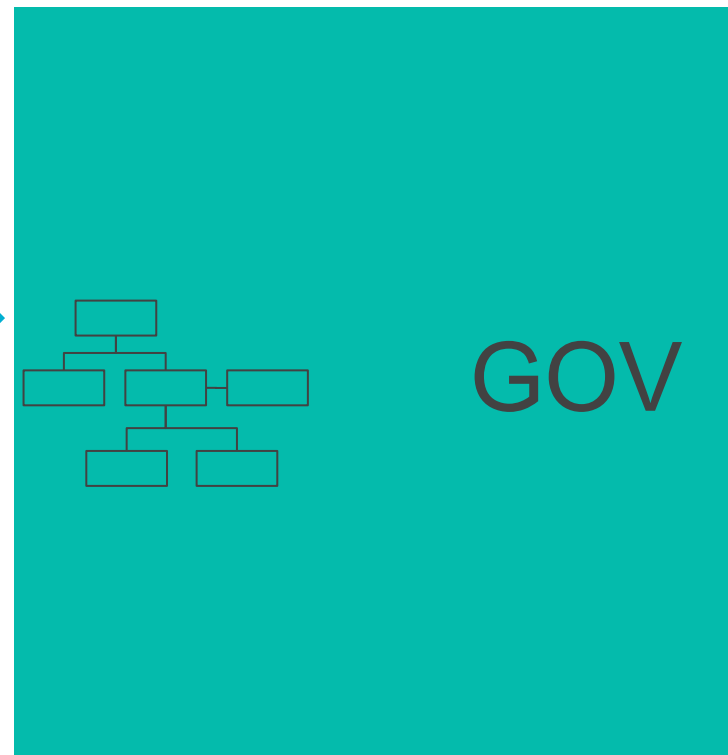
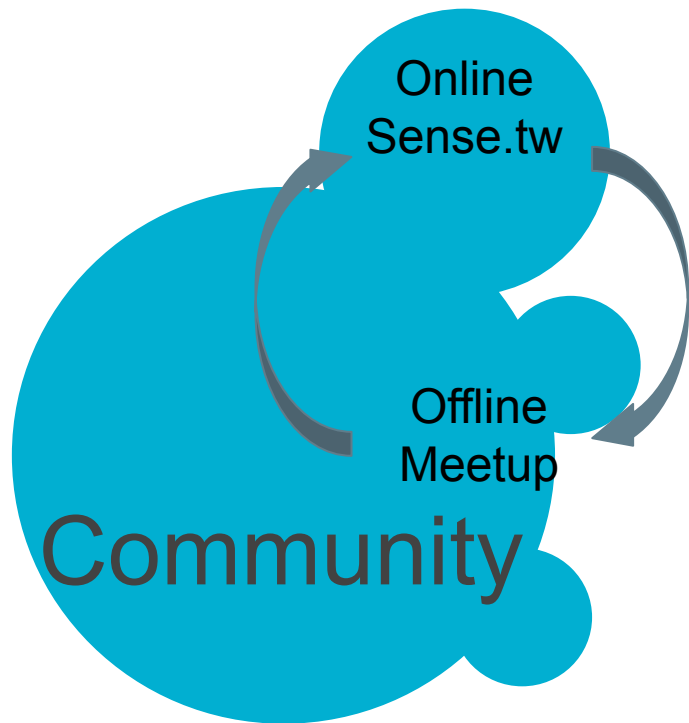
Secretary

Video

Vision

- ~~1. Bottom up discussion on 2030 technology visions~~
2. Bottom-up communication platform for technology policy

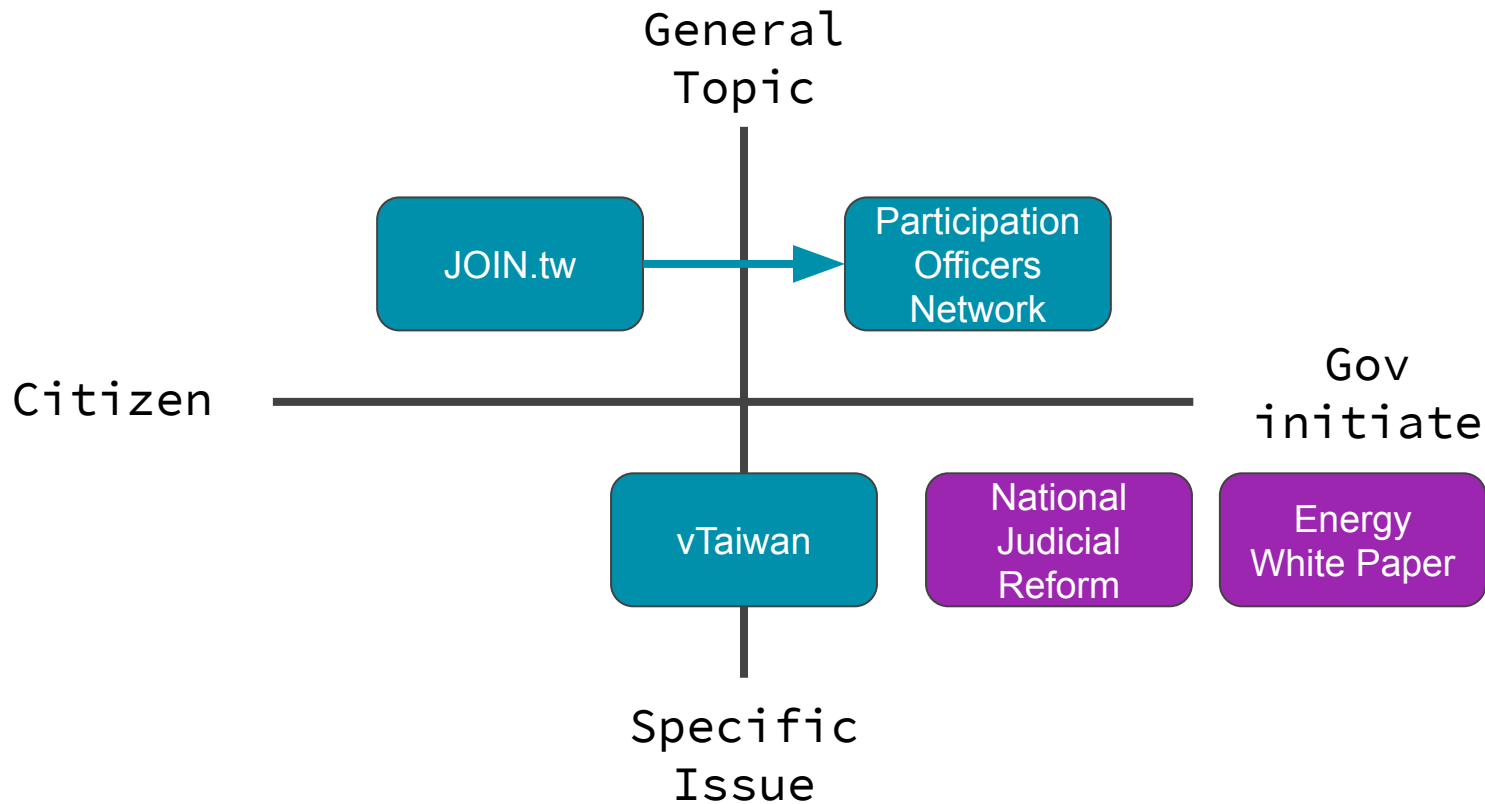
End point



Bottom-up discussion
=> Organized external insights
They don't care about tools

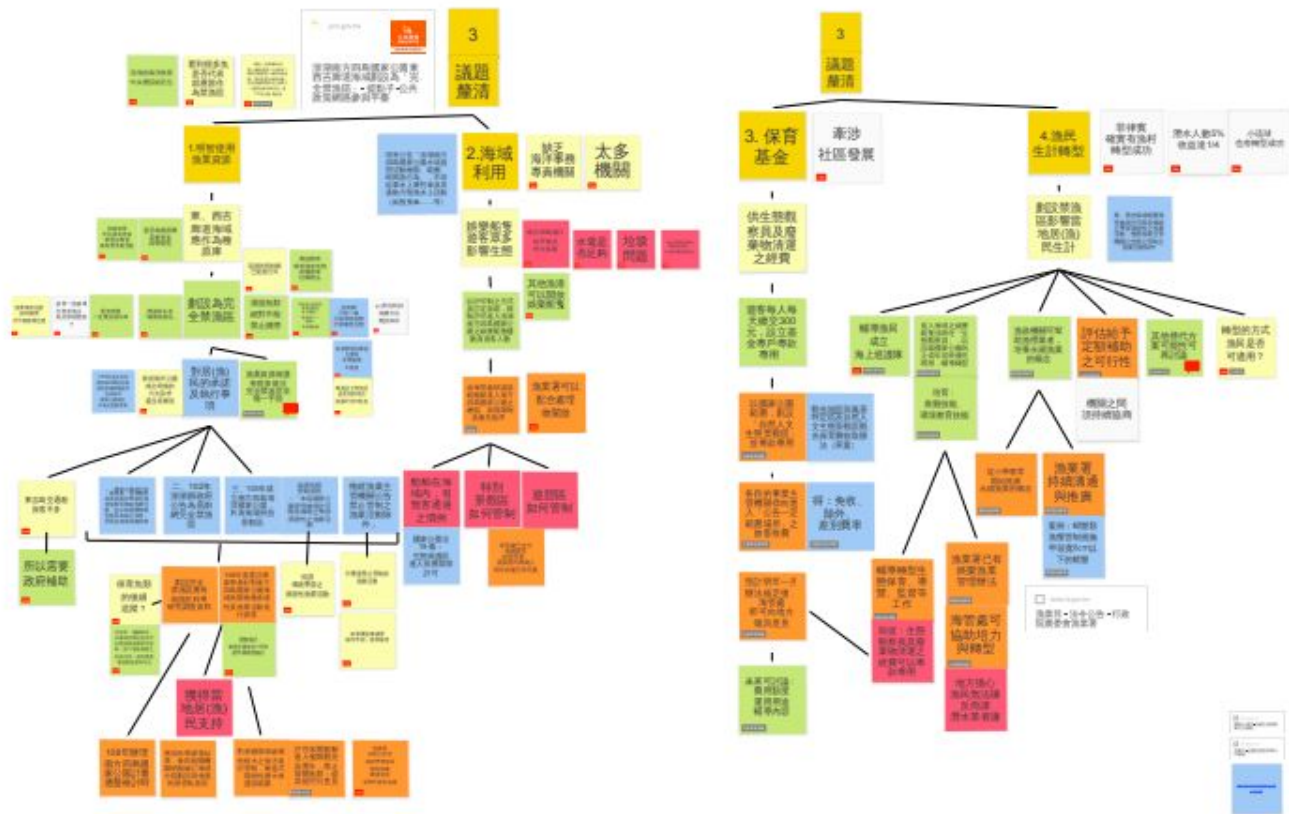
2. What are the existing mechanism and where are the gaps?

Online participation scenes in Taiwan: We don't want to build another platform

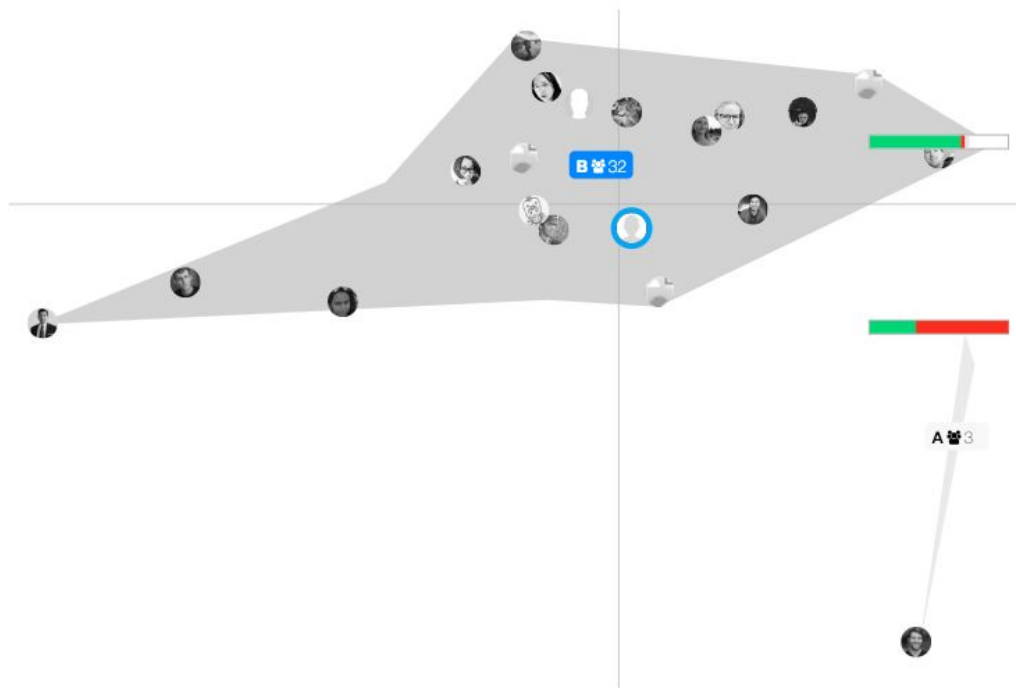


PO meeting

03



Pol.is



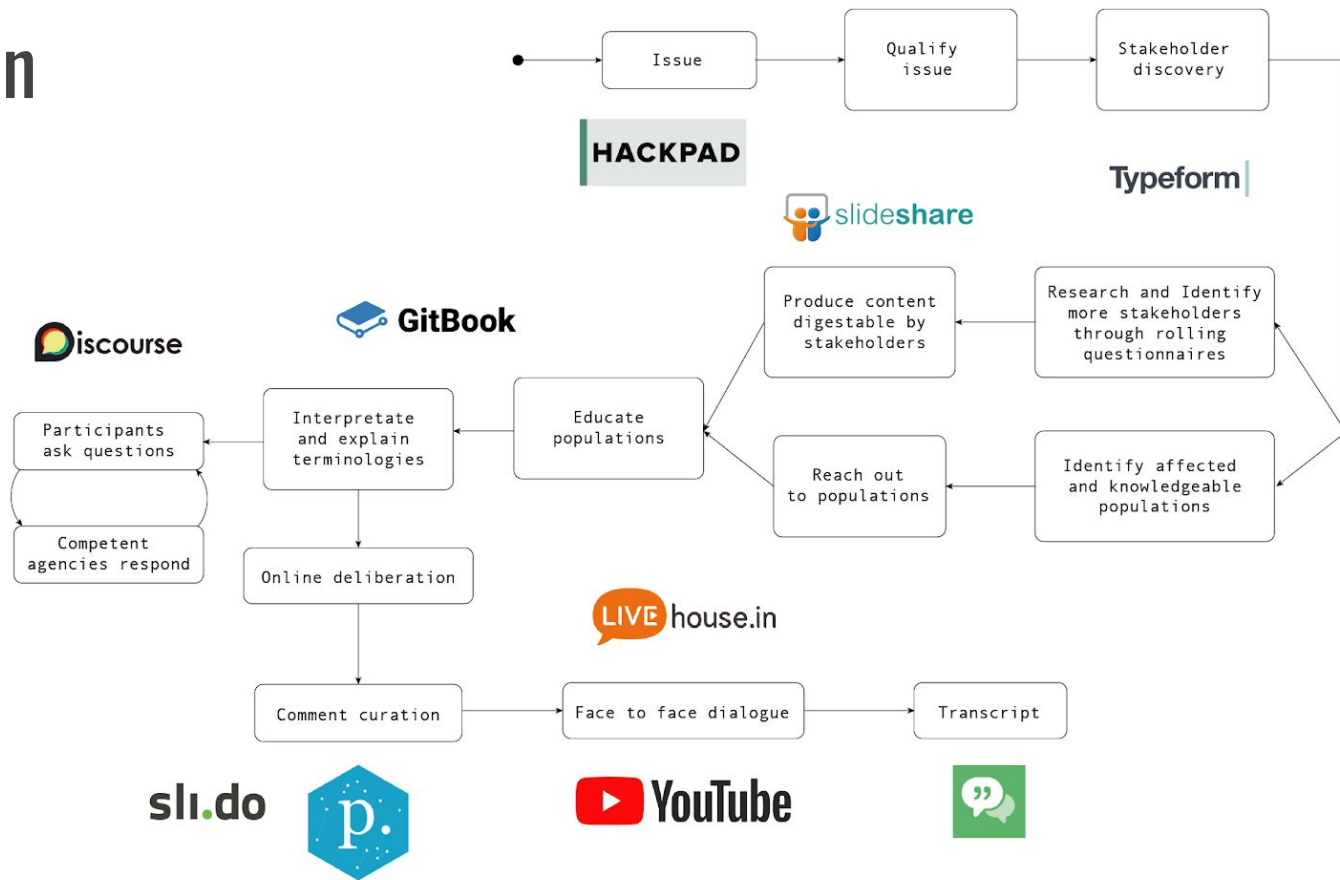
共同意見 群組: A B Statement: 0 8 18 30 36

#0 I think sharing economy is the trend, so government should modify regulations instead of banning every sharing economy service.



91% of those in group B who voted on statement 0 agreed.

vTaiwan



1. Deeper and informed discussion
2. Focus on expert meeting
3. Bring in technology communities' insights

3. Testing annotation tool on expert consultancy meeting

projects

The civil society organisation [Obshtestvo.bg Foundation](#) has been pressing as well as helping the government to incorporate open source in its legislation. Open source is now the preferred development approach for eGovernment projects. The Bulgarian Council of Ministers has voted that the same requirements will apply to all government-funded software projects.

Open source is one of our strategic goals, says [Dimitar Dimitrov](#), a Bulgarian software developer who has been active in civil activities for quite some time.

Public software

We have been thinking about current problems in the government and eGovernment, Dimitrov continues, and searching for inspiration from other countries and governments. We found that in [Ben Balter's blog](#), the UK Digital Service ([GDS](#)), [18F](#), the US Digital Service ([USDS](#)), and others.

We concluded that when government is commissioning contractors to develop or integrate software solutions with public funds, these projects should be made open source under a [permissive license](#), preferably [MIT](#) or [Apache 2.0](#). Obshtestvo.bg wants these projects to be developed as an open source project from the start. This is to fight the current behind-the-curtains, no-public-control way of building software for the government, Dimitrov says.

The group argues that, since the government usually does not have the capacity, the technical skills and/or resources to properly verify the work performed by a software contractor, the technical community could do that if these projects were made public. Other reasons to move away from closed source software are the high risks of [vendor lock-in](#) and re-use between software projects paid with public funds. And there are many more.

Preliminary criteria

In 2014, Obshtestvo.bg started a [campaign](#), explaining this position to the public. The campaign attracted nearly 10 thousand supporters.

The group got in touch with [Vassil Velichkov](#), who was working with the interim government on the [Operational Plan "Good Governance" \(OPGG\) 2014-2020](#). They helped him with ideas and suggested ways to make open source software eligible for funding in the ['Preliminary criteria for the eligibility of eGovernment projects'](#). It paid off, concludes Dimitrov: Now o

Annotations 2

ael

Just now

We concluded that when government is commissioning contractors to develop or integrate software solutions ... More

B I Preview

license

Add tags...

Post to Public Money, Public Code

Cancel

Annotations can be freely reused by anyone for any purpose.

ael

for Bulgaria at least, is that all new publicly funded projects will have to be open source from day one.

保加利亞政府資助的專案從第一天便公開程式庫(Repo)

解法

國外

2016



No one used it.

Does the tool only serve for government use?

4. Re-identify challenges to generate community discussion

Expert meeting

-> Community discussion and insights to be brought into expert meeting

如何讓政府與民間的溝通產生對科技政策的建設性意見

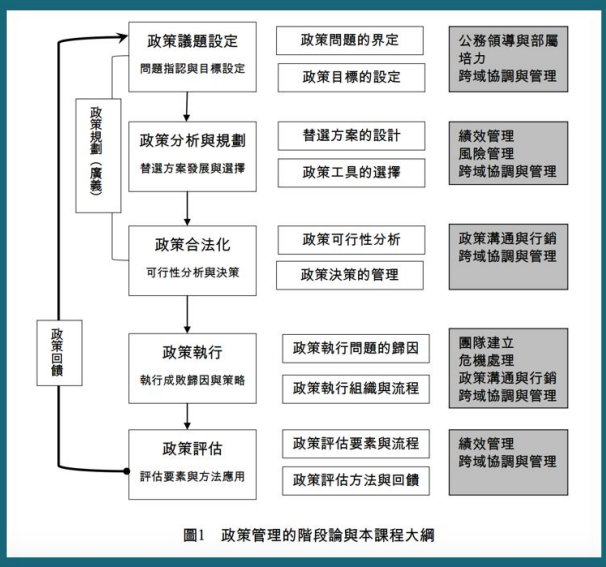
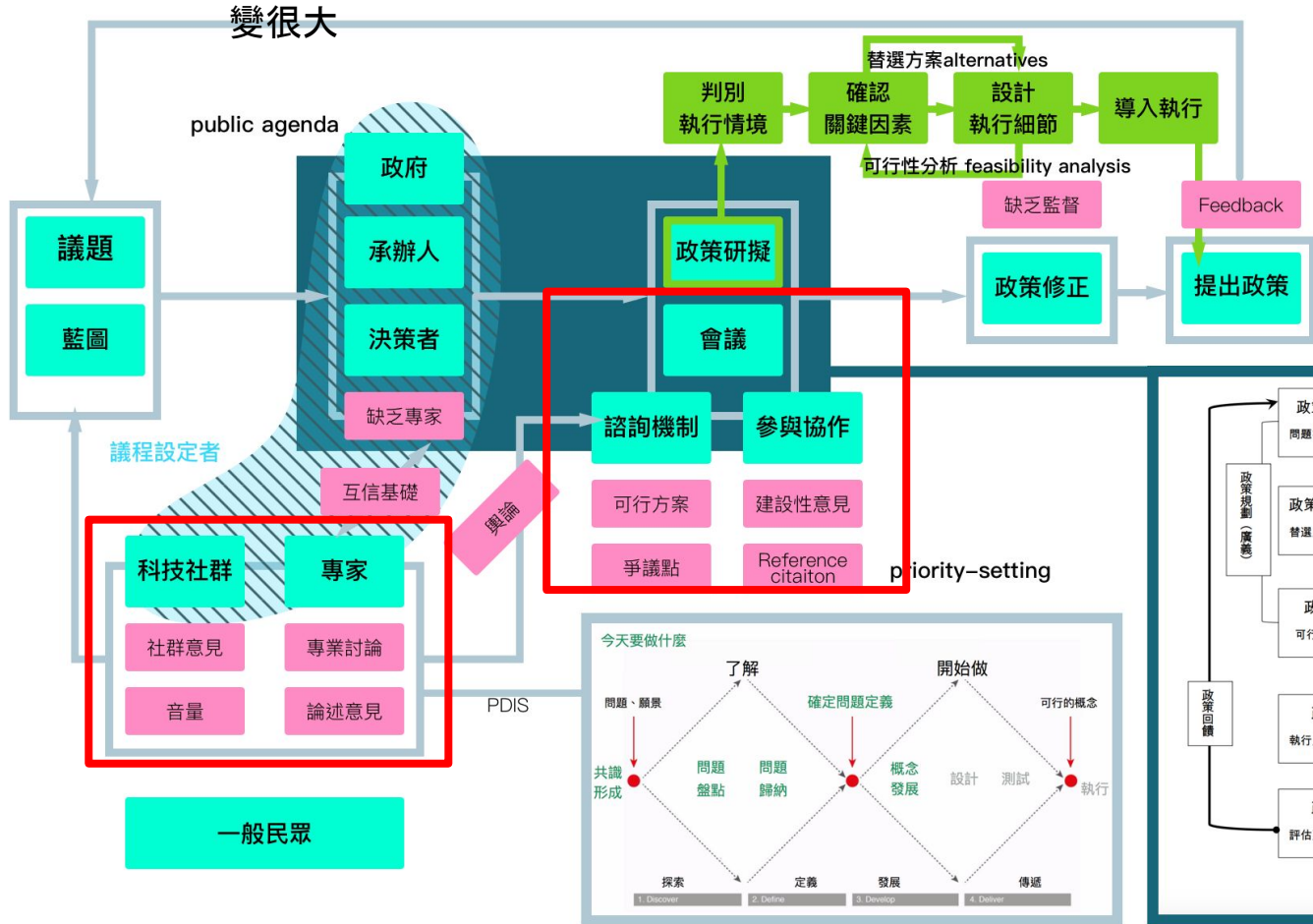


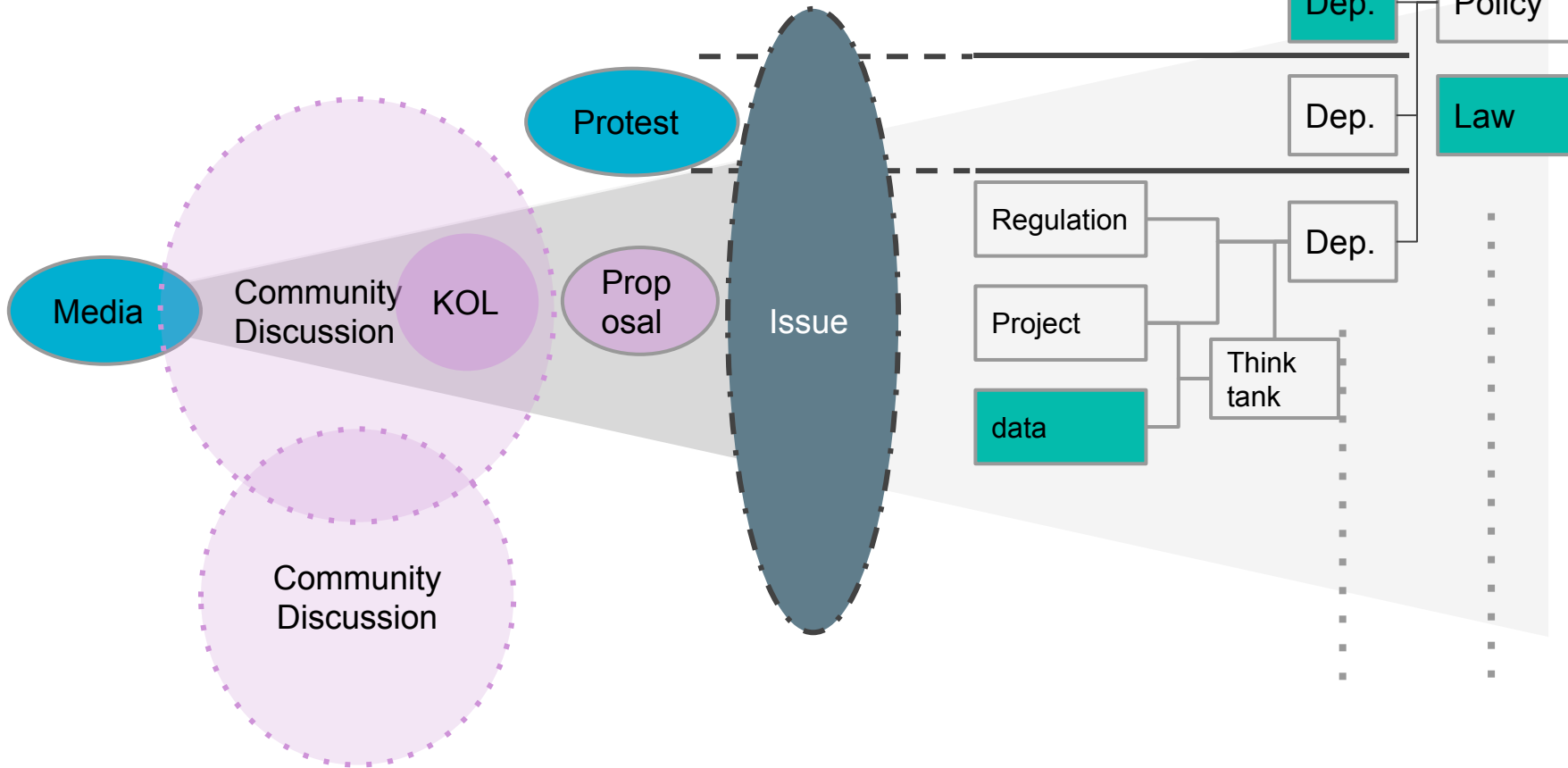
圖1 政策管理的階段論與本課程大綱

How to organize and input technology community constructive insights in early policy making process?

We also develop 4 personas and 4 scenarios with intense interviews
Tool should be used by the community!

Online community

Government



Online Community

sense.tw

Government

Problem 1

Argument 2

References 3
社討論
意見領袖

Solution 1

Solution 2
社群討論

陳抗

Top-down

Bottom-up

I
S
S
U
E

One-site

Policy roadmap

Government structure

Results

data

Research reports

主責單位

政策綱要

主責單位

法律

規則命令

主責單位

計畫案

法人

數據

新聞媒體

- 1. Discussion based on references**
- 2. Breakdown arguments and supporting info**
- 3. Visual concept map**

projects

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解法

國外

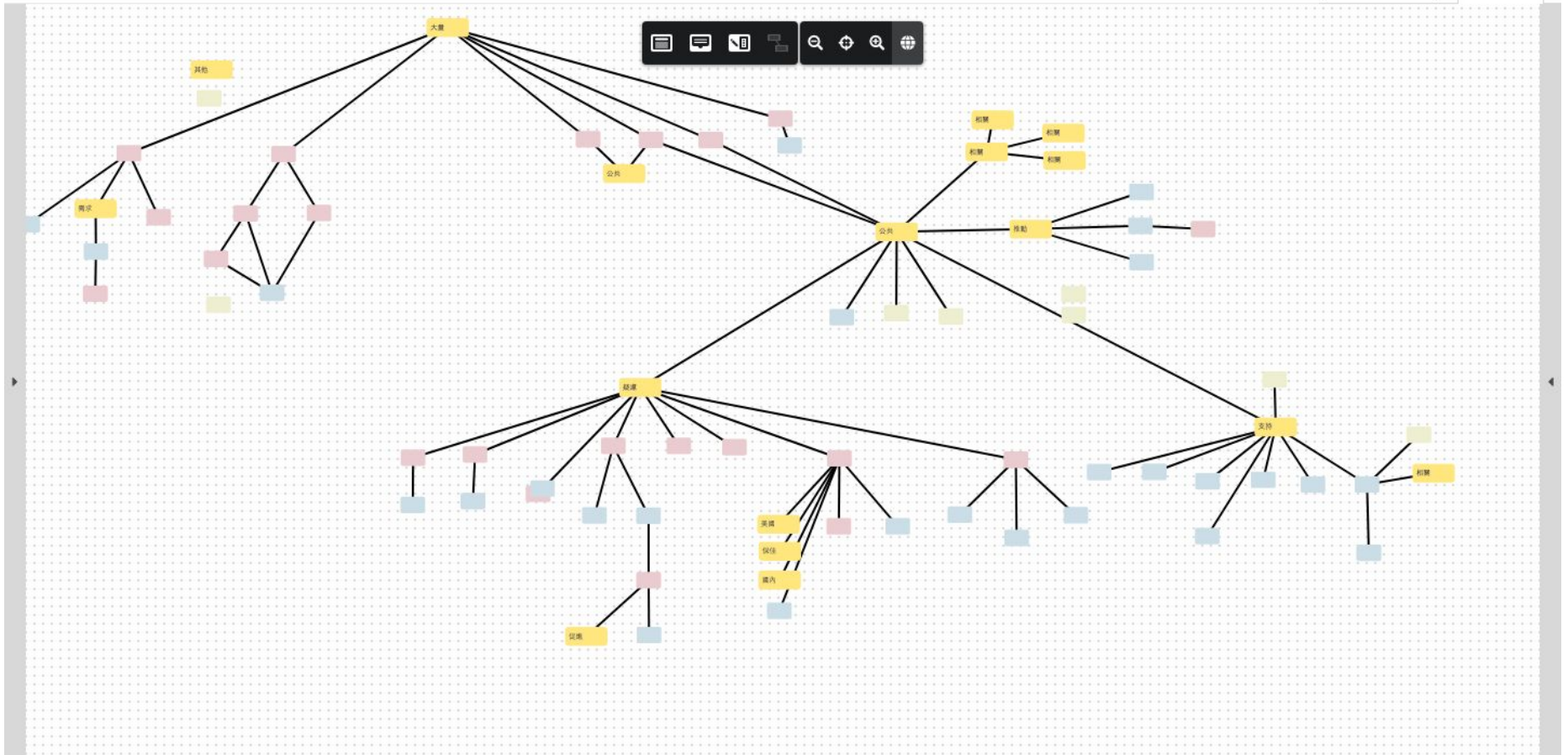
2016





Annotation

Map





2018.07.26 Created by anonymous

公共採購軟體開源

解法

2018.08.02 Created by anonymous

推動策略

2018.09.12 Created by hychen

行政院工程會的資訊採購範本有請廠商列開源清單，應依該開源軟體之授權範圍，授權機關利用

廠商依本契約提供機關服務時，如使用開源軟體，應依該開源軟體之授權範圍，授權機關利用，並以執行權及原始碼共同提供之方式交付予機關使用，廠商並應交付開源軟體清單（包括但不限於：開源專案名稱、出處資訊、原始著作權利聲明、免責聲明、開源授權條款標示與全文）。

解法

Created by anonymous

哪一種授權比較適合？

詢問

Created by anonymous

相依的開源函式庫安全性需要被把關

補充意見

**No one used it.
Hard to understand.
Hard to operate.**

5. Create use cases and scenarios

G0v projects

DASHBOARD > **G0v 歷屆黑客松關心的社會議題及提案解法**

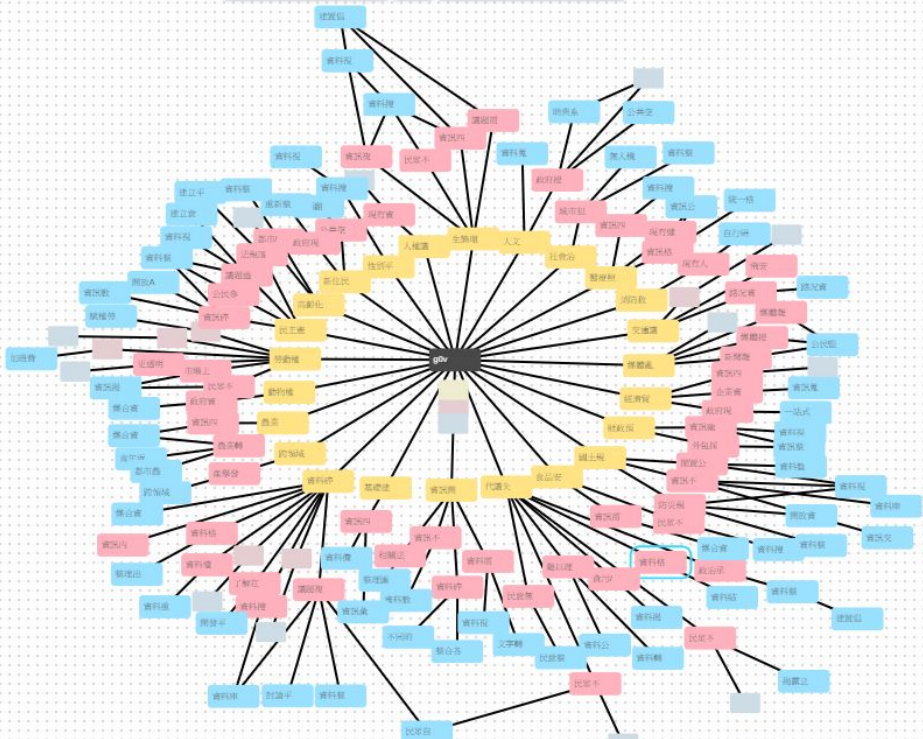
Annotation

Map

...

[Sign up / Login](#) to edit the map and create your own map

Navigation toolbar with icons for home, chat, zoom in, zoom out, and a 20% zoom level indicator.



啟用 Windows
移至 [設定] 以啟用 Windows

 Definition

 Problem

 Solution

 Info

 Note

 Stakeholder



[Sign up / Login](#) to edit the map and create your own map



2018.09.13 Created by oouoo

參與人員

Lloyd - 網路工作者

子期 - 學生, 更想討論網路中立性
家銘 -

學生, 因為曾發現有一整家公司反對網路中立性而對這個議題感到好奇
孝先 - 曾發起推動網路中立性的社團
EU -

文史工作者, 想要學習討論方式, 覺得文化領域可能也有一樣的問題
柴犬 - 學生, 瞭解大家討論的內容
- 最近關注漫畫日本處理的方式

David -
網路成癮愛好者, 本身對社會議題有關注。

出錢比較多的人對於網路的影響力
Hychen - g0v sense
project, 聽到以前聽不到的聲音, 讓大家

2018.09.13 Created by anonymous

開放網際網路

開放網際網路的概念是指, 網際網路的所有資源及操作這些資源的方式, 能讓所有個人及企業都能輕易地取得。這通常包括網路中立性、開放標準、透明化、無網路審查及低進入門檻等概念。開放網際網路這個概念有時會被解釋為科技權力去中心化的理想, 有些人並認為這個概念與開放原始碼軟體有著密切關連[10]。

支持者通常會將網路中立性視為開放網際網路的重要部分, 平等對待資料與開放網路標準等政策, 允許在網際網路上的人們能不受第三方干擾, 輕易通訊與發展業務[11]。封閉網際網路則是指相反的情況, 於此具有權限之個人、企業或政府能選擇偏好的使用方法。封閉網際網路可能會限制接取必要的網路標準、人為降低部分服務的品質, 或明確過濾掉特定內容。

2018.09.13 Created by anonymous

網路中立性定義

網路中立性是一個原則, 要求所有網際網路流量均應被平等對待[7]。據哥倫比亞大學法學院教授吳修銘所述, 解釋網路中立性的最好方法與設計網路時所期望的一樣: 公眾資訊網路將在所有內容、網站及平臺被平等對待時達到其最佳的使用[8]。在技術及服務上對網路中立性更詳細的定義為, 服務的網路中立性意指, 一個服務在某一層的運作不會影響到在該層上的其他服務, 以僅依據該層所訂定的協定規範[9]。

2018.09.13 Created by oouoo

封網脈絡

近期 - Airbnb
之前 - Youtube 盜版內容

2018.09.13 Created by oouoo

臺灣有網路中立性的問題嗎?

2018.09.13 Created by oouoo

臺灣沒有網路中立性問題是因為根本沒有網路中立性

e.g. ISP 業者在測速時會提升速度

2018.09.13 Created by oouoo

這些討論的現象是市場自然發生的嗎?

Nuclear Power Plant Debate



ABOUT

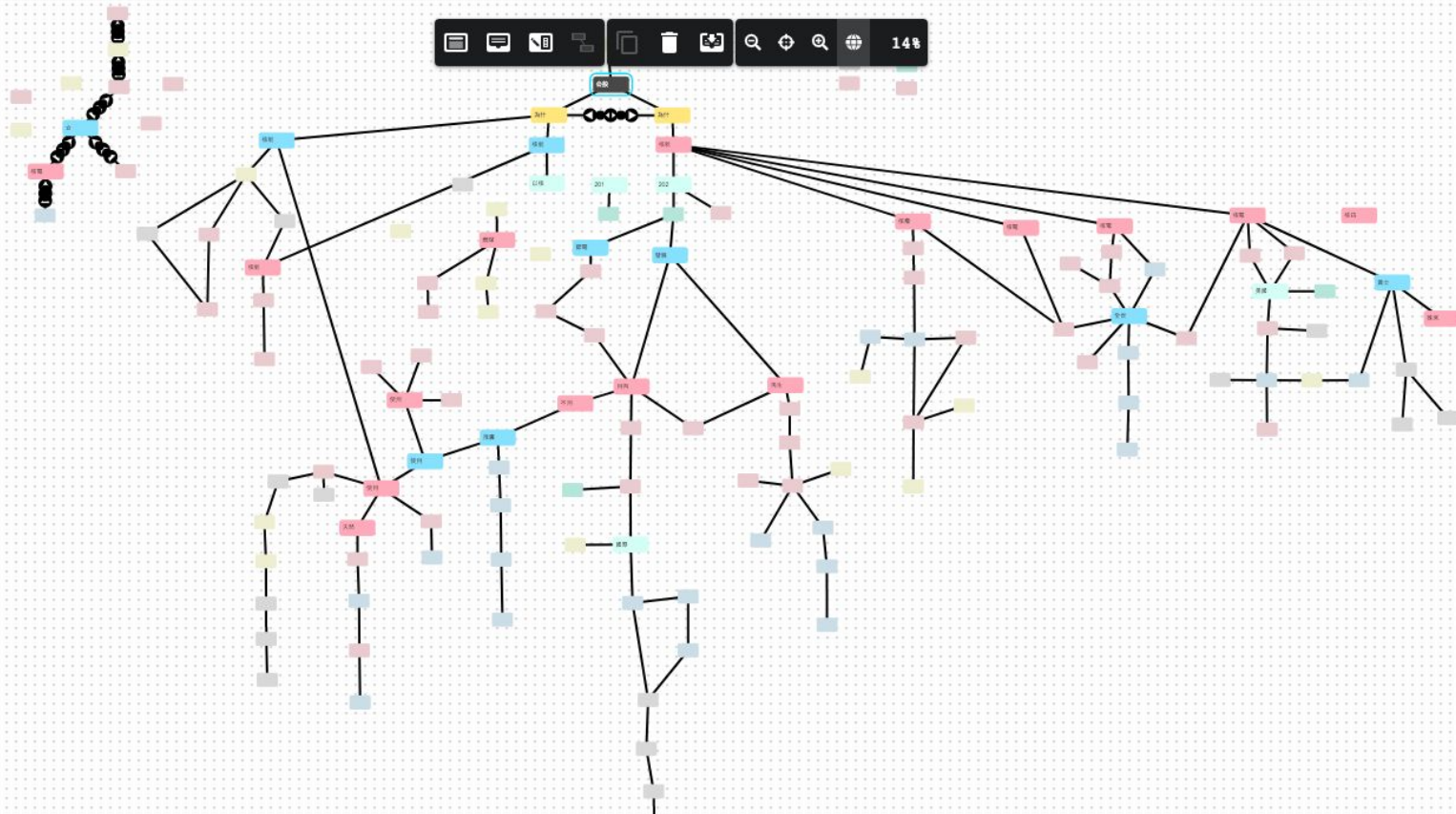
DASHBOARD



DASHBOARD > 以核養綠公投論辯

Annotation

Map



黃士修：

各位朋友，我們這次推動以核養綠公投，要把電業法的2025非核家園條款給廢除掉，因為民進黨政府執政以來，倉促地廢核，已經造成了缺電、漲價，以及環境生態的破壞。

所以，我們認為無論你是支持，還是反對核能，我們都認為你不應該在2025年這個強硬的時定廢核這件事情。所以，我們在推動公投的過程中，其實有非常多的在地的生態團體焦慮地求助。因為他們發現過去民進黨在野時期，跟他們說「非核家園是他們心目中的那一個乾淨家園。」可是，民進黨執政之後，卻發現在地的生態，我們的溼地、埤塘、藻礁、棲地、農田一個一個被侵犯。但是，我們國內的一些倡議型的環保團體卻對這件事情坐視不管、他們護府的廢核的政策。

事實查核

綠盟：反對深澳電廠 也不認同以核養綠

觀塘換深澳電廠？ 綠盟：非核減煤不需犧牲藻礁生態

蔡中岳：非核減煤不需要犧牲藻礁

真相揭露

再生能源過去擴張真的不傷害環境嗎？

國土三法與知本濕地

非核減煤不增氣，用甚麼發電？

農地種電 立委：政策誤人

非核家園過頭？農田全種「電」 農民怒喊撤！

知本濕地建太陽光電 環團抗議綠能扼殺生態

埤塘種電政策搖擺 藍營議員痛斥鄭文燦決策髮夾彎

離岸風力發電干擾白海豚 環團、漁會動員抗議

所以，在公投推動的過程中，這些生態團體焦慮地找我們求助，我在他們的眼神中，看到了叛的哀傷。我們認為，即便你是反對核能的，你也應該要在意中央的廢核的政策給我們什麼代價。所以，士修要在這邊呼籲各位我們應該要把2025非核家園，也就是電業法第95條第1項給廢除掉。

那有一些朋友可能就問說，「啊這個你們要把2025非核家園廢掉，那你們說以核養綠，是要

Annotations 71

ael

我們這次推動以核養綠公投，要把電業法的2025非核家園條款給廢除掉，因為我們看到民進黨政府執政以來，倉促地廢核，已經造成了缺電、漲價，以及環境生態的破壞。

黃士修：

來源請求 黃士修

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來源請求 黃士修

ael

可是，如我剛剛所說的，在廢核的政策之下，大躍進式的、大規模地開發再生能源，已經造成了許多的生態環境的破壞。我們認為再生能源應該是一個手段，但是當這個手段過了頭，它反而會反過來侵犯環保的目的。

黃士修

ael

可是，如我剛剛所說的，在廢核的政策之下，大躍進式的、大規模



Some used it.

More people read and understand it.

Still not user-friendly and we had no time.

6. Write report and research paper

Very different mindsets and understanding of the project

Lessons learned

Goals & Timeline

Project starts

10

Applying

Recruiting

12

Online participation
guideline & mechanism

Got Funding

Interviews
online participation
guideline

2

~~National Technology
Assembly~~

Design Sprint

4

Prototype

6

Top 50 Tech community
list and issues

Development

Collect tech
communities profiles

8

Alpha

Tech policy
meetups

10

Beta

GOVERNMENT

~~2030 Tech Vision
White Paper~~

12

Research paper

OUR TEAM

Expectations

GOVERNMENT



CC-BY-SA International 4.0

[Gordon.J86](#)

OUR TEAM



On tool development

— — —

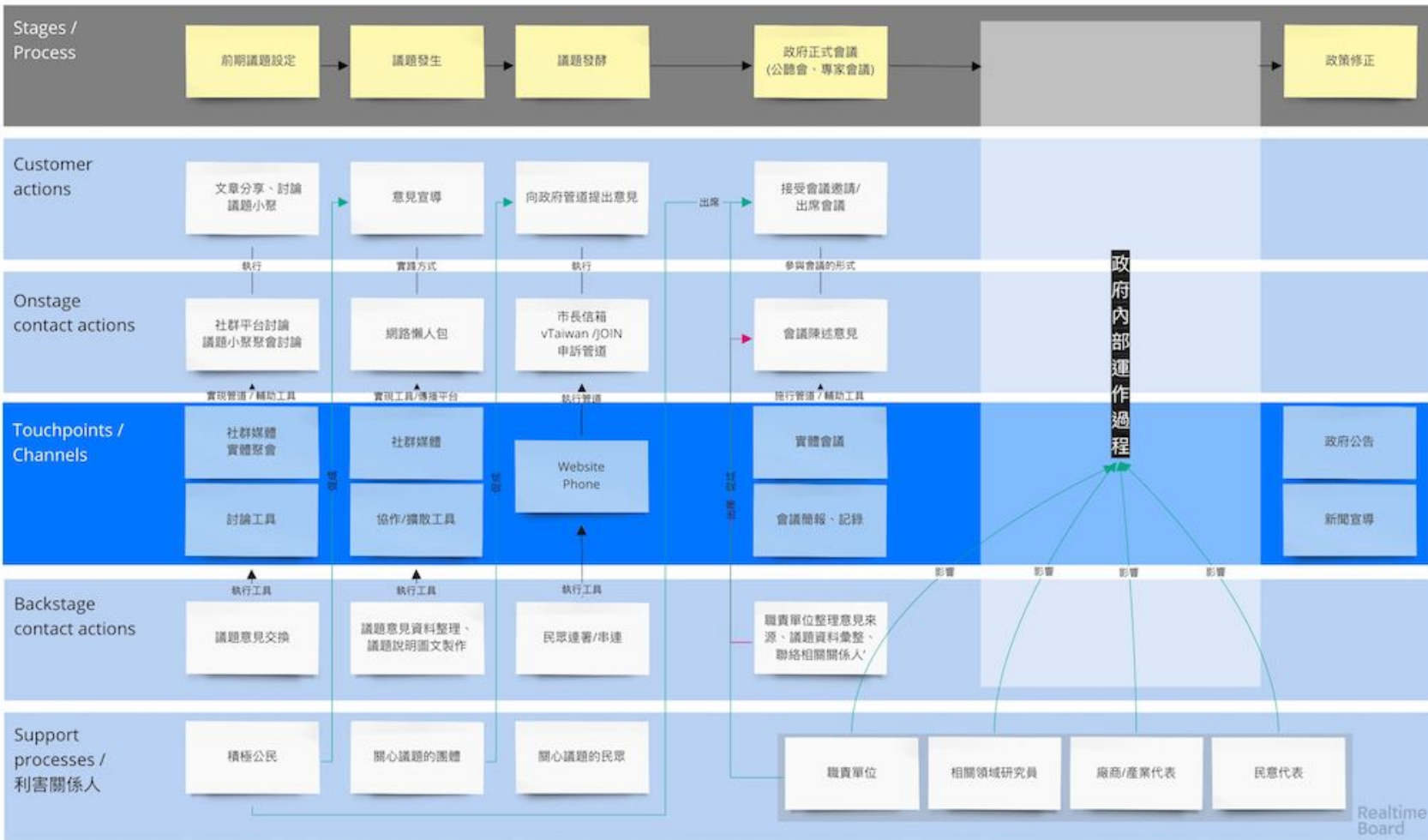
- Smaller MVP + clear user needs
- More iteration on user testing instead of user interviews
- Usability first
- Create and promote new use cases and it takes time
- General purpose tool and modules are better than specific framework

On project

- Do we choose the wrong direction that the main goal is to build a tool instead of a mechanism?
- Is the product suitable to be put under government sponsored project?
- It is hard to push tool usage from outside than inside.
- Sense.tw server is closed now

What we left: fill the knowledge gap

- Agile software development model under government projects
- Interviews and online participation guidelines for tech communities and government
- Generate tech policy meetups and discussion





sense.tw

Issue Policy Mapping Tool

Slido
#sense