

S1



City challenges presentation. Identification of Turbulences and drafting Scenarios

A Multitude of Futures:

Reflect on the social, environmental, territorial and cultural impact of your DemocracyLab Challenge





Phase
Sensing the context

Content-Type
Canvas

Level of difficulty
Very easy

Ideal num. of participants
10 persons

Estimated time
1:40 h



Beneficiaries of
increasingly
layered and will lay the
foundations for an effective, innovative
project"

Gender Equality
Environment

A Participatory Assembly/Forum/Citizen Panel?



Rotterdam, Netherlands

Challenge

Finding enough candidates from different backgrounds for the 2026 elections of neighbourhood councils in Rotterdam is a challenge. Can civic technology help make this happen?

Overview

Neighbourhood councils, introduced in 2019, play a crucial role in boosting trust between residents and the city administration, but their effectiveness depends on how well they represent the community. Civic technology could help by increasing candidate participation, strengthening connections between councils and voters, and building trust. Key questions include how to engage more candidates, especially young people in local democracy, and how to improve access to and support for civic technology in the democratic process.

Stakeholders

- Current members of the neighbourhood councils/ Networks of active residents
- Local communities/ Playground associations/ Youth organizations/ Cultural foundations
- Representatives of residents from different neighbourhoods
- Local media outlets
- Civic technology developers and practitioners
- Municipal government officials and administrators
- Community engagement specialist
- Communication strategists and local experts



Sofia, Bulgaria



Challenge

How might we strengthen the collaboration & dialogue between the city and the citizens? We want to increase transparency and citizens' trust in public administration to support long-term sustainable, innovative development of Sofia through DECIDIM.

Overview

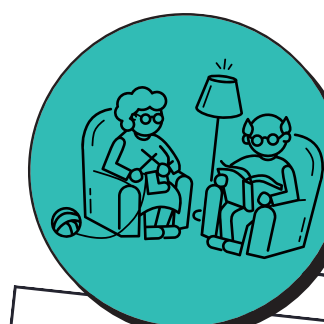
The challenge will also address the challenge of strengthening the relationship between the city administration and citizens, increasing transparency, supporting Sofia's sustainable development. Additionally, we will delve into best practice engagement, the effectiveness of Decidim, and strategic long-term commitment from the administration.

Stakeholders

- The central city administration (City Council; Sofia Municipal Departments)
- The district municipal administrations and administrative municipalities in Sofia)
- Representatives of the various organisations (e.g. Green Sofia, Sofia Investment Fund)
- All citizens in Sofia living in the city and knowing best their needs, including the citizens: public and private; the clusters, associations, among others
- Cities that have already implemented other civic tech tools
- The DECIDIM community



Vilnius, Lithuania



Challenge

How might we bridge the digital divide and empower senior citizens in Vilnius to engage more actively in democratic processes?

Overview

Our challenge focuses on bridging the digital divide by involving older adults in using open data to boost their participation in city governance. The initiative aims to educate seniors about municipal services and products, fostering a more inclusive and tech-savvy community. By enhancing digital literacy, we seek to reduce technological disparities and increase civic engagement among the elderly.

Stakeholders

- Municipal Departments: Vilnius City Administration, Social Services Department
- Educational Institutions: Local libraries, Adult education centers
- Community Organizations: Senior citizens' organizations



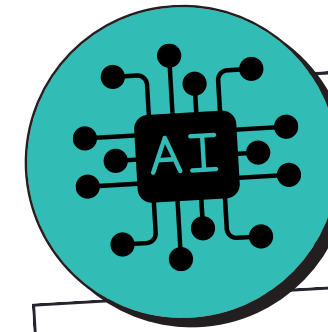
Context

The digital divide in Vilnius is significantly impacting older adults, limiting their access to information and civic participation, leading to social exclusion and underrepresentation in local governance. Vilnius' growing population often lacks the necessary digital skills, highlighting the need for educational programs and digital tools tailored to their needs. Root causes include limited access to digital education, insufficient infrastructure for older populations, and low awareness of municipal digital resources. Without addressing this gap, the digital divide will likely widen, worsening social isolation and reducing civic engagement among seniors. However, there are opportunities to empower older adults with digital skills, improve community cohesion through inclusive initiatives, and leverage open data to create accessible content for them.

Questions

- How is this issue currently affecting the community? What local data or reports highlight its impact?

A Participatory Assembly/Forum/Panel?



Cascais, Portugal



Challenge

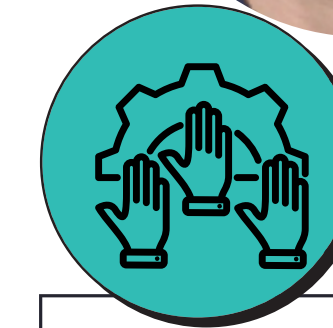
What if citizens had access to an efficient, AI-integrated tool that allows them to pre-evaluate and enhance their proposals before presenting them to the municipality, increasing their chances of success?

Overview

A major challenge in processes that integrate citizens' proposals, such as the Participatory Budget (PB), is analyzing technical viability while maintaining trust in the process. Proposals are often submitted as brief statements without detailed information. If we could use AI tools to transform ideas into concrete proposals this would enhance reliability and transparency, making the system more accessible to all stakeholders (citizens, technicians, and politicians).

Stakeholders

- Municipal services
- IT team and the team responsible for the project introducing AI in Citizen Service
- Citizens
- Academic institutions to conduct research, benchmarking, and monitoring



Istanbul, Turkey



Challenge

How might we set up and establish a digital participation platform in a highly diverse and multicultural megacity like Istanbul?

Context

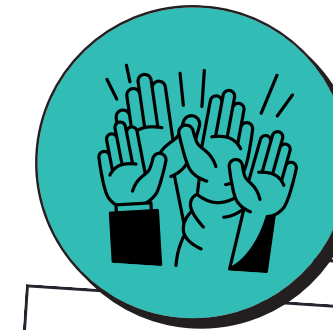
Istanbul's diverse population faces significant

Overview

Istanbul, with its population of 15 million people from 200 different countries, faces challenges in involving citizens in governance. Digital participation solutions by providing information sharing, participation in decision-making, and addressing barriers and language, and between residents and city services.

Stakeholders

- Istanbul Metropolitan Municipality
- Digital Rights Center
- Tech Companies
- Youth Groups
- Universities



Lviv, Ukraine



Challenge

How might we create digital spaces and tools to support local democratic processes in a city under martial law like Lviv, Ukraine?

Overview

In Ukraine, martial law has been implemented due to the full-scale military aggression by the Russian Federation. This decision has had significant consequences for all aspects of public life, including restrictions on the democratic rights and freedoms of citizens. Martial law limits local self-government's ability to function, affecting how citizens in Lviv and other Ukrainian cities can engage in city management and influence local decision-making.

Stakeholders

- Local authorities
- Civil Society
- NGOs

Context

Under martial law, the redistribution of power from local to central authorities in Ukraine has led to the cancellation of local elections, limiting democratic rights to elect their representatives. In Lviv, this results in indefinite delays in council and self-government elections. Furthermore, martial law imposes legal restrictions such as curfews, movement limitations, and increased control over public gatherings, affecting daily life and civic engagement in the city.

Questions

- How is this issue currently addressed?

Tailored Roadmap of participatory methods



WOTIFY
Open tools for creative teams



AHA!

BAUHAUS4MED Interreg Euro-MED Co-funded by the European Union

WOTIFY
Open tools for creative teams

Platoniq
Creativitat i democràcia

ZOMBIE!
MOMENT



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WOTIFY
Open tools for creative teams

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Creativitat i democràcia



NO IS
NON-NEGOTIABLE!

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WOTIFY
Open tools for creative teams

Platoniq
Creativitat i democràcia

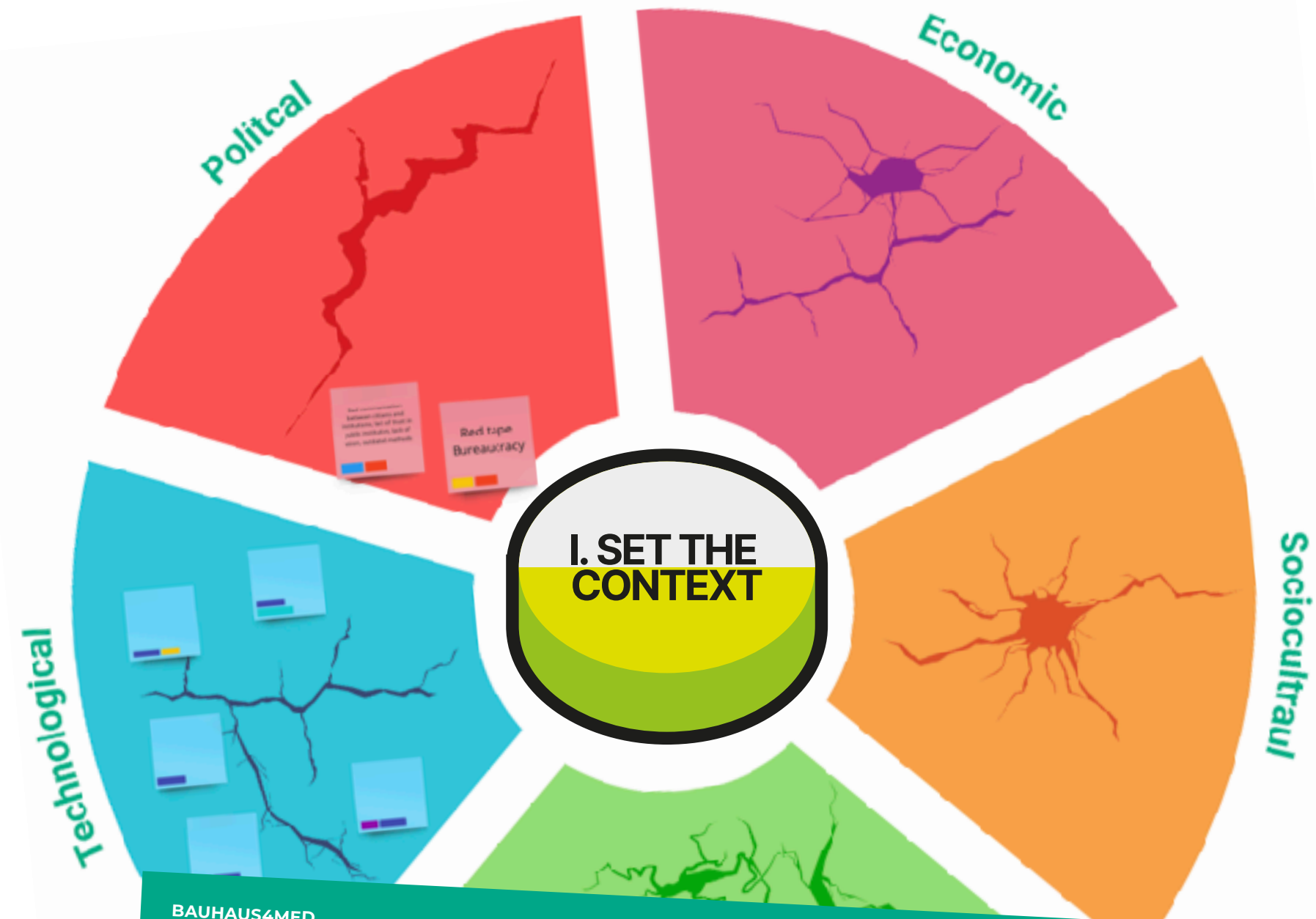


Deal!

BAUHAUS4MED Interreg Euro-MED Co-funded by the European Union

OUR CO-CREATION JOURNEY

DAY 1 S1: Teams formation - Embracing Turbulences



1.

III. IDEATE

BAUHAUS4MED BOLD STEPS VISION
 What steps do you need to take to make your vision a reality?

What is your medium/long-term vision for your BAUHAUS4MED program? Identify 3 bold steps you need to take to get there. What is the social, environmental, territorial and cultural impact of your actions? For each step you take, write down why it is important to take it from the point of view of the recipient - beneficiary.

DAY 2 S3: From bold vision to impact design



3.

Complex challenge breakdown

Platoniq Fundació

DAY 1 S2: Problem framing and goal formulation

II. MAKE SENSE

Challenge / Turbulence

Symptoms → Contributing Factors → Strengths → Challenge resized!

Gaps in our Knowledge → Strengths and gaps in knowledge and experience → Strengths

Causes → Contributing Factors

Strengths and gaps in knowledge and experience

Challenge resized!
Rename + Reformulate your scenario!

This canvas will help you to break down, digest and resize the complex challenge you have chosen for this co-creation journey.

- We suggest that you choose a final challenge that is concrete, but leaves room for many different tentative solutions; one that can benefit from the multidisciplinary angle of your team and your mentors and on which you can find actionable information.
- Use post its to summarise your key ideas.
- In the centre of the canvas, find a section called "Strengths and gaps in knowledge and experience"; to map them you can do a SWOT exercise to locate these strengths that accompany your challenge.

What are the internal turbulences if we go down this path? Which ones?

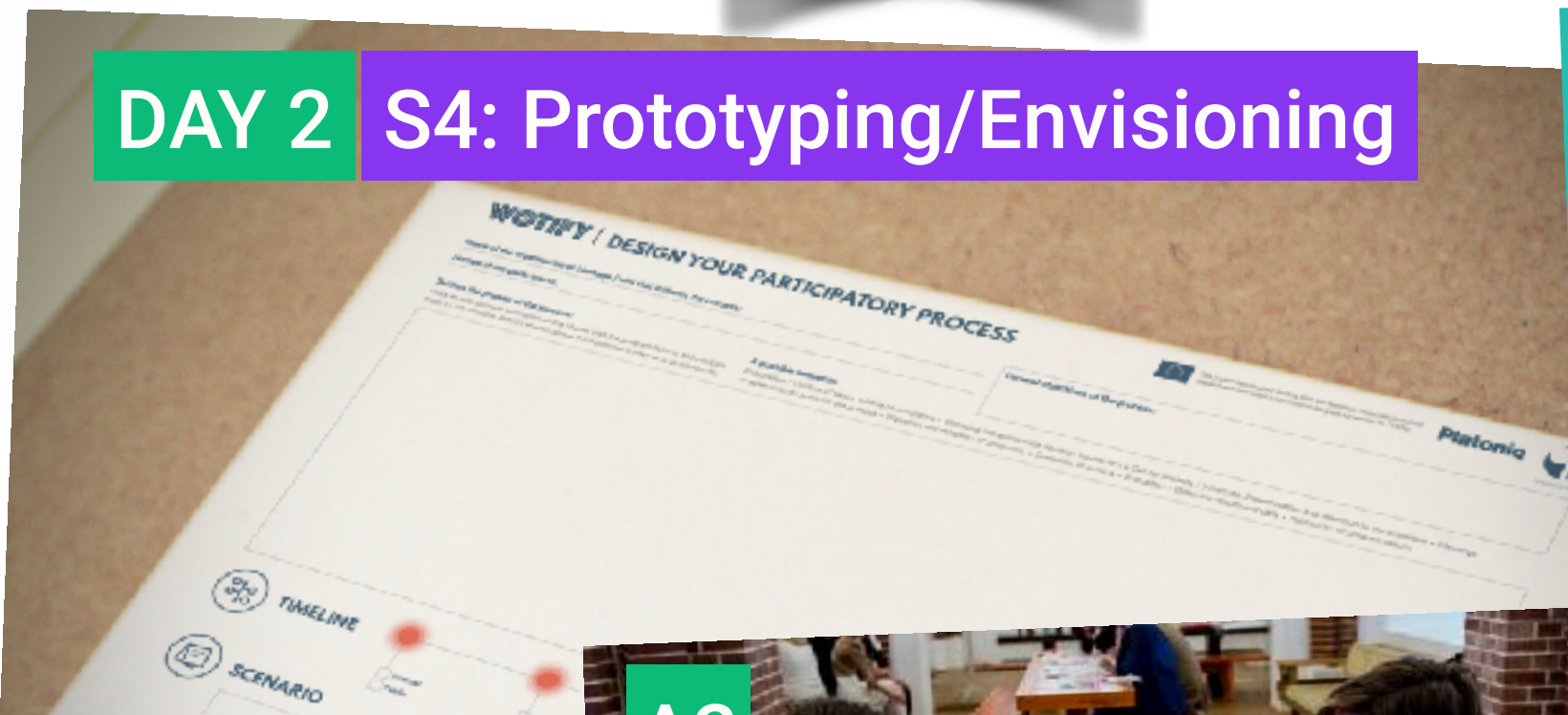
IDEA SCENARIO

	WHAT IF AS A	I COULD
Scenario#1		
Scenario#2		
Scenario#3		
Scenario#4		
Best Scenario		

Susan
 Age range:
 Profession:
 How do they interact with your project?
 Technologies she uses:
 Interests:
 Needs:

2.

DAY 2 S4: Prototyping/Envisioning



A1

A2

COVER STORY VISION

The Cover Story Canvas challenges you and your team to project yourselves in the future. Write a news article from the point of view of the 5 year anniversary of your initiative.

NEWSPAPER / MAGAZINE COVER

INSPIRATIONAL HEADLINES
 What is the most amazing future you see for your idea (and yourself and your beneficiaries)?

THE INTERVIEW
 The in-depth interview
 Who is telling your story?
 What's its most pressing issue, problem, or desire?

QUOTES
 Some great quotes to go with your article

KEY MESSAGES
 Have a thoughtful discussion about what newspaper / magazine you'd like to be featured in once you've achieved your vision

TWEETS
 What impact has your initiative had on...
 Have a...
 POLICY CHANGE

#HASHTAGS
 What aspect of your initiative's story is most likely to resonate with a wider audience?

4.



Here's a clean surface for visually describing one of the scenarios of a new app or service, where you can draw, cut & paste, collage and use more techniques to generate a mockup, diagram, process or combination of these. You can use the set of icons and the content cards as examples and templates here, to make it clearer.

DAY 2 S4: Prototyping/Envisioning

GROUP A1: FLOWCHART

IV. PROTOTYPE

REINFORCEMENT LEARNING

ROBOTICS AI

REINFORCEMENT LEARNING

ROBOTICS AI

COMMENTS

ITEM LIST

LIST

62% 50% 70% 25%

37%

57%

Platoniq Fundació

Nets4Dem

Platoniq Fundació

Nets4Dem

Platoniq Fundació

Nets4Dem

SCENARIO

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DAY 2 | S4: Prototyping/Envisioning

GROUP A2: DECIDIM THE GAME

IV. PROTOTYPE



DECIDIM THE GAME, an Analogical Game to facilitate the co-design of participatory processes in DECIDIM

OUR CO-CREATION JOURNEY



This canvas can help you brainstorm with the other participants about the steps needed for the agile development of the app or other digital product. Gather what they think would be important tasks and needs in different categories, and prioritise each one.



Challenge:

STRATEGY

COMMUNICATION

DESIGN

TECH / DEV

OTHER

DAY 3 S5: Roadmaps + prepare pitch

5.

TASKS

Susan Age range: _____
 Profession: _____
 How do they interact with your project? _____
 Technologies she uses: _____
 Interests: _____
 Needs: _____

Funded by the European Union

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6. Reflect



Challenge:

Catchy Title

My What-If-I statement

What if as <user/actor> I Could... <Specific action>

With... <tool / content / media> So that... <outcome / benefit>

Turbulences

Potential Barriers: What risks might your solution face (e.g., regulatory issues, public resistance, technical challenges)?

Mitigation Strategies: How do you plan to overcome these challenges?

Bold Vision

Can you give us in one sentence the future of your initiative or platform?

Tag line

"Think of an effective catchphrase or slogan that identifies your idea. Try to use a maximum of 8 words. Less is more!"

#Hashtags

60 minutes



Pitching my idea

This canvas is designed to help you present your idea in a clear and structured way. Sum of the concept and key aspects of your project in just a few minutes.

Value Proposition

Unique Selling Point: What makes your solution innovative and different from existing alternatives?

Key users/actors

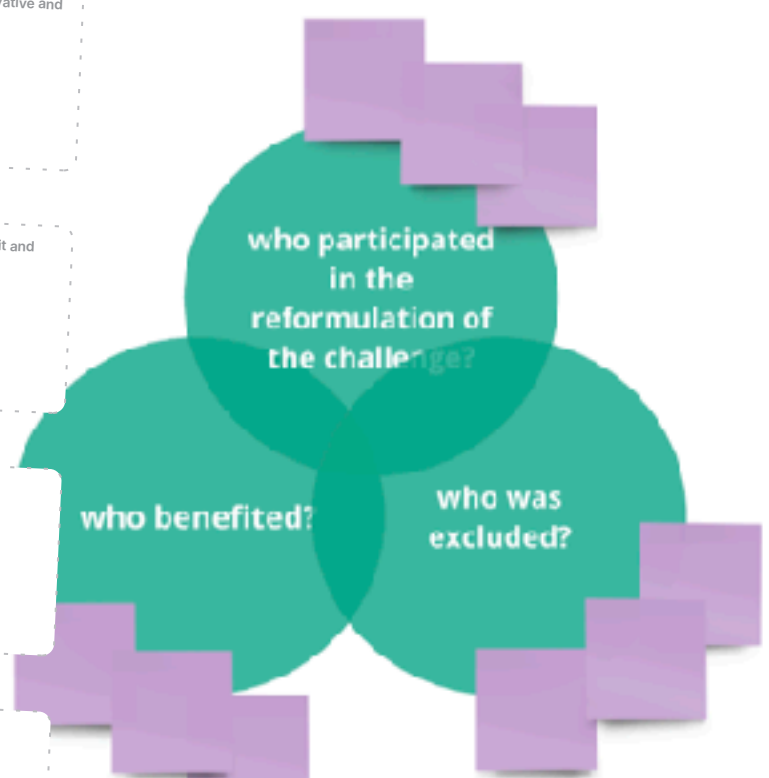
Who will be the beneficiary of your idea? Who will use it and how?
 "With whom can you join forces to make this idea"

Key features

Sum up the key characteristics of your idea in maximum three bullet points

Success Metrics

How will you measure the impact or success of your solution?



6.



Challenge:



This canvas is designed for gathering feedback after presenting designs or prototypes, where the rest of participants can leave their opinion and suggestions about aspects of your project. Provide them with post its and get their precious feedback in!

I would join this if...
 I think this is great because...
 I know a similar thing, check this:
 I think this can be improved by...
 I know someone that will like this:

DAY 3 S6: Prototypes presentation and feedback

7.

Next: Public portfolios

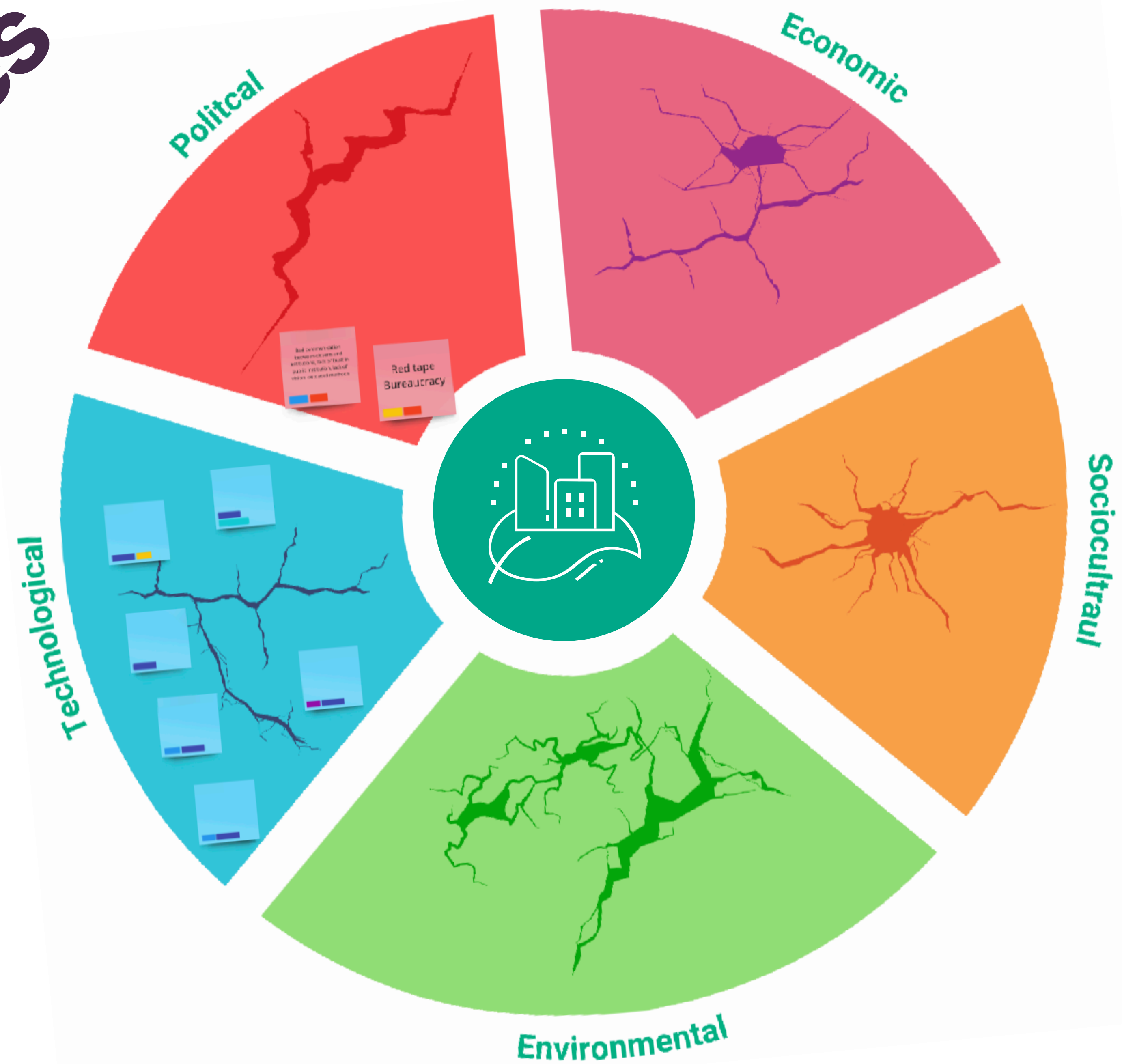
8.








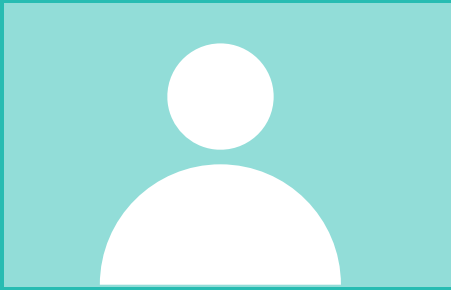
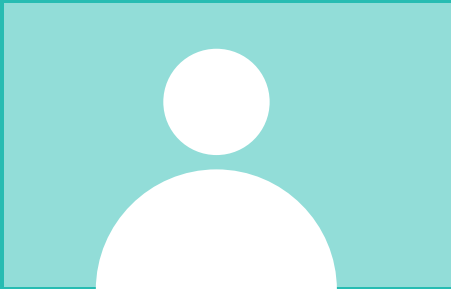
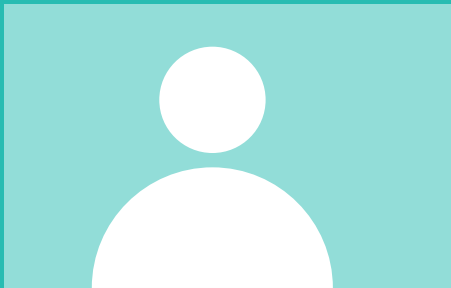
I. SET THE CONTEXT

Turbulences

Turbulence is understood as all those factors external to our organizations that we cannot control and that have a significant influence on the success of our strategy or may represent collective opportunities.



- 30 mn Individual
- 30 mn Colective

	Catchy title					VOTES
Scenario#1						
Scenario#2						
Scenario#3						
Scenario#4						
Best Scenario						

WHAT IF? - Idea scenarios

Use this canvas to generate structured scenarios for the product or service you are designing. Use post its of different colours and start identifying the type of user, followed by a specific action and the tool or content you will use, and finish with the benefit of the idea. Generate as many as you can, and invite the rest of the participants to improve them or vote for the ones they like the most.

Name: _____

Date: _____

What If as a...
<user/client/actor>

I Could...
<Specific action>

With...
<tool / content / people>

In order to...
<outcome / benefit>

VOTES

Catchy title

WHAT IF AS...
 <Role / Beneficiary>

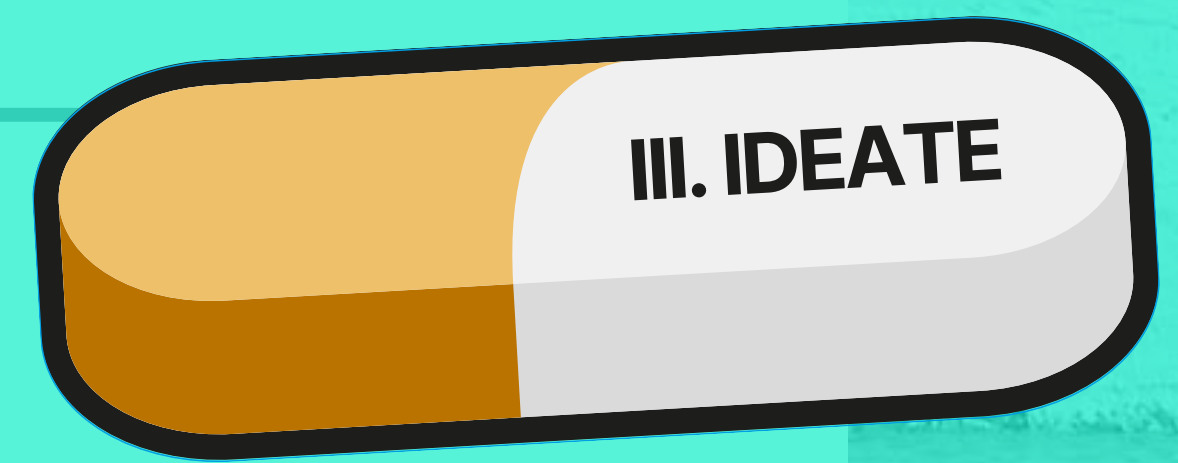
I COULD...
 <Specific Action>

WITH...
 <Tools / Methods >

IN ORDER TO...
 <Outcome / Benefit>

Scenario#4: _____

The Best:



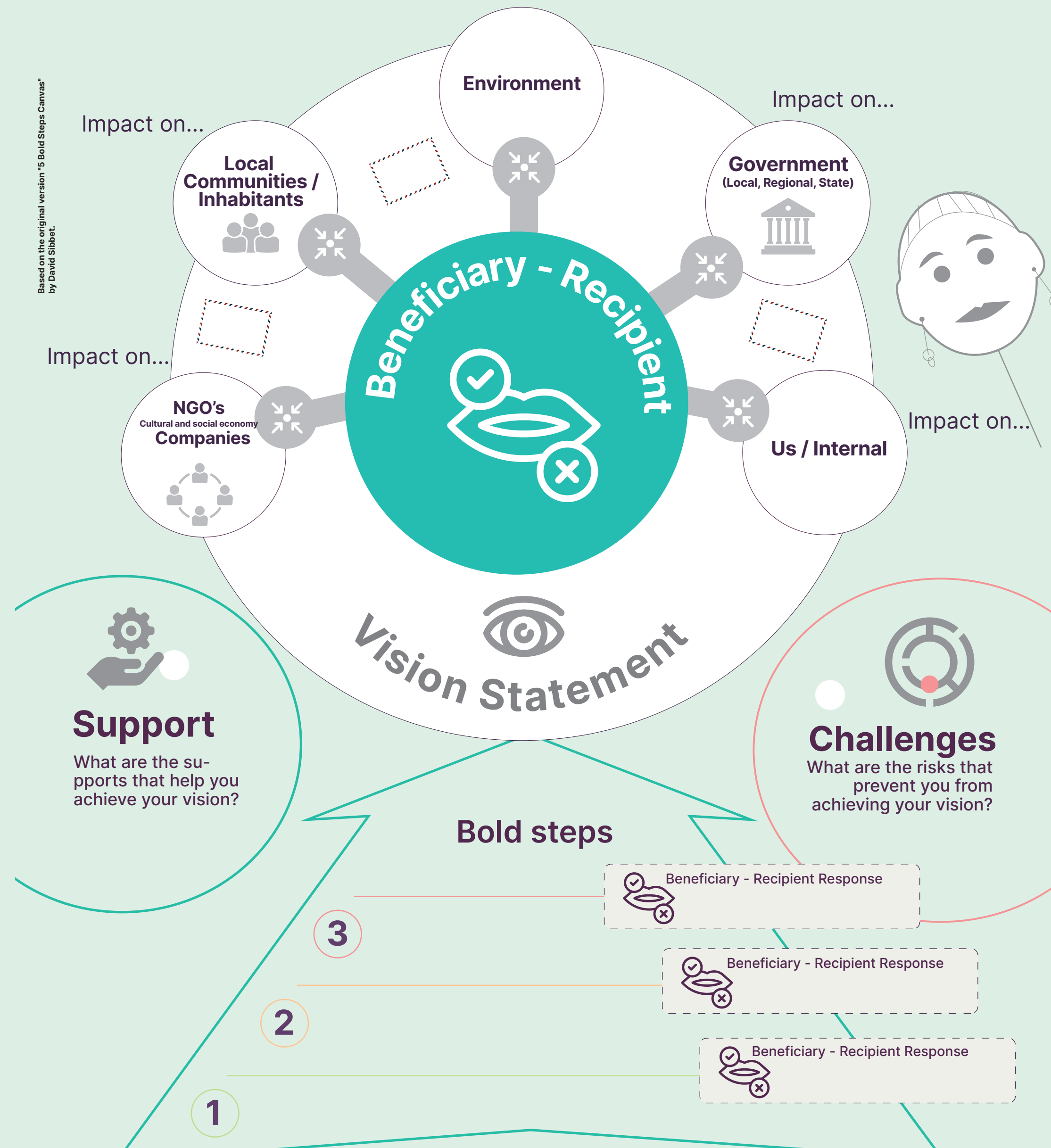


What steps do you need to take to make your vision a reality?



What is your medium/long-term vision for your DEMOCRACY LAB program? Identify 3 bold steps you need to take to get there. What is the social, environmental, territorial and cultural impact of your actions? For each step you take, write down why it is important to take it from the point of view of the recipient - beneficiary.

Based on the original version "5 Bold Steps Canvas" by David Sibbet.



Catchy Title

Pitch



My What-If statement

What If as <user/actor>	I Could... <Specific action>
With... <tool / content/ meths>	So that... <outcome / benefit>

Turbulences

Potential Barriers: What risks might your solution face (e.g., regulatory issues, public resistance, technical challenges)?

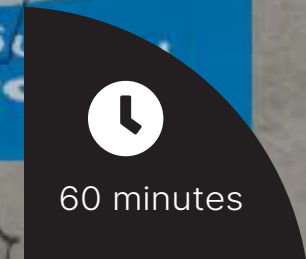
Mitigation Strategies: How do you plan to overcome these challenges?

Problem Statement
Key City Issue: What specific city problem are you addressing (e.g., traffic congestion, pollution, housing, public safety)?

Bold Vision
Can you give us in one sentence the future of your initiative or platform?

Tag line
"Think of an effective catchphrase or slogan that identifies your idea. Try to use a maximum of 8 words. Less is more!"

#Hashtags



Value Proposition

Unique Selling Point: What makes your solution innovative and different from existing alternatives?

Key users/actors

Who will be the beneficiary of your idea? Who will use it and how?

"With whom can you join forces to make this idea"

Key features

Sum up the key characteristics of your idea in maximum three bullet points

Sucess Metrics

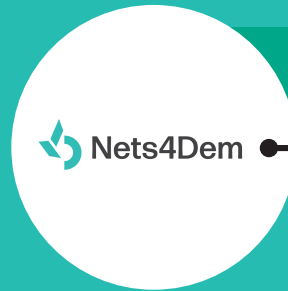
How will you measure the impact or success of your solution?

Beneficiary - Recipient

WHAT IF AS...

A citizen of Istanbul (16y<)

Identify your key audiences/ beneficiaries and tailor your messages to them and test how they react (or simulate their reaction if the recipient or beneficiary is not in the room)



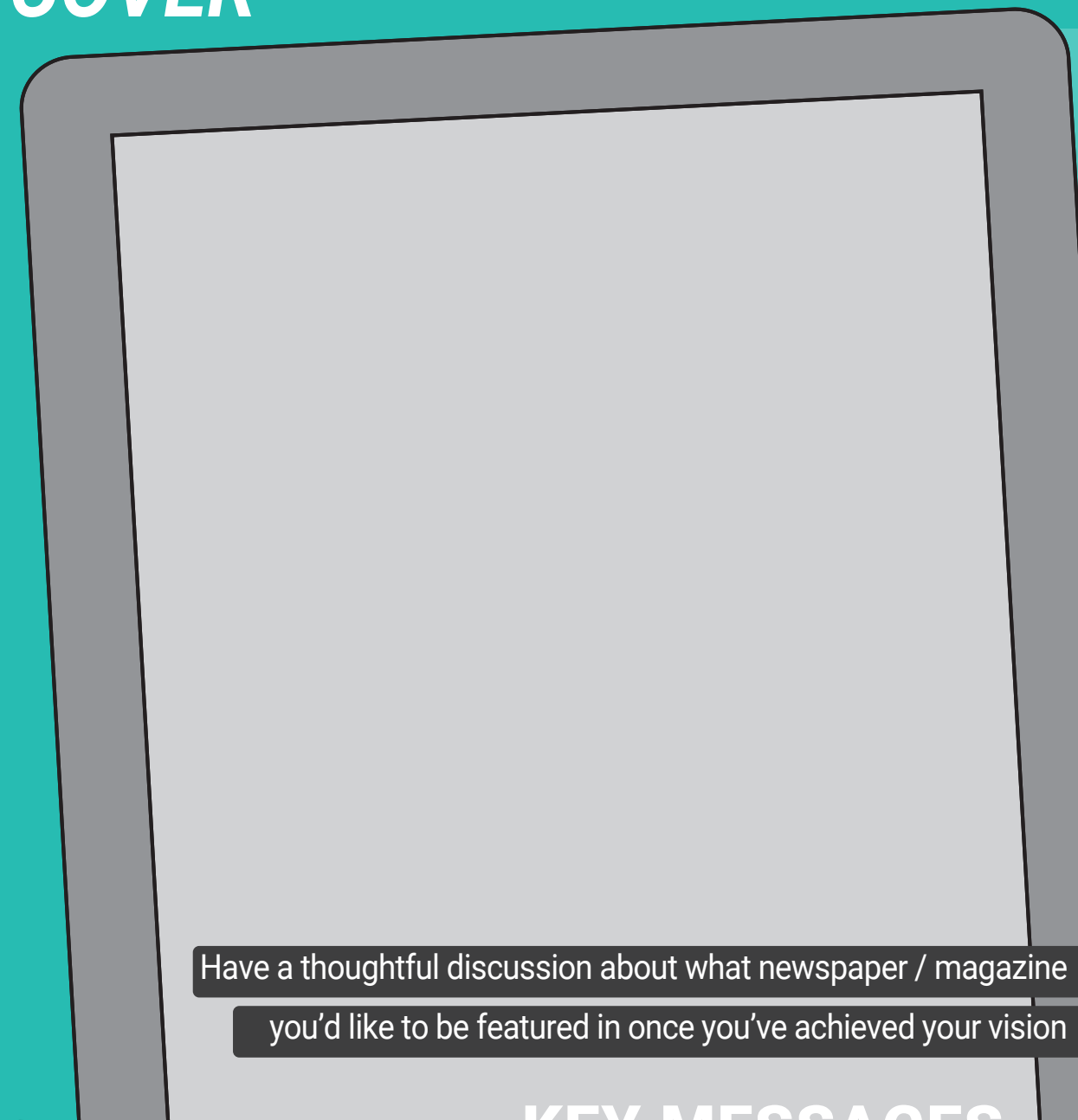
COVER STORY VISION

Challenge:

The Cover Story Canvas challenges you and your team to project yourselves in the future. Write a news article from the point of view of the 5 year anniversary of your initiative



NEWSPAPER / MAGAZINE COVER



Have a thoughtful discussion about what newspaper / magazine you'd like to be featured in once you've achieved your vision

KEY MESSAGES



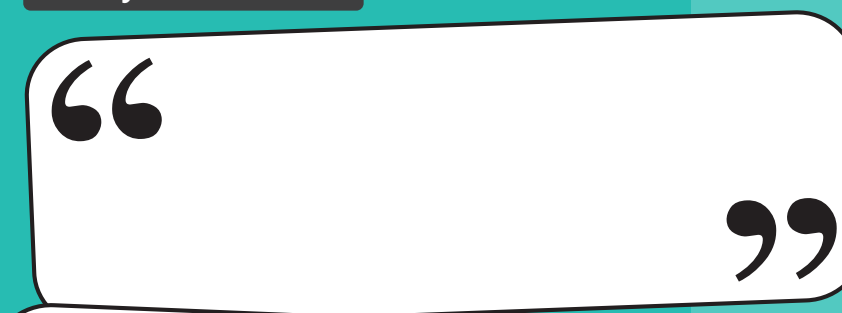
Which aspect of your initiative's story is most likely to resonate with a wider audience?

INSPIRATIONAL HEADLINES

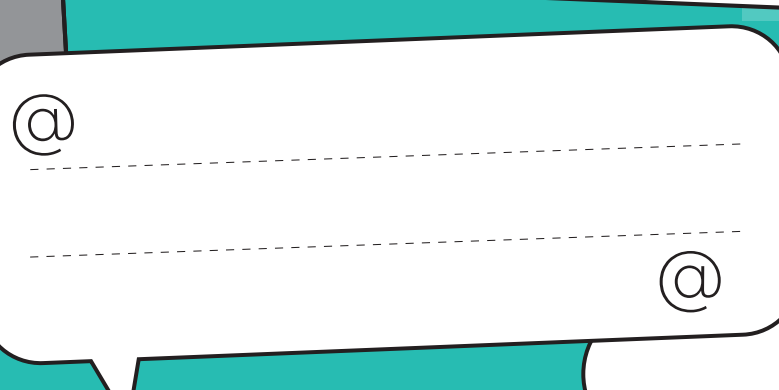
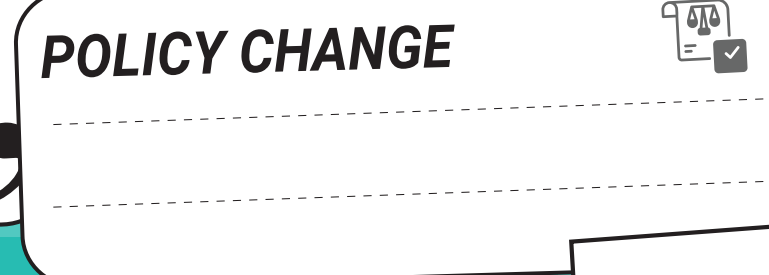
What is the most amazing future you see for your idea (and yourself and your beneficiaries)?

QUOTES

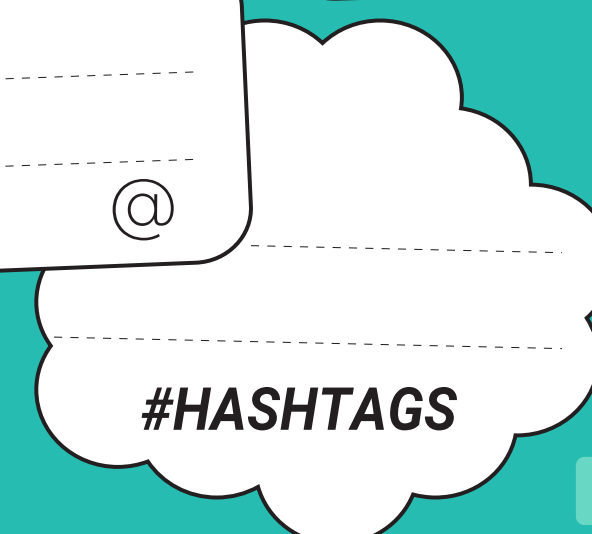
Some great quotes to go with your article



What impact has your initiative had on policies?
Have any public policies changed?



TWEETS



#HASHTAGS

THE INTERVIEW

The in-depth interview
Who is telling your story?
What's its most pressing issue, problem, or desire?

THE BOTTOM LINE

In which section would your story appear. What does it all boil down to?
How would you describe the impact your initiative has had over the past half decade?

INSTAGRAM PICTURES

