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# Children Digi-CORE

Enhancing children's participation  
through DIGItal COmplaints and  
REporting



## WP2 - Participatory needs assessment and peer-learning

### D2.2 Framework for the design thinking process



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# Enhancing children's participation through DIGItal Complaints and REporting

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(\*) A=Author; C=Contributor; REV= reviewer; EXT = external reviewer

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## Introduction

The Children Digi-CORE project includes, among its activities, the design and development of a mobile application to assist children who need to report violations of their rights. The process of creating and marketing a successful mobile product is complicated, with numerous factors influencing the final product. The most essential element that determines the success of mobile app development is its careful planning. It is very difficult, without a clear understanding of the aims, as well as the user needs and expectations and finally the app's value proposition to design and construct a usable app.

Design thinking, a well-known and effective innovation process, allows to develop a solid understanding of the product's target user base, a clear product vision, user personas, as well as the technology solutions required to achieve them. The design thinking process was chosen to aid in the design and development of the Digi-CORE app.

## The Design Thinking process

Design thinking is a human-centered approach to innovation. It is based on understanding consumer demands, fast prototyping, and generation of new ideas. It allows to make design choices based on what customers truly desire, instead of relying solely on historical data or assumptions rather than facts. It combines what is desirable from a user standpoint (DESIRABILITY) with what is technologically achievable (FEASIBILITY) and what is economically viable (VIABILITY). The design thinking process is structured in 5 phases that are reported in Figure 1 and briefly presented afterwards.

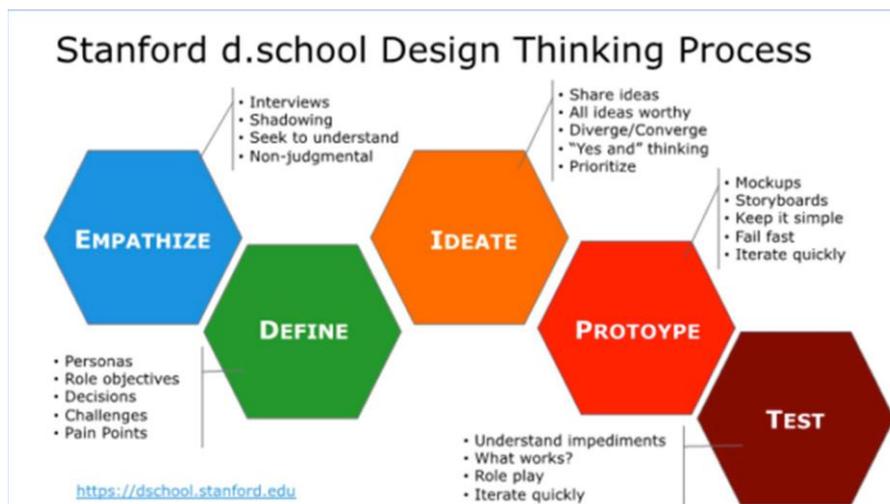


Figure 1: The design thinking process

### Stage 1: Empathize—Research of Users' Needs

This first phase is focused in reaching an empathetic understanding of the problem. This is done through user involvement. Empathy with the final user is crucial it allows to set aside the product designer assumptions and perceptions about the world and gain real insight into users and their needs.

### Stage 2: Define—State Your Users' Needs and Problems

This phase is focused on the analysis of the observations and considerations emerged in the Empathize phase and their synthesis. In this phase also often 'personas' are created, i.e., specific user profiles identified by their needs and pain points.

### Stage 3: Ideate—Create Ideas



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This is the phase in which new ideas and solution candidates are generated based on the background of knowledge from the first two phases.

#### Stage 4: Prototype—Start to Create Solutions

This is the experimental phase. The aim is to identify the best possible technical solution for each problem found. This phase includes often the development of simple prototypes (i.e. mockups)

#### Stage 5: Test—Try the solution

A set of identified evaluators test the prototypes. This is the final phase of the process. Design thinking is iterative in nature: Teams often use the results to refine the solutions and if needed return to previous stages to make further iterations and refinements

### Selection of the team

A key element of success of a design thinking process is the selection of the stakeholders involved. In the case of Digi-CORE the group of stakeholders (a.k.a *International Co-design team*) has been chosen on the basis of specific competence as follows:

- Four users (children/young adults): two from Torino and two from Cyprus. They bring competence of the DESIRABILITY
- Two representatives from Synesthesia to cover the FEASIBILITY and the VIABILITY side (business)
- One Legal Field Expert from university of Turin to cover the VIABILITY (legal side)
- One 1 children's welfare professional

As supporter, two childcare providers from Agevolando that bring expertise and contribute to the DESIRABILITY and enable to express at best the user needs coming from the young adults

### Design thinking Sessions

Two sessions have been organized in the month of October and December 2021. The first one took place in hybrid modality (in presence and online) at Synesthesia headquarters and the second one completely online.

#### First session of the International Co-design team 29.10.21

The session lasted over 4h and has been structured as follows:

##### Preliminary warming up exercise

The first part of the session was focused on understanding the design thinking methodology through some exercises using design thinking process for the design of a wallet for the neighbour. The participants were organized in couples and the 5 phases of the process were explored together.

##### Clarifications

A discussion relative to the constraints that the app would have to satisfy were discussed. It was clarified that:



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- The app cannot replace the support given by the police and law enforcement, all reports that require immediate and urgent actions must be made to the appropriate authorities.
- The reports sent through the app are managed by the Ombudsperson's office, which will handle them directly or forward the reports to the most suitable offices to manage the different types of reports.
- The interaction with the app must allow users to easily structure the report.
- Reports sent through the app will be handled as quickly as possible but there is no real-time response: the *ufficio del garante regionale per l'infanzia* that receives the reports carry out their work during office hours.
- The app will identify the severity level of the rights violation but without explicitly communicating it to the user. A severity level will be associated to each situation, but this information is transparent to the final user.
- The app will show an established set of situations related to rights violation, so that the user can identify the most significant one and proceed with the report through a guided path that also offers the possibility of adding a free text (non-mandatory field). Some examples of situations were made.
- The report can come from children in the family or children in the community.
- It will be feasible to send reports both to registered and unregistered users.
- The mobile app will contain a FAQ section where users will find all the information they need (i.e., telephone numbers, addresses)
- The mobile app will be a *decision support system*, thus providing all useful information with respect to different scenarios of rights violation: in this way users will find answers to their doubts while feeling supported in the reporting process.
- The app will be multilingual (Italian, English and French)

### Design thinking session

Afterwards we moved to the first two phases of the design thinking session.

**Empathize:** In an initial phase of Empathize with the potential users of the app, where we tried to feel and act as the target users. The contribution of the children from both Turin and Cyprus has been of paramount importance to develop the adequate empathy with their needs and expectations from the app. Several scenarios were discussed and the different needs of reporting also indicated. It clearly emerged that the process of reporting is psychologically intense and difficult for the children and thus any help in the compilation of the report has been welcome to ease the task. Another issue that emerged regularly is the one related to trust and confidence in providing personal details and being sure that no retaliation would occur as side effect.

**Define :** we moved to the Define phase and identified the pain and the gain points and identified the 'personas'. The results are presented in figure 2.

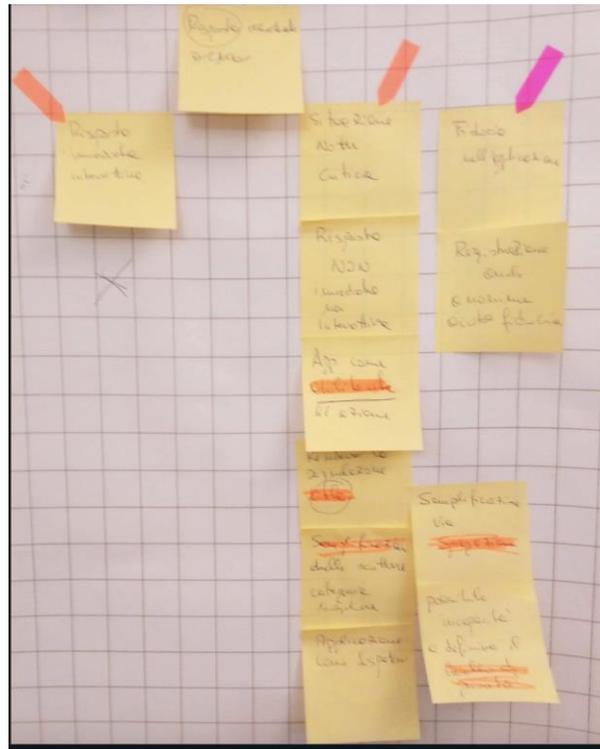


Figure 2: notes from the session

Based on the discussion on the application characteristics, we excluded the 'personas' who need to utilize the app in mission-critical scenarios, i.e., situations that necessitate urgent engagement and action from a third party (as indicated in the left part of the image). We next concentrated on personas that do not require urgent assistance but can use the app to report a violation, obtain **useful** information about their rights via the app, assist the user in providing an **accurate** report of the circumstance, and **simplify** the report creation. Furthermore, **explanation** appeared to be a critical component in allowing the user to better understand the context and severity of the reported violation. Another factor that appeared to be important was the **level of trust** that the user would develop in the application. The option of **registration** appeared to be relevant in this regard.

### Following Steps

- The team decided to further elaborate on other scenarios and in the following meeting complete the define phase.
- The rest of the following meeting would be dedicated to the IDEATE process in which we will take what has been developed in the previous phases (i.e., the WHAT) and creative ideas will be generated for app implementation (i.e., the HOW).



## Second session - International Co-design team 06.12.21 - Online

This second session (3h) has been mainly focused on the ideation of the app mobile, both for the creative and functional parts. The session began with a summary of the points and functionality discussed during the first meeting, to the completion of the define phase then focused on the structure of the app and in particular the structure of the report generated by means of the app should have. The sections of the app have been identified and are reported below:

### Onboarding

Once installed, the app must explain what it is for, starting with a very clear explanation of what the app is made for. In particular, users must be informed that the app generates a report for the guarantor's office. At the end of the process of report creation an email will be sent: the app helps the user to write it effectively.

### The report and its structure

Two cases have been identified. The first is a *general report* (just to address some general issue to the authorities) and the second a *specific report* addresses some specific case. If it is a general report, a free text field will be made available in which users will be able to describe the general issue. If instead users want to report some specific fact, the structure proposed is the following:

1. **When** - optional field with a calendar

2. **Where did it happen?**

- region
- province
- city --> optional field. Region and province will be mandatory.

3. **In which context?**

- domestic
- in community
- at school
- bullying
- ...

(the list will be improved by the project partner involved in the project)

4. **Who is involved?**

- me
- a family member
- a friend
- ...

5. **What happened?**

- taxonomy list → this list will be proposed by the project partner involved in the project)
- + add more → this function will allow user to enrich the taxonomy with specific issues

6. **Free field (optional)**

This field will allow user to add more information, including the possibility of adding video / audio / images.



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### **keep track of the report**

Users will be asked to indicate whether they want to keep track of the reports sent within the app or not.

### **Send the report**

Once the report is sent, a feedback message will be published on the app.

if the user entered an email address in the profile section, an automatic acknowledgment email is sent. If the users activated the “keep track” functionality, the "reports sent" section will lists the reports sent.

The meeting then focused on remaining sections and in particular the group discussed and listed the following:

### **User Profile**

Users can give as much information about themselves as they want, but some information will be mandatory:

- email address / telephone number
- pseudonym

More personal information, such as name, surname and age will be optional.

### **FAQ section**

- which explains children's rights
- which provides telephone numbers to call in case of urgency

### **Language**

The app will be available in Italian, English and French

### **Useful numbers**

Here will be listed all the numbers users can call in case of emergency

### **Conditions and regulations**

This section will specify the legal aspects related to the usage of the application.

### **Next Steps**

- Synesthesia will take the input from the IDEATE phase and PROTOTYPE a mock-up of the application to be shared with the international co-design team. a follow meeting has been scheduler the 11 of March 2022 in Nicosia Cyprus.
- A final phase will be dedicated to the TEST phase. Specific users’ assessment workshops will be carried over with 40 children and 40 professionals.