

Contents

1	ICTs in Support of Urban Governance	1
1.1	ICTs for Social Inclusion	1
1.2	Statistics and Data on Digitalization in Europe	2
1.3	Internet Digitalization in Italy	6
1.4	European Policies on the Use of ICTs	11
1.5	The Concept of e-Government	16
1.6	Conclusions	18
	References	18
2	Digital Technologies to Encourage e-Participation in Urban Regeneration	21
2.1	Smart City and Citizen Participation Through ICTs	21
2.2	Levels and Tools for e-Participation	22
2.3	Digital Participatory Platforms: Main Features, Potential, and Goals	29
2.4	Digital Participatory Platforms: Types and Examples	30
2.5	Gamification in e-Participation	35
2.5.1	Type of Games	36
2.5.2	Gamification in the Urban Context	38
2.6	Conclusions	40
	References	41
3	Case Studies of Digital Participatory Platforms in Europe: An Overview	45
3.1	Methodology for the Selection of Case Studies	45
3.2	European Best Practices	46
3.2.1	Smart Kalasatama	46
3.2.2	Decide Madrid	48
3.2.3	MinStad	51
3.2.4	Sag's Wien	52
3.2.5	Lisboa Participa	54

3.2.6	CityLab010	57
3.2.7	Street Care	59
3.2.8	Dans Ma Rue	61
3.3	Case Studies in Italy	63
3.3.1	Partecipa Bologna	66
3.3.2	Sensor Civico Bolzano	69
3.3.3	Milano Partecipa	71
3.3.4	Io Partecipo RC	74
3.3.5	Roma Decide	76
3.4	Conclusions	78
	References	81
4	MiraMap: A Digital Tool for Civic Engagement in Urban Regeneration	85
4.1	MiraMap as a Case Study	85
4.1.1	The Context: The Mirafiori Sud District in Turin (Italy) ...	85
4.2	The Pilot Project Crowdmapping Mirafiori Sud	87
4.3	From a Pilot Project to a Proper Governing Tool	95
4.4	MiraMap, a Room for Co-design and Co-production	104
4.4.1	The Offline Process	106
4.4.2	The Tool	108
4.4.3	The MiraMap Platform: How Does It Work	112
4.5	Conclusions	118
	References	119
5	Digital Participatory Platforms: Conclusions and the Way Forward	121
5.1	Challenges in Using ICTs to Foster Civic Engagement	121
5.2	Contextual Factors	122
5.3	Technological Factors	128
5.4	Organizational Factors	129
5.5	Impact Assessment of Digital Participatory Platforms: Still a Long Way to Go	131
5.6	Conclusions	133
	References	135