Methodology to implement stakeholders' feedback in the online ESCO fora

29th Maintenance Committee meeting

26 March 2019

Core guiding principles: ESCO continuous improvement process

1. Preparation

*Forum: communication gateway

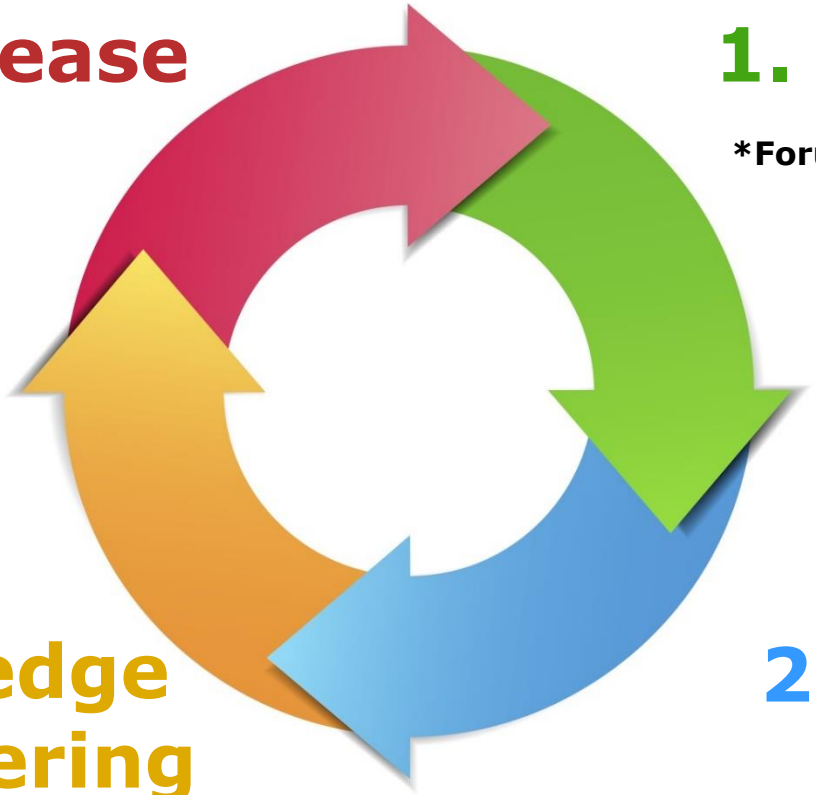
2. Scoping

*Commission`s decision based on input received

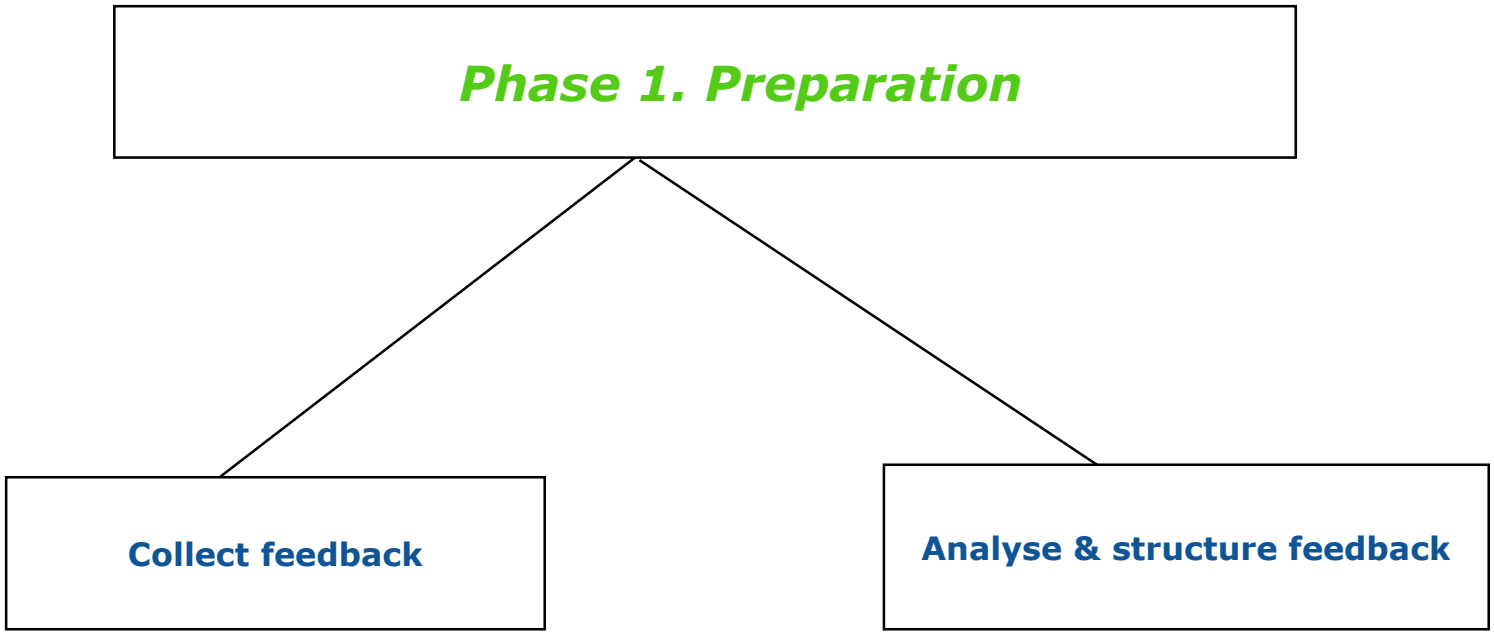
3. Knowledge engineering

*Implementation of change requests

4. New Release



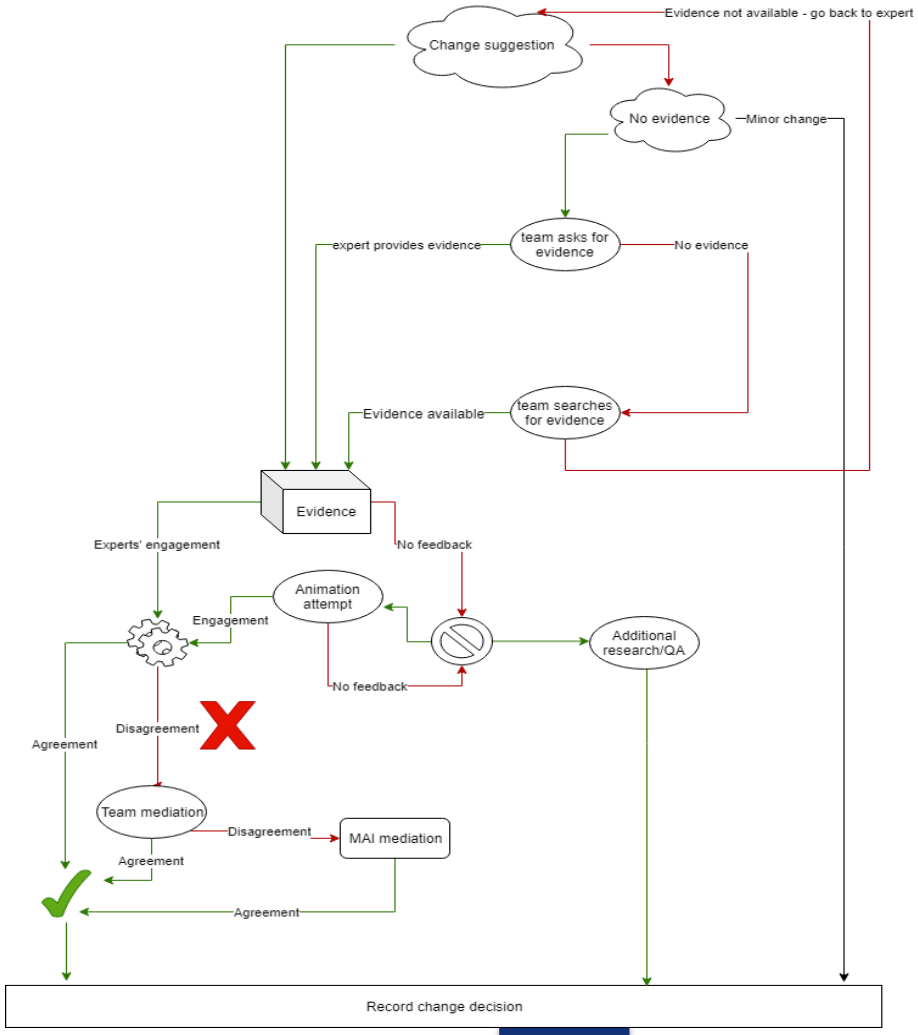
Steps in implementing stakeholders' feedback



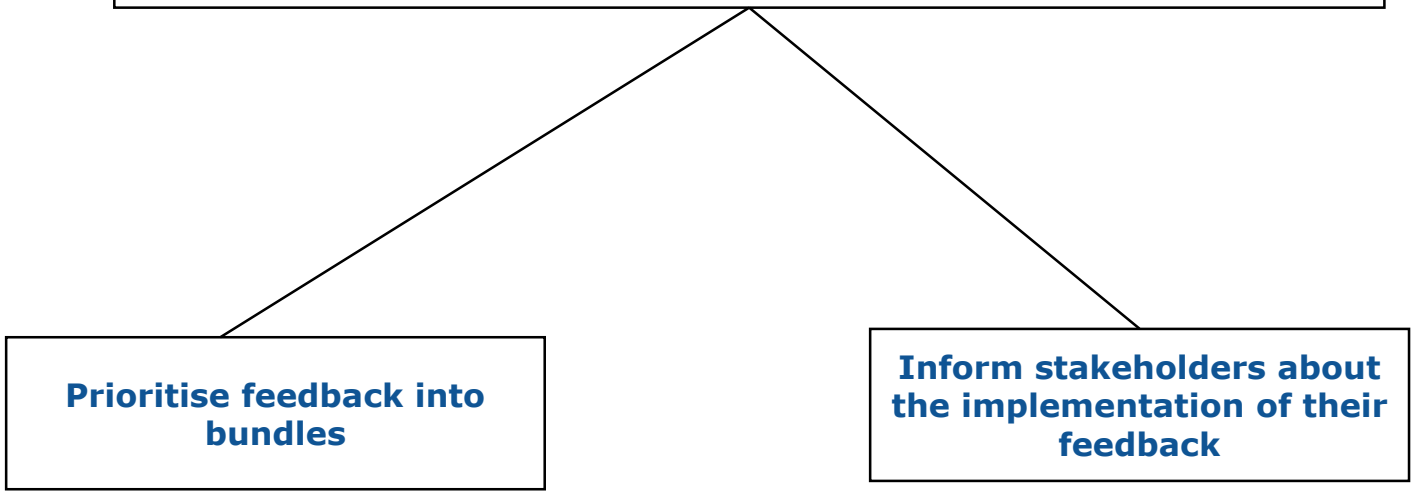
- Follow & Moderate conversations in the forum
- Record all the comments in ticketing system

- Ask evidence for suggested changes
- Ensure EU coverage & relevance
- Ensure consensus among members of the forum

Decision-making process



Phase 2. Scoping the new release



- Perform a value analysis of the requested changes
- Group them into bundles: what can be easily done, what is most urgent, etc.

- Provide feedback to stakeholders about the plan for implementing their suggestions

Topics for discussion

- Alternative ways to analyse the feedback?
- How to ensure consensus when views differ?
- Any suggestion on the decision-making workflow?
- Difficult cases to be discussed with the MAI (in the forum or in the meetings?) Ex: terminology in BG
- What potential risks should we take into account?