DEMO-net Workshop on
Argumentation Support Systems for eParticipation
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Capturing, Mapping and Integrating Argumentation as Project Memory in Participatory Urban Planning

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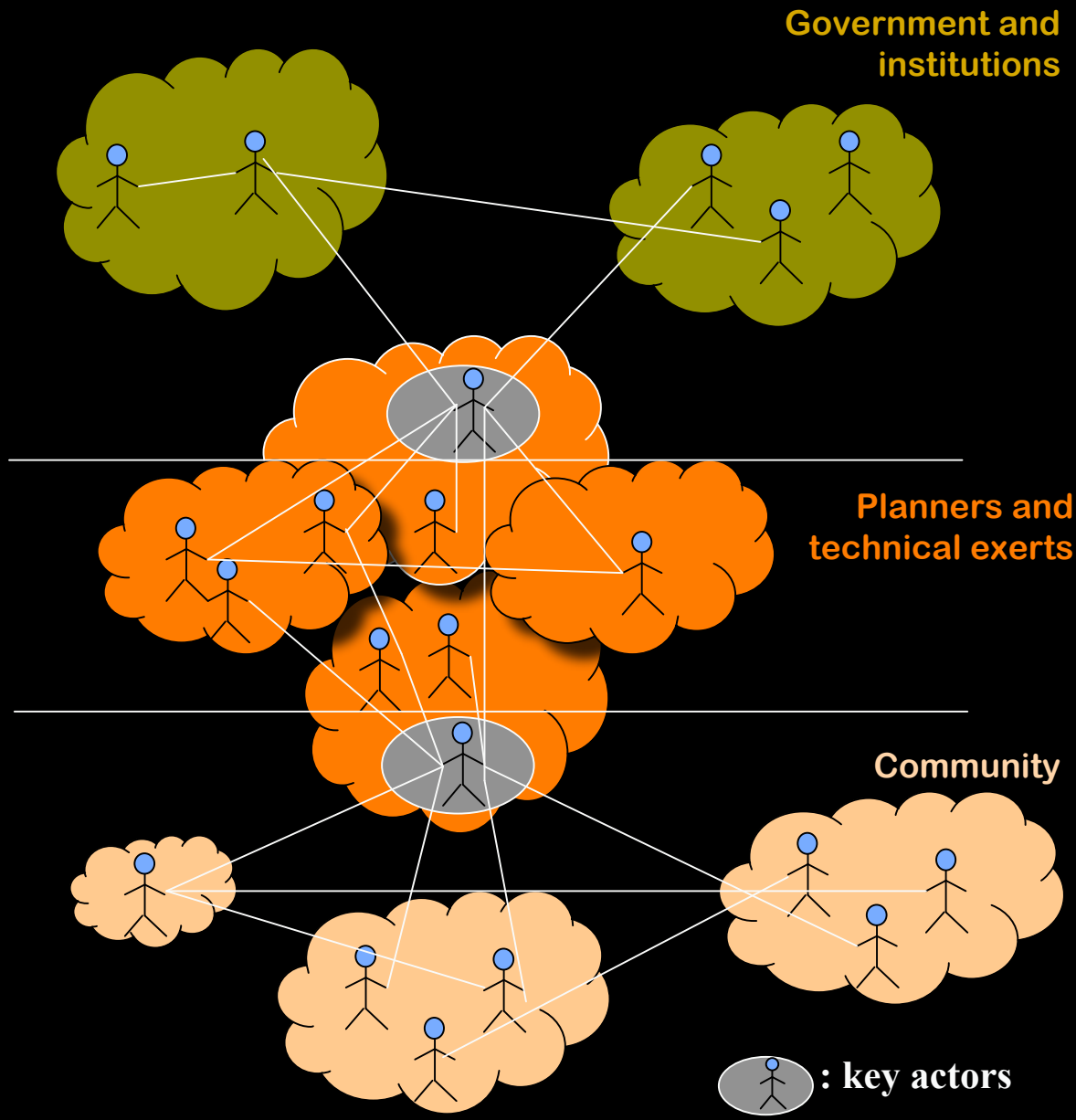
PP is a **collaborative governance practice** involving institutional and non-institutional stakeholders in a collaborative process of **deliberation** in order to:

- ✓ build multiple views of problems and resources
- ✓ achieve better informed and shared decisions

The challenge is to trace the **intense process of information and knowledge exchange and production** through deliberation and reflection

…loss of **democratic sharing of information and building knowledge** about the project between stakeholders; **weakening of transparency and accountability** of the PPP itself.



overall aims

Support Participatory Planning Processes in order to improve:

- ✓ management and transferability of complex, evolving and eclectic information and knowledge produced during participatory processes
- ✓ transparency, evidence and accessibility of the rationale behind decisions, explaining and showing the transition from consultation contents to decisions

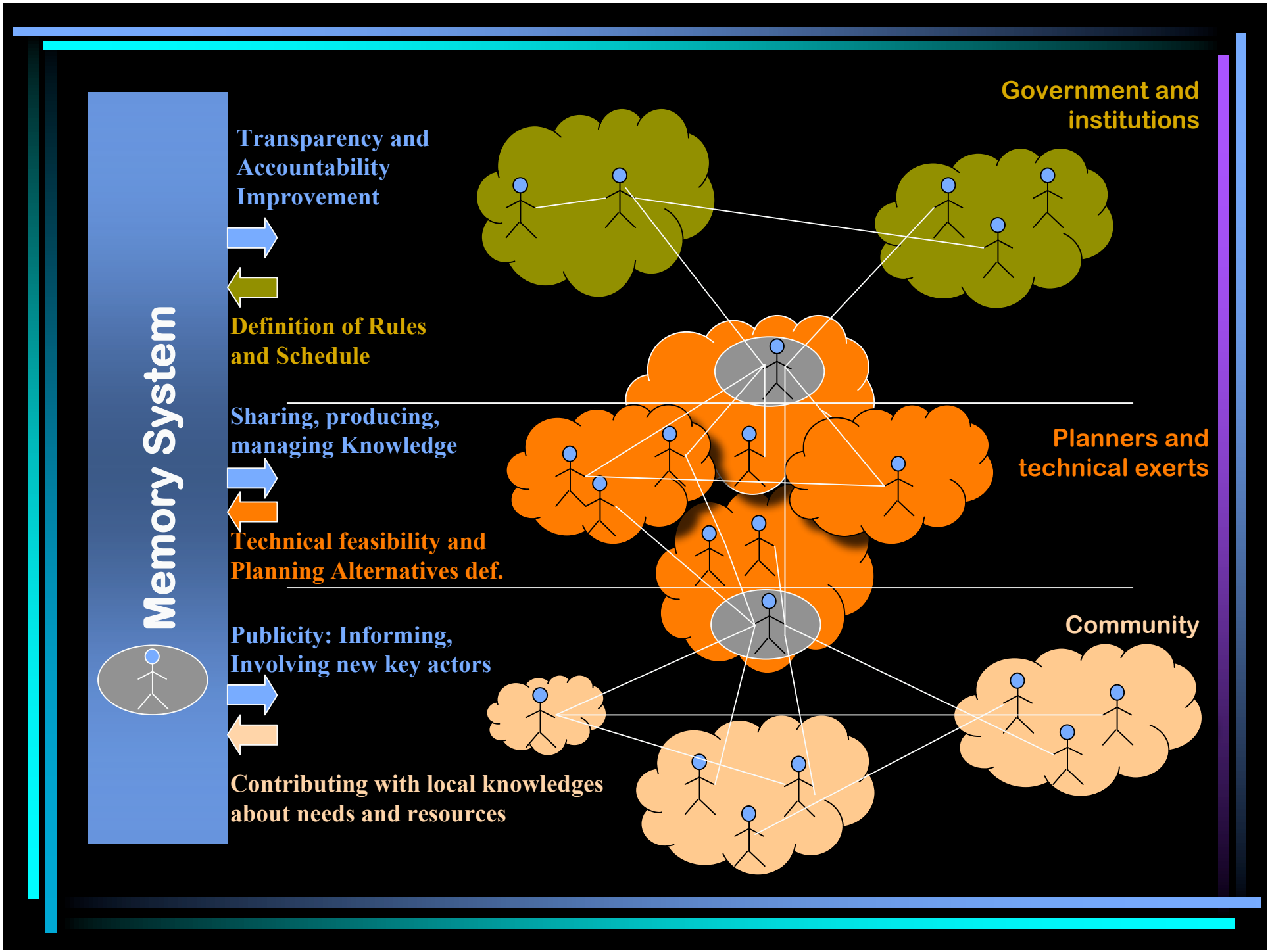
Research hypotheses: the memory system

We are investigating the development of a **memory system** that aims at supporting:

1) **transparency and accountability** of planning decisions trying to link:

- consultation results
- technical choices and
- political decisions

2) **democratic sharing of information and building novel knowledge** about the project: trying to represent in an integrated environment the information produced and knowledge generated throughout the Participatory Process; capturing traces and contextualizing them to the evolution of the Planning Project


Memory System
Transparency and Accountability Improvement
Definition of Rules and Schedule
Sharing, producing, managing Knowledge
Technical feasibility and Planning Alternatives def.
Publicity: Informing, Involving new key actors
Contributing with local knowledges about needs and resources
Government and institutions
Planners and technical exerts
Community

How?

mediating and capturing deliberation in order to:

✓promote more reflective interaction by making tangible the connections between planning options, arguments and other issue/documents;

✓build common awareness and understanding, not only of the planning issues at stake, but also of the diversity of viewpoints and counterarguments in play;

✓maintain coherence between the past and the future, by helping stakeholders to navigate the history of the project in helpful ways.

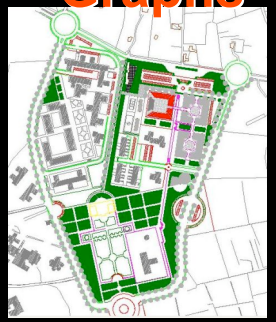
The Memory Environment: COMPENDIUM

Compendium is a visual hypermedia and sensemaking tool. It enables the rapid construction of multimedia group memory environments (many case studies). Used to build a PPP memory so as to capture, index, and visualize the connections between information, issues, options and arguments generated throughout the project

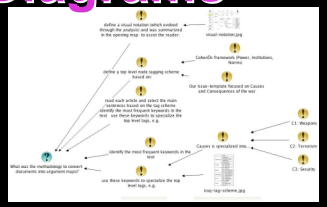
Open environment in which dialogues, narratives, conversational models, flux of thoughts can be represented and stored by different mediums:

Texts

Graphs



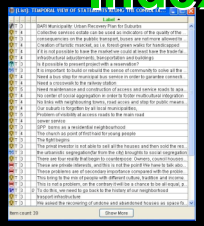
Diagrams



Symbols

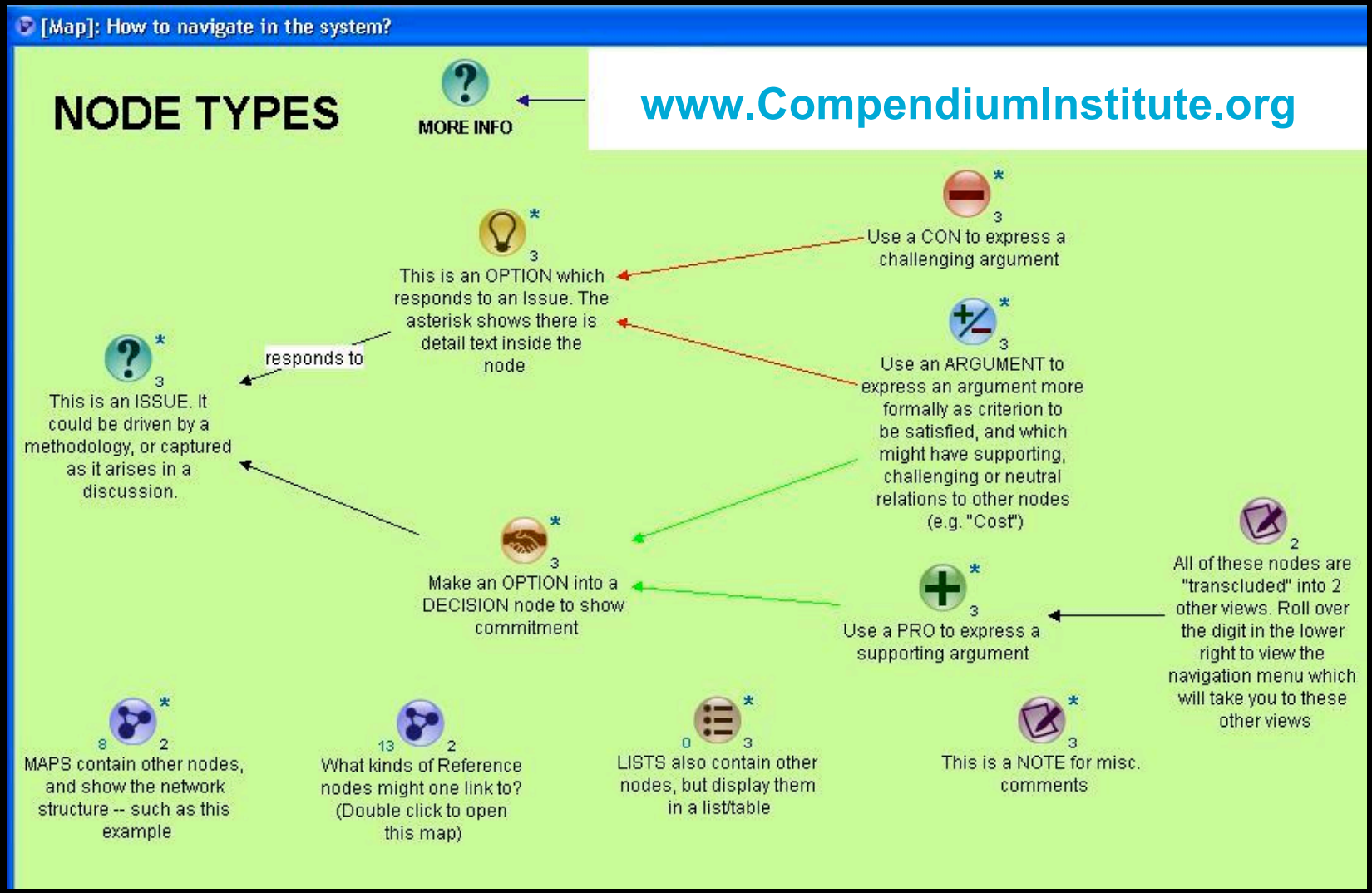
Images

Indexes



www.CompendiumInstitute.org

The Memory Environment: COMPENDIUM



Case Study

A Participatory Planning Process carried out by **Engineers Without Frontiers (I.S.F.)** (association for social promotion of cooperation and development) within the community of San Pietro Piturno (Southern Italy)

San Pietro Piturno memory support system: SPPmem

"SPP Mem" is a Memory support system designed for the Regneration Programme of urban suburbs in San Pietro Piturno (SPP) in southern Italy

The system has been designed in order to help ISF and the Planning Project team in charge of the project to capture, map and visualize not only information about the Programme but also about the issues, options and arguments generated and raised throughout the Consultation process

Step 1: A **post-hoc analysis of videos** collected during community consultations in order to assess Compendium's expressive capabilities and elicit ISF reactions

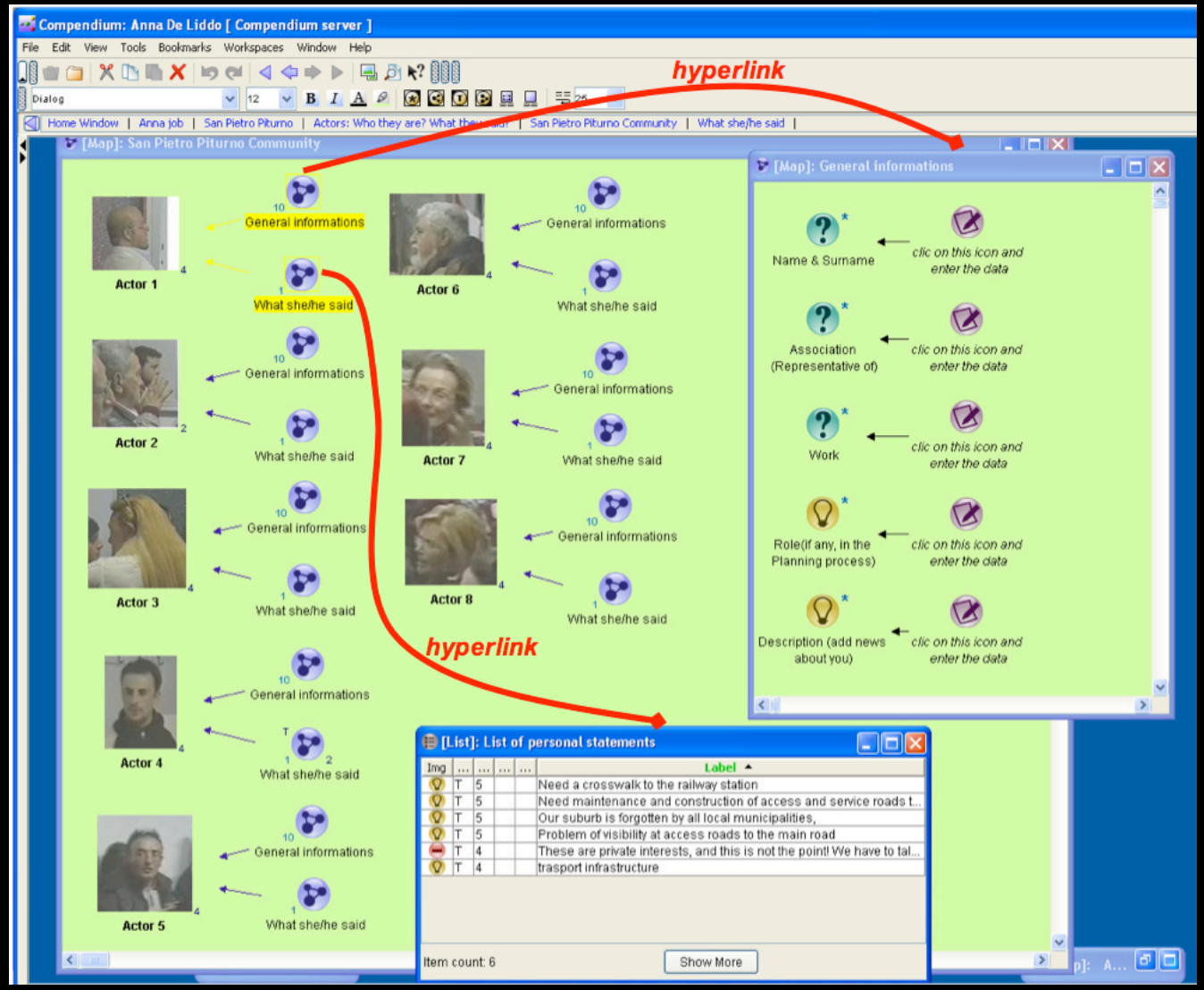
Two recorded face-to-face meetings have been mapped into the prototype memory system, to explore the structures, visual language, tagging schemes and views that can be provided

San Pietro Piturno memory support system: SPPmem

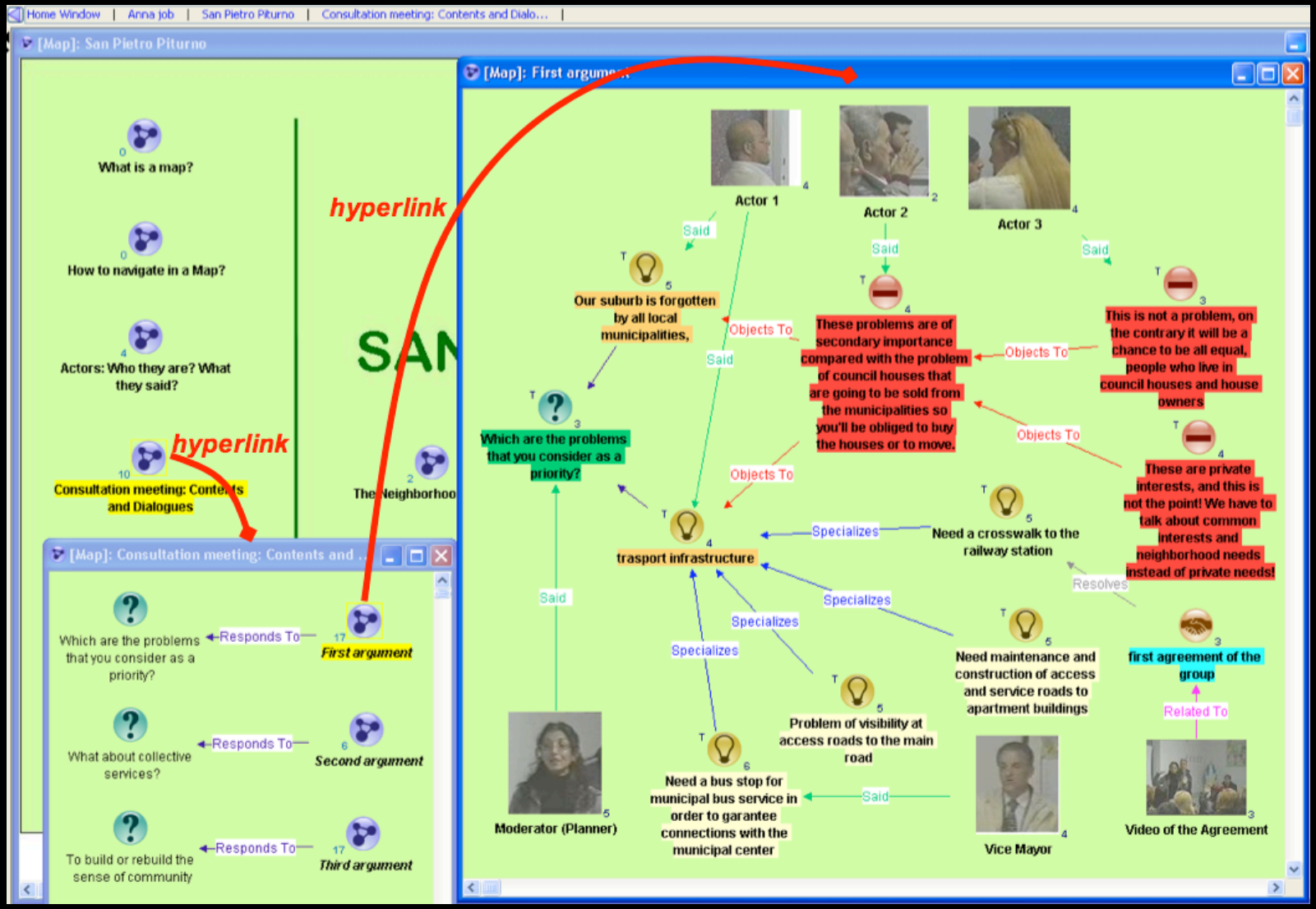
San Pietro Piturno memory support system: SPPmem

Each element in the system (e.g. people, buildings, issues, options, arguments, documents) is represented as a node of the hypermedia database, indexed by views defined by 4 different dimensions:

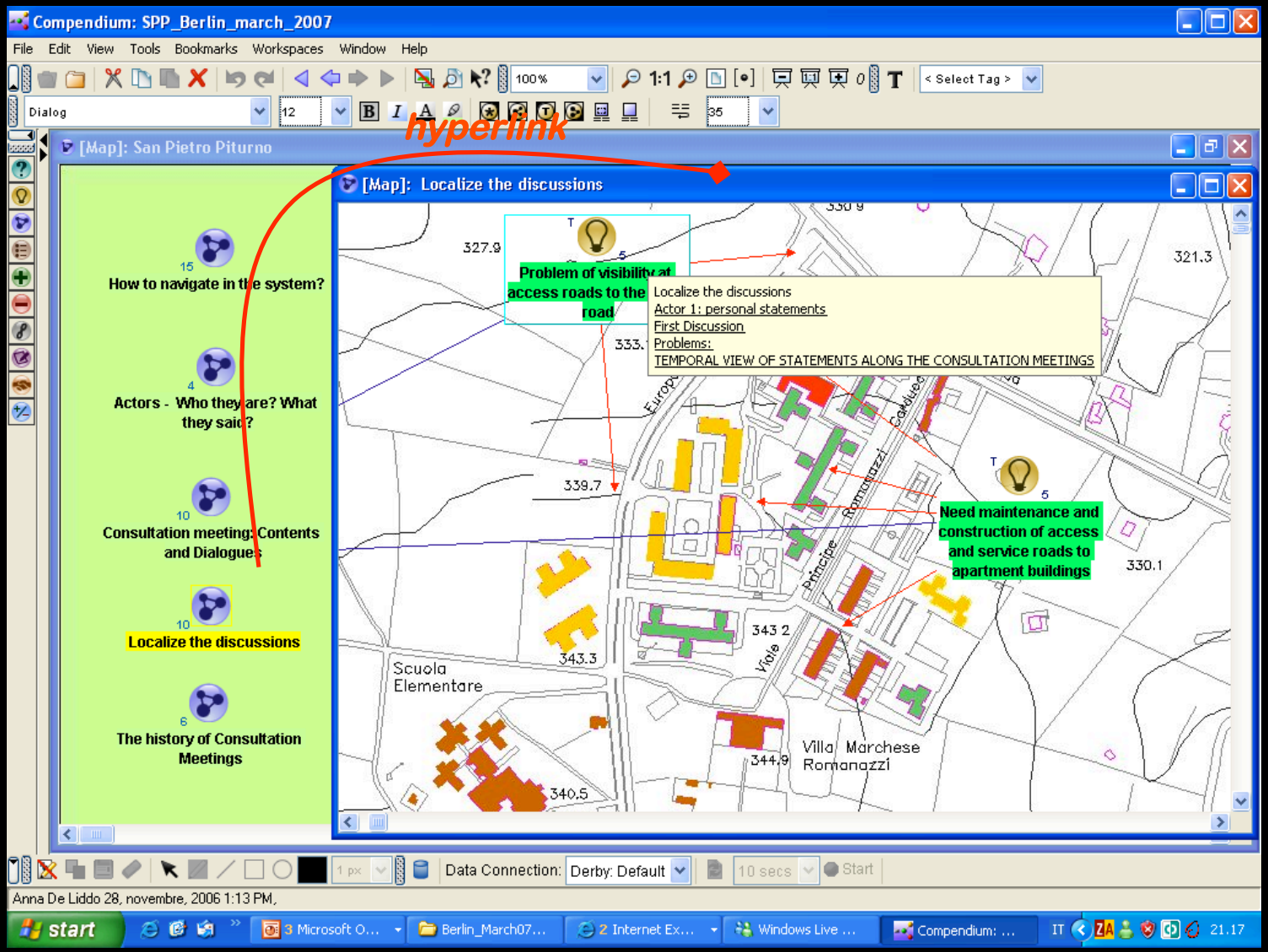
- social: which person/stakeholder group contributed the element, and their role
- conceptual: what discussion(s), about what topics, the element arose
- geographical: the area or physical object (e.g. building) to which the argument pertains
- temporal: when an element occurred along the planning process



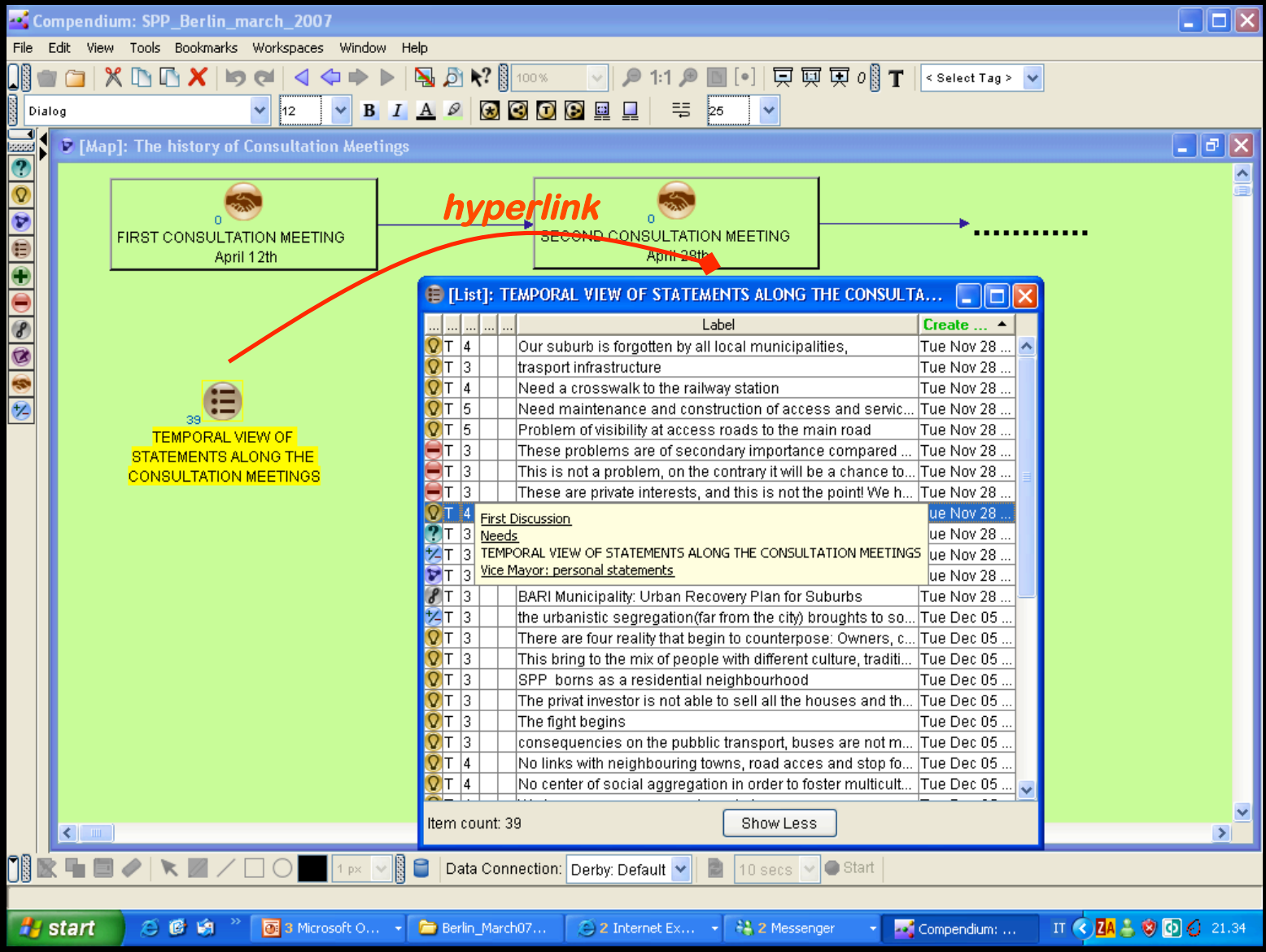
Social Dimension (Photos of the stakeholders are associated to both the general info about them and the whole list of personal statements they raised all along the consultation process)



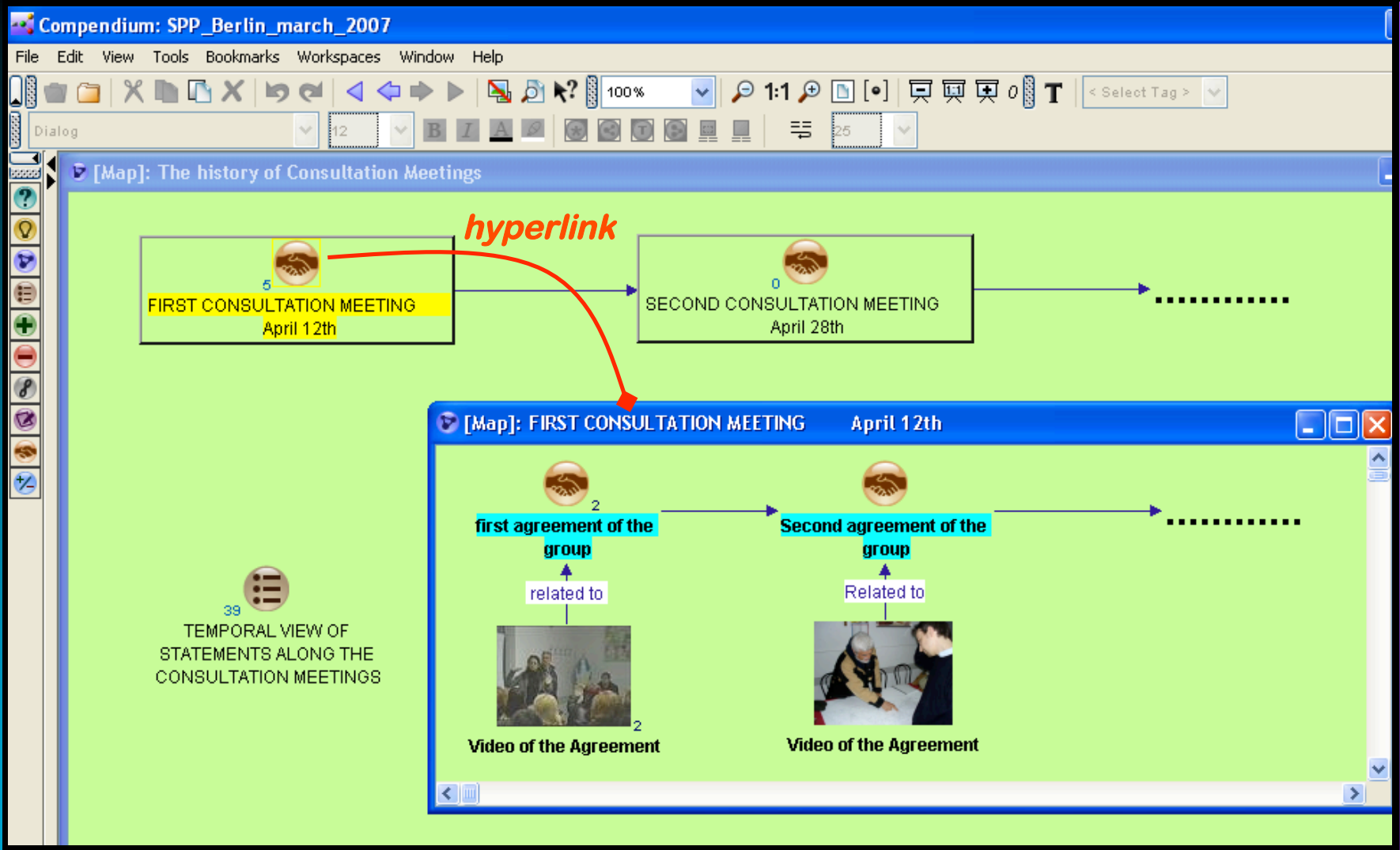
Conceptual Dimension (Argumentative contents are organized by discussions, and then represented with IBIS model)



Geographical dimension: the area or physical object (e.g. building) to which the argument pertains



Temporal dimension: when an element occurred in planning process

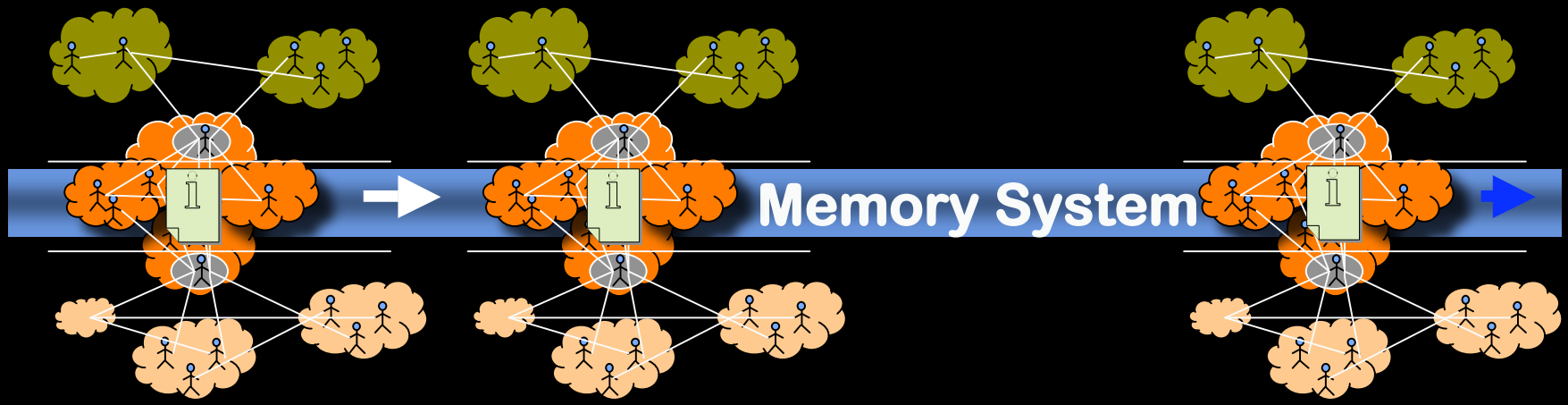


Temporal dimension: when a decision or agreement in the planning process

Preliminary results and future agenda

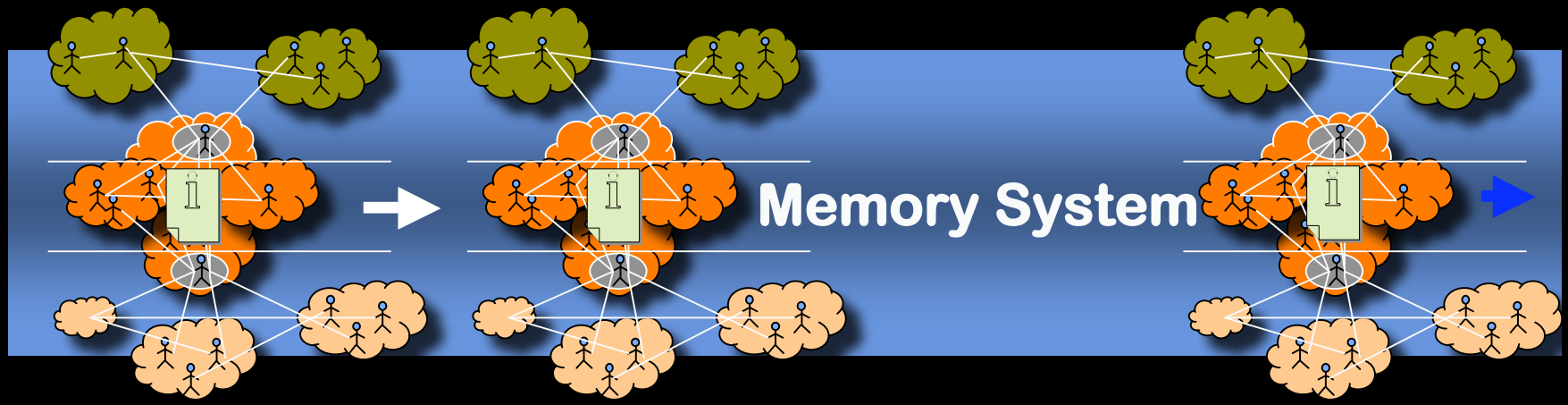
In this case study we have tested the system as a **Project Memory aid**:

1. to represent and reconstruct the group memory of consultation meetings
2. to allow the planning team to navigate and reuse the contents of those meetings

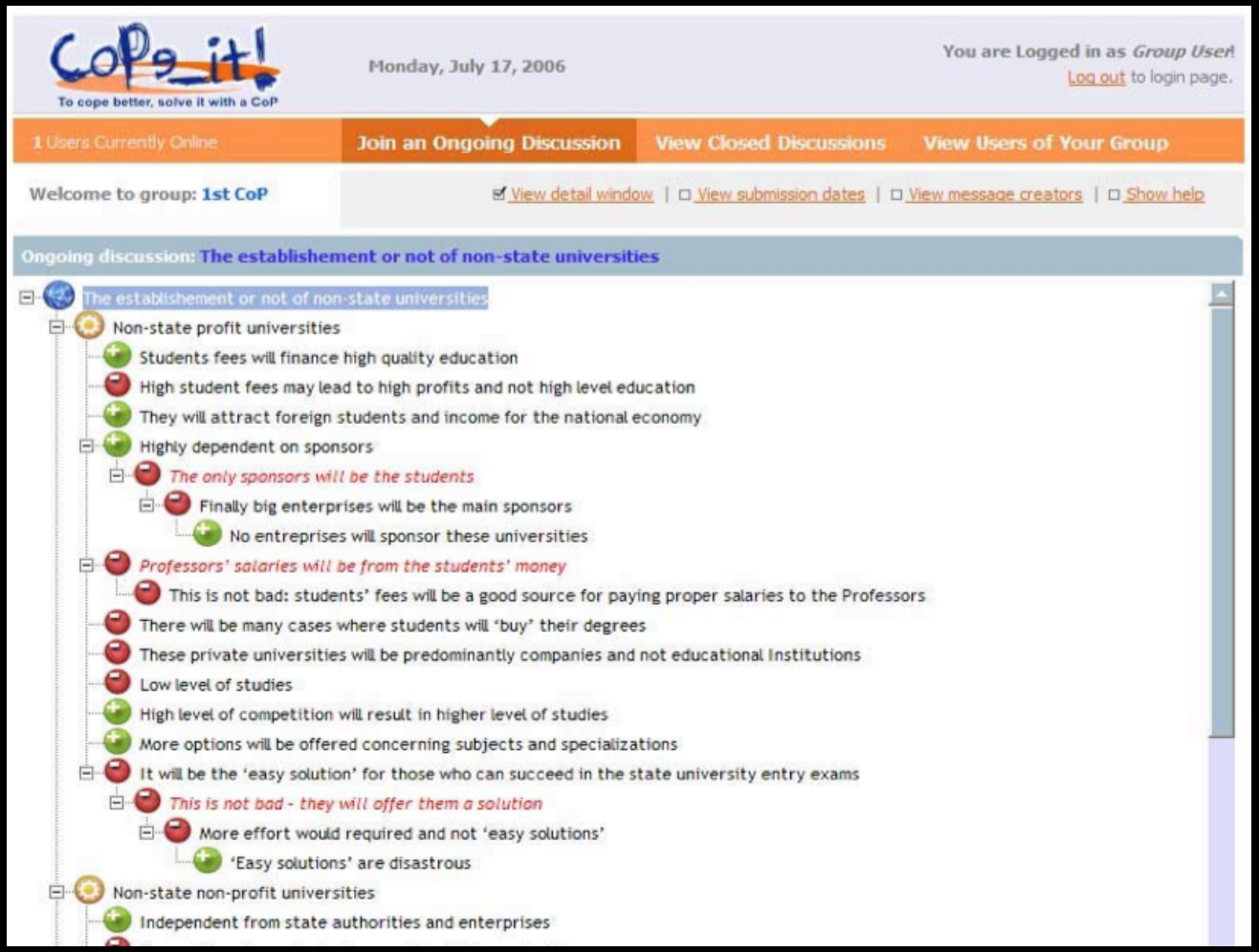


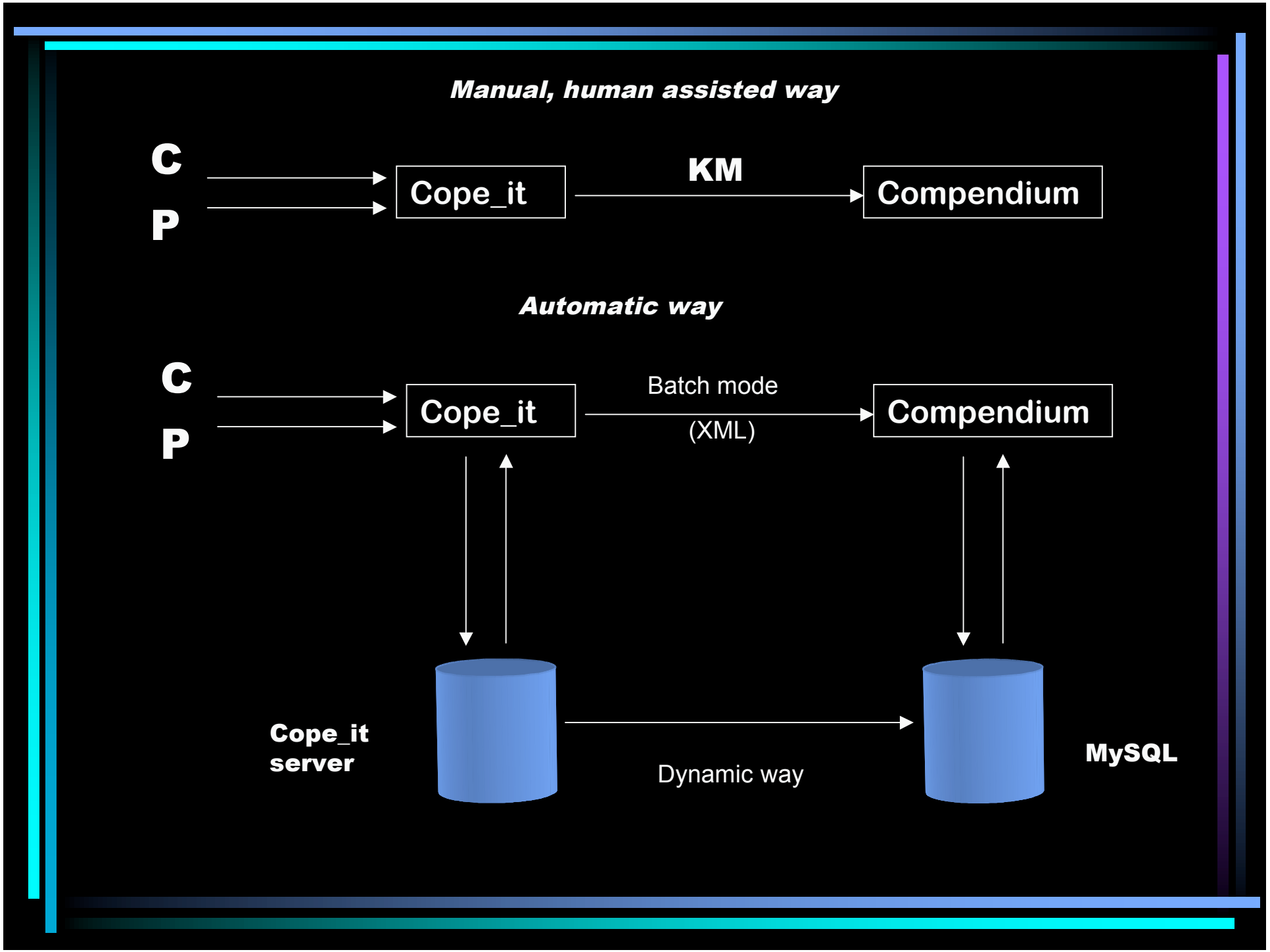
In a second case study:
We plan to open the use of the memory system to a wider community on the WWW, allowing automatic or semi-automatic posting of statement and arguments to the Compendium maps.

Challenge:
To support these and other activities, to build confidence with the memory system, firstly as an internal knowledge management tool, and then moving to the point where it may be introduced to the community

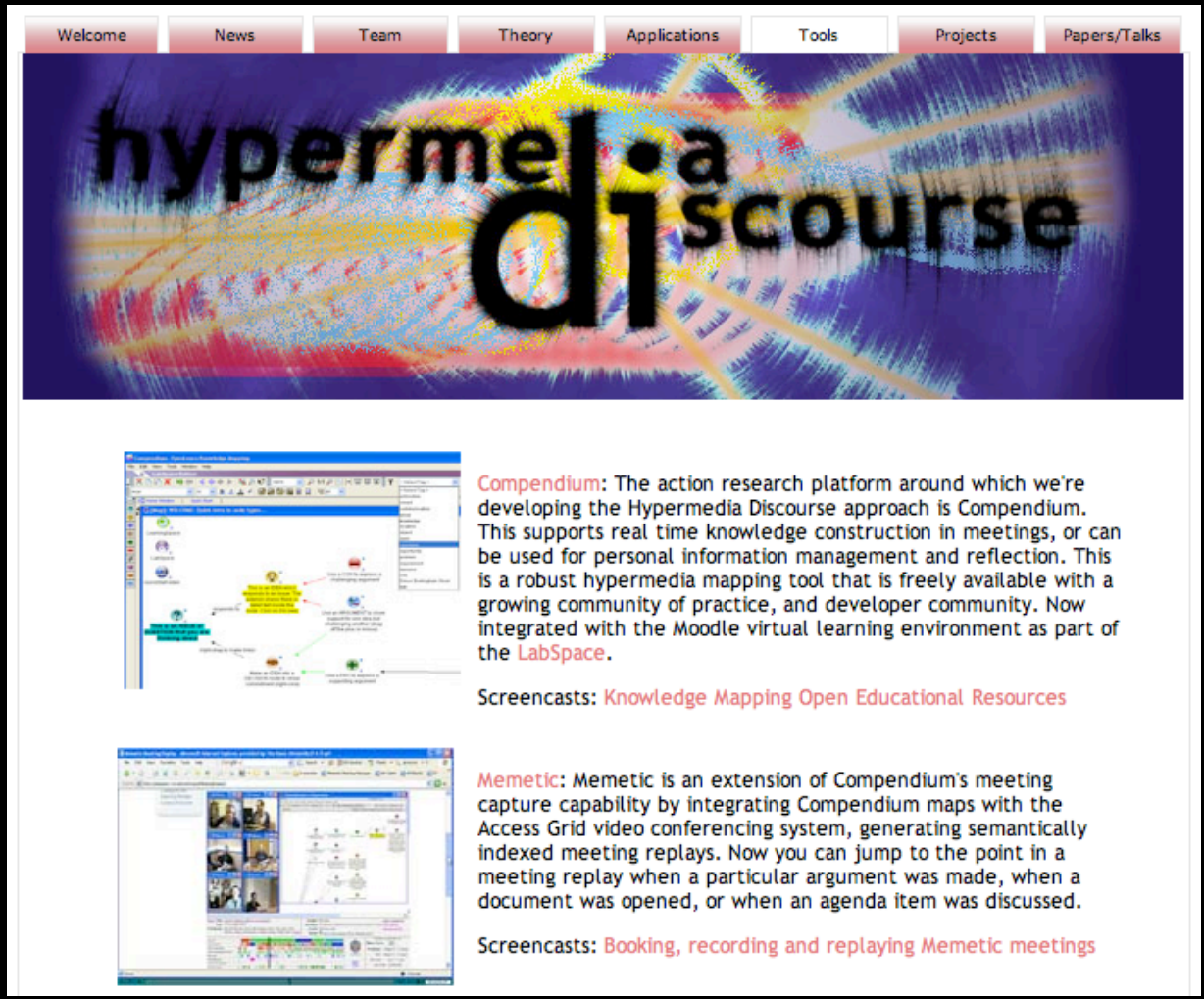


Integration of the system with an **on line argumentation support tool (CoPe_it)**




Manual, human assisted way
C
P
Cope_it
KM
Compendium
Automatic way
C
P
Cope_it
Batch mode
(XML)
Compendium
Cope_it
server
Dynamic way
MySQL

http://kmi.open.ac.uk/projects/hyperdiscourse



Thank you