

Best Practice: Enable feedback channels for improving the quality of existing government data

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This version

<http://www.w3.org/2013/share-psi/bp/ef-20160725/>

Latest version

<http://www.w3.org/2013/share-psi/bp/ef/>

Previous version

<http://www.w3.org/2013/share-psi/bp/ef-20160627/>

This is one of [a set of Best Practices](#) for implementing the [\(Revised\) PSI Directive](#) developed by the [Share-PSI 2.0 Thematic Network](#).

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Outline

The goal of this best practice is to improve the quality of government data by enabling feedback channels for users to report errors, inconsistencies, incompleteness in already published data. It is aligned with the European Commission notice [2014/C 240/01 paragraph 3.2](#) that states:

To facilitate the use of data in the public sector while significantly increasing the value of datasets for subsequent re-use, it is recommended that datasets be: [...] subject to regular feedback from re-users (public consultations, comments box, blogs, automated reporting, etc.) to maintain quality over time and promote public involvement.

Links to the Revised PSI Directive

[Policies and Legislation](#), [Platforms](#)

Challenge

Often re-users of governmental datasets make copies in order to curate their local copy of the data (for example, fixing errors or completing data). On the one side, this approach is not optimal as it leads to duplication of efforts and reduces the possibility of sharing and re-use, and on the other, the publisher would like to know about the user needs and the benefits of opening the data. Hence, the following questions can be raised by the publishing institution:

- Who is accessing and using my data ? Does the data fulfill their need?
- What are their experiences?
- What is the true value of my data?

- Can we increase our revenue by providing better services to our customers?

Solution

Responsible public sector bodies should provide feedback mechanisms through which stakeholders can identify mistakes and correct them where possible. One possible practical approach could be to use a distributed versioning system for the published data, such as GitHub, in order to improve open data as is common for open source software. Alternatively, provide a simple feedback loop using comment boxes, forums etc. Public sector bodies should actively encourage stakeholders/re-users to use these mechanisms.

Why is this a Best Practice?

Anyone using data, whether they're part of the organisation that creates it or an external re-user, will want the data to be accurate. This is difficult to achieve, requiring time and effort - i.e. it can be expensive. By creating mechanisms through which datasets can be corrected by the community of users, the cost is distributed. Although the data itself may not be crowd-sourced, its curation can be, to the benefit of everyone, including the publisher.

How do I implement this Best Practice?

The publisher needs tools for collecting feedback. Innovative ways such as crowdsourcing can be used for collecting and improving the quality of existing government data sources. Issue tracking and bug reporting platforms are commonplace in open source software projects and such tools can readily be used for collecting feedback about datasets.

Where has this best practice been implemented?

Country	Implementation	Contact Point
Poland	Implementation of the revised re-use Directive in Poland, Open Data Portal	Jacek Wolszczak, Ministry of Administration and Digitisation, Poland
Scotland	ALISS service	Peter Winstanley, Scottish Government, UK
EU	FP7 ENGAGE project : feedback mechanisms based on Web 2.0	Charalampos Alexopoulos, University of the Aegean, GR
Czech Republic	Fórum pro otevřená data	Michal Tošovský

References

- Heather Broomfield, Agency for Public Management and eGovernment, [The Norwegian Public Roads Administration Case Study](#), The Norwegian Meteorological Institute Case Study, Norway
- Mateja Prešern, Ministry of Public Administration, [Supervisor application, Re-use of PSI with a goal of strengthening the integrity and transparency](#), Slovenia
- Lorenzo Canova, Antonio Vetrò, Marco Torchiano, Raimondo Iemma & Federico Morando, Politecnico di Torino, [OpenCoesione and Monithon - a Transparency Effort](#), Italy

- Benedikt Kotmel, Ministry of Finance, [Experiences of identifying datasets for sharing](#), Czech Republic
- Jacek Wolszczak, Ministry of Administration and Digitization, [Implementation of the revised re-use Directive in Poland](#), Poland
- Amanda Smith & Sumika Sakanishi, ODI, [Publishing and improving the quality of open data with Open Data Certificates](#), United Kingdom
- Charalampos Alexopoulos, Euripidis Loukis, Yannis Charalabidis, 2014, [A Platform for Closing the Open Data Feedback Loop based on Web 2.0 functionality](#), JeDEM 6 (1): 62

Local Guidance

This Best Practice is cited by, or is consistent with, the advice given within the following guides:

- (Austria) [Framework for Open Government Data Platforms](#)
- (Belgium) [Open Data Handleiding](#) Open Data Handbook
- (Croatia) [Preporuke o prilagodbi skupova podataka za javnu objavu i ponovno korištenje](#) Open Data Guide, Croatia
- (CzechRepublic) [Standardy publikace a katalogizace otevřených dat veřejné správy ČR](#) Open Data Standards
- (Estonia) [Avaandmete loomise ja avaldamise juhend](#) Open Data Guidelines
- (Finland) [Avoimen Datat Opas](#) Open Data Guide
- (Germany) [Open Government Data Deutschland](#)
- (Hungary) [Nyílt Adatok kézikönyv](#) Open Data Handbook
- (International) [Using Open Public Sector Information](#)
- (International) [Open Data Handbook, Solutions Bank](#)
- (Italy) [Linee Guida Nazionali per la Valorizzazione del Patrimonio Informativo Pubblico](#) National Development Guidelines for Public Sector Information
- (Latvia) [Atvērto datu vadlīnijas](#) Open Data Guidelines
- (Lithuania) [Viešojo Sektoriaus Informacijos platinimo gerosios praktikos](#) Best Practices for Sharing Public Sector Information
- (Luxembourg) [Recommandations pour l'ouverture des données publiques](#) Recommendations for opening data
- (Malta) [PSI Directive Implementation & Internal Data Sharing Platform \(draft\)](#)
- (Norway) [Veileder i tilgjengeliggjøring av offentlige data](#) Guide to making public data available
- (Portugal) [Guia Dados Abertos - AMA | Dados.gov](#) Open Data Guide
- (Romania) [Ghid Pentru Publicarea Datelor Deschise](#) Romanian Open Data Guide
- (Serbia) [Open Data Handbook](#)
- (Spain) [Guía metodológica para planes open data sectoriales](#) Methodological Guide for Sectorial Open Data Plans
- (Spain) [Guía para el desarrollo de la Universidad Abierta](#) Open University Development Guide
- (Spain) [Guía de aplicación de la Norma Técnica de Interoperabilidad de reutilización de recursos de información](#) Application Guide for Technical Interoperability Standard on PSI re-use
- (Spain) [Government Data Openness and Re-use](#)
- (Spain) [Reutilización de la Información de los Servicios Públicos](#) Open University Development Guide
- (Spain) [Decálogo Open Data](#) Open Data Decalogue
- (Sweden) [Guiding principles for working with digital cultural heritage](#)
- (UK) [Open Data Resource Pack](#)
- (UK) [Birmingham and West Midlands Localised Guide for Open Data](#)

Contact Info

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Related Best Practices

- [Enable quality assessment of open data](#)
- [Gather feedback from data consumers](#)

Issue Tracker

Any matters arising from this BP, including implementation experience, lessons learnt, places where it has been implemented or guides that cite this BP can be recorded and discussed on the project's [GitHub repository](#)