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# The OPEN Manifesto

## Future City Principles



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# OPEN Manifesto

The Open Manifesto paves the way for a more responsive city that adapts to the needs of its citizens. The success of Glasgow's Open Platform depends on its ability to open data, engage with the community and manage information. These principles will shape new solutions for the city.

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## Open Data Principles

Glasgow's Open Platform adopts the principles of the *G8 Open Data Charter (May 2013)* which encourages member states to open data in order to increase accountability, efficiency, responsibility and spur economic growth.

### 1. Open data by default

Establish an expectation that all city data be published openly by default. Where there are legitimate reasons why data cannot be released, these reasons will be made open.

### 2. Quality and quantity

- Release data that is high quality, timely, comprehensive, and accurate. To the extent possible, data will be in its original form and at the finest level of granularity available.
- Data information is written in plain language that can be understood by all.
- Data is fully described, so that consumers have sufficient information to understand its strengths, weaknesses, analytical limitations, and security requirements, as well as how to process it.
- Release data as early as possible, allow users to provide feedback, and continue to make revisions to ensure high quality standards.

### 3. Usable by all

- Use open formats wherever possible, ensuring that data is available to a wide range of users and purposes.
- Release as much data as possible, and where it is not possible to offer free access at present, promote the benefits and encourage the allowance of free access to data. In many cases this will include providing data in multiple formats that can be processed by computers then understood by people.

### 4. Improve governance

- Share expertise and experience with each other and with other cities so that everyone can reap the benefits of open data.
- Be transparent about our own data collection, standards, and publishing processes by documenting all of these related processes online.

### 5. Foster innovation

- Increase open data literacy and encourage people, such as developers of applications and organisations who work in the field of open data promotion, to unlock the value of our data.
- Empower a future generation of data innovators by providing data in machine-readable formats.

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# Engagement

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## Community Engagement Principles

The participation of city and citizen communities is key to the success of Future City initiatives. These principles set out how we will facilitate this engagement (*source: HM Government, gov.uk design principles*).

### 1. Promote collaboration

“Encourage and enable the public, private, academic, voluntary sectors and citizen communities to share data in order to facilitate the delivery of outcomes in the city. We will achieve this by providing access to data from physical spaces, and online (“social”) communities.”

### 2. Make things open make things better

“We should share what we’re doing whenever we can, with colleagues, with users, with the world. Share code, designs, ideas, intentions and failures. The more eyes that are on a service the better it gets – howlers get spotted, better alternatives get pointed out, the bar gets raised.”

### 3. Start with the customer's need

In line with the Glasgow City Council ICT Strategy “Connected Citizen” Principles, the need of the community is the starting point of every digital service: “The design process must start with identifying and thinking about real user needs. We should design around those – not around the way the “official” process is at the moment. We must understand those needs thoroughly – interrogating data, not just making assumptions – and we should remember that what users ask for is not always what they need.”

### 4. Do less

“Government should only do what only government can do. If someone else is doing it – link to it. If we can

provide resources (like APIs) that will help other people building things – do that. We should concentrate on the irreducible core.”

### 5. Design with data

“Normally, we’re not starting from scratch – users are already using our services. This means we can learn from real world behaviour. We should do this, but we should make sure we continue to build this into the development process – prototyping and testing with real users on the live web. We should understand the desire paths of how we are designing with data and use them in our designs.”

### 6. Do the hard work to make it simple

“Making something look simple is easy; making something simple to use is much harder – especially when the underlying systems are complex – but that’s what we should be doing.”

### 7. Iterate. Then iterate again

“The best way to build effective services is to start small and iterate wildly. Release minimum viable products early, test them with real users, move from alpha to beta to launch adding features and refinements based upon feedback from real users.”

### 8. Be consistent, not uniform

“Wherever possible we should use the same language and the same design patterns – this helps people get familiar with our services. But, when this isn’t possible, we should make sure our underlying approach is consistent. So our users have a reasonable chance of guessing what they’re supposed to do.”

# Management

## Information Management Principles

Glasgow's Open Platform adopts the *Information Management Principles* of the *Glasgow City Council Information Management Strategy* and extends them to the broader city.

### 1. Promote information access

Based on the principles of open data, the Open Platform encourages the public, private, academic, voluntary sectors and citizens across Glasgow to collaborate and share information. We will facilitate this through the use of controls that enable information to be published, and through the Open Data, Map and Dashboard Portals. Measures of the "openness" of data will be published to the portal.

### 2. Information security

All data that is considered to be "open" must be validated against the risks and legal impacts (e.g. Data Protection Act) of releasing data into the public domain (e.g. release of personal or commercially sensitive data). The confidentiality and integrity of sensitive information MUST be assured. There is a natural tension between information sharing and information privacy.

### 3. Information Ownership

Information provided by Data Providers has a clear owner accountable for the proper management of that information. A delegated custodian may also be responsible for the day-to-day management.

### 4. Information Quality

Decision-making requires high-quality information. Therefore data providers must conform to basic data quality principles. Unstructured information (documents, presentations etc.) should:

- **Be authentic:** it is what it purports to be
- **Be reliable:** the information can be trusted as

accurate and complete, and can be depended upon in subsequent activities

- **Be usable:** the information can be readily located, retrieved, presented and interpreted
- **Have integrity:** the information has a clear version history and any changes since creation have been documented and properly authorised

Data held in applications and databases should be:

- **Valid** – the information is fit for purpose
- **Accurate** – the information is correct
- **Exhaustive** – the information is all there
- **Timely** – the information is up-to-date
- **Consistent** – the information is the same every time it is used

We recognise that not all data will conform to these requirements, so we will rank data quality using the above metrics.

### 5. Information compliance

All information made available as open data is managed in accordance with the relevant Public Sector legislative and regulatory compliance requirements.

### 6. Master data and records

The value and usage of data depends on a clear understanding of its legitimacy. Therefore all data terms/objects have a formal data definition and there is a Master Data Record, from which all uses of that data object are based. The data source is published with the data set.

### 7. Information is an asset

In line with Principle 6 of the Glasgow City Council Information Management Strategy, it is expected that data published via the Open Platform be managed by the data owner (and publisher) from the point of creation through to disposal.

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