End-of-Commitment Assessment Off-line Template

The End-of-Commitment Review seeks to provide an appraisal of the results of a commitment once it has been completed as well as lessons from its implementation. This assessment must be submitted one (1) month after the complete implementation of a commitment. See further details about the evaluation template in the OGP Local Handbook, Section 3.5.2.

General Instructions

Please complete each field and provide the necessary evidence to back your responses. See Annex 5 of the OGP Local Handbook and the IRM-in-a-Box for a detailed explanation of what is considered as evidence for monitoring and evaluation purposes.

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Jurisdiction: Germany
Action plan: Action plan – Hamburg, Germany, 2022 – 2024
Commitment title: Carrying out Data Dialogues (DEHHB0001)

Section 1. Commitment completion

1.1 What was the overall level of progress in the commitment implementation at the time of this assessment?
For further reference see the IRM in a Box section 3.2.1.1.

Quick tip: You should assess whether the activities were implemented and to what extent, based on impartial facts that are objectively verifiable.

At the time of this assessment the overall level of progress was the highest possible – which simply means that the commitment was completed 😊

Provide a brief explanation of your answer:

"With Data Culture and Data Dialogs, Hamburg is on the right track towards Open Government and has understood that the challenge is a cultural one," That was one comment by a reader on the public project website. And indeed, the completion of this commitment is of special importance because a first necessary step to open up government must be to start communication between government and cititzens. And this is what the innovative format of low-threshold accessible dialogues did. They build up a connection between the stakeholders. This fundamental importance of commitment is emphasised by a stringent approach. Within two years, a dialogue format was established that was understood

and approved by the stakeholders involved at all meetings.

Provide evidence that supports and justifies your answer:

The progress of this part of the project can be seen in this graphical presentation: https://app.conceptboard.com/board/5kun-cgd9-oi6h-hxdb-kd2f

A detailed overview of the key data and the specific dialogue dates can be found here:
www.opengovpartnership.org/members/hamburg-germany/commitments/DEHHB0001

www.opengovpartnership.org/stories/from-transparency-to-engagement-hamburgs-path-to-open-government

www.opengovpartnership.org/stories/how-hamburg-builds-a-data-culture-in-public-administration

1.2 Describe the main external or internal factors that impacted implementation of this commitment and how they were addressed (or not).

The commitment in Hamburg was implemented through two primary formats: Data Dialogue, focusing on public administration, and Data Dialogue by Friends, organized in collaboration with civil society organizations. These formats targeted diverse groups, such as volunteers and social entrepreneurs, to foster inclusive and meaningful engagement.

Key Factors Impacting Implementation:

Internal Factors:

- Challenges within public administration, including limited data literacy and the need for cross-departmental coordination, shaped the approach to implementation.
- Efforts to address these included capacity-building initiatives and fostering collaboration between various governmental units.

External Factors:

- Civil society organizations played a critical role, adapting the dialogues to resonate with diverse stakeholders and ensuring broader societal impact.
- The complexity of engaging audiences with varying levels of data literacy required innovative communication strategies. Hamburg employed accessible event formats to demystify data governance, demonstrate practical applications, and build trust among citizens.

Each event was designed as a standalone project, with tailored topics, methodologies, and partnerships. This flexible, case-by-case approach allowed the commitment to adapt dynamically to specific challenges and stakeholder needs. The collaboration between public administration and external partners ensured that both internal challenges and external inputs were integrated effectively into the strategy.

1.3 Was the commitment implemented as originally planned?

All the commitment milestones were implemented as planned.

Provide a brief explanation of your answer:

Four Dialogue events were to be held due to initial planning. To fulfill the commitment different spaces for dialogue had to be created in order to foster plurality in the choice of topics and audiences.

Both the conceptual approach and the chosen format have proven themselves in practice. Moreover: Due to the high level of interest, the “Data Dialogue by Friends”-format was additionally implemented as part of the commitment.

Provide evidence for your answer:

The realisation, which corresponded to the original planning, can be easily understood from this sketch:
https://app.conceptboard.com/board/5kun-cgd9-oi6h-hxdb-kd2f

Section 2. Did it open government?

Select the immediate result that applies to this commitment and degree of change:
For further guidance on how to answer the following questions see the IRM in a Box section 3.2.1.2.

2.1.1 Did the government:
- disclose more information,
- improve the quality of the information (new or existing),
- improve the value of the information,
- improve the channels to disclose or request information or
- improve accessibility to information?

If the commitment did not result in any of the above, select Not Applicable as your answer and go to the next question.

Yes

Degree of result:

Creating potential for improvement.

Explanation - *In narrative form, what has been the impact on people or practice.*

This commitment enhances access to information by improving the visibility and accessibility of existing urban data initiatives. It focuses on promoting transparency and understanding of data-driven projects, ensuring they are more visible and comprehensible to diverse stakeholders, including public administrators, civil society, and citizen.

The commitment should set a starting point to initiate a development that will ideally lead to the opening of public processes in the further course - and at best also contribute to the opening of public databases, from which the general public can then benefit.
In view of the nature of the commitment, no immediate results were expected from the outset. For example, the initiators did not expect the quantity and quality of the data provided to improve immediately after the commitment was finalised. Expectations were therefore not disappointed.

Evidence

not available

2.1.2 Did the government:

- create new opportunities to seek feedback from citizens/enable participation/ inform or influence decisions;
- improve existing channels or spaces to seek feedback from citizens/enable participation/ inform or influence decisions;
- create or improve capabilities in the government or the public aimed to improve how the government seeks feedback from citizens/enables participation/ or allows for the public to inform or influence decisions?

If the commitment did not result in any of the above, select Not Applicable as your answer and go to the next question.

Yes

Degree of result:

Creating potential for improvement.

Explanation - *In narrative form, what has been the impact on people or practice.*

This commitment played a significant role in fostering civil society and public participation, as the series of events were collaboratively designed with input from a diverse range of stakeholders. This inclusive approach ensured the initiatives resonated with and addressed the needs of various groups, thereby strengthening engagement and collective ownership.

Evidence

not available

2.1.3 Did the government create or improve channels, opportunities or capabilities to hold officials answerable to their actions?

If the commitment did not result in any of the above, select Not Applicable as your answer and go to the next question.

Not Applicable

Degree of result:

[Worsened/Did not change/Marginal/Major/Outstanding]

Explanation - *In narrative form, what has been the impact on people or practice.*

[Text 1500 characters]

Evidence

[Document]

2.1.4 Other Results

- Please describe any relevant results that have not been captured in the above options.

If the commitment did not result in any of the above, select Not Applicable as your answer and go to the next question.

Not Applicable

Degree of result:

[Worsened/Did not change/Marginal/Major/Outstanding]

Explanation - *In narrative form, what has been the impact on people or practice.*

[Text 1500 characters]

Evidence

[Document]

2.2 Did the commitment address the public policy problem that it intended to address as described in the action plan?

Yes

Provide a brief explanation of your answer:

Yes, the commitment successfully addressed the public policy problem identified in Hamburg's action plan. The key challenge was to enhance access to information and promote public engagement with urban data initiatives. The implementation focused on creating inclusive and accessible formats, which brought together various stakeholders to discuss the use and societal impact of data.

- Improved Data Accessibility: Hamburg organized Data Dialogues to make urban data initiatives more visible and comprehensible. This directly tackled the problem of insufficient access to and understanding of public data.
- Inclusive Stakeholder Engagement: Events were co-designed with civil society organizations (e.g. AKTIVOLI, Körber Start-Hub) and targeted diverse groups, including social entrepreneurs and volunteers. This broadened participation and integrated multiple perspectives into topics about data.
- Shift in Organizational Culture: Within public administration, Data Dialogues encouraged collaboration and a deeper understanding of data governance challenges, aligning with the action plan's goal of fostering a culture of openness and transparency.

Provide evidence for your answer:

Description of "Hamburg's Path to Open Government": www.opengovpartnership.org/stories/from-transparency-to-engagement-hamburgs-path-to-open-government

Section 3. Lessons from implementation

3. Provide at <u>least one</u> lesson or reflection relating to the implementation of this commitment. It can be the identification of key barriers to implementation, an unexpected help/hindrance, recommendations for future commitments, or if the commitment should be taken forward to the next action plan.

A key lesson from Hamburg's commitment was the importance of fostering collaboration between public administration and civil society to overcome the challenges of making complex data topics more accessible and engaging. The Data Dialogues initiative provided an opportunity to experiment with alternative approaches for simplifying data discussions, creating spaces for meaningful dialogue between government officials and civil society. These interactions helped build trust, share insights, and develop a mutual understanding of how data can improve governance and promote public engagement.

An unexpected help came from the willingness of external experts and civil society organizations to actively engage in the process. Their participation not only broadened the scope of the initiative but also helped overcome internal skepticism within the public administration, ultimately leading to more open and productive conversations about data use.

For future commitments, one recommendation is to **strengthen the focus on continuous capacity building** within public administration, particularly around data literacy and the practical application of data for decision-making. This will ensure that officials are better equipped to engage in data-driven discussions and initiatives. Additionally, a more structured follow-up process for events like the Data Dialogues could help maintain momentum and track the progress of ideas and collaborations born out of these engagements.

Given its success in bridging gaps between citizens, civil society, and public administration, this commitment should be carried forward in future, with a stronger emphasis on scalability and long-term sustainability.

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