Grant Agreement No.: 732078
Call: H2020-ICT-2016-2017
Topic: IOT-02-2016 – IoT Horizontal Activities
Type of action: CSA

GLOSSARY OF TERMS

Term	Definition, description
Adoption barrier	Adoption in itself can be seen as a personal process including the process a person undergoes from first becoming aware of the product (or service) to finally adopting it, i.e. **start using it.** Adoption barriers refers to the situations, actions, things that hinder a person from starting to use a new product. These barriers can be inconvenience, difficulty in understanding it or getting it to work, or the need to buy complementary products.
Co-creation	Co-creation refers to joint activities taking place during research-, ideation-, design-, development-, evaluation- and implementation phases of an innovation process, in which two or more parties collectively create value, often with an intent to solve mutually defined problems with outcomes that are not known in advance.
Crowdsourcing	Crowdsourcing is the practice of obtaining needed services, ideas, or content by soliciting contributions from a large group of people and especially from the online community rather than from traditional employees or suppliers
e-Course	An e-course refers to an online learning environment with lessons containing recorded lectures (videos/webinars) and reference materials. The lessons can be followed online by individuals at one's own time and pace.
End-users	End-user is defined as individuals that use the IoT technologies either by the time of the LSP activities, or in the future. Therefore, the term "user" includes real end-users of the IoT or potential (future) users. This term is used interchangeable for participants in LSP activities, citizens, event visitors, customers or consumers.

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	Accordingly, by using the term end-user, the focus is specifically on individuals as end-users and therefore, the organizations as end-users are excluded.
End-user engagement	End-user engagement is the act of involving the end-users of a future product, application or service in innovation processes, to gain a deeper understanding in the context of use and empathise with their needs. Engaging end-users, ideally already in an early stage of a project, is important for researchers, designers and developers to be able to empathise and understand end-users their goals, dreams and actions, as well as the challenges they face. This to design and develop more valuable, meaningful, usable and ethical products, applications or services.
End-user engagement activities	End-user engagement activities concern activities, i.e., workshops/focus groups (multiple participants), sessions (parts of a workshop) or studies (individuals) that involve one or more participants. Depending on the phase of the innovation process activities differ in their approach, e.g. more research or design orientated.
Expert	Expert refers to a member of U4IoT with expertise in the domain of end-user engagement. The **Expert Pool** is part of the U4IoT website and provides an overview of U4IoT experts that can be contacted for custom advice. A **domain expert** refers to an external expert with expertise in end-user engagement or the field of IoT innovation.
Interactive Flow-Diagram	Interactive flow-diagram refers to a process of several steps within a complex area. It supports decision making by answering a sequence of questions.
Knowledge Base	The IoT European Large-Scale Pilots Programme Knowledge Base is a "wiki-alike" online encyclopedia of articles on vital topics related to European IoT-LSPs, conclusions, lessons learned, solutions and user feedback. Knowledge Base enables the community to share and mutualise lessons learned and to capitalise the acquired experience in order to support and accelerate the progress on the learning curve.
Living Lab	A Living Lab is a user-centric innovation milieu built on every-day practice and research, with an approach that facilitates user influence in open and distributed innovation processes engaging all relevant partners in real-life contexts, aiming to create sustainable values.
LSP representative	Those individuals who can represent one LSP's perspective in relation to the particular activities that U4IoT is interested in. They can work directly in an organization that is a partner in one of the LSPs, or one of the pilot sites that the LSPs are managing.
Participants	People, e.g. LSP representatives, end-users, stakeholders, experts, taking part in end-user engagement activities, i.e. workshops, sessions or studies.
Privacy	Privacy is the ability of an individual to be left alone, out of public view, and in control of information about oneself. One can distinguish the ability to prevent intrusion in one's physical space ("physical privacy", for example with regard to the protection of the private home) and the ability to control the collection and sharing of information about oneself ("informational privacy"). The concept of privacy therefore overlaps, but does not coincide, with the concept of data protection. The right to privacy is enshrined in the Universal Declaration of Human Rights (Article 12) as well as in the European Convention of Human Rights (Article 8).
Stakeholder	The term stakeholder can refer to the public sectors, private sectors, research institutes or individuals who are involved in the IoT development, implementation and the test process in the LSPs.
Sustainability	Sustainability refers to the three components, ecological, social and economic

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	sustainability since these concepts are intertwined, interplay with each other and support each other while contributing to sustainable development. **Ecological sustainability** concerns the ecosystem of our globe and to maintain its functions on a long term, e.g. producing food and energy, offering clean water, regulating our climate and for recreation. **Social sustainability** relates to humans possibilities for quality of life in society. This includes health, safety, education, justice and power expression as well as the possibility to improve them. This aspect is based on human rights. **Economic sustainability** includes key concepts such as green growth and green economy. Green growth is, for instance, environmental technologies contributing to the environment. Green economy is an economic system that aims to improve human quality of life while decreasing environmental risks and ecological burden. A green economy has a low level of co2 emission, effective use of resources and is socially inclusive.
Toolkit	Toolkit refers to either a **collection of end-user engagement tools and methods** or to a **physical set of tools** that can be used during end-user engagement activities, e.g. a co-creative workshop.
Webinars	Webinars are live streams in which people can take part in online lectures. The live streams can be recorded and uploaded as an e-course.

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