TExTOUR Platform

User Guide

Produced by: UNINOVA

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About This File

This file was intended for all Pilots and End-Users who wish to utilize the TExTOUR Platform for Strategy - Action monitoring via KPI, ICT service activity, and various monitoring applications.
The entirety of the contents within this file and folder are free for public use.

SECTION 1

Brief Introduction to TExTOUR Platform

In order to co-design, validate, and scale up policies and strategies that have a positive impact on socio-economic territorial development based on cultural tourism, the Social Innovation and TEchnologies for Sustainable Growth through Participative Cultural TOURism (TExTOUR) project, which brings together partners from the quintuple social innovation helix (knowledge, business, society, government, and entrepreneurs), is developing a technological platform (ICT tool). This technological platform (ICT tool) assists eight Cultural Tourism Pilots in lesser-known destinations to develop collaborative work methodologies for developing CT strategies for local sites, utilizing ICTs and social innovation tools.

1.1 Where to find TExTOUR Platform

The platform is available at the https://platform.textour.grisenergia.pt/.

1.2 Source Code

The source code of the platform can be founded at https://code.grisenergia.pt/textour/platformservice.

1.3 Users and Overall Modules

There is a total of four users and six modules as of now. The mapping of the user and module is illustrated in Figure 1, where:

1. Pilot — Cultural tourism pilots must first register, and then choose between ICT services, Monaas, and variable input.

2. Coordinator — TExTOUR Project Coordinator

3. Reviewer — Pilot data validator

4. Tourist — End product user

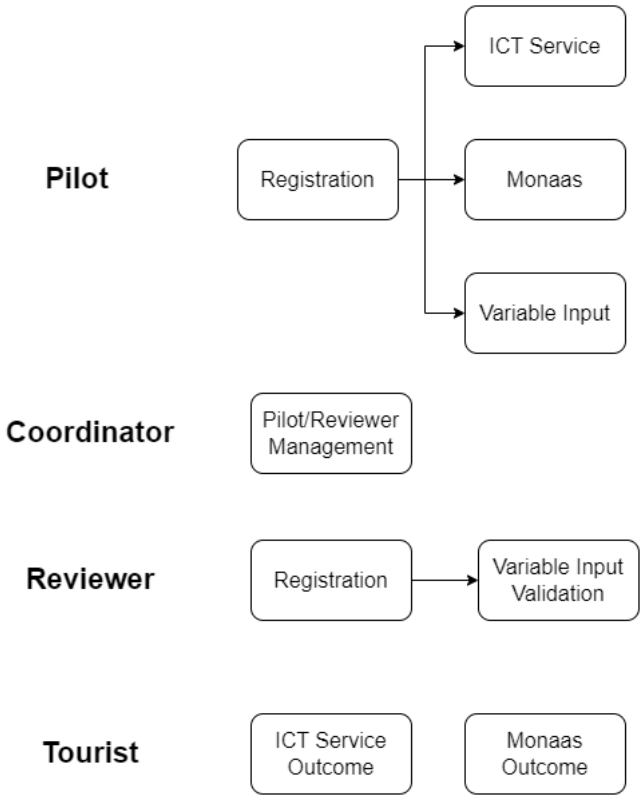


Figure 1: Overall Modules

SECTION 2

Registration Module

TExTOUR Platform shall be able to verify the pilot and end-user username and password. To maintain correct information and features on the site, only the administrator has full functionality to add, edit and manage the general information.
Currently, the registration is done via three steps, the same are illustrated in Figure 2, where:

1. Registration — User information fill-up and account creation;
2. Authentication — User Authentication (via email);
3. Activation — User Approval;

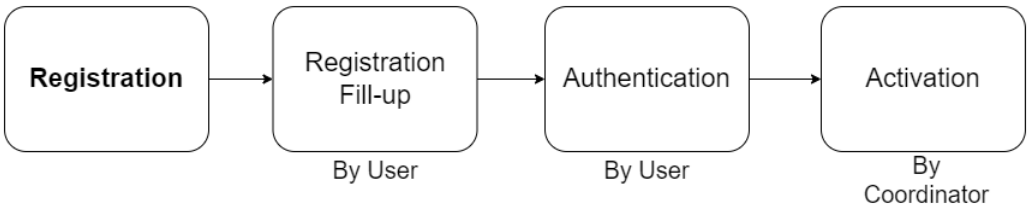


Figure 2: Registration Module.

2.1 Form Fill-up

- The new user should fill in the basic information shown in Figure 3. '*' denotes mandatory fields.

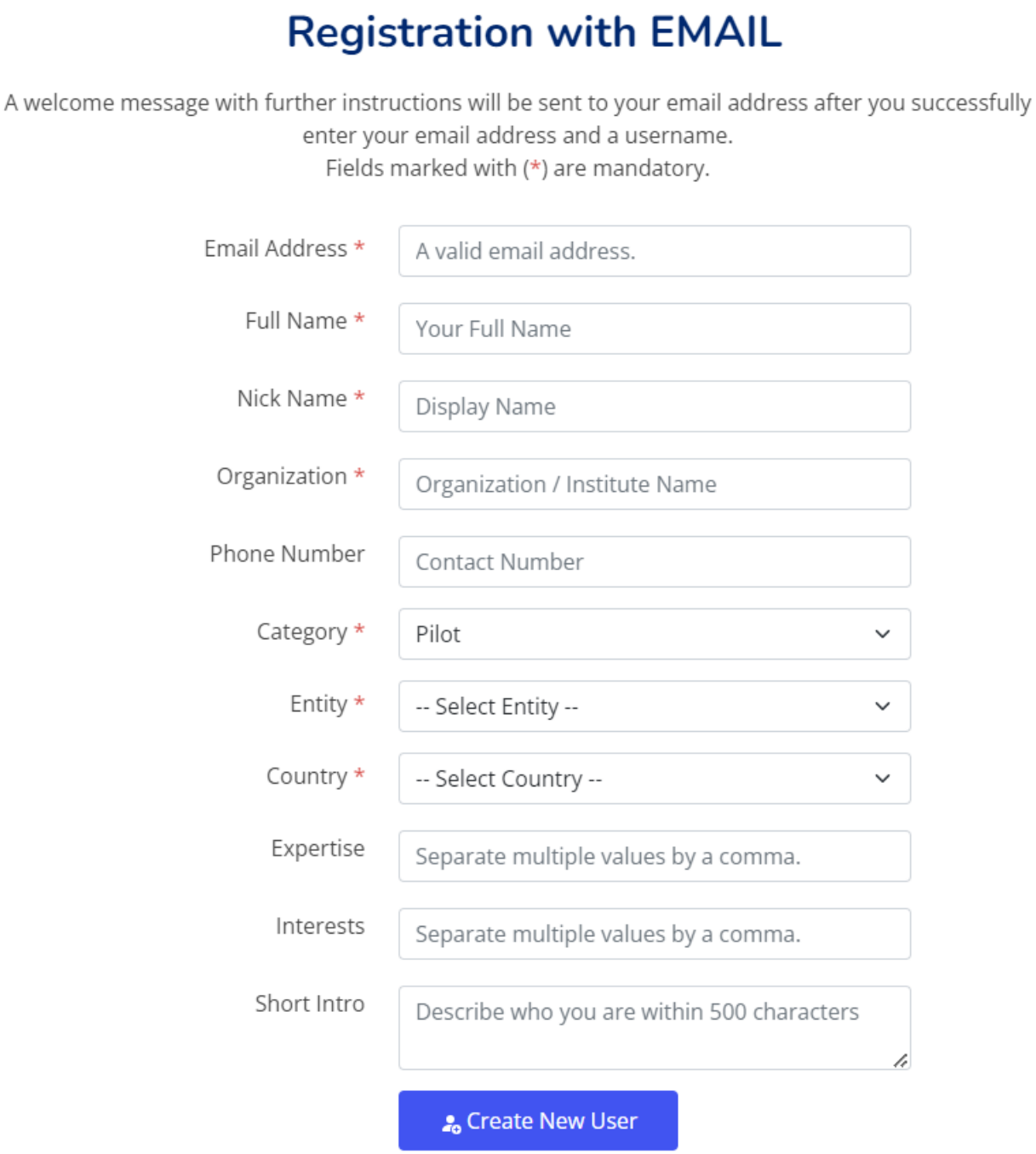


Figure 3: Information fill-up page.

- After filling up all the necessary information, on clicking **Create New User**, the user will be redirected to the page shown in Figure 4.

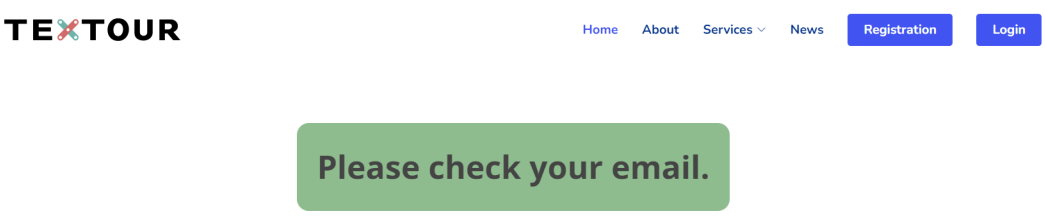


Figure 4: On-click create a new user page.

2.2 Authentication

- After clicking **Create New User**, an email is sent to the registered email as shown in Figure 5.

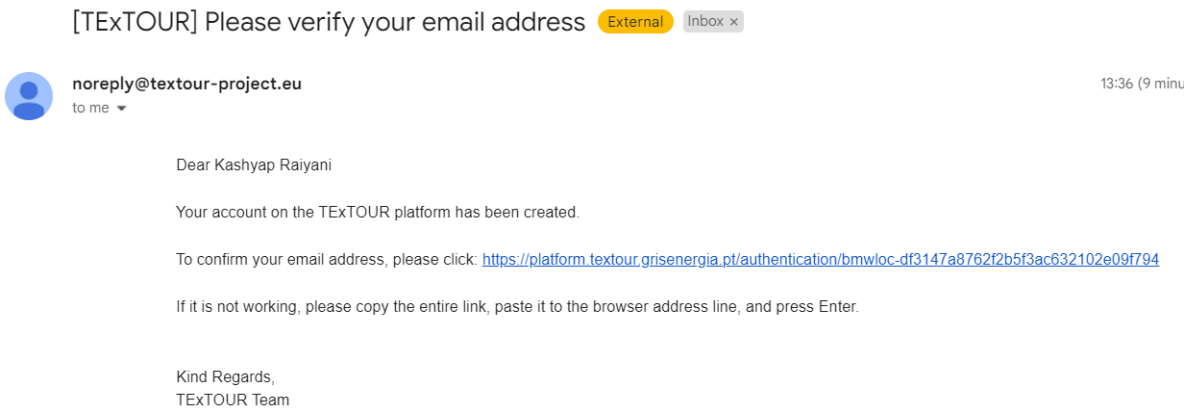


Figure 5: Email verification mail.

- After clicking the **verification link**, the user will be redirected to the page shown in Figure 6. Users will be further notified once their account is been activated by the coordinator.

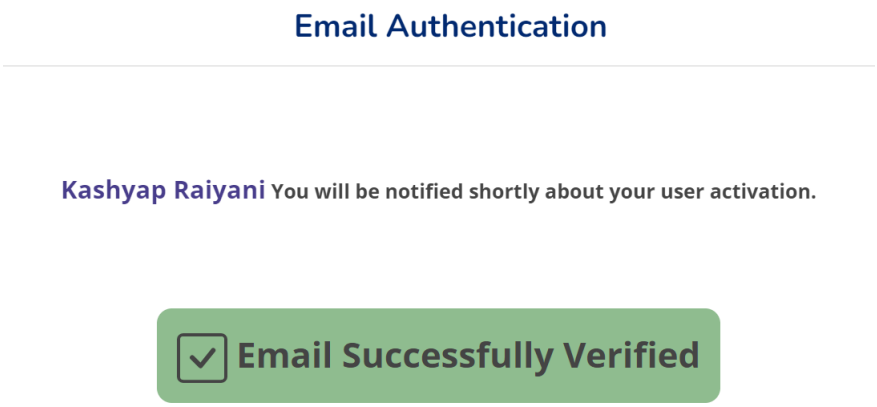


Figure 6: Email verification mail.

2.3 Activation

- The coordinator will be notified upon any successful user authentication. Figure 7 shows an email sent to the coordinator.

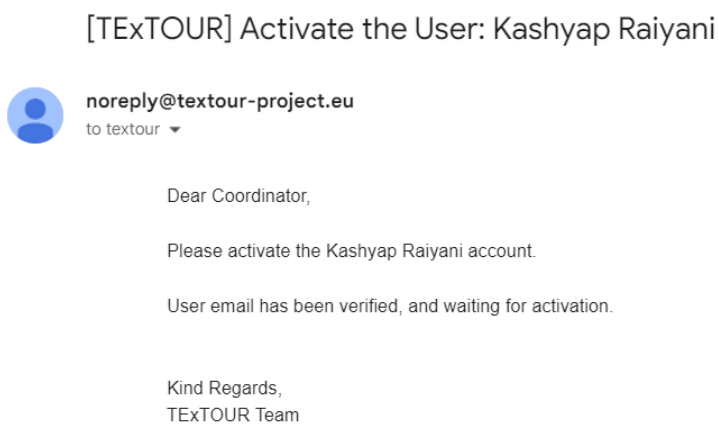


Figure 7: Coordinator user account activation request email.

- The coordinator can activate/deactivate the user as shown in Figure 8.

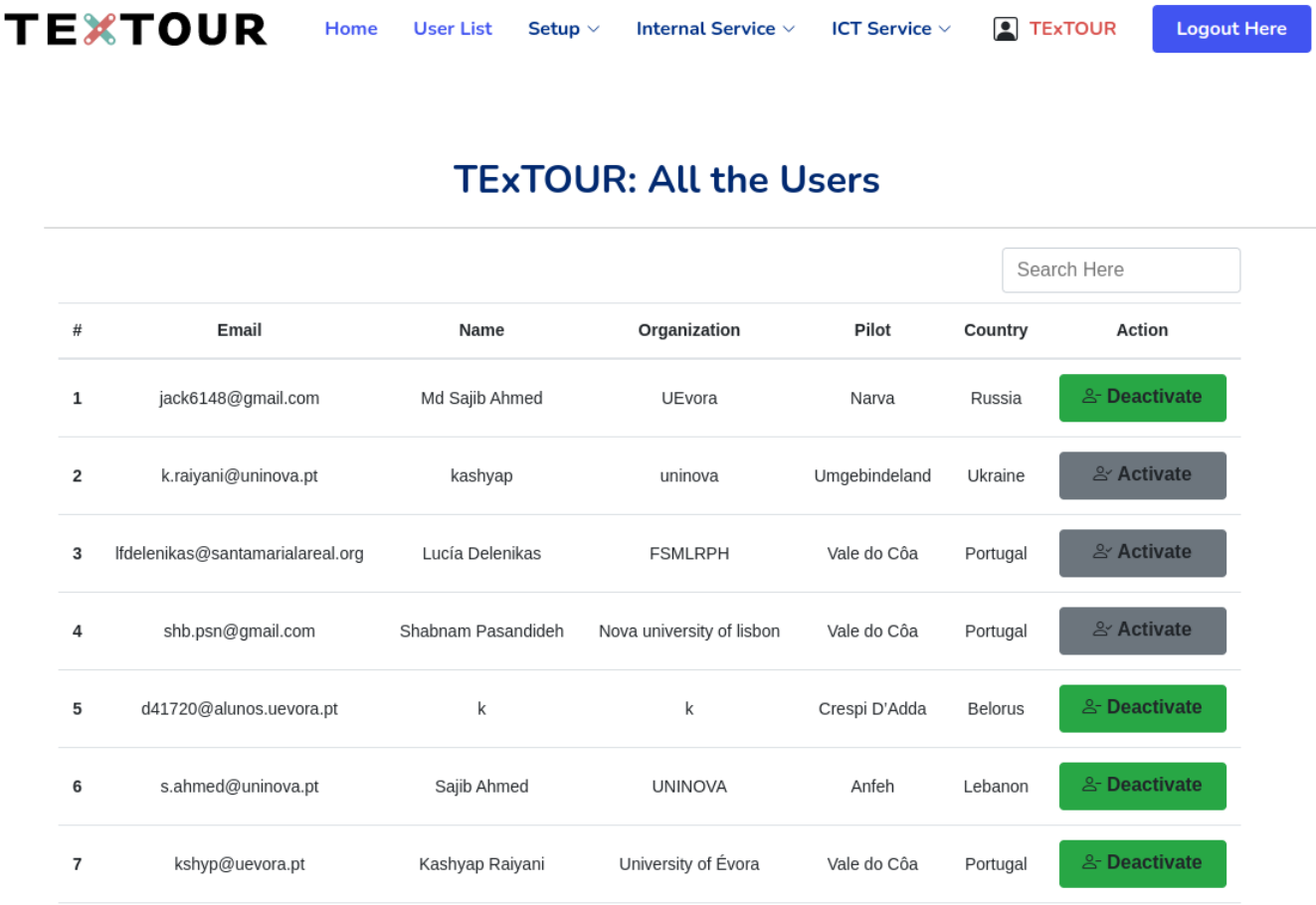


Figure 8: User List for Activation and Deactivation

- Once the coordinator activates the user, an activation email is sent to the user as shown in Figure 9.

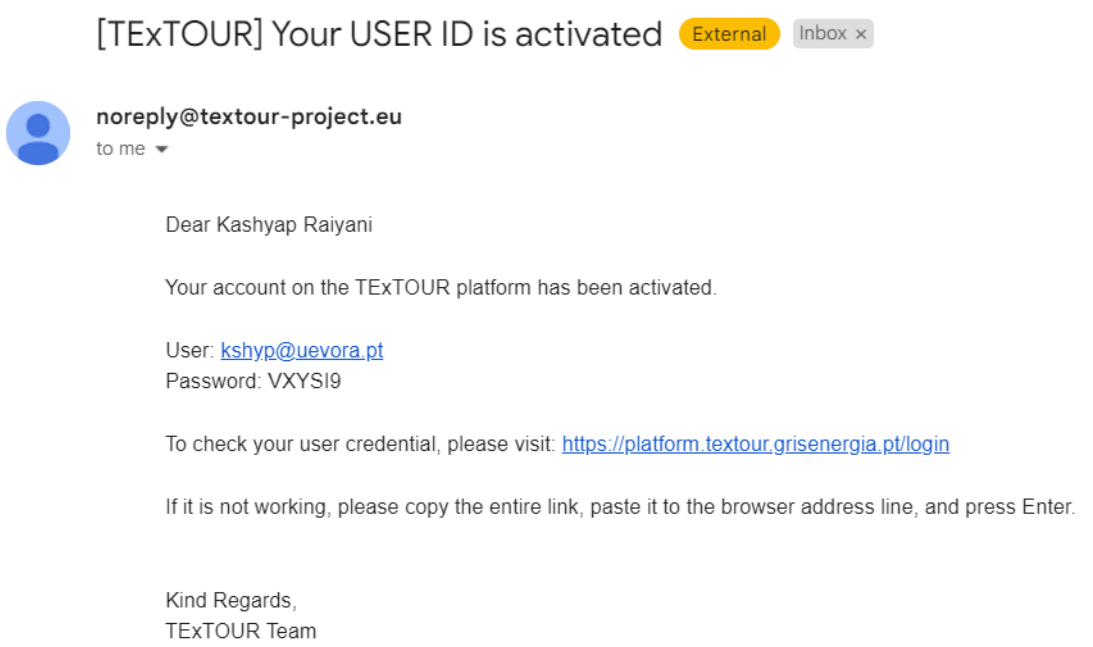


Figure 9: On user account activation email.

- Using the credential received via email, the user can log in as shown in Figure 10.

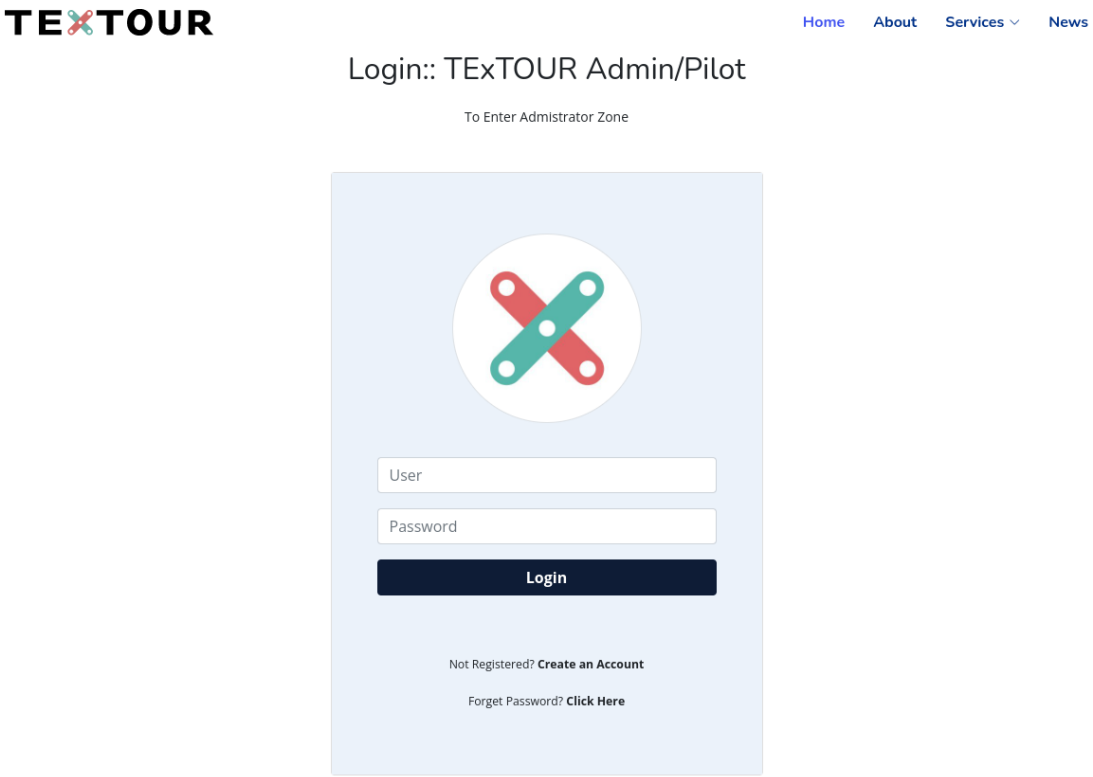


Figure 10: User login page.

- Figure 11 shows the logged-in user's home screen.

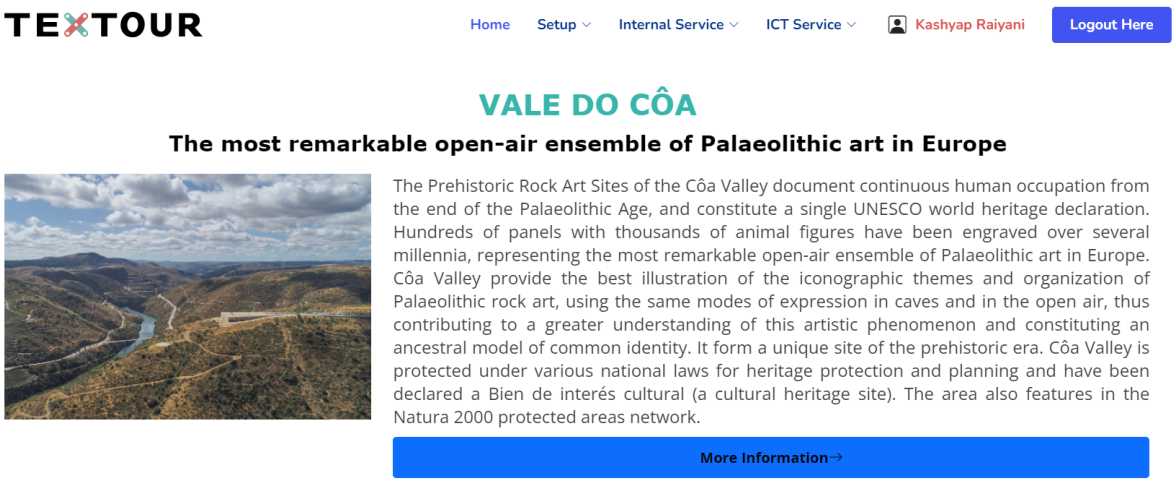


Figure 11: User login home screen page.

SECTION 3

ICT Service Module

The ICT services were assessed based on two criteria including feasibility (based on the pilot´s ICT infrastructure /data accessorily and the project´s purpose), and scalability. The lists of ICT services are as follows:

1. Point of Interest (POI): helps in information dissemination related to the point, museum documentary, and history of villages. The information from POI will be facilitated by QR codes containing information in text, audio and video formats.
2. Route: provides information about accessible routs to connect bordered cities even in different counties, and shows different types of thematic routes.
3. Event: corresponds event announcement, post cultural events, and workshops.
4. Local Product Promotion: introduces and promotes local foods, products, and vendors.
5. Occupancy Rate: shows the waiting time and live occupancy rate in the CT sites.
6. Visitor's Satisfaction: provides user´s feedback regarding the events, routes, places and so on.
7. Establishment: Provides digitalized documentaries and boosts visitors´ engagement and experiences.
8. Visitor Flow: is sort of tourism Flow monitoring and feed-back system.

For all the listed ICT services, basically, three steps are there as shown in Figure 12:

1. Create — Filling up the information;
2. Add Gallery — Adding **Text**, **Image**, **Audio**, and **Video** supporting contents;
3. List, Edit, Delete — View created service instance, if necessary edit, or else delete;

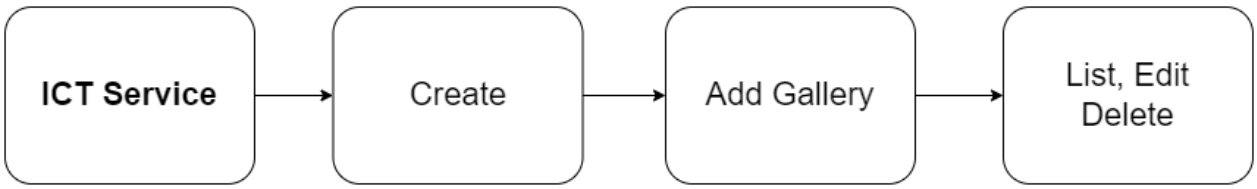


Figure 12: ICT Service Module.

3.1 Create

For all the ICT services, create is nothing but creating an instance of that service.

3.1.1 Points of Interest

- From the home screen, click on ICT service → Point of Interest → create (as shown in Figure 13).

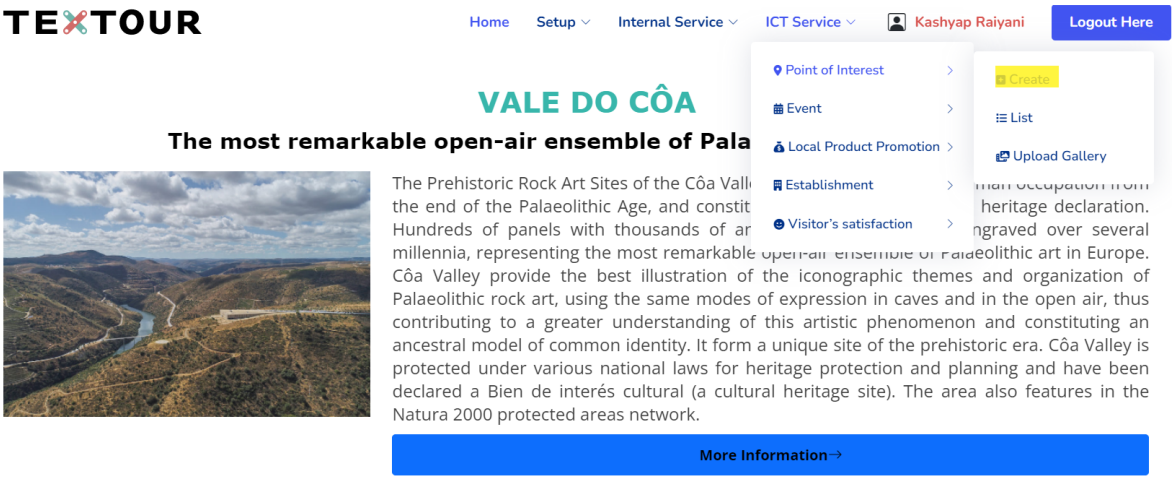


Figure 13: Add Points of Interest via create page.

- Click on ICT service → Point of Interest → Create will redirect the user to the point of interest fill-up page for the point to be added (as shown in Figure 14).

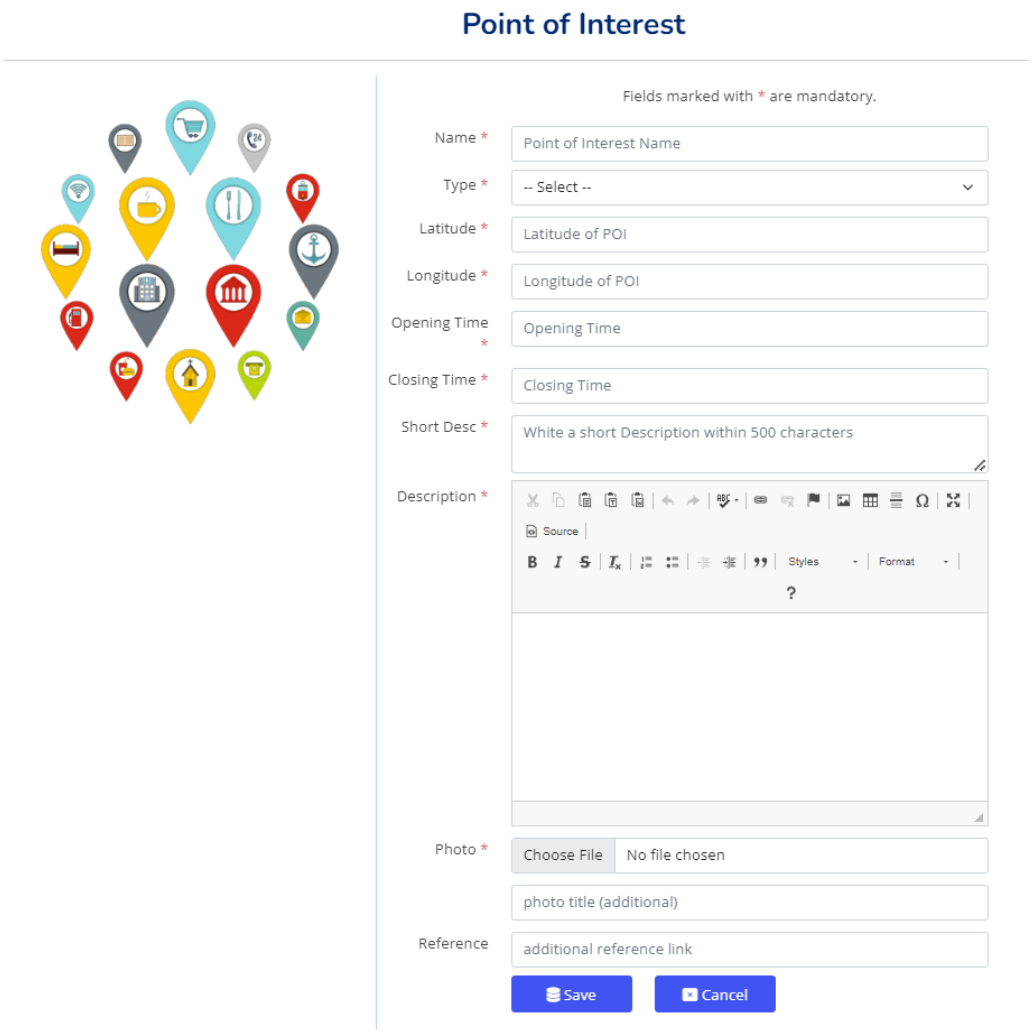


Figure 14: Points of Interest information fill-up page.

- On clicking **Save** after filling up the points of interest information, the user can see the list of points, update them, or delete them (as shown in Figure 15).

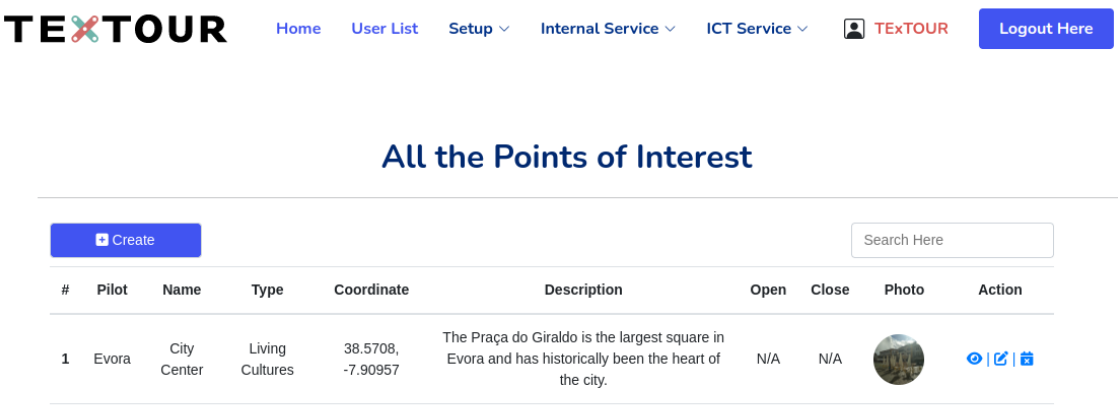


Figure 15: Points of Interest information: List.

3.1.2 Events

- From the home screen, click on ICT service → Events → create (as shown in Figure 16).

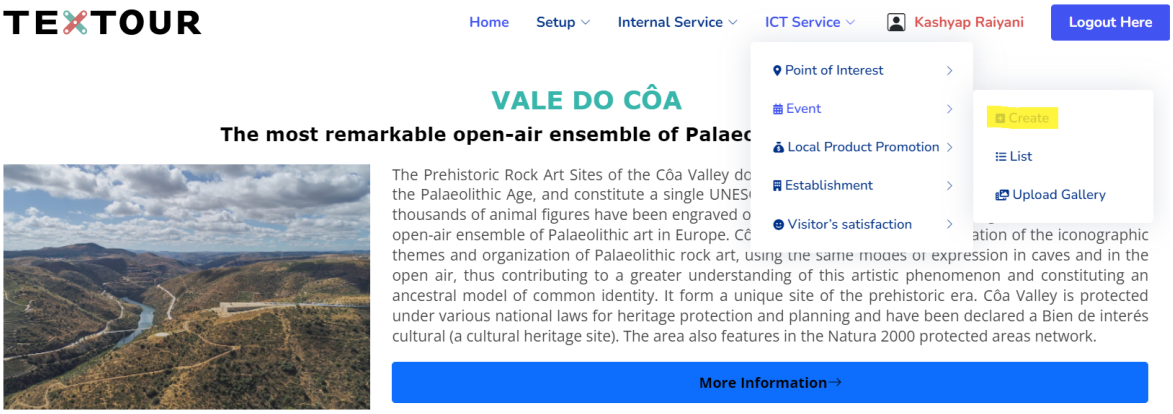


Figure 16: Add Event via create page.

- Click on ICT service → Events → Create will redirect the user to the event fill-up page for the event to be added (as shown in Figure 17).

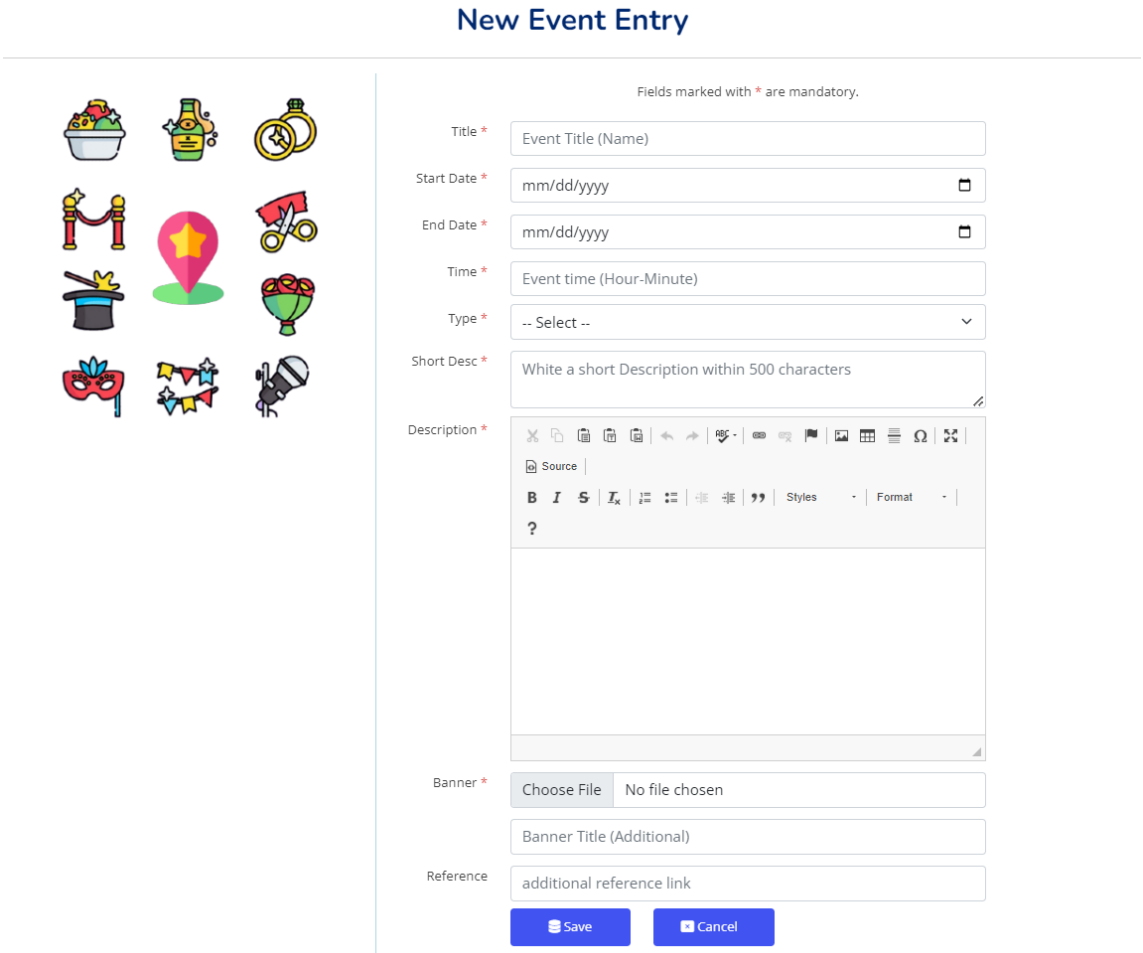


Figure 17: Event fill-up page.

- On clicking **Save** after filling up the event information, the user can see the list of events, update them, or delete them (as shown in Figure 18).

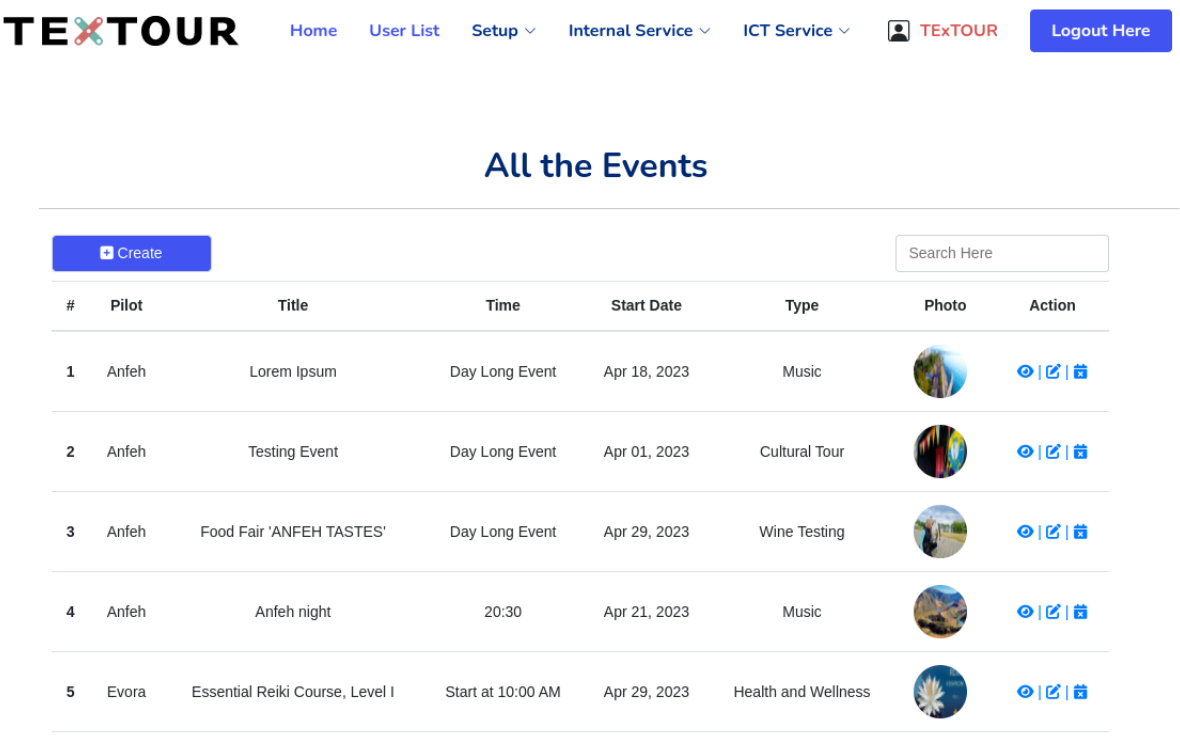


Figure 18: Event: List.

3.1.3 Local Product Promotion

- From the home screen, click on ICT service → Local Product Promotion → create (as shown in Figure 19).

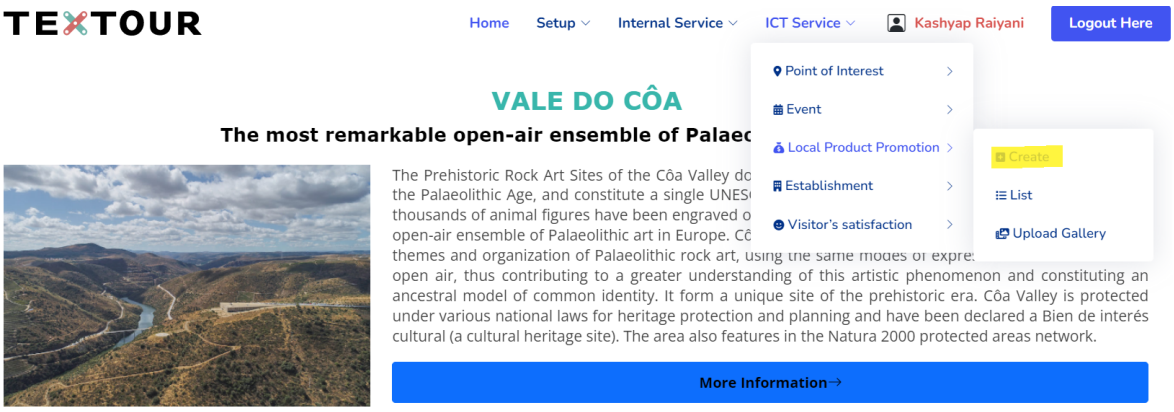


Figure 19: Add Local Product via create page.

- Click on ICT service → Local Product Promotion → Create will redirect the user to the product fill-up page for the local product to be added (as shown in Figure 20).

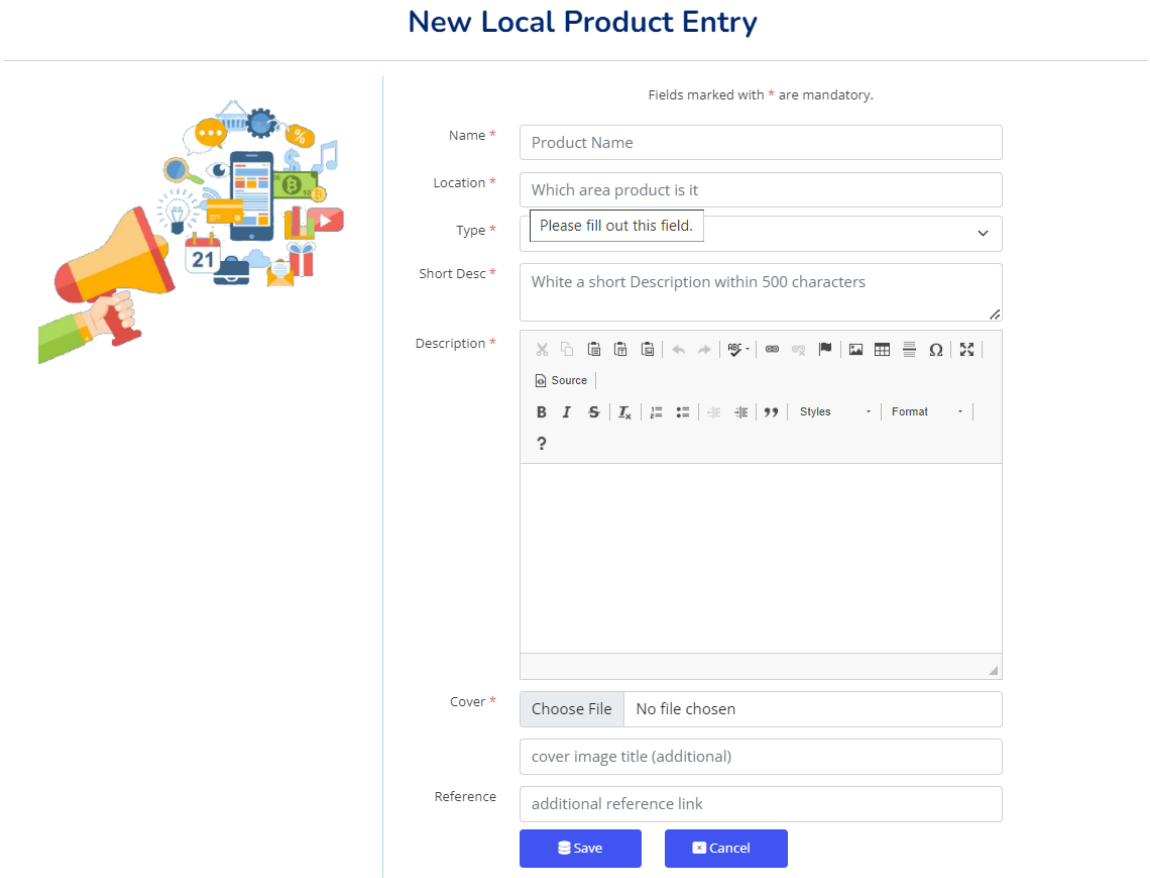


Figure 20: Local Product fill-up page.

- On clicking **Save** after filling up the local product information, the user can see the list of local products, update them, or delete them (as shown in Figure 21).

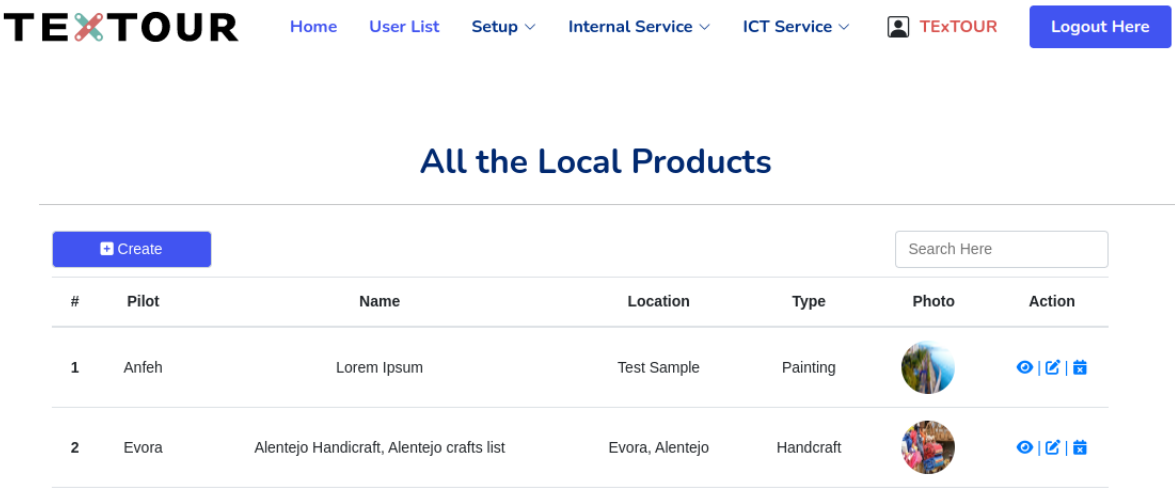


Figure 21: Local Product: List.

3.1.4 Establishments

- From the home screen, click on ICT service → Establishments → create (as shown in Figure 22).

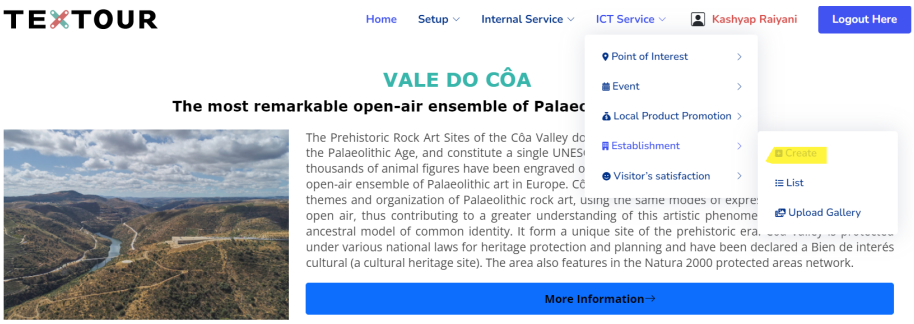


Figure 22: Add Establishment via create page.

- Click on ICT service → Establishments → Create will redirect the user to the establishment fill-up page for the establishment to be added (as shown in Figure 23).

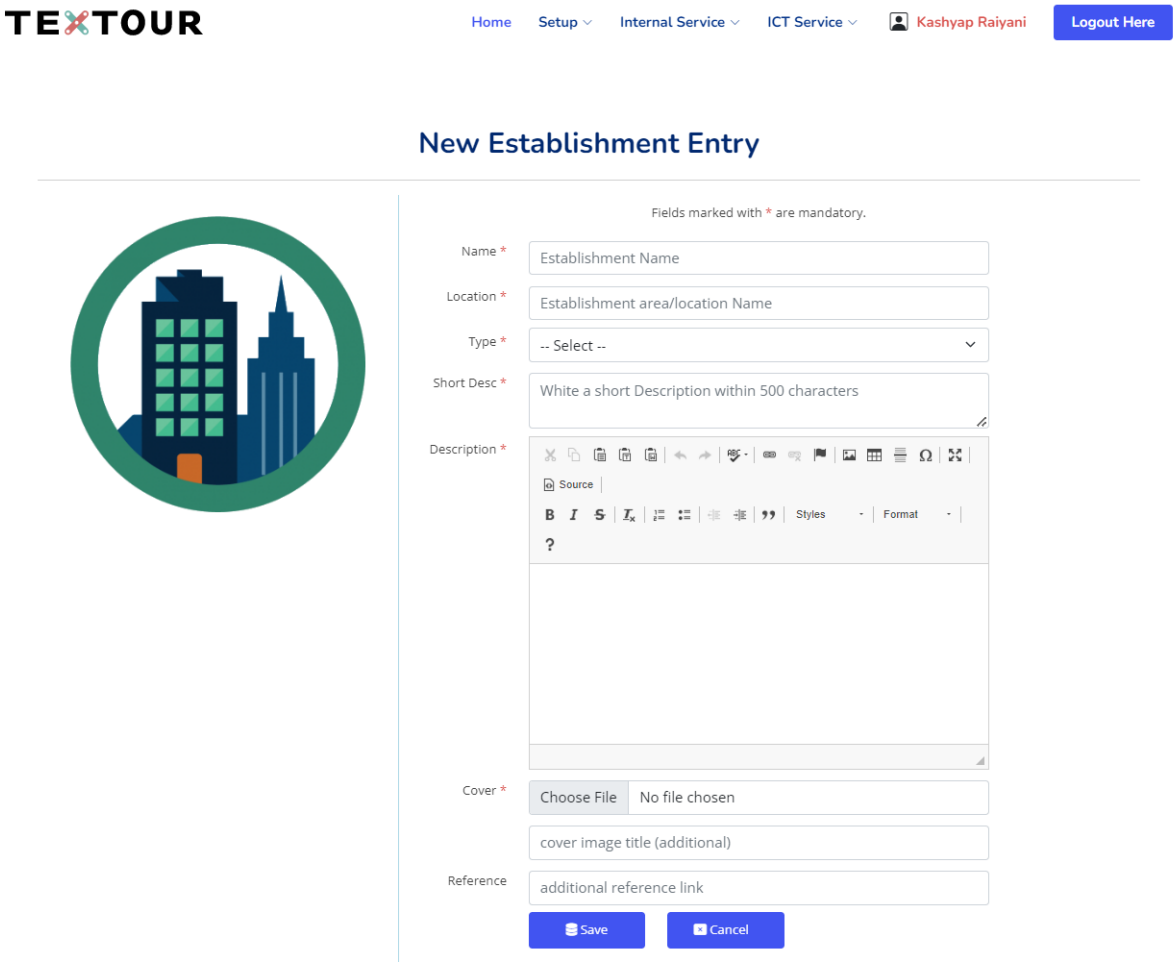


Figure 23: Establishment fill-up page.

- On clicking **Save** after filling up the establishment information, the user can see the list of establishments, update them, or delete them (as shown in Figure 24).

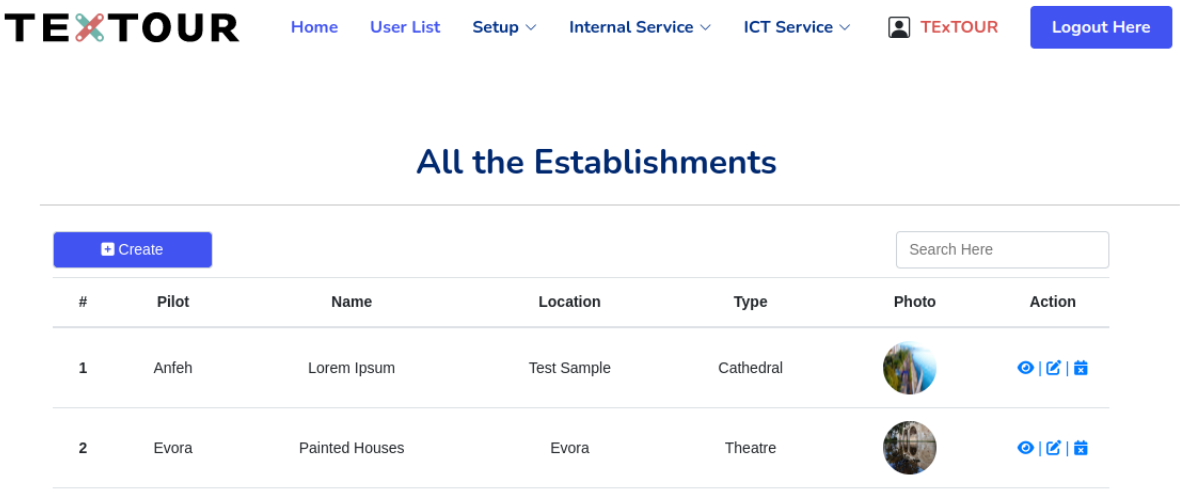


Figure 24: Establishment: List.

3.1.5 Visitor's Satisfaction

- From the home screen, click on ICT service → Visitor's Satisfaction → create (as shown in Figure 25).

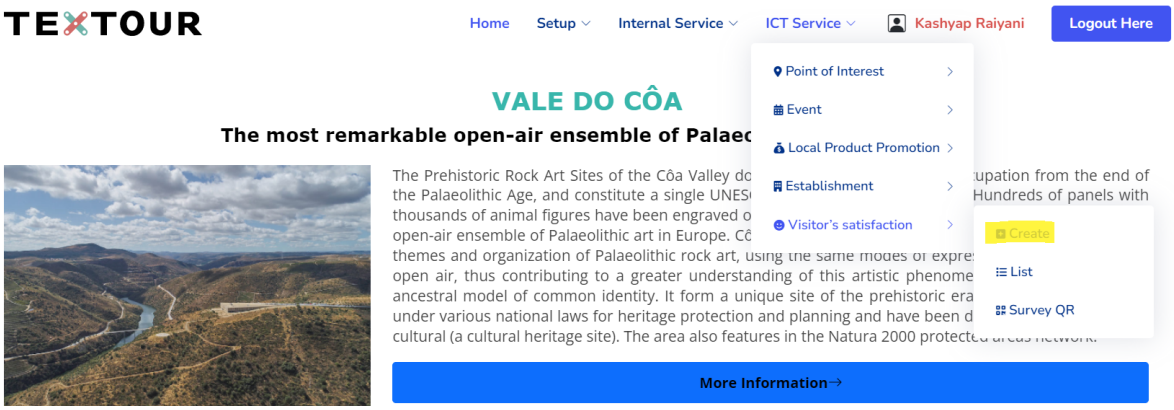


Figure 25: Add Survey via create page.

- Click on ICT service → Visitor's Satisfaction → Create will redirect the user to the survey fill-up page for the visitor's satisfaction to be added (as shown in Figure 26).

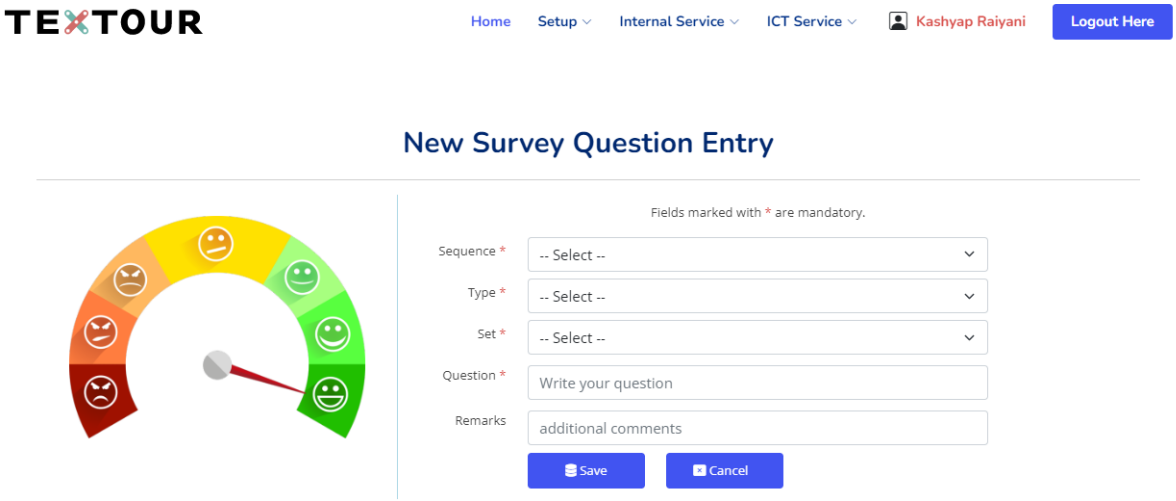


Figure 26: Survey fill-up page.

- On clicking **Save** after filling up the survey information, the user can see the list of questions, update them, or delete them (as shown in Figure 27).

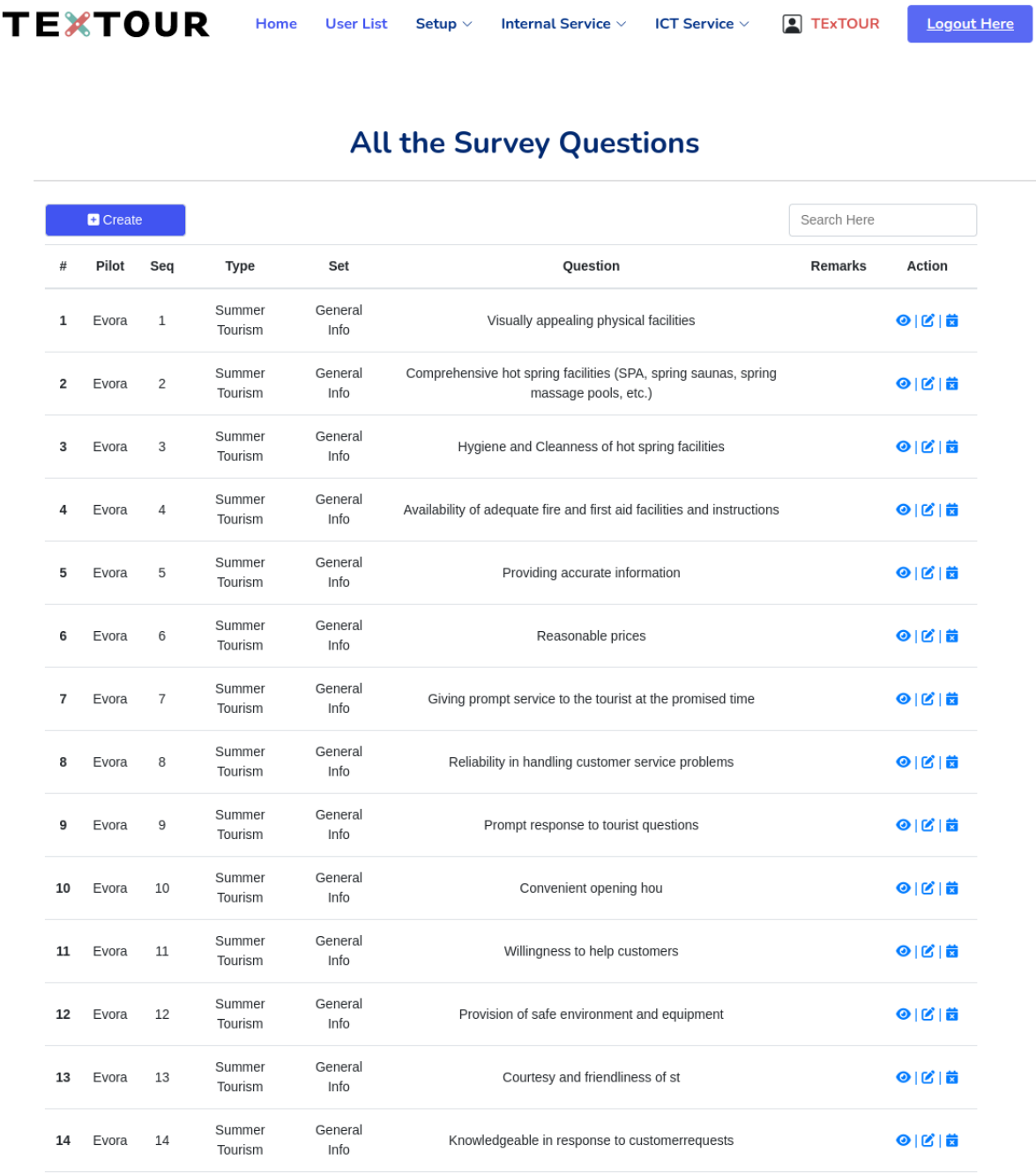


Figure 27: Survey: List.

- Click on ICT service → Visitor's Satisfaction → Survey: QR will redirect the user to the QR code generation page for the visitor's satisfaction created (as shown in Figure 28).

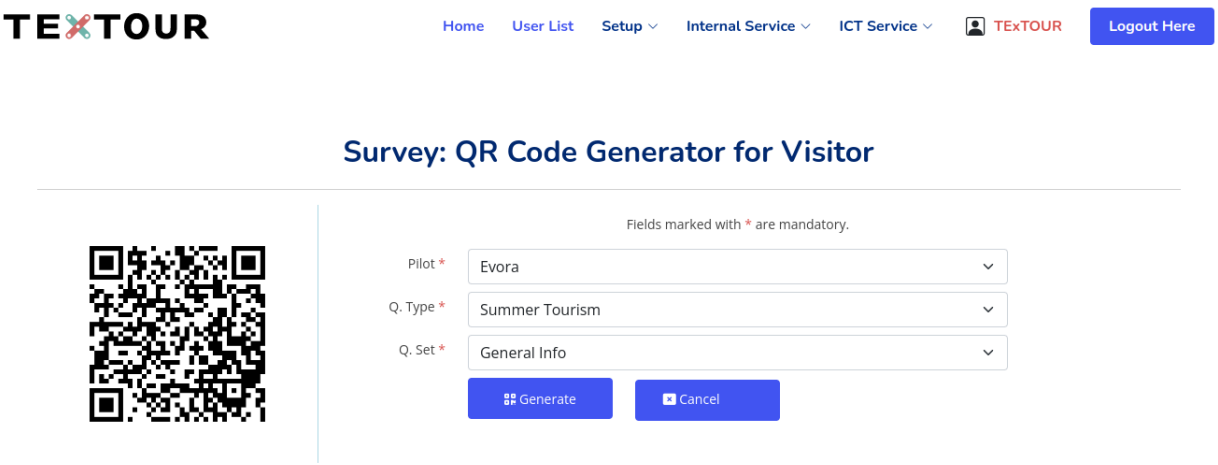


Figure 28: Survey: QR Code Generator.

- The download survey QR code will look as shown in Figure 29.

Figure 29: Survey: QR Code Sample.

3.2 Add Gallery

- The **add gallery** option is the same for Services Point of Interest, Events, Local Product Promotion, and Establishment.
- Figure 30 shows the option of how to add Text, Image, Audio, and Video for a single event created. Similar to this, for any single point of interest, local product, and establishment files can be added.

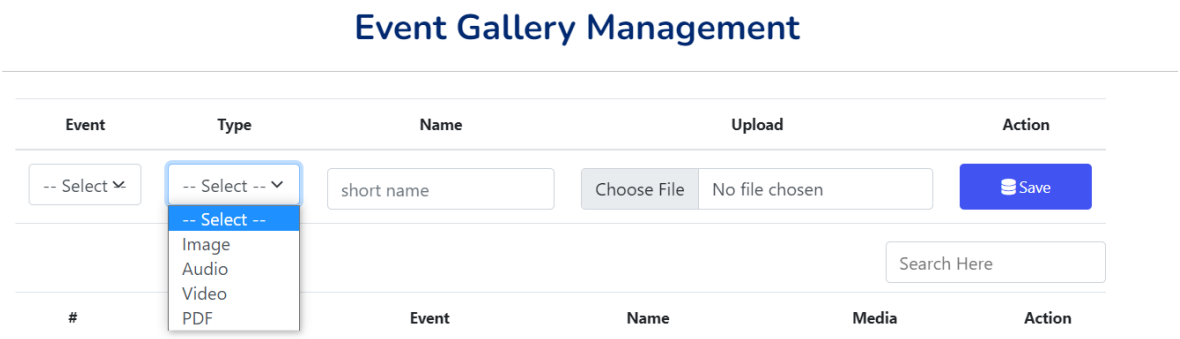


Figure 30: Event: Adding Text, Image, Audio, and Video.

3.3 List, Edit, and Delete

- The List, Edit, and Delete options are the same for Services Point of Interest, Events, Local Product Promotion, and Establishment.
- Figure 31 shows the option of List, Edit, and Delete for a single entry created.

Figure 31: View, Edit, and Delete options.

4 SECTION

Visitor Module

TExTOUR is an informative platform explicitly designed for tourists, offering comprehensive information and services. Below is a detailed exploration of its features and functionalities:

4.1 General Information

Upon landing on the home page (Figure 32), tourists encounter various options prominently featuring "General Information," tailored to meet visitors' specific needs.

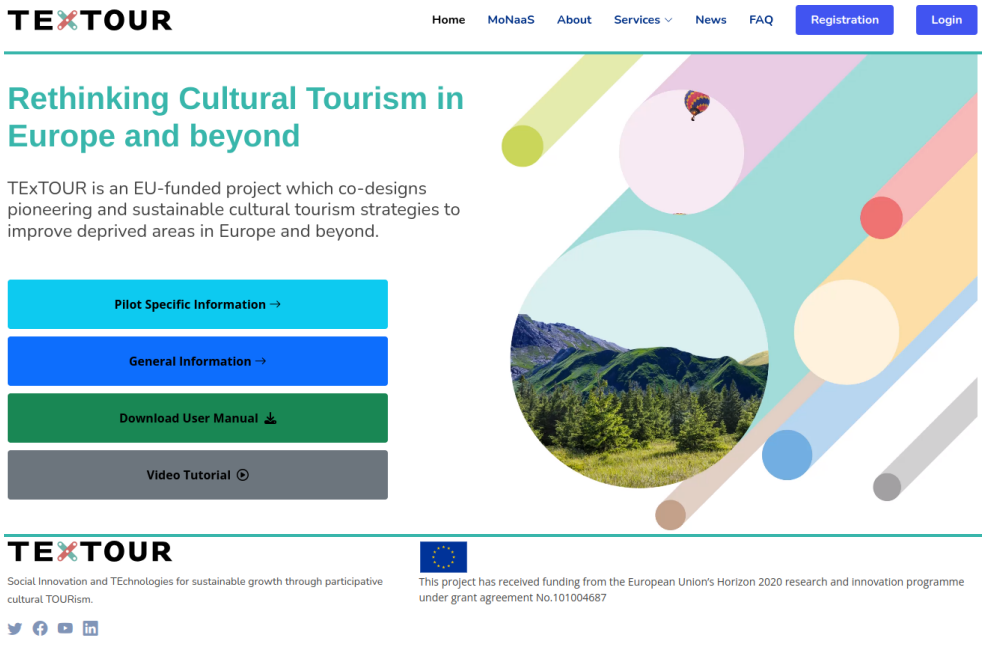


Figure 32: Home Page for Everyone.

4.2 Pilots List

From the visitor landing page (Figure 33), tourists are presented with a comprehensive list of pilots, each offering unique services and experiences.

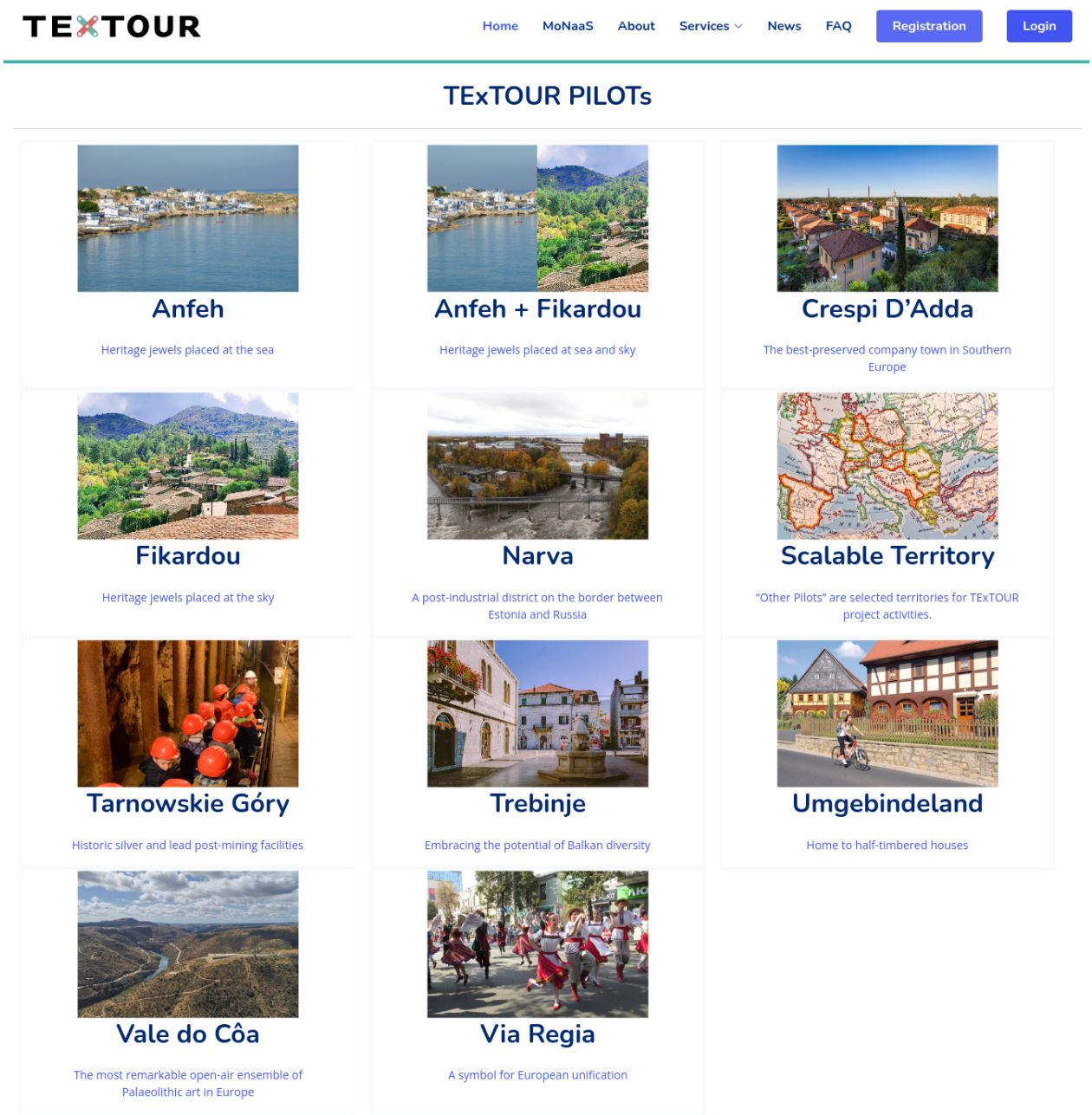


Figure 33: Visitor Landing Page (List of Pilots).

4.3 Services Offered by Pilots

TExTOUR includes Points of Interest, Routes, a combined Map with POI and Routes, Events, Local Product Promotion, Establishments, and Visitor Surveys (Figure 34). These services cater to tourists by providing detailed insights, interactive maps, event updates, local product showcases, establishment information, and feedback mechanisms via QR codes, enhancing their overall experience on the platform.

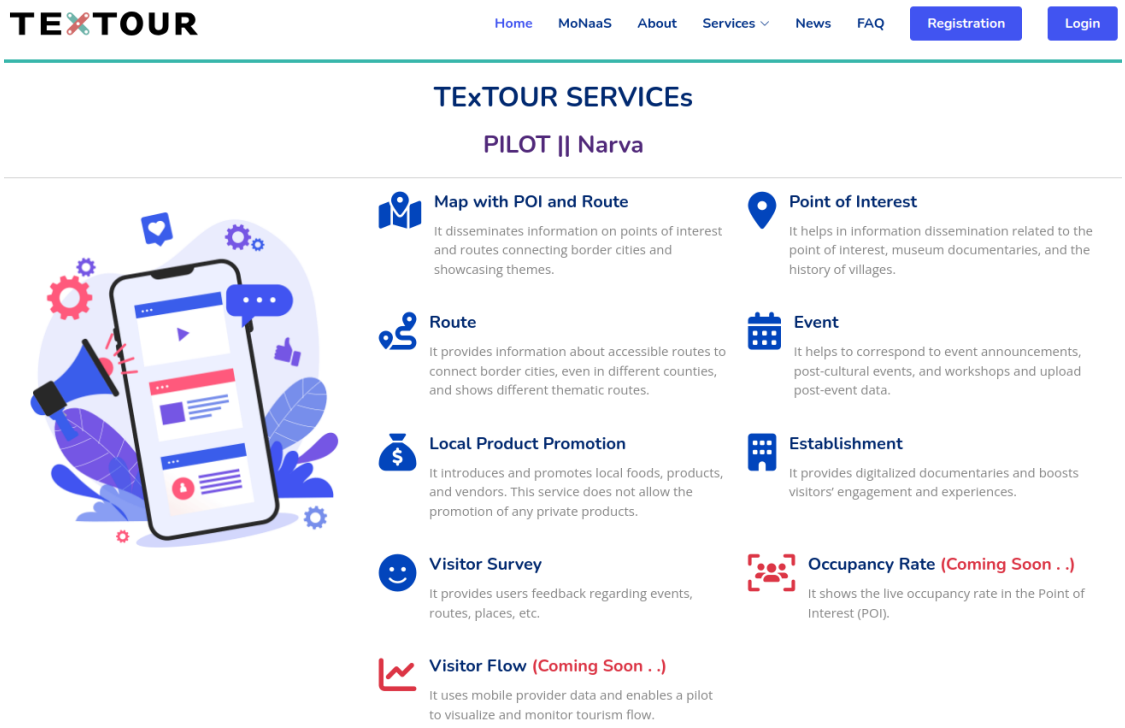


Figure 34: Service List for Visitor.

4.3.1 Points of Interest (POI)

POI provides insights into local points of interest, museum documentaries, and village histories. When visitors select a POI, they are presented with a map displaying the pilot's POIs. Each POI includes a brief description, a photo, and a link for more detailed information, as illustrated in Figures 35 and 36.

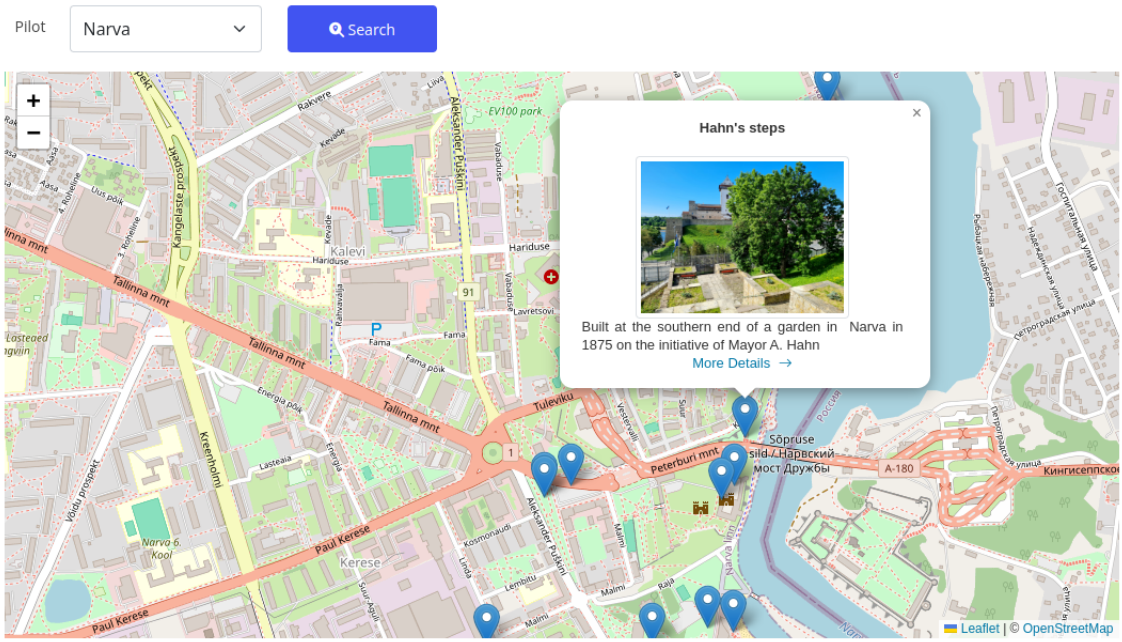


Figure 35: Map View of Point of Interest (POI) for the Pilot "Narva"

Open Time: Public space to open and accessible to the general public

Hahn's steps

Built at the southern end of a garden in Narva in 1875 on the initiative of Mayor A. Hahn

Figure: Hahn's steps. Photo: Angelina Ivanova

These steps were originally longer than they appear today. However, construction of a new bridge saw the first section of the staircase disappear beneath the ground. The steps have since lost their function, as they lead down onto the St. Petersburg highway - the border zone between Estonia and Russia.

Reference Link→

Image Gallery

Figure 36: Details of Point of Interest (POI)

4.3.2 Route

Routes feature accessible paths that connect border cities and highlight thematic journeys. When a user selects a route, a map displays the starting and ending points for each path, along with links to further details, as shown in Figures 37 and 38.

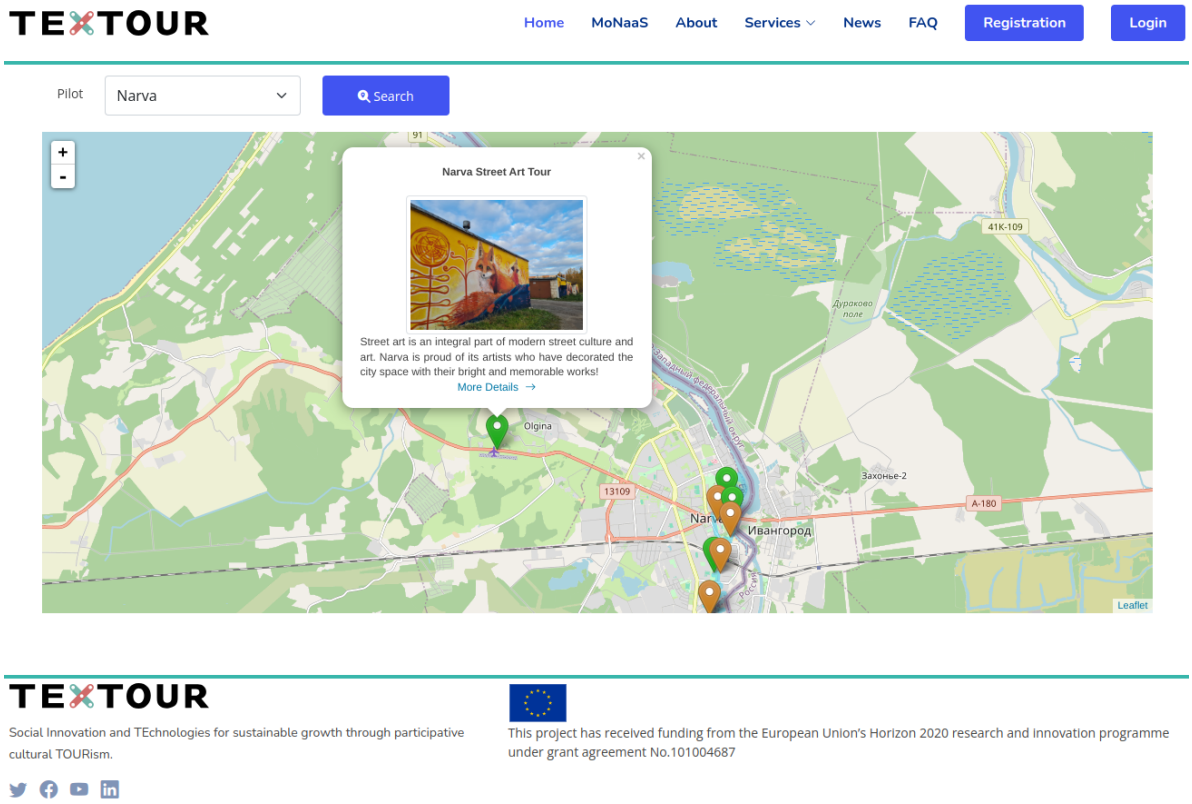


Figure 37: Map View of Route for the Pilot “Narva”

Total Distance: 18 km

Narva Street Art Tour

Street art is an integral part of modern street culture and art. Narva is proud of its artists who have decorated the city space with their bright and memorable works!

We have mapped out a route of Narva graffiti, so that you can enjoy the city through the eyes of Narva locals. Your can walk or take a bike, you can complete the entire route at once or spread the pleasure for several days. Just imagine what wonderful photos you will get to share with your friends!

Reference Link→

Image Gallery

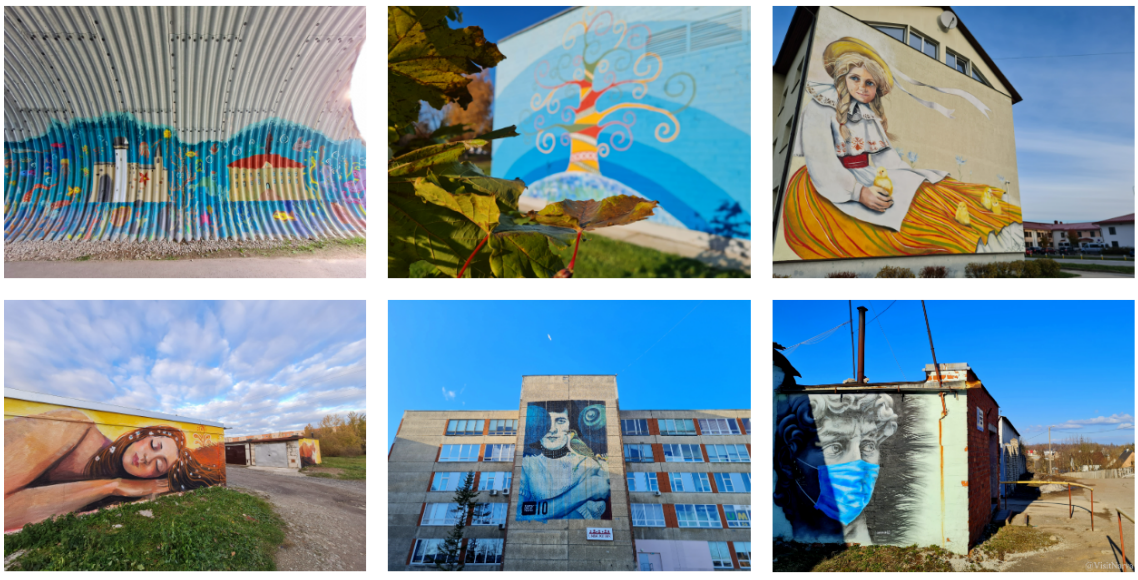


Figure 38: Details of Route

4.3.3 Map with POI and Route

The Map with POI and Route functionality integrates both points of interest and route information into a single interactive map. Visitors using this view are presented with a comprehensive map that displays POIs and routes, each accompanied by summaries, photos, and links for more detailed exploration, as illustrated in Figure 39.

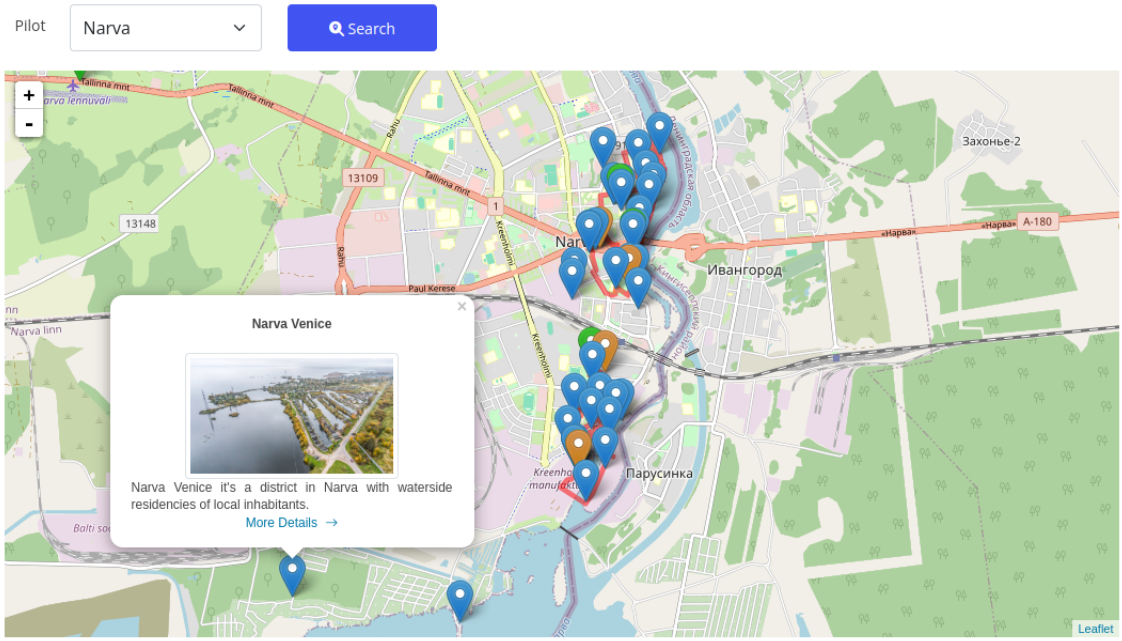


Figure 39: Map View with POI and Route for the Pilot “Narva”

4.3.4 Event

The Events functionality showcases announcements for cultural events, workshops, and post-event data. The Events section is organized into Upcoming, Current, and Past categories. When a user clicks on an event, they can view detailed information, including descriptions, photos, and galleries, as shown in Figures 40 and 41.

Figure 40: All the Events List (Upcoming, Current, and Past Events) at Narva

Sep 21, 2023 • 18:00 - 20:00, 12:00 - 13:00

Discussion of Kreenholm future and presenting the Pilot project

On 21 September, there was organized a meeting with involvement of local community, stakeholders, representatives of local creative industry sector and other interested parties to discuss the future steps for development of Kreenholm area.

Participants agreed that the cultural quarter would be a good place for the creative industry sector, and it should also offer in future an entertainment for families with children. The meeting participants were also informed about TExTOUR pilot project "Light Installation in the Joala Factory Building" and invited to visit the factory and see the first stages of the light installation.

On 22 September, Jaanus Mikk, the head of Narva Gate OÜ, carried out a familiarization visit to the factory building, presented the work stages, which are already have been done and told about left stages for the light installation. During the first two stages, the tower of the factory was illuminated and 180 different samples of Kreenholm fabric patterns were collected and glued as stained glass on the windows of one of the halls of the Joala factory. Further work is planned to create a light installation in the basement of the factory.

Reference Link→

Figure 41: Event Details

4.3.5 Local Product Promotion

The Local Product Promotion functionality highlights and promotes local foods, products, and vendors. Tourists can browse listings organized by pilot, with each product accompanied by its name, a photo, a brief description, and links to more detailed information, as shown in Figures 42 and 43.

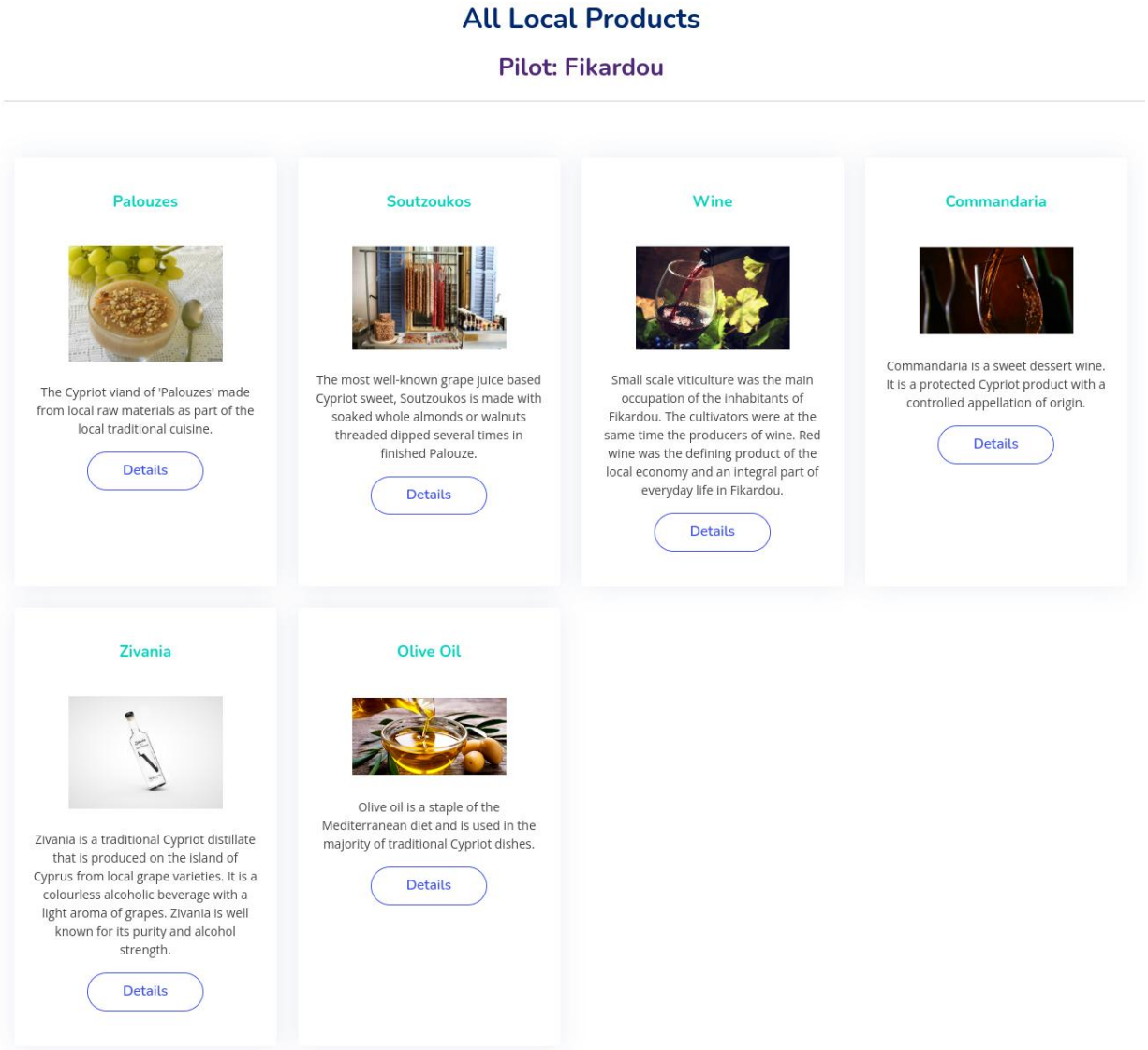


Figure 42: All the Local Products List at Fikardou

Fikardou village, Nicosia, Cyprus • Oct 09, 2023

Commandaria

Commandaria is a sweet dessert wine. It is a protected Cypriot product with a controlled appellation of origin.

No introduction to Cyprus wines would be complete without highlighting its world-famous Commandaria, a wine whose history goes far back in time. Of course it wasn't called Commandaria then. The Greek dramatist Euripedes (480-406BC) called it Cyprus Nama. The Greek poet Hessiod writes at the dawn of European history four centuries earlier of a Cyprus wine from sun-dried grapes which he called Cypriot Manna (nectar of the Gods).

In modern times, ten days is the amount of time the grapes are left to dry in the sun and it is this process that is one of the essential characteristics of Commandaria –this process about which Hessiod wrote some 2800 years ago.

Archaelogists who have had scientists test the residues of wine found in ancient urns, claim that this type of wine was produced as long as five thousand years ago. Some claim that Cyprus was the first place where wine was produced, but there are similar claims for Santorini in Greece, for Sardinia and for Israel.

Regardless of who was first to make wine, Commandaria goes back a long way. It is said, in the Commandaria Wine museum in Zoopigi to be the wine that has had 12 different names through the centuries – and 13 different aromas.

It was England's King Richard the 1st who was responsible for it becoming known as "Commandaria". He established, at Kolossi Castle near Limassol, the first English army base on the Island during his Crusades to Jerusalem. He became an ardent fan of the wine. It was served at his wedding in Limassol to Queen Berengaria of Navarra and he described it then as "The Wine of Kings and the King of Wines".

He eventually sold Cyprus to the Knights Templar, who also sold it on but kept the estates round Kolossi as a base. Kolossi Castle was known as "The Grande Commanderie". The Templars were also fans of this wine and brought vast quantities of it to the Grand Commanderie for trading and exporting to England. That is how "Commandaria" evolved as the name for the wine.

Nowadays Commandaria is very much a wine appellation of controlled origin with very strict conditions for the way it is produced:

It can only be produced from the two indigenous grapes, Xinisteri and Mavro. The grapes are left to overripen on the vines and can only be picked when sugar content reaches specified levels. The grapes are then left to dry in the sun for ten days or till must weight reaches 19 to 23 Bé. The juice is then extracted through crushing and pressing. This is then fermented in reservoirs. Alcohol levels will reach 15C. This fermentation, for the wine to be called Commandaria, can only take place in an area contained within fourteen specific villages in the Limassol district. The wine must then be aged in oak barrels for at least four years. This ageing does not have to be within the confines of the fourteen villages. You can have wine that to all intents and purposes tastes like Commandaria, but does not follow the rules and cannot be called Commandaria. It is permissible, but not necessary to increase the strength of the alcohol to a maximum of 20% ABV by fortifying it with distilled grape alcohol.

Even if you are not a habitual drinker of dessert wines, when you come to Cyprus, you should try Commandaria at least once!

Reference Link→

Figure 43: Local Product Promotion Details.

4.3.6 Establishment

The Establishments functionality provides digital documentaries and enhances visitor engagement. Visitors can explore listings organized by the pilot, featuring establishment names, photos, concise descriptions, and links for more detailed information, as shown in Figures 44 and 45.

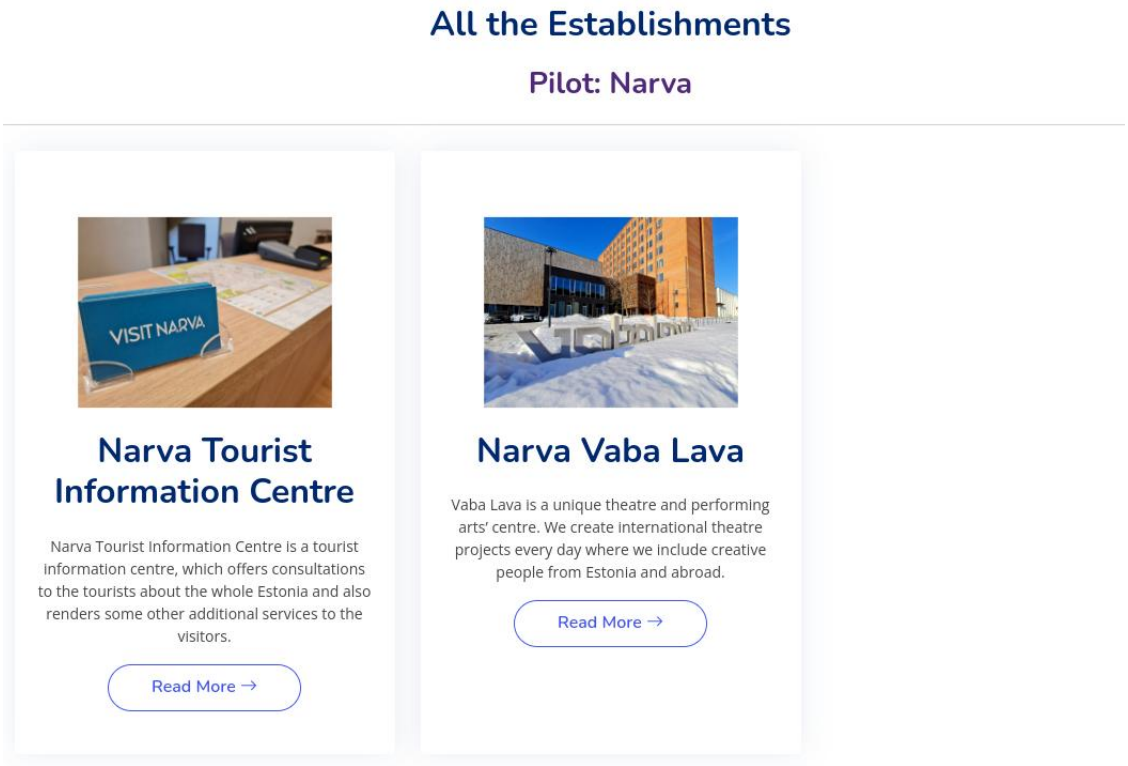


Figure 44: List of Establishments of the Pilot “Narva”

Narva Town Hall • Nov 06, 2023

Narva Tourist Information Centre

Narva Tourist Information Centre is a tourist information centre, which offers consultations to the tourists about the whole Estonia and also renders some other additional services to the visitors.

Our consultants will be delighted to help the visitors in accommodation, dining, leisure, transportation and other questions, concerning tourism, city tours and other services.
The visitors can get info materials, maps, events information in different languages free of charge.

Reference Link→

Image Gallery

Figure 45: Establishment Details name “Narva Town Hall” from Narva Pilot

4.3.7 Visitor Survey

The Feedback functionality collects user input on events, routes, and places. Visitors can obtain QR codes from designated pilot sites, allowing them to participate in surveys and share valuable feedback, as illustrated in Figure 46 and 47.

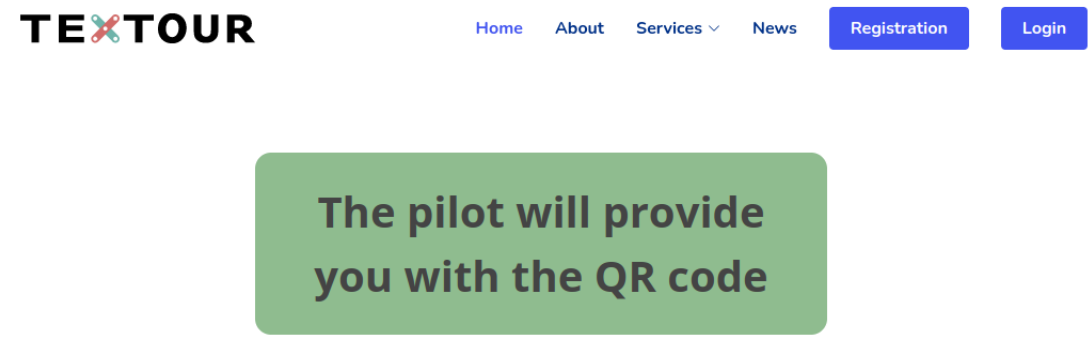


Figure 46: Survey View for Visitor

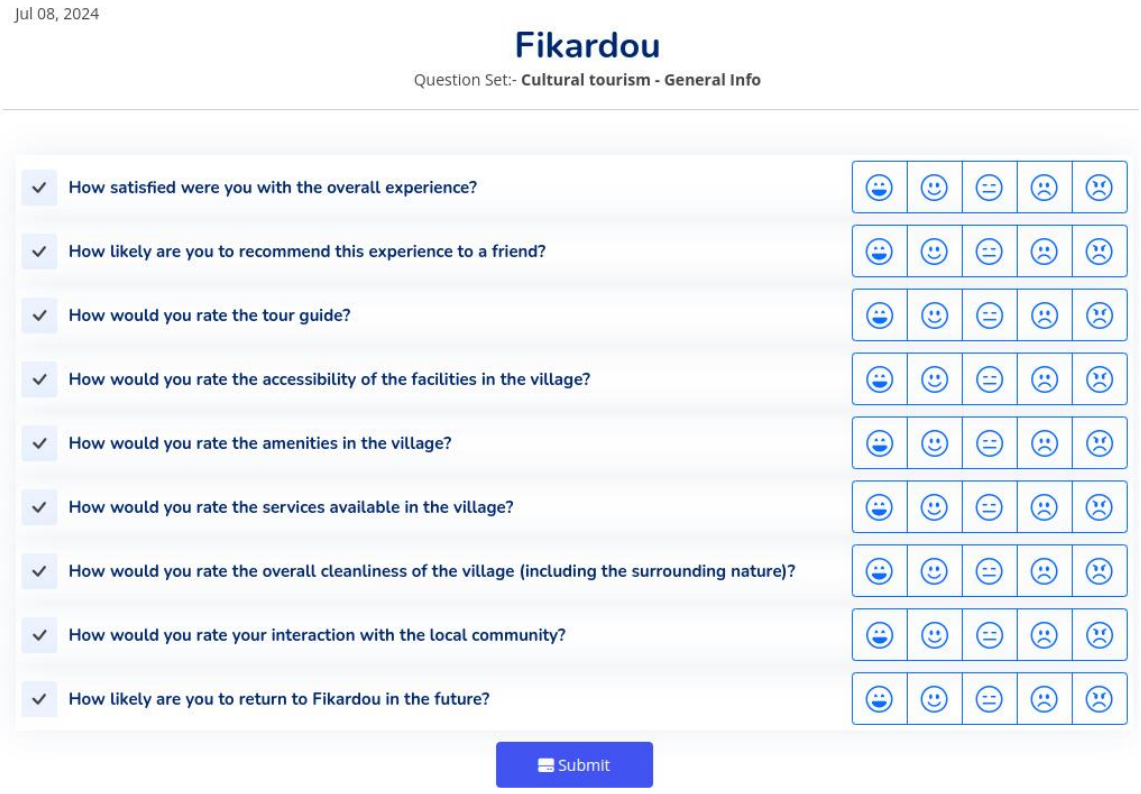


Figure 47: Visitor Survey Form for Fikardou Pilot

TExTOUR integrates these features seamlessly, ensuring tourists access rich, diverse content and interactive tools that enhance their exploration and engagement with local attractions and events. This interconnected approach provides a holistic experience, catering to visitors' varied interests and needs through digitalized resources and real-time feedback mechanisms.

SECTION 5

MoNaaS Module

The MoNaS (Monitoring as a Service) Internal Service is a fundamental part of the TExTOUR Platform, designed to provide comprehensive monitoring capabilities for cultural tourism initiatives. This service facilitates the systematic collection, management, and analysis of data, ensuring that all relevant information is accurately captured and utilized for informed decision-making. The MoNaS Internal Service encompasses various components and functionalities that collectively support the effective monitoring of Pilot's action, strategy, key performance indicators (KPIs) and other critical variables.

5.1 MoCam Management

MoCam (Monitoring Campaign) Management is a critical feature of the MoNaS service, responsible for organizing and overseeing various data collection campaigns. This module shown in Figure 48 and 49 allows users to define specific monitoring campaigns, set collection cycles, and establish time frames for data gathering, ensuring systematic and consistent data acquisition. Key elements of MoCam Management include:

- **Collection Cycle** — Defines the frequency and duration of data collection activities.
- **Collection Time Frame** — Specifies the start and end dates for each monitoring campaign.
- **Campaign Codes** — Unique identifiers for each campaign, such as DE (Data Entry), DRW (Data Review), DRS (Data Revision), and KC (KPI Calculation).

These campaigns are strategically planned to align with the project's objectives, ensuring that all necessary data is collected and analyzed systematically.

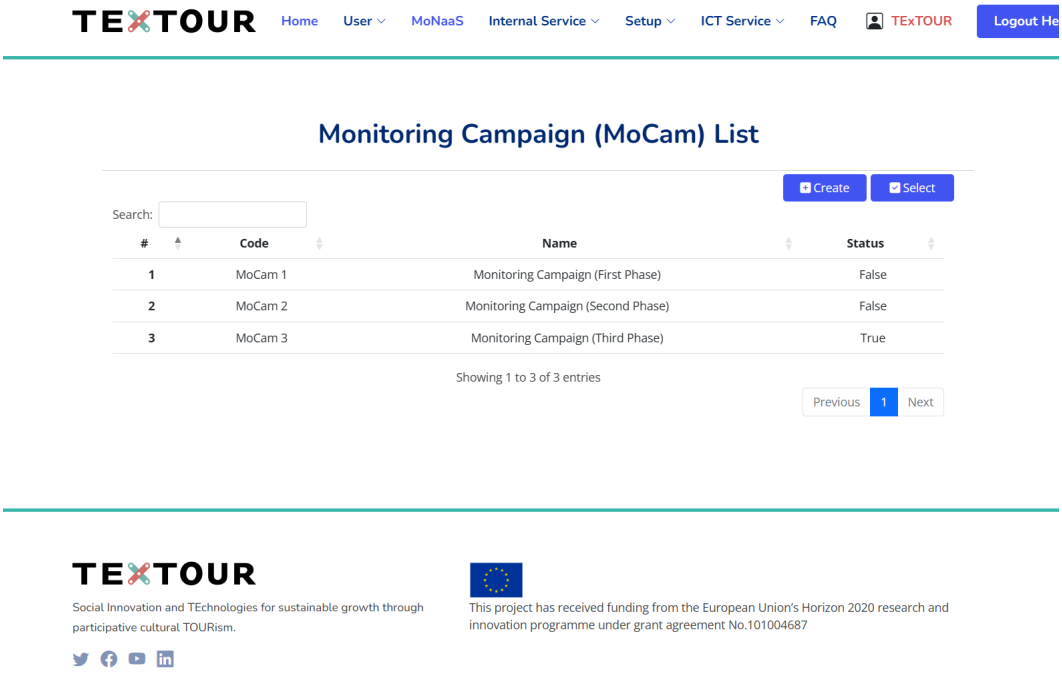


Figure 48: MoCam Management

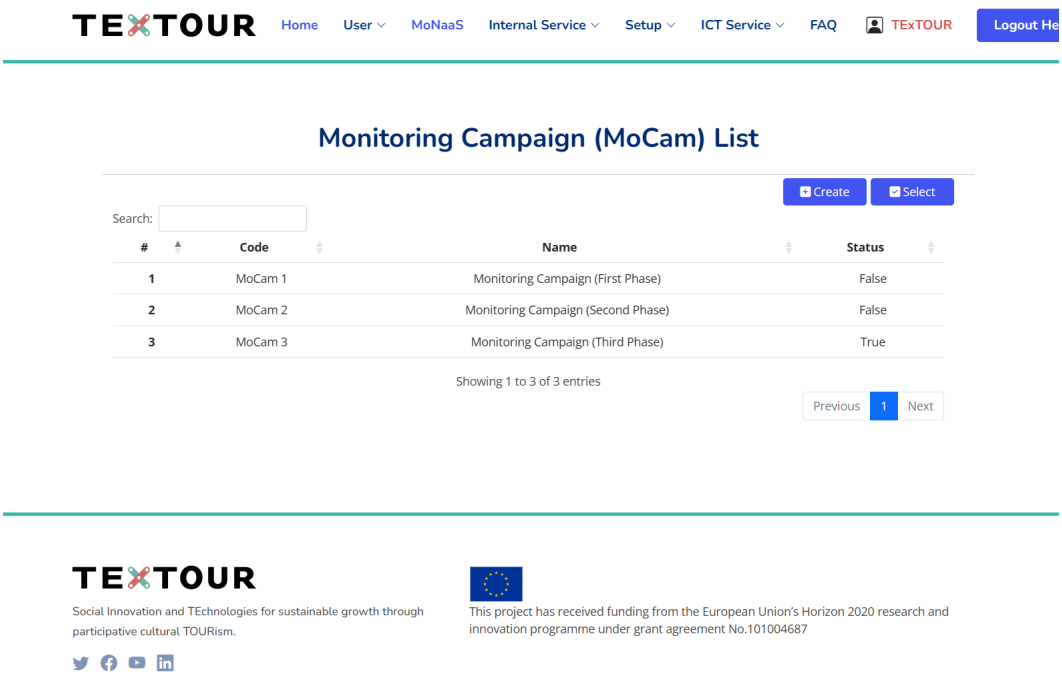


Figure 49: MoCam data collection cycle

5.2 Data Entry

The Data Entry (DE) module is the initial phase where users input relevant data into the system as shown in Figure 50. This module is essential for capturing a wide range of information related to cultural tourism activities, such as visitor statistics, event details, and occupancy rates. Accurate data entry is the foundation for reliable analysis and reporting.

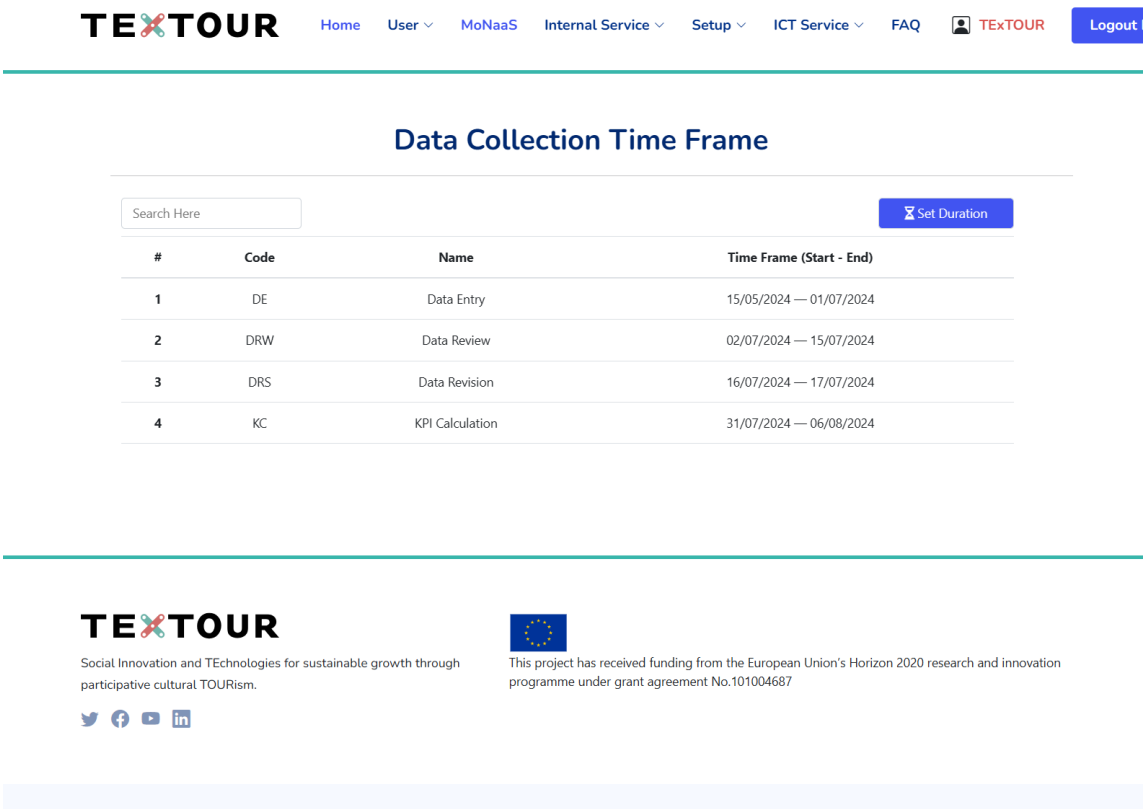


Figure 50: MoCam data collection time frame

5.2.1 Variable

Variables in MoNaS represent specific data points tracked and analyzed within the system. These include metrics such as visitor numbers, satisfaction scores, and economic impact indicators as shown in Figure 51 and 52. Proper definition and tracking of variables are essential for robust data analysis and achieving measurable objectives.

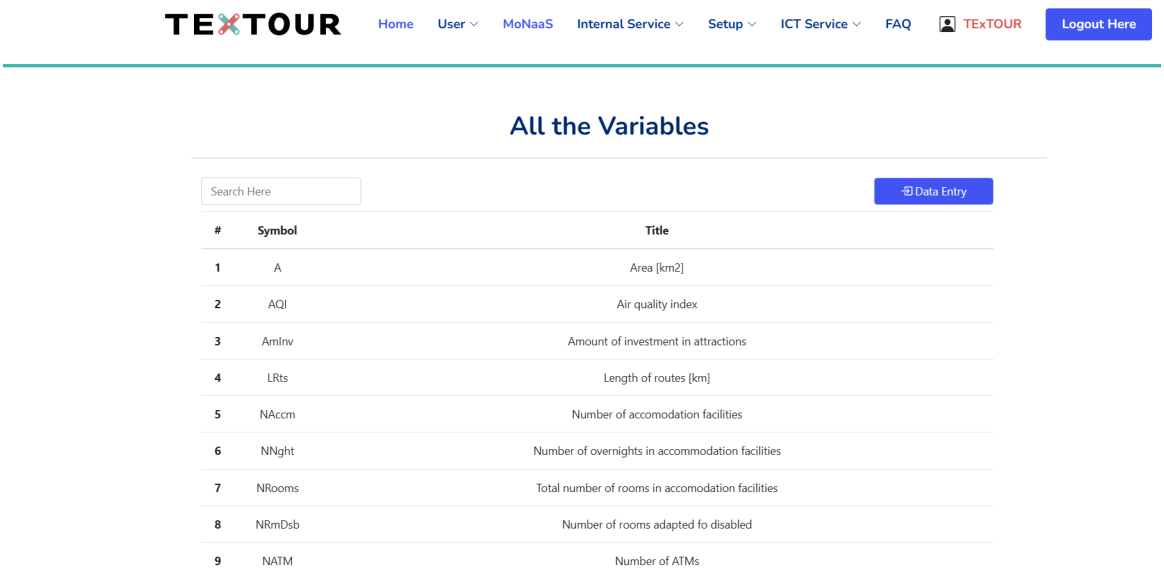


Figure 51: Variable List

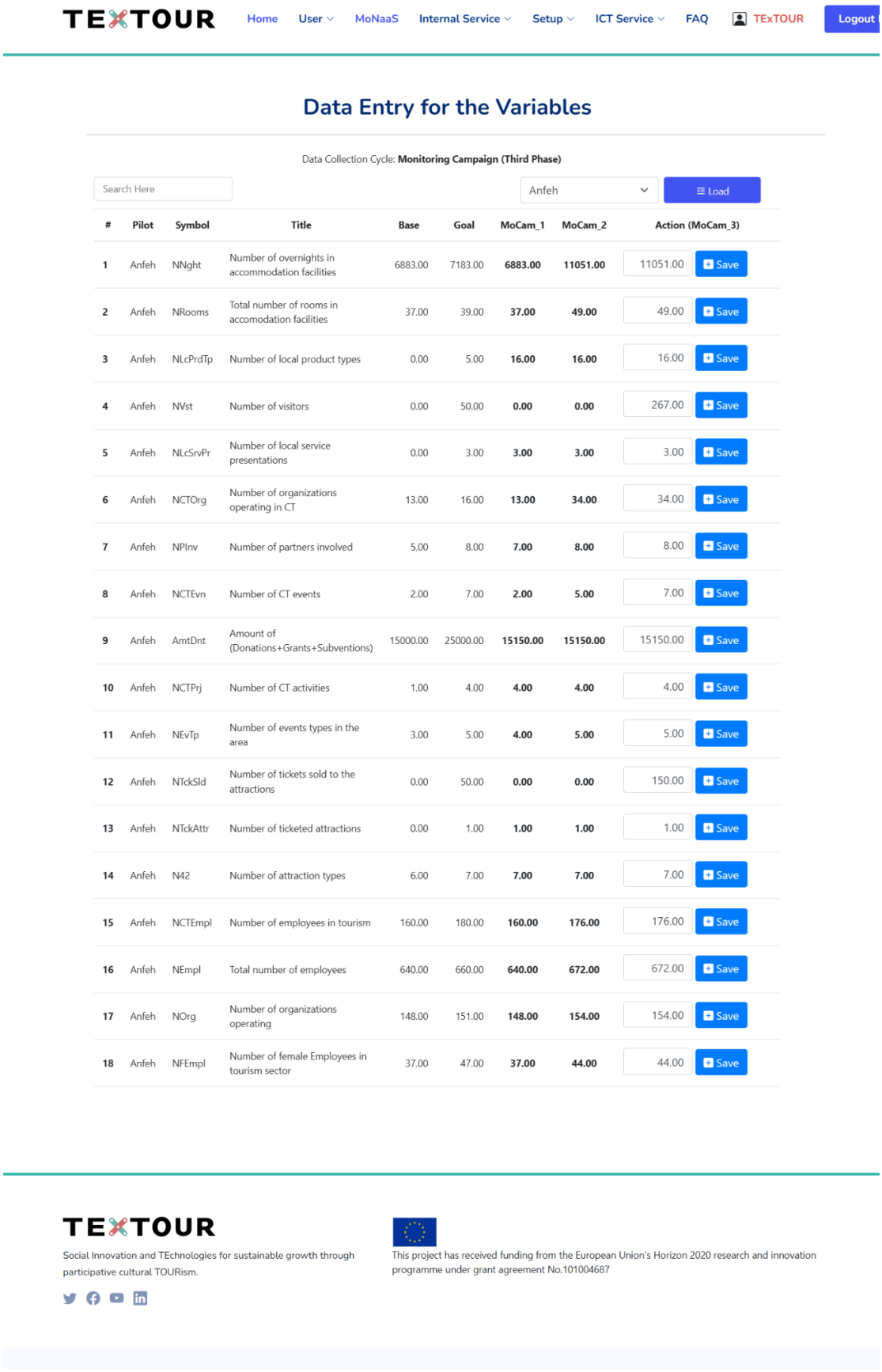


Figure 52: MoCam variable data entry

5.2.2 Target

The Target module allows users to set specific goals for each variable. By defining clear targets, users can measure the success of their strategies against predefined benchmarks, facilitating strategic planning and performance assessment as shown in Figure 53 and 54 MoCam target.

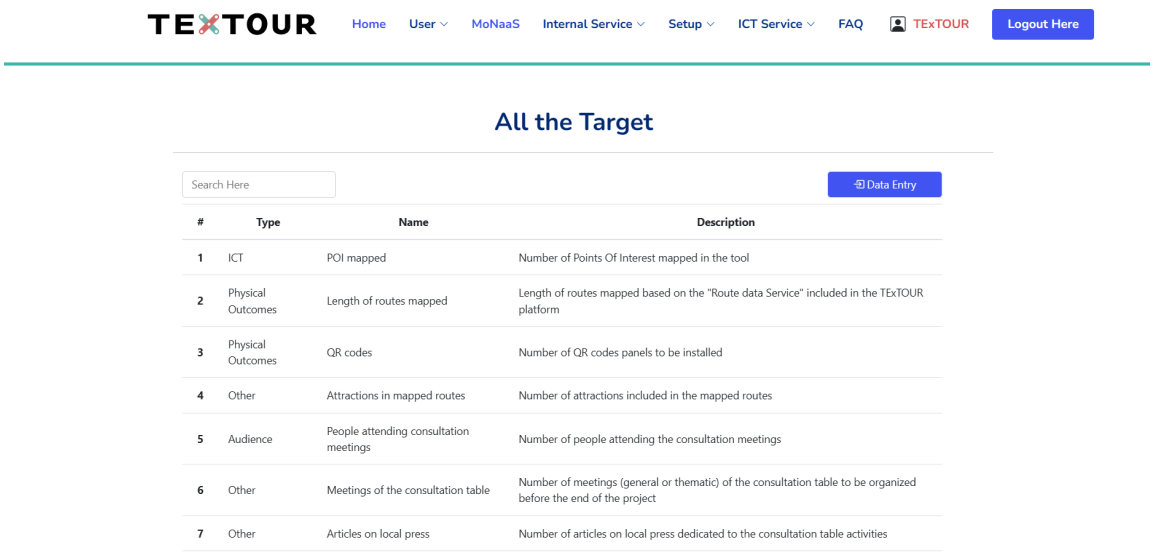


Figure 53: MoCam target list

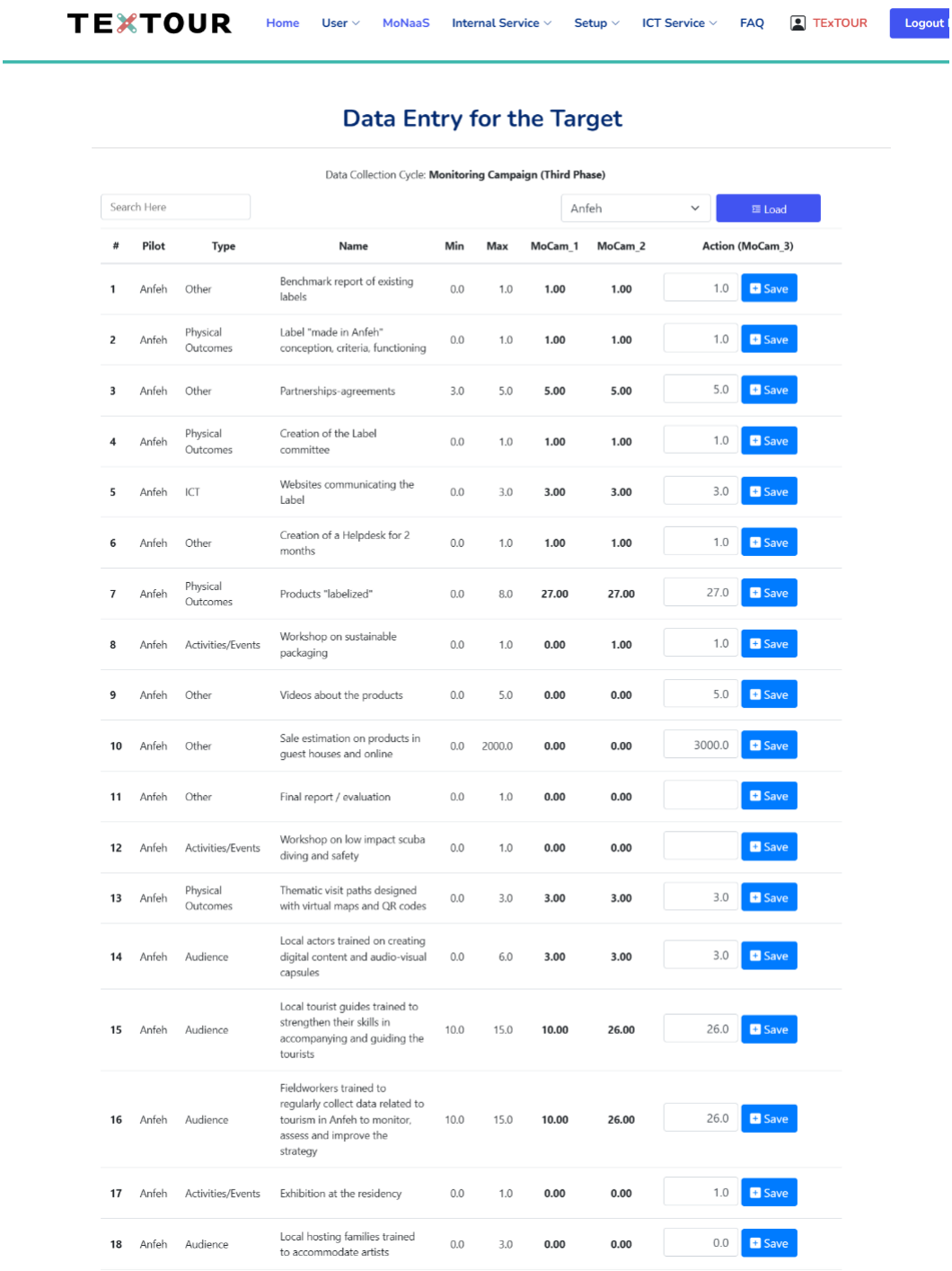


Figure 54: MoCam target data entry

5.2.3 Budget

The Budget module helps manage financial resources by allowing users to input budget allocations, track expenditures, and monitor financial performance against targets as shown in Figure 55 and 56. This ensures efficient resource allocation and financial sustainability of cultural tourism projects.

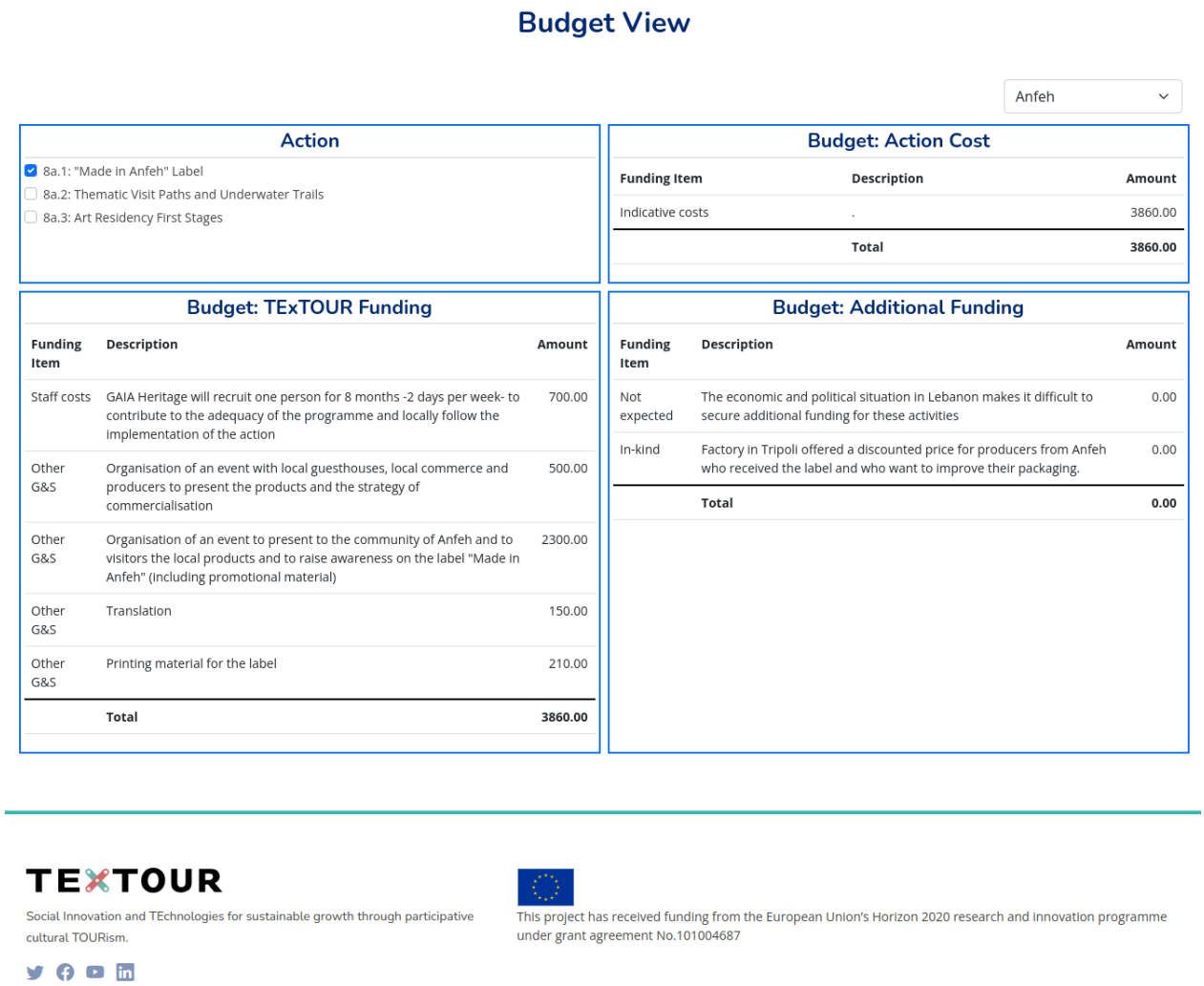


Figure 55: MoCam budget view

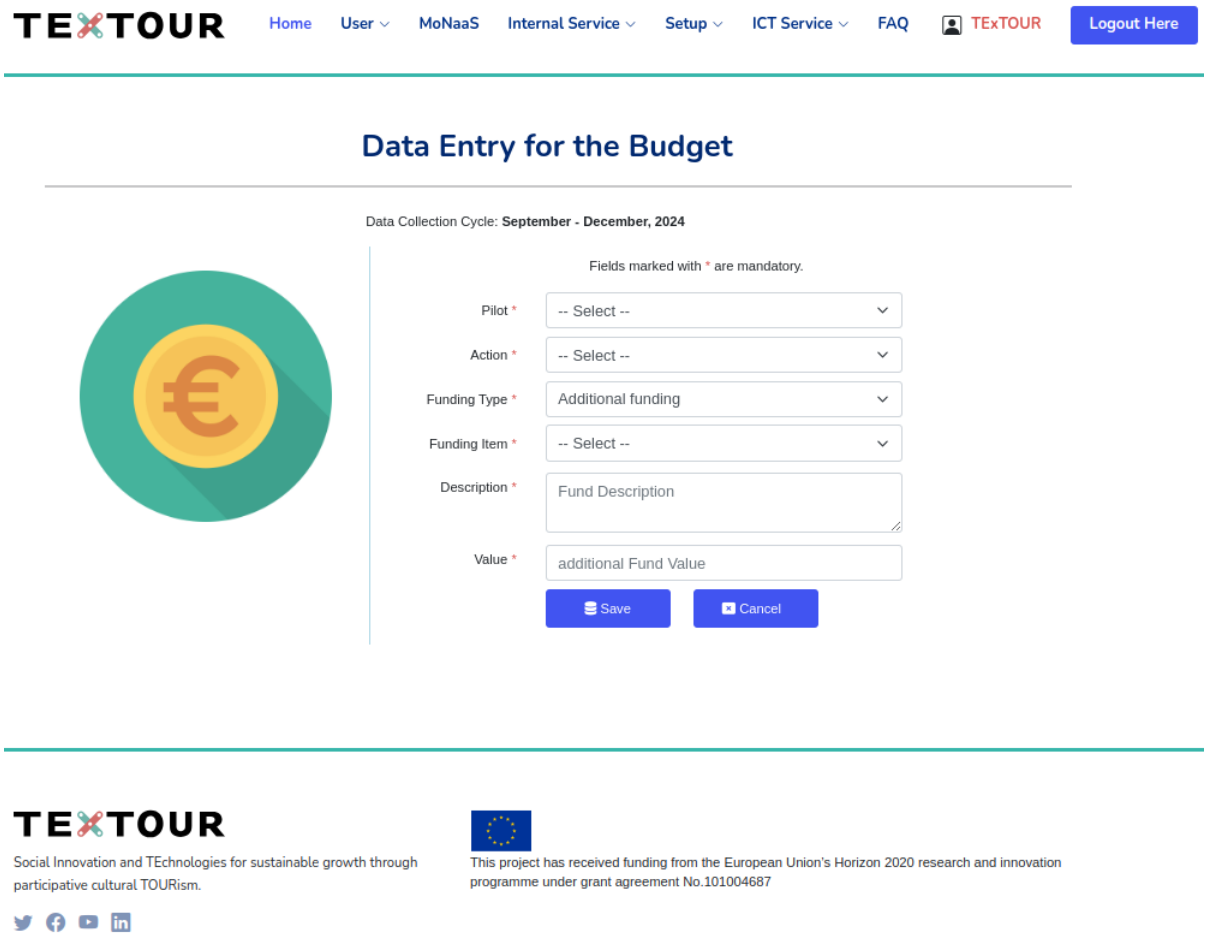


Figure 56: MoCam budget entry

5.3 Data Review

Data Review (DRW) is a critical step within MoNaaS, where users validate and verify the accuracy of entered data. This process ensures the integrity and reliability of the data, which is essential for accurate analysis and reporting as shown in figure 57, 58 and 59.

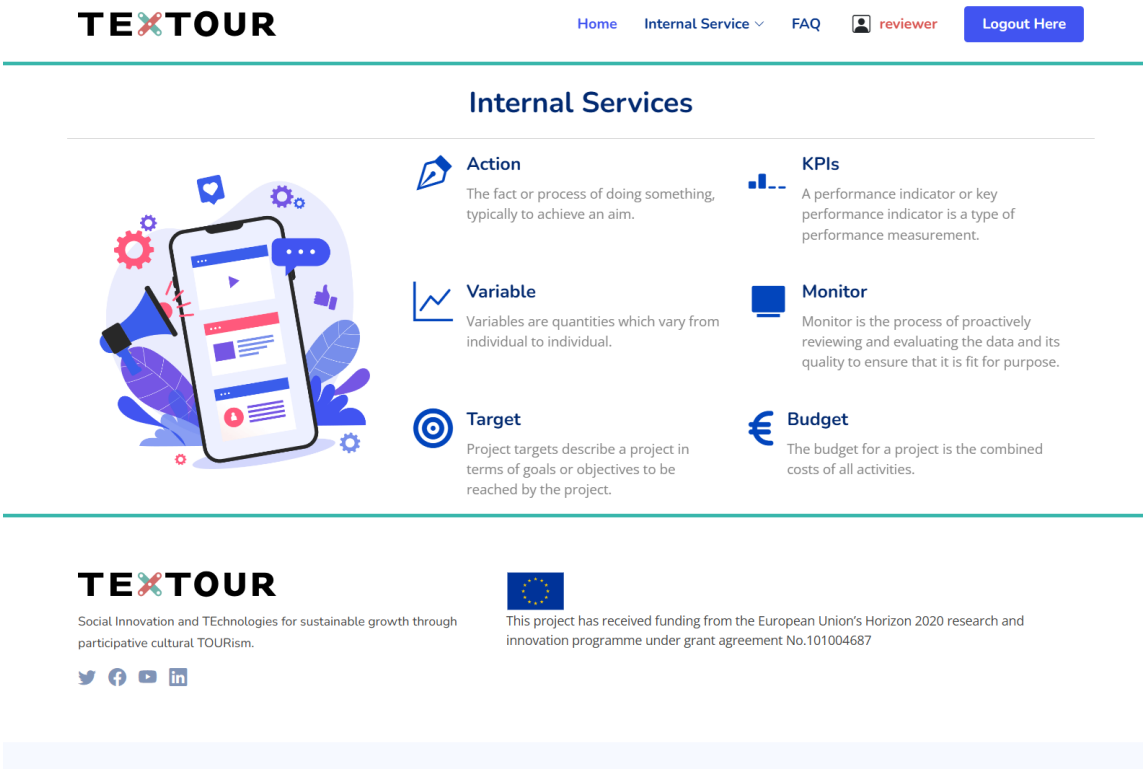


Figure 57: MoCam data review

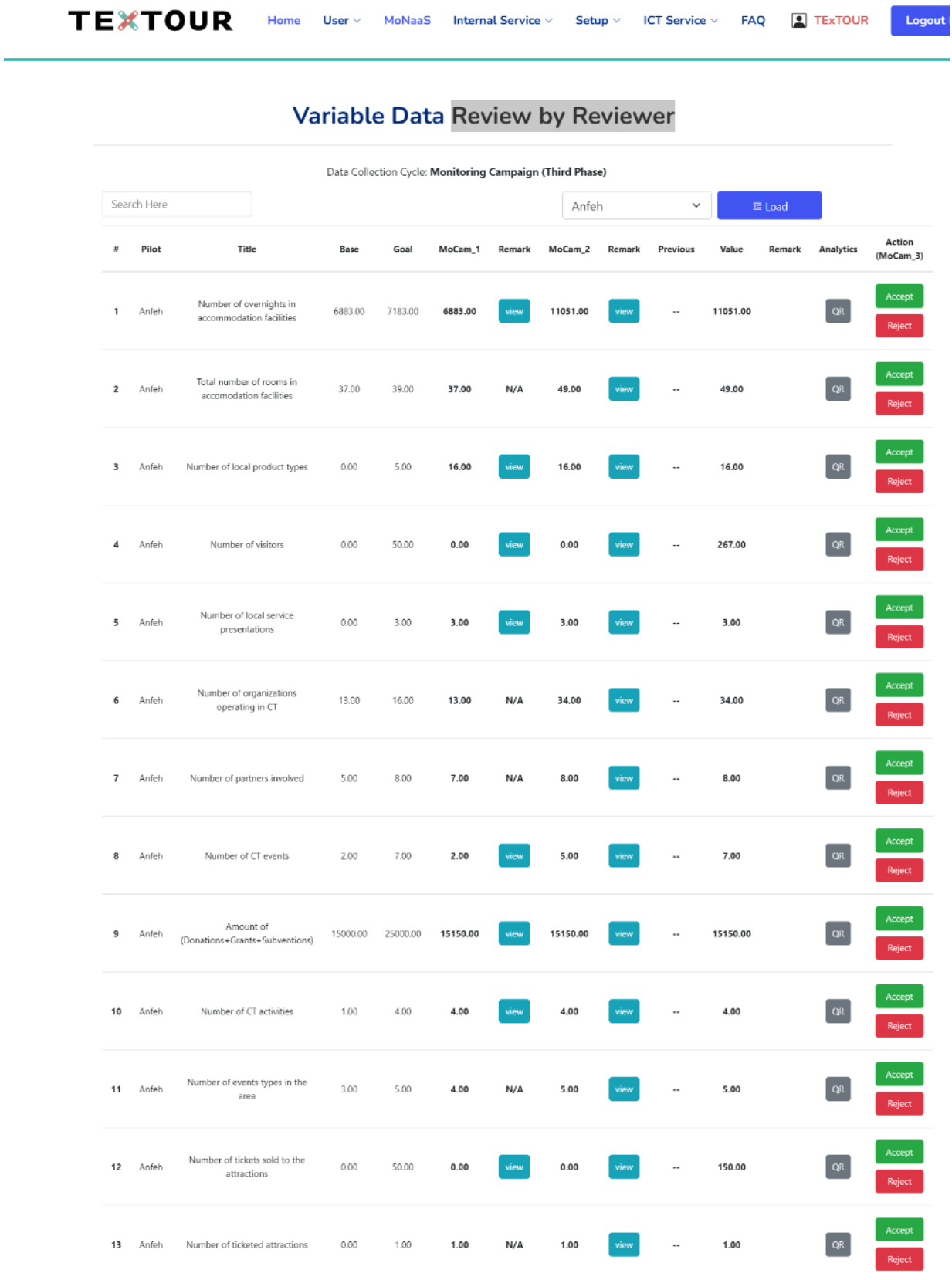


Figure 58: MoCam variable data review

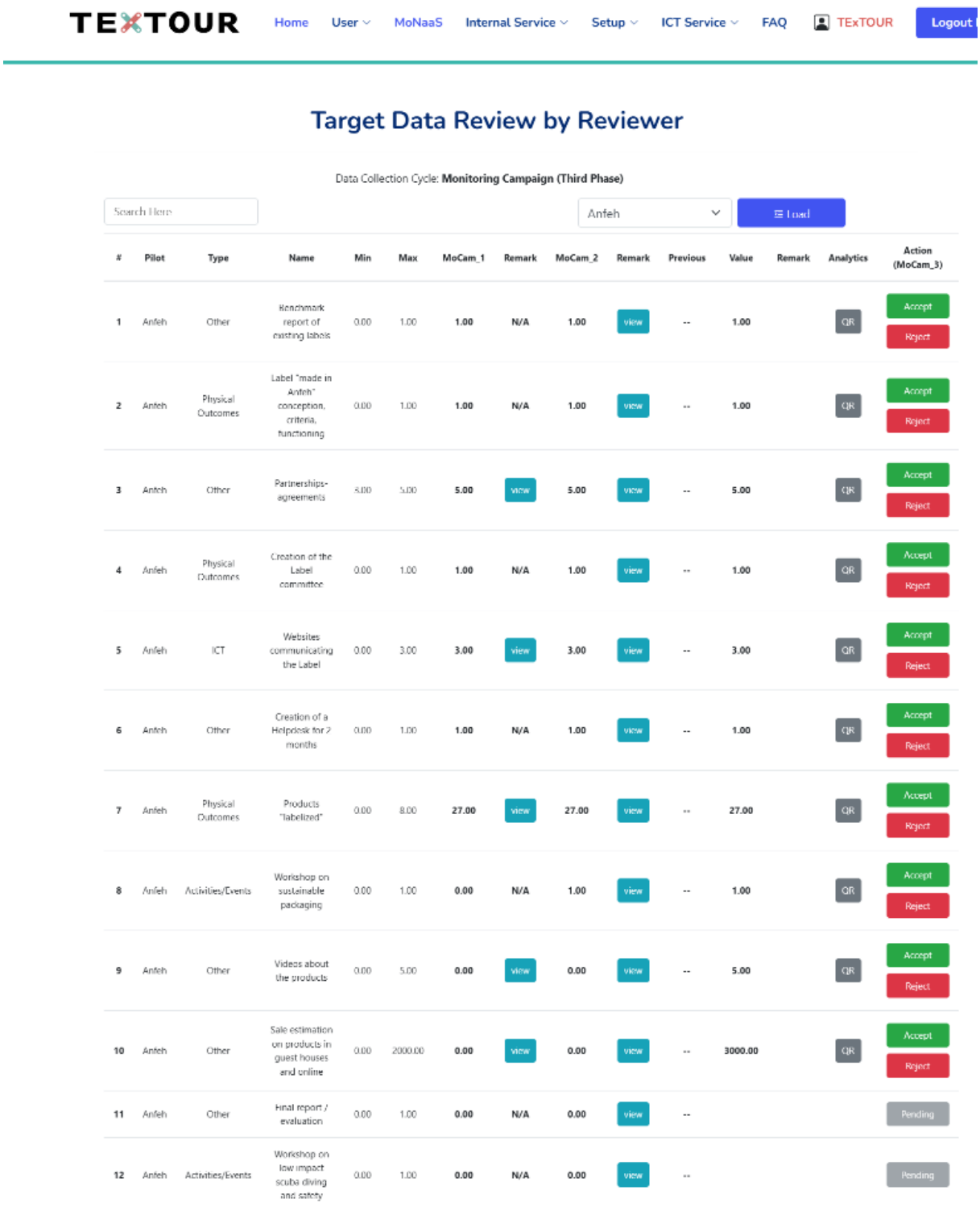


Figure 59: MoCam target data review

5.3.1 Automatic Analytics

The Automatic Analytics module leverages advanced algorithms to process and analyze collected data, generating insights and identifying trends. This automation reduces the need for manual data analysis, enabling users to focus on strategic initiatives and decision-making.

5.3.2 QR Review

The QR Review feature manages and assesses QR codes used at Points of Interest (POIs). This tool ensures that QR codes are correctly linked to relevant information, providing visitors with seamless access to digital content in various formats, such as text, audio, and video (Figure 60)

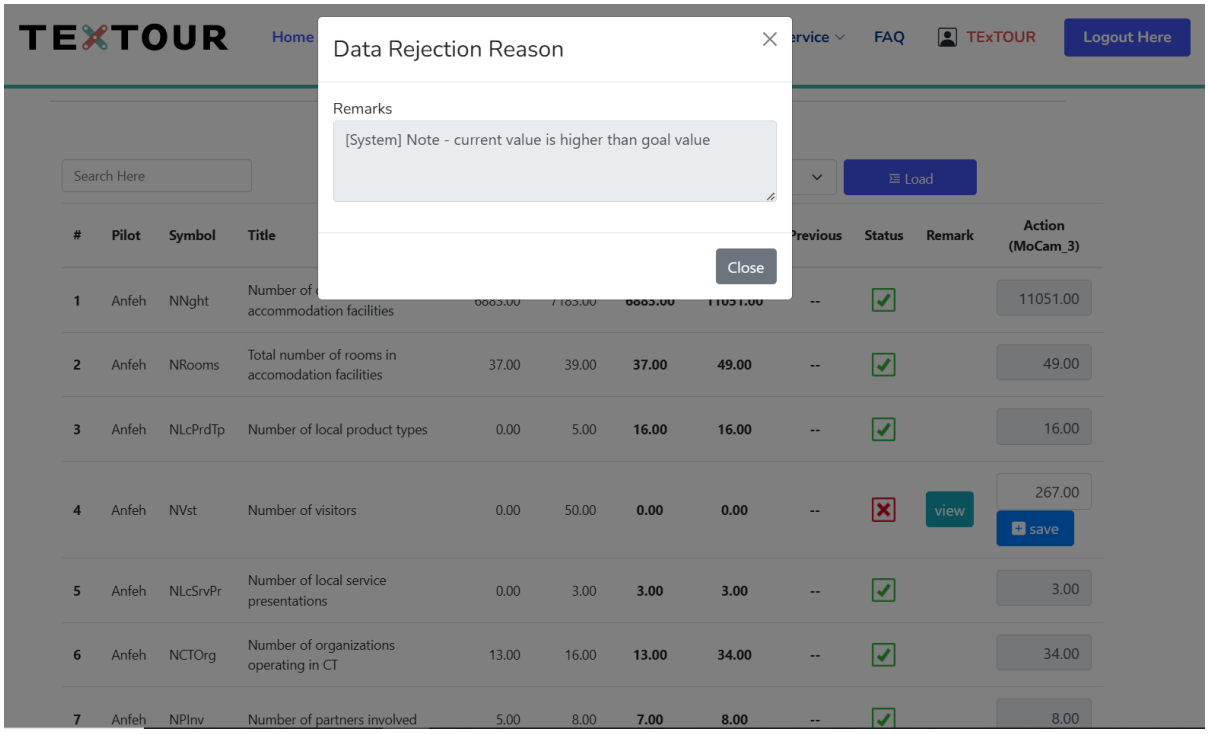


Figure 60: MoCam data review message exchange

5.3.3 CSV Download

The CSV Download feature enables users to export data in CSV format for analysis or reporting. This makes it easier to share data and integrate it with other systems or analytical tools, supporting more in-depth analysis and reporting. Figure 61 illustrates the CSV download interface.

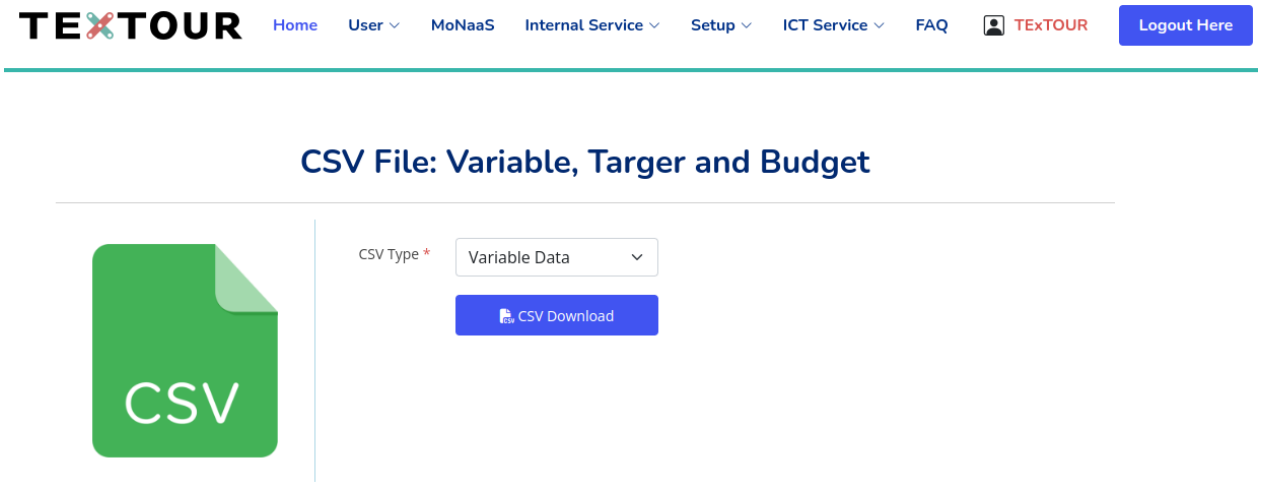
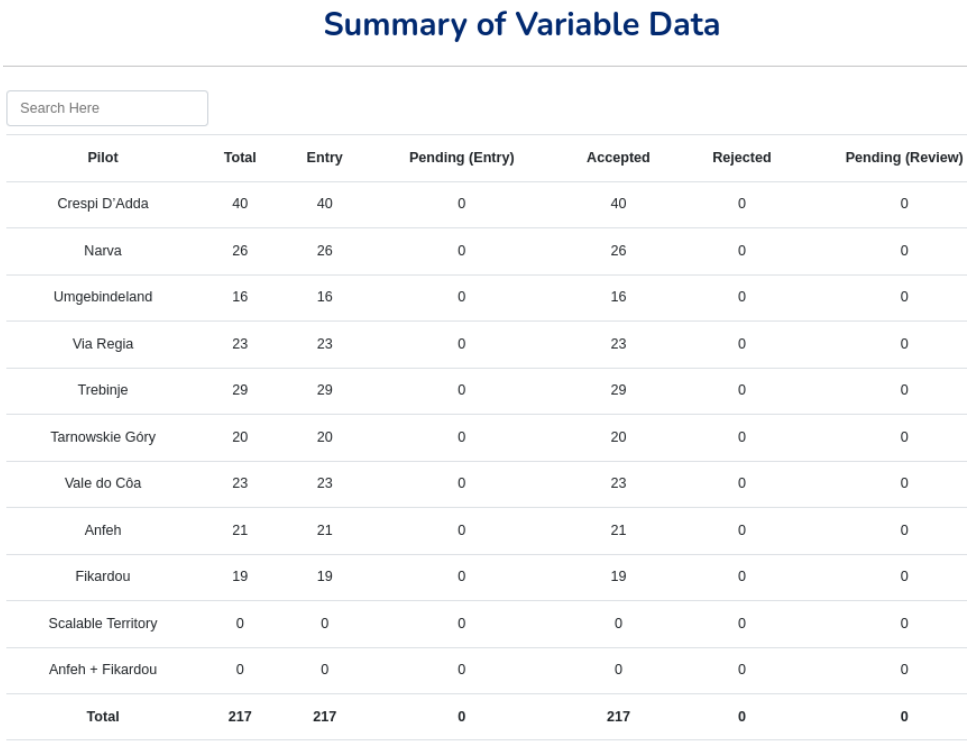


Figure 61: CSV download interface

5.3.4 Summary Report

The Summary Report module generates comprehensive reports that provide an overview of collected data and performance metrics. These reports are essential for reviewing project progress, assessing strategy effectiveness, and communicating results to stakeholders, Figure 62 and 63.

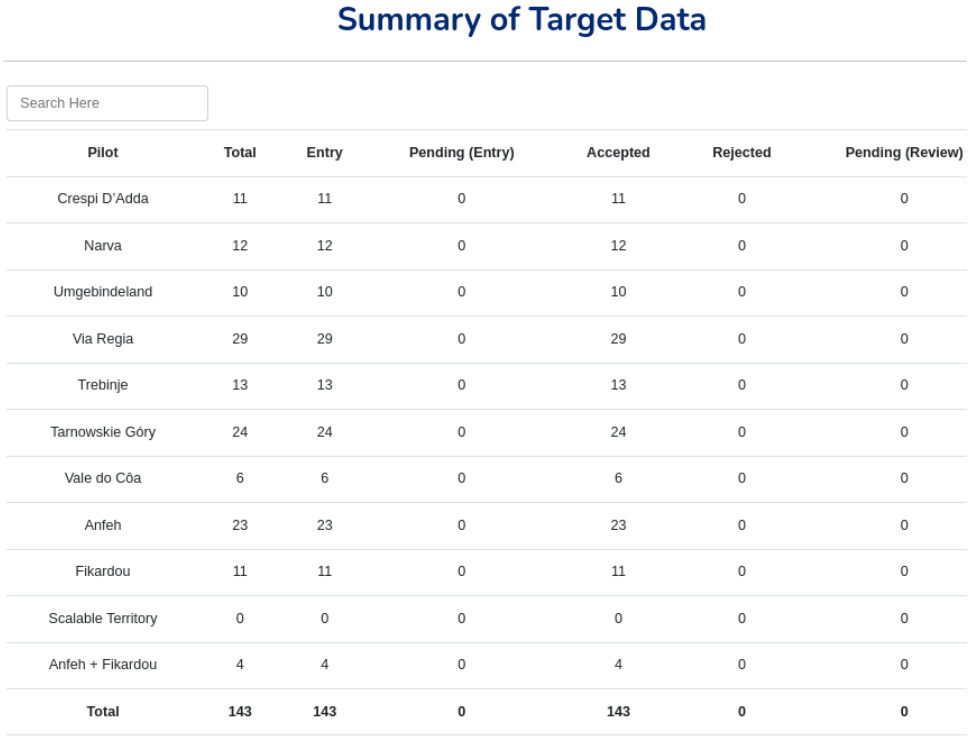


Summary of Variable Data

Search Here

Pilot	Total	Entry	Pending (Entry)	Accepted	Rejected	Pending (Review)
Crespi D'Adda	40	40	0	40	0	0
Narva	26	26	0	26	0	0
Umgebindeland	16	16	0	16	0	0
Via Regia	23	23	0	23	0	0
Trebinje	29	29	0	29	0	0
Tarnowskie Góry	20	20	0	20	0	0
Vale do Côa	23	23	0	23	0	0
Anfeh	21	21	0	21	0	0
Fikardou	19	19	0	19	0	0
Scalable Territory	0	0	0	0	0	0
Anfeh + Fikardou	0	0	0	0	0	0
Total	**217**	**217**	**0**	**217**	**0**	**0**

Figure 62: MoCam variable summary report



Summary of Target Data

Search Here

Pilot	Total	Entry	Pending (Entry)	Accepted	Rejected	Pending (Review)
Crespi D'Adda	11	11	0	11	0	0
Narva	12	12	0	12	0	0
Umgebindeland	10	10	0	10	0	0
Via Regia	29	29	0	29	0	0
Trebinje	13	13	0	13	0	0
Tarnowskie Góry	24	24	0	24	0	0
Vale do Côa	6	6	0	6	0	0
Anfeh	23	23	0	23	0	0
Fikardou	11	11	0	11	0	0
Scalable Territory	0	0	0	0	0	0
Anfeh + Fikardou	4	4	0	4	0	0
Total	**143**	**143**	**0**	**143**	**0**	**0**

Figure 63: MoCam target summary report

5.4 Data Revision

Data Revision (DRS) tools enable users to update or correct previously entered data. This ensures that the data remains accurate and up-to-date, reflecting any changes or new information since the initial data entry, Figure 64 and 65.

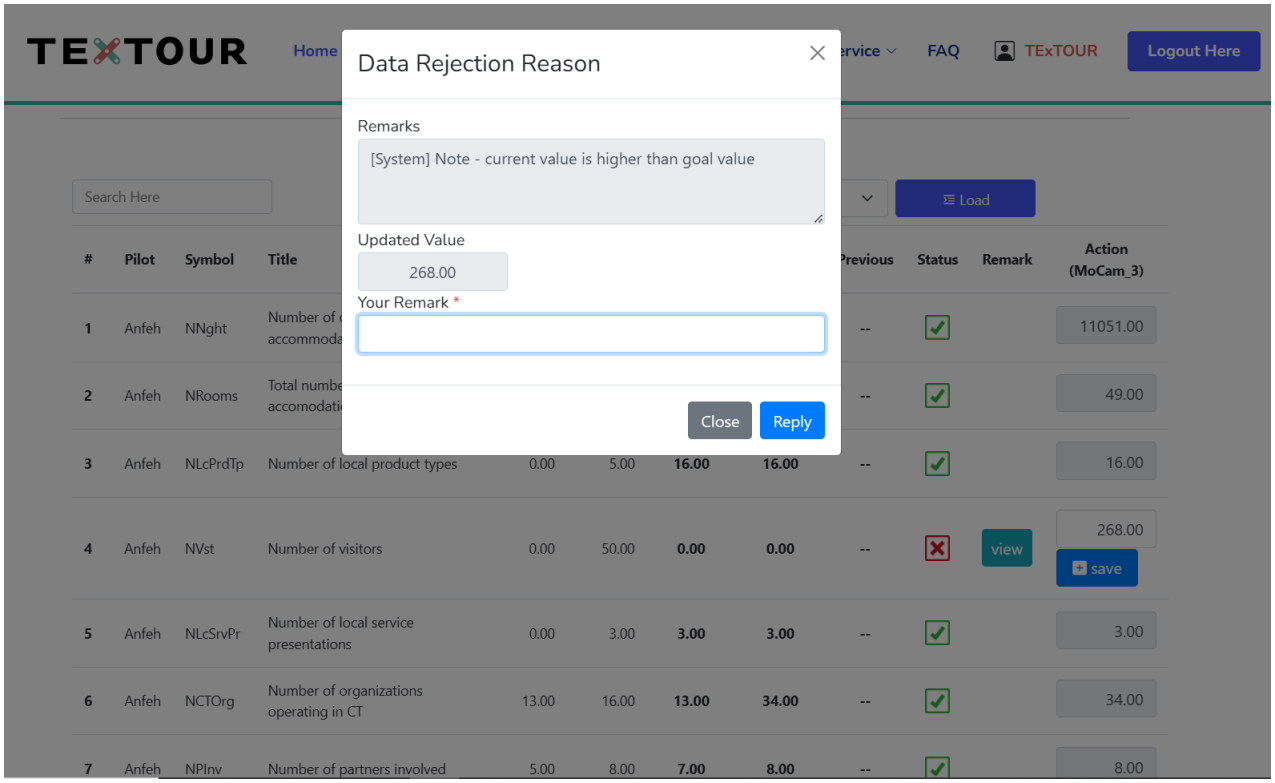


Figure 64: MoCam data revision

TEXTOUR

Data Revision for the Targets

Data Collection Cycle: **Monitoring Campaign (Third Phase)**

Search Here | Anfeh | Load

#	Pilot	Type	Name	Min	Max	MoCam_1	MoCam_2	Previous	Status
1	Anfeh	Other	Benchmark report of existing labels	0.0	1.0	**1.00**	**1.00**	--	✓
2	Anfeh	Physical Outcomes	Label "made in Anfeh" conception, criteria, functioning	0.0	1.0	**1.00**	**1.00**	--	✓
3	Anfeh	Other	Partnerships-agreements	3.0	5.0	**5.00**	**5.00**	--	✓
4	Anfeh	Physical Outcomes	Creation of the Label committee	0.0	1.0	**1.00**	**1.00**	--	✓
5	Anfeh	ICT	Websites communicating the Label	0.0	3.0	**3.00**	**3.00**	--	✓
6	Anfeh	Other	Creation of a Helpdesk for 2 months	0.0	1.0	**1.00**	**1.00**	--	✓
7	Anfeh	Physical Outcomes	Products "labelized"	0.0	8.0	**27.00**	**27.00**	--	✓
8	Anfeh	Activities/Events	Workshop on sustainable packaging	0.0	1.0	**0.00**	**1.00**	--	✓
9	Anfeh	Other	Videos about the products	0.0	5.0	**0.00**	**0.00**	--	✓
10	Anfeh	Other	Sale estimation on products in guest houses and online	0.0	2000.0	**0.00**	**0.00**	--	✗
11	Anfeh	Physical Outcomes	Thematic visit paths designed with virtual maps and QR	0.0	3.0	**3.00**	**3.00**	--	✓

Figure 65: MoCam target data revision

5.5 KPI Calculation

The KPI (Key Performance Indicator) Calculation (KC) module allows users to define and calculate KPIs relevant to their cultural tourism projects. Monitoring these KPIs helps gauge the success of initiatives, identify trends, and support data-driven decision-making to enhance strategies, Figure 66.

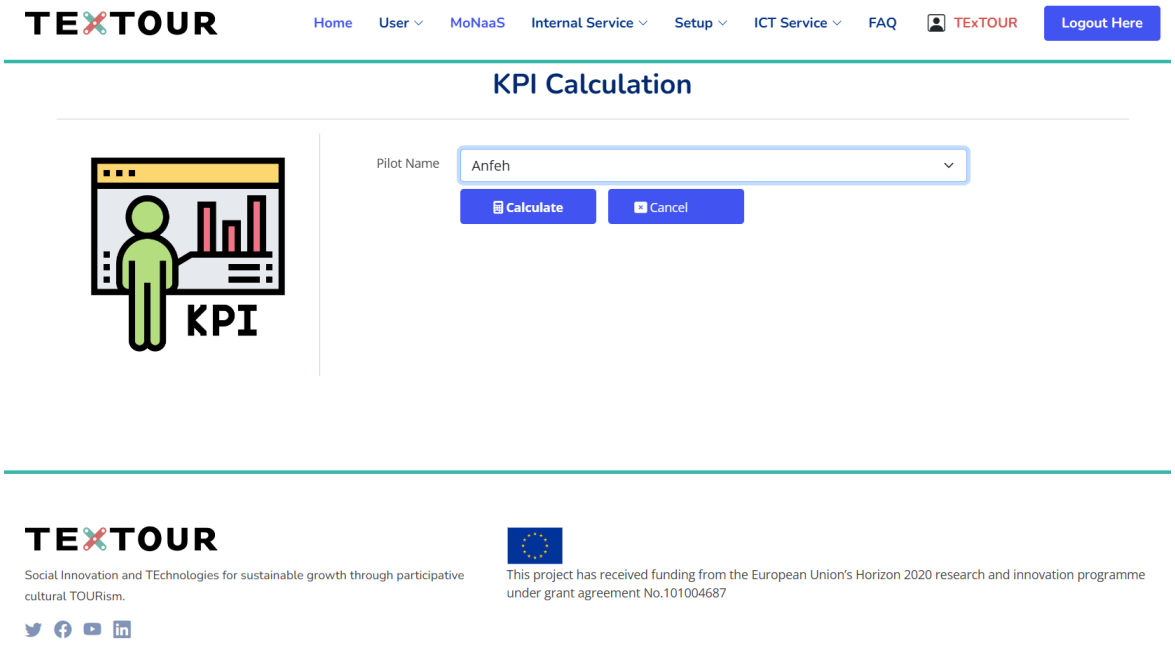


Figure 66: MoCam KPI calculation

5.6 Dashboard – Continuous Monitoring

The Dashboard provides a real-time interface for continuous monitoring and data visualization. This component integrates all functionalities of the MoNaS Internal Service, offering a comprehensive view of the collected data and calculated KPIs. Key dashboard features include:

- **KPI Monitoring:** Real-time tracking of key performance indicators.
- **Variable Monitoring:** Visualization of data trends and patterns for specific variables.
- **Target Monitoring:** Assessment of progress towards defined targets and goals.

Designed to be user-friendly and accessible, the dashboard equips stakeholders with the insights they need for informed decision-making. Figure 67 shows the dashboard for the Crespi D'Adda pilot.

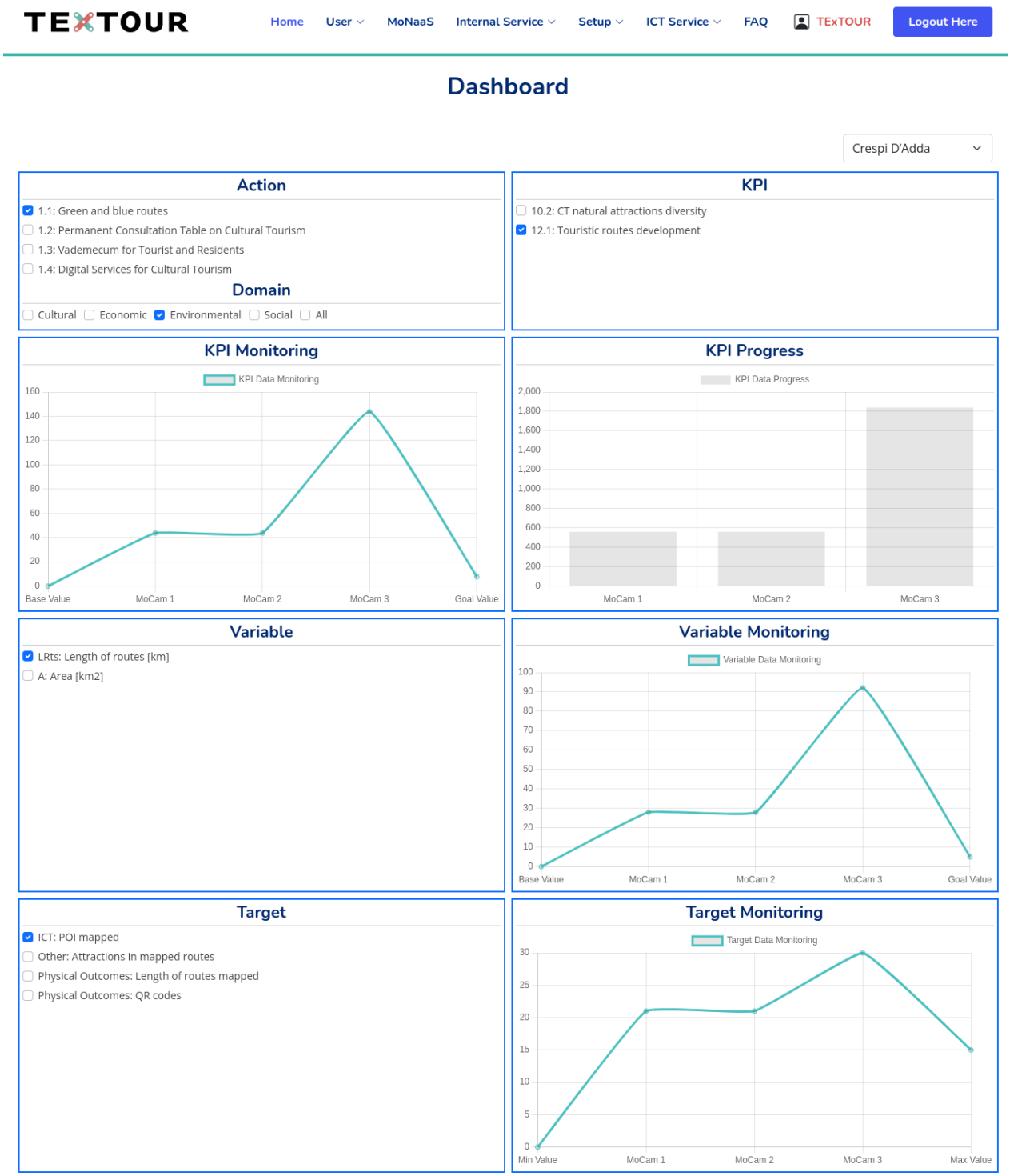


Figure 67: MoCam KPI calculation

SECTION 6

Automatic Variable Module (Tecnalia)

The Automatic Variable Module developed by Tecnalia plays a crucial role in the TExTOUR project by streamlining data collection and KPI calculation processes. This module leverages various sources, including OpenStreetMap (OSM) and official statistical databases, to automate the gathering of necessary variables for KPIs.

6.1 Key Features and Functionality

1. **Data Sources and Integration**
    - The module primarily utilizes OSM for geospatial data, which covers global urban information independently of statistical boundaries. This allows for comprehensive data collection regardless of the pilot's geographical limitations.
    - Official statistics from Eurostat at different NUTS levels are also integrated to enhance the accuracy and reliability of the data. These levels include NUTS 0 (countries), NUTS 1 (major socioeconomic regions), NUTS 2 (basic regions for regional policies), and NUTS 3 (small regions for specific diagnoses).
2. **Automation Process**
    - The automation process involves the extraction of data from OSM, which is then validated against local knowledge and official statistics to ensure accuracy.
    - The module provides two types of output files: a CSV file with the total count of elements necessary for KPI calculation and a georeferenced file that includes the location and information of these elements.

3. **Categories of KPIs**

    - The module covers various categories of KPIs, such as accommodation facilities, basic infrastructure, gastronomy, local products and services, and more.
    - Each category includes specific KPIs with detailed formulas for calculation, necessary variables, and their respective data sources.

4. **Preliminary Considerations**

    - The module addresses potential discrepancies between the pilot's geographical boundaries and statistical boundaries, ensuring that the gathered data is as precise as possible.
    - It also highlights the collaborative nature of OSM and the need to verify and supplement this data with local information when necessary.

6.1.1 Benefits and Impact

The Automatic Variable Module significantly enhances the efficiency and effectiveness of the TExTOUR project by automating the data collection process. This not only reduces the manual effort required but also ensures a higher degree of accuracy and reliability in the KPIs used for project evaluation and replication.
By leveraging both collaborative and official data sources, the module provides a robust framework for the ongoing monitoring and assessment of tourism-related initiatives, contributing to the sustainable growth of cultural tourism through participative and data-driven approaches.

6.2 List of Variables

The module manages a comprehensive list of variables critical for evaluating cultural tourism strategies. These variables are categorized based on their relevance to different aspects of the project, such as infrastructure, services, and economic impact. Key variables managed by the module include:

1. **Pilot Area:** Several KPIs require the area of the pilot as an input for calculation. The area is calculated based on the delimitation area of the pilot provided in shapefile or geojson format.

    - **Necessary Input:** Delimitation area of the pilot in shapefile or geojson format.
    - **Result:** Calculate the area of the pilot delimitation in square meters (m^2).

2. **Routes Length:** This variable involves calculating the length of routes within the pilot area.

    - **Necessary Input:** Delimitation of the routes in shapefile or geojson format.
    - **Result:** Calculate the length of routes in meters (m).

3. **Accommodation Facilities:** This includes the number and geolocation of accommodation facilities within the pilot area.

- **Necessary Input:** Delimitation area of the pilot in shapefile or geojson format.
- **Result:** Number of accommodation facilities and their geolocations.

4. **Accessibility of Highways:** This variable measures the travel time to the nearest highway from a given location within the pilot area.
    - **Necessary Input:** Location point (X and Y coordinates in WGS84).
    - **Result:** Travel time to the nearest highway.
5. **Number of Parking Spaces:** This involves counting and geolocating parking spaces within the pilot area.
    - **Necessary Input:** Delimitation area of the pilot in shapefile or geojson format.
    - **Result:** Number of parking spaces and their geolocations.
6. **Number of ATMs:** This includes the count and geolocation of ATMs within the pilot area.
    - **Necessary Input:** Delimitation area of the pilot in shapefile or geojson format.
    - **Result:** Number of ATMs and their geolocations.
7. **Number of Public Sanitary Facilities (Toilets):** This variable involves counting and geolocating public sanitary facilities within the pilot area.
    - **Necessary Input:** Delimitation area of the pilot in shapefile or geojson format.
    - **Result:** Number of public sanitary facilities and their geolocations.
8. **Number of Rental Stations (Car Rental Points):** This includes the count and geolocation of car rental stations within the pilot area.
    - **Necessary Input:** Delimitation area of the pilot in shapefile or geojson format.
    - **Result:** Number of rental stations and their geolocations.

Each variable is carefully defined and standardized to ensure consistency and reliability in data collection and analysis, Figure 68.

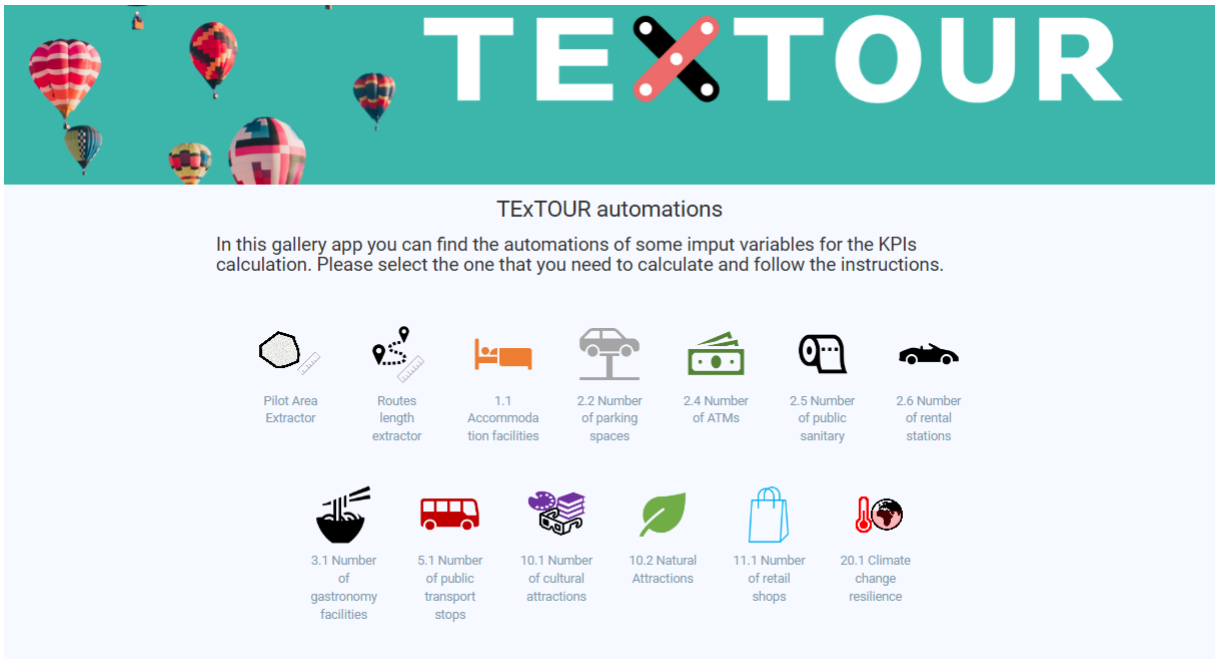


Figure 68: Automatic Variable Module

SECTION 7

User Support

Effective user support is crucial for ensuring that stakeholders can fully leverage the capabilities of the TExTOUR Platform. A comprehensive user support system has been developed to provide resources and assistance to users at all levels, from administrators to pilot users and reviewers. The following components outline the key elements of the user support strategy:

7.1 Video Tutorial

To facilitate a smooth onboarding process, a series of 18 video tutorials has been created to guide users through the various features and functionalities of the TExTOUR Platform, Figure 69. These tutorials are designed to be user-friendly and accessible, covering topics such as:

- Platform navigation
- Setting up and managing user roles
- Utilizing the all external and internal services
- Monitoring and analyzing data through the MoNaS Internal Service
- Generating reports and interpreting KPI metrics

These videos can be accessed directly from the platform's help section, ensuring that users have immediate access to instructional content whenever needed.

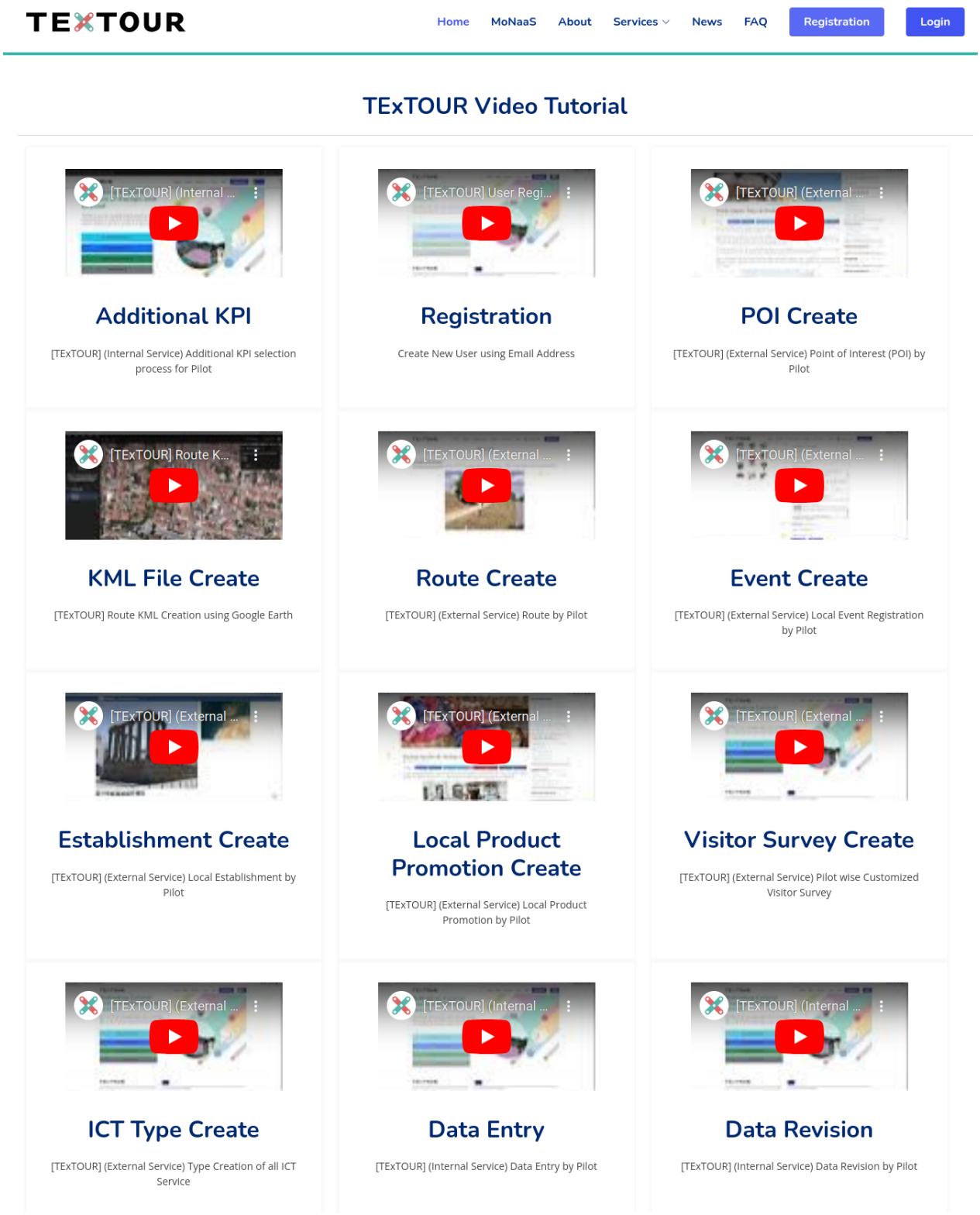


Figure 69: Public video tutorials

7.2 User Guide

In addition to video tutorials, detailed user guides have been developed to provide step-by-step instructions for using the platform. These guides cover all aspects of the TExTOUR Platform, Figure 70, including:

- Getting started with the platform
- Detailed descriptions of each service module
- Instructions for data entry, review, and revision processes
- Guidelines for setting up and monitoring KPIs
- Best practices for using the platform's advanced analytics and reporting tools

The user guides are available in digital format and can be downloaded from the platform, ensuring that users can reference them offline if needed.

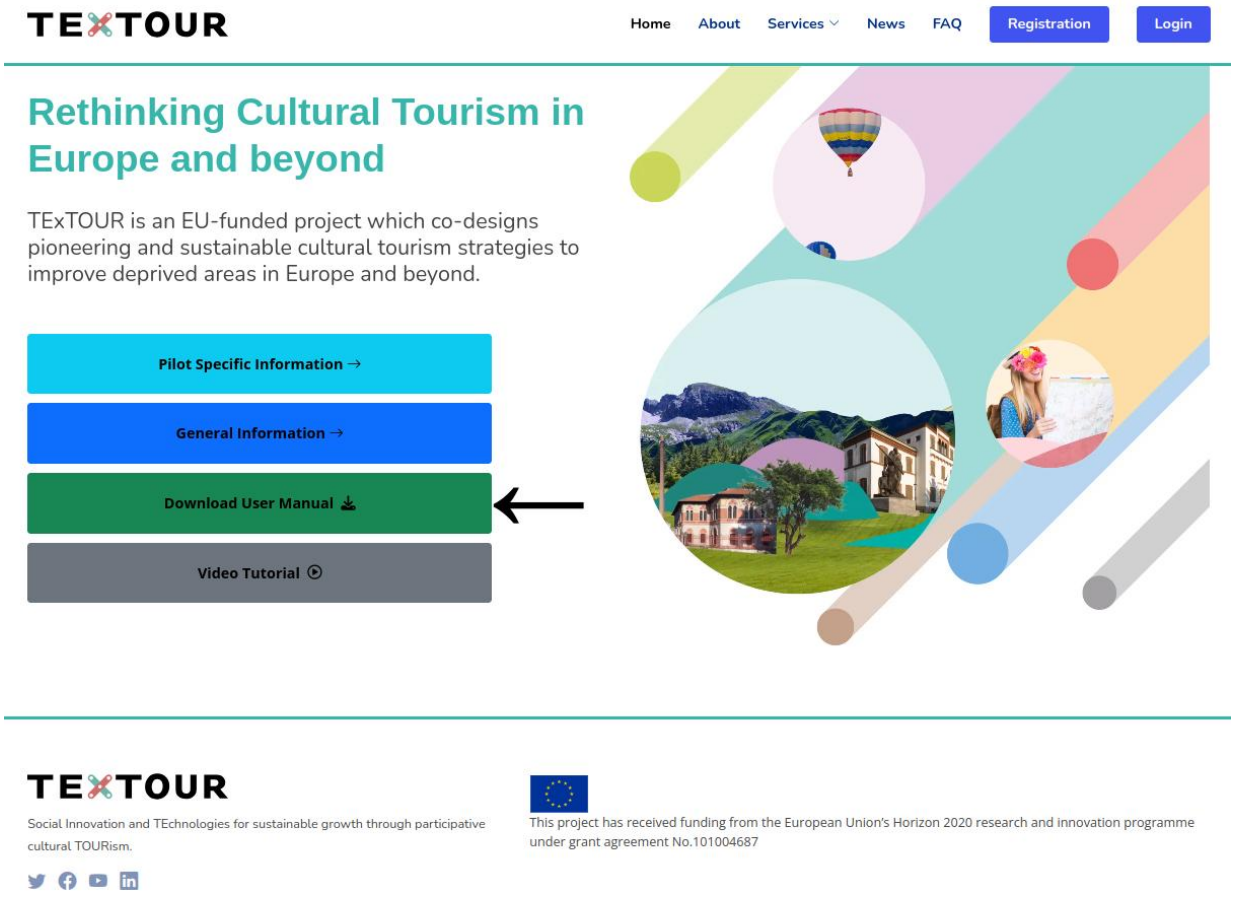


Figure 70: TExTOUR user manual

7.3 Frequently Asked Questions

To address common questions and issues that users may encounter, a comprehensive list of Frequently Asked Questions (FAQs) has been compiled. The FAQ section covers a wide range of topics, including:

- Technical requirements and compatibility
- Troubleshooting common problems
- Understanding and utilizing platform features
- Contact information for additional support

The FAQ section is regularly updated based on user feedback and emerging needs, providing a dynamic resource that evolves with the platform, Figure 75.

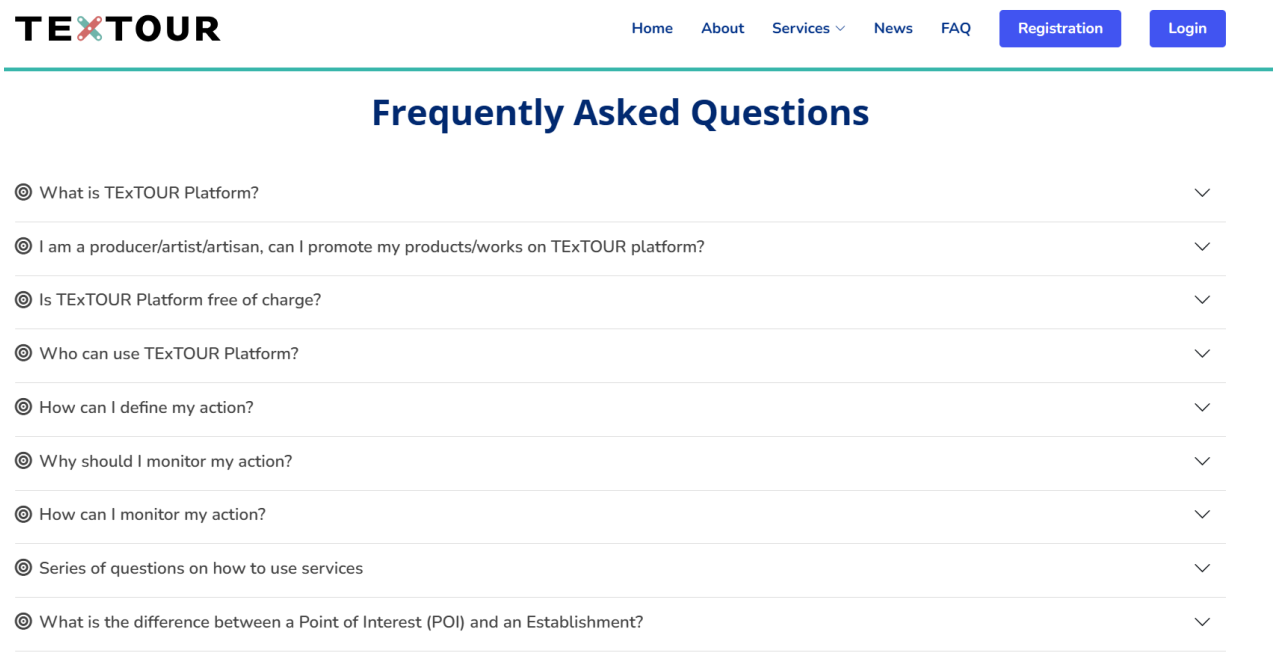


Figure 71: TExTOUR FAQ page

SECTION 8

TExTOUR Platform Verification Methodology

To ensure that Pilot Validation Representatives (PVRs) provide comprehensive information to assist the technical support team in identifying and resolving potential issues with the TExTOUR tool, templated Issue Reporting Forms (IRFs) and Change Request Forms (CRFs) will be produced. These forms will be finalized in consultation with the technical support team to ensure that the information contained within them is as robust as possible and fit for purpose in regard to issue resolution.

8.1 Issue Reporting Form (IRF)

An Issue Reporting Form (IRF) is a structured tool used by platform users to report issues or bugs they encounter while using a digital product or service. The IRF is designed to facilitate effective communication between users and the development or support team, ensuring that problems are clearly understood and promptly addressed. Figure 72 presents an IRF form format.

TExTOUR ISSUE REPORTING FORM (IRF)

NOTE: This file to be saved using the Internal Reference ID

Registration	Details (to be filled in)
Date Raised	*YYYY-MM-DD*
Name	*Your name*
Organization	*Your organization*
Contact	*Your contact email or telephone number*
Pilot*	*The Pilot name in TExTOUR platform*
Internal Reference ID	*[Pilot_Name-Date-Issue_Number] i.e. Fikardou-20230501-001*

Issue Concerns	Details (to be filled in)			
Area (Screen)	*i.e. Points of Interest, Events, Local Product Promotion etc.*			
Issue Type (Action)	*i.e. Spelling error, UI problem, Broken link, Editing issue etc.*			
☐ **General**	☐ **Low**	☐ **Medium**	☐ **High**	☐ **Critical**

Issue Details
1. Please include as much detail as possible about the issue you are reporting. **2. Please restrict the report to one (1) issue if possible.** **3. If necessary raise a separate IRF citing this document's ID.**
Details

Replication
1. If it is possible please describe how to replicate the issue. **2. Please use easy steps to describe the actions.**
Details

Possible Solution
1. If you have a solution or suggestion to remedy the issue you can note it here. **2. NOTE This form is NOT a Change Request Form.**
Details

Screen Shots
1. If appropriate please include numbered screenshots to help understand the issue.

PASTE SCREENSHOTS HERE/BELOW

FOR TECHNICAL SUPPORT TEAM USE ONLY			
Assigned To	*Name*	**Scheduled For**	*YYYY-MM-DD*
Issue Acknowledged	*YYYY-MM-DD*	**User Contacted**	Yes ☐
Action Taken	*Details of actions taken to resolve the issue*		
Implementation	*YYYY-MM-DD*	**Version**	*Version Number*
User Updated	*YYYY-MM-DD*	**User Contacted**	Yes ☐
User Feedback	*Details of any feedback from the user*		
Solution Confirmed	*YYYY-MM-DD*	**Issue Closed**	Yes ☐

Figure 72: Sample IRF form format

8.2 Change Request Form (CRF)

A Change Request Form (CRF) is a structured document used by developers to communicate and document the resolution of issues or bugs reported by users. It serves as a formal record that details the changes made, the rationale behind those changes, and the steps taken to resolve the problem. This form is crucial for maintaining transparency, ensuring accountability, and facilitating effective communication between developers, users, and other stakeholders. Following figure 73 presents a CRF form format.

TExTOUR CHANGE REQUEST FORM (CRF)

NOTE: This file to be saved using the Internal Reference ID

Registration	Details (to be filled in)
Date Raised	*YYYY-MM-DD*
Name	*Your name*
Organization	*Your organization*
Contact	*Your contact email or telephone number*
Pilot*	*The Pilot name in TExTOUR platform*
Internal Reference ID	*[Pilot_Name-Date-Issue_Number] i.e. Fikardou-20230501-001*

Request	Details (to be filled in)			
Area (Screen)	*i.e. Points of Interest, Events, Local Product Promotion etc.*			
Request Type	*i.e. New Function, Interface item, Workflow etc.*			
☐ **General**	☐ **Low**	☐ **Medium**	☐ **High**	☐ **Critical**

Change Request Details
1. Please include as much detail as possible about the change you are proposing **2. Please restrict the report to one (1) issue if possible.**
Details

Use Case
1. If it is possible please describe how to replicate the issue. **2. Please use easy steps to describe the actions.**
Details

Use Case
1. To help the project evaluate how this request will impact the work schedule and user experience please provide a use case to show how it will benefit the user.
Details

Mock-ups
1. If appropriate please include mock-ups of the proposal (line outs, flow charts etc.) that may be useful in assessing the request.

PASTE MOCK-UPS HERE/BELOW

FOR TECHNICAL SUPPORT TEAM USE ONLY			
Assigned To	*Name*	**Scheduled For**	*YYYY-MM-DD*
Request Received	*YYYY-MM-DD*	**User Contacted**	Yes ☐
Evaluated By	*Name*	**Accepted**	Yes ☐ / No ☐
Action Taken	*Details of actions taken to resolve the issue*		
Implementation	*YYYY-MM-DD*	**Version**	*Version Number*
User Updated	*YYYY-MM-DD*	**User Contacted**	Yes ☐
User Feedback	*Details of any feedback from the user*		
Change Confirmed	*YYYY-MM-DD*	**Change Closed**	Yes ☐

Figure 73: Sample CRF form format

SECTION 9

Summary

The TExTOUR Platform represents a significant milestone in the field of cultural tourism, leveraging innovative ICT solutions to enhance the sustainability and engagement of cultural heritage sites across Europe. Over the course of this project, we have successfully developed, integrated, and deployed a comprehensive ICT framework that supports the TExTOUR approach in line with the strategies established under WP3.

- **Achievements and Highlights**
  Through the collaborative efforts within Work Package 4 (WP4), the project has developed a robust and flexible ICT framework. This framework includes an accessible, open-source platform, the introduction of the MoNaaS module for streamlined data monitoring, and continuous integration testing to ensure reliability. These achievements empower stakeholders with effective tools for monitoring, assessment, and collaboration in cultural tourism.

  The key accomplishments include:

  1. **Comprehensive ICT Framework:** We have built a robust and flexible ICT platform that integrates a variety of services designed to meet the diverse needs of cultural tourism stakeholders. These services, ranging from Point of Interest (POI) dissemination to Visitor Satisfaction monitoring, have been developed with scalability and feasibility in mind.
  2. **User-Centric Design:** The platform accommodates three primary user roles—Admin, Pilot, and Review—each with tailored interfaces and functionalities to ensure ease of use and effective management of cultural tourism activities.

3. **Accessibility and Open Source:** In line with our commitment to openness and inclusivity, the TExTOUR platform's source code and services are accessible to all stakeholders. This transparency fosters collaboration and continuous improvement.
4. **MoNaaS Internal Service:** Our Monitoring as a Service (MoNaS) module, including the Monitoring Campaign (MoCam) management, has streamlined data entry, review, and analysis processes. This module supports variable and target entries, automatic analytics, QR reviews, CSV downloads, and KPI calculations, providing comprehensive monitoring and reporting capabilities.
5. **Continuous Integration and Testing:** We have implemented rigorous technical verification and continuous integration testing activities to ensure the platform's reliability and performance. This process has involved close collaboration with WP3 and WP5 to refine the platform based on ongoing feedback and assessments.
6. **Stakeholder Engagement and Training:** Throughout the project, we have prioritized stakeholder engagement and training. Our user support mechanisms, including video tutorials, user guides, and FAQs, have empowered users to effectively utilize the platform and its services.
7. **Impact Assessment:** The platform incorporates advanced quantitative and qualitative tools for assessing the impact of cultural tourism strategies. These tools have provided valuable insights into the effectiveness of various initiatives, guiding continuous improvement efforts.

- **Conclusion of WP4**

  This report marks the successful conclusion of Work Package 4 (WP4). Through the collaborative efforts of all involved partners, we have achieved the objectives set out at the beginning of this work package. The TExTOUR Platform, as delivered in this final release, is now fully equipped to support the ongoing and future needs of cultural tourism projects. The tools and services developed will facilitate the effective implementation, monitoring, and assessment of cultural tourism strategies, ensuring that stakeholders can achieve their goals sustainably and efficiently.

- **Future Prospects**

  The final release of the TExTOUR Platform is not an endpoint but a foundation for future growth and innovation. As a living platform, it will continue to evolve, incorporating new features and improvements based on user feedback and emerging technological trends. The collaboration among stakeholders, supported by this platform, will drive sustainable growth in cultural tourism, preserving and promoting Europe's rich cultural heritage.

  In conclusion, the TExTOUR Platform stands as a testament to our collective efforts to harness technology for the benefit of cultural tourism.