



CARLA COMMUNITY

"Together we get things done!"

- Represents a civil society organisation or other stakeholder group
- A professional influencer



OLIVIA OFFICE

"Office sweet office <3"

- Represents the personnel from your office
- Work with stakeholders is irrelevant, internal issues have to be fixed first



CARLOS CUSTOMER

"More customer oriented services!"

- Represents the customer's point of view
- Handles his/her own affairs (and maybe those of a relative)



JULIUS YOUTUBER

"Best done electronically!"

- Represents digital natives
- Feels that administration is out-of-date



RALPH RESISTANT

"No point in reinventing the wheel!"

- Prefers to stick to old and familiar ways (in spite of challenges)



COLIN COLLABORATOR

"Co-operation is power!"

- Represents a partner
- Wants to include several stakeholder groups



NINA NODIGI

"I prefer the good old black on white."

- Represents a person with not much digital skills
- Needs to receive information in a traditional way



PETER PLAINLANGUAGE

"This bureaucratic mumbo-jumbo makes no sense!"

- Needs easy to understand texts and help.



FRANK FREE

"On my free time I like to be active and influence"

- Represents a voluntary worker
- Thinks engaging everybody is important

**PERSPECTIVE
CARDS**

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GARY GATEKEEPER

"We will NOT share our data"

- Represents a person not willing to share information
- Thinks that the law does not allow data to be co-used



TINA TROUBLEMAKER

"Others are to blame, whatever they say"

- Co-operation only brings new challenges.
- Wants to disclaim other people's points of view



DIANA DEMENTOR

"Nothing will come out of it anyway, nobody really cares"

- Wants only to take care of statutory issues

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