

6TH EUROPEAN CONFERENCE IN E-GUIDANCE: *WIDENING ACCESS TO LIFELONG GUIDANCE*

DRAFT ABSTRACT

TITLE OF THE SPEECH

WISP: a Web based integrated application for e-guidance

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SHORT AUTHOR(S) PROFILE



Stefano Penge, graduated in Philosophy, has been working in several University research laboratory in digital technology applied to education. He teaches e-learning in graduate and post-graduate courses in University of La Sapienza of Rome. Cofounder of Lynx srl in 1996, is presently its president and manager of research department.

Maurizio Mazzoneschi, expert in communication technologies, programmer, trainer, Maurizio "Graffio Mazzoneschi is one of the founders of Lynx. He deals with communications and new media in the mid-eighties, when he started programming professionally. Since 2000 deals with learning and is co-author of ADA (Digital Environment for Learning), the e-learning system by Lynx, developed in php. He is author of articles on the portal of resources for the school "altrascuola.it"

ABSTRACT

While guidance is more and more accepted as a significant resource for people searching for training or working opportunities, real access to guidance service is subject to different threats for different users: geographical contexts, physical or personal difficulties, different laws in different countries, linguistic diversities. Information technology can help to overcome most, if not all, these difficulties and obstacles. However, often the use of different communication technologies can lead to an overload of information both for user and for service operator. Different channel have different login procedures; each of them could be managed by different operators

WISP is a multi-channel platform that will enable the delivery of vocational and educational guidance at a distance; it is based on the integration of different ICT-based tools (video-conference, mail, chat, etc.). WISP can offer information and guidance (group and individual counseling sessions) to people from different country and of different languages in a single web-based application.

WISP lays on a well established e-guidance model and protocols. In this paper we focus more on WISP technical and organizational aspect leaving the discussion of theoretical aspects to other contributors



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The main characteristics of WISP are:

- *Different point of access to the same system.* Every user may ask and get an e-guidance service from anywhere: at home, at external Points of Access (Totems), at public offices.
- *Multiple services, single backoffice.* Service provider's administration can manage all the e-guidance process (registering the user and his/her requests, assigning a practitioner to a user, providing the service, reporting the activities done) from a single backoffice.
- *Multimedia and multichannels.* Users and practitioner can communicate by mean of different channels: telephone, e-mail, chat, videochat. All these channels are managed by the platform and a record for every e-guidance session is kept, so as to allow for reporting, statistical analysis and so on.

WISP is designed bringing in mind not only a single small service provider, but a public (or private) regional-area guidance and employment service provider, that typically offers different kinds and levels of service to many users. A single WISP host can manage a number of different “virtual service providers”, each of them providing the same or different services. Every service provider has its own database with users, documents, reports. The way in which every provider offer its service can be highly personalized: messages, graphical interface, type of services provided. Despite this high grade of personalization, WISP is designed to allow for managing all the application and all the data from a single back-office.

WISP offers 5 different roles (administrator, switcher, practitioner, client and anonymous user). Each role has a rule-table containing the authorized operations on the different categories of data. To ensure privacy management, WISP prevents every unauthorized access to users' personal data and record every attempt to do so. Users' profiles and personal documents are available only to themselves and to authorized operators.

Every service can be provided by different local providers, each of them adapting the service to its users' needs, allowing for cultural, legal and linguistic diversities. WISP allows also for “level 1” services (e.g. multimedia information on training or employment opportunities in different countries and for different people, open to every user without need for registration) that are hosted by a single, multilingual virtual provider.

WISP is completely based on open-source software: Apache, PHP and MySQL. The application itself is written in PHP 5 and is released under GPL license.

WISP is part of EGOS project, coordinated by Provincia di Arezzo and cofinanced under the CIP European program. EGOS partners are coming from Italy, Iceland, Romania, Bulgaria, Spain. While the design of WISP application has been shared among EGOS core partners, the responsible for WISP's development is a Rome-based ITC company, Lynx s.r.l..

FOR ADDITIONAL INFO

<http://www.egos-cip.eu>