

Name	Fundación Cibervoluntarios 	Country	ES	Category	NGO
Description	Non-profit organisation specialised in digital inclusion, citizen engagement and human-centred innovation . We help research and innovation projects move from technological validation to real-world adoption and societal impact by integrating users and stakeholders throughout the development lifecycle. Our role in consortia is to ensure solutions are understood, trusted and used .				
Role	Leader or key partner for: user-centric design and co-creation; societal dimension (SSH); adoption and real-world validation.				

CAPACITY

What we do in the project?

Human-Centred Design (UCA): co-design and co-creation with real users; inclusive usability validation; iterative testing in real environments; adoption-oriented evaluation beyond pilots

Societal, Ethical & Behavioural Dimension (SSH): stakeholder participation and deliberation processes; social impact and acceptance assessment; integration of societal requirements into technical development; trust-building and transparency mechanisms

Adoption & Empowerment: digital literacy and capacity-building for end users; engagement of vulnerable and under-represented groups; behavioural change and uptake measurement.

ARTIFACTS / SOLUTIONS

What we bring in?

Operational methodologies ready to deploy: User-Centric Approach (UCA) framework across lifecycle (design → pilot → deployment); participatory impact and ethics integration protocol; inclusive pilot validation methodology; adoption and trust KPI model.

Tools: co-creation workshop toolkit, usability and accessibility testing procedures, stakeholder engagement methodologies, training and empowerment materials, social acceptance measurement instruments.

USE CASE ENABLER

How we support piloting?

We transform pilots into real adoption environments, enabling: recruitment of representative user groups; co-creation sessions with stakeholders; training and support during pilot execution; continuous feedback loops to developers; validation of usability, understanding and trust. **Applicable to** digital public services, citizen-facing platforms, decision-support systems, data-driven tools affecting communities, technology deployed in real social contexts

Outcome: solutions validated not only technically, but socially — ready to scale.