

Egov_INNO. WP3

Deliverable 3.2

Selection and detailed description of 15 best practices

www.greece-italy.eu



Interreg V-A Greece-Italy Programme is an European Territorial Cooperation Programme that aims to help public institutions and local stakeholders to develop cross-border projects and pilot actions and to create new policy, products and services, with the final goal to improve the citizens' quality of life. Strategically, the programme will enhance innovation in a number of fields such as blue growth, tourism and culture, agro food and cultural and creative industries. Interreg V-A Greece-Italy Programme aims to get maximum return from EUR 123 million financed per 85% by European Regional Development Fund (ERDF) and per 15% by the 2 member states through a national co-financing.

1. INTRODUCTION

This deliverable present methodology for select 15 G2B practices from 87 practices collected on the following 5 axes (Application Areas):

- Axis 1 - e-tools to monitor and support the process of financing for investment plans of enterprises, 14 cases;
- Axis 2 - e-services to accelerate the process related with starting a business with emphasis on start-ups, 20 cases;
- Axis 3 - information services for enterprises with emphasis on young innovators (e.g. database of incubator services, co-working spaces etc), 17 cases;
- Axis 4 - social networking tools to support smart match-making and collaboration of enterprises (supporting their networking and clustering) as well as linkage between the business and the R&D community, 19 cases;
- Axis 5 - business intelligence applications to monitor the regional and cross-border entrepreneurship and innovation, 16 cases.

Chapter 2 present the methodology for select practices

Chapter 3 present top down criteria

Chapter 4 presents the 15 best practices selected

2. METHODOLOGY FOR THE SELECTION OF 15 PRACTICES

Starting from the populated database with more than 80 records (G2B practice) we use a two step process:

- **First:** using a top-down criteria to extract most significant G2B cases (work presented under this deliverable).
- **Second:** defining a bottom-up criteria (information coming from user needs and policy documents in the two regions) a to select most suitable G2B cases for Western Greece and Apuglia (work to be done within the next project deliverable).

3. TOP-DOWN CRITERIA

This criterion requires that for each practice a rank (Egov_INNO Rank Index – EIRI) is determined, taking into account popularity of the practice and the duration both digital and material.

To identify 15 best practices, for each of the 5 Application Areas, first 3 practices are selected with the highest rank.

Egov_INNO Rank Index is calculated as follows:

$$\begin{aligned}
 \text{EIRI} = & (40 * (\text{GPR} * 100) / \text{MAX}(\text{GPR}) + 25 * (\text{cPR} * 100) / \text{MAX}(\text{cPR}) + \\
 & 25 * (\text{ATR} * 100) / \text{MAX}(\text{ATR}) + 5 * (\text{ES} * 100) / \text{MAX}(\text{ES}) + \\
 & 5 * (\text{DES} * 100) / \text{MAX}(\text{DES})) / 100
 \end{aligned}$$

where

- **GPR - Google PageRank:** Google analysis algorithm that assigns a numerical weight to each page of the web in order to quantify its popularity (from 0 to 10)

$$\text{PR}(A) = (1-d) + d \left(\frac{\text{PR}(P1)}{C(P1)} + \frac{\text{PR}(P2)}{C(P2)} + \dots + \frac{\text{PR}(Pn)}{C(Pn)} \right)$$

- PR(A) is the PageRank value of page A we want to calculate.
- n is the number of pages that contain at least one link to A. Pk represents each of these pages.
- PR (Pk) are the PageRank values of each Pk page.
- C (Pk) are the total number of links contained in the page offering the link.

- d (damping factor) is a factor decided by Google and which in the original documentation has a value of 0.85; indicates the probability that a visitor decides to move to another page.
- b. **ATR - Alexa Traffic Rank** : A rough estimate of site's popularity. The rank is calculated using a combination of average daily visitors to site and pageviews on the site over the past 3 months. The site with the highest combination of visitors and pageviews is ranked. Updated Daily
- c. **ES - Existence of service**: how many years the G2B service exists (acquired from Google module)
- d. **DES - Digital Existence of service**: how many years digital version of the G2B service exists (by Internet Archive - <https://archive.org/>)
- e. **cPR** : an independent metric from www.checkpagerank.net to rank pages

Each of the aforementioned elements has a different weight to determine Egov_INNO Rank Index:

GPR - Google PageRank	weight 40%
ATR - Alexa Traffic Rank	weight 25%
ES - Existence of service	weight 5%
DES - Digital Existence of service	weight 5%
cPR - Check Page Rank	weight 25%

4. PRACTICES SELECTED

This chapter presents the 15 best practices selected, 3 for each of the 5 axes. Some values originally not available, were derived as the average between the values of the practices in the relative Application Areas.

4.1 Axis 1 - e-tools to monitor and support the process of financing for investment plans of enterprises

Title of the practice	Link Web Site	EIRI
U.S. Small Business Administration	https://www.sba.gov/	65,1 1807 122
Public procurement	http://www.evergabe-online.de/	56,6 8772 314
IFC	https://www.ifc.org	54,3 1476 764
E-KATALOG - SLOVENIA	https://ejn.gov.si/e-katalog	44,8 2513 469
Enterprise Estonia	https://www.eas.ee	42,9 4417 779
Information system to support the design and development of student transport routes in the Region of Western Greece	http://www.civil.upatras.gr/en/Ereyna/Spoudasthria/TexnikhsTwnMetaforwnKaiKikloforias/	40,2 0089 442
Start the Valley Up	http://www.regione.vda.it/Portale_imprese/Sostegno_alle_imprese/contributi/avviso_a_sportello_i.aspx	40,0 5135 97
Sistema Puglia	http://www.sistema.puglia.it/	39,3 1772 404
CYPRUS INVESTMENT PROGRAMME	http://www.moi.gov.cy/moi/moi.nsf/All/0A09FCB93BA3348BC22582C4001F50CF	39,2 5167 221
Public investment information system of Greece	https://www.ependyseis.gr/mis/	38,8 8025 715
INTRAPRENDO	http://www.finlombarda.it/finanziamentie-servizi/intraprendo	30,2 5603 08
BUSINESS FINLAND	https://www.businessfinland.fi	30,2 5574 76
Innovation Funding Service	https://apply-for-innovation-funding.service.gov.uk/competition/search	24,4 7421 184
200M	www.200m.pt	17,2 6688 001

4.2 Axis 2 - e-services to accelerate the process related with starting a business with emphasis on start-ups

Title of the practice	Link Web Site	EIRI
Horizon 2020	https://ec.europa.eu/programmes/horizon2020/en	66,495 04359
Techstars	https://www.techstars.com/	47,021 79921
Innovation credit	https://english.rvo.nl/subsidies-programmes/innovation-credit	45,602 82053
EUGO portal - SLOVENIA	http://eugo.gov.si/en/about-the-portal/	45,475 5243
Startup Box	https://english.rvo.nl/topics/innovation/startup-box-funding-innovative-starters	45,148 27507
Audit102 - Enea	https://audit102.casaccia.enea.it/	44,347 33943
Scale UP	http://poir.parp.gov.pl/akceleratory-scaleup/akceleratory-scaleup	43,369 25138
POLARIS process	http://www.liaa.gov.lv/en/invest-latvia/investment-services-and-contacts/polaris-process	41,983 55329
e-business register	https://e-estonia.com/solutions/business-and-finance/e-business-register/	38,544 74183
CIRCE _ Business innovation and network creation centre	http://portal.circe.es/en-US/Paginas/home.aspx	38,060 27229
e-Residency	https://e-resident.gov.ee	37,758 60545
Invest in Finland	https://www.investinfinland.fi/	33,839 89714
STARTUPDELTA	https://www.startupdelta.org/	32,516 22987
Government E-Services	https://www.sca.gov.ae/English/Services/Pages/Default.aspx	32,281 67832
STARTUP VISA	http://startupportugal.com/	26,426 82171
Erasmus for Young Entrepreneurs - Open Eye	http://www.emiliaromagnastartup.it/it/innovative-creative/bandi/erasmus-giovani-imprenditori-open-eye	25,907 58311
EmPULIA	http://www.empulia.it	25,415 03441
Start-up Plan	http://digitalbelgium.be/en/start-up-plan-means-extra-growth-potential-for-start-ups/	22,906 52187
YOUSTARTIT	https://mih.mt/	8,3997 82742
Settlement in regional properties for productive use	http://gestionewww.regione.vda.it/Portale_impresa/Avvio_impresa_e_insediamento/Processo_insediativo/default_i.aspx	4,2492 04006

4.3 Axis 3 - information services for enterprises with emphasis on young innovators

Title of the practice	Link Web Site	EIRI
OECD	http://www.oecd.org/	67,380 218
WeWork	https://www.wework.com/	49,887 81221
PID - Punto Impresa Digitale	http://www.ba.camcom.it/pid/	47,608 80535
New Frontiers Entrepreneur Development	https://www.newfrontiers.ie/	43,480 79086
Common register portal of the German federal states	http://www.handelsregister.de/	39,617 89773
Incubation Voucher	www.iapmei.pt	38,998 82013
Clicklavoro	https://www.cliclavoro.gov.it/	38,560 36828
Startup Greece	startupgreece.gov.gr	35,889 64408
GIP-MDS - "E-Bourgogne Marchés Publics - J'entreprends en BFC"	https://www.e-bourgogne.fr/salle-marches-publics-entreprises	34,311 62036
Incubation (BIC)	https://www.trentinosviluppo.it/it/Principale/Diventa_imprenditore/Incubazione_(BIC)/Incubazione_(BIC).aspx	33,975 34145
Startup Nation Central	https://finder.startupnationcentral.org	29,668 45904
bibnet.lu Luxembourg National Library	http://www.bibnet.lu/blog/	28,664 26517
Labs of Latvia	http://www.labsoflatvia.com	26,957 08179
EU Funding Portal	https://www.funding-portal.eu	26,101 6646
Estonian Startup Explorer	https://www.startupestonia.ee/startups	25,689 35268
Register of Active Support Structures for Young Entrepreneurship	http://www.startupincubator.gov.gr/	16,520 0447
The Pépinières d'entreprises	http://www.pepinieresvda.eu/entra-nella-pepinieres/	12,070 21203

4.4 Axis 4 - social networking tools to support smart match-making and collaboration of enterprises

Title of the practice	Link Web Site	EIRI
Kickstarter	https://www.kickstarter.com	61,9153 8834
BUSINESS MENTORING	http://www.businessmentoring.lu/en/the-mentorship/coordinating-body	41,1794 1804
LivingLabs	http://livinglabs.regione.puglia.it/home	39,8758 128
Enterprise Ireland	https://www.enterprise-ireland.com/en/	39,3244 3128
#ItalyFrontiers	http://startup.registroimprese.it/isin/home	38,7665 864
StartUp Voucher	www.iapmei.pt	38,7001 1884
BRUSSELS GREENBIZZ	http://www.greenbizz.brussels/fr/	35,4314 4014
JOINFORCES	https://startupgreece.gov.gr/el/joinforces	35,2532 8045
Startup Greece matchmaking	https://startupgreece.gov.gr/el/Matchmaking	35,2532 8045
Spin Lab - Sports Startup Accelerator	https://www.trentinosviluppo.it/it/Principale/Diventa_impren_ditore/Gli_strumenti/Spin_Lab_-_Sports_Startup_Accelerator/Spin_Lab_-_Sports_Startup_Accelerator.aspx	31,5763 1548
Better regulation center - Slovakia	http://www.sbagency.sk/en/better-regulation-center#.W_LPDpP7SCh	26,1928 5246
Think Business	https://www.thinkbusiness.ie/	25,3376 9313
Startup Estonia	https://www.startupestonia.ee	25,2737 6827
The House of Entrepreneurship	https://www.houseofentrepreneurship.lu/en/	24,9345 069
INNOREGION	http://www.innoplatform.eu/index.php/en/innoregion	24,6701 0752
INNOSUISSE	https://www.innosuisse.ch/inno/de/home.html	23,8610 7893
The Hub	https://thehub.fi/	22,4934 8782
Venetoclusters	https://www.venetoclusters.it/	18,9504 678
NextTech Plan Brussels	https://nexttech.brussels/wp-content/uploads/2017/01/PlanNextTech-2017-2020-fr.pdf	18,6447 2036

4.5 Axis 5 - business intelligence applications to monitor the regional and cross-border entrepreneurship and innovation

Title of the practice	Link Web Site	EIRI
EUROSTAT	https://ec.europa.eu/eurostat/web/main/home	70,5534 8515
DESI	https://ec.europa.eu/digital-single-market/en/desi	65,8262 1242
BundOnline 2005	https://produkt.gsb.bund.de/DE/Home/home_node.html	55,6185 0075
Regional Entrepreneurship and Development Index (REDI) - HUNGARY	https://ideas.repec.org/h/pkk/meb013/49-64.html	52,3103 1556
Submission of data to statistical offices	http://w3stat.destatis.de/	48,9825 7806
Science. Technology. Innovation	https://www.stat.ee/science-technology-innovation	40,6054 0595
Open innovation Lombardia	http://www.openinnovation.regione.lombardia.it	39,4278 1862
Project Athena	http://project-athena.com/	38,9571 5163
Hellenic Statistical Authority data visualizations	http://www.statistics.gr/en/estat-visualisations	38,6001 5901
National Competitiveness Council	http://www.competitiveness.ie	37,2083 2754
INFOSTAT Submission of data to statistical offices	https://infostat.nsi.bg/infostat/pages/external/login.jsf	37,0492 7805
APULIAN INNOVATION OVERVIEW	https://www.arti.puglia.it/apulian-innovation-overview/	33,7958 9744
ePRS - SLOVENIA	https://www.ajpes.si/Registers/Slovenian_Business_Register	32,1697 6307
Technology Barometer	https://www.tek.fi/en/techbaro	31,3527 4899
INNOSCORECARD	http://www.innoplatform.eu/index.php/en/innoscorecard	24,6701 0752
Innova Lavoro	http://aoiopeninnovation.azurewebsites.net/chi-siamo	6,54688 8709

5. DESCRIPTION OF 15 BEST PRACTICES

5.1 U.S. Small Business Administration

Category: e-tools to monitor and support the process of financing for investment plans of enterprises.

Description:

Starting a business involves planning, making key financial decisions and completing a series of legal activities. The Small Business Administration helps Americans start, build and grow businesses, step by step, offering: free business counselling (for plan, launch, manage, grow business), SBA guaranteed business loans, Home & business disaster loans and help to qualify to win small business government contracts.

Moreover, SBA initiatives are:

- **SBA Rural Lending Initiative:** Each SBA loan application includes an indicator to enter whether a small business applicant is in an urban or rural area. In the past, SBA has relied on this indicator for its urban and rural lending activity. To enhance the quality of its reporting, SBA will now rely on data from the US Census Bureau to determine whether the small business applicant is located in a rural or urban county. Loans with a project address in a county the US Census Bureau has defined as - 'Mostly Rural' or 'Completely Rural' will be treated as rural loans. Loans with a project address in a county defined as 'Mostly Urban' will be treated as urban loans.
- **National Veterans Small Business Week:** is each year in November.
- **Reducing unnecessary regulatory burden:** SBA Administrator Linda McMahon has appointed a task force to evaluate small business regulations and determine which should be repealed, replaced, or modified. Comments for feedback can make a difference. Their mission is to strengthen the economy by providing tools to help start and grow small businesses, create jobs and assist victims recovering from disasters.
- **SBA Emerging Leaders Initiative:** Emerging Leaders Initiative provides free entrepreneurship education and training for executives of small, poised-for-growth companies that are potential job creators. This intensive executive entrepreneurship series includes nearly 100 hours of classroom time. It also provides opportunities for small business owners to work with experienced coaches and mentors, attend workshops, and develop connections with their peers, local leaders, and the financial community. Since its inception in 2008, the SBA's Emerging Leaders Initiative has trained over 5,000 small business owners, creating over 6,500 jobs, generating over \$300 million in new financing, and securing over \$3.16 billion in government contracts. Given the success of SBA's Emerging Leaders, the SBA has expanded the initiative to include 60 locations to help growing entrepreneurs in emerging markets.

Over the course of seven months, participants are given the opportunity to work with experienced mentors, attend specialized workshops and develop connections with

their peers, city leaders, and the financial community. Recruitment for the Emerging Leaders Initiative occurs on an annual basis, beginning in February and classes typically begin in April. The Initiative incorporates a curriculum that is research-based and nationally scalable, enabling participating businesses to engage in focused development and expansion strategies, including options for accessing new capital and securing government contracts.

Government statistics confirm that underserved small businesses are the engines of sustained economic growth and job creation. Small businesses in underserved cities added close to three times as many jobs to their local economies as large companies over the last decade. SBA launched the Initiative to capitalize on this proven capacity for stimulating jobs and growth in America's cities.

The Emerging Leaders Initiative is an intensive executive-level series intended to accelerate the growth of high-potential small businesses in America's underserved cities. Developed by SBA and drawing on the experiences of advisors and business leaders in urban communities across the country, this comprehensive curriculum provides the tools to catapult company to the next level and help it emerge as a force in community.

This training is for established business owners and is not for start-ups or people who are thinking about starting a business. The Emerging Leaders Initiative advanced training series is open to small business owners and executives that:

- Have annual revenues of at least \$250,000
- Have been in business for at least 3 years
- Have at least one employee, other than self

The key program highlights are:

- Customized training for "C" (CEO, COO, etc.) level executives with demonstrated business sustainability of at least 3 years in business and annual revenue of at least \$250K
- Participant recruitment begins in February through SBA's local district offices and classes typically begin in April
- A three-year strategic growth action plan with benchmarks and performance targets to help the participant emerge as self-sustaining businesses that creates jobs and build communities
- Includes 100 + hours of professional specialized training and peer-to-peer counseling delivered over the course of seven months
- Specialized areas of training include:
 - Growth Strategies Plans

- Financing and Access to Capital
- Government Contracting
- CEO Mentoring

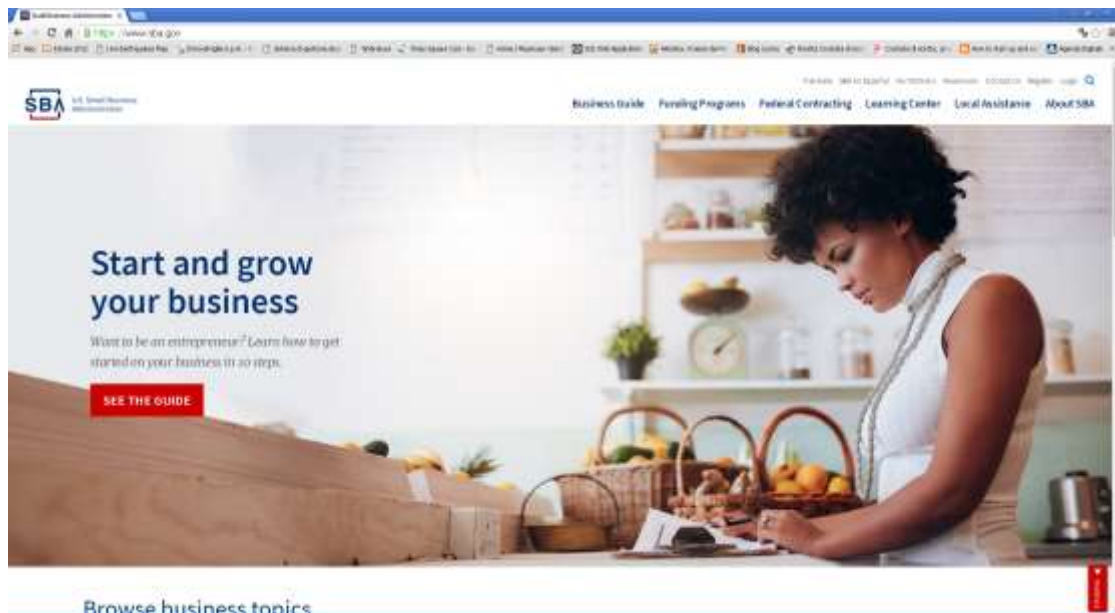
There are currently no restrictions on the types of businesses that can participate. Some examples of participating businesses include: manufacturers, retail/wholesalers, contractors, professional services and food service.

The training is specifically designed to stimulate and support the expansion of your business. The curriculum provides strategies to help you access new avenues of capital. It offers practical tools to pursue new paths for business development. It surrounds you with a network of government resources and local business leaders prepared to invest time and energy in your business.

The end result of the executive education prepares and encourages small businesses to move to the next level on their growth trajectory and to help them emerge as self-sustaining businesses that create jobs and build communities. At the conclusion of the training, entrepreneurs produce a three-year strategic growth action plan with benchmarks and performance targets that will help them access the necessary support and resources to move forward.

All costs are covered by SBA and our local partners.

Link: <https://www.sba.gov/>



5.2 Public procurement

Category: e-tools to monitor and support the process of financing for investment plans of enterprises.

Description:

The Federal Government's eProcurement platform, launched in May 2002, enables authorities to publish and notify call for tenders electronically, and to bidders to submit complete offers and bindingly over the Internet. This system is the result of the Public Procurement Online (Öffentlicher Einkauf Online) Programme. This special part of the programme was realised by implementing a Federal eGovernment Shop (Kaufhaus des Bundes – KdB).

Four Central Procurement Boards bundle the needs of the public administration on the basis of needs assessments and conclude framework agreements with the companies. These are mainly standard products, ie products that many authorities alike need, such as office supplies. This creates a considerable relief for the authorities.

The public administration orders goods and services via the KdB directly online from the supplier or service provider. Ordering products, having the order approved and forwarding the order to the supplier, everything works without paper.

The advantages of the KdB:

- Profitability: Framework agreements allow for cheaper prices.
- Efficiency: The simple processes in KdB save costs and time.
- Legal certainty: The procurement procedures of the Central Procurement Offices are transparent.
- Orientation: Clear online catalogs show all available goods and services.
- Comfort: The electronic shopping cart simplifies shopping.
- Flexibility: The order request can be processed in variable approval procedures.
- Unity: The KdB can be used with standard Internet programs, which are present in all authorities.
- Security: Only registered users have access to the Federal Department Store. Protected systems and constantly updated encryption techniques ensure security and confidentiality.
- Transparency: The system makes order transactions traceable.
- Sustainability: The clear labeling enables quick access to framework agreements for sustainable products.

It is an internal system, but public information is available by website.

Link: <http://www.evergabe-online.de/>



5.3 IFC

Category: e-tools to monitor and support the process of financing for investment plans of enterprises

Description:

The International Finance Corporation (IFC) is an international financial institution that offers investment, advisory, and asset-management services (and e-tools) to encourage private-sector development in developing countries.

IFC's offerings are designed to meet the needs of clients in different industries, with a special focus on infrastructure, manufacturing, agribusiness, services, and financial markets.

Products and Services that they offer are:

- **Loans:** IFC finances projects and companies through loans from their account, typically for seven to 12 years. They also make loans to intermediary banks, leasing companies, and other financial institutions for on-lending. While IFC loans traditionally have been denominated in the currencies of major industrial nations, they have made it a priority to structure local-currency products. IFC has provided financing in 74 local currencies.

In fiscal year 2018, they made commitments for \$9.8 billion in new loans.

- **Equity:** Equity investments provide developmental support and long-term growth capital that private enterprises need. They invest directly in companies' equity, and also through private-equity funds. In fiscal year 2018, equity investments accounted for about \$1.3 billion of commitments we made for our own account. IFC generally invests between 5 percent and 20 percent of a company's equity. They encourage the companies they invest in to broaden share ownership through public listings, thereby

deepening local capital markets. They also invest through profit-participating loans, convertible loans, and preferred shares.

A company or entrepreneur seeking to establish a new venture or expand an existing enterprise can approach IFC directly. The investment proposal can be submitted to the IFC field office that is closest to the location of the proposed project.

- **Trade and Supply-Chain Finance:** The IFC Global Trade Finance Program guarantees trade-related payment obligations of approved financial institutions. The program extends and complements the capacity of banks to deliver trade finance by providing risk mitigation on a per-transaction basis for more than 287 banks across 87 countries.

In fiscal year 2018, IFC had an average outstanding balance of more than \$3.4 billion in trade finance.

- **Syndications :** IFC promotes development by mobilizing financing for the private sector in its developing member countries. In carrying out this role, we operate as both a financial and developmental institution. This developmental mandate is what differentiates IFC from commercial financiers. IFC acts as a catalyst in raising capital from foreign and domestic sources, in both private and public markets, for projects in the private sector of its member countries.
- **Treasury Client Solutions:** IFC offers innovative derivative, structured finance, and local currency products and solutions that enable clients to hedge foreign exchange, interest rate, and commodity price exposure.
- **Blended Finance:** In addition to providing commercial financing for their account, IFC uses a number of complementary tools to crowd in private sector financing that would otherwise not be available to projects with high development impact. One such approach is to blend concessional funds—typically from development partners—alongside IFC’s own commercial funding.

Blended finance is a critical tool that can mitigate early-entrant costs or project risks, helping re-balance risk-reward profiles for pioneering investments and enabling them to happen as highlighted in the Emerging Markets Compass Note.

IFC uses blended finance to support high impact transformative projects in sectors that are initially unable to attract commercial finance but have the potential to become commercially viable over time. IFC deploys blended finance in priority areas such as climate change, agribusiness and food security, and finance for small and medium enterprises, including women entrepreneurs. Other areas of strategic priority can benefit from this tool in the future. Between FY10-FY18, we have committed more than \$929 million of donor funds, catalyzing more than \$9.5 billion of IFC and private sector financing.

- **Venture Capital:** IFC provides early-stage and late-stage venture capital financing through direct investments and funds. By investing in promising companies at an earlier stage than IFC’s mainstream business, they provide developmental support for



high-impact business opportunities and capital for private enterprises' long-term growth. IFC offers a full range of financial products across the entire capital value chain, with a long-term investment horizon and deep knowledge of developing countries.

- Advice: Providing advice is a critical part of IFC's strategy to create markets and mobilize private investment. Through this work, they help establish the necessary conditions that will attract the most private capital, enabling the private sector to grow. IFC is shifting to a more strategic approach, systematically linking our advisory programs to the greatest needs identified in World Bank Group country and sector strategies. They will increasingly focus on developing high-impact projects that can help our clients attract the financing they need—particularly in the poorest and most conflict-affected areas of the world.
- IFC Asset Management Company: Formed in 2009, IFC Asset Management Company has raised \$10.1 billion across 13 funds that invest in IFC transactions in developing countries. They mobilize and invest capital in sustainable companies in emerging markets for attractive returns and impact.

Link: <https://www.ifc.org>



5.4 Horizon 2020 Portal

Category: e-services to accelerate the process related with starting a business with emphasis on start-ups

Description

Portal to handle all actions for the Horizon 2020 program (proposal submission, information, evaluation, etc). Horizon 2020 is the biggest EU Research and Innovation programme ever with nearly €80 billion of funding available over 7 years (2014 to 2020) – in addition to the private investment that this money will attract. It promises more breakthroughs, discoveries and world-firsts by taking great ideas from the lab to the market.

Horizon 2020 is the financial instrument implementing the Innovation Union, a Europe 2020 flagship initiative aimed at securing Europe's global competitiveness.

Seen as a means to drive economic growth and create jobs, Horizon 2020 has the political backing of Europe's leaders and the Members of the European Parliament. They agreed that research is an investment in our future and so put it at the heart of the EU's blueprint for smart, sustainable and inclusive growth and jobs.

By coupling research and innovation, Horizon 2020 is helping to achieve this with its emphasis on excellent science, industrial leadership and tackling societal challenges. The goal is to ensure Europe produces world-class science, removes barriers to innovation and makes it easier for the public and private sectors to work together in delivering innovation.

Horizon 2020 is open to everyone, with a simple structure that reduces red tape and time so participants can focus on what is really important. This approach makes sure new projects get off the ground quickly – and achieve results faster.

The EU Framework Programme for Research and Innovation will be complemented by further measures to complete and further develop the European Research Area. These measures will aim at breaking down barriers to create a genuine single market for knowledge, research and innovation.

Link: <https://ec.europa.eu/programmes/horizon2020/en>



5.5 Techstars

Category: e-services to accelerate the process related with starting a business with emphasis on start-ups

Description

Techstars helps to *accelerate* startups' business success by helping them. Make connections and access the resources that companies need to succeed.

Their three month program is designed to help companies to gain traction through deep mentor engagement, rapid iteration cycles, and fundraising preparation. Each year, are chosen over 300 companies to join to three month mentorship-driven accelerator, investing \$120K and providing hands-on mentorship and access to the Techstars Network for life.

Mentorship is one of the biggest takeaways from the Techstars experience. It's important to learn from those who have been there, done that.

They don't tell what to do or when. They create an environment that is conducive to helping startups every day by surrounding companies with people who will mentor, inspire, and challenge them.

Startups can go deeper with their lead mentors, work with their Managing Director, gain traction and hit their milestones, whether that's a prototype, building out the next phase of their product, finding their first customer.

Techstars helps to determine startup fundraising strategy and prepare to meet with investors. Teaches how to communicate your own vision and prepare to meet with investors, partners and other key stakeholders who can help shape startup future.

The program culminates with a celebration at Demo Day! This is chance for startup to show the world how much progress they've made in just a few short months.



Techstars organizes *Startup Weekend* where startups are immersed in the ideal environment for startup magic to happen. Surrounded by smart, passionate people and with the best tools and approaches at your disposal, startups will take giant leaps toward creating a business, becoming a founder, and connecting with the right people and resources. In just 54 hours, startups will experience the highs, lows, fun, and pressure that make up life at a startup. As they learn how to create a real company, they'll meet the very best mentors, investors, cofounders, and sponsors who are ready to help them get started. Techstars Startup Weekend is run by local Organizers in over 700 cities and 150 countries worldwide.

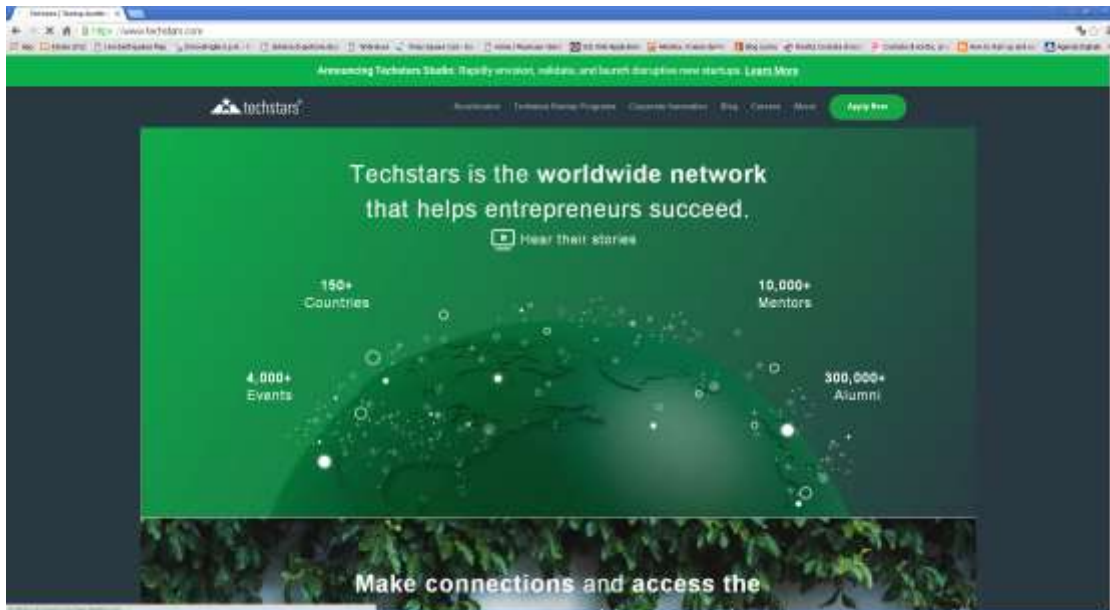
Techstars *Startup Week™* brings entrepreneurs, local leaders, and friends together over five days to build momentum and opportunity around your community's unique entrepreneurial identity. Over the course of five days, participants in Techstars Startup Week can choose the events they'd like to attend. Typically these events are held at various venues across a city. Speakers from the community, and outside it, are brought in to share their story to motivate and inspire the entrepreneurial community. Local organizers select the tracks they feel are most relevant to their community and choose speakers based on those tracks. Over 75 communities have hosted a Techstars Startup Week. Techstars Startup Week is sponsored locally by corporations such as GoDaddy, Microsoft, Amazon, and more.

Moreover, Techstars cares personalized insider *newsletter* for all things startup in community and around the world. Their goal is to help every entrepreneur (and aspiring entrepreneur) connect with the people, places, and events around them.

In addition to the city/community based digest, companies can also subscribe to 'Reading Lists' (curated reading material from around the world), on over 30 different topics. Each is curated by an expert in the field and the list of topics is ever-growing.

Techstars Corporate Partners add powerful industry expertise by offering hands-on mentorship, business development opportunities and access to resources to help accelerate startups.

Link: <https://www.techstars.com/>



5.6 Innovation Credit

Category: e-services to accelerate the process related with starting a business with emphasis on start-ups

Description:

Innovation Credit is a dynamic e-service of the Ministry of Economic Affairs and Climate Policy that gives SMEs financial support for risky innovation projects. In this way the government fills the gap in the capital market in a phase where entrepreneurs are busy getting things going, but have not yet generated returns.

The Ministry of Economic Affairs and Climate Policy has developed Proof-of-concept funding to help businesses in the proof-of-concept phase or the innovation phase. The Netherlands Enterprise Agency (RVO.nl) and the Technology Foundation TTW implement this scheme. The Netherlands Enterprise Agency takes care of its implementation for SMEs and innovative startups. Technology Foundation TTW implements it for innovative academic, 'hbo' (university of professional education) and TO2 startups.

Only projects eligible are technologically innovative and unique to the Netherlands, Bonaire, St. Eustatius and Saba. For this reason, entrepreneurs are required to explain in detail the technical challenge involved and to approach the project systematically and according to a plan. Its technical feasibility needs to be established and all activities up to and including the testing of prototypes must be able to be supported.

Innovative products and ideas can help resolve societal issues and increase wealth. A crucial phase in the process is the step from idea to starting up product development: creating and verifying commercial concepts, identifying suitable markets and developing the right patents (IPs as defined by Bradley et al. 2013). For innovative startups, this phase is called proof-of-concept phase. For existing SMEs, this phase is called the innovation phase. The Proof-of-concept loan guarantees that the idea develops from the planning phase to the start-up phase.

Startups and SMEs can use a loan from the Proof-of-concept funding scheme to examine whether their idea is potentially feasible in the market. The loan plus the interest have to be repaid. The interest rate is 4.84% (as of 1 January 2019). The EU-reference percentage is variable and is set by the European Commission.

Both startups and established businesses can benefit from the Proof-of-concept funding. Proof-of-concept funding is aimed at three target groups:

- SMEs
- innovative startups (5 years old or newer)
- academic, hbo (polytechnic) and TO2 innovative startups (whose economic activities directly and immediately benefit from research by a university or academic hospital)

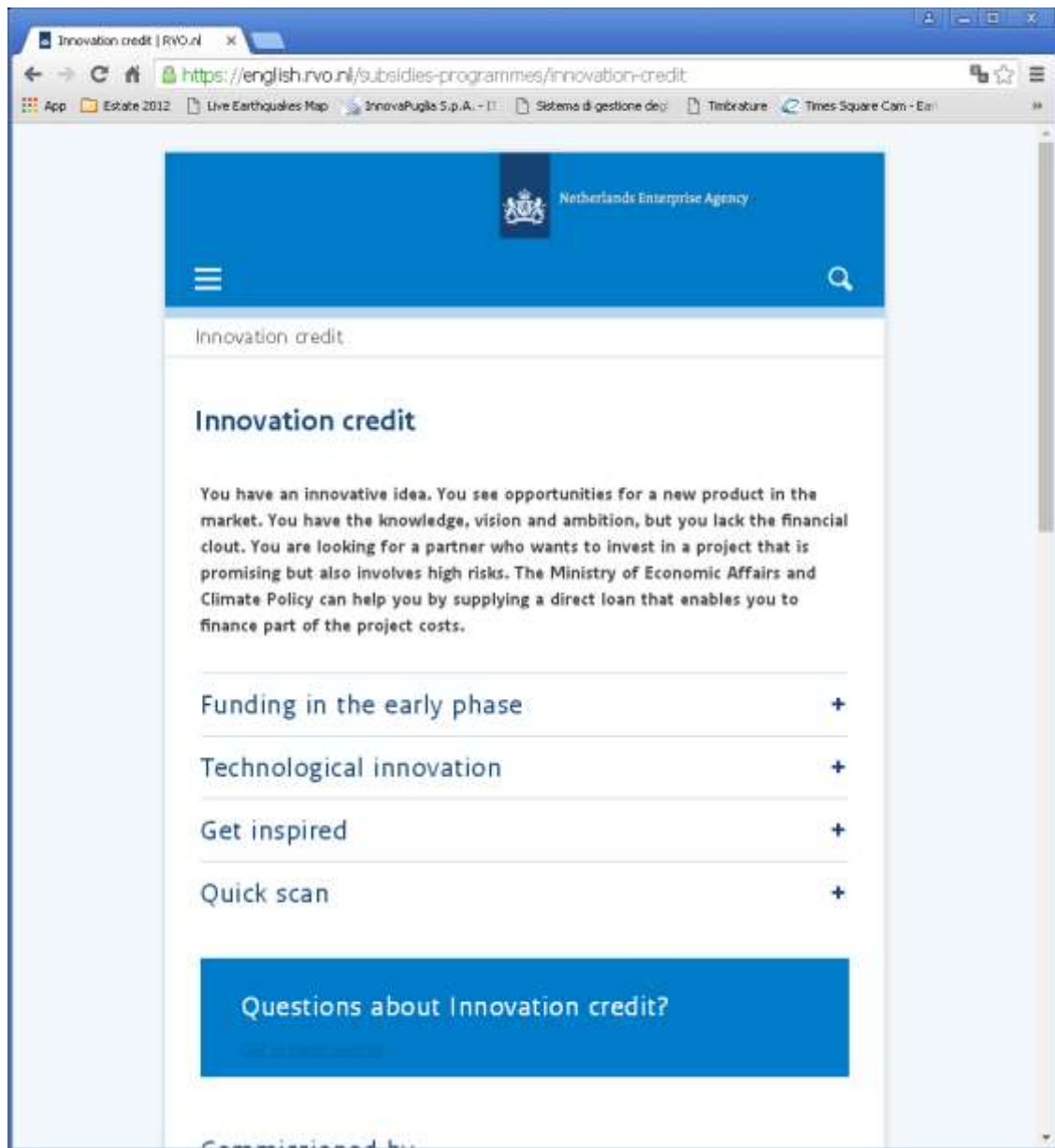
For the period 1 January up to and including 31 December 2019, a budget of € 8 million has been set aside for Proof-of-concept funding for SMEs and innovative start-ups. For academic, polytechnic and TO2 start-ups there is € 2,4 million available.

SMEs and innovative startups can submit an application from 1 January up to and including 31 December 2019, 5 PM. Decision period is limited to a maximum of 13 weeks. The applications are dealt with in the order they are. Each application is evaluated individually as to whether it meets the requirements. If it does, you entrepreneurs receive the requested loan (if there is still budget available). Academic, hbo and TO2 startups must submit their applications to the Technology Foundation TTW.

There are various conditions attached to the use of Proof-of-concept funding. Three important conditions are:

- write a business plan showing that companies will grow substantially;
- set out an innovation plan or proof-of-concept plan geared to the preconditions of the investor;
- have a declaration of intent from the future investor, who will finance companies proof-of-concept/innovation phase on the basis of meeting the preconditions set by him. This has to at least equal the amount companies receive from the government.

Link: <https://english.rvo.nl/subsidies-programmes/innovation-credit>



5.7 OECD

Category: Information services for enterprises with emphasis on young innovators

Description:

The Organisation for Economic Co-operation and Development (OECD) provides a forum in which governments can work together to share experiences and seek solutions to common problems. They work with governments to understand what drives economic, social and environmental change. They measure productivity and global flows of trade and investment. They analyse and compare data to predict future trends. They set international standards on a wide range of things, from agriculture and tax to the safety of chemicals.

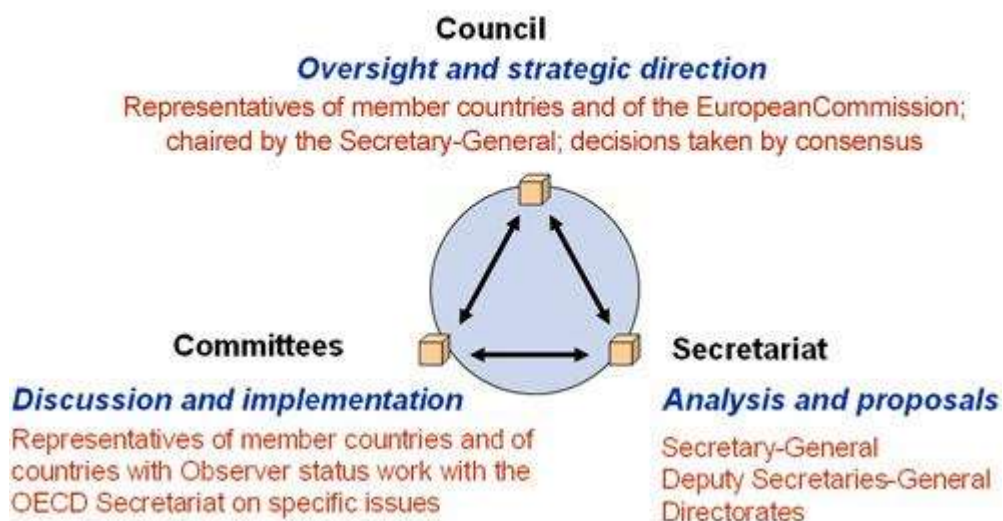
They also look at issues that directly affect everyone's daily life, like how much people pay in taxes and social security, and how much leisure time they can take. They compare how different countries' school systems are readying their young people for modern life, and how different countries' pension systems will look after their citizens in old age.

Drawing on facts and real-life experience, they recommend policies designed to improve the quality of people's lives. They work with business, through the Business and Industry Advisory Committee to the OECD (BIAC), and with labour, through the Trade Union Advisory Committee (TUAC). They have active contacts as well with other civil society organisations. The common thread of our work is a shared commitment to market economies backed by democratic institutions and focused on the wellbeing of all citizens.

They are focused on helping governments around the world to:

- Restore confidence in markets and the institutions that make them function.
- Re-establish healthy public finances as a basis for future sustainable economic growth.
- Foster and support new sources of growth through innovation, environmentally friendly 'green growth' strategies and the development of emerging economies.
- Ensure that people of all ages can develop the skills to work productively and satisfyingly in the jobs of tomorrow.

Who drives the OECD's work?



OECD uses its wealth of information on a broad range of topics to help governments foster prosperity and fight poverty through economic growth and financial stability. They help ensure the environmental implications of economic and social development are taken into account.

OECD's way of working



The OECD's origins date back to 1960, when 18 European countries plus the United States and Canada joined forces to create an organisation dedicated to economic development.

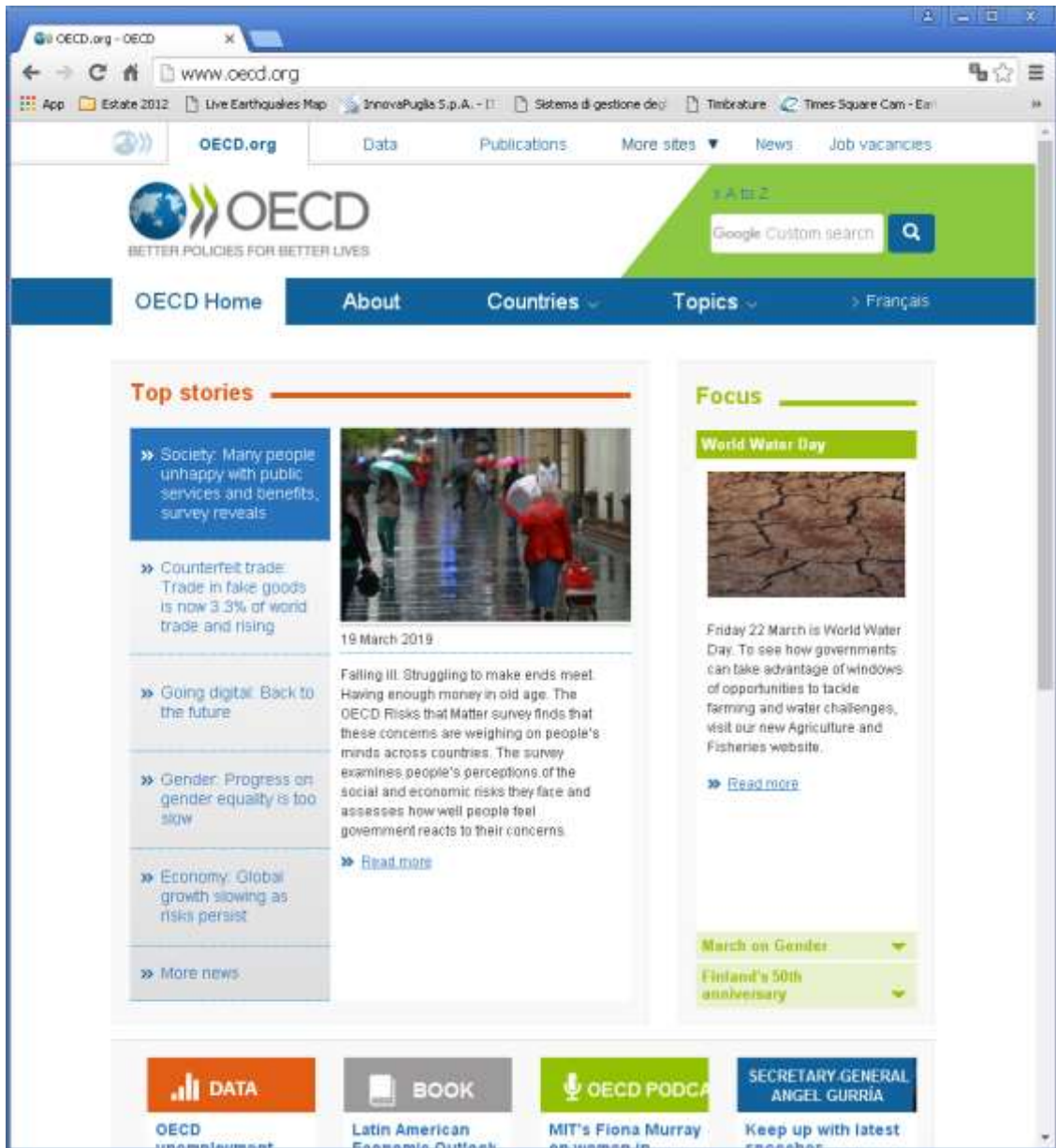
Today, their 36 Member countries span the globe, from North and South America to Europe and Asia-Pacific. They include many of the world's most advanced countries but also emerging countries like Mexico, Chile and Turkey.

They also work closely with emerging economies like the People's Republic of China, India and Brazil and developing economies in Africa, Asia, Latin America and the Caribbean. Together, their goal continues to be to build a stronger, cleaner and fairer world.

In the Supplementary Protocol No. 1 to the Convention on the OECD of 14 December 1960, the signatories to the Convention agreed that the European Commission shall take part in the work of the OECD. European Commission representatives participate alongside Members in discussions on the OECD's work programme, and are involved in the work of the entire Organisation and its different bodies. While the European Commission's participation goes well beyond that of an observer, it does not have the right to vote and does not officially take part in the adoption of legal instruments submitted to the Council for adoption.

OECD is funded by its member countries. National contributions are based on a formula which takes account of the size of each member's economy. Countries may also make voluntary contributions to financially support outputs in the OECD programme of work. Unlike the World Bank or the International Monetary Fund, OECD does not dispense grants or make loans.

Link: <http://www.oecd.org/>



5.8 WeWork

Category: Information services for enterprises with emphasis on young innovators

Description:

WeWork provide shared workspaces for technology startup subculture communities and services for entrepreneurs.

624 locations available and on arrival, in 103 cities. In the WeWork offices there are unique murals that give soul and character to the spaces. In many WeWork locations pets are allowed.

The spaces are fully equipped private or public *events* and are ready to be booked. It is not necessary to be a WeWork member to use spaces.

WeWork helps to quickly find the perfect workspace, both inside and outside of WeWork. They are a unique resource for the real estate needs of companies and offer dedicated and continuous support for the duration of the lease. Furthermore, they are the only real estate brokerage company that also offers you free 12-month access to over 280 WeWork offices worldwide, even when you occupy a traditional office space.

WeWork provide not just workspace, but also community and services that support forward-thinking companies around the world, with various initiative: Creator Awards, WeWork for Refugees and WeWork Veterans in Residence.

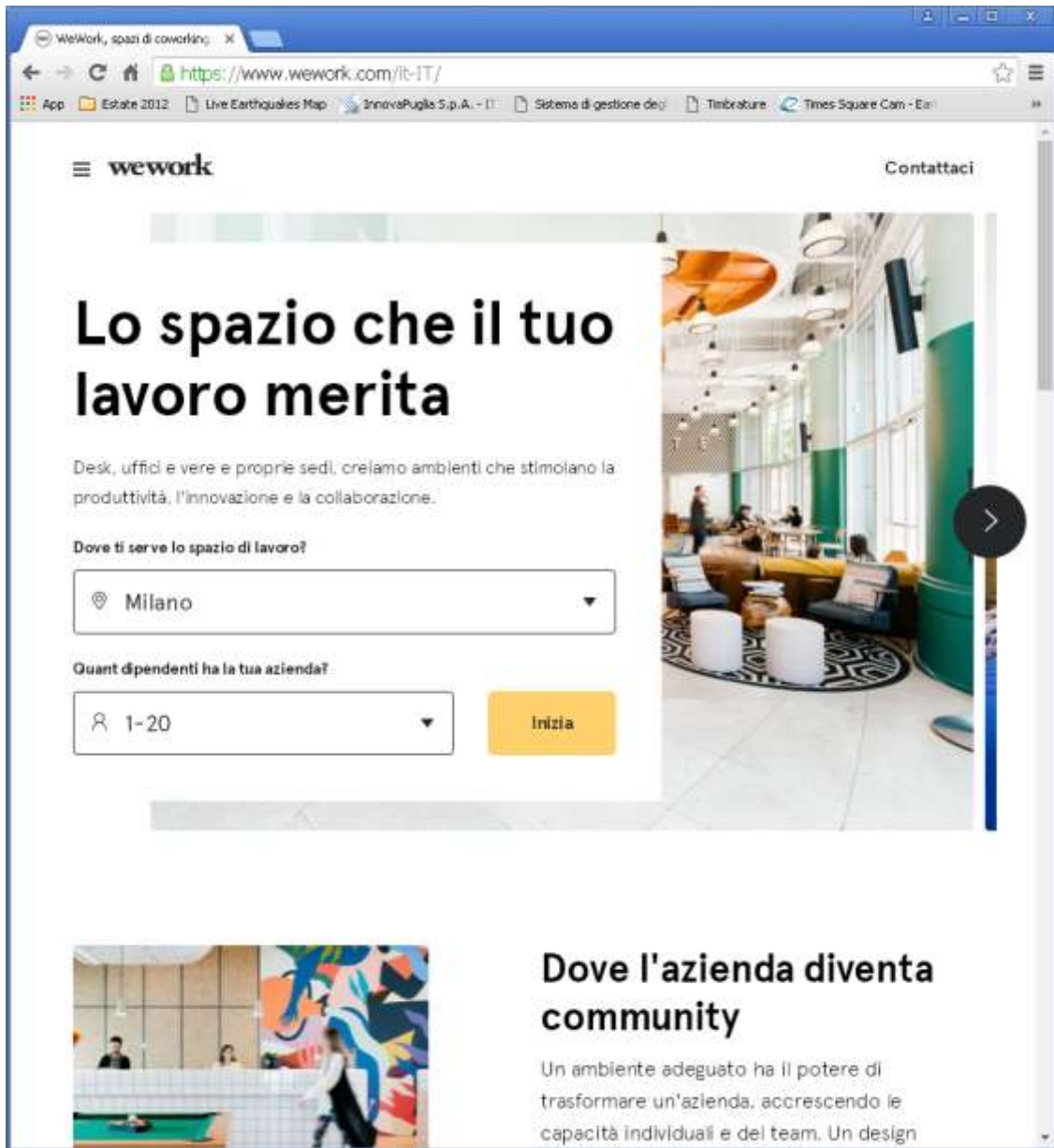
There are three *Awards* category:

- Performing Arts: for entertainers and groups with a unique perspective.
- Nonprofit: for charitable organizations big and small.
- Business Venture: for entrepreneurs and companies with fresh ideas.

The *WeWork for Refugees* initiative aims to connect refugees and companies and thus create new job opportunities. WeWork connects with organizations in their network to help find candidates in line with job offers. For those who wish to engage individually or for companies that are not ready to take on, it is possible to contribute to the project differently, through mentorship, language and skills training and more. WeWork is expanding its commitment to employ 1,500 refugees over the next five years starting in the United States and the United Kingdom. They are collaborating with IRC, the Tent Partnership for Refugees, Breaking Barrier and their network of partners. Through community events, job fairs and volunteer opportunities, they offer members and employees the opportunity to get in touch and support them.

WeWork Veterans in Residence, first incubated in Denver in the Summer of 2017 and launched nationally in 10 cities on Veterans Day 2017, is an initiative in partnership with Bunker Labs providing space, services, business mentorship, and community to help veteran and military family member entrepreneurs find their tribe and create their life's work. WeWork Veterans in Residence powered by Bunker Labs, in its second national tribe and third overall, is now in 15 cities across the U.S. Veterans and military family members should apply to their nearest participating city. Veterans in Residence enjoy access to fully sponsored workspace for six months and the full WeWork member experience, from front-desk support to discounts on operational software in our Services Store. Veterans in Residence are granted access to uniquely designed lounge and meeting spaces for mentorship, networking, and special events. Veterans in Residence also gain access to our digital Member Network, a global community of 400,000+ creators in 100+ cities, plus access to thousands of veteran entrepreneurs via our veteran partner communities. Veterans in Residence collaborate with local leaders to organize monthly professional and social events at WeWork, bringing together members of local veteran and business communities.

Link: <https://www.wework.com/>



The screenshot shows the WeWork website interface. At the top, there is a navigation bar with the WeWork logo and a 'Contattaci' (Contact Us) link. The main heading reads 'Lo spazio che il tuo lavoro merita' (The space your work deserves). Below this, a sub-heading states: 'Desk, uffici e vere e proprie sedi, creiamo ambienti che stimolano la produttività, l'innovazione e la collaborazione.' (Desks, offices and real offices, we create environments that stimulate productivity, innovation and collaboration.)

There are two search filters: 'Dove ti serve lo spazio di lavoro?' (Where do you need the workspace?) with a dropdown menu set to 'Milano', and 'Quant dipendenti ha la tua azienda?' (How many employees does your company have?) with a dropdown menu set to '1-20'. A yellow 'Inizia' (Start) button is positioned to the right of the second filter.

Below the search form, there is a section titled 'Dove l'azienda diventa community' (Where the company becomes a community). It features a small image of a meeting and text that reads: 'Un ambiente adeguato ha il potere di trasformare un'azienda, accrescendo le capacità individuali e del team. Un design' (An adequate environment has the power to transform a company, increasing individual and team capabilities. A design).

5.9 PID - Punto Impresa Digitale

Category: information services for enterprises with emphasis on young innovators

Description:

It is the response of the Chambers of Commerce to the request of MISE to create a network of information points and assistance to companies on digitalization processes. The project is part of the National Business Plan 4.0 launched by the Government to give life to the fourth industrial revolution in Italy.

Some of the activities of the 2019 Program of the Digital Business Point of the Bari Chamber of Commerce, which is part of the national network set up by the Ministry of Economic

Development for the promotion of innovation and digitalisation among MSMEs, as envisaged by the National Enterprise 4.0 Plan , are:

- a comprehensive program of free services, including an Experience Center
- a demonstration space of the many possibilities of innovation available to companies;
- an Innovation Award and a Career Day 4.0 on innovation issues.

The PID is a physical place, set up within the Chamber of Commerce, where all the activities are planned and organized and B2B meetings are held with local entrepreneurs, partners and institutions.

At the Experience Center, companies can view and test the possibilities of innovation that best fit their reality. Therefore there are illustrations, explanations, demonstrations, application of technologies such as: 3D printers and scanners, virtual reality viewers, augmented reality and mixed reality, professional drones and sensors, application of the principles of robotics within their own production processes. The Experience Center will also be an execution area: all the economic entities that decide to join the Digital Impesa Point may be accompanied, and therefore assisted, in choosing the best solutions for their business ideas.

The "Innovation Award" is an initiative aimed at students enrolled in any course of study (University of Bari "A. Moro" or Polytechnic of Bari), micro, small and medium enterprises and innovative Start-ups with registered offices and / o operative in the territorial constituency of the Bari Chamber of Commerce, which wants to stimulate the creation of innovative processes with positive repercussions on the economy, on employment and on the social and cultural growth of the territory, and reward the innovations (of product, service or process) designed and / or implemented through the use of Impresa 4.0.I technologies

The "Career Day 4.0" will be dedicated to the encounter between demand and supply of work in the 4.0 area and to the dissemination of new skills, in collaboration with local, national and international ICT companies, employment agencies, trade associations and representatives of the educational world of the territory.

A series of seminars on 4.0 technologies and the use of digital will also be carried out: e-Commerce and Big Data; cybersecurity; augmented and mixed reality; additive manufacturing; robotics; social network and online export.

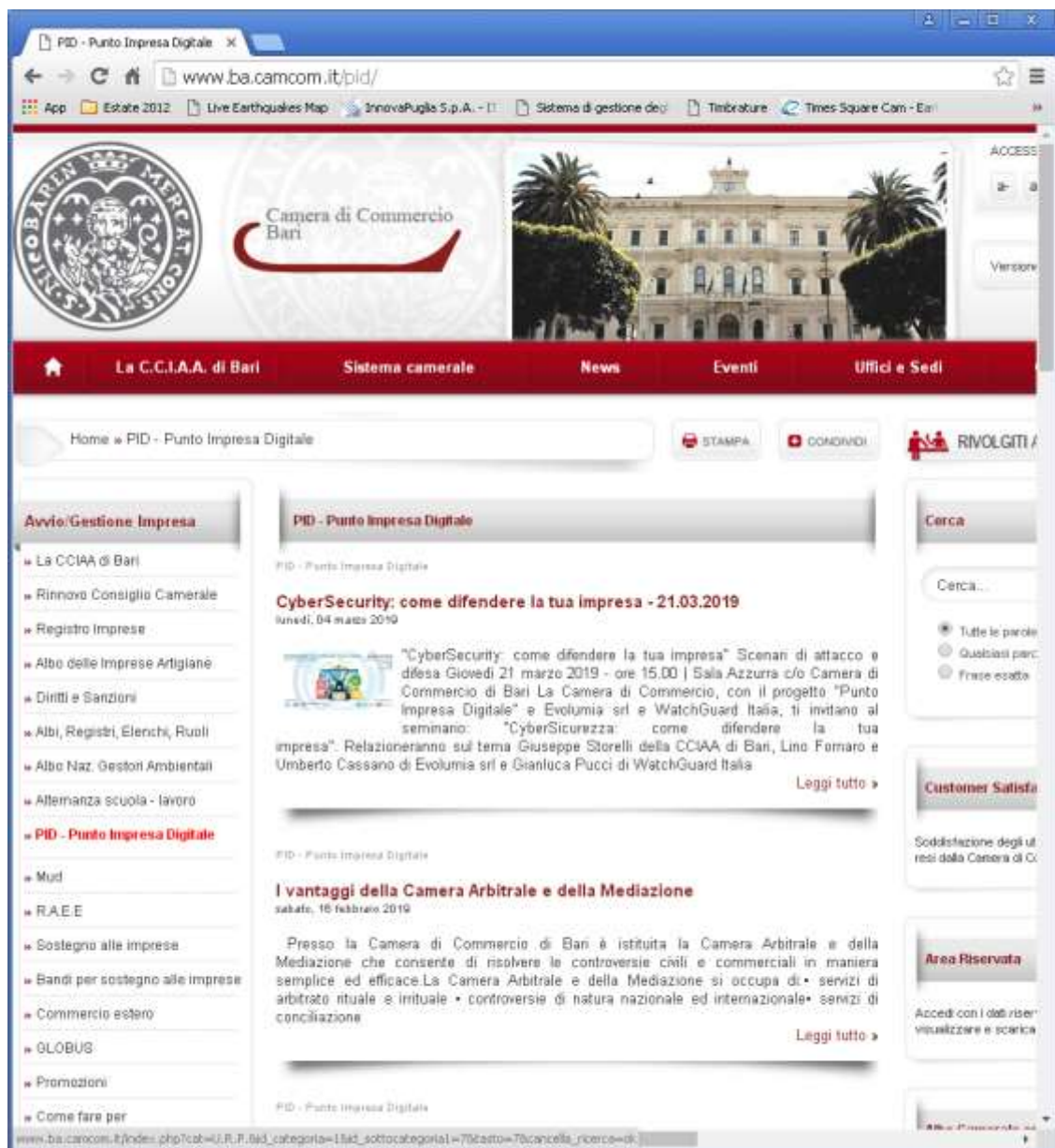
During 2018, almost 750 thousand euros were issued in the form of vouchers. 15 events were also organized on topics related to Impresa 4.0, also in collaboration with local institutions, such as the Polytechnic of Bari and the University of Bari, and important players in the ICT sector in the area and multinationals such as Exprivia, Siemens Spa and Randstad Technologies, which saw the participation of over 1,000 presences.

And in addition, over 100 companies in 2018 requested support from the digital promoters of the Bari Chamber of Commerce, who carried out 28 company visits in which the digital maturity of the company was analyzed, strengths and weaknesses were verified, to guide them towards digital transformation paths more suited to their realities.

The Pid has also provided for the dissemination and activation of the new digital services provided free of charge by the Chamber of Commerce: in 2018, no. 2551 subscriptions to the electronic invoicing service to the Public Administration, over 450 activations of the SPID - Public Digital Identity System - provided free of charge by the Chamber of Commerce and almost 6,000 businesses belonging to the entrepreneur's digital drawer.

For the future, in line with the mission of the Chamber of Commerce of Casa delle Imprese, the PID of Bari has developed a rich program of activities for the dissemination of digital culture and practice among the MMS of all sectors economic.

Link: <http://www.ba.camcom.it/pid/>



The screenshot shows the website interface for the Chamber of Commerce of Bari's digital point (PID). The page features a navigation menu with categories like 'La C.C.I.A.A. di Bari', 'Sistema camerale', 'News', 'Eventi', and 'Uffici e Sedi'. A sidebar on the left lists various services such as 'Avvio/Gestione Impresa', 'Rinnovo Consiglio Camerale', and 'Registro Imprese'. The main content area displays two news articles: 'CyberSecurity: come difendere la tua impresa - 21.03.2019' and 'I vantaggi della Camera Arbitrale e della Mediazione'. A search bar and social media sharing options are also visible.

5.10 Kickstarter

Category: social networking tools to support smart match-making and collaboration of enterprises (supporting their networking and clustering) as well as linkage between the business and the R&D community

Description:

Kickstarter is a global crowdfunding platform focused on creativity and merchandising.

A Kickstarter project does more than raise money, it builds community of people committed to bringing new things to life.

Kickstarter is specifically for creative projects in the following categories: Art, Comics, Crafts, Dance, Design, Fashion, Film & Video, Food, Games, Journalism, Music, Photography, Publishing, Technology, and Theater.

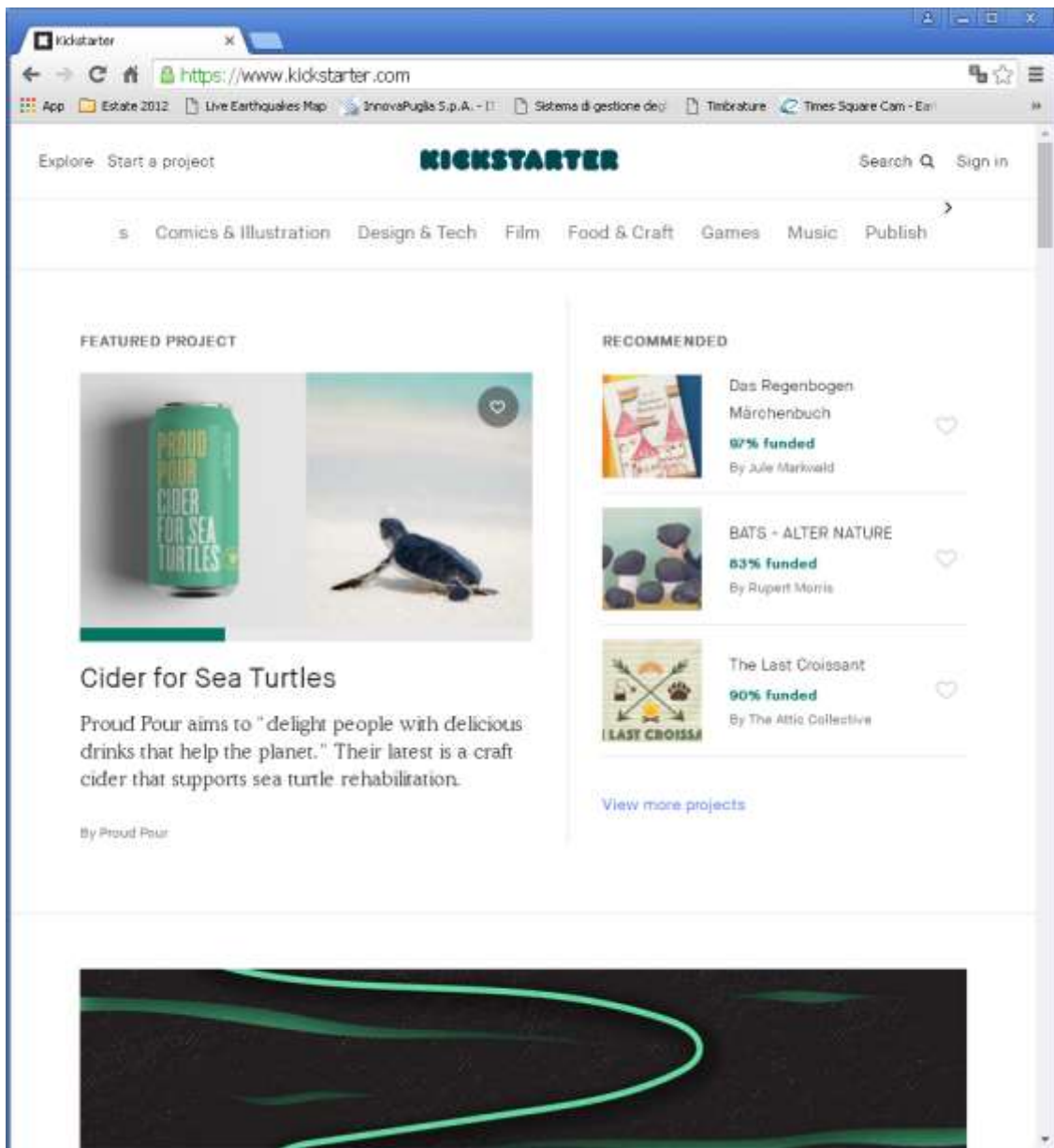
Here are five rules every Kickstarter project must follow.

- Projects must create something to share with others: Kickstarter can be used to create all sorts of things: art and gadgets, events and spaces, ideas and experiences. But every project needs a plan for creating something and sharing it with the world.
- Projects must be honest and clearly presented: community is built on trust and communication. Projects can't mislead people or misrepresent facts, and creators should be candid about what they plan to accomplish. When a project involves manufacturing and distributing something complex, like a gadget, it's required projects to show backers a prototype of what they're making, and it's prohibit photorealistic renderings.
- Projects can't fundraise for charity: while nonprofits are welcome to launch projects on Kickstarter, projects can't promise to raise funds to donate to a charity or cause. Funds raised on Kickstarter must go towards facilitating the project outlined by the creator on the project page.
- Projects can't offer equity: investment is not permitted on Kickstarter. Projects can't offer incentives like equity, revenue sharing, or investment opportunities.
- Projects can't involve prohibited items: are prohibit projects illegal, heavily regulated, or potentially dangerous for backers, as well as rewards that the creator did not make:
 - Any item claiming to diagnose, cure, treat, or prevent an illness or condition (whether via a device, app, book, nutritional supplement, or other means).
 - Contests, coupons, gambling, and raffles.
 - Energy food and drinks.
 - Offensive material (e.g., hate speech, encouraging violence against others, etc).
 - Offering a genetically modified organism as a reward.

- Live animals. Projects cannot include live animals as a reward.
- Offering alcohol as a reward.
- Offering financial, money-processing, or credit services; financial intermediaries or cash-equivalent instruments; travel services (e.g., vacation packages); phone services (e.g., prepaid phone services, 900 numbers); and business marketing services.
- Political fundraising.
- Pornographic material.
- Projects that promote discrimination, bigotry, or intolerance towards marginalized groups
- Projects that share things that already exist, or repackage a previously-created product, without adding anything new or aiming to iterate on the idea in any way.
- Resale. All rewards must have been produced or designed by the project or one of its creators — no reselling things from elsewhere.
- Drugs, nicotine, tobacco, vaporizers and related paraphernalia.
- Weapons, replicas of weapons, and weapon accessories.

Kickstarter uses an all-or-nothing funding model. If project doesn't reach its goal, then funds don't get collected, and no money changes hands. This minimizes risk for creators. All-or-nothing funding makes it easier for backers to pledge to project with confidence that job will be done.

Link: <https://www.kickstarter.com>



5.11 BUSINESS MENTORING

Category: social networking tools to support smart match-making and collaboration of enterprises (supporting their networking and clustering) as well as linkage between the business and the R&D community

Description:

This program, based on a mentoring approach, is dedicated to setting up support and assistance to SMEs in order to facilitate creating, taking over or developing a business.

In February 2010, the Luxembourg Chamber of Commerce launched the BusinessMentoring programme as part of its policy to support small and medium-sized enterprises.

The preparatory work and the general management of the programme was led by Business Support g.i.e. from 2009 to 2015, with the support of the Chamber of Commerce, in partnership with the Ministry of Economy, the Ministry for Equality, and in collaboration with the Confédération luxembourgeoise du Commerce, the Fedil, Luxinnovation, the Fédération des Femmes Cheffes d'Entreprise and the Réseau des Femmes Ambassadrices of Luxembourg, the Fédération des Jeunes Dirigeants of Luxembourg, the Mutualité de Cautionnement et d'Aides aux Commerçants, the LBAN, the Tremplin Foundation, the Horesca and the Technoport.

In a broader sense, the organisation is dedicated to setting up support and assistance to SMEs in order to facilitate creating, taking over or developing a business.

In 2015, the BusinessMentoring unit relocated to Nyuko, a startup accelerator that the Chamber of Commerce has supported since its creation. Nyuko is specialised in accompanying budding entrepreneurs and project holders throughout their entrepreneurial journey. The goal? To gather in one place all the support programmes set up for entrepreneurs and to thus create a value chain ranging from the creation and development of a company to its eventual takeover.

In 2017, a steering committee was created with the objective of define the orientation and the strategy of the programme. This steering committee consists of 5 mentors (Claude Faber, Diana Diels, Charles-Antoine de Theux, Christian Billon and Marie-Françoise Terlier), the CEO of nyuko (Martin Guérin) and a representative of the Chamber of Commerce (Tom Baumert). In parallel, other committees with specialisations in communication, finance and recrutement are regularly organised throughout the year.

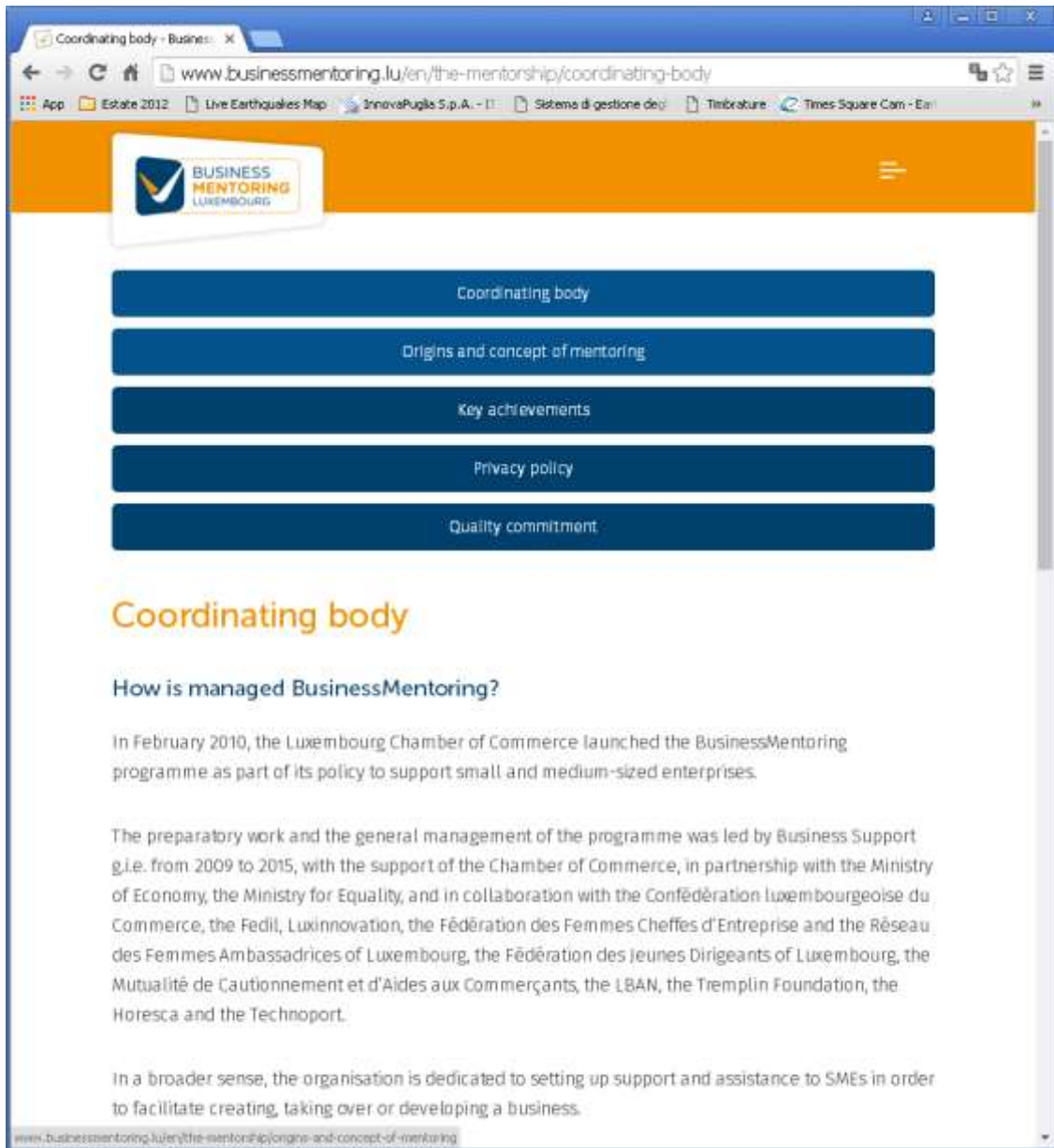
In 2018, BusinessMentoring moved to the House of Startups (HoST), a project initiated by the Chamber of Commerce and the City of Luxembourg.

The BusinessMentoring programme is most particularly intended for “young” entrepreneurs whose companies find themselves in one of the following 3 key stages:

- the start up (less than 3 years)* - by making the mentee aware of what mistakes to avoid when launching a company as well as supporting them through the 3 most critical years of the company's existence,
- the development (after 3 years) - by helping the mentee set targets and implementing appropriate processes, particularly in the context of rapid development,
- the transmission (whether family-based or not) - by increasing specific skills of the mentee.

The mentoring relationship is conducted over a period of 6, 12 or 18 months. It is based on reciprocal commitments and a process of evaluation. A structured follow-up is offered to each participant throughout the programme.

Link: <http://www.businessmentoring.lu/en/the-mentorship/coordinating-body>



The screenshot shows a web browser window with the URL www.businessmentoring.lu/en/the-mentorship/coordinating-body. The page features a blue header with the BusinessMentoring Luxembourg logo. Below the header is a navigation menu with five items: 'Coordinating body', 'Origins and concept of mentoring', 'Key achievements', 'Privacy policy', and 'Quality commitment'. The main content area is titled 'Coordinating body' and includes the following text:

How is managed BusinessMentoring?

In February 2010, the Luxembourg Chamber of Commerce launched the BusinessMentoring programme as part of its policy to support small and medium-sized enterprises.

The preparatory work and the general management of the programme was led by Business Support g.l.e. from 2009 to 2015, with the support of the Chamber of Commerce, in partnership with the Ministry of Economy, the Ministry for Equality, and in collaboration with the Confédération luxembourgeoise du Commerce, the Fedil, Luxinnovation, the Fédération des Femmes Cheffes d'Entreprise and the Réseau des Femmes Ambassadrices of Luxembourg, the Fédération des Jeunes Dirigeants of Luxembourg, the Mutualité de Cautionnement et d'Aides aux Commerçants, the LBAN, the Tremplin Foundation, the Horesca and the Technoport.

In a broader sense, the organisation is dedicated to setting up support and assistance to SMEs in order to facilitate creating, taking over or developing a business.

5.12 LivingLabs

Category: social networking tools to support smart match-making and collaboration of enterprises (supporting their networking and clustering) as well as linkage between the business and the R&D community.

Description:

Living Labs is a new approach to research and innovation activities where the user participates actively in the process of development and experimentation of new solutions, destined for the inhabitants of one specific territory. Through the exchange of ideas and knowledge and the aggregation between researchers, companies and organized groups of citizens, defining the specifications of new products and services, are realized and evaluated first prototypes and innovative technological solutions are tested.

An "open ecosystem" was created where the user participates actively in the research and experimentation process of innovative solutions, conceived through the use of Information and Communication Technologies (ICT).

By adopting this methodology, the Puglia Region makes some financial instruments available to the small and medium-sized companies (SMEs) in the Puglia region, foreseen by the 2007-2013 ERDF Operational Program, "We invest in your future" Convergence Objective, Axis 1, Intervention Line 1.4 , Action 1.4.2 "Support for the growth and development of SMEs specializing in offering digital content and services". The objective is to develop and enhance new products and services for companies and families in the entire region.

The project, entrusted to InnovaPuglia for implementation, uses the telematic procedures for managing regional calls for the portal for the development and promotion of the Puglia region system and is organized in two phases:

1. Phase1:

- mapping of end-user needs: publication of a first PUBLIC NOTICE for the collection and cataloging of topics, needs and problems expressed by users. In the next Phase 2, these themes can be the object of experimentation, in order to find innovative ICT solutions. To report a need, register on the Puglia System portal.
- LivingLabs partner catalog: qualification of end users and research laboratories for the formation of the experimentation partnership. The interested parties are available in the catalog and are available to be included in the experimental activities of the next Phase 2. To be included in the Living Labs partner catalog, it is necessary to register on the Sistema Puglia portal.

2. Phase2: public notice. Two calls have already been made for project proposals that have already funded 34 active living labs. The new tender called Apulian ICT Living Lab - Verso Smart Puglia 2020 has just concluded with the publication of the definitive ranking that has admitted to contributing another 46 projects.

The activation of the "Living Labs" has a duration of 12 months to test the identified prototype solutions.

The projects that can be funded through Action 1.4.2 provide for the establishment of a partnership composed of at least three subjects located or with operational headquarters in the Puglia Region, one for each of the three categories:

- Research laboratories: Universities, Public Research Institutions, ENEA, Networks of Laboratories promoted in the framework of the Framework Program for Research Agreement (CIPE Resolution 35/2005), Technological Districts recognized by the MIUR and the Puglia Region, Centers of Competence recognized by MIUR, Private research centers registered in the MIUR register. To register for the Living Lab Partner Catalog, register with the Sistema Puglia portal.
- Associations and public bodies: Public Bodies (Municipalities, Provinces, Local Health Authorities, Training Institutes, etc.). Regional socio-economic system, represented by

active subjects in one or more reference domains of the initiative such as employers' associations and associations, associations and organizations representing collective needs, production districts, trade unions. To register for the Living Lab Partner Catalog, register with the Sistema Puglia portal.

- ICT companies: SMEs operating in the field of Communication and Information Technologies (ICT) (development, production and / or integration of software, hardware, micro and nano systems, sensors, electrical and electronic mechanical devices, transmission systems, reception and processing of information, etc.). It will be possible to take part in the call for proposals to companies in phase 2 of the living labs project and to participate, it will be necessary to register on the Sistema Puglia portal.

The "Apulian ICT Living Labs" mainly perform activities of:

- Analysis and understanding of the technological needs of end users;
- Definition of the interactions between the different actors involved;
- Prototyping and customizing solutions;
- Testing and testing of new technologies in real applications responding to identified needs;
- Demonstration and presentation of prototype solutions developed, also in order to make them usable by other communities of interested users;
- Analysis for the economic valorization of the results obtained from the experimentation.
- At the end of the requirements mapping phase, in the selected intervention areas, listed on the left, the focuses on which the activities will take place will be specified.

Link: <http://livinglabs.regione.puglia.it/>



5.13 Eurostat

Category: business intelligence applications to monitor the regional and cross-border entrepreneurship and innovation

Description

Eurostat is the statistical office of the European Union situated in Luxembourg. Its mission is to provide high quality statistics for Europe. Eurostat Portal offers a whole range of important and interesting data that governments, businesses, the education sector, journalists and the public can use for their work and daily life.

Eurostat promotes the following values: respect and trust, fostering excellence, promoting innovation, service orientation, professional independence. Looking for ways to continually

improve its products and services, Eurostat gained the European Foundation for Quality Management "Committed to Excellence" recognition in November 2016.

Providing the European Union with statistics at European level that enable comparisons between countries and regions is a key task. Democratic societies do not function properly without a solid basis of reliable and objective statistics. On one hand, decision-makers at EU level, in Member States, in local government and in business need statistics to make those decisions. On the other hand, the public and media need statistics for an accurate picture of contemporary society and to evaluate the performance of politicians and others. Of course, national statistics are still important for national purposes in Member States whereas EU statistics are essential for decisions and evaluation at European level.

Statistics can answer many questions. Is society heading in the direction promised by politicians? Is unemployment up or down? Are there more CO₂ emissions compared to ten years ago? How many women go to work? How is your country's economy performing compared to other EU Member States?

International statistics are a way of getting to know your neighbours in Member States and countries outside the EU. They are an important, objective and down-to-earth way of measuring how we all live.

Eurostat was established in 1953 to meet the requirements of the Coal and Steel Community. Over the years its task has broadened and when the European Community was founded in 1958 it became a Directorate-General (DG) of the European Commission. Today, Eurostat is part of the portfolio of Marianne Thyssen, the Commissioner for Employment, Social Affairs, Skills and Labour mobility. Eurostat's key role is to supply statistics to other DGs and supply the Commission and other European Institutions with data so they can define, implement and analyse Community policies.

The result: Eurostat offers a whole range of important and interesting data that governments, businesses, the education sector, journalists and the public can use for their work and daily life.

With the development of Community policies, Eurostat's role has changed. Today, collecting data for EMU and developing statistical systems in candidate countries for EU membership are more important than ten years ago.

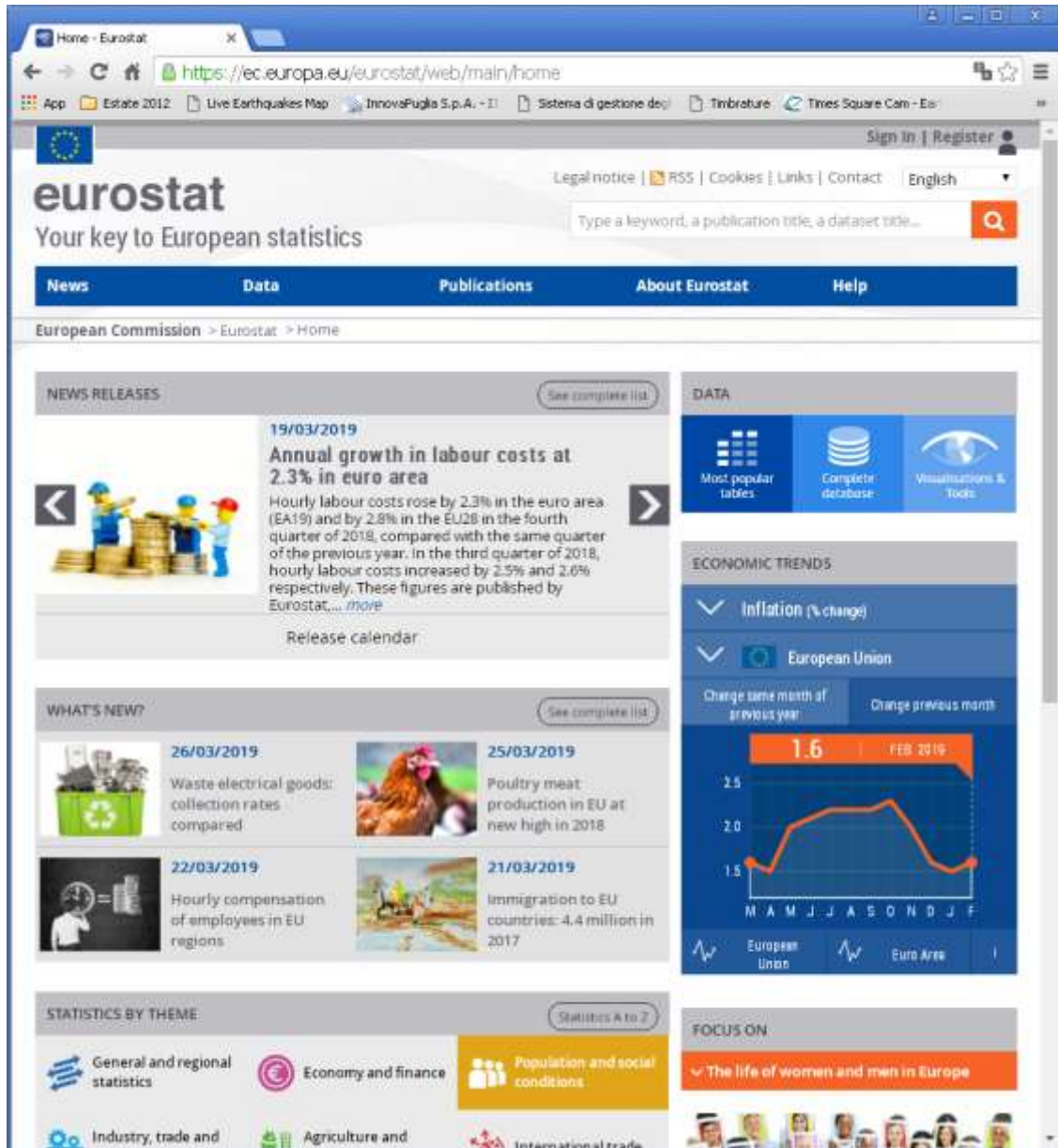
Eurostat's main role is to process and publish comparable statistical information at European level. They try to arrive at a common statistical 'language' that embraces concepts, methods, structures and technical standards.

Eurostat does not collect data. This is done in Member States by their statistical authorities. They verify and analyse national data and send them to Eurostat. Eurostat's role is to consolidate the data and ensure they are comparable, using harmonized methodology. Eurostat is actually the only provider of statistics at European level and the data they issue are harmonized as far as possible.

Services offered are:

- **Data release:** All European statistics are available from database on Eurostat's website. A large range of Eurostat data is also accessible on different mobile apps.
- **Time of release and data extraction:** Eurostat's database always contains the latest version of the datasets. Datasets are updated twice a day, at 11:00 and at 23:00. Users can download individual datasets by extracting data directly from the database, by selecting most popular tables from the homepage, by using bulk download facility or via web services.
- **Publications and visualisation tools:** statistical analysis of Eurostat data is provided through main publications which comprise news releases, statistical books and Statistics Explained articles. Eurostat also release publications which provide detailed information on methodological aspects. In order to facilitate the understanding of data, we developed in recent years a more visual and digital dissemination of statistics. Users can find today on website a large number of visualisation tools, which are easily understandable, interactive and story-telling.
- **Release calendar:** two release calendars are available on website. The publication of all Euro-indicators is announced for the on-going year in the Eurostat release calendar. A provisional and yearly calendar for Eurostat's main publications is also available.
- **Metadata:** Availability of data is not enough. To facilitate the understanding of data and avoid misinterpretations, Eurostat provide information on definitions, classifications, methodologies, legislation and standard code lists.
- **Access to microdata:** microdata are the units of data that contain information on individual respondents or business entities. To respect the statistical confidentiality principle and protect the anonymity of respondents (persons, organisations), access to microdata is restricted. Eurostat grant access to microdata for scientific purposes only.
- **Pre-release access:** all users have equal access to statistical releases at the same time. Privileged pre-release access is limited, controlled and publicised. The 'Protocol on impartial access to Eurostat data for users' sets out how Eurostat fulfils its responsibilities in this respect and gives details on the conditions of pre-release access.
- **Data re-use and copyright:** Eurostat has a policy of encouraging free re-use of its data, both for non-commercial and commercial purposes, provided that the source (Eurostat) is clearly indicated. Users are also encouraged to embed/share the different products disseminated by Eurostat (publications, visualisation tools, interactive infographics, etc.).
- **Ordering of publications:** All printed Eurostat publications can be ordered via the Publications Office.
- **Support to users:** Eurostat provide assistance to all types of users: newcomers, sporadic visitors or more experienced users. For journalists, Eurostat offer specific services.

Link: <https://ec.europa.eu/eurostat/web/main/home>



5.14 DESI

Category: business intelligence applications to monitor the regional and cross-border entrepreneurship and innovation

Description

The Digital Economy and Society Index (DESI) is a composite index that summarises some 30 relevant indicators on Europe's digital performance and tracks the evolution of EU Member

States, across five main dimensions: Connectivity, Human Capital, Use of Internet, Integration of Digital Technology, Digital Public Services.

It is developed by the European Commission (DG CONNECT) to measure the progress of EU countries towards a digital economy and society.

The EU Digital Economy and Society Index (DESI) provides a simple and useful way to think of and to measure progress by all stakeholders in the digital economy. DESI covers five dimensions: connectivity, human capital, use of the internet, integration of digital technologies and digital public services. Each dimension is measured by a synthetic index, which summarises a set of indicators on a variety of aspects of that dimension. The five indexes are then added up to a single number providing an overall measurement across EU28 Members countries and over time.

Dimension are:

1. Connectivity

The Connectivity dimension measures the deployment of broadband infrastructure and its quality. Access to fast and ultrafast broadband-enabled services is a necessary condition for competitiveness.

2. Human Capital/Digital skills

The Human Capital dimension measures the skills needed to take advantage of the possibilities offered by digital.

3. Use of Internet Services by citizens

The Use of Internet Services dimension accounts for a variety of online activities, such as the consumption of online content (videos, music, games, etc.) video calls as well as online shopping and banking.

4. Integration of Digital Technology by businesses

The Integration of Digital Technology dimension measures the digitisation of businesses and e-commerce. By adopting digital technologies, businesses can enhance efficiency, reduce costs and better engage customers and business partners. Furthermore, the Internet as a sales outlet offers access to wider markets and potential for growth.

5. Digital Public Services

The Digital Public Services dimension measures the digitisation of public services, focusing on eGovernment and eHealth. Modernisation and digitisation of public services can lead to efficiency gains for the public administration, citizens and businesses alike.

6. Research and Development ICT

The Research and Development ICT presents analysis on the trends of ICT Sector and R&D provided by the European Commission as well as external studies conducted at the request of the European Commission.

A single number like DESI is a powerful tool to call attention to country-specific strengths and weaknesses and to measure EU progresses. Yet, DESI should not be regarded as a shortcut for policy evaluation. Deriving meaningful policy implications from DESI requires a careful assessment of the specific sub-areas that account for differences across countries and over time. Also, DESI cannot tell more than the data it is built upon.

Link: <https://ec.europa.eu/digital-single-market/en/desi>



The screenshot shows a web browser window displaying the European Commission's page for the Digital Economy and Society Index (DESI). The page title is "The Digital Economy and Society Index (DESI)". The breadcrumb navigation is "European Commission > Strategy > Digital Single Market > Policies > Digital Single Market". The page content includes a search bar, a navigation menu with "Policies, information and services" selected, and a main heading "The Digital Economy and Society Index (DESI)". Below the heading, there is a sub-heading "POLICY" and a description: "The Digital Economy and Society Index (DESI) is a composite index that summarises relevant indicators on Europe's digital performance and tracks the evolution of EU member states in digital competitiveness." The page also features a section for "The Digital Economy and Society Index (DESI)" and "DESI 2018". At the bottom, there is a link to "Digital Economy and Society Index (DESI) 2018 ranking".

5.15 BundOnline

Category: business intelligence applications to monitor the regional and cross-border entrepreneurship and innovation

Description

The Government Site Builder - the content management system of the federal administration - was developed at the eGovernment BundOnline 2005 initiative as a basic CMS component for the federal administration's websites. Here is a quick overview of the technical components and features of the GSB:

- Flexible and modular, modern and easy to use

GSB provides from simple websites to complex portals in a cost-effective way in the shortest possible time.

For example, in addition to layout templates or ready-made content, they also provide features that are not part of a CMS by default, such as newsletters or search features.

All components can be adopted, specifically configured or supplemented by further internal developments, depending on individual needs.

Publishers can use the GSB to process information without updated prior technical knowledge.

A powerful browser-based editor (GSB Editor) is available to work with the GSB. The document model, specially adapted to the needs of the administration, provides simple input masks for all types of use cases.

- Economic and sustainable

The use of the GSB is free for the authorities and institutions of the federal government; there is only an annual amount for software maintenance.

The preconfigured modules of the GSB help to carry out a rapid and economic realization without complex programming activities.

The central development and maintenance of the GSB by the ITZB (Bund dell'Information Technology Center) guarantee the future profitability of the solution.

The government's eGovernment infrastructure decision requires federal authorities to make full use of the basic components of BundOnline and, therefore, the GSB.

- Without barriers and according to SAGA

The Government Site Builder supports the creation of web offers accessible according to the BITV and takes into account the current eGovernment standards

- Tested and widespread

Many ministries and authorities already use the government site builder for their websites.

Therefore, in synthesis:

- it's based on SCM Network's routes to simplification: Data-sharing and joint up government, Develop ICT-solutions and services.



- make electronic one-stop systems so that stakeholders can make use of joint Government web-portals.
- make forms and other data requests available on the internet.
- pre-populate forms.
- make forms interactive/intelligent so that they do not request irrelevant data.
- collect the data directly from stakeholders' ICT-systems

Link: https://produkt.gsb.bund.de/DE/Home/home_node.html

Government Site Builder (GSB)

Die Content Management Lösung für die deutsche Bundesverwaltung - von der Verwaltung für die Verwaltung

Mehr als 200 Installationen, langjährig erfolgreich

Der Government Site Builder (GSB) hat sich in seiner **15jährigen** [Geschichte](#) stets an den Bedarfen der Institutionen orientiert, ohne dabei die allgemeine Marktentwicklungen außer acht zu lassen. So hat sich der GSB zu einem mächtigen Tool für die effiziente Inhaltenverwaltung von Behörden-Informationen entwickelt. Schauen Sie unter [Referenzen](#), welche Bundesministerien und weitere Institutionen des Bundes auf den GSB als Content Management System (CMS) vertrauen und welche der inzwischen mehr als 200 Websites auf dem GSB basieren.

Umfangreiches Serviceangebot - von der Verwaltung für die Verwaltung

Finden Sie hier Informationen zu aktuellen [Weiterentwicklungsthemen](#) und zur [Philosophie](#), die die Triebfeder der GSB-Entwicklung bildet. Bekommen Sie einen Überblick über [GSB-Services](#), die Sie als Bundesverwaltung nutzen können.