Extending ICT Research Co-operation between the European Union, Eastern Europe and the Southern Caucasus

WP3: ICT training & Help-Desk services

COOPERATION

Help-Desk (HD) nature and role

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HD is intended to assist ICT research actors:
- **to become familiar with the procedures and opportunities for co-operation in the ICT programme**
- **to acquire know-how on identified areas suitable for the future EU-EECA cooperation.**

The following activities are offered:
- **Proposal Preparation Support**
- **Idea Evaluation**
- **Making it understandable**
- **Coaching**

Help Desk

HD services are offered through EXTEND website
http://www.extend-ict.eu/helpdesk

Submit a Question

❑ **Questions may be submitted in any language but the answer should be given only <u>in English</u>**

❑ **Users have also the option to attach files together with submitting their question. Such a file could be a document enclosing a more elaborated description of the proposal idea.**

❑ **A respond time is *maximum 2 working* days from the first call/question**

Proposal Preparation Support

The user can get an assistance regarding the proposal preparation in general:

❏ the initial understanding what it is,

❏ where to find the information on the open calls,

❏ how to use it,

❏ in which way to proceed, based on the very initial draft proposal,

❏ what aspects are important for the proposal preparation,

❏ where and how to find partners,

❏ etc.

Idea evaluation

The User can have a **preliminary basic evaluation** of his proposal idea:

❑ Checking whether <u>it is compatible with the ICT FP7</u> priorities and if <u>it's worth pursuing, and of it</u> fits the open Call Challenges/ Objectives.

❑ The User **should not expect** to have an evaluation from the point of view of the state-of-the-art and novelty.

Making it understandable

Help desk will try

❑ to "translate" the objectives of the Calls into a more understandable language (i.e. explain what the EC wants/means under a certain objective)

❑ to map the organisation's skills to a number of possible objectives in the call

Coaching

The Help desk will try to coach the proposer to approach the Commission:

- ❑ the right person
- ❑ to ask right questions so that the proposer can assess the idea weaknesses and strengths
- ❑ to give the name and e-mail address, telephone number (if necessary) of the EC person dealing with the issue
- ❑ to explain/discuss what he/she needs to get back from the EC during the conversation

Phone questions

❑ A user can (*although not recommended*) to submit a questions by telephone

Help Desk Introduction

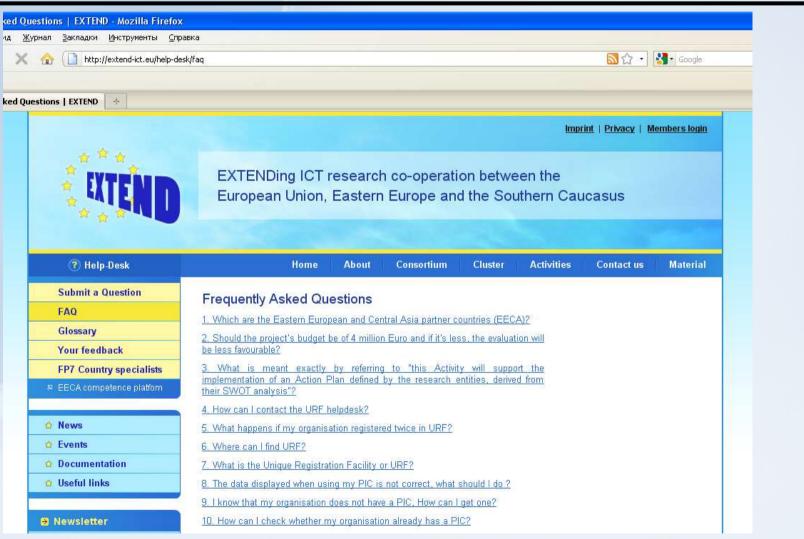# Help Desk Functions
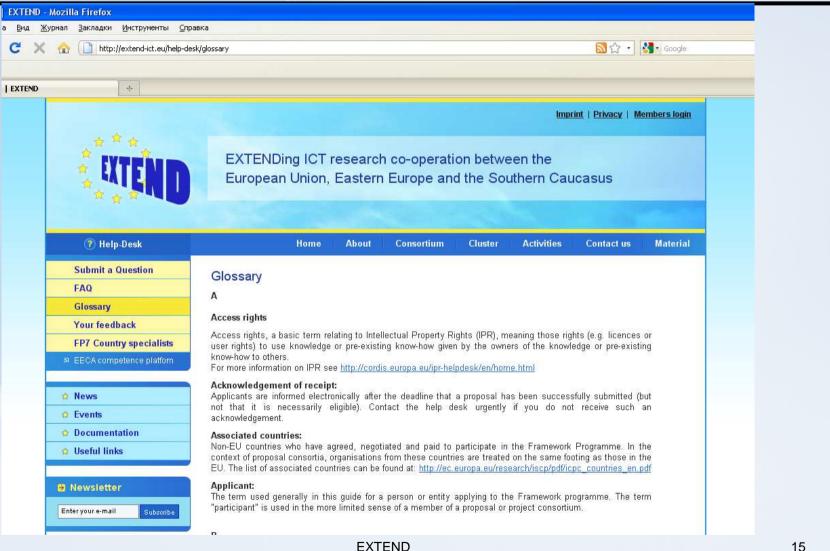
Submitting a question

Getting an answer

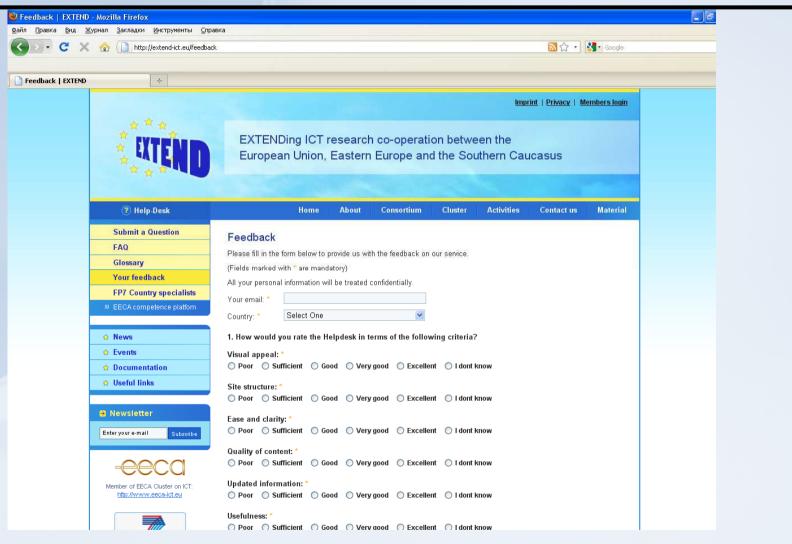# FAQ is intended to provide a quick reference to basic aspects of participation in FP7

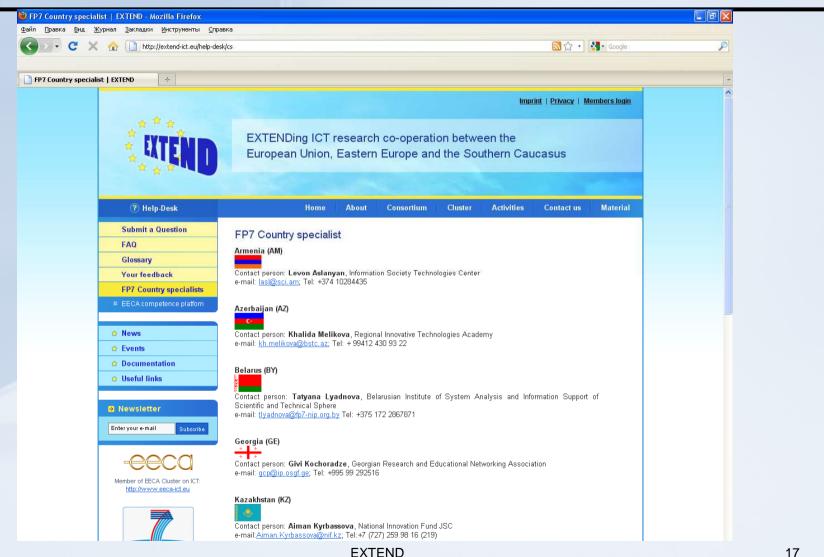# The Glossary with acronyms, rules and definitions of EU R&D programs

Your Feedback: Users can submit their feedback

FP7 Country Specialists

Efficiency

Our ultimate goal must be,
that all questions can be solved
by directing
the user to the FAQ

Status of the system, next steps

- All needed functionalities are presented and working
- Improvements could be done upon the users' needs
- HD remains operational until the end of the project and the partners are interested to keep it active after the project completion.

Thank you for your attention!
Any questions, please!