



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

FP7 Help-Desk and its services

ISTOK-SOUYZ Project Final Event

Moscow, June 7, 2011

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Support of Scientific and Technical Sphere (BELISA)*





Outline

- Help-Desk Objectives and Services
- Help-Desk at the cluster portal
- Promotion and Advertising Actions
- Some results of the Help-Desk Use
- Help-Desk Status and Sustainability plan
- Conclusions



The Help-Desk Objectives and Services

Help-Desk (HD) is assisting the ICT research actors:

- to become familiar with the procedures and opportunities for co-operation in the FP7 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

The HD provides useful and practical information through the FAQ and Glossary entries.



Help-Desk at the cluster portal, <http://www.eeca-ict.eu>

Windows Internet Explorer

Вид Избранное Сервис Справка

http://www.eeca-ict.eu/eeca/index.php/en/home



News - National Science and ...



EU-Eastern Europe and Central Asia Gateway on ICT Research and Development

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Top News



ICT Proposers' Day 2011

Start preparing for the Proposers' Day in advance by making the best use of the on-line networking features! Event: ICT Proposers' Day 2011 Date/Location: 19-20 May 2011, Budapest, Hungary You have not yet found your partner to apply for EU funding in ICT research? The newly opened on-line networking features of the ICT Proposers' Day 2011

EECA



Events Calendar

<< June 2011 >>						
Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

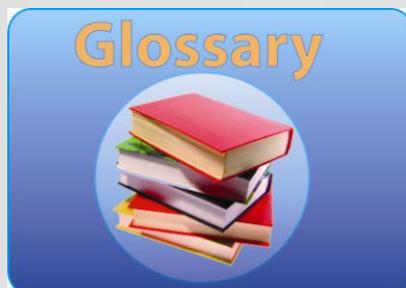
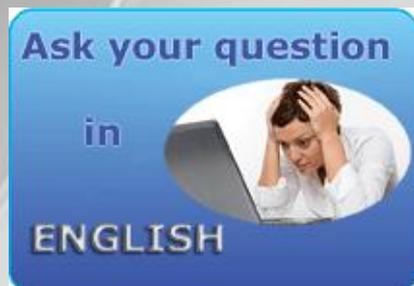
[View a full list of events](#)

Newsflash

- [Guidebook designed to improve international technology networking](#)
- [ICT Proposers' Infoday Budapest 2011](#)
- [Conference "The way forward for the Information Society in the Eastern Europe and South Caucasus countries"](#)
- [Success stories of EU-EECA collaboration](#)

Visible interface

- ❑ The flash, pictures, short phrases and the ability to use **8 national languages** are provided and included in small attractive images





Clear announcement at the cluster portal at several places

ISTOK-SOYUZ Final Event
Moscow, June 7, 2011



Help-Desk Introduction

Help Desk - Windows Internet Explorer

Файл Правка Вид Избранное Сервис Справка

http://www.eeca-ict.eu/eeca/index.php/helpdesk

News - National Science and ... Help Desk

Google analytics <-->



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- EECA Countries
- FP7-ICT
- News
- Useful Information
- Contact Us

Home > Help-Desk

Help Desk

- About HelpDesk
- Submit a Question
- FAQ
- Glossary
- Your feedback
- Country contact persons

Discover how EU-EECA ICT cluster's Help-Desk can help you participate in FP7

[Information about help-desk service in Russian](#)

Help-desk is designed to provide you with the guidance and support related to the procedures of participation in the Information and Communication Technologies (ICT) theme of the EC 7th Framework Programme (FP7).

Inquiries in the help-desk can cover all aspects of participation in FP7 i.e. information on open Calls, finding partners, proposals eligibility, communication with EC, etc.

The following services are offered through our Help-Desk:

1.Submit a Question

All inquiries should be submitted in the Help-Desk through the "Submit a Question" area. **Questions can be submitted in your own languages**, but all responses will be given in English.

The Help-Desk will have a response time of maximum 2 working days from the first call/question.

2.FAQ

The Frequent Asked Questions area is intended to provide a quick reference to basic aspects of participation in FP7. We strongly encourage you to visit our FAQs before submitting your question.

FAQs will be continuously updated from the pool of questions and answers exchanged through the Help-Desk.

[FAQ about participation in FP7-ICT in Russian](#)

[FP7 general presentation in Russian](#)

3.Glossary



Submit a Question

Help Desk - Microsoft Internet Explorer

Файл Правка Вид Избранное Сервис Справка

Назад Поиск Избранное

Адрес: <http://www.eeca-ict.eu/eeca/index.php/helpdesk> Переход Ссылки

Help Desk

- About HelpDesk
- Submit a Question**
- FAQ
- Glossary
- Your feedback
- Country contact persons

Submit a Question

All inquiries should be submitted in the Help-Desk through the following form. **Questions can be submitted in your own languages** , but all responses will be given in English.
The Help-Desk will have a response time of maximum 2 working days from the first call/question.

Все вопросы должны быть заданы при помощи нижеследующей формы. **Вопросы могут быть заданы на Вашем родном языке** , но ответы будут на английском.
Вы получите ответ на свой вопрос в течение не более 2-х рабочих дней.

Name: *

Family Name: *

E-mail: *

Country: *

Subject: *

Question: *

Attach your file: Обзор...



Code:

Send

Пуск

Входящие - Ми... 6 Outlook Ex... 5 Internet E... 6 Microsoft O... C:\Documents ... DOW EuroRIS-... 3 Microsoft O...

EN 21:14 четверг

User submits a question

Submit a Question

Name: *

Family Name: *

E-mail: *

Country: *

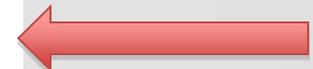
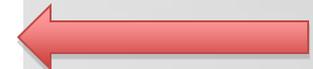
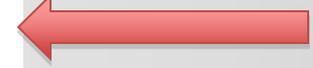
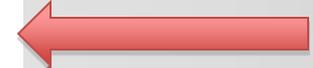
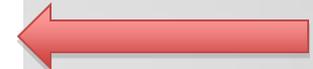
Subject: *

Question: *

Attach your file:



Code:





Submit a Question

- Question may be submitted in any language, but the answer is given **only** in English
- Users have also the option to attach files when 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 it is compatible with the ICT FP7 priorities and if it's worth pursuing.*
- if proposal idea initially fits the open Call Challenges/ Objectives.
- If the contents and aims of the proposal idea comply with the Objectives and Expected outcomes. *The CS will ensure this happens or give the User necessary advices and explanations.*
- 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. to 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



Country contact persons

Help Desk - Microsoft Internet Explorer

Файл Правка Вид Избранное Сервис Справка

Назад Поиск Избранное

Адрес: <http://www.eeca-ict.eu/eeca/index.php/helpdesk> Переход Ссылки

Help Desk

- Submit a Question
- FAQ
- Glossary
- Your feedback
- Country contact persons.**

Armenia (AM)

Contact person: **Levon Aslanyan**, Information Society Technologies Center
e-mail: lasl@sci.am; Tel: +374 10284435

Azerbaijan (AZ)

Contact person: **Khalida Melikova**, Regional Innovative Technologies Academy
e-mail: extend_az@europe.com; Tel: +99412 430 93 22

Belarus (BY)

Contact person: **Tatyana Lyadnova**, Belarusian Institute of System Analysis and Information Support of Scientific and Technical Sphere
e-mail: tlyadnova@fp7-nip.org.by; Tel: +375 17 203 10 16

Georgia (GE)

Contact person: **Givi Kochoradze**, Georgian Research and Educational Networking Association
e-mail: gcp@ip.osgf.ge; Tel: +995 99 292516

Kazakhstan (KZ)

Contact person: **Timur Shalabayev**, National Innovation Fund JSC
e-mail: timur.shalabayev@nif.kz; Tel: +7 (7172) 517 024 (int 247)

Пуск

8 Microsoft... 7 Outlook... 8 Interne... 4 Microsof... C:\Documen... 3 Microsof... ISTOK-SOY... 2 Microsof...

EN 19:25 среда

Help-Desk practical content

During the cluster run there was continuous information updating, including:

FAQ section

- ✓ There were collected the most frequent questions, which could appear when the user just starts to be involve in the FP7 programme, in FP7 projects.
- ✓ The NCPs partners' experience had been definitely used, as well as the questions, received during the Help-Desk functioning by the FP7 Country Specialists.
- ✓ More than 60 useful and actual for the newcomers questions are included in FAQ section.

Glossary section - similar approach had been used

- ✓ the most frequently used, basic 'popular' and unclear terminology had been included first of all for *the beginners* to familiarize them with the acronyms, rules and definitions used by the EU R&D programmes.
- ✓ this was gradually extended to include wider and more specific terms which the *more advanced* users need to know at the latest stages.



The Glossary at the cluster portal

Help Desk - Microsoft Internet Explorer

Файл Правка Вид Избранное Сервис Справка

Назад Поиск Избранное

Адрес: <http://www.eeca-ict.eu/index.php/helpdesk>

EECA ISTOK SOYUZ EXTEND SCUBE ICT

EU-Eastern Europe and Central Asia Gateway on ICT Research and Development

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Home ► **Help-Desk**

Help Desk

- Submit a Question
- FAO
- Glossary**
- Your feedback
- FP7 Country specialists

Glossary

A

Acceding country:
This is a candidate country that has met the Copenhagen criteria and has completed negotiations for joining the European Union.

An access network:
An access network is that part of a communications network which connects subscribers to their immediate service provider. It is contrasted with the core network, for example the Network Switching Subsystem in GSM.
See: http://cordis.europa.eu/fp7/ict/future-networks/home_en.html

Access rights:
Access rights, a basic term relating to Intellectual Property Rights (IPR), meaning those rights (e.g. licences or user rights) to use knowledge or pre-existing know-how with the owners of the knowledge or pre-existing know-how to others.
For more information on IPR see <http://cordis.europa.eu/ipr-helpdesk/en/home.html>

Acknowledgement of receipt:
Applicants are informed electronically after the deadline that a proposal has been successfully submitted (but

Пуск 12 Outloo... 12 Intern... 15 Micros... C:\Documen... Periodic_rep... 3 Adobe R... 3 Microsof... 6 Microsof... EN 17:41 понедельник

Promotion and Advertising Actions

The information on the Help-Desk has been disseminated and promoted through different sources and tools:

- cluster Newsletters**

3 editions – the news information on the Help-Desk is announced. The joint EXTEND mailing list consists of more than **1200** subscribers. The information on the Help-Desk services had been sent several times to the other **cluster projects**: SCUBE-ICT and ISTOK-SOUYZ for distribution among their national actors.

- infodays - over 50 events with approximately 2000 participants**

- individual meetings/consultations – over 150 meetings with ca. 550 persons had been carried out**

- international conferences**

In total (only by EXTEND) they attended 18 conferences with ca. **1950** participants.

At the **ICT'2010 Conference**, the Help-Desk has been presented at the cluster Networking session, demonstrated at the cluster exhibition booth during all 3 days of the event, the flyers had been distributed to the conference participants and booth visitors

- participation/collaboration in/with other projects**



Promotion and Advertising Actions – 2 by cluster projects

ISTOK-SOUYZ promoted the Help-Desk

- through the newsletters
- usual day-to-day activities
- project activities, eg. during delegation tour in Ukraine
- we offer support services in Russia (Help-Desk, but without the IT tool) since 2006 (ISTOK-RU project). Many people got used to contact us directly, by email, without passing through helpdesk. When we added Help-desk, people still continue to contact us personally by email and phone, it's easier.
- ISTOK-SOYUZ partners promote Help-Desk, the same way as EXTEND partners promote the Competence Platform.
- the Networking Guide developed by ISTOK-SOYUZ gives links to the Helpdesk, and Glossary, in particular <http://www.eeca-ict.eu/index.php/helpdesk>



Promotion and Advertising Actions – 3 by cluster projects

SCUBE-ICT promoted the Help-Desk through

- ❑ special articles about the Help-Desk (e.g. on the web-page of LvCSTEI (<http://cstei.lviv.ua/en/item/281>))
- ❑ It was disseminated via partners e-mail data base
- ❑ was promoted during Scientific Workshops organised by SCUBE-ICT in Ukraine (<http://cstei.lviv.ua/en/item/441>) on 18-21 May, 2010
- ❑ Final Conference in December, 2010
- ❑ All project events – infodays, trainings - in Belarus and Ukraine promoted Help-Desk services
- ❑ All project partners disseminated the info among their clients



Help-Desk promotion by other projects

EU-EECA ICT Cluster - INCO-Wiki - Microsoft Internet Explorer

Файл Правка Вид Избранное Сервис Справка

Назад Поиск Избранное

Адрес: http://www.ncp-incontact.eu/nkswiki/index.php?title=EU-EECA_ICT_Cluster Переход Ссылки

Log in / create account

article discussion view source history

EU-EECA ICT Cluster

The three FP7 projects, ISTOK-SOYUZ, SCUBE-ICT and EXTEND have been running since January 2009 with the common mandate of strengthening the cooperation between European Union and Eastern Europe and Central Asia (EECA) countries in the field of Information and Communication Technologies (ICT).

The projects have been continuously pursuing synergistic opportunities and trying to raise and communicate their collective role for strengthening EU-EECA cooperation in FP7 ICT activities so much in the targeted region as well as in Europe. To this end and in view of maximizing their efficiency and impact in the EECA region and also in EU, the three projects unified their approaches under **EU-EECA ICT Cluster**.

The mandate of the cluster is to:

- identify the potential for research cooperation between the EU and EECA countries;
- raise awareness on the opportunities and benefits for such cooperation;
- promote and facilitate cooperation between researchers from the 2 regions.

Information on the cluster, its activities, and the targeted countries can be found on our **official portal** - [1]

Among the various facilitations that we offer to regional but also European ICT research stakeholders is the ability to search for organizations and experts residing in EECA countries (Competence Platform), and receive support on FP7 procedures (Help-Desk).

For any relevant matter you can contact Mrs. Rodica Cujba (rcujba@asm.md, r.cujba@gmail.com).

Готово Интернет

Пуск Антивирус ... 8 Outlook ... 8 Interne... 12 Microso... C:\Documen... Microsoft Ex... All Discussio... Innovation_... 20:35 ПЯТНИЦА



Help-Desk promotion by other EU organisations

RTD - 7. okvirni program EU - Možnosti sodelovanja med EU Vzhodno Evropo in Centralno Azijo na - Microsoft Internet Explorer

Файл Правка Вид Избранное Сервис Справка

Назад Поиск Избранное

Адрес: <http://www.rtd.si/slo/7op/obvestila/10/soyuz-scube-extend-07122010.asp>

Рaziskave in razvoj
V SLOVENIJI

0 straneh | Novo | Kazalo | Iskanje | e-pošta

Domov > 7_OP > [Novice](#)

7. okvirni program EU

Novice, obvestila

Seminarji, konference in drugi dogodki

Pravni akti

Razpisi

Dokumentacija, grafični obrazy

Kontaktne osebe

7. okvirni program EU

Novice, obvestila

Možnosti sodelovanja med EU Vzhodno Evropo in Centralno Azijo na programu IKT 7OP - Aktivnosti treh projektov 7OP: ISTOK-SOYUZ, SCUBE-ICT in EXTEND

Trije projekti 7OP, ISTOK-SOYUZ, SCUBE-ICT in EXTEND, delujejo od januarja 2009 s skupnim ciljem okrepiti sodelovanje med Evropsko unijo, Vzhodno Evropo in Centralno Azijo na področju informacijskih in komunikacijskih tehnologij (IKT).

Projekti so zasledovali možnosti za sinergijo in poskušali informirati o krepitvi sodelovanja med državami iz teh regij na področju IKT 7OP. Da bi se to lahko izvedlo, jim venjo učinkovitost so trije projekti poenotili svoj pristop pod imenom »EU-EECA ICT Cluster«.

Cilji skupine so:

- identificirati potencialne za raziskovalno sodelovanje med EU in EECA državami,
- informirati o možnostih in pridobitvah takšnega sodelovanja ter
- promovirati in spodbujati sodelovanje med raziskovalci iz dveh regij.

Informacije o skupni, njenih aktivnostih ter ciljnih državah lahko najdete na uradnem portalu www.eeca-ict.eu. Med mnogimi spodbudami, ki jih ponujajo regionalnim in Evropskim IKT raziskovalnim deležnikom je možnost iskanja po organizacijah in strokovnjakih v EECA državah (Competence Platform) in možnost pomoči pri postopkih 7OP (Help-Desk).

Pripravila: Andreja Umek Venturini
Nacionalna kontaktna oseba za IKT 7OP
andreja.umek@gov.si

▲ Na vrh

Datum: 07.12.10

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Ministrstvo za visoko šolstvo, znanost in tehnologijo Republike Slovenije

0 straneh | Pravno obvestilo | e-pošta

Готово Интернет

Пуск

8 Outlook ... 11 Intern... 12 Micros... C:\Documen... Periodic_rep... 2 Adobe R... Microsoft Ex... 4 Microsoft...

15:18 понедельник



Some results on the Help-Desk Use

The statistical analysis shows:

- the EECA ICT actors are **more aware** on the existing Help-Desk services and **using them**
- many users are making their questions **by phone**: to really utilize the **benefit of national language** use, as well as **more confidential approach** and **immediate response** plus possibility to *discuss* the issue more deeply
- the increasing level of visits in the **FAQ** and **Glossary** sections
- the section “HD Country Specialist” has regular visitors



Help-Desk Status and Sustainability Plan

- ❑ HD service was launched in **July 2009**

- ❑ HD services are offered through the EECA Cluster portal <http://www.eeca-ict.eu/index.php/helpdesk> and through the EXTEND website <http://www.extend-ict.eu/>

- ❑ It will remain operational until the end of the cluster run under the control of the EXTEND project team

- ❑ Provision of HD services – responsibility of the EECA partners/ per country



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

Thank you for your attention!
We are glad to help you!!!

Dr. Tatyana Lyadnova
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EXTEND 2nd Review Meeting
Kiev, 23 February 2011

