



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

## **WP3: ICT training & Help-Desk services**





# 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>

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**News** [archive](#)

[Information and Communication Technologies Calls: FP7-ICT-2009-C](#)  
4 May 2010  
FET Open Scheme (19.11.2008 - 24.05.2011)

[Extending EXTEND in Ukraine](#)  
31 March 2010  
Consultation Workshop "Current Situation and

**Events** [archive](#)

[Comp Expo-Armenia](#)  
10 September 2010 - 12 September 2010  
Comp Expo-Armenia will present the single largest retail platform in the IT and Electronics sector and will offer some of the finest deals and promotions.

[International Conference "Telecommunications, Electronics and Informatics" \(ICTEI-2010\)](#)  
2010-2010-2010-2010

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# Submit a Question

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- Questions may be submitted in any language but the answer should be given only in English
- 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

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**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

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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, and of it 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

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## 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

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## **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

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



# Help Desk Introduction

The screenshot shows a web browser window with the URL <http://www.extend-ict.eu/helpdesk>. The page features a blue header with the EXTEND logo and the text "EXTENDING ICT research co-operation between the European Union, Eastern Europe and the Southern Caucasus". A navigation menu includes links for Home, About, Consortium, Cluster, Activities, Contact us, and Material. The main content area is titled "Discover how EXTEND's Help-Desk can help you participate in FP7" and provides an overview of the help-desk services, including a "Submit a Question" section, a FAQ section, a Glossary, and a "Your feedback" section. The left sidebar contains a "Help-Desk" menu with options like "Submit a Question", "FAQ", "Glossary", "Your feedback", and "FP7 Country specialists", as well as a "Newsletter" subscription form and logos for EECA and COOPERATION.

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## Help-Desk

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Member of EECA Cluster on ICT:  
<http://www.eeca-ict.eu>



## Discover how EXTEND's Help-Desk can help you participate in FP7

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.

### 3. Glossary

The glossary aims to familiarize newcomers with acronyms, rules and definitions used within the domain of EU R&D programs.

### 4. Your Feedback

Your feedback and recommendations are very welcome to make this service as efficient as possible.

### 5. FP7 Country Specialist

Responses to your inquiries will be given by competent and well trained on FP7 people located in your countries. Click on this option to find out which organization in your country is responsible for handling your inquiry.

# Help Desk Functions



The screenshot shows a help desk interface with a blue header and a yellow sidebar. The sidebar contains the following items:

- ? Help-Desk**
- Submit a Question**
- FAQ**
- Glossary**
- Your feedback**
- FP7 Country specialists**
- EECA competence platform**

The main content area on the right contains the following text:

## Discover h

Help-desk is des  
the Information a

Inquiries in the  
partners, propos

The following se

### 1 Submit a Qu

# Submitting a question

**Submit a Question**

Name: \*

Family Name: \*

E-mail: \*

Country: \*

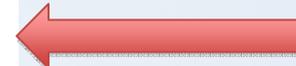
Subject: \*

Question: \*

Attach your file:



Code:





# Getting an answer

tion | EXTEND - Mozilla Firefox

Журнал - Закладки - Инструменты - Справка

http://extend-ict.eu/node/408

tion | EXTEND

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EECA competence platform

**Web questions**

**Phone questions**

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**Feedbacks**

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**Documentation**

**Useful links**

**Documents Repository**

### Proposal preparation

Submitted by: Natallia Yankevich (lab\_12@tut.by)

Status: Closed

Country: Belarus

Case ID: 98

Opened on: 26 February 2010 - 9:55am

Last modified: 26 February 2010 - 9:55am

What characteristics (I mean experience in National Programmes, publications etc.) are the most important for positive solution on inclusion of a scientist (or a research team) in forming Consortia?

[Answer](#)

Status: Closed

Answer: tlyadnova@fp7-nip.org.by

Both characteristics are important, but also your experience in the International cooperation: especially in some of FPs projects, or bilateral cooperation with EU countries, as well as participation in EC conferences could influence. But anyway - you have to show your professional skill, and also some recommendations from other involved in such activities persons (better from EU) could help you too.



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

The screenshot shows a Mozilla Firefox browser window displaying the EXTEND website's FAQ page. The browser's address bar shows the URL <http://extend-ict.eu/help-desk/faq>. The website header includes the EXTEND logo and the text "EXTENDING ICT research co-operation between the European Union, Eastern Europe and the Southern Caucasus". A navigation menu at the top right contains links for "Imprint", "Privacy", and "Members login". Below the header, a secondary navigation bar includes "Home", "About", "Consortium", "Cluster", "Activities", "Contact us", and "Material". On the left side, a "Help-Desk" menu lists options: "Submit a Question", "FAQ", "Glossary", "Your feedback", "FP7 Country specialists", "EECA competence platform", "News", "Events", "Documentation", "Useful links", and "Newsletter". The main content area is titled "Frequently Asked Questions" and lists ten questions with their corresponding answers, all underlined as links.

ked Questions | EXTEND - Mozilla Firefox

ид Журнал Закладки Инструменты Справка

× <http://extend-ict.eu/help-desk/faq> Google

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### Frequently Asked Questions

- [1. Which are the Eastern European and Central Asia partner countries \(EECA\)?](#)
- [2. Should the project's budget be of 4 million Euro and if it's less, the evaluation will be less favourable?](#)
- [3. What is meant exactly by referring to "this Activity will support the implementation of an Action Plan defined by the research entities, derived from their SWOT analysis"?](#)
- [4. How can I contact the URF helpdesk?](#)
- [5. What happens if my organisation registered twice in URF?](#)
- [6. Where can I find URF?](#)
- [7. What is the Unique Registration Facility or URF?](#)
- [8. The data displayed when using my PIC is not correct, what should I do ?](#)
- [9. I know that my organisation does not have a PIC, How can I get one?](#)
- [10. How can I check whether my organisation already has a PIC?](#)



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

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а Вид Журнал Закладки Инструменты Справка  
http://extend-ict.eu/help-desk/glossary  
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## Glossary

### A

**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 given by 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 not that it is necessarily eligible). Contact the help desk urgently if you do not receive such an acknowledgement.

**Associated countries:**  
Non-EU countries who have agreed, negotiated and paid to participate in the Framework Programme. In the context of proposal consortia, organisations from these countries are treated on the same footing as those in the EU. The list of associated countries can be found at: [http://ec.europa.eu/research/iscp/pdf/icpc\\_countries\\_en.pdf](http://ec.europa.eu/research/iscp/pdf/icpc_countries_en.pdf)

**Applicant:**  
The term used generally in this guide for a person or entity applying to the Framework programme. The term "participant" is used in the more limited sense of a member of a proposal or project consortium.



# Your Feedback: Users can submit their feedback

The screenshot shows a web browser window with the URL <http://extend-ict.eu/feedback>. The page features the EXTEND logo and a navigation menu with links for Home, About, Consortium, Cluster, Activities, Contact us, and Material. A sidebar on the left contains links for Help-Desk, Submit a Question, FAQ, Glossary, Your feedback, FP7 Country specialists, EECA competence platform, News, Events, Documentation, Useful links, and Newsletter. The main content area is titled "Feedback" and contains a form for submitting feedback. The form includes a text area for the user's email, a dropdown menu for country selection, and a series of radio button questions for rating various aspects of the service: Visual appeal, Site structure, Ease and clarity, Quality of content, Updated information, and Usefulness. Each question has five options: Poor, Sufficient, Good, Very good, and Excellent, plus an "I dont know" option.

Feedback | EXTEND - Mozilla Firefox

Файл Правка Вид Журнал Закладки Инструменты Справка

http://extend-ict.eu/feedback

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**Submit a Question**

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Enter your e-mail

**Feedback**

Please fill in the form below to provide us with the feedback on our service.  
(Fields marked with \* are mandatory)

All your personal information will be treated confidentially.

Your email: \*

Country: \*

1. How would you rate the Helpdesk in terms of the following criteria?

**Visual appeal:** \*

Poor  Sufficient  Good  Very good  Excellent  I dont know

**Site structure:** \*

Poor  Sufficient  Good  Very good  Excellent  I dont know

**Ease and clarity:** \*

Poor  Sufficient  Good  Very good  Excellent  I dont know

**Quality of content:** \*

Poor  Sufficient  Good  Very good  Excellent  I dont know

**Updated information:** \*

Poor  Sufficient  Good  Very good  Excellent  I dont know

**Usefulness:** \*

Poor  Sufficient  Good  Very good  Excellent  I dont know

**EECA**

Member of EECA Cluster on ICT:  
<http://www.eeca-ict.eu>



# FP7 Country Specialists

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http://extend-ict.eu/help-desk/cs

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<http://www.eeca-ict.eu>



### FP7 Country specialist

**Armenia (AM)**  
  
Contact person: **Levon Aslanyan**, Information Society Technologies Center  
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**Azerbaijan (AZ)**  
  
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**Kazakhstan (KZ)**  
  
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# Efficiency

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



# Status of the system, next steps

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- 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.



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**Thank you for your attention!**  
**Any questions, please!**