



COMPAT.eGov.de

Workpackages & Deliverables

WP1: E-gov Services and Users Competencies Analysis

Within WP1, the consortium will identify the needs and requirements concerning civil servants' e-gov competencies in detail. COMPAT.eGov.de will therefore a) assess the feasibility of transferring Rural Inclusion's results on vocational training needs and b) test the feasibility of transferring WACOM's and eCOTOOL's relevant results to measure competencies with a special focus on the EQF and c) put together workshops in which civil servants using, developing or supporting e-gov services will participate; these workshops will validate, consolidate and if applicable amend new aspects to the results of the preceding projects Rural Inclusion, WACOM and eCOTOOL. The workshops' feedback on training needs and competencies identification policies of participating public authorities will be codified into the appropriate training requirements, that will drive the project's core work to be performed in WP2.

More specifically, the objectives of WP1 are:

- a) To investigate the needs of target user groups (i.e. civil servants on the different levels of government) in order to define their training requirements in relation to the development and utilization of e-gov services. b) To identify and define potential categories within the target user groups, that will allow training contents to be tailored to their differentiated competency acquisition and training needs.
- b) To assess the feasibility of transferring the relevant results yielded from the Rural Inclusion, WACOM and eCOTOOL projects
- c) To review (other) existing content and methodologies focusing on e-gov competencies assessment for civil servants.
- d) To assess the current status of competencies qualification frameworks and learning outcomes assessment procedures within participating public authorities, using the EU Directives Europass, the European Credit System for Vocational Education and Training (ECVET) and the recommendations of the European Qualifications Framework (EQF).

D1.1 Report on the National Workshops on e-gov Training Needs & Competencies of Public Authorities

The report summarizes the results of the national consultation meetings which are designed as public workshops with representatives of public authorities participating. The report contains a short introduction to e-government, the summarization of results from the empirical data on e-gov competencies and the results from the workshop participants' discussion about the state of training contents related to the development and utilization of e-gov services.

D1.2 State-of-the-Art-Report on e-gov Competencies

This deliverable will outline the training needs of the participating public authorities. It will align the results from WP1's national workshops in Greece, Bulgaria, Romania and Germany on the existing competencies with the previously defined necessary e-gov competencies. Such needs will be transformed (mainly through the work to be performed within WP2) into a set of training requirements, always within the perspective of maintaining consistency of the project's

competency provisioning framework with the reference framework of EQF, and the current ECVET recommendations.

D1.3 Building up of e-gov Competencies in Public Authorities by Training

The document contains the research results of the target group's needs for e-gov competencies regarding the development and utilization of e-gov services as well as the definition of identified user categories (e.g. manager, project manager, clerk).

WP2: Transfer of Competency Qualifications Framework & Training Content Adaptation

The general goal of WP2 is to identify the civil servant's necessary competencies regarding e-gov service provisioning and set up a respective qualification framework. It is a further goal to provide a training program (i.e. curriculum, content, scenarios) to enable trainees to acquire various skills and knowledge (in correspondence with the relevant services to utilize and provide the e-gov services).

The approach pursued in the COMPAT.eGov.de project is based on the methodologies developed and incorporated in the Rural Inclusion project, which aspired to train civil servants in the utilization of e-gov services. Furthermore COMPAT.eGov.de can resort to results from already conducted LdV-projects: At first, COMPAT.eGov.de can transfer the competencies model developed specifically for the water resources management in the WACOM project to e-gov services. Thereupon COMPAT.eGov.de can utilize the instruments (so-called "ecotools") for the integration of competencies in the EU Directives EQF and Europass , which have been developed during the course of the eCOTOOL project.

More specifically, the objectives of WP2 are:

- a) To elaborate the qualification framework (in conjunction with the training methodology to be elaborated) to identify competencies of civil servants in regard to e-gov service provisioning. Such an elaboration will be carried out on the basis of the existing framework.
- b) To define educational objectives based on such a framework and aligned with the eight EQF reference levels
- c) To customize the training curriculum / scenarios / content specifically for public authorities' personnel. The materials already available from the Rural Inclusion project have to be adapted to the new user groups and educational objectives. Such a customization process will be complemented by the feedback provided by WP1 workshops

D2.1 COMPAT.eGov.de qualification framework for e-gov competencies

This deliverable provides the COMPAT.eGov.de framework for ascertaining and assessing e-gov competencies that are necessary in the workplace and are relevant for the public authorities' personnel.

D2.2 COMPAT.eGov.de Competency Qualification Content Translation & Adaptation

This deliverable will include a detailed description of the content that is going to support the competency assessment process to be incorporated within COMPAT.eGov.de framework.

D2.3 COMPAT.eGov.de Training Curriculum / Scenarios / Content Adaptation

In addition to the curriculum and the learning scenarios this deliverable describes selected, adapted, and translated training resources that support the project's training activities. The necessary content will be adopted from the Rural Inclusion PSP project and adapted to this project's requirements. The necessary adaptation process will be supported by the feedback received from the workshops of WP1. The curriculum and the respective scenarios will be elaborated in accordance with the work described in D2.1, with the educational objectives fitting in with the current ECVET recommendations and the qualifications assigned to the eight EQF reference levels.

WP3: COMPAT.eGov.de Web portal Adaptation

In order to provide an integrated framework for the vocational training and competencies assessment for the personnel of the public authorities, the consortium will deploy a web portal based on the training environment of Rural Inclusion, i.e. the RuralObservatory2.0. The portal, which in its current form incorporates Digital Training Objects (DTOs), will also incorporate the necessary Digital Competency Models (DCMs). Digital Training Objects support a variety of training scenarios and include different types of educational material. This content will be updated constantly so it is aligned with the exact project objectives, the public authorities' personnel's needs, and is harmonized with ECVET's recommendations. Beyond that, the functionalities of the RuralObservatory2.0 platform will be upgraded.

More specifically, the objectives of WP3 are:

- a) To adopt the Metadata Model that is provisioned within the Rural Inclusion project for the description and classification of the RuralObservatory2.0 Digital Training Objects (DTO's), based on the IEEE Learning Object Metadata (IEEE LOM) standard
- b) To adapt the Digital Training Objects (DTO's) to be used in the project for vocational training, which account for those civil servants' needs who are engaged in the provisioning as well as the utilization of e-gov services and has to be in accordance with ECVET's recommendations.
- c) To compile a metadata model for the description and classification of the Digital Competency Models (DCMs) to be used within COMPAT.eGov.de
- d) To extend the functionalities offered by RuralObservatory2.0 by Digital Training Objects (DTO's) and Digital Competency Models (DCMs) (available in all project languages).
- e) The COMPAT.eGov.de portal provides all necessary functionalities to allow the project partners to describe and publish their DTOs and DCMs. Having excellent experiences in this domain, the whole process will be conducted by DevPlus. The project's working plan reserves resources for the translation of the portal content into all participating countries' languages.

D3.1 COMPAT.eGov.de Web portal Adaptation

This deliverable will describe the entity of processes and procedures necessary to consolidate and transfer the existing knowledge (i.e. the RuralObservatory2.0, the WACOM framework and the ecotools for competence models) into the COMPAT.eGov.de portal. All technical data pertaining to the adaptation process (metadata standards used, software used etc.) will be reported in a separate document.

D3.2 COMPAT.eGov.de Web portal Localization

This document will report on the adaptation process of the COMPAT.eGov.de portal. The platform will be accessible via a link on the user partners' websites. The necessary modifications will be outlined in detail, both in technical terms and in regard to the differentiations imposed by the particularities of each target group.

WP4: Validation Pilots

WP4 aims at preparing and conducting the pilot sessions, intended to test and evaluate the produced training materials. The same applies to the competencies assessment framework, along with the respective online tools, which are to be transferred and enhanced in the course COMPAT.eGov.de.

More specifically, the objectives of WP4 are:

- a) Civil servants from the public authorities participating in the project will take part in the pilot sessions, which are to be designed, set up and conducted. The participants will utilize the developed online tools and the vocational training content will be applied.
- b) To analyze and assess the outcomes of the pilot sessions, in order to draw meaningful conclusions for the rest of the project's WPs. The insights are integrated into a set of recommendations for further application and extension of the developed online tools. These tools support the civil servants and add to the acceptance and adoption of e-government in the public service.

D4.1 Validation Plan and Pilots Design

This deliverable will incorporate the description of the of the validation plan for the COMPAT.eGov.de web portal, in conjunction with a description of the pilot sessions to be carried out in the scope of validating the proposed training and competency assessment frameworks. The validation's aim is to ensure the content's consistency with the user needs and requirements as these were elaborated in WP1, and also the general compliance of all modules incorporated in the system (training-competency assessment frameworks / alignment with EQF reference framework / alignment with ECVET recommendations / online tools) with the initial objectives of the project.

D4.2 Validation Report and Recommendations

The validation report will summarize the results showing the progress of the project from an evaluation perspective. Each user group participating in the validation process will provide its feedback, along with experts' analysis of the validation results, that will help the consortium gain even more insights regarding the project's framework (methodologies & online tools) interaction with the target users. Such an approach will also enable the provisioning of the COMPAT.eGov.de results' expansion in other countries and / or user groups.

WP5: Dissemination & Valorization

WP5 aims at organizing all required activities that will facilitate the appropriate dissemination of the project's results at various levels (that is, national, European and sectoral ones). In this scope, innovative methodological results of the project will be disseminated to the academic through their presentation in international and national scientific journals and at conferences. The project's results will also be disseminated to political, professional and social decision makers, so they can stimulate their transfer into policies development. This effort will be underpinned by the set up of an online point of reference for the project's results, where all interested actors can find information about the project and its achievements, even after the completion of the project.

More specifically, the objectives of WP5 are:

- a) The development of the dissemination plan: the initial task related to the dissemination activities of the project, concerns a detailed plan that will present the dissemination strategy, the dissemination/publicity activities, as well as the corresponding tasks, timetables and expected results.
- b) Project web-site development: constant online presentation and dissemination of the project's progress and results will be made available on the project's web site. The site will gradually present all public results produced in the course of the project, and will be maintained even after the project ends. Within the site, people interested in the project's objectives and results will be able to subscribe to the project's newsletter. (see next action item)
- c) Two regular promotion/publicity actions are planned. The first one is the preparation of short electronic newsletters that will include a summary of the project news and achievements, and which will be sent to people that have made the relevant subscription via the project's web site. The electronic newsletters are published in English, and sent out every six months. The second is a series of press releases that will be sent to a focused audience and selected publication outlets that are of interest for the target user groups (e.g. the local newspapers in each region). These press releases will be produced in English, and the partners may, if they are of interest for their region, translate them into their language
- d) The project members plan to bring the project results forward for public discussion in relevant communities of interested actors. For this purpose, a special workshop on "Training & Competency Assessment Challenges on e-gov: the COMPAT.eGov.de Experience" is planned to be organized during the last six months of the project. A special session of this workshop will be devoted to the presentation of the COMPAT.eGov.de results and recommendations, another session will be focused on the presentation of results from other related initiatives (such as LdV projects developing, adapting and testing training programs for civil servants). Representatives from all types of interested stakeholders will be invited to participate in this valorization event.
- e) Local dissemination activities: the project's results will be presented together with local organizations as well as policy and decision makers at the local and national level.

D5.1 Project Web Site

The project web site will operate online, and provide access to (a) the project description and goals, and (b) the project news and results. It is expected to be regularly updated with new material. It will be available in all project languages and English.

D5.2 Dissemination Plan

The dissemination plan will describe the relevant partners' responsibilities, dissemination activities description and timetable, along with the dissemination potential of the expected results from the consortium partners. Mutual cooperation between the strategic partners will be arranged and potential strategic alliances will also be identified. The dissemination plan will include: the identification of the project's audience and strategic objectives, the dissemination/publicity tools and activities, as well as a timetable for regular dissemination activities

D5.3 European Workshop on "Training & Competency Assessment Challenges on e-gov: the COMPAT.eGov.de Experience"

The European Workshop on "Training & Competency Assessment Challenges on e-gov: the COMPAT.eGov.de Experience" , the focal activity during the last six months of the project, will be conducted with a broad public perception: Experts, interested stakeholders, and users of e-gov services from all over Europe will be called on to share their experiences, knowledge and implementation reports. Distinguished speakers will be invited to share their ideas. The European Workshop will take place in a central and easily accessible location.

D5.4 Interim Dissemination Report

The interim dissemination report will include the progress of dissemination activities, the results of the dissemination activities (such as publications and presentations) along with necessary correcting modifications to the dissemination plan in order to maximize its outreach and efficiency.

D5.5 Final Dissemination Report

The final dissemination report will consist of the presentation of all dissemination activities carried out during the course of the COMPAT.eGov.de project.

WP6: Exploitation & Sustainability of COMPAT.eGov.de Framework

This WP comprises the means necessary for maximizing the impact of the project after its termination. More specifically, the two major issues to be addressed herein, are the

- a) analysis of the processes regarding the transfer of knowledge and innovations to other sectors, beyond e-government service provisioning. and therefore
- b) the elaboration of a sustainability plan to describe the planning and activities in a way to enable the project's results adoption in multiple sectors and as many European countries as possible.

A setup package is to be developed to establish the appropriate structures and processes for the effective utilization of the project's results.

The development of a strategy for the subsequent use ensures the sustainability of the project's results, especially after the termination of the EU funding.

The sustainability particularly needs to be ensured because of the project's specific results. Only the ongoing development of a network of the associated actors, that is the basis for the project itself and adds to the further implementation and advancement of its results, can secure the sustainability.

The project's results will be brought into European (CEN) and international (ISO) standard setting bodies, to establish corresponding European and international standards for the long-term and sustainable application and utilization.

The work package comprises the summarization of the COMPAT.eGov.de Exploitation Plans and the reporting process on all relevant activities conducted by the participating partners. The consortium will conduct a market analysis during the course of the project and develop a business plan to utilize the COMPAT-eGov.de-functionalities. The target groups will be identified and the competitive environment evaluated. The study is the basis for the following elaboration of the sustainability plan, which will make detailed projections for each partner's investment needs and the expectable business volume.

In an early stage of the project the market analysis will be combined with the analysis of the users' needs and a preliminary sustainability plan be outlined. During the project's further progress the analysis and the drawn conclusions will be honed on the basis of the most recent market research methodologies, the user contacts, and the research results as well as the search for partners.

The target groups and the project's characteristics require a broad feasibility study to be conducted and to develop strategies to not only transfer the results of the COMPAT.eGov.de project to other European countries, but to various educational sectors and branches in a sustainable manner.

D6.1 Inter-Sector Knowledge Transfer Feasibility Analysis

This deliverable will elaborate on potential processes, tools and methodologies to be followed so as to maximize the profit from the transfer of innovation yielded by COMPAT.eGov.de, through its applicability into other sectors, beyond e-government service provisioning. The final report also contains a plan to ensure the sustainability of the results.

D6.2 Sustainability Plan for COMPAT.eGov.de

This deliverable will provide an outline of the strategy to be followed, so as to ensure maximization of the project's results and their impact, after its termination. The constantly updated report contains the outline of the overall strategy pursued in the project to achieve the project's goals and the results' application not only in the participating countries, but in additional European countries. A supplemental part will summarize the potentials of an adoption of the results in sectors beyond e-gov service provisioning in due consideration of D6.1

WP7: Management

The general goal of this WP is to ensure the quality levels of the project's results through the continuous monitoring of the project activities and their proper execution, the coordination of the workplan and the coordination of the partners. Project management aims at the smooth execution of the proposed work plan in terms of timely delivery of outputs, interim, and final results, in terms of quality, and in terms of dependencies among work packages. The project management structure implies both central (project-level) and local (WP-level or topic-level) control.

To achieve this, the following bodies will be set up in the consortium:

- The Project Board (PB) or steering committee is the ultimate decision-making body of the Consortium. The representatives to the PB are of senior management level with the authority to commit their organization to the decisions of the PB. The PB has the overall responsibility in relation to the Executive Agency. It is chaired by the PM, for whom the assistant Project Manager (aPM) will fill in as necessary. All conflicts are resolved within the PB. The tasks of the PB are to approve the appointment and withdrawal of the project, decide on scientific issues (redefinition of tasks, quality control, etc.), review the project results internally with regard to deliverables and milestones, decide on changes in partner participation etc., and, finally, appoint the WP leaders, who are selected based on the specific task to be executed in the Work Package and related required experience.
- The Executive Board (EB) is responsible for the day-to-day management of the project and shall report and be accountable to the Project Board. The EB consists of the PM, the aPM, and the WP Leaders. The tasks of the EB include monitoring the progress within each WP, assessing the quality of deliverables and milestones, proposing decisions for the PB, preparing project reviews, analyzing the comments of the Executive Agency's reviewers and taking the necessary actions, etc. In their tasks, the members of the EB are being assisted by a number of specialized Sub-Committees (SCs). In the COMPAT.eGov.de project these are expected to be the Content SC, the Technical SC, the Validation SC, and the Valorization SC.
- The WP leaders ensure the successful completion of the WPs. Each WP leader is responsible for the achievement of specific goals and performs thereby a quality control of the tasks, milestones and deliverables of the WP.

D7.1 Interim Management Report

The document encompasses all activities to ensure and optimize the successful and efficient management of the overall project: The interim management report, published at the end of the project's first year particularly focuses on reporting progress, costs and results.

D7.2 Final Management Report

The final management report will provide the overall progress and activities of the project, along with an assessment of the achieved project results in respect to the initially set objectives and goals. It will also contain all information required by the Executive Agency (such as a financial report, a schedule of work carried out, and measures to transfer and exploit the project results).