Project Handbook

Project Acronym: DISCOVER
Grant Agreement Number: 297268
Project Title: Digital Inclusion Skills for Carers bringing Opportunities Value and Excellence

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Dissemination Level		
P	Public	✓
C	Confidential, only for members of the consortium and the Commission Services	

REVISION HISTORY AND STATEMENT OF ORIGINALITY

Revision History

Revision	Date	Author	Organisation	Description
1.0	05/07/2102	Heike Schuster-James	Birmingham City Council	First version published following review by partners

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

Table of Content

Introduction

The Project Handbook has been created by Birmingham City Council as a resource for the project partners. Its purpose is to provide guidance on project processes and document agreed ways of working. The Handbook is meant to be an operational document that can be used as a first point of information for project team members to find out about who does what and how to do things in the DISCOVER project.

The Handbook has been created by the Digital Birmingham Project Team. It was published on Dropbox for review by partners asking for comments and suggestions for additional chapters. Comments have been included in this revision. Additional chapters will be developed over the coming months.

The Handbook is a living document that will be regularly updated by the Coordinator to include additions and changes as they occur. To ensure version control, the latest version will be published in pdf-format. It will be accessible to all project partners through the shared workspace on Dropbox**.**

The Handbook is additional to the Grant Agreement (GA) and the Consortium Agreement (CA). Where there are references to provisions made in either of those documents the GA and CA provisions are always binding.

Disclaimer Statement

Whilst every effort has been made to ensure the accuracy of the information supplied herein, Birmingham City Council cannot be held responsible for any errors or omissions. Unless otherwise indicated, opinions expressed herein are those of Birmingham City Council. The handbook does not replace the European Commission CIP Framework documentation and the contents are provided for information only. Partners are advised to consult source documentation available on EC website:

http://ec.europa.eu/information_society/activities/ict_psp/participating/project_management/index_en.htm

Copyright Statement

The Partnership

The Discover Project is funded under the ICT PCP 5th Call for proposals 2011, Pilot Type B Objective 3.2 Digital competencies and social inclusion.

The Discover consortium consists of 9 partners:

- Birmingham City Council, BIRM, UK (Co-ordinator)
- Birmingham City University, BCU, UK
- Coventry University Enterprises Ltd, Health Design & Technology Institute, HDTI, UK
- Aristotle University of Thessaloniki, AUTH, Greece
- The Open University, OU, UK
- Fundacio Privada Cetemmsa, CETEMMSA, Spain
- Fundacion Intras, INTRAS, Spain
- Astra-Com VOF, ASTRA, Netherlands
- Dundalk Institute of Technology, CASALA Centre, CASALA, Ireland

Project Vision and Objectives

The Discover Project will deliver an innovative and broadly accessible solution that has an overarching focus on improving the quality of life for carers through learning, informational access and support. From a technological perspective, this solution will feature a single source of access to e-Learning for digital skills (both explicit and embedded) into all the elements of training such as care skills and communications skills, including the ability to output to multiple channels, as an access point to a range of existing information and support networks that exist in each country where DISCOVER is deployed.

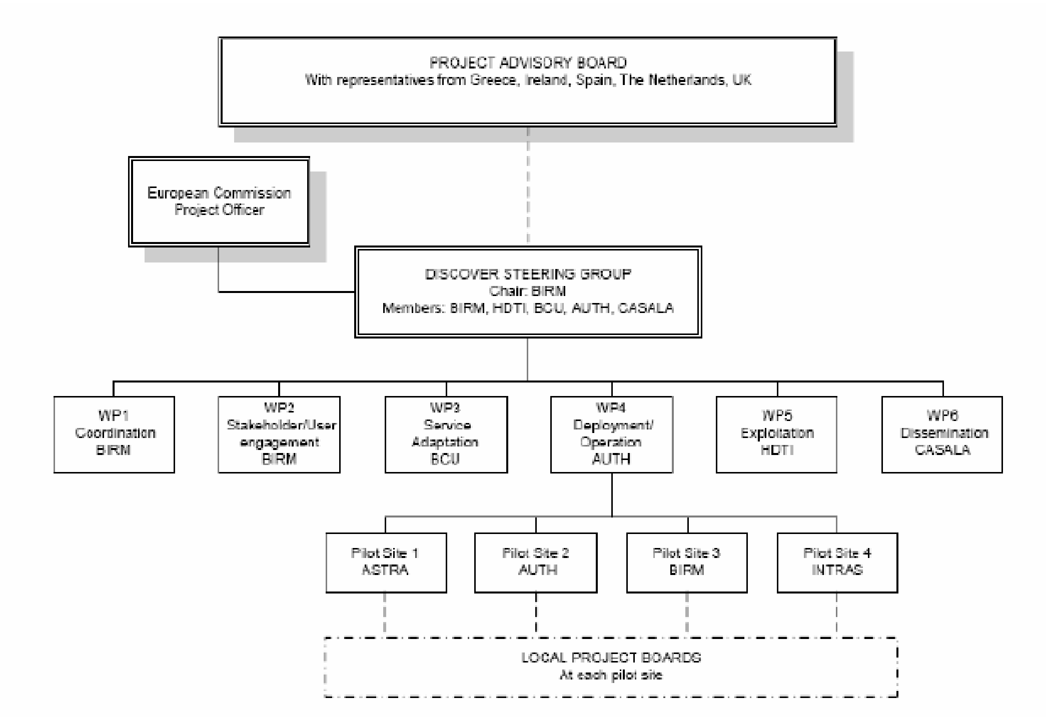
It has three primary objectives:

- Strengthening the use of ICT solutions for delivering social support and care
- Increasing digital competencies and engagement of persons involved in this area
- Raising the profile of social inclusion work

Project Timeframe / Duration

The DISCOVER Project is funded for three years from 1st April 2012 **to** 31st March 2015**.**

Project Structure



Project Advisory Board

The primary role of the DISCOVER Project Advisory Board is to act as a critical friend and assist, in an advisory capacity, in the development of a successful project.

The Project Advisory Board will:

- represent and solicit intelligence and feedback from Carers;
- advise on content / products developed by the DISCOVER project;
- guide the project development in relation to legislative, training or support changes for carers;
- advise and guide on content relevance to the care sector and
- provide knowledge on and insight into care provision and training.

Members of the Project Advisory Board should reflect and represent each DISCOVER partner locality and key stakeholders of the DISCOVER project e.g. local policy makers, care providers, carer organisations, elderly organisations, training providers, accreditation bodies, care givers, etc, thereby increasing buy-in

Members of the Project Advisory Board are:-

(To be updated when membership has been confirmed)

Project Steering Group

The **Project Steering Group is** the ultimate decision making body of the Consortium. It will be responsible for project management and quality assurance throughout the project. This is distinct from consortium management, which will be the exclusive responsibility of Birmingham City Council, as Project Co-ordinator. The Project Steering Group will be made up of key representatives of the project (principally the Project Co-ordinator and the Work Package leaders). The Project Steering Group's operation will be transparent with all agenda's, reports, minutes and decisions being available to all Partners. Detailed below are the main representatives of the groups but other representatives from each partner may attend where relevant.

The Project Steering Group is responsible for:-

- Reviewing progress
- Monitoring risks
- Approving budget changes
- Solving conflicts
- Giving direction to the project and decisions on restructuring of Work Packages
- Preparing and approving bi-annual progress reports
- Approve ascension or termination of partners

The Project Steering Group shall be comprised of the following:

Project Coordinator, who will lead the project and act as an interface with the European Commission for all matters associated with the Project both technical and administrative.
Work Package Leaders who will establish project management processes and provide project management to ensure the delivery of the respective Work Package in support to the Project Coordinator and the Consortium as a whole through the lifecycle of the Project
Project Steering Group members are:

- BIRM - Heike Schuster-James (Lead) and Nicola Bryant (Deputy)
- OU – Verina Waights (Advisory Lead)
- BCU – Nigel Wynne (Lead) and Jane Powell (Deputy)
- AUTH – Panagiotis Bamidis (Lead) and Stathis Sidiropoulos (Deputy)
- HDTI – Simon Fielden (Lead) and Malcolm Fisk (Deputy)
- CASALA – Andrew McFarlane (Lead) and Lucy Carragher (Deputy)

The PSG will meet initially on a quarterly basis via web conferencing; frequency can be reviewed at any time.

Decisions of Project Steering Group

Subject to veto, the decisions of the Project Steering Group are legally binding on all Partie*s* in the DISCOVER project in respect of the following matters:

- The preparation and final approval of the 6-monthly Project reports prior to the submission to the European Commission
- All budget related matters
- The acceptance of new Parties as well as the exclusion of Parties (Termination)
- The structure and re-structuring of the Work Packages

Any Party may make representations to the Project Steering Group.

Meetings

The Co-ordinator shall provide an agenda to all the Parties not later than 7 days in advance of the relevant Project Steering Group meeting. The agenda must give full details and background to any proposed decision. No decision may be made in relation to any matter not mentioned in the agenda unless agreed by unanimous consent of the members of the Project Steering Group present, or duly represented by proxy at a valid Project Steering Group meeting. The Project Steering Group shall be formally convened and chaired by the Project Co-ordinator's representative.

Ordinary meetings of the Project Steering Group shall be convened regularly in the form of phone or online conferences on which occasion the Project Steering Group shall review the overall project progress reports and plans, review risks associated with the Project, resolve conflicts, make key decisions and control the financial aspects of the Project.

Extraordinary meeting of the Project Steering Group may be convened by the Chairperson of the Group or at the request of at least two of the Work Package Leads or on request of the majority of the Parties.

Minutes of the meetings of the Project Steering Group shall be submitted to all Parties without delay. The minutes shall be considered as accepted by the Parties if, within 7 calendar days from receipt, no Party has objected in a traceable form to the Project Co-ordinator.

Decision Making of Project Steering Group

The Parties agree that the Project Steering Group will attempt to decide by unanimous decision of its members. Where consensus cannot be achieved for whatever reason, the Project Steering Group will make decisions on the basis of majority voting if a unanimous decision cannot be achieved. 50 per cent of the Project Steering Group members must be present to be able to make binding decisions.

In the case of a divided vote the Project Co-ordinator will have the deciding vote. The Project Co-ordinator will be obliged to cast their vote taking into account the interests of the European Commission and the majority of the Parties.

Responsibilities

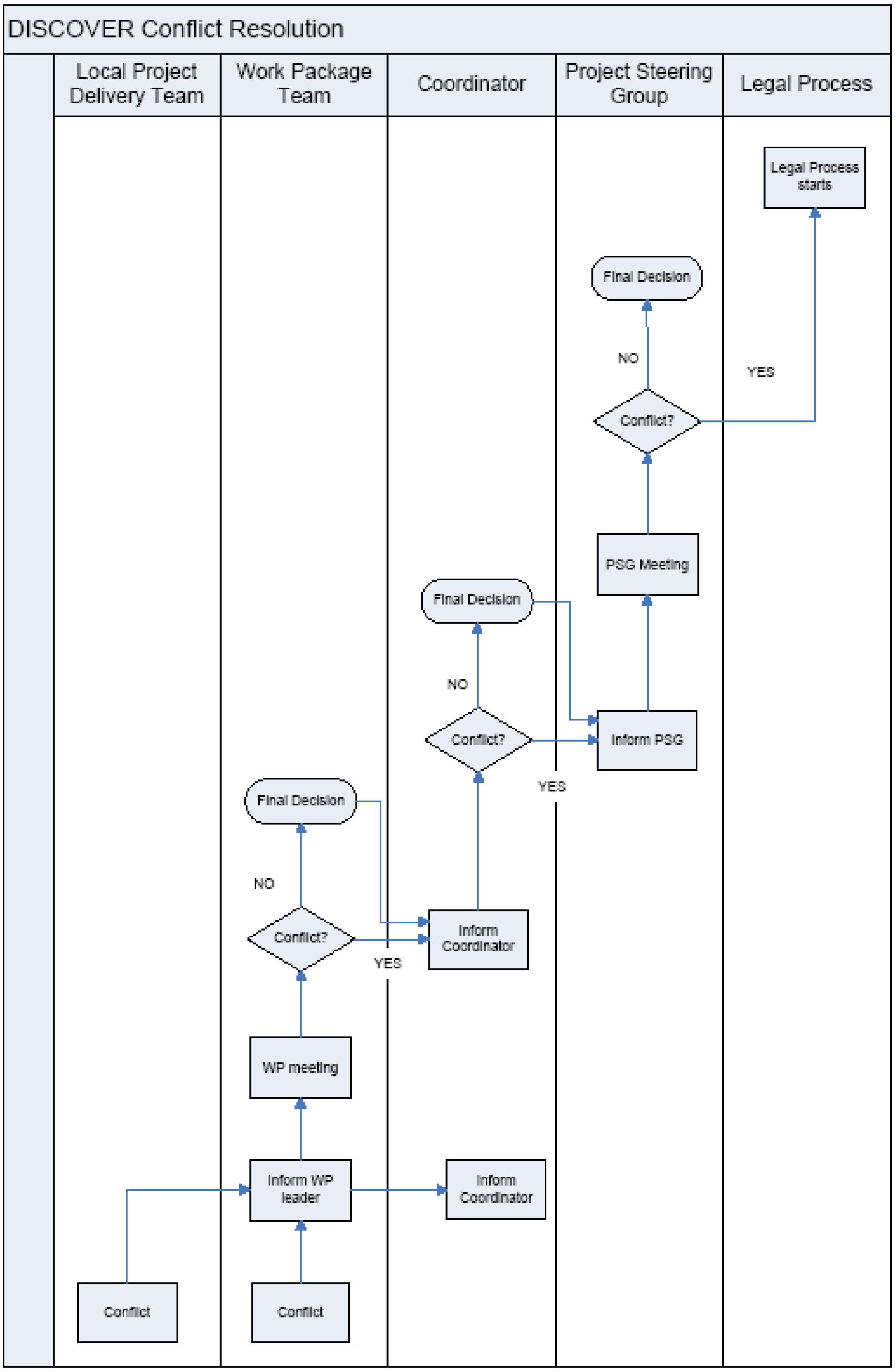
Each partner undertakes to use reasonable endeavours to supply the Project Coordinator and the Work Package Leaders with information, documents and other input that is required to deliver the project to the agreed timescales, within cost and to agreed quality.

Each partner will ensure they:

- notify all partners in the same Work Package and the Project Coordinator promptly of any significant problem or delay in performance;
- inform all partners in the same Work Package and the Project Coordinator of relevant communications it receives from third parties in relation to the Work Package and/or the Project;
- ensure the accuracy of any information or materials they supply and promptly to correct any error therein of which it is notified. The recipient Party shall be entirely responsible for the use to which it puts such information and materials.

Project Conflict Resolution

Project conflicts shall be resolved at the lowest operational level possible to facilitate timely solutions. If the internal process fails the matter will be escalated to formal Arbitration as detailed below:



Internal Communications

Project meetings

To ensure all partners are kept up to date with project progress regular project meetings will be held. Meetings will be arranged via Webex as web conferences. The purpose of these meetings is:

- To update all partners on progress against work packages and tasks
- To discuss and agree actions required
- To forward plan activities that depend on each other
- To discuss and agree project content e.g. how actions are applied locally

Frequency: **Initially these meetings will happen monthly, on the third Thursday of each month.** Additional meetings may be scheduled as appropriate e.g. to accommodate times when quick progress has to be made.

Marketing & PR - External Communications

In order to raise the profile of social inclusion work and the DISCOVER project, it is understood that attendance at local, national and international forums will be undertaken. To facilitate the promotion of DISCOVER at external events, generate promotional materials and deliver communication and marketing activities each partner has nominated a first point of contact:

- BIRM - Nicola Bryant
- BCU – Sharon Shakespeare
- AUTH – Stathis Sidiropoulos
- HDTI – Simon Fielden
- CASALA – Andrew McFarlane
- OU – Verina Waights
- CETEMMSA – Eva Marquez
- INTRAS – Raquel Losada
- ASTRA – Hein de Graaf

CASALA, as work package leader for dissemination, should be informed of all activities to feed them into the overall communications plan. The results of any communications activity needs to be documented for reporting to the Commission. To this purpose a spreadsheet has been created on **Dropbox\WP6 Dissemination\Evidence of Publication \DisseminationActivityLog.xls**

Actual evidence of the activity (e.g. photos or posters from events, copies/scans of published articles) will be collected in the same folder.

Disclaimer

As the DISCOVER project is funded by the European Commission any communication or publication material must clearly acknowledge receipt of Commission funding by displaying the below statement. Where appropriate the EU and ICT PSP logos should also be shown. Examples of publication are: reports, presentations, brochures, promotional materials, magazine and journal articles etc.

Please ensure that this acknowledgement of funding and the EU flag is added prominently to your website's page(s) about DISCOVER as well as on all relevant documents.

Logos:

Acknowledgement of Funding

This project is partially funded under the ICT Policy Support Programme (ICT-PSP) as part of the Competitiveness and Innovation Programme by the European Commission (Grant Agreement no. 297268)

Disclaimer of Views expressed

Any views or opinions expressed in this publication reflect only the author(s)'s own view. The European Commission is not liable for any use that might be made of the information contained in this publication.

Project Collaboration Tools

Dropbox

All DISCOVER project documentation will be available for those authorised to access via Dropbox. The benefits of utilising Dropbox as the DISCOVER storage tool means that the system will automatically synchronize files across all participants, so everyone has access to the same information. Any changes that are made to the document files on the Dropbox tool will automatically be repeated for all partners.

Therefore, all partners need to ensure that they understand how the tool works. An introductory video describes how the mechanisms work and what functions the tool has.

- https://www.dropbox.com/tour

Governance of the Dropbox Facility:

- The Project Co-ordinator will invite all participants into the Dropbox tool, in the first instance.
- However, all Work Package leads can invite additional participants to the DISCOVER Dropbox tool in order to progress project deliverables BUT YOU NEED to inform the Project Co-ordinator. This will enable the co-ordinated monitoring and management of project contributors.
- **All documents need to include a footer** providing the location of the file on Dropbox. This will make it easier to locate and access files. All footers should begin with **Dropbox/DISCOVER/full path and document name.**

- **V**ersion control – it is important to clearly label each version of the document to ensure partners can identify the latest version
  e.g.: **DISCOVER/WP1 Coordination/Project Handbook for DISCOVER v1.2**
- When a working document has been finalised all, previous working versions should be deleted and the file name updated e.g.
  DISCOVER/WP6 Dissemination/Media/DISCOVER Project Information Sheet_Final.docx
- **Conflicted Copies** are created when 2 people open the document at the same time. If you save the document – even without any changes - it will be saved with the conflicted copy extension in the filename for example:
  [WP3 Content Development (**Copia conflictiva de** Raquel Losada 2012-06-28).ppt]
  NOTE: Only save files if you have made changes, this will avoid producing unnecessary conflicted copies. To remedy this you need to check after saving if you have created a conflicted copy. If so, wait and repeat your edits in the original file. Then delete your copy. The Co-ordinator will arbitrarily delete all conflicted copies after 5 working days to preserve space.
- Do not upload waste amounts of data (especially photographs and videos) as Dropbox has a 2GB limitation and the aim is to stay below 1GB for this project to have a safety net.
- If you have to move, re-name or re-organise files or folders, please ensure that you notify all project partners, as a matter of courtesy.
- Do not move files outside of the Dropbox folder as this is equal to deletion.

Webex for Web and Audio Conferencing

The Webex http://www.webex.com/ online conferencing solution will be used for most partner meetings. Webex gives a choice to offer telephone conferencing or VOIP conferencing. The project will preferably use VOIP connections to minimise costs for all participants. This tool allows participants to share documents and presentations on screen, work together on whiteboards, record the conversation for later reference and more. To find out how to use Webex videos and guidelines can be found here:

http://www.webex.com/how-to/index.html?thevideo=webex-share-your-webcam-video.mp4

NOTE: If you are on a slow connection it is better not to use video transmission.

Hosting a conference

If you wish to host a conference, speak to Surita Solanki 0044 121 303 8779 or email **discover@birmingham.gov.uk**. Birmingham can schedule a meeting for you and transfer the host role so another partner can manage the meeting.

Timesheets

A timesheet template has been published on Dropbox/WP1/Finance/Timesheet2012 template. Please start using this - one for each employee working on the project.

The timesheets detail the tasks and/or Work Package the task relates to; and you will need to click to select the appropriate task/WP to allocate time to the tasks you have worked on. The time needs to be added cumulative for each day of the month and should not exceed your contracted hours for the week (i.e. BIRM = 7.3 hours per day / 36.5 per week).

Timesheets are used to record working hours and must meet the basic requirements indicated below:

- full name of beneficiary as indicated in the grant agreement;
- full name of the employee directly contributing to the project;
- title of the project as indicated in the grant agreement;
- project account number should be indicated;
- time period concerned (for instance on daily, weekly, monthly basis) according to the beneficiary's normal practice;
- amount of hours claimed on the project - All hours claimed must be able to be verified in a reliable manner;
- full name and a signature of a supervisor (person in charge of the project).

This system will allow beneficiaries to indicate the tasks to which the hours have been attributed. The above elements are basic requirements, and there are no obstacles to run the timesheets in a more detailed way. If your organisation has an automated accounting / time recording system that fulfils these requirements it can be used instead. NOTE: A simple estimation of hours worked is not sufficient.

Productive hours

Productive hours must be calculated according to the beneficiary's normal practices. The annual number of productive hours can be calculated in two ways:

• by using a standard number of productive hours used for all employees, or
• by calculating an actual individual number of productive hours for each employee.

The first option, the use of the standard number of productive hours, is the most efficient one. The second option however is more precise.

Productive hours per year should exclude annual leave, public holidays, training and sick leave. A figure of 210 working days per year could be considered representative in most cases. For example:

Total days in a year:	365
Weekends:	104
Annual holidays:	21
Illness/Others:	15
Workable days in a year:	210

The above will vary depending on the personnel category, industry sector, unions, contracts and national legislation which should all be taken into account.

Productive hours have to be clearly justified and should match the underlying time records. If hours actually spent in productive tasks (as supported by time records) exceed the standard productive hours, the first shall be used for the calculation of the personnel costs, unless overtime is paid.

The use of "billable" hours instead of productive hours is not acceptable. In fact productive hours include all working activities of the personnel of the beneficiary regardless of whether the time can be sold or claimed for reimbursement.

To satisfy audit, the DISCOVER timesheets will need to be signed by the employee carrying out the activities and then countersigned with the full name and a signature of a supervisor (person in charge of the project) to authorise that time and activity undertaken.

Consortium partner timesheets will start to be collected on a quarterly basis, in order to monitor and track efforts. This frequency maybe revised should the quarterly collection prove insufficient, but the Project Co-ordinator will inform project partners in reasonable time.

All project partners should email their quarterly timesheets to: **Discover@birmingham.gov.uk.**

Claims for Funding

At the end of each project review period a financial claim is due. Partners will be asked to evidence their hours worked and expenditure made. Each partner has to fill in:

1. **A finance reporting form** for the coordinator to consolidate expenditure for the progress report.

Coordinator - Birmingham City Council - Beneficiary 1

Personnel, subcontracting and other major cost items

Work Packages	Item description	Amount	Explanations
	Personnel costs		
	Subcontracting		
	Major cost item 'A'		
	Major cost item 'B'		
	Major cost item 'C'		
	Remaining costs		
TOTAL DIRECT COSTS AS CLAIMED IN FINANCIAL STATEMENT		0.00	

Finance Reporting Form Example

It is recommended to maintain a full transaction list of all items of expenditure to create an audit trail. The easiest way is to use a separate cost centre for all DISCOVER costs, and to print off a ledger statement at the end of the claim period. Where this is not practicable we recommend the use of a simple Excel expenditure log. An example can be found on **Dropbox\WP1 Finance\DISCOVER Transaction List Expenditure.xls**

2. **A Financial Statement** from each beneficiary, which shows the total spend against budget lines (personnel, indirect costs, direct costs, subcontracting). The claims are an integral part of the periodic report. They are generated online by the respective beneficiaries and then printed, signed and sent to the Coordinator, who will sent the consortium claim to the Commission together with the progress report.

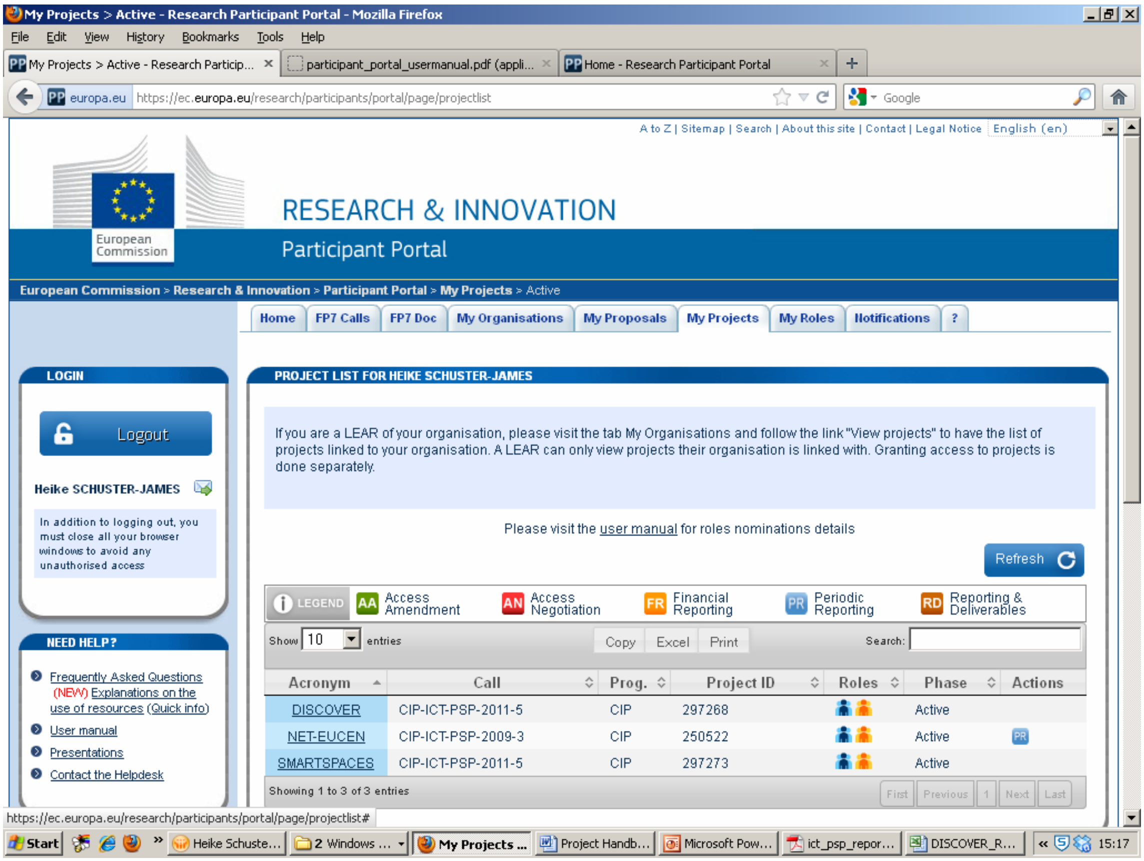
To be able to submit a Financial Statement, the person responsible for financial reporting must be registered with the **European Commission's Participant Portal:**

http://ec.europa.eu/research/participants/portal/page/home

Screenshot Participant Portal

Currently only the people that were involved during the negotiation stage have been added to the list of people who can access the DISCOVER project. The Coordinator can add additional people to the list (i.e. the project finance officer responsible for the claim). If you need to know who has been registered for your project or wish to add new people to your list please email discover@birmingham.gov.uk. NOTE: Only 5 contacts can be added per partner.

The next screenshot shows how the project appears under the ‘My Projects’ tab.



Screenshot showing the list of active projects

Clicking the project action button on the right opens a new window. This will enable you to open forms, upload documents or make changes depending on your role and the task required. The action buttons are only active during reporting periods and are opened by the Project Officer.

Guidelines how to use the portal can be downloaded here:

https://ec.europa.eu/research/participants/portal/ShowDoc/Participant+Portal/portal_content/help/participant_portal_usermanual.pdf