

# WP10 Management Group

## Vitens

### SDP FRAMEWORK QUESTIONNAIRE

#### Company/Representative/Date

Vitens

#### 1. Your role in the project and objectives for the SDP

Objectives of the Vitens Demo site and SDP are: - motivating the operators to make use of real-time sensing and state-of-the-art technology - profiling Vitens towards stakeholders and customers as a (or the most) modern and efficiently operating water company - convincing policy makers that online (real-time) water quality monitoring can be used instead of laboratory measurements (in due time)

#### 2. Identified Target Stakeholders and recommendations/nominations for the Stakeholders' Board

The most important stakeholders are the province of Fryslân, the EU and Dutch policy makers (RIVM and ILT).

#### 3. SDP priority actions/deliverables for your Identified Stakeholders and synergies with corporate plan of actions (objectives, expected impacts, timeline)

##### SDP Priority actions:

1. Informative sessions to inform the stakeholders; to show their benefits and hurdles on the road (and how they can help us to overcome these hurdles: e.g. changing laws)
2. Promotional movies
3. Social media campaign

##### SDP deliverables:

- Customer excellence: e.g. real customer interaction: benefits for the customers - Effective maintenance of our infrastructure of the future: our internal customers (e.g. operators and customer care team) and external stakeholders

#### 4. Other appropriate activities/deliverables

Informative flyers (see DoW)

#### 5. Allocated resources (Grant + Co-financing) by the partner for each deliverable (person-monhs)

6 person-months

**6. Proposed strategic Collaborations for leveraging resources and capabilities**

Similar initiatives as SW4EU, but there needs to be an equal/balanced partnership/collaboration

**7. SDP organizational structure and implementation procedure issues (e.g. information security terms, publication policy, IP, etc.)**

SDP Monitoring : To be determined by demo site owners

Implementation procedures : None

**8. Recommendations for SDP Activities monitoring, quality control and impact benchmarking**

Assessment by demo site owners

**9. Your needs and expectations as the end user of the SDP activities (e.g. training, on-line and off-line information you would like to have, workshops...)**

No response

**10. Other identified issues**

No response

## SDP ON-LINE AND OFF-LINE COMMUNICATION TOOLS - QUESTIONNAIRE

### Company/Representative(s)/Date

Vitens

#### 1. Online and offline communication tools you would like to focus on (For each tool: objectives, Target Stakeholders, timeline)

news coverage website social media (twitter, Facebook et cetera) publications/conferences/seminars extranet movies

#### 2. Recommendations for upgrading the SW4EU public website and extranet (additional pages, functionalities, services or information you would like to find or provide)

It works fine, we just need to start using it.

#### 3. Recommendations for stimulating continuous website updating and information feeding by the Partners

Limited twitter use by partners using #sw4eu; that updates the website Plan per month at least one assessment of the status of the website Set up targets like 1 tweet per week as @sw4eu; it can be tiny progress results or a picture from a demosite of people installing sensors

#### 4. Recommendations for upgrading the newsletter and other communication tools

newsletter should be in PDF, but preferably imbedded in the email and also more clearly be available on extranet. With extranet one could wonder why we email the newsletter? Could the newsletter be used on the website as well? Or is there sensitive info in there? If it can be used as a way to communicate with parties not involved in SW4EU, maybe you can make a sign up list... so they do get the PDF? This also helps expand our network.

#### 5. Tools depolyment issues (e.g information security terms, liabilities, etc.)

No response

#### 6. Recommendations for Tools deployment monitoring and impact benchmarking

No response

#### 7. Your needs and expectations as the end user of the website and other communication tools (e.g. tools you expect to use, type of information, useful services...)

No response

**8. Recommendations for dissemination/communication through social networks, events, magazines, media...?**

No response

**9. Other identified issues**

No response