

# WP10 Management Group

## Ilan Juran and Bruno Nguyen, representing W-SMART Ass

### SDP FRAMEWORK QUESTIONNAIRE

#### Company/Representative/Date

W-SMART/Ilan Juran and Bruno Nguyen/ 10/10/2014

#### 1. Partners' role in the project and objectives for the SDP

W-SMART is WP10 Leader and its role is to promote efficient and timely dissemination of the demonstration outcome to meet the project objectives.

The SDP main objective is to set up a 4year Program of Prioritized Dissemination Activities and Action Plan that will effectively respond to the EU-FP7 stated project goals and the specific objectives of the Consortium partners.

W-SMART main objective is to efficiently contribute to promoting and ensuring timely dissemination and communication of the demonstration outcome to target stakeholders through on-line and off-line communication tools, technology demonstration forums, knowledge base development for professional education, creation and visualization of SWN business intelligent cases for local governments and major customers, experience sharing, on-site demonstration workshops, professional training, and other information sharing events (exhibitions, specialized magazines, media, etc.) that will effectively support the water utilities and SICT emerging industry in:

- Accelerating demonstration and deployment of innovative SICT solutions to support improvements of service reliability, safety, system control, leak detection, assets management and customers interaction under routine and emergency conditions
- Building the case for utilities' end users customers, local governments and public at large to invest in SWN development and applications.
- Inspiring R&D for upgrading current SWN capabilities and reliable control systems
- Creating knowledge bases to support professional education of future engineers and service managers to embrace development of innovative technology solutions
- Promoting strategic collaborations for leveraging resources, initiatives and capabilities

#### 2. Identified Target Stakeholders and Recommendations/Nominations for the Stakeholders' Board

Key stakeholder groups are: executives of Water Utilities, technical experts, operators, local governments, other major customers, regulators

Recommendations for the Board of Experts:

Denis Penuel – Deputy Director General of SIAAP

Dr. Christian Lalu – Director General of the Association of Mayors of Big Cities of France

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

SDP Priority Activities at this stage should focus on promoting innovative SICT solutions through:

- On-line and Off-line communication tools, including the website, newsletter, videos, media
- On-site demonstration Workshops and dedicated sessions in international conferences
- Professional Training planning for accelerating deployment of SICT solutions
- Building business cases for end-user Consumers and local governments awareness on SICT solutions for SWN applications
- Knowledge bases for university educational programs and R&D

Establishing SDP implementation procedures consistent with the terms of the Consortium Agreement (information security, liabilities, etc.) and creating SDP monitoring, quality control and impacts benchmarking measures

On-site Visits and Senior Management Briefing sessions are invaluable ways to explain and demonstrate the benefits and challenges of SWN to key stakeholder groups, in order to raise awareness and interest in SWN approach with other Water utilities and Local Governments in Europe and around the world. Ideally site-owners would organize a series of targeted on-site visits, invite other Water utilities and involve the SW4EU partners to contribute and co-present to these visits

### 4. Other appropriate activities/deliverables

Promoting strategic collaborations for leveraging resources, initiatives and capabilities at the European level (FP7, EIP) and worldwide – current initiatives involve the US WRF and Australia.

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

Within WP10 we have a limited amount of time available (6 person-months) for supporting the SDP priority activities as follows:

Activity	Effort (MM)	Deliverable in SDP (*)	Timeline
T10.1 SDP Framework Development & Monitoring	2	A10.1 SDP Framework A10.2 SDP Monitoring, QC, Update	M6 Continuous
T10.2 Off-line and On-line Communication Tools	2	D 10.1 Website Upgrading & Mgmt. D10.3 Newsletter, (Videos, Media)	Continuous Bi-monthly
T10.3 – T10.7 Organization of Workshops, Conf. Sessions Prof. Training; Symposium	2	D10.4 to D10.6 Workshops, Conference sessions, Professional Training D10.9 Annual SWN Symposium	2 W/Year 2 PT /year Y2; Y3; Y4
T10.6 Communication/Media	0.5	D10.4 Com/Media, Press, Magazines	Continuous
T10.8 SWN Professional Education, Site visits	1	A10.3 G & UG Academic programs A10.4 E-learning & Knowledge bases	Continuous.
T10.9 Internal Communication	0.5	D10.1 – D10.3 stimulating Partners input for com-tools	Continuous
T10.10 Strategic European & International Collaborations	1	D10.10 Overview	Continuous
<b>Total</b>	<b>9/6</b>	<b>3MM Additional Resources required</b>	

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

Current initiatives involve the US WRF and State Water Australia. The kindly accepted transatlantic Collaboration envisions experience sharing and eventually demonstration in US Utilities of SICT solutions demonstrated on SW4EU demo-sites. First Workshop is tentatively scheduled for the 2<sup>nd</sup> quarter of 2015. State Water Australia has kindly accepted to host the 2016 W-SMART Workshop Fall 2016 in the context of the next IWA World Conference. It will provide the opportunity for global exposure.

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

Outlined in the Minutes of the WP10 Planning meeting, June 16<sup>th</sup>

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

Expect to come from partners, issues were discussed in the WP10 Planning meeting, June 16<sup>th</sup>

## **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**

Major challenge in the SDP Framework development is to stimulate partners' proactive participation and contribution which is critical for a successful dissemination and communication planning

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

### Company/Representative(s)/Date

W-SMART/Ilan Juran and Bruno Nguyen/ 10/10/14

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

- Web-site development, upgrading and maintenance, etc.
- Off-line communication tools Newsletter
- Stimulating Partners' contribution and active participation in the development of the communication tools – Website, Newsletter, videos, press-magazines, media, etc.
- Organization of Workshops, professional training, dedicated conference sessions
- Knowledge base development

The major challenge is to stimulate partners' active participation in providing their contribution to feed-in relevant information to the communication tools.

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

The website design needs to be adapted to address the project SDP objectives and partners' requirements, and, more specifically, serve as an interactive platform for:

- Displaying general project information, news, press releases, publications, events, etc.
- Updating specific information related to the objectives, partners' experiences and business cases, current demonstration outcome,
- Demo-site outcome visualization with studio's discussions or presentations
- Offering services related to the organization, monitoring and assessment of the SDP identified activities, including workshops, e-learning, on-line events, etc.
- SMEs' Info-sharing on SICT solutions, including general information, business sample cases, user guidelines, demo-illustration, news and Q&A
- Utilities' experience sharing with regard to SICT business cases, application specific deployment assessment, benchmarking measures, etc.
- Internal information sharing through the extranet or the updated website, WPs state-of-progress and other issues concerning WPs and demo-site programs,
- Any other web service functionalities responding to the project goals and partners' requirements

The major challenge is how to stimulate partners' proactive participation and contribution to the efficient development of the successful dissemination and communication tools

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

- Improve user friendly interactivity with functionalities facilitating their proactive contribution
- Get target stakeholders to participate through dedicated studio forums
- Explore synergies with partners' communication plan and tools
- Get partners' recommendations

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

- Similar to the above recommendations, focusing on stimulating continuous partners' participation and information feeding
- Proactive deployment of social networks, press-magazines, media...

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

Disclaiming any communication tool administrators' liability - each partner will be solely and entirely responsible for any information he/she decides to display. Information security terms will ensure compliance with the terms of the Consortium Contract

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

- Monitoring usage/visitors of the site for benchmarking
- Information /Article Review and Quality Control Process

#### **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...)**

Partners' input required

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

No response

#### **9. Other issues**

To be identified by partners