

Good Practice Guide on Support Services

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PROMOTION

- Information Materials
 - Leaflet: An overview of your organization's role in H2020
 - Leaflet: H2020 in brief
 - Leaflet: H2020 how to participate
- Newsletters
 - e-Newsletter to circulate up to date information to your community to create awareness on H2020;
 - Content: *contact information, links to additional information sources, funding possibilities (calls), news, events and trainings (by your organization and other national and international), partner searches, disclaimer.*
- Website
- Using Social Media

EVENT MANAGEMENT

- Organisation of Information Days for H2020
- Organisation of Brokerage Events
 - Concept Paper
 - Event Agenda: plenary and parallel sessions, brokerage session
 - Web tool for matchmaking: B2match
- Trainings for Specific Target Groups
 - Newcomers
 - Proposal Preparation
 - Project Management



PARTNER SEARCH

- Who:
 - Reserachers with concrete project idea who would like to find partners
 - Researchers who are offering their expertise and would like to be partners
- Partner search form:
 - Information on Project
 - Target partner sought (expertise, role, type)
 - Contact details
 - Agreement for publication
- Partner Search Facilities:
 - Cordis, IDEAL-ist, Fit for Health, EEN, etc.
 - Research Networks, Conferences, Info days.

CONSULTATION and SUPPORT

- Preparation and conduct of the consultancy meeting:
 - Ask for short description of project idea
 - Check if idea fits to WPs/Identify most relevant call
 - Check eligibility criteria for specific call
 - Collect and read all relevant documents related to the researcher's subject
 - Arrange face to face meeting
 - Explain what kind of assistance person can receive
 - Respect the confidentiality of the information provided
 - Record in database the advice given
 - Follow-up

CONSULTATION and SUPPORT

- Technical aspects of the proposal to be addressed:
 - Check the suitability of the project for the chosen topic
 - Give advice on the proposal writing and submission
 - Ask „key questions” to be addressed by researcher
 - Explain the importance of a dissemination strategy and open access
 - Emphasise the importance of writing the „Impact section of the proposal
 - Explain the gender aspects
 - Identify ethical issues

CONSULTATION and SUPPORT

- Pre-proposal and Final Proposal Check
 - Give deadlines for the proposal check process
 - Ask which parts of the proposal should be checked
 - Check the eligibility of the proposal and its completeness
 - Check the proposal against evaluation criteria

DATABASES

- Client database
- CRM database
- Research directory (researchers and research institutions)
- SMEs directory

Example of Best Practice Handbook

„Best Practice Handbook for FP7 SSH NCPs”

http://www.net4society.eu/_media/best_practice_handbook.pdf

