CARE4TECH

Living & Innovation LAB IT

Cooperation Tool

D.T2.2.2

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1 EXECUTIVE SUMMARY

1.1 PROJECT OVERVIEW

The Alpine Space arena is becoming a leading destination for technology providers in the area of Smart Living, but is hindered by fragmentation in the research and innovation landscape, which prevents the transnational region from becoming the center of European excellence. CARE4TECH looks to bridge the gap in this fragmented landscape, by generating a coordinated approach to Smart Living technology development. CARE4TECH focuses on creating and maintaining strong ties between quadruple-helix actors; what this means in practice is creating structures that improve the communication and transparency between research institutions, businesses, government, and civil society as a whole. By improving these ties, the project aims to align policy development with real civil and market drivers.

1.2 MAIN PROJECT RESULTS ARE:

- Alpine Space KNOWLEDGE ATLAS - Map of leading cases and approaches classified in a Knowledge Atlas,
- Alpine Space ALLIANCES - Thematic excellences grouped to cooperate,
- Alpine Space TASK FORCES and ALPINE CAMPUS- Supported by quadruple helix based teams to jointly learn and innovate through a living lab based learning system and
- Alpine Space THINK TANK - Set up of a permanent policy and stakeholder's platform linked to EU initiatives to fully exploit outputs and their technological strategic potential.

1.3 WORK PACKAGE OVERVIEW

Work Package 2 (WPT2) moves the common knowledge base into common action. Building on the knowledge presented in WPT1, WPT2 enhances the CARE4TECH Alliance structure and creates an important support structure called the Alpine Campus, which promotes transnational knowledge sharing, co-creation and innovation to overcome common challenges faced by the Alpine Space region. A core feature of the Alpine Campus is the Living & Innovation Lab system, the second and third activity of WPT2, which describes the design and development of a series of six connected transnational living labs, which present a systematic & coordinated approach to integrate end-users and project stakeholders into the research & innovation process.

1.4 LIVING & INNOVATION LAB IT COOPERATION TOOL

The Living & Innovation Lab Guideline seeks to give partners an IT-based application, which provides support to the partner group to meet it´s aims and objectives. The tool or the allignment of certain tools can support content development as well as general project management and communication. Each tool has an implicit or explicit set of processes that emerge from it´s use.

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2 INTRODUCTION

The purpose of this document is to provide a handbook for Project Partners to use the defined Living & Innovation Lab IT Cooperation Tools. Each country involved in CARE4TECH is responsible for developing one [1] Living & Innovation Lab, – a total of six [6] Living & Innovation Labs. Operation of the national Lilabs started in July 2018 for the duration of one year.

2.1.1 Project Aim

Alpine Space arena is becoming a leading destination for technology providers in the area of Smart Living, but is hindered by fragmentation in the research and innovation landscape, which prevents the transnational region from becoming the center of European excellence. CARE4TECH aims to:

➢ Bridge the gap in this fragmented landscape, by generating a coordinated approach to Smart Living technology development.
➢ Create and maintain strong ties between quadruple-helix actors; what this means in practice is creating structures that improve the communication and transparency between research institutions, businesses, government, and civil society as a whole.
➢ Align policy development with real civil and market drivers.

Four logical steps lead to four outputs anchored to a permanent policy involvement & impact controlling system:

1. map of leading cases & approaches classified in a Knowledge Atlas (**AS Knowledge Atlas**);
2. thematic excellence areas, grouped to cooperate (**AS Alliances**); which are
3. supported by quadruple helix based, teams to jointly learn & innovate through a living lab based learning system (**Alpine Campus**);
4. setting up a permanent policy & stakeholders platform linked to EU initiatives (Vanguard / RIS3 etc.) to fully exploit outputs & their technological / strategic potential (**AS Think Tank**).

2.1.2 Living & Innovation Lab Aim

The aim of the LiLab Ecosystem is twofold:

1) To create an interaction space where a menu of jointly agreed, common methods, can be tested.
2) To create an interaction space where partners and stakeholders can be brought together to identify and start implementation on tangible, joint-cooperation initiatives within each Alliance topic.

The LiLab becomes an eco-system of smart living excellence, where quadruple helix stakeholders share knowledge, co-create, and innovate to overcome common challenges faced by the Alpine Space region. The Labs will generate transnational initiatives in one of the ten content related smart "X" alliance topics, using a common set of tools, knowledge, terminology, processes and plans. This common toolbox is known as the 'Alpine Campus'.

On a practical note, it is through the LiLabs that each country will better connect to their stakeholders, and innovation eco-system. In some ways, this will occur through dedicated activities within the LiLabs (such as the Open Days, Smart Living Story Collection, and Smart Living Forum), and activities that grow from discussions and information dissemination outside of the LiLabs.

2.1.3 Purpose of the Living and Innovation Lab Cooperation Tool

One of the first principles that was clear to the partners who were working on tooling related activities in CARE4TECH, is the understanding that

1) there can't be too many tools and

2) it is essential that there is as seamless a transition between tools as possible, i.e. where necessary and cost effective, integrate the tools.

The AF, and also the nature of the collaborative learning and exchange expected of all the partners, their associated AS Task Forces, over the 11 Alliance Topics meant that the tools within the project should support the development of future initiatives which emerged from the Living & Innovation Lab meetings, including but not limited to:

➢ Activity Tracking:
➢ Joint Project Planning:
➢ Network Management:
➢ Be Integrated with all Visual Tools + Learning Hub

2.1.4 Partner Agreements on the Living and Innovation Lab Cooperation Tool

However, this tool needs to be commissioned alongside the CARE4TECH Landscape of Potential Leading Alliances –AS Knowledge Atlas Relation Management Tool, which is an additional component of the visual matrix, describing thematic Alliances that can be generated from the findings, and relevance for the AS area, the preconditions, the potential mid and long term perspectives of each Alliance. The tool commissioning of this deliverable, was the responsibility of AFIL.
AFIL and EVO worked together on the Learning Hub methodology and realised that the principles which were laid out at the beginning of this section, were necessary for the Partnership during the thought

process behind the Learning Management System ("LMS"), commissioning. This is one of the important aspects of aligning project processes, and their associated tools as early as possible.

The Partners considered the need for tools to support and enhance engagement about the Alliance topics, and moreover enable the AS Task Forces to "meet" remotely. As mentioned earlier, the tools should support the development of future initiatives which emerged from the Living & Innovation Lab meetings.

After benchmarking current internationally available tools in this area, Slack and Trello emerged as two tools, which had the functionality of being integrated into the LMS and the AS Knowledge Atlas (Visualisation Tool), but also were free for partners to download. This would mean that Partners would have no additional financial resource burden.

2.2 CONNECTIONS ACROSS THE PROJECT

The design and running of the LiLab system is at the heart of CARE4TECH. It is through this feature where methodologies developed in the project are tested, and innovative ideas on the topic of Smart Living are exchanged in a coordinated transnational environment. It is also one of three core features of the CARE4TECH Alpine Campus, which will be discussed further in the next section.

Therefore the IT Tools, which support this processes have to be well chosen. The deliverable builds on the work from WPT1, where common knowledge and common tools were developed, including the visual matrix and the learning hub. It also will be the eco-system where the 20 joint-initiatives on Smart Living will be fostered; these facets being the basis for the development of the AS Think Tank (OT4.1). These will also be the areas where we as a partnership will place our future recommendations for enhanced support to the Smart Living ecosystem.

3 METHODOLOGY:

1. Define the Needs:

From the beginning on we decided to collaboratively decide which tools will be integrated in the project. We started with a structured process by starting with the definition oft he needs. As described before the project and the different work packages have different needs and it is important to think ahead of the deliverable about the needs the project, the partners and the stakeholders will have in the future.

Therefore we gathered 3 different sources of Needs

- The application form & JS Requirements
- Our collective experiences until today (personal, stakeholder or researched)
- Our collective experiences through the project duration (personal, stakeholder or researched)

2. Define the tools:

Based on the identified needs we defined a certain collection of tools, which were tested in the project setting.
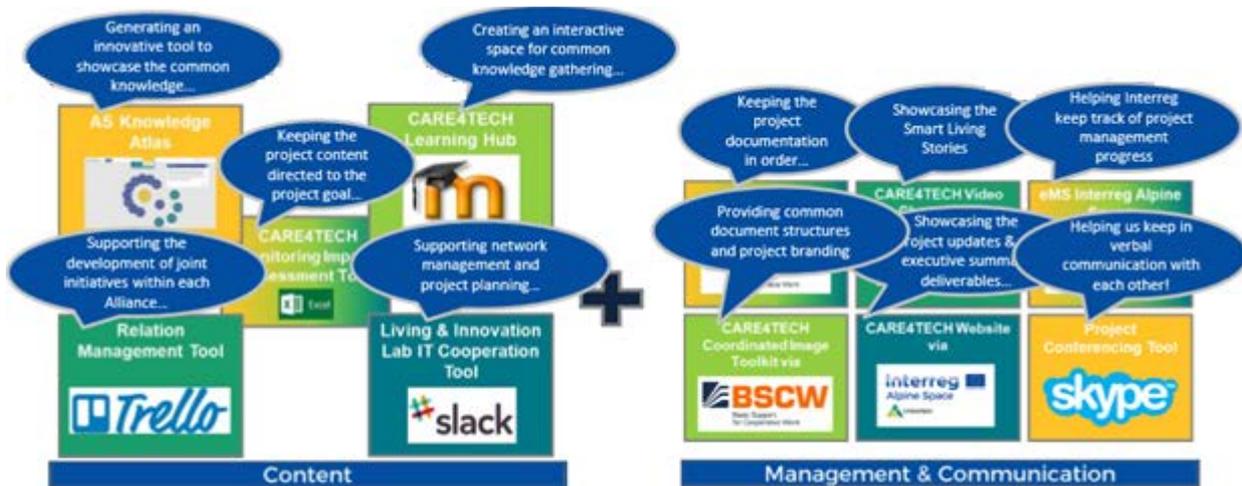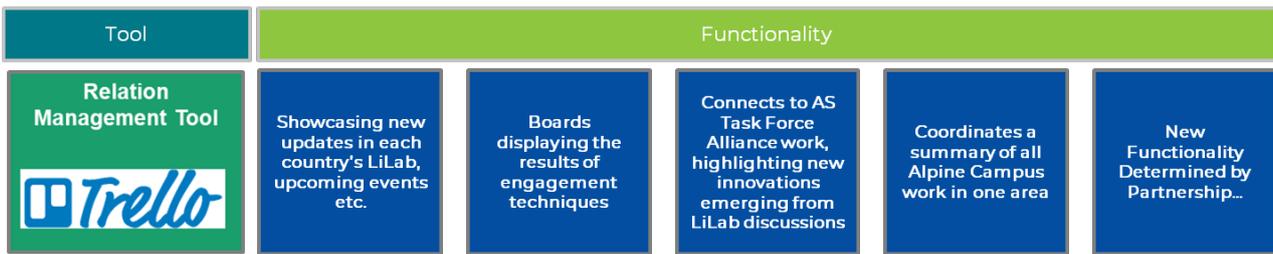

3. Define the functionality:

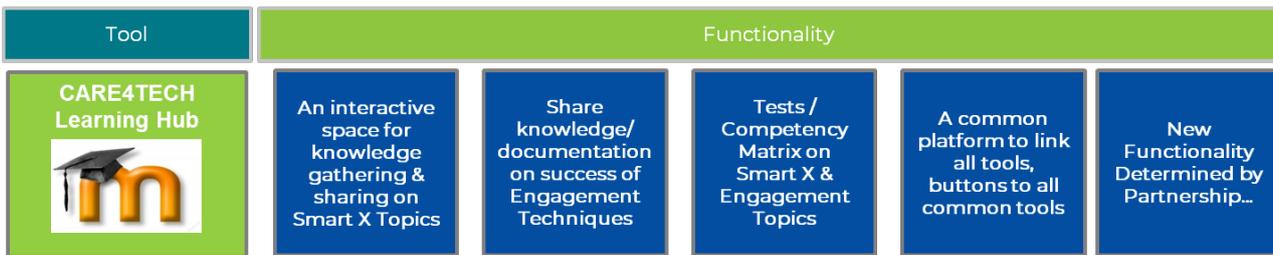We defined the functionality of each Tool and decided which meets our requirements.

Living & Innovation Lab IT Cooperation Tool (Slack):

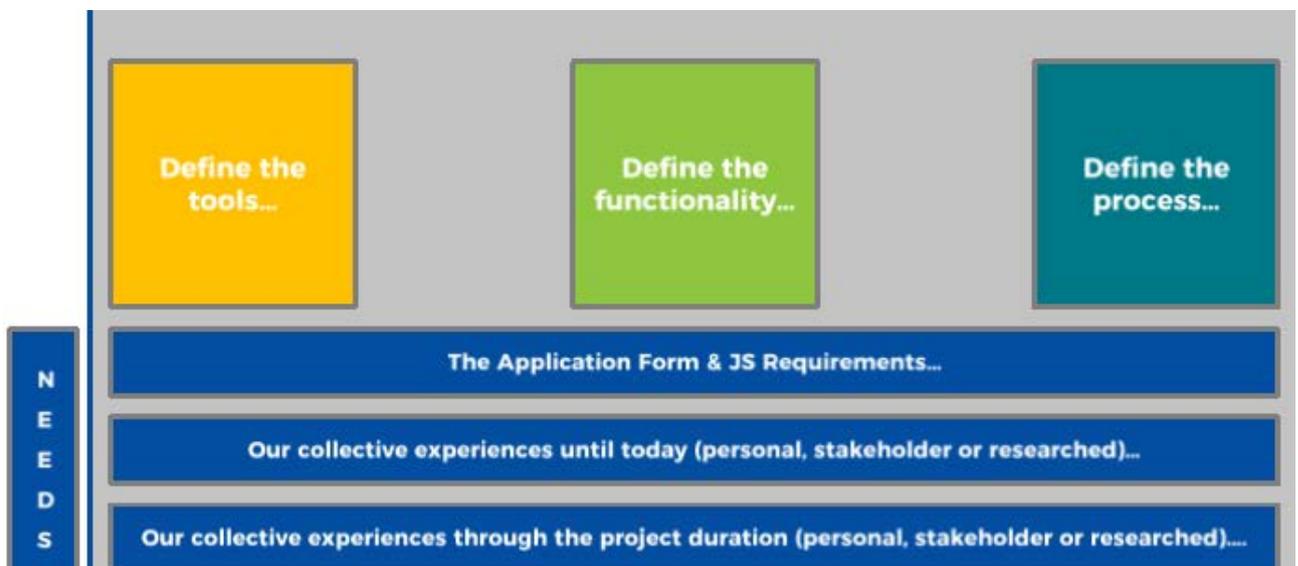| Tool	Functionality				
Living & Innovation Lab IT Cooperation Tool #slack	Sharing knowledge/ documentation in a time-effective way – that mimics instant messaging services	Highlighting important updates & upcoming events in the network, through tag functionality	Live coordination of polls (Simple Poll app) or meeting organisation (Meekan/Doodle scheduling)	Communicating in an ad-hoc manner about joint initiative development	New Functionality Determined by Partners…

Relation Management Tool (Trello):

Tool	Functionality				
Relation Management Tool Trello	Showcasing new updates in each country's LiLab, upcoming events etc.	Boards displaying the results of engagement techniques	Connects to AS Task Force Alliance work, highlighting new innovations emerging from LiLab discussions	Coordinates a summary of all Alpine Campus work in one area	New Functionality Determined by Partnership...

CARE4TECH Learning Hub (Moodle):

Tool	Functionality				
CARE4TECH Learning Hub	An interactive space for knowledge gathering & sharing on Smart X Topics	Share knowledge/ documentation on success of Engagement Techniques	Tests / Competency Matrix on Smart X & Engagement Topics	A common platform to link all tools, buttons to all common tools	New Functionality Determined by Partnership...

4. Define the process

Each process is formally prescribed in the guidance documents and Handbooks, i.e. AS Knowledge Atlas, Living and Innovation Lab Guidelines etc.

4 OUTPUTS:

After benchmarking current internationally available tools in this area, Slack and Trello emerged as two tools, which had the functionality of being integrated into the LMS and the AS Knowledge Atlas (Visualisation Tool), but also were free for partners to download. This would mean that Partners would have no additional financial resource burden. These two tools are profiled below:

Trello is a collaboration tool that organizes your projects into boards. In one glance, Trello tells you what's being worked on, who's working on what, and where something is in a process. It supports iPhone, Android and Windows 8 mobile platforms and its website has been designed to be accessible in most mobile web browsers. We integrated Trello in the Hypertree and into Moodle.

Website: https://trello.com/
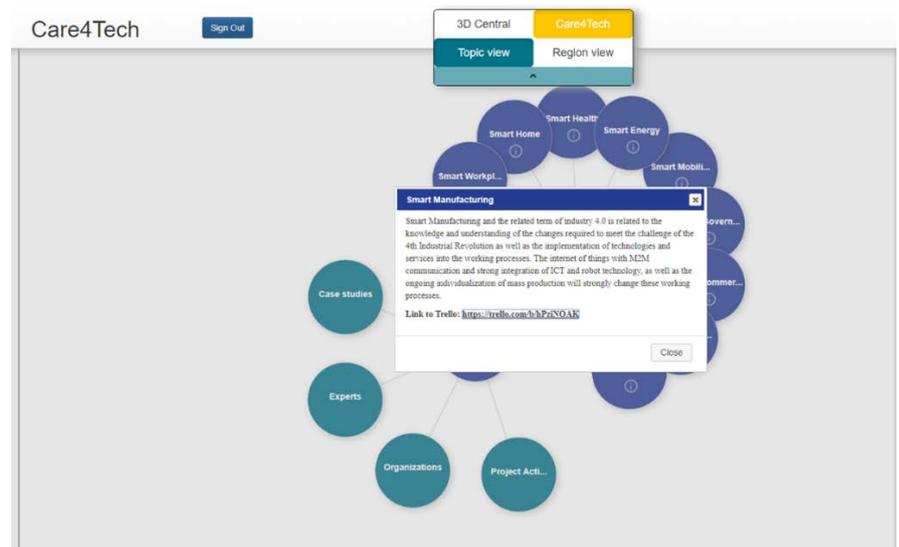
*Integration of Trello in the Hypertree*

Slack is a cloud-based set of team collaboration tools and services, it offers a lot of IRC-like features: persistent chat rooms organized by topic, as well as private groups and direct messaging. All content inside Slack is searchable, including files, conversations, and people. Slack integrates with a large number of third-party services and supports community-built integrations. Major integrations include services such as Google Drive, Trello, Dropbox, Box, Heroku, IBM Bluemix, Crashlytics, GitHub, Runscope and Zendesk. Slack is integrated into Moodle.

**Website**: https://slack.com/

Integration of Slack and Trello into Moodle.

It was decided that together, these tools could be used to help the AS Task Forces develop their joint initiatives (joint project planning and activity tracking), keep an eye on mid to long-term goals for each Alliance, and to support network management within the project.
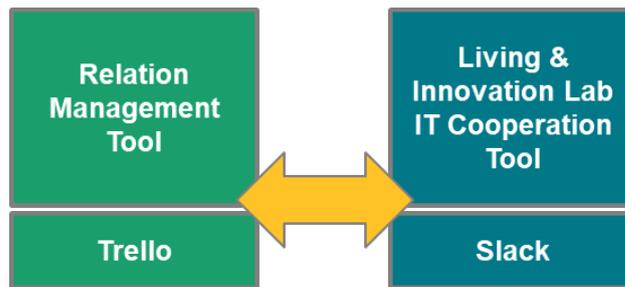
This ultimately leads to a suite of tools, introduced in WPT1's Methodology Document on the Learning Hub, which will act as a support measure to the Partners throughout the Living & Innovation Lab phase. This will make the development of the Living & Innovation Labs much easier, as the processes for collaborative learning between the Labs can be set using Trello and Slack, with prompts towards the Knowledge Atlas and the CARE4TECH Learning Hub, as a place to find knowledge.
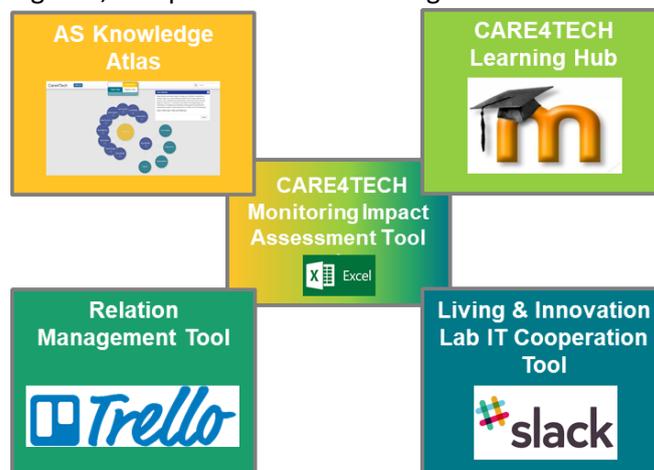
5 PROJECT TOOLBOX ECOSYSTEM

The Living and Innovation Lab it cooperation Tool consisting of Trello, Slack, Moodle and the Hypertree is embedded into the project Toolbox Ecosystem, in order to create the most valuable support for all operating parties.