

D2i - Process of building up organizational capacity with specialists

How was the process of increasing knowledge about the RIS3?

As D2i was created as a project implementing one of the RIS3 in Southern Denmark, later turning into a cluster organization with a judicial status as an association with a board of governors and continuing implementing RIS3 in the way it started up, knowledge of RIS3 has always been an embedded part of the organization.

How did you adapt the knowledge to your organisational context?

A main part of ensuring a high level of awareness of RIS3 at organizational and cluster level includes a structured approach to information and knowledge sharing and documentation.

Employees both within the D2i organization and D2i cluster have been appointed to act as **specialists within the applied CRM-system** which ensures smooth documentation and knowledge sharing in relation to implementing RIS3. The CRM system is adjusted to the needs of D2i Cluster and the specific mandates and objectives, D2i works with, and it represents an important tool in ensuring RIS3 implementation.

How did you communicate the knowledge internally? Were there barriers to overcome?

D2i has weekly meetings where issues relating to RIS3 are communicated. As D2i as organization and cluster is the realization of RIS3 in itself, the communication of RIS3 is an embedded part of our activities.

How do you translate the knowledge into your working with external target groups?

D2i has performed a series of interactive workshops – Designtænkning for erhvervsfremmekonsulenter - addressing local and regional business support agencies and giving them hands-on experience with design thinking as strategic approach to business development and innovation

How do you institutionalise the knowledge in your organisation?

D2i has developed a **crash course in RIS3** to be used at meetings within D2i Organisation and D2i Cluster.

- Basic 1-hour course on RIS3 and why it is relevant to D2i as strategy implementer. The course will be performed by D2i organization staff appointed as RIS3 specialist.
 - Includes a presentation to be used at the bi-annual meeting for cluster partners and at relevant D2i organizational meetings including all staff
 - The presentation is sent to participants afterwards to be kept as an adjustable 'mini-handbook' om RIS3 and uploaded in D2i storage system

- The presentation will be updated according to relevant changes