e-Catalogue of Good Practices

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Executive summary

D.1.1.3 – eCatalogue of Good Practices illustrates the characteristics of the Good Practices identified in the six regions (Västerbotten in Sweden, Ostrobotnia in Finland, Province Autonomous of Trento in Italy, Province of Drenthe in The Netherlands, Western Greece and Prešov Region in Slovakia) and one municipality (Fundão in Portugal) involved, as partners, in OSIRS.
OSIRIS good Practices were analysed with the purpose of understanding the possibility for OSIRIS partners to import and/or export them in territories of the involved partners to strengthen regional innovation.

Introduction

Task 1.1 and its deliverables

The territorial innovation context analysis, corresponding to Task 1.1 of the Project, aims at examining the territorial context where existing Good Practices (GPs) on OSI can strengthen regional development policies.

More broadly Task 1.1 identifies two main aspects:

- The characteristics of the innovation context of six regions (i.e. Västerbotten in Sweden, Ostrobotnia in Finland, Province Autonomous of Trento in Italy, Province of Drenthe in The Netherlands, Western Greece and Prešov Region in Slovakia) and one municipality (Fundão in Portugal). These characteristics will be analyzed with the contribution of a Peer Review process involving policy makers, project partners and stakeholders. The outcome will be framed into seven territorial pitches included in D1.1.1.

- The critical success factors of the GPs, the key players, and the potential for importing/exporting GPs in other OSIRIS regions by introducing specific activities in the regional/local Policy Instruments. These activities will be defined in seven regional action plans. The assessment of the GPs will be framed into a final catalogue of OSI GPs (D.1.1.3).

Aim of D.1.1.3 for producing the Action Plan

As all OSIRS deliverables, D.1.1.3 contribute to the delivery of the Action Plans which will help partners to improve their Policy Instruments (PI) by adopting OSI approaches explored through a co-creative policy design process during the project.

Figure 1 - OSIRIS Deliverables flow shows the contribution of D.1.1.1 to the Action Plan and its position in the OSIRIS deliverable flow.

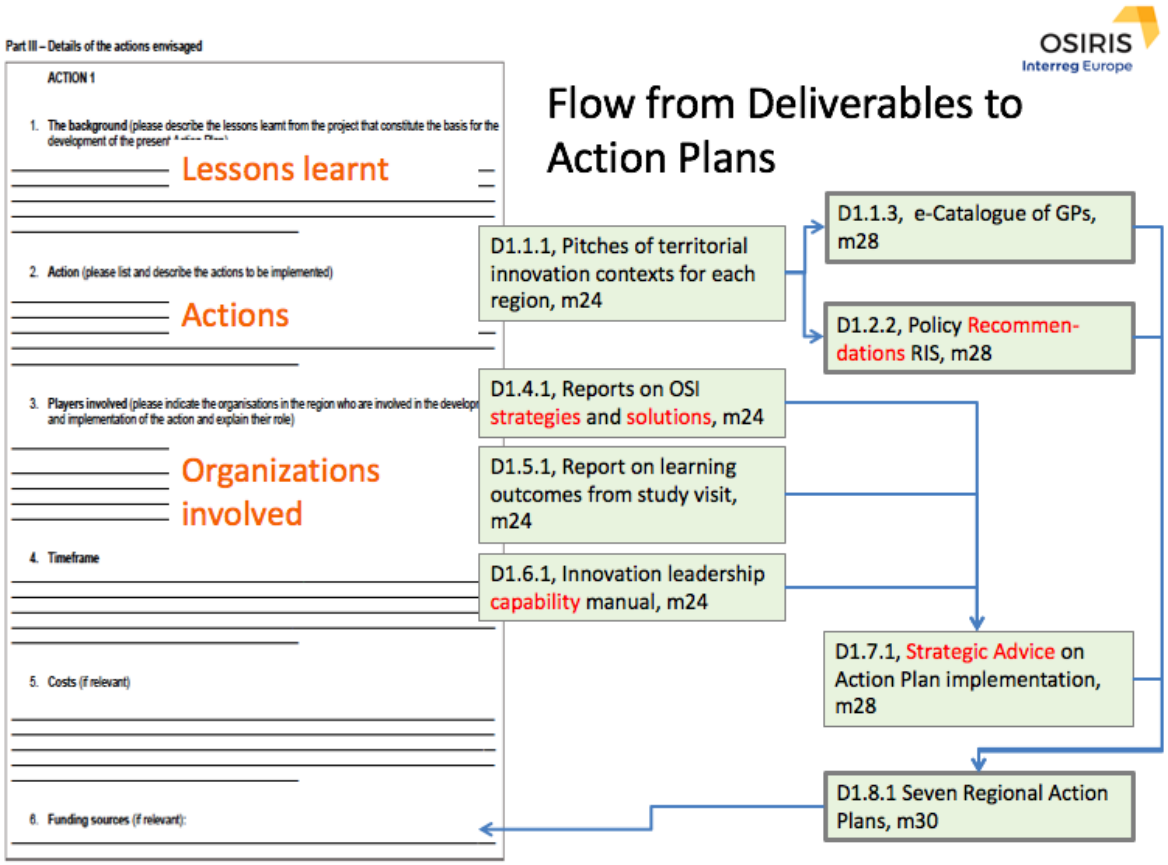

Figure 1 - OSIRIS Deliverables flow

Aspects analysed in the GPs

Good Practices are described following three main aspects:

1. An overall description of the God Practice with a set of 10 questions to describe goals, handled challenges, results achieved, territory and target involved, OSI methods and data involved and the potential for its exportability in other territories (Section 1)
2. The Regional Innovation Strategy (RIS) to which the GP is related (Section 2)
3. The kind of relationship between the RIS and the GP (section 3)

List of GPs identified

List all the GPs identified in the project:
P01 (LP): Innovation Loop
P02 (RCO): Energikampen
P03 (PAT): Progetto Open Data in Trentino
P04 (Drenthe): ToolBox
P05 (CTI): Patras Innovation Quest
P07 (Fundão): Transformative Action
P08 (RDA Prešov): Enter Session

1. Region Västerbotten: Innovation Loop

The Innovation Loop is a cyclic 1 year open innovation process.
The Innovation Loop (http://innovationloop.eu) consists of a structured Living Lab. Its main idea is to innovate products, services and processes by co-generating innovative ideas and prototyping these into services/processes/smart objects. Every cycle has an overall actual theme. Themes so far “Talent for Growth”, “Culture –Driven Growth”, “Border – Crossing Meetings”, “The Sustainable Place/Site” and “Global attraction”. During the year there is a number of workshops with multi-stakeholder attendance. Regional public and private stakeholders suggest problem formulations and subthemes for the different workshops. The subthemes for these meetings are inspired by the overall theme and focused on digital services, processes, smart objects etc for local organizations and citizens to adapt and develop in order to approach the addressed problems.

We can identify four types of meetings:

1. Information meetings with exchange of ideas and information as the main focus.
2. Idea workshops –co-creating problem formulations and possible directions for solutions in teams
3. Prototyping workshops- where the focus is on co-creating prototypes for the most promising solution
4. Implementation Workshops –further development and implementation of prototypes, and pilots to used services/processes/smart objects. The Innovation Loop is organised in Region Västerbotten County in the north of Sweden.

It started in 2013. The cycle lasts 1 year.

Resources needed
The Innovation Loop engages: up to 1.500 people a year; circa 35 public sector organizations and circa 35 companies.

A yearly budget of 1 million euro can be invested by the cyclical initiative.

Evidence of success
The Innovation Loop produced up to 37 new products, services or processes in different stages of implementation.
Moreover:

- Different themes focused on social and societal issues driven by individual and organizational needs;
- broad representation of participants from different knowledge perspectives, ages and professional background.

Difficulties encountered
Exploit open innovation tools, including open data, for idea co-generation. The Innovation loop have many challenges despite 5 years of development.

Potential for learning or transfer
High potential for both learning and transfer it to different regions is already emerging from the partners of the OSIRIS project.

2. Regional Council Ostrobothnia: Energikampen

Info on OSI Good Practice in ten questions

1. **What is the name of the GP?**

Energikampen (in Swedish) Energiamatsi (in Finnish)

The Energy Challenge (In English)

This good practice seeks to 1) increase citizens' awareness of sustainable development 2) enhance citizens' knowledge in energy consumption and saving 3) demonstrate new technological solutions in the field of smart energy.

The good practice builds on the idea that private consumers, that is, users of energy, are engaged in a challenge where they compete, against themselves or each other, in lowering the energy consumption. During the time of the competition, various experts in the fields of energy and smart energy solutions coach consumers. The Energy Challenge is documented both visually (through video) and in text format. The produced material is spread through different platforms to show concrete means for how to save energy, to educate consumers on smart energy solutions and to raise "calls to action".

2. **What is the goal of the GP?**

The goal of the good practice is twofold:

- First, the good practice seeks to raise, in an entertaining and educative manner, citizens' awareness of energy and sustainability matters, and how they citizens can reduce energy consumption in their daily lives. By engaging citizens in questions and activities concerning energy savings and consumption, the good practice strives to more strongly connect citizens to the region's energy cluster and increase citizens' awareness smart energy solutions produced by firms in the cluster.
- Second, the goal of the good practice is to bring different actors within the energy field together, such as, citizens, private consumers, higher-education sector, and firms. By bring these actors together, the good practice strives to facilitate the communication and practical application of research activities done in the energy field.

3. **What is the challenge or innovation concept reached by the GP?**

On a societal level three challenges are raised and tackled by the good practice: an increasing energy consumption, high levels of wasted energy, and an increased existence of different and complementary energy sources. Furthermore, on a national level, the energy market is becoming increasingly decentralized opening up new opportunities regarding how private consumers produce, buy and consume energy. However, a decentralized energy production requires higher levels of awareness, knowledge and involvement by citizens.

On a regional level, Ostrobothnia has the largest cluster of energy technology companies in the Nordic countries. To date, the companies in the cluster rely highly on in-house research activities[1] (AMCER report, 2013, 9) and doing-using interacting forms of innovations based on customers' needs. However, an unexplored opportunity is a broader use and involvement of citizens and the local community in innovations, research activities and product development done by the firms. Finally, there is a need for building up a higher interest and awareness of sustainable energy among citizens in the region of Ostrobothnia.

[1] AMCER (Advanced Monitoring and Coordination of EU R&D Policies at Regional Level), Report, 2013http://www.espon.eu/export/sites/default/Documents/Projects/TargetedAnalyses/AMCER/FR/AMCER_SCIENTIFIC_ANNEX_.pdf

4. What is the size of the territory involved?

To date, the good practice has been implemented in cooperation between actors in the city of Vaasa.

5. Who are involved in the GP?

a. Number of involved persons (who attended)

Around 30 persons per competition involving private consumers, companies in the energy sector(one energy distributor and one company manufacturing smart metering systems for houses), experts from three universities and one university of applied sciences in the region, as well as, public actors whose key roles were to finance and support the initiative.

b. Categories of persons

Citizens, energy consumers (end-users), academic researchers and experts, public employees, experts from the private sector.

c. Number of involved organizations

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d. Type of organizations (authority, SMEs, Knowledge institutes)

Three universities, one university of applied sciences, one public authority, two SMEs. All organizations, despite the SMEs, are involved as stakeholders in the OSIRIS project.

e. Number of involved SMEs

3 SMEs in the energy sector participated in the Energy Challenge. This number can be increased in forthcoming competitions.

f. Type of SMEs (technical, social, production)

Commercial (Technical, production, service)

6. Number of new products, services or processes reached by the Good Practice

The good practice puts forth one new concept/process for engaging citizens in the field of smart energy (see point 1).

7. What methods of OSI are used?

The good practice provides a platform and concept for cooperation between citizens and actors from the firm, public, and higher-education sector.

The good practice facilitates a user-centered approach for companies in the energy sector to get information and ideas from citizens/end-users in their product development, marketing activities etc. For example, a user-centered approach, is highly important in the energy field when developing new technological solutions and services which require changes in consumer behavior.

In addition, the good practice facilitates a co-development and –learning process between researchers, consumers of energy, producers of energy, and suppliers of energy-related products and services directed at consumers.

8. Is Open Data used in this GP? If yes how is this done?

Yes, open data is used in the good practice to calculate and show values for the average energy consumption per person in Finland. These values are used as reference values in the competition. In addition, data is used to follow in real time, and historically, the energy consumption of the participants in the competition. However, this data is not openly distributed by electric utility companies.

9. Advances pitfalls of this GP?

Advances:

Overall, the good practice functions a means for building up a higher interest and awareness of sustainable energy, and smart energy solutions among citizens. From a firm perspective, the good practice enables a user-centered approach on product development and innovation. From a scientific research point of view, the good practice can facilitate the communication and practical application of research activities and product development done in the energy field. Finally, from a public sector perspective, the good practice acts as a means for anchoring the region's focus on green energy solutions among its citizens and in the local community.

Pitfalls:

The use of smart energy solutions requires active involvement by end-users and citizens. However, it takes time and effort to change consumers' behavior and mind-sets. Hence, there is a risk that the Energy Challenge does not lead to actual changes in citizens' involvement in the long term despite increased knowledge in energy consumption and saving.

The number of people and companies who, at the same time, can participate in the competition is limited.

10. What is the current status and the potential for its exportability?

The good practice has been piloted. It is currently under consideration to develop the concept into a larger production. The concept is also available for other actors in the region to implement and develop further.

Potential for exportability:

The focus of the good practice, i.e. engaging citizens in smart energy solutions and energy saving and increasing citizens' awareness of sustainable development, is a wide-reaching challenge today. The concept as such is easy to export and implement elsewhere. However, a good implementation and relevance of the good practice is likely to depend on the region's awareness of and knowledge in smart energy solutions (e.g. existence of research and company expertise).

Furthermore, the implementation of the good practice requires expertise in video production and social media. The good practice also requires the engagement of companies and experts in the field of smart energy in order to inform and coach the participants during the competition.

Risks and challenges that need to be considered and tackled when exporting the good practice are, for example:

- New technological solutions used in the competition do not work
- The audience does not build up an interest in the competition which limits the communication of the results
- The good practice requires cooperation between and high levels of engagement by different actors, such as, citizens, experts in the university and private sector.

RIS3 / OP / Addressed policy

11. What is the name(s) of RIS3 / OP / Addressed policy

The policy instrument referred to in the application form of the OSIRIS project is "Sustainable growth and jobs 2014-2020 – Structural Funds Program of Finland"

12. What is the main focus of RIS3 / OP / Addressed policy

The priority axis the structural funds program is producing and using the latest information and knowledge. The specific objectives of the program are:

- Generating new business
- Improving transport and logistic connections that are important to SMEs (only in Eastern and Northern Finland)
- Promoting growth and internationalisation of enterprises
- Promoting energy efficiency in SMEs[1]

[1] https://www.obotnia.fi/finansiering/eruf-programperioden-20142020/

The smart specialization strategy in the region of Ostrobothnia focuses on four export intensive domains in the region:

- Energy technology

- Boat manufacturing, maritime technology and services
- Composite materials
- Fur-farming

Furthermore, within the smart specialization strategy, the horizontal priorities are characterized by the following technological areas:

- Digital solutions
- Communication and control systems
- Advanced manufacturing methods
- Automation system solutions

13. Is there a regional implementation plan / strategy / implementation?

Relation between GP and the RIS3 / OP / Policy

14. In what way contributes the GP to the implementation of the RIS3 / OP / Addressed policy?

To begin with, the good practice falls within the domain of energy technology, which is a prioritized area in the smart specialization strategy to enhance the region's innovation potential and growth. Moreover, within the energy sector, large companies have a central role in the region's innovation system by accounting for a great part of the research and innovations actions (AMCER report, 2013, 93). Overall, these companies rely to large extent on in-house research activities and on doing-using interacting (DUI) forms of innovations based on customers' needs. In addition, the innovation system is rather well-connected from a triple-helix standpoint (Virkkala, Mäenpää & Mariussen, 2014[1]).

However, there is a need improve the multilevel governance of the innovation system in Ostrobothnia and, in particular, to include a forth helix emphasizing users of innovations. In other words, there is a need for both the public and firm sector to use a bottom up approach and to create new working processes which more strongly involve citizens and the local community. Similarly, there is a need to find new ways how open and social innovation could be used as an engagement tool in the field of smart energy. To this end, the good practice and its focus on the involvement of citizens in the field of smart energy contributes to the implementation of the smart specialization strategy (see also question 15 below).

[1] Virkkala et al., 2014. The Ostrobothnian Model of Smart Specialization. http://www.uva.fi/materiaali/pdf/isbn_978-952-476-577-0.pdf

15. How is the method of OSI more efficient in the contribution to realize the goals of RIS3 / OP / Addressed policy?

The good practice and its focus on the involvement of citizens in the field of smart energy contributes to the implementation of the smart specialization strategy in two ways. First, the user-centered approach at the heart of the good practice complements existing modes of innovation. Second, in order to more actively involve citizens and the local community in the innovation system, there is a need to increase

the awareness of and interest in sustainably energy and to change attitudes among citizens towards smart energy. The good practice contributes to this learning process by showing concrete means for how to save energy, educating consumers on smart energy solutions and raising “calls to action”.

16. What is your expectation how this GP contributes to the improvement of RIS3 / OP / Addressed policy.

As described above, the good practice complements existing forms of innovation by introducing and exemplifying one working process which more strongly involve citizens and the local community.

In addition, the expectation is that the good practice engages citizens in questions and activities concerning energy savings and consumption. Thereby the expectation is also that the good practice more strongly connects citizens to the region’s energy cluster and increases their awareness smart energy solutions produced by firms in the cluster.

17. How will you implement changes and upgrades of the RIS3 / OP / Addressed Policy?

On a regional level, the Regional Council of Ostrobothnia has a good capacity to influence the strategic focus of the structural funds program, its implementation, as well as, the section of projects to be financed.

Furthermore, the Regional Council of Ostrobothnia has a key role in monitoring, evaluating and reformulating the regional smart specialization strategy. Hence, changes will be implemented in current working processes of monitoring smart specialization. To date, when monitoring the smart specialization process the regional council conducts, every three years, interviews and focus group discussions with actors representing firms, the public sector and the university sector. The purpose of the interviews and group discussions are to identify new technological opportunities and potential gaps in the relationships between the triple helix actors (firms, university sector and public sector). Based on identified technologies and gaps policy measures are suggested. In the OSIRIS project, the purpose is to design and implement an open innovation process, which, complements current working process by creating an innovation loop with engaged community stakeholders needed for the regional smart specialization strategy.

3. Provincia Autonoma di Trento: Progetto Open Data

Info on OSI Good Practice in ten questions

1. **What is the name of the GP? (own language and English translation)**

Progetto Open Data in Trentino (ita)
Open Data in Trentino Project (eng)

2. What is the goal of the GP?

a. Creating a territorial federated Open Government Data (OGD) portal aligned with the National and European scenario.

b. Accelerating the process of quality enhancement of the public Public Sector Information (PSI) by providing local Public Administrations with a data catalog and the knowledge (guidelines, tools) to publish and maintain data in open format (metadata, data, licenses).

c. Developing scalable solutions, from the technological and the organizational point of view, for OGD: e.g. “ComunWeb” a reusable platform for structured data collected through the web sites).

d. Encouraging new businesses and SMEs from the perspective of social innovation connected with data driven economy.

3. What is the challenge or innovation concept reached by the GP?

This Good Practice is in line with the goal of the OSIRIS project: the use of data to increase transparency, efficiency and to boost the economy is one of the pillar of open and social innovation. Indeed, OSIRIS project create the opportunity for PA to cross its own internal borders through the creation of co-creative eco-systems where different stakeholders can participate and define an action plan for better using the ERDF.
The goal of Open Data in Trentino is to increase the awareness of the importance of a “data culture” in the territory both for the public sector and for businesses, researchers and citizens in general. Quoting the European Data Portal, “Open data is supporting innovation and growth by revealing opportunities for businesses large and small to build new services, identify savings and improve operations. [...] Open data stimulates innovation by removing barriers to access, use and shareability of data. Data literacy is a core skill for businesses looking to take advantage of the opportunities open data offers to create new value and improve operations.”

4. What is the size of the territory involved?

Trentino, 500.000 inhabitants, is a “tops the list” of the Italian provinces with the highest density of innovative startup firms with a record of 144 enterprises out of a total of 10,000 companies. The Project involves the Autonomous Province of Trento and its municipalities (176).

5. Who are involved in the GP?

a. Number of involved persons (who attended)
During the starting phase the project team was composed by around 15 people, covering all the issues related to this field (law and privacy, organisation management, technology, community engagement etc.). Currently the team is composed by 4 people.
In 5 years the project had collaborations and/or interactions with more than 600 people among public officers, researchers, students, businesses, citizens.

b. Categories of persons
Public officers, researchers, students, businesses, citizens.

c. Number of involved organizations
more than 30 offices of the Autonomous Province of Trento, 15 public entities linked to the Province, more than 170 municipalities, the Consortium of the Municipalities, many businesses.

d. Type of organizations (authority, SMEs, Knowledge institutes)
Public administration, universities, research foundations, SMEs.

e. Number of involved SMEs
Interactions with more than 100 SMEs

f. Type of SMEs (technical, social, production)
Mostly working in the ICT field

6. Number of new products, services or processes reached by the Good Practice
dati.trentino.it is the biggest contributor (6k datasets) to the Italian OD catalogue; it involves the regional administration but also the most of the municipalities that publish OD automatically through their websites; more than 51 apps/services use our data (and these are just those which sent us a notification). Our catalog is tops the list for metadata quality in the European Data portal. Trentino Open Data Hackabot: an Hackathon that was the frame for the interaction between Public Administration (clients), students (solvers) and businesses (tutors) to create solutions for the PA challenges through the design of chatbots and open data. As a result, 11 new ideas (proofs of concept) of services have been made.

7. What methods of OSI are used?
Re-use of the knowledge already produced from other actors, use of the communities' experiences in order to solve problems, sharing of our products with the community. Opening up the data to boost the economy but also to improve the citizens' quality of life through the tools of a "smart city".

8. Is Open Data used in this GP? If yes how is this done?
Yes, the GP is about Open Data.

9. Advances pitfalls of this GP?
The engagement of companies, their concrete demand, is critical to show the overall value in public sector open data. Otherwise, often, within "public offices" there is a change resistance and they can be worried by sharing information.

10. What is the current status and the potential for its exportability?
a. Our experinces is so deeply rooted and modelled on the reality of a small territory that can be of inteterest for other similar regions on facing the big scenario of the European Union Open Data policies.
b. from the technological point of view, our catalogue is based on an open source platform, called CKAN, that can be easily used and customised for every different need, also ComunWeb platform is OS and modular
b. Lots of different good experiences all around the world that can be taken as models, and lots of public and private organizations (EDP, ISA2, OKFN, ODI…) give support, tutorials and advices. Our project is strongly alligned

The Autonomous Province of Bolzano, re-used our platform and some skills to start their own open data project. We've started our project re-using others Italians previous experiences.

RIS3 / OP / Addressed policy

11. What is the name(s) of RIS3 / OP / Addressed policy

- Provincia autonoma di Trento, Smart Specialisation Strategy
- Programma Operativo FESR nell'ambito dell'obiettivo "investimenti in favore della crescita e dell'occupazione"

12. What is the main focus of RIS3 / OP / Addressed policy

- Smart Specialisation Strategy:
  The Smart Specialization Strategy (S3) of Trento was defined in 2014 and integrated in the implementation, monitoring and evaluation aspects in 2016 (Provincial Council Decision No. 606 dated 22 April 2016).
  The strategy has identified, through a bottom-up approach, in the field of research and innovation and on the basis of local vocations, investments that have been made in recent years and the results achieved in terms of participation in national and international networks, the territorial spatial areas and future development trajectories from a productive and economic point of view. Therefore, they valorised the areas by using research results where to innovate and grow, by identifying and consolidating the appropriate infrastructures, collaborative skills with other existing public-private partnerships or research infrastructures.
  In particular, four macro-areas have been identified:

  Quality of life;
  Mechanics;
  Energy and environment;
  Agri-food.

- PO FESR del Trentino:
  The 2014-2020 ERDF Operational Program, after a negotiation between the provincial administration, the national authorities and the European Commission, was approved on 12 February 2015. An integral part of the document is the Provincial Innovation Strategy for Smart Specialization (Smart Specialization Strategy - S3)

  The new programming of the Autonomous Province of Trento for the period 2014-2020 focuses on three priorities of intervention - axes.

  The axes reflect the thematic objectives for the implementation of the Europe 2020 Strategy and the priorities of the regional development policy.

  The total resources allocated to the Autonomous Province of Trento for the implementation of the ERDF Operational Program amount to € 108,668,094.
  The 3 axes are:
  1. Strengthening research, technological development and innovation;

2. Enhancing the competitiveness of small and medium-sized enterprises (SMEs);
3. Supporting the shift towards a low-carbon economy in all sectors

13. Is there a regional implementation plan / strategy / implementation?
Both S3 and PO FESR are regional

Relation between GP and the RIS3 / OP / Policy

14. In what way contributes the GP to the implementation of the RIS3 / OP / Addressed policy?
In the S3, ICTs are considered as a cross platform, useful for the development of all the different macro-areas. Data are the raw material of ICTs and Open Data are essential in the data driven economy.

15. How is the method of OSI more efficient in the contribution to realize the goals of RIS3 / OP / Addressed policy?
Using the methods of OSI, innovation is not anymore an attempt to impose a technocratic decision from the top to the society, but it is the result of the experiences of different actors in an continuous process of interactions.

16. What is your expectation how this GP contributes to the improvement of RIS3 / OP / Addressed policy.
This GP can help the territory to boost the creation of new business models, new skills and new roles; at the same time it can help the citizens to have a better dialogue with the public administration.

17. How will you implement changes and upgrades of the RIS3 / OP / Addressed Policy?
We are trying to create some “platforms” where data users and data providers can interact in order to better understand their needs. At the same time we have been creating a data culture in the territory showing to business, students, public administrations and citizens in general the value of the data driven economy.

4. Province of Drenthe: ToolBox

Social Impact Bond Emmen: a new innovative entrepreneurial system to get unemployed to a job. The current system to help long-term unemployed is such that the social limitations of their clients forms the business case for a wide range of services where entrepreneurs or organizations earns money on their offers and not on the results. This system costs society a lot of money and returns (unemployed gets employed) are low.
The approach of Social Impact Bond towards those with a history of long-term unemployment is innovative. These people are often facing multiple problems and are, therefore, dealing with many different help organizations (healthcare, debt counseling, assisted living etc.). The entrepreneur (Toolbox) looks at what people can do and what they would like to do. Then they stimulate and facilitate. The ToolBox environment with start-ups, education,

facilities (woodwork, metal, electronic, ICT and Media) is perfect for this kind of approach. The result is that people become more independent, and step for step grow in confidence so that, at a certain point they no longer need social support. That means considerable savings for the municipal budget and the local authority awards us a percentage based on the results achieved, so post-paid. The entrepreneur pays all costs for rent, facilities and support up front. These agreements have been set down in a contract – the Social Impact Bond. The incentives are there where they should be, in our view. Per individual the society saves between 50,000 and 80,000 euros a year.

Resources needed

There are no extra costs for the municipality: only with results the entrepreneur gets paid. The entrepreneur pays all costs for rent, facilities and support up front.

Evidence of success

In the small scaled experiment e few persons were led to independency. Up-scaling is foreseen

Difficulties encountered

The biggest challenge was financing through different financial sources within the municipality. Although the innovative approach focusses on real results without any risk for the municipality the different departments were not easy to convince to contribute to the payment.

Potential for learning or transfer

Social impact bonds are now rolled out in different municipalities. Not only with unemployed but also with refugees. Still at the base of the entrepreneur takes the risk, the authorities are paying on result.

Relation to RIS3 and OP EFRO Noord

OP North Netherlands was drawn up based on the RIS3 Strategy of Northern Netherlands. In line with the RIS3 setting the aim to develop the region into a living lab region, the OP supports i.a. innovation actions for SMEs such as cooperation framed in the Quadruple Helix. In Priority 1, with 76% of the total OP budget allocated, increasing the research and innovation intensity of SMEs and improving their uptake of innovation is treated. As the OP has no sectoral preferences, actors related to the regional rural economy (bringing together stakeholders from tourism and related supply chains, building up new SMEs networks) have a range of funding opportunities to strengthen this complex and highly innovative ecosystem.

Yet as a precondition better access should be facilitated to the OP's means for rural SMEs who are further from classical innovation hubs and knowledge transfer points to ensure conditions for undisturbed growth, cross-sectoral cooperation and thus competitiveness and. Cooperation, i.e. maximizing innovation based productivity represents an enormous opportunity for growth in the visitor economy sector. One way of tackling this issue to be adopted in OSIRIS

5. Western Greece: Patras Innovation Quest (Patras IQ)

Info on OSI Good Practice in ten questions

1. **What is the name of the GP? (own language and English translation)**

Patras Innovation Quest - www.patrasiq.gr

2. **What is the goal of the GP?**

The goals of this GP are:
1.Foster integration of research & innovation in industry & market in order to develop new competitive products & services
2.Trigger an entrepreneurial spirit in researchers in order to focus their research in more marketable results
3.Attract investors that could utilize local know-how and invest in products & services
The 3 days event includes:
- Exhibition of innovative research products&services, applied research presentations
- Speeches by policy makers, financial actors& innovation & start-up ecosystem representatives
- Lectures on issues concerning technology transfer, knowledge management, IPR, and financial resources for innovative ideas
- Workshops for academic students & start-up founders on issues concerning soft skills building & entrepreneurial operations
- Innovative entrepreneurial ideas competitions final pitch events
- B2B meetings for developing synergies for new projects & business ventures.

More specifically, researchers present to the productive sector mature, research results that can potentially be exploited entrepreneurially & commercially. Moreover, problems that the productive sector is facing are being discussed in order for researchers to offer feasible solutions. The purpose is to familiarize both researchers &t he productive sector with the knowledge management process of turning innovative ideas into more bankable projects, to offer conditions for building networks & clusters, and to explore alternative ways of financing innovation

3. **Resources needed**

The annual budget is 100.000 – 120.000€, while the co-organizers offer human resources (approx. 20 people) for the event to be organized and executed. Also almost 100 volunteers are supporting the organization.
The event is taking place annually on April (Friday-Saturday-Sunday)

4. **Evidence of success**

The 1st Patras IQ took place in 2012 and it was organized by University of Patras&the Chamber of Achaia. On 2015, the organizing actors were complemented by the Region of Western Greece and on 2016 by the Hellenic Open University, the Technological Institute of Western Greece and two Ministries; of Education, Research and Religious Affairs and Economy, Development & Tourism. The event has continuously been gathering more exhibitors, public opinion makers & visitors, since its 1st organization.

Difficulties encountered
-Establish a flexible Organization that will provide pre-incubation & acceleration services to start ups & research teams & provide efficient integration of new technologies to existing enterprises
-Pursuit funding resources from public / private sources in order to develop microcredit tools

5. Potential for learning or transfer

This practice is based on 4 helix pillars
1. Research (universities, technological institutes, research centres)
2. Entrepreneurship (chambers, industry, incubators, accelerators)
3. Policy making (ministries, regions, municipalities)
4. Open social actors (students communities, start-ups ecosystem, associations)

Effective practice transfer must include the establishment of a strong local collaboration among the representatives of these pillars in order to encourage entrepreneurial spirit among academic students & researchers and foster start-up attempts that will answer to existing problems of the industry by creating disruptions and novel solutions. The vision for Patras IQ is to transform it: from a successful Knowledge Transfer Event & a meeting point of Innovation with Entrepreneurship to a Hub, where applied research will meet real economy in a daily basis, in order to deliver products & services of high added value that will systematically claim a share in the global market

6. Municipality of Fundão: Transformative Action

The Transformative Action of Fundão is about reprogramming lives by learning coding - a skill that can be as important as knowing how to speak English.
The transformative action arises from the path that has been designed by the municipality at several levels such as:

• Development of an Innovation Plan in 2012
• Creation of the Living Lab of Cova da Beira: with cooperation between public and private entities
• Development and implementation of an urban incubator for enterprises and businesses through the rehabilitation of vacant or underutilised public buildings
• Promoting urban regeneration and providing benefits to attract people and enterprises to the city center.

In this context 500 new jobs were created in the IT sector, in companies that have invested in Fundão and that are hiring candidates with high technological skills. By the contact maintained with the companies it has been identified that Fundão needs, by the end of 2019, at least 300 new professionals in the IT sector.

The ACADEMIA DE CÓDIGO comes as a recruitment possibility that allows them to grow and reach new projects to be developed in Fundão.

So, since 2 years ago, WE CHOOSE TO REQUALIFIED the people in this respective training coding areas, we're turning them – over 14 weeks of intense training, in Developers.

After several editions of the Bootcamp in Fundão, which aims to requalify the digital skills of young people, equipping them with skills and tools very much sought by the labour market, the results are very encouraging, registering an employability rate higher than 95%, in local ICT SME.

Resources needed

The need for talent in ICT: only a small number of programmers and developers were available in the market in relation to the companies' needs. The high levels of unemployment ultimately meant there was a possibility to have professionals from any area becoming IT developers.

Evidence of success

The impact has been at socio-cultural, socio-economic and at technological levels bringing together, representatives of the quadruple helix working towards the overall improvement of our society. This model has allowed to:

• Reinforcement for attracting companies and new talents;
• Providing opportunities to unemployed in order to improve skills;
• Increase skills in companies with enhancement of recruitment possibilities;
• 100% employment rate;
• Economic sustainability.

Difficulties encountered

The challenges of the Transformative Action were mainly related to ensuring sustainability, ensuring availability of companies to receive the students and coordinating different details together (between private and public sectors) in order to have smooth implementation, commitment and involvement.

Potential for learning or transfer

With these bootcamps it has been possible to reinforce the current indicators which were:

• Integration of 98 properties in the Home-Office concept
• Promotion of urban rehabilitation: about 40% of the properties were made available, after construction, with an average investment of 10,000€
• Promoting the fund aimed at rehabilitating properties in the historic center with a budget of 50,000€/year/edition

500 direct jobs were created with the Academy and it is estimated that an additional 100 will be made available as an indirect result of it. Considering the base salary of €900 by the end of the bootcamp it is estimated that with the successful implementation of the project, around 1,080,000€/year will be injected into the local economy.

The lessons learned relate to the potential of growth and replication of the project, and also the vision towards new possibilities such as coding for children.

7. Regional Development Agency Prešov: Enter Session

Info on OSI Good Practice in ten questions

2. What is the name of the GP? (own language and English translation)
ENTER SESSION

3. What is the goal of the GP?
The goal of the GP is to provides great opportunity to meet and network SMEs, NGOs, public and private sector during the unique conference in Prešov region.

4. What is the challenge or innovation concept reached by the GP?
ENTER SESSION was created as a solution for the lack of networking activities for SMEs in the Prešov region. Prešov as third biggest city in Slovakia with almost 100 000 inhabitants haven't any opportunity for SMEs to meet and network, to talk about different kind of problems and topics, to transfer their know-how, to connect other people especially from business sector. This situation was impulse for Innovation partnership centre founded also by Regional Development Agency of Prešov self-governing region to create opportunity for SMEs, NGOs public and private sector through ENTER SESSION unique conference.

5. What is the size of the territory involved?
Prešov region - the second biggiest in the Slovakia.

6. Who are involved in the GP?

a. Number of involved persons (who attended)
It depends, but last year it was about 100 participants

b. Categories of persons
SMEs, Start-ups, NGOs, public and private sector
c. Number of involved organizations
Last year it was 10 organizations with 4 organizators

d. Type of organizations (authority, SMEs, Knowledge institutes)
Start-up comapnies, SMEs, University, Marketing association, IT services and consulting company, Innovation centre
e. Number of involved SMEs
Last year about 10
f. Type of SMEs (technical, social, production)
Technical, IT, creative production

7. Number of new products, services or processes reached by the Good Practice
Not relevant.

8. What methods of OSI are used?
At the beginning it was necessary to create a space for networking different interest groups, therefore the ENTER SESSION was created. Its existence is a response for the

real demand of society. The conference is accessible to everyone who is interested in participating ensuring its "openness". For the Prešov region is the very innovative element, because something like ENTER SESSION was very lacking.

9. Is Open Data used in this GP? If yes how is this done?
No.

10. Advances pitfalls of this GP?
There are some necessary steps to be done when organizing such an event. Important knowledge:

1. **Mailing list.** First of all you have to have list of key companies, target group to communicate with. Don´t try to hit a large group of companies, because 80% of them are „dead" companies. On the contrary, try to create a database of live and quality companies from region.
2. **Duration.** It is very hard to plan all day event with 3-4 discussion panels. Much more effective is to focus on one strong topic and to push all the promotion on it. As to time plan – the optimal duration is up to 3 hours.
3. **Experts**. Try to gain an expert who will attract the audience. Obviously you have to communicate with him in a sufficient time.
4. **Finance partners.** (we have financed our conferences through EU grants – different projects) But the other possibility is to gain one or few strong partners -SMEs which can (after paying the fee) benefit from the event – (promotion in commercial TVs, radio spots, online channels,...)
5. **Intense communication with attendees.** You have to communicate with all the guests and attendees during all the time. From first invitation to feedback request. Good practise is to send 2 reminders within invitation to the event. (50% of them will react to the reminders) And also after the event, you have to thank all the attendees and stay in contact with them. You can remind them your next event planned). The good online tool for mailing list is www.mailchimp.com

11. What is the current status and the potential for its exportability?
ENTER SESSION is completely easy to transfer. It's not costly and it doesn't require special resources. The idea of unique event is easy to copy. What you need to have is a good and interesting topic and experts who will attract the audience.

RIS3 / OP / Addressed policy

12. What is the name(s) of RIS3 / OP / Addressed policy
Basic information about **Integrated Regional Operational Programme 2014-2020:**
http://ec.europa.eu/regional_policy/en/atlas/programmes/2014-2020/slovakia/2014sk16rfop002

Basic information about Slovak RIS3 strategy with the possibility to download the document in English:

https://rio.jrc.ec.europa.eu/en/library/strategy-smart-specialisation-slovak-republic-ris3

13. What is the main focus of RIS3 / OP / Addressed policy

IROP priorities:

- Safe and environmentally friendly transport in the regions
- Easier access to effective and quality public services
- Mobilising creative potential in the regions
- Improving the quality of life in the regions with an emphasis on the environment
- Community-Led Local Development

RIS3 of Slovakia focuses on 4 objectives of the strategy:

1. Deepening integration and embeddedness of key major industries increasing local value added through the cooperation of the local supply chains and turning local supply chains into embedded clusters
2. Increased contribution of research to the economic growth via global excellence and local relevance
3. **Creating a dynamic, open and inclusive innovative society as one of the preconditions for the increase in the standard of living**
4. Improving the quality of human resources for an innovative Slovakia

14. Is there a regional implementation plan / strategy / implementation?

Ideas of RIS3 are partially implemented into the preparation of main regional strategic document: **Economic and Social Development Program of Self-governing Region of Prešov for the Period of 2014 – 2020** (Program hospodárskeho a sociálneho rozvoja Prešovského samosprávneho kraja na obdobie 2014 – 2020) and its annex – Regional Innovation Strategy – mostly in the area of improving the quality of human resources for an innovative Slovakia.

Short version of the Program in English language:

https://www.po-kraj.sk/files/dokumenty/Rozvojove-dokumenty-PSK/PHSR_PSK_2014-2020/phsr_psk_2014-2020_en_strucna-verzia.pdf

Regional Innovation Strategy (only in Slovak language):

https://www.po-kraj.sk/files/dokumenty/Rozvojove-dokumenty-PSK/PHSR_PSK_2014-2020/phsr_psk_2014-2020_v1_sp_priloha09.pdf

Relation between GP and the RIS3 / OP / Policy

15. In what way contributes the GP to the implementation of the RIS3 / OP / Addressed policy?

ENTER SESSION creates an opportunity to involve experts, SMEs and individuals to discuss the existing social issues in region. It is an open platform for networking, exchange of experience, finding innovative solutions and creation of ideas and partnerships. The event focuses on many different issues not only connected to the addressed policy such as the mobilization of creative industry, but also to other actual topics.

16. How is the method of OSI more efficient in the contribution to realize the goals of RIS3 / OP / Addressed policy?

Our OP (IROP) objective: Mobilizing creative potential, specific objective 3.1 Stimulating the promotion of sustainable employment and job creation in the cultural and creative industry by creating favourable environment for the development of creative talent and non – technological innovation. The goal will be achieved by the creation of the Creative center in the region, which declares that it will create at least 40 new jobs a year directly. In order for this to happen, the state of the sector in the region had to be analyzed and the cooperation of key players started. In the framework of the ENTER SESSION conference, the penta helix model "Policy makers" innovation management skills and co-creativity will be accelerated by interregional collaboration in focussed sectors and disciplines, adopting the penta-helix model (Government-Research-Business-Citizens-Society), empowering the Public Information Sector" has been used.
Government – Municipality of Prešov, Prešov region
Research – Economic university
Business – T-systems
Citizens – non-profit creative organizations
Society – public, international guests …
The event was attended by representatives of each of these 5 spheres and the cooperation of all participants started on the basis of the exchange of know-how, discussions and networking.

17. What is your expectation how this GP contributes to the improvement of RIS3 / OP / Addressed policy.

Innovation Partnership Centre is important actor in development of innovations in Prešov region and through connections and close cooperation with Prešov region, University and Regional development agency has possibilities to influence the regional development and creation and improvement of regional policies.

18. How will you implement changes and upgrades of the RIS3 / OP / Addressed Policy?

Innovation Partnership Centre is interconnected with its founders – the Prešov self-governing region, the University of Prešov and Regional Development Agency of the Prešov self-governing region – and so it carries out tasks of regional development in several specific areas mostly connected with innovations. Through similar actions we would like to influence the addressed policy during the process of re-evaluation of OP and its strategic document: Regional Integrated Territorial Strategy in the midterm.

Conclusions

Basic thought in OSIRIS is that through the Open Social Innovation (OSI) method one gets better-focussed government and policies next to better products and services for societal challenges.

Sometimes the OSI is already used in the phase of developing the Research and Innovation Strategies for Smart Specialisations (RIS3) for the region. This is the case, for example, in Drenthe (the Netherlands) and Ostrobotnia (Finland).

The seven good practices presented in OSIRIS are different in character. The Innovation Loop and Energikampen uses the OSI to start-up innovation on societal challenges with the help of the public and students. Patras Innovation Quest and the Enter Session are mainly focussed on SMEs. Where Tool Box and Transformative Action are more in the phase of implementing solutions gathered by OSI.

The selected Good Practices are – of course – not the only view on the policies of the regions. During the study visits a range of different approaches OSI and non-OSI were presented. OSI works well if a large range of stakeholders should be involved in the process. Although stakeholder involvement keeps important, in more focussed areas non-OSI methods often works quicker.

For regional policies for example SME-support the government has his own role. For overarching policies like the RIS3 OSI methods are perfect.

Conclusion:

Regional Governments should use more OSI methods in developing their policies when a large range of stakeholders are involved or the public is involved in the societal challenges.