Work Package:2

Deliverable 2.1.1: Definition, implementation and maintenance of internal communication tools and rules

Beneficiary: AUTH

INTERREG V-A COOPERATION PROGRAMME:

GREECE – BULGARIA 2014-2020

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About this document:

This deliverable presents the tools, techniques and methodology used for all project beneficiaries to communicate with one another.

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Introduction

The communication and dissemination plan of Green Pump is well thought of and designed with several details in mind. However, there is a major constraint to its full deployment and that is as usual, money. There is a limited budget available for communication actions. This means that careful planning is needed to design the most effective means of communication targeted towards the communication objectives. A carefully designed set of actions that use money and resources in an effective way is much needed, with actions that are evaluated for their efficiency. To this end, we started with the Strategic and Operational Communication plans at the beginning of the project. We divided it into two major parts, each bearing its own focus and its own target audience. This deliverable concerns the internal communications of the project and the instruments, tools, and methodology followed to achieve this. It is also related to presentations given at the first meetings of the project (kick-off and the next 2 meetings), where these tools were discussed, presented and demonstrated at work.

Inventory of internal communication instruments

The project will have at its disposal a range of communication instruments to help synchronize the effort of the beneficiaries. These include the following (in no particular order):

The project website:

The project website is located here.

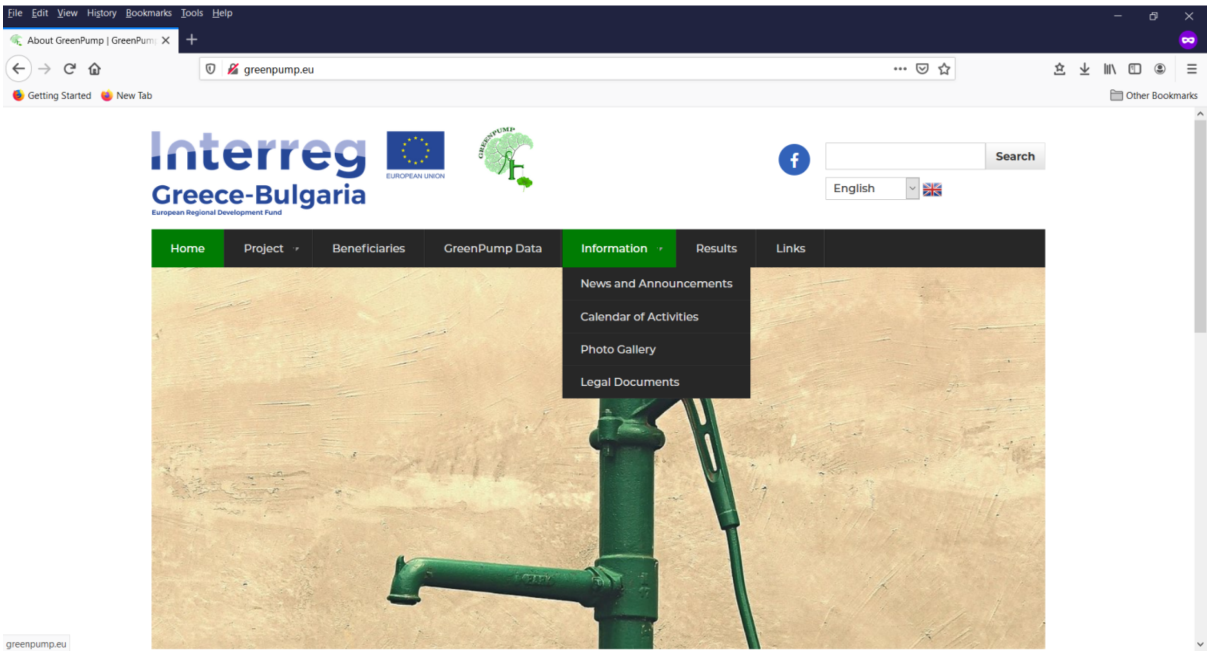


Figure 1. Indicative image of the project website in its current state.

The website provides the opportunity to present all the information related to the project in one place. Using a modern content management system we are able to include a lot of collaboration functionality, like a common document repository for all partners and external collaborators, news sections, and link to an access right system out of the box. Thus, it acts as a central point for our internal communications. Because we control our own website, we do not have to adhere to externally enforced rules.

Presentation templates

Templates for presentation slides will exist for all project meeting that will comply with the guidelines of the Interreg programme to allow for a common communication line outside of the project. However, the templates will be used as a standard for all internal project meetings too.

Inventory of internal communication tools

Given the familiarity we have with all kinds of projects, we are aware and have a wide set of tools that are available in our hands, and can be directly downloaded and applied from the internet. We will choose the best and most standard ones for this case to avoid confusion between the beneficiaries. We also plan to have demonstration actions on their use during project meetings. We have chosen as the most appropriate ones in this case the following:

Skype for non-regularly planned meetings

Skype meetings to deal with urgent bilateral issues that concern two or even more beneficiaries, but not typically all, as well as meetings that are of urgent nature will be organized with teleconference tools. Skype is a tool which is very commonly used in day to day communications, has been ported to all sorts of devices (cell phones, tablets, laptops, PCs), and is available for many OSes (windows, Android, Mac, Linux). It cuts communication costs, as it is free for ip based communications. This tool is so widely known that we anticipate no beneficiary will run into problems with its use. To further facilitate them we will create chat/meeting groups for all anticipated cases (bilateral groups and project wide ones).

Doodle polls

Given that the partners of the project are numerous, we anticipate that the selection of date and time for the project meetings will not be easily arranged. To this end, we plan to have polls that will be held before each major meeting and will help us arrange for mutually acceptable dates and times. This will enable the largest number of participants and help have better internal cooperation and planning.

Google drive and project e-mail

We will create a Google email (Gmail) account with the purpose of enabling external communications, as well as serving for its internal communication purposes. The Gmail account comes with Google drive abilities and free space that can act as the project repository. Larger volumes of data will be kept offline and be uploaded when needed to be sent to others. However, for internal communication and file exchange it is an optimal solution since it is provided for free, it is versatile, and easily connectable to devices of all sorts.

We used the Google Drive of the greenpumpgr@gmail.com account to store files and documents.

The drive space is divided into many folders and organized for clarity.

All beneficiaries have read and write rights.

The LB is the administrating body of the drive account.

The project e-mail that comes along with the drive is used for official external purposes and is monitored by the LB alone.

Mailing list

A mailing list with the e-mails of all beneficiaries is created (greenpump@lists.auth.gr) and is used for announcements to all beneficiaries. We also use this e-mail to forward to all beneficiaries any information provided by the JTS.

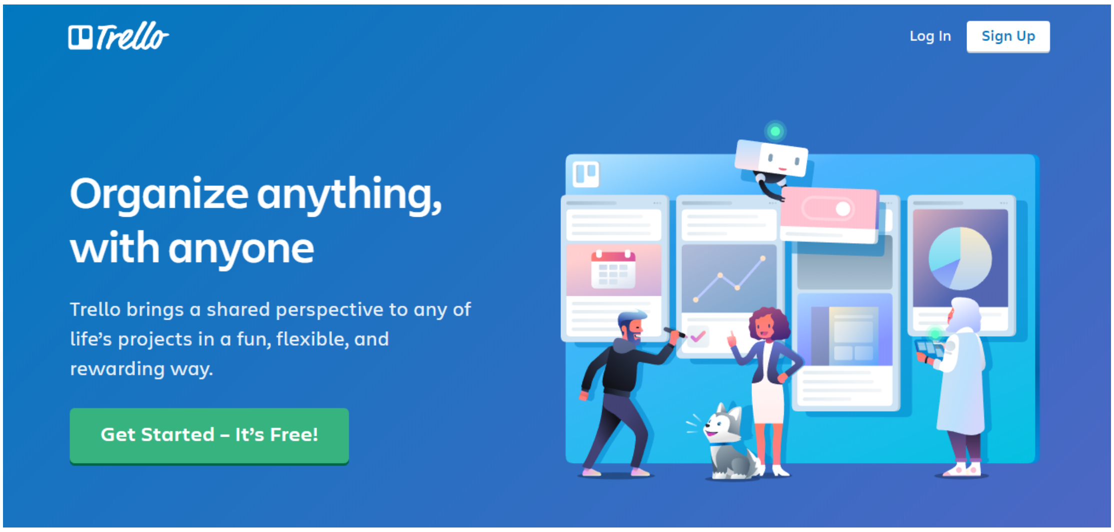
Trello

Trello is considered as the ideal solution for project management, organization and monitoring for projects of our size. We will be able to monitor internally the progress of all partners, as well as organize the tasks internally for every beneficiary. Each beneficiary will be advised to create its own Trello account. A short Trello presentation is located beneath.

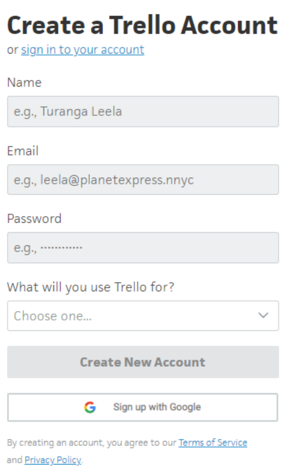
Conclusions

We consider the previously mentioned tools as being sufficient, yet simple and easily implementable by all beneficiaries. They will make the organization of tasks easier for each beneficiary, communication between each other much smoother, and project monitoring by the LB simpler.

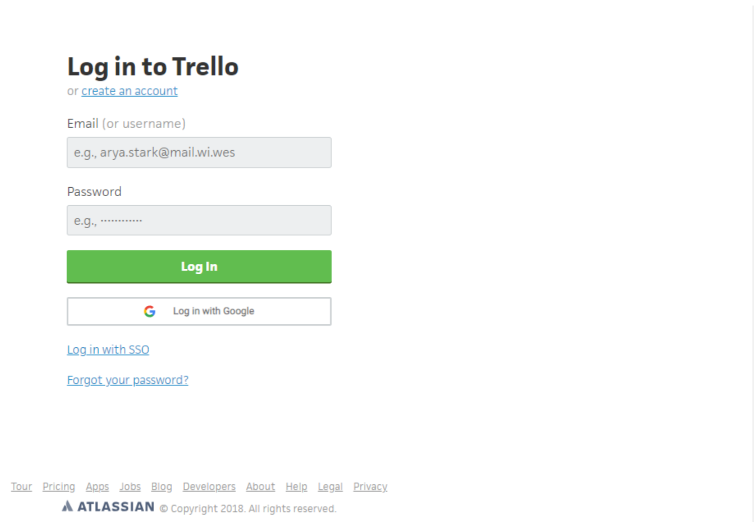
At first, you need to create an account (sign up). If you already have an account, skip this section.



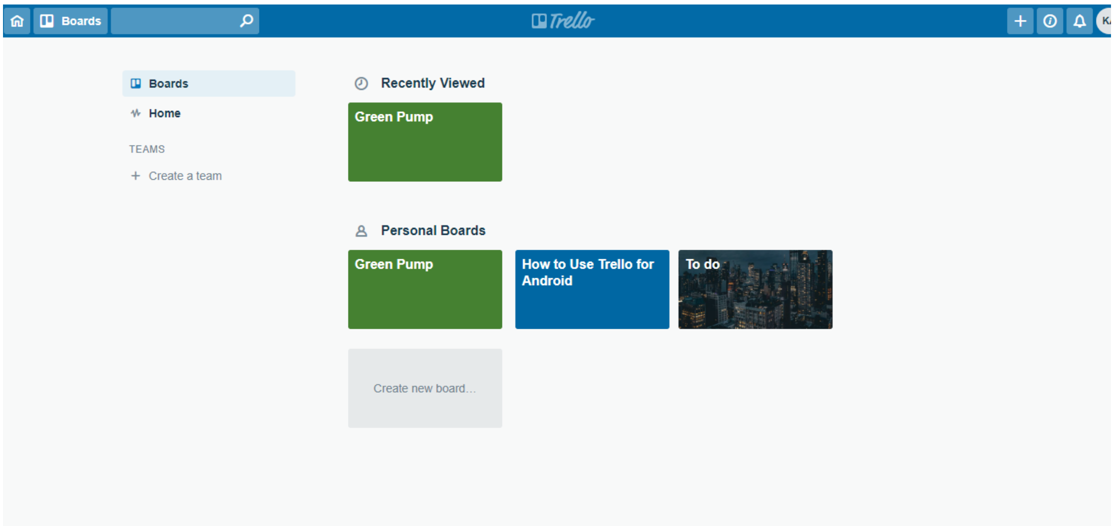
Here you can create a new account with your personal information and email or you can sign up with your Google account.



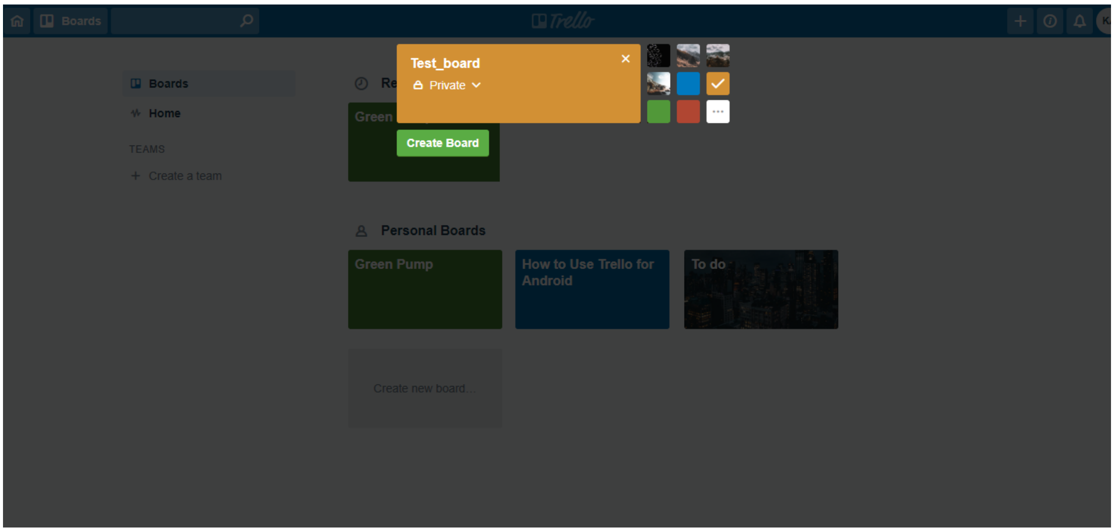
If you already have an account you press Log in. On the next screen you enter your email and your password or you log in with Google (depending on how you signed up).



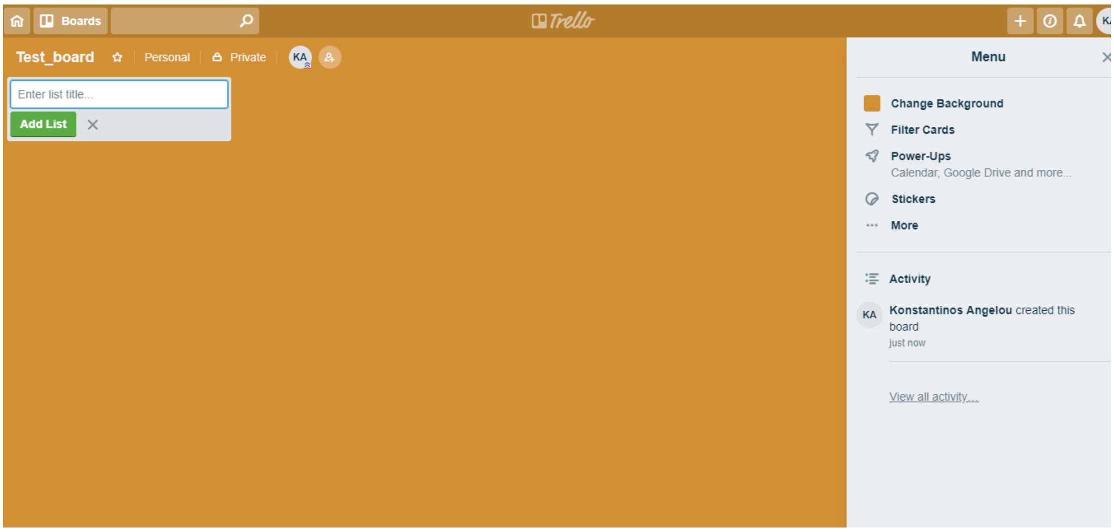
After you have successfully signed in, your boards (if you have any) are shown on the screen



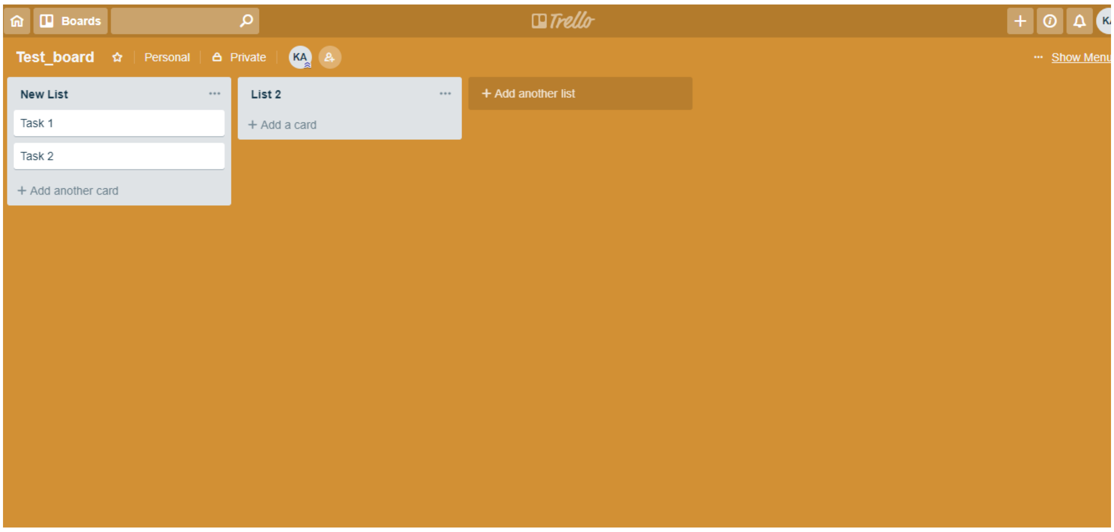
You can create a new board by selecting Create new board and then you select a name for your board and a color or an image (optional).



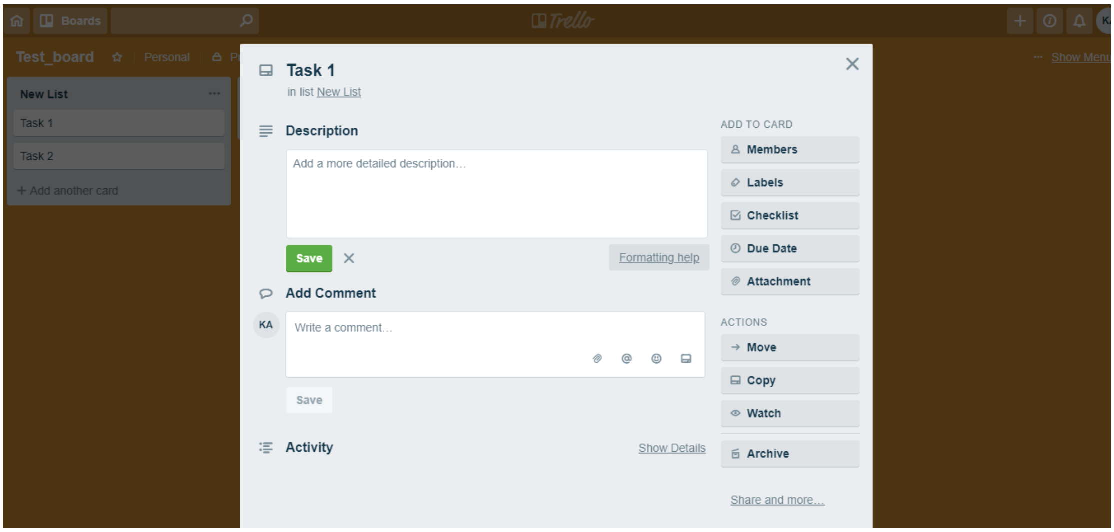
This is how it looks when the new board is created. To create a new list (of tasks) just write down the name of the list and press Add List.



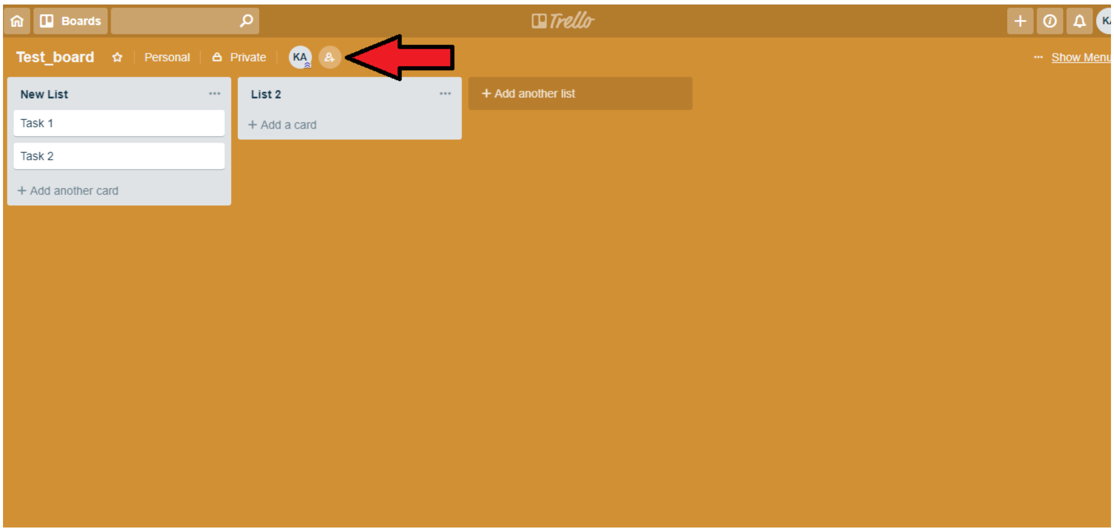
In the created list you can add tasks by pressing the button “Add a card”.



When you press on a card (task) a window shows up. Here you can add members, checklists, due dates, attachments and add comments.



You can also add members in the whole board and not just subtasks by selecting this button. Then you will be asked to insert the member's email or you can create a link that you can share with the people you want to add as members



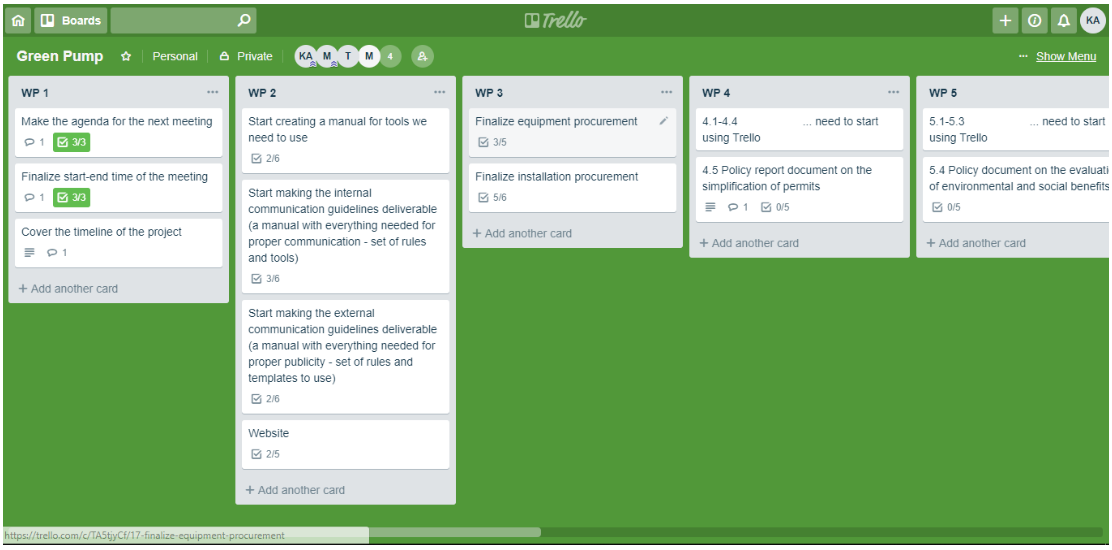
What you need to do:

- Each partner (AUTH, SWU …) will have their own board, where all their tasks will be listed. Access to those boards will have only members of the partners and the project manager (Michael Maragakis) who may access the board anytime and check the progress of the tasks.

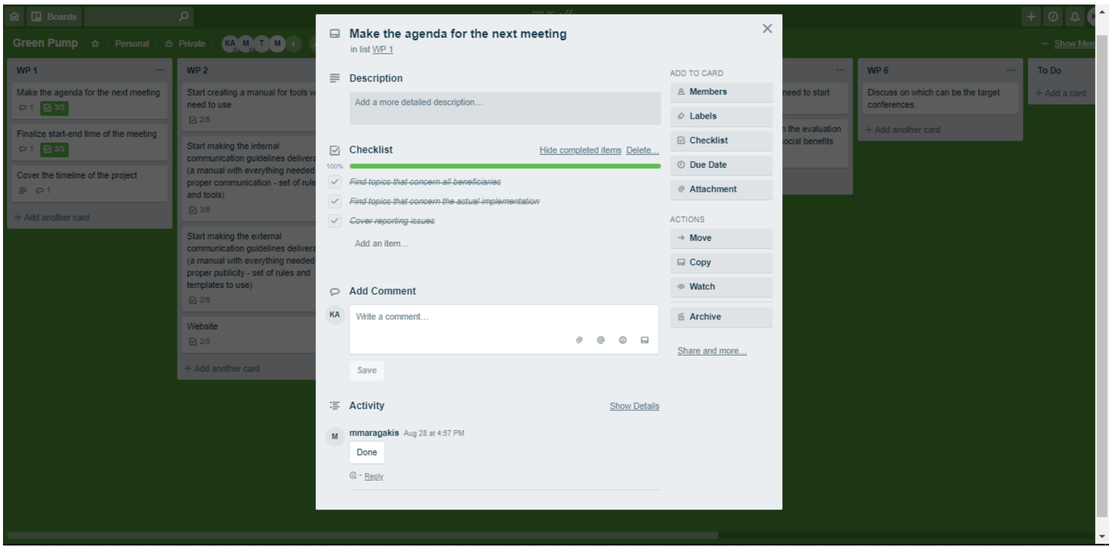
- There will be a board in which the tasks to each partner will be assigned by the project manager. Only one member of each partner may be able to access it, so each partner should appoint a representative.

Example from AUTH project beneficiary Trello

Here is the main board which contains a list for each work package (WP).



Each list (WP) contains some of the tasks that need to be done or have already been done. Here is an example of a task, which also contains a checklist with the tasks that have been completed.



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