



Frequently Asked Questions (FAQs)

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1. Introduction to the FAQs

This document provides a list of Frequently Asked Questions (FAQs) relating to the Digital Transformation Accelerator (DTA). The list of questions is preliminary and the document will be continuously updated throughout the course of the project. More information on the DTA and the EDIH Network can be found on the DTA webpage: <https://european-digital-innovation-hubs.ec.europa.eu/home>.

2. About the DTA

2.1 What is the DTA?

The DTA (**Digital Transformation Accelerator**) is a project that aims to support the creation, development, and growth of the pan-European DIH network, facilitate intra and inter-regional collaboration between European Digital Innovation Hubs (EDIHs), build up the digital capacity of EDIHs through hand-picked training sessions, and provide guidance and advisory support.



2.2 Who is the DTA supporting?

The DTA supports a diverse range of stakeholders including European Digital Innovation Hubs (EDIHs), Digital Capacity Providers, Research & Technology Organisations (RTOs), European SMEs, European Public Bodies and Public Sector Organisations, Digital Innovation Hubs (not supported by the DIGITAL Europe programme), Policy Makers, Digital Transformation Platforms, and the general public.

2.3 What is an EDIH?

European Digital Innovation Hubs (EDIHs) are one-stop shops supporting companies to respond to digital challenges and become more competitive. By providing access to technical expertise and testing, as well as the possibility to 'test before invest', EDIHs support companies to improve business/production processes, products, or services using digital technologies. They also provide innovation services, such as financing advice, training, and skills development that are central to successful digital transformation. (Source: <https://digital-strategy.ec.europa.eu/en/activities/edihs>)

2.4 What is the difference between an EDIH and a Seal of Excellence EDIH?

High-quality candidate EDIHs, for which no European funding was available, have received a Seal of Excellence. Some of these will be funded by their Member States or region and once they are operational, they can also become part of the network of EDIHs. (Source: <https://digital-strategy.ec.europa.eu/en/activities/edihs>).

2.5 What is the URL of the EDIH Network Platform?

The EDIH Network website URL is <https://european-digital-innovation-hubs.ec.europa.eu/home>

3. DTA Services

3.1 What services will the DTA provide to EDIHs?

The DTA will serve as an effective intermediary/interface between DG CNCT and the network of EDIHs. Services will be delivered to EDIHs through 5 main service lines – 1) Capacity-building, 2) Community-building, 3) Collaboration, 4) Coordination, and 5) Communication. These service lines include guidance and advice, training, matchmaking and networking, IT services, an online software platform, assistance in media relations, communications and branding, as well as impact assessment, road mapping, data collection and analysis.

DTA Services currently available for EDIHs:

- EDIH Network Online Platform
- DMA Tool
- My EDIH space
- EDIH Catalogue
- DTA Virtual Helpdesk
- Social media
- Events calendar
- Working Groups



- Training and webinars
- Knowledge Hub

As the range of services offered grows, more will be added to this list.

3.2 How can I contact the DTA?

The DTA can be contacted support@edihnetwork.eu

3.3 Does the DTA have a social media presence?

Yes. The DTA uses both Twitter https://twitter.com/edih_net and LinkedIn <https://www.linkedin.com/company/edih-net/about/>. News, updates and information about the DTA and EDIH Network will be shared via these social media platforms.

3.4 What are the visual identity guidelines for EDIHs?

The obligations on visual identity and dissemination are reported in the model grant agreement - see page 45-46 and Annex 5, especially pages 93-94.

https://ec.europa.eu/info/funding-tenders/opportunities/docs/2021-2027/digital/agr-contr/mga_dep_en.pdf

In practice, in your communication you have to use the EU emblem (flag) and a disclaimer stating that the project is co-funded by the European Union.

Detailed branding information can be found here: <https://european-digital-innovation-hubs.ec.europa.eu/branding-information>. The logos can be downloaded via Dropbox with a single click.

4. EDIH Network Online Platform

4.1 What is the EDIH Network Online Platform?

To facilitate the smooth functioning of the EDIH network, an online platform dedicated to the EDIH Network has been developed. The online platform will provide a centralised space for EDIHs to access a range of resources including the “My EDIH” space, the DMA tool, self-reporting tool, and the EDIH catalogue. Members of the EDIH network will have direct access to the online platform, enabling EDIHs to carry out key functions such as managing mini-sites and contacting the Virtual Helpdesk.

4.2 How can EDIHs access the portal?

To access the restricted sections of the online platform such as the “My EDIH” space, EDIHs must be logged into the portal with their EU login credentials. The EDIH Network Online Platform can be accessed here: <https://european-digital-innovation-hubs.ec.europa.eu/home>. Access can only be verified for EDIH coordinators initially, more information and instructions for setting up your account can be found in the Login Instruction Manual.

4.3 What is the “MY EDIH” space?

The “MY EDIH” section of the EDIH Network Online Platform is a space dedicated to EDIHs, where various actions can be executed. EDIHs can access and manage data related to them, such as contact lists, DMA results, and KPIs in the self-reporting tool. All functionalities will not be available initially, but will be added over time.

5. DTA Helpdesk

5.1 What is the DTA Helpdesk?

As of January 2023, the DTA has a dedicated Virtual Helpdesk whereby on-demand support can be provided to EDIHs and registered users of the DTA website. The purpose of the Helpdesk is to offer advice and guidance, while providing support and answers relating to legal, operational, market & business, capacity-building, financing, and matchmaking & collaboration advice to EDIHs. The Virtual Helpdesk will also serve as the contact point for technical issues and queries.

5.2 How can I contact the DTA Helpdesk?

To contact the Helpdesk, users can navigate to the “Contact” section of the EDIH Network platform. The DTA Helpdesk can be contacted via email (support@edihnetwork.eu). A response will usually be provided within a 72-hour timeframe, but more complex requests may take longer.

5.3 Which languages are available for receiving support in the Helpdesk?

The Virtual Helpdesk will operate solely through English. Therefore, queries must be submitted in English to receive adequate responses.

6. Connecting with other EDIHs

6.1 How can I find other EDIHs?

EDIHs can be found through the online EDIH catalogue, the online matchmaking tool, the collaboration service, Working Groups, networking meetings/events, the EDIH mini-sites, and the Virtual Helpdesk.

6.2 What types of collaborations will there be between EDIHs, the DTA and the EEN?

Collaboration between the EDIHs, DTA and other relevant European and international networks such as the EEN will take place largely through bi-annual working group meetings, EU-level events and regional EDIH-EEN Cluster activities, whereby guidelines with a standardised templates for defining the regional EDIHs/EEN/Cluster service & cooperation agreements will be produced.

7. EDIH Working Groups

7.1 What is an EDIH Network Working Group?

To support/facilitate concrete cooperation opportunities EDIHs with geographical proximity or similar geographic characteristics (e.g. islands, outermost), EDIHs that have similar needs, goals and complementary capabilities, and/or EDIHs who operate in the same sector and/or with the same technology, will be grouped/clustered into sub-networks known as “EDIH Working Groups”.

The purpose of EDIH Working Groups is to exchange information on good practices, lessons learned, success stories, solutions and project ideas, while also promoting collaboration opportunities.

7.2 Will the DTA organise Working Groups?

Yes. Working Groups based on country, interest, sector and other themes will be set up. More Working Groups will be organised over time with input and suggestions from the EDIH Network. The objective is to allow for networking and matchmaking opportunities and to encourage the development of long-lasting relationships.

8. DMA (Digital Maturity Assessment) Tool

8.1 What is the DMA tool?

The Digital Maturity Assessment (DMA) tool calculates a digital maturity score for the responding company/organisation overall and by dimension and sub-dimension. Digital maturity is defined on the basis of a questionnaire assessing the 6 categories/dimensions: 1.) Digital business strategy; 2.) Digital readiness; 3.) Human-centric digitalisation; 4.) Data management; 5.) Automation & Artificial Intelligence; 6.) Green digitalisation.

8.2 When will the DMA tool be available?

The full version of the DMA Tool for SMEs is available from February 2023 with the launch of the DTA website. The DMA Tool for Public Service Organisations (PSO) will be available in March 2023.

8.3 Where can I access the DMA tool?

The DMA tool can be accessed via the MY EDIH space on the EDIH Network online portal. EDIHs must be logged in to see the MY EDIH space.

8.4 Does the DTA provide guidance on filling out the DMA tool questionnaire?

Yes. EDIHs and their customers can follow the steps outlined in the [supporting materials on the DMA tool](#).

In addition to the manual, the DTA will offer an explanatory webinar outlining how to use the DMA Tool. The recorded webinar will be made available on the EDIH Network portal.

8.5 Which languages will the DMA tool be available in?

The DMA tool will be available in all EU languages in which the EDIHs are operating.

8.6 How can EDIHs use the DMA tool?

EDIHs will use the DMA Tool to collect data from its customers (SMEs and public bodies) on their digital maturity before receiving the EDIH’s service(s), one year after, and three years after. In total, the DMA Tool will be employed three times for each service provided by an EDIH. This will enable the DTA to monitor the progress in digital maturity for each recipient of the EDIH support services.

8.7 Is it mandatory to use the DTA’s official DMA tool for the Digital Maturity Assessments carried out by the EDIHs?

The DMA Tool is designed to capture specific data which must be provided to the DTA by EDIHs. However, should an EDIH wish to capture further data, they may do so – so long as the data required by the DMA is included.

8.8 Is the DMA mandatory for SME/PSO customers of an EDIH?

Yes. Before starting a substantial collaboration/intervention with a new client (SME/PSO) the EDIH should inform the SME/PSO about the need of running the DMA questionnaire in order to identify the current level of digital maturity of the client. Guidelines on how to fill out the questionnaire in collaboration with SMEs/PSOs can be found on page 7 of the [DMA Tool Manual](#) as well as in the DMA Deep Dive webinar (16/02/23) available on the EDIH Network portal.

8.9 Does a DMA questionnaire need to be completed for all services provided by an EDIH?

The DMA tool should be used before any substantial intervention of EDIH to their customers. You don’t have to use it in order to provide, for example, a one day training service. The services that EDIHs will provide aim to improve the level of digitalisation of SMEs in the long run, so in every such case you should use it. EDIHs should use their judgement to decide whether a service requires a DMA, as it will be on a case-by-case basis.

8.10 Will an API be integrated into the official DMA tool?

To allow for easy import of data or the linking of existing DMA tools to the official DMA tool, a technical solution has been developed in the form of A CSV file which can be uploaded for bulk imports of data. A template CSV file is available to download.

8.11 Will a written explanation of the DMA results be available?

The Joint Research Committee (JRC) are currently working on this. More information will be shared in due course.

8.12 How long does it take to complete a DMA questionnaire?

The duration will vary on a case-by-case basis and will depend on the level of prior knowledge of an SME/PSO's digital maturity situation. Typically, it takes approximately 1 hour to complete a DMA questionnaire.

8.13 How can EDIHs share the DMA questionnaire with clients (SME/PSO)?

Downloadable versions of the DMA questionnaire for both SMEs and PSOs will be made available in PDF format to be shared with EDIH clients. The DMA questionnaires will be available in all EU languages.

9. Events

9.1 What events will take place?

The DTA are planning to host a variety of online, hybrid and physical events. Once a year, the Annual Summit will take place in physical form with hybrid components. Four online matchmaking/networking events, in addition to 20+ community-building/focused events are scheduled to take place each year. All events will be listed in the [“Events” section](#) of the EDIH Network portal.

9.2 When and where will the Annual Summit take place?

The Annual Summit will take place over two days, Wednesday 31st of May and Thursday 1st of June 2023 at the Royal Museum of Fine Arts in Brussels.

9.3 Is there a limit on the number of participants per EDIH at the Annual Summit?

Up to 2 representatives per EDIH are welcome to attend the event physically in Brussels.