16th April 2024 – Spring webinar
Q&A

Version history

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General aspects

Are the slides and recording of the session available?

Yes, the slides are available in this link.

Success stories and Good practices

How can I submit my Success stories and Good practices?

In order to submit your Succes stories and Good practices you will need to follow these steps:

1. Log into the EDIH Network portal.
2. Go to "my EDIH" menu and click on Success stories and Good practices.
3. Click on the "+Add new" button.
4. Fill in the online form: Please complete the fields on the online form by following the corresponding guideline available. Please ensure that the information included is comprehensive, compelling and coherent for the optimum understanding by the reader.
5. Agree on the consent and veracity statements.
6. Submit the Success story or Good practice by clicking on the "Save" button.

Detailed guidelines on how to submit your Success stories and Good practices can be found in this link.

Are there essential differences between a Success story and a Good practice?

Success stories refer to cases where SMEs and PSOs have effectively digitally transformed as a result of the provision of one or more services from an EDIH. Success stories present a narrative to make business owners and customers see the benefits of using the EDIH services.

Good practices refer to the practices, methods and knowledge used by the EDIHs to successfully deliver a service/maximise the impact of the service delivery that can be shared with other EDIHs. Good practices present standardized processes, methods or tools that can be applied to different customers.

Additional details can be found in the guidelines.

Are Success stories and Good practices mandatory?

No, the submission and publication of Success stories and Good practices are not mandatory. However, this action is considered as a great opportunity for EDIHs to show the work done, as well as for the exchange of experiences, perspectives and knowledge among the EDIH Network and related stakeholders.

How many Succes stories are expected to be submitted by each EDIH?

Each EDIH can include as many Success stories and Good practices as they have. There is no minimum or maximum number for each EDIH.

We got some success stories back for revision from DTA via email. Should we already submit the revised versions with the online form or send them back via email?

As the new online tool is already available and functional you can directly submit the revised version through the online form.

In order to do this, you should access the "my EDIH" menu and click on "Success Stories and Good practices". Then, you will need to click on "+Add new" and the online form will open for it to be filled in.

Detailed guidelines on how to submit your Success stories and Good practices can be found in this link.

Will every success story and/or Good practice be published and shared in the network? If not, if there's a review and feedback iteration process by DTA, how can we identify in 'my EDIH' success stories list which ones are in what step of the process?

Yes, all Success stories and Good practices.

Once the Success stories and Good practices submitted by EDIHs there will be a refinement process in collaboration with the DTA. The portal will clearly indicate which Success stories and Good practices are already published or not.

Are all the fields of the form mandatory?

No. Some fields are marked with an asterisk (*) indicating their mandatory nature and not all fields require completion.

For the non-mandatory fields, we leave it to your discretion to provide the information based on your availability and comfort level in sharing specific details, as we understand that certain details may be sensitive or may not be readily available to you.

Is it possible to edit the success stories once published (add pictures, etc.)?

Yes, the Success stories and Good practices can be edited once published on the website.

In order to modify your already published Success stories and Good practices you will have to go to the "my EDIH" menu and click on "Success stories and Good practices" and do the modifications.

Additionally, you can always contact the DTA in support@edihnetwork.eu for any modification you might want to do in your Success stories and Good practices.

How can we upload a Train the Trainer Course to the eLearning platform?

In order to submit a Train the Trainer course you need to contact the DTA via info@edihnetwork.eu and we will guide you through the process.

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When will the online portal for viewing and submitting success stories become available?

The functionality for submitting the Success stories and Good practices is already available on the portal, under the "my EDIH" menu by clicking on "Success stories and Good practices".

The visualisation of the published Success stories and Good practices will be available in the upcoming days. Once this functionality is available it will be communicated via email to the EDIH Network members.

EDIH Awards

When is the deadline for submitting success stories for the awards?

The deadline for the submission of Success stories to the EDIH Awards is the 4th July 17:00 CET.

I already submitted a Success Story that fit into one of the category of the award, how can I apply?

You need to log into the EDIH Network portal, go to the Success Story you want to present as a candidate for the EDIH awards and press the "*Submit for Awards consideration*".

Can I apply to various categories?

Each EDIH can only:

- Submit 1 Success Story to one of the following categories: "Green digitalisation", "Human-centered AI" and "Digital Skills".

- And submit up to 2 Success Stories to the "EDIH collaboration" category.

Can I apply with a Good practice?

No, only Success Stories can apply to the Awards.

Review process

Where can I find the template for the periodic reporting?

You can access an example of the template in this link.[1]

The example template should give you a good picture of how the periodic reporting needs to be done and access to the 'final' version will be available when the session is open in the portal.

Does the periodic reporting apply to SoE?

No. SoE do not have a Grant Agreement signed with the European Commission and, therefore, there is no contractual obligation that implies a review process.

When will periodic reporting be opened in the portal?

The periodic reporting will be opened in month 18 of the corresponding Grant Agreement.

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[1] Disclaimer This document is aimed at informing the beneficiaries. It serves only as an example. The actual web forms and templates are provided in the Funding & Tenders Portal Grant Management System (and may contain certain differences). The reports must be prepared and submitted online via the Portal.

As regards the second call, what about the EDIHs approved in the second phase of the first call? Could you elaborate on the second call of EDIH?

The Work Programme and the second call have not been planned yet. The elaboration of the Work Programme is currently under elaboration and the plan is to have the Work Programme adopted before the end of the year. Therefore, the second call can be expected to open in early 2025.

Will the new call be organised as a competition, or can we base the sustainability of our current EDIH on the follow-up project?

The Work Programme and the second call have not been planned yet. The elaboration of the Work Programme is currently under elaboration and the plan is to have the Work Programme adopted before the end of the year. Therefore, the second call can be expected to open in early 2025.

Each EDIH has a different end date of the project, some will have to be prolonged, how can they participate in the next EDIH call if they have a delay?

For issues related to the specific situation of each EDIH, please contact your Project Officer.

Can you clarify the piece about eligibility of costs between ERDF and Digital Europe Programme?

The most important thing is to, firstly, submit the costs to the ERDF. Once this is done and all costs are accepted and eligible, the costs should be submitted to the Digital Europe Programme. If the costs are not submitted to and accepted by the ERDF, they won't be eligible in the Digital Europe Programme.

Will there be any changes on state aid in the next programme?

Yes, changes may be applied in relationship to the state aid in the next programme. Further information on this topic will be communicated in the future.