DELIVERABLE D.T2.2.1

Wave 1: Piloting capacity building toolbox for internal BSO

Version 1
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Project information

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Table of Content

1. Introduction of the Deliverable D.T2.2.1

This report summarizes the first wave of BSO capacity building, that was jointly developed implemented by all project partners.

Deliverable D.T2.2.1 as defined in Interreg Boost4BSO application form: 'The first wave of BSO capacity building will be implemented for PPs, which will undergo a joint training setting, guided by PP08 FH OÖ, on all SME support instruments defined in A.T1.3., to scale up I4.0 innovations.'

The project partners have extensively discussed the aspects of BSO capacity building implementation regarding both; the effective transfer of information from knowledge owners to knowledge seekers (conceptual design) and feasibility of the knowledge transfer in terms of required resources (organizational design) at the beginning of the second project period. Culmination of outcomes of the discussions and feedback have led to the conceptual & organizational preparation of wave 1 BSO capacity building (D.T.2.1.2).

Due to the travel restrictions caused by the Covid-19 pandemic the partnership had to overcome the initial approach of having a joint capacity building week (face-to-face) with workshops, presentations and use case discussions. Accordingly, the capacity building among the partnership had to be transferred to online setting using video conferences and other online tools, e.g. MS Conceptboard.

All project partners participated in the wave 1 – not only with the people directly assigned to the project but also with colleagues from their institutions and even from related ones.

2. Summary of wave 1

The first wave of Boost4BSO capacity building was only accessible for the Boost4BSO project partners and took place from November 2020 until January 2021. The training was divided into 7 Training Sessions, which were held online via MS Teams. In each session, one to two subject areas were covered. The sessions were held on Thursday afternoons from 2 pm to about 4.30 pm.

Based on the above mentioned concept the project partners have selected the topics that were most requested by the project partners, discussed the particular content for each session and distributed the responsibility of each of the capacity building sessions among the partners.

In most cases, several project partners worked together on the content for one session whereas the partner with the most specific expertise was responsible for the particular training session (see chapter 3). The responsible project partner moderated the session, presented the topics and, in some cases, additionally invited some external experts to give a keynote speech.

Each partner was free to design "his/her" session as he/she wished. Some partners also used interactive formats, which were very much appreciated by the participants. We also planned enough time for a Q&A at the end of each session. Many participants used the chance to discuss their specific question with the project members as well as the internal and external experts.

At the end of each session, an online questionnaire was submitted to all participants. By the help of this feedback, subsequent sessions were continuously improved and the concept of the capacity building wave 2 was adapted accordingly (see deliverable D.T2.2.2 – Feedback and lessons learnt from wave 1).

After the respective live capacity building session, the lead partner made available the recorded webinar as well as the presented slides via sharepoint/dropbox. Therefore, all project partners had access to it and could even watch the training sessions afterwards.

In accordance with the assumed goal of wave 1, based on the presented experiences of partners, transferred knowledge and good practices, the effect of wave 1 is an increase in knowledge and improvement of the competences of participants (BSO) in the field of providing SME support services in digital transformation. The structured substantive value generated during Wave 1 will be successively transferred during wave 2 to associated partners and other BSO.

Impressions of the wave 1 online sessions via MS Teams:

3. Training Content

The first wave of Boost4BSO capacity building, consisted of different 7 sessions. These trainings were held on Thursday afternoons from about 2 pm to 4.30 pm.

Session	Date	Category	Topic	Content	organizers
1st session	19.11.2020	I4.0 support competences	I4.0 support process	• VDMA maturity assessment • Upper Austrian maturity model • Approach and best-practices of EACN	Biz-Up, FHOOE, CMAB, SA-AM
2nd session	26.11.2020	I4.0 competences	General knowledge about I4.0 technologies	• Introduction to I4.0 technologies (Fraunhofer Institute) • IoT4Industry approach	MESAP, FHOOE
3rd session	03.12.2020	I4.0 competences & change enabling tools	Business implications and organizational impacts of I4.0	• Business Models in I4.0 • Organizational adaptability to master I4.0 transformation processes	STEP-RI, FH OÖ (PPs learned basics in advance)
4th session	10.12.2020	I4.0 support competences	I4.0 support process	Service innovation methodology for central European SMEs	FINN & STEP-RI
5th session	17.12.2020	I4.0 support competences	I 4.0 relevant network and ecosystem management	• Financing Industry 4.0 • Industry 4.0 community: Austrian Platform I4.0	Biz-Up
6th session	21.01.2021	I4.0 change enabling tools	Best practice exchange	• Discussing implemented use cases • Practical use of the business model canvas	Biz-Up & STEP-RI
7th session	28.01.2021	Out of the box		• Econocom • IOT4INDUSTRY (introduction & case studies)	FINN & MESAP

4. Participants

The first wave of capacity building was intended to be a peer-to -peer knowledge exchange within the partnership. Additionally, other staff members of the 8 PPs were encouraged to participate. In total, 24 staff members of all project partners participated. In some cases, staff members of intermediaries, which are closely connected to PPs, have also joined the web-sessions.

For 4 specific topics the moderating partners have invited external experts. In total, 10 persons of the external experts' institutions participated in the respective sessions.

On average, 25 persons participated in each of the 7 online-sessions.

5. Annex

All presentations that were given during the 7 sessions are attached as Annex:

- Boost4BSO_D.T2.2.1_Annex_session1-2.zip
- Boost4BSO_D.T2.2.1_Annex_session3.zip
- Boost4BSO_D.T2.2.1_Annex_session4.zip
- Boost4BSO_D.T2.2.1_Annex_session5-6.zip
- Boost4BSO_D.T2.2.1_Annex_session7.zip