



Work package 2:

B: Euro-Ris-Net project services

Manfred Halver

FFG – Austrian Research Promotion Agency

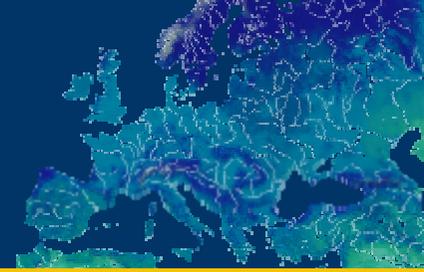
**1st EuroRis-Net Workshop
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Topics

- Questionnaire results
- Conclusion from results
- Services provided for RI NCPs



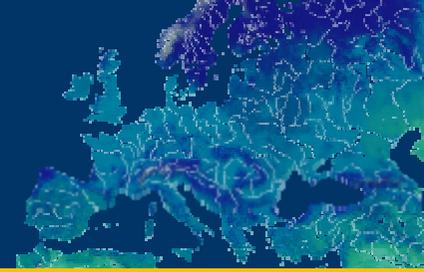
Questionnaire results (1/2)

- relatively “young” RI NCP team with high fluctuation rate (but experienced as NCPs in general)
- some 2/3 of the NCPs will change in the project duration
- NCPs highly motivated, but ...



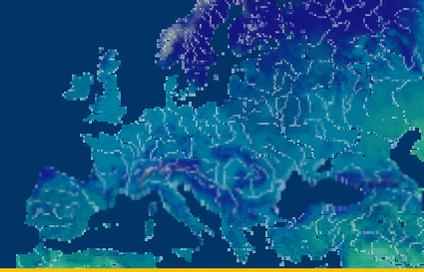
Questionnaire results (2/2)

- Usually no full time Job
- Although reachable during normal working time
- It's a lonely job...



Conclusion from results (1/2)

Most RI NCPs are new to the Research Infrastructures Programme and have nobody on national level to train them...



Conclusion from results (2/2)

... Therefore highly-developed international training and Knowledge Management is needed.



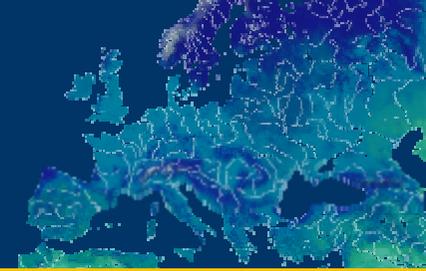
Services provided for RI NCPs (1/2)

- **FAQ:** collection of basic and enhanced Questions / Answers structured in general categories
- **VHD:** Virtual Help Desk service with fast reaction time for difficult questions



Services provided for RI NCPs (2/2)

- Trainings and twinnings to gain a common minimum quality of services
- Best Practise handbook with compiled knowledge accumulated during the project duration



Status

- FAQ: Version 1 released, updated regularly
- VHD: Official Launch in Jan '09
- First Training in Feb '09
- Twinning during '09
- Best Practise Handbook: due in Sep. '11