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Abstract	<p>This document describes the ChiC methodology for the identification and description of CAPS' good practices and for the development of a catalogue of CAPS socio-technical outputs. It will be updated within the next few months, upon the provision and feedback from experts and CAPS projects. The next version of the deliverable will include the questionnaire to be used for collecting the needed data. Therefore, this deliverable has to be considered as a living document.</p>
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PU	Public, fully open, e.g. web	✓
CI	Classified, information as referred to in Commission Decision 2001/844/EC	
CO	Confidential to ChiC project and Commission Services	

* *R: Document, report (excluding the periodic and final reports)*

DEM: Demonstrator, pilot, prototype, plan designs

DEC: Websites, patents filing, press & media actions, videos, etc.

OTHER: Software, technical diagram, etc.

EXECUTIVE SUMMARY

This document presents the ChiC methodology for the identification and description of the CAPS projects' good practices, the process for mapping and making available to a large audience the CAPS socio-technical outputs and the related dissemination actions.

ChiC methodology uses the term good practices instead of best practices because, even if the two terms are sometimes synonymous, good practices refer to technique, methodology, procedure, or process that have been implemented and proved to be effective in a given situation/setting/sector, while a best practice is a good practice that has been determined to be the best approach for many organizations, in different settings and has, therefore, proven high transferability capability. What we will observe in CAPS, therefore, should be defined as good practices because their transferability still needs to be proven, while its potential will be part of the ChiC analysis.

The definition of the ChiC methodology for good practices builds on the previous experience of the IA4SI project and it incorporates some of the lesson learned and uses or adjusts some of the variables developed by the project for assessing the impact of the CAPS projects. The focus of the best practices is on the process itself: how a CAPS project works in order to deliver good results, especially considering the Social Innovation development stage that goes from project ideation to systemic change.

With reference to the catalogue of CAPS outputs, the aim is to make them available to a large audience, not necessary aware of the CAPS initiative and of its projects, but interested in discovering, testing, using and adapting the solution developed by them for tackling social and environmental issues. In order to reach this goal the outputs will be described in a user friendly way and we will make clear the competence, equipment and technical features needed to use them.

Both the good practices and the CAPS socio-technical outputs will be made available on the CAPSSI portal and in an eBook format and it will be disseminated online and at different events. The dissemination strategy and instruments are described in this document together with the process that will be followed for the gathering of the necessary data needed for the good practice identification. A clear time line for all the above-mentioned activities is also provided.

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ABBREVIATIONS

CAPS	Collective Awareness Platforms for Sustainability and Social innovation
CAPSSI	CAPS community
DSI	Digital Social Innovation

1 INTRODUCTION

This deliverable presents:

- a) The methodology for the definition of CAPS good practices,
- b) A clear GANTT of the related data gathering and analysis activities and deadlines, together with
- c) The definition of the CAPS outputs catalogue structure and
- d) The dissemination plan that will be followed for making the CAPS good practices and the outputs available to a large audience.

This deliverable is the main output of Task 3.1 and it will be a living document, which will be updated based on the feedback gathered from key actors in the field of Digital Social Innovation (DSI) and CAPS projects within the next months. Its next version will also include the questionnaire used for collecting the necessary data for the identification and description of the CAPS good practices.

This document will answer two main questions:

- (1) What are the CAPS projects results/outputs that can be re-used, applied or adapted to other contexts?
- (2) How are the CAPS projects developing their outputs?

By answering the first question, ChiC will develop a catalogue of project outputs that will not only describe the solutions provided, but will also analyse their replicability, scalability, and adaptability by providing ad hoc recommendations to the reader and to the project. The second question clarifies how these outputs have been achieved, focusing on the processes developed. ChiC will map and describe successful processes, undertaken by CAPS projects that show a potential for being implemented in other settings.

Therefore, the document is structured as follows:

- Chapter 2 defines what is a good practice and its meaning within the CAPS context.
- Chapter 3 describes the ChiC methodological framework for identifying and describing CAPS good practices.
- Chapter 4 is dedicated to the process to be undertaken in order to develop the catalogue of CAPS outputs.
- Finally, Chapter 5 considers the specific task of disseminating CAPS good practices and outputs to well-identified audiences such as social innovators and their network/associations, decision makers, investors, social entrepreneurs and their network/associations and other actors interested in up-taking CAPS results and build new initiatives on them.

2 DEFINING GOOD PRACTICES FOR THE CAPS COMMUNITY

Digital Social Innovation is a central topic in the political agenda of the European Commission, as it represents a Europe 2020 Strategy's crucial point, in order to enhance socio-economic conditions at a European scale through the use of innovative technological solutions. Among several definitions, Social Innovation “can be defined as the development and implementation of new ideas (products, services and models) to meet social needs and create new social relationships or collaborations. It represents new responses to pressing social demands, which affect the process of social interactions. It is aimed at improving human well-being. Social innovations are social in both their ends and their means. They are innovations that are not only good for society but also enhance individuals' capacity to act” [1] [2].

DSI is a challenging topic focusing on the involvement and engagement of multiple actors (citizens, civil society, NGOs, local communities, business actors, etc.) operating at different scales, at local, national and at European level, and working in both private and public sector. Such strong relations among several factors made DSI extremely context dependent.

Based on EC official documents, it is possible to map several successful stories achieved in Europe within the DSI field [1][3]. In most cases, these successful stories are projects financed by the EC that achieved significant results during their project lifetime. In line with this, it is quite easy to identify successful stories, however, the real challenge is the identification of the best practices. Following this assumption a clarification about terminology used to define the “best practice” concept is needed.

2.1 Good Practices vs Best Practices

Referring to the topic's literature, it is possible to notice that a reflection on what is meant by best practices is not an easy task. Before going deeper into the discussion on best practices, a clarification of the term “good practice” is needed.

It is important to note that “best practices” and “good practices” are often used as synonyms; however, it should be observed that the way these terms are used can change a lot from field to field (e.g. health care, environment, management, urban planning etc.), based on the applied approach to identify and establish what “good practices” and “best practices” are.

However, following the literature on the topic a distinction between the above terms can be made¹. Good practices aim to identify positive experiences with qualities that are superior to the average and therefore desirable. At the same time, the same practice can still be improved [4]. On the other hand, best practice is a term used to qualify an excellent performance, defined as the most efficient and effective way of accomplishing a task, based on repeatable procedures that have proven themselves over time and at a large scale. In this sense, “methods, tools, or approaches have been shown to be the “best” in a specific situation”[4].

In addition to the previous definition, a further distinction between the two refers to the capability of the best practices to be transferable. As stated by Jarrar and Zairi [5] “In the glossary of benchmarking terms, the American Productivity and Quality Centre (1999) noted that although there is no single “best practice” because best is not best for everyone, what is meant by “best” are those practices that have been shown to produce superior results; selected by a systematic process; and judged as exemplary, good, or successfully demonstrated. Best practices are then adapted to fit a particular organisation”.

¹ Available at <https://rapidbi.com/bestpractice/>

Best Practices: How to identify them

In addition to the conceptualisation of the term, scholars and organisations suggested several approaches to identify best practices. The approach proposed by Jarrar and Zairi [5] is the Chevron approach, based on a multi-level definition, and based on three steps:

1. **Good idea (unproven):** not yet substantiated by data but makes sense intuitively. It could have a positive impact on business performance, but requires further review/analysis. If substantiated by data, this could be a candidate for its implementation in the organization.
2. **Good practice:** technique, methodology, procedure, or process that has been implemented and has improved business results for an organization (satisfying some element of customers' and stakeholders' needs). This is substantiated by data collected by the organization.
3. **Proven best practice:** a good practice that has been determined to be the best approach for many organizations, based on the analysis of process performance data.

In detail, the proposed approach is based on a framework structured on the following stages:

- Searching;
- Evaluating;
- Validating;
- Implementing;
- Reviewing;
- Routinizing.

Looking at the several criteria provided by the authors [5], best practices could be identified starting from the identification of solid procedures and demonstrated results. However, it is fair to say that approaches can vary immensely. Another example for the identification of best practices is provided by the Food and Agriculture Organisation of United Nation (FAO), which lists a series of criteria² that should be followed to define a best practice:

- Effective and successful;
- Environmentally, economically and socially sustainable;
- Gender sensitive;
- Technically feasible;
- Inherently participatory;
- Replicable and adaptable;
- Reducing disaster/crisis risks.

Scholars agree identifying the transfer of best practices as the more complex and difficult tasks to perform. It appears extremely difficult to transfer, or to replicate, best practices in other contexts reaching similar positive effects and results. Recently even more scholars are stressing that best practices are “rarely replicable” and infrequently “transferable elsewhere”³ or “rarely represent techniques that are new and unproven” [7].

Therefore, the implementation of a model, or an idea, which is context based on different characteristics and peculiarities could create more damages and negative relapses rather than positive ones.

² Detailed information are available here <http://www.fao.org/3/a-ap784e.pdf>

³ Available at http://icma.org/en/icma/knowledge_network/blogs/blogpost/1787/Reconsidering_Best_Practices_in_Local_Government

It is therefore crucial to avoid such distortion effect when analysing the DSI initiatives, which are extremely context specific, being based on local communities' participation. For this reason, ChiC will search and analyse good practices instead of best practices and will focus on the process behind the good practice more than on the final result. In other terms, ChiC will not identify a single project as a good practice considering its success but will look at the process followed in order to reach it. The idea is that the process, the methods and the techniques that made possible the establishment of a good practice in a particular field with particular socio-economic conditions, could be the foundation to inspire a new flexible model. This new model could be adapted rephrasing the steps and the processes according to each project's specific conditions, such as: operating fields, social and economic conditions, and communities.

The goal of this document is, therefore, to develop a methodology able to identify and describe positive approaches and processes developed by the CAPS projects that could inspire other projects and initiatives and in this way reach positive results, without forgetting the need to be context and community specific.

2.2 Good Practices Definition for the CAPS Domain

As mentioned before, one of the ChiC's goals is to map and describe successful processes undertaken by CAPS projects that can be implemented in other settings. The processes that will be used to identify good practices (possibly at list for each project) are based on the known spiral that visualizes the six steps of social innovation (see Figure 1 below) developed by Murray, Caulier-Grice and Mulgan [2]. For each step a list of sub-processes and related guiding questions have been identified, and they comprise:

- **Prompt and proposal** (How did the project idea emerge? How was the proposal prepared? How was the consortium built? What are the pre-existing collaborative links within the consortia? How new are the project partners to the EU projects?)
- **Processes of prototyping** (Are the users engaged? How? Which methodology does the project use for developing prototypes? If they are using co-design and co-development process how do we define them and how are they put into practice? How do they gather the feedbacks elicited by users?)
- **Users engagement processes** (How are users motivated to participate in project activities? How is the interaction between the project and the users carried out?)
- **Sustainability** (Which process does the project perform in order to become financially sustainable? Is this goal achieved or achievable within the project life-time? Is social and environmental sustainability considered? Achieved? Are there partners with specific competences in this field?)
- **Process of scaling up** (In which way do the projects succeed in being ready for scaling up? How and how many stakeholders for scaling up have been contacted, engaged, etc.? What is the project's potential for replication? Is it adaptable to other domain and territorial contexts?)
- **Process of systemic change.** Even if a systemic change cannot be expected within a 2-to-3-year long project, nevertheless it is interesting to observe to which extent and how the projects are able to foster opinion and behavioural changes and how they consider potential systemic changes derived by the projects' activities.

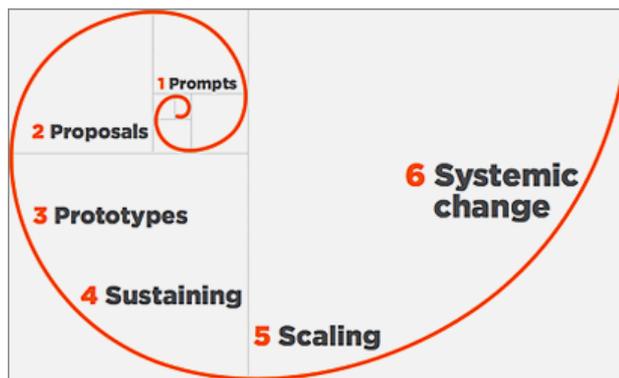


Figure 1: The process of social innovation in [2]

For each process mentioned above, a set of indicators and variables will be identified (see chapter 3) and data gathering instruments will be developed (in the next version of this document expert feedback will be gathered and incorporated within the next weeks).

Good practices should represent processes that are “more effective, efficient, sustainable than existing solutions” according to the definition of social innovation provided by Phills, Deiglmeier and Miller [6], so ChiC methodology will investigate these aspects too. Finally, there is a research dimension in the CAPS projects that needs to be considered, especially because of their strong interdisciplinary nature that determines challenges and opportunities which are worth to be mapped.

2.3 Lessons Learned from IA4SI

As mentioned in paragraph 2.2, a good practise has to be proven as effective and successful. Part of the good practice’s definition work is related to the evaluation of CAPS projects’ performances. In order to cover these aspects, ChiC will build on the results of IA4SI project (as anticipated in the DoW). IA4SI project defined and tested a methodology for the socio-economic, environmental and political impact self-assessment of CAPS projects. The methodology was based on the value chain approach, known also as the input-output-outcome-impact approach illustrated in the Figure below. This approach conceives impacts as the result of the project workflow; in order to map the outputs and the activities of the projects, IA4SI developed ad hoc variables that can be re-used in the ChiC methodology for good practices definition [8]. Some of these variables will be adapted to the ChiC needs, but the general framework remains useful, as described in the following paragraphs.

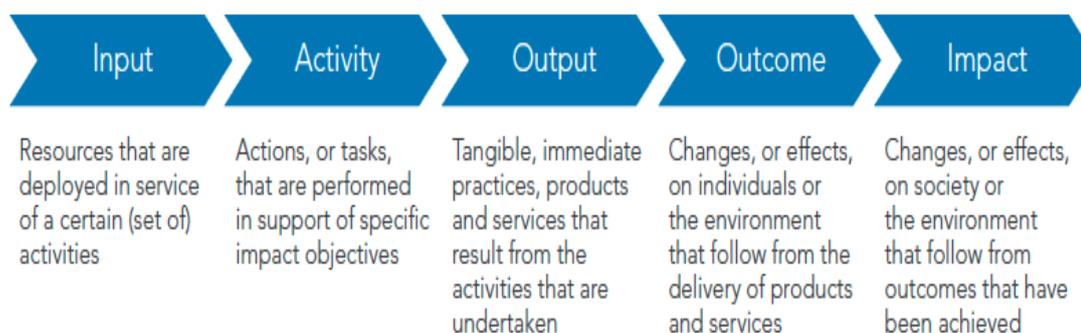


Figure 2: Impact Value Chain Approach (adapted from [9])

When using the variables of the IA4SI methodology, we have to keep in mind the lessons learned in the process, as follows:

- It is crucial to reduce the effort needed from the CAPS Project Coordinators to provide data to the minimum. CAPS projects have time limitations and the provision of data to ChiC or other supporting actions is not part of their DoW, therefore it should require a limited investment from their side. For this reason it is useful to prefill the projects questionnaires with publicly available data and ask the Project Coordinators to validate, update or change the available information instead of asking them to fill it in from scratch. Similarly, in person or phone interviews can be used in order to help Project Coordinators improve data.
- Reduce the number of questions to the minimum. For the reasons mentioned above, the ChiC questionnaire will be substantially shorter than the IA4SI one.
- Some topics/parts of the IA4SI questionnaire didn't gather sufficient data so, even if it is interesting in principle and important for the analysis, it will not be re-used in the ChiC methodology.
- Quantitative data, which represent most of the IA4SI questionnaire, are interesting in describing the overall CAPS phenomenon but qualitative information are crucial to understand the processes. This is a crucial part of ChiC analysis and we will give respondents the possibility to provide information even when quantitative data are not available (for example in case the project activities are still running and the data are not available yet).

Finally, IA4SI impact assessment results will be useful as a benchmark in order to understand whether the results of the on-going CAPS projects can actually be considered successful and to what extent. For example, when analysing the research processes and the good practices in this field, it will be necessary to map the projects' scientific production and understand who is obtaining the best results in this activity. The number of scientific outputs mapped in IA4SI project represents a potentially useful point of reference⁴.

In conclusion, some of the variables used in the IA4SI methodology for mapping project outputs and activities will be used for evaluating the performances of the CAPS projects in the different areas identified as relevant by the ChiC methodological framework illustrated in the next chapter. Another important part of the framework will be dedicated to the qualitative description of the processes under investigation. The two parts are synergic so that for a process to be considered a good practice it needs to prove firstly its effectiveness in terms of the outputs produced and of the activities carried out; then the attention will be given to the exact way in which those positive results have been achieved through the related processes.

⁴The possibility to use the average number of publication, the media or the number of publication produced by the best performing projects will be evaluated during the data analysis considering the most appropriate criteria for this and for the other variables.

3 A METHODOLOGY FOR GOOD PRACTICE IDENTIFICATION

In the following paragraph the Table below illustrates the dimensions, the indicators and the variables that will be used for the identification of the CAPS good practices. Dimensions refer to the steps of the process for social innovation mentioned in the previous paragraph as well as to other dimensions identified as significant for the specificity of CAPS projects such as “user engagement” and “research and interdisciplinarity”. Indicators are synthetic descriptions of a dimension and can be composed of one variable (simple indicator) or of two or more variables (complex indicator). Variables are characteristic of a unit being observed that may assume a numerical measure or a qualitative definition. Variables will be transformed into one or more questions in the questionnaire that ChiC will develop in the following week in order to gather the data needed for the identification and description of good practices.

3.1 Methodological Framework

Dimensions	Indicators	Variables
Prompt and proposal	Consortium composition	N. of countries represented
		Presence of partners from countries of EU recent enlargement
		Typology of partners (research and academia, SMEs, large enterprises, non-for profit organisation, etc.)
		How the consortium was built
	Novelty to the EC funds/projects	N. of project partners new to EC funds/projects
	Innovation in project management/project governance model	Division of works among organisations
		Description of decision making processes perceived as innovative by the respondent
Innovation in project working routines	Description of project working routines perceived as innovative by the respondent	
Prototyping	Overall approach to project prototyping/piloting	Description of the main methodologies or theoretical framework used as points of references
	Process undertaken for defining the pilots/prototyping objectives	Time dedicated to this activity
		Description of the processes and methodologies used
	Prototyping/pilot activities performed and process undertaken for carry on them	Time dedicated to this activity
		Description of the processes and methodologies used
Process undertaken for evaluating the prototyping/pilot activities	Time dedicated to this activity	
	Description of the processes and methodologies used	

Dimensions	Indicators	Variables
User engagement	Typologies of end users	Description of the end users and categories of belonging
	Enlargement of the user base	N. of users in project day 1
		N. of users at the time of answering
	Main activities performed by the users thanks to projects outputs	Features available on the platform and used by users: Identity, Presence, Relationships, Conversations, Groups, Reputation, Sharing, Other
	Engagement strategy and performed activities	Description of the engagement strategy and performed activities
		Role of the different project partners in the engagement
Capability to keep the users engaged	Description of the instruments used (i.e. incentives, responsibility sharing, etc.) and activities performed for keeping the users engaged for the duration of the pilots or of the entire project	
Sustainability	Economic sustainability	Description of the economic sustainability strategy
		Innovative sustainability/business models created or applied by the project
	Exploitation	Description of the exploitation strategy
		Role of the different project partners in the exploitation
		N. of experts in the field in the consortium
	Environmental sustainability	Actions undertaken for fostering environmental sustainability of project outputs and their future usage
	Social sustainability (sustainability for the community)	Project activities/outputs dedicated to the creations, the enlargement and the empowerment of online communities/groups
		Project activities/outputs to foster the creations, the enlargement and the empowerment of local communities/groups
	Technological sustainability	Cost of project outputs maintenance
		Cost (time, skills, equipment) needed for using the projects' outputs
Engagement of the OS community or other communities able to support the technological outputs		
Scaling up	Scaling up expectation	Vision of project scaling-up: growth in scale, replication, spin-off, etc.
		N. of new jobs created by the project
		N. of new job expected to be created in the next 5 years
	Activities performed for fostering scaling up	Description of activities performed for fostering scaling up
Increment in project social	Number and description of formal and informal	

	capital	<p>collaborations with other CAPS projects</p> <p>Number and description of formal and informal collaborations with SI initiatives outside the CAPS domain</p> <p>Number and description of formal and informal collaborations with other actors/initiatives (including short description of those actors/initiatives)</p> <p>Activities developed by the project to bring together actors belonging to different domains such as public administrations, foundations, social investors and social finance intermediaries with civil society and the 3rd sector</p>
Dimensions	Indicators	Variables
Systemic change	Political impact	Policies/regulations/laws changed or updated by the project/thanks to the project
		Number of policy recommendations/documents/petitions produced by the project and its users
		Number of policy recommendations/documents/petitions produced by project users
		Description of the processes undertaken for fostering political impact
	Institutional impact	Number of institutions created or changed by project users
		Process undertaken for fostering institutional impact
	Change in users' opinions	Topics where opinion change is expected to happen
		Activities undertaken/methodologies used for fostering changes in users' opinions
		Perceived success rate of the those activities/methodologies
	Change in users' behaviours	Behaviours where change is expected to happen
		Activities undertaken/methodologies used for fostering changes in users' behaviours
		Perceived success rate of the those activities/methodologies
Efficiency	Ratio between project costs and number of users at the end of the project	
	Ratio between project costs and number of technological outputs	
Effectiveness	Quality control processes, monitoring and evaluation	Methodology used and activities undertaken
		Results of the quality control processes, monitoring and evaluation
Fairness	Capability to engage users belonging to categories at risks of social exclusion and/or discrimination	Number and percentage of end users belonging to categories at risks of social exclusion and/or discrimination
		Process undertaken for working with users belonging to

		categories at risk of social exclusion and/or discrimination
	Gender issues	Activities performed/standard adopted for addressing gender issues
		Perceived success rate of the activities performed/standards adopted for addressing gender issues
	Project capacity of empowering users by providing features/tools for data management/privacy management	N. of tools developed by the project addressing data management/privacy management
Description of tools and processes used for fostering data management/privacy management		
Research and interdisciplinarity	R&D topics	List of main R&D topics covered by the project
	Innovation in research process	Innovative processes undertaken in order to foster scientific production by project partners and improve research processes
	Interdisciplinary work	Disciplines and sub-discipline represented
		Process undertaken for fostering interdisciplinary work
	Knowledge production	Number of peer reviewed articles with impact factor
		Number of peer reviewed articles without impact factor
		Number of non peer-reviewed articles and other non-peer reviewed scientific outputs
		Description of topics covered in the scientific outputs
		Number of patent and patent applications developed by the project
	Knowledge sharing	Number and description of IPRs developed by the project
		Processes undertaken to support knowledge transfer between different domains such as universities/research centres and social innovation domain, DSI and social entrepreneurs, etc.
		Innovative processes undertaken in order to disseminate Project activities and outputs

Table 1: ChiC methodological framework for good practice identification

3.2 Data Gathering Process

The data that is necessary for distilling good practices will be gathered from:

- Analysis of available documents provided by the projects.
- Available literature on (Digital) Social Innovation best practices within and outside the EU-funded projects domain.
- Questionnaires and (semi-) structured interviews.

- d. Web ethnography⁵ of CAPS projects' website and platforms.
- e. Participant observation during workshops and seminars within and outside the ChiC events.

The diagram below (Figure 2) describes, at high level, the process that will be followed for mapping and describing the good practices, which is recursive in order to update them until the end of the CAPS projects.

At the date of writing this report, the data gathering process has already started: the analysis of the online available documents have been conducted within the first months of the CAPS project and preliminary interviews have been conducted with almost all the on-going CAPS projects (with the exception of Pie News, Shaker Maker and DECODE which started when the first round of interviews were already closed). Moreover the DSI fair, organised by the ChiC project in February 2017, was an important occasion for knowing more about the projects and their outputs (Appendix A synthesizes the information provided by the ChiC project interested in demonstrating their outputs at the DSI fair). These activities substantiate the methodological framework described in the next chapter.

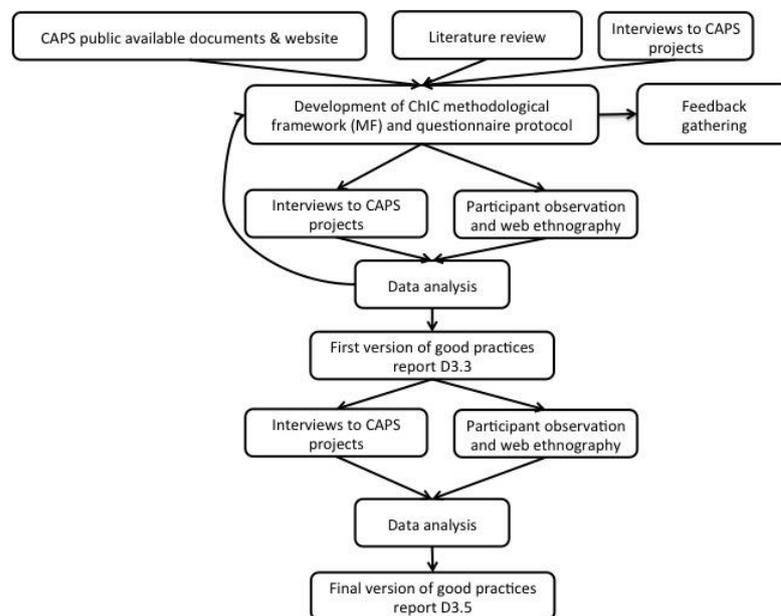


Figure 2: High-level process for CAPS good practices mapping and description

Good practices will be mapped and described by ChiC project partners according to the set of indicators described in paragraph 3.2; however, external experts will also be engaged in this activity offering an external point of view. Of special interest will be the opinion of experts that will interact and participate at the Acceleration Booths that Chic will organise in the second half of its life-time.

3.3 Timeline

The GANTT for the good practices-related activities is depicted below. The second round of data gathering and analysis will be organised based on the end date of the CAPS projects. Some of the

⁵ This term refers to the research practice of conducting online fieldwork that adapts ethnographic methodology to the online sphere.

activities will end in December 2017, therefore it is important to have all needed information before their finalisation. Some other projects will last six more months; therefore interviews can be conducted later in order to map all their final achievements. For this reason D3.5 CAPS Good Practices Report-Final version which is due in May 2018, could come a bit early for some projects in which case, postponing or updating could become necessary; this eventuality will be discussed in December 2017 by checking with each CAPS project regarding the best timeline for data gathering.

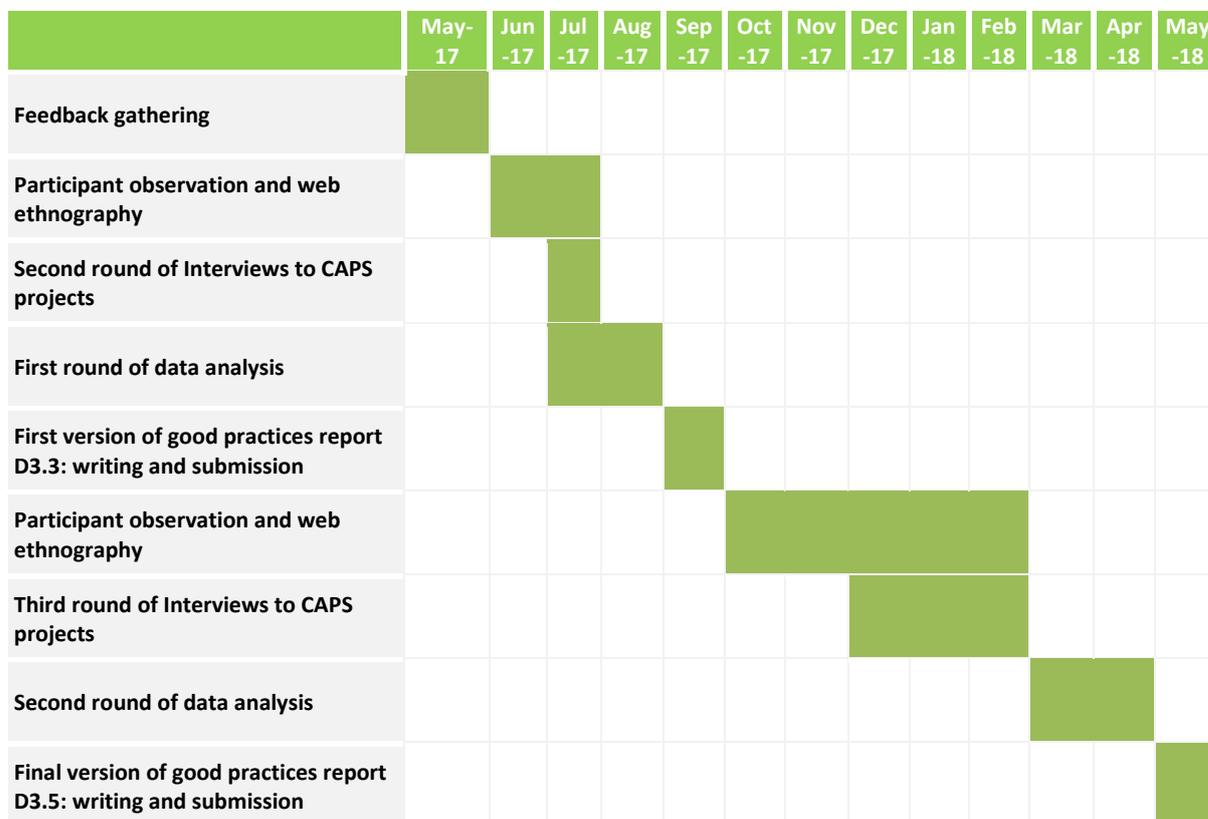


Figure 3 GANTT for the good practices definition activities

4 TOWARDS A CATALOGUE OF CAPS OUTPUTS

4.1 The Objectives of a Catalogue of CAPS Outputs

As reported in D2.1 Knowledge Transfer Roadmap, one of the main needs of the CAPS projects is to make their results and outputs available to a larger audience (of potential users, investors and up-takers). It is also of outmost importance to maximise the accessibility of their outputs to a wide audience, through both a format and a language, which is easily understandable and fitting with the end users expectations. ChiC will develop an outputs' catalogue mapping all the technological (or socio-technical) results of the CAPS projects: they will be collected and organized within the CAPS portal rather than dispersed online on different websites (one for each of the CAPS projects).

Structure of the catalogue:

The catalogue of CAPS technological outputs will have two main forms:

- **An appealing and easy to navigate web repository**, as part of the CAPS portal, with all the outputs searchable by using different criteria such as: type of technology, typology of users, project name, end benefit for the users, field of application, field of activity such as the one identified by the EC for clustering the CAPS projects, etc.
- **A booklet in e-book format with interactive links**, will be available on the CAPSSI portal but also on multiple book/publications outlets. It will be downloadable in multiple open formats and printable.

For each technological outputs the following information will be collected and made available:

- 1) Name of the output
- 2) Output logo if available
- 3) Technological area (one or more of the following options: Open Knowledge, Open networks, Open Data, Open Hardware, Mobile, Big Data, IoT, other (please specify...))
- 4) Field of application
- 5) Short description
- 6) Name of the project that developed it (with the link to the project website and project logo)
- 7) Potential users
- 8) Expected benefits for the users
- 9) Link to further information
- 10) Resources needed in order to use it (link to the project and or technological output website)
 - a. Time needed to install, have it up an running for the user
 - b. Skills and/or time needed to learn how to use it
 - c. Equipment
 - d. Other
- 11) Use it: Link to the outputs for users
- 12) Contribute to it: Link to OS repository for developers
- 13) User guide and other support materials for users (link to the project/output website)

- 14) Support materials for developers (link to the project/output website)
- 15) Replicability
- 16) Scalability
- 17) Adaptability
- 18) Recommendations

As mentioned above, where the project's webpage or technological output webpage already provides the information related to points 8 to 13 from the CAPS catalogue, we will simply insert a link to avoid duplications and create a direct incentive to visit each project's website. Points from 15 to 18 will be populated by ChiC partners evaluating the outputs and providing recommendation for future users.

4.2 Data Gathering Process and Timeline

The data gathering and timeline will run in parallel with the process followed for mapping the good practices and the deliverables will be submitted, together with the ones dedicated to the good practices, in Month 16 and 24. For gathering the necessary information, a questionnaire will be uploaded in a dedicated session of the CAPPsi forum so that each project will be able to constantly update it. The ChiC team will send regular reminders to ensure that the information needed will be available in due time for the deliverable submission.

ChiC team will also conduct one-to-one interviews during the 2nd Community Workshop in Volos in order to consolidate and deepen the information provided by each project. One-to-one interviews will also allow ChiC team to discuss with each project which are the potential fields of application (point 4) and the key benefits for the end users (point 8).

5 HOW TO COMMUNICATE BEST PRACTICES AND CAPS OUTPUTS

A further element that should be taken into consideration when talking about best practices is the dissemination. It is fair to say “only documenting a good practice is not enough, it is also important to disseminate and share it to a wider audience. The audience of good practices will vary (...). A good practice should be presented in different formats (text, audio, video, etc.) depending on the target audience. Disseminating and sharing, involving interaction and conversation, can take place through Share Fairs, workshops, networks and communities of practice, websites, newsletters, etc.” [4].

In addition to the usual methods for dissemination (such as website, newsletter, networking opportunities etc.), the EC is also promoting a brand new approach for the collection of best practices. The new approach has been adopted, for example, by the Life program: “Using the concept of best practices is a practical approach to make use of project results in a strategic, systematic way by establishing methods of assessment/criteria for good examples/best practices. Selection of Best Practices within different types of programs will result in a more efficient dissemination of project results, enabling a faster implementation of practical, eco-efficient and cost-effective solutions for industry and society. In this way we can promote the development of a knowledge-based, sustainable and competitive Europe”⁶. Even in the Agricultural sector supported by the EC, the aim is the collection of good examples in standard template all gathered in a public Inventory in order to easily extract knowledge on best practices gathered from European projects. In this sense, ChiC will use the CAPSSI portal as a repository of CAPS good practices and for making CAPS technological outputs available to a wider audience. Moreover, the catalogue of outputs and the good practices reports will provide CAPS with valuable material that they can use for their dissemination and exploitation activities, as well as for policy recommendations and will be proposed in a format that targets potential adopters, users and investors.

5.1 Using Storytelling

As described in chapter 3 CAPS good practices will be identified and mapped using a scientific approach, to a certain extent the same is true for the CAPS outputs. The results of this activity will, therefore, be scientifically rigorous but, in order to make the good practices and the outputs available to the desired audience (see paragraph 5.2) traditional scientific dissemination such as peer reviewed paper is not the right method. In fact, persons and organisations interested in discovery, using, adapting and building on CAPS experiences will find that results do not necessary belong to the research community or are familiar with scientific publications. There is the need, therefore, to make all the information gathered available in a more user friendly format and in a language adapted to different audiences. For this reason, the possibility to use storytelling will be investigated and applied as much as possible.

There is a large debate about the use of story telling in science and by some authors’ narrative is proffered to the term storytelling as the latter might imply the creation of fictional data and information and an over simplification of scientific results. Within the CAPS context, the focus is on communicating to non-expert audiences the CAPS processes, its success and its possibility of replication in a form that is engaging enough for stimulating attention and support further dissemination which is accurate and accessible at the same time.

⁶Available at <http://ec.europa.eu/environment/life/publications/lifepublications/generalpublications/documents/bestpractice.pdf>

CAPS good practices, therefore, can be communicated using a semi-journalist language and by creating narratives around them. This can be pursued in different ways, for example describing the project from the initial formulation to its final results passing from the main turning points; or starting from the concrete problem tackled by the project and how it effects real people in their everyday life. It is not possible to define now how and to what extent storytelling will be used because it really depends on the information that will be gathered through interviews, participant observation and publicly available information review. In any case, there is the interest to experiment with this approach and apply it to the largest extent possible and verify if this will make a positive impact in terms of CAPS dissemination outside the experts circle.

5.2 Dissemination Strategy and Action Plan

5.2.1 Targeted Objectives

The main objective of ChiC's dissemination strategy is to ensure a wide visibility of the CAPS projects' outputs and good practices. Accessibility will be the foremost important driver of the dissemination plan, in order to ensure the widest reach for the projects' outputs. The technological applications and good practices will be published within the CAPS portal (www.capssi.eu), as the main media channel of the whole CAPS ecosystem. The CAPS portal has in fact an excellent engine ranking and a stably growing number of visitors, establishing itself as one of the major news outlet for the international Digital Social Innovation community. The projects' outputs and good practices will be collected in a new area of the portal, creatively displayed, with rich contents and links to each projects' website. We will also dedicate a specific attention to the organization of the contents to maximise a friendly end-user approach and easy navigation within the contents. The contents will be published taking into account the search criteria, key words and interests of the website visitors. Therefore the outputs and the good practices will be organized by subjects that reflect the visitors' interests such as, for example "Participatory processes and democracy" "Sustainable communities" "Environmental sustainability". We will also highlight the key benefits, the replicability and the opens source tools made available by CAPS projects.

In order to reach a wider audience beyond the CAPS portal visitors, the same repository content will be also published as an open format e-book. We will publish it not on the CAPS portal but also on external free e-books platforms. We will promote the download of the publication through CAPS social media, press activities and interested academic networks.

5.2.2 Target Stakeholders

The potential target of the CAPS good practices and outputs is as wide as the topics and communities touched by each project's area of work, therefore we are looking at a very diversified and innovative audience. Here below is the target matrix detail:

RESEARCH	CIVIL SOCIETY
Universities	NGO, Association and Charities
Research Centres	Umbrella organizations
Independent Researchers	Trade unions and parties
Graduate students	Schools, teachers and educators
Other EU projects	Activists and social movements
Foundations Research Departments	P2P producers

Any other research-related organisation/professional	Other civic society organisation
	Citizens at large
BUSINESS	POLICY MAKERS
ICT large companies	Local policy-makers
Non-ICT large companies	National policy-makers
Utilities (water, energy etc.)	EU policy-makers
ICT-SMEs	Global policy-makers
Non-ICT SMEs	Local governmental bodies and officials
Cooperatives & social entrepreneurs	National governmental bodies and Officials
Consultants & self-employed workers	EU and Global governmental bodies and officials

Table 2: Targets referred to CAPS projects good practices and outputs dissemination

5.2.3 Media Channels

The collection of best practices and outputs, both within the CAPS portal and in its downloadable e-book format will be disseminated through online and offline media, including the CAPS newsletter, the social media channels and the NGI initiatives website. It will also be communicated and promoted through CAPS project events, such as the 2nd DSI FAIR (2018) and at NGI events in Europe. Last but not least, we will run a dedicated press activity online and offline.

	INTERNAL AUDIENCE		EXTERNAL AUDIENCE		
	CAPS projects	CAPS Users	EU Citizens	Digital Social Innovation Domain Experts & Academia	European Commission & Policy Makers
Dissemination Channels					
CAPSSI Portal	X	X	X	X	X
CAPSSI Facebook page	X	X	X		X
Twitter	X	X	X	X	X
LinkedIn	X			X	
YouTube	X	X	X	X	X
CAPSSI Newsletter	X	X	X	X	

DSI4EU website ⁷			X	X	X
Other projects SI platforms		X	X	X	X
IESI Community	X	X		X	X
EC Futurium portal	X	X	X	X	X
Press	X	X	X	X	X
CAPS events (such as the 2 nd DSI FAIR)					

Table 3: Dissemination Channels referred to CAPS projects good practices and outputs

⁷ This channel will be used if the portal will be kept updated after the end of the DSI4EU project

6 CONCLUSIONS

This document presents the first version of the ChiC methodology for the identification and description of the CAPS good practices. It will be updated within the next few months, upon the provision and feedback from experts and CAPS projects. The next version of the deliverable will include the questionnaire to be used for collecting the needed data. Therefore, this deliverable has to be considered as a living document.

It also includes a description of the process that will be followed for mapping and disseminate the CAPS socio-technical outputs to a large audience. A set of information that will be made available about each of the outputs is also provided. This list will be validated within the next months through its first usage.

Finally, the document presents the dissemination strategy for making the good practices and the CAPS outputs available to a diversified audience that refers to different sectors such as research, civic society, policy-making and businesses.

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