D4.4: Final Dissemination, Communication and Event Report

Revision: v.1.0

<table>
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<td>Martel, T6</td>
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<td>Reviewers</td>
<td>UTH</td>
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Abstract

This deliverable presents the ChiC Dissemination and Communication Report by complementing what was already covered in D4.1, D4.2 and D4.3 and reports on activities in Y2 of the project. It includes also the most effective communication tools and channels, which have been used in terms of community, reach, and report on activities pursued in order to grow the CAPS community and engagement of stakeholders. It covers also the content originally planned for D2.3 Final Events Report as agreed in the project amendment (Ref No AMD-687686-6).

Keywords

Dissemination, Communication, Events, Community Building
Document Revision History

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Disclaimer

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

DEM: Demonstrator, pilot, prototype, plan designs

Project co-funded by the European Commission in the H2020 Programme

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<thead>
<tr>
<th>Nature of the deliverable:</th>
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<tbody>
<tr>
<td>PU</td>
<td>Public, fully open, e.g. web</td>
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<tr>
<td>CI</td>
<td>Classified, information as referred to in Commission Decision 2001/844/EC</td>
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<td>CO</td>
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DEC: Websites, patents filing, press & media actions, videos, etc.

OTHER: Software, technical diagram, etc
EXECUTIVE SUMMARY

The purpose of this document, that is the Final Dissemination, Communication and Event Report, is to summarize all the networking, communication and community building activities that took place in the 2nd reporting period of the project (June 2017-January 2019) along with the results achieved in sustaining the CAPS communication, and more in general, the Digital Social Innovation community. The project was granted an extension of 2 months (December 2018, January 2019) in order to cater the community’s communications need for an extended timeframe, allowing the participation in a major EC event (ICT Days, Dec 2018) and give a more comprehensive coverage of the CAPS technological outputs. In doing so, this report provides an overview of the CAPS evolution and emerging needs from all relevant stakeholders in the Next Generation Internet (NGI) ecosystem that has become an important context the CAPS will contribute to. This deliverable also includes how we have initiated actions to liaise with non-CAPS initiatives (both EC and non-EC-driven).

Moreover, this document includes the Communication, Dissemination Report and the Events Report (which was initially supposed to be an autonomous deliverable D2.3 Final Events Report). We decided to merge the two reports to provide a comprehensive overview of the activities and for obvious interrelation between the dissemination and the event activities.

The ChiC Work Package 4 (WP4) was dedicated to “Dissemination, communication and engagement” and it included three tasks: T4.1 “Dissemination strategy and project identity”, T4.2 “Project website, web-presence and online communication tools” and T4.3 “Dissemination, engagement activities and community building”. The Work Package 2 (WP2) “Networking, knowledge transfer and collaborative learning” to which the former D2.3 belonged, was dedicated to community building activities and to the organisation of the Digital Social Innovation Fair as a central event for the DSI community and the Tech for Good. The main tasks relevant for the deliverable are: Task 2.2. “CAPS and Internet Science networking workshops, policy workshops and acceleration booths” and Task 2.3 “Digital Social Innovation Fairs”.

The key achievements can be summarized as follows.

➔ In 2018, ChiC has organized 6 events and participated in 14 events with a high participation of different stakeholders including social innovators, technologists, researchers, SMEs/Start-ups, policy makers and civil society representatives. Furthermore, ChiC partners presented the CAPS program in the context of high-level and largely participated conferences that overall reached out to an audience of more than 10,000 people across Europe.

➔ Among the others, ChiC led the organization of the second edition of the CAPS flagship event, the 2nd Digital Social Innovation Fair that took place in Rome in June 2018, welcoming more than 400 participants from 33 countries.

➔ From June 2017 to January 2019, the capssi.eu portal received 12,289 visits (avg. more than 600 per month) with 8,454 unique users. The average duration of the visits is 2’17” and the total page views is almost 30,000.

➔ The CAPS Twitter account has attracted over 2,086 followers with 4,400 tweets published.

➔ The YouTube channel hosts 95 videos of which 51 were edited by ChiC. From June 2017 to January 2019 the channel reached almost 2,100 views in total.

➔ The collaborative efforts to produce and distribute the CAPS Bytes newsletter have led to more than 1,087 subscribers.

➔ The online visibility of the CAPS news was amplified through mentions, articles and interviews published across countries and media segments with over 40 published news in 2018.
This deliverable also outlines how the CAPS community communication was sustained beyond its usual suspects to help the CAPS projects and players to reach out to alternative funding opportunities within and outside the EC programmes.

Finally, this deliverable summarizes the main topics covered during the events and the most interesting results in terms of knowledge creation and sharing.
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## ABBREVIATIONS

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<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>CAPS</td>
<td>Collective Awareness Platform for Sustainability and Social Innovation</td>
</tr>
<tr>
<td>IP</td>
<td>Internet Protocol</td>
</tr>
<tr>
<td>TCP</td>
<td>Transmission Control Protocol</td>
</tr>
<tr>
<td>NGI</td>
<td>Next Generation Internet</td>
</tr>
<tr>
<td>KPI</td>
<td>Key Performance Indicator</td>
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1 INTRODUCTION

The ChiC project aimed at providing coordination and support to the growth of the CAPS (Collective Awareness for Sustainability) Community and Digital Social Innovation (DSI) initiatives in Europe and beyond. The ambition of ChiC was not only to support the various CAPS and related projects by offering them concrete opportunities for networking, know-how sharing/exchange and effective promotion of their work and results, but also to ensure that the CAPS programme as a whole grows as a unique and disruptive initiative able to engage citizens, policy-makers, hackers, students, researchers, social entrepreneurs, the civil society, large enterprises as well as SMEs, R&D actors and overall, both the public and the private sectors.

In this perspective, networking, knowledge sharing, promotion, dissemination and exploitation activities have been central from the beginning of ChiC activities and have been closely coordinated among the various WPs so as to create a cohesive plan of action for engagement of all relevant stakeholders in the CAPSSI ecosystem and beyond. In the second year of the project, we also actively engaged the projects to enter the Next Generation Internet (NGI) ecosystem and look beyond the current work programme for further project evolution and sustainability opportunities.

The project worked to facilitate communication, fostering knowledge transfer and coordinating efforts as appropriate to maximise synergies among all the more traditional as well as new players in the CAPS/DSI scene. This task was carried out through periodic community calls, a communication mailing list, the CAPS portal and the organization and/or facilitated participation in relevant events and a constant monitoring of project achievements and practices carried out through meetings, interview and constant contacts.

To avoid redundancies we refer to the Deliverable D4.3 Dissemination and Communication Report and Updated Strategy and Plan | Resubmission Sept 2017 available for download from the CAPS portal, which integrates the suggestions provided after the First Review in July 2017. Similarly, we refer to Deliverable D2.2 Mid-term Events Report available for download from the CAPS portal for a description of the topics and main knowledge and networking needs that emerged in the first 18 months of the project.

This document reports on the achievements of ChiC in the 2nd reporting period for all networking, knowledge exchange, communication and dissemination activities. It also outlines a suggested smooth transition of some of the communication and community activities to the DSISCALE project, the Coordination and Support Action which will last till mid 2019.

The document is structured into the following sections:

➔ Section 1 CAPSSI Dissemination and Communication Achievements 2nd reporting reports on the communication and public activities undertaken in the second reporting period.
➔ Section 2 CAPS Online Communication details the activities and results achieved online in the second reporting period
➔ Section 3 CAPSSI Events Year 2 reports on the events organized and attended by ChiC in the second reporting period
➔ The document ends with the Conclusion in Section 4 and summarizes the work achieved in the 32 months of the project.
The ChiC consortium has put full power into ensuring effective dissemination and communication efforts to be coordinated across the whole CAPS/CAPSSI initiative. A multimedia communication covering both offline and online actions have been sustained throughout the project’s lifetime at the service of the whole community. In the second reporting period we have also worked towards bridging the CAPS community with other relevant initiatives, such as the COST programme and the Next Generation Internet (NGI) initiative to create cooperation, knowledge sharing and sustainability opportunities beyond the CAPS program. We think the best way to describe the results achieved is presenting the KPIs table, which provides a helicopter view of the activities in the past 32 months.

### 1.1 Communication and Dissemination KPI Table

The KPI table below shows the targets indicated in the DoA at M30 and what we have achieved at M32 (as per the two-month project extension granted by the EC). As shown in each category, the KPI targets were *either met or largely exceeded their target objectives*. The only relevant KPI which was not fully achieved is the number of members of the LinkedIn Group and this is mostly due to the “industry/market” orientation of the social media, which does not fit with the profile of the CAPS focus target.

<table>
<thead>
<tr>
<th>Key performance Indicators</th>
<th>Description</th>
<th>Achieved at M32</th>
<th>Target at M30</th>
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<tr>
<td><strong>Promotional Material</strong></td>
<td>Timely production of dissemination material</td>
<td>All materials were produced on time</td>
<td>All material should be produced on time (see DoA)</td>
</tr>
<tr>
<td></td>
<td>Flyers and brochures - Number of copies distributed</td>
<td>1,250 hardcopies</td>
<td>3,000 hardcopies + eBrochures</td>
</tr>
<tr>
<td></td>
<td>Number of roll-up banners and/or posters printed for dissemination to internal and external events</td>
<td>7</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Content-oriented brochures published and distributed</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>Project website</strong></td>
<td>Number of visits + Page views</td>
<td>51,669 visits, 26,865 unique visitors and 73,657 page views of which 12,289 visits, 8,454 unique visitors and 28,452 page views from June 2017</td>
<td>3,000 visitors +6,000 page views</td>
</tr>
<tr>
<td></td>
<td>Average duration of visits</td>
<td>2:17</td>
<td>02:00</td>
</tr>
<tr>
<td></td>
<td>Number of posts published</td>
<td>138 news + 105 events</td>
<td>&gt;50</td>
</tr>
<tr>
<td><strong>Social media and professional networking strategy</strong></td>
<td>Size of LinkedIn Group</td>
<td>434</td>
<td>&gt;500</td>
</tr>
<tr>
<td></td>
<td>Number of Twitter followers</td>
<td>2,086 in total of which 986 new followers from June 2017</td>
<td>&gt;1000</td>
</tr>
<tr>
<td><strong>Quarterly e-Newsletter</strong></td>
<td>Number of tweets / re-tweets</td>
<td>4,400 of which 2,898 from June 2017</td>
<td>&gt;500</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------</td>
<td>-----------------------------------</td>
<td>------</td>
</tr>
<tr>
<td></td>
<td>Number of Newsletters published</td>
<td>10 (8 quarterly newsletters + 2 special editions related to the DSI Fairs)</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Size of the dissemination list</td>
<td>1,087</td>
<td>2,500</td>
</tr>
<tr>
<td><strong>Participation in external events</strong></td>
<td>Number of contributions to external events</td>
<td>26 (13 in Y1 + 13 Y2)</td>
<td>15</td>
</tr>
<tr>
<td><strong>Video(s)</strong></td>
<td>YouTube channel; number of views</td>
<td>51 Number and 2,400 views</td>
<td>600</td>
</tr>
<tr>
<td></td>
<td>Number of delegates</td>
<td>400</td>
<td>400</td>
</tr>
<tr>
<td></td>
<td>Number of guests of honour</td>
<td>75</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Number of Tweets during the events – also from other channels</td>
<td>1,298</td>
<td>&gt;100</td>
</tr>
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<td></td>
<td>Number of press releases (including webpages where the PR appears)</td>
<td>28</td>
<td>8</td>
</tr>
<tr>
<td><strong>Digital Social Innovation Fair 6-8 June 2018, Rome</strong></td>
<td>Quality of the event proceedings</td>
<td>DSI Fair Report published on <a href="http://www.dsifair.eu">www.dsifair.eu</a></td>
<td>Approval of D2.3 by the EC</td>
</tr>
<tr>
<td></td>
<td>Number of workshops</td>
<td>1st Community Workshop: Bratislava, September 2016</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>2nd Community Workshop: Volos 10-14 July 2017</td>
<td>3rd Community Workshop: Brussels 15 Feb 2018 (60 attendees)</td>
<td></td>
</tr>
<tr>
<td><strong>Community workshops and Acceleration Booths</strong></td>
<td>Number of Acceleration Booths</td>
<td>14 -15 Feb 2018 (Policy &amp; Community Workshops) - 7 projects’ booths</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>6-7 June 2018 (DSI Fair) - 8 projects’ booths</td>
<td>30 Bratislava, 100 Volos, 60 Brussels</td>
<td>250</td>
</tr>
<tr>
<td></td>
<td>Number of delegates</td>
<td>30 Bratislava, 100 Volos, 60 Brussels</td>
<td>250</td>
</tr>
</tbody>
</table>
### 1.2 CAPS community engagement

ChiC played a pivotal role in maintaining the communication and cooperation among the CAPS projects, fostering cross-project cooperation, community participation in events and sharing news and initiatives among the members. It also gave voice to the community’s concerns and forward-looking sustainability programs within the H2020 programme and beyond. In order to meet the community’s needs, ChiC managed a communication mailing list comunms@capssi.eu which counted 92 members, where all projects could post email regarding upcoming events and/or news they wished to share with the community and publish on the CAPS portal. We also organized a periodic communication call, where all the projects’ leaders and communication managers were invited to attend. The registered attendees and the minutes of each call are available online on a shared google document. (See https://bit.ly/2SFs2B7)

We are pleased to report a comment received from one of the respondents to the online survey we conducted at the end of 2018 to assess the projects’ satisfaction towards ChiC Community engagement efforts: “Monthly calls were very useful to "keep in the loop" with other projects and pushed us to deliver condensed monthly updates. The mailing list was also useful to share initiatives and get updates on possible outlets/events.”

More ways the ChiC Consortium also proactively engaged the CAPS community since its inception:

- ChiC established events@capssi.eu as a generic email account used to send out communication related to events organized by ChiC and used by all partners as per need.
- Several 1-to-1 emails were exchanged between ChiC and project leaders and communication experts to coordinate ad hoc event activities. For example, intense coordination for the participation of the CAPS projects to the Web Summit in Porto in November 2018.
- Also, a Twitter list was established to monitor and echo each project’s news. This enabled us to promptly echo any project’s news through social media.
- Aiming at collecting inputs to develop the Connected Technologies for Social Good magazine, the CAPS good practice and the scientific resources catalogue, ChiC ran online surveys, email interviews and 1-to-1 phone calls.
- The CAPS community platform https://capssi.eu/community/ was used to collect timely news and updates from the projects on a timely manner and monthly reminders were sent out to all projects to solicit their contribution.
- 1-to-1 meetings at ChiC events were held (Connected Technologies for Social Good Workshop in Brussels, DSI Fair 2018 and other events attended).
We provide below an overview of the “informal” communication flow between ChiC and CAPS projects through the projects@capssi.eu channel in the second reporting period.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Call to action</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPS communication channels update (website, newsletter, social media)</td>
<td>Monthly request to provide projects’ news update (including events, newsletters, projects’ achievement). Started from September 2016 and carried out till January 2019.</td>
</tr>
<tr>
<td>ICT 2018 – Networking Session</td>
<td>Call for projects to present their achievements at the networking session organized with DSI4EU presenting both CAPS and upcoming NGI open calls.</td>
</tr>
<tr>
<td>Survey related to the sustainability and roadmap of CAPS toward the Next Generation Internet programme (November 2018)</td>
<td>Invitation to participate to the online survey and voice their concerns, expectations and plans to sustain the CAPS projects in the future.</td>
</tr>
<tr>
<td>Survey related to the ChiC contribution to the CAPS community communication and impact (November 2018)</td>
<td>Invitation to participate to the online survey and assess ChiC contribution to the CAPS projects’ activities.</td>
</tr>
<tr>
<td>Technological and Scientific Outputs collection for publication on the CAPS portal</td>
<td>Invitation to contribute to the Technological and Scientific Outputs for publication on the CAPS portal (2 main waves with several follow ups).</td>
</tr>
<tr>
<td>Web Summit 2018 – Exhibition space within the Social Good Accelerator space</td>
<td>Call for projects’ participation to the Web Summit in Lisbon and coordination of the efforts.</td>
</tr>
<tr>
<td>Digital Social Innovation Fair 2018 (6-7 June 2018, Rome)</td>
<td>Save the date email + Calls to participate and animate the lateral sessions + participate to the second accelerator booth + call to organise a project-dedicated booth in the exposition space.</td>
</tr>
<tr>
<td>Digital Social Innovation Manifesto</td>
<td>Call for endorsement of the DSI Manifesto and sharing with relevant communities.</td>
</tr>
<tr>
<td>Connected Technologies for Social Good Workshop (14-15 February 2018, Brussels) in cooperation with COST initiative.</td>
<td>Call for participation and promotion of CAPS projects’ workshop holding at the event. Call to participate to the first Accelerator booth.</td>
</tr>
<tr>
<td>Contribution, interview and major results for the Connected Technologies for Social Good Magazine (Q1 and Q2 2018)</td>
<td>Call for projects’ success stories, interview with project leaders and brief description of each project for the published magazine.</td>
</tr>
<tr>
<td>2nd CAPS Community Workshop (10-14 July, 2017 Volos, Greece)</td>
<td>Participation to the workshop.</td>
</tr>
</tbody>
</table>

Table 2 Informal Communication Activities between ChiC and CAPS projects between June 2017 and January 2019

- Overall around 120 messages have been sent out through the projects@capssi.eu account and more than 160 replies were received and managed. This includes individual projects sharing their news and updates through the mailing list.
- In Y2, we initiated a monthly communication coordination call where all the projects were
invited to attend and provide their Dissemination and Communication updates, suggestions and concerns. The call was run through the GTM platform and handled by ChiC consortium partners. Event participation has benefited from the periodic call and some opportunities for synergies and cross-pollination among projects’ initiative were initiated thanks to the group’s discussion. The Project Officers attended and participated in some of these calls, contributing when necessary to stimulate all the projects to coordinate their efforts.

1.3 Magazine “Connected Technologies for Social Good”

The ChiC partners in close cooperation with the Project Officer, Fabrizio Sestini, edited the “Connected Technologies for Social Good” Magazine between September 2017 and May 2018. The magazine was not initially planned among the activities, but was suggested by our PO at the beginning of the second reporting period and welcomed as a valuable initiative both by ChiC and the community. The magazine was printed and 600 copies distributed at the Digital Social Innovation Fair, at the NGI Forum 2018, at the Web Summit 2018 and at the ICT Days 2018. Furthermore it is available, in pdf format, on the CAPS website, with a direct link from the top bar. The Magazine sets the scene for Connected Technologies for Social Good in Europe and showcases innovative results obtained so far, in extending the reach of social care, of minimal income and ethical banking, in municipal participative budgeting, co-operative digital currencies and resource recycling schemes. The structure of the magazine comprises 14 sections, including interviews with European policy makers, CAPS projects leaders, digital social innovators and opinion makers. It uses modern infographics to show the extension and the timeline of the CAPS initiative while presenting some interesting success stories from the community. ChiC partners involved all the projects in the editorial work, prompting original contents, and running one-to-one interviews online. A professional editor and visual designer packaged the work in a pleasant, easily readable and long lasting legacy of the efforts and achievements of the CAPS initiative. So far the CAPS Magazine page on the website has 146 visits.
1.4 CAPS Promotional Materials and Report Publishing

ChiC has produced promotional materials including, flyers, stickers, posters, presentations, info graphics, videos and White Papers. Their dissemination has been guaranteed via several communication channels including social media such as Twitter, LinkedIn, Facebook, presence/contribution to selected blogs, the project website, and related portals to advertise the CAPS projects’ work and results. Flyers and presentations have been made available to the projects attending the events.

<table>
<thead>
<tr>
<th>MATERIAL</th>
<th>EVENT</th>
<th>CONTACTS</th>
<th>DISTRIBUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Promotion</td>
<td>Connected Technologies for Social Good Workshop</td>
<td>1,000</td>
<td>Email, FB, Twitter, Website promotion</td>
</tr>
<tr>
<td>Agenda</td>
<td>Connected Technologies for Social Good Workshop</td>
<td>80</td>
<td>Connected Technologies for Social Good Workshop</td>
</tr>
<tr>
<td>Badges</td>
<td>Connected Technologies for Social Good Workshop</td>
<td>80</td>
<td>Connected Technologies for Social Good Workshop</td>
</tr>
<tr>
<td>Roll up</td>
<td>Connected Technologies for Social Good Workshop</td>
<td>2</td>
<td>Connected Technologies for Social Good Workshop</td>
</tr>
<tr>
<td>Roll up</td>
<td>2nd community workshop, Volos, July 2017</td>
<td>2</td>
<td>2nd community workshop, Volos, July 2017</td>
</tr>
<tr>
<td>Flyer</td>
<td>DSI Manifesto</td>
<td>500</td>
<td>2nd community workshop, Volos, July 2017</td>
</tr>
<tr>
<td>Stickers</td>
<td>DSI Manifesto</td>
<td>1,000</td>
<td>ERA Conference, Lisbon Nov 2017 and ICT Proposers day, Budapest Nov 2017</td>
</tr>
<tr>
<td>Flyer</td>
<td>Attend the DSI Fair Rome</td>
<td>500</td>
<td>MWC 2018, Connected Technologies for Social Good Workshop, FEC2,</td>
</tr>
<tr>
<td>Html Email</td>
<td>Save the Date DSI Fair</td>
<td>2,000</td>
<td>CAPSSI Newsletter subscribers</td>
</tr>
<tr>
<td>HTML Email</td>
<td>Register to the DSI FAIR</td>
<td>3,500</td>
<td>CAPSSI Newsletter subscribers, Partners DB, DSI DB</td>
</tr>
<tr>
<td>Agenda</td>
<td>DSI Fair</td>
<td>400</td>
<td>DSI Fair</td>
</tr>
<tr>
<td>Badges</td>
<td>DSI Fair</td>
<td>400</td>
<td>DSI Fair</td>
</tr>
<tr>
<td>Totems and Backdrop</td>
<td>DSI Fair</td>
<td>3</td>
<td>DSI Fair</td>
</tr>
<tr>
<td>Teaser Introduction video</td>
<td>DSI Fair</td>
<td>1</td>
<td>Presented at the DSI Fair and uploaded on CAPSSI YouTube Channel</td>
</tr>
<tr>
<td>Info graphics (digital)</td>
<td>DSI Fair results info graphics</td>
<td>2</td>
<td>DSI Fair results online and social channels</td>
</tr>
<tr>
<td>DSI FAIR presentations</td>
<td>DSI Fair presentations have been published online</td>
<td>12</td>
<td>DSI Fair website</td>
</tr>
<tr>
<td>DSI FAIR sessions and interviews</td>
<td>DSI FAIR live streaming has been edited and</td>
<td>15</td>
<td>CAPSSI YouTube channel</td>
</tr>
</tbody>
</table>
Report publishing:
All public deliverables have been published on ChiC web page within the CAPSSI portal (https://capssi.eu/caps-projects/chic). The report of the DSI Fair 2018 has been published online on the event website. The report of the Connected Technologies for Social Good Workshop has been published on the CAPS portal. The events pages also contain the link to the presentations of each speaker (excluding the speakers who did not allow online publication of their contribution). The Digital Social Innovation Manifesto, open to online consultation, has been published on www.dsimanifesto.eu and it remains open for endorsement.

1.5 CAPS Press Activities
CAPS press activity focused on the major event organized in Y2: the 2nd DSI Fair in Rome, in June 2018. For the event, a press release in Italian and English was issued and widely distributed. The results have been satisfactory resulting in:

- 2 Press Releases distributed to the Italian and international press online and offline with the support of Rome Municipality press office.
- Over 23 articles published online.
- Radio interview with Fabrizio Sestini on Radio 24, a national Italian broadcaster. Journalist: Maurizio Melis, Program: Smart City, broadcasted on 12th June 2018. Fabrizio Sestini introduced CAPS program, presented the DSI Fair and launched the Blockchain prize. It is available online (Italian).
- Article and interview with Dr Monique Calisti, on the Avvenire, Italian national newspaper, summarizing the major outcomes of the DSI Fair and the upcoming events. Journalist: Danilo Poggio, Newspaper section: No profit. See below a screenshot of the publication.
- Finally, Gianni Riotta, a well known Italian journalist, recorded an interview with Luciano Floridi, one of the keynote speakers at the DSI Fair. The interview was broadcast by the RAI (Italian Television Channel) on 9th December 2018 for RAI Storia channel and is also available online.
Figure 2 DSI Fair, Article by the “Avvenire”, Italian national newspaper (June 12th 2018)

Figure 3 Screenshot of the RAI Storia Interview to Luciano Floridi at the DSI Fair 2018
2 CAPS ONLINE COMMUNICATION

2.1 CAPS website

The www.capssi.eu website (that had been launched in October 2016 by ChiC) became the one-stop shop for the whole CAPS ecosystem, providing access to the latest news, materials and activities developed by the group of projects active under its umbrella. The website is managed by and the content is provided by all partners and projects for events and news. The CAPS web portal helps the CAPS community and the CAPS projects to maximize their impact across the Digital Social Innovation landscape while helping the CAPS and related communities and stakeholders find each other for successful collaboration.

Since the beginning, each project is featured with a short description, the project’s lifetime, a link to their website and, where available, a link to a general presentation. In Year 2 we included 7 new projects launched in 2018 in the dedicated section “CAPS projects”:

- GrassRoots Wavelengths
- Share4Rare
- PTwist
- Families Share
- ChildRescue
- Careables
- DSI4SCALE

Nevertheless, the most relevant section created on the CAPS portal is the CAPS Resources area, which is organized in two subsections: the “Technological outcomes” and the “Scientific publications and other resources”:

- **CAPS Technological outcomes**: This section indexes all the technological outputs from the CAPS projects and facilitates the search with filters and different meta-data. The users can filter by benefit (e.g. Promote health and wellbeing etc.) and Technology Area (e.g. IoT, Open Data etc.)

- **CAPS Scientific Publications and other resources**: this section lists the scientific publications from the CAPS projects and other relevant outputs (such as: videos, whitepapers, conference proceedings etc.) always related to the DSI community.

- A detailed description of this website repository, how the content has been collected, filtered, edited and selected has been provided by the deliverables *D3.2 CAPS Output Catalogue* and *D3.5 CAPS Output Catalogue, Final Version*

This online repository, which has been filtered and edited and organized in the most user friendly way represent a real long-lasting legacy not only for the CAPS Community but for digital social innovators at large. A variety of resources, links, technology reference and technology tools are now intelligently archived and available to a large audience.

We continually promoted the web portal through a close relation with the various active CAPSSI social networks of quarterly newsletter, Twitter, Facebook and LinkedIn, which regularly echoed the portals’ news.
2.1.1 CAPS website, statistics

From June 2017 to January 2019, the capssi.eu portal received **12,289 visits** (avg. more than 600 per month) with **8,454 unique users**. The average duration of the visits is 2’17” and the total page views is 28’452. This shows a clear and important increase in the generated web traffic, which has peaks in relation to events, promo campaigns, releases of newsletters/events, etc.

What is also of relevance is that more than 30% of the traffic is coming from returning visitors, indicating a growing engagement of targeted stakeholders. From the first graphics below (Figure 4 and Figure 5) it is also possible to see that indeed a bit peak has been triggered by the events such as the workshops organized, the DSI Fair and the participation in the Web Summit.

The following three pictures provide an overview of the performance of the website in the period considered.

![Figure 4 CAPS website analytics, General visits overview between June 2017 and January 2019](image1)

![Figure 5 CAPS website analytics, page views between June 2017 and January 2019](image2)
As one can see from the analytics as reported in Figure 6 above, the most visited page is obviously the home page, followed by the page describing each of the CAPS projects, which reveals therefore being a useful platform to promote the projects and gather visibility to the broad audience, followed by the “About” descriptive page and finally the agenda of events. Then we have 4 pages of specific events organized by ChiC and in the 7th position we can see the repository of CAPS outcomes (cpas-tools) which is great news for the promotion of the results of the projects. The News corner comes in the 10th position consolidating the interest for the dynamic content posted there with updated information related to the whole programme.

![Figure 6 CAPS website analytics, page views detail between June 2017 and January 2019](image)

**2.2 CAPS Community Platform**

The community platform, which was added as part of the overall planned communication activities as per initial amendment of the ChiC project as indicated by the EC, has been a major element for the overall communication within CAPS since its launch in November 2016. The platform has been promoted in several ways and for its launch the ChiC partners coordinated with the project’s PO in order to stimulate engagement of the projects. The CAPS community was invited on several occasions to make use of the platform and all ongoing CAPS projects were invited, for instance, to submit their contributions for the DSI Fair workshop and exhibition. It was also key for gathering contributions to the CAPS Magazine and we got constant inputs for events and news via the community platform.

We have 278 users and a total of 1,109 messages were posted in the community since the beginning of the activity. The ChiC consortium decided to take measures to improve this engagement on the community. Communication and coordination across the whole CAPS program have been ensured via dedicated conference calls in which several took place for instance on a bi-weekly basis with the DSI4EU CSA, also one-to-one calls, and targeted emails especially via the CAPS projects mailing list.

In order to further engage and stimulate the community’s usage of the CAPSSI Community portal:

- We updated it with the latest news related to Digital Social Innovation.
- We invited the projects to share their publications and contents through the CAPSSI community portal to allow us to feed the CAPSSI news and agenda.
- We invited the projects to post on the Community portal their "articles" for the CAPS output magazine which was achieved in June 2018.
- We animated the two groups within the Community suggesting topics of discussion:
- **Academia**, “To monitor and enhance the links between the CAPSSI community and academia, to stimulate CAPSSI publications in scientific conferences and journals, and to learn from related academic research topics.”
- **Horizon 2020 proposals** “Are you looking for partners for your CAPS proposal? Do you have a nice idea and look for feedback on how to implement it? Do you have questions on CAPS in H2020? This is the group for you!”

We realise how ambitious it is to build a community online (or a social network) nowadays. But for such a short period the CAPSSI Community was very useful for the collection of inputs from the CAPS projects and it is one of the online legacies of the CAPS community. The content of the community was, is and will be publicly accessible for consultation.

### 2.3 Digital Social Innovation Manifesto website

The [www.dsimanifesto.eu](http://www.dsimanifesto.eu) was created to give visibility to the Digital Social Innovation Manifesto and to facilitate the online endorsement (still open at the time of writing). The website also contains the proceedings of the Digital Social Innovation Manifesto Workshop, organized in Year 1. From the publication of the website in April 2017 until today, it cumulated almost 9,000 visits with almost 6,000 unique users.

![Figure 7 DSI Manifesto website Screenshot](image)

### 2.4 Digital Social Innovation Fairs website

ChiC created a dedicated website [www.dsifair.eu](http://www.dsifair.eu) for the flagship annual event organized for the CAPS community and for digital social innovators, policy makers, media and researchers at large. The event required a dedicated website, because of the need to cater to a large audience, maximise the reach and promote the registration. Moreover, both editions are now archived and available online.
under the same URL, with all the proceedings, the reports, the speakers’ presentations, the photo gallery and link to the relevant videos. We think therefore it is another important legacy for the CAPS community and for the DSI in general.

The peak of the traffic on the DSI Fair website is directly linked to the events, but the page analytics shows us that is used as a reference, content reach repository. From the publication of the website in December 2016 until today it cumulated more than 18,000 visits with more than 10,000 unique users. For the period of this report, we have almost 10,000 visits with more than 6,000 unique visitors. We can clearly see in Figure 8 the peak before and during the 2nd edition of the event.

![Figure 8 DSI Fair website analytics, traffic detail between June 2017 and January 2019](image)

<table>
<thead>
<tr>
<th>Page</th>
<th>Page Views</th>
<th>Unique Page Views</th>
<th>Avg. Time on Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. /</td>
<td>6,081 (39.8%)</td>
<td>5,163 (39.0%)</td>
<td>00:02:58</td>
</tr>
<tr>
<td>2. /agenda/</td>
<td>1,500 (9.82%)</td>
<td>1,041 (8.02%)</td>
<td>00:02:03</td>
</tr>
<tr>
<td>3. /location/</td>
<td>1,212 (7.94%)</td>
<td>1,039 (8.01%)</td>
<td>00:03:19</td>
</tr>
<tr>
<td>4. /registration/</td>
<td>835 (5.47%)</td>
<td>750 (5.79%)</td>
<td>00:03:33</td>
</tr>
<tr>
<td>5. /speakers/david-cromer-tbc/</td>
<td>468 (3.08%)</td>
<td>450 (3.47%)</td>
<td>00:02:35</td>
</tr>
<tr>
<td>6. /about.2018/</td>
<td>398 (2.63%)</td>
<td>298 (2.26%)</td>
<td>00:03:15</td>
</tr>
<tr>
<td>7. /digital-welfare-platforms/</td>
<td>239 (1.57%)</td>
<td>198 (1.53%)</td>
<td>00:02:01</td>
</tr>
<tr>
<td>8. /dsi-in-cities-building-the-foundations-for-responsible-data-driven-innovations/</td>
<td>233 (1.53%)</td>
<td>189 (1.46%)</td>
<td>00:01:12</td>
</tr>
<tr>
<td>9. /speakers/</td>
<td>226 (1.48%)</td>
<td>194 (1.50%)</td>
<td>00:02:56</td>
</tr>
<tr>
<td>10. /citizens-and-open-data/</td>
<td>224 (1.47%)</td>
<td>185 (1.43%)</td>
<td>00:02:49</td>
</tr>
</tbody>
</table>

![Figure 9 DSI Fair website analytics, page detail between June 2017 and January 2019](image)

2.5 CAPS Bytes, Quarterly Newsletter

ChiC edited a quarterly newsletter for the entire duration of the project. The newsletters echoed the news of the whole community, highlighting each project’s achievement, event or relevant news. All newsletters are also available on the project website in a dedicated section. At the time of writing the newsletter has 1,087 subscribers.

- The fourth edition of the newsletter was sent out in August 2017
- The fifth edition of the newsletter was sent out in December 2017
- The sixth edition of the newsletter was sent out in April 2018
- The seventh edition of the newsletter was sent out in October 2018
- The eighth edition of the newsletter was sent out in January 2019

Two special editions have been sent out to the entire community to promote the participation in the Digital Social Innovation Fairs in May 2017 and May 2018.

*Figure 10 Screenshot of CAPS Bytes #8, January 2019*
2.6 CAPS Social Media

We have managed four different social media on behalf of the community: Twitter, Facebook, LinkedIn and YouTube channels. This multimedia platform strategy allowed us to reach a variegated target audience, to echo news from projects active on one or the other platform (some CAPS projects use only Facebook, some others only Twitter) and to engage a professional audience through the LinkedIn group. Finally, the YouTube channel gave us the opportunity to store video interviews, recordings of events and fragments, which will remain useful for researchers, academics and projects to come.

2.6.1 CAPS Twitter channel

The CAPS Twitter Channel’s main goal was to reach a broad community and create visibility around the work and outcomes of the CAPS projects. As of January 2019, the Twitter account has 2,087 followers and around 4,400 tweets. The @CAPSSIEU channel actively tweeted from events and promoted results, events, initiatives conducted by the CAPS projects. We also highly interacted with the Twitter channels of relevant EC initiatives, such as @NGI4EU, @EU_SocialInnovation @DSI4EU @SI_Community. These gave us the chance to bring to our audience relevant news while sharing and obtaining visibility through other channels. Our events’ speakers received visibility through the Twitter channel and most often reciprocated, opening up CAPS to new online followers. The Twitter channel will remain active beyond the project’s lifetime, echoing the CAPS projects news and bringing in the other digital social innovators’ updates, such as the Next Generation Internet news and Open Calls, the Blockchain for Social Good Prize update and so forth.

![Figure 11: Evolution of the Twitter channel](image-url)
2.6.2 CAPS Facebook page

The @CAPSSIEU Facebook channel reaches a broader and diversified audience with published events (such as DSI FAIR and DSI Manifesto Workshop) and engages the audience with richer multimedia contents. It is also useful as an echo chamber for some projects, which heavily rely on Facebook to communicate their news and events (rather than Twitter or Website). It counts now almost 300 followers.
2.6.3 CAPS LinkedIn group

The CAPSSI LinkedIn group currently has 434 members and it broadcasts the published news on the capssi.eu website thus accelerating web-traffic to website. Projects and individual members also use it to highlight specific events, publications and initiatives of general interest to the community.
2.6.4 CAPS YouTube channel

The CAPSSI YouTube channel counts now 51 videos (since 2017). Of these, 15 were uploaded in 2018, as excerpts of the Digital Social Innovation Fair and interviews with some of the keynote speakers. For the period of this report, the channel reached 2,100 views and the most popular videos come from the keynote speakers, such as Luciano Floridi and Christopher Tucci with 409 and 265 views respectively.
Figure 15: Screenshot of the CAPS YouTube channel
3  CAPS EVENTS

ChiC organized the events planned for Year 2 and extensively represented the CAPS community at several international events to maximise the program’s exposure. In this section we present a report of all the events organized and attended along with some metrics referring to the audience reached and the activities run at each event.

3.1 Events’ organization

In the second year ChiC organized 6 events, including the second Digital Social Innovation Fair, two Accelerator booths, the third Community Workshop and the second Policy Workshop. The events aimed at creating networking, knowledge sharing, interaction between CAPS projects and external digital social innovators. For this reason we co-located these three events (the third Community workshop, the second Policy Workshop and the first Acceleration booth) with the COST initiative in Brussels to create the opportunity for two distinctive communities, with similar goals and interest, to share their experiences, sustainability models and future plans. We condensed these three events in order to reduce the travel for the CAPS project and in this way assure a higher participation. The second edition of the Digital Innovation Fair was held in Rome, to benefit from the awareness, cooperation and ecosystem created in 2017, during the first edition. We also took care to invite different speakers to each event to maximise the diversity and the inputs provided. Moreover in Year 2 we took the opportunity given by these events to introduce to the community the last batch of projects, started in early 2018. They actively participated in both the Workshops and the Digital Social Innovation Fair.

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DATE</th>
<th>LOCATION</th>
<th>CONTENT</th>
<th>TARGET</th>
<th>N° OF ATTENDEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd DSI FAIR 2018</td>
<td>6-7 June 2018</td>
<td>Rome, Italy</td>
<td>The event hosted inspiring (talks, roundtables), engaging sessions, and provides the CAPS projects with an opportunity to maximise their own project events impact by leaving them space to organise their own events in conjunction with the Fair as parallel sessions/workshops. The Fair also hosted a demonstration space in which CAPS project had the opportunity to show their DSI Community, policy makers, researchers, investors and other potential up-takers of CAPS outputs</td>
<td>350</td>
<td></td>
</tr>
<tr>
<td>Event Type</td>
<td>Location</td>
<td>Date/Details</td>
<td>Description</td>
<td>Participants/Outcomes</td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------</td>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------</td>
<td></td>
</tr>
<tr>
<td>2nd Accelerator Booth</td>
<td>Within the 2nd DSI Fair 6-7 June 2018</td>
<td>Rome, Italy</td>
<td>It provided interested CAPS projects (an open call for interest was organised to this scope with a following selection and accompanying process): exchange opportunities with experts of social innovation financing and business models coaching and knowledge exchange.</td>
<td>CAPS projects</td>
<td></td>
</tr>
<tr>
<td>3rd Community Workshop</td>
<td>14 Feb 2018</td>
<td>Brussels</td>
<td>Knowledge transfer mutual multidisciplinary learning including projects starting in 2018</td>
<td>CAPS Community</td>
<td>60</td>
</tr>
<tr>
<td>1st Accelerator Booth</td>
<td>Within the 3rd Community Workshop 14 Feb 2018</td>
<td>Brussels Belgium</td>
<td>It provided CAPS projects: networking opportunities sustainability models, training on funding opportunities for Tech4good initiatives, model coaching and knowledge exchange with an expert in crowdfunding.</td>
<td>DSI Community, policy makers, investors and other potential up-takers of CAPS outputs</td>
<td>8 projects were selected.</td>
</tr>
<tr>
<td>2nd Policy Workshop</td>
<td>15 February 2018</td>
<td>Brussels Belgium</td>
<td>Presentation of the DSI Manifesto to Policy Makers, CAPS</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>
Table 4 Events ChiC Project organized between June 2017 and January 2019

<table>
<thead>
<tr>
<th>Event Description</th>
<th>Date</th>
<th>Location</th>
<th>Promote Uptake</th>
<th>Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd CAPS Community Workshop</td>
<td>10/14 July 2017</td>
<td>Plenary meeting, MAZI summer school, CAPSSI projects workshops</td>
<td>CAPS Community</td>
<td>~100</td>
</tr>
</tbody>
</table>

3.1.1 Connected Technologies for Social Good Workshop, 14-15 February 2018, Brussels

The two-day workshop allowed us to gather the community for both the 3rd Community Workshop and the 2nd Policy Workshop; at the same time we organized the 1st Accelerator booth for the projects. The choice of having a two-day event in the same location for three activities was determined by the community request to reduce the time and cost of travelling in a very dense schedule of activities and events to attend.

On February 14-15 2018, the ChiC consortium organised a two-day workshop in Brussels with the COST community in order to discuss the Connected Technologies for Social Good. The workshop saw 60 people attending and overwhelming social media coverage. The main objectives of the event were to:

- Give opportunities to the members of different but synergic communities (including: COST, CAPS, DSI, SI) to share knowledge and goals towards technology oriented to social good.
- Address the sustainability of technology for social good by discussing its various aspects such as political, community, technological and economic sustainability.
- Introduce the new CAPS projects to the community.

Here below the agenda.

**Day 1**

- Welcome of the Director of COST, Mr Ronald de Bruin
- Introduction to the event and keynotes by Dr Monique Calisti, coordinator of ChiC, the CSA for CAPS
- Keynote speeches
  - Loretta Anania presented the new initiative of DG-CONNECT, the Next Generation Internet and how CAPS created a digital revolution for social innovators and communities, and how blockchain technologies and NGI are the next “big ticket” for an Internet of values are
  - Massimo Leone continued with a philosophical approach to connectivity and connectedness. He talked about the marketing power of connection and ICT, its implications in our everyday lives and the meaning of connection and connectedness (the state of being connected).
  - Anni Hellmann focused on the role of Social Media, stressing both the positive and negative sides. She told to the audience that Social Media is a specific priority in the European Commission at the moment, in particular now that the attention is on fake news but there is much more than that to be discussed.
- The keynote speakers were followed by an interactive session, presented by Karina Marcus from COST and using the Open Space Methodology. The topic chosen for discussion by the audience were:
• Creation of an European Network of Open Data Lab
• What can and should do policy makers at European, regional and local level to support DSI?
• Engaging communities, civic society and citizens in the long run in a sustainable and inclusive way

Following this session, Dr Mara Balestrini talked about Making Sense initiatives and focused her presentation in the pilot case of Barcelona. Dr Balestrini started from the Bristol approach, which enables technologists, businesses, artists and local people to work together to address relevant community issues using digital tools.

Day 2

• The day began with a welcome from Rossella Magli, who presented the COST initiative. COST is a EU-funded programme that enables researchers to set up their interdisciplinary research networks in Europe and beyond.
• Dr Antonella Passani then provided a summary overview of main results from CAPS projects, explaining that ChiC mapped the DSI ecosystem founded in Europe and created a output catalogue that is a single entry point from the CAPS projects and will be completed with a scientific output catalogue.
• Dr Stavroula Maglavera reported on the Digital Social Innovation (DSI) Manifesto. The DSI Manifesto aims at fostering civic participation into democratic and social processes, increasing societal resilience and mutual trust as core element of the Digital Society.
• Socrates Schouten from WAAG spoke about the digitized commons and the DECODE project. He also discussed the systemic change undergoing in the present time with a shift from platform corporation owned by a single company and managed in a centralized way and platform cooperativism that is using online platforms following a cooperative approach.
• Oliver Gadja then presented crowdfunding and other alternative sources of funding for tech for social good, and introduced the Stars4All project, which is an incubation platform for light pollution initiatives (local or global working groups fighting or creating awareness about light pollution). He also illustrated the main segments to build a crowdsourced business model.
• The morning session was closed by Dr Monique Calisti announcing, on behalf of Fabrizio Sestini, the Blockchain for Social Good Prize, which aims to develop scalable, efficient and high-impact decentralized solutions to social innovation challenges.
• The rest of the workshop was organised in collaborative working groups using the morning speeches as inspiration for the discussions. The three speakers from the morning hosted roundtables to discuss more in deep what was faced in the presentations.

One of the roundtables, hosted by Oliver Gadja -- Executive Director and founders of the European Crowdfunding Network, venture capital, expert in microfinance, technology and social entrepreneurship in both commercial and non-profit settings in Europe and U.S.A. – was dedicated to the 1st Acceleration booth. Moving from the morning presentation, the Acceleration Booth supported interested CAPS and COST projects in discussing and collaboratively improve their sustainability plan and, where appropriate, their business models.

3.1.1.1 Topics discussed at the event

The full report of the workshop is available in Annex 1. The main topics covered by the event were the following:

➢ The Next Generation Internet and its relevance for the CAPS/COST community
➢ Critical analysis of interconnectedness
➢ Social media, potentialities and treads (including Fake news)
➢ Digital commons and platform corporativism: The experience of the DECODE project
➢ Low-cost sensors and citizen engagement: the experience of the MakingSense project
➢ COST programme: main characteristics and opportunities
➢ CAPS project achievements and potential impacts on Sustainable development Goals (SDGs)
➢ Crowdfunding and other alternative sources of funding for tech for social good (Tech4Good)
➢ The Digital Social Manifesto
➢ The Blockchain for Social Good Prize

The main topics discussed in the collaborative working groups of the first day were:

➢ Creation of an European Network of Open Data Lab
➢ What can and should do policy makers at European, regional and local level to support DSI?
➢ Engaging communities, civic society and citizens in the long run in a sustainable and inclusive way

The main topics discussed in the collaborative working groups of the second day were:

➢ Sustainability and business model innovation for Tech4Good
➢ Use of digital commons for fostering democratic participation and social sustainability (the CommonFare Manifesto)

The event hosted the 1st Acceleration booth discussing potential tools for economic sustainability of Tech4Good with special attention to crowdfunding.

3.1.2 2nd Digital Social Innovation Fair, 6-7 June 2018, Rome

The tagline of the DSI Fair 2018 was “Digital transformation for a better society” and, over two days, attendees heard from high-caliber speakers including internet co-founder Louis Pouzin and Oxford University’s Professor of Philosophy and Ethics Luciano Floridi, as well as other top academics, policymakers and industry representatives alongside representatives from the European Commission DG Research and Innovation and DG Connect divisions. This year’s conference was very successful, stimulating and engaged, with more than 400 registered participants from 33 different countries and 75 speakers. The Fair hosted eight parallel sessions over two days and showcased eight CAPS projects in the exhibition area. The DSI Fair 2018 attendees also received the Connected Technologies for Social Good Magazine, edited by the ChiC project, containing interviews with key stakeholders and highlighting selected CAPS projects. Across Europe, a growing movement of people are exploiting community platforms for Connected Social Innovation. A comprehensive event’s report is available online.

3.1.2.1 Main topics discussed at the second DSI Fair

Keynote speech topics were the following:

➢ The internet: its emergence and developments up to now
➢ Ethics and governance risks and requirement for the ongoing and upcoming changes in the digital landscape
➢ Artificial Intelligence and related ethical issues
➢ The role of collaboration among citizens for a more inclusive society and the potentiality of
technology in this respect

➢ Citizens engagement process in urban planning and regeneration

Beside keynote speeches, a round table with representatives of 5 European cities and SMEs providing support to municipalities in terms of innovation and Tech4Good was organised. Each city showcased their programs and key cases for the use of ICT with a social impact, then they discussed:

➢ How the role of the public administration change when it open up to citizens and other stakeholders participation
➢ Enriching aspects and challenges experienced during the process

On both days there were interviews with success stories showing Tech4Good initiatives (in most cases not linked with EU projects), how they emerged and the challenges they face in their daily work. The success stories were from: Funky Citizens, MySociety, Sardex, PamaPam, Techfugees and - through the FIRE project – GuifiNet. The topics of the workshops organised by CAPS community were the following:

➢ CAPS trial results in the area of inclusion, social services and democratic participation
➢ Responsible use of citizens data for Social Innovation
➢ The role of policy in making DSI grow and scale its impacts
➢ How to empower citizens to make sense of open data for social good
➢ Ethics for the Next Generation Internet from the CAPS perspective
➢ Challenges and questions around the roles that grassroots, co-design, and collaborative making approaches can play in social innovation and creative practice.
➢ Challenges in encouraging active citizen participation and behavioural change through the use of ICT platforms, crowdsourcing tools, design thinking and gamification approaches.

The DSI Fair also hosted the 2nd Acceleration Booth. CAPS projects interested in presenting a pitch to experts in sustainability/business models and finance for social impact were accompanying in preparing their pitch and, at the DSI Fair meet with Christopher Tucci, Professor of Management of Technology, Ecole Polytechnique Federale de Lausanne (EPFL) and Andrea Nicolai, CEO of T6 Ecosystems. 4 CAPS projects and a start-up participating to the DSI fair presented their pitch and discussed them with the invited experts on a one-to-one case.

3.2 Events’ participation

ChiC attended 14 external events representing the CAPS community at each of them, echoing the impact and the results obtained so far by the diversified, multidisciplinary digital social innovators working within the CAPS umbrella. Based on the events attended, different activities where run, in some cases ChiC had the opportunity to present to a diversified audience, at other events we took the opportunity to network and piggy back on the experience of different players both from the civil society and the industry. For the Web Summit, we coordinated the participation of a selected number of CAPS projects at the event, as exhibitors and we worked through the social media to give each of them as much visibility as possible. The table below gives the outlook in a synthetic helicopter view. Each event has been described on the CAPS portal, in the section Events attended by ChiC.

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DATE</th>
<th>LOCATION</th>
<th>CONTENT</th>
<th>TARGET</th>
<th>N° OF ATTENDEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT DAYS 2018</td>
<td>8-11 Dec 2018</td>
<td>Vienna, Austria</td>
<td>Tech for everyone, by everyone: citizen-centred digital innovation for good</td>
<td>Researchers, Policy Makers, CAPS projects</td>
<td>30</td>
</tr>
<tr>
<td>Event Name</td>
<td>Date</td>
<td>Location</td>
<td>Activity Description</td>
<td>Target Audience</td>
<td>Attendance</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------</td>
<td>-------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Internet Governance Forum</td>
<td>12-14 Nov 2018</td>
<td>Paris, France</td>
<td>Digital Social Innovation Manifesto                                                   Researchers, Policy Makers                                                      100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTO Innovation Summit</td>
<td>6-7 Nov 2018</td>
<td>Brussels, Belgium</td>
<td>World Café setting DSI and CAPS initiatives                                            ICT and social science researchers, policy Makers                               15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web Summit 2018</td>
<td>5-8 Nov 2018</td>
<td>Lisbon, Portugal</td>
<td>Booth at the Social Innovation Village area within the Web Summit                      ICT, industry, policy makers, media, CAPS projects, DSI actors                   5,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>European Night – Side event Web Summit</td>
<td>6 Nov 2018</td>
<td>Lisbon, Portugal</td>
<td>Digital Social Innovation future perspectives                                         Policy makers, CAPS projects, DSI actors                                          60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NGI Forum 2018</td>
<td>13 Sept 2018</td>
<td>Porto, Portugal</td>
<td>DSI Manifesto                                                                          Policy Makers, DSI actors, academics                                                250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIGHTSCON</td>
<td>May 2018</td>
<td>Toronto, Canada</td>
<td>DSI Manifesto                                                                          ICT and social science Researchers, policy makers, activists                    100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blockchain for Social Good</td>
<td>15 Dec 2017</td>
<td>Turin, Italy</td>
<td>Attended the event and echoed on social media                                          Policy makers, media, CAPS projects, DSI actors                                    200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ERA Conference</td>
<td>27-28 Nov 2017</td>
<td>Lisbon, Portugal</td>
<td>CAPS session                                                                           ICT and social science Researchers, CAPs projects                                   50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4th International Conference on Internet Science</td>
<td>22-24 Nov 2017</td>
<td>Thessaloniki, Greece</td>
<td>Digital Social Innovation Manifesto                                                   ICT and social science Researchers, CAPs projects                                   80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Days of Innovation</td>
<td>6-7 Nov 2017</td>
<td>Milan, Italy</td>
<td>Attending and networking                                                                ICT and social science researchers, policy makers, industry                        250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COST &amp; DC CONNECT: An interdisciplinary forum on Next-Generation Internet</td>
<td>12-13 Sept 2017</td>
<td>Brussels, Belgium</td>
<td>DSI Manifesto: Social care, inclusion and our digital welfare state                     ICT, NGI and COST projects                                                         60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EmpoderaLIVE 2017</td>
<td>11-12 Sept 2017</td>
<td>Malaga, Spain</td>
<td>“IA4SI and ChiC: analysing impacts and                                                 ICT and social science Researchers, CAPs projects                                   50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 5 Events ChiC Project attended between June 2017 and January 2019

**ICT 2018**

8-11 December 2018, Wien

ChiC was presented at the European Commission DG Connect’s ICT 2018 conference in Vienna, at the “Tech for everyone, by everyone: citizen-centred digital innovation for good” networking session organized on 6th of December 2018. The networking session was the opportunity to give voice to a range of projects that are using citizen-centered digital innovation to tackle social challenges, including projects funded under H2020’s Collective Awareness Platforms for Sustainability (CAPS) programme and the Next Generation Internet (NGI) initiative. The agenda of the session, coordinated by ChiC in cooperation with DSISCALE included the presentation of several CAPS projects: DECODE, Families Share, MAZI, Saving Food, COMRADES and PROFIT.

ChiC presented its results, with a focus on the DSI Manifesto and the related policy activities focusing on future steps, actions and policy recommendations needed to be addressed within the next 10 years within the European Next Generation Internet scene. ChiC, a coordination and support action had the chance to display how it handled the promotion and dissemination of the CAPS projects in the last couple of years, through several events, such as the two editions of the DSI Fair, the Connected Technologies for Social Good Magazine, the projects online technological outputs and the best practices analysis. All efforts aimed at maximizing the impact of an amazing cluster of over 40 projects focused on developing human-centered digital innovation, and building new relationships with people with common interests across Europe.

CAPSSI projects were also present in the exhibition area of ICT 2018. DECODE and COMRADES had a stand showcasing videos and computer visualisations. There was great interest in the project and hundreds of visitors came to find out more from project members on the stand.

**Internet Governance Forum**

12-14 November 2018, Paris

ChiC was presented at the 13th Internet Governance Forum, which was hosted by the French Government at the headquarters of UNESCO in Paris from 12 to 14 November 2018. The theme of the IGF was “The Internet of Trust”. ChiC represented the CAPS Community at a dedicated workshop. We introduced the Digital Social Innovation Manifesto and the related policy activities with a focus on future steps, actions and policy recommendations needed to be addressed within the next 10 years within the European Next Generation Internet scene, including the Digital Social Innovation and Collective Awareness Platforms for Sustainability and social innovation. The workshop focused on discussion for the sustainability of community networks and how the funding agencies around the world can facilitate their further deployment.

**RTO Innovation Summit**

6-7 November 2018, Brussels

Under the motto “Impact through research”, representatives from leading European Research and Technology Organisations (RTO) discussed with delegates from European institutions, industrialists and politicians how the future of Europe can be stronger and more competitive by investing in research, development and innovation.
One of the parallel sessions of the conference was dedicated to Social innovation: it has been an opportunity to present DSI and CAPS initiatives and the value added of engaging citizens in R&D processes. The audience discussed – in a World Café setting with Antonella Passani, ChiC representative – how to engage citizens in a meaningful and successful way, which skills are needed in order to run participatory processes in a multi-stakeholders setting and which incentives could be used in order to promote a larger engagement of citizens in innovation processes.

**Web Summit**

*5-8 November 2018, Lisbon*

CAPS showcased eight projects at the Web Summit in Lisbon, a huge tech conference that, with around 70,000 attendees, claims to be the world’s biggest gathering of entrepreneurs. In the Social Innovation Village, CAPS exhibited: ChiC, DECODE, MAZI, Grassroot Wavelengths, Crowd4Roads and Commonfare. The Connected Technologies for Social Good magazine was distributed and quickly snapped up, while the Digital Social Innovation Manifesto was actively promoted. The Social Innovation Village booths were visited by Carlos Moedas, European Commissioner for Research Science & Innovation, Paddy Cosgrave, Web Summit Founder and Mounir Mahjoubi, French Secretary of State for Digital Affairs. They had the chance to interact with Martel Innovate’s Dr Monique Calisti, representing the CAPS projects, and the EC’s Loretta Anania, who has a good understanding of the achievements of our projects.

**European Night, side event Web Summit**

*6 November 2018, Lisbon*

CAPS also participated to the evening side-event “European Night”, which took place on 6 November at Casa do Impacto, the Impact Hub in Lisbon. With over 60 participants, European Night featured a panel discussion on Digital Social Innovation future perspectives, investments and impact. The panelists were:

- Denis Stokkink, President Think Tank Pour la Solidarité
- Monique Calisti, CEO Martel Innovate, ChiC project coordinator
- Camille Marc, Admical
- Filipe Almeida, President of Portugal Inovacao Social, which launched a social innovation program of 150 million Euros
- Jeanne Bretecher, Founder of Génération2

**Spring House Event**

*21-23 October 2018, Amsterdam*

The event was organized at the Spring House in Amsterdam, a members club for innovators, to explore cooperation among practitioners and researcher in the area of citizen science and digital social innovation. The goal of the meeting was to exchange experience, cross-fertilise areas of research, and explore new area of cooperation and agree on future areas of research in the light of forthcoming Horizon Europe research programme. The meeting was attended by 40 people. Andrea Nicolai, T6 partner, presented ChiC activities and its relation with community engagement.

**NGI Forum 2018**

*13 September 2018, Porto*

ChiC participated in the NGI Forum 2018, which held in Porto and made a presentation of its activities and results at the workshop titled: An Internet that empowers individuals and unleashes the power of data.

ChiC presented the work done within the DSI Manifesto, which aims to set out the opportunities and challenges and to define the measures needed to maximise the benefits and overcome the hurdles that stand in the way of its expansion and success.
The areas of intervention during the NGI Forum included issues tackled by the DSI Manifesto and to present current work and opportunities for the community and to focus on future steps, actions and policy recommendations needed to be addressed within the next 10 years within the European Next Generation Internet scene, including the DSI and CAPS communities and results. It was appreciated the work implemented through CAPS/DSI and CAPS-like efforts and was discussed how their results to be integrated and aligned with the NGI activities.

Blockchain for Social Good
15 December 2017, Turin
On the 15th December, ChiC attended the “Blockchains for Social Good conference” in Turin, Italy, for a rich day of presentations, best practices, debates around the Blockchain and its applications for the public good.
In distributed ledger technology, we may be witnessing one of those potential explosions of creative potential that catalyse exceptional levels of innovation. The technology could prove to have the capacity to deliver a new kind of trust to a wide range of services.
The conference participants tried to answer to a challenging question: “How can we promote the creation of solutions and applications based on blockchain technology, which address social and environmental issues? How can work to shift economic and social paradigms through blockchain technology, increasing the economic prosperity of individuals and communities?” Fabrizio Sestini, leading the DG CONNECT initiative on CAPS, launched the Horizon €5m European Commission Prize: “Blockchains for social good”. The prize has been designed by the European Commission to promote scalable, efficient and high-impact decentralized solutions to social innovation challenges leveraging the technology used in blockchain. He also promoted the Digital Social Innovation Manifesto initiative www.dsimanifesto.eu Denis Roio presented DECODE (Decentralised Citizens Owned Data Ecosystem), a CAPS project, which develops practical tools to protect people’s data and digital sovereignty. It combines blockchain technology with attribute-based cryptography. The decision of whether to share data (and on what terms) is made by citizens taking part in the pilots in an informed and secure way. It also develops a new system of data rights and entitlements to facilitate the ownership and sharing of information.
Municipalities are at the forefront of the open innovation for their communities’ welfare. They intrinsically collect critical data from citizens while through smart cities applications they gather communities’ sensitive information, which can be reused for multiple purposes. Representatives of Barcelona, Torino and Milan – Francesca Bria, Barcelona City Council, Chief Technology and Digital Innovation Officer, Paola Pisano Deputy Mayor for Innovation and Smart City, City of Torino, and Cristina Tajani City of Milan Cabinet Member for Labour Policies, Business, Commerce, Human Resources – presented their cities’ plans in developing services based on the blockchain technology. They all underlined how “data” is a resource to be treated with care, defining how data can be used and for which purposes should be a subject of critical and political debate.

ERA Conference Task
27-28 November 2017, Lisbon
With more than 100 speakers and 1000 participants, the ERA Conference represented a key milestone to ensure boosting of social innovation initiatives for and in the whole Europe. Jointly organised by the European Commission, the Portuguese Government and the Calouste Gulbenkian Foundation, throughout a very rich programme, this event has given the opportunity to gather world-class scientists in the area of social innovation, innovators, social entrepreneurs, civil society representatives, national and regional policy makers, municipal and city level actors, social innovation funders, philanthropists, venture capitalists, business angels, students, and politicians. Among the many personalities and high-level representatives of the Portuguese government, including the president Marcelo Rebelo de Sousa and the prime minister Antonio Costa, the EU Commissioner Carlos Moedas gave an inspirational speech stressing the importance of dedicated efforts to ensure social innovation will “improve our lives by bridging the gap between science, technology and society.
It empowers people so that they can solve the complex problems that they face.”

In parallel to the main conference, which offered several keynotes presentations, panels and workshop sessions, an extremely interesting exhibition showcasing social innovation projects and offering hands-on demonstrations was organised. For the whole CAPS and broader Digital Social Innovation community it was an extremely relevant opportunity to promote the work done so far and position the relevance of connected technologies for social good in the broader context provided by the ERA conference.

In particular, several CAPS projects were given the opportunity to present their vision, work and main outcomes at the workshop on “Connected Social Innovation” that was chaired by Loretta Anania (DG Connect, European Commission) during the afternoon of the first day of the ERA Conference. During this session, the coordinator of the ChiC project, Dr. Monique Calisti, Director of Martel Innovate, took the opportunity to present to the audience the whole CAPS initiative, the various support and coordination activities that are being pursued in order to ensure broader impact of individual projects and organisations, stressing in particular the importance of the Digital Social Innovation Manifesto initiative.

**4th International Conference on Internet Science**

*22-24 November 2017, Thessaloniki*

ChiC, participated to the 4th International Conference on Internet Science, 22-24 November 2017, Thessaloniki, Greece. Stavroula Maglavera, University of Thessaly, presented the Digital Social Innovation Manifesto on 22nd November.

The international conference on Internet Science aimed at progressing and investigating on topics of high relevance with Internet’s impact on society, governance, and innovation. It focused on the contribution and role of Internet science on the current and future multidisciplinary understanding of societies transformations, governance shifts and innovation quests. Its main objective was to allow an open and productive dialogue between all the disciplines which study the Internet as a socio-technical system under any technological or humanistic perspectives.

**Open Days of Innovation**

*6-7 November 2017, Milan*

On the 6-7 November, we attended the Open Days dell’Innovazione in Milan. We distributed the DSI Manifesto stickers and the CAPS flyers among the participants. Roshan Paul, CEO and cofounder of The Amani Institute opened the two-day workshop with his talk, “Technology per se is not innovation. Innovation happens when behaviours change and when new opportunities arise.” We heard impressive stories of Digital Social Innovation in Europe and beyond. Amongst others, we found a few particularly interesting: E4Impact, an initiative launched in 2010 by ALTIS, the Graduate School of Business and Society of Università Cattolica del Sacro Cuore, with the objective of training entrepreneurs in the developing world in order to support the launch and growth of their businesses.

**EmpoderaLIVE**

*11-12 September 2017, Malaga*

EmpoderaLIVE is an international event which become year after year a point of reference about social innovation, especially for grassroots initiative and third sector representatives. It got the participation of personalities like Jack Dorsay (co-founder of Twitter) or David Kobia (co-founder of Ushahidi) and, Bas Van Abel founder of FairPhone. The two days event saw the participation of approximately 250 people in the venue, but the online streaming was followed (at least for some time) by 574 people more.

As stated by the organizers – Fundación Cibervoluntarios – “EmpoderaLIVE gives the opportunity to get to know the people who are building the future right now, also allows to put faces in the names of those scientists, activists, innovators, curious people at the forefront of innovation with a social impact that contribute to improve the world. EmpoderaLIVE aims to promote, inspire and adapt the social use

Antonella Passani presented the “IA4SI and ChiC: analysing impacts and good practices of DSI initiatives and support their sustainability.” at the EmpoderaLive 2017, in Malaga, on 11th of September 2017.

3.3 KPIs Events organized by ChiC

As suggested by the reviewers in 2017, we highlight here below and separately the KPIs reached for the events organized by the consortium and the results achieved through the events attended by the ChiC Partners.

Table 6 shows the KPIs related to the DSI Fair 2018, while Table 7 shows the results achieved by the Connected Technologies for Social Good Workshop.

<table>
<thead>
<tr>
<th>KPIs Digital Social Innovation Fair 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key performance Indicators</strong></td>
</tr>
<tr>
<td><strong>Reached audience</strong></td>
</tr>
<tr>
<td><strong>Online Promotion of the event through CAPSSI media channels</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>Save the date flyers</strong></td>
</tr>
<tr>
<td><strong>Event’s participation</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
### Audience profile

<table>
<thead>
<tr>
<th>Policy makers attending</th>
<th>25%</th>
<th>30%</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPS community attending</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>Media attending</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Research &amp; Academic Students attending</td>
<td>30%</td>
<td>25%</td>
</tr>
</tbody>
</table>

### Tweets and re-tweets during the event

| N° of tweets (including re-tweets) during the event | 1,298 | 100 |

### Media coverage online/offline

| N° of articles / interviews / mentions of the event online/ offline (other than CAPSSI channels) | 25 | 5 |

### Feedback from participants

| Follow up emails from participants | 5 |

### Event’s Report

| Published online and echoed through social channels | Yes published and echoed | By 2 weeks from the event |

---

**Table 6 KPIs DSI Fair 2018**

### KPIs Connected Technologies for Social Good Workshop

<table>
<thead>
<tr>
<th>Key performance Indicators</th>
<th>Description</th>
<th>Achieved by the event</th>
<th>Target for event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reached audience</strong></td>
<td>N° of people reached by the promotion of the event (online &amp; offline)</td>
<td>8,000 (emailing, social media, online mentions)</td>
<td>&gt; 5,000</td>
</tr>
<tr>
<td><strong>Online Promotion of the event through CAPSSI media channels</strong></td>
<td>N° of tweets anticipating the event</td>
<td>33</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>N° of Facebook posts anticipating the event</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>N° of LinkedIn post anticipating the event</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>N° of posts on CAPS community platform</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>N° of messages sent to CAPSSI mailing list</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Save the date flyers</strong></td>
<td>N° of Save the Date flyers distributed</td>
<td>300 (mailing, website)</td>
<td>&gt; 200</td>
</tr>
<tr>
<td><strong>Event’s participation</strong></td>
<td>N° of people who registered online for Community &amp; Policy Workshop</td>
<td>96</td>
<td>&gt; 80</td>
</tr>
</tbody>
</table>
Table 7 KPIs Connected Technologies for Social Good Workshop

3.4 KPIs Events attended by ChiC

<table>
<thead>
<tr>
<th>Key performance Indicators</th>
<th>Description</th>
<th>Achieved Per Event</th>
<th>Total</th>
<th>Target per Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liaisons</td>
<td>N° of people reached outside the CAPSSI community</td>
<td>Here we intend people we have directly connected with for future joined synergies</td>
<td>30</td>
<td>&gt; 3</td>
</tr>
<tr>
<td></td>
<td>Opportunities created through networking with event’s participants</td>
<td>Social Good Accelerator: created the opportunity for the Web Summit, ERA conference created the opportunity for speakers at the DSI Fair, etc</td>
<td>✓</td>
<td>✓ Speakers for DSI Fair 2018 ✓ Endorsement to CAPSSI Roadmap</td>
</tr>
<tr>
<td>Presentation</td>
<td>N° of attendees at the presentation</td>
<td>This varies per event. Web Summit night 60; ERA Conference 200; Web Summit exhibition 5,000; RTO Café 20; Blockchains for Social Good 200;</td>
<td>&gt; 5,200</td>
<td>&gt; 50</td>
</tr>
<tr>
<td>KPI Description</td>
<td>Detail</td>
<td>Target</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>---------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CAPS Informative material distributed</strong></td>
<td>Number of CAPS brochures/flyers distributed</td>
<td>Average 50 copies distributed (either CAPS flyers or magazine)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>450</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Participation echoed through website and social media</strong></td>
<td>No of tweets covering the ChiC participation to the event through @CAPSSIEU</td>
<td>Average 5 Tweets, with exceptions like Web Summit with &gt; 50</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>± 100</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>No of news posted on CAPSSI website and CAPS community and social media channels to involve projects’ participation to the event</td>
<td>1 per event in the news section</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Event’s Participation Report</strong></td>
<td>Published online and echoed through social channels</td>
<td>Yes for all events short news published</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 8 KPIs Events attended by ChiC*
### 4 SUMMARY OF THE TOPICS COVERED IN THE CHiC EVENTS

Summary of the topics covered during the CHiC events in relation to CAPS needs as emerged during the 1st Community workshop and following the exchanges:

<table>
<thead>
<tr>
<th>CAPS knowledge needs</th>
<th>1st Community Workshop</th>
<th>2nd Community workshop</th>
<th>1st DSI Fair</th>
<th>1st policy workshop</th>
<th>Other events/activities</th>
<th>2nd Community Workshop</th>
<th>3nd Community Workshop</th>
<th>12nd policy workshop</th>
<th>2nd DSI Fair</th>
<th>1st and 2nd Acceleration booths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interdisciplinarity and how to deal with it</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Develop a shared vocabulary</td>
<td>✓</td>
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<tr>
<td>Hands-on tutorials and demos on project results</td>
<td>✓</td>
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<td>Covered by the output catalogues</td>
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<tr>
<td>User engagement approaches</td>
<td>✓</td>
<td>✓</td>
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<td>Interoperability of the projects’ outputs</td>
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The need is very specific and it is related to data sharing between projects. Datasets are a specific sub-category of the CAPSSI output catalogue.
Various facilitation approaches have been used in the different events including visual note-making, World-Cafè and Open Space Technology. ChiC DoW did not foresee a dedicated training activity on this topic but provided several occasions for self-learning in each of its event.

### Future of CAPS initiative and alternative funding opportunities

- Make the knowledge developed in the CAPS projects easily accessible and understandable by a larger audience
  - ✓ Through workshops and the exposition area

### CAPS networking needs

- Networking with other H2020 programmes such as those working on Smart cities, environment and energy, Co-creation
  - ✓ ✓

- ChiC developed an online catalogue of CAPS technological, scientific and other non-technical outputs.
  - ✓ Through workshops and the exposition area
<table>
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<th>Need Description</th>
<th>✓</th>
<th>✓</th>
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<th>✓</th>
<th>CAPSSI portal, CAPSSI Community platform, quarterly newsletter and monthly coordination calls have been established</th>
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<tr>
<td>Increase CAPSSI internal communication flow</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
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<tr>
<td>Get better in touch with policy makers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Other needs</td>
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<tr>
<td>Help make CAPS results sustainable</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Support the development of a CAPS vision for the future of the community</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>This need is addressed by the Manifesto and WP5 deliverables</td>
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*Table 9 Mapping between CAPS needs and events performed*
5 CONCLUSIONS

Thanks to the intense work done, the ChiC partners have created a strong network of civic society organisations, SMEs, start-ups, researchers, NGOs and universities which helped grow the CAPS ecosystem and create strong synergies with the wider Digital Social Innovation landscape. We have worked to enable opportunities for funding, cooperation and future project development. A rich variety of documents, videos, white papers and events’ proceeding remain as a legacy and fundamental tools for innovators to come. We also encouraged the CAPS projects to communicate and liaise with various actors, especially with the NGI community (see NGI Forum 2018 participation), within the EC framework, also beyond DG CONNECT (see COST workshop in February 2018), but also beyond that (see Web Summit 2018 participation) to guarantee their sustainability in the future. The flagship event, the two editions of the DSI FAIR, offered many community players the opportunity to gain great visibility and connected them to other researchers and innovators, and also to top-notch invited speakers.

The CAPS programme, even if its legacy/brand has been taken over by NGI, will remain active with some of the projects on-going till the end of 2020. In the meanwhile, Martel (as ChiC coordinator, but also as NGI Outreach Office Chair) will ensure that the essential communication tools (such as the CAPS portal) will remain online and available for the next 48 months. Martel will also ensure that the Twitter and Facebook channels remain active and echo the news posted by the ongoing projects.
6 ANNEX 1 – REPORT ON THE 3RD COMMUNITY WORKSHOP AND THE 2ND POLICY WORKSHOP

Connected technologies for social report

On 14 and 15 February 2018, ChiC consortium organised a joint workshop with the COST community in order to discuss the Connected technologies for social good.

The two days workshop took place in Brussels in the COST office and all CAPS projects and a selection of COST actions were invited and welcome.

The statistics of the event, that give a snapshot of it, are presented in the figure below:

![Connected Technologies for Social Good Workshop](image)

**Figure 16: Results of the Connected Technologies for Social Good Workshop, in a nutshell**

Across Europe, a growing movement of people are exploiting community networks for Connected Technology for Social Good. The EU funded CAPS programme develops bottom-up solutions to link-up stakeholders’ participation, producer-consumer co-design collaboration, and new forms of decentralized democratic control (such as corporate social responsibility ratings, Blockchains, trusted ledgers), supporting pilots around Europe aiming to increase network trust, openness, governance schemes, multi-disciplinarity in developing solutions to pressing problems.

Issues such as: the unprecedented hyper connectivity enabled by digital technologies; the scale up of connected technology for social good in order to face society’s biggest challenges: environmental preservation, reducing inequalities, fostering inclusive and sustainable progress; future steps and challenges.

The workshop’s participants were also invited to showcase innovative results obtained so far and to exchange knowledge and experience. Furthermore, participants were invited to jointly discuss future steps and activities towards the deployment of connected technology for the social good in Europe.

**The main objectives of the event were to:**

- Give the opportunities to members of different but synergic communities (including: COST, CAPS, DSI, SI) to share knowledge and goals towards a technology oriented to the social good.
• Address the sustainability of technology for social good by discussing it in its various aspects such as: policy sustainability, community sustainability, technological sustainability and economic sustainability.

The target audience were:
• The Digital Social Innovation Community in Europe
• The COST community involved into (Digital) Social Innovation processes
• Policy makers and decision makers interested in technology for social good
• Social innovators at large
• The active players of the CAPS and COST projects ecosystem
• Scientists in the area of digital social innovation, innovators and entrepreneurs

The presentations and all relevant material are available on the website.

A summary of the activities of the 1st day follows below:

The event started with the welcome of the Director of COST, Mr Ronald de Bruin and followed by setting the scene of the event as presented by Dr Monique Calisti, the coordinator of ChiC (the CSA for CAPS).

Loretta Anania presented the new initiative of DG-CONNECT, the Next Generation Internet and how CAPS created a digital revolution for social innovators, communities, online platforms, etc. CAPS projects demonstrated the combination of open hardware, open software aiming to achieve device connectivity over the net at low cost. The Digital Welfare platforms have enormous potential for sharing the burden and lowering the cost of providing social welfare. As Dr Anania mentioned, the next “big ticket” for an internet of values are blockchain technologies and NGI.

Massimo Leone continued with a philosophical approach of connectivity and connectedness. He talked about the marketing power of connection and ICT and the implications in our everyday lives and the meaning of connection and connectedness (the state of being connected). “To be connected with the whole”: what does it mean? This or similar sentences often occur in the discourse of various present-day spiritual trends. They circulate through the contemporary culture by means of sundry texts and media. Even more significantly, they turn into the many stereotypical fragments through which society constructs its everyday discourse. “I feel connected with the whole” is a phrase that is often heard during night conversations among friends over a glass of wine. Dr Leone through his presentation investigated both the sociocultural and the semiotic meaning of affirmations of this kind, aiming at a more encompassing critique of the concept itself of interconnectedness. What does it actually mean, “to be connected”? Delving into the semantic field of connection, interconnectedness, etc. is essential in an epoch in which the terms derived from such semantic field often constitute the linguistic and textual cornerstones of the prevailing digital rhetoric of our times, a rhetoric according to which there would be a value in the passive status of “being connected” as well as in the active status of “connecting”.

Anni Hellmann- Social Media, globally connected, in good and bad
Dr Hellman, focused more on the role of Social Media, stressing both positive and negative points. She told to the audience that Social Media is a specific priority in the European Commission at the moment, in particular now that the attention is on fake news but there is much more than that to be discussed. Indeed there are a lot of good things about social media to discuss, for instance the possibility to foster social connections.

Social media are connecting people but the same time creating problems. Nowadays, we have more than 7 billion mobile subscriptions, more than 2 billion smartphone users, and more than 3 billion
people who are connected to the internet. On worldwide, there are over 2 billion monthly active Facebook users for June 2017 and more than 325 million active twitter users. Currently, Facebook has more people compared to any other country in the world. Social Media is good, indeed we are living in world where we often feel as lonely and busy and social media can help in this but this is not the only good thing. Social media are also crucial to foster democracy, safety, freedom of speech. But there are also some challenges as fake news and misinformation. EC has launched its consultation process on the 13th of November with the opening of the public consultation, which will last till the 23rd of February. Fake news is a serious problem, amplified by the quick spread of disinformation online and magnified by weaknesses of traditional media business models. Challenges identified tackling fake news include: transparency on money flows, used sources, and how information is disseminated; Secure diversity of information; Diversity of information is the key for critical thinking and should not be reduced; Credibility of information; Inclusive solution as a long-term solution requires all stakeholders' involvement.

At the end of the keynote speakers, participants were engaged in an interactive session. The methodology used to run the exercise was the Open Space Methodology and it was presented by Ms Karina Marcus from COST. After that, Dr. Simona De Rosa from ChiC, introduced possible topics to discuss. The topics presented were the seven already proposed on the CAPSSI portal. In addition to topics proposed by ChiC, two topics were suggested by the CAPS projects on the CAPSSI portal and a participant suggested one topic during the meeting.

The initial themes have been identified are listed below:

- Future research paths and cross-sectors/cross-disciplines collaborations
- Engaging communities, civic society and citizens in the long run in a sustainable and inclusive way
- New approaches to exploitation and economic sustainability
- How to support growth, diffusion and scale-up of what is emerging?
- What could/should policy-makers and public administrations at European, national and local level for making this ecosystem growth and become more sustainable
- How to support more structured networking among stakeholders in the ecosystem?
- How to promote this approach and make it more “central” in the national, regional and European agendas?

In addition, participants posted their ideas and preferences to CAPSSI portal:

- The need for strong open data repositories for all projects, something very relevant for hackers and researchers helping on this topic of ICT for social good
- The creation of an European Network of Open Data Lab, and in fact we would also like to start the discussion on this forum.

The audience decided which topics should be discussed:

1- Creation of an European Network of Open Data Lab (7 participants)
2- What can and should do Policy makers at European, regional and local level to support DSI? (6 people)
3- Engaging communities, civic society and citizens in the long run in a sustainable and inclusive way (16 people)

The first group working on Open data summarised that sometime open data are not always aligned to the needs of the users. So public administrations deliver open data that are not useful for the citizens because they are not able to manage the quantity or the format. In some other cases, open data are in the good format but users do not know how to use it. An European Network of Data Lab should be the meeting point between demand and provision of open data. The aim is to create something similar to FabLab but for open data in order to have places where competent people can advise citizens and users on how to deal with open data. So, the next steps identified are the following: the creation of synergies
in order to create a network promoting a real user centric approach. During the discussion, the group identified COST actions as a possible exploitation.

The second group working on sustainable community engagement discussed a lot on how to scale up from local communities to larger communities and in line with this how it is possible to foster the interest of new community in the project, or on the activity, and how to measure the sustainability of human capital in those activities. They gave some replies to these questions. They gave some replies to these questions: the group highlighted that is important to target and profile the proper users, deliver a clear message and talk with the people by different means and use incentives or gamification to engage people. Then, it was mentioned that it could be good to create some boundaries in order to be focused on some specific countries or zones to be more effective and give real voice to the people. In addition it was stressed the importance of the failures because it is always possible to learn from what didn’t work and improve next steps. About next stages: it emerges as crucial the need to be prepared on working on sustainability and maintenance plans for the communities in a long run, even after 5 years from the project end. But it is also crucial to identify challenges and find concrete possible solutions that should be users driven.

The group on Policy issues started from the point that it should be clear what is Digital Social Innovation (DSI). Is it a way to reply to market failures? What do the States expect from DSI? The issue that was faced is that policy makers often reply to the needs of the people but they are not able to anticipate those needs. So the point was how States can help in the growing of initiatives that can reply to people needs but also anticipate them. The group identified 4 different approaches to scaling that the State can follow to foster DSI initiatives: scaling up; scaling down; Scaling deep; Scaling across.

So, the State should have in mind those different kinds of scaling.

Then, they also asked what citizens expect from DSI? Mainly four things: first, identify citizens’ needs. Second, improve and foster citizens’ participation. Third, help people in discussing issues about policy and democracy and finally, be a counterpart of the States from outside.

They concluded that DSI could be a social market but this is a political choice. So, the next step is about thinking if DSI should be market oriented or people oriented.

At the end of the collaborative session, Dr Mara Balestrini talked about Making Sense initiatives and focused her presentation in the pilot case of Barcelona.

Dr. Balestrini started from the Bristol approach, which enables technologists, businesses, artists and local people to work together to address relevant community issues using digital tools. People also develop new skills and shape their neighborhoods in the process. The Bristol approach is a guide to delivering projects that use sensor technologies. She continued with Making Sense project which explores analogue and digital sensing, to better build bird feeders and presented how the Barcelona team collaborated in Placa del Sol with a group of 15 students aged 9-14 years old to explore the potential of both analogue and digital sensing to provide a clearer picture of how pollution can affect local bird species. They have sketched a participatory urban installation, that enables people to trigger a button to discover noise levels in situ. The button is mounted on a box that contains a Smart Citizen Kit and is connected to a long LED floor display. They created a novel onboarding application that aims to 1- facilitate the process of sensor setup and connection by non-experts, 2- allow citizens to assign licenses to their data using smart contracts. The application provides an integrated design experience, scaffolds the complexity of the setup process, and guides the user in a conversational fashion. It lowers the barriers to entry to the IoT. The installation contextualises the sensed data by providing information on what the current local regulations say and medical information about the effects of noise in health. In addition, using stencils and chalk, citizens will be able to occupy the public space by expressing their perceptions, desires and concerns about noise and sound in their neighborhoods. She closed her presentation with SalusCoop.org that is a framework for a citizen-led approach to the collaborative managing and governance of health data. It legitimizes data ownership
for citizens and enables them to exercise control over the fate of their records while facilitating data sharing to accelerate research and innovation in healthcare.

*A summary of the activities of the 2nd day follows below:*

The second day started with the welcome of Rossella Magli presented COST initiative.

COST is an EU-funded programme that enables researchers to set up their interdisciplinary research networks in Europe and beyond. COST provides funds for organising conferences, meetings, training schools, short scientific exchanges or other networking activities in a wide range of scientific topics. By creating open spaces where people and ideas can grow, we unlock the full potential of science. COST builds capacity by connecting high-quality scientific communities in Europe and worldwide; provides networking opportunities for Early Stage Researchers (ESR); increases research impact on policy makers, regulatory bodies and national decision makers as well as on the private sector. It supports the integration of research communities, leverages national research investments and addresses issues of global relevance. COST does not fund research itself, but provides support for networking activities carried out within COST Actions. COST Actions are bottom-up science and technology networks open to researchers and stakeholders, with a four-year duration and a minimum participation of seven COST Member States. COST Actions are active through a range of networking tools, such as meetings, workshops, conferences, training schools, short-term scientific missions (STSMs) and dissemination activities. COST Actions are open to researchers from universities, public and private research institutions, as well as to NGOs, industry and SMEs. COST invites researchers throughout Europe to submit proposals for COST Actions through a continuous Open Call. Following a thorough evaluation and selection process, the decision for funding a proposal is taken by the COST Committee of Senior Officials (CSO) within eight months from the collection date. Successful proposals are approved to become COST Actions and can expect to ‘kick-off’ within three months thereafter. Researchers can also apply to join an existing COST Action or become involved in various COST Action activities.

Then it was the turn of Dr. Antonella Passani proving a summary overview of main results from CAPS projects.

Dr Passani explained that ChiC mapped the DSI ecosystem founded in Europe and created a output catalogue that is a single entry point from the CAPS projects and will be completed with a scientific output catalogue. The catalogue is available on the website. The catalogue will be enriched in the next months based on the final outcomes of the different projects. So far, there are plenty of different tools. All the UN sustainable goals have been mapped by the 20 outputs available. ChiC also mapped the target users of which citizens is the most relevant target group. Regarding the benefits, in the first case it is about the opportunities to get in touch with people with similar interests. In terms of technology areas, Open technology is the one that emerges most at the moment. ChiC also mapped the sustainability of the CAPS projects.

Then, Dr. Stavroula Maglavera reported on the Digital Social Innovation Manifesto.

The DSI Manifesto aims at fostering civic participation into democratic and social processes, increasing societal resilience and mutual trust as core element of the Digital Society. It provides recommendations for policy makers, to drive the development of the European Digital Single Market to fulfill first and foremost societal and sustainability challenges (rather than short-lived economic interests), with the help and engagement of all citizens. DSI Manifesto reflects the views of a broad community of innovators. As such, it is open to incorporating incoming views and opinions from other stakeholders and it does not intend to promote the specific commercial interests of actors of any kind. The topics of the DSI Manifesto are: Openness and transparency, Democracy and decentralization, Experimentation and adoption, Digital skills and multi-disciplinarity, Sustainability. Its endorsement is open at [https://www.dsimanifesto.eu/endorsement/](https://www.dsimanifesto.eu/endorsement/). More than 300 people already endorse it.
Socrates Schouten, from WAAG, had a speech on Digital and digitized commons mentioning a new model for digital common that is the baseline for the DECODE project. He also discussed the systemic change undergoing in the present time with a shift from platform corporation owed by a single company and managed in a centralized way and platform cooperativism that is using online platforms following the cooperative and social economy approach. This is pushing for a new approach to digital commons that add on the well-known physical commons phenomenon. DECODE project is working in this direction promoting responsible aggregation, publication and use of personal data and giving people ownership of their personal data.

The workshop continued with Oliver Gadja presenting crowdfunding and other alternative sources of funding for tech for social good.

Oliver started introducing Stars4All project, which is an incubation platform for light pollution Initiatives (local or global working groups fighting or creating awareness about light pollution). Stars4All deployed the Collective Awareness Platform for fighting against Light Pollution, so as to provide citizens the tools and support required to incubate and create local or global working groups, incubate of at least 30 Light Pollution Initiatives and promoted a European Citizens’ Initiative for preserving the darkness of European skies.

A foundation has been created to foster the project and the crowdfunding platform, the European Crowdfunding Network (ECN), which is a professional network aimed at innovating, representing, promoting and protecting the European crowdfunding industry as a key aspect of innovation within alternative finance and financial technology.

He illustrated main segments to build a business model, which includes:

- **Purpose**: the definition of the idea in a single declarative sentence;
- **Problem**: the description of the pain of the customer. How is this addressed today and what are the shortcomings to current solutions;
- **Solution**: Why is your value prop unique and compelling? Why will it endure? And where does it go from here?
- **Why now**: The best companies almost always have a clear why now? Why hasn’t your solution been built before now?
- **Market potential**: Identify your customer and your market. Invent your own markets.
- **Competition / alternatives**: Who are your direct/indirect competitors. Have a plan to win.
- **Business model**: How do you intend to thrive?
- **Team**: Tell the story of your founders and key team members.
- **Financials**: revenues and costs (direct/indirect)
- **Vision**: What will you have built in 5 years?

He continued with the funding needs and the alternative ways of funding such as: donation, reward, security, and loan. Additional ways of funding are: Crowdfunding, Microfinance, Social bond, Venture philanthropy and Initial Coin Offering using cryptocurrency. He suggested to make sure you are delivering a clear and precise business plan, and to define who you are to design the strategy of sustainability and so which are the person you have to talk to.

The morning session was closed by Dr Monique Calisti presenting, on behalf of Fabrizio Sestini, the Blockchain for Social Good Prize, which aims to develop scalable, efficient and high-impact decentralized solutions to social innovation challenges leveraging Distributed Ledger Technology (DLTs), such as the one used in blockchains”; "Targeting social innovations in which decentralized solutions based on DLTs have shown clear benefits over conventional centralised platform solutions.

Deadline to submit applications: **25 June 2019**

5 awards of €1 Million each, corresponding to different social application areas

More information [online](#)
Following the organisation of the first day, the rest of the workshop was organised in collaborative working groups using the morning speeches as inspiration for the discussions.

The three speakers from the morning, Simona De Rosa, on behalf of Antonella Passani, Socrates Schouten and Oliver Gadja hosted roundtables to discuss more in depth what was faced in the presentations.

Results have been then summarised and are reported hereafter.

**Working groups on sustainability and business model innovation.**

**How CAPS and COST face with sustainability issues? which new models are applicable for the initiatives?** The roundtable started with a round of presentation. All the people provided some information about sustainability issues in their projects. Starting from there it was possible to investigate more in deep the challenges they are facing, where the CAPS and COST differ and where they are similar. CAPS and COST projects gave same relevance to sustainability even if the topic is declined differently. COST actions have to found additional sources to finance the networking (e.g. travels and meetings) at the end of their founding period while the CAPS in many cases need to finance tangible outputs. So, regarding the economic sustainability COST actions are looking for research founds (e.g. Erasmus or Marie Curie) even if industry is helping in supporting their initiatives. On the other hand, CAPS need money to exploit their results, products or services. In this last case, social venture capitalists or social bonds can be an option. However, the participants said that not necessarily CAPS should be sustainable in terms of outputs, because the real strength that should be sustain are the communities created during the projects. It emerged, however, that both for CAPS and COST it is important to define the sustainability strategy at the beginning of the project and that community sustainability is crucial for both.

**How to use data generated from the common fostering sustainability and democratic access to resources?** At the roundtable issues arose, in particular; how can measures results? How can involve users? How can we reimagine the commons? It is important to provide the resources for community involvement in order to create an ecosystem able to produce innovation. To do that networking opportunities and synergies are important and, as next steps, the group proposes to sign the common faire manifesto.

**How to deal with crowdfunding initiatives?** In this small groups participants mainly asked questions to Oliver Gadja in order to address the challenges to sustain projects at the end of the founding. Basically the question was how to make your project last? Dr. Gajda gave some suggestions such as: It is important to have a dedicated team, it is important to have contributors, and agree on how to sustain the results. See what are the market opportunities. Work hard on individual potentials of the project.

The last collaborative activity of the workshop was about major results and impact results from selected projects and initiatives.

To the audience it was proposed to work in two groups according to projects’ similarities:

- Living in a data rich world
- Empowering citizens for a more sustainable Europe

Within the two groups the projects had the opportunity to introduce themselves stressing the major results achieved by the actions and also the challenges faced and the solutions founded. This was also the occasion for the new CAPS projects to explain their aims and objectives.

At the end Simona De Rosa and Stavroula Maglavera summarised the core of the discussions and the main topics emerged. In the wrap-up it emerged that through this networking activity:

- nNw CAPS projects learned a lot from the existing ones
- CAPS and COST actions shared their experiences
• New contacts have been established.

Closing remarks
Dr Monique Calisti announced the next appointments and mainly the 2nd DSI Fair, which will take place in Rome 6-7/6/2018. She announced the Connected Technologies for Social Good Magazine, which will be out before the 2nd DSI Fair.