



Smart Working Environments for All Ages

D1.1

PROJECT MANUAL AND QUALITY PLAN



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WP1 – Project Management

D1.1 – Project Manual and Quality Plan

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EXECUTIVE SUMMARY

Deliverable D1.1 provides general management information on the organisation and quality management of the WorkingAge project. It extends the related definitions of the Grant and Consortium Agreements and constitutes a living document that will be updated throughout the project as needed.

The document is meant to be used as a practical manual for the consortium members, providing guidelines on internal collaboration.

In the current version the following topics are treated:

- Management, extending the organisational structure proposed in the Grant Agreement and detailing project schedule monitoring;
- Communication, providing useful information on the Contact Detail registry and Video conferencing;
- Project repository, defining guidelines of use and explaining its structure;
- Deliverable guidelines for developing high quality documents.

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1 INTRODUCTION

The main goal of this document is to set up a practical set of rules and procedures for the execution of the project, with the overall objective of striving for high quality work in WorkingAge. Some of the items are strategically important in nature, while others answer to day-to-day complications that could arise during the project execution.

This document builds on the terms and conditions established in the

- Grant Agreement (GA) with number 826232, signed by the European Commission, the project coordinator, and all beneficiaries - includes the Description of the Action (DoA), mainly chapter 3.
- Consortium Agreement (CA), signed by the project coordinator and all beneficiaries.

The contents of this document may refer to but will not duplicate nor contradict the content of these two agreements. Nevertheless, in the unlikely case of doubt, the content of these agreements shall always overrule the contents of this deliverable, because of their nature of signed agreements.

The use of these guidelines should unify certain ways of working and ensure optimal collaboration among the consortium members. It is intended to serve all consortium members in their work in the project. It is a living document, i.e. after submission as deliverable to the EC it will be updated if any procedures or guidelines change. The consortium will be informed of these updates as deemed necessary.

Section 3.2.2 of the DoA provides the main guidelines for progress monitoring and quality assurance.

For this Project Manual and Quality Plan the guidelines of the standard UNE 166001: "R&D and innovation management: R&D and innovation project requirements" has been used.

Further EC references useful for the consortium members:

- Funding & tender opportunities (former Participant Portal) = the EC Portal for Grant management of WorkingAge, e.g. where deliverables are uploaded
<https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/home>
- H2020 Online Manual
http://ec.europa.eu/research/participants/docs/h2020-funding-guide/grants/grant-management_en.htm
- IT How To (practical IT help on EC Portal Use)

<https://webgate.ec.europa.eu/fpfis/wikis/display/ECResearchGMS/Grant+Management+Services+system>

2 MANAGEMENT

2.1 Project management structure

The different consortium bodies (i.e. boards, committees, etc.) play an essential role in the organisation of the WorkingAge project. The project management structure, initially defined in the DoA (pages 60-63), consists of descriptions and responsibilities of the consortium bodies along with a definition of communication between the bodies in an organigram.

During the kick-off meeting several modifications to the organigram were proposed by the project coordinator and accepted by the General Assembly. These are discussed here, along with some further details at some points.

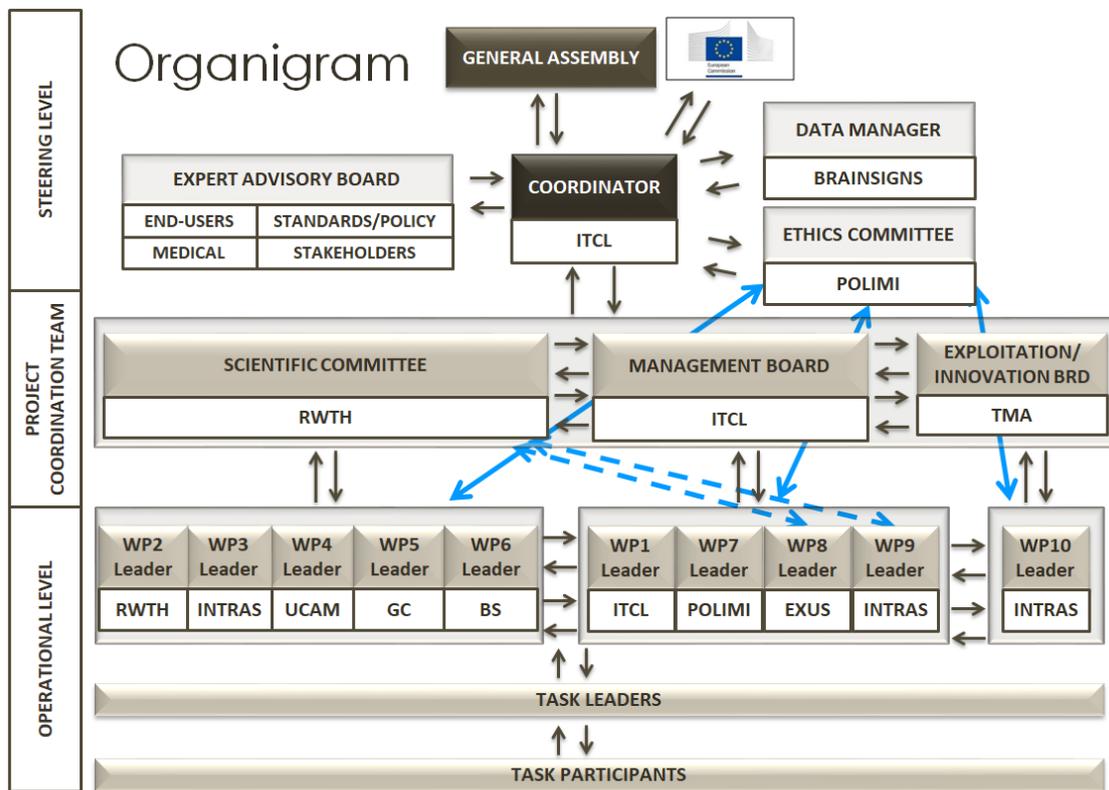


Figure 1. Consortium management structure.

Changes with respect to the DoA:

- Improve reporting relations by swapping the positions of General Assembly and Coordinator (keeping EC communication to the Coordinator of course). The Coordinator is principle contact to the EC, General Assembly, Expert Advisory Board, Data Manager, Ethics Committee, plus the 3 coordinating bodies Scientific Committee, Management Board and Exploitation/Innovation Board.

- Due to the technical nature of WP8 (deployment and integration) and WP9 (pilots), direct interaction between the Scientific Committee and these WPs is indicated with blue dashed lines.
- To reflect that the Ethics Committee is not bound by other boards, direct relations with the WP leaders are indicated with continuous blue lines.
- At operational level, the task leaders and task participants are included, stressing the importance of their contributions.

The descriptions, responsibilities and roles of the different consortium bodies can be found in section 3.2.1 of the DoA.

2.2 Project schedule

The initial project planning is represented by the Gantt chart of the DoA section 3.1 (page 60). It is copied in the repository under WP1. It will be revised by the Project Coordinator (PC) in collaboration with the WP leaders on a regular basis, initially fixed quarterly.

During WP and task meetings, the planning will be revised at WP/task level. Any changes agreed upon in these schedules should be communicated to the PC.

All participants will be informed in good time about the upcoming deliverables and milestones via email notification.

Monitoring of progress by the Scientific Committee Coordinator (SCC) and/or Project Coordinator can be done by screening the meeting minutes of WP and other meetings. The SCC is responsible for the technical/scientific monitoring while the PC for administrative, legal and other project-level matters. The WP leaders shall place all meeting minutes in the project repository in the designated folders (see the repository section) and to invite the SCC and/or PC to key meetings enabling them to stay informed on progress and contribute regarding project-wide context.

3 COMMUNICATION

Effective communication is of paramount importance for achieving high quality project objectives.

3.1 Contact Details registry

To facilitate contacting anybody within the consortium, the contact details of all people contributing to the project are gathered in one single file in the repository (discussed later on in this document). It is an Excel file named "WA Contact Details" and is located in the WP1 folder.

All participants have the obligation to keep this registry up to date. It contains the following information:

- Contact details for the consortium partner organisations;
- Contact details for the contributing people;
- For all contributors, their role/responsibility in the project;
- Mailing lists (e.g. for each WP and for the different project boards a committees). This overrules the mailing lists defined in the DoA, section 3.2.2 under "Communication and information flow".

The file itself contains brief instructions of use. The format of this registry may change throughout the course of the project.

3.2 Video conferencing

Along with email and telephone, videoconferencing is one of the most important communication channels of any project. The PC has purchased a license for GoToMeeting (gotomeeting.com) for exclusive use by the project. The choice of platform was proposed by ITCL because of its quality and functionality, and was agreed upon by the General Assembly during the kick-off meeting. Naturally this does not exclude the use of other platforms for videoconferencing.

The PC manages the account, monitors its use and provides access to consortium partners. The consortium is obliged to use this GoToMeeting account exclusively for WorkingAge.

It is noted that the aimed frequencies of several meetings are established in the DoA chapter 3.

4 PROJECT REPOSITORY

The project repository is common cloud storage for saving, developing and sharing project files. The platform proposed by the PC and accepted by the consortium is MEGA, <https://mega.nz>. The Project Manager is responsible for managing the repository.

Additionally, MEGA can be used for chats and audio- and video calls with project partners.

4.1 Security

All data stored on MEGA is end-to-end encrypted. The Project Coordinator, responsible for managing the repository, grants access to selected personnel from the consortium partners, meaning that project data is inaccessible for third parties outside the consortium. All people that were granted access to the repository are responsible for taking utmost care that unauthorised people do not obtain access to the data stored on the MEGA repository (e.g. links to data on the repository shall not be shared with third parties, passwords and decryption keys are strictly personal). Breaches may have legal consequences as described in the Grant Agreement and the Consortium Agreement.

All data are stored "in secure facilities in Europe or in countries (such as New Zealand) that the European Commission has determined to have an adequate level of protection under Article 45 of the GDPR" (<https://mega.nz/privacy>). At the time of writing this deliverable, it is not yet determined where privacy sensitive (pilot) data will be stored; naturally GDPR compliance will be a requisite.

Chats, audio- and video calls are also end-to-end encrypted.

MEGA includes file versioning, i.e. previous, overwritten versions can be recovered.

Deleted files are stored in the rubbish bin but are deleted after only 30 days. To mitigate risk of data loss because of this, ITCL makes regular back-ups of the repository on its own servers (initially weekly, this frequency may change without notice).

4.2 Use

On the repository, any project file may be saved and shared; except for privacy sensitive (pilot) data that are not allowed to be shared with the entire consortium. Specific rules will be defined for these data and clearly presented and highlighted in the corresponding documents/sections.

Initially, all users have full access to the entire repository. All users are allowed to create, modify and delete data as deemed useful. It is the responsibility of the users to keep the repository workable for all colleagues. During the course of the project, it may be decided to restrict access to certain (sensitive) data or to change access rights for certain users. The Project Coordinator must always be involved in these decisions and will be responsible for applying these modifications.

The repository's storage size not unlimited (at the start of the project, the repository size is 15GB). Therefore users should take this into consideration before saving very large files such as videos.

One of the purposes of the repository is to make sure that all partners work with the most recent version of a file. For this reason, sharing files by email should be minimised as it increases the risk of parallel versions of files.

MEGA unfortunately does not allow online editing. I.e. for editing a file, it must be downloaded to a local computer, edited, and uploaded again. An alternative is using the sync tool <https://mega.nz/sync>, it synchronises the folder with a local folder and allows editing locally.

Any doubts regarding the repository can be addressed to the Project Coordinator.

4.3 Folder structure

The initial folder structure of the repository is described, with the intentioned use of the folders. Any significant change to this structure during the project will be included in updates of this document. All users are encouraged to create additional subfolders to organise the work as deemed useful.

The root folder is named "WorkingAge". The following structure has been defined:

- **"Meetings"**
For meetings in which more than one WPs are involved. This can be any kind of meeting, i.e. face-to-face or online, General Assembly to bilateral, etc., etc.
A subfolder should be created for each meeting. Its name should start with the date in format 'yymmdd'.
E.g. to be used for meeting minutes, agenda, presentations, and any other related files.
- **"Templates & Logos"**
WorkingAge templates: PowerPoint, Deliverables, Meeting minutes, etc.
WorkingAge logos.
The EU logo (flag) for e.g. dissemination activities.

- **“WPn”**

One folder per work package. Although the WP leaders are free to add more, several subfolders have been predefined:

 - **“Dn.n title”**

Here all partners involved in a deliverable can draft it. Remind that MEGA saves versions, abusive use of suffixes to the filename should avoided.
 - **“Submitted”**

Subfolder where the version submitted to the EC Portal is saved. Both in Word and Pdf formats.
 - **“Meetings WPn”**

For work package meetings.
 - **“Working Place”**

Folder where everybody is free to share anything related to the work of the WP.

- **“WP1”**

In the WP1 folder, the following folders of general interest were added to the general WP subfolders:

 - **“Grant Agreement”**

The Grant Agreement, its Amendments and other related documents.
 - **“Consortium Agreement”**

The Consortium Agreement, its Addenda (if any) and other related documents.
 - **“Project Reports”**

Interim Periodic Reports and similar reporting to the EC will be drafted here.

5 DELIVERABLES GUIDELINES

5.1 Deliverable development

A few **guidelines** exist for developing the deliverable:

- The most recent version of the deliverable **template must be used**, available in the repository in the folder Mega\WorkingAge\Templates & Logos.
- Language setting to **English U.K.** (e.g. *colour* instead of *color*). This is what the EC uses too.
- Strictly follow the **template formatting** in order to create a coherent set of deliverables.
- Make adequate use of the **Document Revision Log** and version & revision numbering.
- The **Track Changes** function is used for reviewing.
- A deliverable must be complete but **concise**. Avoid duplications of texts from other deliverables, the DoA etc. References can be used instead. No minimum length exists.
- Although exceptions may exist, as a general rule all deliverables contain these sections:
 - **Executive summary** (max 1 page), resuming the content of the deliverable, as a first section before the table of contents.
 - **Conclusions** (max 1 page), summarizing the main conclusions of the work described in the deliverable, as last section.

Being WorkingAge a large project where several partners are involved in only some parts of the workflow, this will allow to have a quick look (particularly in draft version) to each deliverable and understand if there is something that should be analysed more in detail.

5.2 Deliverable reviewing

As described in the Description of Action (DoA), the project coordinator is ultimately responsible for the quality control of project deliverables to the Commission, coordinating closely on technical quality checks with the Scientific Committee.

Each project deliverable is assigned in the DoA to one leading responsible partner who assures that the content is consistent with the goals set and the work performed, is of high quality and delivered on time. In addition, each deliverable will be peer-reviewed throughout its development/authoring by three Internal Reviewers, who are not members of the development/authoring team but have expertise in relation to the deliverable. Peer reviewing will be based on pre-defined criteria and will ensure the delivery high quality results.

The project coordinator will make a final check of all deliverables for consistency and readability before submission to the EC. When necessary, the project coordinator could request further work of the partners on a deliverable, to ensure that it complies with the project's contractual requirements.

To ensure that this process is implemented the following time plan is defined. It is a guideline that for practical reasons may be adapted to each case:

- 3 weeks before deadline: The responsible for the deliverable has a draft available, and Project & Scientific Committee Coordinators (PC & SCC) have assigned up to three reviewers who will start reviewing the draft. They may consult the author for this assignment. The SCC can send corresponding calendar reminders.
- 2 weeks before deadline: proposed changes by the reviewers have been discussed and have been integrated by the author. All partners now have the opportunity to review the deliverable.
- 1 week before deadline: proposed changes by the partners have been discussed and have been integrated by the author. The author notifies the PC.
- Deadline: PC has reviewed formatting & compliance of the deliverable and submitted it to the EC Portal.

6 CONCLUSIONS

Deliverable D1.1 provides general management information on the organisation and quality management of the WorkingAge project. It extends the related definitions of the Grant and Consortium Agreements. It is a living document that will be updated throughout the project as needed.

The document is meant to be a practical manual for the consortium members with guidelines on internal collaboration.