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**TEMPUS**



EUROPEAN UNION

TEMPorary USEs as start-up actions to enhance port (in)tangible heritage

## D3.1.4 – SET UP OF THE HELP DESK

## Document control

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## Revision history

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### INTRODUCTION

The present document consists in a service provided by the Work Package 3 Leader (CertiMaC) and by the Lead Partner (National Research Council of Italy – CNR) for delivering support to the two multidisciplinary groups, i.e. Local Shipyard Groups (LSG) and Local Action Groups (LAGs), which have been set-up in each pilot city. LSGs and LAGs are in charge of the development of the Temporary Uses Pilot Actions (TUPAs) and of the definition of Port Cities Urban strategies (PCUS), respectively. The aim of the Help Desk is to deliver support to all groups in case issues or barriers are met, or sensitive decisions have to be taken, that cannot be faced only at local level. The present document will be useful also for future multidisciplinary groups that, on the basis of the Community of Practice defined during the TEMPUS project, will face similar problems in other European cities.

This document is divided in three main chapters:

- 1) **Help Desk Structure:** in this chapter, the possible doubts or questions are classified on the basis of the thematic section they belong to.
- 2) **Rules for the request of information:** in this chapter some rules are defined in order to proceed with the request of information;
- 3) **Structure of the Help Desk in the TEMPUS platform:** in this chapter is shown the structure that the Help Desk will have in the TEMPUS platform.

## 1. HELP DESK STRUCTURE

The Help Desk structure is composed of **three parts**:

- A. REQUEST SUBMISSION FORM:** where it is possible to formulate the question. Three different thematic sections can be selected from a drop down menu:
- **Meeting Organization:** in this section it is possible to obtain clarifications about the modalities for the organization of LSG and LAG meetings, as for example:
    - Number of participants;
    - Duration of each meeting;
    - Scheduling of meetings;
    - ...

The questions written in the form will be sent to [tempusproject@certimac.it](mailto:tempusproject@certimac.it)

- **Technical Aspects:** in this section it is possible to obtain clarifications about the technical aspects discussed during LSG or LAG meetings, as for example:
  - Technical aspects related to the pilot;
  - Technical aspects related to existing standards for Temporary Uses;
  - Technical aspects related to the mapping of CH and NH elements;
  - ...

The questions written in the form will be sent to: [tempusproject@certimac.it](mailto:tempusproject@certimac.it)

- **Process Building:** in this section it is possible to obtain clarifications about the processes that have been activated in order to perform proactive meetings, as for example:
  - The choice of the key points to discuss during the meetings;
  - Involvement of participants for a proactive discussion;
  - ...

The questions written in the form will be sent to: [disci.tempus@unibo.it](mailto:disci.tempus@unibo.it)

- B. FAQs:** this section will provide a list of frequently asked questions to insert as text and divided into the abovementioned 3 topics. The FAQs section will be set-up during the TEMPUS project and should be always read before sending new messages/questions.
- C. SUPPORTING DOCUMENTS:** this section will provide a set of documents that will be elaborated during the TEMPUS project and can be downloaded from this page. Supporting documents will be uploaded in this section during the TEMPUS project and may be suggested by all Project Partners (PPs), under the coordination and supervision of CertiMaC and National Research Council of Italy – CNR.

## 2. RULES FOR THE REQUEST OF INFORMATION

In this chapter some instructions for the request of information related to the three thematic sections of the Help Desk are indicated:

- Select the thematic section of the question from the drop down menu;
- Type the question in the form. The maximum length for the request is 500 characters including spaces;
- Submit your question;
- The answer will be provided within 10 working days after the request was sent (5 days, if urgent).
- The answer will be also posted in the FAQs section.

### 3. STRUCTURE OF THE HELP DESK IN THE TEMPUS WEBSITE

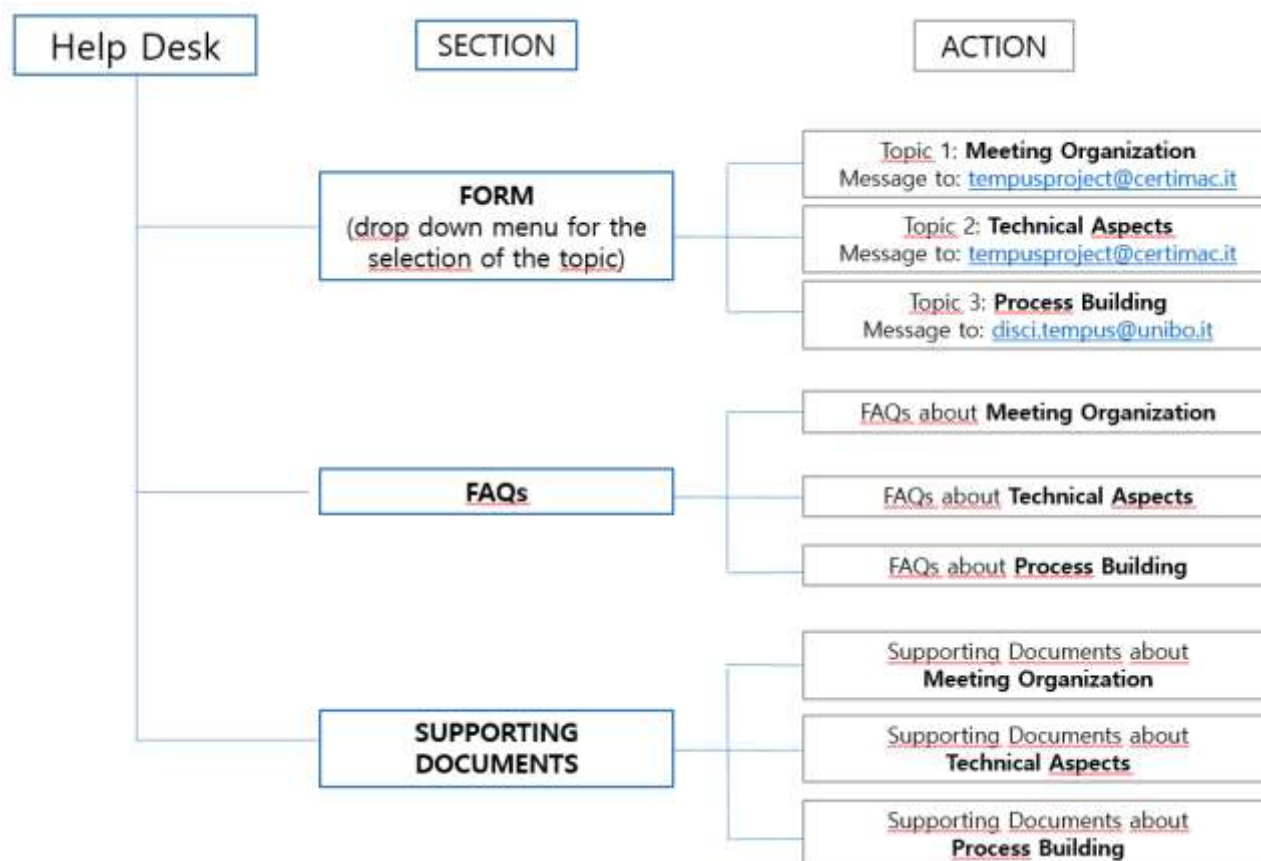


Figure 1. Structure of the Help Desk in the TEMPUS platform.

Figure 1 shows the structure of the Help Desk that will be set-up in the TEMPUS platform, during the project. It will be especially useful for questions and doubts that will arise in the Community of Practise, after the finalization of the project.

## CONCLUSIONS

This deliverable presents the structure of the Help Desk, which will be set-up in order to solve problems and to answer questions that will arise during the coordination and implementation of LSG and LAG meetings. In the first project implementation stage, it will be possible to send request for information directly to the email addresses indicated in this deliverable, while as soon as the Platform will be online and functioning, the Help Desk will be usable via the TEMPUS platform itself. In this way, it will be possible for each member of the Community of Practice, to obtain clarifications about unknown aspects of LSG and LAG meetings.