



DIHELP

DIH Enhanced Learning Programme

Frequently Asked Questions

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Introduction

The present document provides a list of Frequently Asked Questions (FAQs) and answers related to the Digital Innovation Hubs Enhanced- Learning Programme. The list of questions is preliminary and the document will be continuously updated in the course of the process. More information on the Call for Expression of Interest can be found in the Guide for Applicants as well as on the DIHELP respective webpage (www.dihelp.eu/open-call/).

1. General Questions

1.1. *What is DIHELP?*

The Digital Innovation Hub Enhanced Learning Programme or DIHELP is a programme launched by the European Commission to support 30 Digital Innovation Hubs (DIHs), across at least 12 different countries. The selected DIHs will receive support to develop and/ or scale-up their activities in the DIH Academy for a duration of 9 months. The 30 DIHs will be selected through a call for Expression of Interest.

1.2. *What is the support offered in the DIH Academy?*

The DIHs that are selected to take part in the DIH Academy will receive personalised support to develop and/ or scale- up their activities. The support aims at allowing the DIH to support companies located in their regional innovation system to make the most of digital technologies and innovations. The programme aims to develop and firmly establish the DIHs in their region as the 'one-stop-shop' for relevant digital transformation support.

Tools and offered services are presented in more detail in **section 1 of the Guide for Applicants**.

1.3. *What will I get from participating in DIHELP?*

DIHs taking part in the DIH Academy will receive help to identify, select and define the specific digital transformation/ innovation management support services that would be useful for the companies in their region (e.g. experimenting facilities to validate the use of digital technologies, prototyping and concept validation, digital skills training). At the end of the 9- month support period, each participating DIH will have:

- A developed concrete business, financial and innovation management action plan;
- Knowledge and awareness of their regional innovation ecosystem gained from regional state-of-play reports;
- Be a part of a comprehensive network of knowledge, ideas and best practice sharing.

2. Questions related to the Call for Expression of Interest (Eol)

2.1. What is the Call for Expression of Interest?

DIHELP is launching a Call for Expressions of Interest to identify and select the 30 Digital Innovation Hubs that will participate in the programme to develop and/ or scale- up their activities.



2.2. Who can apply?

Eligible candidates have to comply with the following criteria:

- DIH based in an EU 28 Member States or Horizon 2020 associated countries.
- Status of the organisation presenting the Eol falls under one of these categories:
 - DIH – whatever legal entity has been created for the DIH;
 - Technical universities and research and technology centres (RTOs), generally referred to as ‘competence centres’ (CCs) or ‘centres of competence’ (CoCs);
 - Incubators and accelerators that help start-up companies to grow and scale;
 - Cluster organisations and industry associations representing private sector companies;
 - Public administrations that are aware about the importance of innovation and are developing their smart specialisation plans.
- The Eol must be submitted in English; submitted within the stipulated deadline and complete following the template provided;
- The DIH did not receive support in previous initiatives: I4MS feasibility study and Smart Factory in EU 13 Member States.

2.3. How to apply

DIHs are invited to apply by submitting a complete Expression of Interest on the submission platform: <https://dihelp.ems-carsa.com/>. The template for the Expression of Interest is available on the submission platform as well as on the [DIHELP website](#).

2.4. When is the deadline to apply?

The Call for Expression of Interest was launched on the 28 November 2018 and will close on the **23 January 2019 at 17.00 CET**.

The overall timeline is the following:

Call for Expression of Interest opening	28 November– 12:00 CET
Call for Expression of Interest closure	23 January 2019 – 17:00 CET
Evaluation and Selection	January/February 2019
Communication of the results	February 2019
DIH Academy kick-off in Brussels	Dates to be confirmed - March 2019

2.5. Is it possible for DIHs from the same region to present a joint Eol?

Yes, it is possible for DIHs from the same region to apply together as a joint consortium. In this case, we advise them to demonstrate the support of the DIHs through Letters of support as annex to their Expression of Interest.

3. Questions related to the EOI preparation and submission process

3.1. *What is the DIHELP EMS platform?*

The DIHELP Evaluation Management System (EMS) platform is the platform used for the reception and evaluation of Expressions of Interest.

3.2. *Is there any template for preparing the Expression of Interest?*

Yes. Applicants must prepare and submit their Expression of Interest using the template provided. The template is available on the DIHELP EMS platform as well as on the website (<https://dihelp.eu/open-call/>).

3.3. *How do I have to submit my Expression of Interest?*

Expression of Interest are submitted in a single stage. Applicants must submit their Expression of Interest electronically at the DIHELP EMS platform (<https://dihelp.ems-carsa.com>). Applicants are advised to start the application process in advance (e.g. creating an account and entering their organisation's data) in order to become familiar with the platform. Applicants will have the chance to submit new and amended versions of their Expression of Interest as many times as they wish before the call closure. Only the last version submitted before the deadline will be considered in evaluation.

3.4. *How will I know that my Expression of Interest has been received?*

An acknowledgement of receipt will be sent out via email to all successfully submitted Expression of Interests. However, this receipt will not be a proof that the Expression of Interest is eligible for evaluation.

4. Questions related to the DIH Academy training/coaching programme

4.1. *How many modules should we select regarding the 2-day training?*

The number of modules that should be selected depends on the needs of your DIH. Additional details will be provided on the modules at the 3-day kick-off conference in Brussels in March 2019 and final one-page overviews on each of the modules will be published. Each DIH will have two days of tailored training and the time it takes to complete a module differs depending on its content. Therefore, we recommend that you make your module selection after you have received further detailed information and can take a decision to combine modules that are best suited to the needs of your hub. There is no mandatory minimum or maximum number of modules to take – the only limitation on the combination of modules that you can select is the 2-day time limitation.

4.2. *Can you please give me more details on the 1-day workshop to engage the regional stakeholder network?*

The 1-day workshop to engage regional stakeholders is an additional day to the 2-day onsite 'internal' coaching/training days that your DIH will receive. These workshops will focus on

community building, by presenting the business plans and action plans and explaining the DIHs added value to stakeholders. Your DIH is expected to lead the organisation of a 1-day workshop with our support. Your DIH will be supported in organising this workshop by receiving support with the preparation of the workshop (e.g. agenda, invitations, speakers, participants etc.), as well as covering the main costs such as the venue and catering if relevant.

4.3. *Can you please give me more details on the regional state-of-play reports?*

DIHELP will develop a regional state-of-play report per selected DIH to help raise awareness on the regional innovation ecosystem relevant for the DIH and identify potential opportunities for collaboration and development of its activities. The insights of these reports are expected to feed into the business and action plans, where relevant. The contents of the state-of-play reports will include, an analysis of the regional characteristics, (industrial/competitiveness) framework conditions as well as identifying the regional competitiveness advantages and producing constructive recommendations for the DIH.

4.4. *What are the expectations after finishing the programme?*

The impact after the programme should be two-sided – on one side we wish all the DIHs to have gained the necessary additional knowledge, coaching and skills to enhance their business models, follow a developed action plan and have a clear business perspective. Ideally each participating DIH will be able to have a refined and sustainable business model as a result of the programme. On the other hand, we want to encourage a network and exchange of knowledge/information between all DIHs to grow the DIH landscape in Europe and we are happy to engage and help facilitate this.

5. Questions related to the Expression of Interest support

5.1. *Who should I contact if I need further information?*

Applicants may contact the DIHELP help desk (<https://dihelp.eu/contact/>) should they have any additional question. Applicants are advised to consult the Frequently Asked Questions (present FAQs document) and Answers before contacting the DIHELP help desk.

5.2. *Is there any additional support documentation?*

Yes. Additional information on the DIHELP Call for Expression of Interest can be found in the **Guide for Applicants** as well as on the DIHELP webpage (www.dihelp.eu).

6. Additional questions – update 09/01/2018

6.1. *What exactly are you expecting in Annex II?*

In Annex II, we are expecting letters of support from the partner organisations that constitute the DIH. However, if you are able to attach letter of support from customers as well, they are very welcome but please make it clear that they come from customers.

6.2. What should be included in the table of 2.3?

In 2.3, we are expecting a presentation of the key regional stakeholders/actors, either they are partner in the DIH or not, as well as a description on how are they engage with the DIH.

Regional SMEs should rather be presented in 2.4.

6.3. Are you expecting numbers in the business model?

We are expecting as much information as possible/available to evaluate the viability of the business model.

6.4. Could you please explain in more detail the exclusion criteria?

Regarding the exclusion criteria: “DIHs that have received mentoring and coaching to carry out a feasibility study within I4MS phase 2 (this does not include the support your DIH may have received from Innovation Actions) or participate in the Smart Factory in EU 13 Member States are not eligible for DIHELP”, when referring to I4MS phase 2, we are referring to the 29 hubs that benefitted from the dedicated coaching and mentoring programme and that received funding to carry out a feasibility study. With “support you may have received from Innovation Actions” we refer to DIHs that may have received only 1 or 2 days coaching carrying out an experiment in I4MS, but not the full support.

7. Additional information – update 14/01/2019

7.1. Deadline of the call

The deadline of the call has been extended and the call will close on **Wednesday 23rd January 2019 at 17.00 CET.**