IA4SI PROJECT

"Impact Assessment For Social Innovation"

Contract n° 611253

WP1: Management and Coordination

Deliverable 1.1 – Mid term Awareness and Wider Societal Implication Report

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IA4SI – Impact assessment for Social Innovation

IA4SI is a support action project developing a socio-economic and environmental impact self-assessment methodology for evaluating projects in the field of social innovation. The project is a collaboration between iMinds (project coordinator), T6 Ecosystems, Eurokleis and ATC and runs from 2013 to 2016.

DISCLAIMER

ACRONYMS

Acronym/Term	Definition
CAPS	Collective Awareness Platforms for Sustainability and Social Innovation
CEP	Citizens Engagement Platform (Impact4you platform)
CMS	Content Management System
ENP	Economic Net Present Value
EU	European Union
IA4SI	Impact Assessment for Social Innovation
IPR	Intellectual Property Rights
SaaS	Software as a Service
SAT	Self-Assessment Toolkit
UDGI	User Data Gathering Interface

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CHAPTER 1 - INTRODUCTION

Impact Assessment for Social Innovation's (IA4SI) primary objective is to assess the impact of Collective Awareness Platforms for Sustainability and Social innovation actions (CAPS) for a broad uptake by various communities, and thereby offering its support in engaging citizens and society at large.

During the first year of the project, the IA4SI consortium has been working towards the development of a quali-quantitative methodology, taking advantage of standard approaches, such as Cost Benefit Analysis, Multi Criteria Analysis and, possibly, Social Return of Investment, as well as deploying more ad hoc metrics that enable us to map the concrete added value of Digital Social Innovation initiatives, especially from the point of view of European citizens. In addition, IA4SI also seeks to identify and map characteristics that make these initiatives scalable and sustainable, so as to facilitate the shift from a local, grassroots initiative into a wider social practices.

This report provides an overview and assessment of IA4SI first year's activities towards achieving these goals.

In Chapter 2, the focus is on drawing out,

➔ *IA4SI methodological framework*
The IA4SI methodology, in conjunction with the online toolkit (developed based on this methodology), aims at supporting CAPS projects to self-assess their impacts. In order to complete the projects self-assessment, the involvement of the projects users (through the User Data Gathering Interface) and of citizens (through the Citizens Engagement Platform) are foreseen. Therefore, the projects are able to compare their self-assessment to the viewpoint of their users and to the opinion of European citizens. A first version of the framework has been delivered. Note that the process followed to reach this achievement and the success in engaging all CAPs representatives in discussing the IA4SI framework, are equally meaningful.

➔ *Self-assessment toolkit and citizen engagement platform*
In order to design the various IA4SI tools, a set of functional and non-functional requirements and specifications have been identified as well as several scenarios regarding the usage of the tools and user roles have been produced. This was followed by defining the architectural design of the tools and which was finalized by the Impact4you platform mock-up. A 1st version of the Impact4you platform has been developed and a bug reporting system is operational. In conjunction with this, the 1st version of the Self-Assessment Toolkit has been designed and implemented. Internal and closed user group tests have been conducted and continuous improvements on the tools are made and content and data collection is currently initiated. Also, some tutorials have been developed to support the usage of the tools.

➔*Engagement strategies*
IA4SI's engagement approach is centred around four categories of stakeholders: CAPS projects, CAPS Project users (being the various kinds of users that each of the CAPS projects will address in their work), Digital and social innovation domain experts and academia (e.g., ICT professionals, academic researchers or other persons that have an expertise in the field of ICT and social innovation), and the European Commission and policy makers. In order to learn about the various stakeholders involved and to develop a strategy for IA4SI, in/formal (Skype/e-mail/telco) contacts and interviews with CAPS projects have been conducted; attendance and IA4SI presented during CAPS Concertation Meetings (February 2014, July 2014); two workshops were organized (Rome, April 2014 and Brussels, July 2014) and EU-citizens from the consortium partner countries have been engaged in closed group testing of the Citizen Engagement Platform.

➔*Dissemination activities*
In promoting IA4SI activities the following elements have been crucial in the dissemination and communication process: Defining the dissemination targets and stakeholders of the IA4SI project; identifying a dissemination strategy for the whole duration of the project, that has been updated for year 2 by gathering feedback from CAPS projects; spreading the impact self-assessment methodology for CAPS projects; developing an in-depth analysis of the communication channels tailored for stakeholders; cooperating with CAPS2020 project for spreading dissemination of results of CAPS projects and organising events; and developing and using online and offline materials (including social media) for dissemination and communication of the IA4SI project.

In Chapter 3, IA4SI uses its own impact assessment framework to see how we have been doing during our first year. This is done based on drawing out IA4SI's expected impacts, ex-ante scenario definition (e.g., SEQUOIA, ERINA+, MAXICULTURE), IA4SI outputs, and assessing IA4SI's social, economics, environmental and political impacts. This results in some concluding remarks presented in the final Chapter.

CHAPTER 2 – REVISITING IA4SI OBJECTIVES AND ACHIEVEMENTS OF YEAR 1

This Mid term Awareness and Wider Societal Implication Report aims to draw out an overview and assessment of the progress and expected impacts of IA4SI achieved towards the end its first year.

IA4SI is designed to contribute to the Digital Social Innovation domain, particularly vis-à-vis the role ICT can play to address and tackle various contemporary societal challenges enhancing European citizens' everyday life (see D2.1, chapter 1). Grassroots initiatives are considered key in this process, thereby highlighting the aim to transform, what are typically small-scale initiatives, into sustainable European models.

Many of such emerging initiatives, looking at different social challenges, can be detected all around the world, yet understanding and assessing their real potential impact is less clear-cut. IA4SI has set as its task to remedy this gap by developing a robust methodology to assess the socio-economic and political impacts of these innovation initiatives. More specifically, the methodology should both be able to account for intangibles and be able to translate such innovative experiences into a language that citizens, entrepreneurs and policy makers can understand and deploy.

In developing a structured methodology, IA4SI has sought to adapt well-experimented socio-economic impact assessment methodologies to the current domain at hand, that of digital social innovation. Three online tools for impact self-assessment underpin our methodology, enabling social innovation projects to understand and improve their impacts on their set objectives in terms of efficiency, effectiveness, innovativeness, fairness and uptake potential. CAPS projects outputs are also going to be presented to European Citizens through the Impact4you platform, where citizens will be able to learn more about Digital Social Innovation and express their opinion on the achieved results. In doing so, IA4SI can create synergies between initiatives and identify best practices and support these in achieving the planned impact on communities. Finally, bundling these efforts towards outlining policy recommendations and a research roadmap to integrate various initiatives so as to underpin and increase their impact on communities and their capability to address societal challenges.

What follows in the remainder of this Chapter is an overview of how IA4SI has performed in its first year, thereby highlighting the definition of the methodological framework, the development of the self-assessment toolkit and citizens engagement platform, engagement strategies and dissemination activities.

2.1 Shaping the Methodological Framework

The first year of the IA4SI project was dedicated to the elaboration of a first version of the IA4SI methodology. A key step in this process was the identification of the social, economic, political and environmental indicators that are needed to assess the impact and domain of Collective Awareness Platforms for Sustainability (CAPS) projects.[1]

The development of the methodology has followed various steps which are presented next. It is important to notice that CAPS projects representatives have been involved in all of these steps warranting a highly participatory approach.

First, IA4SI experts carried out *preliminary activities to gather information about CAPS projects and the digital social innovation domain*. In particular, IA4SI experts analysed CAPS projects through available

[1] With Call10 of FP7 – objective 5.5 of workprogramme 2013, the European Commission invested 19 million of Euros into 12 projects and 500.000 Euros for a Study on "Social Innovation in the Digital Agenda". Other three projects, funded by other programmes, were added to this domain as well, because their research activity is very relevant for CAPS. As a result, the programme can be said to consist of 15 on-going projects in this domain.

documents (including websites) and thanks to interviews with CAPS projects representatives (in most cases, the project coordinators). They carried out also a broad literature review about Social Innovation, Digital Social Innovation, Impact assessment methods applied to (Digital) Social Innovation. Finally, Digital Social Innovation projects and actors outside the CAPS domain were explored in order to define the background scenario for CAPS projects.

After these preliminary activities, the IA4SI team presented a *preliminary proposal of CAPs stakeholders, users and areas of impact* as input for a brainstorming session, conducted during the first concertation meeting (Brussels, 4 February 2014). During this session, CAPs projects and the IA4SI team started to think about and discuss possible indicators and ways to gather the necessary data to guide the methodology development.

Thanks to the feedback gathered during the brainstorming and further literature review, a draft of *IA4SI areas of impact, dimensions and indicators* have been presented to CAPS representatives during the first IA4SI workshop (Rome, 4 April 2014). All CAPs projects were present and had the possibility to share ideas about our approach to impact assessment.

Finally, on the basis of all the inputs received, IA4SI elaborated the *first version of its methodology*: D2.1 "IA4SI methodological framework – first version".[2]

IA4SI Methodology follows a quali-quantitative approach to impact assessment and builds on principles of Cost-Benefit analysis and of Multi-Criteria analysis. It foresees both an analysis at the project and domain level and uses eight synthetic indices: four vertical indices linked to key areas of impact (social impact, economic impact, environmental impact and political impact) and four transversal indices related to the attributes of the innovation developed by the projects (efficiency, effectiveness, fairness and sustainability). Each vertical index has been divided in sub-categories, and a set of variables has been identified for each sub-category, in order to gather information about the projects impact.

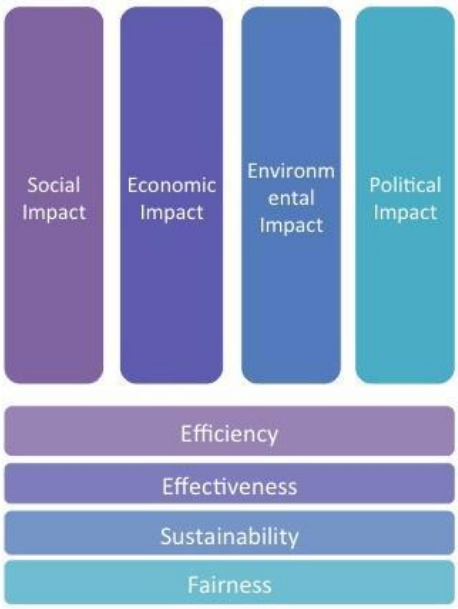

Figure 1: IA4SI vertical and transversal indices

[2] D2.1 IA4SI Methodological Framework – First Version should be considered as a living document as it will be constantly updated until the end of the project, integrating the lessons learned from its testing (internally and with CAPs projects). It is available on the project website http://www.ia4si.eu.

2.2 Developing the Self-Assessment Toolkit and Citizens Engagement Platform

In conjunction with the development of the IA4SI methododology three online tools were foreseen to enable and support the (self-)assessment of CAPS projects. These three tools are: the Self-Assessment Toolkit, the User Data Gathering Interphase and the Citizens Engagement Platform. All these planned activities (WP3) have been successfully completed and are currently being implemented.[3]

➔*Self-Assessment Toolkit* (SAT)
The SAT is a semi-automatic instrument supporting CAPS projects in performing the self-assessment of their project social, economic, political and environmental impacts. Each CAPS project, by logging in to the SAT, get access to a list of questions guiding their (self-)assessment, information from the CAPS users' on a project's performance, and the results of the assessment.

➔*User Data Gathering Interphase (UDGI)*
The UDGI is supposed to gather information directly from the users of CAPS projects participating in the assessment. The user data gathering tool is an online questionnaire structured both for single users and organizations. Through this tool, projects' users will provide their opinion about the output/services they use and their potential impacts. This tool will gather also some basic information about projects' users.[4] As CAPS users are not engaged yet (start in 2015) and, hence, their profiles and activities they can perform on CAPS platforms are not fully fleshed out yet, this tool will be finalized at a later stage.

➔*Citizens Engagement Platform (or, Impact4you platform)*[5]
This is the main tool to engage citizens in learning more about CAPS projects and social innovation initiatives, approaches and opportunities. Through this online platform EU citizens have the opportunity to express their opinion on CAPS outputs, discuss about the services offered and their impact potentiality at the social level and social up-taking.

In order to develop the Self-Assessment Toolkit, the User Data Gathering Interface and the Citizens Engagement Platform, a list of functionalities including the user groups and roles along with the functional and non-functional requirements of the tools were listed in order to be validated by the entire IA4SI consortium. An internal validation of the list has been performed by the partners with the parallel preparation of the indicative scenarios regarding the usage of the tools. These actions led to the definition of the functional and non-functional requirements and specifications of the tools.

The next step was to discuss these functionalities – first, with CAPS representatives during the first IA4SI Workshop (Rome, 4 April 2014) – particularly, for the Impact4you platform functionalities and the Self-Assessment Toolkit. Through this dedicated session, the CAPS representatives provided their feedback which was taken into consideration in the development of the relevant tools. This was followed by a second workshop (during the CAPS2020 event in Brussels, July 2014) to collect comments and feedback from various participants about the Citizens Engagement Platform, and which served in the further development of the Impact4you platform.

[3] A first version of the tools is already available while its final version will be delivered in January 2016.

[4] Note that UDGI will be not developed as a different tool from the SAT, it will be integrated and will constitute a relevant module of the SAT for gathering the perceived impact of projects outputs. CAPS projects will provide the link to their users in order to access the online questionnaire. Data gathered through users questionnaire may change over time. See D3.1 Self-Assessment Toolkit, User Data Gathering Inteface and Citizens Engagement Platform for more information. It is also available on the website.

[5] See http://www.impact4you.eu

More specifically, for the *Citizens Engagement Platform - Impact4you platform*, several developments and improvements of the platform mock-up were made based on partner's requests and suggestions and initial CAPS content input, leading to the first version of the Impact4you platform. Significant attention was given to the design of the platform in order to have a user-friendly, clear as well as appealing interface. For this purpose, a user-experience web designer was involved in the design of the logo as well as the user interface of the platform.

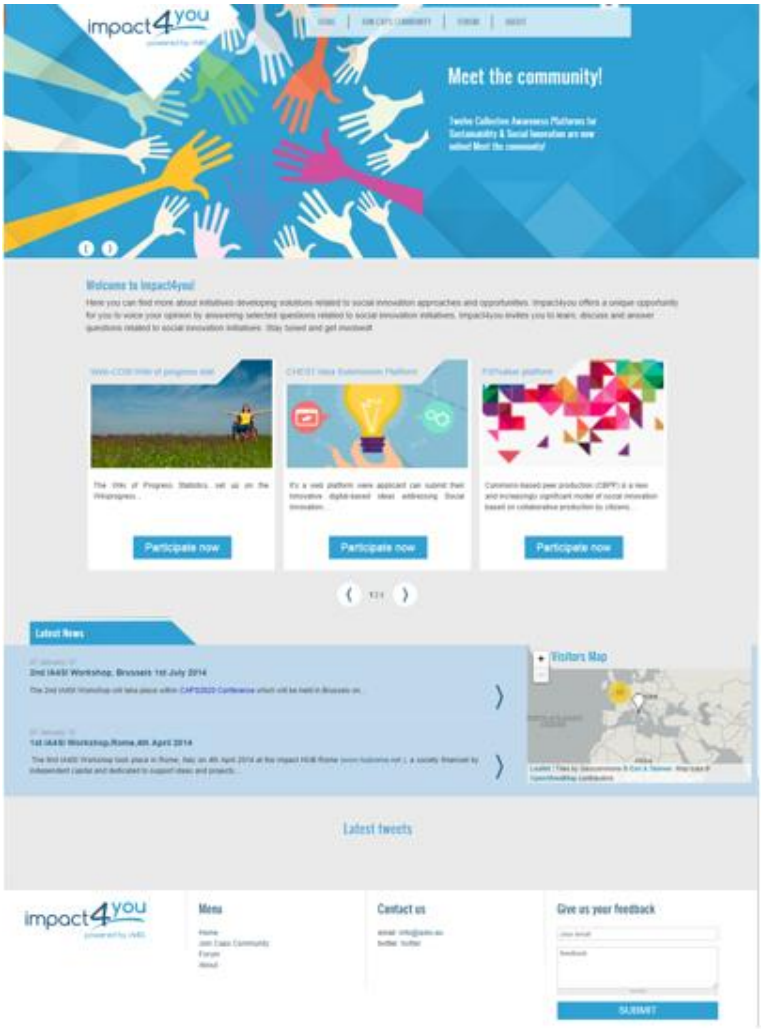

Figure 2: Homepage of the Impact4you platform

Additionally, internal and closed-user group tests about the functionality of the platform were realized by the consortium (see Section 2.3). ATC set up a bug reporting system where all bugs / proposals regarding the platform and its proper use have been reported from the consortium. Resolving all the issues is still an ongoing process by the technical partners and through the reporting system all partners can follow the progress of the reported actions. Since the finalization of the internal testing phase (October 2014), several improvements are currently being made in the platform so as to produce an updated version.

Note that the same system will be available for users of the SAT so that a constant help desk will be provided also to CAPS project representative when conducting their self-assessment.

Also, a video[6] was made explaining in simple words, step by step, the usage of the Impact4you platform. It highlights the main aim of the platform and how the user can use the existing functionalities. It has been decided that a second version of the video will be prepared as the platform will be enriched with more functionalities and content overtime.

Taking into consideration partners' as well as CAPS representatives' comments and suggestions, the initial version of the Self-Assessment Toolkit was prepared. The toolkit allows the acquisition of project information and will be available through the IA4SI website. It is structured so to best guide the users in gathering the information by means of simple wizard (a 'guided procedure'). Particular attention has been given to user experience in order to make the tool as simple and intuitive as possible. The tool is currently being tested with a few CAPS projects. The SAT homepage is shown below in Figure 3. The User Data Gathering Interface tool will be an online questionnaire designed for

[6] See http://www.impact4you.eu/impact4youVideo/story.html Note that also a video is produced for the SAT, however, at the time of writing the URL is not available yet, therefore, please check http://www.impact4you.eu

the (end) users of the CAPS projects. This tool will gather basic information about projects' users aiming to detect the impact of the CAPS outputs in specific social domains. The IA4SI team will be able to use these data in the analysis of the relevant domain. A detailed description of the UDGI is included in the D3.1.[7] Based on interviews that were conducted with CAPS projects, this engagement activity will start at the beginning of 2015.

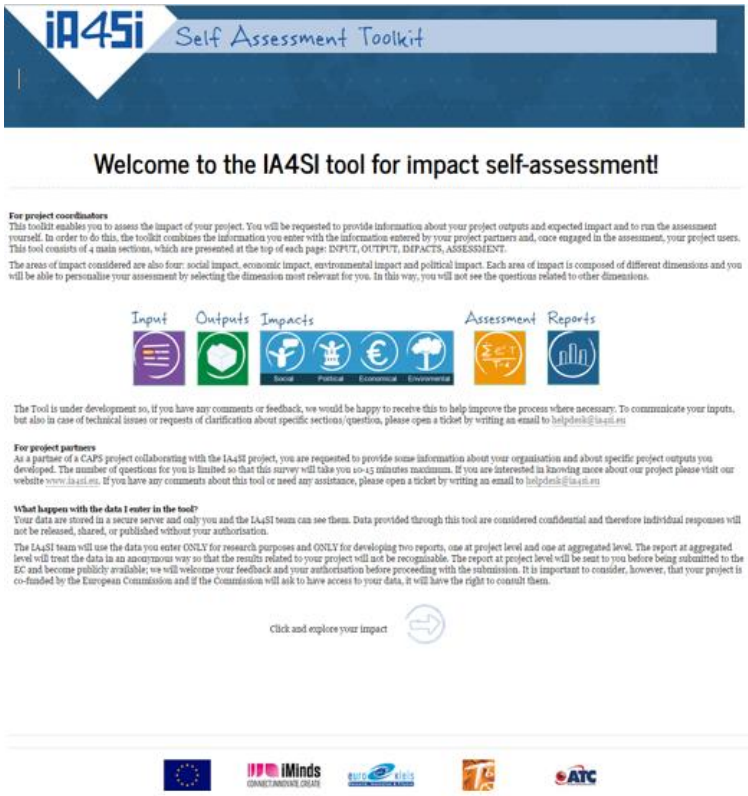

Figure 3: Homepage of the Self-Assessment Toolkit

2.3 Engagement Strategies

The planning of project and citizens' engagement activities started, in line with the methodology development, with an analysis of the objectives of the CAPS projects and their main targets.[8] Also, social innovation platforms, networks and initiatives at EU-level and other useful organisations, such as school and university networks and research groups, were identified that could be interested to engage in exploring the IA4SI tools and activities.

For this mapping exercise, Skype or telcos with CAPS project representatives were organised, as well as online or printed documentation from CAPS projects collected. For the other social innovation platforms, networks and initiatives and other relevant networks, extensive desk-research was performed to create the IA4SI engagement plan.

As a result, the IA4SI team first identified the following kinds of potential users for the Users Data Gathering Interface and the Citizen Engagement Platform:

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[7] Ibid 3.

[8] See Deliverable D5.1 Engagement and Dissimenation Plan for a detailed engagement plan guiding the IA4SI project. It is available on the website.

- The various kinds of citizens/users groups CAPS projects seek to engage (for their project purpose) and IA4SI wishes to reach and pull in as well in order to use the User Data Gathering Interface.
- The various kinds of organizations which will allow us to engage for the Citizen Engagement Platform (1) on the one hand, citizens that have similar profiles as the CAPS target users but will not be engaged by CAPS projects themselves, and (2) on the other hand, citizens, more broadly, who may be interested in the social innovation problematic and the CAPS projects.

Secondly, this exercise allowed the IA4SI team to identify the channels and tools to reach out to the CAPS project partners, the CAPS users and the EU-citizens.

In order to initiate and engage the CAPS projects into the participatory traject of IA4SI and especially the workshops, IA4SI presented its objectives and methodology of engagement of CAPS during the first CAPS Concertation Meeting in February 2014. Also, two workshops were organised. In April 2014 (Rome), the impact assessment methodology of IA4SI was discussed with CAPS projects, as well as the outline of the Self-Assessment Toolkit, the Citizens Engagement Platform and the benchmarking. In July 2014 during the CAPS2020 conference in Brussels, the first version of the Citizens Engagement Platform was presented to CAPS projects but also to a wider audience of social innovation practitioners.[9]

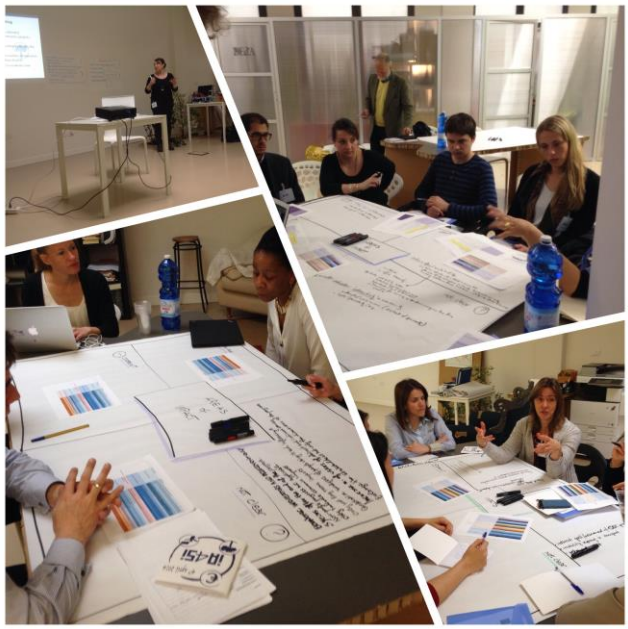

Figure 4: Impression of the workshop in Rome

Also, in this context, the Impact4you platform was first tested with a small group of EU citizens stemming from the countries of the IA4SI partners. This so-called closed user group tested the platform at the end of September 2014. The aim was to test the usability of the platform, as well as to provide feedback about their experience regarding the use of the forum and the CAPS projects assessment. Based on their feedback, IA4SI will make improvements to the first version of the Citizen Engagement Platform (see Section 2.2).

The progress towards project and citizens engagement seems a systematic basis for the further engagement activities required for the next phase where data-gathering using the three tools – SAT, UDGI and CEP – will be crucial. All CAPS projects are aware of IA4SI objectives and methodology and in touch with the consortium, meaning that their involvement towards the SAT can be assured as well as that their support is acknowledge for IA4SI activities regarding the UDGI and the CEP. Thus, an enhancement of the effort to engage EU-citizens and other relevant stakeholders (social innovation domain experts and practitioners) towards this tool, is currently in progress.

2.4 Dissemination

IA4SI activities are only as relevant when we are able to disseminate our outputs, to assure a high visibility to IA4SI and, in the future, to develop a set of policy recommendations and a IA4SI research roadmap supporting future development of social innovation in Europe. Our dissemination activities

[9] The results of the workshops are reported in D5.2 Report on the Outcomes of the First and Second Workshop and which can also be retrieved from the website.

are designed to promote our ideas, results and outputs deploying various materials and tools in accordance with identified target groups.

Thus, at the beginning of IA4SI a Communication and Dissemination Strategy was developed to determine the communication tools required for communicating the IA4SI and CAPS projects results. The following image shows the categories of stakeholders of the IA4SI project and how they relate to the different tools that have been developed in the IA4SI project (year 1): the User Data Gathering Interface, the Self-Assessment Toolkit and the Citizens Engagement Platform.

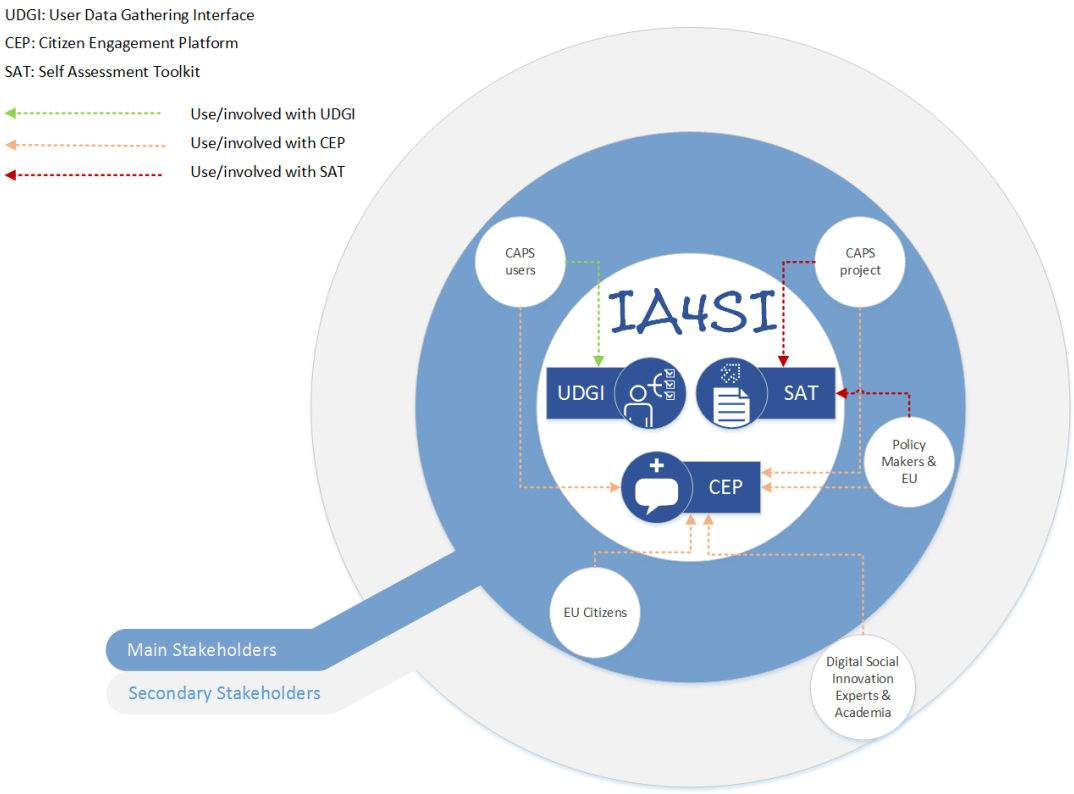

Figure 5: IA4SI stakeholders vis-à-vis the IA4SI tools

During our first year, the consortium had the possibility to validate the target goals, means of communication, role of partners and timing.[10] The activities developed during the first year for dissemination and engagement, and especially Workshop 1 (Rome: towards the IA4SI methodology) and Workshop 2 (Brussels: Impact4you – Hands on session), constituted a relevant occasion to get in touch with all the different categories of stakeholders of the IA4SI project.

The dissemination, branding and engagement strategy for the coming year have been updated by taking into account also formal and informal communications with CAPS projects (Conferences, emails, social media contacts, etc. …). Thanks to this exchange of information, the IA4SI team detected that the dissemination targets and strategies for year 1 were coherent and relevant for the needs of the IA4SI stakeholders. Through the contacts with the CAPS projects we aligned the dissemination and engagement strategies for year 2, according to the timing requested for engaging their end-users.[11]

[10] This is included in the first version of the dissemination plan in Deliverable 5.1 Engagement and Dissemination Plan. See Section 4.

[11] See D6.1 Engagement and Dissemination Report. First Reporting Period. Available on the website.

Figure 6: IA4SI project logo

In terms of the IA4SI branding strategy, the visual identity and branding activities started in October 2013, during the Kick-Off Meeting held in Brussels. During this meeting, the IA4SI partners agreed on the basic components of the project website and on the first dissemination strategy. The Dissemination plan and branding was further investigated through online meetings among the IA4SI partners that decided to provide a first very simple branding and visual identity strategy during the first six months of the project. To this end, a first logo was created, using the IA4SI acronym. The logo will be used during the whole duration of the IA4SI project for communication with CAPS projects, European Commission (i.e. Internal Audience) on the IA4SI website, the SAT and UDGI.

Figure 7: IMPACT4YOU Logo

For communication with the External Audience, a more attractive logo called Impact4You was prepared and used in the Citizen Engagement Platform (the same logo will be used for disseminating the Final IA4SI Conference). The SAT and the EU Citizen engagement platform developed during the first year, are fully integrated with the IA4SI Dissemination strategy and communication tools.

Since December 2013, the IA4SI website has been available at www.ia4si.eu[12] Note that during the development of the IA4SI methodology and SAT, the IA4SI team decided to split the socio-political impact in two different categories: social impact and political impact. The graphic of the website has been updated according to the changes required to the areas of impact. The same graphic identity has been considered also for the development of the SAT and the UDGI, that are perfectly integrated with the graphic of the IA4SI Website. The current homepage is presented below.

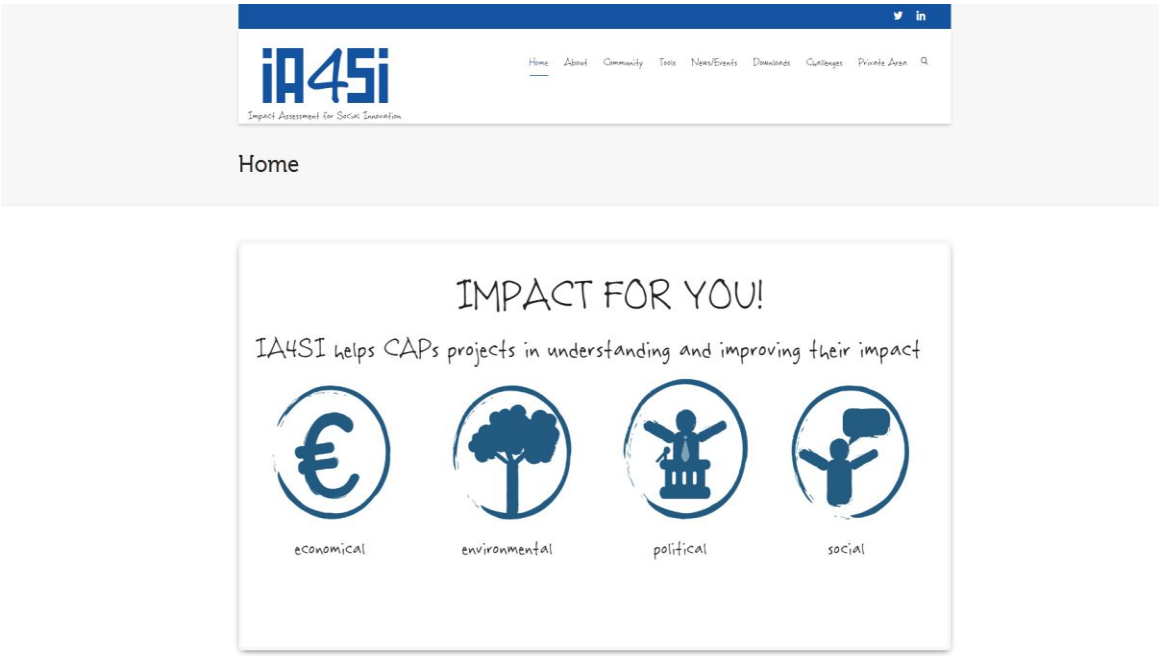

Figure 8: Homepage of the IA4SI website

In the next Chapter, we provide an assessment of the impact IA4SI has currently made, using our own tools.

[12] Ibid 2.

CHAPTER 3 – IA4SI EXPECTED IMPACT

This chapter describes the IA4SI outputs developed in the first year of IA4SI and the related expected impacts. It does so by applying the IA4SI methodology for impact self-assessment, for which the first version was released in July 2014. The benchmarking model, necessary for running the assessment using the SAT, is still under development; for this reason, IA4SI impacts will be presented dimension by dimension, without using the IA4SI aggregated indices (see D.2.1). A full application of the IA4SI methodology applied to IA4SI will be included in D.4.2. What follows is a preliminary analysis with the aim to inform IA4SI stakeholders of the progress made during the first year of IA4SI.

IA4SI objectives and activities are perfectly in line with the overall expected impact of Call 10, Objective 5.5 under which it was financed; it states, "*the emergence and take-up of new sustainable organisational and behavioural models at individual and community levels, resulting in sustainable social and economical innovation improving the quality of response to societal and economic challenges, such as growth, employment, inclusion, education, community development, health, environment, energy, and quality of life at large*". In fact, IA4SI will offer and test a socio-economic, political and environmental impact assessment method that is able to map the creation of new sustainable organisation and behaviours models and, moreover, to support projects in this area to improve their chance to generate a concrete impact on the social challenges they aim to tackle. IA4SI will also identify those projects that are 'better' than others in doing so and that are able to offer high quality answers to address emerging social needs. IA4SI also seeks to identify best practices and which will also help to distil success stories and success patterns that may underpin further improvements in this domain.

In this stream of thought, IA4SI has been developing an innovative self-assessment methodology and through the knowledge acquired from the impact assessment results, it will develop policy recommendations and a research road map to:

- Support the uptake and implementation of social innovation initiatives at various spatial levels and in various areas of society in Europe;

- Foster the use of social, environmental, economic and political impact assessment methodology by projects currently financed under the CAPS programme and future initiatives in this field;

- Highlight research questions in the field of awareness platform for sustainability and social innovation, for supporting an easier uptake of social innovation initiatives at local, regional, national and European level, both by citizens as well as by policy makers.

Against this backdrop, IA4SI outputs, outcomes and expected impacts are described. Before presenting the results, however, it is important to describe IA4SI stakeholders, in order to answer the question: "who will directly and/or indirectly benefit from the project outputs?"

3.1 IA4SI stakeholders and end-users

IA4SI followed Freeman's definition of stakeholders: "any group or individual who can affect or is affected by the achievement of the organisation's objectives" (46).[13] IA4SI considers European projects as 'temporary organizations' formed by partners that aim to achieve common goals. Within this context, not only the projects but also the stakeholders can generate impacts and modify the results developed by the CAPS projects. Accepting this, IA4SI has identified five stakeholder categories, offers a description of the category, the role of the stakeholder category, and the timing of their engagement within the IA4SI project lifecycle. This is presented in Figure 9.

[13] Freeman, R. E. (1984). Strategic Management: A Stakeholder Approach. Boston, MA: Pinnan.

Category	Description	Role	Time of engagement
CAPS Projects	9 projects under Objective-ICT-2013.5.5 and 2 other projects funded under other objectives but then included in the CAPS cluster as they are working on topics closely related to CAPS. The possibility to engage also the project financed by CHEST is under evaluation.	Self-Assessment toolkit allowing (SAT) CAPS projects to self-assess their economical, social and environmental impact. User Data Gathering Interface allowing CAPS Projects to have an outlook of their users' perception and feeding the SAT. Citizen Engagement Platform allowing CAPS projects to communicate to EU-citizens the results of their work and get an insight into EU-people assessment of their work	**Y1, Y2, Y3**
CAPS Project users	The various kinds of users CAPS projects will address due to the different technologies developed within the CAPS projects different needs.	User Data Gathering Interface (UDGI): allowing CAPS projects users to express their opinion about the service developed by the CAPS project they are engaged in	**Y2**
EU-citizens	IA4SI will address EU-citizens in order to raise awareness about the CAPS and Social Innovation practices and to let EU-citizens discuss social innovation and make their opinion matter.	Citizen Engagement Platform: allowing EU-citizens (1) to inform them about the results of CAPS projects (2) to express their opinions on CAPS outputs and (3) to discuss in a forum social innovation among them.	**Y1** (restricted number), **Y2**
Digital & social innovation domain experts and academia	Digital and social innovation domain experts that IA4SI (1) will meet because of its participation in events organised by these experts and institutions as well as or (2) IA4SI will actively engage towards the completion of its objectives.	Comment and share ideas about the Policy Recommendations and Research Roadmap that IA4SI will develop based upon the work and results achieved.	**Y1** (restricted number), **Y2, Y3**
European Commission & policy makers	European Commission and European and national policy makers in the field of social innovation.	Engagement towards: SAT: allows to access an aggregated analysis of the CAPS domain and receive information about the impact; IA4SI's Research Roadmap and Policy Recommendations: Participate and contribute to the validation of the final versions CEP: Allow to access citizens' opinions on CAPS outputs	Y2, **Y3**

Figure 9: IA4SI Stakeholders

Synthesising and using the categorisation of stakeholders included in the IA4SI methodology, we can conclude that the IA4SI stakeholders are:

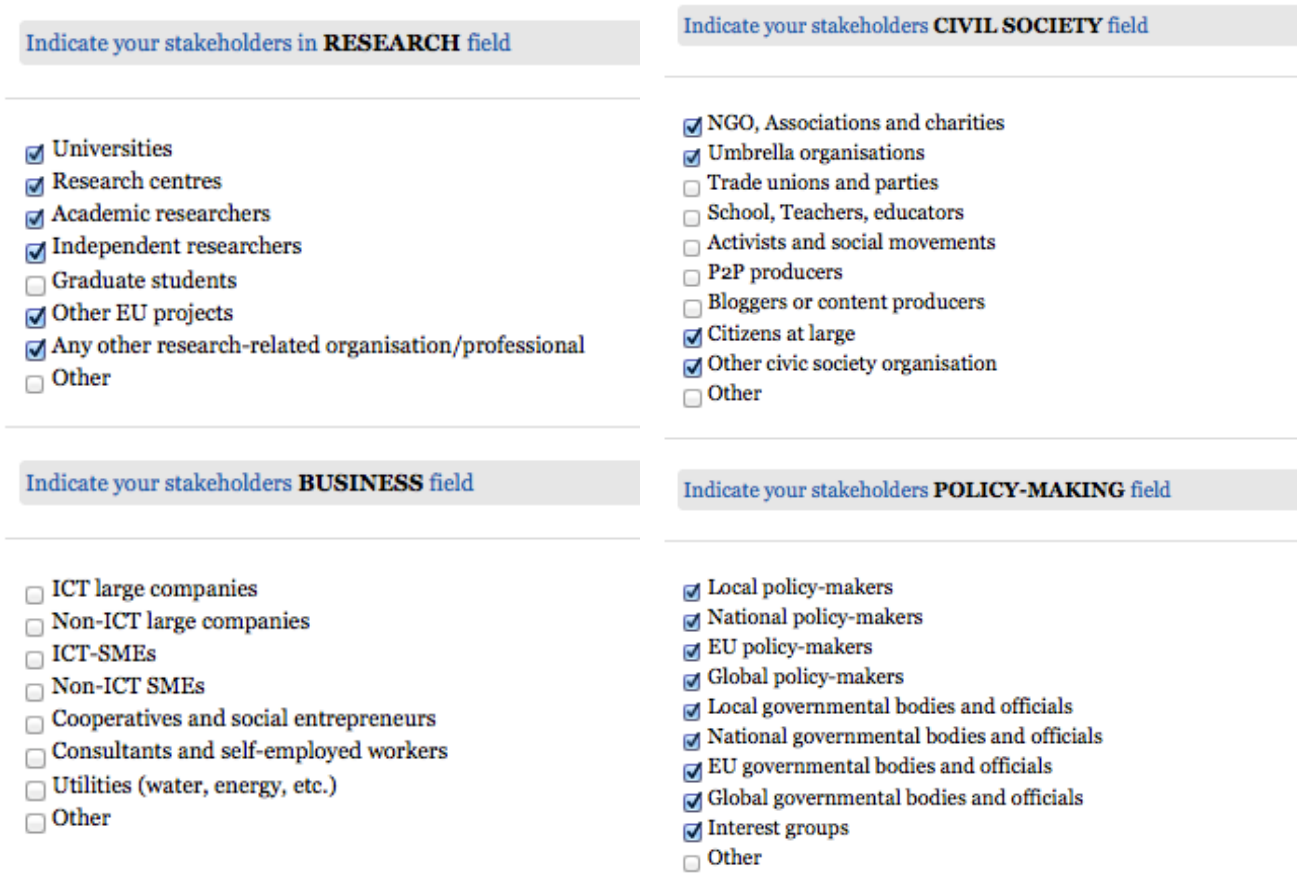

Figure 10: IA4SI stakeholders

Now, using the user categories proposed by the IA4SI methodology, IA4SI's users are:

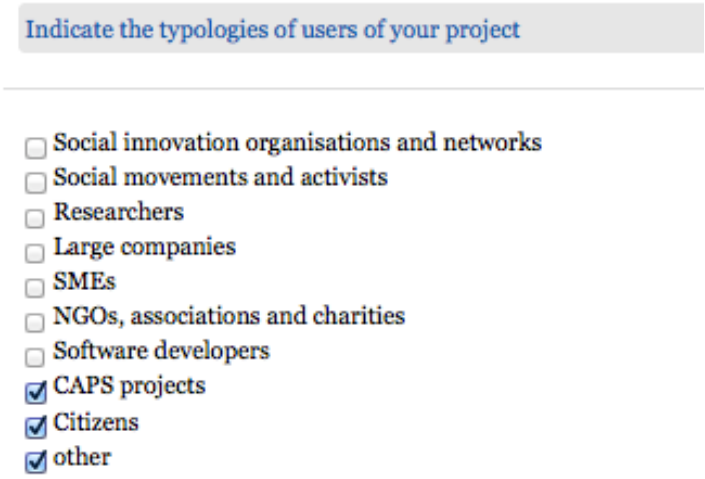

Figure 11: IA4SI users

As said, CAPS projects are the main users of the Self-Assessment Toolkit, while citizens are the users of the Impact4you platform. IA4SI has an 'other' category of users, which consists of CAPS users; however, they can be citizens, as well as NGOs, associations, charities, social movements and SMEs depending on the targets of the CAPS projects. For this reason, they were included under the category "other". In addition, it is possible to consider researchers as IA4SI users, in the sense that the IA4SI methodology can be used and adapted by other researchers. This use of the methodology, however, is

not the principal or intended objective, so that it was preferred to consider researchers as stakeholders and not as direct users.

3.2 Ex-ante scenario definition

The ex-ante scenario definition help tracing a line between what has been achieved by a specific project and what was already available at consortium level before the beginning of the project. IA4SI builds on previous projects and it is important to consider them in order to be able to better assess IA4SI impacts. The methodology developed by IA4SI takes on board the lessons learned in SEQUOIA, ERINA+ and MAXICULTURE projects (see D2.1).

In sum, SEQUOIA methodology is simpler than the IA4SI one: it considered mainly social and economic impacts, engaged only project representatives in the assessment and had no ICT tool supporting the process. Moreover, the methodology focused on projects in the field of Software as a Service (SaaS) and Internet of Things; therefore, the variables included in the methodology were very different from the IA4SI one. ERINA+ followed SEQUOIA, but was dedicated to e-Infrastructures and engaged projects, their users and the e-Infrastructures stakeholders in the assessment. Again, the variables included were very different, even if few of them are also present in the IA4SI methodology (i.e. number of papers produced by the project, number of disciplines represented, etc.). A first online toolkit was developed but it was not re-used in IA4SI as it was not useful for the IA4SI purposes and showed scalability issues. MAXICULTURE methodology and tools have more things in common with IA4SI than the other two methodologies. The vertical and transversal indices characterising IA4SI are similar to MAXICULTURE ones, even if they are not the same. In fact, MAXICULTURE focuses on DigiCult projects (using ICT for supporting the cultural heritage sector) and, therefore, indices and variables are, once again, very different. Moreover, in none of the previous projects political and environmental impacts were considered, but which are important areas to be included in the context of CAPS. The MAXICULTURE tool represents the layer on top of which the IA4SI SAT was developed, but also in this case all contents have been changed and also the structure and the underlying code has been substantially changed for IA4SI. Finally, the benchmarking model is different and all the visualisations of the assessment report provided by the SAT are tailored.

What all the methodologies have in common, however, is the underlying *Impact Value Chain model which considers project inputs, outputs, outcomes and impacts*. What all the online tools developed so far have in common, is the idea *to overcome the shortage of the online questionnaire* and *to offer an instrument able to analyse the data in real time and provide assessment results in a clear and visually engaging way*.

With reference to the UDGI - an online questionnaire – it has to be developed in each impact assessment project from scratch: it was not present in SEQUOIA at all, and in the other projects it was totally different from the IA4SI one.

Considering now the Impact4you platform, it builds on a previous project developed by ATC. The Impact4you platform is the main tool for voting and engaging citizens in learning more about social innovation initiatives, approaches and opportunities. It has been based on a suitable content management system (CMS) specifically designed to fit the needs of all kinds of users (citizens, CAPS, etc.) for expressing, collecting and presenting views and links in the context of social innovation issues. ATC has developed this CMS based on relevant existing solutions in the context of other purposes and projects. However, the customizations and adaptations conducted for IA4SI's purposes are many (since the specific project requirements and needs are unique as are the different kinds of user profiles) and the similarity between the initial platform and the IA4SI platform is low.

3.3 IA4SI Outputs

As mentioned above, the main socio-technological outputs of IA4SI are:

1. The Self-Assessment Toolkit, already available in its first release;
2. The User Data Gathering Interface, currently under development;
3. The Impact4you platform, which is the Citizens engagement platform and which is available in its first release and has been tested with a first group of users.

The SAT and the Impact4you platform (CEP) constitute two IPRs developed by the IA4SI consortium; at the present stage, the consortium is deciding under which kind of Open Source license they will be realised.[14] The two outputs also represent serving as two pilots for IA4SI as they have been and are going to be tested with real users in order to further improve them and make them more close to users' needs. IA4SI did not develop any patent or patent application and it is not expected to do so in the future.
In addition to, the socio-technical outputs the IA4SI consortium produced:

- Two articles that will be published as conference proceeding in the next months (end of 2014, beginning of 2015)
- Contribution to the development of a book: "Collective awarenes platform for sustainability and social innovation: an introduction" available at: http://caps2020.eu/wp-content/uploads/2014/07/CAPS_Handbook.pdf together with other CAPS projects following an initiative promoted by CAPS2020.

The consortium is aiming to publish more in its second year and will work towards getting published in a journal with an impact factor (prior to the end of the project). At the present stage, IA4SI did not develop any policy recommendation but will do so in the last stages of the project.

3.4 Social impact

IA4SI methodology foresees various categories of social impact, more precisely six dimensions (see D2.1). Of these, the IA4SI project expects to impact the following:

- Impact on community building and empowerment
- Impact on education and human capital
- Impact on science and academia
- Impact on employment

The next paragraphs describe the impacts on these dimensions separately.

Impact on community building and empowerment
The majority of the indicators and variables in this section investigate CAPS users and their usage of CAPS platforms. In this way, the community using the CAPS platform is first of all described and then other topics such as users data management, level of trust among community members and the relationship between the online communities and the local one are investigated. At the time of writing this report, IA4SI tools are still in the testing phase so that CAPS projects and users are not yet fully engaged with them. For this reason, it is not possible to systematically answer the related questions included in the SAT.

A sub-dimension of the Impact on community building and empowerment area of analysis, however, is pertinent and the IA4SI project is already able to provide data. This sub-dimension is dedicated to

[14] CEP will be Open Source tool licensed under GPLv3, Drupal based. This means that: 1) We offer the platform for free as it is and we charge only the Technical Support; and, 2) Anyone can get the code for free, but any modifications from any interested party should be made publicly available and with reference to the originator of the code.

collaborative activities with other CAPS projects, and which is considered in this context as a community. In this sense, IA4SI is collaborating with all the CAPS projects (see Figure 12), with the exception of FOCAL project.[15]

The objective of the collaborations with all CAPS is the development of the IA4SI methodology and IA4SI tools (SAT, UDGI and Impact4You platform). Additional collaboration streams have been developed with some of the CAPS projects. For example, IA4SI is testing the outputs of the SciCafè project, exchanging research materials and ideas with various researchers in different projects (such as DECARBONET and P2PValue) and has participated in the kick-off and workshop organised by Web-COSI. As mentioned, IA4SI co-authored a book together with other CAPS projects and this represents another important collaboration activity. Moreover, the exchange of information with CHEST is also constant, in particularly, about the possibility to organise a national event (also with Web-COSI as both the coordinators are based in Rome where the scientific coordination of IA4SI is based) and the possibility to invite projects financed by CHEST to the self-assessment exercise conducted by IA4SI.

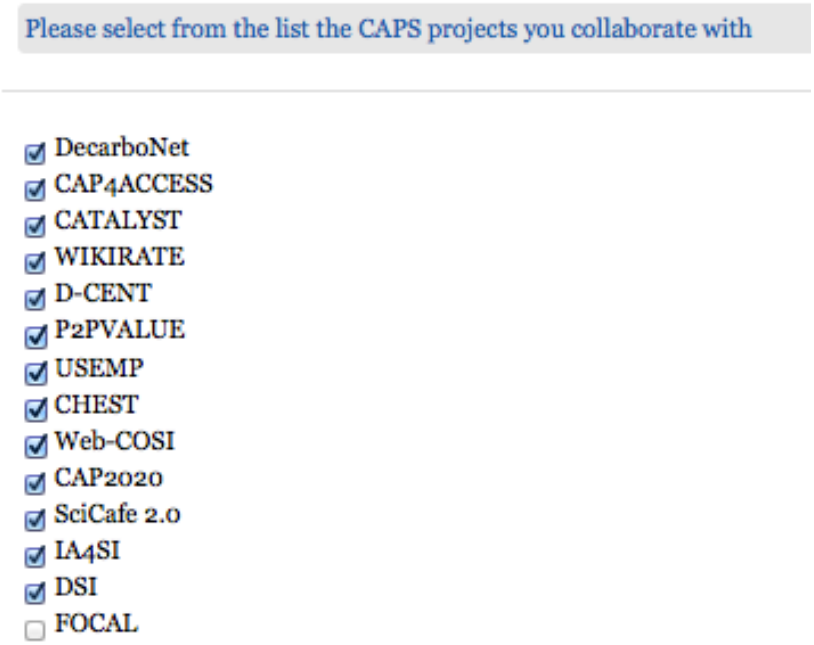

Figure 12: CAPS projects with whom IA4SI collaborates

IA4SI is also developing collaboration with organisations in the Social Innovation field and is aiming to do more in this sense in the near future. Our good will in this sense can be seen, for example, by the fact that the first IA4SI workshop was hosted by the HUB-Rome, which is a co-working space very active in the field of social innovation in Italy. Organising the IA4SI workshop there and not, for example, in a conference room at the university or in a hotel, indicates our interest in supporting the Hub-Rome initiative by renting the space, present them to all the CAPS participants providing in this way visibility, and link the IA4SI project with what is going on in the field at local level.

[15] FOCAL is a research project financed by the Network of Excellence in Internet Science but aggregated in the CAPS community because its research focus is on CAPS. The project started just after the other CAPS projects and is not going to develop a platform, and therefore, it will not participate in the self-assessment exercise. This is true also for DSI, another research project in the domain. However, IA4SI collaborated with DSI by participating in the workshops organised by the project, by signing up on their online platform and by exchanging information. Considering the research agenda of FOCUS, it will be interesting to exchange information with them too and this will be done in the second year IA4SI; for sure they will be invited to the IA4SI workshop dedicated to the development of policy recommendations and the CAPS research agenda.

The main objective of the second workshop of IA4SI was to bring together various stakeholders in this field and more in this direction will be done in the second year when the data of the assessment will become available. In fact, presenting the assessment of the CAPS domain will be a very good opportunity for spreading the social innovation model beyond the EU-funded projects; in this sense, the Impact4You platform is also a fundamental instrument for making EU citizens more aware of the Social Innovation approach in general, and of the CAPS outputs, in particular.

Impact on education and human capital
In its first year, IA4SI provided approximately 25 hours of training with an average of 20 attendees. The main topics of these activities were impact assessment in general and IA4SI methodology in particular and its related tools.

IA4SI also developed two training materials: the How-to guide for the SAT and the How-to guide for the Impact4you platform. IA4SI is expected to improve the skills of people employed within the IA4SI consortium by offering constant occasion for reciprocal learning in a very interdisciplinary sense. The development of the methodology and of the IA4SI tools have been the main source of reciprocal learning so far.

Considering the interdisciplinary nature of the IA4SI consortium, it is important to mention that the IA4SI methodology brings together economics, sociology, economic geography and environmental studies with the aim to develop an integrated vision of the interlink between these fields. ICT tools and the methodology support researchers in the socio-economic and environmental fields to collaborate closely with software developers. Moreover, Digital Social Innovation is, per se, an interdisciplinary field of research engaging software and computer studies, sociology, economic, political sciences, etc.

In terms of scientific production, as mentioned in the first part of this deliverable and in the outputs section, IA4SI contributed to a book dedicated to CAPS and produced two papers that will be published in conference proceedings.

Considering the sharing of research outputs, IA4SI is using its website and social network accounts, mainly Twitter, for spreading the news about project achievements. IA4SI has 96 followers at the present stage asking for more attention to enlarge the audience and to better spread the project outputs. Research outputs have been presented at three public events, rather small (20 participants each) but the conferences where the papers have been accepted (and that will take place in November-December 2014) will have both a large, very international audience.

Finally, IA4SI is expected to improve the research processes of CAPS projects and partners by supporting them in assessing their project impacts. Thanks to the assessment they will be able to re-think their work and improve it.

Impact on employment
IA4SI employees several people, of which one person for a part-time position, and one for a full-time position, have been recruited specifically for this project and may be employed also after the end of the project.

Also, four young researchers (below 30 years old) are employed by the project and this shows the relevance of the project in supporting researchers at an early career stage. Besides, 55% of the people working on the project are woman, showing a good gender balance at the consortium level. Finally, IA4SI, thanks to its methodology, is expected to improve the working practices of the third sector and of people/organisations working in the field of social innovation and which will have a new instrument available to evaluate their impact and improve their activities accordingly.

3.5 Economic impact

This area of impact considers all the relevant economic results that CAPS projects develop along their lifetime, by taking into account both direct and indirect monetary results. The Economic impact area of the IA4SI methodology has been articulated in the following four subcategories:

- Output
- Users Economic Empowerment
- The Economic Value Generated by the project
- Impact on ICT driven innovation

The next paragraphs will describe the IA4SI economic impact on these dimensions separately.

Output
This section includes all the questions aimed at analysing the economic impact developed by each output of the project for the different categories of end users. The answers to these questions allow the IA4SI team to analyse the Economic Net Present Value[16] achieved by the project and to provide a Cost/Benefit analysis[17]. At the present stage, IA4SI has developed two main outputs: the Self-Assessment Toolkit and the Impact4you platform. However, we included in the Toolkit also another output that will be developed during the second year of the IA4SI project, in order to consider also the potential impact of this output.

The information provided here shows that the IA4SI team has already identified the monetary value of its outputs. In fact, even if the SAT has not yet been launched, potentially, it is able to develop an impact for the 11 CAPS projects from the first months of year 2 of IA4SI project. In terms of Willingness to pay, the IA4SI consortium estimates that a user should be willing to pay 50€ per year for its usage. Currently, 11 projects are the end users of the SAT, but the number of potential end users for the next year is expecting to be higher, considering the projects that will be funded in the context of the new CAPS call in 2015 and the projects financed by CHEST. By taking into account that the percentage of budget required for the development of the SAT is only the 20%, the results achieved are relevant. With reference to the CEP, the platform has been released as an open source tool and no fees will be requested to the users.

The UDGI will produce an economic impact only in the second year of the IA4SI project development, as most of the CAPS projects will start engaging their users only from the first months of 2015.

Users economic empowerment
This subcategory of impact is aimed at analysing the contribution of CAPS projects to support their users to increase their incomes and reducing their costs. In terms of Impact on Users Economic Empowerment, the IA4SI project develops an impact on supporting the CAPS projects to diversify income resources. Indeed, by using the SAT, the CAPS projects are able to identify potential issues on their approaches and to analyse new strategies, in order to attract different income resources. Moreover, IA4SI supports the CAPS projects to increase the income of their users by providing a

[16] The ENP is calculated as the difference between the discounted total benefits and discounted costs generated by project outputs. The benefits will be evaluated in terms of willingness to pay (i.e. the users' average willingness to pay or to donate multiplied by the total number of users.

[17] The Cost-Benefit analysis aims to demonstrate that the project is socially and economically sustainable, considering a positive Net Present Value and showing that the outputs of the project will contribute to achieve its objectives.

methodology and a tool to self-assess their economic impact. In fact, the project through the IA4SI Self-Assessment Toolkit, may verify, at any time, its business strategy and provide corrections in order to increase its income and the one of their users. The tool that IA4SI offers for free to the CAPS projects has a relevant cost in the market and this allows them to save money and time requested for running the assessment without an automatic tool.

The economic value generated by the project
This subcategory is aimed at assessing the economic impact developed by the CAPS projects through their outputs.

The IA4SI team has already identified a business model for the outputs of the project and also the partners of the project have already developed a business plan for the exploitation of IA4SI. Within this context, IA4SI also produces relevant impacts on existing value chains, by providing improvements to the impact assessment methodology for the CAPS domain and a system for automising the self-assessment. The project - through the Impact4you platform - provides also a tool to support CAPS projects to engage their users and the society as a whole. Hence, it allows the IA4SI projects and the CAPS projects to engage new stakeholders and potentially to develop new business agreements. The participation to the IA4SI project also enables the team to keep pace with competitors in the CAPS field, thanks to the development of an innovative tool for self-assessment.

The IA4SI team during the first year of project development has already developed relevant impacts in terms of exploitation and transfer of the project activities. The impact of these activities was higher. In fact, the IA4SI team has organised and participated in 20 transfer activities (including conferences and meetings with potential users at national level) and 5 people in the consortium have the required skills required to innovation and exploitation transfer. The IA4SI project has also achieved some impact in terms of transferring project results through social media. The project has been mentioned 14 times on social networks and has gained 96 followers, retweets, etc on Twitter. This result is relevant in terms of Digital Social Innovation ROI. However, this number should go up in the second year to start achieving a much more wider impact.

Impact on ICT driven innovation
This subcategory assesses the impact of the CAPS projects in terms of developing innovation and is divided in four main dimensions: “Product innovation”, “Process innovation”, “Organizational innovation” and “User-driven and open innovation”.

The IA4SI project has shown relevant results in this subcategory. In fact, the project increases the efficiency of pre-existing technologies by developing the SAT and the Impact4you platform. The tools developed are new to the market. In terms of Technology Readiness Level, the SAT and the CEP are considered at level 7 (on a scale from 1 to 9), this means that a system prototype has been developed and demonstrated in an operational environment. Instead, the UDGI is at level 3, a proof of concept has been developed and critical functions have been identified. The result achieved by the SAT and the Impact4you platform in one year is really relevant for the Technology Readiness Level of a technological system.

The IA4SI project has provided a relevant impact on process innovation, as it introduces a new service offering that reduces the actual delivery time of impact self-assessment to the CAPS. The IA4SI project has also implemented a new organisational method for its users that is esteemed to reduce of 30% their administrative and transaction costs. This result is due to the expected time saving for the CAPS projects in terms of hours saved. The tool, in fact, is able to provide the assessment results and graphics, without requesting the CAPS projects to make any calculations and presents the information required for the self-assessment, without the need for them to study how to identify the data that are relevant for the assessment. Furthermore, the IA4SI project implements new concepts for the structuring of activities for the CAPS projects and contributes to improving the working practices of

CAPS users through the SAT and the Impact4you platform. This is reflected in that the IA4SI project is a user-driven innovation project, that considers the needs and feedback of the users for the implementation and the improvement of the methodology/platforms for impact self-assessment. Indeed, the collaboration of the IA4SI users in the development of the technological outputs of the project allows the IA4SI team to produce a cost saving for the consortium and for its users/stakeholders. In this sense, the IA4SI project increases the transparency process for its users.

The project is based on open source and four core developers have been contributed to the development of the platforms, this approach enables the IA4SI team to produce a relevant impact on IA4SI's open innovation trajectory.

3.6 Environmental impact

The IA4SI methodology has identified six areas of environmental impact relevant for CAPS projects:

- Greenhouse gases emissions (including energy efficiency and production of energy from renewable sources)
- Air pollution related to transport
- Solid waste
- Sustainable consumption of goods and services
- Biodiversity
- Rebound effect

Before analysing the IA4SI impact for each of the single subcategories, it is necessary to consider that, according to the IA4SI methodology, CAPS activities can produce two specific sets of environmental impacts: the one produced by the projects themselves, and those produced by users of the projects. Not all the projects will have an impact on both sets of impact. For example, IA4SI will not have an impact on the second one as it does not focus on environmental-related issues.

There are two subcategories that do not apply to IA4SI: *Biodiversity* (IA4SI supports no biodiversity conservation activity and it does not push its users to support biodiversity activity or provide easier access to biodiversity technologies) and *Rebound effect* (because of the lack of influence of the project on users' environmental behaviour, and consequently, the impossibility of a rebound effect).

The remaining four subcategories can be analysed in more detail:

Greenhouse gases emissions (including energy efficiency and production of energy from renewable sources)

IA4SI's main impact on the production of greenhouse gases is mainly due to air travel within the European region, that is, 19 in one year (project meetings, workshops, CAPS concertation meetings and one meeting to write a book). The project does not perform any compensation activity yet but should improve in this sense.

Air pollution related to transport

In this part of the assessment, it emerged that IA4SI has not paid much attention towards air pollution related to transportation. In fact, it scored 3 on six on a Likert scale when asked about its impact on encouraging partners to demonstrate their sensitivity towards this aspect. This means that there is a generalised perception of an internal awareness and attention to the problem, but possible solutions are not encouraged and shared among partners. More should be done in this sense.

Solid waste

The inventory of the project's production of solid waste and the assessment of its solid waste management gave good results for the IA4SI project. In fact, in one year of activity and with two workshops already realised, the project produced only 200 brochures and 100 gadgets. The gadgets (a small branded notebook) were all distributed while the majority (80%) of the few exceeded brochures

were destined for re-use. Most of the dissemination is done online so that the number of printed material is reduced to the minimum necessary. Considering now the attention of project partners to recycling, it is possible to say that the average number of different sorted waste in the partners' offices is three (paper, plastic and the rest), which means that there is a generalised attention to this task.

Sustainable consumption of goods and services

When asked to estimate the project procurement of green/local/ethical products, events, services compared to the overall project's procurement to carry out its activities, IA4SI's results indicate a moderate attention to the sustainable consumption issue: approximately 50% of its products and events is realised looking for more environmental-friendly solutions, such as organizing low impact events. In particular, during the workshops IA4SI worked on minimising the transfer impacts (choosing the most suitable locations), on selecting low impact catering (although not organic, because it was too expensive), on realising a small, usable and recyclable gadget. For the next events IA4SI is planning to make a wider market survey in order to find greener solutions. This attention decreases to 20% when dealing with services (rental car, hotels), and this can represent an area of improvement for the project. The offer of green and ethical solutions for any kind of necessity is nowadays very wide, and IA4SI will aim to improve its score in this category during the next project stages.

3.7 Political Impact

The IA4SI methodology considers two dimensions of political impact, which are:

- Impact on civic and political participation
- Impact on policies and institutions

Political impact can be produced directly by the project or by its users. In the case of IA4SI, it is possible to consider only the direct impact of the project as IA4SI users will not be engaged in civic or political-related activities. Moreover, for the two dimensions considered only the second one is relevant, for the same reason.

In the first year of activity, however, IA4SI did not have an impact on policies and institutions as the attention was focused on the development of the methodology and the related tools. Towards the end of the project, however, IA4SI will develop policy recommendations and will do so by engaging relevant stakeholders, among which policy-makers and representatives of institutions at regional, national and European levels. The policy recommendations will be, in fact, presented to stakeholders for validation and integration so that the final document will be able to include their point of views.

The policy recommendations are intended to serve as a useful instrument for the European Commission to help identifying and reflecting on future strategies for implementation in Horizon 2020 concerning socio-economic impacts and a wide research take-up. The policy recommendations will focus on a deep understanding of strengths and weaknesses of the research activities developed in social innovation and will provide an overview of the potential future of social innovation strategies across Europe to facilitate the transformation of project outputs into value for the economy and the society, at large. The policy recommendation will also guide local governments to better understand how to support social innovation at the local level and, more specifically, digital social innovation. The policy recommendations will be wider disseminated in order to make EU citizens aware of the potentialities of social innovation and of their potential role in the future.

CHAPTER 4 – CONCLUSIONS AND NEXT STEPS

The preliminary impact assessment exercise conducted in this deliverable was useful in order to plan actions for the next reporting period. In conjunction, with year 2 planned key activities, that is, data gathering via CAPS projects and engagement of their/citizens underpinned by finalizing the platform, for each area of impact, future activities and corrective actions have been identified and are presented in the next paragraphs.

With reference to the social impact, it is crucial for IA4SI to keep collaborating with all the CAPS projects for the testing of the methodology and the tools. Other possible collaborations, especially at the scientific level, need to be further explored and put into practice. This will help preparing the research roadmap at the end of the project and will enrich the IA4SI approach to Digital Social Innovation and its impacts. An agenda for collaborating with the FOCAL project will be identified too in order to open up an exchange of ideas and information.

Through the Impact4you platform, then, IA4SI will get in touch with EU citizens, in this way improving its impact on community building and empowerment. Users will be empowered by offering them access to information related to CAPS outputs and to the Digital Social Innovation paradigm, more generally. In this way, interested people can learn more about EU investments in the field and find out about ideas that may be replicated in other contexts. In terms of impacts on human capital, IA4SI will improve its impacts thanks to the training activities that will be offered to the CAPS projects when they will start entering the requested data in the SAT.

Looking at impact on science and academia, which has already been positive in the first year of activities, more publications will be developed once the assessment will be finalised. The strong interdisciplinary nature of IA4SI research activities will be further exploited in order to offer the consortium and external interested organisations/persons more occasions for exchange and reciprocal learning (for example, by organising public events on Digital Social Innovation at a national level).

In terms of economic impact, the IA4SI project should improve its results mainly during the second year of the project development, when the project will actively use the tool for self-assessment. During this period, the IA4SI project will be able to support the CAPS projects better in identifying their economic potential, especially the ones that are not expecting to produce economic impacts. Indeed, from the result of previous projects, and more specifically MAXICULTURE project, we detected that the most relevant results in terms of economic impact were achieved by the projects that were not expecting to have an impact in this area.

There are some spaces for improvement concerning the economic impact of IA4SI. For instance, the IA4SI team will work more towards supporting projects to diversify their income resources. Most of all, the focus should be more on the Digital Social Innovation ROI approach, by intensifying its dissemination activities on social media, the participation in other CAPS projects initiatives and transfer activities. This approach can help the IA4SI team to increase the number of projects participating in the self-assessment and, consequently, its Economic Net Present Value.

Within this context, the IA4SI team should also work more on establishing new business partnerships with SMEs and other organisations that can be interested in using the technological tools developed by the project. Currently, competitors in the field are not expected by the IA4SI project, but a market analysis should be developed in order to further investigate the presence of competitors. This approach may allow the IA4SI team to also improve its services offered to the CAPS projects.

Furthermore, in terms of Impact on ICT Driven Innovation, the IA4SI project will work more on improving the Technological Readiness Level of its technological outputs in order to reach in the last year of the project higher levels of TRL. The project should also work more towards developing impact

on CAPS projects process innovation, by supporting them in identifying new organisational models that are able to reduce their time saving and cost saving, even if they are not expecting to provide these economic impacts.

Considering now environmental impacts, IA4SI can reduce its negative impact on the enviroment by putting into place some corrective actions. Travel and flights constitute the main impact on greenhouse gases emissions and air pollution diffusion for CAPS projects. A more formal internal policy on travel and flights can be a first step towards a better management of the logistics of the project. Partners should officially agree on minimizing transfers, especially flights, by having project meetings at the same time as reviews, workshops, events. This was already done in the first year of the project in most cases, but it can be formally defined. Secondly, the consortium can minimize the transfers in the location of the meeting choosing venues close to the main stations and airports.

As a day by day approach, the project partners can agree to try and maximise the use of public transportation and officially choose a weekly "Car Free Day" for all the project participants (most likely the Friday, when offices schedule are often more flexible – that would make all the project partners contributing to a "Car Free Friday").

Publications and gadgets have their own impacts, both because of their production and of the waste they generated. Project partners already agreed on an internal policy establishing that no materials are going to be printed unless really necessary and with a concrete possibility of distribution. In the second project year IA4SI can look for certified paper (FSC, PFC) when printing and pay more atention to recycling all the materials that exceed the distribution. It would be better to avoid gadgets. When not possible - because a small gadget can bring an undeniable benefit to the project's visibility - the project will try to purchase them from a supplier who offers green procurement channels and produces recyclable gadgets, with all the necessary certifications (sustainable water bottles, rechargeable electronic devices, compostable gadgets). In organising the events, IA4SI will make them as green as possible: besides what was already mentioned, IA4Si will look for low impact catering (it may be organic, but it can also be sufficient to find a caterer who takes care of the most basic rules to abate the environmental impact – e.g., tap water, reusable or compostable dishes, a system to redistribute the surplus without throwing it away).

IA4SI will explore the possibility to use the savings obtained by reducing the trips and the production of items (gadgets and publications) to support one environment-friendly initiative. A possibility is to donate funds to compensation initiatives, that use the revenues of their fundraising to support the diffusion of renewable energy plants all around the world, and, in particular, in developing countries. Or, donate to biodiversity conservation initiatives, supporting the protection of species and habitats. The postcard or the certification that is obtained by supporting such initiatives, and that can be often co-branded or personalized, can easily substitute a gadget during an event. Once these actions are performed, IA4SI will advertise them on its website and during the events. Awareness plays an essential role in the development of an environmental-friendly world, and IA4SI can provide practical ideas to other CAPS project in order to reduce negative impacts on the envoronment.

Finally, considering IA4SI's political impact, these will emerge towards the end of the project. In the next reporting period, however, preparatory activities will be put in place in order to assure a smooth and significant development of the expected policy recommendations in the CAPS domain.