

Good Practice Exchange Workshops	
The Ideal-ist network of ICT NCPs	
Type of practice (ex. service, event, training?)	Combination of event, training and good practice exchange elements
Publisher (NCP, NCP + partners?)	Experienced NCPs and Experts where deemed necessary
Target audience	ICT NCPs, ICT NCP support community and ICTC members
Objective	Provide <i>customized support</i> to the target audience based on needs and current trends / burning issues.
Stakeholders and Partners	ICT NCP community, ICT Research and Innovation community including evaluators of ICT proposals, experts from cPPPs, representatives of Digital Innovation Hubs etc.
Methodological Approach	<ul style="list-style-type: none"> - Identify the (a) the experienced and (b) the needs of the ICT NCPs through a survey - Analysis of feedback received after each training activity in terms of topics of interest for future events - Use of a flexible scheme to organize events (choice of twinning activity, one-to-one mentoring, study visit, mock evaluation of proposals, experience-exchange forum etc.) - Development of agenda with key stakeholders and involvement of external partners as necessary - Scheduling of event back-to-back with key events in the area targeted to facilitate participation and lower costs
Validation	<ul style="list-style-type: none"> - Exit questionnaires including questions on organization of event, speakers, new knowledge and usefulness etc. - Overall survey in six – twelve months time to assess use of new knowledge / experiences in everyday work and interaction with proposers
Impact	<ul style="list-style-type: none"> - Exposure of ICT NCPs to experiences as close to reality as possible (eg. mock evaluation procedure) - Opportunity for ICT NCPs to learn of good practices adopted in other countries / different NCP systems and methods for interacting with clients - Training of newly appointed NCPs on Horizon 2020 matters and Ideal-ist tools and opportunities - Networking between (a) newly appointed NCPs and experienced NCPs as well as (b) ICT NCPs and stakeholders / proposer teams <p><i>Short-term impact:</i> Networking, new knowledge, hands-on training, familiarity with Ideal-ist tools and procedures</p> <p><i>Long-term impact:</i> Collaboration opportunities between (a) ICT NCPs and (b) ICT NCPs and ICT stakeholders, usage of new</p>

	knowledge in everyday work, adoption of new practices by the ICT NCP
Success Factors	<ul style="list-style-type: none"> - Flexibility of scheme (no pre-set agendas, no restriction on numbers of people/experts) - Needs-driven and defined by the ICT NCPs themselves with the support of the organizing team - Lessons learned from previous schemes (twinning / mentoring)
Constraints	<ul style="list-style-type: none"> - Need for combination with key events to maximize success (affects timing, location etc.) - Involvement of experts may be difficult at times (again affects timing, location etc.)
Sustainability	<ul style="list-style-type: none"> - Reports prepared after each activity, accessible to all ICT NCPs - Presentations (where applicable) available - Recurring events organized where deemed necessary and/or useful
Replicability and/or up-scaling	N/A
Conclusion	A useful, flexible scheme allowing for customized support to be provided to ICT NCPs based on burning issues and identified needs.
NCP contact details	Angelos Ntantos Research and Innovation Foundation Cyprus (antantos@research.org.cy)
Related Web site(s)	www.ideal-ist.eu (material uploaded on private pages of the site – ICT NCPs can access only)
Related resources that have been developed (training manuals, guidelines, posters, pictures, video and audio documents,)	Reports, Presentations, Factsheets etc.