



Project no. 831752

Project acronym: NCP ACADEMY

Project full title: “Fostering transnational cooperation between National Contact Points (NCP) in the area of quality standards and horizontal issues”

Funding scheme: Coordination and support action

Start date of project: 1 November 2018

Duration: 24 months

Deliverable D4.3

“IT tools and IT platforms/websites for consortium members as well as other NCPs”

Due date of deliverable: 30 June 2019

Actual submission date: 09 October 2019

Dissemination Level: Confidential

Organisation name of lead contractor for this deliverable: EI

Description of task - “IT tools and IT platforms/websites for consortium members as well as other NCPs”

The coordinator will be responsible for establishing an IT tool for long range planning of training activities (calendar), event management and a shared IT platform (only accessible to them) for exchanges of FAQs, relevant documents and training materials.

*The **Online Event Management Tool** will be a further development and an adaptation to new implementation and quality requirements, driven to an easiest and smartest system for managing contents and organising events. This IT tool, supported by a suitable IT provider, will be re-established with the purpose to:*

- further professionalize the presentation of training opportunities (simplified upload of material and quality check before publication);*
- facilitate the promotion of events (via an automatic online notification to NCPs);*
- standardize the registration process (via a centrally available standard registration mask);*
- standardize the feedback process (through an automatic anonymous feedback survey and online training report);*
- allow for a resource efficient analysis of participation numbers and feedback (via built in quantitative data and facilitated qualitative analysis).*

*The **Online Event Management Tool** specifications will be created before tendering by the NCP Academy consortium.*

Further the coordinator will be responsible for establishing access for the thematic NCPs who will have access to an e-mail and/or website help desk where each thematic network can interact directly with the Academy. The access may be granted to one representative per ‘thematic’ network, bringing to the Academy its network interests to schedule trainings accordingly.

Results

1. Creation of **Online Event Management Tool** specifications by the NCP Academy consortium before tendering
2. Request for Quotation for an Eventbrite Plug in for the NCP Academy website
3. Addition of an Event Registration Tool to WordPress site www.ncpacademy.eu/

1. Creation of Online Event Management Tool specifications by the NCP Academy consortium before tendering

Following consultation with the NCP Academy consortium, the specifications included –

The core NCP Academy team, led by Enterprise Ireland, aims to centralise and standardize its training offer. Its training courses are currently run by 16 different organisations across Europe, using their respective internal event management tools.

One event registration tool, available to all European partners and facilitated by Enterprise Ireland through its existing WordPress site, should result in such standardization. The team would like to add an EventBrite Plug In to cover some or all of the following aspects:

- *Allow administrator access by individuals from up to 16 organisations from 16 EU countries;*
- *Facilitate promotion of events;*
- *Facilitate registration of event attendees from the EU and beyond using standard forms;*
- *Include capability for gathering of feedback from attendees;*
- *Provide monitoring reports (or data to input to reports) to assist analysis of the training take up and profiling of applicants.*

The Plug In should be available for a minimum period of 2 years and given the urgent need to implement it should require a small lead in and beta testing time only.

2. Request for Quotation for an Eventbrite Plug In for the NCP Academy website

The Request for Quotation for the Eventbrite Plug In for the NCP Academy received a response on the 2nd November, 2018. Following completion of the tender process Granite Digital (enhance.ie) was awarded the contract. The Eventbrite building commenced in November 2019. The work included:

- *Installation and configuration of an appropriate plug-in that will allow EventBrite events to be visible on ncpacademy.eu/*
- *Modify the design and carry out the implementation of the changes to the ncpacademy.eu/ homepage to include a list of upcoming NCPAcademy events on EventBrite. This list will link to an individual events detail page on the website.*
- *Design and implementation of a dedicated events listing page at <http://www.ncpacademy.eu/upcomingevents/> with events data from EventBrite. This list will link to an individual events detail page on the website.*
- *Design and implementation of an event details page that will individually show the details of each event as stored on EventBrite. This will include a CTA link to EventBrite for booking.*
- *Removal of the existing event plugin on the ncpacademy.eu/ website*
- *All the above across staging and live sites.*

A test site was also developed. During the testing stage two issues were raised, specifically:

<u>Issue</u>	<u>Solution</u>
The registration form did not allow NCP's to include standard questions needed for the NCP Academy monitoring	The NCP Academy package was upgraded at no extra cost to "Professional". The Professional package has an "additional questions" feature that allows NCP's to include the standard questions needed for NCP Academy monitoring.
Webinars require a direct tool related registration link	Using the description box, the event owner must highlight text telling people to register for webinars via the link provided in the description box, and not via the Eventbrite registration

These issues delayed the launch of the Eventbrite Plug In tool until September 2019.

Following the launch, there were further delays due to technical issues. These were addressed and the Eventbrite tool is now fully operational.

3. Addition of an Event Registration Tool to WordPress site www.ncpacademy.eu/

The Online Event Management Tool (Eventbrite Plug In) has been integrated into the NCP Academy website as of 8th of October 2019.