FP7-ICT-2013-11-619249

Accelerate SSL Innovation for Europe

Deliverable

D5.7 Protocols for management of the SSL-erate innovation platform

Dissemination Level:	CO
Deliverable type:	Report
Due Date of deliverable:	Month 4
Completion date of deliverable:	05.11.2014
Lead beneficiary responsible for deliverable:	LightingEurope
Related work package:	WP5

Author:	Anne Vick, LightingEurope
	anne.vick@lightingeurope.org
Co-authors:	Pieter Bolt, TNO
	Jos Kunen, TNO

Document history:

Revision	Date	Status
V0.1	27.10.2014	Draft
V0.2	29.10.2014	Revised draft
V1.0	05.10.2014	Final

Disclaimer:

The material contained in this document is provided for information purposes only. No warranty is given in relation to use that may be made of it and neither the copyright owners or the European Commission accept any liability for loss or damage to a third party arising from such use.

Copyright Notice:

Table of Contents

Version: 1.0

Summary

This document constitutes Deliverable D5.7: Protocols for management of the SSL-erate innovation platform.

Protocols have been made for the uploading of content to the SSL-erate innovation platform, otherwise known as Lightingforpeople portal (www.lightingforpeople.eu). These protocols concern respectively (i) content generated by the consortium members (in framework) of the SSL-erate project and (ii) input offered by the platform users, through e.g. e-mail or the social media channels.

1 Introduction

The Innovation Platform, otherwise known as www.lightingforpeople.eu, has been designed to be the "reference point for SSL related issues in Europe including the promotion of the results of SSL-erate and other SSL projects."

The Platform is now operational and:
- Serves as an external communication portal;
- provides an internal (and private) communication network for consortium partners;
- engages a CRM system so users can register for events, subscribe to updates and newsletters, and follow the Platform on social media outlets: Twitter, Flickr, and LinkedIn.

Content for the external communication portal (at www.lightingforpeople) will be generated by the project partners and offered to the partner which runs the platform, RMP for further processing and uploading. A simple protocol has been defined for management of this process and the approval for publishing by the SSL-erate project management board.

Also, a protocol has been defined for reacting to input from outside the consortium (whether questions and comments in portal content or alternative content offered) that may arise for example through the social media channels.

2 Project generated content

Figure 1 depicts the process flow for preparing and approving content generated in the SSL-erate work package teams for publication through the Lightingforpeople portal.
Figure 2 zooms in on (1) the submission of publishable information by the respective work package leader and, in more detail, on (2) the interaction between RMP, which runs the public platform, and the Management Board (MB) which has the final say about the content.

The latter stage consists of three steps:
a) First RMP informs the MB in brief about topic and content of the portal article made out of the submitted information, and invites for comments;
b) Next RMP informs the MB about the full content (of the portal article) and requests for approval to publish. Within the constraint that the MB cannot reach agreement, it may decide to refer the issue to the General Assembly as the ultimate decision-making body of the Consortium;
c) After receipt of approval RMP publishes the content on the portal.

In case no objections are raised by MB members, the total process of publication takes less than three weeks.
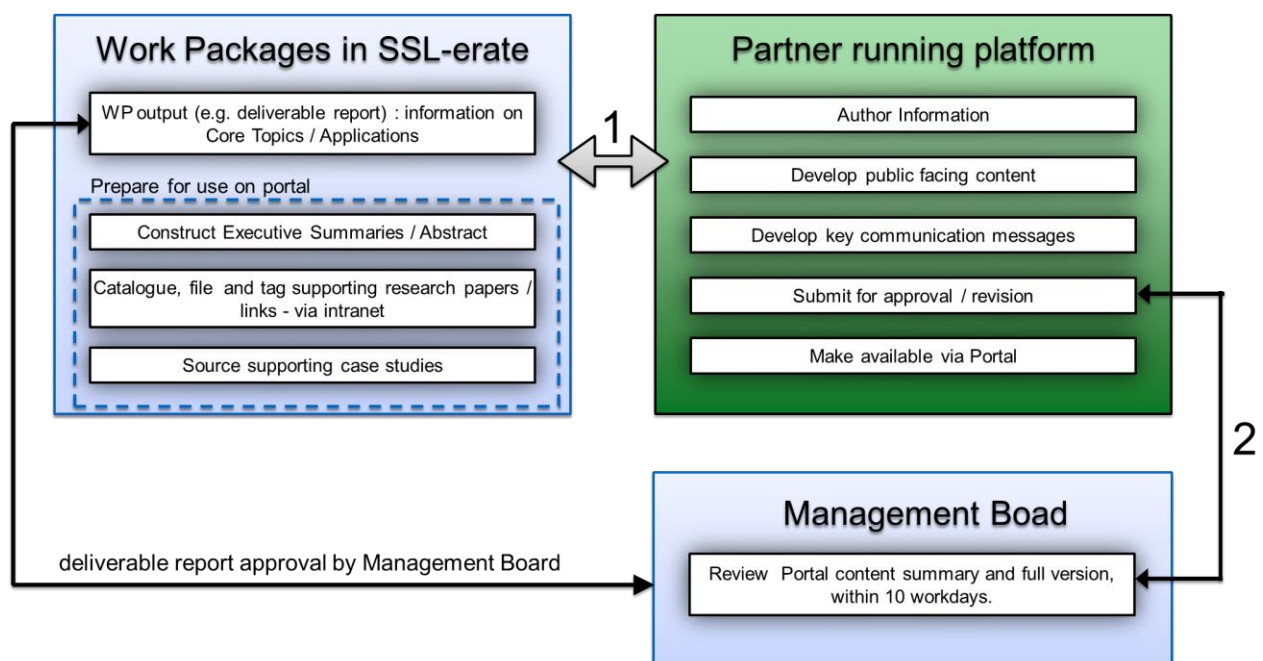

Fig. 1. Process flow for preparing and approving content generated in the project work packages
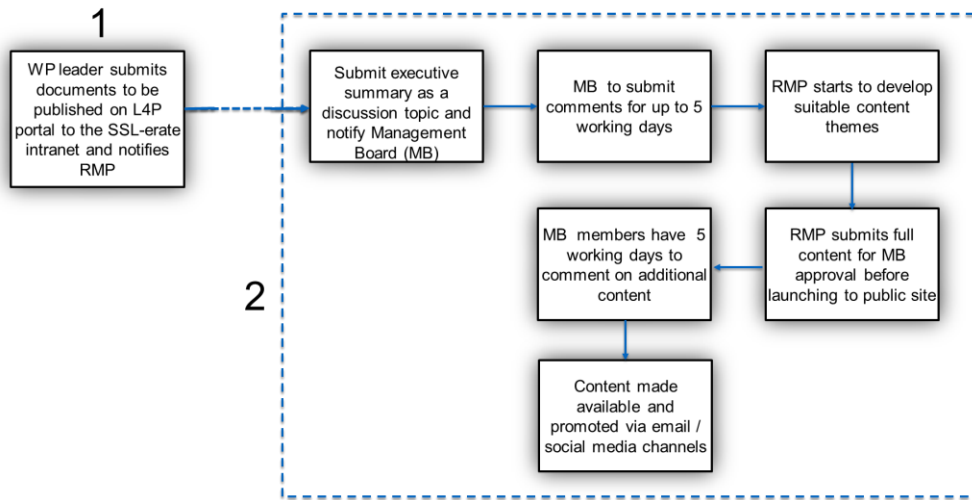
Fig. 2. Interaction between work packages leader and the partner which runs the platform (RMP), and between RMP and the Management Board (MB). Numbers refer to Figure 1.

3 Reacting to input from outside the consortium

A protocol has been defined for reacting to input from outside the consortium (whether questions and comments in portal content or alternative content offered) that may arise for example through the social media channels.

Figure 3 depicts the defined decision flow. In case of known issues the RMP moderator or a qualified MB member replies on the input. The response on new issues depends on the content and is chosen within 24 h. Three approaches have been defined:
-   For trivial input (someone asking for basic information in a social media post): RMP moderator or qualified MB member replies;
-   For moderate input (someone questioning data/paper on the Lightingforpeople portal and flags up a different web site/paper): MB assigned expert contacts poster directly to assess information;
-   For serious input (organization publishes a new research paper with contradicting content): review on case by case basis.
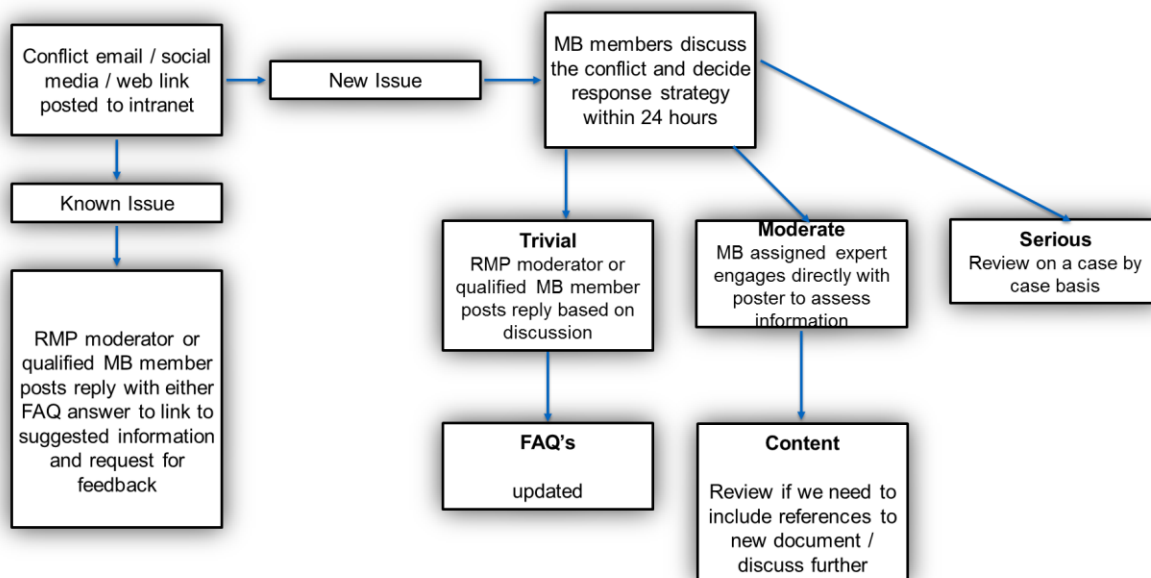

Fig. 3. Process flow for interaction with portal input from outside consortium.

4 Conclusions

Protocols have been made for content management on the Lightingforpeople portal (www.lightingforpeople.eu). One for uploading content generated by the consortium members (in framework) of the SSL-erate project and a second for reacting to input offered by the platform users, through e.g. e-mail or the social media channels.