



Data Spaces for effective and trusted data sharing

i4Trust.org

D1.5 i4Trust Onboarding Kit



**Project full title**

Incubator of Trusted B2B Data Sharing ecosystems of collaborating SMEs linked to Digital Innovation Hubs

Contract No.

951975

Strategic Objective

DT-ICT-05-2020 - Big Data Innovation Hubs - subtopic 2

Project Document Number

i4Trust-WP1-D.1.5

Project Document Date

26.02.2021

Deliverable Type and Security

R - PU

Leading partner

iSHARE Foundation

Contributing partners

FIWARE Foundation, FundingBox



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1. Introduction

Executive Summary

This document is intended to be distributed to DIHs joining i4Trust as an onboarding kit and it contains all relevant information for DIHs to get their journey started in i4Trust. The document gives information about this journey, and their role within the i4Trust Community along the various stages.

About this document

This document serves as a guide for DIHs who are joining the i4Trust initiative and explains to them their overall journey, roles and responsibilities as members of the i4Trust DIHs Working Group that is part of the i4Trust Community. The document starts by explaining this journey at a high level. It further elaborates on the role of DIH and what is expected of them. We introduce them to the i4Trust Community platform which is a key platform for the collaboration bringing support to all the participants of the i4Trust ecosystem.

Further, the open calls process is explained where DIHs are expected to not only bring support to companies in their area of influence approaching the i4Trust Community that may be seeking for support on how to address their challenges using i4Trust building blocks but also perform a proactive scouting of promising experiments which can apply to the open call, with the support of the i4Trust consortium members. Together with interested companies, DIHs will be supporting the creation of the consortiums that will apply to the open call, where they will be able to participate.

During the implementation of the experiments selected, the i4Trust core partners will provide relevant mentorship to the companies involved and the DIHs involved in the corresponding consortiums will act as their local extensions, as explained in the mentorship program.

Intended audience

This onboarding kit is designed for DIHs. More concretely, the audience for this document are i4Trust Ambassadors and i4Trust Local Experts in Data Sharing (LEBDs) that DIHs have to designate to the i4Trust DIHs Working Group. Note that DIHs have to appoint one or more persons for each of these two roles.. Having said that, they can also appoint the same person to both roles. Following is the description of their profiles:

i4Trust Ambassadors from DIHs are expected to be able to think ahead of SMEs and help them see the future based on the possibilities i4Trust presents for them. This would need the Ambassadors to have a business oriented profile who understand the strategic, business and value potential of sharing data in the domain they operate in. Therefore they are able to activate SMEs and convince them about the opportunity to participate in i4Trust for unlocking their potential. Following is a description of the profile of Ambassadors:

Relevant experience:

- In the domain of their SMEs
- Proactively reaching out SMEs to work on their challenges

Considered a strong plus:

- Well connected in the network
- Can translate business challenges into technical solutions
- Can speak to both business and tech in the way they understand

Good understanding of:

- Domain and processes of the SMEs
- Solution architectures
- Business Process designing
- Value-chains

i4Trust LEBDS should own a technical profile since they will provide first-level (tier 1 and definitively tier 2) support to SMEs on the i4Trust experimentation framework. Following is a description of the profile of LEBDS:

They should be experienced software architect/developer with hands-on experience on:

- REST - JSON technologies
- Building cloud-based solutions (⇒ experience with Docker/Kubernetes)

Considered a rather strong plus, it is strongly recommended that they have hands-on experience on:

- Data modelling
- Security standards: OpenID Connect, OAuth2, XACML, PKI, JWT/S
- JSON-LD technology

Also a plus, it would be rather nice if they own a good understanding of:

- NGSIv2/NGSI-LD API and FIWARE Context Broker technology
- Real-time Big Data processing technologies: Spark / Flink
- AI and ML technologies
- Microservices architectures and technologies
- NoSQL, Time Series
- IoT protocols

Reading recommendations

This document is divided into 5 sections:

Section 1: Journey of DIHs in i4Trust: - This section describes an overview of the journey of a DIH when they join the i4Trust initiative.

Section 2: The role of DIHs: In this section, the roles and responsibilities expected of DIHs is explained along with what kind of support they can expect from i4Trust core partners.

Section 3: How open call will work: This section explains the process associated with an open call and is aimed to prepare the DIHs to be able to support SMEs in preparing winning proposals to be submitted in the open call. This is done by explaining what is most suitable for an experiment from i4Trust perspective and also providing guidance on the scouting process.

Section 4: Support to experiments: This section describes how DIHs will play an active role during the implementation of experiments selected under open calls, in order to make sure the experiments are a success.

Section 5: FAQs: This section provides references to the FAQs which DIHs can find handy to answer basic questions.

2. Journey of DIHs in i4Trust

Digital Innovation Hubs play a key role in the i4Trust Community. Following stages show in summary the journey of a DIH in i4Trust.

2.1. Discover

Communication, dissemination and community building activities around i4Trust generate awareness on i4Trust's vision, mission, strategies, goals and outcomes through different channels to engage with potential DIHs and bring them onboard. Physical and on-line events dedicated to i4Trust or where i4Trust is disseminated act as main channels.

The i4Trust online channels acting as main entry points are:

- [i4Trust website](#),
- [i4Trust Community](#) Spaces,
- i4Trust Social Media Channels ([Twitter](#), [LinkedIn](#), [Youtube](#)) and [partner's](#) Social Media Channels

DIHs interested in actively contributing to the i4Trust Community must apply for joining the [i4Trust DIHs Working Group](#).

2.2. Join

DIHs interested to be an active part of the i4Trust Community will apply for joining the [i4Trust DIHs Working Group](#). The i4Trust core partners will support/facilitate this process.

As part of their application, DIHs have to appoint one or more persons in the role of the i4Trust Ambassador and the i4Trust LEBDs as explained more in detail in the next chapter. Besides they should join the [i4Trust community spaces](#) so they can effortlessly interact with [i4Trust core partners](#) as well as other DIHs, SMEs and Promoters of i4Trust. This onboarding kit is provided to support DIHs in their Journey Stages.

2.3. Learn

Once their application has been approved and they have joined the i4Trust DIHs Working Group, the appointed persons from the DIHs (LEBDs and Ambassadors) would have to follow the Train the Trainers program where i4Trust experts would train and explain in detail various aspects of the i4Trust program. The training sessions will explain in detail what is i4Trust about, how it facilitates building blocks for creating data spaces, and how we aim to create a vibrant Community which sustains over time.

There are additional benefits for DIHs as once they finish the training and pass the examinations, LEBDS can become FIWARE Certified Experts and/or their DIHs can become iSHARE implementation partners. Furthermore, DIHs joining the i4Trust DIHs Working Group can also become FIWARE iHubs and enjoy the concrete benefits derived.

DIHs willing to join after the training sessions are completed can access the recorded training sessions that will be made available on the i4Trust website. This way, they can self train and opt for examinations to be conducted/scheduled later when feasible. After the training, DIHs are expected to be ready to go out in the market armed with a deep knowledge on i4Trust.

2.4. Disseminate

DIHs are the main i4Trust's advocates that disseminate and generate awareness about i4TrustI among SMEs at local level, explaining the potential value it unlocks to the market.

i4Trust will launch Open Calls for SMEs and DIHs to contribute with experiments aimed at solving challenges in different domains by breaking data silos, creating new data value chains - involving different actors from multiple sectors - and becoming, this way, data driven organizations. DIHs have to reach out to their network of SMEs and scout for the potential challenges which can be solved using i4Trust building blocks. i4Trust core partners will provide the relevant content and information to support DIHs dissemination and communication activities during the promotion of the Open Call, in order to select promising experiments.

2.5. Participate

DIHs are not only expected to support i4Trust's Open Call promotion and drive the scouting to make sure that enough relevant experiment applications are submitted to the Open Calls, but also participate along with SMEs in the definition of winning proposals to be submitted in the Open Call and begin their exciting journey in i4Trust.

Besides, DIHs are expected to collaborate in supporting organizations that approach the i4Trust Community seeking for information and help about i4Trust, particularly those organizations that belong to their local area of influence.

2.6. Support

DIHs play an important role as being the local hands-on support to SMEs and other organizations on anything related to i4Trust. They do this by playing the role of Tier 1 and Tier 2 in the multi-tier support system designed to support participants of i4Trust.

The submitted proposals in the open call will be scored by independent experts and 16 proposals will be selected, based on their merits. Then begins the implementation

journey for those selected proposals. Here the i4Trust experts, with the support of DIHs involved in the experiments, will mentor the consortiums in their implementation journey which is explained later in detail.

2.7. Sustain

Once the implementation of the experiment is over it is expected that those experiments would end up in actual usage by the participants. In order to provide support and guidance towards the next steps, i4Trust experts will guide the DIHs as well as the SMEs on sustaining the solution.

Besides, DIHs are expected to become key members of the ever growing i4Trust Community which we expect to sustain over time. In this respect, it is expected that DIHs will continue to Disseminate, Participate and Support in a self sustaining way.

3. The role of Digital Innovation Hubs (DIHs)

Innovation means creating new markets and staying relevant. It's about turning ideas into ready-to-use smart solutions, supporting the creation of new products and services, and consequently, making a meaningful impact in the market or society.

Digital Innovation Hubs¹ are one-stop-shops that help companies to become more competitive with regard to their business/production processes, products or services using digital technologies. They are based upon technology infrastructure (Competence Centre - CC) and provide access to the latest knowledge, expertise and technology to support their customers with piloting, testing and experimenting with digital innovations. DIHs also provide business and financing support to implement these innovations, if needed across the value chain. As proximity is considered crucial, they act as a first regional point of contact, a doorway, and strengthen the innovation ecosystem. A DIH is a regional multi-partner cooperation (including organizations like RTOs, universities, industry associations, chambers of commerce, incubator/accelerators, regional development agencies and even governments) and can also have strong linkages with service providers outside of their region supporting companies with access to their services.

By accessing the DIHs services, private companies, public administrations, universities and research institutions benefit from this regional multi-partner cooperation towards innovation, as well as building strong connections, which may help bringing results outside the boundaries of their given region.

¹ <https://s3platform.jrc.ec.europa.eu/digital-innovation-hubs>

Serving as an innovation engines, DIHs joining i4Trust look for gaps in the local business ecosystem and try to fill them, breaking the traditional barriers for the technology enablement and business acceleration, promoting the usage of Open Source technologies and standards to accelerate businesses, Increase competitiveness and facilitate the diversification of the local economy through scalable open, reliable and disruptive smart solutions. By facilitating scientific research collaborations, entrepreneurship culture, access to venture capitalists, training and mentoring, among many other benefits, DIHs further optimize existing resources and drive up local economies.

3.1. Overview of the role of DIHs

Digital Innovation Hubs are the primary channel that contributes to generate awareness on the i4Trust benefits, looking for local challenges in their region and supporting experiments connected to the development of new services and business models that can benefit from data sharing among different actors. The DIHs play a key role during i4Trust open calls and associated experiments. The DIHs are expected to activate SMEs in their network and discuss potential solutions using i4Trust these SMEs may implement to turn into data-driven companies. These solutions should unleash the potential of sharing data in the value chain the SME is (or want to be) part of.

DIHs joining i4Trust are expected to :

- Bring the understanding of the ecosystem of SMEs in their network, their needs and challenges.
- Be able to think ahead of SMEs on potential solutions to their challenges and potential new business opportunities and business models around those solutions.
- Be the local expert for i4Trust and guide SMEs on the above points.
- Get better understanding of i4Trust, firstly through the Train the Trainers Program and secondly through learning-by-doing process they will be involved in while supporting SMEs.
- Be the local expert in the technical components of i4Trust to support SMEs during the implementation of solutions.
- Provide the Tier 1 and Tier 2 level support to the SMEs in the multi tier support system and coordinate support with Tier 3 when they cannot resolve issues within Tier 1 and 2.
- Be actively involved in formation and sustainability of the i4Trust Community in the long run.

The Ambassadors from DIHs would have to think ahead of SMEs and help them see the future based on the possibilities i4Trust presents for SMEs. This would need the Ambassadors to have a business oriented profile who understand the strategic, business and value potentials in the domain they operate in and use that to activate SMEs to participate in i4Trust, unlocking their potential. Additionally, the DIHs can also pre-define the challenges they know SMEs are facing and define the challenges such that SMEs can understand and relate to them.

During the implementation of experiments the LEBDs are expected to support SMEs in all the phases of implementation. They are expected to provide technical support to the development teams of SMEs so that they can make sure that the technical components of i4Trust fits well within the architecture of systems within the SMEs and can function inline with the purpose of experimentation and beyond. Since this is crucial for the success of the experiments itself especially after they are in actual use, and even more crucial for the sustainability of i4Trust itself, the LEBDs are expected to understand the inner workings of the critical components (building blocks) that i4Trust brings. Since these are developed using specific technologies the LEBDs should be well versed in technologies that are mentioned in the description of their profile (see chapter 1).

The DIHs have to appoint person(s) for 2 roles, namely - Ambassadors and LEBDs. It is up to DIHs to appoint one or more person(s) for each role, having said that, they can also appoint the same person to both roles. DIHs only participating in Ambassadors program (explained later) or DIHs that do not completely meet the criteria for joining however are motivated by the Vision and Mission of i4Trust can start by appointing one person as Ambassador and help disseminate the knowledge and opportunities that i4Trust is creating. Having said that, we encourage you to appoint at least one person as LEBD to gain deeper understanding of i4Trust which would give you the ability to workout solutions and make meaningful conversations with SMEs.

3.2. Local Experts on B2B Data Sharing (LEBDS)

LEBDs are expected to support SMEs in all the phases of implementation. They are expected to provide technical support to the development teams of SMEs so that they can make sure that the technical components of i4Trust fits well within the architecture of SMEs and can function inline with the purpose of experimentation and beyond. Since this is crucial for the success of the experiments itself especially after they are in

actual use and even more crucial for the sustainability of i4Trust itself, the LEBDs are expected to understand the inner workings of the critical components that i4Trust brings. Since these are developed using specific technologies the LEBDs should be well versed in technologies that are mentioned above in the profile. Given that LEBDs are expected to be both business oriented and technically well versed, we believe that it would be usually 2 persons with different backgrounds. Having said that it is not mandatory to have 2 persons as 1 person can also fulfil both the roles as well. This is left to DIHs to determine if they want to appoint 1 or more persons (more than 2 is also possible) to be LEBDs.

LEBDS should own a technical profile since they will provide first-level (tier 1 and definitively tier 2) support to SMEs on the i4Trust experimentation framework.

3.3. i4Trust Ambassadors

The i4Trust consortium will establish a long term relationship with any DIH willing to be part of the i4Trust Ambassador Programme.

One main objective of DIHs is to act as Ambassadors for spreading the word of i4Trust among **European SMEs** (but not limited) which are the main target group.

In order to reach the mentioned objective the activities of the Ambassadors will be split as follows:

- **Promoting the i4Trust open calls** through a professional campaign of communication which will be supported by i4Trust core partners;
- **Scouting of promising experiments that may be submitted in response to open calls²** in which they can also participate;
- **Contributing to dynamising and animating the i4Trust Community** through their active participation in the i4Trust community Space as well as other ecosystem-building activities.

All ecosystem building activities of the Ambassadors will be coordinated and agreed upon by i4Trust core partners and will be constantly maintained along the participation of DIHs as members of the i4Trust DIHs Working Group.

Besides, ecosystem building activities, Ambassadors from DIHs are expected to be able to think ahead of SMEs and help them see the future based on the possibilities i4Trust presents for them. This would need the **Ambassadors to have a business oriented profile** who understand the strategic, business and value potential of sharing data in the domain they operate in and use. Therefore they are able to activate SMEs

² More explanations will be provided in the section "Scouting Process".

and convince them about the opportunity to participate in i4Trust for unlocking their potential.

Ambassadors Ecosystem-building Activities

Below is a brief description of the tasks expected for the beneficiaries of the Ambassador Programme. Some of the activities described below could also be supported financially according to the budget available³.

Specific actions expected are:

1. In order to increase the “awareness” of the benefits provided by i4Trust, Ambassadors will be supported by the i4Trust consortium in building up actions of **promotion and networking**. These actions include the organization of webinars, Info-Sessions, but also presence in fairs and/or big events (Physical and/or virtual) to promote i4Trust open calls and boost the development and implementation of services based on Data-Sharing, encouraging a data-space culture.
2. According to the objective of the project, DIHs may **(it is not mandatory) suggest challenges on different domains** (e.g. Smart Cities, Smart Mobility, Smart Manufacturing, Smart AgriFood, Smart Energy, Smart Water, Smart Health or Smart Logistics). The proposed challenges, once revised by i4Trust core partners, will be published in a dedicated space on i4Trust.org.
3. Ambassadors will be active in the **scouting of most promising experiments**, they will provide a selection of the best experiments and/or solutions eligible for funding. This specific action will be taking place in cooperation with i4Trust core partners, specifically with the FIWARE Foundation which, periodically will have a “meeting call” with the Ambassadors to be updated about the best experiments they have picked up before and during the launch of the open call. (More information on this specific task is included in the section “Scouting Process” of this document).
4. **Fostering and empowering the i4Trust community** is an important part of the Ambassadors’ activity. i4Trust core partners will share the appropriate digital communication/marketing material to reach out this objective. Moreover, **Ambassadors** will take the advantage to be part of a **private space** (i4Trust DIHs Working Group) within the i4Trust Community platform. This space will be leveraged by the Ambassadors primarily to share/contribute/debate or simply chat on ideas, opportunities, information, recommendation on i4Trust open calls, scouting of the most promising experiment, challenges formulation, etc. i4Trust consortium partners will be in the space to cooperate and /or support the Ambassadors in this activity of networking and collaboration (More information on how the i4Trust space and community works is included in the

³ The “letter of engagement” which will be signed to any DIH be part Ambassador Programme contains full details of where financial support will be available. The final allocation decision is at the discretion of FF.

section "i4Trust community space")

5. The **Ambassadors will have the role** of being an "**influencer**" that will push other DIHs (local and/or international) to discover the benefits of i4Trust, promoting a permanent dialogue among DIHs. First step within this activity will facilitate leveraging the already extensive community of FIWARE iHubs. The second step will be to integrate the Ambassadors in the i4Trust Community where they will meet Ambassadors and LEBDS from DIHs that have already joined the Community.

An important aspect to be underlined is the production of a **communication kit for Ambassadors** created but the i4Trust communication team to support the DIHs local communication and promotion actions. The professional staff of i4Trust will take care of this aspect by creating coherent contents for adequate communication. The communication kit will be delivered in English, each DIH will be able to translate it into its own national language, if necessary.

Ambassadors Engagement

All activities will be managed through two main tools:

- Letter of Engagement
- Monitoring system

The **i4Trust DIH Letter of Engagement** is a document that will be drawn up between the DIHs ("Ambassadors") and the FIWARE Foundation, as coordinator of the i4Trust core partners, to make a commitment to each other. The **monitor system** is a complement tool that will serve to follow up the different activities and ensure the correct fulfillment of the DIH role within the Ambassador Program.

The Letter of Engagement proposed has great potential: it primarily indicates the actions that the Ambassadors need to take and how these actions will be accomplished with the support/contribution that i4Trust core partners will provide. The Letter of Engagement expresses the actions that have been included in points 1, 3, 4, 5 of the subsection "Ambassador Ecosystem Building Activities". These points that have been set can be changed (if necessary and according to the mission of the i4Trust) during the collaboration period. Specifically, the Ambassadors will join the i4Trust initiative and commit to provide the following services:

- contribute to dynamising and animating i4Trust community (community composed by public and private stakeholders, users, developers, SMEs, Startups, service providers etc...) for the virtual interaction and exchange of information about: funding opportunities, promotion of offline and online events and activities of scouting of the most promising experiments. These promising experiments will be candidates for open calls in the scope of i4Trust.

- posting in Social Media (belonging to the Ambassador) at least once per week using recommended i4Trust tags (even reusing i4Trust content reposted from LinkedIn, Twitter, Facebook and optionally Instagram), from the day following the signing of the Letter of Engagement;
- providing informal feedback to FIWARE on potential influencers/stakeholders/SMEs who may participate in actions taken in the i4Trust Community as well as trends and “hot topics” which could be of interest for the i4Trust Community.

Additional services in connection to each of the Open Calls launched by i4Trust (following refers to time, frequency and quantity during a given open calls period):

1. organising at least 1 webinar or 1 Q&A session in a form of one-hour public online events. Topics to be covered will be agreed between the Ambassador and FIWARE Foundation;
 2. providing 2 articles (one per trimester) not shorter than 800 words, one at least specifically focused on i4Trust and another one referencing i4Trust. Topics and deadlines will be agreed between the Ambassador and FIWARE;
 3. providing informal feedback to FIWARE Foundation on potential influencers/SMEs who will participate in actions taken in the i4Trust Community as well as trends and “hot topics” which could be of interest for the i4Trust Community. With at least a final informal interview with FIWARE.
- Other communication and marketing activities (digital and non-digital) not listed here can be proposed to FIWARE Foundation who will evaluate them on a case-by-case basis and decide to support them financially (where and if is possible). In addition, **FIWARE Foundation and the i4Trust consortium may propose to the Ambassadors communication and marketing activities or participation in fairs and events that are in line with i4Trust's mission. The Ambassadors are strongly encouraged to be part as participants or co-organizer.**

Last but not least, Ambassador undertakes to use the i4Trust brand and EU emblem in all printed and digital communication materials (if performed), content and social media posts with appropriate prominence.

The monitoring system

All the activities performed by the Ambassadors will be tracked by the FIWARE Foundation. A collaborative tool will be put in place in the form of a spreadsheet where the following set of actions will be indicated and KPIs to be reached will be defined (in the following table T0 is the moment when the open launched):

Organization of webinars or Q&A sessions	1 minimum in 5 months	T0 +M4
Face to Face Meeting with SMEs (part of Scouting of the most promising experiments)	2 minimum every month	Starting from T0 (within T0+M4)
Reporting via email of the SMEs interested (Name of the company, Country, City, Domain, Name of the contact person, email and phone number)	2 minimum in 5 month	T0 +M4
Promotion on Social Media even reusing i4Trust content reposted from LinkedIn, Twitter, Facebook and optionally Instagram	Once per week	Starting from T0 (within T0+M4)
Articles or blog posts	3 minimum within 5 month	Starting from T0 (within T0+M4)
Posting content in i4Trust Community	2 minimum every month	Starting from T0 (within T0+M4)

To complement the monitoring system, activities of the Ambassadors will be also tracked by the i4Trust consortium through a set of **meeting calls**. The objective of these periodic meetings is to have an update of the actions performed by the DIH in terms of:

- number of SMEs contacted and their level of knowledge in data-sharing and data-space;
- communication activities taking place locally (face to face meeting, focus groups, calls, etc...);
- future activities to carry out, proposals to discuss with the communication leader of the i4Trust.

Other options/actions could be discussed according to the needs of both parties (i4Trust core partners and Ambassadors).

3.4. Engagement in multi-tier support

Resolution of questions within the i4Trust Community will be handled following a multi-tier support where DIHs will primarily play the role of Tier 1 and Tier 2:

- **Tier 0 - Self-help and user-retrieved information.** Users (SMEs) retrieve support information from i4Trust Community Portal and use the official help desk channel to send questions and requests to upper support tiers.
- **Tier 1 - Basic help desk resolution and service desk delivery.** Lower-level technical questions as well as non-technical questions will be solved by personnel from DIHs that have joined the i4Trust Community, trained to solve known questions whose answers have been documented, will attend the users requests. Personnel at this level are also responsible for gathering, according to defined scripts, all the info required for subsequent tiers. Support in this Tier is collaborative, so requests that arrive through the help-desk space can be self-assigned by any of the organizations that have joined this Support Tier and we allow that a given request is self-assigned (therefore answered) by several organizations. When a SME issues a request and they don't get satisfied with the answer they will be able to signal it (so that experts from i4Trust core partners can answer). If a request does not get self-assigned until a certain time, experts from i4Trust core partners will self-assign it.
- **Tier 2 - In-depth business or technical support.** Ambassadors appointed for the corresponding DIH will attend locally the business requests which cannot be handled by Tier 1. LEBDs appointed for the corresponding DIH, trained with a deep knowledge of the B2B Data Sharing Enablers readiness, will attend locally the technical issues which cannot be handled by Tier 1. When a SME issues a request and they don't get satisfied with the answer they should be able to signal it (so that experts from i4Trust core partners can answer).
- **Tier 3 - Expert service support:** specialists provided by i4Trust core partners will solve requests which couldn't be handled in previous Tiers.

Further explanation and details on multi-tier support will be provided in the Multi-Tier Support system training session.

3.5. Structure of the i4Trust Community

3.5.1. The Objectives of the i4Trust Community

The overall goal of i4Trust is to establish an incubator of Trusted B2B Data Sharing ecosystems of collaborating SMEs linked to Digital Innovation Hubs. This initiative supports the European Strategy to “break ‘data silos’” and stimulate sharing, re-using and trading of data assets by launching second-generation data-driven innovation hubs.

As part of the effort to address the systemic challenges that limit the ability of SMEs to share data, i4Trust aims to build and foster a community of DIHs that seek to understand and support SMEs in discovering innovation experiments that will bring to the market new solutions and services based on secure and trusted data value chains.

i4Trust has created a specific platform where DIH, local experts and other data sharing key players can informally and gainfully share news and ideas, actively contribute to standardisation activities and technology development, and ask specific questions on the i4Trust Project.

The purpose of this online community is to increase engagement, address support issues and pain points, and build stronger relationships.

3.5.2. The i4Trust Community Platform

The **FundingBox Platform** is a web and mobile-based community-building tool with specific features to help its members gather and share knowledge and best practices. Within this Platform, members can join “communities,” namely social channels dedicated to specific topics or initiatives.

A specific community space based on this platform, known as the **i4Trust Community**, has been created where key stakeholders can access **information** (news, funding opportunities, and trends) about i4Trust and data spaces in general, bring **support** to organizations approaching the Community (via Q&As and exploiting potential synergies), effectively creating a cross-sectoral, cross-border **network**. This i4Trust community is accessible at <https://spaces.fundingbox.com/c/i4trust>.

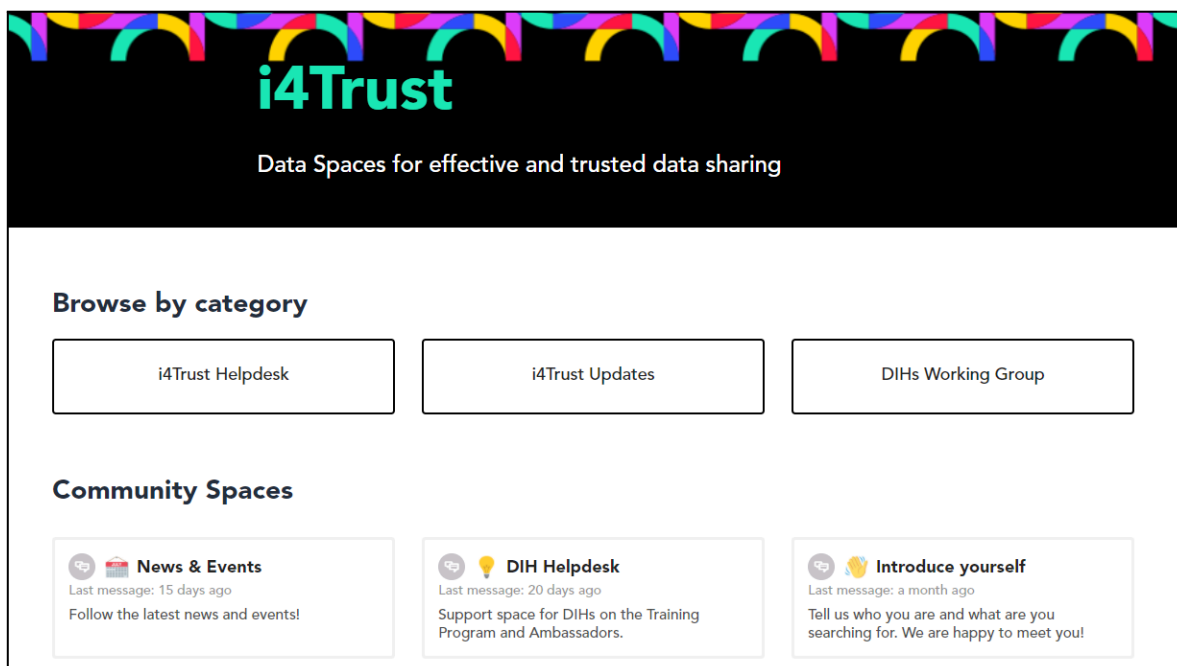


Figure 1 - i4Trust Community hosted on FundingBox Platform

The i4Trust community has been customized with the following categories and spaces:

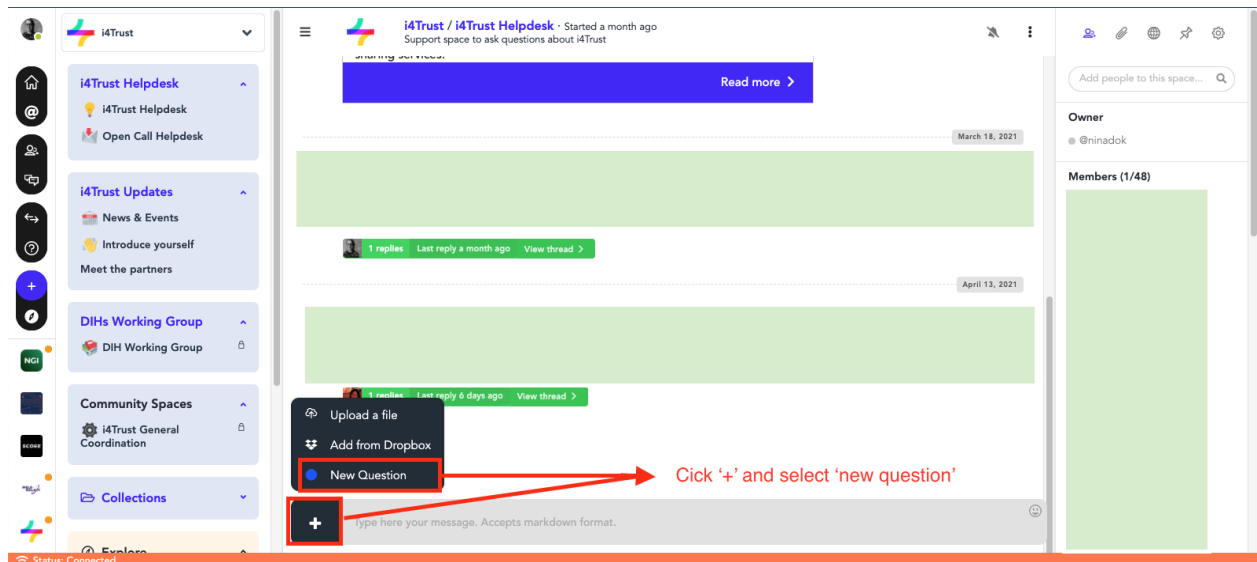
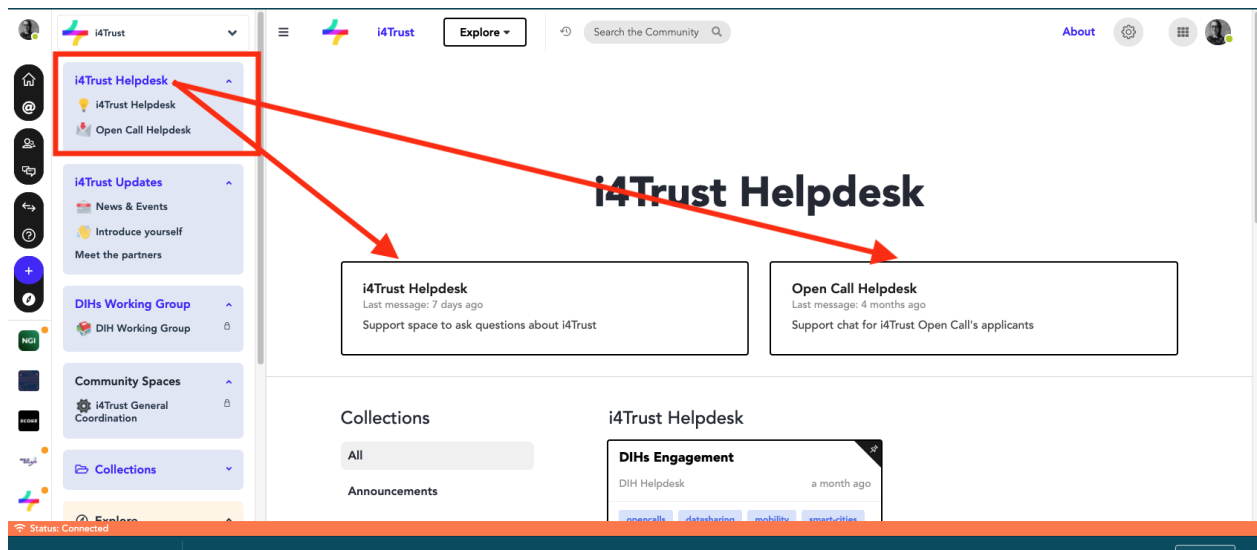
Categories: Collection of related spaces grouped together under categories.

Spaces: Conversational areas for messaging and sharing articles and questions.

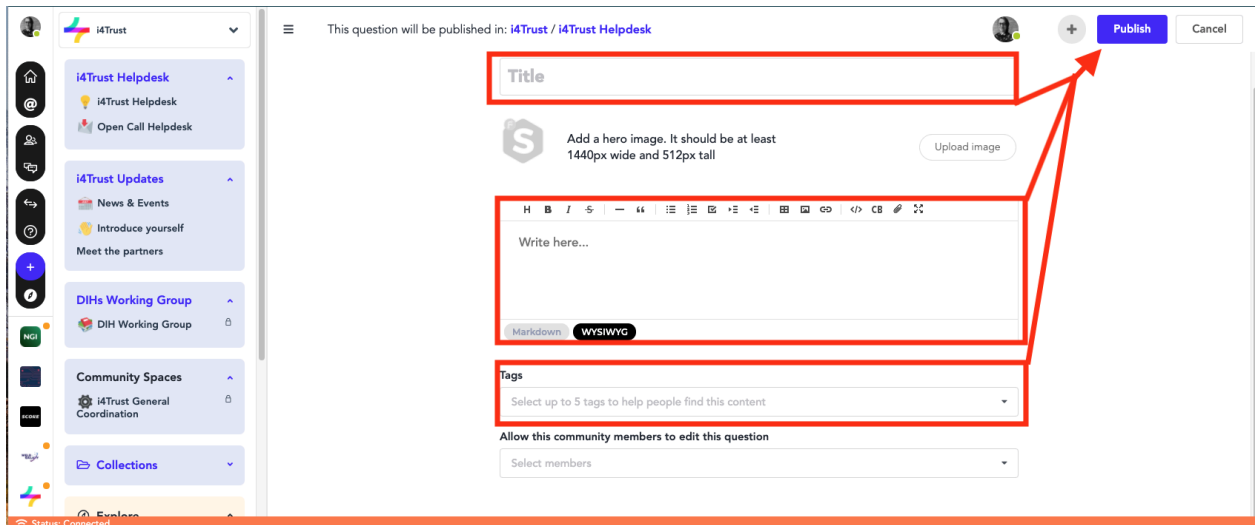
- **i4Trust Helpdesk**
 - **i4Trust Helpdesk:** A space where DIH, SMEs and slightly bigger companies can post questions about i4Trust of any kind, technical and non-technical. Questions and answers will be accessible to the general public as a reference. DIHs can also answer questions as part of the aforementioned multi-tier support.
 - **Open Call Helpdesk:** A space where prospective Open Call applicants can ask questions that have not yet been answered in the FAQs, specifically connected to the open call, that will be uploaded on the Open Call website

How to use i4Trust helpdesk?

Choose, based on the description provided above, which helpdesk to ask your question



Include a title, write your question, select a "tag" and publish:



- i4Trust Updates**

- News & Events:** A space for both general data sharing and i4Trust specific news and events. See Figure 2 for a screenshot of an announcement.
 - Introduce Yourself:** A space where members can share their background and interest to meet and build networks
 - Meet the Partners:** A space where members can connect directly with and learn more about the expertise and background of the i4Trust core partners

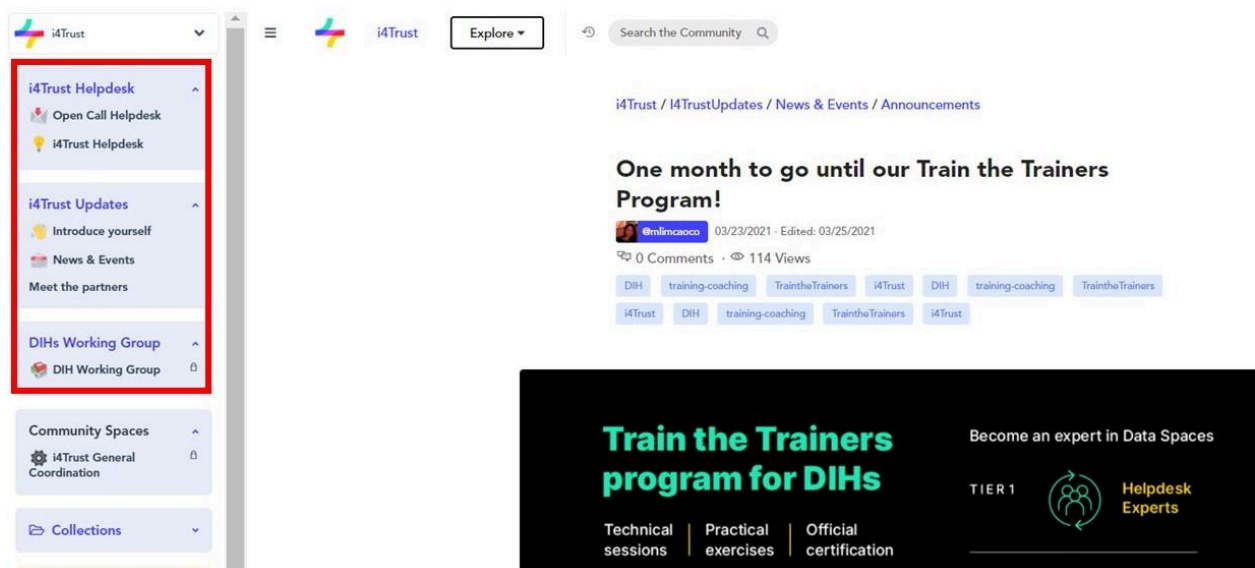


Figure 2 - i4Trust Community Spaces: News and Events

- **DIHs Working Group:** A private space for bi-directional communication with the onboarded DIHs, that is the Local Experts in B2B Data Sharing (LEBDS) and Ambassadors, used to support them as they become the i4Trust Community of Practice.

Guidelines for the space: guidelines for DIHs joining the DIH Working group private space:

- DIHs are encouraged to post questions in the space for which they expect answer for from experts of i4Trust core partners
- Technical questions from LEBDS are encouraged to be posted in the i4Trust HelpDesk space for benefit of the larger community
- Like in the space, "i4Trust Helpdesk," to start a question, select the "+", select the appropriate category for the question: 'General Questions' 'Technical Questions,' or 'Data Spaces Questions' (A description of these 3 types of questions can be found below).
- If possible 'tag' the person to whom your question is addressed. Both to categorise and target the questions.
- The participants of train the trainers program are also encouraged to post questions on this space so others can also benefit

Collections: a space where the aforementioned content is categorized according to articles, announcements, events, questions (general, technical, and data spaces), project partners, people of i4Trust, marketing material (Ambassador Program), threads, and files. Collections enable community members to easily organise and access information posted across community spaces in one central location.

Within the i4Trust community, we have created 3 distinct collections to support DIH in accessing and answering specific types of questions:

- **General Questions:** Use this category to add questions on topics like: Open Calls, Multi-tier support, Practicalities, Ecosystem Building, Support to DIHs, Ambassador & Scouting Program
- **Technical Questions:** Use this category to pose questions specific to the i4Trust technologies
- **Data Spaces Questions:** Pose questions with a business orientation of i4Trust, like what it can do for DIHs & SMEs

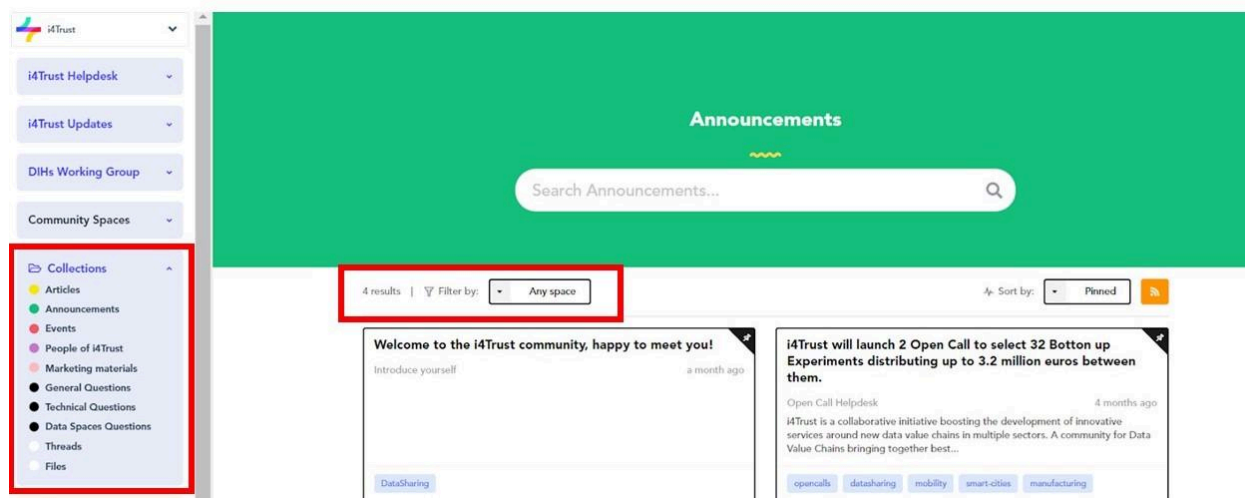


Figure 3 - i4Trust Community Screenshot Collections (announcements)

These spaces have been designed to spark live and continuous discussions, activate knowledge sharing, and support in activating a B2B Data Sharing ecosystem. As communities thrive on the individual actions of its members, we encourage DIH members to post and comment on articles, ask questions, introduce themselves to this network, and find synergies.

3.5.3. Instructions on joining the i4Trust Community Platform

The i4Trust community is open to all who are interested . To join the conversation and network with other experts, simply follow the following steps:

1. Create an account on <https://spaces.fundingbox.com/signup>
2. Customize your profile according to your background and interests
3. Visit and join the community space: <https://spaces.fundingbox.com/c/i4trust>
4. Check out the different Spaces and share articles, questions, and ideas with your peers
5. For further support, you may also visit our Help and Support space: <https://spaces.fundingbox.com/c/meta> where you can find guidelines on maximizing your use and engagement in the community platform.

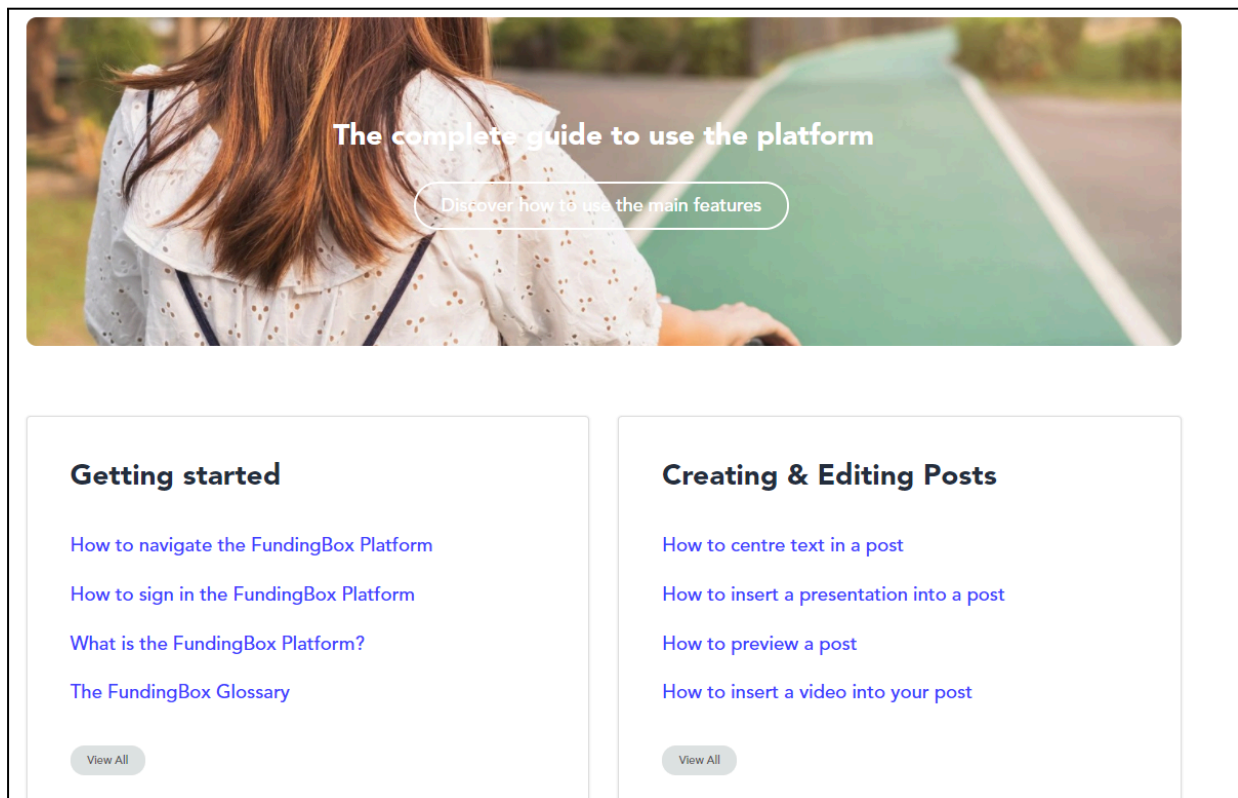


Figure 4 - Help and Support community page with guidelines on maximizing online platform

4. How the Open Calls will work

4.1. Overview of the Open Calls process

i4Trust is planning to hold two Open Calls in the course of the period between October 2020 and October 2023.

The objectives of these Open Calls is to select up to 32 Bottom-Up Experiments (BuEs) that demonstrate how existing processes can be improved or how new innovative services can be created by means of sharing data among multiple companies using i4Trust enablers.

Proposals must be submitted by consortia made up of 1 DIH and at least 3 SMEs/ slightly bigger companies.

The first Open Call during the mentioned period will open on **Monday, May 12 2021 at 10:00 (CEST)** and will be accepting proposals until **September 6, 2021 at 14:00 (CEST)**.

i4Trust Open Call includes the following steps:

- I. Application Submission.
- II. Evaluation and Selection of the Bottom -Up Experiments.
- III. Signature of the Sub-grant Agreement with i4Trust Consortium.

How to apply?



Figure 5 - Open Call Application Process

Proposals must be submitted in English, by the stated deadline, and with all mandatory fields completed. The application form and all supporting documents will be accessible at <https://i4trust-open-call.fundingbox.com/>.

Supporting Documents

Guide for Applicants

The Guide for Applicants is a step-by-step guide for understanding and applying to the Open Call. This document includes a detailed description of the nature and scope of i4Trust, the eligibility criteria to be selected and how the evaluation process is run. It also includes preparation and submission guidelines. This document comprises information on the mentoring program, the sub-grant agreement (see below), and the procedure to process financial support for the BuEs.

Open Call FAQs

The Open Call FAQs is a collated list of common and/or previously asked questions made publicly available to all applicants for their reference. It will be actively updated throughout the duration of the open call to include new questions.

Application form

The Application Form is a questionnaire for applicants to provide their contact and legal information. It also includes sections with specific questions to guide the provision of details about the proposed Bottom-Up Experiment, facilitating a transparent and fair evaluation process of all applications.

Sub-grant Agreement

The Sub-grant Agreement is a legal agreement signed between the FIWARE Foundation on behalf of i4Trust core partners and the selected BuEs. This document contains the details of both parties' engagement with i4Trust including, but not limited to, the amount of funding that will be provided by the consortium to the beneficiaries, the terms related to this dispense of funds, the duration of the project and payment schedule, and other communication and cooperation obligations of both parties.

How will your proposal be evaluated and selected?

i4Trust evaluation and selection process have been designing to be fair, equal and transparent with applicants.

It is a four steps process where External and Internal Experts on B2B data sharing are involved:

Step 1: Eligibility Check

The first step of the evaluation process is an eligibility check of proposals based on the criteria that is defined in Section 3 of the Guide for Applicants. The eligibility criteria includes the legal nature of the applicant, the country where it is registered, and the mandatory technical knowledge and application of data sharing components.

Step 2: Expert evaluation

Each proposal that passes the eligibility check will be evaluated by 3 independent experts endorsed by i4Trust core partners. Proposals will be evaluated according to the following criteria:

- Ambition
- Soundness of the approach
- Business potential
- Innovation
- Cross-sectoral potential
- Cross-border potential
- Sustainability and scalability
- Number of SMEs directly impacted by the experiments
- Transversal criteria
- Team
- Budget
- Ethics
- Resources

More detailed description on each criterion can be found in the Guide for Applicants.

Step 3: Selection day

After the scoring of proposals, a "Committee of Experts" will decide by consensus amongst the highest ranked proposals, those that will be invited to a "Selection Day" event.

On Selection Day, up to 32 proposals will pitch in front of the i4Trust Jury composed by one representative of each i4Trust core partner, 3 Independent experts selected from organizations independent from the core partners, and at least 3 members of the Industrial Value Chain Advisory board. Up to 16 experiments will finally be selected and will move forward with mentoring and financial support from i4Trust.

Step 4: Legal Check and Signature of the Sub-grant agreement.

The proposals that are selected to move forward as beneficiaries of i4Trust after the Selection Day will then be contacted to provide documents for legal validation. More information will be accessible in our [Frequently Asked Questions](#).

Once validated, beneficiaries and consortium members will sign the Sub-grant agreement as a prerequisite to receive the financial support and participate in the mentoring program throughout the ideation and execution of the BuEs.

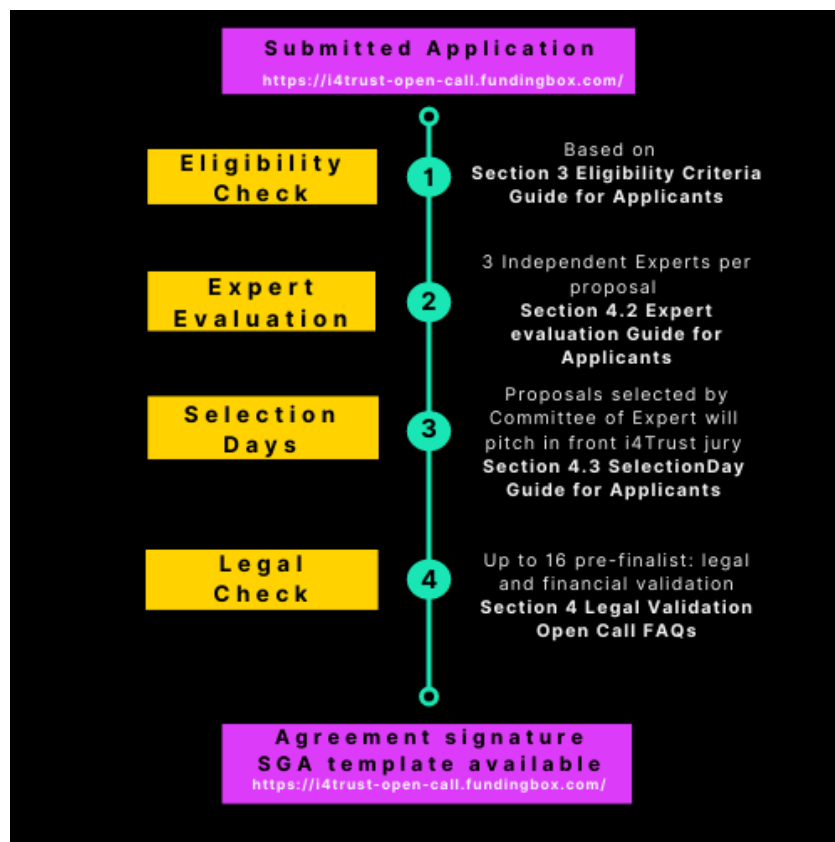


Figure 6 - Open Call Evaluation Process

Throughout the Open Call period, applicants will have access to consortium partners for clarifications through the [Open Call Helpdesk](#) or by email at:

opencall-help@i4Trust.org

Webinars and info sessions will also be organized to support organizations during the application process and resolve any questions that may arise. These events will be public and announced in the community and on the i4Trust website. DIHs should encourage target SMEs and slightly larger companies to join the community and

subscribe to i4Trust newsletter and don't miss an opportunity to engage with i4Trust experts.

4.2. What constitutes a suitable i4Trust experiment

Suitable i4Trust experiments ideally engage 5 (minimum 3) SMEs/slightly bigger companies and 1 DIH. They should demonstrate how already existing processes can be improved or new innovative services can be created by means of sharing data among multiple companies using i4Trust building blocks.

There is not a closed set of challenges or prioritized value chains that experiments proposed in response to the Open Call have to fit in. On the other hand, the following requirements are mandatory⁴:

- Exchange of context / digital twin data using the ETSI NGSI-LD API must be core in the exchange of data between participants. Therefore, a FIWARE Context Broker implementation must be used by participants publishing data.
- A clear description of the kind of digital twin data exchanged, at least the initial list of types/classes of context entities (also referred as digital twins) should be part of the project description.
- Identity and Access Management (IAM) during data exchange should rely on FIWARE components developed in compliance with iSHARE specifications and compatible with the iSHARE Satellite Service and iSHARE legal framework.
- The focus will be on relevant business use cases that can be brought quickly to the market. Therefore, despite experiments selected in the Open Calls may start at TRL3⁵, they should focus on establishing and boosting their TRL through an agile process up to at least TRL8 before the end of the experiment. Experiments starting below TRL3 or already in TRL9 won't be eligible.

The above are mandatory requirements. However, following you find some other aspects which characterize suitable experiments and they will be rather key in the selection process. Actually, we will require evaluators to base their decision on excellence of experiments based on them:

⁴ Please read carefully the description of i4Trust Building Blocks for creation of data spaces available at: <https://i4Trust.org/data-spaces-building-blocks>

⁵ See description of TRLs at:

https://ec.europa.eu/research/participants/data/ref/h2020/wp/2014_2015/annexes/h2020-wp1415-annex-g-trl_en.pdf

- Use and/or contribution to data models published under the Smart Data Models initiative⁶.
- Usefulness of the data shared by parties beyond the experiment
- Use of data publication and marketplace mechanisms
- Potential for monetization of data
- Exploiting data from third parties not part of the experiment (e.g.. third-party open data)

As a member of the i4Trust DIH Working Group, a given DIH may be interested to support experiments only around very concrete application domains (e.g., Agrifood domain) and/or challenges (e.g., Urban Mobility). That is perfectly fine. We will be advertising DIHs in the i4Trust DIH Working Group through a specific web page devoted to them and each DIH will have a dedicated space where they can advertise the kind of experiments it is willing to support. This will be important information that SMEs will be encouraged to consider.

4.3. Scouting process

Europe has 25 million small and medium-sized enterprises (SMEs)⁷, which represents the EU economy. SMEs offer innovative solutions to challenges such as climate change, resource efficiency and social cohesion and help to spread these innovations throughout the EU. They are, therefore, central to the EU's twin transitions to a sustainable and digital economy. SMEs are essential for competitiveness and prosperity, economic and technological sovereignty, especially with regard to data exploitation and the implementation of the EU's industrial strategy⁸.

i4Trust is looking for these SMEs and slightly bigger companies⁹ which are filled with ambition and with a strong orientation towards the added value of data as the economy of the present and the future.

Finding out these SMEs/Startups to be involved in the i4Trust Community through experiments funded under the open calls is a core activity to be led by **DIHs (LEBDs and Ambassadors) and i4Trust core partners**.

⁶ GitHub: <https://github.com/smart-data-models>, website: <https://smartdatamodels.org/>

⁷ Small and medium-sized enterprises (SMEs) are defined in the EU recommendation 2003/361.
⁸ [European Commission, Internal Market, Industry, Entrepreneurship and SMEs](#)

⁹ Slightly Bigger Companies are defined as organizations with a staff headcount below 500 employees and a turnover below €100M.

Three kind of SMEs are identified:

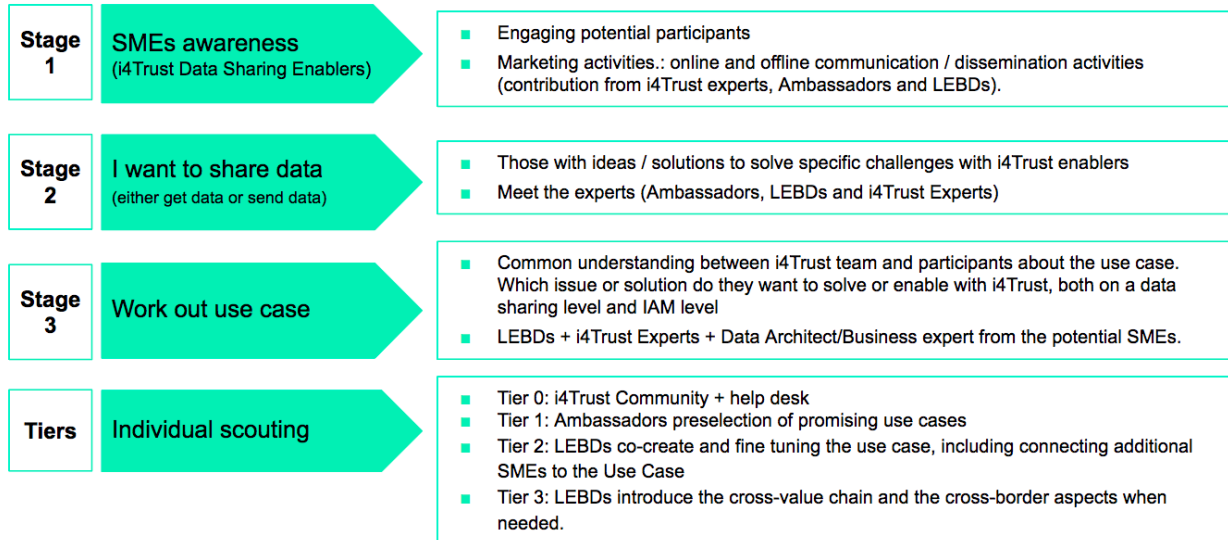
1. **SMEs with not yet Data Driven Business.** They are early adopters to new cross- domain experiments and data-driven business concepts;
2. **SMEs with a medium- strong position in using and re-suing of data.** These SMEs are able to contribute and share data. They also have strong competence in management of data;
3. **SMEs with a strong ability to share any kind of data.** These SMEs are able to contribute and adopt data, leverage also the possibility to share data from third parties and know well the technologies used for making data publicly available (e.g. companies, organization, Cities).

How will Startups and SMEs be involved and sought after?

SMEs that are interested in contributing to the objectives and mission of i4Trust, will be engaged through two different actors:

- **Ambassadors and LEBDs.** These are the stakeholders who **will strongly act at local level. Ambassadors have the task to chase the best quality of SMEs acting on the territory.** SMEs will be involved in face to face meetings or call meetings (or any other action) that the Ambassadors consider indispensable to test the level of maturity of the SMEs. Ambassadors will also be able to take advantage of the channels that the i4Trust consortium has made available to them (such as organisation of events, community space, etc..) to encourage and give the opportunity to these SMEs to enter an international networking context.
- **i4Trust core partners.** The i4Trust core partners (FIWARE Foundation, Funding Box and iSHARE Foundation) will act as "dealer of opportunity" for the SMEs reported by the DIHs, to whom they can offer the advantages already explained in the previous point. **Core partners will act as a "hunter" of most promising experiments,** looking for the best SMEs interested and/or specialized in management of data.

Scouting: looking for the best experiments on Data Sharing



5. Support to experiments

5.1. Mentoring Program

The Mentoring program is aimed at guiding the Button-Up Experiments through their journey with a 9-months of customised service, articulated in 3 stages, to fit SMEs needs. Experts from iSHARE Foundation, FIWARE Foundation and FundingBox, with the support of the Local Expert In B2B data Sharing (LEBDS) and Ambassadors from the DIHs, will mentor the selected Experiments to achieve their objectives and yet at the same time also guide the experiments toward the wider strategic objectives of i4Trust. Experts bring the experience and knowhow in data sharing in an effective, trusted and secure way based on the creation of data spaces.

For each Button-Up Experiment, an individual mentoring plan will be created summarized in the figure 7 shown below. Across the stages there will be regular update meetings between the mentors and the BuEs to keep track of progress.

- **Stage 1 - Onboarding stage:** During this stage the Button-Up Experiment consortium will refine the proposed use case in detail as well as the scope and functionality along with the solution design with the help of experts.
- **Stage 2 - Use Case Planning:** During this stage detailed planning will be made along with alignment with the milestones and objectives of BuE and most importantly alignment of activities amongst the partners taking into considerations the dependencies. A prioritised list of activities will also be made.
- **Stage 3 - Proof of Concept/Implementation:** During this stage the BuEs will implement the activities as laid out in planning and test the implementation.

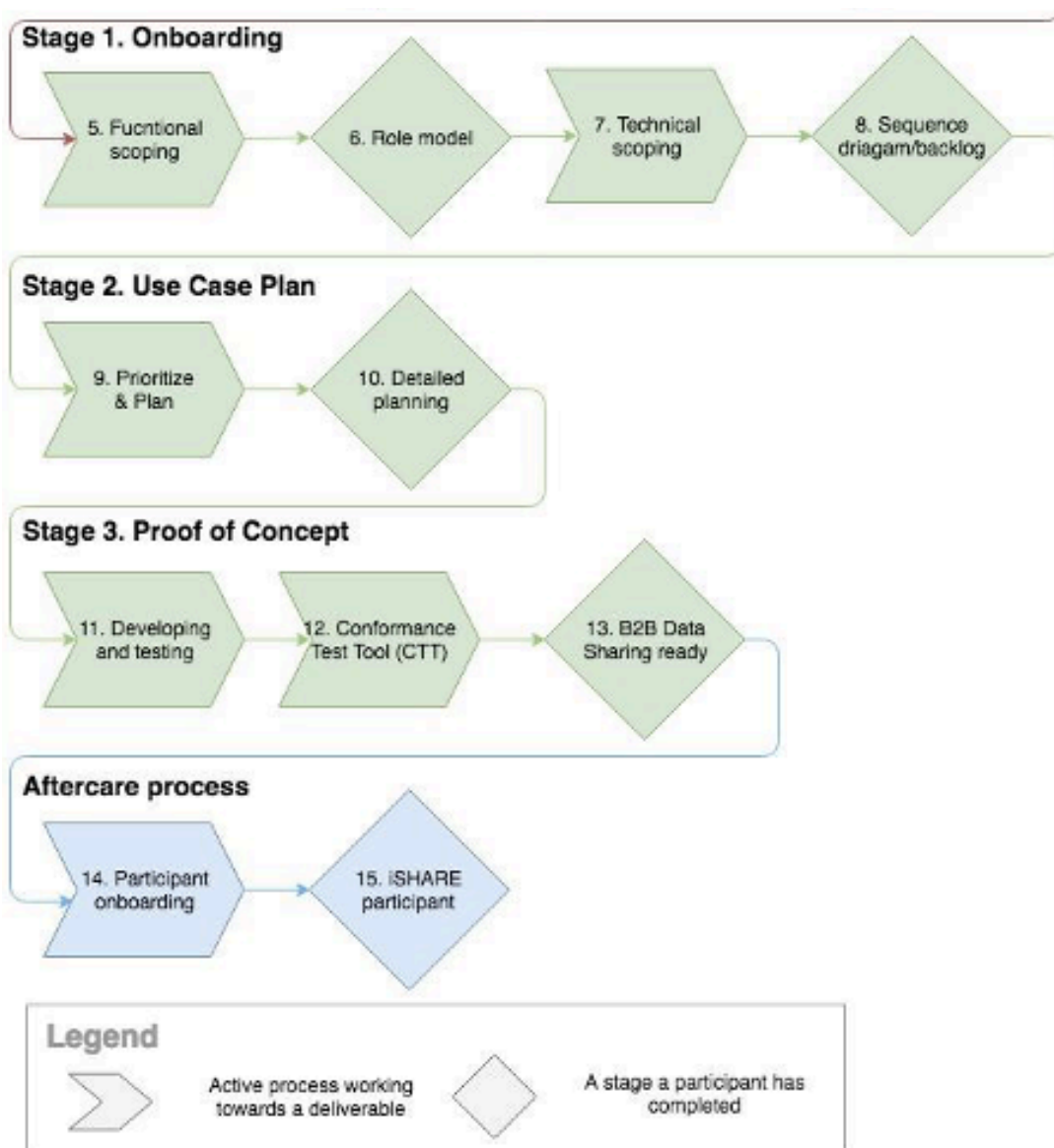


Figure 7 - i4Trust B2B mentoring program

Across the three stages mentioned there will be networking events which will enable the participants to discover each other and showcase their own experiments and achievements. Some of the activities linked to the implementation stages will be performed during those events, so DIHs and beneficiary companies shall consider attending these events in their activity planning as these events are mandatory for participants.

The participants will participate in at least 3 networking events during the process:

- **The Welcome Camp**, at the beginning of the mentoring Program will allocate the full pool of mentors; explain the resources available and the procedures to be followed within the program.
- **The Cross-Value Chain Bootcamp**, at the beginning of the Stage 2 will focus on creating links and finding synergies across the BuEs.
- **The Fundraising Bootcamp** will be organised at the beginning of Stage 3 where participants will be able to explore fundraising and sustainability of their experiments.

An exhaustive 'Review Process' will take place at the end of experiments in order to undertake a full follow up of their work. There will be periodic 'Reviews' of milestones and the financial support will be provided after these milestones, always linked to the achievement of the KPIs/Deliverables established in the 'Individual Mentoring Plan' defined at the beginning of each stage and annexed to the SubGrant Agreement.

5.2. Support of DIH in the Journey of SMEs

DIHs will play active role in supporting the SMEs during their journey in i4Trust

5.2.1. Discover

DIHs are primarily responsible for creating awareness about i4Trust within their SME network. They are ambassadors for i4Trust who reach out to the market armed with the knowledge of creating data spaces for the effective sharing of data in a safe and secure way while allowing data owners to keep control over their data.

5.2.2. Participate

DIHs are expected to join the SMEs in participating in the open calls as a member of consortium and fulfil the key role of bringing the deep knowledge of i4Trust building blocks. Having said that, they also support SMEs who approach the i4Trust Community for support.

5.2.3. Implement

DIHs are the local representatives of i4Trust in a given region or country which help SMEs during implementation and make sure that they make good use of the i4Trust building

blocks. They work closely with both SMEs and experts from i4Trust during the entire course of the implementation of experiments.

5.2.4. Sustain

During the implementation, DIHs support SMEs in exploring how to sustain experiments beyond the scope of the period during which those experiments are funded, dealing with transference of results to the market. Besides, DIHs will be an active part of the i4Trust Community aiming at supporting SMEs over time, in a sustainable manner.

6. Frequently Asked Questions (FAQ)

In order to facilitate the interested parties to find answers to common questions i4Trust publishes Frequently asked questions (FAQs) on its website. This is the first place for all parties to look for an answer. When a question/answer is not listed there, they can ask their question via one of the communication channels as explained above. i4Trust maintains the FAQs section and regularly updates it with questions and answers.

The general FAQs could be found on [i4Trust website](https://i4trust.org/faq/) (<https://i4trust.org/faq/>)

Additionally, participants might have specific questions regarding open calls, so we have created a dedicated FAQs page where we list questions related to open calls.

The open call FAQs could be found in [i4Trust Community Space](https://i4trust-open-call.fundingbox.com/pages/FAQs) (<https://i4trust-open-call.fundingbox.com/pages/FAQs>)