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D7.4: Dissemination, communication and networking report - Y2

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Document description	This deliverable reports the accomplished dissemination and communication activities of ACROSS for the second 12 months of the project as well as the planned activities for the next period.

About

The project is co-funded by the European Commission's Horizon 2020 research and innovation framework programme. Spanning through three years, ACROSS consists of a consortium of 11 partners from 7 countries: Athens Technology Center (coordinator), Tecnalia, Dataport, Engineering, Fraunhofer, GRNET, GFOSS, TimeLex, The Lisbon Council, Waag and VARAM.

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Executive Summary

The main goal of ACROSS is to provide an integrated ecosystem to co-design, co-create and co-deliver user-centric, accessible, interoperable, and regulation-compliant cross border digital services while assuring data sovereignty and control to the citizens. Apart from the critical work conducted at the ACROSS's technical research level, another essential work package (WP) of the project is WP7 concerning the dissemination and communication of the project objectives, research results, policy recommendations, and expected impacts. Dissemination and communication are critical parts of ACROSS to raise awareness and inform the project's results to the targeted audience.

In the second year of the project, a lot of weight was given to communicate the projects results in many different roundtables and summits. The dissemination strategy of the project suffered minor alterations, culminating in a joint calendar to foster more collaboration between consortium partners for dissemination efforts and to help the WP leader to monitor and track the progress of the communication KPIs. The communication and dissemination strategy serves as a guide for all the actions that will be carried out until the end of the project. This report presents the dissemination and communication activities that have been carried out during the second year of the project from February 2023 (M13) until January 2023 (M24). In line with ACROSS's four stages of the communication and dissemination plan, the second 12 months of the project primarily focused on engaging the personas that the project has created awareness about the project through general communication efforts, consistent with the engagement-oriented phase.

The second year of ACROSS concentrated on efficiently communicating and distributing the project's findings and policy ramifications to various intended audiences, or more specifically, the personas. The team produced materials that highlighted the project's outcomes, collaborated with other applicable groups and projects across Europe, and participated in events, conferences, and workshops to raise awareness about the solutions that surround cross-border services. Collaboration with the initiative's stakeholder panel wasenhanced through additional stakeholder meetings and consistent communication. Policy events were organised to engage the European policymaking and public administration community. The team also introduced website tags to monitor the number of downloads and enhance the website's SEO performance and sustained social media communication to increase views from social media channels. As a result of these efforts, the project's research results, and policy ramifications were effectively conveyed to the intended audiences and progress was made towards the initiative's goal of addressing cross-border services in the EU.

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List of Terms and Abbreviations

Abbreviation	Definition
Key Performance Indicators	KPIs
European Union	EU
Single Digital Gateway	SDG
Once-Only principle	OOP
European Interoperability Framework	EIF
Search Engine Optimisation	SEO
Call To Action	CTA

1   Introduction and Outline

This deliverable presents an update on the dissemination activities for the second year of the project. The ACROSS project has made significant progress in advancing innovative solutions in its field of study. To ensure that project stakeholders are kept informed and engaged, the project team has been working to update the personas of the project. The updated approach will focus on effectively communicating the project's progress, impact, and future plans. This report aims to provide an overview of the ACROSS project's dissemination activities and highlights the team's efforts to engage with the wider community and promote the project's outcomes.

The ACROSS objectives for communication and dissemination remain the same from start until the end of the project. To this end, this section about the objectives and specific objectives of the project remains the same as from the first yearly report of the project. It is possible to check the ACROSS objectives in D7.3 "Dissemination, communication and networking report – Y1."

1.1   Purpose and Scope

The present report describes the dissemination and communication activities that took place during the second 12 months of the project and outlines the planned activities for the remaining duration of the project. More specifically, the deliverable outlines the dissemination and communication objectives and strategy of the reporting period. In addition, it presents the tools and activities that were undertaken to accomplish the set objectives, disseminate the project, and implement the strategy as it was set out in the deliverable D7.2 "Communication, Networking Plan and Dissemination strategy".

1.2   Structure of the Deliverable

The present report is comprised of nine chapters.

- Chapter 1 serves as an introduction for the deliverable and overview of the objectives for communication and dissemination.
- Chapter 2 gives a high-level overview of ACROSS's dissemination and communication strategy and foreseen activities at a glance.
- Chapter 3 presents the project materials created and used for dissemination purposes.
- Chapter 4 presents the project website and reports on its analytics and Search Engine Optimisation (SEO).
- Chapter 5 describes the social media activities.
- Chapter 6 reports on scientific and non-scientific dissemination and communication activities performed during the second 12 months of the project.
- Chapter 7, the target values for the project period are compared against values achieved by considering the KPIs defined in ACROSS's dissemination and communication Plan (D7.2) to assess progress.

- Chapter 8 provides an overview of the second dissemination and communication reporting period, describing future dissemination activities and indicative dissemination events and scientific journals/specialised magazines that the project will target.

2 Strategic Dissemination and Communication Plan at a glance

This section presents a high-level overview of ACROSS's dissemination and communication activities to be undertaken throughout the whole duration of the project. During the second reporting period for WP7 (M13 – M24), WP7 focused its efforts on communicating the results to all the personas. The activities resulted in an effective promotion of the project at a national, European, and international level. This was achieved through the contributions of all project partners.

ACROSS aims to make significant contributions to both research and policy by producing instruments to reach different **personas** involved in co-creation and transformative public sector innovation. These personas are then set in a **communication funnel**, where the main goal is to gather promoters for the project. In this regard, the first two years are focused on attracting and engaging these personas to convert them into potential promoters. The second and third years of the project will be more centred on taking these leads and converting them into promoters of the project, as depicted in the figure below:
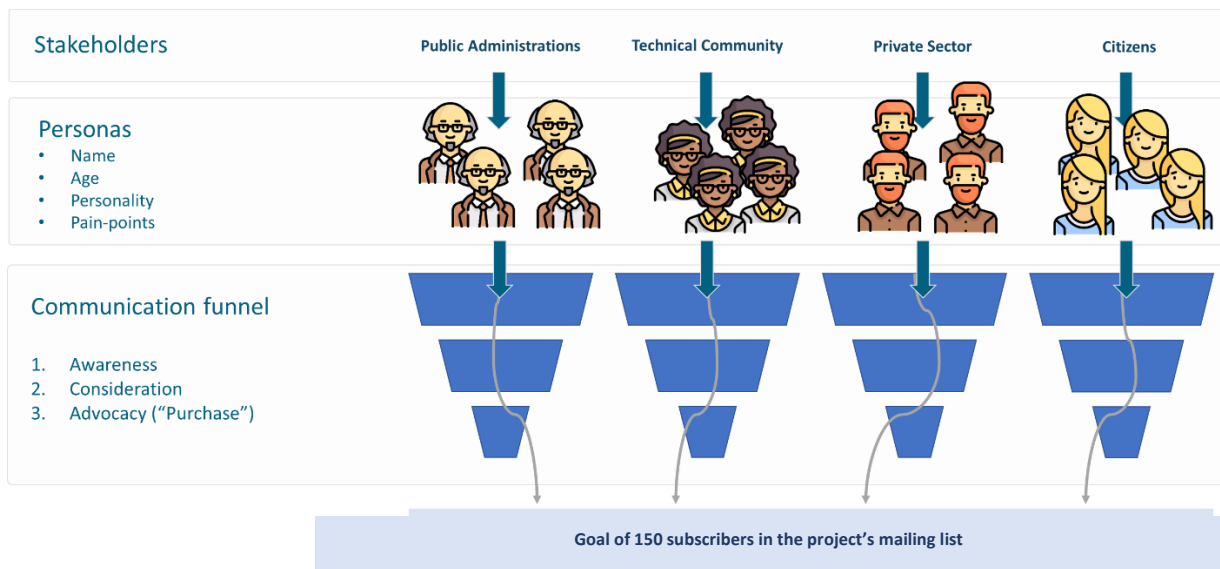
Figure 1 – ACROSS communication funnel

Each persona has different needs. Therefore, to efficiently target these different audiences and stakeholders, the consortium has addressed the audiences through distinct channels and messages. Moreover, the consortium used website analytics and SEMrush to monitor most KPIs and build a dashboard visible for internal communication. All partners have access to this dashboard and can see the results in real-time. These platforms help track real-time data and generate detailed reports to the consortium and external stakeholders. Since one of the project's goals is to create a community of stakeholders to promote ACROSS's objectives, the final

conversion KPI will be the number of people subscribed to the ACROSS's newsletter. In other words, how many promoters the project has. The subscription option is the main call to action (CTA) on the website and social media links.

For the second year of the project period, the main objectives for the dissemination and communication were the following:

1) Reinforce the ACROSS brand by utilising it in all dissemination materials;
2) Present the project in all relevant events;
3) Disseminate the project's vision & objectives to key partners;
4) Create scientific content and share it to stakeholders such as the scientific community;
5) Reach out to the wider community of non-experts with social media posts.

To create a better coordination between all partners of the project, a joint calendar was created and validated individually with each partner of the project.

In Annex I we present the dissemination and communication activities that are planned until M36. The calendar is a collaboration between all partners, and it is monitored by the WP7 leader. All activities are linked with the strategic KPIs for dissemination and communication.

At the start of each month, the WP7 leader checks if the planned activities are being completed as intended, and if not, corrections in the calendar are made to ensure that all the KPIs for the project will be met before the project's lifecycle ends. The calendar is available on the communication log of the project and it is open to everyone.

In the following sections, an overview of the dissemination and communication tools used to set the brand identity of the project and promote the project's concept, activities and initial results is provided.

3 Project Website

In this section, we describe and report the impact of the project website, which is available under the domain www.across-h2020.eu In addition, the modifications made in the website during the second year of the project are also presented. According to comments received from the first review meeting of ACROSS, the project's team worked on making modifications at the current website to improve its feel and performance.

3.1 Website Overview

As the central node for dissemination purposes and the main dissemination and communication channel, the ACROSS official website (https://across-h2020.eu/) was built in the early stage of the project. The website serves as a collaboration tool for knowledge, experience and best practice sharing, as well as for results consolidation and dissemination support. The project website is continuously maintained to provide up-to-date information and material on the project deliveries and news.
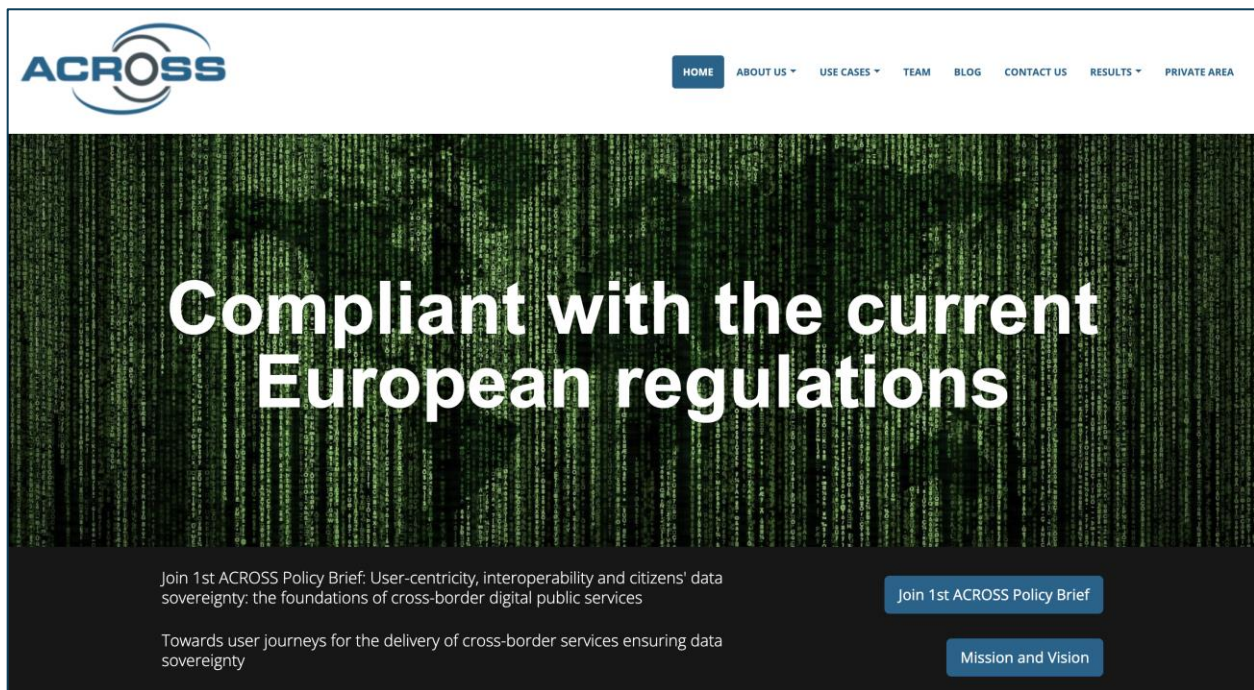
Figure 2 – ACROSS website main page

In addition, we have added a new section in the home page to present all the latest blog posts from the blog section of the website. This new section helps to drive the user to the blog page or to individual blog posts that were made recently.

Figure 3 – ACROSS new section on homepage

Aside from that, other modifications are:

Page	Modification
Home page	Increase the logo size
Home page	Enlarged the letters in the menu
Home page	Use the same fonts in all texts
Home page	Improve the Footer and add the banner "Horizon Results Booster"
Home page	The white box is now black and part of the footer
Home page	Removed "Results" page from the menu
Home page	Added section "Recent Posts" and display the posts from the blog dynamically
Home page	Renamed the "Communication" from the menu to "Results"
About Us	The "About Us" page has changed its structure
Team	Removed the map and improved the look and feel of the page
Material and Public Deliverables	Nicer presentation of materials and deliverables

Table 1 – ACROSS website modifications during the second year

Moreover, the SEMrush SEO audit report is still regularly monitoring ACROSS's website to enable the team to make sure that the website's health is ever improving and catch all upcoming issues before they become a concern for potential users.

Given the potential for disseminating content via the worldwide web, a system to facilitate the website's legibility has been applied in compliance with the rules of the W3C protocol.[1] This protocol helps people with visual disabilities to access the web content. The website is fully responsive from any device, pc or mobile. The organisation of the contents is divided into subsections, each accessible from the main menu. The ACROSS website is an important tool because:

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[1] W3C Web Accessibility Initiative (WAI), "W3C Accessibility Standards Overview," Web Accessibility Initiative (WAI), accessed January 30, 2023, https://www.w3.org/WAI/standards-guidelines/.

- Facilitates information about the project's objective, data sovereignty issues and how it can potentially affect every individual.
- Provides simple and broadcast information about the project and all the partners involved.
- Each new blog post is inserted in a timeline on the blog page.
- The "*Public deliverables*" and "*blog*" sections have been constantly updated with the contents written by the partners with the project's progress.
- It offers the possibility to the user to contact the ACROSS project team directly.
- Help the consortium achieve the proposed goals and analyse important KPIs for the communication and dissemination of the project.

On the homepage, users can find general information describing the project objectives, the vision, a button with a CTA that invites the user to join the ACROSS newsletter. The footer is on every page of the website. The flag of the European Union is always present with the caption about the HORIZON2020 call. The logo for the HORIZON RESULTS BOOSTER was also added in the website's footer, along with the project coordinator's contacts and the references to the social media channels on YouTube, Twitter and LinkedIn.
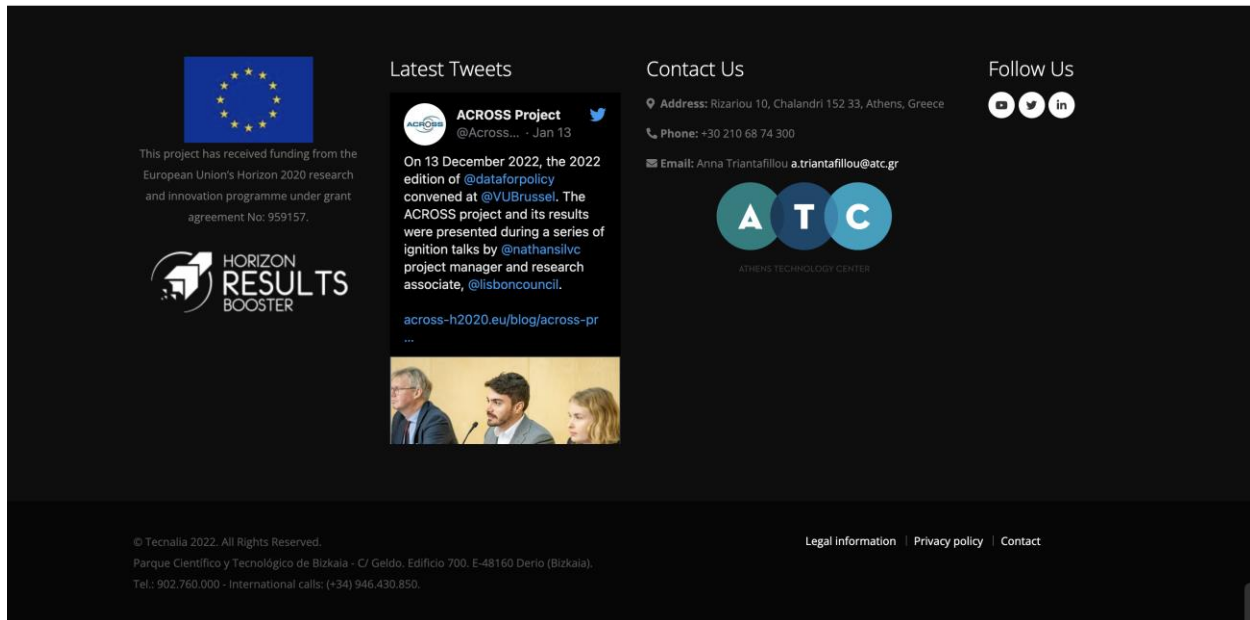
Figure 4 – ACROSS website footer

3.2   Website analytics

This section presents figures from the website's analytics page of the ACROSS website from the day of its creation to the time of the drafting of the present report. Regarding the website audience, on aggregate, **a total of 4.287 new users** have visited the website, while the website

has a total of **8.638 page views** in the last 24 months**.** Through the whole period that the website has been operating, ACROSS has a stable number of daily users, with increments appearing whenever there is an important project activity. **The average session duration is above one minute (00:01:05),** which is a good benchmark to achieve.
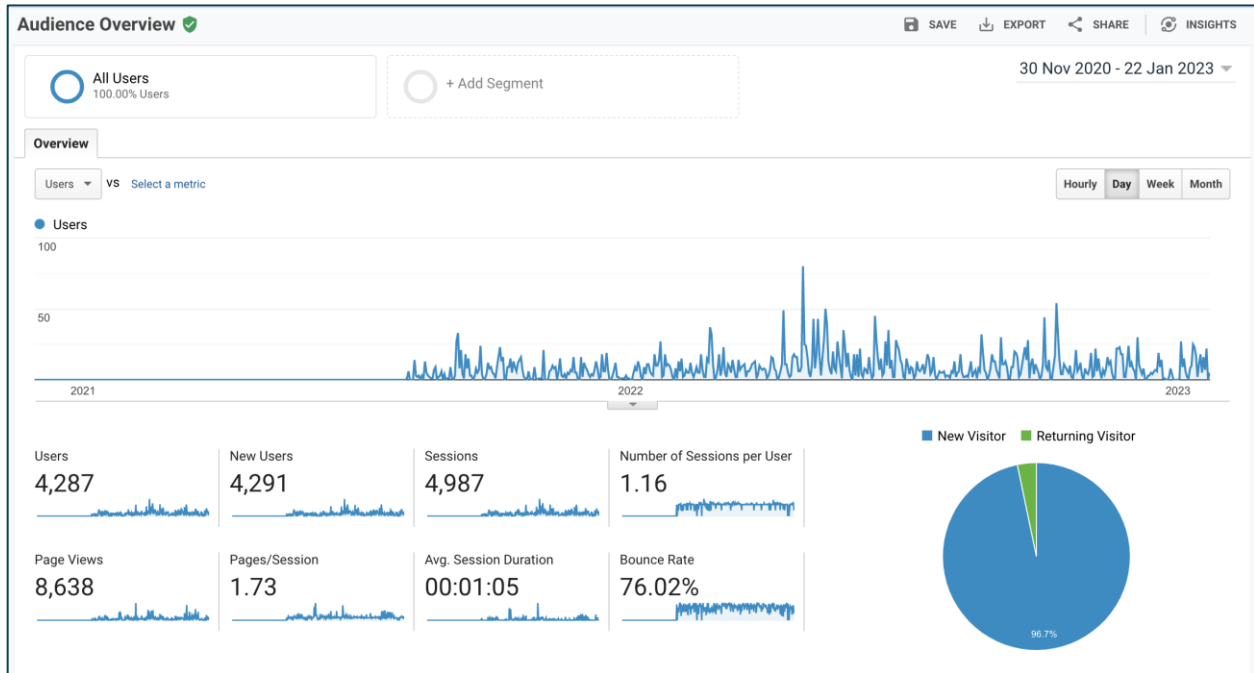
Figure 5 – ACROSS audience analytics

Furthermore, the consortium also recently added the "event tracking" to be able to comply with the KPIs defined in the description of action of the project – these being the number of downloads in the reports and banners of the project. Recently, there were **70 downloads on ACROSS materials,** the brochure having the greatest number of downloads from the top ten.

	Event Label	Total Events ↓	Unique Events	Event Value	Avg. Value
		70 % of Total: 10.70% (654)	63 % of Total: 11.43% (551)	0 % of Total: 0.00% (0)	0.00 Avg for View: 0.00 (0.00%)
☐	1. /sites/d8across/files/across%20brochure.pdf	23 (32.86%)	22 (34.92%)	0 (0.00%)	0.00
☐	2. /sites/d8across/files/ACROSS%20BANNER%20(1).pdf	13 (18.57%)	13 (20.63%)	0 (0.00%)	0.00
☐	3. /sites/d8across/files/ACROSS%201st%20Policy%20Brief_0.pdf	10 (14.29%)	8 (12.70%)	0 (0.00%)	0.00
☐	4. /sites/d8across/files/ACROSS%201st%20Policy%20Brief%20(1).pdf	8 (11.43%)	5 (7.94%)	0 (0.00%)	0.00
☐	5. /sites/d8across/files/ACROOS_docs/ACROSS%20BANNER.pdf	6 (8.57%)	5 (7.94%)	0 (0.00%)	0.00
☐	6. /sites/d8across/files/ACROSS%20Poster%20(1).pdf	5 (7.14%)	5 (7.94%)	0 (0.00%)	0.00
☐	7. /sites/d8across/files/ACROOS_docs/ACROSS%20POSTER.pdf	4 (5.71%)	4 (6.35%)	0 (0.00%)	0.00
☐	8. /sites/d8across/files/ACROSS%201st%20Policy%20Brief.pdf	1 (1.43%)	1 (1.59%)	0 (0.00%)	0.00

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Figure 6 – ACROSS material downloads

R Recently, **the number of downloads on public deliverables** reached the **total of 146.** The data management plan (D1.4) has received the greatest number of downloads from the top ten.

|	Event Label	Total Events ↓	Unique Events	Event Value	Avg. Value
		146 % of Total: 22.32% (654)	124 % of Total: 22.50% (551)	0 % of Total: 0.00% (0)	0.00 Avg for View: 0.00 (0.00%)
☐	1. /sites/d8across/files/D1.4%20Data%20Management%20Plan.pdf	23 (15.75%)	16 (12.90%)	0 (0.00%)	0.00
☐	2. /sites/d8across/files/D6.1%20Use%20case%20scenarios%20and%20roadmap.pdf	17 (11.64%)	16 (12.90%)	0 (0.00%)	0.00
☐	3. /sites/d8across/files/D3.1%20Design%20of%20the%20ACROSS%20Data%20Governance%20framework%20for%20data%20sovereignty%20-%20initial%20(1).pdf	14 (9.59%)	12 (9.68%)	0 (0.00%)	0.00
☐	4. /sites/d8across/files/D5.1%20System%20Architecture%20and%20Implementation%20Plan_initial.pdf	12 (8.22%)	11 (8.87%)	0 (0.00%)	0.00
☐	5. /sites/d8across/files/D2.1%20User%20Journey%20Methodology%20definition%20-%20Initial.pdf	11 (7.53%)	9 (7.26%)	0 (0.00%)	0.00
☐	6. /sites/d8across/files/D3.3%20Implementation%20of%20ACROSS%20Data%20Governance%20framework-%20Initial.pdf	11 (7.53%)	9 (7.26%)	0 (0.00%)	0.00
☐	7. /sites/d8across/files/D7.1%20ACROSS%20brochure%20and%20Public%20website.pdf	9 (6.16%)	9 (7.26%)	0 (0.00%)	0.00
☐	8. /sites/d8across/files/D2.3%20Cross-border%20service%20gap%20analysis%20-%20Initial.pdf	7 (4.79%)	5 (4.03%)	0 (0.00%)	0.00
☐	9. /sites/d8across/files/D2.5%20ACROSS%20Governance%20framework%20including%20service%20design%20approach%20-%20Initial.pdf	7 (4.79%)	7 (5.65%)	0 (0.00%)	0.00
☐	10. /sites/d8across/files/D4.4%20Micro%20Proxies%20and%20services%20catalogue-Initial.pdf	7 (4.79%)	6 (4.84%)	0 (0.00%)	0.00

Figure 7 – ACROSS public deliverables downloads

Regarding the geographical distribution of ACROSS's audience, it is interesting to note that ACROSS has achieved a wide reach, with website visitors coming from almost all over the world (depicted in Figure 8). The top three countries with the most visitors are Greece, Germany, and the United States (depicted in Figure 9).
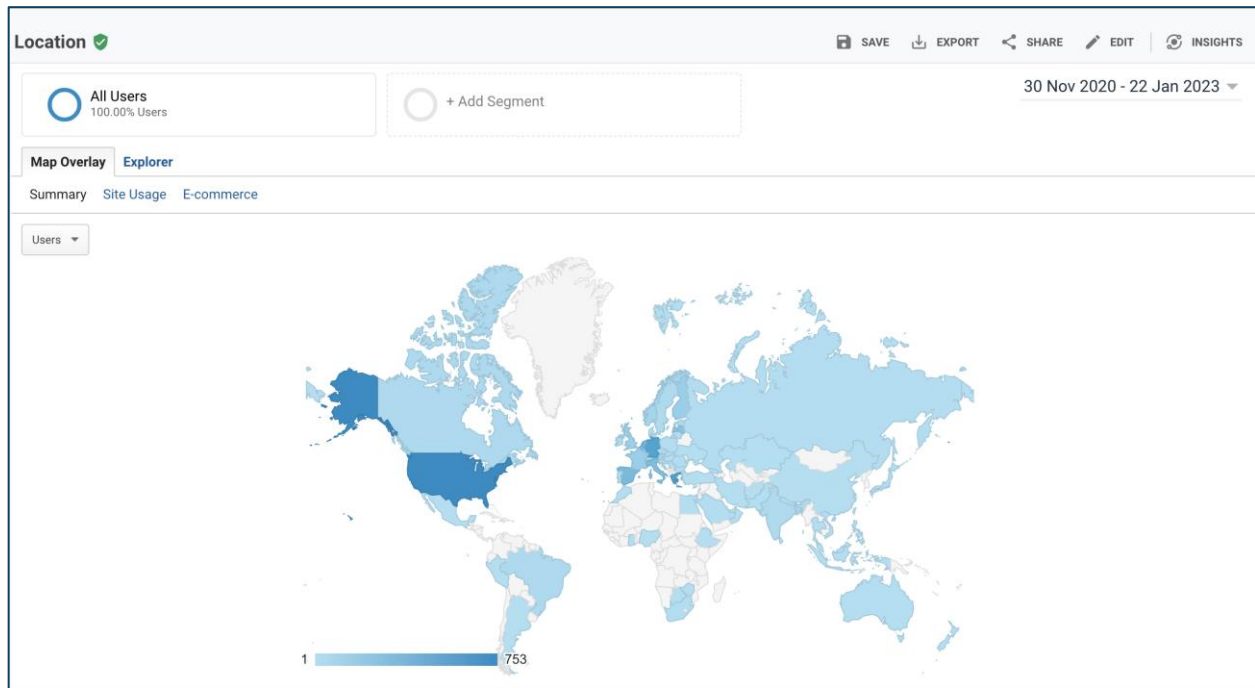
Figure 8 – Audience per geographical location

Country	Acquisition			Behaviour			Conversions		
	Users ↓	New Users	Sessions	Bounce Rate	Pages/Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	4,287 % of Total: 100.00% (4,287)	4,291 % of Total: 100.00% (4,291)	4,987 % of Total: 100.00% (4,987)	76.02% Avg for View: 76.02% (0.00%)	1.73 Avg for View: 1.73 (0.00%)	00:01:05 Avg for View: 00:01:05 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	€0.00 % of Total: 0.00% (€0.00)
1. United States	753 (17.49%)	753 (17.55%)	753 (15.10%)	97.61%	1.03	<00:00:01	0.00%	0 (0.00%)	€0.00 (0.00%)
2. Greece	554 (12.87%)	554 (12.91%)	710 (14.24%)	63.94%	2.10	00:01:53	0.00%	0 (0.00%)	€0.00 (0.00%)
3. Germany	537 (12.47%)	537 (12.51%)	571 (11.45%)	78.28%	1.37	00:00:16	0.00%	0 (0.00%)	€0.00 (0.00%)
4. Netherlands	332 (7.71%)	332 (7.74%)	348 (6.98%)	81.90%	1.26	00:00:10	0.00%	0 (0.00%)	€0.00 (0.00%)
5. Spain	321 (7.45%)	322 (7.50%)	472 (9.46%)	57.42%	4.31	00:04:39	0.00%	0 (0.00%)	€0.00 (0.00%)
6. Italy	278 (6.46%)	276 (6.43%)	344 (6.90%)	74.71%	1.33	00:00:43	0.00%	0 (0.00%)	€0.00 (0.00%)
7. Belgium	275 (6.39%)	272 (6.34%)	310 (6.22%)	66.77%	1.63	00:00:49	0.00%	0 (0.00%)	€0.00 (0.00%)
8. Latvia	219 (5.09%)	215 (5.01%)	233 (4.67%)	67.38%	1.39	00:00:07	0.00%	0 (0.00%)	€0.00 (0.00%)
9. Finland	140 (3.25%)	140 (3.26%)	140 (2.81%)	92.14%	1.13	<00:00:01	0.00%	0 (0.00%)	€0.00 (0.00%)
10. France	138 (3.20%)	138 (3.22%)	138 (2.77%)	92.03%	1.09	00:00:01	0.00%	0 (0.00%)	€0.00 (0.00%)

Show rows: 10 Go to: 1 1-10 of 79

Figure 9 – List of top countries with most users on the website

For the acquisition of users, Figure 10 below presents the top referral channels for the ACROSS website.
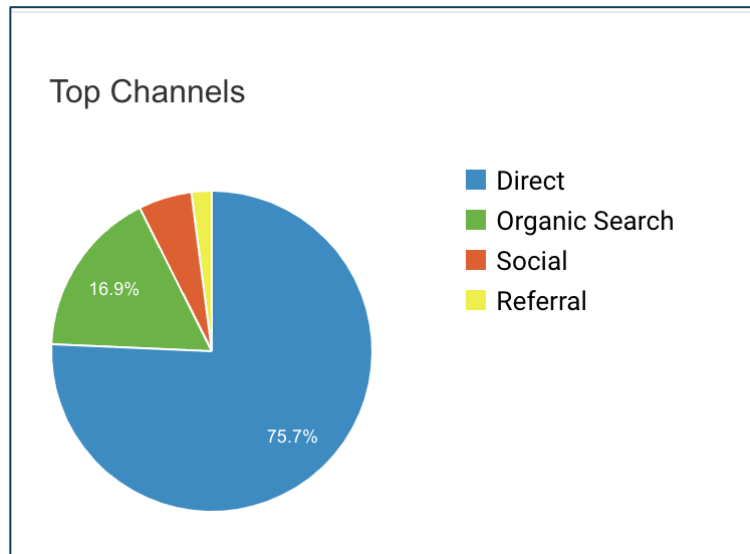
Figure 10 - Acquisition and behaviour overview

Most website traffic (75.7%) is direct. Direct traffic is defined as visits with no referring website. They come directly to the website. When a visitor follows a link from one website to another, the site of origin is considered the referrer.

The results are expected, as ACROSS does not use paid search results or ads, while the percentage of referrals and social media is within the normal rates for a website such as ACROSS (academic and scientific oriented content interesting for specific audiences that are not heavy social media users).

Concerning the webpages that attract most of the website's users, Figure 11 below presents the list of the ten most popular webpages within the ACROSS website. The home page, along with the partners section and the blog timeline are the most visited pages.

Page		Page Views	% Page Views
1. /		3,286	38.04%
2. /partners		642	7.43%
3. /timeline		431	4.99%
4. /public-deliverables		359	4.16%
5. /results		239	2.77%
6. /blog-timeline		229	2.65%
7. /mission-and-vision-0		216	2.50%
8. /materials		209	2.42%
9. /about-across		201	2.33%
10. /study-abroad-scenario		197	2.28%

view full report

Figure 11 - List of most visited webpages

Also, ACROSS is building backlinks for its website. Backlinks (sometimes known as referral links) are links that bring the user to the ACROSS website from other websites. Search engines use the quality and number of backlinks as a ranking factor. Therefore, acquiring backlinks is a fundamental strategy in SEO. Currently, **ACROSS has 50 backlinks in total,** which is a good threshold for the second year of the project website. These backlinks **are coming from 21 different websites.** Most of the backlinks come from text-based links. Is also normal that some of these backlinks disappear from time to time, as search engines tend to cut the ones that are suspicious or not relevant for the project's website.

Currently, there are no backlinks with a high toxic score. The toxicity score dictates if a website is malicious or not. For instance, many websites gather various links on a page with the intention of spamming the user, or there are bots that spam the website link in different blog's commenting sections. No such case is happening with ACROSS.
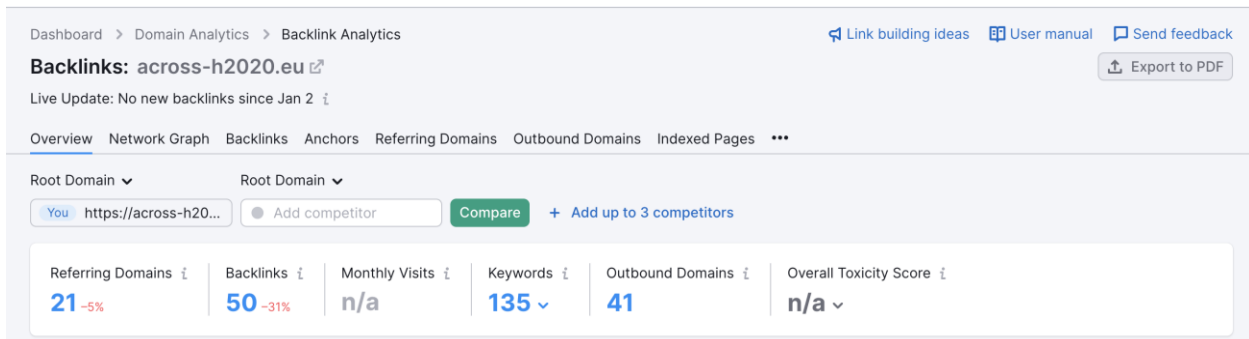
Figure 12 – Current number of backlinks

4   Social media channels

The massive dissemination of the ACROSS project will also take place through programmed management of a social media editorial calendar. ACROSS's social media channels are YouTube, LinkedIn, and Twitter. Each of them was chosen to differentiate the message based on the target persona, thus implementing a more targeted communication strategy. All project partners who have social media accounts follow each other profiles, reposting or retweeting coherent content, tagging, and mentioning the ACROSS profile. In this second year of the project, whenever a partner has attended an event on behalf of the project, a blogpost followed by a social media campaign was done. Every LinkedIn and Twitter post are always done tagging the participating partners and their company's profile.

Also, all the social media icons have been included in the footer of https://across-h2020.eu/ website. The profile pictures contain the official logo. All social profiles have been customised following the same consistency criterion to make themselves immediately recognisable.

4.1   Twitter

Twitter is a highly content-based social media and extremely concise. Also, in this case, the ACROSS project target is defined on interests, pages followed, hashtags followed, and people followed. For this reason, the content will be written in a way that is still different from other social media channels.

Figure 13 – ACROSS's Twitter page

For example, there were **5.900 impressions over a 91-day period on ACROSS Twitter account**. The account is being used to disseminate information about the project, events, and keynotes given by consortium members during workshops. Whenever is possible, partner accounts are

tagged to raise the impression of each tweet. The following Figure 14 depicts some of the tweets that performed well in the last months.
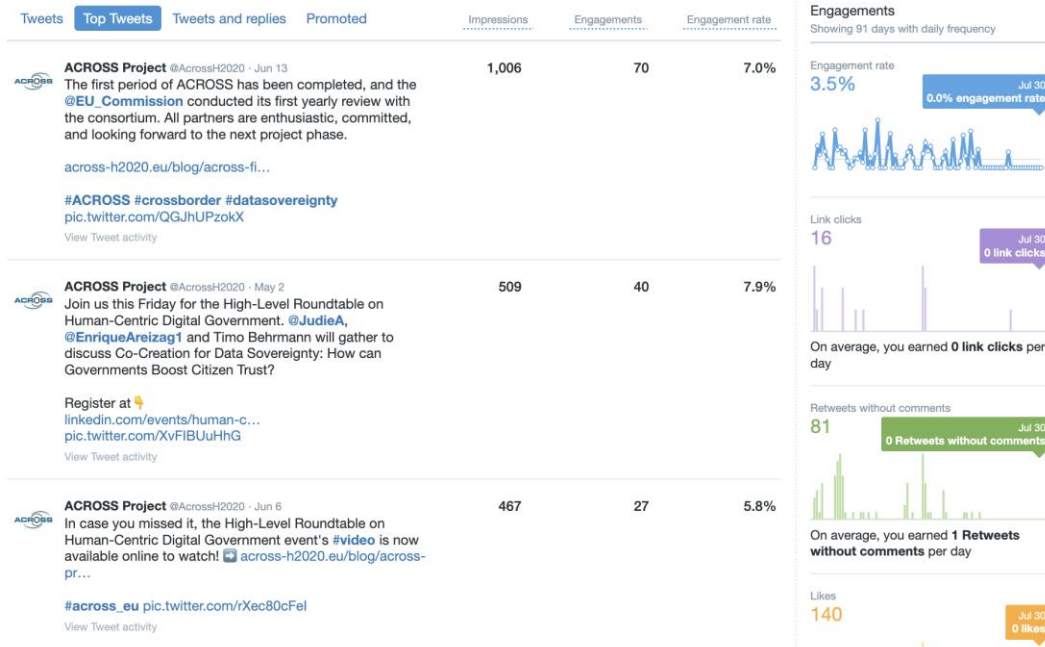
Figure 14 - ACROSS tweets

4.2 LinkedIn

LinkedIn is one of the most powerful in terms of disseminating professional information. The ACROSS page in LinkedIn is mainly used to connect with the scientific and technical community of the project. The blogposts are replicated as posts and articles (depending on the content) on the LinkedIn page to attract more visitors to the website.
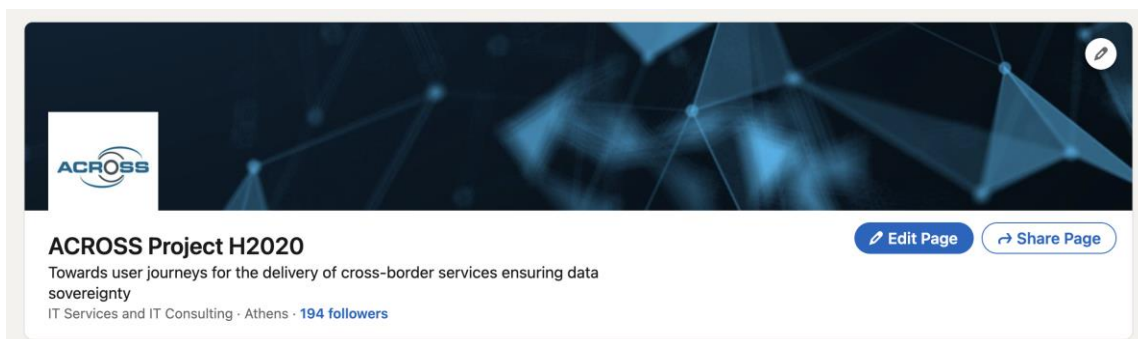
Figure 15 – ACROSS LinkedIn profile page

Regarding the impressions on the LinkedIn page, the ACROSS project page had a total of **10.923** impressions during the year. The professional LinkedIn page was useful to attract a part of the scientific community to the website, even though it was not the main channel to attract new users. It is possible to see some analytics from the LinkedIn posts in the following figure:

Figure 16 - ACROSS LinkedIn posts

5   Dissemination and communication activities

This section summarises the communication and dissemination activities that have been performed by the ACROSS consortium throughout the second 12 months of the project. These activities are split into the following categories:

- Scientific publications.
- Participation in events.
- High-level roundtable organisation (with cluster of projects).
- Social media dissemination and ACROSS video.
- Stakeholders panel and related events.
- Cooperation activities with other related EU funded projects.

5.1   Scientific publications

Now that the project has advanced and has more scientific material to disseminate, partners have published ACROSS content in scientific events. During the second 12 months, project partners worked on ACROSS publications, as the project's results and deliverables were being published. The scientific material can be seen in the following Table 2:

Partner(s)	Type	Title	Main author(s)	Publisher/ Conference	DOI/ Status
TECNALIA	Scientific article	New Forms of Delivering Public Goods through Inclusive, Interoperable and Integrated Public Services: Enablers, Benefits, and Barriers	Robert Krimmer, Trui Steen, Matteo Gerosa, Enrique Areizaga, and Jon Shamah	Association for Computing Machinery (ACM)	https://doi.org/10.1145/3543434.3543657
The Lisbon Council, TECNALIA, WAAG	Scientific article	A more inclusive Europe through personal data sovereignty in cross-border digital services	Nathan da Silva Carvalho, Urtza Iturraspe Barturen, Idoia Murua Belacortu, Max Kortlander, Valentin Sanchez Pelaez, Enrique Areizaga Sanchez and Lucy Temple	DG.O 2023: The 24th Annual International Conference on Digital Government Research	To be announced (currently under peer-review)
The Lisbon Council, GRNet, Dataport, VARAM	Scientific article	Enhancing cross-border mobility by adopting user journey approach for digital public services	Nathan da Silva Carvalho, Petros Christopoulos, Ipek Köysürenbars, Michaela Pfeiffer, Lucy Temple, Nikos Vasilakis and Matīss Veigurs	DG.O 2023: The 24th Annual International Conference on Digital Government Research	To be announced (currently under peer-review)

Partner(s)	Type	Title	Main author(s)	Publisher/ Conference	DOI/ Status
VARAM (in collaboration with Rīga Stradiņš University)	Banner	The role of digitalisation in the cross-border application process for university admission from the fundamental rights perspective: challenges and possible solutions	Matīss Veigurs, Karina Palkova, Baiba Pētersone,	DG.O 2023: The 24th Annual International Conference on Digital Government Research	To be uploaded
VARAM (in collaboration with Rīga Stradiņš University)	Journal publication	The role of digitalisation in the cross-border application process for university admission from the fundamental rights perspective: challenges and possible solutions	Matīss Veigurs, Karina Palkova, Baiba Pētersone,	ICEGOV 2023 or Digital Government related journal	To be uploaded
The Lisbon Council	Policy brief	User-centricity, interoperability, and citizens' data sovereignty: the foundations of cross-border digital public services	Nathan da Silva Carvalho, Grace Milne, David Osimo	-	https://doi.org/10.6084/m9.figshare.21821283
The Lisbon Council	Banner	ACROSS banner	Nathan da Silva Carvalho	EGOV-CeDEM-ePart 2022	-

Table 2 – ACROSS scientific material

Aside from these publications, the consortium is working to get more material published in 2023 in different formats, such as more scientific papers in journals, banners and articles in conferences. The consortium has submitted material to one of the most important digital government conferences in the EU, DGO 2023: The 24th Annual International Conference on Digital Government Research. In May, the consortium will also submit more material to another important conference on the topic, ICEGOV 2023.

5.2 Participation in events

The following lists all the events ACROSS partners attended during the second year of the project. The events consist of conferences, workshops, seminars, keynotes in relevant events.

It should be noted that project partners were very active in different events covering a wide variety of ACROSS related topics, such as public sector innovations, service design, value co-creation in public services, digital transformation, living labs, public policy evaluation and measurement of public sector innovation. Most of the events partners attended had an international reach and audience, while the presentations of project results that took place were attended by a significant number of researchers, policy makers, social scientists, and public administration employees, resulting in widespread and effective dissemination of ACROSS and its goals.

It is important to mention that many initial events that ACROSS planned to participate in were either cancelled or postponed due to the COVID-19 pandemic. When feasible, the ACROSS consortium participated online. The following Table 3 describes the events that ACROSS was present throughout the year. The following paragraphs describe some of the events that ACROSS members were present.

Table 3 - ACROSS list of attended events

Date	Partner Name	Event
01/03/2022	VARAM	Riga Technical University presentation
05/03/2022	VARAM	VARAM Digital Transformation departments presentation
07/03/2022	ATC	Samos Summit presentation
22/03/2022	Waag	GREEK ICT Forum participation
06/05/2022	LC	Human Centric Digital Government: From Research to Action (organiser)
11/05/2022	WAAG	Policy hackaton in Brussels
15/06/2022	TECNALIA	DGO 2022, scientific conference participation
08/07/2022	GFOSS	MyData 2022, scientific conference participation
08/08/2022	LC	Egov Cedem Epart 2022
02/10/2022	VARAM	Riga Technical University (Science and Innovation Center) presentation
13/10/2022	VARAM	Usability test: ACROSS project presentation to foreign student group in Latvia

Date	Partner Name	Event
01/11/2022	LC	Roundtable of digital government projects during Data for Policy 2022 (Brussels)
02/11/2022	VARAM	Riga Stradins University presentation
18/11/2022	ATC	Barcelona smartcities presentation
24/01/2023	WAAG	Project presentation in the following events: Society 5.0, Masterclass Netpolitiek, Erasmus University, and iBestuur
26/01/2023	GRNet	Greek Innovation Hub for Digital Governance

The following sub-chapter give more information on some of these events:

5.2.1 The delivery of cross-border services ensuring User-centricity, interoperability, and citizens' data sovereignty: ACROSS project in the 12th Samos Summit

The 12th Samos Summit on ICT-enabled Governance offers an unprecedented opportunity to see, interact with and influence cutting-edge Information and Communication Technologies research projects and initiatives. Attended by high caliber experts from research, administrations and enterprises worldwide, the Samos 2022 Summit focused on the newest developments of ICT applications in the area of digital governance.

Anna Triantafillou, project coordinator from ATC, presented the ACROSS project under the theme of "The delivery of cross-border services ensuring User-centricity, interoperability and citizens' data sovereignty." During her presentation, Anna talked about the main challenges related to the adoption of digital public services, the vision for the next generation of public services and the importance of delivering cross-border services, ensuring user-centricity, interoperability and citizens' data sovereignty, providing an overview of the ACROSS project's approach.

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Figure 17 – Anna Triantafillou presents ACROSS at the 12th Samos Summit

5.2.2   23rd Annual International Conference on Digital Government Research (DGO.2022)

The ACROSS project was presented during the 23rd Annual International Conference on Digital Government Research (DGO2022). During Panel 1, under the theme of "New Forms of Delivering Public Goods and Inclusive Public Services: Enablers, Benefits, and Barriers", Enrique

Areizaga, Digital Transformation Manager at TECNALIA, chaired part of the discussion and introduced the project while explaining how it will help the EU achieve cross-border services that follow a human-centered approach.

Figure 18 – Enrique Areizaga presents ACROSS at DGO 2022

5.2.3 Data for Policy 2022

The ACROSS project and its results were presented by Nathan da Silva Carvalho, project manager and research associate from the Lisbon Council, at the Data for Policy 2022 conference, in Brussels. The seventh edition of the conference embraced a hybrid physical-virtual format, with one-day, in-person conferences held in three regions: Asia (Hong Kong), America (Seattle) and Europe (Brussels). Data for Policy is a premier forum for interdisciplinary and cross-sector discussions around the impact and potentials of the digital revolution in the government sector.

During the series of ignition talks, Nathan presented the ACROSS Project and its relevance for cross-border services in the EU, along with the policy brief produced for the project, "User-

centricity, interoperability and citizens' data sovereignty: the foundations of cross-border digital public services." The project's banner was also displayed during the whole event.

Figure 19 - Nathan Carvalho presents ACROSS during Data for Policy 2022

5.2.4   The power of data and citizen centricity: ACROSS at Open Data Sicilia meeting

In the context of the conference "Dati e Potere" (Data and Power) organised by Open Data Sicilia, a civic initiative that aims to raise awareness and disseminate the culture of open government and open data practices, Vincenzo Savarino of Engineering Ingegneria Informatica S.p.A, partner of ACROSS project, has put in evidence how key aspects like user centricity, transparency, consent management and interoperability are important to complement the GDPR compliancy aspects of personal data management.
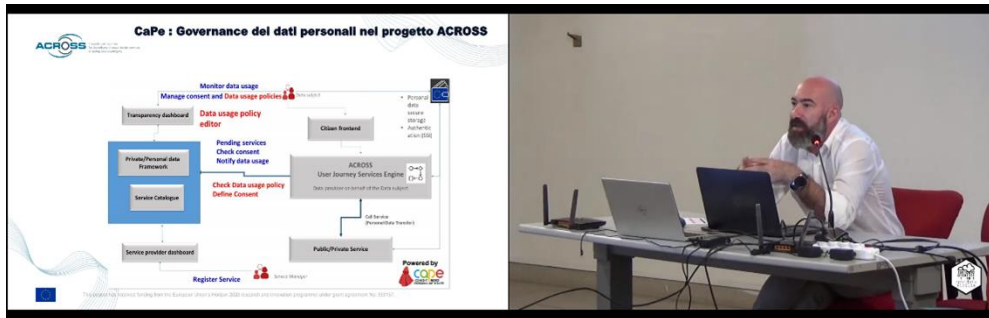
Figure 20 – ACROSS at Open Data Sicilia meeting

5.2.5   GFOSS presents ACROSS at the MyData 2022 conference in Helsinki

GFOSS presented ACROSS during the first day of the MyData 2022 conference on June 21-22 in Helsinki. The presentation took place at a joint workshop, along with Anu Passi-Rauste from HeadAI, titled "Human Centric Skills Data Ecosystem." Alexandros Melidis, director of GFOSS and member of the MyData Greece local hub gave an overview of the ACROSS project key objectives with specific focus on the data governance framework which is based on three pillars (MyData, Attribute based credentials, International data spaces).

Figure 21 – Alexandros Melidis presents ACROSS in MyData2022

5.2.6   iBestuur congress 'European digital identity' in The Hague

Closed design processes and proprietary technology position the public as consumers or subjects. The alternative is to build public technology with an open design process, based on public values, in order to position people as citizens with democratic agency. This is was the topic of the workshop that Max Kortlander and Marit Hoefsloot (Waag Futurelab) gave at the iBestuur congress 'European digital identity' in The Hague on the 9th of November.

Max and Marit started the workshop by briefly presenting the Public Stack, a model developed by Waag to unpack the different layers and phases of technology development. The model can be used to inspire designers and developers to base their design processes and technology on public values such as openness and transparency. This is different from the government stack and business stack, both of which are closed off from public participation. Open that up, is the message of Waag, and subsequently, the Public Stack. Max and Marit then presented ACROSS and how the different lessons of the Public Stack can be recognised in the project.

Figure 22 – WAAG's team present ACROSS in iBestuur

5.2.7   Policy hackathon in Brussels on the 11th and 12th of May

The hackathon was organized by Alliance4Europe and Project for Democratic Union and consisted out of workshops, presentations, panels, and pitches. On the first day, inspiring talks by the Members of European Parliament Sandro Gozi and Damian Boeselager were made on how to become less dependent on Big Tech. The highlight was definitely the final event: a panel discussion with Paul Tang (MEP), Andy Yen (Founder and CEO of Protonmail) and Chris Worman (Co-Founder of the Connect Humanity fund). Marit Hoefsloot (Waag Futurelab) outlined how H2020 and Horizon Europe research and innovation projects, can become more sustainable over the long-term – the ACROSS project was used as an example during the hackathon.

Figure 23 – Marit Hoefsloot discuss ACROSS at the Policy hackathon in Brussels

5.2.8 ACROSS at Egov-cedem-2022 (IFIP EGOV 2022)

Nathan da Silva Carvalho, project manager and research associate from the Lisbon Council, presented a banner for ACROSS in the recent IFIP EGOV 2022. The conference took place in Linköping, Sweden and was organised by IFIP 8.5 WG in ICT & Public administration.

For three days, the discussions included in the conference's programme focused on eGovernment, open government, eParticipation, and eDemocracy. Other related topics such as the role of social media, digital transformation in society, artificial intelligence, policy informatics, cybersecurity, legal informatics, smart governance and social innovation were also included.

The ACROSS poster showcased the project's goals, objectives, and current status. Participants could also easily access the project's social media and newsletter using a QR Code, conveniently placed into the design of the banner to facilitate interaction with the conference's participants.

Figure 24 – Nathan Carvalho showcases the ACROSS banner at egov-cedem-2022

5.2.9 Greek Innovation Hub for Digital Governance

Figure 25 – ACROSS presented during the kick-off meeting of the Greek Innovation Hub for Digital Governance

ACROSS was presented during the kick-off meeting of the Greek Innovation Hub for Digital Governance (GR digiGOVinnoHUB). The presentation was done by Petros Christopoulos and Nikos Vasilakis. GR digiGOVinnoHUB aims to develop an ecosystem of digital transformation actors by promoting innovation in public administration through the national digital portal for public services gov.gr. All GR digiGOV-innoHUB pilot projects will be implemented using open software and open standards, while the source code of the projects with all documentation will be available under the European Union Public License (EUPL) on the European Commission's Joinup platform for open-digital governance practitioners.

5.3 High-level Roundtable and New Research: Human-centric Digital Government: From Research to Action

A high-level roundtable was organised by the ACROSS consortium together with the other projects from the DT-GOV-05-2020 cluster. The high-level roundtable had **10 speakers** and received **137 registrations** from many different countries. **Roberta Cocco,** co-chair of the advisory committee at the ministry of technological innovation and digital transition in Italy, kicked-off the discussion.

Figure 26 - High-level Roundtable organised by the ACROSS consortium

The high-level roundtable had an opening session, followed up by three specific context sections. The speakers were people from the ACROSS consortium and the DT-GOV-05-2020 project cluster. The Lisbon Council mediated during the whole time. All projects had at least one speaker at the roundtable. At the end of each session, participants were able to send questions to the speakers, which generated a very interesting debate. Is possible to watch the complete roundtable on the ACROSS YouTube channel.

5.4 ACROSS video presentation

A short video presentation was produced during the second year of the project. The video is a summary of the objectives and goals that the ACROSS project aims to achieve in order to diminish the main gaps of cross-border services in the EU. The video is available on the ACROSS YouTube channel. The consortium planned new videos to be released during the next months.

Figure 27 – ACROSS institutional video

5.5 Internal milestone meetings

Along with managerial and technical meetings, for alignment purposes, the consortium also had the review meeting of the project. The second period of the ACROSS project has already been completed, and the European Commission conducted its first yearly review with the ACROSS consortium. During this review meeting, which took place online on the 19th of May 2022, the consortium partners had the opportunity to present their technical and scientific progress to the project officers.

All in all, the European Commission officers commented on the technical quality and completeness of the submitted deliverables and the ongoing work of ACROSS. Furthermore, the officers also analysed the attention to communication and dissemination via the project website, the project coordination and, in general, how the project work plan has been successfully and effectively restructured and is again on track.

Figure 28 – ACROSS consortium during first review meeting

From the 22nd to the 23rd of September 2022, the ACROSS consortium held the 3rd Plenary Meeting in Bilbao, Spain. During the plenary meeting, ACROSS partners discussed the project progress so far; ensured that partner responsibilities, activities, and tasks outputs were aligned; reviewed the time plan and delivery in due time of the planned deliverables; and determined critical priorities for the upcoming months of the project.

Partners also participated in a workshop conducted by WAAG. During the workshop, partners talked about the priorities and necessary actions to achieve excellent results within the project. In general, the project review was an achievement, and all partners were able to ensure the good progress of ACROSS.

Figure 29 – ACROSS plenary meeting in Bilbao (TECNALIA headquarters)

5.6   Liaison activities with other related EU funded projects

To ensure complementarities and in the interest of maximising benefits, synergies have been established between existing projects and initiatives. This ensures that information is exchanged among the projects on workshops, consultations, and networking events.

ACROSS has established linkages with the following projects that have similar topics to ACROSS. The main synergy was the organised high-level roundtable were all partners projects participated. Furthermore, **the articles** sent to the 24th Annual International Conference on Digital Government Research (see Table 2) were **done in collaboration with the team from mGov4eu project.** This collaboration was closed to enhance the quality of the research and to improve the communication efforts of the articles when they are approved, as ACROSS can use the mGov4EU channels to disseminate the research.

Project Name	Coordinator	Duration	Website	Aim
Glass	UniSystems Information Technology Systems (Greece)	01/01/2021 – 31/12/2023	https://www.glass-h2020.eu/	Create a new paradigm for the sharing and transfer of personal information, with the citizen in control. It will provide a distributed framework for sharing common services of public administrations across the EU for citizens, businesses and governments.
InGov	Unisystems Information Technology	01/01/2021 – 31/12/2023	https://ingov-project.eu/	Develop and deploy a comprehensive IPS holistic framework and ICT mobile tools that will support IPS cocreation and

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	Systems (Greece)			governance. The project will enhance and, where needed re-design, existing EU solutions, including EIF, EIRA, Core Vocabularies etc.
Interlink	FONDAZIONE BRUNO KESSLER (Italy)	01/01/2021 – 31/12/2023	https://interlink-project.eu/	Develop a new collaborative governance model that promotes the reuse and sharing of existing public services leveraging on the partnership between citizens, private actors, and public administrations
mGov4eu	Technikon Forschungs- und Planungsgesellschaft mbH (Austria)	01/01/2021 – 31/12/2023	https://www.mgov4.eu/	mGov4EU pushes forward the practical use of inclusive mobile Government services in Europe, bringing such services in line with EU citizens' expectations for safe, resilient and sustainable mobile communication. Innovating electronic identity management, storage of data and the exchange of electronic documents are key elements.

Table 4 - ACROSS partner projects

5.6.1 ACROSS Horizon Results Booster

The ACROSS consortium has joined efforts with other partners for the Horizon Booster program. The umbrella for the activities that partners will work on is "Innovative Public Services for EU Citizens." A logo was created along with a flyer to disseminate the projects' results.

The description of the new booster program is the following:

Smart public services or eGovernment are the terms used to describe the use of the technology to provide services to citizens at local, regional and national levels. Since the European Commission is sensitive to this topic, it has started to ensure that the European platforms can work together and interact with one another, encouraging at the same time public services, businesses and citizens to share their solutions for digitising public services. However, the digitalisation process of public services in Europe is still behind what is required by the European agenda which foresees having 75% of public services digitalised by 2025.

In order to reach the goal set by the European agenda it is necessary to implement an open collaboration and innovation platform where the new digital public services will be shaped and delivered through web platforms or mobile apps, depending on what the users prefer. The efforts to creating this open collaboration and innovation platform are led by the "Innovative Public Services for EU Citizens" cluster, composed of the European projects ACROSS, inGov, INTERLINK and mGov4EU. This cluster provides a trusted and secure digital environment where users can share their data and digital identity safely and without any risks. The digital public services are

expected to be much more efficient than what is already available, improving user satisfaction and the trust of the citizens in public institutions.

Figure 30 – Innovative Public Services for EU Citizens logo

Figure 31 – Innovative Public Services for EU Citizens flyer

5.7 Mass media releases

To disseminate the project online, the consortium has made many blogposts on ACROSS' website during the second year of the project. The consortium made **13 blog posts** in the project's website**.** The content and type of posts varies greatly from post to post, depending on the personas that the content is aimed for. Every post made in the ACROSS blog is then reproduced in the Twitter and LinkedIn social media channels of the project.

Date	Content/ Title
22-03-2022	GREEK ICT Forum
20-04-2022	Blogpost Workshop
22-04-2022	Blogpost Plenary meeting (2nd)
11-05-2022	Across workshop results (blog post)
12-05-2022	Blogpost video share
10-06-2022	Review meeting blog post
10-06-2022	Co-creation workshop
17-06-2022	Blogpost mydata 2022
22-06-2022	Blogpost DGO2022
28/06/2021	Sustainable projects (WAAG)
14/09/2022	EGOV 2022 blog
11-10-2022	Bilbao review meeting
11-10-2022	ACROSS scientific article (TECNALIA)
26-01-2023	Blogpost Public technology as a counterweight to corporate and government interests

Table 5 – ACROSS scientific material

5.8 Collaborative web posts and consortium synergy

Each partner has publicised about the project in their own website, in different formats. Partners have the freedom to choose what content they want to replicate in their website. Their posts are planned in the joint calendar of dissemination and communication activities. The project has been featured in different links, some examples are:

- The iBestuur event: https://ibestuur.nl/partner-live-event/publieke-waarden-beschermen-met-publieke-technologie
- ACROSS content on WAAG's website: https://waag.org/en/article/accounting-human-agency-european-digital-identity/
- Usability test on VARAM's website: https://www.varam.gov.lv/lv/jaunums/varam-top-parrobezu-platforma-studentiem

As explained, to create more synergy between the consortium partners, a calendar planner was created to organise the activities that each partner will do by now until the end of the project (regarding dissemination and communication) in a monthly basis. This calendar is a shared document between all partners and facilitates the overview of how much resources each partner is allocating in WP7. It also facilitates the consortium to meet the communication KPIs as the project team can evaluate if the activities will be sufficient to meet what has been originally planned. This document and its details will be presented in the second report of the project.

6 Dissemination and communication impact assessment

This section deals with assessing the impact of the performed dissemination and communication activities by comparing their quantitative indicators against the Key Performance Indicators (KPIs) as set in ACROSS's dissemination and communication plan (D7.2). Based on the KPIs and their description in D7.2 "Dissemination and communication plan", and considering the dissemination and communication activities so far, the following table presents an indication of how effective these activities were during the 1st and 2nd reporting period of the project (M1-M24).

Dissemination KPIs	KPI target Y1-Y3	KPIs M1-M24
Brochures	3	4
Publications in Scientific conferences	15	4
Publications in Scientific journal	2	0
Project posters	2	2
Press releases	3	1
Project showcases (videos)	3	1
Project newsletters	3	1
Attendance of events	15	27
Organization of events	1	1
Participation in policy roundtables	1	1
Mass media releases	6	25
Collaborative webs (blogs, wikipedia)	5	7
ACROSS website (yearly visits)	4500	8638
ACROSS website (duration of visits)	00:02:00	00:01:05
Monthly downloads (posters) / month	35	5,8 (average)
Monthly downloads (reports) / month	50	12,33 (average)
ACROSS website (backlinks)	20	50
Twitter followers	200	102

Table 6 - KPIs tracking

All of the objectives (Y1 – Y3) have been defined in the description of action of the project. As it is possible to see in the table above, most key dissemination and communication have already met their goal. The team will continue to track the KPIs to ensure that all the key dissemination and communication objectives will be achieved by the end of Y3. For the third year, the consortium will keep on focusing on creating scientific material and improving the number of downloads on the website in order to achieve the desired goal. The **monthly downloads of posters and reports have** been recently updated with a tracking code in the website so the consortium knows the number of downloads. In average, there are 5,8 downloads per month of material (such as banners and flyers) and 12,33 downloads per month of public deliverables.

And although it is not listed within the main KPIs, it is worth mentioning that ACROSS haves **106 people subscribed to its newsletter**. The subscribers come mainly from the events that ACROSS has participated in, people who come from social media posts and users that visit the ACROSS website. This metric demonstrates that the community around the project is growing.

ACROSS Audience

This audience has **106** contacts. **106** of them are subscribers.

Figure 32 - ACROSS newsletter audience

7 Next steps

During the **third** year of the project, the focus will shift to effectively communicating and disseminating research results and policy implications to various target audiences, creating materials that highlight the project's results, and collaborating with other relevant communities and research projects across Europe. The team will continue to participate in events, conferences, and workshops and will actively seek opportunities to promote the project through publications. Collaboration with the project's stakeholder panel will be strengthened through more stakeholder meetings and ongoing communication. Efforts will also be made to publish and disseminate a new policy brief and organise accompanying events to involve the European policymaking and public administration community.

Every step is monitored in the joint calendar of the project, where the WP leader checks with partners regularly to evaluate if other courses of actions are needed in order to reach the KPIs defined in the description of action of the project.

8 Conclusions

In conclusion, the second year of the ACROSS project was focused on effectively communicating and disseminating the project's research results and policy implications to various target audiences. The team created results-oriented dissemination materials and collaborated with other relevant communities and research projects across Europe. The project's participation in events, conferences, and workshops, as well as efforts to promote it through publications, helped to raise awareness about the project. Collaboration with the project's stakeholder panel was strengthened through more stakeholder meetings and ongoing communication.

A new policy brief will be published and accompanying policy events were organized to involve the European policymaking and public administration community. The team also implemented website tags to track the number of downloads and improve the website's SEO performance, and maintained social media communication to increase page views from social media channels. Overall, the dissemination and communication efforts during the second year of the project were successful in raising awareness about the project and its research results, and helped to further the project's goal of addressing cross-border services in the EU.

ANNEX I

Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
WAAG	Publications in Scientific conferences	Project newsletters	Publications in Scientific journal		Collaborative webs (blogs, wikipedia)	Attendance of events		Collaborative webs (blogs, wikipedia)	Attendance of events			Press releases	Project newsletters
	Banner presentation for DGO 2023 (user journey), Banner for eGov-cedem 2023 (data governance)	Preparation for the yearly newsletter	Scientific article on the gap analysis of cross-border digital public services (define journal)		Blogpost on the gap analysis; repost on ACROSS website	Attendance and project presentation DGO 2023		Blogpost on the data governance framework; repost on ACROSS website	Attendance and project presentation eGov-cedem 2023			Press release on the final user journey methodology and the governance framework	Preparation for the yearly newsletter
Dataport	Publications in Scientific conferences	Project newsletters	Mass media releases			Attendance of events						Press releases	Project newsletters
	Research article for DGO 2023 (Usability test for cross-border services)	Preparation for the yearly newsletter	Blogpost usability test in Germany			Attendance and project presentation DGO 2023						Joint press release use cases	Preparation for the yearly newsletter

Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
GRNET	Publications in Scientific conferences	Project newsletters	Press releases	Publications in Scientific conferences		Attendance of events	Project showcases (videos)		Attendance of events			Collaborative webs (blogs, wikipedia)	Project newsletters
	Research article for DGO 2023 (Usability test for cross-border services)	Preparation for the yearly newsletter	Press release on the impact asssessment deliverable	Banner presentation: use cases/ ACROSS platform egov-cedem 2023		Attendance and project presentation DGO 2023	Video explaining the project platform or usability test		Attendance and project presentation eGov-cedem 2023			Blog post and repost in ACROSS website, use case/ impact assessment	Preparation for the yearly newsletter
GFOSS		Project newsletters											Project newsletters
		Preparation for the yearly newsletter											Preparation for the yearly newsletter

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Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
ENGINEERING	Mass media releases	Project newsletters	Publications in Scientific conferences			Attendance of events	Mass media releases		Attendance of events			Press releases	Project newsletters
		Preparation for the yearly newsletter	blogpost on micro proxies and service catalogue + social media campaign	Help in producing a banner presentation for DGO 2023 (user journey), Banner for eGov-cedem 2023 (data governance) - if a paper gets accepted	Attendance and project presentation DGO 2023 - if a paper/banner/workshop gets accepted				Attendance and project presentation eGov-cedem 2023 - if paper/workshop/banner gets accepted			Press release explaining the main features of the project + social media campaign	Preparation for the yearly newsletter

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Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
Fraunhofer FOKUS	Publications in Scientific conferences	Project newsletters	Publications in Scientific conferences			Attendance of events		Mass media releases	Attendance of events				Project newsletters
	Banner for DGO 2023 (virtual assistant)	Preparation for the yearly newsletter	Paper for the user support tools egov-cedem 2023			Attendance and project presentation DGO 2023		blogpost for the user support tools	Attendance and project presentation eGov-cedem 2023				Preparation for the yearly newsletter
VARAM	Publications in Scientific conferences	Project newsletters	Publications in Scientific conferences	Publications in Scientific journal	Attendance of events	Publications in Scientific conferences		Publications in Scientific journal		Attendance of events	Project showcases (videos)	Press releases	Project newsletters

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Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
	Research article for DGO 2023 (Usability test for cross-border services), research article journal with Rīga Stradiņš University, banner for DGO 2023	Preparation for the yearly newsletter	Banner for DGO 2023 (Usability test)	Topic and journal to define	Attendance and project presentation DGO 2023	Banner for egov cedem 2023	Topic and journal to define		Attendance and project presentation eGov-cedem 2023	Video presenting the usability test/ or other topic		Joint press release use cases	Preparation for the yearly newsletter
The Lisbon Council	Publications in Scientific conferences	Project newsletters	Press releases	Publications in Scientific conferences					Attendance of events			Press releases	Project newsletters
	Abstract/paper for egov-cedem 2023	Preparation for the yearly newsletter	Press release on the impact asssessment	Abstract/paper for egov-cedem 2023					Attendance and project presentation eGov-cedem 2023			Press release for the final policy brief	Preparation for the yearly newsletter
ATC	Publications in Scientific journal	Project newsletters	Publications in Scientific conferences	Publications in Scientific conferences					Attendance of events				Project newsletters

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Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
	Research article with Tecnalia	Preparation for the yearly newsletter	Banner for egov-cedem 2023 (project's outcomes)	Abstract/paper for egov-cedem 2023					Attendance and project presentation eGov-cedem 2023				Preparation for the yearly newsletter
Timelex	Publications in Scientific conferences	Project newsletters	Collaborative webs (blogs, wikipedia)	Publications in Scientific conferences	Attendance of events				Attendance of events				Project newsletters
	Banner for DGO 2023	Preparation for the yearly newsletter	Blogpost (to decide a theme)	Banner for egov-cedem 2023 (GDPR and cross-border services)	Attendance and project presentation DGO 2023				Attendance and project presentation eGov-cedem 2023				Preparation for the yearly newsletter

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Partner	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
Tecnalia	Publications in Scientific conferences	Project newsletters	Publications in Scientific journal	Mass media releases	Attendance of events	Publications in Scientific journal				Press releases			Project newsletters
	Banner for DGO 2023 (automated cross-border services)	Preparation for the yearly newsletter	Research article (personal data governance framework)	blogpost for the data governance framework	Attendance and project presentation DGO 2023		Define topic			Press release for the final version of the data governance framework			Preparation for the yearly newsletter

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