



Smart TSO-DSO interaction schemes, market architectures and ICT Solutions for the integration of ancillary services from demand side management and distributed generation

Project Quality Management Plan

D8.1

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About SmartNet

The project SmartNet aims at providing architectures for optimized interaction between TSOs and DSOs in managing the exchange of information for monitoring and for the acquisition of ancillary services (reserve and balancing, voltage regulation, congestion management) both at national level and in a cross-border context. Local needs for ancillary services in distribution systems are supposed to co-exist with system needs for balancing and congestion management. Resources located in distribution systems, like demand side management and distributed generation, are supposed to participate to the provision of ancillary services both locally and for the system in the context of competitive ancillary services markets. Through an in-depth and a simulation in a lab-environment, answers are sought for to the following questions:

- Which ancillary services could be provided from distribution to the whole system (via transmission)?
- Which optimized modalities could be adopted for managing the network at the TSO-DSO interface and what monitoring and control signals could be exchanged to carry out a coordinated action?
- How the architectures of the real time markets (in particular the balancing markets) could be consequently revised?
- What information has to be exchanged and how (ICT) for the coordination on the distribution-transmission border, starting from monitoring aspects, to guarantee observability and control of distributed generation, flexible demand and storage systems?
- Which implications could the above issues have on the on-going market coupling process, that is going to be extended to real time markets in the next years, according to the draft Network Code on Electricity Balancing by ENTSOE?

Different TSO-DSO interaction modalities are compared with reference to three selected national cases (Italian, Danish, Spanish) also supposing the possibility of a cross-border exchange of balancing services. Physical pilots are developed for the same national cases.

Partners



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List of Abbreviations and Acronyms

Abbreviation/Acronym	Meaning
AB	Advisory Board
CA	Consortium Agreement
DoA	Description of Action (Grant Agreement Annex I)
EB	Executive Board
EC	European Commission
GA	Grant Agreement
KPI	Key Performance Indicator
WP	Work Package

Executive Summary

The purpose of the Project Quality Management Plan is to provide a single point of reference on the quality assurance processes that will be governed during the course of the SmartNet project. The deliverable at hand defines the project organisation, procedures, roles and responsibilities related to the quality control and quality assurance activities that will be carried out. It describes how the project will execute its day-to-day activities from a quality perspective, and ensures that standards, processes, and procedures are defined and their execution is continuously monitored, corrected when necessary and improved.

This document is based on the terms and conditions established in the Grant Agreement and its Annexes, as well as in the Consortium Agreement specifications and requirements.

The use of the present guidelines can ensure better collaboration among the consortium members, individuals and groups. They can also facilitate the entire consortium to get engaged in the work that is produced by the project.

The Project Quality Management Plan is a deliverable which is intended to be used by all the project partners, to ensure quality assurance of project processes and outputs and prevent possible deviations from the project work plan as described in Description of Action, GA Annex 1.

1 Introduction

The establishment of a Project Quality Management Plan and of the respective procedures is the very first accomplishment of WP8 – Project management. The present document gives a practical guidance to coordinator, coordinating bodies and project partners for checking the progress of the project and assuring the quality of its outputs.

The main objectives of the present Project Quality Management Plan are:

- Planning review procedures in order to monitor its progress and the achievement of its goals
- Put in place risk management and quality control mechanisms
- Create clear procedures for delivery high quality results
- Provide consortium with guidance for project reporting
- Provide consortium with guidance on communication, exchange of data, publication and dissemination
- Provide consortium with templates for project outputs

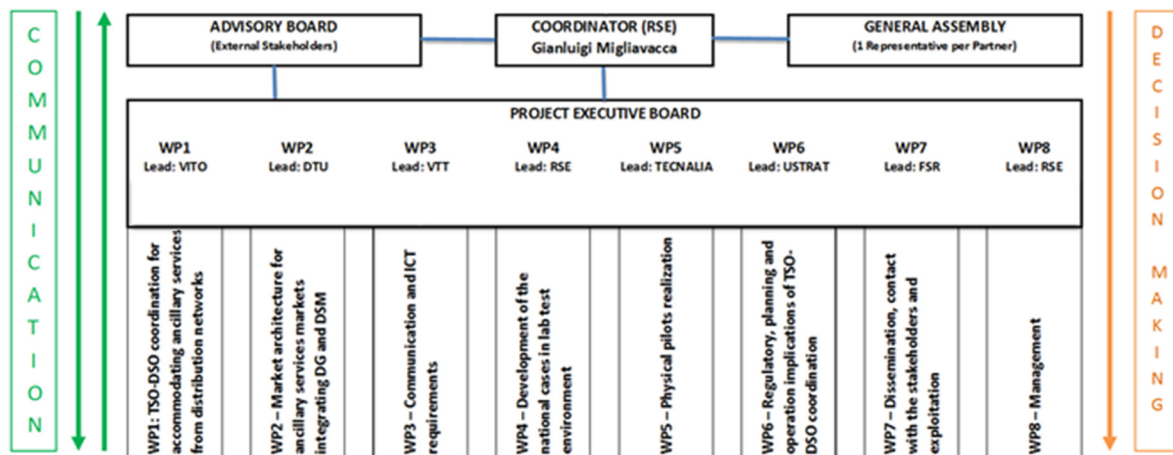
The document summarises the key information, based on Grant Agreement and the Consortium Agreement, about project management structures, the role and responsibilities of the different project management bodies, the decision making procedures as well as the communication channels within the consortium. It outlines the reporting requirements for WP leaders and project partners, the overall project monitoring and risk assessment procedures. The document, furthermore, outlines the procedure to be followed by all project partners when preparing the project deliverables as well as when engaging in communication, publication and dissemination activities. Finally, the document outlines the rules for the use of the project webpage, social media and document management.

The Project Quality Management Plan is a cornerstone document for professional management and assurance of high quality of a project of the size of SmartNet and is designed to be used in conjunction with the following documents:

- The Grant Agreement including its Annexes and in particular the Annex1: Description of Action
- Consortium Agreement including its Annexes

2 Management Structure – roles and responsibilities

The organisational structure of the SmartNet Consortium is fully described in the Project Consortium Agreement (Sect.6 “Governance Structure”). The following figure identifies the governance bodies and the interrelations among them.



The main general roles of the Consortium Bodies and their composition are as follows:

2.1 General Assembly

The **General Assembly** is the ultimate decision-making body of the consortium and decides upon all technical, economical issues that may affect the contractual objectives of the Project.

It is constituted by one representative of each Beneficiary.

2.2 Executive Board

Executive Board is the supervisory body for the execution of the Project which shall report to and be accountable to the General Assembly.

It is composed by the Coordinator and the Work Package Leaders, appointed by the General Assembly.

2.3 The Coordinator

The Coordinator (RSE) is the legal entity acting as the intermediary between the Parties and the Funding Authority. It is represented in the Consortium by the Coordinating Person (Gianluigi Migliavacca).

Both Coordinator and Coordinating person were appointed by the Consortium at the presentation of the proposal.

2.4 Management Support Team

The Management Support Team assists the Coordinator in the day-to-day management of the project.

The Team is an internal body of the Coordinator.

2.5 External Stakeholders' Advisory Board

The External Stakeholders' Advisory Board advises the Project General Assembly to assure that the envisaged objectives and results of the Project SmartNet address the needs of a broad range of stakeholders.

It is constituted by representatives of the Stakeholders.

The Members are appointed at the beginning of the Project by the General Assembly.

2.6 Work Package Leaders

The Work Package Leaders are responsible for the management, coordination and implementation of the respective WP.

They are proposed by the Coordinator and appointed by the General Assembly

The specific responsibilities of the Consortium Bodies are described in details in the CA referred to.

In particular, in Sect. 6.2, the CA describes in details the general operational procedures:

- Representation in meetings
- Preparation and organisation of meetings
- Voting rules and quorum
- Veto rights
- Minutes of meetings

The Sect. 6.3 and 6.4 describe the specific operational procedures for each Consortium Body.

3 Project reporting

3.1 6-monthly progress reporting

3.1.1 Internal Technical Reporting

WP leaders are requested to report to the Project Coordinator every 6 months (Month 6, 12, 24, 30) on the technical progress of their own WP.

WP leaders are requested to provide the following information using the template in Appendix 1.

- Work performed during the reporting period of reference and main results achieved
- Status of each WP task, details on the work carried out by each beneficiary involved
- Activities planned for the following reporting period - Updated planning for the next period
- Status of ongoing deliverables with delivery date in the following reporting period
- Progress towards milestones planned for the following reporting period
- Status of the risks and updating risk analysis of the respective WP
- Critical assessment of the technical progress: deviations from the original plan and proposed measures (explanations for tasks not fully implemented, critical objectives not fully achieved and/or not being on schedule. Explanation of the impact on other tasks, available resources and the overall planning)

The Report will include, in addition, Information about the organizational aspects of the WP, as for the below KPIs (Section 3.1.3).

The Technical Internal Report covering the period M12-M18 and M30-M36 will cover the KPI section only. The other sections will be included in the Progress Report (Section 3.2.)

3.1.2 Use-of-Resources Reporting

Each Beneficiary is requested to provide every 6 months (Month 6, 12, 18, 24, 30, 36) to the Coordinator the following information using the template in Appendix 2.

Efforts of the personnel (staff and consultants), who have worked in the period in each WP and Task with respective costs.

Short notes on the activities carried out by the beneficiary in the WP tasks

List of the other costs (travel, consumables, equipment etc. per WP and Task) and subcontracting.

3.1.3 WP internal progress monitoring

The progress of each WP and the effective activity of the WP Team will be assessed by the Coordinator against a number of KPIs, taking into account technical, economic and organization aspects.

In particular, at least the following KPIs will be considered:

- **Technical KPIs:**
 - Delivery date of due Deliverables
 - Achievement of the foreseen Milestones
 - Due interactions with other WPs
 - Keeping of the time planning of the single Tasks
 - Identification of risks, proposal of countermeasures and contingency management
- **Economic KPIs**
 - Overall efforts dedicated by each partner
 - Progress of costs against the forecasted for the WP in the whole project
- **Organizational KPIs**
 - Nr. of physical meetings in the period
 - Nr. of Remote (WebCo, Telco) meetings in the period
 - Participants in the meetings
 - Availability of the Notes
 - Publications by the WP

3.2 Progress Reports to EC

Periodic progress reports have to be delivered to EC according to the SmartNet GA (see Art. 20) at Month 18th (+ max 60 days) and at Month 36th (+ max 60 days).

The reports include a technical and a financial report.

The technical report has to be submitted by the Coordinator through the Participant Portal.

The report will be generated in collaboration with the WP leaders, using as an input the internal technical periodic reports (section 3.1.1.).

The contributions of the WP leaders will encompass the overall reporting period, covering all activities carried out in the previous 18 months. Therefore, WP leaders will not prepare and send to the Coordinator internal technical reports at M18 and M36. However, the WP leaders will be requested to provide only the information needed for the evaluation of the Organizational KPIs in the period (see 3.1.3).

Timeline for the preparation of the progress reports to the EC (with respect to the deadline of the periodic report (i.e. Month 18 and Month 36).

Timing	Action
1 months prior to deadline	Coordinator sends requests to WP leaders
Deadline	WP leaders gather input from Task leaders
15 days after deadline	WP leaders send draft report to Coordinator and receive feedback
1 month after deadline	Final reports submitted to Coordinator

The technical report, it will be discussed by the Executive Board in a dedicated virtual meeting.

The finance report will be digitally built by the ECAS using the information directly provided by each Beneficiary through the Portal (Form C), concerning:

- Declared costs
- Requested reimbursement
- Use of resources.

Rules of eligibility of costs and procedures for computing them are extensively described in the GA (Art. 6).

All partners are requested to submit their finance information in the Participant Portal not later than 45 days after the deadline of the periodic report.

4 Overall Project monitoring and Risk Assessment

4.1 6 monthly monitoring of the overall project progress

The Coordinator will collect the contributions by all WP Leaders and Beneficiaries and will produce an overall report (technical and financial) according to the template in Appendix 1 and 2.

The structure of the overall technical report follows the official structure of the project Periodic progress Reports to be submitted to the EC by the **Project Coordinator**.

The **Coordinator** will forward the report to the **Executive Board** for discussion at the Executive Board meeting, approval and agreement on the activities for the following 6 months. Whenever possible, the meeting between Coordinator and Executive Board to discuss the report will be organized as a physical meeting within one of the periodic project meetings. In case this is impossible for some reasons, a web conference will be scheduled with the same purpose.

The report will allow the Executive Board to monitor the overall progress of the project as well as its timely implementation. After discussion with the Executive Board and in particular in case of non-conciliatory divergences among the partners, the Coordinator will take responsibility to finalize the report on the basis of his own views.

The evaluation will be supported by KPI related to the overall, as well as to each WP implementation.

Example of KPIs will be:

Technical KPIs:

- Delivery of due Deliverables
- Achievement of the foreseen Milestones
- Key interactions with other WPs
- Keeping of the time planning
- Identification of risks, adequacy of countermeasures and contingency management

Economic KPIs

- Overall dedicated efforts
- Progress of costs against the forecasted ones

The EB will express its evaluation of the compliance of the progress with the DoA.

In addition, the Advisory Board will be consulted every 6 months (one web meeting and one face to face meeting alternatively)

4.2 Change Management

In case of strong deviations between the progress of the project and the current DoA, an update of the DoA may be requested by the EB, leading to a Consortium Plan for the recovery of the deviations. Such proposition has to be preliminarily agreed between the Executive Board and the Coordinator.

In the case the Plan will imply substantial modifications of the DoA (from either the technical or the economic viewpoints), the EB will submit the Plan to the General Assembly for a decision.

The Change Management approach for the project will ensure that all proposed changes are described adequately, reviewed, and agreed upon so they can be properly implemented and communicated to all consortium members. This approach will also ensure that only changes within the scope of this project are approved and implemented.

The Change Management approach consists of three areas:

- Ensure changes are within scope and beneficial to the project
- Determine how the change will be implemented
- Manage the change and its impacts as it is implemented

There are several types of changes which may be requested and considered for the SmartNet project. Depending on the extent and type of proposed changes, changes to the project documentation (i.e. project contract, internal or external deliverables, reports and other documentation) may be required. Additionally, the communication of these changes may need to include any approved changes into a project plan and ensure all consortium partners are notified.

Types of changes include:

- **Scheduling Changes:** changes which will impact the approved project schedule. These changes may require fast tracking, crashing, or re-baselining the schedule depending on the significance of the impact. These changes have to be approved by the General Assembly.
- **Budget Changes:** changes which will impact the approved project budget. These changes may require reallocation of budget. May require changes to the cost baseline and a contract amendment. Under any circumstances, no additional overall project funding will be approved. The rules are detailed in the CA and these changes require the approval of the General Assembly.
- **Effort Changes:** changes which will impact the effort allocated to specific tasks. Depending on the size of these changes, they may require contract amendment. For minor changes to the planned effort allocation partners with the involvement of WP leaders can address these issues between them while keeping the Project Coordinator and the Executive Board informed. Any major changes require the approval of the General Assembly.
- **Scope Changes:** changes which are necessary and impact the project's scope which may be the result of unforeseen requirements. These changes will be reported through the Executive Board to the General Assembly and will require the approval of the same. The changes in the Scope of the project will require an amendment of the contract to be approved by the EC.
- **Quality Changes:** changes which will impact the quality of project deliverables. Depending on the extent of the impact on quality, these changes may require, in general, the amendment of the contract. These changes should be discussed within the Executive Board and approved by the General Assembly.

The Coordinator will inform the Project Officer of the modifications, when relevant.

In case the requested changes may result in an amendment of the contract, the Coordinator will contact the Project Officer activating the related H2020 procedures.

The Project Coordinator must also ensure that all changes are communicated to the consortium partners.

4.3 Technical Review of the project by the EC

The EC (or the Funding Agency) may decide at any time (up to 2 years beyond the end of the project) of a review of the progress of the project against the obligations of the Grant Agreement. Usually the review is scheduled after the submission of the periodic reports of the project (Month 18 and Month 36).

Contents and format of the Review Report as well as scheduling for its submission are usually specified by the Project Officer in due time.

The Report will be issued by the Coordinator, basing on contributions of the WP leaders.

Details on the Technical Review meeting are provided in section 7.2.3.

4.4 De-briefing of the review meeting

The results of the Review by the EC are usually provided by the Project Officer with a specific reporting document, which may request actions.

In any case, the results will be discussed by the EB in a dedicated meeting summoned by the Coordinator. The Coordinator will decide in agreement with the EB how to implement the requested actions. The decisions will be submitted to the Officer by the Coordinator. The interaction EB-Coordinator-Officer will continue until the end of the revision process.

5 Deliverable production

A total of 28 deliverables will need to be submitted to the European Commission in the course of SmartNet. To ensure smooth and timely delivery of deliverables as well as homogeneous presentation, a set of guidelines for the preparation of deliverables is presented here.

5.1 Deliverable Types and Confidentiality Levels

In accordance with the Grant Agreement, the deliverables are classified according to the following types:

- P: Prototype
- R: Report
- D: Demonstrator
- O: Other

Insofar the confidentiality of deliverables and other documents, including presentations, is concerned, the following four (4) levels of security are considered:

- PU: Public Usage. No restrictions on access (in secured PDF format).
- PP: Restricted to other programme participants (including the Commission Services).
- RE: Restricted to a group specified by the consortium (including the Commission Services).
- CO: Confidential, only for members of the consortium (including the Commission Services).

5.2 Deliverable template and quality standards for deliverable preparation

The official project template to be used for all deliverable reports is available on the project Intranet in the [Logos and Templates subfolder](https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zVVVSy29XWTVOLTA) (<https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zVVVSy29XWTVOLTA>)

The use of the deliverable template is mandatory for all project partners and all deliverable reports.

Each deliverable must be referenced by a unique document identifier to ensure effective version control. The nomenclature is defined as:

e.g.:

working versions: **Dx.y_YYYYMMDD_Vz.z**

final version: **Dx.y_YYYYMMDD_V1.0**

5.3 Deliverable issuing, review and approval process

The specific index of the Deliverable will be preventively agreed by the Responsible in charge of the Deliverable editing, i.e. the committed Task Leader, the WP leader and the Coordinator.

The chapter/section responsible will coordinate all inputs from the other partners involved and prepare the draft Deliverable.

The draft document will be reviewed by the WP leader for the assessment of the technical consistency and submitted in due time to the Coordinator.

The Coordinator will check the compliance of the draft Deliverable with the objectives of the project and will forward the document (only in case of technical documents) to the two committed reviewers, if the case, with revision recommending notes.

These reviewers are members of the EB or other project members, specifically designated by the Project Coordinator for the revision job during the 6 month meetings (during each EB meeting, reviewers for the deliverables due in the 6 months following the meeting are designated by the Coordinator) and represent the EB as a whole (no further formal approval of the EB is foreseen). They are appointed by the Coordinator on the base of their competence. The reviewers will make an independent technical review of the draft document, directly discussing with the editor and, whenever necessary, with the corresponding WP leader. The internal interaction will be tracked through the revision page of the draft document.

With the technical approval of the reviewers the draft document will be submitted to the Coordinator for the final check and the delivery of the Deliverable (uploading in the Portal).

5.4 Timeline for the preparation, approval and submission of deliverables

Time	Action
6 weeks before the delivery date	Submission to Coordinator for check of compliance
5 weeks before the delivery date	Submission to Reviewers, as representative of the EB
3 weeks before the delivery date	Final revision, approval and submission through the participant portal by the Coordinator

Table 1.2 Timeline Deliverable preparation

6 External Communication, Publications and Presentations

Communication to the external audience is primarily managed within WP7 Dissemination.

6.1 Project Logo

The project logo can be found on the project Intranet, [Logos and Templates subfolder](https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zS3ZvWGIZR3JMNmM) (<https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zS3ZvWGIZR3JMNmM>).

6.2 Templates to be used

The power point template to be used for all official project presentations can be found on the project Intranet, [Logos and Templates subfolder](https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zVVVSy29XWTVOLTA) (<https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zVVVSy29XWTVOLTA>)

For the project deliverable template, see section 5.2.

6.3 H2020 rules for dissemination

Acknowledging EU funding

All partners should indicate at all times that the project received funding from the European Union by including the following statement together with a high resolution EU flag, which should be given appropriate prominence when displayed with the project logo or any other logos.

The following sentences may be used:

Promotional material and publicity:

“This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 691405”

Example:



This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 691405

Patents:

“The work leading to this invention has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 691405”

Results:

“The research leading to these results/this publication has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 691405”

Disclaimer excluding Agency responsibility

Any dissemination of results must indicate that it reflects only the author's view and that the Agency is not responsible for any use that may be made of the information it contains by including the following disclaimer:

“This paper/ presentation/ article/ publication reflects only the author's view and the Innovation and Networks Executive Agency (INEA) is not responsible for any use that may be made of the information it contains.”

6.4 Procedures for communication, publication and dissemination of project results

Communication Activities:

Each Partner wishing to undertake any formal project-relevant communication activities and initiative related to the project should inform both the Coordinator and WP7 Leader. The content and the overall message of the communication activities should be agreed with the Coordinator while WP7 Leader should be consulted on the visual identity of the project (logo, communication style..)

All communication activities should be reported at latest at the time of the periodic report.

Dissemination and publication of project results:

Before the dissemination and publication of the project results, the Partner should give the Coordinator and the other project Partners at least 45-calendar-day-notice.

The other parties then have 30 calendar days to object the dissemination/publication and request necessary modifications.

If no partner objects within the period above, the dissemination/publication of results is permitted.

6.5 Use of social media

The project uses the following social media:

LinkedIn <https://www.linkedin.com/company/smartnet-project/>

Twitter <https://twitter.com/SmartNetProject>

Any content to be shared using social media should be sent to the WP7 Leader using the following email address: info@smartnet-project.eu

When mentioning SmartNet on Twitter, Partners are asked to use @SmartNetProject.

7 Meetings and Web Conferences management

7.1 Communication channels

Day-to-day communication of all project related issues will be done via email/ phone. Important communications should be traced via mail.

7.2 Types of meetings and relevant procedures

All meetings of the project management bodies should follow the procedures listed in the Consortium Agreement Section 6.

All other project meetings follow more flexible and ad hoc procedures agreed by the participants involved.

However, an official agenda (where relevant) and meeting minutes should be produced for all meetings.

7.2.1 Web meetings

The organiser of the Web meeting is free to propose/ use a provider to set up a web meeting/ conference.

The **Coordinator** should be invited to all web meetings that are not official meeting of the project management bodies. In case the web meeting is organised by a **Task Leader**, the **WP leader** should be invited as well.

The organiser of the web meeting is responsible for preparing the project agenda and taking meeting minutes and sharing them with the relevant participants / project bodies. The meeting minutes should include the list of participants as well.

7.2.2 Face to Face Meetings

Face to face meetings will be organised for the regular meetings of the:

Executive Board – every 6 months

General Assembly – every year

Advisory Board – every year (same time and venue as General Assembly)

The following face to face meetings have been scheduled:

M1 – Milano- Italy- RSE (kick off)

M6 – Copenhagen – Denmark – DTU (EB)

M12 – Helsinki – Finland – VTT (EB, GA, AB)

M18 – Bilbao – Spain – TECNALIA (EB)

M24 – Glasgow – Scotland – Glasgow University of Strathclyde (EB, GA, AB)

M30 – VITO – Brussels – Belgium (EB + final workshop)

M36 – RSE – Milano – Italy (final meeting)

The organiser of the face-to-face meeting is responsible for the logistical organisation of the meeting and preparation of the meeting agenda together with the **Coordinator**.

The organiser of the face-to-face meeting is responsible for taking the meeting minutes and sharing them with all the relevant participants and project bodies.

7.2.3 Technical Review Meetings with the European Commission or the Funding Authority

Two Technical Review Meetings will normally take place at discretion and under convocation of the EC or the FA..

During these meetings the EC, with the help of external evaluators, will evaluate the progress of the project during the reporting period of reference.

Besides the Coordinator, the WP leaders and the partners in general could be requested to participate at discretion of the Coordinator or under specific request of the EC.

The **Executive Board** should help the **Coordinator** in managing these meetings and preparing all the relevant materials.

7.3 Meeting minutes template

The template for the meeting minutes is available on the project Intranet in the [Logos and Templates subfolder](https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zVVVSy29XWTVOLTA) (<https://drive.google.com/drive/folders/0B-Hp3Jy-LI-zVVVSy29XWTVOLTA>)

The physical meeting minutes should include a list of participants for every day of the meeting with the signatures of all those present at the meeting. The list of participants and the signatures are the responsibility of the organiser of the face – to – face meeting. A copy of the list of participants should be sent to the Coordinator after the meeting.

The meeting minutes should also include a list of Meeting Action Points listing the: a) action; b) concerned WPs; c) partner/person in charge and d) deadlines.

Informal minutes are mandatory also for web meetings.

8 Web Page

8.1 Structure

The project webpage has a public area open to everybody and a restricted area that can be accessed by project partners only.

8.2 Public area

The public area of the project webpage will be maintained and updated by WP7 Leader. Requests for updates or changes in the structure of the project webpage should be proposed through the Coordinator.

The WP7 leader will also be responsible for monitoring accesses and preparing reports to the Coordinator for each project meeting. The WP7 leader will also pledge to put in place non-paying procedures for promoting the visibility of the web page to Google and other important search engines.

All project partners will be able to upload files in the restricted area through use of a Google account.

8.3 Procedures for publishing on the public area and to manage mailbox

Any news related to the project should be communicated to **WP7 Leader** using the email address: info@smartnet-project.eu

WP7 Leader will prepare the content to be published on the webpage and will submit it to the **Coordinator** for approval.

8.4 Restricted area

The restricted area will be used for storing and sharing of project documents (official documents, templates, deliverables and documents related to each of the WPs.). It is also a working area for all the project related documents. Multiple sharing is guaranteed by means of links with the Google Docs platform.

The restricted area is built up upon Google (Google Drive and Google Calendar) and features the following items:

- **A tree of directories** for hosting all internal usage files (non-finalized deliverables and other internal documents), that can be edited in a shared way by exploiting the features by Google Drive;
- **A Google Calendar widget** for programming the internal events of the SmartNet consortium (web conferences, physical meetings, dissemination events, etc). To ensure visibility from external public, the calendar located in the public web area has to be used instead.

8.5 Access protection

Access to the Restricted Area will be available only to registered members of the project consortium, who will have a personal account created with rights to this area. . Through Google Drive, a folder has been created that can be shared with Stakeholder Groups for relevant documents.

The password policy for the restricted area will be set to 'Strong' passwords which must have a minimum length and complexity, which is defined when they are created. By default, new users receive a randomly generated password of a mix of numbers, letters and special characters.

For more information and guidelines on password security, please see this reference: <https://en.support.wordpress.com/selecting-a-strong-password/>

Policies and security measures are in place to protect against unauthorized access to the private area or the administrative area of the website.

8.6 Data protection

8.6.1 External Web Host (Physical Infrastructure)

For all information hosted on the hosting service TSOhost in the UK, the following specifications apply:

Physical security is of the utmost importance. We have 24x7x365 on site manned security with regular patrols of all secure areas. The building is surrounded by perimeter fencing and razor wire. Access to the datacentre compound is restricted only to authorised personnel. Biometric scanning is used for access to the datafloor and other secure areas. Racks are individually locked and caged off.

All datacentres are also ISO9001 compliant, and some hosting locations (you choose as you deploy a site on our systems) are also ISO9001:2008, OHSAS 18001:2007 and ISO/IEC 27001:2005 accredited.

Network security is provided by Juniper and Cisco industry standard firewalls. Tried and tested in live environments, our expert team can configure these devices to your exact requirements on any dedicated or VPS system.

In addition, our service agreement is for 99.9% server uptime. Backups of the website are saved on a daily basis, allowing for quick restoration if there is an issue with a current version.

8.6.2 Data protection with Google Drive

Google's Terms of Service for all Drive accounts allow for files to be shared by users, but users retain all intellectual property rights to their files. Public documents that have explicitly been set to be visible online to anyone are considered open access and may be used for marketing purposes so long as they remain public, but any private file is not used for advertising. Please see here as a starting reference point: https://support.google.com/drive/answer/2733115?hl=en&ref_topic=2428743

Backups of data occurs in the cloud, meaning even the complete destruction of a data center will not remove data. Users will be able to delete files, but this is a 'soft delete' with a copy of all files stored in a Trash area where it must be manually deleted. The WP7 Leader will be able to restore manually deleted files if alerted.

8.7 Documentation management (file naming, saving, document repository)

The directory tree is structured as follows:

- **Common data** – this area may be written only by the project coordinator but can be read-accessed by all partners. It contains four sub-directories:
- **Deliverables** – with finalized versions of all project deliverables.
Title format: **Dx.y_YYYYMMDD_Vzz.doc**;
- **Project events** – With all documentation (presentations, minutes) of the project meetings
- **Dissemination Events** – With papers and presentations of all events where SmartNet results are presented;
- **Supporting documents** – Including two sub-folders:
- **Internal material:** all project documentations (Grant Agreement, Consortium Agreement, amendments...)
- **Logos and templates**
- **Work packages** – Including eight sub-folders, one for each WP, managed as unstructured area to be organized under responsibility of the WP leader. Here, deliverables are modified in a shared way and papers and presentations are drafted. Working sub-folders are also possible, whenever needed. Each WP folder must contain a sub-folder named **Meetings** where a subdirectory is created each time a new WP or task webco or WP physical meeting is carried out for containing the minutes and all presentation material (names should be **YYYYMMDD – Tx.y WebCo** or **YYYYMMDD – WPz WebCo** or **YYYYMMDD – WPz Physical meeting**). In case of meetings that involve tasks belonging to more than one WP (overall WP8 WP coordination meetings excluded), the organizer WP includes a sub-folder in his own space.
- WP5 folder should contain three directories named **Pilot A**, **Pilot B** and **Pilot C**, including full pilots documentation. WP8 folder will be managed by the project coordinator and the sub-folder **Meetings** will host one sub-directory for each WP coordination meeting, with minutes and presentations.
- **External access** – This area can be used for sharing data and files with the stakeholders of the Advisory Board, if needed. It will be managed by the project coordinator.

- **Working data** – Whereas for all other areas a “loose” permission policy will be implemented (every partner has RW permissions on all files – giving for granted a responsible usage of it), the **Working data** area will be subject to a stricter permission policy: only the partners that are entitled (by signed NDA and/or by a common project agreement managed by the project coordinator) can enter the directory. In case different data have different recipients, sub-folders will be created with different permission rights.

All authorized representatives of partners can access and download all project documents, except for the noted restriction on Working Data.

8.8 Events calendar

Every new event (WebCo - WP coordination meetings, tasks coordination meetings, Operative task meetings – and physical project/WP meeting) has to be properly inserted in the calendar reasonably in advance wrt the event. Two buttons below the calendar widget allow to (1) upload new events (2) transfer an event from the project calendar into the private local calendar.

8.9 Mailing Lists

The following mailing lists are available for sharing information:

- Internal Mailing List (all members) - internal@smartnet-project.eu
- Work Package 1 - WP1@smartnet-project.eu
- Work Package 2 - WP2@smartnet-project.eu
- Work Package 3 - WP3@smartnet-project.eu
- Work Package 4 - WP4@smartnet-project.eu
- Work Package 5 - WP5@smartnet-project.eu
- Work Package 6 - WP6@smartnet-project.eu
- Work Package 7 - dissemination@smartnet-project.eu
- Work Package 8 - coordination@smartnet-project.eu

Each mailing list will be maintained by the WP Leader, with support from WP7 and the Coordinator

9 Appendix

Appendix 1 – Internal Technical Report Template

Appendix 2 – Use of resources Reporting Template

The Templates can be downloaded from the dedicated area of the project website

Appendix 1: Internal Technical Report Template



Smart TSO-DSO interaction schemes, market architectures and ICT
Solutions for the integration of ancillary services from demand side
management and distributed generation

Internal Technical Report

WP Number

Month XX

This project has received funding from the European
Union's Horizon 2020 research and innovation
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1 Work performed during the reporting period of reference and main results achieved

2 Status of each WP task, details on the work carried out by each beneficiary involved

Task XX.XX

Status

Involvement of each beneficiary

Task XX.XX

Status

Involvement of each beneficiary

3 Activities planned for the following reporting period -
Updated planning for the next period

4 Progress towards Deliverable and Milestones due in the next reporting period

Deliverable N. and Name	Status

Milestone N. and Name	Status

5 Status of the risks identified for the respective WP

Risk	Status	Corrective Actions Taken	Corrective Actions Proposed	Comments

6 Critical assessment of the technical progress: deviations from the original plan and proposed measures

7 KPI

KPI are used to assess the progress of the WP

The following table is filled in by the Coordinator based on the information provided by the WP Leader.

Technical KPI	
Delivery date of due Deliverables respected	
Achievement of the foreseen Milestones	
Due interactions with other WPs	
Keeping of the time planning of the single Tasks	
Identification of risks, proposal of countermeasures and contingency management	
Economic KPIs	
Overall efforts dedicated by each partner (PM)	
Progress of costs against the forecasted for the WP	
Organizational KPIs	
Nr. of physical meetings in the period	
Nr. of Remote (WebCo, Telco) meetings in the period	
Participants in the meetings	
Availability of the Notes	
Publications by the WP	

Appendix 2: Use of resources Reporting Template

SmartNet: 6 Monthly Use of Resources Report

Periodic Reporting Period **1**

From M1 to M18

Beneficiary Short Name

Beneficiary number

Average monthly cost of the personnel (as for the Grant) [€]



S1.1 Period from M1 to M6				
WP1	Task	PersonMonths (140h/m)	Activities in short	Direct Cost (€)
TSO-DSO coordination for accommodating ancillary services from distribution networks	T1.1			-
	T1.2			-
	T1.3			-
	T1.4			-
	T1.5			-
TOTAL Personnel		0		-
Travel & Subsistence	Task	Travel	Explanation	Direct Cost (€)
Total T&S				-
Consumables	Task	ID.	Explanation	Direct Cost (€)
				-
Total Consumables				-
Equipment	Task	ID.	Explanation	Direct Cost (€)
Total Equipment				-
Other	Task	ID.	Explanation	Direct Cost (€)
Total Other				-
Total Other costs				-
Subcontracting	Task	ID.	Explanation	Direct Cost (€)
				-
Total Subcontracting				-
Subtotal WP1				-

SmartNet: 6 Monthly Use of Resources Report

Periodic Reporting Period

1

From M1 to M18

Beneficiary Short Name

Beneficiary number



PROGRESS of EFFORTS and COSTS

WP	Cost item	S1.1	S1.2	S1.3	CUMULATIVE	PROGRESS %	BUDGET
WP1	Person Months	0	0	0	0	#DIV/0!	
	Personnel Costs (€)	0	0	0	0	#DIV/0!	
	Travels (€)	0	0	0	0	#DIV/0!	
	Consumables (€)	0	0	0	0	#DIV/0!	
	Equipment (€)	0	0	0	0	#DIV/0!	
	Other (€)	0	0	0	0	#DIV/0!	
	Total Other costs (€)	0	0	0	0	#DIV/0!	
	Subcontracting (€)	0	0	0	0	#DIV/0!	
	TOTAL (€)	0	0	0	0	#DIV/0!	
WP2	Person Months	0	0	0	0	#DIV/0!	
	Personnel Costs (€)	0	0	0	0	#DIV/0!	
	Travels (€)	0	0	0	0	#DIV/0!	
	Consumables (€)	0	0	0	0	#DIV/0!	
	Equipment (€)	0	0	0	0	#DIV/0!	
	Other (€)	0	0	0	0	#DIV/0!	
	Total Other costs (€)	0	0	0	0	#DIV/0!	
	Subcontracting (€)	0	0	0	0	#DIV/0!	
	TOTAL (€)	0	0	0	0	#DIV/0!	