

Excellence in research, social and technological innovation
project management – **Excellence-in-ReSTI**

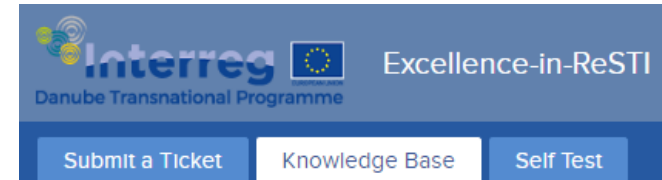
Presentation of the
Excellence-in-ReSTI

Infodesk

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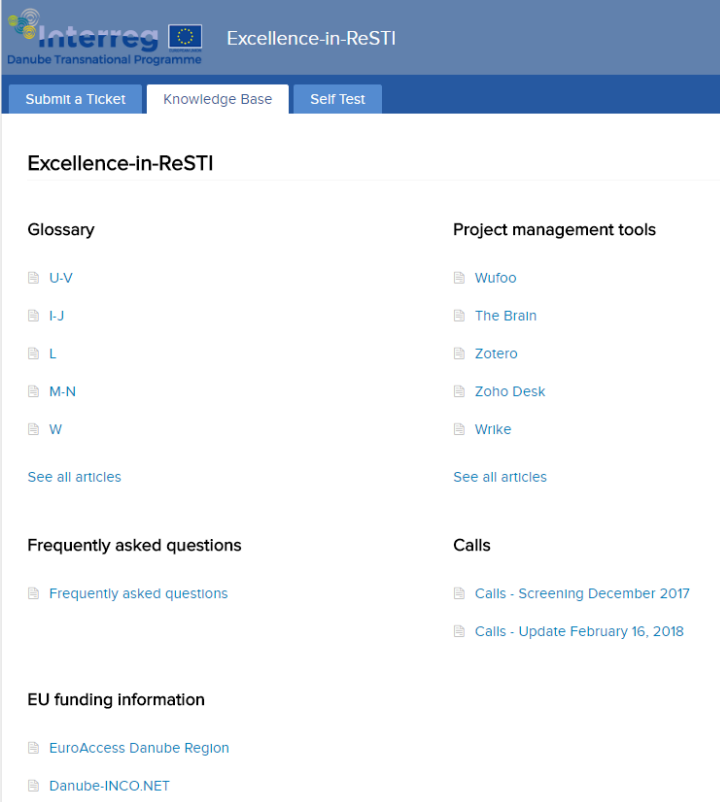
www.interreg-danube.eu/excellence-in-resti



- ReSTI - Infodesk - Why?

- ReSTI: Targeting the improvement of project management knowledge
- Infodesk: To provide support to concrete questions related to:
 - Project development
 - Budget development
 - Grant Application Writing
 - Social Innovation
 - Project Management
 - Risk Management
 - Innovation in the business context
 - Business models
 - Financial Management and Reporting
 - EU Policy Goals and Guidelines
 - Communication and Dissemination and Exploitation
 - EU 2030 Strategy and beyond
 - Forming a Consortium
 - EU Grant Landscape and Funding Structures
 - Other

- Infodesk - Content?
 - Virtual Helpdesk
 - Ask concrete questions
 - Answers will be provided by our experts
 - Response time: 5 working days
 - Knowledge Base
 - Glossary
 - Project management tools
 - Frequently asked questions
 - Calls
 - Self Test

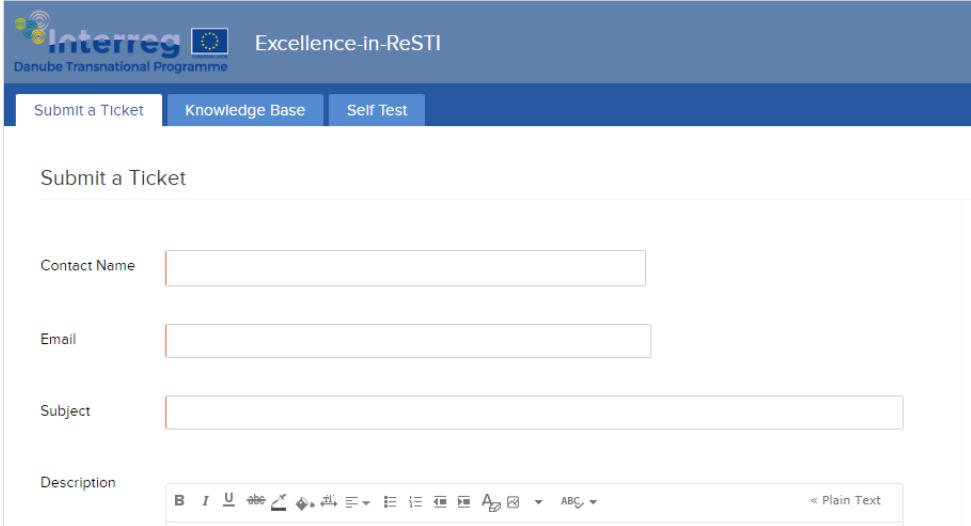


The screenshot shows the website interface for Excellence-in-ReSTI. At the top, there is a navigation bar with the Interreg logo, the European Union flag, and the text 'Excellence-in-ReSTI Danube Transnational Programme'. Below the navigation bar are three tabs: 'Submit a Ticket', 'Knowledge Base', and 'Self Test'. The main content area is titled 'Excellence-in-ReSTI' and is divided into several sections:

- Glossary**: A list of links for U-V, I-J, L, M-N, and W. A link for 'See all articles' is also present.
- Project management tools**: A list of links for Wufoo, The Brain, Zotero, Zoho Desk, and Wrike. A link for 'See all articles' is also present.
- Frequently asked questions**: A link for 'Frequently asked questions'.
- Calls**: A list of links for 'Calls - Screening December 2017' and 'Calls - Update February 16, 2018'.
- EU funding information**: A list of links for 'EuroAccess Danube Region' and 'Danube-INCO.NET'.

- Infodesk

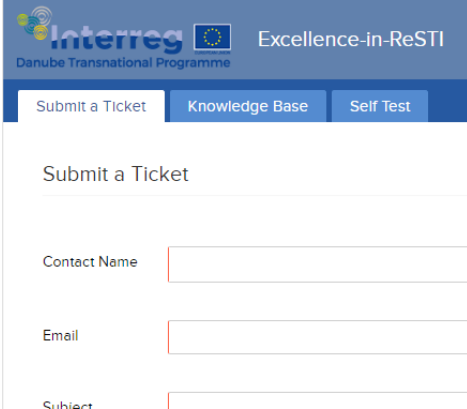
- <https://desk.zoho.eu/portal/excellenceinresti/>




The screenshot shows the 'Submit a Ticket' form in the Interreg Excellence-in-ReSTI portal. The form includes a navigation bar with 'Submit a Ticket', 'Knowledge Base', and 'Self Test' tabs. The 'Submit a Ticket' section contains four input fields: 'Contact Name', 'Email', 'Subject', and 'Description'. The 'Description' field is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and other text formatting options. A '< Plain Text' link is also visible at the bottom right of the description field.



- Infodesk - Submit a ticket
 - Contact information
 - Subject
 - Description - detailed but on the point
 - Topic
 - e.g. budget related, risk management, ...
 - Priority
 - Attachment(s)
 - Captcha
(case sensitive)



Interreg  Excellence-in-ReSTI
Danube Transnational Programme

Submit a Ticket Knowledge Base Self Test

Submit a Ticket

Contact Name

Email

Subject

Word
Verification

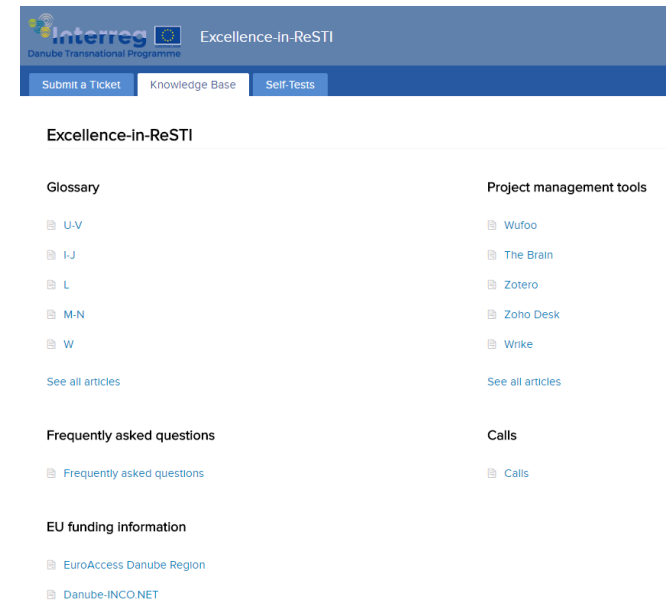
Enter the text you see in the image (Case Sensitive)

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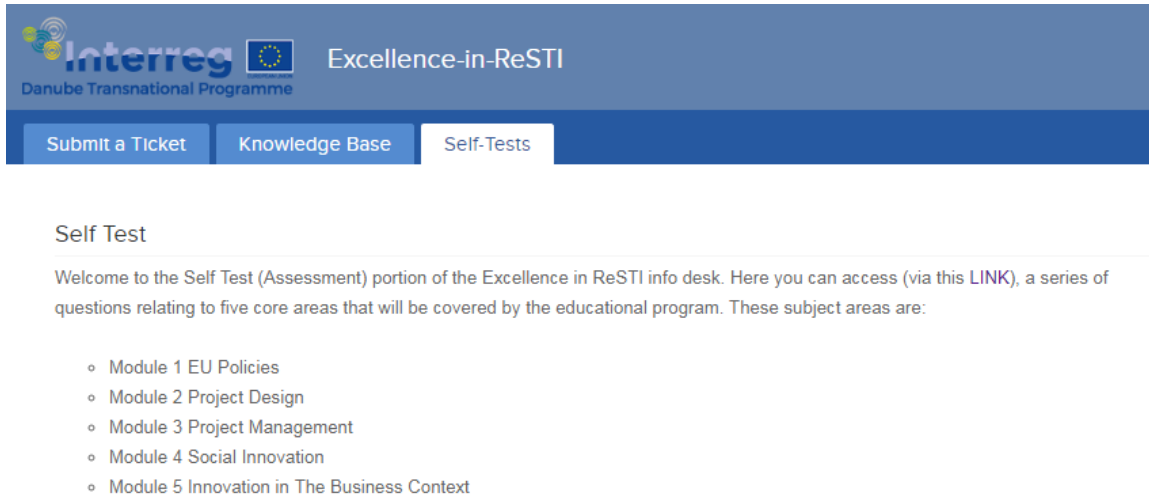
- Infodesk - Solution
 - Question will be forwarded within the project to our corresponding expert(s)!
 - Answer / Solution will be provided via email within 5 working days!
 - Question may be used as basis for entry in FAQ section (fully anonymous)

- Infodesk - Knowledgebase

- **Glossary**
more than 380 entries so far
- **Project management tools**
more than 25 tools evaluated
- **Frequently asked questions**
- **Calls**
current calls from EU programmes relevant for the Danube region
- **EU funding information**



- Infodesk - Knowledgebase - Self Test
 - Information about the ReSTI "Self Test"
 - <https://dlcv.cuni.cz/course/view.php?id=272>



The screenshot shows the 'Excellence-in-ReSTI' website interface. At the top, there is a navigation bar with the Interreg logo, the European Union flag, and the text 'Excellence-in-ReSTI Danube Transnational Programme'. Below this, there are three tabs: 'Submit a Ticket', 'Knowledge Base', and 'Self-Tests', with 'Self-Tests' being the active tab. The main content area is titled 'Self Test' and contains a welcome message: 'Welcome to the Self Test (Assessment) portion of the Excellence in ReSTI info desk. Here you can access (via this LINK), a series of questions relating to five core areas that will be covered by the educational program. These subject areas are:'. Below the text is a bulleted list of five modules: 'Module 1 EU Policies', 'Module 2 Project Design', 'Module 3 Project Management', 'Module 4 Social Innovation', and 'Module 5 Innovation in The Business Context'.

Do you need support in managing your innovative EU project(s)?

Welcome to the ReSTI Infodesk!



The **ReSTI Infodesk** will provide you with support and information on how to manage social and technological innovation projects.



ReSTI Infodesk

Online launch event

March 14, 2018 - 10:00 AM (Brussels time)

[Register now!](#)

- Infodesk online launch event

- Registration link

<https://www.reglist24.com/restiinfodeskonlinelaunchevent>

- Check your hardware (GoToMeeting)

<https://support.logmeininc.com/gotomeeting/get-ready>

Thank you!