



EDIH CASSOVIUM

Integrated Service Portfolio (Initial Version)

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**RECOVERY
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PLAN**



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1 EDIH CASSOVIUM PROJECT

The main objective of the EDIH CASSOVIUM (EDCASS) project is to digitise SMEs and public sector organisations in its region of operation. The most concrete manifestation of such a digitalisation effort is the provision of a digitalisation service to an eligible entity in the sense of the project. This chapter aims to describe the EDCASS project and to define its basic concepts, facts and context relevant to digitalisation services and the complex processes involved in their provision.

1.1 The role and position of EDIH in the European Union and in Slovakia

The European Digital Innovation Hubs (EDIHs) (hereafter "EDIH") are intended to play an important role under the Digital Europe agenda in stimulating the widespread use of Artificial Intelligence (AI), High Performance Computing (HPC) infrastructure, cybersecurity and other digital technologies in various sectors of the economy, in particular by small and medium-sized enterprises (SMEs) and public sector organisations (PSOs) in Europe.

EDIH acts as a one-stop shop to help businesses become more competitive in their business and manufacturing processes, products or services, by:

- leveraging digital technologies, providing access to technical expertise and experimentation to enable companies to test a technology before deciding to invest in it,
- providing training to develop the skills needed for a successful digital transformation,
- providing financial advice,
- creating the conditions for cooperation and exchange of information and experience.

EDIH also has a function in relation to businesses and public sector organisations, helping them to improve the sustainability of their processes and products, particularly in relation to energy consumption and carbon reduction, through the use of digital technologies.

The EDIH is an umbrella for regional cooperation between a number of partners, including research and technology organisations, universities, industry associations, chambers of commerce, incubators/accelerators, regional development agencies and vocational training institutions, with the potential to work with service providers outside the region of operation of a particular EDIH.

There are a total of 405 EDIHs operating in Europe, which are divided into three categories according to the way they are financed:

- EDIH funded by the Digital Europe (DIGITAL) programme - these are co-funded by the European Commission and the Member or Candidate State,
- EDIH with a Seal of Excellence - these are funded exclusively from national or regional sources; and
- Digital Innovation Hubs (DIH) with a similar focus to EDIH but not part of the network.

The following five EDIHs operating in the Slovak Republic are also part of the EDIH network:

- **EDIH CASSOVIUM** focuses on promoting the use of digital technologies in the Eastern Slovakia region (EDIH/DIGITAL),
- **EXPANDI 4.0** provides services in the field of digital maturity and cybersecurity audits (EDIH/DIGITAL),
- **HealthHub** (Centre for Innovative Healthcare) aims to accelerate digitalisation and innovation to increase trust in health-related technologies, ensure more accurate diagnosis, better disease prevention and more effective treatment (EDIH/DIGITAL),
- **Hopero** (SKAI) provides consultancy in various areas of artificial intelligence (EDIH/DIGITAL),
- **SCDI** (Slovak Centre for Digital Innovation) focuses on the digitalisation of production and administrative processes, energy efficiency of production and buildings and adaptation of the workforce to digital transformation (EDIH/Seal of excellence).

1.2 Description of the EDIH CASSOVIUM Consortium

EDCASS is a consortium without legal personality, which was established on the basis of a consortium agreement concluded between three parties: the Technical University of Košice as the main partner (hereinafter referred to as "TUKE"), the Pavol Jozef Šafárik University in Košice as partner No. 1 (hereinafter referred to as "UPJS") and Košice IT Valley z.p.o. as partner No. 2 (hereinafter referred to as "KEITVA"). The potential of each partner to contribute to the mission and objectives of EDIH CASSOVIUM is determined by their primary focus.

1.2.1 Technical University in Košice

TUKE provides the scientific and technological knowledge base, innovation and workforce to shape a beneficial and sustainable future and quality of life for citizens. The University Science Park TECHNICOM (UVP TECHNICOM) - a TUKE department with

university-wide scope (www.uvptechnicom.sk) - plays an important role in fulfilling this mission. The UVP is an effective platform (ecosystem) for the support of applied research and development and for the practical support of innovative activities, knowledge and technology transfer based on effective cooperation between the academic, social and economic spheres within the region, the state and the EU.

UVP TECHNICOM plays a key role within the EDIH CASSOVIUM consortium as a management, organizational, administrative, training, presentation, communication and collaboration centre.

1.2.2 Pavel Jozef Šafárik University in Košice

UPJS provides higher education of all three levels based on quality research supported by broad international cooperation. At the same time, it increasingly focuses on the use of the potential of university science parks and research and development centres of excellence for the fields of biomedicine, materials research, informatics and information technology with the aim of creating intellectual property and the subsequent transfer of research results into practice. There are six centres of research excellence at the University. An internationally accredited CSIRT has been established at UPJS to provide cyber security services to internal and external clients. UPJS also has many years of experience in the development and implementation of complex information systems. UPJS is a member of national platforms in the field of quantum technologies, artificial intelligence and also a member of the Budapest node of EIT Digital.

1.2.3 Košice IT Valley

KEITVA is an internationally recognized regional cluster of IT companies and an important stakeholder in the economic transformation of the Eastern Slovakia region. It consists of members active in the field of information technology, education and public administration. It ensures the involvement of IT companies in the educational process at universities (Live IT Projects), secondary schools (Lab IT Creativity) and primary schools (Step by Step - from the product idea), organizes public educational activities to build skills for communities of UX/UI designers, programmers, project managers, women in IT and raises awareness of the topic of Industry 4.0, machine learning, big data and artificial intelligence.

1.3 Call for service requests

EDCASS will offer services to entities that request them, in accordance with the call published on its website. The call for service requests from EDCASS is based on the document:

"Invitation to submit an application for de minimis aid to support digitalisation under the Scheme of de minimis aid from the Slovak Republic Recovery and Resilience Plan to

support digitalisation, micro, small and medium-sized enterprises, small companies with medium market capitalisation and public sector organisations, as amended by Appendix No.1" (hereinafter referred to as the "DM 16/2022 Scheme as amended by Appendix No.1.")

The call under the DM 16/2022 Scheme falls under Component 17: Digital Slovakia (State on the Move, Cyber Security, Fast Internet for Everyone, Digital Economy) of the Recovery and Resilience Plan of the Slovak Republic (hereafter referred to as the "RRP"), Investment 3: Engagement in cross-border European projects ("multi-country projects") leading to the building of the digital economy.

The call is aimed at providing minimum assistance from ODA funds to support the digitalisation of micro, small and medium-sized enterprises, small companies with a medium market capitalisation and public sector organisations through European Digital Innovation Hubs. The implementation of the activities and the provision of services are funded by the ODA mechanism (50 %) and by the directly managed Digital Europe Programme (50 %).



Image 1 - Sources of funding for EDIH CASSOVIUM project activities

In relation to services and their provision, the Call provides in particular:

- Conditions for the granting of aid defining the eligibility of operators
- Type of assistance provided, reflecting the nature of the service
- Amount of aid granted

1.3.1 Conditions for granting aid

The call is open to applicants who meet the following conditions:

- is an undertaking, i.e. an entity which carries out **an economic activity** and is a participant in competition, regardless of its legal form and method of financing. An economic activity is any activity which consists in offering goods and/or services on the market,
- is a **single undertaking** within the meaning of Article 2(2) of Commission Regulation (EU) No 1407/2013,
- is an enterprise that meets one of the following enterprise **size categories** :

Table 1 - Size categories of entities eligible to receive the service

	Number of employees	Annual turnover (max)	Total annual balance (max)
Micro enterprise	0 - 9	2 mil. EUR	2 mil. EUR
Small business	10 - 49	10 mil. EUR	10 mil. EUR
Medium enterprise	50 - 249	50 mil. EUR	50 mil. EUR
Small mid-market company	0 - 499	100 mil. EUR	86 mil. EUR

- or is a **public sector organisation** (hereinafter referred to as PSO) which will use the aid for economic purposes. An SNE is a legal entity entered in the statistical register of organisations which is classified in the general government sector in accordance with the ESA 2010 European methodology established by Regulation (EU) No 549/2013 of the European Parliament and of the Council of 21 May 2013 on the European system of national and regional accounts in the European Union and is a large enterprise in terms of size category,
- the maximum amount of de minimis aid granted to it (including all members of a group of undertakings forming a single undertaking with the applicant) during a period of two consecutive fiscal years has not exceeded **200 000 EUR** including from other providers or under other de minimis aid schemes. The applicant may be granted de minimis aid up to a maximum of the difference between 200 000 EUR and the amount of de minimis aid received over the last three consecutive fiscal years,
- it is not an undertaking subject to the **recovery of State aid** following a decision of the European Commission declaring such State aid unlawful and incompatible with the internal market. Nor can State aid be recovered on the basis of a decision of the European Commission declaring such State aid unlawful and incompatible with the internal market in respect of members of a group of undertakings which form a single undertaking with the applicant,

- is a company that **does not operate in the following sectors of the Slovak economy:**
 - a) in the fisheries and aquaculture sector covered by a specific regulation,
 - b) in the processing and marketing of fishery and aquaculture products, where the amount of aid is fixed on the basis of the price or quantity of the products purchased or marketed,
 - c) in the primary production of agricultural products,
 - d) in the sector of processing and marketing of agricultural products, in the following cases:
 - o where the amount of aid is fixed on the basis of the price or quantity of such products purchased from primary producers or placed on the market by the undertakings concerned,
 - o where the aid is conditional on being partly or wholly passed on to primary producers,
 - e) in activities related to exports to third countries or Member States, namely assistance directly linked to the quantities exported, for the establishment and operation of a distribution network or other current expenditure linked to the export activity,
 - f) in activities that are conditional on a preference for the use of domestic over imported goods,
 - g) in activities related to the implementation of road freight transport for hire or reward.
- the service for which he/she is applying under this call **has not been provided by another ECDI provider or its partners.**

1.3.2 Type of aid granted

The applicant may apply for non-financial support free of charge by providing:

- An individual service to be provided to one beneficiary under a contractual relationship,
- A group service that will be provided to multiple beneficiaries as part of a mass event. A mass event is defined as an organised training session, workshop, conference, mass consultation or other activity involving several beneficiaries.

1.3.3 Amount of aid granted

The amount of aid granted will depend on the type and type of service to be provided to the beneficiary. The call for proposals includes the **determination of the value of the services**. The applicant has the possibility to choose from the catalogue the service according to his requirements and needs. Subsequently, on the basis of the identification of the specific service, the amount of de minimis aid is to be determined.

The resulting amount of aid granted is half of the unit price for the service (the value of the service as indicated in the service catalogue), as the aid intensity of the mechanism is 50 %, as Digital Europe funds do not constitute such aid.

The resulting amount of de minimis aid granted will be included in the maximum possible aid ceiling for a single undertaking and will be registered [in the SEMP IS register](#).

2 SERVICE OFFER

The range of services offered in the EDIH CASSOVIUM portfolio is determined by three factors:

- (a) the main functions to be performed by EDIH,
- (b) the areas of specialisation of each consortium partner,
- (c) the capacity to ensure the performance of the functions referred to in point (a).

The four main functions of EDIH and the groups of services that are reflected from them are expressed in the following figure:

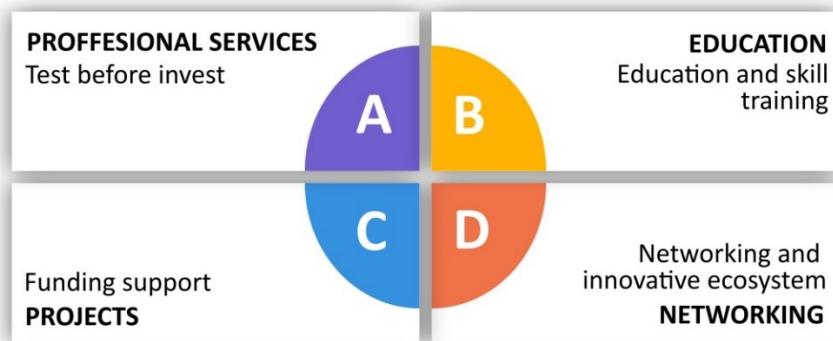


Image 2 - EDIH CASSOVIUM service groups

2.1 Groups of services

The main functions of EDIH are reflected in service groups and can be defined as follows:

- **Service Group A** - Testing Innovative Technologies, Digitalisation and Automation (Test Before Invest - TBI) is a group of services that includes awareness raising, digital maturity assessment, demonstration activities, digital transformation visions, integration support, technology adaptation, testing and experimentation with digital technologies (software and hardware), knowledge and technology transfer. Particular emphasis is placed on key technologies supported by the Digital Europe Programme: the use of Artificial Intelligence (AI), High Performance Computing (HPC) and Cyber Security. As shown in Table 1 below, this group of services has the largest representation in the EDIH CASSOVIUM service portfolio, as a result of the specialisation and

expertise base of the consortium. The provision of services in this group is the primary objective of EDIH CASSOVIUM.

- **Service Group B** - Skills Training & Development (S&D) is a group of services aimed at ensuring an appropriate level of digital skills within supported organisations to make the best use of digital innovation technologies. These services should include promotion, the provision of premises to organise or deliver training, the organisation of boot-camps, internships, as well as support for the delivery of short training courses for advanced digital skills and work placements prepared as part of the Digital Europe: Advanced Digital Skills pillar of the Digital Agenda.
- **Service Group C** - Support to Find Investment (S2FI) is a service group that includes access to financial institutions and investors, support to use the Invest EU facility and other relevant financial mechanisms, in close cooperation with the planned InvestEU Advisory Hub and the Enterprise Europe Network (EEN). For the public sector, which is one of the largest purchasers of ICT, this service could provide support to increase the purchasing power of the public sector and transform it into a large purchaser of innovation.
- **Service Group D** - Innovative Ecosystem & Networking (IE&N) includes the role of EDIH as a facilitator of contacts between end-users and potential suppliers of technology solutions, for example for experimentation and testing purposes, or between PSO and GovTech companies to foster collaboration. The non-profit nature of EDIH is important in terms of supporting local players, in order to strengthen their economic power and the local economy as a whole. If suitable local partners are not found, the centres can link up with other EDIHs to find a suitable partner elsewhere in Europe. A prerequisite for the success of this EDIH function is a regular technology search to map the innovation ecosystem and understand needs and opportunities. Structured relationships with regional authorities, industry clusters, SME associations, business development agencies, incubators, accelerators, the Enterprise Europe Network, EIT (European Institute of Innovation and Technology) co-location centres and chambers of commerce greatly assist the EDIH's brokering function.

2.2 Areas of specialisation of partners

Areas of specialization of individual partners of the consortium are in the case of TUKE and UPJS determined by the areas of education provided and in the case of KEITVA by the role it performs in accordance with the consortium agreement.

The areas of education and research provided by individual universities are defined by the study programme of individual faculties as follows:

TUKE provides education and conducts research through the following faculties and departments:

- Faculty of Economics,
- Faculty of Mining, Ecology, Management and Geotechnology,
- Faculty of Electrical Engineering and Computer Science,
- Faculty of Materials, Metallurgy and Recycling,
- Faculty of Arts,
- Faculty of Production Technologies,
- Faculty of Aviation,
- Faculty of Mechanical Engineering and
- Faculty of Civil Engineering,
- Institute of Computing,
- University Science Park TECHNICOM.

UPJS provides education and conducts research through the following faculties:

- Faculty of Medicine,
- Faculty of Arts,
- Faculty of Law,
- Faculty of Public Administration,
- Faculty of Science and
- Institute of Physical Education and Sport.

KEITVA aims to create conditions for the development of the IT industry and improve the quality of life in Eastern Slovakia, focusing its activities on education, innovation and cooperation.

2.3 Professional and content coverage of services

The following table summarises the coverage of the service groups provided by EDIH CASSOVIUM by each EDIH CASSOVIUM Partner ("EDIH Partner"). The numbers in Table 2 represent the number of services provided by EDIH Partners under each service group. In the inception phase of the project, 160 services were identified by the EDIH CASSOVIUM partners as having the potential to increase the digital maturity of clients. The services were catalogued in a service catalogue.

Table 2 - Coverage of service groups by EDIH CASSOVIUM partners

EDIH service groups					
Provider	Group A	Group B	Group C	Group D	Together
TUKE	69	56	1	3	129
UPJS	9	15	1	3	28
KEITVA	0	2	1	0	3
Together	78	73	3	6	160

Table 2 shows the following:

- Most of the services listed in the catalogue are provided by TUKE. In total there are 129 services (80% of all services). It is followed by UPJS with 28 services (almost 18% of all services) and KEITVA with 3 services (less than 2% of all services).
- Most of the services listed in the catalogue are provided in the area of testing innovative technologies, digitalisation and automation (78 services), followed by training and skills building (73 services). 3 services are provided in the area of support for sourcing funding and 6 services are provided in the area of networking and innovation ecosystem.
- In the area of testing innovative technologies, digitalisation and automation (78 services in total), 69 services are provided by TUKE and 9 services by UPJS.
- In the field of education and skill building (73 services in total), 56 services are provided by TUKE, 15 services by UPJS and 2 services by KEITVA.
- In the area of support for sourcing funding (3 services in total), all partners provide one service each.
- In the area of networking and innovation ecosystem (6 services in total), TUKE and UPJS provide three services each.

In terms of the number of services provided within each EDIH service group, the lowest representation is in the area of support for sourcing funding (3 services provided) and in the area of networking and innovation ecosystem (6 services provided).

Sourcing investment represents an important step for EDIH customers in the process of adopting digital technologies. Once the digital technology has been successfully tested and a decision has been made to make the investment, it is necessary to identify the sources from which the investment will or can be funded. In case of lack of own resources or unavailability of commercial credit, the SME should be able to approach EDIH to identify possible sources of funding for the investment, e.g. using EU funds. If EDIH does not have the necessary capacity and expertise to identify or broker suitable sources of funding, this could have a detrimental effect on EDIH's activities in the form of a decline in interest in both pre-investment testing and digital technology education and skills.

The networking and innovation ecosystem is an important tool for identifying and then collaborating with potential suppliers of technology solutions for use in pre-investment testing as well as training and skills building.

Networking creates the preconditions for expanding the availability of services in the use of digital technologies, which are not the subject of EDIH CASSOVIUM's activities. This opens up opportunities for SMEs operating in the EDIH CASSOVIUM region to access the required technologies or services that are not in the EDIH CASSOVIUM portfolio.

2.4 Service potential by activity

In terms of the breakdown of economic activities according to the SK NACE code, the potential for potential EDIH clients (recipients of services) is estimated for their use by all three types of relevant entities:

- Small and medium-sized enterprises
- Startups
- Public sector organisation

An extensive table of this estimate/assumption is provided in **Annex 1** of this document.

2.5 Pricing of services

The prices of the services in the EDIH CASSOVIUM portfolio are set to cover the direct costs of the individual EDIH CASSOVIUM partner sites for the provision of the services and part of the other costs of the project, i.e. the costs associated with the EDIH CASSOVIUM activities.

The part of the price of each service that is intended to cover the direct costs of each site for the provision of the service has been determined by the site concerned and covers all the direct and indirect costs of the particular site associated with the provision of the service. This part of the price has been established on the basis of an

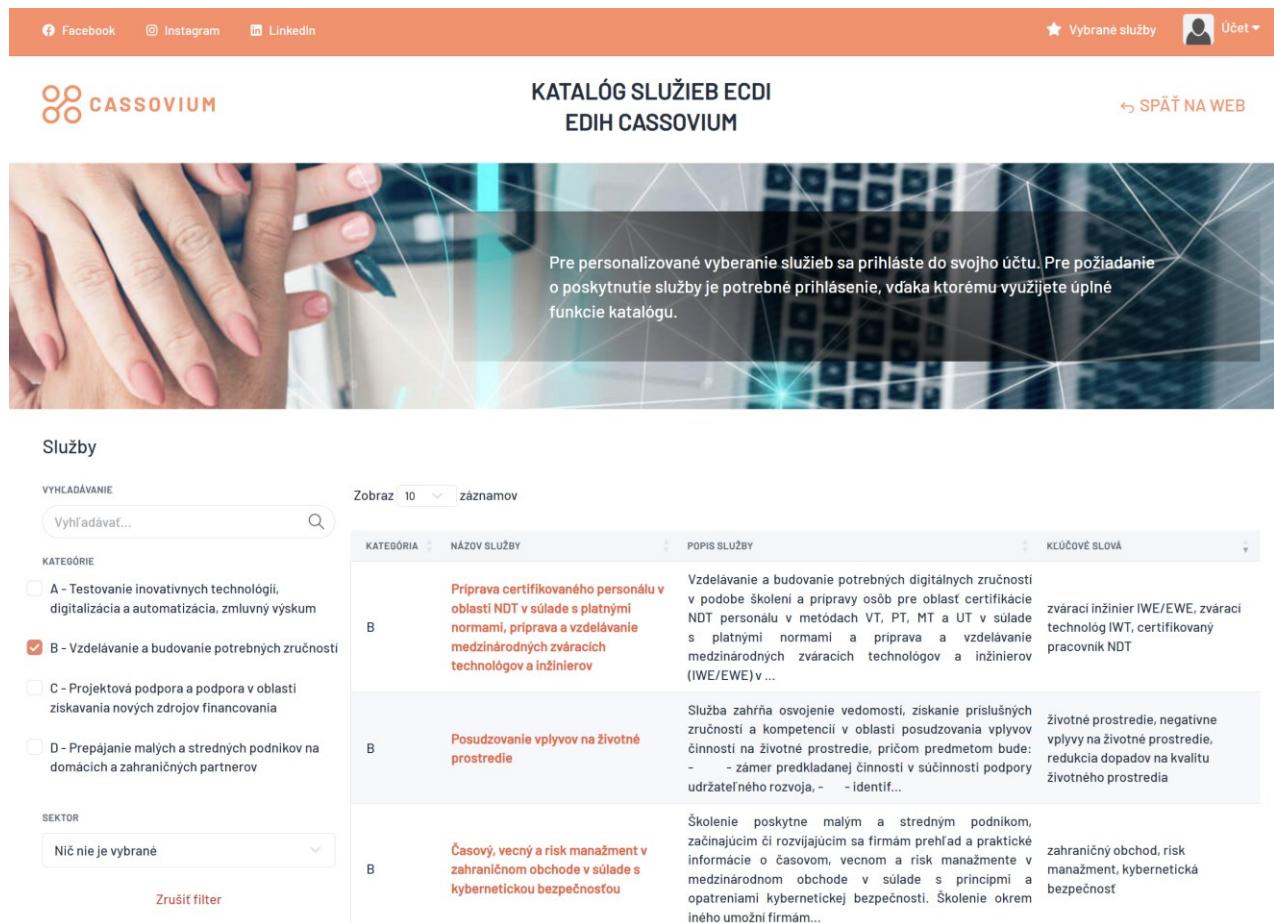
expert estimate based on the estimated need for the time of the relevant experts, the estimated need for technical equipment and the estimated consumption of materials.

The final price of each service is determined by adding a mark-up (equal to 1.38776 times the direct costs) to the portion of the price intended to cover direct costs to cover the other costs of the project.

The prices of the individual services in the EDIH CASSOVIUM portfolio, as set, are not out of line with market standards for comparable, commercially provided services.

2.6 Catalogue of services

For the purpose of practical and clear orientation in the EDIH CASSOVIUM services, an online catalogue has been created, bringing together the services created by all the consortium partners or their expert departments.



KATEGÓRIA	NÁZOV SLUŽBY	POSUDZOVANIE	KLÚČOVÉ SLOVÁ
B	Príprava certifikovaného personálu v oblasti NDT v súlade s platnými normami, príprava a vzdelenie medzinárodných zváracích technológií a inžinierov (IWE/EWE) v ...	Vzdelenie a budovanie potrebných digitálnych zručností v podobe školení a prípravy osôb pre oblast certifikácie NDT personálu v metódach VT, PT, MT a UT v súlade s platnými normami a príprava a vzdelenie medzinárodných zváracích technológií a inžinierov (IWE/EWE) v ...	zvárací inžinier IWE/EWE, zvárací technológ IWT, certifikovaný pracovník NDT
B	Posudzovanie vplyvov na životné prostredie	Služba zahŕňa osvodenie vedomostí, získanie príslušných zručností a kompetencií v oblasti posudzovania vplyvov činnosti na životné prostredie, pričom predmetom bude: - zámer predkladanej činnosti v súčinnosti podpory udržateľného rozvoja, - identifik...	životné prostredie, negatívne vplyvy na životné prostredie, redukcia dopadov na kvalitu životného prostredia
B	Časový, vecný a risk manažment zahraničnom obchode v súlade s kybernetickou bezpečnosťou	Školenie poskytne malym a stredným podnikom, začínajúcim či rozvíjajúcim sa firmám prehľad a praktické informácie o časovom, vecnom a risk manažmente v medzinárodnom obchode v súlade s principmi a opatreniami kybernetickej bezpečnosti. Školenie okrem iného umožní firmám...	zahraničný obchod, risk manažment, kybernetická bezpečnosť

Image 3 - Home page of the EDIH CASSOVIUM online service catalogue

The catalogue can be accessed from the [official web portal of the EDIH cassovium project](#) in two ways, either by a direct link in the form of the "**SERVICES CATALOGUE**" button from the main homepage of the EDCASS [project](#), or by the "**FROM OUR CATALOGUE**" button on the "**SERVICES**" sub-page, which provides more information

about the services, the scheme for requesting services and the process of service provision itself.

2.6.1 Catalogue interfaces by user involvement

The catalogue has four different interfaces available, providing a spectrum of different activities depending on the type of user involvement:

- **Public mode** - basic browsing mode for public viewing of the catalogue without registration or login,
- **Entity mode** - public viewing of the catalogue with logging into a client account, which launches a number of functionalities for potential service subscribers, including registration of their entities and completion of relevant administrative documents,
- **Editor mode** - the professional guarantor of the service content creates or modifies the service, its description, parameters, price levels, etc.,
- **Admin mode** - comprehensive access to the entire catalogue, its source data and all functionalities (developer level).

2.6.2 Catalogue functionalities from the perspective of service provision administration

The most important functionalities of the online catalogue of EDIH CASSOVIUM services from the point of view of administration are:

- **registration** - creating a client account for an entity (SME or public sector organisation),
- **browsing the catalogue** - viewing services and their descriptions
- **selection of favourite services** - adding services to the favourite services basket of the logged-in subject
- **completion of questionnaires** - electronic questionnaires that the subject completes as a prerequisite for the administration of the provision of each service,
- **process graphics of documents** - tracking the status of completion of questionnaires,
- **document creation** - turning completed questionnaires into documents ready for signing,
- **filtering of services by groups** - display of services of individual groups (A, B, C, D) according to point 2.1 of this document,
- **search by text string** - full text search by specified text string (keyword, part of service name, etc.)

2.6.3 Description of services in the online catalogue

Each service is described in the public version of the catalogue in the form of explanatory fields that inform potential beneficiaries about the scope, parameters and conditions or predispositions of the service provision. These fields are described in the table below.

Table 3 - service description fields

field name	the meaning of the field
Name of service	a specific and unique service name
Keywords	expressions that convey the point of the service or the content areas of the service
Service description	a more detailed textual description of the service, its content and the intended method of delivery
Sectoral focus	specification of the sectors in which the service is expected to be provided and its outputs implemented
Technological focus	the technological nature of the service, or the area to which the service belongs
Target group	for whom (what subjects) the service is intended
Capacity	the annual capacity of the providing establishment
Terms and Conditions	the conditions and prerequisites for provision (technical prerequisites, readiness of the entity and persons, etc.)
Price level	1-3 levels of service value (in the selected one of them the service is provided)
Description of price level	an explanation of the expected content and scope of the service within the relevant price level

2.6.4 Document process graphics

The set of documents to be completed by the applicant before receiving the service in order to assess his/her readiness and eligibility to receive the service is arranged chronologically (in the order assumed, not necessarily followed) in the form of a procedural chart of documents (see Figure 3). The subject is able to see in its client interface the completion status of the individual documents to which they belong:

- Digital maturity assessment
- Application for economic operators (for indirect aid)
- Declaration on the size of the undertaking
- Single undertaking declaration
- Declaration of Integrity

All these documents are both a prerequisite for the provision of the service and input documents for verifying the eligibility of the subject to receive the service.



Image 4 - process graphics of documents

2.7 List of services

The table of the list of services in **Annex 2** to this document provides an alphabetical list of the services published in the online catalogue that can be requested by individual operators. These are the services in each service group prepared by all consortium partners or their departments. The table also shows the published catalogue value of the services valid as of 17.08.2023 at each price level.

In the course of the pilot project, based on the needs and experience generated, the catalogue is expected to be modified in terms of adding or editing services and their price levels. The update of the catalogue is subject to the approval and information of both project funding parties, i.e. the relevant EC entity and the relevant MIRRI section.

3 CUSTOMER JOURNEY

The customer journey contains a detailed description of the processes that are used, both partially and as a whole, for the provision of services to customers by EDCASS.

When reading and implementing a customer journey, the following should be taken into account:

- the overall complexity of EDCASS as a project and therefore the interconnectedness of the individual work processes,
- striving for universality of the customer journey created, while not necessarily reflecting in detail all the facts related to the individual cases of service request, nor the specific situation, environment and conditions in which the service was provided,
- the pilot character of the project, which implies the possibility of adjustments and development of the contained processes if this results from their practical implementation.

The 8 steps of the customer journey are described in the following paragraphs, with some of these steps divided into parts.

3.1 Step 0 - Information

Communication with the service seeker is preceded by informing them about EDCASS activities and services, eligibility and other relevant topics, through:

- Web site www.edihcassiovium.sk,
- Social networking sites: Facebook, Instagram, LinkedIn - on EDCASS accounts,
- Events at which EDIH is promoted and presented. Interested parties can find information about EDCASS events on the website and social media.
- Third-party references (partners and acquaintances, members of the regional ecosystem, etc.),
- Advertising elements in physical space (billboard).

Information on the EDCASS website includes:

- Basic information about the EDIH concept and links to the Slovak and European EDIH network,
- Information about the consortium that makes up EDCASS and its members,
- Information on the processes that need to be completed for project implementation of services,

- Information and link to the Scheme of de minimis aid from the funds of the Recovery and Resilience Plan of the Slovak Republic to support the digitalisation of micro, small and medium-sized enterprises, small companies with medium market capitalization and public sector organizations - Scheme DM -16/2022 as amended by Appendix No. 1(hereinafter referred to as the De Minimis Scheme),
- Information on the Call for applications for the use of state aid under the De Minimis Scheme.

3.2 Step 1 - Contact

After obtaining the initial information, the interested party contacts EDCASS by e-mail (info@edihcassovium.sk) or by telephone using the contact details published on the website. Based on his/her request, a communication with one of the Service Managers involved in the WP3 process will take place. The communication may take place as agreed with the applicant in the form of:

- phone conversation,
- email communication,
- video conference call,
- a personal meeting at the EDCASS premises,
- personal meeting with the customer.

The aim of this step is to provide more detailed information about the concept of EDIH, or more specifically EDCASS, about the possibility of using digitization services, as well as to present the catalogue of services and to make available information on the eligibility of entities requesting services.

The interested party is informed about the financing of the project from the point of view of the European Commission and the Slovak Republic, from which further information about the provision of assistance under the so-called "European Commission" is provided. The information on the aid under the Slovak Recovery Plan and the related de minimis scheme.

The interested party has the opportunity to consult the Catalogue of Services, in which the services are listed with their name and detailed information related to their provision. The catalogue will also include, where appropriate, information on the availability/unavailability or state of readiness of individual services, updated from time to time.

In addition to the above content, EDCASS staff will endeavour to ensure that any further questions from potential candidates are answered.

The subject registers as a service seeker in the EDCASS portal (associated with the catalogue) at <https://sluzby.edihcassovium.sk/> - Account - Create new account.

Registration of the subject and its EDCASS account is the first prerequisite for its administration in terms of service provision.

3.3 Step 2 - Choosing a service

3.3.1 Part 2a - DMA 0

The first part of this step is to use the Digital Maturity Assessment (DMA) tool in assessing the need for and type of digitalisation and in assessing the suitability of specific services to increase the digital maturity of the entity. The interested party completes a questionnaire regarding the digital maturity of their entity or organisation. The purpose of the questionnaire is to determine the current digital maturity of the entity. The questionnaire will be completed electronically by the applicant, who will contact EDCASS Service Managers if he/she needs professional guidance in completing it.

Based on the DMA T0 result (the T0 is used for the level of digital maturity at the initial stage, i.e. before the service is provided), the applicant selects a service from a catalogue published on the web, so that the provision of the service increases the digital maturity of the entity and makes it more competitive in the market. The DMA T0 is filled in by each applicant, even those who know which specific service they are interested in (a prerequisite for creating the potential for evaluating progress over time).

3.3.2 Part 2b - Choice of service

The service can be selected by the applicant himself or in consultation with the service provider (EDCASS). Each service is provided in different levels (usually three) according to its scope, which corresponds to the different price levels of the service.

The interested party has the opportunity to choose services from the following 4 groups:

- A.** Testing innovative technologies, digitalisation and automation.
- B.** Education and skill building.
- C.** Support for obtaining sources of funding.
- D.** Networking and innovation ecosystem.

3.4 Step 3 - Request a service

3.4.1 Part 3a - Application

The request is made by the entity by confirming the applicant's interest in the service and its provision with the use of state aid under the de minimis scheme. The potential beneficiary expresses his/her interest by submitting a document:

["Application for de minimis aid to support digitalisation under Scheme DM - 16/2022 as amended by Appendix 1"](#)

The application document, as well as all other documents, is submitted by the subject by completing a questionnaire and then signing a physical version of the document.

3.4.2 Part 3b - Declarations

Together with the application, the entity shall submit:

- Declaration on the size of the undertaking
- Declaration of single undertaking
- Declaration of Integrity

All the elements required from the interested party are described in the Call for applications for de minimis aid in indirect form through EDCASS services (hereinafter referred to as the Call) published on the portal www.edihcassovium.sk.

3.5 Step 4 - Service Refinement

The selection of a specific service is followed by specification of the conditions, terms and method of implementation, i.e. delivery of the service. EDCASS invites the contractor department that provides the service to participate in the communication. A memorandum of the meeting is drawn up, which serves as the basis for the preparation of the Service Contract (hereinafter referred to as the Contract) in terms of all the professional, date, overhead and technical contexts. It is important that all parties involved in the joint consultation or subsequent communications define as far as possible their needs, possibilities, requirements and conditions related to the implementation of the service, as well as all necessary resources, expected inputs and outputs, data, etc.

3.6 Step 5 – Contractual Arrangements

3.6.1 Part 5a - Contract Customization

On the basis of the minutes of the previous consultations, a draft service contract is being prepared and is in the process of being customised, i.e. adapted to the specific implementation conditions and situation. The contract is then sent for comments to the requesting entity and to the providing site.

3.6.2 Part 5b - Signing of the service contract

The service contract concluded between the service provider (EDCASS) and the recipient (an entity, i.e. an SME or a public administration body) shall contain the name of the service, its scope, price level, timing and all other relevant data characterising the process of its implementation.

The signing of the service is entirely the responsibility of the providing consortium partner.

3.6.3 Part 5c - Publication of the contract in the central register of contracts

As a rule, the day after the contract is signed, it is published in the Central Register of Contracts. The day after publication, the contract enters into force and the service is deemed to have been granted from the point of view of State aid. This fact will be taken into account by EDCASS in the State aid registration system IS SEMP at the latest within 5 working days of the entry into force of the contract.

3.7 Step 6 - Service Implementation

In accordance with the terms of the contract, the actual provision and acceptance of the service takes place. The timeframe of this step (one-off provision or delivery/time interval/periodicity) is individual, depending on the terms and conditions agreed for the specific service and the specific case of its provision.

The service provider, in cooperation with the delivery department, ensures the professional and technical quality of the provided content, the service recipient is helpful and actively supports the implementation of the service.

3.8 Step 7 – Service completion

3.8.1 Part 7a - Confirmation of service delivery

The supplying site shall confirm the delivery of the service according to a template prepared by the provider. If necessary, it shall supply or provide relevant documentation.

3.8.2 Part 7b - Acknowledgement of receipt of service

The recipient entity shall acknowledge receipt of the service by signing the form prepared by the provider. If necessary, it shall supply or provide relevant documentation.

3.8.3 Part 7c - Feedback

Based on the communication with the delivery site and the beneficiary, feedback is requested from both these parties in the form of an electronic questionnaire. The parties involved have the opportunity to express their opinion on the course of the service provision, compliance with the terms of the contract, etc. This questionnaire serves to improve the quality of other services provided by the EDCASS consortium.

3.8.4 Part 7d - Certificates of service

EDCASS issues a certificate of receipt of the service to the receiving entity and a certificate of delivery of the service to the supplying site.

3.9 STEP 8 – POS-DELIVERY ACTIVITIES

3.9.1 Part 8a - DMA T1

An assessment of the digital maturity of the recipient entity is repeated one year after the service has been provided. DMA T1 findings are compared with DMA T0 values, the output of the comparison potentially recording progress in digital maturity. The aim of DMA T1 is to determine what impact the provision of the service has had on increasing the digital maturity and competitiveness of the entity.

3.9.2 Section 8b - Publicity

Further activities of EDCASS include marketing activities leading to the highest possible promotion of the EDIH project in order to improve the accessibility and use of the services offered and to contribute as much as possible to the development of the region through digitalisation. To this end, the recipient of the service shall agree or disagree to the inclusion of its specific service case in the publicity programme of the project.

3.9.3 Part 8c - DMA T2

The assessment of the digital maturity of the recipient entity is repeated two years after the provision of the service. DMA T2 findings are compared with DMA T0 and DMA T1 values, the output of the comparison potentially recording progress in digital maturity. The aim of DMA T2 is to determine what impact the provision of the service has had on increasing the digital maturity and competitiveness of the entity in the long term, or in terms of sustainability.

3.10 Customer journey spreadsheet

The graphical (tabular) treatment of the customer journey provides a view of all the anticipated activities on the part of the entity, whether it is a small and medium-sized enterprise (SME) or a public sector organisation (PSO).

The table reflects a standard customer journey composed of expected steps, while individual cases and situations related to specific service delivery cases may differ in relation to the specifics of the entity or case.

Table 4 - Tabular representation of the customer journey

#	STEP	PART	VERIFICATION	SUBJECT ACTIVITY	FORM	OUTPUT
0	INFORMATION			finding out information about EDIH services, their provision and the call	web, social networks, contacts, meetings, ecosystem	Website, social networks, call
1	CONTACT	EDCASS ACCOUNT REGISTRATION		communication with EDIH, interest in information, registration on the portal	phone calls, emails, meetings	database of subjects
2a		DMA TO		evaluation of the subject's digital maturity	digital questionnaire	questionnaire results
2b	CHOOSING A SERVICE	SERVICE SELECTION	<ul style="list-style-type: none"> ▪ company size ▪ a single company ▪ de minimis limit ▪ DCL control ▪ verification record ▪ IS SEMP + EDIH SK ▪ decision 	choosing of a specific service from the catalogue, verification of the possibility of provision	online catalogue of services	online catalogue of services
3a		REQUEST		request for the provision of a specific service	digital questionnaire	<ul style="list-style-type: none"> ▪ Service provision request
3b	SERVICE REQUEST	DECLARATIONS (DCL)		submission of declarations	digital questionnaires	<ul style="list-style-type: none"> ▪ DCL on the size of undertaking ▪ DCL of single undertaking ▪ DCL of clean criminal record
4	SERVICE REFINEMENT			defining the content, terms, deadlines and form of service delivery	digital memo	digital memo
5a		CONTRACT CUSTOMIZATION		preparation of a tailor-made contract for a specific case of service provision	digital document	Draft contract for the provision of services
5b		SERVICE PROVISION CONTRACT SIGNATURE		commenting and signing the service provision contract between the entity and EDIH	physical document	Service provision contract
5c	SERVICE CONTRACTING	CONTRACT PUBLICATION IN CENTRAL REGISTER OF CONTRACTS	<ul style="list-style-type: none"> ▪ company size ▪ a single company ▪ de minimis limit ▪ verification record ▪ IS SEMP ▪ decision(if relevant) 	publication of the contract in the central register of contracts	scan of physical document	Scan of physical document, link to record in central register of contracts
6	SERVICE IMPLEMENTATION			provision of the service in the time, scope and manner according to the contract	physical provision, delivery of product, service, training, consultancy etc.	Records, acceptance certificates, photos, other relevant documents
7a		CONFIRMATION OF SERVICE DELIVERY		confirmation of the delivery of the service by the supplier entity	digital document	Confirmation of service delivery
7b		CONFIRMATION OF ACCEPTANCE OF THE SERVICE		confirmation of service acceptance by the subject	digital document	Confirmation of acceptance of the service
7c	SERVICE PROVISION COMPLETION	FEEDBACK		feedback of the subject served	digital questionnaire	Feedback evaluation
7d		CERTIFICATE OF PROVISION OF SERVICE		issuance of a service acceptance certificate	digital document	Certificate of acceptance of digitization service
8a		DMA T1		evaluation of the subject's digital maturity after 1 year	digital questionnaire	Questionnaire output
8b	POST-DELIVERY ACTIVITIES	PUBLICITY		inclusion of the subject in the project's publicity program (if agrees)	digital outputs	Consent to publicity
8c		DMA T2		evaluation of the subject's digital maturity after 2 years	digital questionnaire	Questionnaire output

4 THE PROCESS OF ADMINISTERING THE PROVISION OF THE SERVICE

While the customer journey describes the steps and activities leading to the request for and receipt of a digitalisation service in terms of activities relevant to the service recipient entity, the process of administering the provision of the service focuses on the complex range of activities that are carried out, recorded and archived by EDCASS as its provider.

4.1 CATRAS system for recording and tracking cases of service provision

Coordination between the members of all work packages is important for the functionality of EDCASS and its effectiveness in service delivery, and is described in more detail in **Output D2.1 - EDIH CASSOVIUM Handbook**. However, from the perspective of service delivery administration, the practical cooperation of the second and third work packages appears to be particularly crucial, with the following importance:

- **WP2** – establishment of a comprehensive system of procedures, practices and rules leading to a clear administration of service provision
- **WP3** – practical use of the system, from communicating with applicants for digitalisation services to creating, recording and tracking individual cases of provision

For this purpose, WP2 and WP3 staff use their own electronic system **CATRAS** (Case Tracking System). This is a system of linked electronic files (Google Sheets documents), composed of the following five documents:

4.1.1 File 00 Dashboard

The importance of this file lies in the quick and clear access to basic project information, which tells in figures and graphs the current status of service contracting and disbursement of funds. All of this information and the current status is displayed against set indicators (project KPIs). An overview of all these figures and facts is therefore interesting not only from a practical but also from a management and reporting perspective.

The 00 Dashboard file provides the following information (for the project overall and for each consortium partner):

- **Service budget utilisation** (more specifically, allocation of funds to open cases) for the project and by partner,
- **The number of open service delivery cases** relative to the timeline (calculated with the current date relative to the 06/2025 date, which is the approximate projected limit for opening cases so that service delivery is completed before the 10/2025 date),
- **The number of cases contracted** to the number of planned contracts for the current date,
- Number of open cases **by service group** (A, B, C, D),
- Number of open cases **by type of applicant entity** (SME, PSO),
- Number of entities that have **increased** their **level of** digital maturity after service provision,
- **Number of corridors and links** established at national and international level,
- Functional link to a file with a summary of open cases (File 01 - Summary).

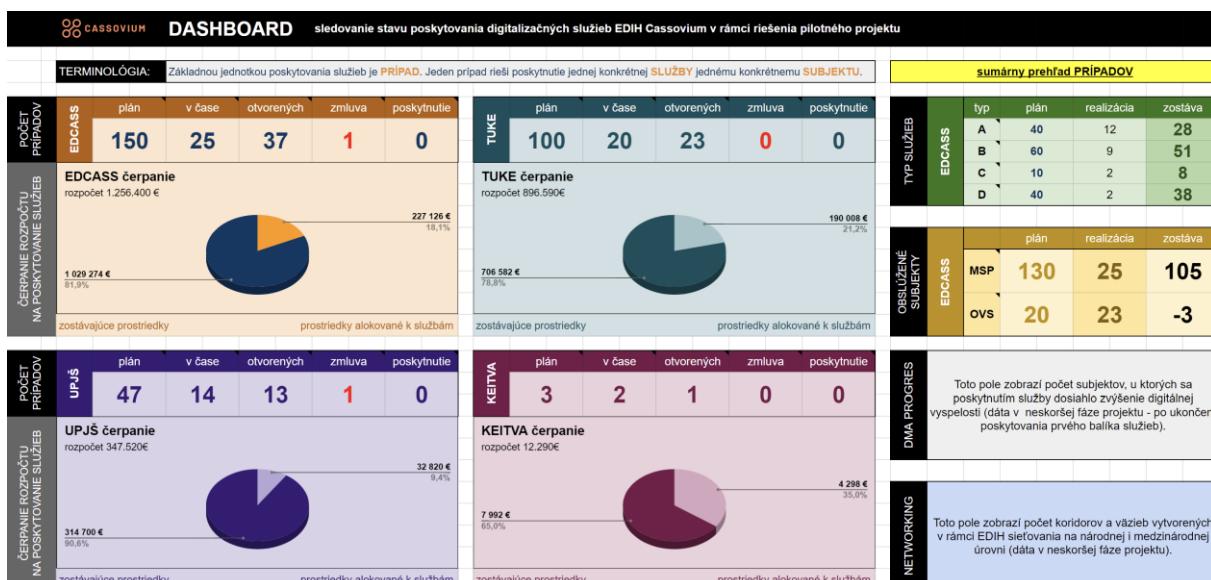


Image 5 - View of the 00 Dashboard file

4.1.2 File 01 Summary

From an administrative point of view, we have terminologically established the **CASE** as the basic unit of EDCASS service provision. A case describes the provision of one specific **SERVICE** to one specific **SUBJECT**.

Once registered, the entity is asked to prepare a Digital Maturity Assessment (electronic DMA TO questionnaire). In the light of the results of this assessment and in accordance with its own needs and requirements, it then selects a specific service from the EDCASS portfolio with its application. At this stage, the WP3 staff member from the partner relevant from the service delivery perspective (according to the jurisdiction of

the providing site) opens a new case (by assigning a case number), while at the same time assigning a specific service to the requesting entity as a potential recipient of the service.

PRÍPADY																
zazmluvnené	pričinok s prípadmi	1	CRMF	subjekty		služby		SUBJEKT	SLUŽBA	TYP	CENA	PROGRES	čerpanie			
				pričinok	počet	služba	počet						čerpanie	čerpanie	čerpanie	
administrátor	partner	názov zložky / zúboru	pričinok	počet	subjekt	služba	počet	SUBJEKT	SLUŽBA	TYP	CENA	PROGRES	čerpanie	čerpanie	čerpanie	
Janák	TUKE	17103-04-V01-00001-S00-0001	0001	015	1	245	1	MSP stomatologické s.r.o.	Administrácia klientov, terminov a skladových	A	11 939 €	28 %	#N/A	#N/A	23 %	
Janák	TUKE	17103-04-V01-00001-S00-0002	0002	048	1	#N/A	1	OVS Stredná odborná škola priemyselí #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	
Džupková	TUKE	17103-04-V01-00001-S00-0004	0004	064	1	054	1	MSP Technical Alloys s.r.o.	Počítačové simulácie procesov plastických de	A	26 215 €	26 %	5 587 €	21 %	26 %	
Janák	TUKE	17103-04-V01-00001-S00-0005	0005	062	1	165	2	MSP HYPROmill s.r.o.	Tvorba prototypových celkov s aplikáciou 3D	A	9 551 €	26 %	#N/A	#N/A	21 %	
Janák	TUKE	17103-04-V01-00001-S00-0006	0006	060	1	165	2	MSP MPB plus, s.r.o.	Tvorba prototypových celkov s aplikáciou 3D	A	5 969 €	26 %	#N/A	#N/A	21 %	
Janák	TUKE	17103-04-V01-00001-S00-0007	0007	059	1	166	1	MSP 3E-Vision s.r.o.	Tvorba 3D modelov s využitím principov rete	A	8 357 €	27 %	#N/A	#N/A	21 %	
	TUKE	17103-04-V01-00001-S00-0008	0008	054	1	319	1	MSP Moreall s.r.o.	Webový portál pre oblasť e-commerce	A	0 €	21 %	#N/A	#N/A	21 %	
	voľné		0009	017	1	#N/A	1	OVS Obchodná akadémia, Watsonova #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0010	018	1	#N/A	1	OVS Gymnázium Pavla Horova, Masar #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
Džupková	TUKE	17103-04-V01-00001-S00-0011	0011	019	3	066	1	OVS Stredná odborná škola techniky a	Meranie elektrických veľičín a metrológia	B	2 751 €	30 %	#N/A	#N/A	21 %	
	voľné		0012	020	1	#N/A	1	OVS Gymnázium	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0013	021	1	#N/A	1	OVS Škola umeleckého priemyslu, Jaku #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0014	022	1	#N/A	1	OVS Stredná priemyselná škola	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0015	023	1	#N/A	1	OVS Obchodná akadémia	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0016	024	1	#N/A	1	OVS SPŠ stavebná a geodetická	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
Majcher	UPJŠ	17103-04-V01-00001-S01-0017	0017	026	1	127	1	OVS Stredná odborná škola informačná a kybernetická bezpečnosť a och	B	6 767 €	28 %	#N/A	#N/A	21 %		
Janák	TUKE	17103-04-V01-00001-S00-0018	0018	027	2	084	1	OVS Hoteliárska akadémia, Južná trieda / Virtuálny sprievodca	A	19 102 €	21 %	#N/A	#N/A	21 %		
	voľné		0019	028	1	#N/A	1	OVS Gymnázium, Komenského 32, Tre #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0020	029	1	#N/A	1	OVS Gymnázium	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0021	030	1	#N/A	1	OVS Gymnázium-Gimnázium, Kraľovská #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	voľné		0022	031	1	#N/A	1	OVS Gymnázium, Trebišovská 12, Koši #N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	21 %	
	TUKE	17103-04-V01-00001-S00-0023	0023	032	4	043	1	OVS Košický samosprávny kraj	Operačný systém Windows Server	B	0 €	21 %	#N/A	#N/A	21 %	

Image 6 - View of File 01 Summary

Each line of the 01 Summary file represents one specific case of provisioning. This summary of all open cases contains the following information:

- Case **Administrator** - last name of the WP3 staff member responsible for case administration,
- Providing **Partner** - the name of the consortium partner that is providing the case,
- Name of the case **documentation folder** - in a format compliant with MIRRI requirements (labelling of cases and their documentation folders at SK EDIH level) with a functional link to this folder,
- Case number** - each case with a new unique number (e.g., providing two different services to one entity constitutes two different cases) with a functional link to the case administration worksheet,
- Number of **cases contracted**
- Entity Number** - Entity ID assigned when registering in the EDCASS portal,
- Number of open cases **for a specific entity** - serves as an ongoing informative check on multiple service provision to a single entity,
- Service Number** - Service ID assigned to the service when it is created by the providing site in the admin interface of the EDCASS service catalogue,

- Number of open cases **with a specific service** - serves as an ongoing informative check of the multiple provision of a specific service (to check the capacity and budget utilization of the providing department),
- **Name and type of entity** - the name of the SME or PSO as stated at registration,
- **Name of service**,
- **Type of service** - by service group (A, B, C, D),
- Service price - the published catalogue **value of the service** at the requested price level,
- Administration **progress** - percentage of the progress of administration and service provision (status of confirmation of the individual steps of the administration process by uploading the relevant documentation).

4.1.3 File 02 Cases

The 02 Cases file contains tabbed sheets of individual cases (by case number) at the bottom of the file. Each sheet integrates:

- a) **Information about the case**, the subject and the service:
 - The case number and surname of the case administrator,
 - The name of the entity, with contact details of the entity,
 - The name of the service, with contact details of the provider,
 - Choice of price level according to the service request,
 - The list price value of the service and the calculation of the de minimis aid value.
- b) **Information on the progress of the administration** with functional links to the case documentation files:
 - The step number in the process of administering the provision of the service,
 - The status of completion of the step with a functional link to the confirmation documentation file,
 - Overall progress (%) of administration and service delivery.

0027	PRÍPAD	Majcher	cenník 25 473 €	demiminis 12 736 €			40 %		
	Poskytnutie digitalizačnej služby EDIH Cassovium								
014	Dog Moments Art	IČO: 1			Tomášiková 147/5				
	Tomas Bel		https://dogmoments.art/		45306,86617				
299	Spracovanie analýzy pre aplikáciu metód strojového učenia a umelej inteligencie								
	katalóg	CENY	pracovisko	UPJŠ	PF				
<input type="checkbox"/>	18 997 €	1. cenová hladina	7 956 €	Ústav informatiky					
<input checked="" type="checkbox"/>	25 473 €	2. cenová hladina	10 668 €	Semanisin Gabriel					
<input type="checkbox"/>	0 €	3. cenová hladina	0 €	gabriel.semanisin@upjs.sk	+421 55 234 1260				
	registrácia	DMA T0	DMA T0 EÚ	žiadosť	ČV veľkosť	ČV jediný podnik	ČV bezúhonnosť	overovanie 1	spresnenie služby
01	link	03	link	05	link	09	link	13	link
02	link	04	link	06	link	10	link	14	link
	zmluva príprava	SEMP zaevídaná	zmluva podpis	zverejnenie	overovanie 2	SEMP schválená	zmluva pracovisko	služba	
18	link	20	link	21	link	26	link	27	link
19	link	n/a	link	22	link	25	link	28	link
	potvrdenie prac	potvrdenie subj	fakturácia	SV subjekt	SV pracovisko	úhrada	certifikát prac	certifikát subj	
31	link	33	link	35	link	39	link	41	link
32	link	34	link	36	link	40	link	42	link
	DMA T1	DMA T1 EÚ	publicita					DMA T2	DMA T2 EÚ
47	link	49	link	51	link	link	link	doc	link
48	link	50	link	52	link	link	link	pdf	link

Image 7 - View of File 02 Cases

The individual steps of the service provision administration process are described in more detail in subsection 4.2.

4.1.4 File 03 Drawdown

By the term disbursement in the administration of service provision we do not mean the actual implementation of payments and thus transfers of funds from the project budget, but the allocation of the relevant amounts to open cases in order to commit them for the purpose of rewarding the service provider.

File 03 Disbursement records the allocation of funds in parallel by consortium partner affiliation, by specific entities and by specific services.

This **allocation, which serves as information on the reservation of funds**, is important in terms of maintaining a state of ongoing operability in the allocation of cases and fulfills four basic functions:

- prevention of opening too many cases for one entity,
- Preventing the opening of too many cases for one service, or the service provider,
- tracking the status of expected budget execution over time,
- monitoring the balance of the relevant part of the project budget allocated to the financial coverage of service delivery.

4.1.5 File 09 Export

The 09 Export file is live linked to the comprehensive database of the EDCASS portal, where all information on entities and services is accumulated. It serves as a **data source** for the four previous CATRAS files and is the only one of these files that is not editable

(read-only data). It is therefore irrelevant in terms of the activities of WP3 staff carrying out the administration of service provision, providing a resource and control function.

4.2 Describing the process of administering the provision of the service

The process of administering the service provision is best seen in any case sheet of the 02 Cases file. Approximately 30 steps (as the need to administer certain sub-activities evolves) are described and recorded:

- communication and creation of relevant documentation with the service provider,
- communication and production of relevant documentation with the service recipient entity,
- confirmation of the creation and archiving of the relevant documentation
- functional links to documentation

For each step, the WP3 (case administrator) indicates the status of its completion by selecting from the following statuses:

- a) **ok** - documentation has been created
- b) **link** - documentation has been created and archived with a functional link attached
- c) **n/a** - the step is irrelevant or unjustified for the specific case

The importance of the individual steps within the service delivery administration process as a whole is set out in the table below. The steps are described through the documentation that is produced as they are carried out. Steps 27 and 28 are omitted from the table, leaving room for the archiving of the contract between the consortium partner and the service provider. However, the creation of such a contract is not yet foreseen, as the nature and functionality of the EDCASS relationship with the site is generally an internal matter for TUKE, UPJS and KEITVA respectively.

Table 5 - Service provision administration process

#	Name of step	Step description for SME	Description of the PSO step	Format
01	registration	Registration form	Registration form	doc
02		n/a	n/a	pdf
03	DMA TO	Editable DMA questionnaire record	Editable DMA questionnaire record	doc
04		n/a	n/a	pdf
05	DMA TO EU	Automatically generated DMA from the portal	Automatically generated DMA from the portal	csv
06		DMA questionnaire output from the DMA portal	DMA questionnaire output from the DMA portal	pdf

#	Name of step	Step description for SME	Description of the PSO step	Format
07	request	Editable service request	Editable service request	doc
08		Signed service request	Signed service request	pdf
09	CT size	Editable MS on the size of the enterprise	n/a	doc
10		Signed QV on the size of the company	n/a	pdf
11	ČV single enterprise	Editable MS on a single undertaking	n/a	doc
12		Signed LOI on a single enterprise	n/a	pdf
13	ČV Integrity	Editable Integrity CV	Editable Integrity CV	doc
14		Signed Certificate of Integrity	Signed Certificate of Integrity	pdf
15	verification 1	Internal record of the first verification	Internal record of the first verification	doc
16		Service decision (relevant version)	Service decision (relevant version)	pdf
17	service refinement	A record of the communication about the service parameters EDCASS -subject -workplace (n/a for group)	A record of the communication about the service parameters EDCASS -subject -workplace (n/a for group)	doc
18		n/a	n/a	
19	Contract preparation	Editable draft contract (n/a for group)	Editable draft contract (n/a for group)	doc
20		Versions of the Treaty after comments	Versions of the Treaty after comments (n/a for group)	doc
21	SEMP registered	Screenshot of the records in the IS SEMP system (registered status)	n/a	Fig
22		n/a	n/a	
23	contract signature	Final version of the contract ready for signing	Final version of the contract ready for signing (n/a for group)	doc
24		Signed contract	Attendance list	pdf
25	Publication	Record of publication of the contract in the CRZ	n/a	pdf
26		n/a	n/a	
27	verification 2	Editable record of the second verification	n/a	doc
28		Final record of the second verification	Final record of the second verification (PSO register)	pdf
29	SEMP Approved by	Screenshot of the records in the IS SEMP system (status approved)	n/a	Fig
30		n/a	n/a	
31	Contract workplace	n/a	n/a	
32		n/a	n/a	

#	Name of step	Step description for SME	Description of the PSO step	Format
33	Service	Record of the course of service provision	Record of the course of service provision	folder
34		Documentation of service provision and outputs	Documentation of service provision and outputs	folder
35	confirmation of work	Certificate of Provision completed by the workplace (n/a for group)	Certificate of Provision completed by the workplace (n/a for group)	doc
36		n/a	n/a	pdf
37	confirmation of subj	Acknowledgement of receipt completed by the subject (n/a for group)	Acknowledgement of receipt completed by the subject (n/a for group)	doc
38		n/a	n/a	pdf
39	Billing	n/a	n/a	xls
40		n/a	n/a	pdf
41	SV entity	Record of the electronic questionnaire in the table	Record of the electronic questionnaire in the table	xls
42		Output from the electronic questionnaire per subject	Output from the electronic questionnaire per subject	pdf
43	SV workplace	Record of the electronic questionnaire in the table	Record of the electronic questionnaire in the table	xls
44		Output from the electronic workstation per workstation	Output from the electronic workstation per workstation	pdf
45	reimbursement	n/a	n/a	pdf
46		n/a	n/a	pdf
47	work certificate	n/a	n/a	doc
48		Certificate of Provision for the workplace	Certificate of Provision for the workplace	pdf
49	certificate of subj	n/a	n/a	doc
50		Certificate of Acceptance for the entity	Certificate of Acceptance for the entity	pdf
51	DMA T1	Editable DMA questionnaire record	Editable DMA questionnaire record	doc
52		Final record of the DMA questionnaire	Final record of the DMA questionnaire	pdf
53	DMA T1 EU	Automatically generated DMA from the portal	Automatically generated DMA from the portal	csv
54		DMA questionnaire output from the DMA portal	DMA questionnaire output from the DMA portal	pdf
55	publicity	Background to publicity	Background to publicity	folder
56		Documenting publicity and overlaps	Documenting publicity and overlaps	folder
57	DMA T2	Editable DMA questionnaire record	Editable DMA questionnaire record	doc
58		Final record of the DMA questionnaire	Final record of the DMA questionnaire	pdf
59	DMA T2 EU	Automatically generated DMA from the portal	Automatically generated DMA from the portal	csv
60		DMA questionnaire output from the DMA portal	DMA questionnaire output from the DMA portal	pdf

4.3 CATRAS functionality

The following figure describes the functionality and the different relationships between the entities of the CATRAS case tracking system. It thus clarifies the importance of the different steps, documents and links in the service delivery administration process.

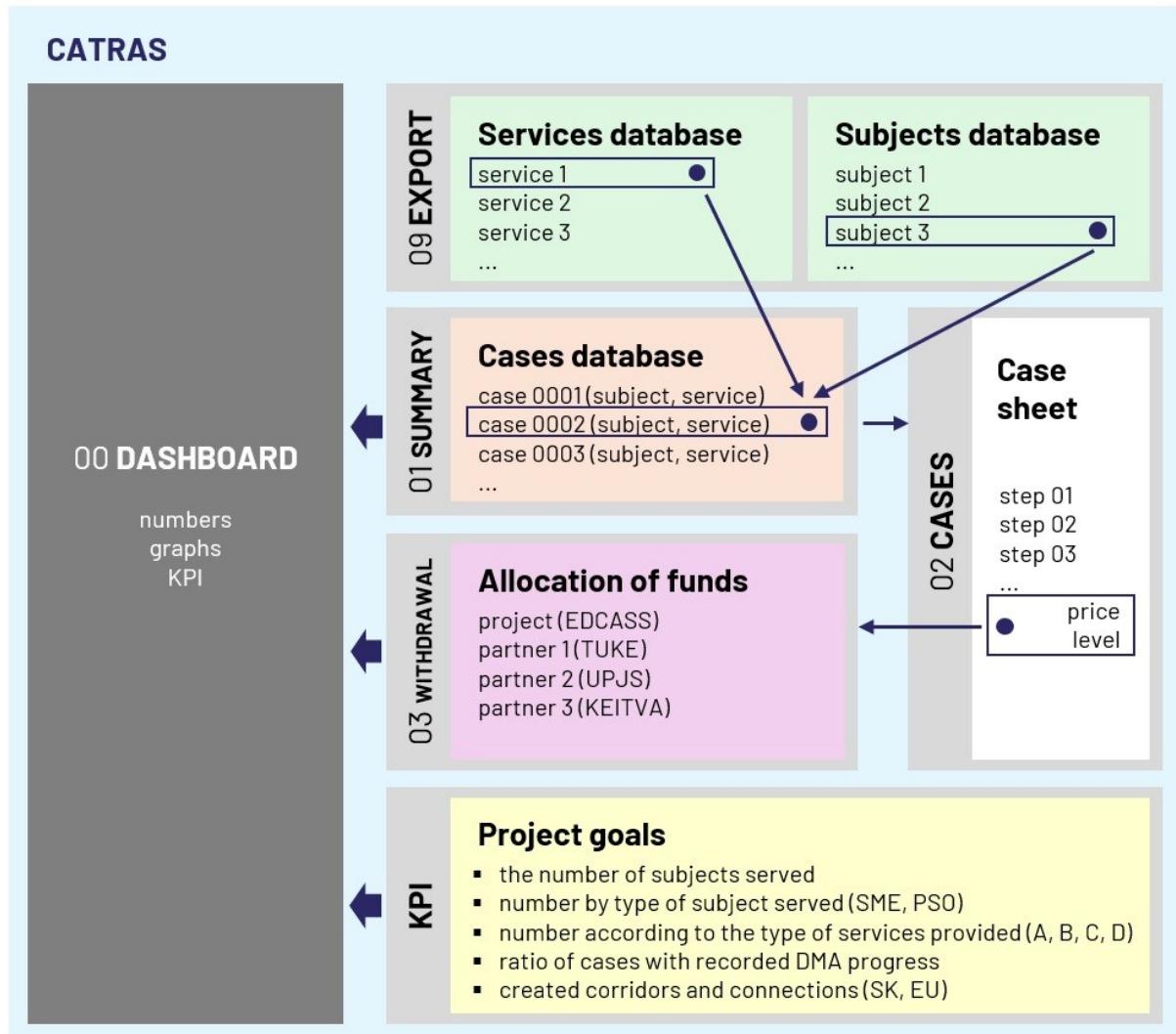


Image 8 - CATRAS system for managing the administration process of service provision

4.4 Service lifecycle

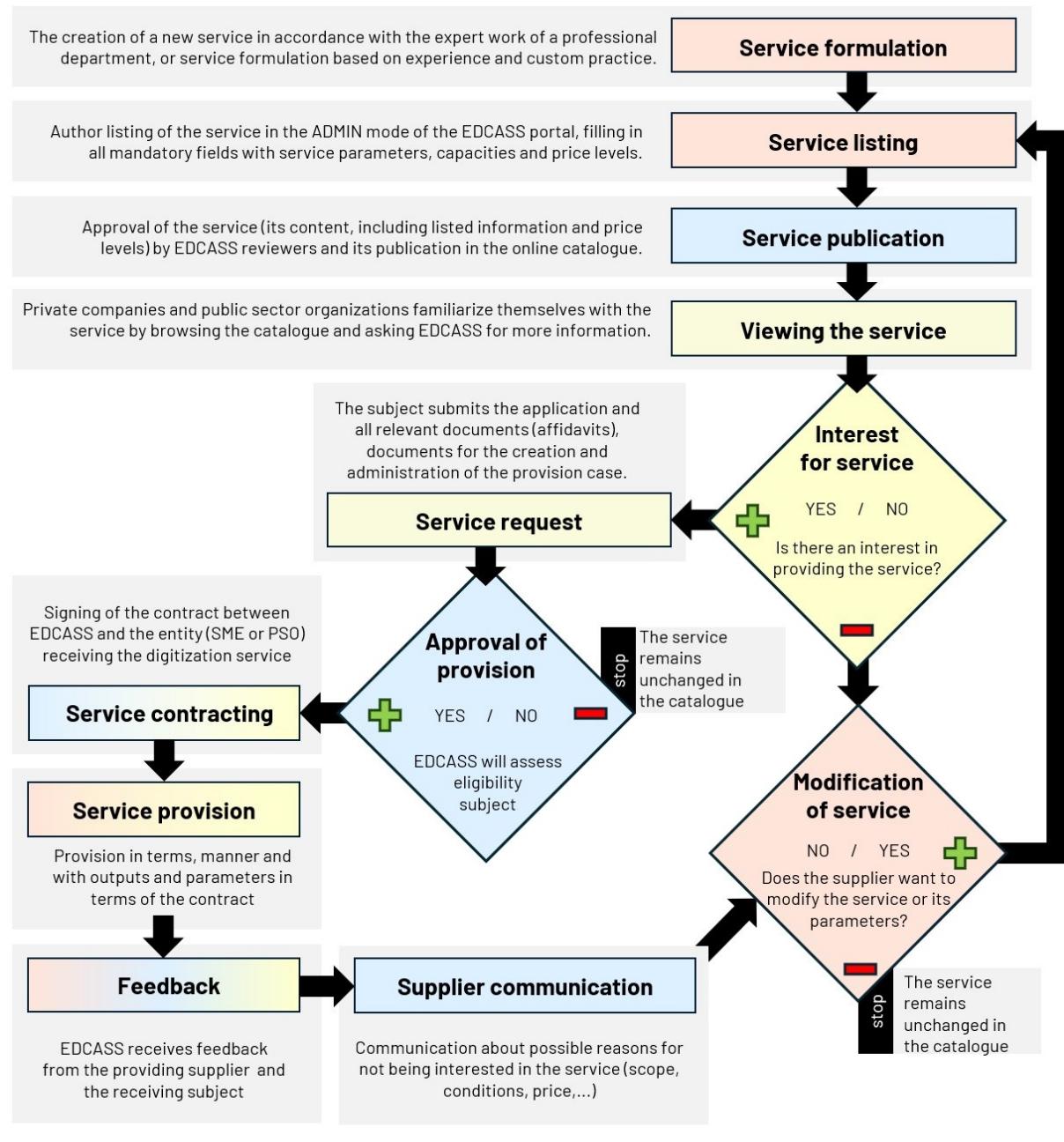


Image 9 - Service lifecycle

5 ANNEXES

ANNEX 1: Provision of services by economic activities of entities

SK NACE code (section /divisio n)	division - name	the potential of using EDIH services		
		MSP	start-up	PSO
A - AGRICULTURE, FORESTRY AND FISHING				
A01	Crop and animal production, hunting and related services	Yes	Yes	Yes
A02	Forestry and logging	Yes	n/a	Yes
B - MINING AND QUARRYING				
B05	Coal and lignite mining	n/a	n/a	n/a
B06	Extraction of oil and gas	n/a	n/a	n/a
B07	Mining of metal ores	n/a	n/a	n/a
B08	Other mining and quarrying	n/a	n/a	n/a
B09	Auxiliary activities in mining	n/a	n/a	n/a
C - INDUSTRIAL PRODUCTION				
C10	Food production	Yes	Yes	n/a
C11	Beverage production	Yes	Yes	n/a
C12	Manufacture of tobacco products	n/a	n/a	n/a
C13	Manufacture of textiles	Yes	Yes	n/a
C14	Manufacture of clothing	Yes	Yes	n/a
C15	Manufacture of leather and leather products	Yes	Yes	n/a
C16	Wood processing and manufacture of wood and cork products except furniture; manufacture of articles	Yes	Yes	n/a
C17	Manufacture of paper and paper products	n/a	n/a	n/a
C18	Printing and reproduction of recording media	Yes	Yes	n/a
C19	Manufacture of coke and refined petroleum products	n/a	n/a	n/a
C20	Manufacture of chemicals and chemical products	Yes	No	n/a
C21	Manufacture of basic pharmaceutical products and pharmaceutical preparations	Yes	No	n/a
C22	Manufacture of rubber and plastic products	Yes	No	n/a
C23	Manufacture of other non-metallic mineral products	Yes	No	n/a
C24	Production and processing of metals	Yes	No	n/a
C25	Manufacture of metal structures, except machinery and equipment	Yes	Yes	n/a
C26	Manufacture of computer, electronic and optical products	Yes	Yes	n/a
C27	Manufacture of electrical equipment	Yes	Yes	n/a
C28	Manufacture of machinery and equipment n.e.c.	Yes	Yes	n/a
C29	Manufacture of motor vehicles, semi-trailers and trailers	Yes	Yes	n/a
C30	Manufacture of other transport equipment	Yes	Yes	n/a
C31	Furniture production	Yes	Yes	n/a
C32	Other production	Yes	Yes	n/a
C33	Repair and installation of machinery and apparatus	Yes	n/a	Yes
D - SUPPLY OF ELECTRICITY, GAS, STEAM AND COLD AIR				
D35	Electricity, gas, steam and cold air supply	Yes	Yes	n/a
E - WATER SUPPLY; SEWAGE TREATMENT AND DISPOSAL, WASTE AND WASTE DISPOSAL SERVICES				
E36	Water collection, treatment and supply	Yes	n/a	Yes
E37	Wastewater treatment and disposal	Yes	n/a	Yes

SK NACE code (section /divisio n)	division - name	the potential of using EDIH services		
		MSP	start-up	PSO
E38	Collection, treatment and disposal of waste; recycling of materials	Yes	Yes	Yes
E39	Remediation activities and other waste management activities	Yes	Yes	Yes
F - CONSTRUCTION				
F41	Construction of buildings	Yes	n/a	n/a
F42	Engineering constructions	Yes	n/a	n/a
F43	Specialised construction work	Yes	n/a	n/a
G - WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES				
G45	Wholesale and retail trade and repair of motor vehicles and motorcycles	Yes	n/a	n/a
G46	Wholesale trade, except of motor vehicles and motorcycles	Yes	n/a	n/a
G47	Retail trade, except of motor vehicles and motorcycles	Yes	n/a	n/a
H - TRANSPORT AND STORAGE				
H49	Overland and pipeline transport	Yes	n/a	Yes
H50	Water transport	Yes	n/a	n/a
H51	Air transport	Yes	n/a	n/a
H52	Warehousing and auxiliary activities in transport	Yes	n/a	n/a
H53	Postal and courier services	Yes	n/a	n/a
I - ACCOMMODATION AND CATERING SERVICES				
I55	Accommodation	Yes	n/a	Yes
I56	Activities of restaurants and pubs	Yes	n/a	Yes
J - INFORMATION AND COMMUNICATION				
J58	Publishing activities	Yes	n/a	Yes
J59	Production of films, videos and television programmes, preparation and publication of sound recordings	Yes	n/a	Yes
J60	Activities for radio and television broadcasting	Yes	n/a	Yes
J61	Telecommunications	Yes	n/a	Yes
J62	Computer programming, consulting and related services	Yes	Yes	Yes
J63	Information services	Yes	Yes	Yes
K - FINANCIAL AND INSURANCE ACTIVITIES				
K64	Financial services, except insurance and pension funding	No	n/a	n/a
K65	Insurance, reinsurance and pensions other than compulsory social insurance	No	n/a	n/a
K66	Activities auxiliary to financial services and insurance	No	n/a	n/a
L - ACTIVITIES IN THE FIELD OF REAL ESTATE				
L68	Real estate activities	n/a	n/a	n/a
M - PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES				
M69	Legal and accounting activities	No	n/a	n/a
M70	Management of companies; management consultancy	No	No	n/a
M71	Architectural and engineering activities; technical testing and analysis	Yes	n/a	n/a
M72	Scientific research and development	Yes	Yes	Yes
M73	Advertising and market research	n/a	Yes	n/a
M74	Other professional, scientific and technical activities	Yes	Yes	Yes
M75	Veterinary activities	No	n/a	n/a
N - ADMINISTRATIVE AND SUPPORT SERVICES				
N77	Renting and leasing	No	n/a	n/a
N78	Mediation of work	Yes	n/a	Yes

SK NACE code (section /divisio n)	division - name	the potential of using EDIH services		
		MSP	start-up	PSO
N79	Activities of travel agencies, travel agency reservation services and related activities	Yes	n/a	n/a
N80	Security and search services	Yes	n/a	Yes
N81	Facilities maintenance and landscaping activities	Yes	n/a	Yes
N82	Administrative, clerical and other business support activities	No	n/a	No
O - PUBLIC ADMINISTRATION AND DEFENCE; COMPULSORY SOCIAL SECURITY				
O84	Public administration and defence; compulsory social security	n/a	n/a	Yes
P - EDUCATION				
P85	Education	Yes	n/a	Yes
Q - HEALTH AND SOCIAL ASSISTANCE				
Q86	Healthcare	Yes	n/a	Yes
Q87	Residential care (residential care)	Yes	n/a	Yes
Q88	Social work without accommodation	Yes	n/a	Yes
R - ARTS, ENTERTAINMENT AND RECREATION				
R90	Creative, artistic and entertainment activities	No	n/a	Yes
R91	Activities of libraries, archives, museums and other cultural institutions	n/a	n/a	Yes
R92	Gaming and betting activities	Yes	n/a	No
R93	Sports, entertainment and recreational activities	Yes	n/a	Yes

ANNEX 2: List of EDIH CASSOVIUM catalogue services

The following list is the list of EDIH CASSOVIUM services as of the date of publication of this deliverable. The list is subject to change. Current services can be found in the EDIH CASSOVIUM Services Catalogue: <https://sluzby.edihcassovium.sk/>

ID	Category / Service	Level 1	level 2	level 3
A - Testing innovative technologies, digitalisation and automation, contract research				
245	Administration of clients, appointments and stock	7 163 €	9 551 €	11 939 €
134	Analytical and consulting services in the field of e-commerce	3 152 €	4 871 €	8 739 €
208	Analytical and consultancy services in the field of law in digital technologies	11 117 €	14 556 €	0 €
126	Analytical, consulting and operational services in the field of information and cyber security and personal data protection	2 370 €	3 195 €	5 387 €
123	Analysis and design of data services and innovations in the areas of supplier risk signals, spend management and anti-competitive signals	16 714 €	35 816 €	71 633 €
194	Content analysis of customer communication	8 596 €	11 461 €	14 327 €
23	Analysis of the company's market position (Benchmarking)	7 163 €	9 551 €	0 €
173	Analysis of the state of information security	10 745 €	13 133 €	17 908 €
102	Customer data analysis	2 364 €	5 960 €	11 891 €
100	Application of digital tools in engineering production	8 596 €	7 163 €	0 €
112	Applied digitalisation of administrative and accounting processes	12 034 €	16 046 €	0 €
89	Audiovisual and photographic production, complex audiovisual post-production	4 298 €	9 551 €	15 520 €
39	Automatic transcription and subtitling of audiovisual content in Slovak language	14 327 €	0 €	0 €
99	Building information models for the selected corpus of articles	7 163 €	14 327 €	21 490 €
60	Data mining for the preparation of large data sets for the application of artificial intelligence techniques aimed at finding hydrocarbon reservoirs and underground storage of liquid media	35 816 €	191 020 €	0 €
210	Data-driven research of the market, suppliers, customers and products and services for the purpose of finding a suitable business partner	4 776 €	11 939 €	0 €
179	Dedicated computing infrastructure	4 776 €	9 551 €	14 327 €
117	Digitalisation and data-driven decision-making and evaluation in public administration organisations	13 467 €	32 951 €	0 €
71	Digitalisation of communication processes and application of innovations in communication, collaboration and streaming technologies	1 289 €	6 447 €	0 €
167	Digitization of spaces with their subsequent visualization in the environment of virtual and augmented reality	4 776 €	8 357 €	11 939 €
80	Digitalisation of production processes in the conditions of small and medium-sized enterprises	764 €	2 865 €	19 102 €

ID	Category / Service	Level 1	level 2	level 3
122	Digital transformation of business processes, innovation audit, data analysis	16 714 €	35 816 €	71 633 €
91	Photogrammetry, post-production and application of 3D visual data	7 163 €	10 745 €	17 908 €
2	Physical modelling of flow processes in continuous steel casting	28 796 €	0 €	0 €
151	GEOFlood - simulation of floods on watercourses as a result of dam breaks	3 117 €	5 352 €	8 705 €
141	GEOheat - simulations of urban overheating (urban heat island) as a consequence of climate change	2 372 €	3 266 €	4 235 €
156	GEOsense - mapping the territory using unmanned aerial systems	10 272 €	24 897 €	24 897 €
26	Geotechnical modelling of slope stability	8 357 €	11 939 €	0 €
266	Assessing an organisation's digital maturity level	0 €	0 €	0 €
64	Assessing the level of Industry 4.0 maturity in the organisation	7 163 €	11 939 €	0 €
14	Characterization of the structure and molecular mobility of solid-phase materials by nuclear magnetic resonance	143 €	287 €	573 €
25	Chatbot in Slovak to support business processes	12 034 €	0 €	0 €
131	Consulting and analytical services in the field of data analysis and processing and artificial intelligence applications	2 370 €	3 195 €	5 387 €
192	Intellectual property consultancy services in the online space	1 383 €	0 €	0 €
70	Mathematical modelling of occupational and environmental noise	8 352 €	11 934 €	0 €
9	Monitoring and innovative quality testing of basic materials, semi-finished and finished products in the field of welding and non-destructive testing	2 388 €	7 163 €	14 327 €
7	Monitoring and management of energy consumption for building operations based on internet and smart metering technologies	1 433 €	2 388 €	9 551 €
86	Design and implementation of interactive multimedia expositions and interfaces	5 253 €	10 984 €	16 714 €
88	Design and creation of standard and advanced 2D/3D digital graphic solutions	3 820 €	8 118 €	11 939 €
28	Design of electronics and power semiconductor converters for special applications	10 745 €	11 939 €	11 222 €
44	Design of innovative equipment and prototypes for the metallurgical industry	5 731 €	8 596 €	11 461 €
49	Designing a modern, tailored marketing strategy with active support of innovative technologies	9 551 €	11 939 €	0 €
61	Design processes and implementation of UWB systems in sensor networks	9 551 €	10 745 €	11 939 €
3	Numerical Simulations of Flow Processes in Continuous Steel Casting	34 384 €	0 €	0 €
46	Numerical simulations of gaseous fuel combustion	34 384 €	0 €	0 €
107	Optimising electricity consumption and saving for companies	2 388 €	7 163 €	11 939 €
54	Computer simulations of plastic deformation processes	25 215 €	0 €	0 €
42	Support for the development of design solutions in the field of renewable energies	2 390 €	3 584 €	4 779 €
48	Surface material analysis using XPS	3 582 €	0 €	0 €
27	Programming of PLC-based control systems	10 745 €	11 222 €	11 939 €

ID	Category / Service	Level 1	level 2	level 3
38	Reclamation of environmentally burdened areas	11 939 €	0 €	0 €
34	Simulation of heat flow and distribution	3 582 €	5 969 €	9 551 €
35	Simulation of the dispersion of emissions (particulate matter) in the air in built-up areas	3 582 €	5 969 €	9 551 €
176	Server Housing Service	4 776 €	8 357 €	11 939 €
168	Services of a certified European welding engineer	3 582 €	4 298 €	8 357 €
183	Data Protection Services	7 163 €	9 551 €	11 939 €
184	Industrial security services	9 551 €	16 237 €	0 €
270	Digital image processing using computer vision methods	5 969 €	9 551 €	11 939 €
62	Study to assess the investment efficiency of a mining project	7 163 €	9 551 €	11 939 €
160	Feasibility studies on digital innovation of public administration services	5 731 €	9 670 €	13 968 €
13	Technological innovation activities in the field of material life prediction using artificial neural networks	23 878 €	119 388 €	179 081 €
148	Testing and calibration of on-board magnetometers of CubeSat class satellites	2 388 €	0 €	0 €
166	Creating 3D models using reverse engineering principles	4 776 €	8 357 €	11 939 €
165	Creation of prototype units with application of 3D printing	2 388 €	5 969 €	9 551 €
11	Sustainable production by implementing progressive waterjet technology and its modifications	4 776 €	8 357 €	10 745 €
115	Service virtualization	15 €	45 €	85 €
84	Virtual Guide	11 939 €	19 102 €	0 €
269	Visual image processing and digitalisation	8 357 €	11 939 €	14 327 €
24	Search and automatic answers from text in Slovak	12 034 €	0 €	0 €
174	Cloud computing infrastructure	2 388 €	4 776 €	7 163 €
52	Production and testing of prototypes	11 939 €	13 371 €	0 €
78	Investigation of the structure and chemical composition of materials by SEM/EDS	3 582 €	8 596 €	11 939 €
20	Use of ETL techniques & Data Analysis for Tourism	16 714 €	30 921 €	45 128 €
103	Development and testing of innovative technologies, digitalisation and automation, and implementation of artificial intelligence and cybersecurity concepts	9 551 €	19 102 €	28 653 €
31	Development of a digital automatic device for the development and control of athletes' level of physical abilities - Development of the hardware part	2 390 €	4 298 €	5 971 €
29	Development of a system to support the treatment of Alzheimer's and Parkinson's disease and to develop and improve the motor skills and abilities of athletes - Development of the hardware part	2 390 €	4 298 €	5 971 €
30	Development of a system to support the treatment of Alzheimer's and Parkinson's disease and to develop and improve the motor skills and abilities of athletes - Development of the software part	2 387 €	4 776 €	7 163 €
85	Contract research and development of higher intelligence machinery	11 939 €	12 178 €	12 416 €
108	Increasing the level of company cyber security	11 939 €	19 102 €	28 653 €

B - Training and building the necessary skills

ID	Category / Service	Level 1	level 2	level 3
132	Data analysis and processing and artificial intelligence applications	16 241 €	19 679 €	0 €
164	Application of HSC Chemistry thermodynamic software in the field of metallurgy digitalisation	3 582 €	8 357 €	11 939 €
218	Fighting disinformation	2 722 €	0 €	0 €
157	Time, matter and risk management in foreign trade in line with cybersecurity	5 969 €	9 073 €	0 €
98	Data analytics in Python	8 596 €	10 315 €	0 €
158	Digitalisation of metallurgical industry with focus on simulation of thermal processes, fluid flow in Ansys Fluent	6 447 €	8 596 €	12 894 €
159	Digitalisation of the metallurgical industry in Ansys Discovery, DesignModeler, SpaceClaim	6 447 €	8 596 €	12 894 €
72	Digital collaboration (videoconferencing systems, live broadcasting technologies)	1289 €	1433 €	0 €
193	Digital team: adapting to digital transformation	12 380 €	12 294 €	0 €
262	Ecommerce	11 117 €	14 556 €	0 €
152	Financial mathematics using MATLAB	3 467 €	5 501 €	6 934 €
4	Siemens frequency converters	7 163 €	8 596 €	0 €
140	GEOacademy - training in open source GIS software	14 344 €	16 579 €	19 114 €
127	Information and cyber security and data protection	2 587 €	3 017 €	6 768 €
87	Interactive modular platform for creative education	3 582 €	7 163 €	10 745 €
21	Internet of Things	5 731 €	10 029 €	14 327 €
97	Complex robotics	4 298 €	5 731 €	6 686 €
181	Communication of public authorities on social networks	2 722 €	0 €	0 €
8	Industry 4.0/5.0 concept for middle and senior management	5 731 €	10 029 €	14 327 €
120	Design and control of pneumatic systems	7 163 €	9 551 €	11 939 €
79	Quality in the era of Industry 4.0	2 388 €	5 253 €	8 118 €
130	Managerial decision-making based on data analysis	2 388 €	7 163 €	11 939 €
82	International Digital Skills Certification	120 €	144 €	160 €
66	Measurement of electrical quantities and metrology	2 751 €	3 266 €	3 811 €
153	Metallic computer networks	1194 €	1552 €	1910 €
109	International payment methods and the promotion of international SME trade using digital elements	5 969 €	9 073 €	0 €
90	Mobile multi-hop networks in a 5G/6G environment	2 865 €	3 820 €	0 €
163	Combustion modelling for the digitalisation of the metallurgical industry	6 447 €	8 596 €	11 433 €
110	Modern digital tools for effective communication in the company	2 746 €	7 402 €	10 745 €
50	Design and implementation of modern visualization interfaces	5 731 €	10 029 €	14 327 €
76	Custom Integrated Circuit (ASIC) Design #1	10 745 €	11 939 €	0 €
161	Custom Integrated Circuit (ASIC) Design #2	10 745 €	11 939 €	0 €
162	Custom Integrated Circuit (ASIC) Design #3	10 745 €	11 939 €	0 €
5	Object-oriented programming in Java	2 388 €	2 865 €	3 582 €
190	Intellectual property protection in the online environment	41535 €	44 465 €	0 €
43	Windows Server operating system	2 436 €	3 811 €	0 €
67	Linux operating system	1 318 €	2 564 €	3 825 €
93	Optical access FTTx networks	2 865 €	3 223 €	3 582 €

ID	Category / Service	Level 1	level 2	level 3
94	Optical xWDM transmission systems	2 865 €	3 223 €	3 582 €
58	Optimization of linear problems	3 467 €	5 501 €	6 934 €
150	Writing in the LaTeX typographic system	2 393 €	3 825 €	4 785 €
124	eXtended Reality XR platform (Virtual Reality, Augmented Reality, Mixed Reality)	2 388 €	3 582 €	5 731 €
121	PLC control and programming	7 163 €	9 551 €	11 939 €
149	Advanced digital literacy	8 650 €	9 252 €	0 €
40	Environmental Impact Assessment	11 939 €	0 €	0 €
263	Working with data (databases and data visualization)	5 492 €	0 €	0 €
138	Law in digital technologies	11 117 €	14 556 €	0 €
10	Training of certified NDT personnel in accordance with current standards, training and education of international welding technologists and engineers	5 014 €	13 371 €	20 057 €
105	Preparing for CCNA industry certification	6 566 €	13 133 €	19 699 €
106	Preparing for CCNP industry certification	9 241 €	15 401 €	21 561 €
101	Programming tools and administration of information systems	2 292 €	3 438 €	4 584 €
74	Python programming for machine learning	6 877 €	8 023 €	0 €
104	Programming of CNC production equipment - Siemens Sinumerik and Heidenhain	4 470 €	0 €	0 €
139	Psychological training services in the context of adaptation to the digital transformation	12 380 €	0 €	0 €
219	Growing the transparency and openness of the organisation	2 722 €	0 €	0 €
241	Growth programme for startups	10 045 €	0 €	0 €
6	Relational databases and SQL language	2 388 €	3 343 €	5 969 €
22	Business development	9 551 €	11 939 €	0 €
81	Guide in tourism	11 939 €	0 €	0 €
75	Machine Learning	8 596 €	10 029 €	0 €
264	SAP system	4 298 €	0 €	0 €
57	Technology in electronics	8 596 €	11 461 €	14 355 €
68	Transfer of knowledge from research on digitalisation of production processes to the environment of small and medium-sized enterprises	2 865 €	4 298 €	6 447 €
41	Applying analytical tools in the decision-making process of small and medium-sized enterprises	11 939 €	0 €	0 €
1	Scientific research in the field of automation, optimization, mathematical modelling and process control	2 865 €	6 877 €	11 461 €
220	Developing or revising a code of ethics for employees of the organisation in the digital environment	2 722 €	0 €	0 €
217	Establish, implement and maintain the organisation's social networking policy	2 722 €	0 €	0 €
169	Use of software tools for digitalisation of volume forming processes	4 298 €	6 705 €	9 455 €
206	Fundamentals of drawing in CATIA	4 776 €	0 €	0 €
92	Fundamentals of optical fibre networks	2 865 €	3 223 €	3 582 €
59	Python programming basics	2 393 €	3 825 €	4 785 €
53	Fundamentals of data processing and analysis	3 467 €	5 501 €	6 934 €

ID	Category / Service	Level 1	level 2	level 3
111	Raising financial literacy in the online space	2 627 €	5 969 €	9 312 €
C - Project support and support in raising new funding				
114	Comprehensive consultancy services - grants and project management	5 587 €	17 908 €	0 €
83	Advisory and consultancy services in the preparation, implementation and administration of projects in the areas of digitalisation and innovation	2 870 €	14 206 €	54 994 €
265	Connecting SMEs with investors focused on early-stage investment and venture capital	239 €	716 €	1 194 €
D - Linking SMEs to domestic and foreign partners				
77	Innovation, intellectual property protection, technology transfer	2 149 €	7 163 €	7 163 €
211	Innovation procurement support - Search and exploration of R&D teams, solutions and prototypes in the European Research and Development Area	4 776 €	14 327 €	14 327 €
119	Translation services - translation, postiting	581 €	755 €	755 €
73	Implementation of live broadcasts and virtual videoconferencing events with recording	1 991 €	2 206 €	2 206 €
118	Interpreting services - simultaneous interpreting, conference interpreting	3 335 €	2 533 €	2 533 €
244	Interpreting services - simultaneous interpreting, conference interpreting - with provision of interpreting equipment	6 504 €	7 043 €	7 043 €

ANNEX 3: DMA TO Digital Maturity Assessment for SMEs

Digital maturity assessment for European Digital Innovation Hubs (EDIH) customers

Target group: enterprises

Phase: T0 (before the start of EDIH centre support)

MODULE 1: Customer data

In this module, provide basic general information about the enterprise interested in receiving support from the EDIH Centre. This information is needed to analyse the level of digital maturity of your enterprise compared to other enterprises in your sector, category of enterprises of the same size (from micro to large enterprise), region and/or country.

M1.1. General data:

Name of the enterprise supported by the EDIH Centre:	\${Company Name}
Tax registration number (VAT number or equivalent):	\${NUMBER}
Description:	\${Description}
PIC1 code (if available, to be completed by the EDIH centre):	\${PIC1}
omit	
Contact person:	\${Contact Person}
Role within the company: organization}	\${Role/role within the organization}
E-mail address:	\${email address}
Phone:	\${Phone Number}
Web address:	\${Web address} leave out
Number of employees (selection)	
Micropodnik (1 - 9)	
Small business (10 - 49)	
Medium enterprise (50 - 249)	
Large enterprise (250 or more)	
Year of establishment:	\${Year of incorporation}
The country of the organizational unit of the enterprise:	\${Country}
Headquarters:	\${Company Headquarters}

**Which sector of activity is your business primarily focused on? Select only one option:
(selection)**

- Aeronautics and Space
- Agriculture and food production
- Community, social and personal service activities
- Construction
- Consumer goods/products
- Cultural and creative industries
- Defence and security
- Education
- Energy and utilities
- Environment
- Financial services
- Life sciences and healthcare
- Industrial production
- Maritime transport and fishing
- Mining and quarrying
- Mobility (including automotive)
- Public administration
- Real estate, rental and business activities
- Professional, scientific and technical testing and analysis
- Telecommunications, information and communication
- Tourism (including restaurants, accommodation and catering services)
- Wholesale and retail

In addition, in which other sectors of activity is your business already active/wants to be active? Select up to three options: (multichoice)

- Aeronautics and Space
- Agriculture and food production
- Community, social and personal service activities
- Construction
- Consumer goods/products
- Cultural and creative industries
- Defence and security
- Education
- Energy and utilities
- Environment
- Financial services
- Life sciences and healthcare
- Industrial production
- Maritime transport and fishing
- Mining and quarrying
- Mobility (including automotive)
- Public administration
- Real estate, rental and business activities
- Professional, scientific and technical testing and analysis
- Telecommunications, information and communication
- Tourism (including restaurants, accommodation and catering services)
- Wholesale and retail

Other, n.a. sector of activity (specify) (**text input field**)

No other sector

MODULE 2: Digital maturity

The aim of the questions in this module is to determine the digital maturity of your business. This information will help to characterise the starting point of your business's digital transformation process by identifying areas where it may need support from the EDIH Centre. It will also help to assess the services that the EDIH centre will ultimately provide to your business, as well as to fine-tune EU policies and financial instruments to support EDIH centres

M2.1. Digital business strategy

1. In which of the following business areas has your company already invested in digitalisation and where does it plan to invest in the future? Select all that apply:

	He's already invested	Plans to invest
Product/service design (including research, development and innovation)		
Project planning and management		
Operations (physical goods production/manufacturing, packaging, maintenance, services, etc.)		
Collaboration with other internal sites or other companies in the value chain		
Inbound logistics and warehousing		
Marketing, sales and customer service (customer management, order processing, helpdesk, etc.)		
Deliveries (outbound logistics, electronic invoices, etc.)		
Administration and human resources		
Purchasing and procurement		
Cybersecurity and compliance with personal data regulations/general data protection regulation		

2. In which of the above ways is your company ready for (further) digitalisation? Select all that apply:

- Digitalisation needs are identified and aligned with business objectives
- Financial resources (own, loans, subsidies) are identified to ensure digitalisation for at least one year IT infrastructure is in place to support digitalisation plans
- ICT experts are employed/subcontracted (or recruitment/subcontracting needs have been identified)
- The management is ready to make the necessary organisational changes

- The business departments concerned and their employees are ready to support the digitalisation plans
- Enterprise architecture and operational processes can be adapted if digitalisation requires it
- Manufactured products are already commercialised as a service (servitisation) or complemented by services enabled by digital technologies
- Client and partner satisfaction with online services/interactions is regularly monitored (on social media channels, e-commerce operations, email exchanges, etc.)
- Risks of digitalisation (e.g. unintended impacts on other business areas) are taken into account.

M2.2. Digital readiness:

3. Which of the following digital technologies and solutions does your business already use? Select all that apply:

- Connectivity infrastructure [high-speed (fibre) internet, cloud computing services, remote access to office systems]
- Company website
- Web forms and blogs/forums for communication with clients
- Live chats, social networks and chatbots to communicate with clients
- Ecommerce sales (B2C, B2B)
- Promotion in the context of electronic marketing (online advertising, social media for business, etc.)
- eGovernment (online interaction with public sector entities, including public procurement)
- Remote business collaboration tools (e.g. teleworking platform, video conferencing, virtual training, enterprise-specific tools)
- Internal web portal (intranet)
- Information management systems (enterprise resource planning, product lifecycle management, customer relationship management, supply chain management, e-invoicing)

4. Which of the following advanced digital technologies does your business already use? Please rate all matching options on a scale of 0 to 5 (0 = Not in use, 2 = Considering use, 4 = Developing prototype, 6 = Testing, 8 = Implements, 10 = Uses):

- Simulation and digital twins (i.e. real-time digital representations of physical objects/processes)
- Virtual reality, augmented reality
- Computer-aided design (CAD) and computer-aided manufacturing (CAM)
- Production execution systems
- Internet of Things (IoT) and Industrial Internet of Things (I-IoT)
- Blockchain technology
- Additive manufacturing (e.g. 3D printers)

M2.3. Human-centred digitalisation:

5. What is your company doing to retrain and upskill your employees in digitalisation? Select all that apply:

- Conducts staff skills assessments to identify skills gaps
- Develops a training plan to train and up-skill staff
- Organises short training sessions, provides tutorials/guidelines and other e-learning resources
- Creates opportunities for learning by doing/peer learning/experimentation
- Offers internships and job placements in key skill areas
- Sponsors staff attendance at training courses organised by external organisations (training providers, academia, suppliers)
- Utilizes subsidized training and skill enhancement programs

6. How does your business engage and empower its employees in adopting new digital solutions? Select all that apply:

- Promotes employee awareness of new digital technologies
- Informs employees about digitalisation plans in a transparent and inclusive way
- Monitors employee acceptance and takes measures to mitigate potential side effects (e.g., fear of change; "always available" culture vs. work-life balance; safeguards against privacy risks, etc.)
- Involves employees (including non-ICT employees) in the design and development of the digitalisation of the product/service/process
- Gives employees more autonomy and the right digital tools to make and implement decisions
- Redesigns/adapts jobs and work practices to support the ways in which employees would actually like to work
- Creates more flexible working conditions made possible by digitalisation (e.g. teleworking)
- Makes digital support team/service available to employees [internal(s)/external(s)]

M2.4 Data management and connectivity

7. How is your company's data managed (i.e. stored, organised, accessed and used)? Select all that apply:

- The organisation has in place a data governance policy/plan/set of measures
- Data is not collected digitally
- Relevant data is stored digitally [e.g. office applications, email folders, standalone applications, customer relationship management (CRM) or enterprise resource planning (ERP) systems, etc.]
- Data are properly integrated (e.g. through interoperable systems, application programming interfaces) even when distributed between disparate systems
- Data is accessible in real time from different devices and locations
- The data collected are systematically analysed and reported for decision-making purposes
- Data analyses are enriched by combining external sources with own data
- Data analyses are accessible without the need for expert assistance (e.g. via dashboards)

8. Is your business data sufficiently secure? Select all that apply:

- There is a company data security policy/set of measures in place
- All client-related data is protected from cyber-attacks

- Staff are regularly briefed and trained on cyber security and data protection issues/risks
- Cyber threats are regularly monitored and assessed
- A full backup copy of business critical data is maintained (off-site/cloud)
- A business continuity plan is in place to ensure business continuity in the event of a critical failure (e.g. all data locked after a ransomware attack or physical damage to the IT infrastructure)

M2.5. Automation and artificial intelligence

9. Which of the following technologies and business applications does your business already use?
Grade all matching options on a scale of 0 to 5 (0 = Not in use, 1 = Considering use, 2 = Developing prototype, 3 = Testing, 4 = Implementing, 5 = Using):

- Natural language processing including chatbots, text mining, machine translation, sentiment analysis
- Computer vision/image recognition
- Audio processing/speech recognition, processing and synthesis
- Robotics and autonomous devices
- Business Intelligence, data analytics, decision support systems (DSS), recommendation systems, intelligent control systems

M2.6. Green digitalisation:

10. How does your business use digital technology to contribute to environmental sustainability?
Select all that apply:

- Sustainable business model (e.g. circular economy model, product as a service)
- Sustainable service provision (e.g. tracking usage for reuse by other users)
- Sustainable products (e.g. eco-design, product life cycle planning between two endpoints, end of life and shelf life extension)
- Methods, materials and components for sustainable production and manufacturing (including end-of-life management)
- Emission, pollution and/or waste management
- Sustainable energy production in your own facility
- Optimisation of raw material consumption/raw material costs
- Reducing transport and packaging costs
- Digital apps to promote responsible consumer behaviour
- "Paperless" administrative processes

11. Does your business consider environmental impacts in its digital decisions and practices?
Grade all matching options using the following scale: No, Partially, Yes:

- Environmental issues and standards are integrated into the company's business model and strategy
- An environmental management system/certification is in place
- Environmental aspects are part of the criteria for the procurement of digital technologies/suppliers

- Energy consumption by digital technologies and data storage is monitored and optimised
- The enterprise actively recycles/reuses old technological equipment

ANNEX 4: DMA T0 digital maturity assessment for PSO

Digital maturity assessment for European Digital Innovation Hubs (EDIH) customers

Target group: public sector organisations

Phase: T0 (before the start of EDIH centre support)

MODULE 1: Customer data

In this module, provide basic general information about the enterprise interested in receiving support from the EDIH Centre. This information is needed to analyse your organisation's level of digital maturity compared to other similar organisations

M1.1. General data:

Name of the organisation supported by the EDIH Centre: \${Company Name}

Other identification number (VAT number or equivalent): \${NUMBER}

PIC1 code (if available, to be completed by the EDIH centre): \${PIC1}
omit

Contact person: \${Contact Person}

Position in the organization:
organisation} \${Role/role in the

E-mail address: \${email address}

Phone: \${Phone}

Web address: \${Web address} leave out

Type of public sector organisation: (selection)

National authority

Regional authority

Province/local government

Number of employees of the organisation: (selection)

Small organisation (0 - 49)

Medium sized organisation (50 - 249)

Large organisation (250 or more)

Country of the organisational unit (NUTS2): \${Country}

Headquarters: \${Company Headquarters}

Which of the following broad areas of governance does your organisation fall into? Select up to two options:

a) Primary (select at least one): (selection)

General public services

Defence

Public order and security

- Economic affairs
- Environmental protection
- Housing and amenities
- Health
- Recreation, culture and religion
- Education
- Social protection
- Other

b) Secondary (optional): **(selection)**

- General public services
- Defence
- Public order and security
- Economic affairs
- Environmental protection
- Housing and amenities
- Health
- Recreation, culture and religion
- Education
- Social protection
- Other

MODULE 2: Digital maturity

The questions in this module aim to determine the digital maturity of your organisation. This information will help to characterise the starting point of your organisation's digital transformation process by identifying areas where it may need support from the EDIH Centre. It will also help to assess the services that the EDIH centre will eventually provide to your organisation, as well as EU policies and financial instruments to support EDIH centres.

M2.1. Digital strategy and investment

1. In which of the following ways is your organisation ready for (further) digitalisation? Select all suitable options

1. Digitalisation needs are identified and aligned with policy making/administrative objectives
2. Financial resources (own financial resources, loans, grants) are identified to support digitalisation projects for at least the next two years
3. ICT infrastructure is in place to support digitalisation plans³
4. ICT experts are employed/subcontracted (or recruitment/subcontracting needs have been identified)
5. The political commitment to lead the necessary organisational changes is at an appropriate level
6. Heads of organisational units/departments and their staff are ready to support digitalisation plans
7. Internal and external operational processes can be adapted if digitalisation requires it
8. Offline services are ready to be brought online or further modernised through digital technologies

9. Satisfaction of citizens and other stakeholders (businesses, NGOs, etc.) with online services/interactions is regularly monitored (e.g. via feedback forms, email exchanges, social media, etc.).
10. Risks of digitalisation (e.g. unintended impacts on other areas⁴) are taken into account

³ Generally mainly hardware, possibly network infrastructure, cloud infrastructure (data storage and service provision), servers (local data collection and management) and tablets/terminals/PCs for staff etc.

⁴ Possible risks associated with the introduction of advanced digitalisation: redundancies, spread of technological bias and unfairness, threats to the protection of private data, etc.

2. In which of the following operational areas has your organisation already invested in digitalisation and where does it plan to invest in the future? Select all that apply.

	He's already invested	Plans to invest
Internal operations (administrative, structural, organisational processes) ⁵		
External operations (governance processes, including new ways to involve citizens) ⁶		
Policy-making (policy cycle: agenda setting, policy formulation, policy adoption, policy implementation, policy evaluation) ⁷		
Provision of public services ⁸ (or products)		
Financial administration (accounting, logistics, e-invoicing, etc.)		
Human resource management		
Purchasing and procurement		
Project planning and management		

⁵ It concerns the introduction of digitalisation to improve the quality and efficiency of internal and external processes. Creating new forms of organisation, introducing new management methods and techniques, new working methods.

⁶ It concerns the introduction of digitalisation to create new methods of governance (for relations between citizens and/or between businesses and public administrations), the involvement of new actors, new models of co-creation and interaction.

⁷ It concerns the introduction of digitalisation to improve the identification of voters' needs and reduce the time needed to develop, test, implement and disseminate policy.

⁸ It refers to the introduction of digitalisation to create new public services or products or to improve existing ones.

M2.2. Digital readiness:

3. Which of the following digital technologies and solutions does your business already use? Select all that apply:

1. Connectivity infrastructure [high-speed (fibre) internet, cloud computing services, remote access to office systems]
2. Website
3. Web forms or forums for communication with clients
4. Live chats, social networks and/or chatbots to communicate with citizens
5. Remote collaboration tools (e.g. teleworking platform, video conferencing, virtual learning, service-specific platforms and tools)
6. Internal web portal (intranet)
7. Information management systems (e.g. enterprise resource planning, accounting, human resource management, customer relationship management, e-invoicing)
8. Tools for digital public services (online interaction with citizens and/or businesses, online service provision)
9. Public procurement tools (e-procurement)

4. **Which of the following advanced digital technologies does your organization already use? Select all that apply using the scale below (0 = Not in use, 1 = Considering use, 2 = Developing a prototype, 3 = Tests, 4 = Implements, 5 = Uses):**

1. Artificial intelligence (e.g. machine learning, deep learning, expert and rule-based systems, cognitive computing, predictive analytics, robotic process automation, natural language processing, deep text analysis, computer vision)
2. Communication technologies (e.g. 5G networks and portable devices, software-defined networks)
3. Computing infrastructures (e.g. high performance computing, cloud computing, edge computing)
4. Distributed records technology (e.g. blockchain, other distributed records technologies)
5. Digital identity and security (e.g. firewall and protocols, antivirus and vulnerability scanners, biometric screening, cloud-centric cybersecurity, advanced user analytics, mobile identification, digital identity frameworks)
6. Immersive technologies (e.g. augmented reality, virtual reality)
7. Internet of Things and smart devices (e.g. mobile devices, wearables and sensors, IoT platforms)
8. Software and services technologies (e.g. APIs, web services, microservices including registries and marketplaces, enterprise service bus technologies and government services)

M2.3. Human-centred digitalisation:

5. **What is your organisation doing to retrain and upskill your employees in digital? Select all that apply:**

1. Assesses gaps in employees' digital skills
2. Develops a training plan to train and up-skill staff
3. Organises short training sessions, provides tutorials/guidelines and other e-learning resources
4. Facilitates opportunities for learning-by-doing/peer learning/experimentation

5. Offers internships and job placements in key skill areas
6. Sponsors staff attendance at training courses organised by external organisations (training providers, academia, suppliers)
7. Utilizes subsidized training and skill enhancement programs

6. How does your organisation involve and support your staff and end users (citizens/businesses in the case of digital public services) in the introduction of new digital solutions? Select all that apply:

1. Increases employee awareness of new digital technologies
2. Informs employees about digitalisation plans in a transparent and inclusive way
3. Monitors employee acceptance and takes measures to mitigate potential side effects (e.g., fear of change; "always be available" culture vs. work-life balance; safeguards against privacy risks, etc.)
4. Involves employees (including non-ICT employees) in the design and development of the digitalisation of the product/service/process
5. Gives employees more autonomy and the right digital tools to make and implement decisions
6. Redesigns/adapts jobs and workflows based on employee feedback
7. Creates more flexible working conditions made possible by digitalisation (e.g. teleworking, hybrid working arrangements)
8. Makes digital support team/service available to staff [internal/external]
9. Makes available to end users a digital support team/service [internal(s)/external(s)]
10. Uses feedback from end users (citizens/businesses) to improve digital public services

M2.4 Data management and security

7. How is your organisation's data managed (i.e. stored, organised, accessed and used)? Select all that apply:

1. The organisation has in place a data governance policy/plan/set of measures
2. The organisation does not use paper forms for data collection
3. Is the organisation's data stored only digitally (e.g. in office applications, email folders, databases, document management systems, ERP, etc.)?
4. Data are properly integrated (e.g. through interoperable systems, application programming interfaces) even when distributed between disparate systems
5. Data is accessible in real time from different devices and locations
6. The data collected are systematically analysed and reported for decision-making purposes
7. The organisation's data is supplemented by third party data (i.e. data from other public sector organisations and/or private sector entities)
8. The organisation's data analyses are regularly accessible without the need for expert assistance (e.g. via dashboards)
9. The organisation's data is publicly available through an open access policy plan

8. Is your business data sufficiently secure? Select all that apply:

1. Our organisation has a data security policy/set of measures in place

2. Plans and measures are in place to protect the organisation's data from cyber-attacks
3. Staff are regularly briefed and trained on cyber security and data protection issues/risks
4. Cyber threats are regularly monitored and assessed
5. A full backup copy of critical data is maintained (off-site/cloud)
6. A business continuity plan is in place to ensure business continuity in the event of a complete failure (e.g. all data locked after a ransomware attack or physical damage to the IT infrastructure)

M2.5. Interoperability (The ability of organisations (public administration units or any entity acting on their behalf, or EU institutions or bodies) to work together to achieve mutually beneficial objectives, including the exchange of information and knowledge between these organisations)

9.What is your organisation doing to digitise processes and services to share data, information and knowledge with other public sector organisations? Select all the options that apply to your organisation using the scale below:

(Not implemented and/or not planning to implement, planning to implement, already implemented)

	Unrealised and/or does not plan to implement	Plans to implement	Already implemented
1 Publishes data in the form of open data			
2. Ensures a level playing field for open source software			
3. Prefers open specifications			
4. Ensures internal visibility and provides external interfaces for services provided			
5. Reuses and shares solutions, information and data			
6. Provides end users with a free choice of technology solutions			
7. Ensures data portability			
8. Provides end-users with options to access services that best meet their needs			
9. Provides a single point of contact for access to services			
10. Asks for one-off and relevant information from users			
11. Persons with disabilities, the elderly and other disadvantaged groups have access to services			

12. Services available in more than one language			
13. Ensures that data exchanges with end users are secure and trustworthy			
14. Prefers to use services through digital channels			
15. Data storage formats shall ensure long-term availability			
16. Digital solutions are evaluated against user needs and the balance between costs and benefits			

M2.6. Green digitalisation:

10. How does your organisation use digital technology to contribute to environmental sustainability? Select all that apply:

1. The organisation has a sustainable model (e.g. environmentally friendly operations)
2. The organisation has sustainable service delivery (e.g. digital public services)
3. Sustainable products are procured (e.g. taking into account criteria such as: eco-design, life cycle planning between two endpoints, end of life and shelf life extension)
4. Emissions, pollution and/or waste management are taken into account
5. Energy is sustainably produced in your own facility
6. Energy consumption is optimised
7. Transport costs are reduced
8. Digital applications are used to encourage responsible behaviour by citizens
9. "Paperless" administrative processes are used

11. Does your organisation consider environmental impacts in its digital decisions and practices? Grade all matching options using the following scale: No, Partially, Yes:

1. Environmental issues and standards are integrated into the organisation's digital strategy
2. An environmental management system/certification is in place
3. Environmental aspects are part of the criteria for the procurement of digital technologies/suppliers
4. Energy consumption by digital technologies and data storage is monitored and optimised

The organisation actively recycles/reuses old technological equipment

ANNEX 5: Service request for SMEs

Application for de minimis aid granted to support digitalisation under Scheme DM - 16/2022 as amended by Appendix No 1

Name of applicant	\${Company Name}	
ID	\${NAME}	
Headquarters	\${Company Headquarters}	
Statutory body	Name and surname	Method of proceeding
Type of service requested	<input type="checkbox"/> individual service <input type="checkbox"/> group service	
Name of the service according to the price list	Price of the service according to the price list in EUR	Amount of de minimis aid requested in EUR
	0,00	0,00
The applicant below by his signature:		
a) confirms that the data provided in the application in the declarations annexed to the application are accurate and true and are provided voluntarily; b) undertakes to inform the implementer of the aid without delay of any changes to the data provided in this application and in the declarations in the course of the granting of the minimum aid; c) agrees to the processing of the data contained in this application and in its annexes for the purpose of registering the minimum aid in accordance with Act No. 358/2015 Coll. on the regulation of certain relations in the field of state aid and minimum aid and on amendment and supplementation of certain acts (Act on State Aid). This consent is granted to the implementer and provider of minimum aid, for all data contained in this declaration, for a period of 10 years from the date of granting the consent.		
Date of execution	Signature of the statutory body	

ANNEX 6: Service request for PSO

Request for indirect assistance by the EDCASS consortium

Name of applicant	\${Company Name}	
ID	\${NAME}	
Headquarters	\${Company Headquarters}	
Statutory body	Name and surname	Method of proceeding
Type of service requested	<input type="checkbox"/> individual service <input type="checkbox"/> group service	
Name of the service according to the price list	Price of the service according to the price list in EUR	Amount of de minimis aid requested in EUR
	0,00	0,00
The applicant below by his signature: <p> a) confirms that the data provided in the application in the declarations annexed to the application are accurate and true and are provided voluntarily; b) undertakes to inform the implementer of the aid without delay of any changes to the data provided in this application and in the declarations in the course of the granting of the minimum aid; c) agrees to the processing of the data contained in this application and in its annexes for the purpose of registering the minimum aid in accordance with Act No. 358/2015 Coll. on the regulation of certain relations in the field of state aid and minimum aid and on amendment and supplementation of certain acts (Act on State Aid). This consent is granted to the implementer and provider of minimum aid, for all data contained in this declaration, for a period of 10 years from the date of granting the consent. d) it is a public sector organisation, i.e. a legal entity registered in the statistical register of organisations classified in the general government sector in accordance with the European ESA 2010 methodology established by Regulation (EU) No 549/2013 of the European Parliament and of the Council of 21 May 2013 on the European system of national and regional accounts in the European Union; e) declares that the services for which it is applying will not be used for economic purposes in the course of an economic activity </p>		
Date of execution:	Signature of the statutory body: <hr/>	



Spolufinancovaný
Európskou úniou

PLÁN [OBNOVY]



Financované
Európskou úniou
NextGenerationEU

ANNEX 7: Declaration of the size of the undertaking for SMEs

Declaration of the size category of the undertaking within the meaning of Commission Regulation (EU) No 651/2014 of 17 June 2014 declaring certain categories of aid compatible with the internal market pursuant to Articles 107 and 108 of the Treaty, as amended, and Scheme DM-16/2022, as amended by Appendix No 1

Applicant		Partners/shareholders in the applicant's business			Statutory body Name and surname/procedure
		name and surname/company name	date of birth/ID number	ownership interest in %/voting rights in %	
Name of applicant	\${Company Name}				
ID	\${NAME}				
Headquarters	\${Company Headquarters}				
SK NACE					

The applicant declares that:

meets the definition of a micro, small or medium-sized enterprise or a small company with a medium market capitalisation under Commission Regulation (EU) No 651/2014 of 17 June 2014 declaring certain categories of aid compatible with the internal market pursuant to Articles 107 and 108 of the Treaty, as amended:

Size category of the applicant's holding	Number of workers	Annual turnover, or	Total annual balance sheet amount
<input type="checkbox"/> micro enterprise	< 10	< = EUR 2 million	< = EUR 2 million
<input type="checkbox"/> small business	< 50	< = EUR 10 million	< = EUR 10 million
<input type="checkbox"/> medium-sized enterprise	< 250	< = EUR 50 million	< = EUR 43 million

small mid-market capitalisation company

< = 499

< = EUR 100 million

< = EUR 86 million

The applicant acknowledges that:

- an undertaking is any entity that carries out an economic activity and is a participant in competition, regardless of its legal form and method of financing. An economic activity is any activity which consists in offering goods and/or services on the market -
- an enterprise may be made up of several legal and natural persons, the way in which the data for calculating the number of employees and the financial amounts for each type of enterprise (i.e. single enterprise, partner enterprises and linked enterprises) are taken into account are defined in Article 3 of Annex I of Regulation (EU) No.... 651/2014 and, for the purposes of this declaration, are to be taken into account in accordance with the calculation methodology contained in Articles 4 to 6 of Annex I to Regulation (EU) No 651/2014 (sole proprietorship and related undertakings for the full amount of the data given, partner undertakings proportionately); -
- the chain of related and partner undertakings forming the ownership structure of the applicant's undertaking is not interrupted by special-purpose constructions (e.g., the chain is not interrupted by the applicant's business structure). civil associations, associations of legal persons, etc.) whose purpose is to formally separate the two undertakings; -
- the definition of micro, small and medium-sized enterprises and small companies with market capitalisation is not limited to the territory of the Slovak Republic, because the nature of the functioning of the EU common market requires that the cross-border activities of the enterprise (its individual parts) as well as the actual economic strength of the enterprise in question be taken into account, and therefore the data for linked and partner enterprises established outside the territory of the Slovak Republic are also included in the calculation of the number of employees and the financial amounts;
- in accordance with the case-law of the Court of Justice of the EU (e.g. In the context of links through natural persons as defined in Article 3(3) of Annex I of Regulation (EU) No. the data provided in the document annexed to this declaration will be used to verify the declared size category of the applicant's undertaking and, in case of ambiguity, the applicant will be asked by the implementing body to complete the data;
- in the event that the verification does not confirm the eligible size category of the undertaking, the applicant will be ineligible for the non-financial assistance.

The applicant below by his signature:

- a) confirms that the above information is accurate and truthful and is provided voluntarily;
- b) undertakes to inform without delay the implementer of the aid of the changes that have occurred in the event of a change in the information contained in this declaration in the course of the granting of the minimum aid;
- c) agrees to the processing of the data contained in this declaration for the purpose of registering the minimum aid in accordance with Act No. 358/2015 Coll. on the regulation of certain relations in the field of state aid and minimum aid and on amendment and supplementation of certain acts (Act on State Aid). This consent is granted to the implementer and provider of minimum aid, for all data contained in this declaration, for a period of 10 years from the date of granting the consent.

Date of execution

**Signature of the
statutory body**

ANNEX 8: Declaration of the size of the undertaking for the PSO

Declaration on the size category of the undertaking for a public sector body

Name of applicant	\${Company Name}
ID	\${NAME}
Headquarters	\${Company Headquarters}
Statutory body	
The applicant declares that:	
<ul style="list-style-type: none"> - it is a large enterprise in terms of size category, - it is a legal entity entered in the statistical register of organisations, which is classified in the general government sector in accordance with the European ESA 2010 methodology established by Regulation (EU) No 549/2013 of the European Parliament and of the Council of 21 May 2013 on the European system of national and regional accounts in the European Union, and is a large enterprise in terms of size category. 	
The applicant below by his signature:	
a) confirms that the above information is accurate and truthful and is provided voluntarily; b) undertakes to inform without delay the implementer of the aid of the changes that have occurred in the event of a change in the information contained in this declaration in the course of the granting of the minimum aid; c) agrees to the processing of the data contained in this declaration for the purpose of registering the minimum aid in accordance with Act No. 358/2015 Coll. on the regulation of certain relations in the field of state aid and minimum aid and on amendment and supplementation of certain acts (Act on State Aid). This consent is granted to the implementer and provider of minimum aid, for all data contained in this declaration, for a period of 10 years from the date of granting the consent.	
Date of execution	Signature of the statutory body

ANNEX 9: Declaration of a single undertaking

Declaration of a single undertaking within the meaning of Commission Regulation (EU) No 1407/2013 of 18 December 2013 on the application of Articles 107 and 108 of the Treaty on the Functioning of the European Union to de minimis aid, as amended, and Scheme DM - 16/2022, as amended by Appendix No 1

1. Applicant		2. Partners/shareholders in the applicant's business			3. Statutory body
		name and surname	date of birth/ID number	Equity share / voice. rights %	
Name of applicant	\${Company Name}				
ID	\${NAME}				
Headquarters	\${Company Headquarters}				
SK NACE					
4. The applicant declares that it uses as accounting period (fiscal year):	<input type="checkbox"/> calendar year				
	<input type="checkbox"/> financial year	Start DD.MM.YYYY		End DD.MM.YYYY	
If there has been a change from the calendar year to the financial year or vice versa during the previous two accounting periods, please indicate this by listing the accounting periods used (e.g. 1 April 2018 - 31 March 2019; 1 April 2019 - 31 December 2019):					
Start DD.MM.YYYY			End DD.MM.YYYY		
Start DD.MM.YYYY			End DD.MM.YYYY		

Start DD.MM.YYYY	End DD.MM.YYYY			
5. The applicant declares that in the current fiscal year (year N) and in the two preceding fiscal years				
<input type="checkbox"/> he/she has not been granted minimum aid <input type="checkbox"/> has been granted the minimum assistance set out below:				
Minimum aid granted in EUR	N	N-1	N-2	Total
				0,00
6. The applicant acknowledges that:				
<p>- an undertaking is any entity that carries out an economic activity and is a participant in competition, regardless of its legal form and method of financing. An economic activity is any activity consisting in the supply of goods and/or services on the market</p> <p>- a single undertaking is defined in Article 2(2)(a) of the Treaty.</p> <p>2 of the de minimis Regulation and includes all entities engaged in an economic activity between which there is at least one of the following relationships:</p> <p>(a) one economic operator has a majority of the voting rights of the shareholders or members in another economic operator;</p> <p>(b) one economic operator has the right to appoint or remove a majority of the members of the administrative, management or supervisory body of another economic operator; (</p> <p>c) one economic operator has the right to exercise a dominant influence over another economic operator by virtue of a contract it has concluded with that economic operator or a provision in the constituent instrument or the articles of association of the company;</p> <p>(d) one economic operator which is a shareholder or member of another economic operator itself controls a majority of the voting rights of the shareholders or members in that economic operator by virtue of a contract with the other shareholders or members of that economic operator. Economic operators between which the types of relationship referred to in points (a) to (d) are established through one or more other economic operators shall also be regarded as a single undertaking.</p> <p>- In accordance with the case law of the Court of Justice of the EU (e.g. Case C-222/04 Cassa di Risparmio di Firenze), a natural person who has a controlling interest in a company and is also directly/indirectly involved in the management of the company, and who may establish links with other undertakings, is also considered to be an economic operator (an undertaking). This means that a natural person in the applicant's undertaking holds 50 % or more of the capital or voting rights and at the same time participates directly/indirectly in the management of the company. Such a natural person is considered to be an enterprise and may link the applicant's enterprise with other enterprises.</p>				
7. The applicant declares that, in accordance with the above text:				
<input type="checkbox"/> does not form a single undertaking with another undertaking				

forms a single undertaking with the undertaking(s) listed below:

Name	ID	Minimum aid granted in EUR			
		N	N-1	N-2	Total
					0,00
					0,00
					0,00
Total		0,00	0,00	0,00	0,00

8. The applicant declares that in the current and two previous accounting periods (fiscal years)

not resulting from a merger or acquisition of undertakings
 formed by the merger of the undertakings listed below
 by acquisition (merger) has taken over the capital of the undertaking(s) listed below:

Name	ID	Minimum aid granted in EUR			
		N	N-1	N-2	Total
					0,00
					0,00
Total		0,00	0,00	0,00	0,00

9. The applicant declares that in the current and two previous accounting periods (fiscal years)

not created by the division of the company
 was created by the division of the undertaking below and took over its activities for which minimum aid had been used in the past. The applicant has been granted the aid listed below:

Name	ID	Minimum aid granted in EUR			
		N	N-1	N-2	Total
					0,00

					0,00
					0,00
	N	N-1	N-2	Total	
10. Total amount of minimum aid granted to a single enterprise in EUR			0,00		0,00
11. Maximum amount of minimum aid that can still be granted					
12. The applicant declares that:					
- is aware that the maximum amount of de minimis aid granted to the beneficiary (including all members of a group of undertakings forming a single undertaking with the beneficiary pursuant to Article 2(2)(a) of the EC Treaty) is not higher than the maximum amount of de minimis aid granted to the beneficiary under Article 2(1) of the EC Treaty.					
is aware that if the grant of new de minimis aid would exceed the relevant ceiling referred to above, no part of such new aid will benefit from the de minimis Regulation and it will be obliged to reimburse the full amount of the aid granted,					
- at the time of the submission of the service request, the applicant undertaking is not applying for any other de minimis aid or State aid from the same or another provider. Otherwise, it shall provide details of the aid applied for. If the applicant undertaking submits an application for other minimum aid with another provider at the time of the assessment of this application, it shall inform(insert identification of the ECDI concerned) as the implementer of the aid scheme,					
- the service requested has not been provided to it by another ECDI provider or its partners, -					
it is not subject to recovery of State aid following a previous EC decision, the aid granted is not subject to recovery on the basis of a previous EC decision declaring it unlawful and incompatible with the internal market, nor is it subject to recovery on the basis of a previous EC decision declaring it unlawful and incompatible with the internal market, from all members of the group of undertakings forming a single undertaking with it,					
- the aid granted will not be used in the economic sectors (respectively, the sectors concerned) in which the EC EC ECDI is established, - the aid granted will not be used in the sectors concerned (respectively, the sectors concerned), - the aid granted will not be used in the sectors concerned (respectively, the sectors concerned)					
will not be used in the sectors concerned). to activities to which the aid does not apply in accordance with Article 1(1) of the de minimis Regulation as amended), namely:					
(a) in the primary production of fishery and aquaculture products,					
(aa) in the processing and marketing of fishery and aquaculture products, where the amount of aid is fixed on the basis of the price or quantity of the products purchased or marketed, (b) in the primary production of agricultural products, (c) in the processing and marketing of agricultural products, in the following cases: i. where the amount of aid is fixed on the basis of the price or quantity of such products purchased from primary producers or marketed by the undertakings concerned, (ii. where the amount of aid is fixed on the basis of the price or quantity of such products purchased or marketed, (iii) where the amount of aid is fixed on the basis of the price or quantity of the products purchased by the undertakings concerned, or in activities linked to exports to third countries or Member States, namely aid directly linked to the quantities exported, to the establishment and operation of a distribution network or to other current expenditure linked to the export activity, (e) in activities which are conditional on the use of					

domestic over imported goods,
(f) in activities relating to the carrying out of road haulage for hire or reward

ANNEX 10: Declaration of Integrity

**Declarations of the applicant for de minimis aid and services of the EDIH
CASSOVIUM Consortium pursuant to 3.2.1.(e) of Annex 1 of Call 17i03-04-V01
Guide for the applicant for and recipient of Mechanism funds under Call 17i03-04-v01**

Applicant for de minimis aid,

Business name: \${Company name},

with registered office: \${Company Headquarters},

ID: \${NAME},

on behalf of which it acts: (statutory body)

under Scheme DM-16/2022, as amended by Schedule 1, hereby declares on oath that it complies with:

The condition of integrity, i.e. not to have been convicted of a criminal offence of subsidy fraud, an offence of damage to the financial interests of the European Union, an offence of procurement and public auction-rigging, an offence of bribery, an offence of indirect corruption or an offence of receiving and granting an undue advantage, as the funds of the mechanism cannot be granted to a person whose statutory body, a member of its statutory body or any other person acting on its behalf has been finally convicted of the offence of subsidy fraud, the offence of damaging the financial interests of the European Union, the offence of procurement and public auction fraud, the offence of bribery, the offence of indirect corruption or the offence of receiving and granting an undue advantage, which he/she shall certify by his/her signature.

The condition that, as an applicant, it is not registered in EDES, i.e. in the Early Detection of Risk and Exclusion System (EDES), as an excluded person or entity within the meaning of Article 135 of EC Regulation 2018/104612, which it confirms by its signature.

The "not significantly undermine" condition, which can be understood to mean that any project supported by the Mechanism cannot significantly undermine any of the environmental objectives listed in Article 17 of the Taxonomy Regulation, which it confirms by its signature.

The applicant shall at the same time by his/her signature:

(a) confirms that the above information is accurate and truthful and is provided voluntarily;

(b) undertakes to inform the implementing body of the changes that have occurred in the event of a change in the information given in this declaration in the course of the grant of the minimum aid without delay;

c) agrees to the processing of the data contained in this declaration for the purpose of registering the minimum aid in accordance with Act No 358/2015 Coll. on the regulation of certain relations in the field of state aid and minimum aid and on the amendment and supplementation of certain acts (Act on State Aid). This consent is granted to the implementer and provider of the minimum aid, for all data contained in this declaration, for a period of 10 years from the date of granting

consent.

In, on

Business name
Signature of the statutory body

ANNEX 11: Decision to approve the application

Equipped by

Subject: Notification of approval of the application

Dear Applicant,

On the basis of the call for submission of an application for de minimis aid to support digitalisation under the Scheme of de minimis aid from the funds of the Recovery and Resilience Plan of the Slovak Republic to support digitalisation of micro, small and medium-sized enterprises, small companies with medium market capitalization and public sector organizations as amended by Appendix No. 1 (hereinafter referred to as the "Scheme DM - 16/2022 as amended by Appendix No. 1" or "the Scheme") published on the website of the EDIH CASSOVIUM consortium, we have received on your request for de minimis aid in the indirect form.

With reference to point M of Article 4 of Scheme DM-16/2022, as amended by Appendix No 1, the granting of aid under the scheme is subject to compliance with all the conditions set out in the scheme (in particular, the maximum amount of de minimis aid not being exceeded, the limits on the categorisation of undertakings, the sectors of the economy excluded from receiving aid under the scheme).

As you meet all the conditions for aid under Scheme DM - 16/2022 as amended by Appendix 1, **we approve** your request for de minimis aid in accordance with Commission Regulation (EU) No 1407/2013 of 18 December 2013 on the application of Articles 107 and 108 of the Treaty on the Functioning of the European Union to de minimis aid, OJ L 352, 24.12.2013, p. 1-8, in the amount of € (half the value of the service).

In Košice, on

EDIH CASSOVIUM
signature of the person
assessing the application

ANNEX 12: Decision to reject the application

Subject: Notification of rejection of the application

Dear Applicant,

On the basis of the call for submission of an application for de minimis aid to support digitalisation under the Scheme of de minimis aid from the funds of the Recovery and Resilience Plan of the Slovak Republic to support digitalisation of micro, small and medium-sized enterprises, small companies with medium market capitalization and public sector organizations as amended by Appendix No. 1 (hereinafter referred to as the "Scheme DM - 16/2022 as amended by Appendix No. 1" or "the Scheme") published on the website of the EDIH CASSOVIUM consortium, we have received on your request for de minimis aid in the indirect form.

With reference to point M of Article 4 of Scheme DM-16/2022, as amended by Appendix No 1, the granting of aid under the scheme is subject to compliance with all the conditions set out in the scheme (in particular, the maximum amount of de minimis aid not being exceeded, the limits on the categorisation of undertakings, the sectors of the economy excluded from receiving aid under the scheme).

As you do not meet the conditions for aid consisting of (specifying the condition which it does not meet) under Scheme DM - 16/2022 as amended by Appendix No 1, **we reject** your application for aid.

In Košice, on

EDIH CASSOVIUM
signature of the person
assessing the application

ANNEX 13: Decision to reject the application on design grounds

Our brand Equipped by

Subject: Notification of rejection of the application

Dear Applicant,

On the basis of the call for submission of an application for de minimis aid to support digitalisation under the Scheme of de minimis aid from the funds of the Recovery and Resilience Plan of the Slovak Republic to support digitalisation of micro, small and medium-sized enterprises, small companies with medium market capitalization and public sector organizations as amended by Appendix No. 1 (hereinafter referred to as the "Scheme DM - 16/2022 as amended by Appendix No. 1" or "the Scheme") published on the website of the EDIH CASSOVIUM consortium, we have received on your request for de minimis aid in the indirect form.

With reference to point M of Article 4 of Scheme DM-16/2022 as amended by Appendix No 1, the granting of aid under this scheme is conditional on compliance with all the conditions set out in this scheme (in particular, not exceeding the maximum amount of de minimis aid, limits on the categorisation of undertakings, sectors of the economy excluded from receiving aid under the scheme). On the basis of the declarations you have submitted and after verification of the facts in question by means of the public registers, you meet the requirements for the granting of aid in the indirect form.

With reference to point D. However, we claim the right to refuse to provide aid or services in justified cases, as for objective reasons (personnel, capacity, economic reasons) we are not able to provide you with minimal aid or services in the required scope and quality and we **hereby refuse** your request for aid.

Thank you for your understanding.

In Košice, on

EDIH CASSOVIUM
signature of the person
assessing the application