



## A glance into ICHNOS Plus: Innovation and Change Network of One-stopshops

A model for the coordination of one-stop-shops for start-ups was developed under the ICHNOS project (2005-2007). The new project ICHNOS Plus (2008-2010), funded under INTERREG IVC, aims at transferring this good practice, namely the Regional Centre of Competence for the promotion and coordination of one-stop-shops, to the new partner regions. The purpose is to contribute to the simplification of administrative procedures for business start-ups by fostering the establishment of one-stop-shops and improving the services provided to entrepreneurs at the regional level. Reducing the administrative burdens is crucial for encouraging entrepreneurs to set-up a new company by making it easier, faster and low-cost.

## Progress made: exchanging practices and promoting the OSS model europe-wide

The activities of the second project semester (January- June 2009) focused mainly on the preparation of the **Toolkit**, a sort of guidelines describing in detail the Regional Centre of Coordination for One-Stop-Shops and the main steps for its implementation within the Regions.

A **first staff exchange** involving the Polish and Czech partners took place in the Silesia Region (Poland) on 27 - 29. April 2009. Representatives from business incubator in the Vysocina Region (managed by the Euronest company) visited the Ruda Slaska Business Incubator in order to share the knowledge and experiences connected to the business incubators practices with regard to the project field. In order to promote the OSS model Europe-wide, the main activities and results of the ICHNOS Plus project were promoted at the **Eris@ annual conference**, organized by the Eris@ association in the Spanish city of Caceres on 7-8.May 2009. The topic of OSS and RCC models was considered as very interesting for the other regions (from Poland, France, UK and other EU countries), and future cooperation on the field of promotion was agreed with the eris@ staff.

## Next steps

The 19 of June all project partners and their regional delegations will attend the **2<sup>nd</sup> interregional seminar** which will take place in Galicia. The purpose of the seminar is to make available all the information and material on the concerned practices and also to raise partners' awareness on the ICT solutions for easing start-ups.

At the end of the seminar, the Galician Regional Development Agency will host the **3<sup>rd</sup> on-site visit** that will showcase practices and working methods for business creation being applied in the region.

In the following days, a delegation of Estonian partners will participate in **2<sup>nd</sup> staff exchange**. They'll meet Galician regional representatives and will exchange experiences in topics like Innovation in SMEs and RCC/OSS methodologies and tools.

### Inside This Issue

Regional initiatives aimed at supporting the growth of one-stop-shops in Sardinia.....	2
2nd Interregional Seminar, 3rd On-site visit and 2nd staff exchange in Galicia.....	3
The staff exchange between participants from Vysocina region and Ruda Slaska Business incubator.....	3
Project promoted at the "Eris@" annual conference by Vysocina Region.....	4
Greek partner follows the project plan.....	4
Tartu Science Park promotes ICHNOS Plus.....	4
Ruda Slaska Business Incubator informs about the news.....	4

## Regional initiatives aimed at supporting the growth of one-stop-shops in Sardinia

Since January 2009, the Sardinian Region, with the technical assistance of Ancitel Sardegna, has undertaken several activities aimed at supporting the one-stop-shops (OSSes) for businesses throughout the whole region, in compliance with the Regional Law n.3 of 2008.

The initiatives were designed to **inform, train and assist**, on the one side, the **personnel of the municipal one-stop-shops** and, on the other side, the **key actors and stakeholders** involved in the normative reform of the one-stop-shops come into force with Law n.3/2008. In general, these actions include assistance either through meetings with the regional officers and experts or through the regional web portal and the intranet regularly updated.

The initiatives targeted to the **municipal OSSes** are:

- Meetings, at provincial level, between the Regional Authority and the OSSes personnel aimed at **monitoring** the actual implementation of Law 3/2008 and **sharing common problems** to be addressed with proper measures.
- Meetings (one per province) providing technical assistance in order to **address the criticities** met by the OSSes dealing with the procedures of the new regulation and highlighted during the previous meetings. The regional experts and consultants showed to the participants how to evaluate the application (DUAAP: Single Auto-certified Declaration for Business Activities) in the various phases: information, identification of forms, control, authentication, submission, integration of documents, etc.
- Meetings aimed at analysing a specific typology of application and the related procedures. A municipal internal regulation was draft in order to **solve organisational problems** occurred between the OSS and the other municipal offices.
- Regular **updating** of the **portal** and **intranet** providing the OSS personnel with important services, such as:
  - **“NEWS”** of interest to the OSS personnel (normative, technical assistance provided by the Region, forms amended and updated, etc).
  - **“THE EXPERT ANSWERS”**: in this section of the intranet it is possible to find the questions asked by the OSS personnel and the respective answers of the Regional Coordination Office with regard to the correct application of the Law n.3/2008;

- **“FORUM”**: it is a web space entirely dedicated to the discussion between the personnel of different OSSes. Each month a theme related to a specific procedure is proposed and deeply discussed. As a follow-up of the discussion, a meeting is facilitated and supervised by the Regional Authority in order to give a common operative framework in the whole Region;
- **DOCUMENTS**: in this section all the documents relevant to the OSS are posted and periodically updated (normative, guides and manuals, materials delivered during the meetings ,etc.).

The portal (accessible by all) is constantly updated with news of interest to municipalities, businesspeople and professionals who give advice and support to entrepreneurs during the company setting up or implementation phase. The portal contains the updated forms, the contact details of the regional OSSes and Regional Coordination Office.

The main initiatives targeted to the **local actors and stakeholders** include:

- **Thematic meetings** aimed at discussing and solving issues concerning the proceedings with the stakeholders, such as Business Associations or other Public Bodies (Provinces or other Regional Officers).
- Activities of **supervision** and standardisation for the **review of proceedings** (endoproceedings) carried out by the public entities involved (the review process concerns those parts of the proceedings that involve public bodies other than the OSS).
- **Definition** of the **common forms** for the proceedings carried out by the third public bodies
- Meetings targeted to the **professionals** (engineers, architects and technicians) who provide advice to the entrepreneurs in the start-up and implementation phases, in order to inform them about the procedures and correct application of the regional law n.3/2008.

## 2nd Interregional Seminar, 3rd On-site visit and 2nd staff exchange in Galicia

The 17<sup>th</sup> of June, a delegation of Estonian partners will attend the 2<sup>nd</sup> staff exchange. They'll meet with galician regional representatives and will exchange experiences in topics like Innovation in SMEs and RCC/OSS methodologies and tools.

On the 19<sup>th</sup> of June, the 2<sup>nd</sup> interregional seminar of the IPlus project will take place in the Galician Development Agency premises. This seminar is focused on make available all the information and material on the concerned practices and also to raise awareness on the ICT solutions for easing start-ups.

One of the topics developed in the seminar will be about the ICT solutions that contribute to easy administrative procedures with Diego Nieto as the speaker. Also Ramón Basanta will talk about the Galician Administration services focused on promoting innovation in the Galician SME environment. A representative of the Galician RCC/OSS will talk about the state-of-the-art and the future of the RCC/OSS.

At the end of the seminar, the Galician Regional Development Agency will host the 3<sup>rd</sup> on-site visit that will showcase of practices and working methods for business creation being applied in the region.

## The staff exchange between participants from Vysocina region and Ruda Slaska Business incubator

The staff exchange between participants from Vysocina region and Ruda Slaska Business incubator has been organized in Poland on 27. – 29. April 2009. Petr Dolezal from business incubator in the Vysocina Region (managed by the Euronest company) visited RSBI to exchange the knowledge connected to the business incubators issues related to the ICHNOS plus project topics. The visit was prepared to find out the information about the way of working in the Ruda Slaska Business Incubator and another institutions (connected with similar activities), both in Poland and in Czech Republic.

The main cases to discuss were following:

- How to set up a business in an easier way (e.g. one stop shop)
- Scientist and Technology Innovations in the Incubators and Parks Business (Poland and Czech Republic)
- Cooperation between the Polish and Czech incubators

- Difficulties in the Investments, Entrepreneurship, establishing a commercial activities by one stop shop etc.

During Petr's stay at Silesia Region, he visited 6 institutions in 4 cities starting at Ruda Slaska Business Incubator. He was very interested in the local SME development supporting activities and examined RSBI's procedures and preference regulations concerning small IT companies operating at the Incubator. Petr was also hosted by the City Hall and informed about the entrepreneurship supporting policies of the city authorities. He met the president of Silesian Industrial Technology Park in Ruda Slaska as well to know as much as possible in Silesia

On the second day of his visit Petr was introduced to Mr. Tadeusz Adamski - Director of the Economic Department at Marshal Office of Silesia Region (regional government) and Mr. Jaroslaw Kubiak - Director of the Silesian Centre for Entrepreneurship in Chorzow.

During his visit Petr was particularly impressed with the activities of the Technopark in Gliwice - a business/research centre where the combination of scientific creation process and business implementation of research ideas.

And how he commented the staff exchange after coming back home...?

*„I am very inspired and impressed with what I have seen and heard here. It is worth to remember these ideas and solutions which were presented to me by my colleagues in Ruda Slaska and the hosts of all the meetings I had in Silesia and Krakow. I am deeply convinced that the idea of business incubators and the implementation of businessmen-friendly projects like i.e. one-stop shops is something we should all cooperate on. I am very glad to discover that all Ichnos Plus partners perfectly understand how much the reinforcement of the SME sector supports the regional development in numerous areas”.*



## Project promoted at the Eris@ annual conference by Vysocina Region

The Eris@ annual conference was organized by this association ([www.erisa.be](http://www.erisa.be)) in Spanish city Caceres on 7.-8. May 2009. Since we were not able to promote the project by the special presentation in the conference agenda, project has been introduced on the separate meetings to the conference participants. The topic of OSS and RCC models has been identified as very interesting for the other regions (from Poland, France, UK and other EU countries), future cooperation on the field of promotion was agreed with eris@ staff. As a concrete aspect we can use the eris@ monthly newsletter, which is distributed over more than 50 EU regions and European Commission as well, to inform them about ICHNOS Plus and possible distribution of the more concrete information to the target groups across Europe.

## Greek partner follows the project plan

North Aegean project team has made contacts with the departments of the CETEDE, the 3 Chambers of Commerce in our region, and local Citizen Service Centres (KEP) in order to determine on their suitability to host an OSS section within the framework of their function.

Several face-to-face meetings have been taken place and the subject on stake has been the possibility of building up a network between the regional public bodies, addressed to serve both individuals and enterprises, in order to enable the start up of a new business.

The Regional Development Funds of the North Aegean is planning to organize a meeting, with representatives of public bodies involved in the opening of a new enterprise (social security, inland revenue, etc) in order to exchange aspects and proposals about the form of the OSS in the three big islands of North Aegean region.

The role of RCC will be undertaken by Regional Development Funds of the North Aegean Region which is participating as a partner in the ICHNOS PLUS PROJECT, and also because there is no other regional directorate that undertakes such duties.

During the second semester of the project, a brochure has been printed and disseminated, as well as press releases at local press have been published.

Currently, actions concerning the interregional conference, which will take place in Mitlini during the forthcoming September, are being in a working progress.

## Tartu Science Park promotes ICHNOS Plus

Tartu Science Park has involved key regional and state level stakeholders in the process of developing concept (and consensus) of developing one stop shop in Tartu region and perhaps in whole Estonia.

For instance, Ministry of Economic Affairs and Centre of Court Registers and Information Systems (Ministry of Justice) have been informed about Ichnos Plus project. **On April 13**, Sven Illing, Ichnos Plus project manager from Tartu Science Park, presented the project and related ideas to innovation support organisations in Estonia on a roundtable organised by Enterprise Estonia (government agency that administrates Estonian and EU support schemes to enterprises, and also acts as an investment & trade agency).

TSP has recently organised several meetings with local stakeholders to discuss OSS development and prepare for regional seminar on June 25<sup>th</sup>. Speakers include Ingmar Vali from the Centre of Court Registers and Information Systems and Andres Ruubas from Ministry of Economic Affairs.

## Ruda Slaska Business Incubator informs about the news

RSBI is 100% owned by the City of Ruda Slaska and plays an important role in the local SME development support strategy. The mayor of Ruda Slaska has his own policy for supporting the registration of the SMEs and their first steps on the market. The first-time-on-the-market, young entrepreneurs enjoy an exemption of the registration fee. Apart of the special SME registration desk at the City Hall front entrance a branch stand (you could call it a one-stop-shop) was created at the biggest local shopping center (Plaza). RSBI experts/consultans frequently visit this place offering advice and professional guidance for the business beginners who come to ask for help and information.

Incubator also organizes training courses and advising sessions for the new-born business people. It is worth to mention that implementing Ichnos Plus in our region (and whole Poland) will take some time. The national law and specific, strict regulations controlling the registration procedures - as for today - will not allow you to arrange all necessary formalities in a one-stop-shop.

It is still impossible to avoid a visit at the local tax office (personal selection of a taxation option), bank (you must open a company/business account) and the local social security (ZUS) branch office. This problem is beyond our reach and has to be solved on the national parliament/government level. At this moment we can strongly support all legislation changes and promote lobbying for the Ichnos Plus idea.

RSBI has recently produced a 6-minutes Ichnos Plus promotional film which will be presented to all partners at the soon meeting in Galicia. RSBI strongly believes in the co-operation with all Ichnos partners and would like to promote good examples/practices implemented elsewhere in Europe in order to inspire and persuade those who may speed up the very much awaited legislation changes.



**The Ruda Slaska Business Incubator**  
ul. Karola Goduli 36, 41-703 Ruda Slaska  
Anna Slupina  
email: a.slupina@inkubatorrudzki.pl

## Partners



**Ancitel Sardegna**  
Viale Trieste 6 - 09123 Cagliari  
Maria Rosaria Madau  
email: mr.madau@ancitel.sardegna.it



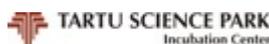
**CESGA**  
Avenida de Vigo, s/n Campus Sur  
15705 Santiago de Compostela  
Ramon Basanta  
email: r.basanta@cesga.es



**The Vysocina Region**  
Zizkova 57, 587 33 Jihlava  
Vaclav Jachim  
email: jachim.v@kr-vysocina.cz



**North Aegean Region**  
3, Arg. Eftalioi Rd. – Mytilene, 81100  
Stratos Vougioukas  
email: ptaba@otenet.gr



**Tartu Science Park**  
185 Riia st, 51014 Tartu  
Sven Illing  
email: sven@sciencepark.ee

**Project website**  
[www.ichnos-project.org](http://www.ichnos-project.org)

**Project mail**  
[Info@ichnos-project.org](mailto:Info@ichnos-project.org)



EUROPEAN UNION  
EUROPEAN REGIONAL  
DEVELOPMENT FUND