



ICHNOS PLUS Innovation and CHange: Network of One-stop Shops Business – PLUS

The [ICHNOS PLUS](#) project, funded under the [INTERREG IVC](#) programme, aims to build on the achievements of the INTERREG III C project entitled “ICHNOS: Innovation and CHange – Network of One-Stop Shops”, concluded in April 2007, that produced a **model of Regional Centre of Competence (RCC) for One-Stop Shops for business (OSS)**.

To start-up a new business, an entrepreneur undertakes a wide range of activities: developing a business plan; obtaining financial resources; registering the business entity; and obtaining any mandatory sector or activity specific licences. A survey (2006-2007), carried out by the Observatory of European SMEs, highlighted that the most significant business constraints perceived by SMEs is the compliance with the administrative regulations.

As a **capitalisation project**, ICHNOS PLUS focuses on the **transfer and deployment of the RCC model and its mainstreaming into the regional policies through the ERDF Operational Programmes**. The RCC model has been conceived as a structure to co-ordinate one-stop shops acting as single points of contact for enterprises. Although the establishment of one-stop shops is foreseen by the EU legislation and was expected in all Member States by 2007, most regions have not accomplished yet this task.

The **partnership** is made of 6 partners: Ancitel Sardegna (Italy); CESGA Foundation: Fundación Centro Tecnológico de Supercomputación de Galicia (Spain), Vysocina Region (Czech Republic), North Aegean Region (Greece), Science & Technology Park of Tartu (Estonia) and Ruda Slaska Business Incubator (Poland).

The **main objectives** of ICHNOS PLUS are both optimising the implementation of this model in the three regions which carried out ICHNOS and promoting its effective transfer and deployment in other European regions.

Inside This Issue

Project's achievements so far.....	2
ICHNOS in Silesia – A need for coordination and compatibility.....	2
eGovernment implementation in Vysocina.....	3
Business incubators in Galicia.....	4
Invitation to the ICHNOS Plus conference in Estonia.....	5

Project's achievements so far

The **goal** of the ICHNOS Plus project is to **transfer the main results of the Interreg III C project "Innovation and CHange - Network of One-stop Shops"**, in particular the model of Regional Centre of Competence (RCC) for the coordination and support of One-Stop-Shops for businesses, **into the EU Structural Funds mainstream programmes** of partner regions. One-stop Shop for Business gathers information and contacts to act as one universal contact point where entrepreneurs can find the information they need.

As a starting point a **context analysis** was carried out in the 6 partner regions investigating the socio-economic context, the state of the art related to One-Stop-Shops for businesses and the opportunities for implementing the OSS and the Regional Centre of Competence into the Structural Funds. A **report collecting the 6 regional context analysis** was prepared.

The effective **exchange and transfer of experience** was reached through several interregional activities:

- **Peer-to-peer visits** of selected organizations and institutions acting in support of entrepreneurship in partner regions were arranged. During all visits, participants got information about business support programmes, procedures and different systems dealing with business start-ups and administrative simplification.
- **Staff exchanges** between more and less experienced partners were undertaken for a better understanding of the good practices. Activities included visits; meetings and interviews with policy makers and managers. Lessons from national and regional evaluations are referred to in the subsequent reports.
- **Three interregional seminars**, with a more theoretical and training approach, had the result to analyse partners specific contexts and constrains; and have open debate on the items addressed.

An **important output** produced was the **"RCC Toolkit"**, that is a key document containing well-arranged instructions and guidelines in support of creation and development of Regional Centre of Competence for OSS network. This toolkit will be useful for new involved regions as well for all other regions in the future. Its main features originate from outputs of the ICHNOS project. An outstanding achievement resulting from the exchange activities is the preparation of the **Feasibility Study** (one in each partner region) which is a preliminary draft of the **Action Plan**.

This document analysis the normative, organisational and financial feasibility for the transfer of the good practice into the into the EU Structural Funds mainstream programmes and/or other regional mainstream programmes.

As far as **dissemination activities** are concerned, the project partners have been actively disseminating the activities and results through: the project

websites; brochures, newsletters, articles appeared on newspapers and specialised press and face to face meeting to foster closer contacts with relevant policy and decision makers.

Two major dissemination events were organised to promote the project objectives and raise the awareness of policy and decision makers and relevant stakeholders, the **launch conference (Cagliari, December 2008)**, and the **mid-term conference (Lesvos Island, September 2009)**.

The **main outputs and results achieved** so far are:

1. Report of the **context analysis** carried out in the six partner Regions;
2. **Toolkit** of the upgraded model of Regional Centre of Competence;
3. **Interregional thematic and training seminars** on the main issues of relevance for the project;
4. **On site visits**;
5. **Staff exchanges**;
6. **Feasibility studies** for a tailor-made transfer and implementation of the practices into each partner region.

ICHNOS in Silesia – A need for coordination and compatibility

Implementing process of the ICHNOS PLUS project in Silesia region will require the acknowledgement of the already existing e-government and e-administration systems and solutions. For example, the idea of OSS has already been implemented (limited extend) by the city authorities of Ruda Slaska where a kind of OSS serving the citizens was established at the biggest local shopping center.

There is also a regional system operating in Silesia called **SEKAP** and serving as an information flow and administration managing e-Platform used by the community and regional authorities.

SEKAP (Electronic Communication System for Public Administration) main goals in Silesia region are:

- creating the organizational and technical conditions to provide public services via Internet;
- increasing the effectiveness of the administration's work in the implementation of these services.

The first research in Silesia region concerning the level of advance of the computerization processes of the public administration took place back in 2004 and was carried out within the framework of a research project with the help and support of the **EU PRELUDE** programme.

The range of SEKAP may also include the issues concerning the new and more simple ways to ease new enterprise registration procedures.

The **main obstacles** slowing down the implementation and proliferation of SEKAP system may sound familiar and inspiring for Ichnos Plus partners are:

- **small number of partners** having electronic system of document circulation;
- **limited range of services provided/rendered** in electronic way/ limited range of electronically provided services;
- **insufficient analysis** of administration processes that might lead to organizational changes in the offices;
- **no conditions** to sign official documents with the use of electronic signature;
- **limited possibility** of electronic payment.

What should be done ?

- Adjusting offices to legal requirements;
- launching an electronic channel for citizens and entrepreneurs to manage/handle their needs;
- creating user-friendly, clear and modern administration in order to enhance the development a knowledge & Internet oriented society.

So far 54 partners in Silesia joined the SEKAP project – towns, community administration, public institutions, etc. The regional government of Silesia is the project leader.

Vysocina – The implementation of eGovernment

Czech public administration is undergoing significant changes – it is trying to be a full-fledged partner to citizens in a modern democratic society, who are taking advantage of information and communication technologies for their development and for enhancing competitiveness. The aim is to transform and simplify the processes used in public administration, such that they would employ modern technologies similarly to how they are employed in the commercial sphere, thereby creating the conditions for trustworthy electronic communication in the maximum number of life's situations. The fundamental elements of the Strategy for the Implementation of eGovernment in the territory are:

- **Czech POINT** – an assisted point for the execution of public administration – data circulates rather than the citizen (excepts from the Trade and Commercial Registry, the Land Registry, and the Criminal Registry)
- Public administration communication infrastructure – interconnecting public and state administrative entities, and mutual communication and communication with other entities
- The **eGovernment Act** – creating the optimal conditions for electronic communication between citizens and authorities and among the authorities themselves
- **Basic public administrative registers** – preparation for the creation of specific central registries (registry of inhabitants, registry of persons,

registry of territorial identification, addresses and real properties, registry of rights and obligations).

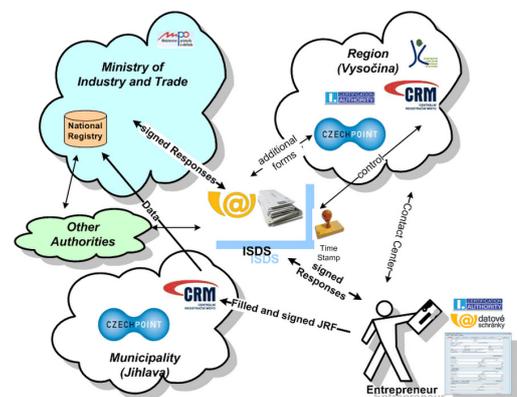
The Vysocina Region has a sustained focus on the implementation of ICT in regional public administration. The last newsletter informed about the implementation of the model of the Vysocina Region Contact Centre, which significantly contributed to a reduction of administrative burdens. Vysocina Region would now like to devote more time to the possibilities of electronic communication through the **Data Mailbox Information System** and to the changes and improvements that this communication brings in relation to the business sector. A data mailbox is an electronic storage facility designed for the delivery of documents and for executing tasks with respect to public administrative authorities. After the introduction of the electronic signature, data mailboxes are another step towards easier, faster, and more efficient communication with public administration.

Now a person can set up a trade with the help of a data mailbox:

- **A natural person** acting in the capacity of an entrepreneur – a data mailbox is not compulsory; it is set up free of charge at the request of a natural person engaged in business.
- **A legal entity** – a data mailbox is compulsory; data mailboxes were set up automatically and free of charge by the Ministry of the Interior for legal entities inscribed in the Commercial Registry.

To start engaging in business, an applicant must complete the trade announcement form or a Concession Application, which constitute a part of the single registration form (SRF) through which reports can also be made to other authorities (tax authority, social security administration, health insurance company, and the labour office). Hence, it is no longer necessary to visit all those offices, because the SRF can be submitted through the so-called **Central Registration Point (CRP)**.

If a trade requires a certificate of the completion of education or professional competence, the applicant can have these converted into electronic form with an authorisation. The application and the converted documents are then sent by the applicant to the data mailbox of the authority, as attachments.



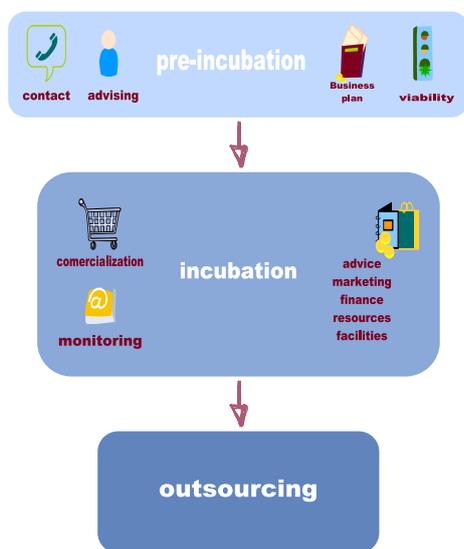
The **main advantages** of communication through data mailboxes include faster, cheaper, and more secure communication with public administration; electronic and paper documents have been given the same legal status, and the message that is sent off is demonstrably delivered to the right address and therefore the submission cannot get lost. The data mailbox is **simple, similar to e-mail, and easy to use**. The disadvantages include the need to store the delivered messages outside of the data mailbox and the general distrust and prejudices of users towards electronic communication. In connection with the launch of ISDS, the **Czech Chamber of Commerce** started to operate regional contact points, where applicants can obtain information about everything related to this change in communication; the network extends to all regions and specialised advisors are available every day during the workweek, in person or by telephone or e-mail.

Business incubators in Galicia

Business incubators are initiatives promoted by public institutions (universities, Government of, ...) and/or private non-profit organizations. They are born to give support to entrepreneurs, to start-ups, TBC (Technology Based Companies) and all economic sectors.

These initiatives provide support to start-ups, until they begin to produce and expand. They give advice, support and infrastructure.

The **start-up** is allowed to stay is for a limited time, from 12 to 24 months.



What do they offer?

They offer a physical space, with subdivisions in offices or industrial premises,. The entrepreneurs can rent room for they premises at low cost; in some incubators it's free.

The incubators have common services (meeting rooms, fax, ...) and for each entrepreneur individually (telephone, Internet, furniture,...).

They also offer technical support and legal advise, entrepreneurship and financial.

Advantage for entrepreneur

- Initial investment and low operations costs.
- Advice and legal support for free.
- Access to financial resources.
- The incubator help entrepreneur to avoid risk of failure, because they support then from the beginning.
- Availability of material resources (physical space, furniture, communications,...) that provide the incubator.

Initiatives in Galicia:

- Uniemprende – <http://www.uniemprende.es>
- Uninova – <http://www.uninova.org>
- Official Chamber of Commerce, Industry and Navigation of Vigo - <http://www.camaravigo.com>
- Official Chamber of Commerce, Industry and Navigation of A Coruña - <http://www.camaracoruna.com>
- Chamber of Commerce of Lugo - <http://www.camaralugo.com>
- Official Chamber of Commerce, Industry and Navigation of Ourense - <http://www.camaraourense.com>
- Official Chamber of Commerce, Industry and Navigation of Santiago - <http://www.camara compostela.com>
- Official Chamber of Commerce, Industry and Navigation of Ferrol - <http://www.camaraferrol.org>
- Official Chamber of Commerce, Industry and Navigation of Vilagarcía de Arousa - <http://www.camaravilagarcia.com>
- Foundation CEL-Iniciativas por Lugo (non-profit entity) - <http://www.fundacioncel.org>
- Business Innovation Center (CEI) - <http://cei.lugo.es>
- Business Enterprise Centre CIE a granxa - <http://www.cieagranxa.com>
- Mans, Business Enterprise Centre - <http://www.mans-paideia.com>
- Business incubator of the ESCI (Central Services Building Research) - <http://www.udc.es>
- Tecnopole - <http://www.tecnopole.es>
- Business Incubator and Business Center of Ferrol - <http://centrodegociosferrol.com>
- Business Enterprise Centre City Council of Ourense - <http://www.ourense.es>

There are many City Council in Galicia, which are encouraging the local business and employment promotion through new incubators. These initiatives born through local entities and government of the Xunta de Galicia. Some are in operation, as an example: Concello de Ribadavia (Ourense), Concello de Ames (A Coruña). Some others are in project: Concello de Cangas (Pontevedra), Concello de Arteixo (A Coruña), Concello de Monforte de Lemos (Lugo).

Programs of promote the entrepreneurial culture

- Program Empresa-Concepto (*Company-Concept*)
- <http://www.empresaconcepto.org/>
- Program FP Emprande <http://www.edu.xunta.es/>

Conclusions

The business incubators are an effective tool to promote the entrepreneurial culture, business start-up, and its posterior expansion. Also to encourage the modernization, business growth and employment creation.

Invitation to the ICHNOS Plus conference in Estonia

ICHNOS Plus project would like to invite all interested people to the final conference, which will take place on May 10-12th, 2010 in Tartu, Estonia under the title: **New Ways to Competitiveness - from European Cooperation to Local Actions.**



The conference will address the **challenges** which European regions are facing and will discuss new ways how to increase the competitiveness of the regions. Ichnos Plus project will share **experiences and results** linked to the administrative simplification for doing business. Reducing bureaucratic burden and creating one-stop-shops for businesses is a way forward. The overall aim of the conference is to **discuss the methods and good practices** on how regions can learn from each other and how they can transfer relevant experiences or turn existing policy models in one region into new actions in another.

For more information and registration please visit www.sciencepark.ee/conference, 250 participants are expected to take part in the conference.

Speakers include:

- **Mrs. Elisabetta Schirru**, Director responsible for General Affairs and Promotion of Industrial Development, Industrial Authority, Autonomous Region of Sardinia, Italy - *Regional and national perspectives for the upgrading of the One-Stop-Shops*
- **Mr. Carlos Silva Liste**, Specialized Information Deputy Director, Galician Institute for Economic Promotion (IGAPE), on behalf of Directorate, General for Planning and Funds (Galician Managing Authority), Spain - *Galician programs for supporting entrepreneurship & SME's. Integrated One Stop Shop services*
- **Mr. Francisco López Martínez**, Specialized Information Technician, Galician Institute for Economic Promotion (IGAPE), Spain - *Setting up a company online*
- **Mr. Ramon Basanta**, Supercomputing Center of Galicia, e-Business and Transfer Manager, Spain - *Building on good practices to help entrepreneurs and SMEs. Transfer of knowledge and project results*
- **Mr. Petr Pavlinec**, Head of ICT department, Regional Authority of the Vysocina Region, Czech Republic - *A new eGovernment way of public services in the Czech Republic- How ICHNOS Plus involved ROP of the Vysocina Region*
- **Mrs. Beata Wanic**, Deputy Director of the Silesian Centre of Information Society, Poland - *ICT tools in administration in Silesia for supporting entrepreneurship & SME's*
- **Mrs. Anna Slupina-Swiac**, Ruda Slaska Business Incubator, Poland - *Implementing good practices and policies in Silesia, Poland*
- **Mrs. Merike Kompus**, Vice-Chancellor of Ministry of Economic Affairs and Communications, Estonia - *One-stop shop for enterprises - Opportunities of the Single Contact Point*
- **Mr. Mihkel Tikk**, Project Manager of Estonian Informatics Centre, Estonia - *ICT solution of Point of Single Contact in Estonia*
- **Mr. Sven Illing**, Director of Development, Tartu Science Park, Estonia - *Implementing regional one stop shop for entrepreneurs*

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

**The Ruda Slaska Business Incubator**

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

Project website

www.ichnos-project.org

Project mail

Info@ichnos-project.org



EUROPEAN UNION
 EUROPEAN REGIONAL
 DEVELOPMENT FUND