



## D19.3

Project internal communication  
(Intranet, email lists, telephone  
connections) operational

### WORK PACKAGE 19 – Project Management

LEADING BENEFICIARY: UNIVERSITY OF HELSINKI

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Accepted by: Werner L. Kutsch (WP 19 leader)

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## ABSTRACT

This document describes the organization of internal communication within the ENVRIplus project. ENVRIplus, with its 37 partners from 13 European countries and 19 Work Packages organized in 6 Themes, is a very complex project requiring a good internal communication plan. This document describes such a plan and the mechanisms adopted in order to ensure the implementation of an efficient and comprehensive communication network and information exchange within this complex project. The external communication is handled by WP18.

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| Project internal reviewer(s): | Beneficiary/Institution |
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## DOCUMENT AMENDMENT PROCEDURE

Amendments, comments and suggestions should be sent to the authors (Magdalena Brus, [magdalena.brus@helsinki.fi](mailto:magdalena.brus@helsinki.fi))

## TERMINOLOGY

A complete project glossary is provided online here:

<https://envriplus.manageprojects.com/s/text-documents/LFCMXHHCwS5hh>

## PROJECT SUMMARY

ENVRIplus is a Horizon 2020 project bringing together Environmental and Earth System Research Infrastructures, projects and networks together with technical specialist partners to create a coherent, interdisciplinary and interoperable cluster of Environmental Research Infrastructures across Europe. It is driven by three overarching goals: 1) promoting cross-fertilization between infrastructures, 2) implementing innovative concepts and devices across RIs, and 3) facilitating research and innovation to the field of environmental sciences for an increasing number of users outside the RIs.

ENVRIplus aligns its activities to a core strategic plan where sharing multi-disciplinary expertise will be most effective. The project aims to improve Earth observation monitoring systems and strategies, including actions to improve harmonization and innovation, and generate common

solutions to many shared information technology and data related challenges. It also seeks to harmonize policies for access and provide strategies for knowledge transfer amongst RIs. ENVRIplus develops guidelines to enhance transdisciplinary use of data and data-products supported by applied use-cases involving RIs from different domains. The project coordinates actions to improve communication and cooperation, addressing environmental RIs at all levels, from management to end-users, implementing RI staff exchange programs, generating material for RI personnel, and proposing common strategic developments and actions for enhancing services to users and evaluating the socio-economic impacts.

ENVRIplus is expected to facilitate structuration and improve quality of services offered both within single RIs and at the pan-RI level. It promotes efficient and multi-disciplinary research offering new opportunities to users, new tools to RI managers and new communication strategies for environmental RI communities. The resulting solutions, services and other project outcomes are made available to all environmental RI initiatives, thus contributing to the development of a coherent European RI ecosystem.

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## D19.3 Achieving operational status for the project internal communication (Intranet, email lists, telephone connections)

### INTRODUCTION

This document describes several communication channels adopted by ENVRIplus to ensure an optimal information exchange within the project in order to:

1. Inform the project partners of internal organizational issues;
2. Explain the internal processes and decisions taken within the project to the members;
3. Inform participants on news and events relevant to project;
4. Give project partners a general overview of what is happening within the different parts of the project; present a “big picture”;
5. Provide means of communication to specific Work Packages and other groups within the project;
6. Create a community of people enthusiastic to work together towards the goals and aims of ENVRIplus.

To achieve the above-mentioned points, Task 19.3 has set up various media that serve as communication channels within ENVRIplus - see detailed descriptions below. All project participants were informed about these media through the dissemination of a communication plan document, which was shared through the general mailing list and the internal collaboration site. The plan is attached as [Annex 1](#). The plan was not a formal deliverable.

### COMMUNICATION CHANNELS

#### ***Email lists***

Task 19.3 has collected the names and contact information of all participating persons in the project, representing the different beneficiaries and research infrastructures. At the date this deliverable was submitted, the list contained 252 persons, for which the following information has been collected<sup>1</sup>:

- First name and last name
- Email address(es)
- Name of Partner organization the person is representing
- Name of the Research Infrastructure the person is representing
- Specification of the role within the project
  - Administration/Finances
  - Specific Work packages
  - Board of Environmental Research Infrastructures (BEERi)
  - General Assembly
  - Representative of Research Infrastructure
  - Executive Board
  - Task leader
  - Work Package leader
  - Representation of the specific domain (Atmospheric, Marine, Biodiversity/Ecosystem, Solid Earth)

Based on this information, several email lists have been created to address key persons involved in different aspects of the ENVRIplus project (and to avoid an overload of redundant emails to groups that are not concerned).

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<sup>1</sup> Policy for handling the personal data is mentioned in D18.2 “Data Management Plan”

These are the mailing lists currently being used within the ENVRIplus project:

- **Coordination team** - envriplus-coordination@helsinki.fi
- **All project partners** (excluding people providing Administrative/Financial support) - envriplus-all@helsinki.fi
- **Specific Work Packages:** envriplus-wp1-18@helsinki.fi
- **Administration/Financial persons within the project** - envriplus-admin@helsinki.fi
- **Executive Board** - envriplus-eb@helsinki.fi
- **General Assembly** - envriplus-ga@helsinki.fi
- **Representatives of Research Infrastructures collaborating in ENVRIplus** - envriplus-ri@helsinki.fi
- **The ENVRI community** This list includes envriplus-all + people interested in ENVRIplus, but not involved in the project - envriplus-community@helsinki.fi
- **Specific scientific domains**
  - Atmospheric envriplus-atm@helsinki.fi
  - Marine envriplus-marine@helsinki.fi
  - Solid Earth envriplus-solidearth@helsinki.fi
  - Ecosystem/biodiversity envriplus-ecobio@helsinki.fi

New participants from partner institutions joining ENVRIplus, as well as anyone outside the project but interested in its results, can subscribe to the various email lists via a page on the ENVRIplus website: <http://www.envriplus.eu/2015/09/02/subscribe-to-envriplus-mailing-lists/>. It is worth to mention that not all the mailing lists are opened to the general public.

### ***Internal Collaboration site***

The Project Office has purchased a license for the browser-based project management tool ActiveCollab (<https://www.activecollab.com/>). This web platform serves as an internal collaboration workspace for the ENVRIplus partners. The system features include:

1. An overview listing of the detailed work plan of the project, showing the work packages, tasks, deliverables, and official milestones as well as internal milestones set by the work package leaders);
2. An overview of the deadlines for the various tasks within the project, providing a key tool for the project management and work package leaders to follow the progress of different tasks within ENVRIplus;
3. A shared calendar – the users have access to shared project calendar, calendars showing the due dates for specific work packages, calendar showing events relevant to ENVRIplus/Research Infrastructures, calendar serving as reservation tool for virtual meeting platform (see the next chapter), etc.;
4. Discussion spaces related to different tasks;
5. A platform to create, share and collaborate on project documents;
6. A notification tool for people to remind them of approaching task deadlines.

The ActiveCollab platform is a key tool not only for monitoring the project's progress, but also for enabling and facilitating the internal communication, as each project participant has access to all relevant information shared within ENVRIplus.

The screenshot displays the ENVRiPLUS internal collaboration workspace. The interface is divided into three main sections:

- TASKS FILTER:** This section lists tasks categorized by due dates.
  - Due on Sep 1, 2015:** Three task groups (#7, #8, #10) for IMI 3.1.1 and 3.2.1 questionnaires. Each group includes subtasks for 'Draft version', 'Consultation', and 'Approval'.
  - Due on Sep 25, 2015:** A task group (#2) for 'D15.4 Report on available training/ courses on the use of data processing tools from the existing RI's and the priorities for using these in a transve'. It includes subtasks for selecting topics, delivering face-to-face training, understanding training requirements, and creating materials.
  - Due on Sep 30, 2015:** A task group (#4) for 'D19.4 Initial Data Management Plan (DMP)'. It includes subtasks for '1st DMT ready for comments' and 'Review of the deliverable'.
- RECENT ACTIVITIES:** A log of recent actions, categorized by date.
  - Today:**
    - File upload: 'New version of Registrations1510.xlsx file in Meetings project uploaded' by Magdalena B. at 10:36.
    - File upload: 'New version of Registrations1510.xlsx file in GENERAL DOCUMENTS project uploaded' by Magdalena B. at 10:35.
    - Page creation: 'Article - Theme 3 - Ingrid Mann page created in 1st Newsletter notebook' by Magdalena B. at 10:02.
    - Comment: 'Comment posted on "D19.3 Project internal communication (intranet, email-lists, telephone connections) operational" task' by Magdalena B. at 08:46.
    - Page creation: 'Article - Theme 6 - Sanna Sorvari page created in 1st Newsletter notebook' by Magdalena B. at 05:25.
    - Page creation: 'New version of THEME 1 WP4 (Jean-Daniel Paris, P'femysl) page in ENVRiweek 2015 - session agendas notebook created' by Magdalena B. at 05:07.
    - Page creation: 'New version of THEME 1 WP4 (Jean-Daniel Paris, P'femysl) page in ENVRiweek 2015 - session agendas notebook created' by Magdalena B. at 05:06.
  - Yesterday:**
    - Comment: 'Comment posted on "D18.2 Establishment of the ENVRiPLUS website and first set of promotional material" task' by Magdalena B. at 12:40.
    - Comment: 'Comment posted on "D18.2 Establishment of the ENVRiPLUS website and first set of promotional material" task' by Jacco K. at 12:10.
- WHO IS ONLINE?:** A list of users who were online in the last hour: Alessandra Sciarra, Andre Chanzy, Ari Asmi, Magdalena Brus, Maggie Hellström, and Serge Scory.

The bottom navigation bar includes 'QUICK ADD', 'NOTIFICATIONS', 'STATUS UPDATES', and 'TRASH'.

FIGURE 1 SNAP SHOT OF ENVRiPLUS INTERNAL COLLABORATION WORK SPACE (THIS PAGE GIVES AN OVERVIEW OF DUE DATES FOR ALL TASKS, RECENT ACTIVITIES AND USERS BEING ONLINE)

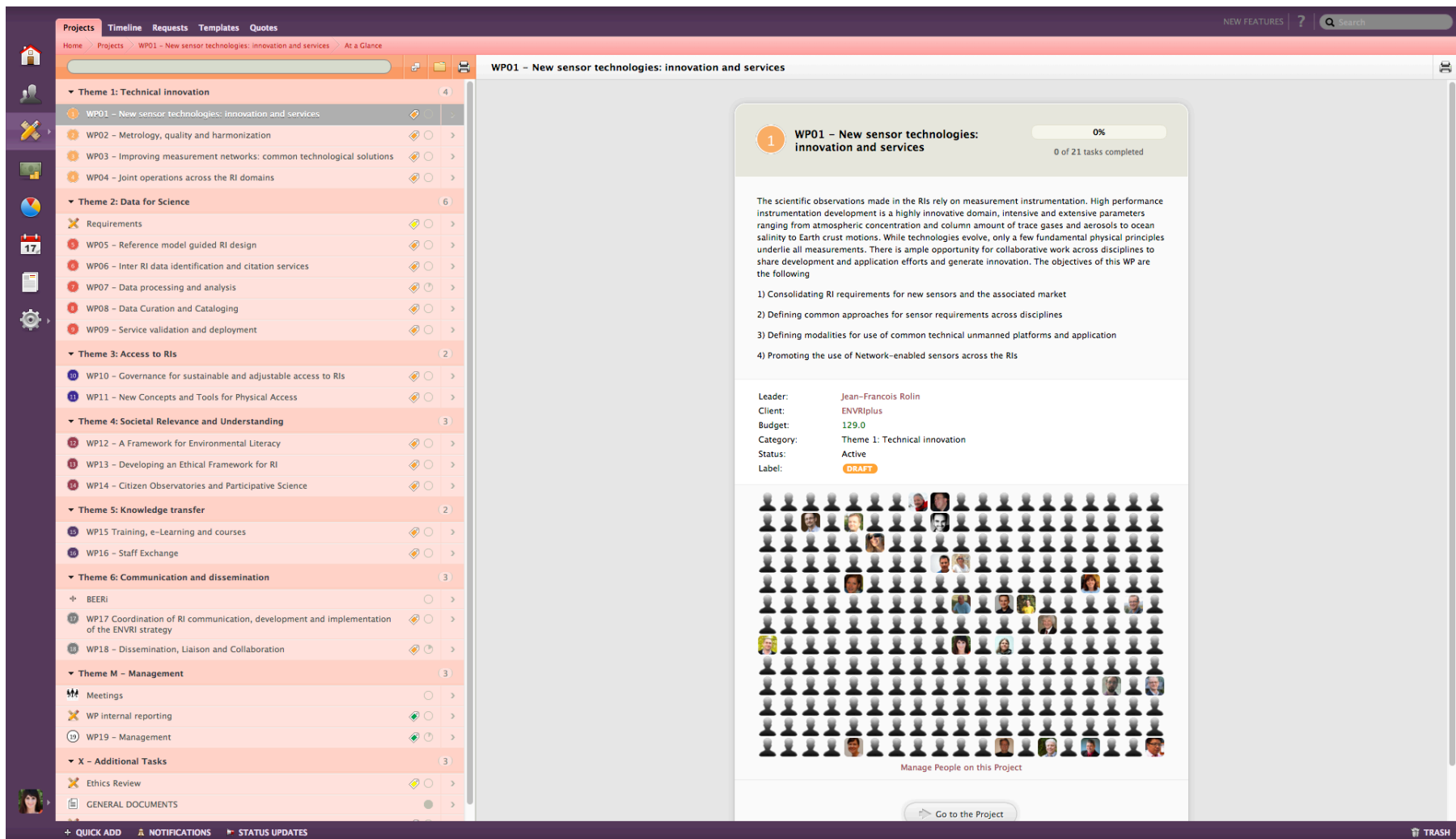


FIGURE 2 SNAP SHOT OF THE ENVRiPLUS INTERNAL COLLABORATION WORK SPACE (THIS PAGE GIVES AN OVERVIEW OF ALL THE WORK PACKAGES –ON LEFT, AND OF THE SPECIFIC WORK PACKAGE 1 – ON THE RIGHT SIDE)

The screenshot displays a web-based collaboration interface. On the left, a sidebar lists various tasks and milestones under categories like 'Deliverable', 'Milestone (EU)', and 'Milestone (Internal)'. The main area shows a detailed view of a specific task, including its creation date, category, milestone, due date, and related tasks. Below this, there is a section for 'Leading Beneficiary' and 'RP: Magdalena Brus (UHCL)'. A list of tasks is shown with checkboxes and status indicators, such as 'Ulpu L. Review - 1 Day Late' and 'Helen G. Approval - Due in 13 Days'. At the bottom, a comment thread shows interactions between team members, with Magdalena B. providing a draft version and Helen G. suggesting a reviewer.

FIGURE 3 SNAP SHOT OF THE ENVRiPLUS INTERNAL COLLABORATION WORK SPACE (THIS PAGE ILLUSTRATES THE “TASK” PAGE WITHIN THE SPECIFIC WORK PACKAGE – LIST OF TASKS, MILESTONES AND INTERNAL MILESTONES IS ON THE LEFT SIDE; ON THE RIGHT SIDE, WE CAN SEE THE SPECIFIC TASK, ITS DESCRIPTION, ASSIGNEES AND DISCUSSION)



## Internal Bulletin

Within task 19.3, it was decided to create and share an internal ENVRIplus bulletin. These bulletins will be distributed to the ENVRIplus partners in order to keep them informed about the latest developments within the project (submitted deliverables, next deliverables to be submitted), decisions, important news, links, etc. in order to avoid an overload of emails. The bulletins will not be distributed regularly but according to actual needs and accumulated information. The project partners can inform the project office if they want to share information through this channel (e.g. relevant open calls, open positions, publications, announcements, etc.). The bulletin, which is created using the email-marketing tool Mailchimp (<http://mailchimp.com/>), is distributed to members of the [envriplus-all@helsinki.fi](mailto:envriplus-all@helsinki.fi) mailing list. The bulletin is also shared at the ENVRIplus internal collaboration site. The snap shots of the bulletin can be found in [Annex 2](#).

## Web conferences

Task 19.3 has set up a virtual conferencing platform that can be used by all project partners. The WebEx tool (from Cisco, <https://www.webex.com/>) provides a feature-rich platform for information exchange, which supports the successful accomplishment of ENVRIplus tasks.

All project partners can schedule time slots for the organization of their virtual meetings in the ENVRIplus internal calendar (available at the internal collaboration site).

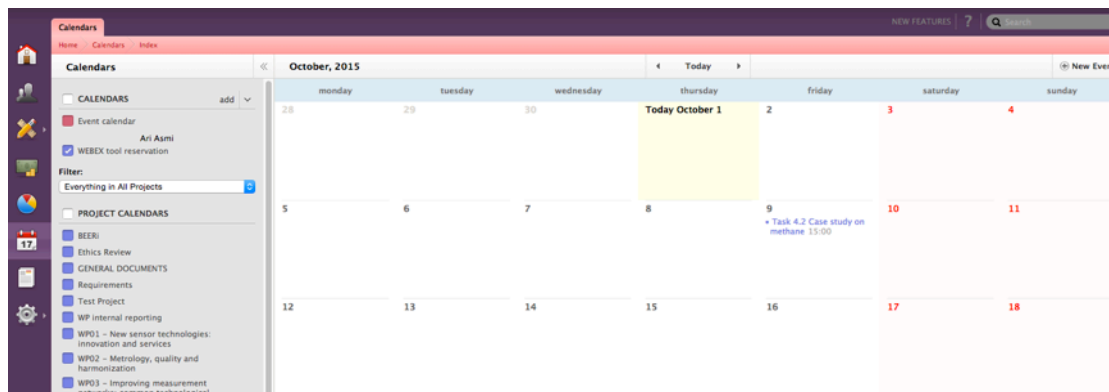


FIGURE 4 SNAP SHOT OF THE WEBEX RESERVATION TOOL AT ENVRIPLUS INTERNAL COLLABORATION WORKSPACE

## CONCLUSIONS

This document summarizes the different communication channels adopted by ENVRIplus Project Office to ensure good information exchange among the ENVRIplus partners. Partners can use several mailing lists in order to address the right people within the project. They have access to a virtual meeting platform to communicate together and they receive internal news bulletins that provide all necessary information in one single message. Last but not least, ENVRIplus is using the project management web system called ActiveCollab. This system provides a platform for people to collaborate, discuss, share information and stay notified of current events.

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## Annex 1

# COMMUNICATION PLAN

Author: Magdalena Brus ([magdalena.brus@helsinki.fi](mailto:magdalena.brus@helsinki.fi))

## Responsibility

- The WP 19 (Project management team) is responsible for the internal project communications
- Please contact [magdalena.brus@helsinki.fi](mailto:magdalena.brus@helsinki.fi) if you have any questions or special requests

## Media

### Email lists

- Several **email lists** have been created to address key persons involved in different aspects of the ENVRiplus project
- The subscribers of the lists are derived from the ENVRiplus Contact list excel document that includes All persons involved in ENVRiplus and shows in what WPs/Boards, etc are they involved – the document can be found here:  
<https://envriplus.manageprojects.com/projects/reporting-and-administrative/files/files/397>
- Use the following email addresses if you wish to send your **email to**:
  - **Coordination team**, [envriplus-coordination@helsinki.fi](mailto:envriplus-coordination@helsinki.fi)
  - **All project partners** (excluding admins) [envriplus-all@helsinki.fi](mailto:envriplus-all@helsinki.fi)
  - **To WPs**
    - [envriplus-wp1@helsinki.fi](mailto:envriplus-wp1@helsinki.fi)
    - [envriplus-wp2@helsinki.fi](mailto:envriplus-wp2@helsinki.fi)
    - [envriplus-wp3@helsinki.fi](mailto:envriplus-wp3@helsinki.fi)
    - [envriplus-wp4@helsinki.fi](mailto:envriplus-wp4@helsinki.fi)
    - [envriplus-wp5@helsinki.fi](mailto:envriplus-wp5@helsinki.fi)
    - [envriplus-wp6@helsinki.fi](mailto:envriplus-wp6@helsinki.fi)
    - [envriplus-wp7@helsinki.fi](mailto:envriplus-wp7@helsinki.fi)
    - [envriplus-wp8@helsinki.fi](mailto:envriplus-wp8@helsinki.fi)
    - [envriplus-wp9@helsinki.fi](mailto:envriplus-wp9@helsinki.fi)
    - [envriplus-wp10@helsinki.fi](mailto:envriplus-wp10@helsinki.fi)
    - [envriplus-wp11@helsinki.fi](mailto:envriplus-wp11@helsinki.fi)
    - [envriplus-wp12@helsinki.fi](mailto:envriplus-wp12@helsinki.fi)
    - [envriplus-wp13@helsinki.fi](mailto:envriplus-wp13@helsinki.fi)
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    - [envriplus-wp15@helsinki.fi](mailto:envriplus-wp15@helsinki.fi)
    - [envriplus-wp16@helsinki.fi](mailto:envriplus-wp16@helsinki.fi)
    - [envriplus-wp17@helsinki.fi](mailto:envriplus-wp17@helsinki.fi)
    - [envriplus-wp18@helsinki.fi](mailto:envriplus-wp18@helsinki.fi)
  - To **Administration/Financial persons** within the project [envriplus-admin@helsinki.fi](mailto:envriplus-admin@helsinki.fi)
  - To **Executive Board** [envriplus-eb@helsinki.fi](mailto:envriplus-eb@helsinki.fi)
  - To **General Assembly** [envriplus-ga@helsinki.fi](mailto:envriplus-ga@helsinki.fi)
  - To **representatives of Research Infrastructures** [envriplus-ri@helsinki.fi](mailto:envriplus-ri@helsinki.fi)
  - To **ENVRi community** (The list includes envriplus-all + people interested in ENVRiplus, but not involved in the project) [envriplus-community@helsinki.fi](mailto:envriplus-community@helsinki.fi)
  - To **specific domain**
    - **Atmopsheric** [envriplus-atm@helsinki.fi](mailto:envriplus-atm@helsinki.fi)

- **Marine envriplus-marine@helsinki.fi**
- **Solid Earth envriplus-solidearth@helsinki.fi**
- **Ecosystem/biodiversity envriplus-ecobio@helsinki.fi**

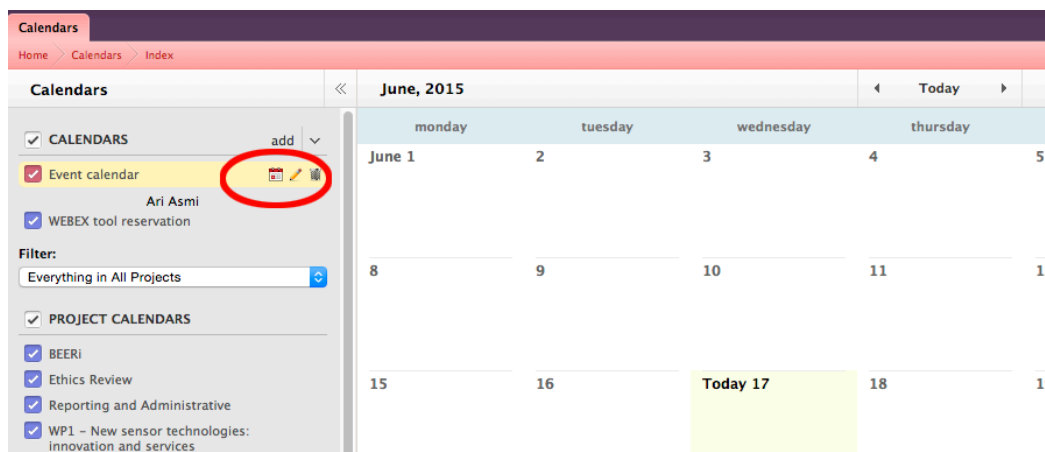
- The Coordination office can create additional email lists upon your request
- **Subscribing and unsubscribing**
  - Actions related to managing mailing lists, such as subscribing and unsubscribing, are made by sending e-mail commands to the Majordomo list server in **majordomo@helsinki.fi**.
  - The command is entered in the **text section of the e-mail**. The list server cannot process the subject field of e-mail. Majordomo tries to interpret all text in the e-mails, such as your possible signature, as commands, so please check the e-mail before sending it.
    - Subscribe with the command: *subscribe list-name your email address*
    - Unsubscribe with the command: *unsubscribe list-name your email address*

### **Webconferences**

- The Coordination office set up a Webex (virtual conferencing) platform
- If you want to schedule a virtual meeting, go to:  
<https://envriplus.manageprojects.com/calendars> and book yourself a time slot under the “webex tool reservation” calendar
- Inform [magdalena.brus@helsinki.fi](mailto:magdalena.brus@helsinki.fi) about your reservation
- The meeting can be scheduled and hosted by sending a request to [magdalena.brus@helsinki.fi](mailto:magdalena.brus@helsinki.fi)

### **Meetings/Events**

- The internal meetings as well as external meetings relevant to ENVRiplus can be found on “Event calendar” at <https://envriplus.manageprojects.com/calendars/> and on project’s website once it is established
- System is able to export calendar events information so you can view them in your favorite calendar application (iCal or Outlook for example). Just click the small calendar icon next to specific calendar you want to subscribe to.




## Annex 2

### Snap shots of ENVRiplus internal e-mail Bulletin No. 1

Subscribe Share Past Issues Translate RSS

ENVRiplus internal bulletin [View this email in your browser](#)



## ENVRiplus internal e-mail Bulletin No. 1 September 2015

This is the internal ENVRiplus bulletin. The bulletin will be distributed around the ENVRiplus partners to inform you about the latest developments within the

project, important news, links, next steps etc. in order to keep you informed while avoiding the overload of emails.

If you want to inform the project partners about something important, please CONTACT US and we will include the information in our next bulletin.

[Contact us](#)

PLEASE CLICK HERE TO [View this email in your browser](#) IF YOU CANNOT SEE IT PROPERLY

### ENVRiplus UPDATES

**Deliverables**

- **Submitted Deliverables**
  - [D18.1](#) – Dissemination Strategy for ENVRiplus (M4)
  - [D19.1](#) – Organization of project Kick-off meeting, including a Steering Committee and a General Assembly meeting (M1)

All the submitted Deliverables are available for download on ENVRiplus website: <http://www.envriplus.eu/deliverables/>

- **Deliverables to be submitted next (M6)**
  - 16.1 - Eligibility criteria document
  - 18.2 - Establishment of the ENVRiPLUS website and first set of promotional material
  - 19.3 - Project internal communication (intranet, email-lists, telephone connections) operational
  - 19.4 – Initial Data Management Plan

**Launch of ENVRiplus website and social media presence**

ENVRiplus has launched its website at [www.envrplus.eu](http://www.envrplus.eu). Please visit the website and let us know what you think by using the feedback form button.  
ENVRiplus has also the account on [Twitter \(@ENVRiplus\)](#), [Facebook](#) and [LinkedIn](#) FOLLOW US!

#### ActiveCollab as our Internal collaboration site

As you already know, ENVRiplus is using ActiveCollab as its internal workspace. The system has important functionalities for the project management, such as 1) Task followup system, including notifications, 2) Shared files (in WP level or in general), 3) Discussion functionality, 4) Calendar, and many others....We hope this tool is useful for all and we strongly urge you to use the document sharing, discussion and especially the task assignment functionalities. This is the only way we can be sure that the subtasks are done in time.

#### FAQ

##### How can I get an account?

Contact [Project Office](#) and we will send you the invitation to enter the system.

##### How to enter the site?

You can enter the site from our public project website. Simply click **Intranet** from the upper panel.

##### Are there some guidelines available on how to use the system?

The guidelines on how to use the system are available [here](#)

##### Can I get a training?

If you wish to have a "personal training", please contact [us](#) and we will gladly help you. We will also provide the training session during the ENVRi week in Prague.

##### Where do I found the general documents? (e.g. Description of work, contact list, CA, GA, etc)

Documents relevant to all the partners can be found at ["general documents"](#)

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## EXTERNAL COMMUNICATION

#### Communication material

##### PPT Template

Are you presenting ENVRiplus at some event? Please use the ENVRiplus Powerpoint template, which is available for download [here](#)

##### Figures and illustrations

Several graphic illustrations that can be used in your presentations or elsewhere have been uploaded [here](#)

##### ENVRiplus Newsletter

The Editorial Board has been established and is now working on the first Newsletter issue (to be published in the end of October). Inform [Magdalena.brus@helsinki.fi](mailto:Magdalena.brus@helsinki.fi), if you want to contribute

#### Report from events

Have you presented ENVRiplus somewhere? Or perhaps you participated at the event relevant to ENVRiplus. Please inform us by filling the [online report](#). The purpose of this quick report is to easily share information obtained by ENVRiplus partners at any meeting, conference or workshop, which is useful and relevant to all or some other ENVRiplus partners. Information can be of organizational or strategic nature, or anything that is deemed valuable by the participant.

##### Acronym list

List of the project related acronym has been uploaded [here](#). You can add more acronyms if you feel some are missing. PPT Template  
Are you presenting ENVRiplus at some event? Please use the ENVRiplus

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## OTHER INFORMATION