

D.5.1 Project Implementation Manual and Quality Control Plan



Gamified Collaborative Platform for the Promotion of Sustainable Care and Independent Assisted Living

| | |
|------------------------------|--|
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| Project acronym | MyMate |
| Start date of project (Dur.) | 1 november, 2015 (24 months) |
| Document due date : | Date – Month X |
| Leader of this report | Brainstorm |
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| Deliverable Name | Project Implementation Manual and Quality Control Plan |
| Dissemination Level | Public |
| Contact Person | Francisco Ibáñez |
| Abstract | The purpose of this document is to describe the way and protocols to be followed by the MyMate consortium will work during the course of the project in order to ensure the project success. |
| Version | 1.0 |



EXECUTIVE SUMMARY

The purpose of this document is to detail the way in which the MyMate consortium partners will work during the course of the project. Roles and responsibilities are defined, expectations clarified and communication policy outlined. The document also provides templates for all document deliverables to be generated and includes issues relating to the efficient management of the project. The Project Handbook is a description of working practices and performance standards. This document should be seen as in addition to the provisions laid out in the Consortium Agreement. If conflict should arise between the provisions detailed in these two documents, the Consortium Agreement shall have precedent.

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1. DESCRIPTION OF THE PROJECT

1.1. Project Summary

Research has shown that technology services, particularly those services aiming to promote networks and a sense of community among elderly people, often tend to have the opposite effect and create "empty spaces" between people¹. Whilst younger generations have learned how to "fill in" these spaces, elderly people who are less comfortable with the pace of technological development and the change it brings about in their lives and the environment in which they live, often feel overwhelmed². Increased urbanisation and migration has meant that increasing numbers of elderly people are living alone. This demographic trend is giving rise to an increasing number of elderly who encounter serious difficulties in understanding how to structure deep, "credible" and satisfactory personal relationships through virtual technology platforms³.

Building on experience thus far, project MyMATE aims at generating a novel elderly (primary) user-centred care paradigm involving the development and testing of an ICT-based solution in real life situations which will enable and support sustainable "care in the community" models for older adults. Given the complex challenges posed by current demographic trends, the development of ICT-solutions, whilst striving for improved cost effectiveness, must also strive to humanize, rather than dehumanize care provision⁴. The MyMATE consortium is of the view that these challenges can be addressed effectively if a gamification approach, combined with a human touch, is applied to an ICT-based solution.

1.2. Project Objectives

The MyMATE ICT solution is innovative in that it aims to apply a gamification approach to create a network of motivated, healthy, agile elderly volunteers who will act as "human sensors" in the implementation of "care in the community" programmes for elderly people. The aim in project MyMATE is to develop a sustainable environment centred on an ICT-based solution that:

- Reconciles increased demand with limited resources – As the AAL Call text highlights, the demographic trends are well researched and underline the

¹ Levy S., Jack N., Bradley D., Morison M., Swanston M. (2003) Perspectives on telecare: the client view. *Journal of Telemedicine and Telecare* 9, 156-160

² (Hanson J, Percival J, Aldred H, Brownsell S, Hawley M: Attitudes to telecare among older people, professional care workers and informal carers: a preventative strategy or crisis management? *Universal Access in the Information Society* 2007, 6:193

³ Percival J, Hanson J: Big brother or brave new world? Telecare and its implications for older people's independence and social inclusion. *Critical Social Policy* 2006, 26:888-909.

⁴ Levy S., Jack N., Bradley D., Morison M., Swanston M. (2003) Perspectives on telecare: the client view. *Journal of Telemedicine and Telecare* 9, 156-160

need for ideas and initiatives that offer more than increased efficiencies in the use of finite resources. Novel approaches must be explored that can anticipate future trends in demand.

- Increases and facilitates the supply of formal and informal care for older adults On the supply side, the MyMATE solution offers an approach to facilitating formal care by increasing the supply of informal carers and strengthening the collaboration between formal and informal carers so that formal care resources can be used more efficiently. By increasing informal care resources through building a network of healthy elderly volunteers, the MyMATE approach will contribute to active aging and in so doing ease the pressure in demand for formal care in the future.
- Reduces the demand for care through prevention and self-management – The MyMATE approach is to create an environment in which elderly people help each other and derive benefit from doing so.
- Supports the shift towards better care at home and in the community – The MyMATE initiative is conceived as an approach to support “care in the community programmes” in which elderly individuals are subject to individually tailored care plans, designed and managed by care managers so that the elderly person under care can remain can live independent lives in the comfort of their own homes. The challenge is to support such a shift in an evolving climate of increasing demand but decreasing resources.

The MyMATE approach will direct new technologies toward fostering and structuring real relationships between real subjects.

1.3. Project Consortium

| Part. No. | Organisation | Short Name | Organisation Type | Country |
|-----------|------------------------------------|------------|-------------------|-----------------|
| 1 | Brainstorm | BRA | SME | Spain |
| 2 | Singular Logic | SIL | SME | Romania |
| 3 | Innovatec | INN | SME | Spain |
| 4 | White Loop Ltd | WLP | SME | United Kingdom |
| 5 | Digital Zone | UMC | USER | The Netherlands |
| 6 | Ana Aslan International Foundation | ANA | USER | Romania |

Table 1. Consortium table

1.4. Project Workpackages

| WP no. | WP title | Type of activity (e.g. Research, Management, Dissemination) | Lead partic. no. | Lead partic. short name | Person months | Start Month | End month |
|--------------|---|---|------------------|-------------------------|---------------|-------------|-----------|
| 1 | User Consultations and Requirements Definition | <i>RTD</i> | 3 | INN | 72 | M1 | M22 |
| 2 | Gamified Platform Design, Development and Integration | <i>RTD</i> | 1 | BRA | 103 | M6 | M33 |
| 3 | Field Trials and End User Analysis | <i>RTD</i> | 3 | INN | 98 | M25 | M35 |
| 4 | Dissemination & Exploitation | <i>DEM</i> | 2 | SILO | 73,5 | M1 | M36 |
| 5 | Project Coordination | <i>MGT</i> | 1 | BRA | 28,5 | 1 | 36 |
| TOTAL | | | | | 375 | | |

Table 2. Work-packages list

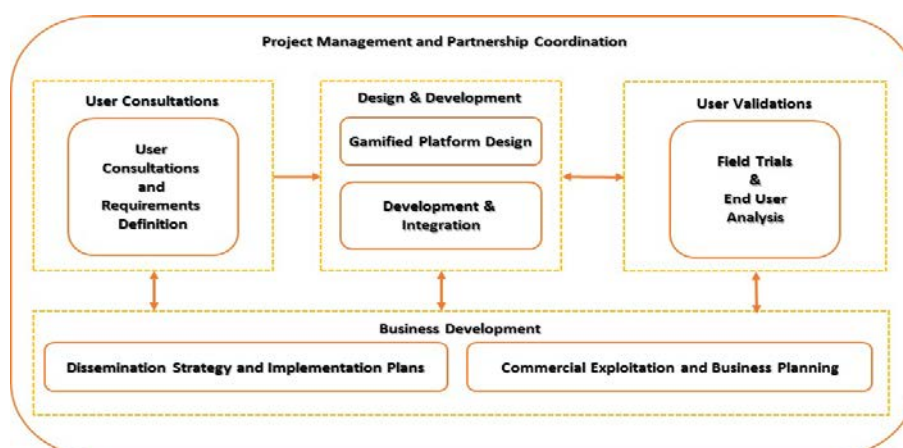


Figure 1. Work plan flow

1.5. List of Deliverables

| Del. no. | Deliverable name | WP no. | Nature/type of deliverable | Dissemination level (Public or restricted) | Delivery date (Project month) |
|----------|--|--------|----------------------------|--|-------------------------------|
| D1.1 | User Consultation Protocol and Tools | 1 | Report | Public | M3 |
| D1.2 | User Requirements and Game Proposals | 1 | Report | Public | M6 |
| D2.1 | Functional Specifications for the Prototype & Integrated Mobile Technologies | 2 | Report | Public | M10 |
| D2.2 | MyMATE Integrated Prototype for Validation and Refinement | 2 | Prototype | Public | M24 |
| D2.3 | MyMATE Market-Ready Version | 2 | Market-Ready Solution | Public | M33 |
| D3.1 | Validation and Effectiveness Plan | 3 | Report | Public | M28 |
| D3.2 | Security Protocol for each User Site | 3 | Report | Public | M30 |
| D3.3 | Validation and Effectiveness Monitoring | 3 | Report | Public | M36 |
| D4.1 | Dissemination Implementation Plan | 4 | Report | Public | M3 |
| D4.2 | MyMATE Project Website | 4 | Website | Public | M5 |
| D4.3 | Dissemination Activities Updates | 4 | Report | Public | M12/24/36 |
| D4.4 | Market Advisory Panel Composition and Management Plan | 4 | Report | Restricted | M3 |
| D4.5 | Commercial Exploitation Business Strategy Baseline | 4 | Report | Restricted | M8 |
| D4.6 | IPR Agreement | 4 | Report | Restricted | M3/12 |
| D4.7a | Draft Business plan/business model* | 4 | Report | Public | M12/24 |
| D4.7b | Final Business plan/Business model* | 4 | Report | Public | M33 |
| D5.1 | Project Implementation Manual | 5 | Report | Public | M1 |
| D5.2 | Calendar year report* | 5 | Report | Public | M12/24/36 |
| D5.3 | Mid-term review questionnaire* | 5 | Report | Public | M18 |
| D5.4 | Final report* | 5 | Report | Public | M36 |

Table 3. Deliverables list

* Mandatory deliverable

2. ROLES AND RESPONSIBILITIES

2.1. Project Management Board

The Project Management Board (PMB) has the overall responsibility for the development of project strategy. It will meet at least twice per year (unless more frequent meetings become necessary) during the course of the project, and is chaired by the Project Coordinator. Any and all conflicts in the project are resolved by the PMB. The board's specific tasks are to:

- Decide on the strategy for conducting the project and assess the progress of the project, decide on corrective actions if necessary and authorize appropriate amendments to the work plan.
- Review the policy and strategy for dissemination and publicity, authorize the project dissemination strategy and its eventual revisions as necessary.
- Assess the impact of any change to the contract recommended by the European Commission review process and respond accordingly.
- Each contracting partner will nominate a senior representative to the PMB who will represent the interest of his/her organization and will ensure that its duties in regard of the project (technical, administrative or financial) are properly fulfilled.
- The PMB decisions will be taken by consensus. If such consensus cannot be reached, and where conflict resolution measures, (see section 3.2.10 below), are deemed unnecessary, decisions will be taken by the PC.

The following table identifies the members of the project management board as agreed by the partners at the project kick off meeting.

| Organisation Name | Representative's name |
|------------------------------------|-----------------------|
| Brainstorm | Mr. Francisco Ibañez |
| Singular Logic | Ms. Zoika Tica |
| Innovatec | Ms. Elena Morant |
| White Loop Ltd | Mr. James Playfoot |
| Digital Zone | Mr. Paul Pelsmaeker |
| Ana Aslan International Foundation | Mr. Mircea Marzan |

Table 4. Partners' representatives

2.2. Project Coordinator

The Project Coordinator (PC) has the responsibility for ensuring that all the project's requirements are fulfilled and that the project runs smoothly from commencement to completion. As such, the PC will act as the coordinator of all project activities, thus ensuring that the overall project schedule is adhered to and objectives are met. The PC will act as the point of contact between the project and the European Commission.

Specifically, the PC will:

- Be responsible for the overall management of the project
- Be the only formal contact with the Commission
- Be responsible for distributing the Commission's contribution to the partners
- Be responsible for collection and distribution of progress and milestone reports
- Ensure timely submission of deliverables, reports and cost statements (including budgetary overviews)
- Be responsible for project planning
- Plan consortium meetings
 - Propose agenda and schedule
 - Discuss necessary logistics with the partner hosting the meeting
 - Chair the meeting
- Chair the meetings of the Project Management Board

The PC, appointed by coordinating partner Brainstorm will be Dr. Francisco Ibañez

2.3. Technical Coordinator

The Technical Coordinator (TC), will be responsible for overseeing the technical developments in the project. The individual appointed as Technical Coordinator will not be the same individual who assumes the responsibility for the role of Project Coordinator. The Technical Coordinator, appointed by partner **BRA**, will be **Mr. Javier Montesa**.

2.4. Impact Director

The **Impact Director (ID)** will be responsible for monitoring, managing and measuring the consortium's strategies and implementation plans for assuring successful impact of the MyMATE technology in the market place. The areas of importance for the ID will involve coordinating the consortium's dissemination and awareness raising activities as part of WP4. This will include overseeing the development of the MyMATE User Interest Community. The ID, appointed by partner **White Loop** will be **Mr. James Playfoot**.

2.5. Exploitation Director (ED)

The Exploitation Director (ED) will be responsible for coordinating the activities related to the definition and implementation of the exploitation plans for the project results. This will include overseeing the development of the MyMATE Market Advisory Panel. The ED will also coordinate the establishment of the IPR agreement among the consortium members. The ED, appointed by partner **Singular Logic** will be **Zoica Tika**.

2.6. MyMATE User Interest Community (MUIC)

The ongoing development and coordination of the MyMATE user interest community is a critical activity which will be an important determinant of the viability of MyMATE, particularly after the period of AAL funding has come to an end. Although all partners will have a responsibility for ensuring the growth of the MUIC, partner **InnovaTec** will coordinate communication with the community as part of task 4.1 in WP4. The aim will be to increase grow active membership by at least 25 members per year so that at project end, the community will have at least 50 members across Europe. Community members will sign a memorandum of understanding when they join.

2.7. Market Advisory Panel (MAP)

The MAP will consist of a panel of representatives from the target base who will provide advice on the consortium's plans and activities aimed at building critical mass of interest and impact in the market. The panel will be composed of 2 primary users, 2 informal carers, (secondary users) and 4 care provider representatives, (tertiary users). The representatives will be individuals who are known to the partners and who have been identified as having the relevant knowledge of the market. Panel members will sign a non-disclosure agreement once they join. The ED will manage the establishment of the Group and coordinate consortium communication with its representatives. Input from the Group will guide the consortium's dissemination and exploitation efforts.

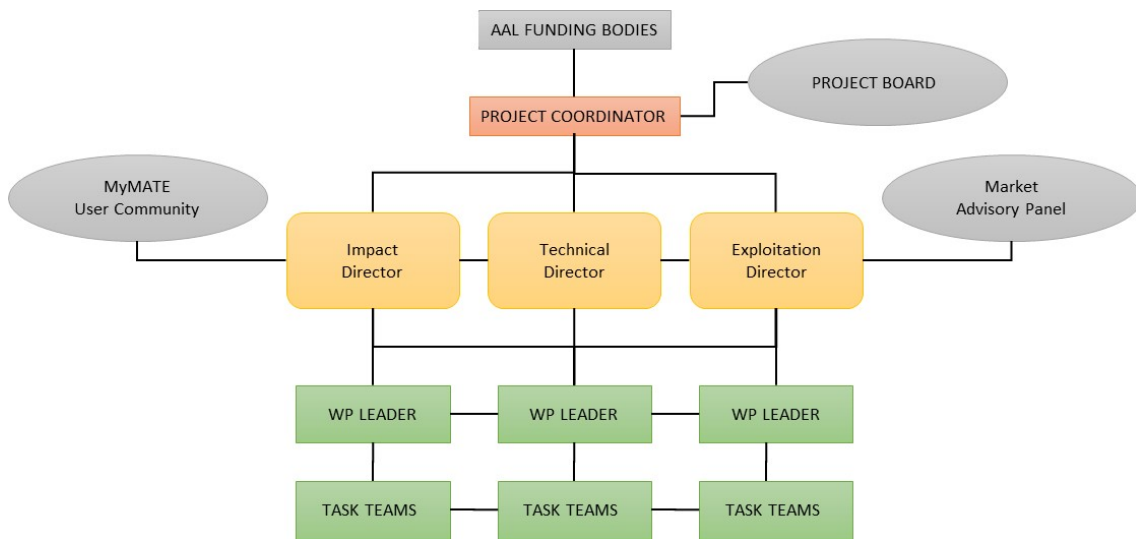


Figure 2. Project Management Structure

2.8. Work Package Leaders

| WP | Title | Partner | Leader |
|----|---|---------|----------------------|
| 1 | User Consultations and Requirements Definition | WLP | Mrs. James Playfoot |
| 2 | Gamified Platform Design, Development and Integration | BRA | Mr. Héctor Viguer |
| 3 | Field Trials and End User Analysis | INN | Mr. Jaime Gisbert |
| 4 | Dissemination and Exploitation | SILO | Mrs. Zoica Tika |
| 5 | Project Coordination | BRA | Mr. Francisco Ibañez |

3. CONFLICT RESOLUTION PROCEDURES

Conflicts will be resolved by a procedure detailed in the MyMate Consortium Agreement that will be signed among the partners before the signature of a contract with the AAL Programme. In brief, potential conflicts should be identified and brought to the immediate attention of the Project Coordinator by the appropriate WP Leader. Any Consortium member may, however, contact the Project Coordinator directly if they identify an actual or potential conflict.

The WP Leaders or coordinators will immediately inform the Project Coordinator, who will attempt to resolve this by discussion or by calling an ad hoc meeting. If no unanimous decision can be reached on the conflicting issues, the Project Coordinator will seek a decision by majority vote of the Project Management Board. In the case of failure to reach agreement, as a last resort the conflict will be referred to an arbitration procedure. This will be based on the procedures of the International Chamber of Commerce, with an initial conciliation process before a designated neutral (under the ICC ADR Rules).

4. QUALITY ASSURANCE MEASURES

The MyMate Project Handbook details all procedures to be used by the consortium partners during the course of the project. The handbook establishes the performance and management standards to be adopted during the project, document control mechanisms to be used and measurement of success indicators.

With respect to performance monitoring and quality assurance in particular, work package leaders will be required to submit an internal progress or task status report to the WP5 leader at 6-monthly intervals. The report will provide summary information regarding the technical progress, results achieved as well as any deviations from the work schedule that may have occurred. The status report will also include details of resources spent during the 6-month period so that possible deviations from the original schedule of estimates can be anticipated and managed accordingly. Should any conflicts or disputes with respect to performance standards arise during the course of the project; these will be handled according to the guidelines outlined in section 3. The MyMate project handbook, consortium agreement and IPR agreement will provide the 3 key management reference manuals which will guide project progress.

5.- COMMUNICATION POLICY

The Project Coordinator will be the focal point for the everyday communication during the course of the project and as such will ensure that all partners are kept informed of developments as they occur. The PC ensure that all partners receive copies of documents generated as and when appropriate and will maintain the administrative and consolidated technical document library. The primary method of communication will be electronic mail but use will also be made of other forms of technology such as video/phone conferencing and instant messaging using SKYPE technology, and periodic progress meetings, when and where appropriate.

As a general rule communication regarding project progress between partners during the course of the project will be circulated using the circulation list:

| Name | Organisation | Email |
|------------------------|----------------|---------------------------------|
| Francisco Ibáñez | Brainstorm | francisco@brainstorm.es |
| Javier Montesa | Brainstorm | jmontesa@brainstorm.es |
| Paul Pelsmaecker | Digital Zone | pelsmaecker@digitalezorg.nl |
| Rosario Rico | Altea | Rosario.Rico@altea-europa.org |
| Jim Playfoot | WhiteLoop | jim@whiteloop.com |
| Rizou Stamatia | Singular Logic | srizou@singularlogic.eu |
| Stellios Pantelopoulos | Singular Logic | spantelopoulos@singularlogic.eu |
| Zoica Tika | Singular Logic | ztika@singularlogic.ro |

| | | |
|-----------------|-----------|-------------------------------|
| Ligia Manesi | Ana Aslan | office_greece@brainaging.ro |
| Ioana Somcutean | Ana Aslan | ioana.somcutean@brainaging.ro |
| Simona Stamate | Ana Aslan | simona.stamate@brainaging.ro |
| Elena Morant | InnovaTec | research@innovatecsc.com |

6.- REPORTING PROCEDURES AND STANDARDS

6.1 Contractual Management Reports

According to the proposal, participants are required to submit to the AAL programme, reports detailing the progress made during the course of the project. The following table provides an overview of such reports, frequency of submission and those responsible for ensuring timely submission/publication:

| What | When |
|---------------------------------|-----------------|
| Annual Periodic Progress Report | Months 12/24/36 |
| Mid-term review questionnaire | Month 18 |
| Final Report | Month 36 |

Table 6 – Responsibilities for Contractual Progress Reporting

These reports are intended to fulfil the following criteria:

- (i) to provide a means of monitoring the project work undertaken;
- (ii) to assist in identifying appropriate actions necessary for the achievement of project goals;
- (ii) to confirm the relevance of the project objectives and approach; and
- (iv) to provide material for publicity and dissemination.

Should any questions arise as to the preparation of these reports, project partners should refer such matters to the project coordinator and/or the administrative assistant, if appropriate the project coordinator will contact the Project Officer (PO) assigned to monitoring the project.

6.2 Scope of Reporting

The reporting to the AAL programme should cover all aspects of the project. The following dimensions are to be addressed:

- project management and administration;
- project technical progress and achievements;
- project impact; exploitation,
- dissemination and technology transfer.

The project management/administration and technical progress and achievements are covered at three levels of reporting:

- Annual Progress Report (Month 12, 24 and 36)
- At the end of the project (Month 36), the Final Report covers all achievements obtained in the project.

Annual Periodic Reports are coupled to Financial Statements. The Final Report is coupled with the Cost Statement for the final period.

6.3 Structure and Layout of Management Reports

The schedule of deliverables is given in the deliverables list above. Periodic Progress Reports will be issued every twelve months based on internal management progress reports issued by each partner on a six-monthly basis and submitted to the coordinator. The periodic progress reports will contain a detailed description of the activities completed in the reporting period, a description of those in progress, and those that will start in the next period. The account of the work (human resources spent per WP, cumulative work planned and performed) will be also provided. The progress of work will be evaluated against the project planning and the work package descriptions.

6.3.1. –Final Report

The Final Report will be produced by the consortium at the end of the project and submitted to the AAL CMU by the Project Coordinator. This report will include a financial report and a final consolidated technical report. The Final report will also contain all the work, objectives, results and conclusions of the project. A public version will be also prepared for dissemination. A public version of this report will be also prepared for dissemination.

The deliverables will be sent to the relevant Funding Body representative in electronic version (via e-mail) .The electronic version will be included in the restricted area of the MyMATE website and will be accessible to the overall Consortium as well as to the Funding Body representative and Project Reviewers.

The document will be structured as follows according to the template provided by AAL.

- Project information – with the acronym, number and title of the project, the title of the report, the reporting period, the start date and the duration of the contract, the name of the co-ordinator and other contractors of the project.
- Project Partners
- Publishable Project results summary
- Deliverables submitted and milestones achieved within the reported period.

- Project results: Business model and indicators
- Project results: End-users indicators
- Scientific and technical progress accomplished.
- Financial/administrative information
- Partners' contact information
- Comments and issues to be done.

6.3.2. –Periodic Progress Report (Annual)

The Periodic Progress Report provides a comprehensive account of the progress made by the project during the reporting period. The report also addresses issues and problems affecting the progress of the project and/or co-operation inside the consortium, with the AAL Directorate or with other projects. The template to be used has been provided by the AAL Programme.

The PPR should contain the following information;

- (i) A detailed account of progress made
- (ii) Resources employed
- (iii) Results obtained
- (iv) Impact activities carried out within the period
- Deviations from the work schedule – when occurred
- (v) Planned modifications to the work schedule for the next reporting period - where necessary.

The report is used by the PC, in the context of progress monitoring.

According to the AAL template, Periodic Progress Reports should be follow the following structure:

- Project information – with the acronym, number and title of the project, the title of the report, the reporting period, the start date and the duration of the contract, the name of the co-ordinator and other contractors of the project.
- Project Partners
- Financial/administrative project progress
- Deliverables submitted and milestones achieved within the reported period.
- Scientific and technical progress accomplished.
- Impact and awareness activities undertaken.
- Comments and issues to be done.

6.4 Project Deliverables

The deliverables should not be written for reporting to the AAL Programme, but should serve as the capture of the project results for further development, use, exploitation and dissemination. For ease of identification and overview, the deliverables will use a common cover page. Each deliverable should also include a table of content and an executive summary.

The project impact, both as plans and as achievements, are covered by the Dissemination and Use Plans and by the Technology Implementation Plan.

The support to publicity is covered by the Project Presentation as well as the publishable version of the Periodic reports and the Final Report. Part of the Technology Implementation plan also contributes to the public material.

6.5 Document Versioning

All documents will carry the document reference number and title. Once released by the work package leader having satisfied internal work package quality control, the document shall be marked as Draft V1.0. and then be circulated amongst the partners for comment.

Comments and/or suggested Amendments made by project partners should be made in the body of the document using the "track changes" tool in Word. Once a partner has done so and the document is then returned to the work package for any revisions if necessary. The document should then be marked as Draft V1.1, 1.2... depending on the version in circulation. The work package leader will then revise and resubmit as Draft V2.0. This process will be repeated, if necessary for Draft V3.0 and upward until the coordinator and/or administrative assistant and work package leader agree that the document can be marked as Final.

7.- PUBLICATION PROCEDURES AND STANDARDS

The consortium partners are required to adopt the following procedures/standards when generating documentation intended for publication:

1. The use of Microsoft Word text files via e-mail in PC format. For files exceeding 15 Mbyte in size such files should be generated as zip files [winzip for windows can be obtained from www.winzip.com].
2. Microsoft EXCEL should be used for spreadsheet information.
3. Presentations should be prepared using Microsoft PowerPoint

Microsoft Office version 2011 or higher should be used in order to ensure the interoperability of office software amongst partners:

1. Word processing = Word 2011 or higher

2. Spreadsheet = Excel 2011 or higher
3. Presentation = PowerPoint 2011 or higher

7.1 Procedure for presentations

When consortium partners are presenting the project on behalf of the MyMate consortium, they should use the slide templates found in Annex A below. It is important that the consortium presents a uniform view of the project wherever presenting to at public events and review sessions.