



The Online Platform for Informal Caregivers

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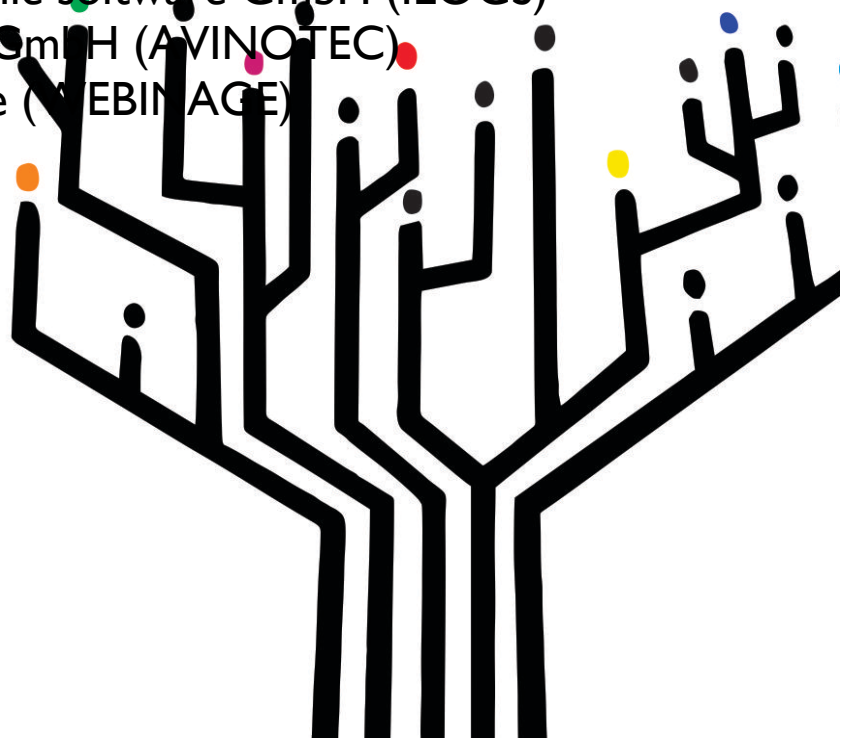
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Work Package WP6: Project Management

Task T6.1: Detailed project planning and scheduling including quality measures

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Document Log

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Introduction

This handbook contains information that concerns the proper day-to-day running of the TOPIC project, and aims at promoting quality assurance. Quality assurance (QA) in TOPIC is not a one-time activity, but is fully integrated into the project structure and procedures. The QA aspects covered in this handbook are concerned with:

- Responsibilities of all those involved in project activities;
- Regular internal and external monitoring and reporting procedures;
- Deliverable review and submission procedures;
- External project review procedure;
- Overall project evaluation;
- Risk assessment and management.

Where necessary, this handbook makes reference to the relevant project's documents such as Grant Agreement and Annexes including Description of Work (DoW) and Consortium Agreement (CA). When ambiguity of interpretation among these documents arises, this handbook takes a subordinate role. Therefore, priority is given to the documents in the following order:

1. Grant Agreement and Annexes, including the DoW (highest priority);
2. Commission rules, e.g., as contained in Guidance Notes;
3. Project Management Board decisions
4. Consortium Agreement
5. Handbook (lowest priority)

Questions and suggestions for improvement of the present handbook can be sent to the TOPIC (hilda.tellioglu@tuwien.ac.at).

Participants

Participant no.	Participant organisation name	Participant short name	Organisation type	Country
1 (Coordinator)	Vienna University of Technology	TUW	University	Austria
2	ilogs mobile software GmbH	ILOGS	SME	Austria
3	SOZIAL GLOBAL Aktiengesellschaft	SOGL	LME	Austria
4	University of Siegen	USI	University	Germany
5	SOPHIA Franken GmbH & Co KG	SOPHIA	SME	Germany
6	AVINOTEC GmbH	AVINOTEC	SME	Germany
7	Troyes University of Technology	UTT	University	France
8	E-Seniors	ESE	SME	France
9	Webinage	WEBINAGE	SME	France

Project Governance

This section describes the project governing bodies that have in charge all the project management activities and the procedures/recommendations aiming to the correct implementation of the management activities concerned with the Work Package 6 (Project management) of the TOPIC project. These procedures and recommendations include the rules to manage the organisation and the execution of the meetings; the actions recommended to identify and manage risks; the rules to manage and resolve internal conflicts among partners.

Consortium Management Structure

The management of the TOPIC consortium is governed by the Consortium Agreement (CA) signed by the partners on March-April 2013. The scheme of the management structure is shown in the following figure.

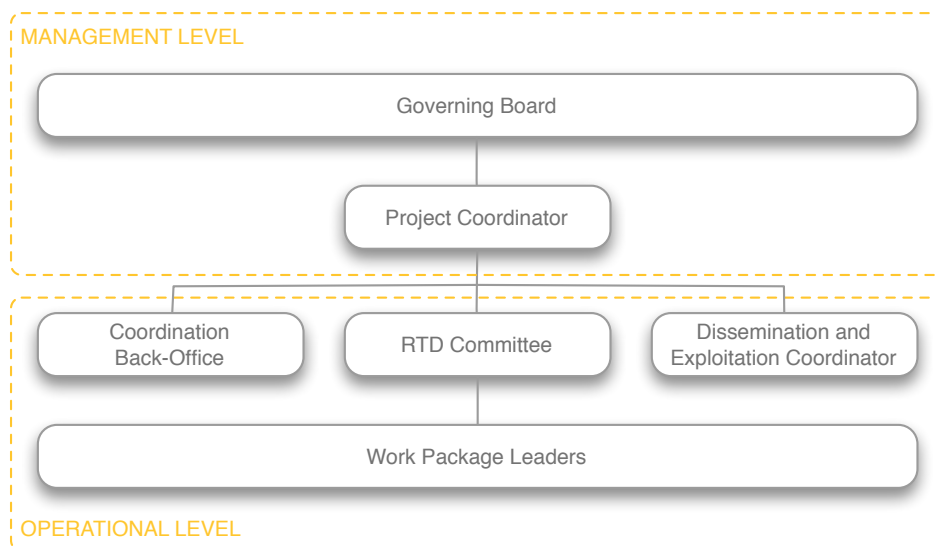


Figure 1: Consortium Bodies in TOPIC.



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Structure Component	Participants	Functions/Responsibilities
Governing Board	1 Senior manager per Party	Strategic guidance of the project Managing integration of project components Monitoring and self-assessment of project progress and outputs
Project Coordinator	TUW	The legal entity acting as the intermediary between the Parties and the Central Management Unit of the AAL Joint Programme (AAL CMU) Project implementation plan day to day co-ordination Quality assurance Progress and results self-evaluation and external evaluation Risk Management Plan
Coordination Back-Office	TUW	Assists the WP Leaders and the Project Coordinator Generation, collection, and storage of data and documents produced by the project Administration and financial control Submission of deliverables and reports to EC
RTD Committee	Technology and university Parties + Project Coordinator	Research, technological development, and technical components integration: The foundational research and component level development The horizontal and vertical integration of the R&D contributions The vertical and time relationships between basic and more demanding foundational research and component level research and development S&T work plan monitoring and maintenance
Dissemination and Exploitation Coordinator	SOPHIA	Consortium communications (internal and w.r.t third parties: other projects, institutional bodies, etc.) Dissemination and exploitation plans
WP Leaders	All Parties leading WP	Organise and manage work for each WP: Detailed planning of tasks and allocation of people to specific tasks Monitoring of tasks and deliverables production Internal reporting

Table 1: Consortium Bodies and responsibilities in TOPIC.



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General Operational Procedures

Representation in the Meetings - Any member of a Consortium Body should be present or represented at any meeting of such Consortium Body; may appoint a substitute or a proxy to attend and vote at any meeting; and shall participate in a cooperative manner in the meetings.

Preparation and Organisation of Meetings - The chairperson of a Consortium Body shall convene meetings of that Consortium Body.

	Ordinary Meeting	Extraordinary Meeting
Governing Board	At least once a year	At any time upon written request of the Work Package Leaders or 1/3 of the members of the Governing Board
Work Package Leaders	At least quarterly	At any time upon written request of any member of the Work Package Leaders

The chairperson of a Consortium Body shall give a notice in writing of a meeting to each member of that Consortium Body as soon as possible and no later than the minimum number of days preceding the meeting as indicated below.

	Ordinary Meeting	Extraordinary Meeting
Governing Board	45 calendar days	15 calendar days
Work Package Leaders	14 calendar days	7 calendar days

The chairperson of a Consortium Body shall prepare and send each member of that Consortium Body a written (original) agenda no later than the minimum number of days preceding the meeting as indicated below.

	Ordinary Meeting	Extraordinary Meeting
Governing Board	21 calendar days	10 calendar days
Work Package Leaders	7 calendar days	2 calendar days

Any agenda item requiring a decision by the members of a Consortium Body must be identified as such on the agenda. Any member of a Consortium Body may add an item to the original agenda by written notification to all of the other members of that Consortium Body up to the minimum number of days preceding the meeting as indicated below.

	Ordinary Meeting	Extraordinary Meeting
Governing Board	14 calendar days	7 calendar days
Work Package Leaders	2 working days	1 working day

During a meeting the members of a Consortium Body present or represented can unanimously agree to add a new item to the original agenda. Any decision may also be taken without a meeting if the Project Coordinator circulates to all members of the Consortium Body a written document, which is then signed by the defined majority of all members of the Consortium Body. Meetings of each Consortium Body may also be held by teleconference or other telecommunication means. Decisions will only be binding once the relevant part of the minutes has been accepted according to the agreement described in “Minutes of Meetings” below.



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Voting Rules and Quorum - Each Consortium Body shall not deliberate and decide validly unless 60% (5 out of 9, in case all Parties are represented) of its members are present or represented (quorum). Each member of a Consortium Body present or represented in the meeting shall have one vote. Defaulting Parties may not vote. Decisions shall be taken by a majority of 60% (5 out of 9, in case all Parties are represented) of the votes of the members present or represented.

Veto Rights - A member which can show that its own work, time for performance, costs, liabilities, intellectual property rights or other legitimate interests would be severely affected by a decision of a Consortium Body may exercise a veto with respect to the corresponding decision or relevant part of the decision.

When the decision is foreseen on the original agenda, a member may veto such a decision during the meeting only. When a decision has been taken on a new item added to the agenda before or during the meeting, a member may veto such decision during the meeting and within 15 days after the draft minutes of the meeting are sent.

In case of exercise of veto, the members of the related Consortium Body shall make every effort to resolve the matter, which occasioned the veto to the general satisfaction of all its members. A veto is justified if (a) the vetoing Party's legitimate academic or commercial interests are compromised by the planned decision; or (b) the own work, time for performance, costs, liabilities, intellectual property rights or other legitimate interests of the objecting Party's Foreground or Background is adversely affected. The veto has to be in writing and include a precise request for necessary modifications.

A Party may not veto decisions relating to its identification as a Defaulting Party. The Defaulting Party may not veto decisions relating to its participation and termination in the Consortium or the consequences of them. A Party requesting to leave the Consortium may not veto decisions relating thereto.

Minutes of Meetings - The chairperson of a Consortium Body shall produce written minutes of each meeting, which shall be the formal record of all decisions taken. He shall send the draft minutes to all members within 10 calendar days of the meeting.

The minutes shall be considered as accepted if, within 15 calendar days from sending, no member has objected in writing to the chairperson with respect to the accuracy of the draft of the minutes.

The chairperson shall send the accepted minutes to all the members of the Consortium Body and to the Project Coordinator, who shall safeguard them. If requested the Project Coordinator shall provide authenticated duplicates to Parties and on the costs of the requesting Parties.



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Governing Board - Each Governing Board member shall be deemed to be duly authorised to deliberate, negotiate and decide on all following matters:

- Content, finances, and intellectual property rights
 - Proposals for changes to the Proposal to be agreed by the AAL CMU
 - Changes to the Work Plan
 - Additions to Annex 3 of Consortium Agreement¹ (Background Excluded)
 - Withdrawals from Annex 4 of Consortium Agreement (Background Included)
 - Proposals to the Parties to amend the Consortium Agreement
 - Proposals and plan for use and dissemination of Foreground
- Evolution of the Consortium
 - Entry of a new Party to the Consortium and approval of the settlement on the conditions of the accession of such a new Party
 - Withdrawal of a Party from the Consortium and the approval of the settlement on the conditions of the withdrawal
 - Declaration of a Party to be a Defaulting Party
 - Remedies to be performed by a Defaulting Party
 - Termination of a Defaulting Party's participation in the Consortium and measures relating thereto
 - Proposal to the AAL CMU and the national contact person (AAL NCP) for a change of the Project Coordinator
 - Proposal to the AAL CMU and the AAL NCP for suspension of all or part of the Project
 - Proposal to the AAL CMU and the AAL NCP for termination of the Project and the Consortium Agreement

Governing Board shall be free to act on its own initiative to formulate proposals and take decisions in accordance with the procedures set out herein. In addition, all proposals made by the Work Package Leaders shall also be considered and decided upon by the Governing Board.

The Project Coordinator shall chair all meetings of the Governing Board, unless she delegates such responsibility to any of the members of the Work Package Leaders.

¹ Consortium Agreement, Version 2013-04-22



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Work Package Leaders - The Project Coordinator shall chair all meetings of the Work Package Leaders, unless decided otherwise. Minutes of the Work Package Leaders meetings, once accepted, shall be sent by the Project Coordinator to the Governing Board members for information. Work Package Leaders shall prepare the meetings, propose decisions and prepare the agenda of the Governing Board meetings. They shall seek a consensus among the Parties. They shall be responsible for the proper execution and implementation of the decisions of the Governing Board. They shall monitor the effective and efficient implementation of the Project. In addition, they shall collect information at least every 6 months on the progress of the Project, examine that information to assess the compliance of the Project with the Work Plan and, if necessary, propose modifications of the Work Plan to the Governing Board.

Work Package Leaders shall

- Initiate, coordinate and have organised the work packages
- Support the Project Coordinator in preparing meetings with the AAL AMU or the AAL NCP and in preparing related data and deliverables
- Prepare the content and timing of press releases and joint publications by the Consortium or proposed by the AAL CMU or the AAL NCP

In case of abolished tasks as a result of a decision of the Governing Board, the Work Package Leaders shall advise the Governing Board on ways to rearrange tasks of the Parties concerned. Such rearrangement shall take into consideration the legitimate commitments taken prior to the decisions, which cannot be cancelled.

Each Work Package Leader shall manage the respective work package, in particular with regard to

- The timely delivery of reports and work package results to other Work Package Leaders and the Project Coordinator
- Reviewing the quality of the reports
- Formulating an implementation plan for the activities within the work package for the future period, which can imply proposing to other Work Package Leaders and the Project Coordinator changes to the Work Plan and/or the Proposal
- Making proposals to other Work Package Leaders and the Project Coordinator for the admission of new Parties to the Project and to the Consortium Agreement in order for said new Parties to participate in the work package
- Alerting other Work Package Leaders and the Project Coordinator in case of delay in the performance of the work package or in case of breach of responsibilities of any Party under said work package
- Analysing and documenting, at the request of the Governing Board, a presumed breach of responsibilities of a Party under the work package and preparing a proposal of remedies to other Work Package Leaders and the Project Coordinator communicating any plans, deliverables, documents and information connected with the work package between its members and, if relevant, to other Work Package Leaders and the Project Coordinator
- Submitting the implementation plan of the work package to other Work Package Leaders and the Project Coordinator for review and proposing an update of the Work Plan
- Coordinating on a day-to-day basis the progress of the technical work under the work package
- Following up decisions made by Consortium Bodies insofar as they affect the work package
- Advising the Project Coordinator of any discrepancy with the Work Plan, including any delay in delivery.



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Project Coordinator - The Project Coordinator shall be the intermediary between the Parties and the AAL CMU and shall perform all tasks assigned to it as described in this Consortium Agreement.

In particular, the Project Coordinator shall be responsible for

- Monitoring compliance by the Parties with their obligations
- Keeping the address list of members and other contact persons updated and available
- Collecting, reviewing to verify consistency and submitting reports and other deliverables (including financial statements and related certifications) to the AAL CMU or the AAL NCP
- Transmitting documents and information connected with the Project to and between Work Package Leaders, as appropriate, and any other Parties concerned
- Providing, upon request, the parties with official copies or originals of documents which are in the sole possession of the Project Coordinator when such copies or originals are necessary for the Parties to present claims.

If the Project Coordinator fails in its coordination tasks, the Governing Board may propose to the AAL CMU or the AAL NCP to change the Project Coordinator.

The Project Coordinator shall not be entitled to act or to make legally binding declarations on behalf of any other Party.

The Project Coordinator shall not enlarge its role beyond the tasks specified in this Consortium Agreement.

Coordination Back-Office - The Coordination Back-Office shall be proposed by the Project Coordinator. It shall assist and facilitate the work of Work Package Leaders and the Project Coordinator for executing the decisions of the Governing Board as well as the day-to-day management of the Project.

Language - English language shall govern all documents, notices, meetings, arbitral proceedings, and processes relative thereto.

Risk Management

Self-assessment will be done in accordance to the overall procedure of TOPIC. The timetable of work and the successful attainment of milestones in the project will be monitored by a defined peer review assessment system implemented by the Work Package leaders. At the start of the project each Work Package leader will prepare a time schedule of the work with respects to the milestones defined, to mark significant stages of the project.

A project like TOPIC can encounter some adverse situations. We define a risk as a product between an adverse event and its consequences on the project's achievements of its objectives. The analysis of the Work Packages to be carried out allows the identification of some main risks potentially jeopardising the achievement of project goals, both related to technical and managerial issues. A correct procedure to minimise the overall risk will be taken into account in order to minimise the possible occurrence of adverse events in the construction of the project. The Work Packages will be carried out in accordance with state-of-the-art methodologies for risk identification and evaluation, and a method for risk control. Furthermore, in order to mitigate the risk of the deliverable delay for all Work Packages, the consortium has established a timetable with internal deadlines of the Work Package outputs. The internal deadlines are timed in dates set before the closure of the official delivery date.



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Each risk can be quantified as follows:

Likelihood of occurrence, on the following scale:

- 1) Unlikely (0, 30%)
- 2) Possible (30, 50%)
- 3) Likely (50, 70%)
- 4) Very likely (70, 90%).

Impact on the project (just because a given risk event occurs does not mean that it will necessarily prove detrimental to development):

- 1) Low (<20%)
- 2) Medium (20, 40%)
- 3) High (40, 70%)
- 4) Critical (70, 100%)

This formalized approach to risk assessment will yield important benefits for project management since it is possible to estimate the delay and/or additional expenses the risk event may incur and thus propose mitigation procedures aimed at limiting adverse impact of risk events on the project's development timeline.

The risk are within this document described by events, likelihood, impact and mitigation strategies, which are defined as represented in the following table:

A.	Risk event	<i>Description of the event – a brief statement of the risk</i>
B.	Likelihood	<i>Probability of the occurrence of the event</i>
C.	Impact	<i>Description of impact due to the occurrence of the risk event – the loss, that could result if the risk event occurred – and it's quantification</i>
D.	Mitigation strategy	<i>Actions planned in order to avoid the risk event</i>
E.	Responsible person	<i>Person responsible for the mitigation strategy on the appropriate level (from the Project Manager to a Work Package Manager)</i>

Table 2: Terms used for risk descriptions in TOPIC.

In the following tables, we detail the technical, consortium and management risks in the TOPIC project.



Technical Risks

RISK	Fragmentation of developments among different partners. Low integration among the system components
LIKELIHOOD	Possible
IMPACT	Medium
MITIGATION STRATEGY	Reinforcing technical production management and control concentration of functional control and product integration on a unique partner
RESPONSIBLE PERSON	Work Package 2 (Technical Development) leader assisted by the Project Coordinator and Work Package 2 partners

RISK	Low effectiveness of the validation phase that involves different settings
LIKELIHOOD	Possible
IMPACT	Medium
MITIGATION STRATEGY	Defining and preparing since now the validation phase and train the users that will be responsible to carry out this activity
RESPONSIBLE PERSON	Work Package 4 (Evaluation) leader assisted by university partners and user organisations

Table 3: Technical risks in TOPIC.

Consortium Risks

RISK	Divergence among partners on project running
LIKELIHOOD	Unlikely
IMPACT	High
MITIGATION STRATEGY	Consortium agreement rules every conflict situation. The research of consensus is the first objective. However, after a reasonable amount of time has been allowed to illustration and defence of conflicting positions, in order to avoid deadlock in project operational progress, the approval of a two-third majority of partners will be verified. If the decision being taken is unacceptable to partners found in the minority positions, the resolution of the conflict will be elevated to each partner's higher executive for search of the consensus. Should the consensus be not achievable, the project co-ordinator will appoint an independent referee whose judgement will be conducted.
RESPONSIBLE PERSON	The Project Coordinator

RISK	Lack of timely control and corrections over scheduled activities
LIKELIHOOD	Unlikely
IMPACT	High
MITIGATION STRATEGY	To ask to WP leader to prepare periodically reports based on specific forms defined by project co-ordinator at the beginning of the project
RESPONSIBLE PERSON	Work Package leaders

Table 4: Consortium risks in TOPIC.



Management Risks

RISK	Delays in report delivering by some partners
LIKELIHOOD	Unlikely
IMPACT	Low
MITIGATION STRATEGY	Reinforcement of the mechanism in Consortium Agreement for delays dissuasion
RESPONSIBLE PERSON	Work Package leaders assisted by the Project Coordinator
RISK	Risks related to the protection sensitive personal and clinical data
LIKELIHOOD	Unlikely
IMPACT	High
MITIGATION STRATEGY	TOPIC is carried out in compliance with the “Opinion of the European Group on Ethics Science and New Technologies n.13: Ethical issues of healthcare in the information society 30/07/99. All the data and variables associated with patients and their families will be kept in secure computer files. Confidentiality of patient data are preserved, according to Directive 7/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and to any relevant national regulation. If the solution and remedial actions do not appear appropriate or the problem is not being addressed then a special meeting of WP leaders will be convened to jointly assure appropriate corrective action is undertaken.
RESPONSIBLE PERSON	All partners

Table 5: Management risks in TOPIC.

The Exit Strategy

TOPIC defines the following exit strategies:

- Creating a pool of end-users bigger than the end-users involved in TOPIC. In case of some users leave the project during its implementation, other end-users fitting the profile from the pool can be contacted and included in design and evaluation process. SOGL, ESE, and SOPHIA as end-user organisations will take the responsibility to make a smooth transition in such cases.
- Providing support to users with stable working prototypes in case TOPIC is not applicable.
- Providing support to users with similar technologies in case TOPIC is not stable enough to establish.
- Non-academic partners will make an arrangement to provide maintenance and support for some services established so far in the project.

To adapt and further develop the exit strategy we will analyse the followings during the project:

- General dependency potential of users: Older users might be more dependent to ICT solutions having impact to their life than younger users. During the project, we will try to assess how flexible our users are if TOPIC is not available or certain services are down, how users deal with contingencies and how they improvise.



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- Dependency to home installations due to pilot trials: A questionnaire will be distributed about dependency vs. adoption during installations, where the user's comments will also be asked.
- Dependency to particular technologies: Availability of alternatives will be given as a solution in this case. Instead of full support, the carers, who attended to the project, will be given the chance to keep some of the executable parts of the project results afterwards.

Conflict Resolution

Effective conflict resolution begins with an understanding of the individual and collective management roles. As a general rule, project management will aim at a consensus building, promoting mediation over voting in order to ensure a maximum degree of cooperation within the consortium. In case of conflict between two or more parties, the Governing Board can play the role and assume the authority of arbitrator if accepted unanimously by all parties involved in conflict about a specific matter. In case one of the parties involved in the conflict doesn't intend to use the Governing Board's arbitration, the conflict will be solved according to the Consortium Agreement provisions.

In case the terms of the Consortium Agreement are in conflict with the nationally applicable rules and rules for funding, the terms of the latter shall prevail. Should any provision of the Consortium Agreement become invalid, illegal or unenforceable, it shall not affect the validity of the remaining provisions of the Consortium Agreement. In such a case, the Parties concerned shall be entitled to request that a valid and practicable provision be negotiated which fulfils the purpose of the original provision.

The Parties shall not be entitled to act or to make legally binding declarations on behalf of any other Party. Nothing in the Consortium Agreement shall be deemed to constitute a joint venture, agency, partnership, interest grouping or any other kind of formal business grouping or entity between the Parties.

Any notice to be given under the Consortium Agreement shall be in writing to the addresses and recipients as listed in the most current address list kept by the Project Coordinator based on the list of Parties.

No rights or obligations of the Parties arising from the Consortium Agreement may be assigned or transferred, in whole or in part, to any third party without the other Parties' prior formal approval. Amendments and modifications to the text of the Consortium Agreement require a separate agreement between all Parties.

The Parties agree to abide by all decisions of the Governing Board. This does not prevent the Parties to submit a dispute to resolution in accordance with the following provisions

- All disputes arising out of or in connection with the Consortium Agreement, which cannot be solved amicably, shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules.
- The place of arbitration shall be Vienna if not otherwise agreed by the conflicting Parties. WEBINAGE Intellectual Property dispute will be judged under French law.
- The award of the arbitration will be final and binding upon the Parties.
- Nothing in the Consortium Agreement shall limit the Parties' right to seek injunctive relief or to enforce an arbitration award in any applicable competent court of law.



Activity Reporting

Activity reporting assists project management, and the European Commission (EC), to monitor project progress, achievements and difficulties encountered. During the course of the project, activity reporting will be conducted in the form of management reports:

- Three management reports prepared on the months 8 (originally planned for 6), 12 and 24 of the project in the framework of Work Package 6 (Project Management) by the Project Coordinator with the support of all partners to be submitted to EC,
- Final report prepared on the month 36 of the project by in the framework of Work Package 6 (Project Management) by the Project Coordinator with the support of all partners to be submitted to EC.

The management reports include the results coming from the self-assessment analysis, the risk management plan implementation, and a peer-review procedure for selected TOPIC deliverables.

Deliverables

Deliverables are one of the most important channels to communicate with the European Commission. As a consequence the management of such documents is an important task within the *Quality Assurance* activity. This section describes the process identified to review the project deliverables, the naming convention, the templates for such documents and how the deliverables behaviour is monitored.

Process

All deliverables prepared by the TOPIC consortium, before being submitted to the European Commission, must undergo a review by the consortium. This review process applies to both types of deliverables defined in project description of work: “Report” and “Prototype”.

The process of writing and submitting a deliverable is organised in several steps:

1. The Work Package leader makes a draft of the deliverable and submits it to the Consortium for a review.
2. All Consortium partners submit their reviews and contributions to the deliverable within 15 days.
3. The Work Package leader considers the reviews of the Consortium partners and integrates the suggested improvements into the deliverable within 15 days.
4. The Project Coordinator checks if all appropriate comments by the Consortium partners have been addressed and approves the deliverable before sending it to the European Commission.

Templates

The deliverable templates will be developed by the Project Coordinator and placed available on the TOPIC internal BSCW server. The layout and content of the reports shall conform to the instructions and guidance notes established by the *Commission*.

Deliverables overview

The following table presents an overview of deliverables planned in the TOPIC project. For each deliverable, the table marks: deliverable name, the Work Package (WP) from which the deliverable originates, nature/type of the deliverable (“Report” or “Prototype”), dissemination level (“Public” or “Restricted”), deliverable date and version, document log showing the different revisions of the deliverable, the coordinating and contributing partners.



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Del. No.	Deliverable name	Work Package	Nature/type of deliverable	Dissemination level	Delivery date (project month)
D1.1	Selected end-users	WP1	Report	Public	3
D1.2	Report on the end-users' context and every day life	WP1	Report	Public	6
D1.3	Use cases	WP1	Report	Public	12
D1.4	Ethics manual	WP1	Report	Public	36
D2.1	IT specification and architecture	WP2	Report	Public	16
D2.2	Mock-ups	WP2	Prototype	Restricted	9
D2.3	Prototypes	WP2	Prototype	Restricted	18
D2.4	Final <i>CarePortfolio</i>	WP2	Report	Restricted	32
D3.1	Contents and services of the <i>CarePortfolio</i>	WP3	Report	Public	18
D3.2	Updates with respect to the end-user needs	WP3	Report	Public	24
D3.3	Methodologies and assessments	WP3	Report	Public	30
D4.1	Evaluation plan	WP4	Report	Public	18
D4.2	Usability test analysis	WP4	Report	Public	21
D4.4	Field evaluation results	WP4	Report	Public	34
D5.1	Exploitation and dissemination plan	WP5	Report	Public	3
D5.2	Dissemination and exploitation report I	WP5	Report	Restricted	6
D5.3	Dissemination and exploitation report II	WP5	Report	Restricted	12
D5.4	Dissemination and exploitation report III	WP5	Report	Restricted	24
D5.5	Dissemination and exploitation report IV	WP5	Report	Restricted	36
D5.6	Development of a business plan	WP5	Report	Restricted	34
D6.1	Detailed project plan	WP6	Report	Restricted	3
D6.2	Quality handbook	WP6	Report	Public	3
D6.3	Management report I	WP6	Report	Restricted	8²
D6.4	Management report II	WP6	Report	Restricted	14³
D6.5	Management report III	WP6	Report	Restricted	26⁴
D6.6	Final report	WP6	Report	Restricted	36

Table 6: Deliverables in TOPIC.

AAL Midterm Review

The TOPIC project will be reviewed physically by the programme officers of the Ambient Assisted Living Association once, approximately half way through the project. The aims of the review are:

1. *Performance check / progress check*: the midterm review should clearly aim at checking the performance of the project and to address obstacles that block the progress. Scientific, technological, financial, and organisational issues need to be discussed and solutions should be proposed.

² Originally planned for the project month 6. To synchronise the reports for national and AAL reports, we postponed this delivery date for 2 months.

³ Originally planned for the project month 12. To synchronise the reports for national and AAL reports done for D6.3, we postponed this delivery date for 2 months.

⁴ Originally planned for the project month 24. To synchronise the reports for national and AAL reports, we postponed this delivery date for 2 months.

2. *Proactive in relation to the projects:* the review should be pro-active to provide the consortium with a fresh, external view, and guidance for the remaining project period with discussion on liaison, dissemination, and exploitation possibilities and challenges; however some feedback on and control of performance in the previous period of the projects should also be given.
3. *Proactive in relation to the programme development:* by providing tangible information about each project, which can be aggregated and used for thematic analysis of the call and the programme performance.

The AAL Midterm Review will take place in Vienna on approximately month 18 of the project. The Consortium will be broadly represented at the review with at least one representative from each project partner.

Quality Assurance in Software Development

Besides the quality assurance processes described above, TOPIC applies quality assurance processes to the software design and development process. In the following tables we describe the quality objectives and measures for products and processes, and activities to be tested.

No.	Quality objectives for products	Priority	Measure(s)	Responsibility
1	Functionality Conformance of functional requirements	Very high	Analysis of requirements from requirements specifications and conversion into an IT concept	Project leader Team
2	Functionality Accuracy of results	Very high	Develop test specifications and conduct tests according to specifications	Developer Tester
3	Consistent design of documents	Medium	Use of templates Product samples	Quality assurance
4	Completeness of documentation	High	Define documents to be created	Project leader

Table 7: Quality objectives and measures for products.

No.	Quality objectives for processes	Priority	Measure(s)	Responsibility
1	Systematic project management Adherence to deadlines Compliance with costs, resources	High	Procedure according to development process or specifications respectively Cost control, resource planning	Project leader
2	Change management Tracking and systematic management of changes	High	Compliance with specific workflows for change requests for internal projects Establish and communicate rules for the handling of defects / mistakes Illustrate change requests and defects in diagram	Project leader Quality assurance
3	Configuration management Versioning in the project Compliance with minimum standards for configuration management	High	CM-Plan Process for versioning	Configuration management
4	Risk management Identify and track risks Define measures for reduction / avoidance	Medium	Risk identification and risk assessment	Project leader
5	Requirements management Clearly settle the manner and the extent of functional requirements Illustrate the consequences from the implementation of the functional requirements	Medium	Coordination with technical contact person	Project leader Team

Table 8: Quality objectives and measures for processes.



No.	Products / Activities	Test method(s)
1	Requirements specification	Requirements analysis
2	IT-Concept: Software architecture, platform, etc.	Peer review
3	Project handbook	Peer review
4	Project plan	Peer review
5	QA-Plan	Peer review
6	CM-Plan	Peer review
7	Test plan	Peer review
8	(Complete) System	Integration and compatibility testing
9	Regular weekly project meeting to exchange the status of work, to collect questions, risks, problems	Monitoring through existing minutes
10	List of open issues	Proof of regular comparison at least in the minutes of the weekly meeting
11	List of risks	Proof of regular comparison at least in the minutes of the weekly meeting

Table 9: Activity to be tested.

Configuration Management

The configuration management (CM) or the CM Plan sets out the technical processing details regarding the configuration management. It operates specific regulations, requirements for product library, change management (configuration control), and data backup are documented. These must be adhered to be binding throughout the project.

Management documents like all deliverables, minutes, additional documents as annexes, are set under CM and stored on a central server accessible to all partners. In TOPIC officially delivered documents are structured as follows:

- Title page
- Document Log: Description of the document history
- Table of Contents
- Table of Figures
- Table of Tables
- Introduction: Rational of this document, why this document exists
- Content
- Glossary, Index
- Copyright and confidentiality note

Document language is English. Besides this, NCP can request certain documents in national language, too. That is accountability of project partner.

Document filenames follow this scheme: Da.b – c_vX.
(Example: “D6.2 – Quality Handbook_v5.docx”)

- a ... work package number
- b ... activity/task in work package
- c ... title of the deliverable
- vX ... continuous numbering of draft versions. Final version does not contain this suffix.
- d ... file format

Versioning – Document history is contained inside the file in the chapter “Document Log”. Initial versions start with 0.1 and get incremented. Minor changes are added like 0.15. Official, i.e., final releases or milestones, get the version 1.0.

Labels – Tables and Figures get a label.



The Online Platform for Informal Caregivers

Software Configuration Management

In order to successfully develop software and operate it, the following activities are necessary: The developed software packages are to be stored auditable on an appropriate medium or media. To ensure that former errors in intermediate states are found and traceable, this requires a defined procedure for software versioning. This occurs at TOPIC as follows:

- All source codes are stored in a common software CM tool with versioning system.
- TOPIC prefers GIT.
- The repository is hosted on a server, hosted by a partner, and the access is permitted to all involved in the project.
- The maintainer of the GIT is WEBINAGE.

Abbreviations

Reference	Description
Defaulting Party	means a Party which the Governing Board has identified to be in breach of this Consortium Agreement and/or the Work Plan as specified in this Consortium Agreement.
DoW	Description of Work
Management Outputs	Documents regarding the management of the project, i.e., Management handbook, Quality Handbook, Process description, contracts, Description of Work.
Specialised Outputs	Deliverables from specialists, i.e., source code, observation protocols, investigation reports.
CA	Consortium Agreement
QA	Quality assurance
CM	Configuration management

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